

EnergyCentral



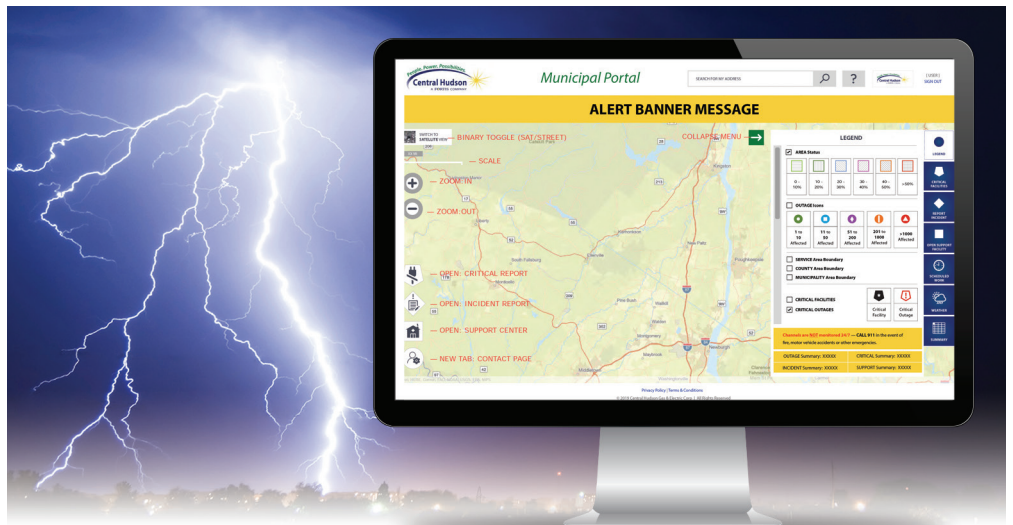
Central Hudson Hosts Service Agencies at Annual Outreach Forum

Bringing together the region's community service organizations is a primary goal behind Central Hudson's Consumer Outreach Forum. This annual event, held in October, provided networking opportunities, resources and information sharing among the more than 80 representatives attending from participating service organizations, state and local government agencies and Central Hudson.

"Our Consumer Outreach Forum offers an opportunity for the Mid-Hudson Valley community service organization to exchange ideas, share information on assistance programs and build relationships, as we rely on these valued partnerships to best serve our customers," said Charles A. Freni, President and C.E.O. of Central Hudson. "This year marks our 19th forum, which offers participants an opportunity to discuss common goals, challenges and solutions to assist our most vulnerable customers."

Thinking Differently as ONE Community was the theme of this year's forum, borrowing from

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Interactive municipal portal to provide critical information

Portal to facilitate storm response, energy efficiency and more

When storms and emergencies interrupt electric service, municipal and elected officials require up-to-the-minute information on all that is taking place within their individual jurisdictions. To meet and expand on this need, Central Hudson is developing a Municipal Portal that will provide relevant information for each municipality and allow for interactive, two-way reporting between municipalities and Central Hudson.

Central Hudson's Municipal Portal will include an exclusive

electric outage map specific to each jurisdiction that offers restoration information for critical facilities, such as hospitals, and the status of emergencies, such as downed wires, trees and road closures. The portal will also display locations of dry ice and bottled water distribution sites, warming centers and Federal Emergency Management Agency shelters during prolonged outages.

By pre-subscribing to outage notifications, users will automatically

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FOR MORE INFORMATION ABOUT THIS PUBLICATION OR TOPICS APPEARING IN THIS EDITION, CONTACT DIRECTOR OF MEDIA RELATIONS JOHN MASERJIAN

PHONE (845) 486-5282
 EMAIL JMASERJIAN@CENHUD.COM

Portal: Allows for two-way reporting

be contacted by email and/or text on the status of critical facilities of their choosing within their jurisdictions. Municipal staff and representatives will also have the ability to report outages affecting critical facilities, locations of downed wires and other important information to help coordinate response and repairs using the online portal and by mobile devices so that emergency conditions can be reported from the field. The portal will display status of reported incidents and users will receive notifications on estimated restoration times and when repairs are completed.

“Our goal with the portal is to improve information flow, share field conditions with emergency managers and provide better transparency during emergencies with all stakeholders, including municipal leaders, government officials, highway departments, emergency responders and Central

Hudson,” said Anthony Campagiorni, Vice President of Customer Services and Regulatory Affairs.

In the future, the Municipal Portal will provide valuable information on Central Hudson’s energy efficiency programs, consolidated and average energy use by municipality, carbon footprint, energy savings achieved to date and ways in which officials may wish to share and promote energy efficiency initiatives with their constituents.

The portal will test launch this fall, with plans to roll out the feature to all municipalities served by Central Hudson in the coming months. “We’re excited to soon be offering this new Municipal Portal,” said Campagiorni, “and hope it proves to be a valuable tool.” ✨

Right: A mobile version of the municipal portal allows for reporting damage conditions from the field.

REPORT INCIDENT

Channels are NOT monitored 24/7 — CALL 911 in the event of fire, motor vehicle accidents or other emergencies.

Address

USE MY LOCATION

← DROP A PIN ON MAP

STREET ADDRESS

CITY

STATE ZIP CODE

1) POLE DAMAGE

IS A POLE AFFECTED? YES

A) IS A POLE LEANING? YES

1 2 3 4+

B) IS A POLE BROKEN? NO

2) WIRE DOWN / WIRE LOW

IS A WIRE AFFECTED? YES

A) IS A WIRE DOWN BETWEEN POLES? NO

B) IS A WIRE DOWN BETWEEN BUILDINGS? YES

Forum: Participants discuss goals, challenges and solutions

Dutchess County’s *Think Differently* campaign, calling on participants to consider how best to share critical information benefitting local families in need. Attendees participated in focus groups to address ways to improve the awareness of available assistance programs, encourage higher levels of engagement by low income residents and share what participants identify as the greatest needs.

“This was a great opportunity to learn about the agencies and services that are available to our clients,” said Deborah Hendrien, the Home Energy Assistance Program (HEAP) coordinator at Orange County Department of Social Services. “By partnering with the people at this Forum, with the support of Central Hudson, we can better serve our community.”

“I’m thrilled to see that Central Hudson maintains a strong corporate responsibility to give back to the community,” added Laura Wesolowski, a social welfare examiner with Ulster



During the Consumer Outreach Forum in October, attendees participated in focus groups to identify the greatest areas of need for low-income residents and offer suggestions on how to better serve families in need. Presenters at the forum included Dutchess County Executive Marcus Molinaro and Melissa Clark of the United Way of the Dutchess-Orange Region.

County HEAP. “We all appreciate the Company’s commitment to work with us to fix our most serious problem, which is the struggles of our most vulnerable residents.”

For information on Central Hudson’s assistance programs, go to www.CentralHudson.com/PaymentAssistance and www.CentralHudson.com/SpecialAssistance. ✨