



Dear Community Distributed Generation customer,

We apologize that your Central Hudson account has not been billed properly over the last several months. We assured you seamless integration between your community distributed generation program and your Central Hudson account. Right now, that standard is not being met and we apologize for the frustration and inconvenience this has caused.

On Sept. 1, 2021, Central Hudson retired and replaced our 40-year-old customer information system. The major undertaking was needed in order to create a modernized service platform that will better accommodate our customers and a transitioning energy grid. We've faced challenges during this transition, and while we are seeing steady improvement, there is still work to be done.

We have identified the issue that's preventing us from billing you in a timely manner. Our team of technical professionals and software engineers is working to deploy a fix as soon as possible. Within a month of the issue being resolved, we will send you a separate bill for each month you did not receive a bill.

Central Hudson is not charging late fees and offers no-cost payment plans if you are unable to pay the new bill(s) in full. Payment plans allow customers to pay off their balance in monthly installments, to be included with future bills, without additional fees. Please call (845) 452-2700 and select option 4 to enroll.

Customer satisfaction is important to us because our employees live and work in the region, and our customers are our neighbors and family. Should you have any questions regarding your bill, please reach out to us at (845) 452-2700 or on social media and we will address your concerns as soon as possible.

We appreciate your patience and look forward to serving you better.

Sincerely,

Central Hudson Customer Account Services

284 South Avenue
Poughkeepsie, NY 12601

(845) 452-2700
(800) 527-2714
Fax: (845) 486-5658

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