

SENIOR TIMES



Special Olympics Comes to Dutchess County

Central Hudson is proud to sponsor the New York summer games. **2**



No More Transaction Fees

Credit and debit card payments, as well as walk-in center payments, no longer incur transaction fees. **3**

A Central Hudson Publication

Spring 2019

PROTECT YOURSELF AGAINST BILL PAYMENT SCAMS

Our customers are reporting heightened scam activity, with calls and emails threatening to disconnect services if payment using a purchased prepaid card is not made immediately.

SIGNS OF POTENTIAL SCAMS

BILL PAYMENT OR CREDIT CON
Scammers provide a phony account routing number to pay utility bills, receive a credit or obtain federal assistance.

BOGUS EQUIPMENT OR REPAIR FEE
Scammers call demanding a separate payment to replace or install a utility-related device or meter.

BOGUS BILLS
Scammers send emails that appear to be a utility bill. Do not click on links or attachments unless you recognize the sender's email address.

TEXTING SCAM
Scammers attempt to trick mobile phone users into giving scammers their personal information via text messages, which can then be used for identity theft.

OVERPAYMENT TRICK
Scammers request personal bank account information or a credit card number to issue a refund for a bill overpayment.



Visit CentralHudson.com/ScamCentral for information and to view a video on spotting and avoiding scams.

Continued on page 2



\$1 LED light bulbs



CenHub Store
www.CenHubStore.com

Senior Times
Central Hudson
284 South Avenue
Poughkeepsie, NY 12601

PRESORTED
STANDARD
US POSTAGE PAID
NEWBURGH, NY
PERMIT NO. 415

COMING TO DUTCHESS COUNTY

NEW YORK SPECIAL OLYMPICS

The Special Olympics New York Summer Games will find its home in Dutchess County from June 14-15, 2019 and for the third time, Central Hudson is proud to support the games with a \$10,000 sponsorship. Many Central Hudson employees volunteer their time to cheer and escort the athletes among other important roles.

More than 1,500 athletes and coaches will travel from around the state to compete in a variety of summer sports hosted at Vassar College, Dutchess Community College and other locations throughout the county.

As the largest and most widely attended Special Olympics events each season, the State Games are an integral part of athletes' training and goal-setting. For some athletes, they are stepping stones toward the USA Games and World Games, each held every two years.

The opening ceremony is Friday, June 14 at 8 p.m. at Vassar College, featuring the Parade of Athletes, entertainment and the lighting of the Special Olympics cauldron. Athletic competition is Saturday, June 15, in eight Olympic-style sports.

History

Eunice Kennedy Shriver founded the Special Olympics in 1968. Just one year later, Dorothy Buehring Phillips inaugurated the program in New York — and the state sent its first delegation of athletes and coaches to the Northeast Regional Special Olympics competition in Boston, Mass. Special Olympics New York was incorporated in 1970 with Phillips as its first state director. In June 1970, Rochester hosted the first State Summer Games. Today, Special Olympics New York is the largest Special Olympics program in the United States and one of the largest in the world.

Volunteer

Community members can volunteer in various roles. **Social ambassadors** capture the moments and publish to Twitter, Instagram and Facebook. **Service volunteers** commit and dedicate their day to the athletes and assist with jobs such as setting up, escorting athletes and scorekeeping. **Social volunteers** cheer for the athletes as many athletes travel far and do not always have their families and friends at the event.

To learn more about the games and for more information, go to the Special Olympics website, www.SpecialOlympics-NY.org.



An athlete swims in one of the eight olympic-style sports.

Scams, continued from page 1

STEPS TO PROTECT YOURSELF

1 NEVER PURCHASE A PREPAID CARD

to avoid service disconnection or shutoff. Central Hudson does not specify how customers should make a bill payment.



2 HANG UP THE PHONE, DELETE THE EMAIL OR SHUT THE DOOR

when threatened with immediate disconnection of services, if this was the first and only notification.



3 CALL CENTRAL HUDSON FOR VERIFICATION

at (845) 452-2700, and not the phone number the scammer provides.



HOW TO REPORT A SCAM

If a customer receives a call, email or in-person visit that resembles a scam, they should call Central Hudson's customer service numbers to determine whether the contact was legitimate. Customers may also wish to note caller ID information, license plates or email addresses and report the incident to their local police department.



CENTRAL HUDSON'S CUSTOMER SERVICE DEPARTMENT

(845) 452-2700

(800) 527-2714

Mark Your Calendars!

Upcoming Local County Fairs

Orange County Fair, Middletown, July 18–28, 2019

Ulster County Fair, New Paltz, July 30–Aug. 4, 2019

Dutchess County Fair, Rhinebeck, Aug. 20–25, 2019

IDENTIFYING IMPERSONATORS

Customers should be aware of thieves posing as utility employees attempting to collect payments for utility bills in person or threaten to disconnect services. The impersonators may request immediate payment in cash, check or by credit or debit card.

Central Hudson employees and authorized contractors:



DRIVE MARKED VEHICLES



CARRY PHOTO IDENTIFICATION

and will always display it upon request



NEVER SHARE CUSTOMER ACCOUNT INFORMATION

such as phone numbers, street and email addresses without permission



A True Heroes' Welcome

When Central Hudson's Security Investigator Jeff Sicina stepped off the plane at New York Stewart International Airport in New Windsor, he was amazed by the public's reception.

Sicina, and his wife Amy, were getting back from a daylong trip to Washington, D.C. with Hudson Valley Honor Flight. A plane full of military veterans and volunteer guardians spent the day in the nation's capital visiting memorials, such as those remembering World War II, Korea, Vietnam and the Tomb of the Unknown Soldier.

When the group returned to New Windsor, men saluted. Women clapped and cheered. Children held signs expressing gratitude and patriotism. The veterans, some more than 100 years old, finally received the homecoming that they so rightfully deserve.

"This was an incredible experience," said Sicina, a former Marine. "This was an opportunity to pay our respects to the men and women who served our country, but didn't receive a warm welcome when they came home. I was impressed by the admiration expressed by the guardians and the hundreds of people who met us along our journey."

Sicina escorted Kenneth Post, a retired sergeant with the U.S. Marine Corps. who



Central Hudson employee and former Marine Jeff Sicina, along with his wife Amy, escort two veterans to Washington, DC as part of the Honor Flight Network.

served in combat during the Korean War, and his wife accompanied James Ryan, who served in the U.S. Army. Sicina's participation in the Honor Flight was sponsored by Central Hudson.

The group was bused to Stewart Airport with a motorcycle escort. Streets along the route were blocked and people lined up along the roads to give them a respectful farewell. There was a ceremonial send-off at Stewart and then a welcoming party at Ronald Reagan Washington National Airport. After they landed in Washington, there was a

changing of the guard ceremony at the Tomb of the Unknown Soldier and a formal banquet with dinner. The festivities continued throughout the day until they returned back to Stewart more than 12 hours later.

"It was a true heroes' welcome," Sicina said. "It was an emotional day because it was obvious that it meant so much to the vets."

Honor Flight is a nonprofit organization dedicated to providing veterans with honor and closure. For more information about Honor Flight, go to www.HonorFlight.org.

MANAGE YOUR BILLS PAYMENT ASSISTANCE PROGRAMS

The following payment assistance programs are available:

- Deferred payment agreements
- Extra Security Plan
- Payment Extensions
- Low Income Bill Discount Program
- HEAP
- The Good Neighbor Fund
- Gift Certificates
- Budget Billing

The 2018-2019 HEAP Benefit is closed. However, the Good Neighbor Fund and Veterans grants are still available for those experiencing difficulty with their bills.

The **Good Neighbor Fund** provides "last resort" grants to help pay the energy bills of local residents in need who have exhausted all other forms of public and private utility assistance and is administered by the Salvation

Army and funded by Central Hudson customers, employees and shareholders.

Central Hudson has made a **Veteran grant** available for eligible veterans and military families served by Central Hudson, who are experiencing a financial hardship. Recipients may receive a \$200 grant applied to a Central Hudson account. As long as funding remains available, eligible recipients may receive this grant two times per year.

www.CentralHudson.com/PaymentAssistance

Certain requirements under the Good Neighbor Fund will be waived for eligible veterans and active military personnel. Regular grants are also available for qualified military customers through the Good Neighbor Fund. A deferred payment agreement for the remaining account balance is available.

Call to see if you are eligible: (845) 452-2700.

No More Transaction Fees!

Customers who pay their Central Hudson bill with a credit/debit card no longer incur a third-party fee.

Customers who pay their Central Hudson bill at an authorized walk-in payment center no longer incur a transaction fee.

Paying bills has never been more convenient!

- **Direct Pay:** Automatically deduct payments from your bank account.
- **Budget Billing:** Sign up for predictable monthly payments.
- **Text Alerts and Mobile App:** Pay from your mobile device.
- **Online:** Log in to My Account. Or, if you have your account number available, there is no need to log in.
- **Mail:** Return your payment to the address provided on your bill stub.
- **Phone:** Make checking account or credit/debit card payments by phone.
- **eBills:** Sign up to go paperless.

www.CentralHudson.com

Gift Certificates Available

Gift certificates are available in any amount for Central Hudson customers. They are ideal gifts for the person who has everything, the hard-to-shop for, or anyone who would like a little help on their utility bill.

To order a gift certificate in any amount, go to our website for information and forms: CentralHudson.com/GiftCertificates.



Send your questions and we'll answer them personally or in this column. Please keep your letters as brief as possible. Please do not send anonymous letters and always include your address. We'll use your actual name only if you give us specific permission to do so. Email: SeniorTimes@CenHud.com



Ask Jay

from our Customer Service Team

Dear Jay: What are inexpensive changes I can make that will help me reduce my energy costs?
— Victoria N.

Dear Victoria: According to ENERGY STAR, the average U.S. household has 50 light bulbs. Changing your incandescent light bulbs to LED bulbs is an easy way to lower your energy use and save money. LED bulbs can last 15 times longer than incandescent bulbs and use up to 90 percent less energy. That means you can save up to \$80 on energy costs over each bulb's lifetime. The best part is you can either shop for rebated lighting on our online store, CenHubStore.com, or in the lighting sections of 27 local retailers such as Dollar General, Family Dollar and Dollar Tree. Look for Central Hudson signage in-store for rebated pricing.

Sincerely,

Jay Rocco,
Director, Customer Care

Services for Customers in Special Circumstances

We can all use a little extra help sometimes. If you ever find yourself in need of some special attention, you should be aware of some of the programs we offer:

- Hospitalization Program
- Life Support Program
- Third Party Notification
- Extra Security Plan
- Special Identification Program
- Medical Emergency
- Spanish Customer Service Representatives
- Language Line Interpreter Service
- TDD Service
- Large Print Bills
- Gift Certificate Program

- Low Income Bill Discount Program (HEAP Eligible)
- If you know of someone with special needs, you can help make sure that person receives the special protections or essential services to which he or she is entitled, or receives help in an emergency by:
- Registering the individual as a special needs customer with Central Hudson.
- Notifying others who could provide help, such as the fire department, neighbors, nearby friends or relatives.
- Checking on that person during an outage.

Do You Receive HEAP? If you receive HEAP for your oil, wood or propane heating, you are eligible for our Bill Discount Program. Please send us your "Notice of Decision" letter so we can enroll you. If you heat with electric or natural gas and receive HEAP, you will be automatically enrolled into our Low Income Bill Discount Program when we receive your HEAP payment.

www.CentralHudson.com/SpecialAssistance



Ask Tony

from our Customer Service Team

Dear Tony: Are there other ways I can get my questions answered without having to call Central Hudson and wait on hold?
— Amanda P.

Dear Amanda: We understand that when our customers call, they want to be able to get an answer right away. No one likes to wait to get their questions answered. Occasionally, there is a longer than average wait time when calling, however, Central Hudson offers alternative methods to get your questions answered.

EMAIL: Click the Contact Form button on the Contact Us page of our website. Once the form is complete, an email will be generated and a representative will respond to your email in one to two business days.

REQUEST A CALLBACK: When calling, if you don't want to wait on hold for a representative, you can request a callback and a representative will return your call within four hours. You can also request a callback on our website by clicking the Phone/Fax link on the Contact page. Then click the link for Request a Callback.

LIVE CHAT: To use our Live Chat feature, just visit our website and click the Live Chat button during business hours. It's as simple as that to be connected with a representative. Live Chat allows you to interact with a live customer service representative. Our representatives that respond to chat sessions are the same knowledgeable agents you would get when calling our office — without the wait!

MY ACCOUNT: Visit our website at CentralHudson.com and create a CenHub MyAccount to access additional self-service features, such as viewing your bills, making payments by check or credit/debit card, and viewing other account information. Just click the "Login/Create Account" button in the upper right hand corner. You'll need your full Central Hudson account number and the name exactly as it appears on your Central Hudson bill to register.

AUTOMATED SYSTEM: In addition, you can make a payment with your checking account through our automated system by calling (845) 452-2700, or call (888) 909-4634 to make a credit/debit card payment with our third party vendor, KUBRA (no fees).

Power outages can be reported via our website, mobile application, text messaging and through our automated phone system.



Sincerely,

Tony Hannah
Director, Customer Contact Center

Cientes de Habla Español

Central Hudson tenga representantes de servicio al cliente bilingües para resolver problemas que pueda tener de lunes a viernes de 8 a.m. – 6 p.m., así como el sábado de 9 a.m. a 1 p.m. al (845) 452-2700. Hay una opción que permite nuestras representantes bilingües de responder a sus solicitudes para llamadas en español en los casos de una espera prolongada.

Life Support Equipment

If you or someone in your household depends on an electrically operated life-sustaining device, make arrangements in advance for a back-up power supply or transportation to a facility with emergency power in the event of a service interruption caused by storms. When possible, Central Hudson will provide advance notification of impending, severe weather that may result in power outages to customers identified as using life support devices. Customers with these requirements should contact Central Hudson ahead of time by calling (845) 452-2700. This service is also available for tenants who require life support equipment and receive electricity service through the landlord's account.

It's required for Central Hudson to keep your contact number as well as your emergency person's contact number updated. Life support customers will be receiving letters in the mail from Central Hudson in May and November requesting updated information.



WORD SEARCH

Summer

Find the words in the grid. When you are done, the unused letters in the grid will spell out a hidden message. Pick them out from left to right, top line to bottom line. Words can go horizontally, vertically, and diagonally in all eight directions.

I	S	R	E	W	O	L	F	N	E	A	R	E	C	L
S	L	Y	S	U	N	S	H	I	N	E	U	A	E	J
R	U	N	E	Y	A	L	P	P	T	C	N	V	H	G
O	E	T	W	G	O	R	I	L	E	O	A	D	N	O
O	F	S	L	S	N	C	E	B	E	R	A	I	F	A
D	N	U	D	W	N	I	R	I	T	B	K	L	A	D
T	E	G	A	I	N	A	N	D	F	I	L	O	W	C
U	E	U	C	M	B	G	R	E	H	S	E	X	P	A
O	J	A	L	M	J	B	O	R	D	D	E	S	S	M
A	U	N	D	I	E	U	O	V	E	R	E	R	S	P
Y	L	S	U	N	N	S	N	A	E	M	A	T	A	I
I	Y	S	D	G	I	F	F	E	T	E	M	G	R	N
W	A	T	E	R	M	E	L	O	N	I	R	U	G	G
B	A	S	E	B	A	L	L	E	N	T	N	T	S	T
N	G	M	H	H	O	L	I	D	A	Y	N	G	G	K

- | | | |
|----------|-----------|------------|
| August | Gardening | Picnic |
| Barbecue | Grass | Play |
| Baseball | Hiking | Summer |
| Boating | Holiday | Sunshine |
| Camping | July | Swimming |
| Canoeing | June | Travel |
| Flowers | Outdoors | Watermelon |

Recipe

Thumbprint Cookies



Ingredients

- 1¾ cup all-purpose flour
- ½ tsp baking powder
- ½ tsp salt
- ¾ cup unsalted butter, softened
- ½ cup granulated sugar
- 1 large egg
- 1 tsp vanilla extract
- your favorite jams for filling

Steps

1. Preheat oven to 350°F. Line 2 baking sheets with parchment paper.
2. In a large bowl, whisk together the flour, salt and baking powder.
3. Using an electric mixer, cream the butter and sugar until pale and fluffy, about 5 minutes.
4. Beat in the egg and vanilla.
5. Add the dry ingredients in 2 or 3 batches (depending on the size of the bowl) until incorporated.
6. Using a small ice cream scoop, scoop ½-inch balls onto the parchment lined baking pans.
7. Press a thumbprint into the center of each ball, about ½-inch deep. Fill with jam.
8. Bake until the edges are golden, about 6-7 minutes.
9. Allow to cool on the baking sheets.

Recipe courtesy Gian Stagnaro, American Dining Creations



Farmers for a Day

Members of Consumer Outreach and other volunteers became farmers for a day at the Poughkeepsie Farm Project in April.

On the member-supported farm in the City of Poughkeepsie, fresh vegetables and fruit are grown, future farmers are trained, and hands-on educational programs are provided to improve access to healthful locally-grown food. Volunteers and staff of the farm train and educate the community on healthful growing and eating practices year round.

To learn more about how Central Hudson contributes to our communities, go to www.CentralHudson.com/Community.



Employees Help Install Smoke Alarms

Central Hudson employees Jeff Doane, Maggie Gotthardt and Amanda Zarelli teamed up with Mike Corsano, Wappingers Falls Junior High School assistant principal, and Kelly Formoso, executive director of the Mid-Hudson Valley chapter of the American Red Cross (left to right), to volunteer at the Sound the Alarm awareness event on March 30. Volunteers installed 100 free smoke alarms in 36 homes throughout Wappingers Falls to help prevent deadly fires and increase the public's awareness about fire safety.

"It was surprising how many people take fire safety for granted, but I think this event opened a lot of their eyes," said Doane, the board chair of the American Red Cross who noted that only one home that his team visited had working and non-expired alarms. "We are making a difference by teaching people the importance of fire safety."

Safety Carbon Monoxide and Natural Gas

Although rare, a build-up of carbon monoxide and natural gas in your home can be dangerous and potentially fatal. Protect yourself with a natural gas and carbon monoxide alarm.

Carbon monoxide (CO) is a colorless and odorless poisonous gas, produced when an inadequate supply of air causes the faulty burning of a fuel, such as oil, coal, kerosene, gas or wood. Potential sources of CO in the home:

- Fuel burning appliances such as heaters, gas or wood burning fireplaces, gas kitchen ranges or cooktops and gas clothes dryers.
- Damaged or insufficient venting such as corroded or disconnected water heaters, vent pipes and improperly functioning chimneys.
- Operating a generator, barbecue grill or vehicle in an enclosed area (such as a garage or enclosed porch).

Natural gas is colorless, odorless and tasteless. Mercaptan (a chemical that smells like sulfur/rotten eggs) is often added to give natural gas a distinct unpleasant odor that serves as a safety measure to help detect leaks. Remember to have your natural gas appliances and pipelines inspected regularly. **If you suspect a leak ... STOP. GO. LET US KNOW.**

- **STOP** what you are doing. Don't light or use a match, don't turn lights on or off, or use a flashlight, cell phone or telephone. Don't turn on any other appliance or electric/electronic device and please do not flush or run water.
- **GO** outside immediately. Once in a safe place...
- **LET US KNOW** by calling 9-1-1 or call the gas odor hotline at (800) 942-8274.

Prepare for Storms

We recommend taking the following steps to prepare in the event of power outages due to spring and summer storms:

- Keep a flashlight and fresh batteries handy;
- Have a battery-powered radio to remain informed of restoration efforts;
- Stock up on packaged or canned foods that require no refrigeration or cooking;
- Avoid opening your refrigerator or freezer unnecessarily during outages so that food lasts longer;
- Have a non-electric can opener;
- Keep an emergency supply of bottled water stored for drinking and washing;
- Fill bathtubs with water as added reserves.

Be Careful

- Beware of fallen trees and limbs, and use caution when traveling;
- Avoid the use of candles for illumination due to fire hazards;
- Never use outdoor gas or charcoal grills indoors. They pose a fire hazard, and over time can give off deadly carbon monoxide gas;
- Operate cars and motor vehicles outdoors only, and never inside the garage.
- Know how to open your garage door manually if operated with electricity.

IF YOU SEE DOWNED POWER LINES ...



- Stay at least 30 feet away from downed lines. Downed power lines can carry an electric current strong enough to cause injury or death.
- Do not attempt to touch or move a downed line or anything else in contact with it. Even non-conductive materials such as wood or cloth can conduct electricity if even slightly wet.
- Be careful not to touch or step in water near the line.
- If you see someone who is in harm's way of the downed line, do not touch the person.
- If your vehicle comes in contact with the lines, stay in the vehicle and honk the horn for help. Direct others to stay away from your vehicle and wait for rescue crews. Don't try to help someone else from the vehicle while you are standing on the ground.
- If the vehicle is on fire, get out without touching the vehicle and the ground at the same time by jumping from the car. Move away by shuffling with small steps, keeping both feet on the ground at all times to minimize the potential for shock.
- **Call 911** to report the location of downed wires.

Stay Safe While Working Outdoors

As the weather gets warmer, we remind our customers to stay safe while working near outdoor electric equipment.

- Plug outdoor appliances into ground fault interrupter (GFI) outlets.
- Never use electric power tools in the rain and keep all electric devices away from pools, hoses or other sources of running water.
- Carry long items, such as ladders, tree saws and pool cleaning equipment horizontally, to be sure they're clear of electric, cable or telephone lines.
- Use a qualified tree trimmer to do pruning or other work where limbs or vegetation are growing near overhead lines. Make sure Central Hudson is contacted before any work has begun.
- Remind children to stay away from electric facilities such as substations and transmission towers.



Know the Proper Use of Generators

When using generators during electric service interruptions, be sure that the unit is sized and installed properly, and operated safely in accordance with the manufacturer's instructions.

Generators should be sized to meet the needs of the appliances they are connected to. If the generator is too small, appliances can be damaged and the generator can overheat, creating a fire hazard. Do not operate generators in an enclosed area such as a basement, garage, shed or enclosed porch, as this may cause a build-up of deadly carbon monoxide gas.

A Special Offer For Residential Natural Gas Customers Only

Central Hudson is offering residential gas customers a **Universal carbon monoxide and natural gas alarm for \$7.50, after a \$25 instant rebate.**

Buying is easy:

- 1) Go to cenhubstore.com/products/universal
- 2) Create an account, or log in to your existing CenHub My Account.
- 3) Add the product to your cart.
- 4) Your \$25 instant rebate will be reflected at checkout.

The Universal Security Instruments Plug-in Carbon Monoxide and Natural Gas Smart Alarm is a 2-in-1 device that protects against carbon monoxide and natural gas. With a compact design, intelligent microprocessor and informative digital display screen, this "smart" alarm can help put your mind at ease. Sale price before rebate: \$32.50.



**CALL 811
BEFORE YOU
DIG!**



Dig Safely

Do I really need to call 811 before I dig? YES! Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call — even "small" projects like planting trees and shrubs.

When you make the free call to 811 a few days before you dig, you'll help prevent unintended consequences such as injury to you or your family, damage to your property, utility service outages to the entire neighborhood and potential fines and repair costs.

PROTECT YOURSELF FROM HEAT

As you get older, your body's "thermostat" may not work as well as it used to. Your body may not be able to adjust to cold or hot temperatures or tolerate long exposures to cold or heat. With spring and summer bringing hot temperatures, it is important to protect yourself.

Extreme heat can be dangerous since it can cause heat stroke, which is life threatening, or heat exhaustion, a milder condition.

SYMPTOMS OF HEAT STROKE

- Body temperature of 104 degrees or higher
- Flushed or red skin; hot, dry skin
- Nausea
- Dizziness
- Headache
- Faintness, loss of consciousness
- Rapid pulse



HEAT EXHAUSTION

- Normal body temperature
- Heavy sweating
- Pale, moist skin
- Weakness

PREVENTION TIPS

- Stay out of the direct sun, and wear a hat and light-colored clothes.
- Don't do hard work in the heat.

- Stay inside during a heat wave.
- Use a fan or air conditioner, if you have one.
- Take cool baths or showers.
- Drink lots of liquids (but avoid alcohol and caffeine).
- Be aware of side effects of medications.
- Have someone check on you daily.

Energy Efficiency

ENVIRONMENT

CENTRAL HUDSON CUSTOMERS HELP CONSERVE RESOURCES

In the last decade, customers enrolled in our energy efficiency programs cumulatively saved nearly \$57 million annually, reducing energy demands by enough to power more than 30,000 homes and avoiding more than 675 million pounds greenhouse gas emissions each year. This is the equivalent of removing 64,000 cars from the road or planting nearly 290,000 acres of forest.

Participating customers have recycled nearly 24,000 refrigerators, freezers and window/wall air conditioners; installed more than 7,300 high efficiency central air conditioning and

heat pump systems; purchased more than 1,000 heat pump water heaters; upgraded more than 4,400 natural gas heating and water heating systems; installed 2,600 programmable thermostats; and upgraded lighting at nearly 5,600 municipal and commercial buildings.

More than one million high-efficiency LED light bulbs have also been purchased by or provided to Central Hudson's customers since 2016, which will save a combined \$153 million in energy costs over the lifetime of the light bulbs and reduce carbon dioxide emissions by nearly 368,000 tons.



Reducing Our Carbon Footprint

As an effort to reduce Central Hudson's carbon footprint and become more energy efficient, our Consumer Outreach team is traveling in a hybrid electric mini van while ramping up its engagement with the community. To learn about the benefits of driving electric vehicles and how to reduce your carbon footprint, go to our website at www.CentralHudson.com/EVs.



Energy Efficiency Progress!

By participating in energy efficiency programs in 2018, Central Hudson customers saved more than **80 million kWh**, which equates to ...

Greenhouse gas emissions from **12,306** passenger vehicles driven for one year

CO₂ emissions from **6,522,070** gallons of gasoline consumed

134,193 barrels of oil consumed

10,108 homes' electricity use for one year



\$50

FLIP YOUR FRIDGE

REPLACE AND RECYCLE



Cool for You. Cool for the Planet.

Free pickup + \$50 back!

Central Hudson can help lower your monthly energy bills — and pay you to do it! We'll give you \$50 to recycle your old, working refrigerator or freezer. We'll even pick it up, free of charge, and properly recycle it.

Go to **SavingsCentral.com** to schedule your pickup. Replace your refrigerator with an ENERGY STAR certified model to save on your energy bills.