

## Exercise caution during summer storm season

Weather patterns in recent weeks have made the threat of powerful thunderstorms a frequent occurrence. Fast-moving pop-up storms caused extensive damage and more than 58,000 reported power outages within Central Hudson’s service area in just one week this July.

Storms like these, coupled with the beginning of hurricane season, serve as a reminder to homes and businesses to be prepared and exercise an abundance of caution during summer storm season.

In the event of a power outage, municipal leaders can use the municipal portal as a means of communication to report blocked roads, downed wires, service interruptions and other storm-related information. Please reach out to your district director with any additional questions:

Proper preparation can also reduce the impact an outage has on a household:

- Pay attention to weather advisories and storm warnings.
- Keep a flashlight and fresh batteries handy.

SEE STORMS ON BACK PAGE

## EnergyCentral

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## CUSTOMER INFORMATION SYSTEM



# New system will modernize interactions, increase service options

Central Hudson is committed to improving customer interactions, whether they take place over the phone, online through the website, or via the recently updated mobile app. One of the largest projects to date is currently underway as Central Hudson works to replace its Legacy customer information system (CIS) with updated SAP software that will modernize interactions with customers and allow for greater flexibility and service options.

When Central Hudson’s new CIS goes live on September 1, customers can

expect some changes. First, all customers will receive a new account number that remains associated with them rather than their service address. This new, customer-centric system will result in a more seamless experience when using self-service options and will also create more efficient interactions between customers and the utility. Both customers and Central Hudson representatives will be able to make use of this detailed account history.

SEE CIS ON BACK PAGE

# Storms: Preparation can reduce an outage's impact

- Have a battery-powered radio to keep informed of restoration efforts.
- Double-check food supplies, and stock pantries with packaged or canned foods that require no refrigeration or cooking.
- Avoid opening the refrigerator unnecessarily during outages, so food lasts longer.
- Be sure to have a non-electric can opener.
- Always keep an emergency supply of bottled water on hand for drinking and washing.
- If a major storm is forecast, fill your tub with water as an added reserve.

Central Hudson prepares for storms by readying crews, stocking supplies and materials, communicating with community leaders and following an approved storm plan. Central Hudson also takes proactive steps before storms strike to minimize service interruptions, including enhanced vegetation management and danger tree removals, and regular maintenance and upgrades to power lines serving communities.

If severe weather causes trees and tree limbs to bring down power lines, Residents are advised to exercise an



**A fallen tree on Carlyle St. in Hyde Park knocked down wires and blocked the road during a powerful storm in July which brought winds up to 70 mph.**

abundance of caution by staying at least 30 feet away and remember that downed lines can become entangled and hidden in fallen limbs. Residents should also remember to assume any downed power lines are live.

Households with a resident who is dependent on electrically-operated life-support equipment should download and complete the LSE application and speak

to a Central Hudson representative before an emergency so they can be contacted when severe weather is anticipated.

More information on preparing for storms and emergencies and communicating with Central Hudson is available at [www.CentralHudson.com](http://www.CentralHudson.com); for information regarding electric and natural gas safety, visit [www.CentralHudson.com/Safety](http://www.CentralHudson.com/Safety). ✨

## CIS: System to accommodate growing supply options

“Our existing customer information system served us and our customers well for more than 35 years, but the pace of change is accelerating, and we need to maintain the ability to adapt quickly,” said Anthony Campagiorni, Vice President of Vice President of Customer Services and Gas Operations at Central Hudson. “Our team is hard at work implementing a new system that establishes a new foundation to serve our customers well for many years to come.”

Customers today have a number of energy supply options, like onsite rooftop solar and renewable community energy subscriptions that can be found on Central Hudson’s Clean Energy

Marketplace. These energy supply options will only expand in the coming years, making the billing process more complex. The SAP system is better equipped to accommodate these growing energy options and associated billing changes. A more holistic account history will also allow Central Hudson representatives the ability to recommend energy efficiency incentives and programs that can help customers meet their individual energy needs while reducing their carbon footprint.

“Greater access to customer account information means we’re able to get to know our customers better and provide a more personalized experience that

results in more meaningful interactions,” Campagiorni added.

Currently, Central Hudson’s team is heavily involved in testing and training on this new system. As a result, some customers may experience longer than usual wait times when looking to speak with a customer service representative. For faster service, customers can visit [www.CentralHudson.com](http://www.CentralHudson.com) to find account information and conduct most transactions. For non-emergency matters that require assistance, customers can reach us via the chat option on the homepage, or submit an inquiry through the form at <https://www.cenhud.com/customer-service/contact-us/>. ✨