

Central Hudson continues work to stabilize billing system, enhance accessibility to customers

Company adds new positions to improve customer experience

Central Hudson is continuing to roll out a comprehensive plan to provide greater transparency to policy makers and regulators into our efforts to further stabilize our customer information system and increase accessibility to our customers and all other stakeholders.

“We have heard the concerns voiced by our customers, our regulators and our elected officials and we recognize the need to improve our interactions at every level,” said Anthony Campagiorni, Vice President of Customer Services and Gas Operations. “The plan we’ve already begun to implement will be foundational to our efforts aimed at restoring trust in the communities we serve.”

Central Hudson has already begun a regular cadence of meetings with both state regulators and elected officials

that provide up-to-date data on the performance of the customer information system, including the overall timeliness and accuracy of outgoing bills.

To better address customer concerns, Central Hudson has begun the process of onboarding additional Contact Center staff. In all, 36 additional employees will be added to this team to help reduce customer wait times. All customer-facing employees will also undergo an augmented training regiment that will result in more meaningful interactions with customers.

Since implementing its new Customer Information System in September 2021, Central Hudson has worked to expand its total workforce by more than 10 percent. In addition to the new positions, Central Hudson has also taken the following steps to increase accessibility and resolve



Central Hudson hosted an open house at the Elks Club in Catskill on March 23. The Company hosted open houses in each of its five districts to assist customers with billing questions.

customer concerns:

- Expanded training for all customer-facing employees to ensure more meaningful and effective customer interactions;
- Invested millions in non-ratepayer money to address issues and implement system fixes;
- Hosted a series of open houses throughout the service area that allowed customers to ask account specific questions in a face-to-face setting; and
- Submitted a plan to state regulators to transition to monthly meter readings; significantly reducing the occurrence of estimated bills. Central Hudson continues to host open houses for customers in each of its five districts.

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

Powering Connections
 Central Hudson
 284 South Avenue
 Poughkeepsie, NY 12601

Inside

- Appliances and High Energy Bills
- How to Submit Your Meter Reading
- HEAP Cooling Assistance Program
- How to Easily Start, Stop or Transfer Service
- Storm Preparedness
- And more

BE PREPARED FOR SUMMER STORMS

At Central Hudson, we work hard to provide reliable electric service, and to restore that service when an outage occurs. Summer weather can be unpredictable. Severe weather, such as thunderstorms, heavy rain and strong winds, can hit unexpectedly, toppling trees and causing damage to electric facilities and temporary loss of electric service. By preparing in advance and taking the necessary safety precautions, customers can reduce the impact an outage has on their household.

PREPARE BY:

- Paying attention to weather advisories, storm outage updates and/or shelter information;
- Charging electronic devices in order to connect with StormCentral.CenHud.com;
- Keeping handy a flashlight and fresh batteries;
- Having a battery-powered radio to remain informed of restoration efforts;
- Confirming adequate packaged or canned foods that require no refrigeration or cooking;
- Avoiding opening a refrigerator unnecessarily during outages, so that food lasts longer;
- Having a non-electric can opener;
- Keeping an emergency supply of bottled water on-hand for drinking and washing; and filling bathtubs with water as added reserves.

OUTAGE NOTIFICATIONS AT YOUR FINGERTIPS

Register for text alerts today by texting REG to 236483. If your cell phone number is not on file in our records you will need your Central Hudson account number in order to register.

For more information, visit www.CentralHudson.com/Alerts.



KEEP SAFETY IN MIND:

- Stay at least 30 feet away from downed power lines, and remember that lines may be entangled and hidden in fallen trees. Assume all downed lines are live;
- Never use outdoor gas or charcoal grills indoors, as they pose a fire hazard and can produce carbon monoxide gas;
- Beware of fallen trees and limbs;
- Avoid the use of candles for illumination due to fire hazards;
- Follow the manufacturer's safety instructions when using generators. Be sure to shut off the main breaker when in use and always operate outdoors;
- Operate motor vehicles outdoors only, and never inside the garage; and
- Avoid driving if possible, as hazardous conditions may cause accidents, including those involving utility poles that may cause power interruptions.

STAY INFORMED:

- By text message: Customers should enroll in Text Alerts to report their power condition and obtain repair status via text message. To enroll, visit www.CentralHudson.com/Alerts or text REG to 236483;
- On the Web: Visit www.CentralHudson.com/Storms to report outages and obtain restoration updates;
- Via the app: The free Central Hudson mobile app, available on both Android and Apple devices, can be downloaded on Google Play or the App Store;
- Through social media: "Like" Central Hudson on Facebook (www.Facebook.com/CentralHudson) and "Follow" on Twitter (www.Twitter.com/CentralHudson);
- By phone: Call the Central Hudson PowerLine at (845) 452-2700 or 1-800-527-2714, and please use the automated system to report or monitor your power condition.



DUTCHESS COUNTY FAIR

AUGUST 22-27

6636 Route 9, Rhinebeck, NY 12572

ULSTER COUNTY FAIR

AUGUST 1-6

249 Libertyville Road, New Paltz, NY 12561

ORANGE COUNTY FAIR

JULY 20-30

239 Wisner Ave., Middletown, NY 10940

MOVING?

Did you know you can start, transfer or stop your service online in just minutes?

Before starting an application to start service you must have an official form of ID, the exact address of your new residence—including the apartment number if applicable, and emergency contact information.

For more information, or to transfer or stop service, simply visit www.CentralHudson.com/Moving.



PAYMENT ASSISTANCE PROGRAMS >>

We're here to help should you ever experience financial difficulties or need special assistance. These programs are designed to help reduce undue stress, get you back on track and avoid falling behind on payments. Visit www.CentralHudson.com/PaymentAssistance.

Eligible customers may receive bill payment assistance with the Bill Discount Program

If you or a household member receives the Home Energy Assistance Program (HEAP), SNAP, MEDICAID, SSI, Federal Housing, Veterans Pension or Survivors Pension, you could be receiving a monthly discount on your Central Hudson bill, regardless of the heating source.

Once a qualifying benefit is received, a monthly credit will be applied to that Central Hudson account for 12 consecutive months, provided the account remains open and active for the entire 12-month period. The amount of the bill discount credit is based on the service type and amount of HEAP benefit.

To be eligible, documentation must be in the customer's name or the name of a member of the customer's household and include the customer's address. Documentation must include an issue



date within the last 12 months or a future expiration date that aligns with the benefit period. Alternate fuel customers with HEAP can also provide a HEAP approval letter, mybenefits.com page or a statement

from a fuel supplier showing a HEAP payment.

For more information, or to apply for the program, visit www.CentralHudson.com/PaymentAssistance.

Go paperless with eBills and save trees, time and money

Avoid unnecessary trips to the mailbox and increasing postage costs with eBills. As an eBills customer, we send you an email notifying you when each bill is ready for your review and action. You receive, view and pay your energy bill entirely online.

Electronic billing gives customers the ability to view recent and past billing statements anytime, anywhere.

Households that go paperless for all of their billing save an average of six pounds of paper per year.

You'll save money as an eBills customer by avoiding postage costs. Plus, faster payment processing can help you avoid paying late.

To learn more about eBills, or to sign up, visit www.CentralHudson.com/eBills.

Beat the heat with HEAP Cooling Assistance Benefit

The HEAP Cooling Assistance Benefit is available to help income eligible customers with the purchase and installation of a home air conditioner or fan. Households can choose one or the other, and the price with installation cannot exceed \$800 for a portable air conditioner or fan,

and not to exceed \$1,000 for an existing wall sleeve unit.

In circumstances where an air conditioner cannot be safely installed, a fan will be provided.

For a full list of eligibility guidelines and application instructions, visit otda.ny.gov/programs/heap.

During extreme heat, customers are reminded to stay indoors and have a fan or air conditioner available to cool their residence; drink plenty of cool, non-alcoholic or caffeine free liquids; and take a cold shower or bath.

For more extreme heat advice, visit www.health.ny.gov/extremeheat.

Safe digging starts by dialing 811

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.

Before digging, even by hand on a resident's own property, call 811 or file a location request at www.udignity.org at least two but no more than 10 days before any excavation takes place to ensure underground lines are located and marked.

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.

Additional information about requirements for excavating near marked lines is available at www.udignity.org.

Identifying SPIKES IN HOME ENERGY USAGE

Unexpected spikes in your home's electricity usage can often be caused by the addition of new appliances, older appliances that are reaching the end of their useful life, or even home renovation projects.

If you are experiencing higher-than-normal energy usage, the cause may be related to the addition of or issues with one of these items:

- Heat pumps (ground source or air source)
- Space heaters
- Air conditioning (central air or window units)
- Humidifiers/dehumidifiers
- Heat tape on roof, gutters or pipes
- Well pumps
- Refrigerators and freezers
- Dishwashers using a heat-dry option
- Electric dryers
- Hot tubs and heated pools
- Industrial fans
- Attic fans
- Construction (large equipment/power tools)



HOW TO SUBMIT YOUR METER READING

To avoid estimated readings, customers can read their Central Hudson meter and submit their reading online or through the Central Hudson mobile app—available on both Apple and Android devices.

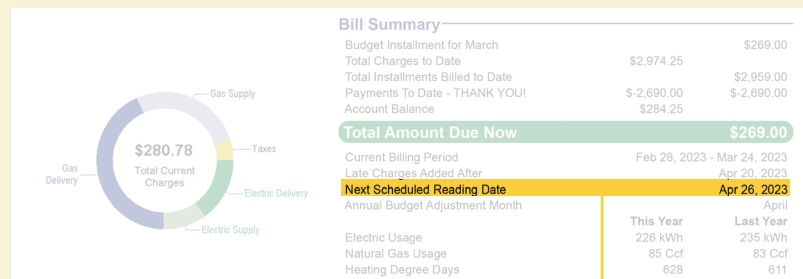
The earliest date you can submit your reading is two calendar days prior to, but no later than noon, on your scheduled meter reading date. If your next meter reading is scheduled to be based on an actual reading, rather than an estimated reading, you will not be able to submit your own reading.

To find your next estimated meter reading date, download the mobile app, refer to the bill summary section on your billing statement, or go to your My Account homepage and refer to the “Account Details” section at the bottom of the page.

Please keep in mind, submitting your own meter reading does not guarantee that it will be used. The determination to use your meter reading to generate or re-issue a bill will be at the sole discretion of Central Hudson.

To enter your meter reading online, visit www.CentralHudson.com/Meter. To download the Central Hudson mobile app, visit www.CentralHudson.com/MobileApp.

1



Check the date of your next meter reading

You can find your next meter reading date on the Central Hudson mobile app, on your bill, or your My Account homepage. The earliest date you can submit your reading is two calendar days prior, but no later than noon, on your scheduled meter reading date.

2

Document your meter reading

When reading your meter, note each number from left to right or simply take a photo with your cellphone and submit it via the Central Hudson mobile app or upload it to our website.

If reading a dial display model, read the meter from left to right, observe on each dial where the position of the hand falls. If the hand falls between two numbers, choose the lower number, otherwise use the number at which the hand points directly.



3

Submit your reading

You can submit your reading, or a photo of your meter reading on the Central Hudson mobile app or online at www.CentralHudson.com/Meter.

FAQ



Why can't all lines be buried underground?

Underground utility lines do make sense in specific cases, such as densely populated urban areas and, as required by state law, in new residential developments, where the installation can take place together with road construction.



However, perhaps the most significant challenge of burying all other lines underground is the cost, estimated to be about \$18 billion for the system that serves the Mid-Hudson Valley. This would have a major impact on the price of electric service, permanently adding an average of more than \$10,000 per customer per year to existing utility bills.

Telephone and cable television companies would also have to bury their lines, which carries an additional high cost.

Streams, wetlands and environmentally sensitive areas along roadsides must be crossed; transformers and other facilities now located on top of poles must be relocated on the ground, almost always on private property.

Stay safe outdoors this summer

To reduce the risk of contracting a tick-borne disease, please remember to take the following precautions:

- Wear light-colored clothing with a tight weave to spot ticks easily.
- Wear enclosed shoes, long pants and a long-sleeved shirt. Tuck pant legs into socks or boots and shirt into pants.
- Use an EPA registered insect repellent. The EPA has an online search tool (www.epa.gov/insect-repellents) to find the right insect repellent. Keep insect repellent easily accessible near the front door, in the shed, garage or car to make sure it gets used consistently.
- Treat shoes, clothes and other outdoor gear with permethrin to help reduce tick bites.
- Check clothes and any exposed skin frequently for ticks while outdoors.
- Stay on cleared, well-traveled trails. Walk in the center of trails. Avoid dense woods and bushy areas. Ticks are mainly found in low-lying vegetation, therefore stay clear of leaf litter, brush and high grass whenever possible.
- Bathe or shower as soon as possible after returning indoors (preferably within two hours) to wash off and find ticks more easily.
- Place clothes in the dryer on high heat for 30 minutes to kill any ticks lingering on the fabric.
- Do a final, full-body tick check at the end of the day (also check children and pets) and remove ticks promptly.



WRITE TO US!

Send us your customer service questions and we'll answer them in Powering Connections. Please keep your letters brief, do not send anonymous letters and include your address. Email ConsumerOutreach@cenhud.com.