

EnergyCentral



Company continues to enhance accessibility to elected officials, customers

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.”

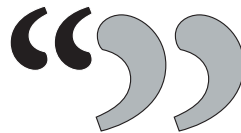
Central Hudson has already begun a regular cadence of meetings with both state regulators and elected officials that provide up-to-date data on the performance of the customer information system, including

SEE BILLING ON BACK PAGE

Central Hudson appoints new Chief Technology Officer

Central Hudson recently welcomed Frank La Rocca as the utility’s new Chief Technology Officer. La Rocca will oversee Central Hudson’s information technology transformation including hardware, software, cybersecurity and digital strategy. He started in his new role on March 1.

“I’m excited to welcome Frank to Central Hudson and to have him lead our Information Technology Team during this important time,” said Christopher M. Capone, President and CEO



I look forward to working with an extremely talented team to identify and create pathways to better serve our customers.

FRANK LA ROCCA
CHIEF TECHNOLOGY OFFICER
CENTRAL HUDSON

of Central Hudson. “Frank is a valued thought leader in the IT world with extensive experience in system design and implementation. This, coupled with more than three decades of experience in the utility industry, make him uniquely qualified to oversee and manage the team that resolve any remaining billing system issues and help us restore trust within our communities.”

La Rocca previously served as Vice



Frank La Rocca joined Central Hudson on March 1 as the Company's Chief Technology Officer.

President and Chief Information Officer for KeySpan Energy Corporation (now part of National Grid). Most recently, he served as the Director of Shared Services and Outsourced Run for Consolidated Edison.

“The utility industry is in the midst of a major transition and I’m proud to join Central Hudson during this time,” La Rocca said. “I look forward to working with an extremely talented team to identify and create pathways to better serve our customers.”

La Rocca holds a bachelor’s degree in Computer Science from St. John’s University. ✨

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Billing: Company works to further stabilize billing system



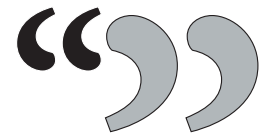
Central Hudson hosted an open house at the Elks Club in Catskill on March 23. The Company continues to host open houses for customers in each of its five districts. The next event is scheduled to take place at the Company's Fishkill district on April 19.

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.

Lastly, Central Hudson continues to host open houses for customers in each

of its five districts. The most recent event, held at the Elks Club in Catskill on March 23, was attended by more than 100 guests. The next open house is scheduled in our Fishkill district on April 19. Additionally, Central Hudson staff on March 30 conducted a town hall meeting with customers in conjunction with the Town of Newburgh at Newburgh Town Hall, and will have representatives available to meet constituents of Assemblymember Beephan and Congressman Mike Lawler on April 14. ✨



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.

ANTHONY CAMPAGIORNI
VICE PRESIDENT OF CUSTOMER SERVICES
AND GAS OPERATIONS
CENTRAL HUDSON