

EnergyCentral



Central Hudson responds to substation vandalism, theft

Central Hudson is working with law enforcement and stepping up security measures in response to a series of incidents of theft and vandalism at several substations within the service territory. Trespassers broke into the Smithfield, Hibernia, Stanfordville, Todd Hill, Freehold and Merritt Park Substations. In some instances, the trespassers stole copper wiring, and subsequently caused significant damage to equipment within the substations.

“We are working with law enforcement officials to identify the individual(s) and to increase our security presence at our critical infrastructure,” said Ryan Hawthorne, Vice President of Electric Engineering and Operations. “Our primary concern in preventing the theft of copper and metals is to protect our employees and the public and maintain the safety of our facilities.”

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TO OUR ELECTED OFFICIALS AND COMMUNITY LEADERS:

Our customers deserve the highest standard of care and right now that standard is not being consistently met. On September 1, 2021, Central Hudson replaced a 40-year-old customer information system with an advanced system to better serve our 314,000 electric and 86,000 natural gas customers.

Unfortunately, certain subsets of our customer base—less than 5%—were affected by this undertaking and as a result have experienced billing issues. Central Hudson and a host of specialized consultants are actively working to implement software fixes, reconcile the individual accounts and communicate with the affected customers.

The majority of customers experiencing billing issues are those who are enrolled in complex energy choice options like rooftop solar installations, community solar farms and other third-party energy suppliers. Central Hudson has been conducting outreach to the affected customers via email, physical mail and automated calls to make them aware of issues impacting their accounts.

Central Hudson will resolve these issues and in the interim customers’ utility services will not be terminated or charged late fees.

We have expanded our customer services workforce and our customers can reach us via phone at 845-452-2700, email from our *Contact Us* page, or on



our social media pages to have their questions addressed.

We know that our customers deserve better and while these problems are temporary, we understand how frustrating this experience has been for those affected. We’re working expeditiously to resolve these issues and we are grateful to our customers for their patience. ✨

Anthony Campagnoni

SENIOR VICE PRESIDENT,
CUSTOMER SERVICES & GAS OPERATIONS

EnergyCentral

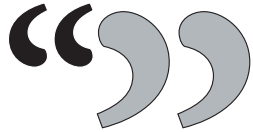
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Theft: Company to increase security at critical infrastructure

Central Hudson is reminding customers to exercise caution around electrical substations and to never enter a substation without authorized Central Hudson personnel.

“There are hazards inherent when working with electricity which is why



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RYAN HAWTHORNE

VICE PRESIDENT

ELECTRIC ENGINEERING AND OPERATIONS

safety is always the top priority at Central Hudson,” said Hawthorne. “This is especially true at substations that are filled with sensitive equipment that is carrying electricity at high

voltages. Only highly trained, certified personnel with the proper personal protective equipment should be in these areas.”

The recent acts of theft and vandalism at some of Central Hudson’s substations underscores the need to, once again, publicly disseminate this safety information. The trespassers at the substations in Dutchess and Greene Counties put themselves in harm’s way by cutting out copper ground wire which both placed them at risk by exposing them to potentially high electrical voltages and resulted in significant equipment failure.

“These wires and materials are employed to provide safe and reliable service to our customers. Theft of these items not only increases costs because they must be replaced, but place perpetrators and utility personnel in danger, as the wires are often used as a safety measure for electrical transformers and other equipment so that they can be safely handled and maintained,” Hawthorne explained. “Removing these wires may cause serious injury or death to thieves, as well as to utility personnel or others who may later approach the equipment.” ✨



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Electric substations interconnect the transmission systems to the local distribution systems. These critical pieces of infrastructure help Central Hudson provide reliable electric service to our communities.