

**Central Hudson Gas & Electric  
OUTREACH AND EDUCATION PLAN  
2018**

**Appendix B  
Outreach and Education Events**

Central Hudson Generating Display

1x - Single-Sided - 42”W x 20”H - Digitally Printed MCVP / Matte Overlam on 1/4” White PVC



*People. Power. Possibilities.*

**Central Hudson**

A FORTIS COMPANY



**Sorry we  
missed you.**



**SEE BACK OF THIS TAG FOR DETAILS  
AND NECESSARY ACTION  
TO BE UNDERTAKEN BY YOU**

Dear Customer, Homeowner or Tenant:

We have responded to your report of damage to wires, either down or low-hanging, outside your home. Our personnel have assessed the situation and have determined that the condition requires action to be undertaken by you.

Please review the "Action Needed" section shown below.

## ACTION NEEDED

☐

Damage is to **TELEPHONE COMPANY** equipment

*Please notify your telephone service provider*

☐

Damage is to **CABLE TV** equipment

*Please notify your cable TV provider*

☐

Damage is to **CUSTOMER-OWNED** electrical equipment

*Please contact an electrician immediately to correct and/or make repairs*

☐

Other: \_\_\_\_\_

If you need additional assistance, please contact Customer Service at **(845) 452-2700** or **(800) 527-2714**.



*Stay away from and never approach, go near, touch or handle any wire that is on the ground or hanging low – even those assumed to be phone or cable TV property. Any wire, including communication wires, can become energized by contact with electric equipment. Always maintain a distance of at least 30 feet from any downed or low wire.*



YOU'RE INVITED TO A  
**COMPLIMENTARY**  
**ELECTRICAL  
CONTRACTORS  
MEETING**



THURSDAY

NOVEMBER

2

@ 8:00 a.m.

**KINGSTON**

Central Hudson  
2001 Route 9W  
Lake Katrine, NY 12449

FRIDAY

NOVEMBER

3

@ 8:00 a.m.

**POUGHKEEPSIE**

Central Hudson  
284 South Ave.  
Poughkeepsie, NY 12601

— CHOOSE A LOCATION —

• MAXIMUM 4 REPS PER BUSINESS •

For a PDF version of the current Bluebook, visit  
[www.CentralHudson.com/WorkingWithUs/Electrical\\_Specs](http://www.CentralHudson.com/WorkingWithUs/Electrical_Specs)

**FREE BREAKFAST**



**FREE BLUEBOOK**

*People. Power. Possibilities.*

**Central Hudson**

A FORTIS COMPANY

284 South Ave.

Poughkeepsie, NY 12601



## APPLICATION/AGREEMENT TO OPT-OUT OF THE INSTALLATION OF AN AMR METER

Date \_\_\_\_\_, 20\_\_\_\_

THE UNDERSIGNED applicant ("Applicant") hereby makes application to, and enters into an agreement with, CENTRAL HUDSON GAS & ELECTRIC CORPORATION ("Company") to Opt-Out of the installation of an AMR meter at their service address located at \_\_\_\_\_. Applicant is Company customer taking service at \_\_\_\_\_. Customer is taking non-demand electric and/or natural gas service pursuant to Service Classification Nos. 1 or 2 under P.S.C. No. 15 – Electricity and Service Classification Nos. 1, 2, 6, 12 or 13 under P.S.C. No. 12 – Gas, as both of these tariffs may be modified or superseded as approved by the New York State Public Service Commission ("Commission").

Applicant agrees to comply with the provisions of this Agreement and the Rules applicable thereto as set forth in the Company's tariffs, publicly available at the Commission's website at [www.dps.ny.gov](http://www.dps.ny.gov). In particular, Applicant requests that the Company not install, or, if already installed, remove an AMR meter at \_\_\_\_\_ and install a non-AMR electronic digital meter, or other non-AMR meter approved for installation for Applicant by the Commission. Applicant understands and agrees that the installation of a non-AMR meter may cause Applicant to incur costs for which Applicant alone is responsible. If the Applicant's meter is located inside the premises of the service address, Applicant agrees that Applicant shall be solely responsible for all costs to move the existing inside meter to an outside location designated by Company. Applicant and Company agree that Company shall not install a non-AMR meter until an outside meter location has been established.

Applicant understands and agrees that the installation of a non-AMR meter causes the Company to incur incremental costs not associated with the installation of an AMR meter. The Commission has approved recovery of the incremental costs associated with the installation of a non-AMR meter through fees charged to Applicant. Applicant agrees that it will pay all approved fees associated with the installation of a non-AMR meter as the Commission may approve and amend the fees from time to time.

The fee schedule is:

Service	Fee	Frequency
Meter change fee, electric meter only	\$49.00	one time
Meter change fee, gas meter only	\$89.00	one time
Meter change fee, electric and gas meters	\$114.00	one time

The one-time fee(s) will appear on your first bill after the non-AMR meter(s) has(have) been installed at your premises. If you later choose to have your AMR meter re-installed, a one-time re-installation fee will apply that is equal to the fee listed above for the AMR meter's removal.

AMR Meter(s) Requested to be replaced (check one or both boxes): ☐ Electric ☐ Gas

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Customer Name: \_\_\_\_\_

10 Digit Account Number (XXXX-XXXX-XX): \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone (Primary): \_\_\_\_\_ Telephone (Secondary): \_\_\_\_\_

Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

## RECONNECTION SERVICE

# Sorry we missed you!

Dear Central Hudson customer:

It was necessary to disconnect your electric/gas service in order to work safely. We apologize for the inconvenience.

Please call Central Hudson at (845) 452-2700 – or, if you live outside the 845 area code, dial 1 (800) 527-2714 – and then press zero (0) to speak with a Customer Service Representative to arrange a reconnection, which will include relighting your gas appliance pilots.

Please advise the representative of your account number and the reason for the interruption marked below, so we may serve you more effectively.

**Account number:** \_\_\_\_\_

**Gas time test**

**Improper condition**

Customer action required – red tag number: \_\_\_\_\_

**Emergency gas interruption**

**Scheduled gas interruption**

Thank you.

There are many ways to report a power outage or obtain restoration status from Central Hudson:

### **ONLINE**

1. Go to ***www.CentralHudson.com*** and select "Report an Outage" at the top of the homepage.
2. Then click on the "Report an Outage" or "Check Status" button and enter your 10-digit account number or phone number, and ZIP code.

Check restoration status anytime with our StormCentral Outage Map. Go to ***www.CentralHudson.com*** and select "StormCentral Map" at the top of the homepage.

### **TEXT MESSAGE & EMAIL**

Enroll in this service to receive text messages and/or email notifications from Central Hudson when a power interruption affects your home or business.

1. Use your smartphone to text "REG" to 236483. When prompted, enter your 10-digit Central Hudson account number to enroll.
2. To enroll online, go to ***www.CentralHudson.com*** and log into your account. Then select "Manage My Alerts."

To report an outage, text "OUT" to 236483.

### **PHONE**

Call the Central Hudson PowerLine at (845) 452-2700. If you live outside the 845 area code, dial (800) 527-2714.

# Connections

## ***HEAP benefit enrollment begins this month***

The Home Energy Assistance Program (HEAP) provides both regular and emergency financial grants to eligible households to help pay heating and/or utility bills.

Central Hudson customers who receive a HEAP benefit toward their account during the 2017-2018 HEAP season will be issued a monthly bill credit on their Central Hudson bill for a maximum of 12 months based on service type and amount of HEAP benefit. Regular HEAP benefits for the upcoming season will be available between Nov. 13, 2017 and March 15, 2018. Emergency HEAP benefits will be available between Jan. 2 and March 15, 2018. An additional benefit, the Heating Equipment

SEE **HEAP** ON BACK PAGE

## ***Programs offer help managing winter heating bills***

Be prepared for colder weather, which can bring higher bills. In addition to HEAP and the new Low-Income Bill Discount Program, Central Hudson offers a variety of bill payment options and assistance programs that can help manage your home heating bills.

To help avoid seasonal fluctuations and make payment due amounts predictable, Budget Billing spreads your energy bills evenly over 11 months. The bill for the 12th month will include a plus-or-minus

SEE **WINTER BILLS** ON BACK PAGE

## **Expanded bill credit for eligible households begins in November**

An expanded assistance program will be available to qualified customers of Central Hudson Gas & Electric Corp. beginning in mid-November, as a part of the energy company's commitment to its low-income residents.

To be eligible for the new Low-Income Bill Discount Program, customers must receive a regular or emergency Home Energy Assistance Program (HEAP) benefit and enroll in Budget

Billing. If your Central Hudson account receives a HEAP benefit you will be automatically enrolled. If you heat by other means such as oil, coal, propane, wood/wood pellets, kerosene or corn, and Central Hudson is notified by the HEAP department, you will be automatically enrolled. All accounts enrolled will receive a letter of confirmation.

If you heat by other means, have received HEAP, and do not receive an enrollment letter, you will need to provide Central Hudson with a copy of your HEAP "Notice of Decision" letter. You can email this letter to [DSSdesk@cen-hud.com](mailto:DSSdesk@cen-hud.com). Additional ways of sending

SEE **BILL DISCOUNT** ON BACK PAGE

# Free tax preparation assistance

The Community Action Partnership for Dutchess County (CAPDC) supports the work of AARP Foundation Tax-Aide and the Hudson Valley CASH Coalition. Free tax preparation assistance is provided to low-moderate income Hudson Valley residents at more than 32 tax preparation sites. There are no age re-

strictions or membership requirements.

Taxes are prepared by appointment only starting the first week of February through April 15, 2018. Appointments are made by calling the United Way's Help Line. Dial 2-1-1 seven days a week from 9:00 a.m. to 7:00 p.m. Calls are free and confidential.

## HEAP (Continued)

Repair or Replacement (HERR), is available to assist homeowners in repairing or replacing primary heating equipment when the equipment is inoperable or unsafe and is in need of repair or replacement.

HEAP benefits are funded by the federal government and administered through the New York State Department of Social Services. To apply, call (800) 342-3009 or visit [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov). Individuals who are 60 or older and do not receive SNAP (Supplemental Nutrition Assistance Program) benefits may contact their local Office for the Aging for eligibility requirements and to apply for benefits. Call (800) 342-9871 or visit [www.aging.ny.gov](http://www.aging.ny.gov).

1	\$2,318	\$27,811
2	\$3,031	\$36,368
3	\$3,744	\$44,925
4	\$4,457	\$53,482
5	\$5,170	\$62,039
6	\$5,883	\$70,596
7	\$6,017	\$72,201
8	\$6,150	\$73,805
9	\$6,284	\$75,410
10	\$6,418	\$77,014
11	\$6,733	\$80,790

## Winter bills (Continued)

adjustment to reflect your actual usage and energy charges incurred through the year.

For more information on Budget Billing, or to sign up, visit [www.CentralHudson.com/BudgetBilling](http://www.CentralHudson.com/BudgetBilling).

For customers who have fallen behind on paying their utility bills, Central Hudson offers the Deferred Payment Agree-

ment. With this program, payments are made on past-due balances in monthly installments while also committing to pay current and future bills in full and on time.

To see if you may be eligible for the Deferred Payment Agreement, visit [www.CentralHudson.com/PaymentAssistance](http://www.CentralHudson.com/PaymentAssistance) or call (845) 452-2700.

## Heating equipment maintenance assistance

You may be eligible to receive free energy efficiency services which include the cleaning of your primary heating equipment, chimney cleaning and minor repairs. You may apply for the Clean and Tune benefit with your HEAP Local District Contact.

Additional weatherization programs to reduce fuel expenditures for low income

households are available through the Community Action Partnership for Dutchess County (CAPDC). The CAPDC works with income eligible individuals to lower their heating and cooling costs through free energy conservation measures and heating equipment repair or replacement. Call 845-452-5104 or visit [www.Dutchesscap.org](http://www.Dutchesscap.org) for more information.

## Bill discount (Continued)

this letter can be found at [www.CentralHudson.com/BillDiscountProgram](http://www.CentralHudson.com/BillDiscountProgram).

Once enrolled into the Low-Income Bill Discount Program, you will receive a letter advising you of enrollment into Budget Billing and the monthly budget installment amount. You may opt-out of Budget Billing any time.

### How it works:

Once HEAP is received, or Central Hudson has verified you received HEAP, a monthly credit will be applied to that 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. Discounts in 2017–2018 range from \$30 to \$67 per month on natural gas heating bills; \$3 per month on natural gas non-heating bills; \$19 to \$72 per month on electric heating bills; and \$19 to \$56 per month on electric non-heating bills. A combination of any of the above services could mean increased credits. Customers receiving a HEAP benefit for non-utility fuels for heating could receive a credit ranging from \$3 to \$22 per month.

For more information, visit [www.CentralHudson.com/PaymentAssistance](http://www.CentralHudson.com/PaymentAssistance).

### Housing programs

For additional resources regarding housing assistance, contact RUPCO at [rupco.org](http://rupco.org) or (845) 331-2140.

## Log in to win with CenHub

Create an online CenHub My Account or log in to your existing account for a chance to win \$250. Winner is per month per month beginning December 2017. [CentralHudson.com/LogInToWin](http://CentralHudson.com/LogInToWin)

Win \$250!



Customer

XX 60TH ST

MASBETH NY 11038

RE: Meter Testing Program

Account Number XXXX-XXXX-XX-X

Dear Customer Name:

In our continuing efforts to ensure that all customers are billed accurately, Central Hudson conducts an annual meter testing program, which is mandated by the NYS Public Service Commission. A small percentage of electric meters are randomly selected for testing each year, based upon the age and type. Meters selected for testing are replaced with state approved Encoder Receiver Transmitter (ERT) meters, which allow quick and accurate readings from a short distance. Our customers may choose to opt out of an ERT meter with a digital, non-receiver transmitter meter. If you wish to opt out, please respond within 30 days of the date of this letter, as opting-out after an ERT meter is installed requires a one-time meter change fee. For information regarding the digital ERT meter and your options, please go to Central Hudson's website at [WWW.CENTRALHUDSON.COM/METERS](http://WWW.CENTRALHUDSON.COM/METERS) or call Central Hudson's Customer Service Department at (845)452-2700 or 1-800-527-2714.

Sincerely,

RICH MCDONALD

Service Supervisor

Kingston Division



# CenHub Insider



## Test your energy IQ

**Q** When programmed correctly, how much can a smart thermostat help save on average per year?  
Scroll to the bottom of this newsletter for the answer!

## Are you ready to step back inside?

As the days shorten and kids return to school, it's a good time to develop a home lighting and energy-saving plan. Review the [buying](#) and [downsizing](#) buyer's guides and shop with instant savings at the [CenHub Store](#).



### FEATURED ITEMS



#### iHome WiFi Smart Plug

Control almost any appliance through an app on your smartphone or tablet. It works with a variety of items, from lamps to fans – even your coffee maker. Just plug in and go. The power is at your fingertips.

[VIDEO: HOW IT WORKS](#)



#### Wink Hub 2

The Wink Hub 2 allows smart home products from different brands to be controlled from a single app on your mobile device. Plus, its sleek design fits right in with your home decor.

[BUY NOW](#)

**REDUCED PRICE**

[CentralHudson.com/CenHub](#)



LED bulbs use up to 90% less energy and can last up to 26 times longer than traditional incandescents. By shopping with instant rebates courtesy of Central Hudson, you'll save big bucks.

Shop the lighting section of your local Home Depot, Lowe's, Wal-Mart, Sam's Club or Target, and look for Central Hudson signage – you'll receive in-store rebates on an array of energy-efficient items. [Find your closest store here.](#)

Prefer to shop online? Visit [CenHubStore.com](#) for exclusive rebates for Central Hudson customers.



Check out  
our popular  
\$6 six-pack

Save energy, save money. Learn more in our [LED Lighting Buyer's Guide](#).



## Answer to the Energy IQ question above

**A** Studies show smart thermostats can save up to \$160 per year when programmed properly. Based on this, a smart thermostat can pay for itself in the first year! Learn more about smart thermostats in the [CenHub buyer's guide](#), or [shop for a thermostat](#) today.

# HELP US KEEP THE ROADWAYS SAFE.



*Stay in  
the safety zone*

## THANKS FOR PUTTING DOWN THE PHONE

*It's the bright  
thing to do*



### PARENTS COPIED

Teens of parents who drive  
distracted are three times  
more likely to drive  
distracted themselves.

*People. Power. Possibilities.*  
**Central Hudson**  
A FORTIS COMPANY



*Help put an end to distracted driving; visit  
**[CentralHudson.com/DistractedDriving](http://CentralHudson.com/DistractedDriving)***



*Stay in  
the safety zone*

**THANKS FOR PUTTING  
DOWN THE PHONE**

*It's the bright  
thing to do*

**HELP US KEEP THE  
ROADWAYS SAFE.**



*people. power. possibilities.*

**Central Hudson**  
A FORTIS COMPANY



# HELP US KEEP THE ROADWAYS SAFE.



*Stay in  
the safety zone*

**THANKS FOR PUTTING  
DOWN THE PHONE**

*It's the bright  
thing to do*



## **PARENTS COPIED**

Teens of parents who drive  
distracted are three times  
more likely to drive  
distracted themselves.

*People. Power. Possibilities.*

**Central Hudson**  
A FORTIS COMPANY



*Help put an end to distracted driving; visit  
**[CentralHudson.com/DistractedDriving](http://CentralHudson.com/DistractedDriving)***

**THANKS  
FOR PUTTING  
DOWN THE PHONE**



**HELP US KEEP THE  
ROADWAYS SAFE.**



# HELP US KEEP THE ROADWAYS SAFE.



*Stay in  
the safety zone*

## THANKS FOR PUTTING DOWN THE PHONE

*It's the bright  
thing to do*



### PARENTS COPIED

Teens of parents who drive distracted are three times more likely to drive distracted themselves.

*People. Power. Possibilities.*

**Central Hudson**

A FORTIS COMPANY



*Help put an end to distracted driving; visit  
**[CentralHudson.com/DistractedDriving](http://CentralHudson.com/DistractedDriving)***



# HELP US KEEP THE ROADWAYS SAFE.



*Stay in  
the safety zone*

**THANKS FOR PUTTING  
DOWN THE PHONE**

*It's the bright  
thing to do*



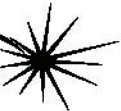
## **PARENTS COPIED**

Teens of parents who drive distracted  
are three times more likely to drive  
distracted themselves.

Help put an end to distracted driving; visit  
**[CentralHudson.com/DistractedDriving](http://CentralHudson.com/DistractedDriving)**

*People. Power. Possibilities.*

**Central Hudson**  
A FORTIS COMPANY



# EnergyCentral



## 1 million LED bulbs sold, distributed to reduce energy costs, emissions

One million high-efficiency LED lightbulbs have been purchased by or provided to customers of Central Hudson Gas & Electric Corporation through the utility's efforts to help lower energy bills and reduce emissions. Over their lifetime, the 1 million LED lightbulbs will save participating customers a combined \$153 million in energy costs, lower electricity use by more than 782 million kilowatt-hours and reduce carbon dioxide emissions by nearly 368,000 tons, or the equivalent of powering nearly 4,400 homes per year or removing more than 3,500 cars from the road.

LED, or light emitting diode, lightbulbs are designed to reduce electricity used for lighting by 70 to 90 percent while producing the same brightness, and last up to 25 times longer than incandescent bulbs. By lowering energy use, each LED bulb is estimated to save households an

SEE LED ON BACK PAGE

## Central Hudson appoints Charles A. Freni new President and CEO



**Central Hudson's board of directors has appointed Charles A. Freni, left, to be the Company's next President and CEO, effective Sept. 15. Michael L. Mosher, right, will be stepping down to take the same position with FortisAlberta in western Canada.**

The Board of Directors of Central Hudson Gas & Electric Corporation has appointed Charles A. Freni as President and C.E.O. of the Poughkeepsie-based utility, effective Sept. 15, 2018. He succeeds Michael L. Mosher, who has served in the position since 2016 and who has been appointed President and C.E.O. of FortisAlberta, a Fortis utility in Western Canada.

"Charlie's extensive background in utility management and operations makes him an ideal leader for Central

Hudson," said Margarita K. Dilley, Chair, of Central Hudson's Board of Directors. "We are confident that Charlie will guide the organization well and maintain its longstanding commitment to excellent customer service in the Hudson Valley."

Freni has more than three decades of experience at Central Hudson and currently serves as Senior Vice President of Customer Services, Transmission

SEE CEO ON BACK PAGE

## EnergyCentral

FOR MORE INFORMATION ABOUT THIS PUBLICATION OR TOPICS APPEARING IN THIS EDITION, CONTACT DIRECTOR OF MEDIA RELATIONS **JOHN MASERJIAN**

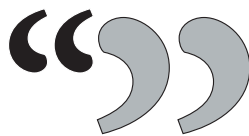
PHONE ..... (845) 486-5282  
EMAIL ..... JMASERJIAN@CENHUD.COM



# CEO: Mosher appointed President and CEO of FortisAlberta

and Distribution Operations. He is responsible for day-to-day operations, including gas and electric transmission and distribution construction and maintenance, meter reading, Contact Center services, account services and metering. He is also responsible for the Company's energy efficiency and smart grid programs.

Freni served previously as Central Hudson's Senior Vice President of Customer Services, as well as its Vice President of Engineering and Environmental Affairs. He has been recognized nationally for his efforts in leading storm restoration activities following the large Hudson Valley storm emergencies of the last decade



***Charlie's extensive background in utility management and operations makes him an ideal leader for Central Hudson.***

**MARGARITA K. DILLEY**  
CHAIR, CENTRAL HUDSON  
BOARD OF DIRECTORS

and overseeing power restoration to sister utility FortisTCI in Turks and Caicos in 2017 following Hurricane Irma's devastation.

Freni holds a Bachelor of Science degree in Mechanical Engineering and an MBA from Union College. He will be appointed as a Director on the Board of Directors of Central Hudson. Active in community service as Chair of the Dutchess County Advisory Board of the Hudson Valley Community Foundation, the United Way of the Dutchess-Orange Region, HealthQuest and the American Heart Association, he is a resident of Rhinebeck, NY, with his wife, Liz.

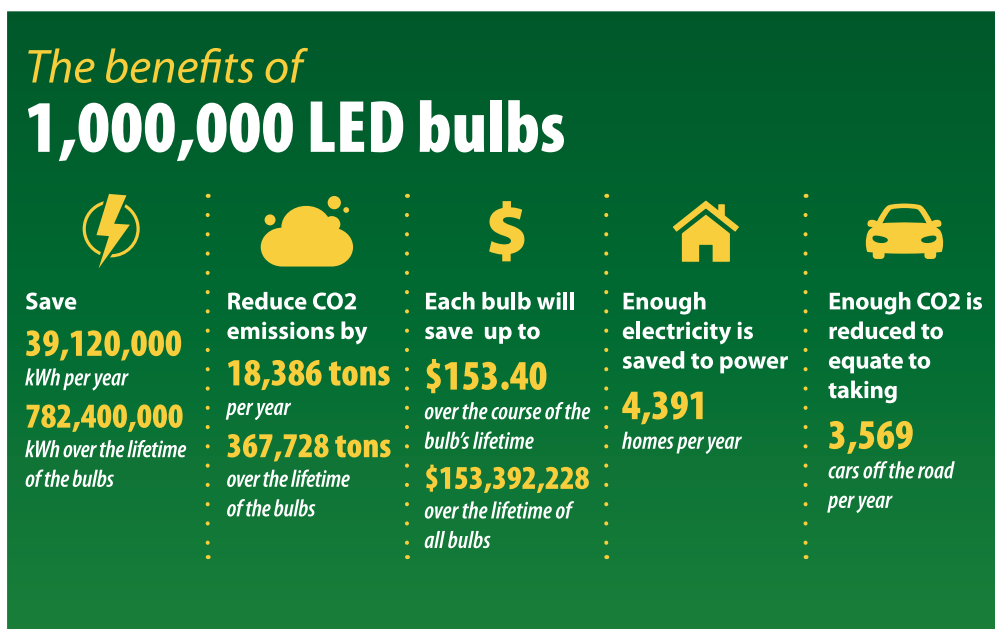
"On behalf of the Board I would also like to thank and congratulate Michael on his appointment to FortisAlberta. He has been of tremendous service to Central Hudson during his lengthy tenure with the utility," said Dilley. ✱

## LED: \$153 million in energy savings over bulbs' lifetime

average of about \$7.70 per year, and with an expected life span of up to 20 years, provide a total lifetime savings of \$153 each.

Central Hudson offers ENERGY STAR® certified LED lightbulbs through several channels, which combined have sold or distributed 1 million bulbs since 2016. Discounted LED lightbulbs are available through: Central Hudson's online CenHub Store, via which nearly 101,000 have been sold; through instant rebates offered by Central Hudson at local home centers, where customers purchased more than 877,000 LED lightbulbs; and through Central Hudson's Community Lighting Program, distributing nearly 22,000 free LED lightbulbs to families in need by partnering with local United Way agencies.

Advancements in LED technology are helping residents manage their energy use while improving lighting at home and in the workplace. LED lightbulbs are offered in a variety of styles, from daylight to warm hues, standard and filament bulbs, and even programmable lamps that change colors using smart phone apps, offering new ways and options to illuminate homes.



**LED light bulbs offer a myriad of economic and environmental benefits for Central Hudson and its customers.**

Central Hudson's programs and partnerships will continue to offer low-cost LED lighting to reduce energy bills, conserve resources and protect the environment.

For more information on LED lightbulbs, visit the U.S. Department of Energy at [www.energy.gov/energysaver/save-electricity-and-fuel/lighting-choices-](http://www.energy.gov/energysaver/save-electricity-and-fuel/lighting-choices-)

[save-you-money/led-lighting](http://www.energy.gov/energysaver/save-electricity-and-fuel/lighting-choices-); and to learn of Central Hudson's offerings, go to [www.CentralHudson.com/EnergyEfficiency/Residential-Lighting](http://www.CentralHudson.com/EnergyEfficiency/Residential-Lighting) or log onto the CenHub Store at [www.CenHubStore.com/Collections/Lighting](http://www.CenHubStore.com/Collections/Lighting). To download a guide on selecting and purchasing LED lights, go to [www.CenHud.com/EnergyEfficiency/BulbChoices](http://www.CenHud.com/EnergyEfficiency/BulbChoices). ✱

# ELECTRIC SYSTEM CONSTRUCTION

---

Consists of three subgroups: Electric Construction & Transmission Maintenance, Distribution Maintenance and Line Clearance. System Construction was created to work on large capital projects while still providing assistance during storms, mutual aid assignments and completing other miscellaneous work. Employees working in this group include linemen, splicers, service workers, tree trimmers, engineers and electric line foremen.

- **The Project Construction group** focuses primarily on large capital transmission construction and maintenance jobs as well as distribution improvement jobs. Such jobs include new line construction, reconductoring, polyphasing and distribution relocation.
- **The Distribution Maintenance group** consists mostly of service workers and splicers. Work scope focuses on reliability and system improvement. Some job assignments include installing electric services to houses, repairing damage from storms.
- **Line Clearance** is responsible for maintaining the electric transmission rights of way and for clearing before new jobs.

## ELECTRIC DISTRIBUTION ENGINEERING

---

Focuses on all aspects of engineering the distribution system, including planning, operations, reliability, construction standards and integration of distributed resources and new loads with the electric distribution system.

- **Electric Distribution Planning Engineer** – Mission is to safely plan for a reliable and affordable electric system by identifying prudent capital investments to continuously improve our system and support design, construction and operations. The group manages the Stray Voltage and Distribution Inspections program and then performs reliability analysis and leverages the use of new technology to continuously improve our distribution system. The Distribution Planning Engineer completes integrated system studies and develops recommendations to maintain and improve reliability of service and support the capital budget plan.
- **Electric Operations Engineer** – Main responsibility is to monitor, analyze and enhance the reliability of the electric distribution system. Tools such as GE Small World, ESRI and Milsoft Windmill/Light Table assist the engineer in accomplishing this task. Central Hudson has currently embarked on a path to a “smarter grid.” The Electric Operations Engineer is working with the Distribution Planning Engineer in this effort through the implementation of system infrastructure improvements and multiple device load transfer teams. Distribution switching order development and engineering support for storm restoration are led by these engineers.
- **Electric Standards Engineer** – Primary responsibility is to develop and oversee materials and construction standards for the overhead and underground distribution system. The engineer evaluates and specifies materials and tools, and works with vendors to maintain quality control. The engineer also oversees contracts with the electrical inspectors for work completed on the customer’s side of the meter, and works closely with internal line forces to continuously improve our construction practices.

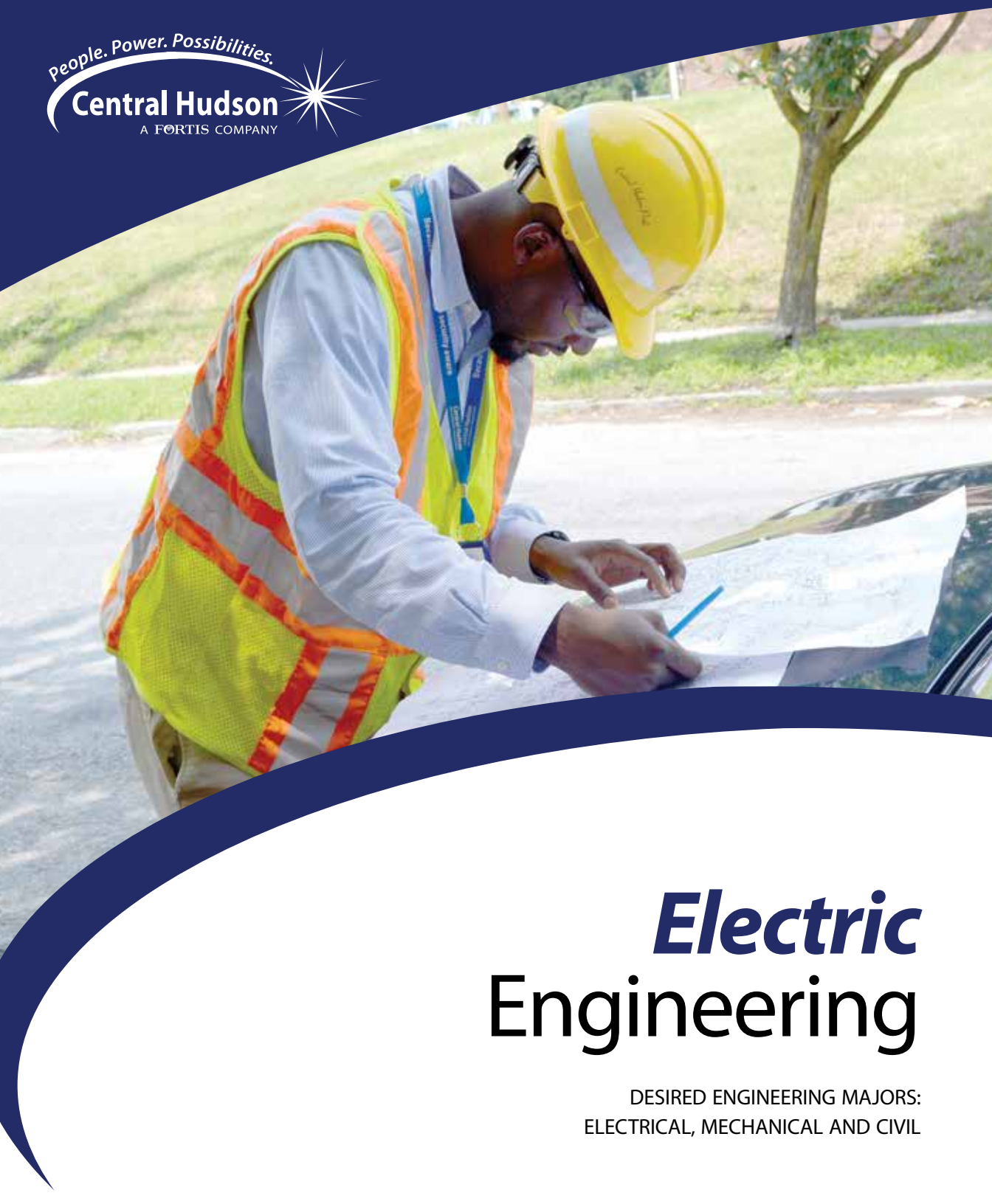
---

### Diversity & EEO/AAP

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran status, or disability.

People. Power. Possibilities.

**Central Hudson**  
A FORTIS COMPANY



# ***Electric*** **Engineering**

DESIRED ENGINEERING MAJORS:  
ELECTRICAL, MECHANICAL AND CIVIL

# Opportunities



## ELECTRIC TRANSMISSION DESIGN

Responsible for the design and upkeep of 600 miles of high voltage transmission lines. Main job is to design transmission structures and create work order construction packages to build new lines or replace specific structures and hardware to maintain the reliability of older lines. Perform license reviews where other utilities request attachment space on Central Hudson structures and assist with the diagnosis of problems such as encroachments or customer EMF inquiries. Engineers work with primarily System Construction, Environmental, and Engineering Drafting, but also with Real Property Services, Distribution Engineering, Substation Design or System Protection.

## ELECTRIC TRANSMISSION PLANNING

Responsible for monitoring the performance of Central Hudson's electric transmission system and planning for its future to provide reliable service to Central Hudson's electric customers. Software packages are used to model the existing and future Central Hudson transmission system as well as surrounding systems. This model is used to analyze when and under what conditions facilities may experience overloads and/or low voltages and help determine reinforcements to correct those conditions. Planning engineers collaborate with engineers from neighboring utilities and the New York Independent System Operator regarding the performance and expansion of New York's transmission system, including impacts on the Central Hudson transmission system from proposed transmission and generation projects. Provides technical support to areas responsible for the operation and design of the electric transmission and distribution systems.

## Connect with Central Hudson



» [www.Facebook.com/CentralHudson](http://www.Facebook.com/CentralHudson)  
» [www.Twitter.com/CentralHudson](http://www.Twitter.com/CentralHudson)

» [www.YouTube.com/CentralHudsonVideos](http://www.YouTube.com/CentralHudsonVideos)  
» [www.linkedin.com/company/central-hudson-gas-&-electric](http://www.linkedin.com/company/central-hudson-gas-&-electric)



## SYSTEM PROTECTION

Responsible for the design of robust protection and control schemes and development of protective relay settings that isolate specific electric system components during system disturbances. Analyzes protection system performance and identifies fault location to minimize the length of outage durations. Responsibilities include developing protective relay settings, implementing substation control and automation, analyzing system disturbances, and documenting NERC Standard procedures and supporting evidence. Some tasks include short circuit modeling of power system components, creating relay and supervisory setting orders, analyzing system faults, creating PLC ladder logic, and preparing NERC Standard documentation.

## OPERATION SERVICES

Comprised of degreed professionals with backgrounds in engineering, former craft personnel with operational backgrounds and construction field technicians. The group has expertise in all aspects of electric substations, small hydro-electric and gas turbine production facilities, industrial, commercial and residential electric and gas meter services, and rubber good processing with core competencies in the fields of electrical operations, rigging, relaying and communications. Mission is to operate, maintain, construct and complete necessary capital improvements associated with Central Hudson's electric substations and production facilities while remaining in compliance with all regulatory requirements, providing protective rubber goods testing for all electric field employees and maintaining revenue-metering equipment at the highest level of accuracy, as specified by company policy and regulatory requirements. Mission is designed to ensure that the organization continues to serve the needs of stakeholders, which include all regulatory bodies (PSC, NERC, FERC, DEC, NYSIO, NPCC), Central Hudson customers, Central Hudson employees and internal organizations/divisions.

## SUBSTATION DESIGN

Responsible for design and upkeep of approximately 100 electric distribution and transmission switching substations. Substations include all of the company's infrastructure located "inside the fence" and link the transmission system to the distribution system. Main job is to design substations from the ground up and create work order construction packages to build new substations or replace infrastructure at existing sites. Many projects involve different disciplines of engineering, including civil sitework, mechanical structures, and electrical layouts, control schemes and component wiring. Substation design engineers are also responsible for project management, including material selection and procurement, work order estimates, project status reporting and construction field support.

## About us

Central Hudson is a regulated transmission and distribution utility serving approximately 300,000 electric customers and 78,000 natural gas customers in a defined service territory of New York State's Mid-Hudson River Valley.

Owned by Fortis Inc., Central Hudson delivers natural gas and electricity in a territory that extends from the suburbs of metropolitan New York City north to the Capital District at Albany, and includes the counties of:

- Albany;
- Sullivan;
- Dutchess;
- Greene;
- Orange;
- Columbia.
- Ulster;
- Putnam;





[www.CentralHudson.com/Employment](http://www.CentralHudson.com/Employment)  
[HumanResources@cenhud.com](mailto:HumanResources@cenhud.com)

284 South Avenue  
Poughkeepsie, NY 12601

People. Power. Possibilities.

**Central Hudson**  
A FORTIS COMPANY



# ***Gas & Mechanical*** **Engineering**

GAS & MECHANICAL ✨ GAS OPERATIONS

# Opportunities



## GAS & MECHANICAL

This department is responsible for design, construction and integrity management of infrastructure that receives natural gas from suppliers and supplies it to customers. Related components include:

- **Transmission Systems** – Pipelines and related infrastructure operating at high pressure, in order to transport natural gas over longer distances and to act as a main source along their respective routes. Natural gas enters our transmission system at four gate station locations throughout the Hudson Valley region.
- **Regulator Stations** – The operating pressure of natural gas in the pipeline is reduced at a regulator station. The inlet and outlet pressures at each station vary, depending on location in the system and needs of the customers. Natural gas leaves the regulator station and either enters the Distribution System or directly serves a large customer.
- **Distribution Systems** – Pipelines and related infrastructure operating at lower pressures to safely deliver natural gas to customers' homes and businesses. Natural gas enters the Distribution System at what is called a regulator station.
- **Pipeline Integrity** – Corrosion protection of our steel, wrought iron and cast iron pipelines is very important. The most common protection methods are sacrificial anodes and protective coatings.
- **Leak Monitoring** – Monitoring our pipelines and other equipment must be done on a regular basis to ensure the safest and most efficient delivery of natural gas. Using specific information about each leak, we can track and attempt to detect patterns.
- **Specialized Software** – Computer programs are used to draw and model our natural gas systems. Using GIS orthography and flow modeling programs, our planning engineers can study the effects of all types of scenarios and potential changes in our natural gas systems. This helps determine areas for future gas system development.

## Connect with Central Hudson



» [www.Facebook.com/CentralHudson](https://www.facebook.com/CentralHudson)  
» [www.Twitter.com/CentralHudson](https://www.twitter.com/CentralHudson)

» [www.YouTube.com/CentralHudsonVideos](https://www.YouTube.com/CentralHudsonVideos)  
» [www.linkedin.com/company/central-hudson-gas-&-electric](https://www.linkedin.com/company/central-hudson-gas-&-electric)



# GAS OPERATIONS

---

Gas Operations is responsible for the daily safe and reliable operation, maintenance, and construction of the Central Hudson gas distribution system. Related components include:

- **Infrastructure Improvements** – Plan gas distribution capital improvement projects.
- **Flow Modeling** – Utilize specialized software to model our gas systems.
- **Valving Orders** – Prepare safe, accurate and timely instructions used for switching gas flow patterns for construction purposes.
- **Compliance** – Check Central Hudson systems' current status for leaks and inspection intervals against the requirements for federal and state natural gas regulations.
- **Project Management** – Field inspection of capital distribution projects.
- **System Reliability** – Monitor regulator station and system pressures daily.
- **Emergency Response** – Assist divisional needs during emergencies and storms.

## TROOPS TO ENERGY JOBS

---



Central Hudson partners with Troops to Energy Jobs, a program that helps U.S. military service veterans make a successful transition to a rewarding career in the energy industry. The program provides veterans with educational and career counseling as well as job placement assistance.

To access the resources available to veterans through Troops to Energy Jobs, including listings of current job openings in the energy industry, visit [www.troopstoenergyjobs.com](http://www.troopstoenergyjobs.com).

---

### Diversity & EEO/AAP

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran status, or disability.

## About us

Central Hudson is a regulated transmission and distribution utility serving approximately 300,000 electric customers and 78,000 natural gas customers in a defined service territory of New York State's Mid-Hudson River Valley.

Owned by Fortis Inc., Central Hudson delivers natural gas and electricity in a territory that extends from the suburbs of metropolitan New York City north to the Capital District at Albany, and includes the counties of:

- Albany;
- Sullivan;
- Dutchess;
- Greene;
- Orange;
- Columbia.
- Ulster;
- Putnam;



## POWERTALK



### Track your daily and hourly energy usage with Inverter

With Inverter, you can track your energy usage in real-time, so you can see exactly how much power your system is using at any given time. This helps you to identify areas where you can save energy and reduce your costs.

[Learn more](#)



### Government incentives can help you get £10,000 Nissan Leaf rebate

The Nissan Leaf is one of the most popular electric cars in the UK, and it's no wonder. With its sleek design, long range, and low running costs, it's a great choice for anyone looking to go green. And now, with government incentives, you can get a rebate of up to £10,000 when you buy a new Leaf.

[Learn more](#)



### President's Q&A

Join us for a Q&A session with our President, where he'll answer your questions about the company, the industry, and the future of energy.



### Long in the sun

With our solar panels, you can harness the power of the sun to generate clean, renewable energy for your home or business. Our panels are designed to last for decades, so you can enjoy the benefits of solar for years to come.

[Learn more](#)



### Make sure the power stays in the safety zone

When it comes to power, safety is always the top priority. That's why we use the highest quality materials and follow strict safety protocols to ensure that our systems are always safe and secure.

[Learn more](#)



### We're keeping the fire go green

With our solar panels, you can keep your home or business cool and green at the same time. Our panels are designed to absorb heat, so they can help to reduce your cooling costs during the summer months.



### Challenge construction in England

The construction industry in England is facing a number of challenges, from a shortage of skilled workers to rising costs of materials. But with our solar panels, you can help to address these challenges by generating clean, renewable energy for your construction site.



### Storm safety: what you need to know

When a storm hits, it's important to know what to do to stay safe. Here are some tips to help you prepare for a storm and stay safe during one.



### Five companies, 10 questions

We asked five leading companies in the industry 10 questions about their operations, their products, and their future plans.

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

[Learn more](#)

## POWERTALK



Guests: Dr. Robert L. Smith, President of the American Society of Mechanical Engineers (ASME)

Dr. Robert L. Smith, President of the American Society of Mechanical Engineers (ASME), is a leading expert in the field of mechanical engineering. He has spent his career at the intersection of research and industry, where he has helped to develop new technologies and improve the efficiency of manufacturing processes. His work has been recognized with numerous awards and honors, and he is a frequent speaker at industry conferences and events.



Dr. Smith will be speaking on the topic of "The Future of Mechanical Engineering" during the PowerTalk event.

The PowerTalk event is a free, open-house event for all interested parties. It will be held on Thursday, October 10th, from 10:00 AM to 12:00 PM. The event will feature a variety of presentations, including keynote speeches, panel discussions, and Q&A sessions. It is a great opportunity for industry professionals to learn about the latest trends and developments in the field of mechanical engineering.



Dr. Smith will be speaking on the topic of "The Future of Mechanical Engineering" during the PowerTalk event.



Dr. Smith will be speaking on the topic of "The Future of Mechanical Engineering" during the PowerTalk event.

The PowerTalk event is a free, open-house event for all interested parties. It will be held on Thursday, October 10th, from 10:00 AM to 12:00 PM. The event will feature a variety of presentations, including keynote speeches, panel discussions, and Q&A sessions. It is a great opportunity for industry professionals to learn about the latest trends and developments in the field of mechanical engineering.



Dr. Smith will be speaking on the topic of "The Future of Mechanical Engineering" during the PowerTalk event.

The PowerTalk event is a free, open-house event for all interested parties. It will be held on Thursday, October 10th, from 10:00 AM to 12:00 PM. The event will feature a variety of presentations, including keynote speeches, panel discussions, and Q&A sessions. It is a great opportunity for industry professionals to learn about the latest trends and developments in the field of mechanical engineering.



Dr. Smith will be speaking on the topic of "The Future of Mechanical Engineering" during the PowerTalk event.

The PowerTalk event is a free, open-house event for all interested parties. It will be held on Thursday, October 10th, from 10:00 AM to 12:00 PM. The event will feature a variety of presentations, including keynote speeches, panel discussions, and Q&A sessions. It is a great opportunity for industry professionals to learn about the latest trends and developments in the field of mechanical engineering.



Dr. Smith will be speaking on the topic of "The Future of Mechanical Engineering" during the PowerTalk event.

The PowerTalk event is a free, open-house event for all interested parties. It will be held on Thursday, October 10th, from 10:00 AM to 12:00 PM. The event will feature a variety of presentations, including keynote speeches, panel discussions, and Q&A sessions. It is a great opportunity for industry professionals to learn about the latest trends and developments in the field of mechanical engineering.



Dr. Smith will be speaking on the topic of "The Future of Mechanical Engineering" during the PowerTalk event.

The PowerTalk event is a free, open-house event for all interested parties. It will be held on Thursday, October 10th, from 10:00 AM to 12:00 PM. The event will feature a variety of presentations, including keynote speeches, panel discussions, and Q&A sessions. It is a great opportunity for industry professionals to learn about the latest trends and developments in the field of mechanical engineering.



Dr. Smith will be speaking on the topic of "The Future of Mechanical Engineering" during the PowerTalk event.

The PowerTalk event is a free, open-house event for all interested parties. It will be held on Thursday, October 10th, from 10:00 AM to 12:00 PM. The event will feature a variety of presentations, including keynote speeches, panel discussions, and Q&A sessions. It is a great opportunity for industry professionals to learn about the latest trends and developments in the field of mechanical engineering.



Dr. Smith will be speaking on the topic of "The Future of Mechanical Engineering" during the PowerTalk event.

The PowerTalk event is a free, open-house event for all interested parties. It will be held on Thursday, October 10th, from 10:00 AM to 12:00 PM. The event will feature a variety of presentations, including keynote speeches, panel discussions, and Q&A sessions. It is a great opportunity for industry professionals to learn about the latest trends and developments in the field of mechanical engineering.



Dr. Smith will be speaking on the topic of "The Future of Mechanical Engineering" during the PowerTalk event.

The PowerTalk event is a free, open-house event for all interested parties. It will be held on Thursday, October 10th, from 10:00 AM to 12:00 PM. The event will feature a variety of presentations, including keynote speeches, panel discussions, and Q&A sessions. It is a great opportunity for industry professionals to learn about the latest trends and developments in the field of mechanical engineering.



Dr. Smith will be speaking on the topic of "The Future of Mechanical Engineering" during the PowerTalk event.

# SENIOR TIMES



## Log In to Win with CenHub

Sign up for a CenHub My Account, or log in to your existing account, for chances to win \$250 each month through December. **6**

## "This is Why I Work Safely"

Safety is Central Hudson's number one priority. We remind you to work safely too, while doing projects at home and at work. **8**



A Central Hudson Publication

Spring 2017

## Central Hudson Brings Awareness to Distracted Driving

April has been designated Distracted Driving Awareness Month by the National Safety Council, but Central Hudson is reminding local residents of the importance of paying full attention

throughout the year while operating a motor vehicle. "Each year, thousands of accidents are attributed to driver distractions, often by the use of cell phones and other technologies that draw

our attention away from the road. About a quarter of all such accidents are now attributable to cell phone use — that should alarm every driver," said Denise D. VanBuren, Vice President of Public Relations for Central Hudson. "These accidents can have deadly consequences. It's a situation that is entirely preventable if we pay attention." According to the National

Safety Council, automobile accidents were 6 percent higher in 2016 than in 2015, and 14 percent higher than in 2014, the highest two-year increase in 53 years. A recent survey released by the agency also shows that while drivers recognize the importance of safety, 47 percent indicate they are comfortable texting while driving. They estimate that 26 percent of all automobile accidents involve the use of cell phones, including the use of hands-free features. Drivers using cell phones are four times more likely to be involved in an accident. The AAA Foundation for Traffic Safety reports that driver



distraction contributes to 16 percent of all fatal accidents.

Central Hudson is working to reverse this trend by launching our campaign, "Thanks for putting down the phone. Stay in the Safety Zone: It's the bright thing to do," to help make our roads safer for everyone. In the weeks ahead, our safety messages will be seen on television, radio, newspapers, highway billboards and social media.

We're asking our customers to speak to their children, families and friends about the dangers of distracted driving, so that together we can improve safety on the road.

Distracted driving also contributes to electric service

*continued on page 4*



*The National Safety Council estimates that 26 percent of all automobile accidents involve the use of cell phones, including the use of hands-free features. Drivers using cell phones are four times more likely to be involved in an accident.*

*We're asking our customers to speak to their children, families and friends about the dangers of distracted driving, so that together we can improve safety on the road.*

Senior Times  
Central Hudson  
284 South Avenue  
Poughkeepsie, NY 12601

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



# Consumer Outreach

## Central Hudson Increases Presence in Local Communities



To increase its presence in the local communities and educate customers on the availability of assistance programs, Consumer Outreach is participating in public awareness events to help customers in need understand programs they are entitled to and how to better manage energy bills. “Our customers appreciate learning about our payment assistance programs, as well as putting a face to Central Hudson. When customers see us in person, they understand that we care about them and want to help,” said Operating Supervisor of Consumer Outreach Paula Coppin.

On average, electric bills account for less than 2 percent of household income in the Hudson Valley, and the average gas bill accounts for another 2 percent. However, lower income residents can experience energy costs that are 10 to 20 percent of household income, which result in these families making difficult choices. Not only do customers learn about the available assistance programs during these outreach events, but they get advice on energy efficiency, are able to ask employees questions about their bills, and can complete a financial statement to see if they are eligible for a payment agreement or other assistance through the Department of Social Services.

### Special Services for Customers in Special Circumstances

- We can all use a little extra help sometimes, and if you ever find yourself in need of some special attention, you should be aware of some of the programs we offer:
- **Hospitalization Program:** If you or an immediate family member who resides with you is hospitalized for a minimum of three days, you could qualify for a payment extension of up to 30 days from the date of admission to the hospital.
  - **Life Support Program:** If you or someone who resides in your household needs electricity to operate a life-sustaining device, you may be eligible for certain special protections and notifications.
  - **Third-Party Notification:** An occasion may arise when a customer is unable to respond to an important notice from Central Hudson about the status of their service or account. For such instances, we offer a voluntary program to ensure someone else — a willing “third party” — is informed of the situation. This program is especially helpful for the ill, the elderly, or someone absent from home, to prevent unnecessary disconnection of services.
  - **Extra Security Plan:** This plan offers an extended billing due-date for customers on a fixed income and customers who receive Social Security income, disability benefits or survivor benefits as their only source of household income.
  - **Special Protections:** If any members of your household are blind, disabled or age 62 or older, please call us. We will mark your account to ensure you receive all protections under New York state law. We will also make a special effort to maintain your service. All information you provide will be kept strictly confidential.
- stances, we offer a voluntary program to ensure someone else — a willing “third party” — is informed of the situation. This program is especially helpful for the ill, the elderly, or someone absent from home, to prevent unnecessary disconnection of services.
- **Language Line Interpreter Service and Spanish Customer Service Representatives:** Our Call Center provides these services during the hours of 8 a.m. – 6 p.m. Monday through Friday, and 9 a.m. – 1 p.m. on Saturday.
  - **TDD Service:** TDD/TTY phone, dial 711.
  - **Large Print Bills:** If vision problems make it difficult for you to read our billing statements, large-print versions are available by contacting a customer service representative.
- 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 contacting us.
- You can obtain more information on each of these programs by visiting our website at [www.CentralHudson.com/PaymentAssistance](http://www.CentralHudson.com/PaymentAssistance).

### The Good Neighbor Fund Neighbors Helping Neighbors

The Good Neighbor Fund provides a “last resort” grant to help pay bills for Central Hudson customers who have exhausted all other forms of public and private assistance. It’s funded by Central Hudson customers, employees and shareholders and is administered by the Salvation Army. With each and every application, administrators at the Salvation Army work tirelessly to help consumers out of conflict, develop solutions and provide much-needed financial grants to continue or restore vital electric and/or gas service. So many families have benefited from the generosity of our friends and neighbors.

**How can I help my neighbors in need?** You can make a tax-deductible contribution by:

- Adding a whole-dollar amount from \$1 to \$10 to the payment amount of your utility bill (see the pay stub section of your utility bill for further information), or, if paying online, follow the simple instructions on the screen.
- Sending a check payable to “The Good Neighbor Fund”:

Central Hudson  
Consumer Outreach Dept.  
284 South Avenue  
Poughkeepsie, NY 12601

Locations: **Beacon:** (845) 831-1253, 372 Main St., Beacon, NY 12508; **Kingston:** (845) 331-1803, 35 Cedar St., Kingston, NY 12401; **Newburgh:** (845) 562-0413, 234 Van Ness St., Newburgh, NY 12550; **Poughkeepsie:** (845) 471-1210, 19 Pershing Ave., Poughkeepsie, NY 12601



### Live Chat

Central Hudson now offers an online Live Chat service to customers who need assistance with their account. This service is available Monday through Friday from 8 a.m. – 4 p.m. Customers must enroll in a CenHub My Account to have access to this new feature. Sign up at: [www.CentralHudson.com/CenHub](http://www.CentralHudson.com/CenHub).

### Changes to Low-Income Assistance

There are changes in utility assistance programs following the New York State Public Service Commission’s examination of energy affordability for low-income customers across New York state. The goal is to standardize all utility low-income programs and to expand eligibility to a larger population of customers.

*The Powerful Opportunity Program (POP) started to phase out on April 14, 2017, and will be completely discontinued by the end of 2020.*

As a result, the Powerful Opportunity Program (POP) started to phase out on April 14, 2017, and will be completely discontinued by the end of 2020.

#### Current POP Customers

Current POP customers will continue to receive all of the benefits of POP (arrears forgiveness, Budget Bill discount, incentive reward credit) until Nov. 15, 2017. After Nov. 15, 2017, participants receive the arrears forgiveness benefit and the new low-income bill discount which is described below. If current participants are removed from the POP program for any reason, there will be no reinstatement into the program. As long as you are a POP participant, you must remain on Budget Billing per requirements of the POP program. If you have any questions, please feel free to contact one of our Customer Service Representatives at (845) 452-2700 or (800) 527-2714.

#### Past POP Customers

If you were previously a POP customer prior to this Order, eligibility for re-enrollment into the POP program required a two year waiting period. This will no longer be in effect, as the POP program is being discontinued as a result of this statewide program and there can be no re-enrollment.

**The Low-Income Bill Discount Program**  
The new Low-Income Bill Discount

program for income eligible customers will be effective November 2017. **There are two requirements to participate in this program:**

- The **first requirement** is to receive a regular or emergency Home Energy Assistance Program (HEAP) benefit. Once Central Hudson has been notified that the customer is a HEAP recipient, they will automatically be enrolled into the new Low-Income Bill Discount program. They will receive a monthly credit on their Central Hudson account for 12 consecutive months. The amount of the bill discount credit that they will receive is predetermined by the Commission’s Order based on their service type and amount of HEAP received.
- The **second requirement** is enrollment into the Budget Billing program. Once enrolled into the Low-Income Bill Discount program, the customer will receive a letter advising that they have been enrolled into our Budget Billing program and what their monthly budget installment amount will be.

Low-Income Bill Discount program customers will have the option to opt-out of Budget Billing at any

*Central Hudson expects to see a significant increase in the number of eligible customers in the new Low-Income Bill Discount program.*

time; however, customers currently enrolled in POP must remain on Budget Billing per requirements of the POP program. Central Hudson expects to see a significant increase in the number of eligible customers in the new program.

Customers who heat with fuels other than electricity or natural gas as their primary heating source, and are in HEAP, will also be able to enroll into the new Low-Income Bill Discount program. More information: [www.CentralHudson.com/PaymentAssistance](http://www.CentralHudson.com/PaymentAssistance).



## Ask Marlo

*from our Consumer Outreach Dept.*

Send Marlo your consumer outreach related questions and she’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](mailto:SeniorTimes@cenhud.com)

#### Dear Marlo:

I called Customer Service to ask about my bill and the representative I was speaking to started to ask me questions about disability and my age. Why would they ask such questions? I trust Central Hudson but I just didn’t understand why.

Sincerely,  
Clarence

#### Dear Clarence,

I think it is great that you are being cautious before you give information about yourself. On occasion, we ask our customers to answer questions regarding their age, if they are blind or if there is a disability in the home. This is strictly to ensure you receive protections afforded to you by New York state during cold winter months. It also allows us to notify you of a forecasted severe weather event that may last for several days. This allows you time to make arrangements before the storm. Once again, it is always good to ask “why” before answering a question so personal.

Warm Regards,

*Marlo De La Rosa*

Marlo De La Rosa  
Customer Outreach Representative

### Hola a Nuestros Clientes de Habla Español

Aquí en Central Hudson gustaría darle las gracias por ser clientes fieles y le gustaría que sepan las diversas opciones que ofrecemos a nuestros clientes que hablan español.

- Tenemos representantes de servicio al cliente bilingües que están aquí para resolver cualquier problema 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 o (800) 527 2714.
  - También hay una opción que permite nuestras representantes bilingües de responder a sus solicitudes para llamadas en español en los casos de una espera prolongada.
  - Además en nuestra página web [CentralHudson.com](http://CentralHudson.com) proporcionamos diversas formas y aplicaciones en español en caso de que necesiten enviar solicitudes escritas para servicio (nuevo o existente).
  - A respecto a las opciones de pago, podemos proporcionar arreglos de pago en español (a petición) para que usted pueda entender mejor los términos de sus acuerdos.
- Estas opciones están disponibles para usted para satisfacer sus necesidades y para apreciar nuestros clientes.



Heart-Healthy Recipe

VEGETARIAN STUFFED PEPPERS

Prep Time: 25 min.  
Number of Ingredients: 8  
Makes: 4 servings

A heart-healthy recipe for stuffed peppers filled with brown rice, vegetables and cheese for a Mexican flavor influence

Ingredients

- 2 large green or red bell peppers
- ½ cup instant brown rice, uncooked
- ½ teaspoon ground cumin
- ¼ teaspoon garlic salt
- 1 can (10 oz) diced tomatoes with green chilies (no salt added, drained)
- 1½ cups frozen southwest mixed vegetables (corn, black beans, red peppers)
- 1 can (8 oz) tomato sauce, divided
- ⅓ cup shredded sharp cheddar cheese

Directions

1. Preheat oven to 400°F. Spray 8x8-inch glass baking dish with cooking spray. Cut bell peppers lengthwise through stem into halves. Remove and discard seeds and membranes. Place peppers, cut-side down, in dish. Bake 15 minutes or until tender.
2. Meanwhile, prepare rice according to package directions, adding cumin and garlic salt. Add drained tomatoes, mixed vegetables and half of tomato sauce to cooked rice; stir to combine. Divide rice mixture and place inside peppers. Top with remaining tomato sauce; sprinkle with cheese.
3. Cover dish with aluminum foil. Bake 20 minutes or until peppers are hot and cheese melts.

Total Calories: 183

Raffle \$100 prize

Send in a favorite healthy soup recipe and be entered into a raffle to win \$100. Email one recipe to SeniorTimes@cenhud.com by Sept. 1, 2017. Winner will be notified via email the first week of October and the winner's name and recipe will be published in the next edition of Senior Times. Good luck!

Distracted Driving Continued from cover

interruptions and endangers utility employees working alongside roadways. The number of power outages in Central Hudson's service territory caused by motor vehicle accidents rose by nearly 15 percent from 2012 to 2015, and by 2016, the number of customers impacted by vehicle-related outages grew by 75 percent. Not only is the number of accidents increasing, but those incidents often involve electric facilities that are located on busy roadways that serve many customers and therefore create larger outages.

Utility work zones have become increasingly vulnerable to distracted drivers who endanger the safety of our workers while they are reading meters, maintaining electric and natural gas facilities and completing other activities.

Let's put the brakes on distracted driving. Join us in this effort to keep our families and Hudson Valley neighbors safe by putting down the phone and staying in the safety zone. It's the bright thing to do!

For more information on distracted driving awareness, including a link to download a Family Safe Driving Agreement, visit [www.CentralHudson.com/DistractedDriving](http://www.CentralHudson.com/DistractedDriving).

Distracted Driving Word Search

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

- accidents  
automobile  
bright thing to do  
cell phone  
no speeding
- no talking  
no texting  
pay attention  
put phone down  
stay in safety zone



Special Olympics

Central Hudson employees, family and friends volunteered at the Special Olympics New York State Winter Games. Approximately 12 employees, most of whom are seen here with City of Poughkeepsie Mayor Rob Rolison, attended the figure skating event at the McCann Ice Arena on Feb. 18.



Let Us Know if You Rely on Life Support

This notice applies to renters, whose electricity bill is covered by a building owner, as well as homeowners who deal with Central Hudson directly. It is important that you communicate with Central Hudson if anyone in your household uses life support equipment.

Life support customers include anyone who requires electricity to use life-sustaining equipment.

Customers should notify Central Hudson of the circumstances associated with their life-saving needs. We want to know so we can help. Call our customer service department at (800) 527-2714 so we can mail you a form to be filled out by the patient's doctor. Once received, we will process it for certification.

After a patient is certified, Central Hudson will call his or her household during times of power interruptions to advise on the nature and estimated duration of the interruption. Being included in our life support system does not guarantee a customer immediate restoration of electric service.

You should determine if emergency assistance is available near where you live. For example, this could come from fire companies, volunteer ambulance corps, or others who have back-up electric generators. Yearly, Central Hudson will mail each life support customer a re-certification form to verify if he or she is continuing to use life support equipment and contact information.



Ask Kyro

from our Credit & Collections Dept.

Send Kyro your customer service related questions and she'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](mailto:SeniorTimes@cenhud.com)

Dear Kyro:

Why did I receive a call from Central Hudson requesting that I pay immediately with a prepaid card or my services would be disconnected?

Dear Customer:

This is a scam since Central Hudson would never request a bill payment this way. In this particular scam, the caller identification (or caller ID) number appearing on your telephone may mimic that of Central Hudson, (845) 452-2700. The caller may provide a telephone number for a return call, which when reached, uses a re-recording of Central Hudson's upfront message.

Thieves may alter their caller ID in order to present false names and telephone numbers. Even though you may see Central Hudson's name or telephone number displayed, these calls are not originating here. If there is any uncertainty, hang up and call Central Hudson at (845) 452-2700 for confirmation and disregard any other phone numbers provided for a return call.

Do not provide impersonators with any personal information, including your account number, credit card, Social Security or bank routing numbers and report these incidents to your local police department.

We want to hear from you

What types of articles would you like to see in the future Senior Times editions? You can email your ideas to [SeniorTimes@cenhud.com](mailto:SeniorTimes@cenhud.com).

Thank you,

Kyro D. Bouquet

Kyro D. Bouquet  
Supervisor,  
Customer Account Services

Central Hudson Recognizes Veterans

Central Hudson recognizes all veterans, but particularly the many contributions veterans make within the energy industry. "Veterans are dedicated, skilled and deserving of meaningful career opportunities, and the employment needs in the energy sector are a perfect fit for many," said Michael L. Mosher, President and CEO of Central Hudson.

More than 70 veterans are employed at Central Hudson, comprising more than 7 percent of our workforce, with 19 hired since Troops to Energy was launched.

Central Hudson participates in the Troops to Energy jobs program initiated by Gov. Cuomo, to provide veterans

with employment opportunities by the state's utilities and energy companies. The program launched in 2014, and has provided veterans across the state with jobs, using the skills they gained while serving in the military.

Through our participation with the Troops to Energy program, Central Hudson is working independently and with other energy companies to reach out to veterans as a potential employer. More than 70 veterans are employed at Central Hudson, comprising more than 7 percent of our work force, with 19 hired

Consumer Protection



Central Hudson is a member of Utilities United Against Scams, a public awareness campaign led by electric, natural gas and water companies, working together with the American Gas Association and

According to the Federal Trade Commission (FTC), more than 3 million consumers filed fraud complaints last year. Phone scams are among the most common complaints.

Edison Electric Institute. The goal is to safeguard customers from fraud by individuals impersonating utility company representatives.

According to the Federal Trade Commission (FTC), more than 3 million consumers filed fraud complaints last year. Phone scams are among the most common complaints.



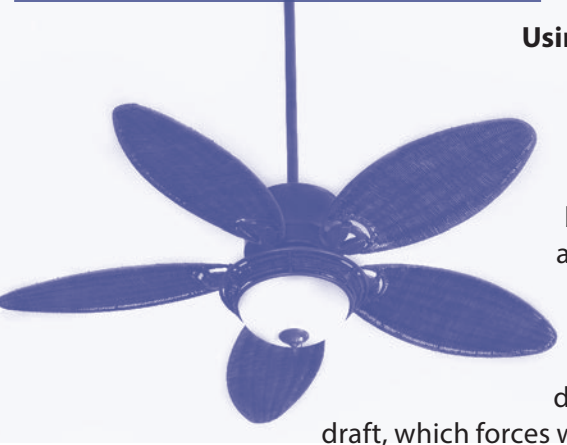
Central Hudson representatives (including one veteran), recently attended a military hiring career event in Farmingdale, New York.

port of veterans, from participating in the Veteran Energy Career Fair, to working with local colleges to identify educational partners, to promoting Troops to Energy in New York," said Mosher. "We owe it to our veterans in offering them the opportunity to work in a field many have trained for, and to show our support and gratitude for their sacrifice."



# Energy Efficiency

## Have an Energy-Smart Summer



### Using the Ceiling Fan Year Round

In the summer, use the ceiling fan in the counterclockwise direction. While standing directly under the ceiling fan you should feel a cool breeze. The airflow produced creates a wind-chill effect, making you “feel” cooler. In the winter, reverse the motor and operate the ceiling fan at low speed in the clockwise direction. This produces a gentle up-draft, which forces warm air near the ceiling down into the occupied space. Remember to adjust your thermostat when using your ceiling fan — additional energy and dollar savings could be realized with this simple step.

### Buy ENERGY STAR® appliances

With ENERGY STAR qualified products throughout your home, you can save up to one-third of your energy costs per year. The ENERGY STAR label can be found on a variety of products for your home.

### Choose an efficient dishwasher

Old dishwashers waste a lot of energy and water. Buying an ENERGY STAR® model can save you 10 percent on energy costs. To save even more, use the “light” or “energy-saving” cycle when your dishes are only slightly dirty.

### Make sure refrigerator seals are tight

If the seal on your refrigerator or freezer door isn’t doing its job, your appliance could be leaking 15 percent of the cooled air it produces. To fix the problem, replace your leaky seal with a new one.

### Set your refrigerator’s temperature to 35°F

In most households, the refrigerator is the one thing that is always on. To minimize the cost of running your fridge, make sure its temperature isn’t set too cold.

### Choose an efficient dehumidifier

While dehumidifiers are useful for fighting mold, a standard unit can use as much energy as a refrigerator. Choose an ENERGY STAR® dehumidifier, which removes the same amount of moisture while using 15 percent less energy.

### Upgrade your old central air conditioner

On hot summer days, AC often accounts for the largest portion of your home energy bill. When replacing an old air conditioner, buy an ENERGY STAR® model, which uses 30 percent less energy and can dramatically lower cooling costs.



### Seal window air conditioners

Over time, moisture can damage your window air conditioner’s seal, allowing cool air to escape. Check the unit’s seal annually and reseal it if necessary to prevent air loss.

### Close your shades in the summer

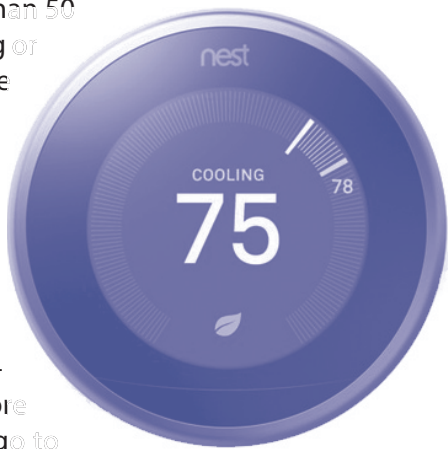
Sunlight passing through windows heats your home and makes your air conditioner work harder. You can block this heat by keeping blinds or drapes closed on sunny days.

### Check your air filters every month

Heating and cooling can account for more than 50 percent of your home energy use. By cleaning or replacing air filters regularly, you can improve the performance of your system and reduce energy costs.

### Raise your thermostat a few degrees

Cooling can account for a large portion of your home’s summer energy use. To save energy and money, set your thermostat to 78°F when you’re home and raise the temperature by 10°F when you’re away and before bed. To get a rebate on smart thermostats, go to [www.CenHubStore.com](http://www.CenHubStore.com).



## Log in to win with CenHub

Create a new **CenHub My Account**, or log in to your existing account for chances to win \$250. Two winners per month through December 2017.

CenHub My Account now offers an online Live Chat with customer service representatives.

CenHub offers **instant rebates** on energy-efficient products, **personalized energy-saving tips**, **home energy usage** history and comparisons, **account management** and **bill payment options**. Follow our energy-efficiency tips to earn valuable rewards redeemable for **gift cards**!

[CentralHudson.com/LogInToWin](http://CentralHudson.com/LogInToWin)

# Win \$250!

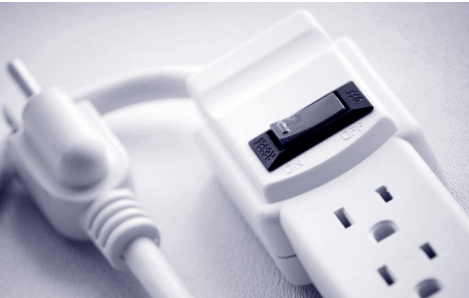


## Vampire Electricity

The typical American home is full of vampires — vampire electronics that is. These always-on devices suck up electricity even when we’re not using them, and the more wired and connected we make our lives, the greater the amount of vampires in our homes. A report from the National Resource Defense Council says that Americans are spending \$19 billion a year in electricity costs from vampire appliances and electronics. That comes down to an average of \$165 per household. The annual power usage is equal to the output of 50 large power plants and an equal amount of emissions. Cut costs by taking the following actions:

**1. Unplug.** This probably won’t work for your cable box or wireless router, but if you have an extra TV or some other electronic device or appliance you don’t switch on often, you should consider unplugging it completely until the next time you actually use it.

**2. Plug your appliances into power strips.** Power strips let you toggle the power flow on and off. This means you can control the power usage of clusters of devices so that they’re not consuming electricity when you’re not at home. An advanced power strip makes it even easier by turning off idle electronics without any additional steps from you. Discounted power strips can be found on [www.CenHubStore.com](http://www.CenHubStore.com).



**3. Curb idle time.** Simply setting your computer to sleep mode, or stopping a game and powering down your video game console instead of leaving it paused for a prolonged period, can lead to bigger savings.

**4. Make smart upgrades.** When it comes time to upgrade your appliances, consider replacing them with ENERGY STAR devices. They have a lower standby consumption than your average device and use less energy all around.

## Safety

## 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

- 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;
- Beware of fallen trees and limbs, and use caution when traveling;
- Avoid the use of candles for illumination due to fire hazards;
- Follow the manufacturer’s safety instructions on the use of emergency generators, be sure to shut off the main breaker when in use and operate the units outdoors;
- Never use outdoor gas or charcoal grills indoors. They pose a fire hazard, and over time can give off deadly carbon monoxide gas;

- Know how to open your garage door manually if operated with electricity;
- Operate cars and motor vehicles outdoors only, and never inside the garage.

### Stay in Touch

- **Text messaging:** Customers should enroll in Central Hudson’s text alert system. You can use this system to report your power outages and to get restoration estimates. To enroll, visit [www.CentralHudson.com/Alerts](http://www.CentralHudson.com/Alerts) or text REG to 236483;
- **Online:** Options for staying in touch, including links to Storm Central, can be found on the self-service page of our website: [www.CentralHudson.com/Self-Service](http://www.CentralHudson.com/Self-Service);
- **Mobile App:** Free Central Hudson mobile applications for Android and Apple and are available by logging onto [www.CentralHudson.com/MobileApp](http://www.CentralHudson.com/MobileApp) (see sidebar);
- **Social Media:** “Like” Central Hudson on Facebook ([Facebook.com/CentralHudson](https://www.facebook.com/CentralHudson)) and “Follow” us on Twitter ([www.Twitter.com/CentralHudson](https://www.twitter.com/CentralHudson));
- **Phone:** Call the Central Hudson PowerLine at (845) 452-2700 and use the automated system to report or monitor your power condition;
- **Charge Devices:** Make sure that your electronic devices such as your computers, smart phones and tablets are fully charged before a storm so you can access the above methods to keep in touch with us.

## Download Central Hudson’s Mobile App

The free Central Hudson Mobile App for Android and Apple devices provides customers a convenient way to obtain restoration status during a storm, view account details and make payments.

All customers can use the app to make a payment, report an electric power outage, check status of an outage, view the outage map and view outage summary by county and municipality, view payment locations and contact information.



## Carbon Monoxide

Carbon Monoxide is a colorless and odorless poisonous gas, produced when an inadequate supply of air causes the faulty burning of a fuel: oil, coal, kerosene, gas or wood. In the home, this can happen when the flue to a fuel-burning appliance is blocked, typically by soot, nests or other debris. Any kind of fuel — and any kind of furnace, boiler, water heater or cooking range — can produce carbon monoxide.

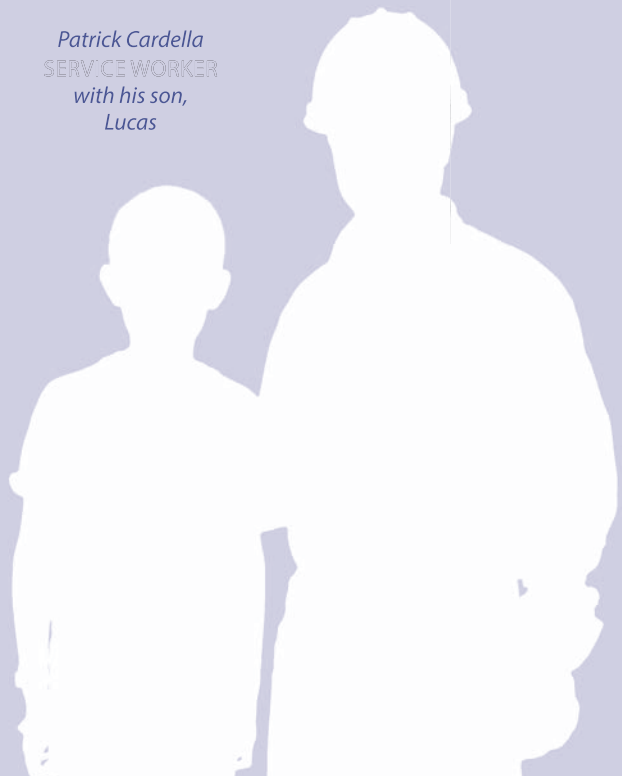
People affected by carbon monoxide poisoning often experience headaches, dizziness, nausea, drowsiness, tightness in chest, weakness or flu-like symptoms. As exposure to carbon monoxide increases, the symptoms become more severe and can lead to unconsciousness or even death.

For more information, go to [www.CentralHudson.com/Safety](http://www.CentralHudson.com/Safety).



# "THIS IS WHY I WORK SAFELY."

Patrick Cardella  
SERVICE WORKER  
with his son,  
Lucas



## Safety is Central Hudson's number one priority and is in the forefront of everything we do.

We remind you to work safely, too, while doing projects at home and at work. Plug outdoor appliances into ground fault interrupter (GFI) outlets. Never use electric power tools in the rain or when the ground is wet. Keep electronics away from bathtubs, swimming pools, spas, running hoses and other sources of water. Unplug any appliance while you are cleaning or repairing it, including jammed toasters and power tools. Also, be aware that some electronic devices, such as televisions and computers, may still pose a shock hazard even when unplugged, as they often contain components that store electricity. **Work safely — for you, your family and your friends.**

[www.CentralHudson.com/Safety](http://www.CentralHudson.com/Safety)



Did you know that if you are planning to dig on your property for any reason, no matter how big or small the project, state law requires you to place a location request with Dig Safely New York? Do this at least two full working days, but no more than 10 working days before beginning your project, to ensure all underground utility lines are properly marked.

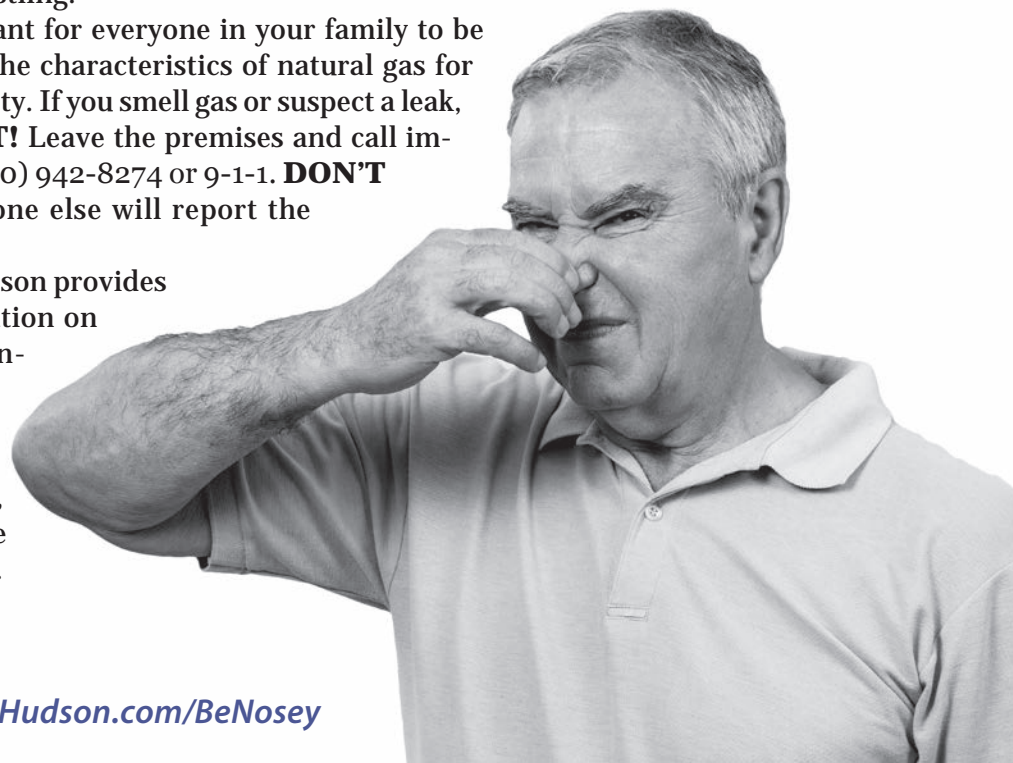
## Be Nosey When it Comes to Gas Safety

Natural gas is clean, efficient and versatile, and used to heat more homes nationwide than all other heating fuels combined. Although accidents with natural gas are rare, Central Hudson urges you to learn all you can about safety guidelines when using natural gas and to learn how to recognize a potential gas leak.

**Smell:** Since natural gas is colorless and odorless, an odor similar to rotten eggs is added to help you recognize it. Not all pipelines are "odorized," and the odor can fade over time. **Look:** Seeing a white cloud, mist, fog, bubbles in standing water or blowing dust could indicate a gas leak. **Listen:** Hearing an unusual noise like roaring, hissing or whistling.

It is important for everyone in your family to be familiar with the characteristics of natural gas for everyone's safety. If you smell gas or suspect a leak, **DON'T WAIT!** Leave the premises and call immediately: (800) 942-8274 or 9-1-1. **DON'T** assume someone else will report the condition.

Central Hudson provides safety information on natural gas, including how to recognize gas leaks in various languages, via the website address below.



[www.CentralHudson.com/BeNosey](http://www.CentralHudson.com/BeNosey)



## If you see downed power lines ...

- ✓ **CALL 911** to report location of wires.
- ✓ **Keep 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 like 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.



# SENIOR TIMES



## Dial 2-1-1: Real People, Real Help

Central Hudson is a proud sponsor of the United Way and its programs, including 2-1-1, a confidential referral and information service that connects people to the help they need. **6**

## Natural Gas Heat Conversion

A new \$4,000 cash incentive is available for income-eligible customers newly connecting their home to natural gas while updating their home heating system. **7**



A Central Hudson Publication

Fall 2017

## Home Energy Assistance Program (HEAP) Is Open!

*HEAP is a federally funded program that may help you with your home heating costs.*

*If you are eligible, you may receive one regular HEAP benefit per season and could also be eligible for an emergency HEAP benefit if you meet the following household size and income guidelines:*

2017-2018 HEAP eligibility guidelines		
Household size	Maximum gross MONTHLY income	Maximum gross YEARLY income
1	\$2,318	\$27,811
2	\$3,031	\$36,368
3	\$3,744	\$44,925
4	\$4,457	\$53,482
5	\$5,170	\$62,039
6	\$5,883	\$70,596
7	\$6,017	\$72,201
8	\$6,150	\$73,805
9	\$6,284	\$75,410
10	\$6,418	\$77,014
11	\$6,733	\$80,790

## Regular HEAP

**Regular HEAP benefit is available Nov. 13, 2017 – March 15, 2018 (anticipated closing date).**

*Heating customers meeting the income guidelines may be eligible for the following benefits:*

Natural gas or electric heat	\$350 - \$401
Wood, coal other deliverable	\$525 - \$576
Oil, kerosene or propane	\$675 - \$726

## Emergency HEAP

**Emergency HEAP benefit is available Jan. 2, 2018 – March 15, 2018 (anticipated closing date).**

*Non-heating customers with a final termination notice who require electricity to run their heating unit, or heating customers with a final termination notice or with less than ¼ tank of oil, kerosene or propane who have received Regular HEAP may be eligible for the following benefits:*

Heat related electric	\$140
Natural gas or electric heat	\$350 - \$490
Wood, coal, other deliverable	\$525
Oil, kerosene or propane	\$675

All applicants for Emergency HEAP benefits may apply via telephone or in person at the local Department of Social Services in their county of residence.



## Heating Equipment Repair or Replacement

**Heating Equipment Repair or Replacement (HERR) is available Nov. 6, 2017 – March 15, 2018.**

This benefit is available to assist applicant homeowners in repairing or replacing primary heating equipment when the equipment is inoperable or unsafe and is in need of repair/replacement. All applicants for a HERR benefit must apply in person in their county of residence using the HEAP application and have an in-person interview. Applicants may not apply for HERR benefits online.

*Continued on page 2*

PRESORTED  
US POSTAGE PAID  
NEWBURGH, NY  
PERMIT NO. 415

Senior Times  
Central Hudson  
284 South Avenue  
Poughkeepsie, NY 12601

## Log in to win with CenHub

Create a new online **CenHub My Account** or log into your existing account for a chance to win \$250. Unlock the energy-saving benefits of CenHub.

[www.CentralHudson.com/LogInToWin](http://www.CentralHudson.com/LogInToWin)

**Win \$250!**



New Low Income Bill Discount Program Helps More Customers

The new Low Income Bill Discount Program offers income eligible customers discounts on utility bills, regardless of your heating source. Eligible customers must receive a Home Energy Assistance Program (HEAP) benefit and enroll in Budget Billing.

HOW DOES IT WORK?

Once HEAP is received, or Central Hudson has verified you received a HEAP benefit, a monthly credit will be applied to that 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. Discounts in 2017–2018 range from \$30 to \$67 per month on natural gas heating bills; \$3 per month on natural gas non-heating bills; \$19 to \$72 per month on electric heating bills; and \$19 to \$56 per month on electric non-heating bills. A combination of any of the above

services could mean increased credits. Customers receiving a HEAP benefit for non-utility fuels for heating could receive a credit ranging from \$3 to \$22 per month.

WHO MAY BE ELIGIBLE?

Customers meeting the following requirements:

Receive a regular or emergency Home Energy Assistance Program (HEAP) benefit. If your Central Hudson account receives a HEAP

benefit you will be automatically enrolled. If you heat by other means such as oil, coal, propane, wood/wood pellets, kerosene or corn, and Central Hudson is notified by the HEAP department, you will be automatically enrolled.

All accounts enrolled will receive a letter of confirmation. If you heat by other means, have received HEAP, and do not receive an enrollment letter, you will need to provide Central Hudson with a copy of your HEAP “Notice of Decision”

letter. You can email this letter to DSSdesk@cenhud.com. Additional ways of sending this letter can be found at www.CentralHudson.com/BillDiscountProgram.

Enrollment into our Budget Billing Program. Once enrolled into the Low Income Bill Discount Program, you’ll receive a letter advising you of Budget Billing enrollment with the monthly budget amount. You may opt-out of Budget Billing any time.

HEAP, continued from page 1

Heating Equipment Maintenance Assistance

You may be eligible to receive free energy efficiency services, which include the cleaning of your primary heating equipment, chimney cleaning and minor repairs. You may apply for the Clean and Tune benefit with your HEAP Local District Contact.

Additional weatherization programs to reduce fuel expenditures for low income households are available through the Community Action Partnership for Dutchess County (CAPDC). The CAPDC works with income eligible individuals to lower their heating and cooling costs through free energy conservation measures and heating equipment repair or replacement. Call (845) 452-5104 or visit www.DutchessCAP.org for more information.

If you receive HEAP, you may also be eligible for cash assistance for natural gas heat conversion. (See page 7.)

CONTACT YOUR LOCAL DEPARTMENT OF SOCIAL SERVICES OR OFFICE FOR THE AGING\* TO APPLY FOR HEAP:

HEAP/Social Service agencies: (800) 342-3009, www.mybenefits.ny.gov

Office for the Aging: (800) 342-9871, www.aging.ny.gov

\* Seniors older than 60 years of age may apply for HEAP by contacting their local Office for the Aging, except those who receive the Supplemental Nutrition Assistance Program (SNAP). SNAP recipients must apply for HEAP through their local Department of Social Services.

Central Hudson Offers Help Paying Your Winter Bill

Central Hudson offers Budget Billing to help reduce the strain on your winter household budget caused by winter heating costs. To calculate your monthly budget amount, we estimate your annual energy costs based on your usage history and divide the total by 12. You are billed this same budget amount for 11 months. The 12th month will include an adjustment to reflect your actual usage and price for the year.

If you find that you are unable to pay your winter heating bills in full or on time, we will work with you to develop a payment plan known as a Deferred Payment Agreement, allowing you to pay your past-due balance in monthly installments while paying current charges in full. This agreement can be based on your financial ability to pay. For more information, call (845) 452-2700.

Consumer Outreach Forum Connects Local Services

Central Hudson hosted its 17th Consumer Outreach Forum on Oct. 12. The theme of this year’s event was the “Culture of Giving” and emphasized the importance of giving back and the benefits of working together to connect Hudson Valley residents to local services.

Central Hudson employees spoke personally and informatively on partnerships with area agencies, which help low-income communities. Customer Service Representative Karen Kosack discussed the challenges of supporting someone with autism; Customer Outreach Representative Marlo De La Rosa talked about her past experience of living on assistance; Customer Account Services Supervisor Beth Monaco provided an overview of the payment assistance programs and the new low-income bill discount program initiative; and Associate Program Analyst Mike Lauchaire described the LED lighting programs and the benefits of CenHub.

Jeannie Montano, CEO of the United Way of the Dutchess-Orange Region, spoke

“Our goal was to demonstrate the availability of services throughout the Mid-Hudson Valley so that agencies can share resources, direct clients to other organizations that can help them and learn from one another’s experiences and challenges.”

—Paula Coppin, Central Hudson

about families that have income above the federal poverty level — but not high enough to afford a basic household budget that includes housing, child care, food, transportation and health care.

Representatives from various organizations discussed the struggles of the Latino

community, senior citizen involvement in the community and the Rural Ulster Preservation Company’s (RUPCO) efforts and success stories.

“Our goal was to demonstrate the availability of services throughout the Mid-Hudson Valley so that agencies can share resources, direct clients to other organizations that can help them and learn from one another’s experiences and challenges,” Operating Supervisor of Consumer Outreach Paula Coppin said. “We want to improve communication with our partner agencies so that they understand what we offer and how we can assist all of our mutual customers/clients.”

Representatives from various agencies came together to share information and resources to connect residents to local services.



NY Connects Can Help You Find Services You Need

NY Connects is a trusted place to go to for free information about long-term services and support for people of all ages or with any type of disability. You can contact them by calling (800) 342-9871 or log on to www.nyconnects.ny.gov.

Free Community Presentations

Central Hudson provides free community presentations on all of our programs including low-income, special needs and senior programs. If you would like our Outreach Team to come to your organization, email ConsumerOutreach@cenhud.com to schedule a meeting. No group is too big or too small.

Looking for a Gift For Someone?

A Central Hudson gift certificate is a great option for the person who has everything, the hard-to-shop for, or anyone who would appreciate a little help paying their utility bill. To order a gift certificate, go online to CentralHudson.com/GiftCertificates, or fill out the form below.

Mail form to: Central Hudson Attn: Consumer Outreach Dept. 284 South Avenue Poughkeepsie, N.Y. 12601-4879

Yes! I would like to purchase a gift certificate.

Name of Recipient \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_

Recipient’s Account No. (if available) \_\_\_\_\_

Your Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_

Phone No. \_\_\_\_\_

Gift Amount \$ \_\_\_\_\_

Email \_\_\_\_\_

☐ Mail the gift certificate to me

☐ Mail the gift certificate to the recipient

☐ I wish to remain anonymous

Please make check or money order payable to Central Hudson. We cannot accept credit card payments or cash.



Ask Nicole

from our Customer Account Services Dept.

Send your customer service 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

Dear Nicole: Sometimes when I call your office for help, I have to wait such a long time. How can I get my answers faster?

— Ms. Taylor, Beacon, N.Y.

Dear Ms. Taylor: We understand that when our customers call us, they want to be able to get an answer right away. No one likes to wait to get their questions answered. Occasionally, our wait times can be longer than expected. However, Central Hudson offers alternate methods to get in touch with us such as email, Live Chat, and a number of other self-service and automated options to get you the quickest answers. We even offer the ability for customers to request that we call you back when an agent is available so that you don’t have to wait.

Email: To send an email to Central Hudson, please visit the “Contact Us” page of our website. This will bring you to a form that you can complete with information specific to your account and question; once the form is completed, an email will be generated and a representative will respond to your email in 1-2 business days.

Request a Callback: If you don’t want to wait on hold for a representative to answer your call, you can request a callback at any of the prompts during your hold time and a representative will call you back within four hours. You can also request a callback on our website by visiting the “Contact Us” page, clicking “Phone/Fax” and clicking the link for “Request a Callback.”

MyAccount and Live Chat: To use our Live Chat feature, you’ll first need to create a CenHub MyAccount. Simply visit our website and 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. Once you create your account, you can view your bills, make payments by check or credit card, and view other information about your Central Hudson account. Many general billing questions can be answered right on your MyAccount home page.

Once logged in, you can also access our Live Chat feature. Live Chat allows you to interact via chat with a representative in our Poughkeepsie office. Our representatives that respond to chat sessions are the same knowledgeable agents you would get if you called our office — without the wait.

Make a Payment: In addition, you can also make a payment with your checking account through our automated system or call (888) 909-4634 to make a credit/debit card payment with our third party vendor, KUBRA. If you pay by credit card, you will be charged a \$2.95 processing fee.

Report a Power Outage: Power outages can be reported via our website, mobile application, text messaging and through our automated phone system. You can get more information on these reporting methods on our website.

We’ve worked hard to transition from a call center to a “Contact Center” and continue to make every effort to make communication with us efficient, effective, and readily available in many forms.

Nicole Dodd

— Nicole Dodd Supervisor, Customer Account Services



How Can  
Community Action  
Partnership Help?

**Community Action Partnership for Dutchess County** (CAPDC) is a national nonprofit community-based organization designated as the front line resource for people living in poverty. Its mission is to provide the tools and resources available to individuals and families to help them overcome obstacles to self-sufficiency. Centers are located in Poughkeepsie, Red Hook, Beacon and Dover.

**CAPDC Family Development Program** provides support services that address different aspects of our customers’ lives including housing and energy, food and nutrition, financial empowerment and goal setting. Examples of services offered include employment assistance, benefit advisement, financial assistance, prescription assistance and advocacy. Each of our centers have food pantries, assist with application to the Home Energy Assistance Program (HEAP) and temporary emergency fuel. Our advocates support customers in developing plans to move from crisis to stability.

The primary objective of **CAPDC’s Weatherization Program** is to reduce fuel expenditure for low income households. CAPDC works with income eligible individuals to lower their heating and cooling costs through free energy conservation measures and heating equipment repair or replacement.

CAPDC is also the home for the **Retired Senior Volunteer Program of Dutchess County**, which provides opportunities for area residents 55 years of age and over to use their skills and talents to meet community needs.

**Dress for Success Dutchess County** is sponsored by CAPDC and provides career development services and professional business attire at no cost to women throughout the Hudson Valley.

CAPDC supports the work of **AARP Foundation Tax-Aide** and the **Hudson Valley CASH Coalition**. See page 6 for more information on tax assistance.

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes Dutchess County a better place to live.

To learn more about all these programs, or to make an appointment to discuss services, call (845) 452-5104 or visit [www.DutchessCAP.org](http://www.DutchessCAP.org).

Resource Agency Listing

Clip and Save

County	Dept. of Social Services	Adult Protective Unit	HEAP Unit	Office for the Aging	Community Action	Salvation Army	Miscellaneous
Albany	162 Washington Ave. Albany, N.Y. 12210 (518) 447-7323	162 Washington Ave. Albany, N.Y. 12210 (518) 447-7228	Albany Community Action 333 Sheridan Ave. Albany, N.Y. 12206 (518) 447-7323	See Miscellaneous	Albany Community Action 333 Sheridan Ave. Albany, N.Y. 12206 (518) 463-3175	See Ulster County	<b>CHOICES</b> (Cornell Coop Extension) Route 9W Faith Plaza Ravena, N.Y. 12143 (518) 756-8650
Columbia	25 Railroad Ave. PO Box 458 Hudson, N.Y. 12534 (518) 828-9411	25 Railroad Ave. PO Box 458 Hudson, N.Y. 12534 (518) 828-9411	25 Railroad Ave. PO Box 458 Hudson, N.Y. 12534 (518) 828-9411	610 State St. Hudson, N.Y. 12534 (518) 828-4258	Columbia Opportunities 540 Columbia St. Hudson, N.Y. 12534 (518) 828-4611	See Ulster County	
Dutchess	60 Market St. Poughkeepsie, N.Y. 12601 (845) 486-3249	60 Market St. Poughkeepsie, N.Y. 12601 (845) 486-3000 Fax: (845) 483-3232	60 Market St. Poughkeepsie, N.Y. 12601 (845) 486-3249 <b>Beacon (9 a.m. - 2 p.m. M-F)</b> 223 Main St. #102 Beacon, N.Y. 12508 (845) 838-4800	27 High St. Poughkeepsie, N.Y. 12601 (845) 486-2555	84 Cannon St. Poughkeepsie, N.Y. 12601 (845) 452-5104 <b>Dover Plains:</b> (845) 877-9272 <b>Red Hook:</b> (845) 876-1611 <b>Beacon:</b> (845) 831-2620	19 Pershing Ave. Poughkeepsie, N.Y. 12601 (845) 471-1210 Fax: (845) 471-1877	<b>Dutchess Outreach</b> 29 N. Hamilton St. Ste 202 Poughkeepsie, N.Y. 12601 (845) 454-3792 Fax: (845) 454-3815  <b>Catholic Charities</b> 218 Church St. Poughkeepsie, N.Y. 12601 (845) 452-1400
Greene	411 Main St., Suite 238 Catskill, N.Y. 12414 (518) 719-3700	411 Main St. Catskill, N.Y. 12414 (518) 719-3651	411 Main St. Catskill, N.Y. 12414 (518) 719-3651	411 Main St. Catskill, N.Y. 12414 (518) 719-3555	53 South Jefferson Ave. Catskill, N.Y. 12414 (518) 943-9205	See Ulster County	<b>Health Care Consortium</b> (518) 719-3700
Orange	Box Z — Quarry Road Goshen, N.Y. 10924 <b>Newburgh:</b> 141 Broadway Newburgh, N.Y. 12550 (845) 568-5100	23 Hatfield Lane Goshen, N.Y. 10924 (845) 291-2800	Box Z — Quarry Road Goshen, N.Y. 10924 (845) 291-2002	18 Seward Ave. Middletown, N.Y. 10904 (845) 615-3710 Fax: (845) 346-1191	123 Grand St. Newburgh, N.Y. 12550 (845) 562-0100	234 Van Ness St. Newburgh, N.Y. 12550 (845) 562-0413 Fax: (845): 562-0466	<b>Catholic Charities</b> 185 Liberty St. Newburgh, N.Y. 12550 (845) 561-3452  <b>People for People Fund</b> PO Box 2046 Middletown, N.Y. 10904 (845) 343-1663  <b>United Way:</b> (845) 457-4774  <b>National Human Svcs.</b> (845) 568-1034
Putnam	110 Old Route 6 Carmel, N.Y. 10512 (845) 808-1500	110 Old Route 6 Carmel, N.Y. 10512 (845) 225-7040	110 Old Route 6 Carmel, N.Y. 10512 (845) 808-1500	110 Old Route 6, Bldg. 1 Carmel, N.Y. 10512 (845) 808-1700 ext. 47112	121 Main St. Brewster, N.Y. 10509 (845) 278-8021	372 Main St. Beacon, N.Y. 12508 (845) 831-1253 Fax: (845) 831-6869	
Sullivan	16 Community Lane PO Box 231 Liberty, N.Y. 12754 (845) 807-0142	16 Community Lane PO Box 231 Liberty, N.Y. 12754 (845) 807-0142	16 Community Lane PO Box 231 Liberty, N.Y. 12754 (845) 807-0142	Sullivan County Gov’t Ctr. 100 North St. PO Box 5012 Monticello, N.Y. 12701 (845) 794-3000	Comm. Action Commission 63 South Main St. Liberty, N.Y. 12754 (845) 292-5821	See Ulster County	<b>United Way</b> (845) 807-0142 or 211
Ulster	1021 Development Court Kingston, N.Y. 12401 (845) 334-5436 Fax: (845) 334-5301	1091 Development Court Kingston, N.Y. 12401 (845) 334-5400	1021 Development Court Kingston, N.Y. 12401 (845) 334-5436 Fax: (845) 334-5285	1003 Development Court Kingston, N.Y. 12401 (845) 340-3456 Fax: (845) 340-3583	Comm. Action Committee 70 Lindsey Ave. Kingston, N.Y. 12401 (845) 338-8750	35 Cedar St. Kingston, N.Y. 12401 (845) 331-1803 Fax: (845) 331-2356	<b>Catholic Charities</b> 59 Pearl St. Kingston, N.Y. 12401 (845) 340-9170  <b>Family of Woodstock</b> PO Box 3516 Kingston, N.Y. 12401 (845) 331-7080



Congratulations to **Lorraine Gilbert of New Paltz** for sending in her favorite healthy soup recipe and winning \$100. The raffle was advertised in the last issue of *Senior Times*. Below is her winning recipe:



## Heart-Healthy Recipe

### Lorraine’s Zucchini Soup

*“This is a favorite of mine, which is healthy, nutritious and easy to make! When I serve it for guests, they like to clean their bowls with bread to get every drop.”* — Lorraine Gilbert

#### Ingredients

- 1 medium onion, chopped
- 4 to 6 medium zucchini, sliced
- 1 large potato, diced (keeping skin on adds more nutrients)
- ¼ teaspoon thyme or to taste
- ¼ teaspoon basil or to taste
- ¼ teaspoon parsley flakes or to taste
- ¼ teaspoon pepper (black or white) or to taste
- 6 cups chicken broth, 98% fat free and low sodium
- ¼ teaspoon rosemary (optional)

#### Directions

Into large pan, add onion, zucchini, potato, herbs, pepper and chicken broth. Heat mixture until it starts to boil, stirring occasionally. Gently simmer for about 15 minutes, or until all vegetables are very tender. Puree in blender or food processor until smooth. Serve hot or cold.



## Dial 2-1-1: Real People, Real Help

Every day, thousands of people across the U.S. and Canada turn to 2-1-1 for information and support whether financial, domestic, health or disaster related. 2-1-1 is a free, confidential referral and information service that connects people from all communities and all ages to specialists who will help find local health and human services, 24 hours a day, seven days a week, available in all languages. This service is funded by the United Way.

- You’ll find information about:
- Supplemental food and nutrition programs;
  - Shelter and housing options and utilities assistance;
  - Emergency information and disaster relief;
  - Employment and education opportunities;
  - Services for veterans;
  - Health care, vaccination and health epidemic information;
  - Addiction prevention and rehabilitation programs;
  - Re-entry for ex-offenders;



- Support groups for individuals with mental illness or special needs;
  - A safe, confidential path out of physical and/or emotional domestic abuse.
- Central Hudson is a proud supporter of the United Way. This year alone, more than \$336,000 in employee contributions and matching shareholder funds was raised in our annual campaign in support of local agencies and programs.

## Fire Prevention Word Search

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.

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

- |             |              |        |            |       |
|-------------|--------------|--------|------------|-------|
| Alarm       | Escape       | Foam   | Lightning  | Siren |
| Battery     | Evacuate     | Forest | Prevention | Smoke |
| Combustible | Extinguisher | Heat   | Propane    | Water |
| Defense     | Fire         | Hose   | Safety     |       |
| EMS         | Flame        |        |            |       |

## Update Contact Info

It’s faster and easier to get the help you need if we have your accurate contact information. Update your phone number and email address by logging in to your online account or call (845) 452-2700.

You’re missing out on important storm-prep emails, outage updates and energy- and money-saving tips if we don’t have your email address.

## 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.

## Tax Assistance

Earned Income Tax Credits (EITC) may allow you to receive extra money on your income tax by increasing your tax credits. For additional information on EITC contact the IRS at (800) 829-1040. In addition, you may be eligible to have your income tax prepared for free through the **Volunteer Income Tax Assistance (VITA)** program. Please call 2-1-1 to make an appointment for free tax preparation services.



#### Tax Preparers

The Hudson Valley CASH Coalition is recruiting volunteers from Dutchess, Ulster and Orange Counties to serve as tax preparers. Volunteers will help low- and moderate-income neighbors receive free, reliable tax assistance and secure all the refunds and credits available to them.

Free training provided with IRS certification. For more information, contact Linda Eddy at (845) 475-7500 or leddy@dutchesscap.org.

## Central Hudson Offers Special Protections This Winter

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

- Hospitalization Program:** If you or an immediate family member who resides with you is hospitalized for a minimum of three days, you could qualify for a payment extension of up to 30 days from the date of admission to the hospital.
- Life Support Program:** If you or someone who resides in your household needs electricity to operate a life-sustaining device, you may be eligible for certain special protections and notifications.
- Third-Party Notification:** An occasion may arise when a customer is unable to respond to an important notice from Central Hudson about the status of their service or account. For such instances, we offer a voluntary program to ensure someone else — a willing “third party” — is informed of the situation. This program is especially helpful for the ill, the elderly, or someone absent from home, to prevent unnecessary disconnection of services.
- Extra Security Plan:** This plan offers an extended billing due-date for customers on a fixed income and customers who receive Social Security income, disability benefits or survivor benefits as their only source of household income.
- Special Protections:** If any members of your household are blind, disabled or age 62 or older, please call us. We will mark your account to ensure you receive all protections under New York state law. We will also make a special effort to maintain your service. All information you provide will be kept strictly confidential.
- Medical Emergency:** If you or a member of your family who is living with you is ill or has a chronic medical condition, please contact us immediately. By filing a certified medical statement with us from your doctor or local Board of Health, we will continue your service for 30 days. If you need to renew the certificate after that time, have your doctor or the Board of Health explain in writing why the emergency service is still needed. We will not turn off your service during your health emergency; but, you are still responsible for the payment of your Central Hudson bills.
- Language Line Interpreter Service and Spanish Customer Service Representatives:** Our Contact Center provides these services during the hours of 8 a.m. – 6 p.m. Monday through Friday, and 9 a.m. – 1 p.m. on Saturday.
- TDD Service:** TDD/TTY phone, dial 711.
- Large Print Bills:** If vision problems make it difficult for you to read our billing statements, large-print versions are available by contacting a customer service representative.

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 contacting us.

You can obtain more information on each of these programs by visiting our website at [www.CentralHudson.com/PaymentAssistance](http://www.CentralHudson.com/PaymentAssistance).

## IS ANYONE IN YOUR HOME ON LIFE SUPPORT?

Does anyone in your home depend on electrically-operated life-support equipment? If so, call Central Hudson at (845) 452-2700 or (800) 527-2714 and speak to a customer service representative **before** there is an actual emergency. We can note this on your account and contact you when severe weather which may cause outages is anticipated.

## Energy Efficiency

## Cash Assistance for Natural Gas Heat Conversion



Central Hudson is pleased to announce a new \$4,000 cash incentive for income-eligible customers newly connecting their home to natural gas while updating their home heating system.

This incentive, which may be combined with other rebates, is intended to assist low-income customers connect to natural gas by replacing outdated and inefficient heating systems. The result is longer-term savings.

There are two primary income guidelines for eligibility:

- Customers who are currently approved for New York state’s Home Energy Assistance Program (HEAP) automatically qualify; and
- Customers who apply for and are approved for NYSEDA’s Assisted Home Performance with ENERGY STAR program (AHPwES). The NYSEDA program is a great opportunity for customers who fall within their income guidelines, which vary by county and the number of people in the household, to obtain assistance with replacing heating systems.

The program provides funds up to 50 percent of the cost of energy upgrades, with a cap of \$4,000 on single family

homes and \$8,000 for two- to four-unit homes. Based on average heating system upgrades and conversion costs, the combination of the AHPwES funding and Central Hudson incentives is expected to reduce costs to \$0, or an amount less than \$1000.

Central Hudson’s incentive is designed to be paid as an instant discount on the customer’s installation bill with the HVAC contractor receiving reimbursement via incentive reassignment once the paperwork has been processed.

Customers who decline to reassign their incentive to their contractor would need to pay the additional money up front and a traditional post-conversion rebate would be mailed to them.

The incentive is available through June 30, 2018, or until funds run out. Customers must be located within 100 feet of a natural gas main.

For more information on the NYSEDA Assisted Home Performance with ENERGY STAR program, please contact RUPCO at (845) 331-2140, ext. 260.

For more information on converting to natural gas with Central Hudson, please contact (800) 527-7214 or visit [CentralHudson.com/SimplyBetter](http://CentralHudson.com/SimplyBetter).

## Did you Know?

The CenHub Store offers LED light bulbs for **\$1 per bulb** for Central Hudson customers.

Shipping is free for all orders of \$50 or more. Flat rate shipping is only \$5. Upgrade your light bulbs today!



[www.CenHubStore.com](http://www.CenHubStore.com)



## Efficiency Tips

### **Wash Clothes with Cold Water**

Your washing machine uses a lot of energy, especially if you use warm or hot water. About 90% of the energy is used just to heat the water. To save on water heating costs, wash your clothes in cold water.

### **Check Your Air Filters Every Month**

Heating and cooling can account for more than 50 percent of your home energy use. By cleaning or replacing air filters regularly, you can improve the performance of your system and reduce energy costs.

### **Make Sure Refrigerator Seals are Tight**

If the seal on your refrigerator or freezer door isn't doing its job, your appliance could be leaking 15 percent of the cooled air it produces. To fix the problem, replace your leaky seal with a new one.

## Safety

### Winter Slip-and-Fall Safety

Walking to and from parking lots and between buildings during the winter requires special attention to avoid slipping and falling. No matter how well the snow and ice is removed from streets and sidewalks, you may encounter some slippery surfaces.

Each year numerous injuries are reported due to slips and falls. A few simple measures can make it safer to walk outdoors in the winter:

- Remove snow and ice;
- Put sand or salt on areas where you walk;
- Wear proper footwear.

A few safety tips to prevent winter slips and falls:

- Wear boots with non-skid soles to help prevent slipping;
- Take small steps to keep your center of balance under you;
- Keep both hands free for balance, rather than in your pockets or hold onto handrails, if available.
- Test potentially slick areas by tapping your foot on them, using caution;
- Keep walkways clear of debris, water, ice and slippery materials.

### Stay Warm and Dry to Avoid Hypothermia

Frostbite and hypothermia are two dangerous cold-weather conditions that can often be prevented by staying warm and dry. Frostbite is the most common injury resulting from exposure to cold. Hypothermia may also occur when a person's body temperature drops below 95 degrees. As a result, normal body function can be affected.

Proper clothing that keeps you warm and dry in cold weather is the best prevention from frostbite and hypothermia. When dressing for the cold:

- Protect your head and neck with a hat, scarf or hood.
- Wear wool socks and well-fitting boots high enough to cover your ankles.
- Wear mittens — they protect your hands better than gloves.
- The outermost layer of clothing should protect you from the wind.



## CARBON MONOXIDE

### Safety Tips

#### Protect yourself from carbon monoxide poisoning (CO) in your home:

- Have your home heating systems (including chimneys and vents) inspected and serviced annually by a trained service technician.
- Never use portable generators inside homes or garages, even if doors and windows are open. Use generators outside only, far away from the home.
- Never bring a charcoal grill into the house for heating or cooking. Do not barbecue in the garage.
- Never use a gas range or oven for heating.
- Open the fireplace damper before lighting a fire and keep it open until the ashes are cool. An open damper may help prevent build-up of poisonous gases inside the home.
- Install battery operated CO alarms or CO alarms with battery backup in your home outside each sleeping area.
- Know the symptoms of carbon monoxide poisoning: headache, dizziness, weakness, nausea, vomiting, sleepiness, and confusion. If you suspect CO poisoning, get outside to fresh air immediately, and then call 911.

*CentralHudson.com/Safety*

### Meter Safety

Please keep a clear path to your electric and/or gas meters. Make sure it is clear of snow, ice and any obstructions. If your meter is not safely accessible, you will be issued an estimated bill for that period.

### Report Fallen Wires

If you see a downed power line or other potentially hazardous condition involving electrical equipment, stay away from the area. **For your safety, we suggest you stay at least 30 feet away from downed lines.** The ground around downed or low hanging power lines as well as surrounding objects such as fences could be energized. Call 911 or Central Hudson immediately at (800) 527-2714 to make a report. Continue to keep a safe distance while you wait for crews to arrive.

# COMMITTED

to an

# EVEN BETTER FUTURE

---



Report to the Community



Central Hudson's mission is to deliver electricity and natural gas to an expanding customer base in a safe, reliable, courteous and affordable manner; to produce growing financial returns for shareholders; to foster a culture that encourages employees to reach their full potential; and to be a good corporate citizen.







The Mid-Hudson Bridge, located near Central Hudson's headquarters in Poughkeepsie, N.Y.

# TABLE OF CONTENTS

## 2017 Report to the Community

3  
Who We Are

5  
From the CEO

6  
Safety

8  
Customer Service

10  
Operations, Reliability  
& Modernization

15  
Sustainability

16  
Energy Efficiency

19  
Employees

20  
Economic  
Development  
& Community  
Support

22  
Executive Team

23  
Board of  
Directors

24  
Five-Year  
Summary



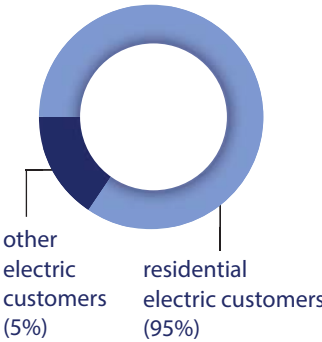
# WHO WE ARE

Central Hudson Gas & Electric Corporation is a regulated transmission and distribution energy company. Our headquarters is located in Poughkeepsie, New York. In 2013, CH Energy Group and Central Hudson joined Fortis Inc.'s family of transmission and distribution utility companies.

Our service territory extends from the suburbs of New York City north to Albany. The territory is comprised of portions of eight counties — Albany, Columbia, Dutchess, Greene, Orange, Putnam, Sullivan and Ulster.



300,000  
electric customers\*



\*rounded

80,000  
natural gas customers\*



2,600  
square miles in  
service territory

700,000  
approximate  
population of  
service area





## FROM THE CEO

### Michael L. Mosher

President and Chief Executive Officer  
Central Hudson Gas & Electric

It's a fact: most businesses won't survive for very long if they are "out of sight," "out of mind," or "taken for granted" by their customers.

But you flip a switch to light your life or power your computer; you activate your smart TV through voice command; you return to a home warmed by clean, domestic natural gas — and you likely don't associate Central Hudson with these or any of the hundreds of other conveniences that electricity and natural gas bring to your life on a daily basis. And that's our goal — to have you count on us to reliably deliver your energy no matter what the weather,

where you live or who supplies it — to likely be out of sight and mind, but always on duty and ready to serve our customers.

**"And that's our goal...to be out of sight and mind, but always on duty and ready to serve our customers."**

Ever since the cornerstone of our company was laid in Newburgh in 1900, we have been devoted to safely and reliably serving our customers and communities. Achieving that objective at a time when the energy

industry is changing rapidly, however, requires that we modernize our aging systems to make them more resilient and more responsive. We also want to serve our customers as a valuable resource for all of their energy needs and questions.

The pages of this report illustrate just some of the ways that we are improving the value of our service by:

- Investing in our electric and natural gas infrastructure to create the energy delivery networks of the future;
- Delivering improved service, quality and reliability with greater resiliency and intelligence through modernized energy systems;
- Engaging in exciting efforts to harness renewable energy, and committing to sustainability, environmental protections and responsible stewardship at every level;
- Upgrading our natural gas system to improve its safety and reach;
- Seeking new ways to offer customers more choice, control and convenience in their energy options; and
- Enhancing a culture that fosters innovation and efficiency, with core values that reinforce an unyielding dedication to safe work practices and ethical behavior.

On behalf of our more than 1,000 employees, I thank you for the opportunity to serve and for the confidence you place in us. We pledge to continue to deliver your natural gas and electricity safely, affordably, dependably and increasingly sustainably — because we are committed to powering an even better future for our region.

Please visit us at [www.CentralHudson.com](http://www.CentralHudson.com) to learn more about our company and the ways that we are working to fuel your future.

*M. L. Mosher*



# SAFETY

Nothing is more important than the safety of our employees, our customers and the public. Our work takes us on public roadways and into customer homes; it is critical that we prioritize safe work practices in order to protect anyone who comes in contact with our facilities. We offer training, tools and resources so knowledge is transferred from experienced to new employees. Continuing education and safety courses keep employees current on the latest skills and new technologies. Central Hudson also trains first responders regarding the potential dangers of electricity and natural gas and offers public outreach campaigns on safety. We know that safety makes all things possible.

## Public Safety Messages

Central Hudson educates customers about the rare-but-potential dangers of electricity, natural gas, carbon monoxide and more through our website, social media and bill inserts. Examples include reminding customers of the potential dangers of downed power lines and digging without knowing the location of underground utilities.

## Storms

Central Hudson responded to minor and major electric storm events as well as gas incidents throughout the year without incurring a major injury or accident.

## Distracted Driving

Concerned about the safety of our customers and employees, Central Hudson launched a distracted driving awareness campaign. Many Central Hudson employees routinely work alongside roadways when repairing electric and natural gas facilities, reading meters and completing many other tasks. These workers are placed at higher risk when drivers become distracted. The increasing number of distracted driving accidents is also a concern because these accidents often involve electric facilities that serve customers.



## SafeStart

SafeStart focuses on employee safety at work, on the road and at home and is a requirement for all workers. The guiding principles of SafeStart focus on four mental states (rushing, frustration, fatigue and complacency) that can cause or contribute to four critical errors (eyes not on task, mind not on task, line-of-fire and balance/traction/grip).



## Smith System

This driver improvement program is offered to our employees to give them the knowledge and tools to make better decisions behind the wheel — reducing the number of motor vehicle accidents and injuries.

## Stop, Chock...or Roll

Unless parked in a garage, vehicles equipped with wheel chocks should be chocked whenever they are parked to help avoid possible rolling accidents.



## Circle for Safety

We remind employees to walk around their vehicles before entering and driving. In 2017, the company recorded fewer preventable motor vehicle accidents compared to 2016 levels.

## Safety Advocate Program

Electric and natural gas crews communicate experiences and concerns regarding existing training, share knowledge with less-experienced workers and develop new opportunities to promote a safer work environment.

## Training Academy

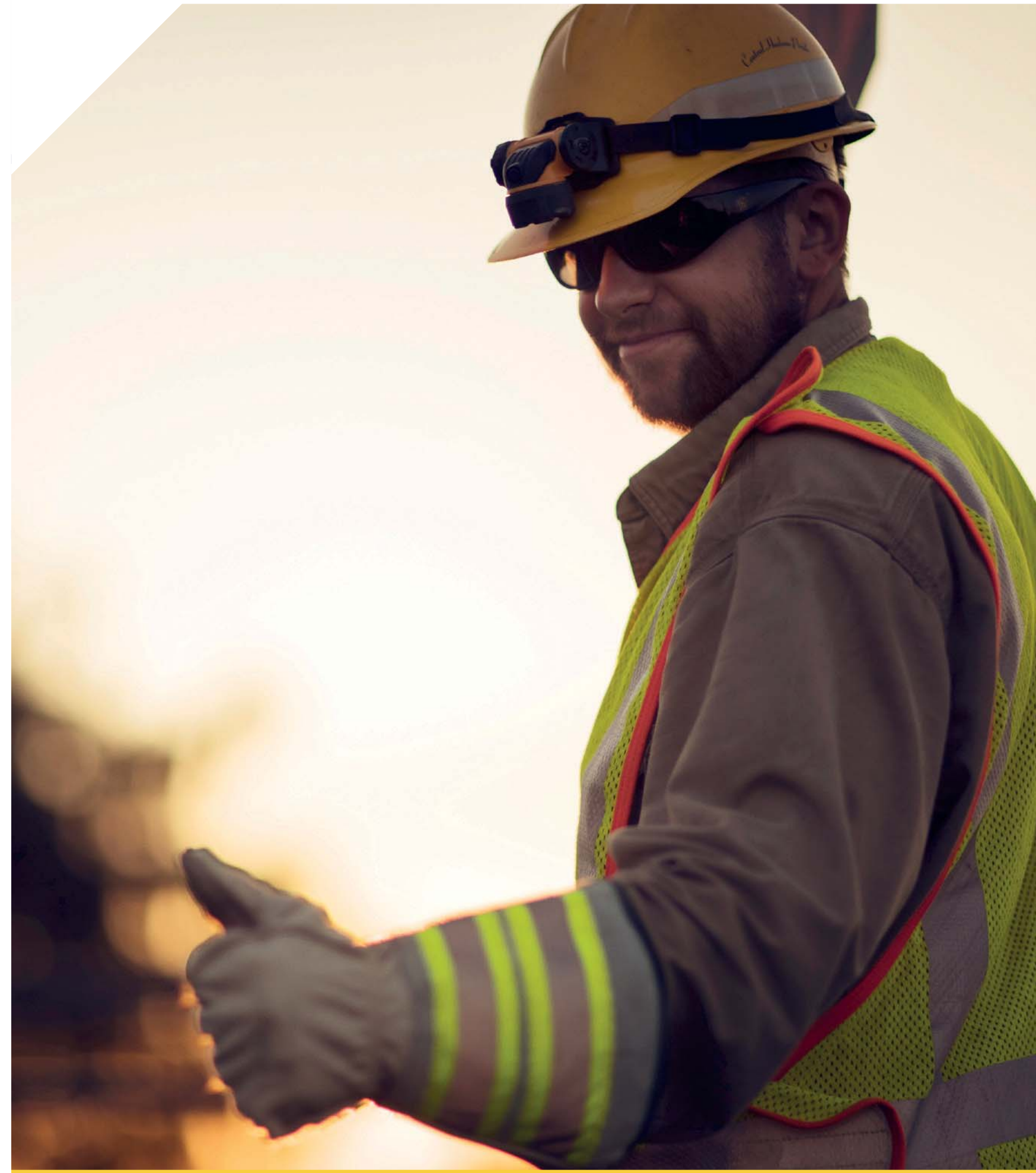
Plans are underway for a modern training academy with live services for gas and electric craft training, a pole yard and classrooms. This facility will ensure the safe, consistent training of employees and emergency responders and will also be available for education programs for the public, trades and local schools and colleges.

## Northeast Gas Association

Central Hudson deploys the Northeast Gas Association (NGA) Operator Qualification (OQ) program, a federal and state protocol that ensures personnel working on gas facilities are adequately trained for the work they perform.

## Types of Training Completed in 2017

- Code of Conduct
- Cyber Security
- CPR/AED
- OSHA On-Line Training
- Gas Odor Response Training
- FERC Annual Training
- FERC New Hire Training
- Purchasing Card Training
- Cornell Supervisory Training
- Legal Writing in Plain English Seminar
- Safe Start
- Smith Driver
- Active Shooter
- White Belt Training
- Skillsoft E-Learning
- On-the-Job Training
- Root Cause Analysis Training
- Crew Leader Training
- Performance Management
- Storm Training





## CUSTOMER SERVICE

Customer satisfaction remains a top priority at Central Hudson, and efforts to better engage with customers and strengthen relationships are continual. Customer satisfaction is measured using responses from a “How Did We Do?” survey administered after a customer completes a transaction, either through the Contact Center or with a field representative. Our satisfaction rating is consistently 90 percent or higher. We recognize the priority that our customers place on superior service, and we strive to meet or exceed their expectations.

### Expanded Customer Service Options

Central Hudson is investing in resources to expand our digital initiatives. Our **Contact Center** now supports **email and Live Chat communication** on the Central Hudson website. These expanded services provide customers with additional options to communicate with us in their preferred format while receiving the same level of service they would receive over the phone. Central Hudson also takes advantage of the benefits of **social media** as a two-way channel in order to engage with customers, the media and other stakeholders. Please connect with us through our Facebook, LinkedIn, Twitter and Instagram accounts.

Although **eBills**, **Direct Pay** and **text messaging** were not new to 2017, each program showed record numbers of enrollees, contributing to overall customer satisfaction ratings. In 2017, our eBills were redesigned with a cleaner, more modern format for improved ease of use.

Our enhanced, redesigned **outage map** allows customers to find information about outages, affected customers and restoration times.

### Face-to-Face

Our employees regularly meet with those we serve in a variety of ways, such as open houses and

**Our satisfaction rating is consistently 90% or higher.**

community meetings. Employees are available for community group and classroom presentations on energy efficiency and electric and natural gas safety; consulting on service upgrades and utility services for homes and buildings; meeting with elected and municipal officials to review infrastructure improvement projects; answering questions on energy use; participating at public events such as county fairs and

expos; and offering in-person assistance to families in need at local Department of Social Services offices.

### Payment Assistance

During 2017, Central Hudson matched \$50,000 in customer contributions to the **Good Neighbor Fund**, a last-resort grant toward utility bills for families and individuals facing financial hardship through a program administered by the Salvation Army. We provided 275 Good Neighbor Fund grants to customers.

The new **Low Income Bill Discount Program** offers bill discounts to qualifying income-eligible customers, serving 10,873 customers in 2017. Enrollment in the Home Energy Assistance Program (HEAP) is required to receive a discount. This program provides larger benefits to more customers compared to previous payment assistance options.

### Community Lighting Program

Central Hudson provided 10,000 high efficiency LED light bulbs to qualified needy local families at no cost under its Community Lighting Program. The program was first launched in the fall of 2016 by distributing 10,000 LED light bulbs through agencies supported by local United Way chapters, and continued in 2017.

### Utilities Against Scams

As a member of Utilities United Against Scams, Central Hudson educates our customers on fraud and bill payment scams during National Consumer Protection Week and other public awareness campaigns throughout the year.

### Cyber Security

Increased cyber security measures protect private customer information and grid control. Cyber security is a priority at Central Hudson and is integrated into planning for protection of our corporate assets and the privacy and protection of our customers. We work closely with utility industry groups and federal security agencies to ensure our computer systems are safe. In addition, all of our employees undergo regular training on cyber security best practices.



## 2017 Customer Service

**99%** scheduled customer appointments kept

**815,269** calls handled by the Contact Center

**31,179** emails answered

**9,808** Live Chat communications

**71,759** eBills participants

**37,812** Direct Pay participants

**13,388** text messaging participants

**91.1%** customer satisfaction

**“Our computer systems power my ability to provide faster and better service to our customers.”**

—Nicole, Customer Service Representative



## OPERATIONS, RELIABILITY & MODERNIZATION

Replacing aging equipment, deploying modern technology, upgrading computer systems and supporting energy efficiency are key priorities in Central Hudson's annual capital investment plan. Construction expenditures totaled \$175 million in 2017. These involved a multitude of electric, gas and information technology projects throughout the service territory, as well as facility and fleet investments.

### ELECTRIC

An Ulster County **transmission upgrade** continued and will be completed in 2018. This infrastructure project in the

Town of Wawarsing and the Village of Ellenville involved the replacement of 141 structures and 52 miles of electric wire and optical ground wire at a cost of



\$13 million. The 13-mile transmission line was originally installed in 1932.

The new 115 kV **Sturgeon Pool** substation was put in service in March 2017. The upgrade improves transmission infrastructure and provides for projected load growth.

Central Hudson installed a new control house at the **Danskammer substation** in Newburgh, after the former facility was damaged during Superstorm Sandy. This replacement includes the installation of five new breakers and 14 disconnect switches to improve reliability and storm hardening.

Progress is underway with a new **Distribution Management System (DMS)**, a multi-year initiative providing better control and enhanced monitoring of the electric distribution system. DMS provides two primary benefits for customers: improving the reliability of electric service, and enhancing system efficiency to help lower customers' energy use and reduce energy costs. Communications and system monitoring are made possible with the implementation of **Network Strategy**, a configuration of fiber optic and wireless data communications devices that provide real-time system data

to a control center. Under development, this system will allow for remote monitoring and control of devices along the grid to shorten restoration times during outages, save energy and boost system performance.

We continue to successfully adapt to support and provide new products and services to customers, including the completion of distribution circuit hosting capacity analysis and implementation of a **Distributed Energy Resource (DER)** interconnection portal.

### Tree Trimming

Between 2005 and 2017, Central Hudson spent more than \$157 million (\$16 million in 2017) to improve electric service reliability through tree trimming and vegetation management. Since storm-related damage from trees is the principal cause of service interruptions, we maintain clearance between the trees and transmission/distribution lines through a regularly scheduled program of inspection and line clearance.

### Reliability Results

Central Hudson's electric reliability results outperformed Public Service Commission targets for outage frequency and duration. We finished the year with the average customer experiencing 1.2 outages during the year



**"We're modernizing the electric grid and replacing aging infrastructure to both improve system efficiency and enhance the dependability of the service we provide."**

—Marvyn, Director,  
Electric District Operations



lasting 2.2 hours, measured on a non-storm basis.

### NATURAL GAS

#### Regulator Stations

To improve the safety, reliability and efficiency of the gas distribution system, one of our last underground gas regulator stations, Fullerton Avenue in Newburgh, was replaced with a new above-ground station. A similar new station on Washington Avenue in Kingston will be

placed above ground in 2018.

#### Leak-Prone Pipeline Replacement

The replacement or elimination of 19 miles of leak-prone pipe through more than 30 improvement projects was completed in 2017. In addition to the gas main replacement, approximately 2,000 gas services were replaced. During 2017, we invested \$10.2 million to expand gas mains into new areas,

providing clean, energy-efficient natural gas to new construction, multi-family developments, single family subdivisions and

targeted residential and commercial locations. In 2017, 1,172 residential and 206 commercial customers converted to natural gas.

**"Replacing original natural gas lines and equipment — some of which were installed in the late 1800s — means a safer and more reliable system."**

—Tom, Superintendent, Natural Gas  
Transmission and Distribution





## 2017 Electric System

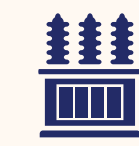
**9,400** miles  
of transmission and  
distribution lines



**4.891 million**  
MWh of total electricity delivered

**5.3 million**

aggregate transformer  
capacity (year-end  
total, kVA)



**1,034 MW**  
peak demand on July 20, 2017

## 2017 Natural Gas System

**1,452** miles of transmission  
and distribution natural gas pipelines

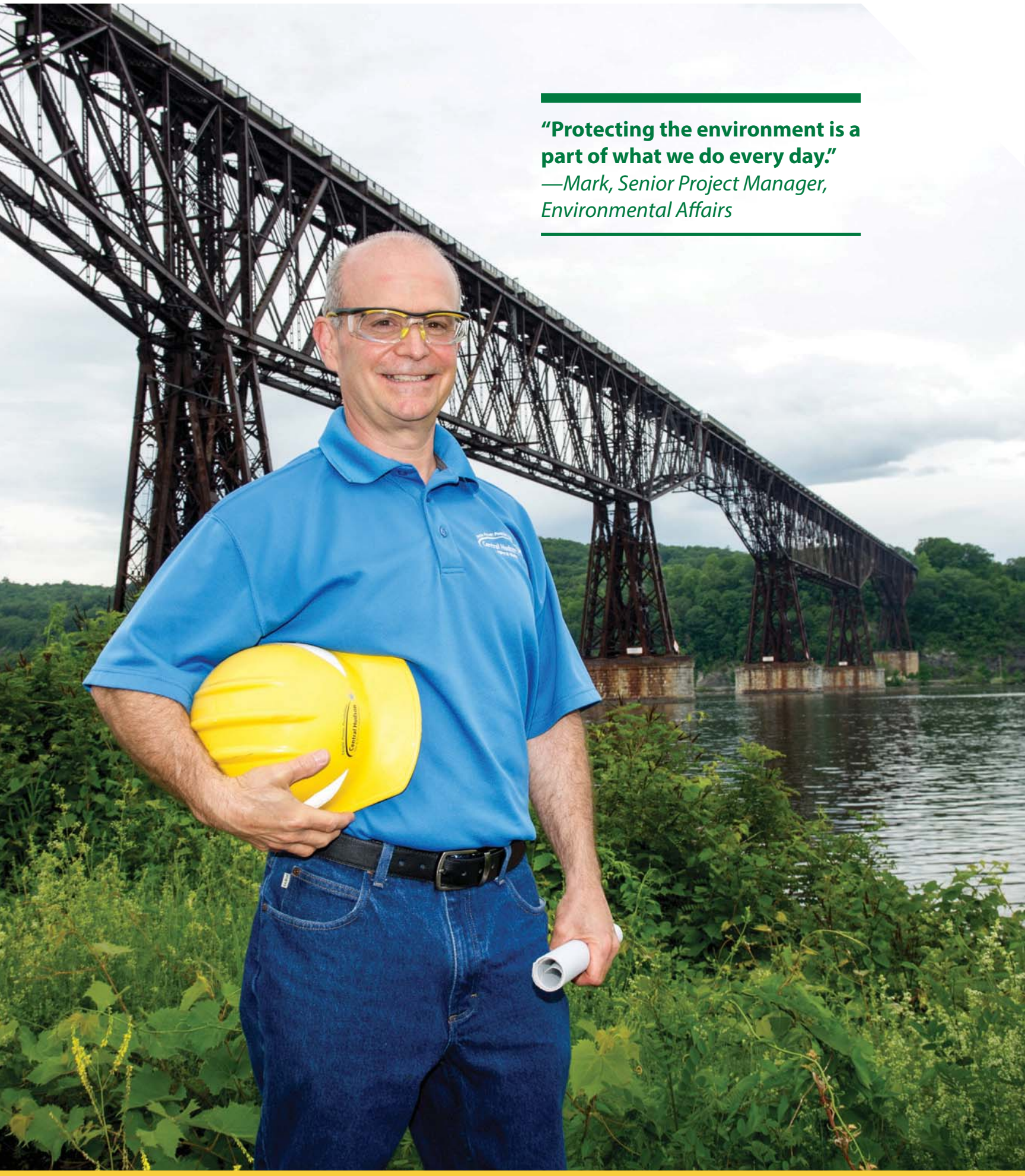


**17,985,000** Mcf  
of natural gas delivered to  
all customers



**132,396** Mcf  
maximum daily sendout on  
Dec. 31, 2017





**“Protecting the environment is a part of what we do every day.”**  
—Mark, Senior Project Manager, Environmental Affairs

# SUSTAINABILITY

Central Hudson believes that acting sustainably helps preserve our landscape, fosters the local economy and creates a more secure energy future for our region.

**Solar and Distributed Generation**  
Central Hudson’s program for customer-installed solar and wind electric generating systems is one of the most successful in New York. As of March 2017, nearly 8,000 homes, businesses and municipalities within Central Hudson’s service area had installed grid-connected solar electric systems, representing more than 73 MW of installed capacity and offsetting greenhouse gas emissions by about 35,000 tons per year. Net metering, combined with improvement of the grid, paved the way for the installation of the first Community Distributed Generation solar facility established within our service territory, in Kingston. The 165.5 kW roof-mounted solar system, connected to Central Hudson’s electric distribution grid, allows dozens of residential customers to purchase locally sourced renewable energy. Developers are planning other locally sited and grid-connected distributed generation systems.

**Grid Modernization**  
Central Hudson is using technology to improve the reliability and efficiency of the electric system. A benefit of this new technology is a reduction in electricity use by all customers through better system voltage control, reducing energy costs and protecting the environment.

**Environmental Cleanup**  
In 2017, Central Hudson completed cleanup activities

on the site of a former Manufactured Gas Plant (MGP) in the city of Kingston. Additional cleanup efforts continue at North Water Street in the city of Poughkeepsie. The MGP gas plants served customers’ heating and lighting needs in the late 19th- and early 20th-centuries, but produced by-products and residue while converting coal to gas.

**CenHub Peak Perks**  
The CenHub Peak Perks targeted demand response program was one of five recipients of the prestigious, Program Pacesetters award, presented by the national Peak Load Management Alliance. This “non-wires alternative” program reduces energy use on peak days to delay costly utility infrastructure upgrades in specific areas and reduces emissions from electric generation. Participating customers receive financial



incentives and free or reduced-cost equipment to help manage their energy use on peak-use days.

**Habitat and Biodiversity**  
When protected or endangered species, such as the Timber Rattlesnake, Bald Eagle, Northern Long Eared Bat, Blanding’s Turtle and Indiana Bat, are identified on Central Hudson’s property, we take appropriate measures to provide wildlife protection and minimize disturbance. We receive guidance from the U.S. Fish & Wildlife Service (USFWS), NYSDEC and the electric industry to ensure that we follow best practices.

**Recycling and Waste Management**  
During 2017, Central Hudson recycled nearly 440 tons of metal, paper and cardboard, automotive items, lamps, batteries, electronics, tires and other materials, plus

more than 2,100 pieces of electrical equipment, preventing these items from entering landfills. Supplementing Central Hudson’s recycling efforts are clients of Ulster-Greene ARC, who work on site to sort and refurbish salvageable parts through the Resource Recovery Program, first established more than 30 years ago.



**Hydroelectric Facilities**  
Central Hudson operates three hydroelectric facilities in Ulster County, which together have a combined generating capacity of 23 megawatts of renewable energy. These facilities provide 2 percent of our customers’ energy needs, reduce energy costs and avoid greenhouse gas emissions by about 36,000 tons annually.





## ENERGY EFFICIENCY

Energy efficiency protects the environment and reduces energy bills. Thousands of our residential, business and municipal customers take advantage of our energy efficiency programs as a way to reduce both their carbon footprint and their energy expenses. During 2017, customer participation in Central Hudson's energy efficiency programs increased by nearly six times compared to prior years; as a result, customers saved an annualized 55 million kWh of electricity, or approximately \$6.8 million in energy costs last year alone.

### CenHub

We continue to expand product and service offerings and seek greater engagement with customers through **CenHub**, our online portal for account management and energy-saving products, programs and incentives. **CenHub Insights+** is a new subscription program, designed to help customers understand their electricity usage patterns and take steps to manage their energy consumption. Enrolled

customers may log in to view their hourly, daily, weekly and monthly electric use and see when the most electricity is used. User-friendly graphs and displays help customers make smarter energy decisions to meet energy saving goals. A participant's existing electric meter is replaced with a new Insights+ meter.

**CenHub Insights** continues to offer energy-saving tips. When tips are completed,

customers earn rewards which can be redeemed for gift cards at national retailers.

The online **CenHub Store** offers special pricing on select LED bulbs, thermostats, energy-saving devices, safety and smart home products for Central Hudson customers.

### Time-of-Use

A revised voluntary Time-of-Use (TOU) billing program encourages customers to reduce their use of electricity during peak hours by shifting their usage to off-peak hours.

### LED Lighting

Central Hudson promotes the adoption of LED lighting through subsidized lighting upgrades for commercial, municipal, educational and not-for-profit businesses and buildings. We also offer reduced priced LED light bulbs in local retailers.

Energy efficiency credits for converting to high-efficiency streetlight fixtures that use LED technology are available to municipalities. These incentives help reduce the upfront cost of converting to LED streetlights to lower energy costs and help protect the environment. If all 25,000 existing leased streetlights were replaced, municipalities throughout the Mid-Hudson Valley could together save more than \$900,000 in energy costs each year.

### Rebate Incentives

Central Hudson offers a range of rebates and incentives for upgrading to more efficient water heaters, heat pumps, natural gas furnaces and boilers for residential and commercial customers. In 2017, rebates of up to \$2,000 on commercial heating systems, with additional incentives for commercial refrigeration and custom measures, were offered. Rebates up to \$700 on high-efficiency home heating and cooling systems; \$125 to \$250 on additional heating efficiency equipment, and \$450 in incentives for the purchase of high-efficiency heat pump water heaters were also available.

### Refrigerator and Freezer Recycling

Central Hudson provides customers \$50 to recycle an old, working refrigerator or freezer and will pick it up and recycle it. In 2017, Central Hudson recycled 1,580 refrigerators and freezers.

### Home Efficient Upgrades

Central Hudson partners with Sealed, a contractor that invests in home upgrades such as insulation and air sealing. Qualified customers receive a free in-home inspection, a personalized home improvement plan and up to \$6,500 in pre-paid energy upgrades. The money saved in utility bills each month is used to repay Sealed over time.



The CenHub Store offers special pricing for Central Hudson customers on a range of energy efficient, safety and smart home products.

**CenHub**  
Store

Since 2009  
we have helped  
our customers...

recycle nearly  
**23,000**  
refrigerators, freezers and  
air conditioners

replace  
**2,800**   
gas heating and water  
heating systems

install **2,600**   
programmable  
thermostats

install **7,600**  
high efficiency air  
conditioners and  
heat pump systems

upgrade lighting at  
**5,300** municipal  
and commercial buildings

**"Our energy efficiency programs offer customers opportunities to save energy, lower their energy bills and help protect the environment."**

—Amanda, Director, Energy Efficiency







Maintaining Central Hudson’s culture, grounded in the core values of safety, integrity, service, competitiveness, innovation, accountability, respect, and teamwork, is a key factor in our success.



**1,004** full-time  
employees, as of 12/31/2017

## EMPLOYEES

Central Hudson has more than 1,000 employees who live, work and volunteer in local communities. In order to successfully attract and retain talent, we provide training and development strategies for recruitment and selection. We are your neighbors and we are committed to being a responsible local employer of choice.

### Veterans

Central Hudson partners with **Troops to Energy Jobs**, a program that helps U.S. military service veterans make a successful transition to a rewarding career in the energy industry. The program provides veterans with educational and career counseling, as well as job placement assistance. Seventy-three veterans are currently employed at Central Hudson, comprising more than 7 percent of our work force, with 22 hired since Troops to Energy was launched in 2014.

### Internships

Our internship program is a successful component of our overall recruiting strategy. The 2017 summer internship program provided real-world experience for 27 college students, working alongside engineers and other employees over a 10-week period. Five of the interns have joined Central Hudson as full-time employees.

### Community to Work

Central Hudson’s Community to Work program hires individuals for the summer in a variety of entry-level positions, allowing participants to show work ethic, motivation and interest in becoming a valuable member of our team. Applicants do not have to be

enrolled in college for this program.

### E-Tech Academy

In an effort to cultivate local engineering talent, more than 20 Central Hudson employees are currently involved with the E-Tech Academy. Launched in 2015, the E-Tech Academy serves at-risk high school students seeking career-ready skills in technology, and is an educational partnership of Central Hudson, the Poughkeepsie City School District and Dutchess Community College. Our employees serve as mentors, offering strategies and tools on navigating high school and college, career planning, time management, problem solving, communication and collaboration.

### Innovation

Core to Central Hudson’s values is a focus on innovation and continuous improvement. The **Bridge to Excellence** (B2E) program reinforces the culture of continuously encouraging our employees to seek out innovative opportunities, to collaborate as teams and to create an efficient workplace by eliminating unnecessary waste and expense.

The goal of B2E is to engage employees and increase overall performance.



## ECONOMIC DEVELOPMENT & COMMUNITY SUPPORT

Central Hudson invested more than \$1 million in economic development grants to area businesses during 2017 in order to benefit the local economy and to create and retain high-quality jobs. Since 2004, Central Hudson has partnered with more than 30 organizations to provide more than \$13 million in grants in support of development projects in the region.

In addition, employees volunteered thousands of hours in support of agencies by raising funds, serving in leadership roles and fulfilling organizational missions. More than \$7 million in contributions was provided to local not-for-profit agencies and small business organizations by Central Hudson and its employees during the last 10 years — including \$730,000 in 2017.

### Economic Development

#### Main Street Revitalization

Two Main Street Revitalization projects were completed in 2017:

- The rehabilitation of the **Poughkeepsie Underwear Factory by Hudson River Housing**
  - The revitalization efforts of **Hudson Valley Housing Development** and the **County Players Theater** in Wappingers Falls.
- Each project received \$125,000.

#### Economic Grants

Central Hudson provided economic grants to a number of local institutions, including **McKesson Corporation** for construction of a new pharmaceutical distribution center in Orange County;

**SUNY Ulster's Darlene L. Pfeiffer Technology and Innovation Lab; Crossroads Brewing's** new facility in the Village of Catskill; and **Dutchess County** for the extension of the county's municipal water system near the Hudson Valley Regional Airport.

In addition to supporting specific projects, Central Hudson founded and continues to support the **Hudson Valley Economic Development Corporation**, a regional marketing and economic development leader, now in its 15th year.

Central Hudson's economic development programs have been funded primarily by a Community Benefit Fund, established by the sale of its former power plants in 2000, and through Fortis Inc.

### Community Involvement

#### Employee Contributions

Nearly \$340,000 in employee contributions and matching shareholder funds was raised in support of the United Way during our 2017 campaign.

Individual employee contributions to community agencies are matched by Central Hudson's Employee Matching Gift program, which totaled more than \$40,000 in 2017.

#### Sponsorships

Central Hudson extended more than \$250,000 to local agencies and business groups by sponsorship of community events that raise awareness, promote the local economy and support non-profit programs in 2017.

Central Hudson also joined Fortis Inc. and other Fortis subsidiaries during the year to donate a combined \$100,000 to the American Red Cross in support of residents and communities afflicted by hurricanes, with a \$10,000 contribution by Central Hudson to the local Hudson Valley chapter.

#### Recognition

For longstanding efforts in support of the region's most vulnerable families, recognition of outstanding corporate citizenship and ongoing support and commitment to all customers, Central Hudson was honored as an **Advocate for Justice** by Legal Services of the Hudson Valley.

Central Hudson received the **Business of Historical Distinction Award** from the Dutchess County Historical Society for partnering with local towns, villages and cities for more than 150 years.

The prestigious **Cornerstone of the Community Award** was presented to Central Hudson by Safe Harbors of the Hudson for improving neighborhoods in the City of Newburgh.

**\$1 million**  
invested in economic development grants in 2017

**\$730,000**  
provided to local not-for-profit agencies and small business organizations

More than **\$7 million**  
in contributions to not-for-profit agencies in the last ten years



Above: Central Hudson was recognized by Rebuilding Together Dutchess County for its longstanding commitment to deserving families as a 25-Year Milestone Supporter. Right: Central Hudson employees volunteer each year at the Day of Caring, an annual event sponsored by the United Way of Ulster County.





## EXECUTIVE TEAM



**Michael L. Mosher**  
President and Chief Executive Officer



**Christopher M. Capone**  
Executive Vice President and Chief Financial Officer



**Charles A. Freni**  
Senior Vice President, Customer Services, Transmission and Distribution Operations



**Paul E. Haering**  
Senior Vice President, Engineering and System Operations



**Anthony S. Campagiorni**  
Vice President, Regulatory and Governmental Affairs



**Mark J. Holtermann**  
Vice President, Information Technology



**Sharon A. McGinnis**  
Vice President, Human Resources and Safety



**Denise Doring VanBuren**  
Vice President, Public Relations



**Stacey A. Renner**  
Treasurer



**Joseph B. Koczko**  
General Counsel and Corporate Secretary



**Paul A. Colbert**  
Associate General Counsel, Regulatory Affairs

## BOARD OF DIRECTORS



**Margarita K. Dilley, Chair**  
Former Telecommunications Executive



**Heather C. Briccetti, Esq.**  
President and Chief Executive Officer, The Business Council of New York State, Inc.



**Dr. Donald Christian**  
President, State University of New York at New Paltz



**Kevin Cleary**  
Former IT Executive



**Nora M. Duke**  
Exec. Vice President, Sustainability and Chief Human Resource Officer, Fortis Inc.



**Steven M. Fetter, Esq.**  
President, Regulation UnFettered



**Mark Kastner, P.E.**  
President/Senior Principal, The Chazen Companies



**James P. Laurito**  
Executive Vice President, Business Development, Fortis Inc.



**Mary D. Madden**  
President and Chief Executive Officer, Hudson Valley Federal Credit Union



**Michael L. Mosher**  
President and Chief Executive Officer, Central Hudson Gas & Electric

**Together**  
we power endless possibilities.



## FIVE-YEAR SUMMARY

	2017	2016	2015	2014	2013
<b>Customers</b>					
Electric (rounded)	300,000	302,000	302,000	301,000	300,000
Natural Gas (rounded)	80,000	80,000	79,000	78,000	76,000
<b>Electric</b>					
Aggregate Transformer (Capacity, Kv)	5,300,000	5,900,000	5,400,000	5,400,000	5,400,000
Transmission System (Pole Miles of Line)	600	600	602	629	629
Distribution System (Pole Miles of Line)	7,200	7,200	7,200	7,200	7,300
Distribution (Underground Trench Miles of Line)	1,600	1,600	1,500	1,500	1,400
Average kWh Usage (Residential)	7,697	8,282	8,144	8,046	8,220
Average Monthly kWh Usage (Residential)	641	690	679	671	685
Deliveries (Millions of kWh)					
All Customers	4,891	5,114	5,134	5,074	5,160
Residential	1,980	2,118	2,083	2,047	2,087
Commercial	1,906	1,918	1,948	1,917	1,932
Industrial	933	998	1,013	1,022	1,054
Peak Demand (MW/Date)	1,034/July 20	1,088/Aug. 13	1,059/July 29	1,060/July 23	1,202/July 18
<b>Natural Gas</b>					
Transmission Pipeline (Miles)	165	165	165	165	164
Distribution Pipeline (Miles)	1,287	1,275	1,248	1,229	1,193
Total Natural Gas Supplied (Mcf)	10,413,298	9,999,839	11,159,501	11,213,103	11,088,631
Average Annual Mcf (Residential)	74.2	78.0	85.0	85.8	78.1
Percent Heating Saturation	89.4	89.2	88.9	88.4	87.8
Delivered (Thousands of Mcf)					
All Customers	17,985	18,867	18,965	21,121	21,380
Residential	5,147	5,348	5,752	5,713	5,126
Commercial	7,073	7,177	7,180	7,166	6,457
Industrial	4,211	4,735	4,372	3,630	4,702
Max. Daily Sendout (Mcf/Date)	132,396/Dec. 31	136,709/Feb. 13	115,470/Jan. 5	127,143/Feb. 15	128,210/Jan. 22
<b>Electric and Gas Revenues (In Thousands)</b>					
Electric	\$528,277	\$510,762	\$544,296	\$579,757	\$532,539
Natural Gas	\$143,192	\$128,886	\$146,562	\$163,005	\$135,904
Total	\$671,469	\$639,648	\$690,858	\$742,762	\$668,443
<b>Employees</b>	1,004	992	966	926	898
<b>Research &amp; Development Costs</b>	\$3,600,000	\$2,700,000	\$4,000,000	\$3,300,000	\$3,600,000
<b>Environmental Expenditures</b>	\$5,400,000	\$18,800,000	\$2,900,000	\$1,400,000	\$1,900,000
<b>Tax Expense</b>					
Local Taxes	\$50,147,962	\$46,888,411	\$42,519,266	\$39,843,438	\$39,146,591
Federal/State Income Taxes	\$31,609,725	\$31,640,736	\$31,127,538	\$22,360,788	\$7,574,232
Payroll Taxes	\$5,324,252	\$5,090,554	\$4,930,856	\$5,091,676	\$4,718,284
Other Taxes	\$10,232,919	\$11,027,096	\$10,452,510	\$9,791,821	\$9,468,817





