



HOME ENERGY ASSISTANCE PROGRAM (HEAP)

HEAP IS A FEDERALLY FUNDED PROGRAM THAT MAY HELP YOU WITH YOUR HOME HEATING COSTS. HEAP MAY HELP YOU PAY FOR:

- ✓ Electricity
- ✓ Natural gas
- ✓ Any other heating fuel

REGULAR HEAP BENEFITS

Income eligible households may qualify for a regular HEAP benefit of up to \$416 for electric or natural gas heat, or up to \$741 for households that heat with oil, kerosene or propane.

EMERGENCY HEAP BENEFITS

Beginning Jan. 4, 2021, emergency HEAP benefits are available for eligible households that are facing disconnection due to unpaid bills, have had their utilities shut off, or have less than ¼ tank of oil, kerosene or propane and do not have the available resources to pay.

Eligible households may qualify for an emergency HEAP benefit of up to \$490 for electric or natural gas heat, or up to \$675 for households that heat with oil, kerosene or propane. Non-heating customers who require electricity to run their heating unit may qualify for a heat-related HEAP benefit of up to \$140.

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 may apply for HEAP by contacting the local Office for the Aging, except those who receive the Supplemental Nutrition Assistance Program (SNAP). SNAP recipients must apply for HEAP through the Department of Social Services.*

LOW INCOME BILL DISCOUNT PROGRAM

The Low Income Bill Discount Program offers income-eligible customers who receive a HEAP benefit a maximum of 12 monthly credits based on service type and amount of HEAP benefit.

If you heat with an alternate fuel such as oil, wood or propane, you are also eligible to enroll in the program. Simply send your "Notice of Decision" letter to: careunit@cenhud.com.

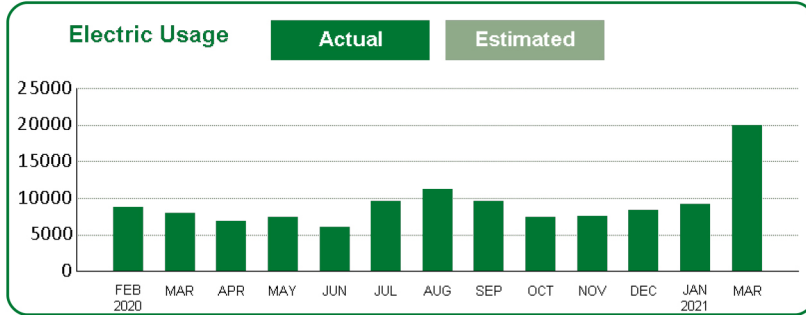
ADDITIONAL PAYMENT ASSISTANCE PROGRAMS

Deferred payment agreements are available so customers who have fallen behind on their utility bills can get caught up. The **Extra Security Plan** is a due date change for some customers who receive Social Security income, disability benefits and/or survivor benefits as their only source of household income. The **Good Neighbor Fund** provides a "last resort" grant to help pay the energy bills of customers who have exhausted all other forms of public and private assistance. Through this fund, a special grant is available for eligible veterans and military families served by Central Hudson experiencing financial hardships.

CentralHudson.com/PaymentAssistance

Billing Detail

Meter # **RATE E205 GENERAL SERVICE**



Electric Delivery Charges 20028 kWh at a cost of \$1,125.59

Average Daily Cost for Delivery \$18.4523

Amount of Electricity Delivered

Date	Description	kWh	KW
Mar 10, 2021	Present Reading (actual)	258687	915.75
Jan 08, 2021	Previous Reading (actual)	238659	886.86

Electricity Delivered 20028 28.9

Cost for Electricity Delivered (for 2.0 months)

Charge Type	Rate	Quantity	Cost
Basic Service Charge	2.0 Mos @	100.00	200.00
Delivery Svc Chg	20028 kWh @	0.00493	98.74
Transition Adj	20028 kWh @	0.00010	2.00
Bill Credit	20028 kWh @	-0.00169	-33.85
SBC/RPS Chgs	20028 kWh @	0.00651	130.38
Misc. Charges	20028 kWh @	-0.00167	-33.45
RDM Chg	20028 kWh @	0.00005	1.00
Demand Charge	28.9 KW @	12.300 X 2.0	710.94
MISC II	28.9 KW @	0.855 X 2.0	49.43
NYS & Local Taxes			0.40

Total Electricity Delivery Charges \$1,125.59

Your Electric Energy Supplier is **DIRECT ENERGY BUSINESS LLC.**

Payments and Adjustments

PAYMENT RECEIVED BY US MAIL	MAR 2	\$-541.34
BILL CANCELLATION	MAR 11	\$-541.34

Message Center

What's New ...

The Home Energy Assistance Program (HEAP) provides financial grants to eligible households to help pay heating/utility bills. If you receive HEAP benefits, you'll qualify for our bill discount program. For application information: www.CentralHudson.com/HEAP.

Did you know?

Central Hudson offers rebates on energy efficient products at local retailers. Save on ENERGY STAR LED light bulbs, smart thermostats, water-saving products, water heaters, pool pumps and more. Log on to www.CentralHudson.com/ShopLocal for details.



Cold Floors? Drafty Rooms?

Make your house warmer and up to 3X more efficient with our partner Sealed.

With Sealed you can get:

- » Modern heat pump heating and cooling system with built-in air purification
- » Insulation and air sealing to keep temperatures comfortable year-round
- » Smart technology that adjusts to your preferences

Sealed will match you with a qualified contractor and even cover the upfront costs. **You only pay Sealed if you save energy.**

Take the 2 minute quiz to see if your house qualifies:

Sealed.com/CH2021

845-200-3904

Sealed



DEFERRED PAYMENT AGREEMENT

Allows customers facing a financial hardship to pay charges owed on their account over time, based on their ability to pay. To qualify for a Deferred Payment Agreement you may need to first complete a financial statement. Customers with a Deferred Payment Agreement must pay the monthly installment toward their past due balance, while paying all future bills in full and on time.

THE GOOD NEIGHBOR FUND

Provides a "last resort" grant to help pay the energy bills of customers who have exhausted all other forms of public and private utility assistance. Additional grants are also available for qualified military customers. The Good Neighbor Fund is administered by the Salvation Army and funded by Central Hudson customers and employees. **Customers need to contact our office for a referral to the Good Neighbor Fund.**

VETERANS GRANT

Available for eligible veterans and military families served by Central Hudson, who are experiencing a financial hardship. Visit www.CentralHudson.com/Community/GoodNeighbor for eligibility requirements.

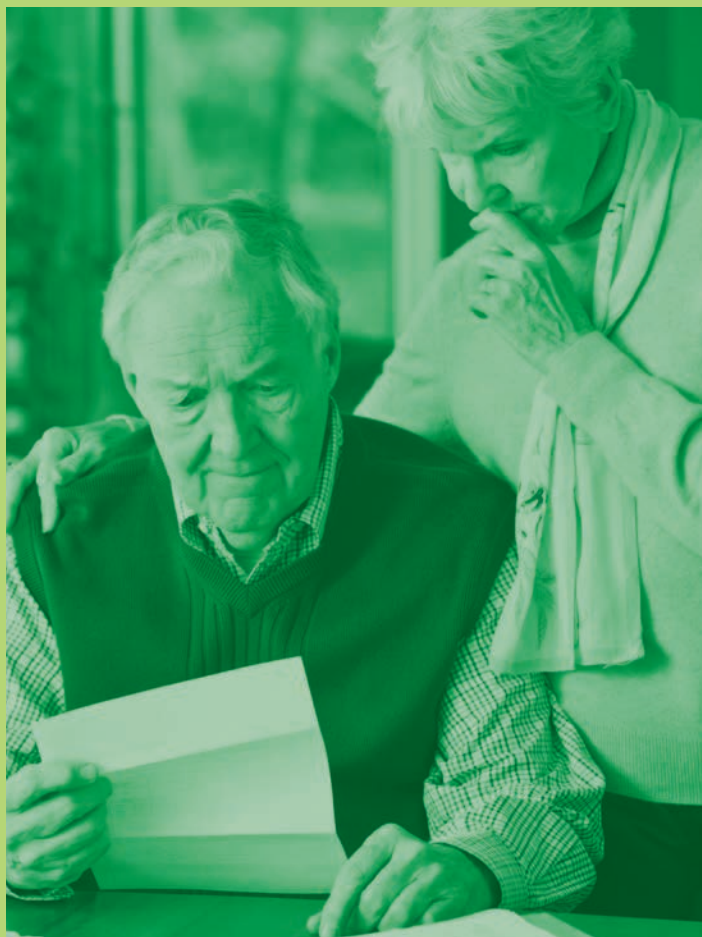
OFFERS THE FOLLOWING BENEFITS

- ✓ \$200 grant applied to a Central Hudson account.
- ✓ Recipients may receive this grant two times per year, as long as funding remains available.

BUDGET BILLING



Budget Billing spreads your energy bills evenly over 12 months. This avoids seasonal fluctuations and makes payment due amounts predictable and uniform for 11 months based on your actual usage history. The bill for the 12th month includes an annual plus-or-minus adjustment to reflect your actual costs incurred throughout the year. Budget Billing makes your energy costs more predictable so you can better plan your household budget.

QUESTIONS?



IF YOU HAVE ANY QUESTIONS OR NEED MORE INFORMATION, FEEL FREE TO CONTACT THE CENTRAL HUDSON CONTACT CENTER:
Phone: (845) 452-2700 • Fax: (845) 486-5765

www.CentralHudson.com

 My Account Live Web Chat  Email Contact Form



PAYMENT ASSISTANCE FOR YOUR UTILITY BILLS

- ✓ LOW INCOME BILL DISCOUNT PROGRAM
- ✓ HOME ENERGY ASSISTANCE PROGRAM
- ✓ DEFERRED PAYMENT AGREEMENT
- ✓ EMPOWER NEW YORKSM
- ✓ GOOD NEIGHBOR FUND
- ✓ BUDGET BILLING

Help is here!

ASSISTANCE PROGRAMS INSIDE

Help is here!

WHAT IS THE LOW INCOME BILL DISCOUNT PROGRAM?

The Low Income Bill Discount Program offers income eligible customers, who receive any Home Energy Assistance Program (HEAP) benefit and enroll in Budget Billing, discounts on their monthly utility bills.

HOW DOES IT WORK?

By offering the following benefits:

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 are available for natural gas heating bills, natural gas non-heating bills, electric heating bills and 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 also receive a bill credit.

WHAT IS HEAP? THE HOME ENERGY ASSISTANCE PROGRAM

A federally funded program that may help 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 household size and income guidelines. For a list of eligibility guidelines, visit www.CentralHudson.com/HEAP.

WHO MAY BE ELIGIBLE?

Customers who meet these 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 careunit@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 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.

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 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.*

WHAT IS EMPOWER NEW YORKSM?

EmPower New YorkSM is a program sponsored by the New York State Energy Research and Development Authority (NYSERDA) that offers no-cost energy services to income-qualified customers to help reduce energy use and lower energy costs. Services may include the following:

- ✓ Replacement of old, inefficient appliances.
- ✓ Installation of high-efficiency lighting.
- ✓ Tips on how to save energy.
- ✓ Insulation and other home efficiency measures (in limited situations).

To see if you qualify, visit www.nyserda.ny.gov or call 1-877-NYSMART.

SOLAR FOR ALL

New York state is funding solar farms to benefit homeowners and renters who may not have access to renewable energy. This program offers the benefits of clean energy while lowering energy costs. Visit www.nyserda.ny.gov for more information.

If you heat with a non-utility fuel, visit www.CentralHudson.com/BillDiscountProgram to find out how you can enroll.



ACUERDO DE PAGO DIFERIDO

Este acuerdo permite a los consumidores que están pasando serias dificultades financieras, pagar los saldos vencidos de su cuenta a lo largo del tiempo en base a su capacidad de pago. Para solicitar un Acuerdo de Pago Diferido usted deberá primero completar una declaración financiera. Los consumidores con un Acuerdo de Pago Diferido deben pagar las cuotas mensuales para cubrir los saldos vencidos y el monto total de todas las facturas futuras a tiempo.

FONDO DEL BUEN VECINO

Este fondo provee un subsidio de último recurso para ayudar a pagar las facturas de energía a aquellos consumidores que han agotado todas las demás formas de asistencia pública y privada para el pago de servicios. Subvenciones adicionales también están disponibles para consumidores militares y calificados. El Fondo del Buen Vecino está administrado por el Ejército de Salvación y está financiado por los consumidores y empleados de Central Hudson. **Los consumidores necesitan ponerse en contacto con nuestra oficina para una referencia al Fondo del Buen Vecino.**

SUBVENCIÓN DE VETERANOS

Disponible para veteranos elegibles y familias militares atendido por Central Hudson, que están teniendo una dificultad financiera. Los beneficiarios pueden recibir una subvención de \$200 aplicado a una cuenta de Central Hudson y pueden recibir esta subvención dos veces al año, siempre y cuando haya fondos disponibles. Visite www.CentralHudson.com/Community/GoodNeighbor para los requisitos de elegibilidad.

FACTURACIÓN PRESUPUESTADA

Este programa permite distribuir uniformemente sus gastos de energía a lo largo de 12 meses para evitar fluctuaciones en los montos de las facturas debidas al mayor uso en los meses fríos de invierno y calurosos de verano. Esto podría ayudarlo a administrar más fácilmente el presupuesto familiar mensual. Para obtener el monto de facturación promedio mensual para la Facturación Presupuestada, sumamos el costo anual (12 meses de uso real) del servicio para la residencia y lo dividimos por 12. El resultado es un monto mensual de Facturación Presupuestada que usted puede pagar en un plan de 11 meses al año. En el mes número 12, la factura incluirá un ajuste (ya sea de menos o de más) que reflejará el costo del uso real de los once meses anteriores.



¿PREGUNTAS?



**SI TIENES PREGUNTAS O PARA MÁS INFORMACIÓN
SE PUEDE PONER EN CONTACTO CON
EL CENTRO DE CONTACTO DE CENTRAL HUDSON:**

Teléfono: (845) 452-2700 • Fax: (845) 486-5765

www.CentralHudson.com

-  My Account Conversación Viva en Línea
-  Formulario de Contacto por Correo Electrónico



ASISTENCIA PARA EL PAGO DE SUS FACTURAS DE SERVICIOS

- ✓ PROGRAMA DE DESCUENTO PARA CONSUMIDORES DE BAJOS INGRESOS
- ✓ PROGRAMA DE SUBSIDIO DE ENERGÍA PARA EL HOGAR (HEAP)
- ✓ ACUERDO DE PAGO DIFERIDO
- ✓ EMPOWER NEW YORKSM
- ✓ FONDO DEL BUEN VECINO
- ✓ FACTURACIÓN PRESUPUESTADA

¡Aquí está la ayuda!

**PROGRAMAS
DE ASISTENCIA**

¡Aquí está la ayuda!

¿QUE ES EL PROGRAMA DE DESCUENTO PARA CONSUMIDORES DE BAJOS INGRESOS?

Este programa les ofrece a consumidores de ingresos elegible, cuales reciben beneficios de HEAP y están inscrito en facturación presupuestaria, descuentos en sus facturas mensuales.

¿COMO FUNCIONA?

Ofreciendo los siguientes beneficios:

Una vez que HEAP se recibe o Central Hudson ha verificado que has recibido HEAP, un descuento mensual será aplicado a su cuenta por 12 meses consecutivos, a condición de que su cuenta permanece abierta y activa para el período completo de 12 meses. El monto del descuento o crédito en su factura se basa en el tipo de servicio y la cantidad de HEAP.

¿QUIEN PUEDE SER ELEGIBLE?

Consumidores que cumplen con estos requisitos:

- ✓ **Recibir un beneficio regular o de emergencia de energía doméstica (HEAP).** Si su cuenta de Central Hudson recibe un beneficio de HEAP será automáticamente inscrito. Si calienta por otros medios tales como petróleo, carbón, propano, madera / pellets de madera, queroseno o maíz y Central Hudson es notificado por el departamento de HEAP, usted será automáticamente matriculado. Todas las cuentas inscritas recibirán una carta de confirmación. Si usted calienta por otros medios, ha recibido HEAP, y no reciben una carta de inscripción, usted tendrá que proporcionar una copia a Central Hudson su carta de "Aviso de Decisión" de HEAP. Puedes enviar esta carta por correo electrónico a DSSdesk@cenhud.com. Maneras adicionales de enviar esta carta se puede encontrar en www.CentralHudson.com/BillDiscountProgram.
- ✓ **Inscripción en nuestro Programa de Facturación Presupuestada.** Una vez inscrito en el Programa de Descuento para Consumidores de Bajos Ingresos, recibirá una carta en la que le aconsejará la inscripción en Facturación Presupuestada y la cantidad mensual del presupuesto. Puede cancelar la Facturación Presupuestada en cualquier momento.

¿QUE ES HEAP? PROGRAMA DE SUBSIDIO DE ENERGÍA PARA EL HOGAR

Es un programa financiado federalmente para ayudar con los gastos de su calefacción del hogar. Si es elegible, puede recibir un beneficio de HEAP regular por temporada y también podría ser elegible para un beneficio de HEAP de emergencia si cumple con los requisitos de tamaño del hogar y directivas de ingresos:

PÓNGASE EN CONTACTO CON SU DEPARTAMENTO LOCAL DE SERVICIOS SOCIALES O OFICINA PARA EL ENVEJECIMIENTO* PARA SOLICITAR HEAP:

HEAP/Agencias de Servicios Sociales
(800) 342-3009 | www.mybenefits.ny.gov

Oficina del Envejecimiento
(800) 342-9871 | www.aging.ny.gov

* Las personas mayores de 60 años pueden solicitar HEAP poniéndose en contacto con su oficina local del Envejecimiento, excepto personas que reciben el Programa de Asistencia de Nutrición Suplementaria (SNAP). Los recipientes de SNAP deben solicitar HEAP a través de su Departamento de Servicios Sociales.

¿QUÉ ES EMPOWER NEW YORKSM?

EmPower New YorkSM es un programa financiado por la Autoridad de Investigación y Desarrollo Energético del Estado de Nueva York (NYSERDA) que ofrece servicios tomando en cuenta sus ingresos para ayudarle rebajar el consumo de energía.

- ✓ Reemplazo de electrodomésticos viejos e ineficientes.
- ✓ Instalación de iluminación de alta eficiencia.
- ✓ Consejos sobre cómo ahorrar energía.
- ✓ Aislamiento y otras medidas de eficiencia en el hogar (en situaciones limitadas).

Para ver si califica, visite www.nyserda.ny.gov o llame al 1-877-NYSMART.

SOLAR FOR ALL

El estado de Nueva York está financiando granjas solares para beneficiar propietarios e inquilinos que no pueden tener acceso a energía renovable. Este programa ofrece los beneficios de energía limpia mientras se reducen los costos de energía. Visite www.nyserda.ny.gov para más información.

Si calienta con un combustible de una empresa de energía que no provee servicios públicos, visitan www.CentralHudson.com/BillDiscountProgram para saber cómo inscribirse.



PAYMENT ASSISTANCE FOR YOUR UTILITY BILLS

If you heat with a non-utility fuel, visit www.CentralHudson.com/BillDiscountProgram.com to find out how to enroll.

LOW INCOME BILL DISCOUNT PROGRAM

The Low Income Bill Discount Program offers income eligible customers, who receive any Home Energy Assistance Program (HEAP) benefit and enroll in Budget Billing, discounts on their monthly utility bills.

OFFERS THE FOLLOWING BENEFITS:

- ✓ A monthly bill discount credit applied to your account for 12 consecutive months, provided your account remains open and active for the entire 12-month period.
- ✓ Discounts are available for natural gas heating bills, natural gas non-heating bills, electric heating bills and electric non-heating bills.
- ✓ A combination of services could mean increased benefits.

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

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 required household size and income guidelines.

MAY HELP YOU PAY FOR:

- ✓ Electricity
- ✓ Natural gas
- ✓ Any other heating fuel

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 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.



For more information contact the Central Hudson Contact Center:

Phone: (845) 452-2700 • Fax: (845) 486-5765
www.CentralHudson.com/PaymentAssistance

ASISTENCIA DE PAGO PARA SU CUENTA DE UTILIDAD

Si calienta con un combustible de una empresa de energía que no provee servicios públicos, visitan www.CentralHudson.com/BillDiscountProgram para saber cómo inscribirse.

PROGRAMA DE DESCUENTO PARA CONSUMIDORES DE BAJOS INGRESOS

Este programa les ofrece a consumidores de ingresos elegible, cuales reciben beneficios de HEAP y están inscrito en facturación presupuestaria, descuentos en sus facturas mensuales.

OFRECE LOS SIGUIENTES BENEFICIOS:

- ✓ Un descuento mensual aplicado a su cuenta por 12 meses consecutivos, a condición de que su cuenta permanece abierta y activa para el período completo de 12 meses.
- ✓ Descuentos en sus facturas de calefacción de gas natural, facturas de gas natural sin calefacción, facturas de calefacción eléctrica y facturas eléctricas sin calefacción.
- ✓ Una combinación de servicios podría significar un aumento de los créditos.

PROGRAMA DE SUBSIDIO DE ENERGÍA PARA EL HOGAR (HEAP)

Es un programa financiado federalmente para ayudar con los gastos de su calefacción del hogar. Si es elegible, puede recibir un beneficio de HEAP regular por temporada y también podría ser elegible para un beneficio de HEAP de emergencia si cumple con los requisitos de tamaño del hogar y directivas de ingresos.

PUEDA AYUDARLE A PAGAR POR:

- ✓ Electricidad
- ✓ Gas natural
- ✓ Otras fuentes de combustible para calefacción

PÓNGASE EN CONTACTO CON SU DEPARTAMENTO LOCAL DE SERVICIOS SOCIALES O OFICINA PARA EL ENVEJECIMIENTO ** PARA SOLICITAR HEAP:

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Oficina del Envejecimiento
(800) 342-9871 | www.aging.ny.gov

* Las personas mayores de 60 años pueden solicitar HEAP poniéndose en contacto con su oficina local del Envejecimiento, excepto personas que reciben el Programa de Asistencia de Nutrición Suplementaria (SNAP). Los recipientes de SNAP deben solicitar HEAP a través de su Departamento de Servicios Sociales.



PARA MÁS INFORMACIÓN SE PUEDE PONER EN CONTACTO CON EL CENTRO DE CONTACTO DE CENTRAL HUDSON:
Teléfono: (845) 452-2700 • Fax: (845) 486-5765
www.CentralHudson.com/PaymentAssistance

SPECIAL PROTECTIONS FOR SENIORS, THE BLIND AND DISABLED

Central Hudson will not disconnect or refuse to restore service to customers who are known to be blind, disabled or 62 years of age or older, without making a diligent effort to work with the customer to devise a plan that would preclude disconnection. Central Hudson makes a courtesy phone call when bad weather is expected that may cause power outages and will provide automated calls to these customers who have lost power during storms. These calls include information on estimated restoration times, shelter locations, and bottled water and dry ice locations. Seniors also receive Central Hudson's Powering Connections newsletter biannually. At least twice a year, an attempt is made to verify that the phone number on these customers' accounts is valid. Central Hudson will not terminate service in the winter, between Dec. 1 and April 15.

HELP DURING HOSPITALIZATION

Central Hudson customers and household members who will be hospitalized for at least three days may request an extension on the due date of their utility bill of up to 30 days from the date of admission to the hospital. An application for the Help During Hospitalization Program is available at CentralHudson.com or by contacting a customer service representative. The completed application, which requires a doctor's signature, should be sent to Central Hudson, Attention Consumer Outreach, 284 South Ave., Poughkeepsie, NY 12601.

THIRD PARTY NOTIFICATION

Customers may request that bills and other notices be sent to a willing third party, to ensure that someone else remains informed of the customer's account status. The third party is never responsible for the bills. An application for Third Party Notification is available at CentralHudson.com or by contacting a customer service representative. The completed application, which requires the third party's signature, should be sent to Central Hudson, Attention Customer Account Services, 284 South Ave., Poughkeepsie, NY 12601.

GIFT CERTIFICATES

Central Hudson gift certificates are the perfect gift for friends, neighbors or community members who may need assistance paying a utility bill. Gift certificates are available in any amount and can be mailed to the purchaser or the recipient. Forms to purchase a gift certificate are available at CentralHudson.com or by contacting a customer service representative.

Central Hudson Customer Service

Mon. – Fri. 8 a.m. – 6 p.m.

Sat. 9 a.m. – 1 p.m.

(845) 452-2700

From outside the 845 area code: (800) 527-2714

Fax: (845) 486-5658

TDD/TTY Phone: dial 711

CentralHudson.com/ContactUs



PAYMENT & SPECIAL ASSISTANCE PROGRAMS

Central Hudson is here to help

Central Hudson offers a variety of programs to help customers through financial and medical difficulties



LOW INCOME BILL DISCOUNT PROGRAM

Customers receiving Home Energy Assistance Program (HEAP); Lifeline; Supplemental Nutrition Assistance Program (SNAP); Medicaid; Supplemental Security Income (SSI); Federal Public Housing Assistance; Veterans Pension or Survivors Pension; and certain programs for Native Americans are entitled to Central Hudson's Low Income Bill Discount Program, which provides a monthly bill credit for 12 consecutive months. The amount of the bill discount credit is based on the service type and amount of the benefit. Customers receiving this program are enrolled in Budget Billing, but may choose to opt out, and will receive Central Hudson's Powering Connections newsletter biannually.

HEAP is a federally funded program that helps eligible households pay heating and/or utility bills. The program offers Heating Equipment Repair or Replacement and Clean and Tune benefits. To learn more about HEAP, visit CentralHudson.com. To apply for HEAP, visit MyBenefits.ny.gov or call (800) 342-3009.

BUDGET BILLING

Budget Billing makes energy costs more predictable. To smooth out billing fluctuations, Central Hudson averages the last 12 months of usage to calculate a monthly billing amount, which is then billed for the following 11 months. The twelfth month includes an adjustment to reflect actual usage and price for the year. An application for Budget Billing is available at CentralHudson.com or by contacting a customer service representative.

DEFERRED PAYMENT AGREEMENT

A Deferred Payment Agreement allows customers to pay past-due balances in monthly installments without incurring finance charges, provided that future bills are paid in full and on-time. These agreements are based on financial ability to pay. To apply, contact a customer service representative during normal business hours.

EXTRA SECURITY PLAN

Customers with a fixed income such as SSI, Social Security Disability insurance (SSD), survivor benefits or a pension as the only source of household income, are eligible to extend the due date of their utility bill to the sixth of the following month in order to better manage monthly payments. Customers can apply for the Extra Security Plan, which requires a copy of the SSI, SSD, survivor award letter or pension benefit statement, at CentralHudson.com. A downloadable form is also available and can be sent to Central Hudson, Attention Consumer Outreach, 284 South Ave., Poughkeepsie, NY 12601.

GOOD NEIGHBOR FUND & VETERANS GRANT

Since 1986, the Good Neighbor Fund has helped customers experiencing financial hardship and an energy emergency who have exhausted all other forms of payment assistance. Eligible customers may receive a grant up to twice their monthly bill and not to exceed \$325 based on energy service type and average monthly bill; and a new deferred payment agreement for the remaining balance. This program is funded by Central Hudson's customers, employees and shareholders. Contact a customer service representative to apply.

LIFE SUPPORT EQUIPMENT PROGRAM

The Life Support Equipment Program provides customers or household members who require electricity to operate life-sustaining equipment and who obtain yearly certification from a doctor or local board of health the following benefits: a courtesy phone call when bad weather is expected that may cause power outages; daily monitoring throughout large storms when power is affected; and appropriate identification on the meter to ensure that services to customers who are unable to pay is not suspended or disconnected as long as the need for life support continues. Twice a year, program customers are contacted to verify that the phone number on the account is valid. Customers are provided with a dedicated priority hotline number to contact the Company at any time: 800-655-9356.

An application for this program is available at CentralHudson.com or by contacting a customer service representative. The completed application, which requires a yearly doctor certification, should be sent to Central Hudson, Attention Consumer Outreach, 284 South Ave., Poughkeepsie, NY 12601.

MEDICAL EMERGENCY CERTIFICATION

Customer will remain interruption-free effective 30 days when a medical emergency, as certified by a medical doctor or local board of health, exists. The Medical Emergency Certification can be renewed if the customer's inability to pay for utility services is demonstrated. Contact a customer service representative for additional details.



Moving



Save



Outages



Pay



Sign In



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Menu

Empowering What's Next

Our Proposed Modernization Plans

Connect with us:



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[FERC Open Access Docs](#) [Privacy Policy](#) [CH Energy Group](#) [Fortis Inc.](#)





Account Number:






284 SOUTH AVENUE
POUGHKEEPSIE NY 12601-4839
www.CentralHudson.com

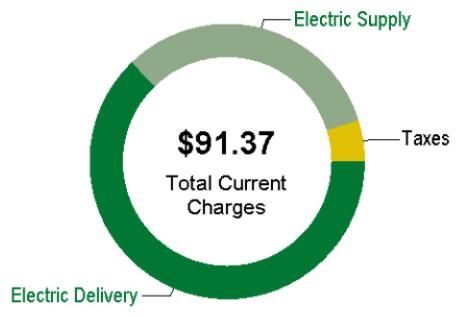
Service For:

Contact Us

Email, "live chat" and other options: CentralHudson.com/ContactUs
Report an outage: CentralHudson.com, 845-452-2700 or text OUT to 236483
Natural gas odors: Call 911 or 1-800-942-8274
Fallen wires and other electrical hazards: Stay at least 30 feet away and call 911

Ways to Pay

-  **ONLINE:**
CentralHudson.com/MyAccount
-  **MOBILE APP:**
Download at CentraHudson.com/MobileApp
-  **TEXT MESSAGE:** Text PAY to 236483
-  **PHONE:** 845-452-2700 or 800-527-2714
-  See back for details and other options.



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Billing details on page 3 ▶

Please return this stub and make checks payable to Central Hudson

Account Number

Amount Due Now	\$89.96
Late Charges Added After	03/25/2021
\$ <input style="width: 150px; height: 20px;" type="text"/>	<i>Amount Enclosed</i>

To contribute to the Good Neighbor Fund
add a whole dollar amount, \$1 to \$10.



Central Hudson Gas & Electric Corporation
284 South Avenue
Poughkeepsie, NY 12601-4839



Account Number:

Bill Summary

	CENTRAL HUDSON	DIRECT ENERGY
Previous Charges	\$54.60	\$27.35
Payments	\$-54.60	\$-27.35
Current Charges	\$60.71	\$30.66
Billing Adjustments	\$-1.41	\$0.00
Account Totals	\$59.30	\$30.66

Total Amount Due Now **\$89.96**

Current Billing Period	Jan 29,2021 - Mar 01,2021	
Late Charges Added After	Mar 25,2021	
Next Scheduled Reading Date	Mar 30,2021	
	This Year	Last Year
Electric Usage	482 kWh	433 kWh
Heating Degree Days	1096	993



Account Number:

Message Center

Did you know?

We understand that keeping your account current may sometimes require a little extra time or financial help. If you need assistance, check out our available options at www.CentralHudson.com/PaymentAssistance for programs that may be able to assist you.

Consolidated Bill Message

Your bill combines Central Hudson's charges for energy delivery and an alternative supplier's charges for energy supply. You make one payment to Central Hudson and we will distribute the funds to the independent marketer. For more information: www.CentralHudson.com/EnergyChoice.

Billing Detail

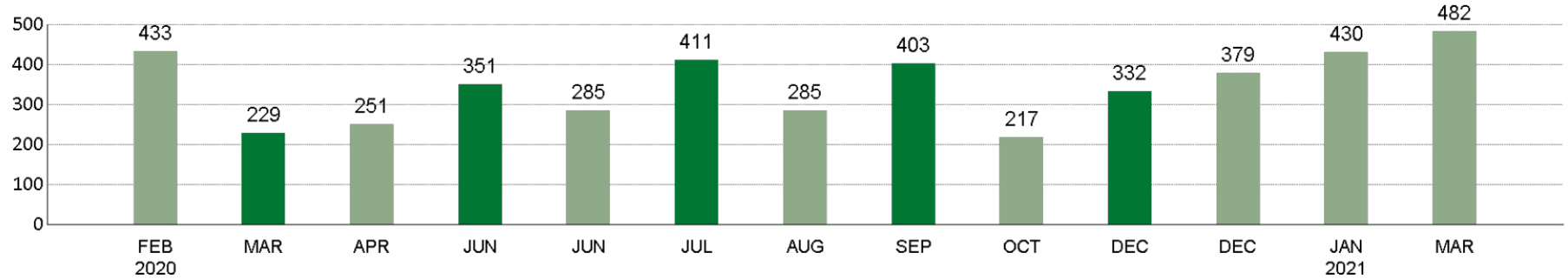
CH Delivery Meter

Rate E116 HEATING

Electric Usage

Actual

Estimated



Electric Delivery Charges 482 kWh at a cost of \$60.71

Average Daily Cost for Delivery \$1.9584

Amount of Electricity Delivered

Mar 01,2021	Present Reading (estimated)	5170
Jan 29,2021	Previous Reading (estimated)	4688

Electricity Delivered (kWh)

482

Cost for Electricity Delivered (for 1.0 months)

Basic Service Charge	1.0 Mos @	19.50	19.50
Delivery Svc Chg	482 kWh @	0.09579	46.17
MFC Admin Chg	482 kWh @	0.00187	0.90
Transition Adj	482 kWh @	0.00035	0.17
Bill Credit	482 kWh @	-0.00407	-1.96



Account Number:

Billing Detail Continued

SBC/RPS Chgs	482 kWh @	0.00651	3.14
Misc. Charges	482 kWh @	0.00320	1.54
RDM Chg	482 kWh @	-0.02089	-10.07
NYS & Local Taxes			1.32

Total Electricity Delivery Charges

\$60.71

Electric Supplier Info - RATE F001

ELECTRIC SUPPLY ACCOUNT NO:

YOUR ELECTRIC SUPPLIER IS DIRECT ENERGY

P.O. BOX 180 , TULSA OK , 741010180

For electric supply pricing information, call 866-348-4194

Cost for Electricity Supply

Electric Supply Chg	482 KWH @	0.06361	\$30.66
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Total Electricity Supply Charges

\$30.66

Payments and Adjustments

CENTRAL HUDSON Service

PAYMENT RECEIVED BY PHONE	FEB 24	\$-54.60
CUSTOMER CREDIT-CONSOLIDATED BILL	MAR 2	\$-1.41
Electric Supplier: DIRECT ENERGY		
PAYMENT RECEIVED BY PHONE	FEB 24	\$-27.35