



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

NEW IN 2021

UTILITY ARREARS ASSISTANCE IS NOW AVAILABLE

If you're a renter or homeowner who can't pay past due electric and/or gas bills, the **Regular Arrears Supplement (RAS) program** may help you.

This one-time benefit is based on the amount of current utility arrears, up to a maximum of \$10,000 per household. Apply at your local Department of Social Services.

For low- and moderate-income renters who have difficulty paying rent, the **Emergency Rental Assistance Program (ERAP)** can help with rent arrears and utility arrears, too. For eligibility and how to apply for benefits, visit:

CentralHudson.com/PaymentAssistance

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 \$426 for electric or natural gas heat, or up to \$751 for households that heat with oil, kerosene or propane.

EMERGENCY HEAP BENEFITS

Beginning Jan. 3, 2022, 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.

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, Lifeline, SNAP, Medicaid, SSI, Federal Public Housing Assistance, Veteran Pension or Survivors Pension, and certain programs for Native Americans—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 documentation showing your program enrollment 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. **Budget Billing** makes energy costs more predictable by spreading them evenly over 11 months with an adjusted bill issued on the 12th month to reflect actual usage and energy prices.

CentralHudson.com/PaymentAssistance

Billing Detail

Month: **MAR 11** RATE CODE: GENERAL SERVICE



Electric Delivery Charges 20020 67% at a cost of \$1,128.88

Average Daily Cost for Delivery \$18.4523

Amount of Electricity Delivered

		kWh	kWh
Mar 10, 2011	Present Reading (actual)	258857	815.75
Jan 08, 2011	Previous Reading (actual)	258658	898.88

Electricity Delivered 20020 28.9

Cost for Electricity Delivered (for 2.8 months)

Basic Service Charge	2.0 Mva @	100.00	208.00
Delivery Svc. Chg	28028 kWh @	0.00493	98.74
Transition Adj	28028 kWh @	0.00810	2.09
98 Credit	28028 kWh @	-0.00199	-33.89
SEC/SEPS Chgs	28028 kWh @	0.00851	138.38
Misc. Charges	28028 kWh @	-0.00107	-33.43
FDJM Chg	28028 kWh @	0.00005	1.00
Demand Charge	28.9 kW @ 12,380 K 2:0		718.04
MISC R	28.9 KW @ 0.885 X 2:0		48.43
NYS & Local Taxes			0.40

Total Electricity Delivery Charges \$1,128.88

Your Electric Energy Supplier is DIRECT ENERGY BUSINESS LLC.

Payments and Adjustments

PAYMENT RECEIVED BY US MAIL	MAR 11	\$-547.34
BILL CANCELLATION	MAR 11	\$-547.34

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 test 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/Rebate 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/CH0021
 845-300-3904

Sealed



1 THIS IS CENTRAL HUDSON. THE HOME ENERGY ASSISTANCE PROGRAM,
2 KNOWN AS HEAP, CAN HELP INCOME-ELIGIBLE FAMILIES MAKE IT
3 THROUGH THE HEATING SEASON. FIND OUT IF YOU ARE ELIGIBLE FOR
4 THIS PROGRAM BY CONTACTING YOUR COUNTY DEPARTMENT OF SOCIAL
15 SECONDS
5 SERVICES, OR BY VISITING THE PAYMENT ASSISTANCE SECTION OF OUR
6 WEBSITE. GO TO CENTRAL HUDSON DOT COM TO FIND OUT MORE ABOUT
7 THE BENEFITS OF HEAP.
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30 SECONDS

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1 MINUTE

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1 THE HOME ENERGY ASSISTANCE PROGRAM, KNOWN AS HEAP, PROVIDES
2 BOTH REGULAR AND EMERGENCY FINANCIAL GRANTS TO ELIGIBLE
3 HOUSEHOLDS TO HELP PAY UTILITY BILLS. THESE BENEFITS HAVE BEEN
4 EXTENDED THROUGH AUGUST THIRTY-FIRST. THE HEAP COOLING
15 SECONDS 5 ASSISTANCE BENEFIT IS NOW OPEN, TOO. FIND OUT IF YOU ARE ELIGIBLE
6 BY CONTACTING YOUR COUNTY DEPARTMENT OF SOCIAL SERVICES, OR
7 BY VISITING THE PAYMENT ASSISTANCE SECTION OF CENTRAL HUDSON'S
8 WEBSITE ... CENTRAL HUDSON DOT COM.
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THE HOME ENERGY ASSISTANCE PROGRAM CAN HELP MAKE WINTER A

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LITTLE WARMER THIS SEASON, WITH FINANCIAL GRANTS TO ELIGIBLE

3

HOUSEHOLDS TO HELP PAY HEATING OR UTILITY BILLS. ARE YOU IN NEED

4

15 SECONDS

OF ASSISTANCE, OR KNOW SOMEONE WHO IS? FIND OUT MORE ABOUT

5

THE BENEFITS AND ELIGIBILITY REQUIREMENTS OF THE HEAP PROGRAM

6

BY CONTACTING YOUR COUNTY DEPARTMENT OF SOCIAL SERVICES, OR

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BY VISITING THE ASSISTANCE PROGRAMS SECTION OF CENTRAL

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HUDSON'S WEBSITE: CENTRAL HUDSON DOT COM.

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30 SECONDS

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HEAP



The Home Energy Assistance Program (HEAP) provides both regular and emergency financial grants to eligible households to help pay heating and/or utility bills. HEAP benefits are funded by the federal government and administered through the New York state Department of Social Services. 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.

Central Hudson customers who receive a HEAP benefit during the HEAP season will be issued a [monthly bill credit](#) on their Central Hudson bill for a maximum of 12 months based on service type. Click [here](#) for more information on the Low Income Bill Discount Program.

The HEAP Cooling Assistance benefit opened on May 1, 2020. Click [here](#) for more information.

2020-2021 season (begins Nov. 2, 2020)

HEATING FUEL/SITUATION	BASE BENEFIT AMOUNT
Oil, kerosene, or propane	\$675 - \$741
Wood, coal, other deliverable fuels	\$525 - \$591
Natural gas or electric heat	\$350 - \$416

Below are the current eligibility guidelines, based on household size and income:

Regular HEAP Benefit - Income Eligibility Guidelines

(Maximum Gross Income)

Household Size	Maximum Monthly Gross Income	Maximum Annual Gross Income
1	\$2,610	\$31,318
2	\$3,413	\$40,954

3	\$4,216	\$50,590
4	\$5,019	\$60,226
5	\$5,822	\$69,862
6	\$6,625	\$79,498
7	\$6,775	\$81,305
8	\$6,926	\$83,112
9	\$7,077	\$84,919
10	\$7,227	\$86,725
11	\$7,378	\$88,532

Customers may apply for Regular HEAP at www.mybenefits.ny.gov or contact the Department of Social Services in their county of residence, listed below.

Questions regarding application for the HEAP program should be directed to the NYS HEAP Hotline at 1-800-342-3009 or www.mybenefits.ny.gov or the Office For the Aging at 1-800-342-9871 or www.aging.ny.gov.

Emergency HEAP Benefit

2020-2021 season (begins Jan. 4, 2021)

Non-heating customers who have 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 benefits listed below.

Heat related electric \$140 - \$490

Natural gas heat \$350 - \$490

Wood, coal, other deliverable fuels \$525

Oil, kerosene, or propane \$675

Customers who receive an Emergency HEAP grant will be provided with a new minimum deferred payment agreement. Applicants for the emergency benefit may apply via telephone or in person at the local Department of Social Services.

Heating Equipment Repair or Replacement Benefit Component

The Heating Equipment Repair and Replacement benefit component is available to help eligible low-income homeowners repair or replace furnaces, boilers and other direct heating equipment necessary to keep the home's primary heating source functional. The Heating Equipment Repair and Replacement benefit component for the 2020-2021 season begins Oct. 1, 2020.

To receive a benefit, an application must be made in person at the local Department of Social Services and the applicant must receive a determination from the local Department of Social Services that they have met all established eligibility criteria, including established income and resource requirements. Benefits are paid directly to vendors after completion of all work. Prior to the start of the repair or replacement, the work must be approved and authorized by the local Department of Social Services.

Additional assistance programs

Learn about offers from Central Hudson on the [payment assistance](#) programs page.

To check your eligibility for a wide range of New York state programs and services, [click here](#).



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.

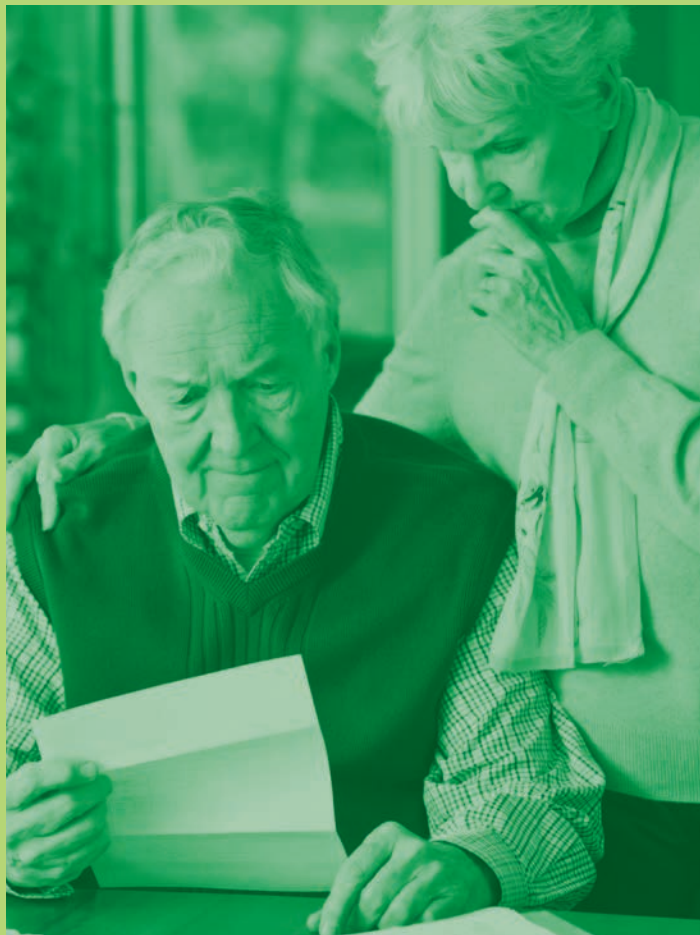
OFFERS THE FOLLOWING BENEFITS

- ✓ \$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.**

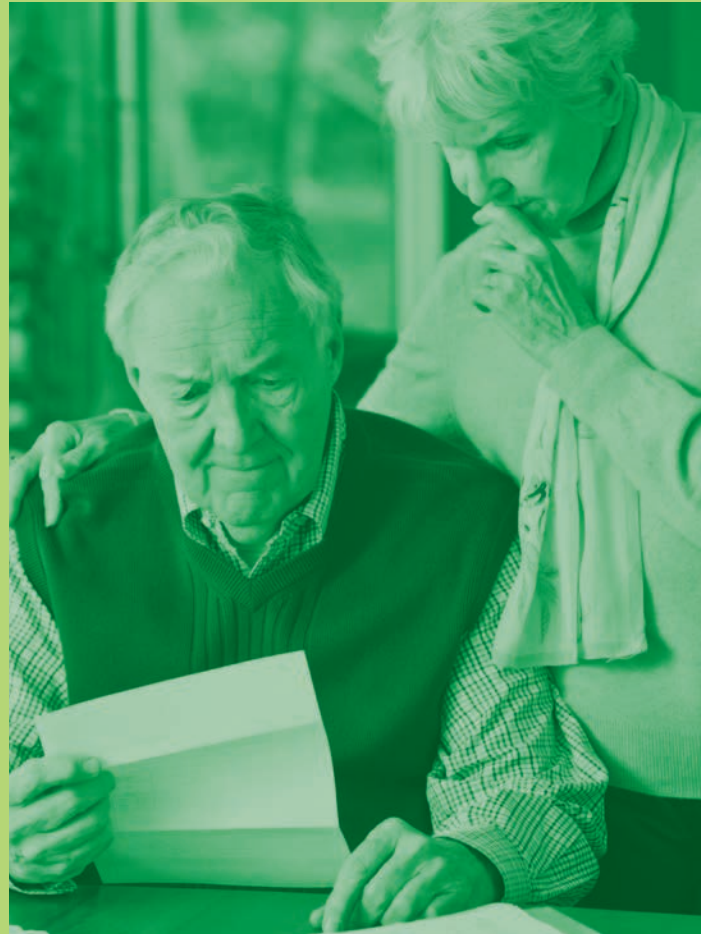
SUBVENCIÓN DE VETERANOS

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
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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:

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.



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

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POWERTALK

[A Letter to Our Customers](#)



Letter to customers: We're taking action to improve service

Central Hudson takes great pride in providing excellent service to our customers. On Sept. 1, we upgraded our 40-year-old Customer Information System to advance our service capabilities and modernize to meet the needs of a transitioning energy grid.

We recognize this transition has temporarily impacted our

ability to consistently provide excellent customer service. [This letter to customers](#) from Anthony Campagiorni, Central Hudson Vice President of Customer Services & Gas Operations, acknowledges the recent challenges, reaffirms our commitment to you and specifies actions we've taken to improve service such as doubling the size of our contact center workforce and extending hours of operations.



New utility bill arrears program offers grants up to \$10,000

The new Regular Arrears Supplement HEAP program provides a one-time benefit of up to \$10,000 in utility arrears assistance to eligible households who are unable to pay their unpaid electric and/or gas utility arrears. This New York State-run program is open to income-eligible homeowners and renters and can apply to all arrears, including those accrued prior to the COVID-19 pandemic. This program only applies to electricity and natural gas, and not deliverable fuels such as home heating oil or propane.

[Details & Where to Apply](#)



AGA honors Central Hudson for life-saving trench collapse efforts

The American Gas Association recently honored Central Hudson and one of our gas crews with the Meritorious Service Award for actions that helped rescue two men who were trapped in a trench collapse while working on a sewer line in the City of Poughkeepsie in January 2020.

The gas team of Shawn Pitcher, Dana Presto, Melissa Joseph

(McKinney), Chris Wade, Larry McDonald, Gary Clark, Donald Trabucco and Larry Shafer were called to the scene of an emergency excavation trench collapse. The crew is recognized for going beyond simply securing the gas service line that was impacted by the trench collapse, as they also used their expertise in trench excavation to assist first responders as they worked to rescue the two individuals who were partially buried.

The efforts of the team directly saved the life of one of the victims by expediting the rescue. City of Poughkeepsie Fire Chief Mark W. Johnson said Central Hudson's effective use of an air spade removed heavy wet clay from the area surrounding one of the victims who was suffering from shock and an upper body injury. In a letter of commendation, Chief Johnson complimented the way Central Hudson's team worked closely with responders from the fire department and that the use of the air spade proved invaluable.

[Solar energy illustration](#)



Have an electric bill?

You can go solar

Visit Central Hudson's [Clean Energy Marketplace](#) to compare local community solar options, sign up*, and save an average of \$10-\$20 per month through bill credits! Community solar is great for those who want to avoid installation costs, own shaded lots, or rent.

** Any Central Hudson residential or commercial customer who does not already have rooftop solar can sign up.*



Fall Foliage Photo Contest entries are being accepted until Nov. 5

Central Hudson's 9th annual Fall Foliage Photo Contest is now open and accepting submissions. Your photo of the Hudson Valley's autumn scenery could be worth \$750! Send us your photo by Friday, Nov. 5 at noon to be eligible. Finalist photos will be posted on our [Facebook page](#) on Nov. 9 when voting will begin.

[» Contest rules and how to enter](#)



Watch: The Pathway Forward

We recently hosted Hudson Valley Pattern for Progress for a Facebook live event to discuss "The Pathway Forward," an in-depth report about issues critical to quality of life in the Hudson Valley. Topics covered included: evolving economic conditions, education, changing demographics, housing and challenges facing the Hudson Valley. Viewers questions were also answered.

- [Video replay](#) of The Pathway Forward event

- [The Pathway Forward report](#) from HV Pattern
- [Follow us on Facebook](#) for future events



HEAP grants are now available

Qualified households may now apply for the 2021-2022 Home Energy Assistance Program (HEAP), a federally funded program that provides grants to help pay for heating and energy costs. You can apply for HEAP at www.mybenefits.ny.gov or by contacting the Department of Social Services office in your county of residence. There is an additional emergency HEAP benefit program that opens on Jan. 3.

Also, through our [Bill Discount Program](#), customers of Central Hudson who receive a HEAP benefit toward their account will also be issued a monthly credit on their bill for a maximum of 12 months.

HEAP Benefit Amounts



Important safety reminders for winter heating season

Have your home heating systems professionally maintained and serviced annually for safe and efficient use throughout the winter.

Critical safety reminders:

- Ensure that chimneys and exhaust flues remain clear of any obstructions such as leaves, debris, ice and snow.

Blockages can cause a build-up of deadly carbon monoxide gas in the home.

- Be sure your home is equipped with a carbon monoxide detector. Carbon monoxide is a colorless, odorless, poisonous gas produced as a by-product of burning any fuel. Exposure can cause many symptoms including sleepiness, dizziness, nausea, loss of consciousness and even death.
- If carbon monoxide is detected, the building should be evacuated, and the cause investigated by a qualified service technician. Occupants should seek medical attention as necessary.
- Be aware of natural gas odors, which are similar to that of sulfur. Should you detect a natural gas odor, follow our natural gas odor safety slogan: Stop. Go. Let Us Know. Customers who think they smell natural gas should ...

Stop: don't light or use a match, turn lights on or off, use a flashlight, cell phone, telephone, flush or run water, or turn on or off any other appliance or electronic device;

Go: leave the home or building immediately; and

Let Us Know: by moving to another location and calling Central Hudson as soon as possible at 1-800-942-8274, or emergency responders at 911. Natural gas odors detected outdoors or in public places should also be reported.



Take the Hudson Valley EV Tour

There's never been a better time to hit the road in an electric vehicle (EV) and experience everything the Mid-Hudson Valley has to offer. Use our [Hudson Valley EV Tour map](#) to explore popular destinations that have EV charging available at the location, or close by. Some destinations on our map include: Dia:Beacon; Storm King Art Center; Vanderbilt Mansion; Hudson River Maritime Museum; Kaaterskill Falls

and the Walkway Over the Hudson State Historic Park.

**Central Hudson Gas &
Electric**

284 South Avenue
Poughkeepsie, NY 12601
www.CentralHudson.com

Send PowerTalk
questions/comments to
communications@cenhud.com

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POWERTALK

Thermostat



HEAP extended through April 30

Home Energy Assistance Program (HEAP) benefits have been extended through April 30. Given the financial impacts of Covid-19, many people who did not previously receive HEAP assistance may now be eligible for this benefit. You can apply for HEAP at www.mybenefits.ny.gov or by contacting your county's Department of Social Services office. Income requirements and benefit amounts are listed on our website at www.cenhud.com/heap.

Additionally, through our [Bill Discount Program](#), customers of Central Hudson who receive a HEAP benefit toward their account will also be issued a monthly credit on their bill for a maximum of 12 months.

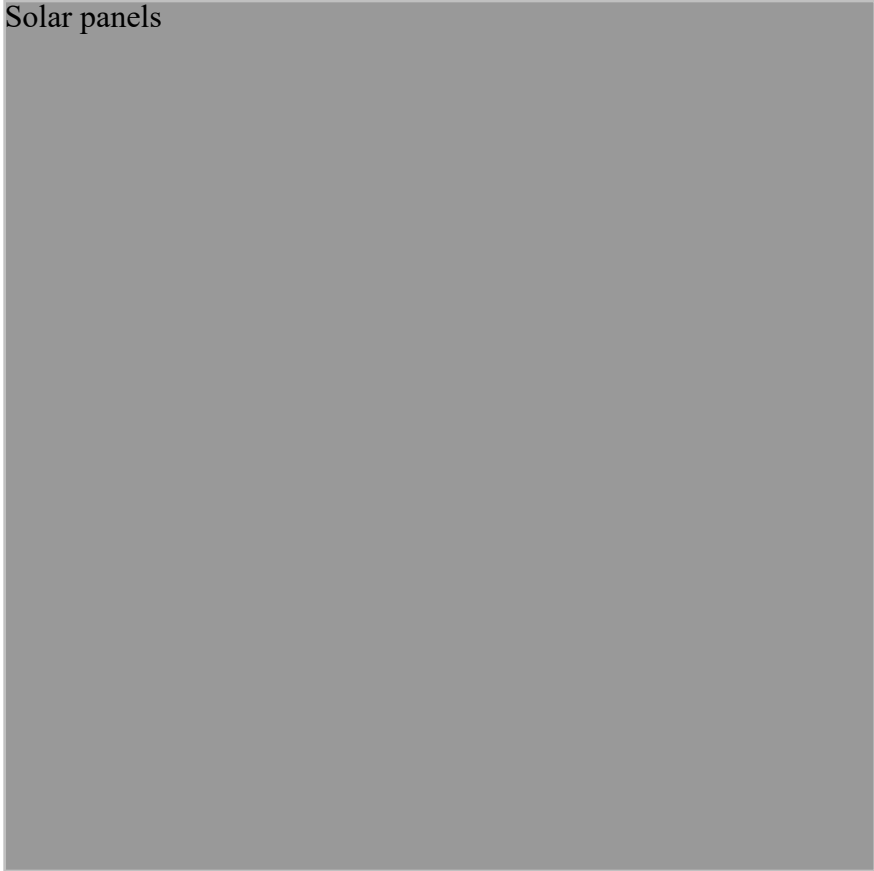


Budget Billing can provide you a consistent amount due

Central Hudson's Budget Billing program is incredibly popular with customers who prefer a consistent amount due on their bill each month. Budget Billing helps you avoid month-to-month fluctuations caused by factors such as changing temperatures and energy supply prices. As a Budget Billing customer, your monthly payments will be uniform for 11 months, based on your account history. The bill for the 12th month will include a plus-or-minus adjustment to reflect your actual costs incurred for the year.

Sign Up for Budget Billing

Solar panels



10,000+ solar energy sources now online in our service area

A major renewable energy milestone was recently reached as the number of interconnected solar energy sources online in our service area surpassed 10,000. The installed capacity now has the potential to supply the average electricity use of up to 25,000 homes and reduce carbon emissions by 40,000 tons.

Central Hudson's service area has among the highest levels of solar development and interconnected renewable resources in New York State on a per capita basis. And the total capacity of interconnected renewable energy sources within our service area could triple in the coming years if currently proposed projects are completed.

Related:

[» Renewables in focus at our 11th Solar+ Summit](#)

[» Sign up for solar on our Clean Energy Marketplace](#)



'Hudson,' our new virtual assistant, is available to help

Hudson, our new virtual assistant, is ready to answer your questions 24/7! To chat with Hudson, visit CenHud.com and click the green chat icon in the lower right corner of the screen. Hudson is programmed to assist with most questions, but our customer service representatives also remain available to address more specific needs.

[Power lines](#)



WSJ: Consumers enrolled with ESCOs have paid billions more

According to a recent [Wall Street Journal analysis](#), between

2010-2019 New York residential and small business electric utility consumers on retail energy supply plans through energy service companies (ESCOs) paid \$1.7 billion more than those who purchased supply through their utility. Nationwide, consumers with retail energy plans paid \$19.2 billion more according to the article.

Central Hudson encourages customers to carefully consider energy suppliers and to utilize the resources on our website to compare prices. If you are already enrolled with an ESCO, you can use our [Bill Comparison tool](#) to see what you would have paid if using Central Hudson instead to purchase your energy supply.

[Man adjusts smart thermostat](#)



Get in-store savings through our instant rebate programs

Did you know that you can save on products ranging from LED bulbs to water heaters to smart thermostats, pool pumps and more courtesy of Central Hudson's "Shop



Local" energy efficiency program? Visit [CenHud.com/ShopLocal](https://www.cenhud.com/ShopLocal) for details about how and where you can take advantage of these great offers.



Loss of smell due to Covid-19 can impact gas odor detection

Natural gas leaks are usually detected by the distinct rotten egg smell that comes from a natural gas additive. But if you lost your sense of smell due to Covid-19 or other reasons, detection could be more difficult. Here are some tips for ways to detect natural gas leaks other than by the distinct odor:

- Install a natural gas leak detector;
- Assess the flame on your gas stove. It should be blue and strong. If it is weak, yellow or orange it should be checked out by a professional;
- Feeling dizzy, lightheaded or nauseous? It could be a sign of natural gas or carbon monoxide poisoning;
- Listen for unusual sounds like hissing or whistling from natural gas pipes and appliances.

If you ever suspect a natural gas leak, remember to STOP. GO. LET US KNOW ...

Stop: don't light or use a match, turn lights on or off, use a flashlight, cell phone, telephone, flush or run water, or turn on or off any other appliance or electronic device;

Go: leave the home or building immediately; and

Let Us Know: by moving to another location and calling Central Hudson as soon as possible at 1-800-942-8274, or emergency responders at 911. Natural gas odors detected outdoors or in public places should also be reported.



Central Hudson honored for Tropical Storm Isaias response

Central Hudson recently received the Edison Electric Institute's (EEI) Emergency Response Award for our storm recovery performance following Tropical Storm Isaias. Central Hudson was chosen by a panel of judges following an international nomination process. This is the sixth Emergency Response Award received by Central Hudson.

"In the midst of a global pandemic and often in the most hazardous of conditions, Central Hudson and its frontline employees worked around-the-clock to restore service safely and quickly," said EEI President Tom Kuhn.

Tropical Storm Isaias brought damaging winds gusts of over 60 MPH and 5-6 inches of rain to the Mid-Hudson Valley region on Aug. 4, 2020. The storm toppled trees and limbs, causing service interruptions to nearly 117,000 homes and businesses within Central Hudson's service territory and more than 3.7 million customers in the Northeast.

A total of 728 line and tree professionals that included Central Hudson crews, local contractors, mutual aid from Georgia, Illinois, Indiana, New York and Canada and with the help of hundreds of employees in support roles, worked safely and efficiently, restoring service to 98 percent of affected customers by the third day. Once Central Hudson's restoration was complete, crews were released to assist other utilities within New York with their repairs.

Central Hudson Gas & Electric

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Send PowerTalk
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THIS IS CENTRAL HUDSON. THE HOME ENERGY ASSISTANCE PROGRAM, KNOWN AS HEAP, CAN HELP INCOME-ELIGIBLE FAMILIES MAKE IT THROUGH THE HEATING SEASON. FIND OUT IF YOU ARE ELIGIBLE FOR THIS PROGRAM BY CONTACTING YOUR COUNTY DEPARTMENT OF SOCIAL SERVICES, OR BY VISITING THE PAYMENT ASSISTANCE SECTION OF OUR WEBSITE. GO TO CENTRAL HUDSON DOT COM TO FIND OUT MORE ABOUT THE BENEFITS OF HEAP.

THE HOME ENERGY ASSISTANCE PROGRAM, KNOWN AS HEAP, PROVIDES BOTH REGULAR AND EMERGENCY FINANCIAL GRANTS TO ELIGIBLE HOUSEHOLDS TO HELP PAY UTILITY BILLS. THESE BENEFITS HAVE BEEN EXTENDED THROUGH AUGUST THIRTY-FIRST. THE HEAP COOLING ASSISTANCE BENEFIT IS NOW OPEN, TOO. FIND OUT IF YOU ARE ELIGIBLE BY CONTACTING YOUR COUNTY DEPARTMENT OF SOCIAL SERVICES, OR BY VISITING THE PAYMENT ASSISTANCE SECTION OF CENTRAL HUDSON'S WEBSITE ... CENTRAL HUDSON DOT COM.

Central Hudson

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HOME ENERGY ASSISTANCE PROGRAM (HEAP) IS NOW AVAILABLE

Qualified households may now apply for HEAP grants, a federally funded program that provides both regular and emergency financial assistance to help pay heating and utility bills. The grants are available through local Department of Social Services (DSS) offices and Offices for the Aging.

Customers of Central Hudson who receive a HEAP benefit toward their account will also be issued a monthly credit on their bill for a maximum of 12 months based on service type and amount of HEAP benefit.

LOW INCOME BILL DISCOUNT PROGRAM

The 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.

For more information on our payment assistance programs and how to apply, go to <https://www.cenhud.com/paymentassistance>



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Engagements