

**Central Hudson Gas & Electric Corporation
OUTREACH & EDUCATION PLAN
2024**

**Appendix B
Customer Rights & Responsibilities**

These service classifications apply to both full-service accounts and to those accounts enrolled in the Customer Energy Choice Plan, who are billed by Central Hudson for delivery service only.

Service Classification No. 2 — General Service Rate

Secondary Metered Service With Measured Demands: Customers must take service at secondary voltage. Service can be either single- or three-phase.

Single- or Three-Phase Service Without Measured Demands: (1) the difference between four consecutive actual meter reads during the preceding 12 months has not exceeded 2,500 kWh for monthly read customers; or (2) the estimated or metered demand of the customer is less than 10 kW.

Primary Metered Service With Measured Demands and Customer-Owned Transformers: Customers must take service metered at primary voltage and provide their own transformers. Service can be either single- or three-phase.

Any customer taking three-phase primary service whose demand exceeds 1,000 kW during two consecutive months of the previous 12 months shall be transferred to Service Classification No. 3 — Large Power Primary Service. A customer so transferred shall only be eligible for transfer back to Service Classification No. 2 on the annual anniversary of the transfer to Service Classification No. 3, and only if the customer's demand has never exceeded 1,000 kW during two consecutive months of the previous 12 months.

Service Classification No. 3 — Large Power Primary Service

Customers must take service at primary voltage and own their own transformer. The minimum basic demand billed will be 500 kW per month.

Service Classification No. 5 — Area Lights

Customers may supply a suitable pole or rent both the pole and fixture from Central Hudson.

Service Classification No. 8 — Public Street and Highway Lights

For the lighting of streets, highways, roadways and ways open to public use for the state of New York, counties, townships, cities and incorporated villages. The municipality must submit a written application including a list of the quantity and size of luminaries to be supplied.

Service Classification No. 13 — Large Power Substation & Transmission Service

Available when a customer provides all equipment necessary to take service directly from a substation having a line-side voltage of 69,000 volts or higher or at a transmission voltage of 69,000 volts or higher.

HOURLY PRICING PROVISION (HPP)

All customers with demand exceeding 300 kW in any two of the previous 12 months and electing to purchase their electric energy requirements from Central Hudson will be billed for the market price of electricity based on hourly charges according to the Day-Ahead Locational Based Market Price as set by the New York Independent System Operator for Central Hudson, Hudson Valley, Zone G.

COMMON NON-RESIDENTIAL GAS RATE CODES

Service Classification No. 2 — Commercial and Industrial Rate

Commercial and industrial non-heating customers
Commercial and industrial heating customers
Commercial and industrial heating, water heating, and cooking customers

Service Classification No. 9 — Interruptible Transportation

A service available for the transportation of customer-owned gas to those individual customers that have the capability of transporting and consuming at one service point 35,000 Ccf or greater per year, or to those aggregated customer buying groups having the capability of transporting and consuming 50,000 Ccf or greater per year. Customers must agree to take service on a fully interruptible basis, and must provide and maintain necessary standby facilities for using alternate fuels during periods of interruption.

Service Classification No. 11 — Firm Transportation Rate

A service available for firm transportation service by the Company of customer-owned gas, which the customer has arranged to have transported to a delivery point at the boundary of the Company's service area. Minimum usage of 750,000 Ccf per year.

The following gas service classifications apply to accounts billed by Central Hudson for delivery (transportation) service only, under our Energy Choice plan.

Service Classification No. 6 — Firm Transportation Rate

A service available for firm transportation service by the Company of customer-owned gas, which the customer has arranged to have transported to a delivery point at the boundary of the Company's service area. Minimum usage of 35,000 Ccf per year.

Service Classification No. 13 — Commercial and Industrial Aggregated Firm Transportation Rate

A service available to customers eligible for Service Classification No. 2 who are members of a customer buying group, which has the capability of consuming 50,000 Ccf or greater per year. Under this service, Central Hudson will provide firm transportation of customer-owned gas that has been delivered to Central Hudson's service area on behalf of the customer buying group.

PUBLIC SERVICE LAW 76

Under this law, most religious institutions, certain supportive or supervised community residences, and any post or hall owned or leased by a not-for-profit agency that is a veterans' organization qualify for gas and/or electric residential rates, including electric time-of-use rates. While residential rates are more economical for most customers, nonresidential rates may be advantageous for customers with certain usage patterns. If you feel your institution would benefit, or if you have any questions, please contact Customer Account Services.

DEMAND RESPONSE & ECONOMIC DEVELOPMENT PROVISIONS

Certain rate options may be available to eligible non-residential customers under the Company's Demand Response and Economic Development tariff provisions. To determine if your business qualifies for a demand response or economic development provision, call Customer Account Services and ask for the District Director in your service area.

COMPLETE DETAILS AVAILABLE

Complete details of Central Hudson's rate schedule are available for public inspection on our website (www.CentralHudson.com).

ADDITIONAL RIGHTS

We make every effort to answer your questions and help you with your problem. If, after talking with us and after utilizing our Customer Assistance Referral Program, you still aren't satisfied, you can write to:

NYS Public Service Commission, Consumer Services Division
90 Church St., 4th Floor, New York, NY 10007-2919

You can also contact the PSC at www.dps.ny.gov/complaints or on their toll-free Helpline at (800) 342-3377.

CUSTOMER ACCOUNT SERVICES

For customer inquiries, or to report a power outage, call the "PowerLine" at (845) 452-2700 or (800) 527-2714.

Customers who have touch-tone telephones can utilize this automated telephone service, the "PowerLine," to report electric service interruptions or report a gas odor. In addition, through a series of easy-to-use directions, you can make a payment or obtain general information regarding your account.

At any time while using this automated service, you can choose to speak with one of our Customer Service Representatives by pressing the "0" (zero) button on your telephone. Customers who do not have touch-tone service should remain on the line. A Customer Service Representative will assist you. You can also contact us via email at customercontact@cenhud.com.

Telephone Inquiries:
8 a.m. to 6 p.m. (Monday - Friday)
9 a.m. to 1 p.m. (Saturday)
EMERGENCY SERVICE — Call anytime

Tenemos esta información disponible en español en www.CentralHudson.com y en forma de folleto.

Payments can be made online, and account information and transactions can be accessed through our website: Go to www.CentralHudson.com and log in to My Account.

PRIVACY POLICY

Central Hudson is committed to maintaining the confidentiality, integrity and security of personal information about our customers. Please visit our website to review our privacy policy.

PHONE NUMBERS

24-Hour Gas Odor Emergency Service _____ (800) 942-8274
(To report natural gas odors only)
Hearing Impaired (TTY) _____ (800) 635-6315
UDig NY (formerly Dig Safely New York) _____ 811 or (800) 962-7962
(Call several days before digging or excavating)
Theft Of Utility Service Hotline _____ (877) 728-3465

Listed below are the phone numbers of the Business Development Group:

Jason Malizia, Newburgh _____ (845) 563-4529
Brian Finn, Poughkeepsie _____ (845) 486-5474
Kerrie Pratt, Fishkill _____ (845) 897-6152
Nathan Jackson, Kingston and Catskill _____ (845) 334-3513

By accepting Central Hudson service, you consent to allowing our representatives to contact you by phone (autodialed and automated voice call), email or text message about your energy service. You may opt out of these notifications by letting us know at (845) 452-2700 or at CentralHudson.com.



**284 South Ave.
Poughkeepsie, NY 12601**

www.CentralHudson.com

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2023

**YOUR RIGHTS AND RESPONSIBILITIES AS A
NON-RESIDENTIAL CUSTOMER**

Central Hudson values having you as a customer. Our goal and pledge to you is to continue to provide you with the lowest possible price and the highest level of customer service. Your satisfaction is of great importance to us.

Whenever you have a question, problem or complaint about your gas or electric service or bill, please contact us. You're entitled to, and you will receive a prompt and polite answer to your inquiry. Our employees are available to help you. Contact information may be obtained from our website and telephone numbers for our Business Development Group are listed on page 10 of this brochure. Our telephone number is also on your bill, on our website and in most telephone directories.

ENERGY CHOICE

Our Energy Choice plan provides you with the opportunity to choose who supplies your electricity and/or natural gas. With Energy Choice, you are able to choose your supplier from alternate suppliers eligible to do business in our area. If you do not select an alternate supplier, Central Hudson will purchase the energy on your behalf.

Regardless of whom you purchase your electricity or natural gas from, Central Hudson will continue to deliver it over our transmission and distribution systems, and will also continue to provide all customer service support functions. And, regardless of where you purchase your electricity or natural gas, the rights and responsibilities described in this pamphlet will remain in effect for your Central Hudson delivery service. If you purchase your electricity or natural gas from an alternate supplier, your rights and responsibilities relating to that service will be provided through your contract with that supplier.

Some alternate suppliers offer a single-bill option, which includes your Central Hudson delivery charges and your electricity or gas supply charges from that alternate supplier. With this billing option, you make one payment to Central Hudson for both charges.

For a list of eligible marketers in our service territory, check our website at www.CentralHudson.com or contact Customer Account Services.

CUSTOMER ASSISTANCE REFERRAL PROGRAM

Whether you write or call us, our employees will answer your questions quickly and courteously. You should know there are several levels of appeal available to handle your question. If, after talking with our employee, you feel your problem hasn't been resolved, you should ask to speak with a supervisor.

Our supervisors are available to deal with a wide variety of problems and situations and are committed to resolving them to your satisfaction. Names and telephone numbers of our Business Development Group are on page 10.

If you are still not satisfied, further assistance is available through our Customer Assistance Referral Program. We encourage you to contact Victor Narkaj, Manager New Business and Services; Lisa Kopp, Supervisor Consumer Outreach; or Jeff Doane, Manager Customer Experience.

APPLICATION FOR SERVICE

This section applies to application for service to premises where gas and/or electric facilities exist. We will provide service within 10 calendar days after receiving and accepting your application for service except under unusual circumstances. The customer has the responsibility to:

- 1. provide the necessary information so that we can determine proper rate classification for billing;
- 2. pay the full amount for all outstanding charges not under dispute, if applicable; and
- 3. pay a security deposit.

If we deny you service, we will provide you with written notice stating the reasons for our denial and the steps you should take to qualify for service.

If your application is incomplete, we will notify you in writing within three business days after receipt of the application stating what information and/ or documents must be submitted in order for the application to be considered complete. If your application for service is incomplete or inaccurate, you may be subject to back-billing on the correct service classification or precluded from receiving a refund for overcharges based on the correct service classification.

Applications for Commercial Service or Industrial Service are available on the Company's website.

SECURITY DEPOSITS

Security deposits are required for all new non-residential accounts. We pay interest annually on your deposit at a rate set by the Public Service Commission. This interest is credited to your account.

If you are presently a Central Hudson customer, you will be required to pay a deposit if:

- 1. your account is delinquent (your account is considered delinquent if

- you received two or more late payment notices within the previous 12-month period);
- 2. you have declared bankruptcy or are in reorganization; or
- 3. you have been billed within the last 12 months for service received through tampered equipment.

We may accept alternatives to a cash deposit, such as irrevocable bank letters of credit or surety bonds. The amount of the deposit is based on two times the average monthly usage. If you are an electric or gas heating or cooling customer, the deposit is based on two times the average monthly usage for your peak period.

Deposits are held for a minimum of 36 months. If during this period all bills are paid on time, the deposit plus interest will be refunded. Otherwise, we will hold the deposit and credit the interest to your account.

Central Hudson reviews security deposits annually to determine if the deposit is within 25% of the amount we are entitled to hold, and deposits may be adjusted to meet this requirement.

When your account is closed, the deposit plus interest will be applied to any outstanding charges and the balance refunded, if applicable.

ACCESS TO OUR METER

We read our meter so that we can send you an accurate bill based on the amount of gas or electricity you use. If you are a non-demand metered customer and we have estimated your usage because we did not have access to our meter(s) for two consecutive meter read cycles, we will send you a notification requesting that you either provide us with a reading or make an appointment for a special reading. If you are a demand metered customer and we have estimated your usage and demand because we did not have access to our meter(s), you must make an appointment for a special reading.

We will arrange to read our meter(s) both during and after normal working hours. If you do not control access to our meter, please notify us with the name of the responsible party who can give us access.

If after we have sent two requests for access to our meter(s) you have not made an appointment or provided us with a meter reading, you or the person who controls access to the meter may be subject to a charge of \$100 on your next bill which would be based on an estimated meter read and each bill thereafter that would be based on an estimated meter read until we are able to gain access to read the meter.

OWNERS OF RESIDENTIAL RENTAL PROPERTY

If you own residential rental property and it is determined a shared meter condition exists, you may be responsible for the cost of utility service

registered through that meter. A shared meter condition exists when a utility meter that measures electric or natural gas service to a tenant's dwelling unit also measures service to another dwelling unit or to a common area.

If you suspect a shared meter condition exists at your rental property, contact us to schedule an investigation.

If an owner does not ask the utility to investigate a suspected shared meter condition, a one-time penalty of 12 months of billing will be added to any other charges the owner is required to pay.

A summary of the revised New York State Shared Meter Law and its exceptions will be mailed to you at your request. This summary outlines the obligations and rights of the owners and tenants as well as accepted alternatives to correcting a shared meter condition.

BILLING

Central Hudson has a responsibility to deliver gas and/or electricity to our customers in a reliable manner, and you have a responsibility to pay utility bills promptly. Here are some important points about billing:

When to Pay — Central Hudson bills you for gas and electricity after you use it. Customers who are on Budget Billing pay a leveled amount monthly. Demand or non-demand commercial metered customers are also billed monthly. Other non-residential customers are billed monthly. Bills are due and payable when received. A payment is overdue 23 days after the bill is mailed to you (about 28 days after the "service to" date printed on the bill). If you pay after the late payment date indicated on the bill, you will also have to pay a late payment charge.

Where to Pay — The most convenient way to pay your Central Hudson bill is to make arrangements to have your bill paid automatically from your bank account, using our Auto Pay service, or, if you prefer, you may pay by check through our automated phone system; or you may pay by mail using the return envelope enclosed with your bills. In addition, our online service allows you to pay your bill through our website. Or, you can sign up at our website to both receive and pay your Central Hudson bill electronically. You can also leave your payment at one of our secure drop-boxes located at our five district offices, or at various locations within our service area that accept our bill payments. To sign up for automatic payments or a listing of bill payment locations, check our website at www.CentralHudson.com or contact Customer Account Services. To pay your Central Hudson bill with your credit or debit card, call (888) 909-4634 or visit our website. You can pay your full balance via text after signing up for our text messaging service. If your cell phone is linked to your account, you can text REG to 236-483 to sign up for text messaging.

Budget Billing — You may qualify for Budget Billing, which levelizes your gas

and/or electric charges over a 12-month period. Restrictions apply to certain non-residential customers. Other billing services include time-of-use billing. For additional information regarding these programs, please visit our website at www.CentralHudson.com or call Customer Account Services.

Billing Accuracy — Central Hudson does everything possible to bill your account accurately. If we are unable to obtain an actual reading for our demand metered customers, we will issue an estimated bill. We will also make a second attempt within seven calendar days to obtain an actual reading.

If you are a non-demand metered customer, we may issue estimated bills until we can obtain an actual reading. All estimated bills clearly state that they are based on estimated usage.

If, by using estimated bills in lieu of actual scheduled meter reads we have understated the amount you owe by twice your average monthly usage or \$100 (whichever is greater), we will notify you of that fact in writing and you may contact us to make suitable payment arrangements on the difference.

PAYMENT AGREEMENTS

If you're having financial problems that make it difficult for you to pay your Central Hudson bill in full and on time, you may be entitled to a payment agreement. If you are eligible for a payment agreement, we will let you know and also advise you of the date by which you must contact us in order to avoid service termination. By entering into a payment agreement, you are obligated to pay a down payment and monthly installments on your amount due, as well as pay all current charges as they are billed to you. The Company may also require a security deposit, which may be paid in monthly installments.

TERMINATION OF SERVICE

If you fail to pay overdue bills, we may discontinue your service after we have given the required notice.

We will discontinue service any time for safety reasons or where tampering with our equipment has occurred. It is your responsibility to correct this condition.

Final Termination Notice — We will send a final termination notice if you fail to pay a bill in the required 23 days. Once you receive this notice, you have eight additional days to pay your bill or arrange for payment.

Your service may be terminated for:

- 1. FAILURE to pay the amount due shown on the final termination notice;
- 2. FAILURE to comply with your deferred payment agreement;
- 3. FAILURE to pay your security deposit;
- 4. FAILURE to allow us reasonable access to our meter(s);

- 5. FAILURE to pay other charges for which we have issued a bill.

Time of Termination — We may discontinue your utility service for the reasons above between 8 a.m. and 6 p.m. Monday through Friday. We are required to make personal contact with you or a person in charge of the premises in order to discontinue service after 3 p.m. on Fridays, or on days preceding a day on which Central Hudson offices or the Public Service Commission is closed, or the day before a public holiday. We will not discontinue service on Saturday or Sunday, a holiday, or on any day on which our office or the Public Service Commission is closed.

RECONNECTION OF SERVICE

We will reconnect your service within 24 hours from the time:

- 1. you have paid the amount due;
- 2. you have made a down payment and signed a deferred payment agreement, if applicable;
- 3. you provided access to our meters;
- 4. the PSC directs us to reconnect service; or
- 5. safety violations have been corrected.

If your service is discontinued for nonpayment during the day, we will attempt to reconnect it that evening if you have satisfied the above conditions before 4 p.m.

There is a charge of \$50 plus tax to restore your service during normal business hours (8 a.m. to 4:30 p.m. Monday through Friday, excluding holidays), or \$100 plus tax at all other times. If a line or gas crew is required to restore service, the fee to do so is \$180, plus tax, during normal business hours, and \$260, plus tax, at all other times.

COMMON NON-RESIDENTIAL ELECTRIC RATE CODES
RATE ELIGIBILITY REQUIREMENTS

General service non-demand customers will be re-rated to a demand metered customer rate code and billed accordingly whenever:

- 1. the difference between three consecutive actual bimonthly meter reads has exceeded 5,000 kWh or the difference between four consecutive actual monthly meter reads during the preceding 12 months has exceeded 2,500 kWh;
- 2. we determine that the usage of new or existing customers will exceed these amounts in future billing periods; or
- 3. the demand of new or existing customers is estimated to exceed 10 kW.

Periodic reviews of customers' usage patterns are made to ensure that customers are being billed on a rate code that is most appropriate for their usage characteristics.

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2023

YOUR RIGHTS AND RESPONSIBILITIES AS A RESIDENTIAL CUSTOMER

New York State Public Service Commission (PSC) rules and the Home Energy Fair Practices Act (HEFPA) provide comprehensive protections for residential customers of gas and electric utilities. This brochure contains basic information about Central Hudson's policies and procedures and your rights as a customer billed under general residential, religious or residential time-of-use rates. You can view or download a copy of our detailed Rights & Responsibilities pamphlet on our website, or call Customer Account Services to have one mailed to you. Our web address and phone numbers are listed below.

CUSTOMER ACCOUNT SERVICES

To ask about your service or your bill, or to report an emergency, call Customer Account Services at (845) 452-2700 or (800) 527-2714. Please have your account number and any needed documents available. Emergencies can be reported 24 hours a day, seven days a week. Answers to our customers' most commonly asked questions can be found at our website's "FAQs" (Frequently Asked Questions) section. You can contact us via email at customercontact@cenhud.com.

To pay your bill online or access account information, go to www.CentralHudson.com and log in to My Account.

To report a natural gas odor, call (800) 942-8274.

Before you dig or excavate, call (800) 962-7962, or dial 811, to locate all underground utility services.

Hearing-impaired customers may use our toll-free TTY service at (800) 635-6315, or dial 711. Tenemos esta información disponible en español en www.CentralHudson.com.

Our web address is www.CentralHudson.com.

If an owner does not ask the utility to investigate a suspected shared meter condition, a one-time assessment of 12 months of all billing will be added to any other charges that the owner is required to pay.

COMPLETE DETAILS AVAILABLE

Complete details of Central Hudson's rate schedule are available for public inspection on our website, www.CentralHudson.com.

ENERGY CHOICE

Energy Choice provides you with the opportunity to purchase your supply of electricity and/or natural gas from non-utility energy services companies (ESCOs). You may also receive a single bill from Central Hudson, which will include our energy delivery charges as well as your ESCO's energy supply charges on the same bill, and you would make a single payment to Central Hudson for both charges.

If you do not select an ESCO, we will purchase the energy on your behalf. To learn more about Energy Choice, or for a list of eligible ESCOs in our service area, visit our website.

The Home Energy Fair Practices Act (HEFPA) requires that consumer protections be provided by both Central Hudson and ESCOs, and all ESCOs must follow the HEFPA procedures before terminating your commodity service. In addition, HEFPA now allows an ESCO to request Central Hudson to suspend your delivery service for non-payment of ESCO charges. If you purchase your energy services from an ESCO you may want to contact your ESCO for more information.

PRIVACY POLICY

Central Hudson is committed to maintaining the confidentiality, integrity and security of personal information about our customers. See our website for more details.

By accepting Central Hudson service, you consent to allowing our representatives to contact you by phone (autodialed and automated voice call), email or text message about your energy service. You may opt out of these notifications by letting us know at (845) 452-2700 or at www.CentralHudson.com.



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



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REPLY FORM — THIS INFORMATION WILL REMAIN STRICTLY CONFIDENTIAL

Central Hudson has a responsibility to provide its customers with safe and reliable service. You may be entitled to certain protections. To determine if you qualify, please provide the information requested by filling in the blanks and checking the appropriate box(es). Sign and date this form and return it with your next Central Hudson bill payment.

PLEASE PRINT

Name _____
 Address _____
 City/State/Zip _____
 Telephone No. _____
 Account No. _____
 (as shown on bill)
 Signature _____
 Date _____

☐ I am 62 years of age or older

Date of birth: ____/____/____

I receive:

☐ Public Assistance

☐ Supplemental Security Income

☐ Other: _____

(Kind of assistance)

My identification number is: _____

I have the following hardship condition(s):

☐ Medical Hardship

☐ Life-Support Equipment

☐ Blind (☐ I need enlarged billing statements)

☐ Other Disability

(Identify)

(Identify)

(Identify)

Please send me information on:

☐ Life-Support Equipment Application

☐ Hospitalization

☐ Carbon Monoxide Safety

☐ Bill Payment Locations

☐ Shared Meters

☐ Auto Pay Application

☐ Third Party Notification Form

☐ Bill Payment and Assistance Programs

☐ Natural Gas Odor

Please update if you have a new phone number, address or email address: _____

Whether you have gas or electric service, or both, your Central Hudson bill shows the amount of energy used. If vision problems make it difficult for you to read our billing statements, large-print versions are available by filling out the attached form, emailing customercontact@cenhud.com or calling (845) 452-2700.

Central Hudson bills you for gas and electricity after you use it. Bills are due and payable upon receipt. A payment is overdue 23 days after the bill is mailed. If you pay after the late payment date displayed on the bill, you will also have to pay a late payment charge. If you are unable to pay your bill by the late payment date, please call us to arrange for a payment agreement.

CONVENIENT OPTIONS TO PAY YOUR BILL

Central Hudson offers convenient online access to your bills, and secure electronic payment options through eBills. Visit our website to sign up. We offer several other ways to pay your electricity and natural gas bills: Auto Pay offers the convenience of withdrawing your billed amount automatically from your bank account; pay by check through our automated phone system or by speaking with a Customer Service Representative at no charge; U.S. mail, by sending a check or money order in the return envelope enclosed with your bill; at a secure drop-box located at each of our five district offices; or at various locations within our service area that accept our bill payments. You can sign up for Auto Pay or get a listing of bill payment locations on our website, or contact Customer Account Services. To pay your Central Hudson bill with your credit or debit card, call (888) 909-4634 or visit our website. You can pay your full balance via text after signing up for our text messaging service. If your cell phone is linked to your account, you can text REG to 236-483 to sign up for text messaging.

We prefer to resolve payment problems before service disconnection is necessary. If you need help, please call us. You may be eligible for emergency benefits or other assistance programs such as a payment agreement, which allows you to pay your past due amount in monthly installments over a period of time, and is based on your household income and expenses.

SERVICE DISCONNECTION

If we disconnect your service for non-payment, we will do so between 8 a.m. and 4 p.m. Monday through Thursday. Service will be reconnected within 24 hours, when possible, after payment terms are met. These include payment of the amount due; receipt

of the down payment on a payment agreement; if your health or safety is threatened; or a payment is guaranteed by a social services agency. Central Hudson representatives negotiate in good faith with any customer to get a payment agreement with terms tailored to the customer's financial circumstances. If financial information is required from the customer, all information provided will be treated as confidential.

We will not disconnect heat-related service between Nov. 1 and April 15 without first trying to contact you or an adult member of your household. If loss of service poses a serious health or safety problem, we will continue service for at least 15 days and try to arrange a payment plan. The customer is still responsible for bills and should make reasonable efforts to pay for service.

CUSTOMER ASSISTANCE REFERRAL PROGRAM

If you do not get a satisfactory response when you call Central Hudson, please ask to speak with a Supervisor or the Supervisor Consumer Outreach, Lisa Kopp, who can be reached at (845) 486-5636. If you are still not satisfied, further assistance is available through our Customer Assistance Referral Program. We encourage you to contact the Manager Customer Experience, Jeff Doane, at (845) 486-5292.

ADDITIONAL RIGHTS

If still not satisfied, you may write to the PSC at 90 Church St., 4th Floor, New York, NY 10007-2919, www.dps.ny.gov/complaints. No action will be taken while your inquiry is being investigated; however, any amount not in dispute must be paid when due. If you are not satisfied with your alternate supplier and wish to contact the PSC, you may do so by calling (888) 697-7728 or visiting askpsc.com.

SPECIAL PROTECTIONS

Central Hudson provides special protections for elderly, blind and disabled persons; persons on life support equipment or with medical emergencies; and customers receiving Supplemental Security Income benefits, or additional state payments. We will work with customers to make a satisfactory payment agreement and notify local social services if appropriate. We will not disconnect service during a health or safety emergency. We also protect persons in two-family dwellings where service is not metered separately. Customers who qualify for special services should call us or submit the attached reply form.

You may choose a relative, friend, member of the clergy or an agency to receive a third-party notice from us when your service could be disconnected for nonpayment. The third party is NOT responsible for paying the bill, but can contact us on your behalf to work out a payment agreement. It is important that you keep your contact information up-to-date with Central Hudson. Other billing services include Budget Billing, which spreads your energy payments over 12 months, and time-of-use billing.

LIFE SUPPORT EQUIPMENT PROGRAM

If you or one of your household members requires electricity to operate life-sustaining equipment you may qualify. If you are a renter and your landlord pays your utility bill, you may still qualify. Complete the "Reply Form" attached to this brochure, go to www.CentralHudson.com/SpecialAssistance, call Customer Service at (845) 452-2700, or email consumeroutreach@cenhud.com to request an application.

NEW APPLICANTS

Applicants for new electricity or natural gas service must have prior service bills paid in full or agree to a deferred payment plan before service can be turned on. We may require a deposit, which earns annual interest at a rate set by the PSC and which will be returned after one year if your payment record is satisfactory. Any disputes concerning payment plans or security deposits will be handled in accordance with New York state law. Any denial of service will be followed within three business days by a written notice clearly stating the reason(s) for denial, precisely what the applicant must do to qualify, and the applicant's right to investigation and review by the PSC.

TENANTS

If you rent an apartment and have a separate meter from others in your building, we will not charge you for electricity or gas used elsewhere in the building. We will not discontinue your service for failing to pay for energy used outside your apartment. If you believe you are being charged for energy others are using, contact Central Hudson to schedule a shared meter investigation.

If you own residential rental property and it is determined a shared meter condition exists, you may be responsible for the cost of utility service registered through that meter. A shared meter condition exists when a utility meter that measures electric or gas service to a tenant's dwelling unit also measures service to another dwelling unit or to a common area. If you suspect a shared meter condition exists at your rental property, contact us to schedule an investigation.

(continued, over)