

# Central Hudson Payment & Special Assistance Programs

*We're here to help...*



**Special Protections:** Receive New York state law protections. This program is for seniors, disabled or any member of a household who is blind, disabled, or 62 years or older. Your account could be coded to receive special protections.

**Good Neighbor Fund:** This is a "last resort" grant to help customers who have exhausted all other avenues of assistance. This is funded by customer contributions, matched by shareholders of Central Hudson's parent company and administered by the Salvation Army.

**Life Support Equipment Program:** If you or one of your household members requires electricity to operate life-sustaining equipment you may qualify. Please note yearly certification from your physician is required.

**Gift Certificates:** You may purchase a gift certificate in any dollar amount for any Central Hudson customer. Contact Customer Service for more information or visit [www.CentralHudson.com/GiftCertificates](http://www.CentralHudson.com/GiftCertificates).

**Deferred Payment Plan:** You may be able to pay your past due balance in installments as agreed upon while keeping current with your monthly billing.

**Extra Security Plan:** For qualifying seniors and households on a fixed income, this plan offers an extended due date allowing you to budget your single fixed income more efficiently.

**Medical Emergency:** *Special protections offered under the NYS Home Energy Fair Practices Act:* This includes the ability to obtain a Medical Emergency Certification from your Physician or local board of health to remain interruption free effective for 30 days. The Medical Certification must be on the medical provider or local board of health's letter head, must be signed by the physician or an official of the local board of health qualified to make a medical judgment certifying the medical condition and must state the name and address of the certifying physician or local board of health, must list the physician's state registration number, must state the name and address of the seriously ill person, must state the nature of the serious illness or medical condition and an affirmation of how it will be aggravated by the absence of utility service. The Medical Emergency Certification may be recertified if it meets additional requirements.

**Help During Hospitalization:** If you or one of your household members has had an extended hospital stay, this may help ease your burden. This would give a 30-day extension on your bill from the date of admission, if qualified.

**Third Party Notification:** An occasion may arise when a customer is unable to respond to an important notice from Central Hudson about the status of their service or account. For such instances, we offer a voluntary program to ensure someone else — a willing "third party"— is informed of the situation. This program is especially helpful to the ill, the elderly, or someone absent from home, to prevent unnecessary disconnection of services. Everyone is eligible for this program.

**Budget Billing:** Avoid seasonal fluctuations with Budget Billing. We average the last 12 months of usage and you pay that average over an 11-month period. 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. This program is excellent for our customers that are on a fixed monthly income.

## HEAP

A federally funded program that may help you with your home heating costs for electricity, natural gas or any other heating fuel. All HEAP recipients, upon notification to Central Hudson, are enrolled into the Low-Income Bill Discount Program.

## Low Income Bill Discount Program

Enrolled HEAP recipients will receive a monthly credit on an open and active account, for 12 consecutive months, based on account service type and amount of HEAP benefit. Recipients are also enrolled in Budget Billing.

## Contact Information

### Customer Service

Phone: (845) 452-2700 or  
(800) 527-2714  
M-F 8 am-6 pm  
Sat 9 am-1 pm  
Fax: (845) 486-5658  
Online self service:  
[www.CentralHudson.com/  
selfservice](http://www.CentralHudson.com/selfservice)

### Natural Gas Odor Hotline

(800) 942-8274 or 9-1-1  
Please use the 800 number  
for gas odor or gas leaks only

### Social Service Office Visits

Poughkeepsie:  
Mon. & Thurs. 11 am-3 pm  
Newburgh: Tues. 10 am-3pm

**TDD/TTY Phone:** Dial 711

### Office for the Aging

Albany: (518) 756-8650  
Columbia: (518) 828-4258  
Dutchess: (845) 486-2555  
Greene: (518) 719-3555  
Orange: (845) 615-3710  
Putnam: (845) 808-1700  
ext. 47112  
Sullivan: (845) 807-0142

### HEAP

[www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)  
(800) 342-3009

Contact email and Live Chat in My Account available at  
[www.CentralHudson.com](http://www.CentralHudson.com)