

EnergyCentral

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Central Hudson
A FORTIS COMPANY

An update on Central Hudson's billing system transition

Central Hudson continues to make progress in resolving billing issues that residents have experienced as a result of the utility's transition to a new software system.

Once complete, the new software system will allow Central Hudson to better accommodate the growing options residents will have for energy supply and services.

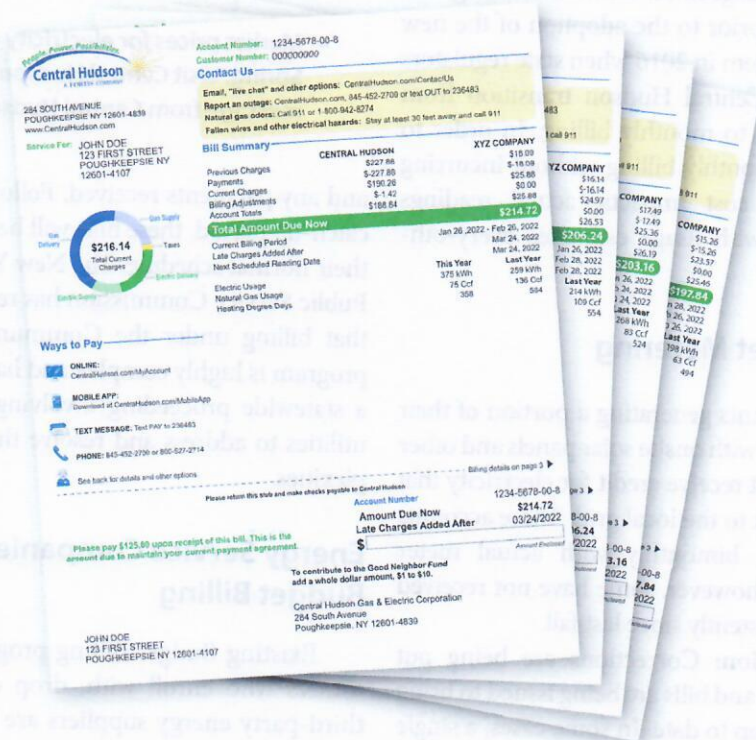
"Central Hudson's customer information system transition has come with challenges and we know we are not meeting our customers' expectations nor are we meeting our own internal standards," said Anthony Campagiorni, Senior Vice President of Customer Services & Gas Operations. "We are hard at work identifying and implementing system fixes in an effort to restore our customers' trust. We're issuing corrected bills to affected customers every day and we expect all impacted customers to be back on their regular and timely billing cycle by mid-April."

Most of the billing system issues have been resolved, and solutions are being implemented for residents who have experienced irregularities with their bills. Communications are also being sent directly to residents explaining how their billing issues are being addressed.

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Billing issues and solutions include:

Estimated bills

Since last fall, a subset of customer accounts received estimated bills for several consecutive months. While the meters for most of these accounts were read every other month, the billing system over-wrote the actual meter readings with estimates. Central Hudson is correcting this issue and is recalculating and re-issuing these bills with the actual meter readings on file.

With some exceptions, most of these accounts will receive a single corrected bill based on actual usage for the previously estimated periods. The supply prices for electricity and natural gas are pro-rated to

reflect market prices in effect at the time the energy was used.

Other accounts, including those enrolled in Budget Billing and accounts that are demand-metered, are receiving separate corrected bills for each of the billing periods they received estimates. Each of these bills reflect the usage and electric supply charges in place during those billing periods. The bill covering the latest time period will include the cumulative charges and any payments received to date.

The bills for most of these accounts have already been corrected and re-issued; the remaining bills are expected to be re-billed over the next several weeks. Going

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