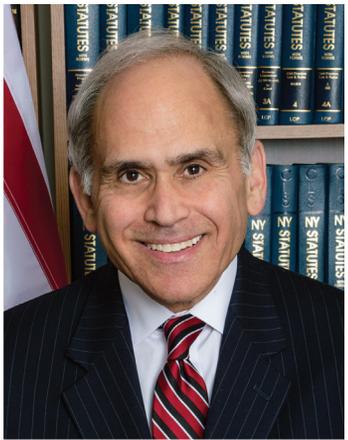


ASSEMBLYMEMBER JONATHAN JACOBSON:

Standing up for Central Hudson customers



“Utility consumers deserve timely and accurate billing. Sadly, Central Hudson has fallen short on this goal. I won’t stop fighting until Central Hudson gets its billing act together.”

– Assemblymember Jonathan Jacobson

47 Grand St.
Newburgh, NY 12550

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ASSEMBLY MEMBER JONATHAN JACOBSON:

Tackling Central Hudson issues head on

Since the beginning of the year, I have heard nonstop from constituents calling about Central Hudson billing issues. Problems range from missing or wildly inaccurate bills – one resident was billed \$700,000 – to customers who called Central Hudson with questions only to be told that they couldn't be found in the system. Whatever the case, my office was able to connect them with help.

To address these issues, I:

- ✓ held an online forum in March with Central Hudson so constituents could voice their concerns directly
- ✓ introduced legislation to limit when a utility can use estimated billing (A.8806-A)
- ✓ helped constituents deal with Central Hudson when they could not get answers
- ✓ held an online forum in April with the Public Utility Law Project to ensure customers would know their rights when dealing with Central Hudson
- ✓ continued to seek answers on when Central Hudson will solve the software problems which they blame for their billing problems and when they will end estimated billing
- ✓ Called on the Public Service Commission (PSC) to open a probe into Central Hudson's billing practices which they have agreed to do
- ✓ passed a new law requiring the PSC to conduct a study on the feasibility of burying power lines so we will not live in fear of losing power whenever there is a windstorm

Please contact my office in either Newburgh or Poughkeepsie if you have issues with Central Hudson.

Newburgh: 47 Grand St. | Newburgh, NY 12550 | 845-562-0888 **Poughkeepsie:** One Civic Center Plaza, Suite 101 | Poughkeepsie, NY 12601 | 845-763-7011