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A-Line re-energized, C-Line construction commences

Upgrade in Dutchess is first Article VII project since mid-1990s

Central Hudson is halfway through completing one of the largest and most extensive electric transmission upgrades in the Company's 100-year history.

After years of planning and months of construction, the A-Line was re-energized on Dec. 23. The C-Line was taken out of

service on Jan. 11 as crews work to replace aging infrastructure to improve reliability, resiliency and safety. The C-Line is expected to return to service in late April, barring inclement weather or other unforeseen setbacks.

"When this project is completed, we will reach our ultimate objective, which is to replace aging infrastructure to improve reliability and minimize needed repairs," said Director of Project Management

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A portion of the upgraded A-Line leading into the Todd Hill substation. The new design consists of single and two-pole steel Corten structures, which have a brown patina to help blend in with landscape. There will be 112 structures and 139 poles.

Chris Rottkamp. “The work, management and oversight of this project have been extensive, but we are progressing smoothly and we expect that to continue during the last half of this project. This will serve as a valuable asset for the communities and Central Hudson for many years to come.”

Central Hudson is reconstructing the A and C transmission lines that run approximately 11 miles through parts of Pleasant Valley, LaGrange, Wappinger and East Fishkill. As many as 12,000 customers in Dutchess County are fed by the A and C lines. The 115kV C-Line runs from the Pleasant Valley substation to the Todd Hill substation. The 115kV A-Line runs from the Todd Hill substation to the Fishkill Plains substation. During the construction, there are no customer outages because the electric load is transferred to other transmission lines through various substations.

Central Hudson is upgrading the antiquated transmission lines, which date back to 1948, as part of the Aluminum Conductor, Steel Reinforced (ACSR) replacement program. The estimated project cost is roughly \$12 million.

The existing wood H-frame structures are being replaced with mostly “streamlined” single pole steel Corten structures, which have a brown patina to help blend with landscape. The new structures are more consolidated and taller to allow for better clearances. The infrastructure has a 90-year life span so it will reduce maintenance and operating costs associated with the aging equipment. There are currently 123 structures with 262 poles. The new design will consist of 112 structures and 139 poles. The lines are being replaced in the same right of way, but some poles will be relocated within the easement to reduce impacts to sensitive resources or improve clearances to the edge of the right of way. The new lines will operate at the same voltage as the original ones, Rottkamp said.



Line Foreman Chris Calogero reviews the Environmental Management and Construction Plan on the C-Line upgrade while work continues in the background on Frost Hill Road in Pleasant Valley.

“We have been working under intense scrutiny from state agencies to ensure that we remain in compliance with regulations, but the process is making us a better Company,” said Line Foreman Chris Calogero. “Our team, which spans multiple departments, has been tremendous. We couldn’t be successful in this job without the input and dedication of everyone involved.”

Because the transmission lines have a design capacity exceeding 100 kV and extend for more than 10 miles, the Company had to obtain authorization from the state Public Service Commission (PSC) through an Article VII filing. This required comprehensive reviews of the siting, design, construction and operation of the new transmission lines; several public hearings; and extensive meetings with property owners. Communication with nearby residents is essential because a majority of the work is not taking place on Company-owned property, Rottkamp said.

Central Hudson employees also engaged in lengthy negotiations with the PSC, state Department of Environmental Conservation and the state Department of Agriculture and Markets to address

potential issues. Those issues include protecting the Blanding’s turtle, Indiana bat and northern long-eared bat, which are endangered species with habitats along a portion of the transmission lines, and agricultural fields that are located throughout sections of the rebuild. Throughout the construction, employees are submitting detailed weekly reports to the three aforementioned state agencies and have been in constant communication with state officials and surrounding property owners. Rottkamp said these procedures are time-consuming and, at times, frustrating, but they are intended to ensure the Company complies with environmental and state rules and regulations.

“We are going through private property so we owe it to the homeowners to perform our duties properly, safely and in an environmentally sound manner,” Rottkamp said. “The Article VII proceeding plays an important role and it has taught our team a lot.”

On Jan. 5, the team held a lessons-learned meeting to discuss the positives and negatives on the A-Line construction to improve the strategy for the C-Line and all future transmission work. For instance, Rottkamp said the Company will ensure that the line contractors’ work scope is more carefully aligned with the project’s restoration needs so the work is done in the most efficient and cost-effective manner. While the transmission lines will return to service in late-April, restoration efforts may continue into the spring to ensure the land returns to the same or better condition it was in before the upgrade.

“The stringent oversight required a bit of a learning curve because we haven’t completed an Article VII project since the mid-1990s,” said Associate Section Leader Kyle Bragg, the lead engineer on the project. “Everybody is taking lessons from the A-Line to ensure the C-Line is a success. Everyone is doing a fantastic job working together to ensure that we complete the work in the best possible way.” ✨

Teamwork, public outreach essential to success of gas upgrades

In March, Central Hudson will embark on its most extensive natural gas Distribution Improvement Program to date. However, before shovels even hit the ground, months of preparation and outreach are already underway.

This year, the Company is expecting to spend roughly \$18.2 million to replace 13 miles of older, leak-prone pipe with polyethylene plastic main, which offers superior performance and lower maintenance costs. The Company is targeting communities throughout the territory to enhance the safety, reliability and efficiency of the natural gas distribution system.

“This is a major undertaking so we are being proactive in our efforts to replace aging infrastructure with the goal of minimizing costs associated with monitoring and repairing leak-prone pipe,” said Manager of Gas Operations Dave Schultz. “These leak-prone pipe replacements will result in long-term operational and maintenance savings for our natural gas customers while enhancing the safety and reliability of the distribution system.”

Planning for projects of this magnitude requires months of commitment and work. Gas Distribution Engineering, with feedback from Gas Operations field personnel, analyzed the affected gas systems and developed the required large scale gas main replacement projects, some of which are more than 10,000-foot long and require months of work in the same neighborhood.

While developing the projects, the Gas Operations Engineers also reviewed the current pipe sizes and “upsized” the replacement piping to ensure adequate capacity for system growth. To keep all parties informed and minimize public disturbance, employees have been in frequent contact with municipalities, local officials

and residents of the neighborhoods where work is being completed.

Central Hudson employees are meeting frequently with local officials to explain the work being done, organize paving schedules and identify ways to work together to save money and minimize the impacts on local residents. Since the upcoming projects are larger than what the Company has typically completed in the past and more customers will be affected as a result, planning and communication is even more important.

“We will be working in neighborhoods for an extended period of time, so we want to communicate and partner with the municipalities and public to ensure we adhere to their needs and perform our duties in the most efficient, non-disruptive and cost-effective manner,” Schultz said. “It’s very important to take steps to mitigate any inconvenience and accommodate the needs of the public.”

The Company has accomplished that goal through letters to residents, town hall meetings, door hangers and other promotional materials. In addition to public outreach, the Company is performing preliminary work to prepare the sites for construction. Central Hudson is completing some indoor piping so customers’ meters can be moved outdoors. Schultz expects between 200 and 400 meters to be moved outdoors this year. Performing this preliminary work helps to extend the construction season so resources are available during the peak months of the spring, summer and fall. This allows crews to focus on the weather-dependent facets of the main replacement program.

Following the recent rate agreement with the state Public Service Commission, Central Hudson is accelerating its efforts to replace or eliminate unprotected steel,

wrought iron and cast iron sections of the system.

Approximately 70 percent of natural gas leaks occur on these older sections of the distribution system. About 20 percent, or 218 miles, of the system is considered leak-prone. Based on current conditions, the goal is to eventually replace or eliminate all identified leak-prone pipe in 15 years.

Central Hudson is tripling its efforts and that growth is expected to continue throughout the three-year rate agreement. In 2015, Central Hudson spent \$12.5 million to replace 4.7 miles of unprotected steel, wrought iron and cast iron pipe. The Company anticipates replacing 14 miles in 2017 and 15 miles in 2018.

“Meeting the rate case target for leak prone pipe replacement, which is almost triple what we have accomplished in the past, will require a collaborative effort between multiple Company groups,” said Manager of Gas and Mechanical Engineering Larry Cambalik. “The Company has responded to similar challenges in the past and I anticipate we will meet this one as well.”

The preparation and completion of the DIP programs involves many areas of the Company, including Gas Operations, Gas and Mechanical Engineering, Enterprise Support Services, Special Services, Corporate Communications, the Commercial Department, the Call Center and others.

“These efforts will only be possible through strong communication and coordination between all involved parties,” Schultz said. “We appreciate all of the assistance we have received thus far from employees across the Company who are enabling us to accelerate our natural gas main replacement program.” ✨



Promotions & transfers

Benjamin Compain was promoted from Assistant System Operator to Gas Foreman. Effective January 2016.

Ashley Deyo was promoted from Clerical Assistant 1/C to Customer Service Representative 3/C. Effective December 2015.

Susan Krupczyn was promoted from Junior Clerk to Clerical Assistant 1/C. Effective December 2015.

Ron Murray was promoted from Supervisor of Meter Reading and Revenue Protection to Service Supervisor. Effective December 2015.

Niall Quigley was promoted from Commercial Representative Meter Reader to Lineman 3/C. Effective December 2015.

Alison Richards was promoted from Junior Clerk to Clerical Assistant 1/C. Effective December 2015.

December 2015.

Tim Shultis was promoted from Garage Helper to Lineman 3/C. Effective December 2015.

Cody Stuppelbeen was promoted from Construction Maintenance Man 2/C to Lineman 3/C. Effective December 2015.

Tom Su was promoted from Supervisor of Meter Reading and System Support to Operating Supervisor. Effective December 2015.

Ugo D'Amato transferred from Senior System Operator to Senior System Operator – Training and Reliability Compliance. Effective January 2016.

Robin Moore transferred from OMS Data Coordinator to Associate District Director. Effective December 2015. *

CUSTOMER GRATITUDE

A Montgomery resident wrote a letter expressing appreciation to Central Hudson for a quick and successful response to a gas odor complaint during the holiday season.

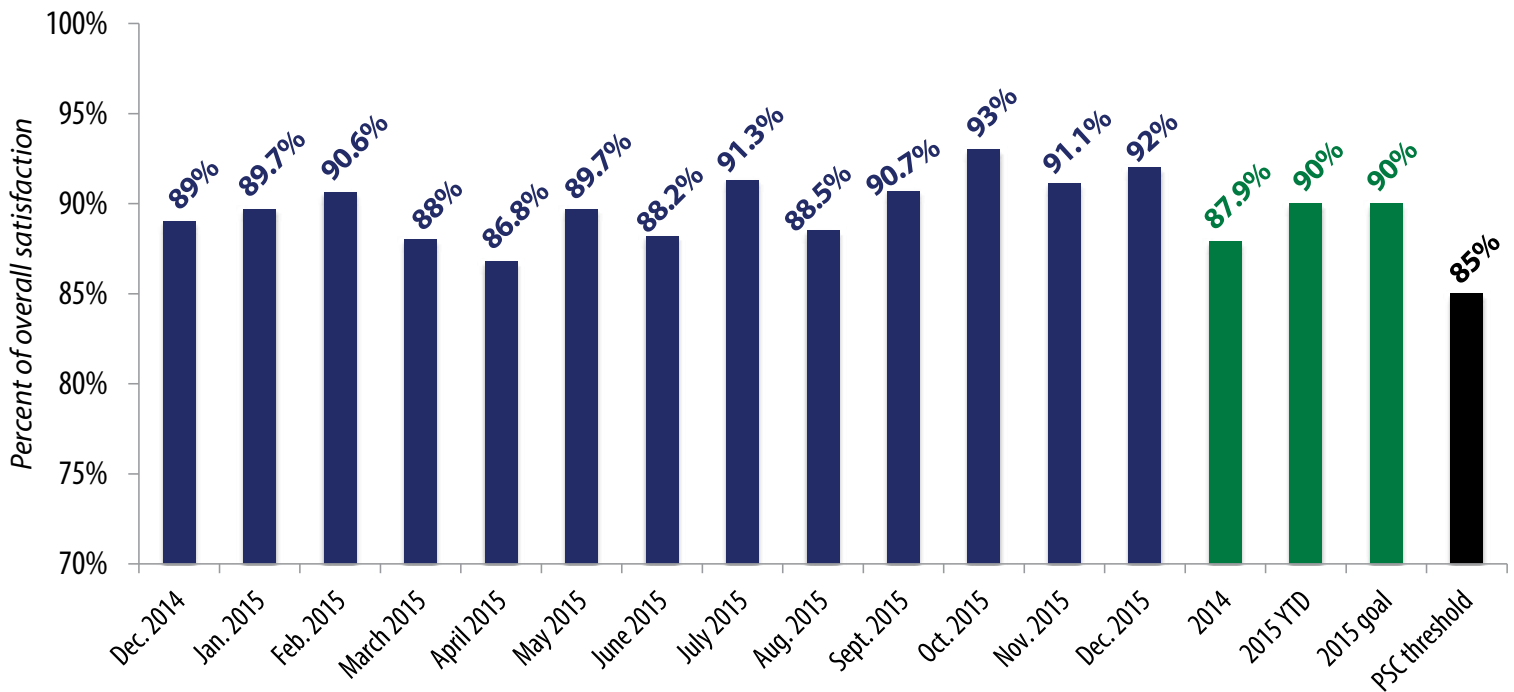
In the letter, the customer explained how a Central Hudson employee checked the house for a gas leak and alleviated her concerns with kindness and professionalism.

The customer ended the letter by writing, "You are lucky to have such good help and I'm lucky to have Central Hudson. I can't thank you enough." *

NEWSCENTRAL ONLINE

To view digital editions of *NewsCentral*, please visit the Corporate Communications space of the CH Wiki site. Click on the "Newsletters" tab and enjoy. The digital archive has every edition of *NewsCentral* dating back to 2009.

Central Hudson attains customer satisfaction goal for 2015



Central Hudson achieved its customer satisfaction goal for 2015 with a 90 percent approval rate. The Company earned 92 percent satisfaction in December behind several high scores, including "Good Overall Opinion" with 93.3 percent; "CSRs are Courteous" with 96.3 percent; "Information was Accurate" with 92.1 percent; "Field Work Done in Timely Manner" with 90.1 percent; and "Field Reps Courteous" with 97.7 percent.

Ryan Burnett, Dispatch Supervisor

Working in the Control Center can be rewarding, exhilarating and stressful. During a large outage or a spike in gas odor complaints, the phones are constantly ringing and our team is responsible for dispatching the right employees to the correct location at the right time.

While times of high call volume can be challenging, my greatest sense of achievement arises from our team successfully mitigating a storm without an additional incident or problem. We are responsible for prioritizing the work so we can restore power to as many customers as possible as quickly as possible. We dispatch field crews to areas of need, but we must do so in the safest manner that we can. We must make sure that the crews have all of the information they need to perform their jobs safely and ensure we are targeting the necessary areas without putting our employees in danger. It is a responsibility that everyone in the Control Center takes very seriously. Our relationship with the field crews is crucial to the Company's success, and it's something I appreciate.

After graduating from State University of New York at Binghamton in 2013, I started working at Central Hudson in January 2014. I started my career as an Assistant System Operator (ASO) but in May, I was promoted to Dispatch Supervisor. My experience as an Assistant System Operator was terrific and truly prepared me for my new role. I remember one night when I was working as an ASO and there were 48 gas odor complaints during my 12-hour shift. That was a hectic night, but we responded to each call within 45 minutes, which is Central Hudson's goal.

My time as an ASO taught me the value of communication and teamwork. Our collaboration and organization is



Ryan Burnett started his career with Central Hudson as an Assistant System Operator in January 2014 and was promoted to Dispatch Supervisor in May.

crucial because we must make the most effective use of the field crews, especially during times of high call volume. To do so, we must keep everyone in the loop so the team understands the situation, what has already been addressed and what needs to be done. We must properly track the progress of our crews and maintain an accurate list of areas that still need to be addressed.

The transition to Dispatch Supervisor has been smooth and rewarding. My work hasn't changed too dramatically, but now I have a few more responsibilities. We have a great team and my supervisor, Director of Dispatch Operations Ryan Hawthorne, has made the change easy.

One of my favorite aspects of the new position is training new employees. I enjoy the ability to pass on my knowledge and experiences to new employees. It's rewarding to teach someone who isn't familiar with the work and watch them progress and really start to understand their role in the Company.

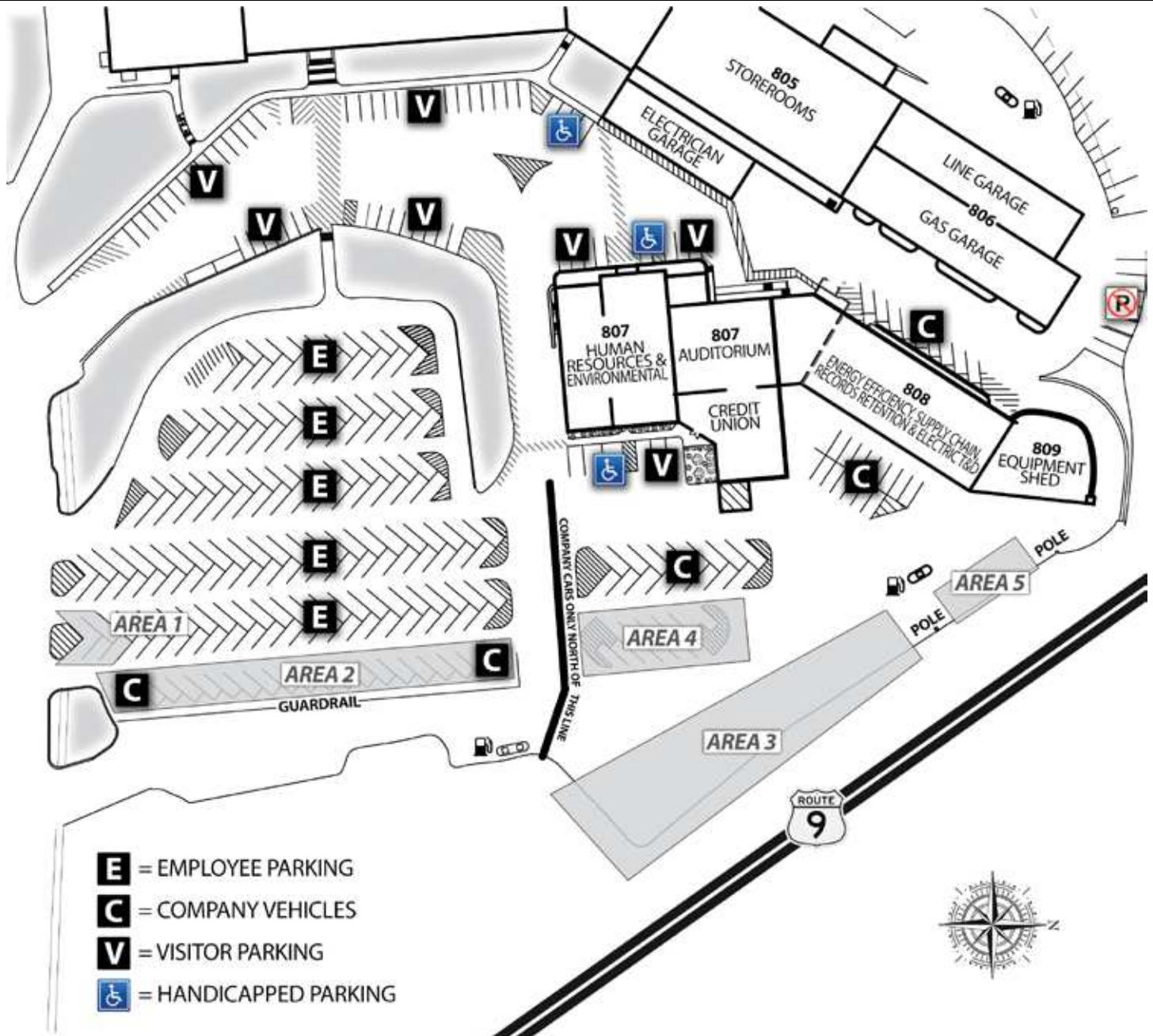
I grew up in Kingston and have spent my entire life in the Hudson Valley. When

I graduated from college, Central Hudson was at the top of my list because it offers the best opportunities for advancement and a fulfilling career. Through my first two years here, my expectations have been met. My new position provides me with even more opportunities. I look forward to continuing my progression through the Company and witnessing what new doors and opportunities arise through my time here.

I love living in the Hudson Valley and am looking to buy a home in the area. I enjoyed growing up in Kingston and still have most of my family in the area. I'm fortunate to be able to work for a company so close to where my family resides. I appreciate having their support and being able to spend time with them. I am also fortunate to work for a Company that offers so many recreational opportunities, such as playing soccer every Tuesday at the Rifton Training and Recreational Facility during the spring and summer. I am looking forward to a long and satisfying career at Central Hudson. ✨

Winter parking rules

IN EFFECT AT SOUTH ROAD



Area 1: Overnight parking for employees. Leave your key with the front desk security guard in the main lobby.

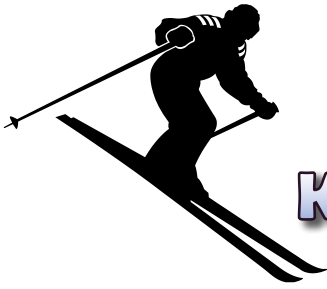
Area 2: Meter readers, collectors, commercial representatives and estimators are to park in this area against the guard rail.

Area 3: No parking here from late fall to mid-spring. This area is reserved for snow storage.

Area 4: No overnight parking in this area if snow is expected, or during a snow event. This area is needed for plowing and removing snow from the parking lot.

Area 5: Pool car parking only in spaces between utility poles.

Central Hudson's
Employee Events Association
presents



A SKI TRIP TO KILLINGTON, VERMONT

Friday, Feb. 5, 2016

\$50 for employees and immediate family members
\$60 for guests (limit of one guest per employee)

Price includes these great features:

- Full-day lift ticket to ski or snowboard 155 trails
- Bus from South Road, New Paltz or Kingston
 - Movies on the bus rides

Amenities at the resort include:

- Ski or snowboard equipment rentals
 - Ski and snowboard lessons
 - On-mountain bar and dining

Bus departs from South Road at 5 a.m., from New Paltz at 5:15 a.m., and from Kingston at 5:40 a.m. Bus returns at approximately 9 p.m.

Limit of 56 seats available on a first-come first-served basis.
If interests warrants, a second bus may be added.

Send coupon below with payment to **Dave Dittmann, System Operations.**
Payment and reservation must be received by Jan. 22, 2016.
Please make checks payable to: **Central Hudson.** No refunds.

SKI TRIP

Take me skiing on Feb. 5! My name is: _____

Work location: _____ Extension number: _____

Home phone: _____

Number of family member tickets: _____

Guest ticket Guest name: _____

Preferred pickup location: South Road New Paltz Kingston



Welcome

CENTRAL HUDSON'S NEWEST EMPLOYEES

Former intern **Eliot Fanshel** joined the Company as a Junior Engineer on Jan. 11. He works out of the Poughkeepsie office and reports to Engineer – Section Leader Tom Burns.



Fanshel

Fanshel interned with Central Hudson last summer. He also served as a tennis pro at Match Point Tennis in Goshen. For seven years, he taught players of all ages and organized camps and programs for children.

The Kingston High School graduate attended St. Bonaventure University and the State University of New York at New Paltz. He earned a bachelor's degree in physics engineering and a master's degree in electrical engineering. The Kingston resident enjoys tennis, music and hanging out with friends.

Central Hudson welcomed **Frank Brundage** as a Business Analyst – Digital Web on Jan. 11. He works out of the South Road headquarters and reports to Director of Digital Customer Experience Laura Butler.



Brundage

Brundage was previously a sales engineer for NetRoadshow Inc. for a year. He was responsible for technical design and support for new business. Prior to that, he was a business analyst for J.P. Morgan for five years.

The Valley Central High School graduate earned a master's degree in computer science from Marist College. He and his wife, Janice, live in Wallkill with their two daughters, Cassie (10) and Melanie (7). He is a baseball fan who enjoys coaching children's sports.

Matthew Paterson joined the Company as a Utility Worker on Jan. 11. He works out of the Catskill district and reports to Line Foreman Joe Schrowang.



Paterson

Before coming to Central Hudson, Paterson was a machinist at Ducommun Aero Structures in Coxsackie, N.Y. for one-and-a-half years.

Paterson graduated from Stissing Mountain High School in Pine Plains. He earned an associate's degree in criminal justice from Columbia-Greene Community College.

He is a native of Pine Plains and currently lives in Catskill. In his spare time, Paterson said he enjoys basketball, baseball and the outdoors. ✨

FOR SALE

Let's make a deal

SEND SUBMISSIONS TO CVALDEZ@CENHUD.COM

ITEMS FOR SALE

Purple iPhone 6 LifeProof case. New in the box. Asking \$65. Two NOOK Simple Touch tablets with glowlight. One is used and in excellent condition with its original box, cover and stylus. Asking \$50. The other one is brand new and never been opened. Asking \$75.

Brand new pair of black Coach sunglasses with case for \$100. Small black Coach bag that's used but in excellent condition for \$75. Brand new small black wristlet with tags still on. Asking \$100. Call or text (845) 728-1098. Owner will send pictures via text message.

2007 COROLLA LE FOR SALE

Toyota vehicle with 43,000 miles. Silver with cloth interior, radio, compact disc player and air conditioner. Good condition with minor body damage. Asking

\$7,000. Call 236-4066.

ELECTRIC RANGE FOR SALE

Glass top, GE stainless steel model. Everything works, seller just prefers gas. Numbers by stove knobs are a fading a bit. Call (845) 569-0592.

HOUSEMATE WANTED

Private bedroom in Red Oaks Mill with a shared bathroom, kitchen, living room and living space. Beautiful yard with waterfall koi pond and hot tub. Off-street parking, no smoking allowed and must like cats.

Housemate works at home during the day so quiet is needed during those hours. Room should be available on Feb. 1. Asking \$700 a month with everything included, but price is negotiable. Call (845) 463-4222 and ask for Lori.

TABLE, ARMOIRE FOR SALE

Round oak pedestal table with four chairs and two leaves. Can sit four to eight people. In good condition. Asking \$500.

Tall pine television armoire with cabinet underneath. Asking \$300. Call (845) 297-2093.

BLANKET FOR SALE

Brooks Pond navy blue cool weather perennial buggy blanket that fits all strollers. It's a great stroller accessory during cold days. Excellent condition.

Asking \$50. Call 691-2985. ✨