

{ FALL 2011 }  
ISSUE 1

Agway Energy Services offers value, flexibility and convenience for your home and business, as well as the valuable protection with our Home Heating Repair Program.

## Save Money and Energy This Winter

Take the chill out of your winter energy bills with these money-saving tips.

- Turn down your thermostat! Save 5% on your heating costs for every degree you lower your heat. Install a programmable thermostat (find one at your local hardware store) to save even more!
- Turn your water heater down to 120 degrees to save 7-11% off your water heating costs (water heating accounts for about 13% of home energy costs).
- Remove your window-unit air conditioner or insulate it from the outside with a tight-fitting cover.
- Improve the efficiency of your heating system by 20% by insulating and sealing all exposed furnace air ducts, connections and vents. You may be entitled to receive a rebate or tax credit (contact us for more information).
- Replace an older refrigerator with an ENERGY STAR model and use half the amount of energy (refrigerators use more electricity than any other home appliance).
- Replace traditional light bulbs with ENERGY STAR-qualified CFLs to save 75% on your lighting costs (and CFL bulbs last up to 10 times longer!).
- Install low-flow showerheads and faucets to save 10-15% of your water heating costs.
- When using your clothes dryer, avoid the sanitary cycle which uses significantly more energy.
- Use cold water to wash clothes when you can to reduce your washer's energy use by 75%.
- Use a programmable timer when using holiday lights to save electricity.
- Utilize the sleep/standby mode on your computer, laptop and printer to save electricity (using a screen saver does not save energy).



## Home Heating Repair Program



Safeguard your family's comfort and enjoy worry-free heating protection.



Included **at no additional cost** with the purchase of your home's natural gas supply from Agway Energy Services is our Home Heating Repair Program that provides you with worry-free heating protection.

Heating system breakdowns always seem to happen at the worst possible time. And while older units are more likely to break down simply due to age, newer units utilize sophisticated technology which often means high replacement costs. Thankfully, with the **free** coverage included with Agway Energy's Home Heating Repair Program, when you're faced with a heating emergency, just call us and we'll do the job right and do it right away.

If you have a problem with your heating unit, one of our professional technicians will come and make the repair at **no additional charge**. Plus, trusted emergency service is available 24-hours a day, 7 days a week by calling us at **1-888-982-4929**.

### IT PAYS TO PROTECT

- **24-HOUR EMERGENCY SERVICE**  
Our team of technicians is on call any time of the day or night to handle your heating emergency needs. And there are no additional charges for after hour calls.
- **REPAIR COVERAGE**  
Our plan covers the full cost of most major parts. Labor to replace covered parts is also performed at no charge.
- **UNMATCHED EXPERTISE**  
Our professionals are thoroughly trained on all major brands of heating equipment. They'll deliver fast, first-rate service to your satisfaction no matter what the situation.

This program is available for your primary residential natural gas heating equipment. Older units may be subject to inspection prior to coverage due to age and/or obsolescence. To see the full listing of parts and labor coverage, visit [www.agwayenergy.com](http://www.agwayenergy.com).

# Moving? Take Us With You.

We provide energy to customers throughout New York and Pennsylvania. If you are an existing Agway Energy Services customer and are planning to move in the near future, please give us a call at **1-888-982-4929**.



Visit us online at [www.agwayenergy.com](http://www.agwayenergy.com)

# What Our Customers Are Saying

"We were very pleased with the fast and efficient service and how courteous your repair man was. Thank you."  
—P.D. Clarion, PA.

"We were so impressed with the assistance that we received on the telephone and by the technician that came to our home. We recommend Agway to everyone!"  
—S.L. Glenn Falls, NY

# Emergency Safety Services

**24/7/365**

As an Agway Energy Services customer, your natural gas or electricity supply is still delivered to you by your local public utility company. For service questions, or to locate consumer safety information, such as instructions on what to do in case of a power outage or if you suspect a natural gas leak, contact your local utility directly.

## Natural Gas Utilities

### NEW YORK

- Central Hudson Gas & Electric . . . . . 800-942-8274
- Con Edison . . . . . 800-752-6633
- Keyspan of New York . . . . . 718-643-4050
- Keyspan of Long Island . . . . . 800-892-2345
- National Fuel . . . . . 800-444-3130
- New York State Electric & Gas . . . . . 800-572-1121
- National Grid . . . . . 800-892-2345
- Orange & Rockland . . . . . 800-533-5325
- Rochester Gas & Electric . . . . . 800-743-1702

### PENNSYLVANIA

- Columbia Gas of Pennsylvania . . . . . 888-460-4332
- Peoples Gas . . . . . 800-400-4271

## Electric Utilities

- Central Hudson Gas & Electric . . . . . 800-942-8274
- Con Edison . . . . . 800-752-6633
- New York State Electric & Gas . . . . . 800-572-1131
- National Grid . . . . . 800-892-2345
- Orange & Rockland . . . . . 800-533-5325
- Rochester Gas & Electric . . . . . 800-743-1702

# Business Customers

## COMMERCIAL SAFETY INSPECTION

When choosing Agway as your energy supplier, your business receives an additional bonus of a no cost initial safety inspection on either your heating system or air conditioning unit. Contact an Agway Energy Services Representative at 1-888-982-4929 Monday through Friday, 8:00 am to 4:30 pm EST to request your inspection today.

### Heating System Safety/Efficiency Check

- Heat Exchanger Integrity Check
- Combustion Check
- High Temperature Overload Check
- Flame Rollout Check
- Burner Clean and Adjust
- Combustible Gas Leak Test
- Safety Control Check
- Electronic Carbon Monoxide Check

### Air Conditioning System Safety Check

- Condenser Coil Inspection
- Evaporator Coil Inspection
- Check Temperature Delta on Supply & Return
- Belt and Pulley Inspection
- Controls and Safety Check
- Condensate Drain Inspection
- Relay and Contractor Inspection

# Sign Up Online Today

Provide us your email address by visiting [www.agwayenergy.com](http://www.agwayenergy.com) and you can receive your next newsletter electronically.



**Visit our website at [www.agwayenergy.com](http://www.agwayenergy.com) to learn more information about our environmentally-friendly Agway Green Choice.™**

For more than 75 years homeowners in your community have depended on Agway Energy Services for professional repair service. With so many generations of experience, you can trust our experts to provide your family with more value, better home comfort, and greater peace of mind. To learn more about your energy options, contact an Agway Energy Services representative at 1-888-982-4929 Monday through Friday, 8:00 am to 4:30 pm EST. The Agway Energy Connection is published quarterly by Agway Energy Services for its customers. This information and more is available online at [www.agwayenergy.com](http://www.agwayenergy.com). The articles and opinions in this newsletter are for general information only and are not intended to provide specific advice or recommendations for any individual. ©2011 Agway Energy. All rights reserved.

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