

ENERGYConnection

Industry News to
Keep You Connected



Enjoy Year-Round Repair Protection with Agway Energy Services **EnergyGuard™**

*A complimentary benefit for
our valued customers*

As an Agway Energy Services customer, you receive extra comfort, savings and peace of mind with our **EnergyGuard** program — at no cost to you! It's just one way we provide greater value to our customers. The program includes:

- **Heating Repair** – Covers the full cost of most major parts and labor
- **Central Air Conditioning Repair** – Up to \$1,000 in covered parts and labor each calendar year
- **Electric Line Repair** – Up to \$1,000 in covered parts and labor each calendar year
- **Professional Service 24/7/365** – Prompt emergency service you can trust any time of the day or night delivered by our team of reliable technicians

Central air conditioning and electric line repair is currently not provided in all areas. For more information, please visit us at www.agwayenergy.com/energyguard or call us at 1-888-982-4929.

Enjoy predictable energy bills all winter long with the **Budget Payment Plan**

Tired of higher winter heating bills? Try the **Budget Payment Plan!** The Budget Plan takes the seasonal peaks and valleys out of your energy bills, making it easier to manage your monthly expenses.

- ✓ **Receive predictable, simple bills.** Your monthly payment is calculated based on your actual energy usage, so you can enjoy steady, equal payments every month!
- ✓ **Enjoy the benefits.** This is a great way to deal with volatile energy prices while managing your household budget.
- ✓ **Enrollment is free.** There are no fees for this plan, and you can enroll at any time.

To find out how low your monthly payments can be call us today at 1-888-982-4929.

Stay Safe During Winter Storms

If you lose power, do you have everything you need to stay in your home until the weather clears? Keep your home stocked with a winter emergency kit that includes:



- Flashlight with extra batteries, candles and matches
- Nonperishable food items and water
- First aid kit, extra prescriptions and medicines
- Extra blankets, clothing and non-electric space heater
- Battery-powered radio and basic tools for repairs
- Supplies for babies and pets
- Books and games to help pass the time!

Don't forget to periodically rotate out items in your kit that are nearing expiration.

Heating Assistance Programs

New York • Home Energy Assistance Program • 1-800-342-3009

Pennsylvania • Low Income Home Energy Assistance Program • 1-866-857-7095

What Our Customers Are Saying About **ENERGYGUARD...**

"You said it very well – peace of mind. All homeowners should have it."
S.C. Malta, NY

"This is a great service Agway provides. I would highly recommend Agway to everyone. I am on a fixed income and this service is a life saver!"
J.K. Middletown, NY

"Thank you! Having this service for my furnace and home is why we chose Agway Energy."
S.P. Newcastle, PA

"Excellent service! My call was a same day response! Wonderful, unbelievable service and value."
M.F. Liverpool, NY

EMERGENCY SAFETY Services 24/7/365

As an Agway Energy Services customer, your natural gas and electricity are distributed by your local public utility company.

Please contact your local utility directly for service questions and safety information, such as what to do in a power outage or what to do if you suspect a natural gas leak.

You can view their contact information on your bill or at www.agwayenergy.com/safety.

Did You KNOW?

About 90% of the energy used by your washing machine goes to heating the water. Washing your clothes in cold water uses significantly less energy and can save an average household up to \$40 each year.

MOVING? Take us with you!

We serve customers throughout New York and Pennsylvania. So if you're moving, let us know! We'll help make your transition as easy as possible so you can continue to enjoy the peace of mind and protection that comes with Agway **EnergyGuard!**

Simply visit us online or call us at 1-888-982-4929.



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Syracuse, NY 13221

In this issue:

- EnergyGuard Repair Coverage
- Winter Storm Preparedness
- Fast & Free Ways to Save Energy
- Budget Payment Plan



EnergyGuard™

Peace of Mind Comes Standard.

As one of our residential customers, you receive the benefit of valuable repair protection that includes:

- Home Heating Repair
- Home Central Air Conditioning Repair
- Home Electric Line Repair
- Professional Service 24/7/365



Fast & Free Ways to Save Energy

Want to save money on your energy bills? Try these easy fixes that are absolutely free!



Conserve Electricity — Turn off lights when you leave the room and unplug electronics that aren't in use. Don't forget to power down your cell phone overnight.

Avoid Heat Loss — Make sure to switch off your bathroom fan and close the damper on your fireplace when not in use. Both can allow a lot of heated air to escape.

Use Hot Water Wisely — Keep showers short, run your washer with cold water, and only run your dishwasher with a full load.

These easy changes can drastically reduce your water heating costs.

No-cost Commercial Safety Inspections

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

Heating System Safety EFFICIENCY CHECK

- Heat Exchanger Integrity Check
- Combustion Check
- High Temperature Overload Check
- Flame Rollout Check
- Burner Clean & 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 & Safety Check
- Condensate Drain Inspection
- Relay & Contactor Inspection



Program for SAVINGS



A programmable thermostat can help you manage your home's heating and cooling more efficiently. Simply set a program that keeps your home 10 degrees cooler while you're asleep or out of the house, and you could save up to 10% a year on your heating costs!

GO GREEN with us!

Visit www.agwayenergy.com to learn more about our Agway Green Choice™ environmentally-friendly solutions.

REFER A FRIEND to Agway Energy Services

at www.agwayenergy.com

Agway Energy Services offers value, flexibility and convenience for your home and business, as well as the valuable protection of our repair protection programs.

Visit www.agwayenergy.com

For more than 15 years, homeowners in your community have depended on Agway Energy Services for professional repair service.

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 by Agway Energy Services for its customers. This information and more is available online at 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.