

EnergyGuard[™] Year-Round Repair Protection

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! 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 year
- **Professional Service 24/7/365** – Prompt emergency service you can trust any time of the day or night by our team of reliable technicians



Great News for...



...Electricity Customers in Consolidated Edison Territory

We've recently expanded our EnergyGuard program of services for residential electricity customers into the Consolidated Edison Utility territory. Now, residential electricity customers in this territory can enjoy worry-free repair protection on their central air conditioning unit and electrical lines in their homes. If you are currently an Agway Energy residential electricity customer in the Consolidated Edison or any utility territory within New York State, you don't need to do anything as you already receive this complimentary benefit.

...Electricity Customers in Pennsylvania!

Agway Energy was also recently approved to provide electricity service to residential and small commercial customers in the **West Penn Power** utility geography. If you reside in the Columbia, Peoples or National Fuel Gas utility territories, you may be eligible to receive electricity service from Agway Energy Services. If you choose Agway for your residential electricity service, you'll automatically receive our EnergyGuard service as a complimentary benefit. This program provides you with valuable repair protection on your central air conditioning unit and electrical line. *Please contact us periodically as we're expanding our electricity services and EnergyGuard into additional utility geographies within PA.*

If you're not a current customer and would like to receive the peace of mind that EnergyGuard provides, please visit our website or call us today!

Take on the Home Heating Challenge!

Reduce your energy use this heating season

Reducing your energy usage is both good for the environment and helps you save money! Why not make this the year that you commit to using less energy by doing the **Home Heating Challenge**? To take on the challenge this winter, try to get everyone in your household involved. Track and compare your energy usage each month — last winter versus this winter. Here are a few ways to enjoy energy savings:

- Use a **programmable thermostat** to keep the house cooler while you're out
- **Fix leaks in windows and doors** to avoid heat loss
- **Replace all your older light bulbs** with energy-saving CFLs or LEDs



What Our Customers Are Saying About ENERGYGUARD...

“ I am a senior and was very impressed by your service from the first call I made to report the problem. The technician was thorough and efficient. **Thank you Agway Energy!**”

D. C. Tonawanda, NY

“ Whenever I am in a discussion with family and friends about furnaces/air conditioner repair, I tell them about Agway's program. **I tell them they should consider becoming an Agway customer.**”

J. P. Liverpool, NY

“ **Thank you!** I can't describe the peace of mind this protection gives me. When I tell others about it, they're amazed. **Thank you Agway for this great program!**”

G. S. East Springfield, PA

“ I am a very satisfied customer. I'm a senior citizen who depends on your excellent response to all my heating and cooling problems. **Thank you Agway for helping me.**”

S.F. Utica, NY

ENERGY Connection

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In this issue:

- EnergyGuard Repair Coverage
- Budget Payment Plan
- Ways to Reduce Your Energy Use
- Refer & Receive Referral Program



AGWAY
ENERGY SERVICES

EnergyGuard™

Peace of Mind Comes Standard

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

Refer & Receive REFERRAL PROGRAM

Do you know someone who could benefit with exceptional service and value from an energy partner they can trust? Then refer them to us!

For every person you refer who becomes a new Agway Energy customer, we'll reward you with a **\$50 gift card** from a selection of restaurants, home improvement, or retail stores in your area.

There's no limit on the referrals you can make or how many gift cards you can receive. Simply **refer, receive, & repeat!** To make a referral, visit our website or call us at 1-888-982-4929.

Refer a friend
& receive a
\$50 gift card
of your choice!



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 if you suspect a natural gas leak.

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



Enjoy predictable energy bills all year long with the Budget Payment Plan

Tired of higher winter heating bills? Try the **Budget Payment Plan!** It 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.



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!



GO GREEN with us!

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



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.

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