



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 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

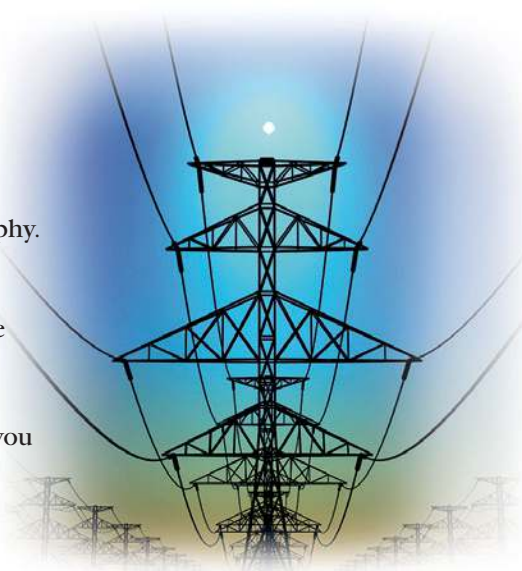
We're expanding our electricity service area in Pennsylvania!

Serving Customers of First Energy Corporation

We recently expanded our electricity service to the **West Penn Power** utility geography. Now, we're pleased to announce that we've also been approved to provide electricity service to residential and small commercial customers in the **Penn Power** utility geography. In the very near future, we'll also be providing service to customers in the **Penelec** and **Met-Ed** utility geographies.

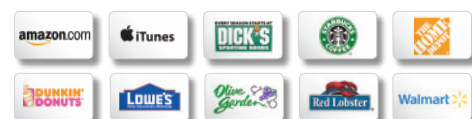
If you reside in any of these First Energy Corporation utility territories you may be eligible to receive electricity service from Agway Energy Services. And remember, if you choose Agway for your residential electricity service, you'll automatically receive our EnergyGuard service as a complimentary benefit.

Please visit our website in the coming months for further details.



Refer & Receive

REFERRAL PROGRAM



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

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**.

Make the most of your energy dollars

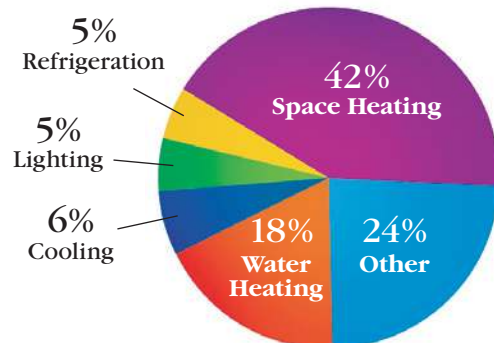
Energy efficiency helps keep more of your energy dollars in your pocket, and it's good for the environment too! To make changes that will have the most impact, it's important to consider what uses the most energy, such as:

Space Heating • Keep your thermostat as low as possible, replace your furnace filter monthly, and keep your air vents clear of furniture and rugs.

Water Heating • Wash your clothes in cold water, turn your water heater down a few degrees, and encourage your family to take shorter showers.

Other (Electronics & Appliances) • Turn your computer off when you're not using it, keep your refrigerator and freezer full to help them run efficiently, and use your microwave instead of your stove, which uses 2/3 less energy.

Typical Energy Usage in the Home

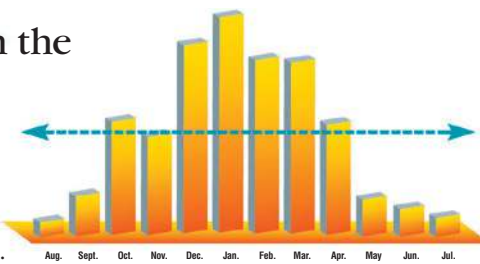


Enjoy predictable energy bills with the Budget Payment Plan

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 that are always due at the same time each month.
- Manage your household budget and monthly expenses with ease.
- Enrollment is free, there are no fees, 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**.



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.



Preparing for 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



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!



Heating Assistance Programs

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

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

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.