



Peace of Mind Comes Standard

As one of our valued customers, you automatically benefit with the year-round protection of **EnergyGuard**[™]

As an Agway Energy Services residential customer you receive extra comfort, savings and peace of mind with our **EnergyGuard** program! 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

It's just one way we provide greater value to our customers!



DIY Home Energy Audit

Assess your home's energy efficiency with a walk-through

Have you ever wondered how much energy is wasted in your home? A simple walk-through is a great place to start. Use our handy checklist as a guide, then decide which energy upgrades you want to tackle first.

- **Look for Leaks** — Record any drafts you find in your house, including gaps around windows, doors, plumbing fixtures, and along the baseboards. Step outdoors to look for cracks and holes in the foundation and siding.
- **Inspect Your Insulation** — Make sure your home has the recommended amount of insulation in the attic, the exterior walls, and the basement. You want your insulation to form a “bubble” around your living spaces.
- **Examine Your Equipment** — Change dirty filters in your heating and cooling equipment. Check the age of your units. They may be wasting energy if they are over 15 years old. Don't forget to check the duct work for insulation and leaks.
- **Look at Your Lighting** — Make a note of all incandescent light bulbs, which are much less efficient than LED or CFL bulbs. Consider where the installation of a sensor, dimmer, or timer could help reduce your lighting use.
- **Assess Your Appliances** — The U.S. Department of Energy has an Appliance Energy Calculator that can help you determine the energy use of your appliances. Go to energy.gov and search for Appliance Energy Calculator. Once you know which ones use the most energy, you can consider strategies for reducing their energy consumption.

For an even more detailed report, consider getting a professional home energy audit.

A Little “Fall Cleaning” Can Go a Long Way

Make time to get these important areas of your home cleaned before winter weather hits so you can **save on energy bills** and **prevent expensive repairs!**

- ✓ **Furnace** — Sediment build-up can reduce efficiency. Clean or replace the filter in your furnace now, and replace monthly throughout the heating season. For even greater savings, schedule a professional heating tune-up.
- ✓ **Ducts & Vents** — Heating ducts can accumulate dust, pet hair, and more. These allergens recirculate within your air flow, and can also reduce the efficiency of your heating system. Remove the grates and use your vacuum's hose to clean the openings. Or for a more thorough job, call a professional to schedule a complete duct cleaning.
- ✓ **Gutters** — Clogged gutters and drains can lead to ice dams, which can cause water to seep into your home and create a lot of costly damage! Remove fall leaves and debris and then run water through the gutters to ensure proper flow.



Agway Ranked Highest by J.D. Power Again!

For the second time in three years Agway Energy Services ranked “*Highest in Residential Customer Satisfaction with Retail Electric Service in New York State*”, as part of the J.D. Power Retail Electric Provider Customer Satisfaction Study.

We're proud of this prestigious award because customer service is our daily focus. Nothing matters more to us than the satisfaction of our customers and delivering the services they need. It also affirms that New York consumers appreciate all we have to offer!

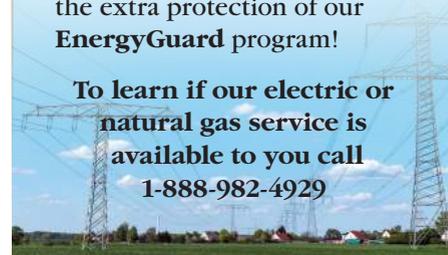
Agway Energy received the highest numerical score among 9 providers in New York in the J.D. Power 2014 and 2016 Retail Electric Provider Residential Customer Satisfaction Study. 2016 study based on 24,185 total responses, measuring the experiences and perceptions of customers with their retail electric provider, surveyed August-June 2016. Your experiences may vary. Visit jdpower.com.

Agway Energy Continues to Grow in Pennsylvania!

We're pleased to announce we have expanded our electricity and natural gas service to customers on the **PECO utility system**. That means if you live in the PECO utility geography, you may be eligible to receive electricity and natural gas service from Agway Energy.

And remember, if you choose Agway Energy Services for your residential electricity or natural gas service, you'll automatically benefit from the extra protection of our **EnergyGuard** program!

To learn if our electric or natural gas service is available to you call **1-888-982-4929**

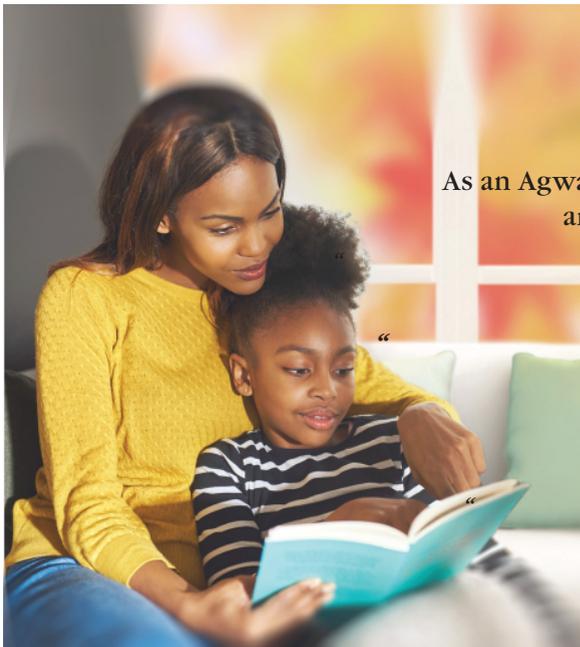




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As an Agway Energy Services customer, you automatically receive extra comfort, savings and peace of mind with EnergyGuard! Here's what other customers are saying:

"I have already recommended Agway to many of my senior friends. It truly is peace of mind coverage. Thank you." E.A., Utica, NY

"Your company is loyal and wonderfully competent. Please continue your good work. Thank you." D.O., Bronx, NY

"Great program!!! Huge savings for us. Thank you!" J.K., Pittsburg, PA

"My dogs and I thank you for the fast service on my air conditioning. We are nice and cool. Thank you!" A.S., Charleroi, PA



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Refer & Receive REFERRAL PROGRAM



Refer a friend & receive a \$50 Gift Card!

Do you enjoy the exceptional service and value you receive as an Agway Energy customer? Do you know someone who could also benefit from having 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 is no limit to the number of customers that you can refer. Simply **refer, receive, and repeat!** To make a referral, visit our website or call us today at **1-888-982-4929**.

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

Tired of high 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**.



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.



MOVING? Let Us Know!

We serve customers in New York and Pennsylvania. So if you're moving, let us know! That way you can continue to enjoy the peace of mind and protection that comes with EnergyGuard!



GO GREEN With Us!

To learn more about our Agway **Green Choice™** environmentally-friendly solutions visit us at 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.