

SPRING 2012
ISSUE 2

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

Focus On Your Furnace

Home heating costs account for most of your energy bill. Focus on conservation efforts for your furnace and help reduce your energy bills as well as improve your comfort and safety.

- Keep your home heating appliances operating safely and efficiently. A dirty or clogged filter can reduce the heater's ability to circulate heat efficiently.
- Set your thermostat to a maximum of 68 degrees. Each degree over 68 can increase the amount of energy you use by 3%.
- Instead of increasing the temperature on your thermostat, put a sweater on or toss an extra blanket on your bed.
- Never place rugs, furniture or combustible items over the floor furnace grill or restrict air circulation in any way.
- While it is rare, natural gas home heating appliances may produce carbon monoxide when they are not installed properly or poorly maintained. Contact a licensed contractor to inspect and maintain your natural gas furnace, as exposure to carbon monoxide is extremely dangerous.

Great News for Residents of New York State!

With the recently approved **New York State (NYSERDA) On-Bill Recovery Loan Program**, residential customers* can now finance energy efficiency home improvements through a charge on your utility bill. It's a convenient way to finance improvements that make your home more energy efficient and comfortable.

Customers who purchase their electricity and/or natural gas from an energy service company like Agway Energy are eligible for the On-Bill Recovery Loan Program even if billed by your local utility.

Your repayment amount will be based on projected savings on your energy bills and be repaid through energy savings on your utility bill. The payments appear as a separate line item on your utility bill and are financed at a special low interest rate that may even be tax deductible. Certain restrictions apply, so check with your utility or visit **www.NYSERDA.ny.gov** for further program details.

*Residential customers of the following utilities are eligible for the On-Bill Recovery Loan Program: Central Hudson Gas and Electric, Con Edison, Long Island Power Authority, New York State Electric and Gas Corporation, National Grid (upstate NY customers only), Orange and Rockland, and Rochester Gas and Electric Corporation. Coming soon, the On-Bill Recovery Loan Program for small businesses, not-for-profits, and multifamily building owners.



Home Heating Repair Program

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

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**.

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 covered at no charge.

- **UNMATCHED EXPERTISE**

Our professionals are thoroughly trained on all major brands of heating equipment. They'll deliver fast, first-rate satisfaction no matter what the situation.

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

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 today at 1-888-982-4929 Monday through Friday, 8:00 am to 4:30 pm EST to request your inspection.

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

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 a few times a year 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. ©2012 Agway Energy Services. All rights reserved.

What Our Customers Are Saying

"Never thought we would need it but so glad we switched to Agway. We are going to switch all of our utilities to Agway Energy."

—W.S. Syracuse, NY

"The technician was very helpful and knowledgeable. We're very happy with Agway Energy and would recommend to family and friends."

—W.J. Cranberry Township, PA

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

Sign Up Online Today

Provide us your email address by visiting www.agwayenergy.com and you can receive your next newsletter electronically.



Visit our website at www.agwayenergy.com to learn more information about our environmentally friendly Agway Green Choice.™

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