



## Home Heating Repair Program

*Safeguard your family's comfort and enjoy worry-free heating protection*



Agway Energy Services provides our residential natural gas customers with our Home Heating Repair Program. This worry-free heating protection is provided as an added value to our customers. If you have a problem with your heating unit, one of our professional technicians will come and make the repair. This service is available 24 hours a day, 7 days a week by calling us at **1-888-982-4929**.

### IT PAYS TO PROTECT

- **24 HOUR EMERGENCY SERVICES**  
Our team of technicians is on call any time of the day or night to handle your heating emergency needs.
- **REPAIR COVERAGE**  
Our plan covers the labor and full cost of most major parts.
- **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.

This program is available for your primary residential natural gas heating equipment. Equipment 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](http://www.agwayenergy.com).

## What Our Customers Are Saying

"Being a senior citizen on a fixed income, your services were very well appreciated. To Agway and the serviceman that was here to fix our furnace, thank you very much!"  
D.S. from New Brighton, PA

"Extraordinary service! Have already told family, friends, and neighbors about Agway and this special program/service."  
E.P. from Elmira, NY

"Very professional and extremely helpful. Invaluable service!"  
D.S. from Liverpool, NY



## Providing Reliability and Value for Over 15 Years

*Agway Energy Services has built its reputation on offering competitive pricing and providing the value-added services to meet the energy needs of families and businesses for over 15 years. Our mission rests in bringing greater value to our customers.*



## Warm Weather is Around the Corner

Regular home maintenance is vital to keeping your home energy-efficient throughout the year. And while it's easy to remember spring cleaning inside your home, remember that the outside of your home takes a lot of wear and tear from the harsh winter.

- Repair caulking and weather stripping around windows and doors to seal air leaks.
- Clean out gutters and downspouts.
- Remove storm windows and doors when spring sets in.
- Clean or replace filters for your HVAC system. Check your air conditioner before the summer to ensure it is in good working order. Schedule any necessary service now to avoid the summer rush.



### Did You Know?

Considering replacing your windows? ENERGY STAR qualified models designed for your area can save you \$20-\$95 each year in energy costs.

## Quarterly Energy Tip:

**Avoid Heating Your Home With Appliances and Lighting**

- Only 10% to 15% of incandescent light bulb consumption results in light - the rest is turned into heat. Replace heat-producing incandescent bulbs with CFLs that produce about 75% less heat.
- Do not place lamps or TVs near your room air-conditioning thermostat. The thermostat senses heat from these appliances, which can cause the air conditioner to run longer than necessary.

## Moving? Take Us With You

We provide energy to customers throughout New York and Pennsylvania. If you are an Agway Energy Services customer and are planning to move in the near future, please give us a call at **1-888-982-4929** or visit us online at [www.agwayenergy.com](http://www.agwayenergy.com). We want to make sure you remain an Agway customer so you and your family continue to enjoy the peace of mind and protection that comes with our value-added services.

### Did You Know?

Did you know as much as half of the energy used in your home goes to heating and cooling? Make smart energy decisions as they can have a big effect on your utility bills.

## Emergency Safety Services

24/7/365

As an Agway Energy Services customer, your natural gas or electricity is still distributed 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. Locate the number at [www.agwayenergy.com/safety](http://www.agwayenergy.com/safety).

## Sign Up Online Today

Provide us with your email address by visiting [www.agwayenergy.com](http://www.agwayenergy.com) and you can receive your next newsletter electronically.

Visit our website at [www.agwayenergy.com](http://www.agwayenergy.com) to learn more information about our environmentally friendly **Agway Green Choice**™.



### Did You Know?

Did you know through proper use of pre-programmed settings, a programmable thermostat can save you about \$180 every year in energy costs?

## 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