

# ENERGYConnection

Industry News to  
Keep You Connected

## Enjoy Year-Round Repair Protection with Agway Energy Services **EnergyGuard™**

*Extra comfort, savings and peace of mind — just for being one of our valued customers!*



At Agway Energy Services we strive to bring greater value to our customers. As a result of that mission, we provide Agway **EnergyGuard** as a standard benefit to our residential natural gas and electricity customers. That means you receive comprehensive repair protection for your home comfort appliances and electric lines as a benefit just for being an Agway Energy Services customer! Our **EnergyGuard** 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 calendar year
- **Professional Service 24/7/365** – Prompt emergency service you can trust any time of the day or night delivered by our own team of reliable technicians

Central air conditioning and electric line repair is currently not provided in all areas. For more information, please visit us at [www.agwayenergy.com/energyguard](http://www.agwayenergy.com/energyguard) or call us at 1-888-982-4929.



### What Our Customers Are Saying About **ENERGYGUARD™**...

“Having this coverage is the reason we are Agway customers. Nobody else offers this benefit.”  
S.P. New Castle, PA

“Great service! Glad we have this program. Would not change our energy service as long as we have this program!”  
P.L. Whitesboro, NY

“Wonderful service! Thank you so much! Especially valuable for senior citizens like us!”  
L.B. Newark, NY



### EMERGENCY SAFETY Services 24/7/365

As an Agway Energy Services customer, your natural gas and electricity is 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 what to do if you suspect a natural gas leak.

You can view their contact information on your bill or at [www.agwayenergy.com/safety](http://www.agwayenergy.com/safety).



## 3 EASY STEPS to Save Money & Energy with a Programmable Thermostat

As a homeowner, it's important to do everything you can to keep your home heating costs down. Installing a programmable thermostat is an effective, economical solution, and *it's as easy as 1-2-3!*



1. **Install your new thermostat.** You can purchase one at any hardware store and swap it out with your old thermostat in less than an hour.
2. **Program it to keep your home 7 to 10 degrees cooler** while you're asleep or out of the house. Don't forget to lower the temperature when you're on vacation, as well.
3. **Save up to 10% each year** on your heating and cooling costs!

It may seem like a minor adjustment, but it can have a big impact.

## No-cost Commercial Safety Inspections

When choosing Agway Energy Services as your energy supplier, your business receives an added benefit of a no-cost safety inspection on either your heating system or air conditioning unit. Your inspection includes:

### 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 Contactor Inspection

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

### BUDGET Payment Plan

Many customers get hit with the bulk of their annual natural gas costs during the winter months. The Budget Plan takes the seasonal peaks and valleys out of your energy bills, making it easier to manage your expenses.

Under this plan, Agway reviews your actual natural gas usage patterns and prevailing weather conditions. We then calculate an average monthly amount so you can make even payments each month. There are no fees for this plan and you can revert back to regular billing at any time.

**For information, call us today!**



### ATTENTION Commercial Customers!

Please let your employees know about the valuable benefits and services that residential customers automatically receive for being an Agway Energy Services customer.



*In this issue:*

- Earth-Friendly Fixes for Your Home
- EnergyGuard Repair Coverage
- The Benefits of Programmable Thermostats
- Commercial Safety Inspection



## EnergyGuard™

*Peace of Mind Comes Standard.*

As one of our residential customers, you receive the benefit of valuable repair protection that includes:

- Home Heating Repair
- Home Central Air Conditioning Repair
- Home Electric Line Repair
- Professional Service 24/7/365

*See inside  
for details!*



## EARTH-FRIENDLY FIXES You Can Do Right Now!

Fall is a great time to make improvements to your home and your lifestyle. Here are some ways to reduce your energy usage (which helps the environment and your wallet), reduce your carbon footprint, *and make your home more earth-friendly.*

### INSTALL A LOW-FLOW SHOWER HEAD

While you're at it, lower the water temperature setting. Going from 140° to 120° can reduce your water heating costs by up to 10%.

### UNPLUG UNUSED ELECTRONICS

Cell phone chargers and other devices pull energy even when they're not in use, so unplug them to reduce energy waste!

### SEAL LEAKS AROUND DOORS AND WINDOWS

Eliminate gaps and cracks around your home to keep heated air inside. This can reduce heating costs and ensure your furnace doesn't work harder than it has to.

### SWITCH TO CFLS

Compact fluorescent light bulbs use less than 1/3 the energy of a traditional bulb. Plus they last ten times longer, so they also create less waste over time.

### REPLACE OLD, INEFFICIENT APPLIANCES

If your water heater, dishwasher, air conditioner, or other major appliance is more than 10 years old, it's using a lot more energy to run than a newer, more efficient model. Consider replacing it with an ENERGY STAR qualified model that can save you money in the long run.



### 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™!

Simply visit us online or call us at 1-888-982-4929



### GO GREEN With Agway

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



### Did You KNOW?

- Heating and cooling accounts for up to half of the energy used in your home. Regular maintenance, including annual tune-ups to your HVAC, can have a big impact on utility bills.
- About 90% of the energy used by your washing machine goes to heating the water. Washing your clothes in cold water uses significantly less energy and can save the average household \$30 to \$40 annually.
- You can receive your next newsletter electronically. Please call us and ask!



**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](http://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.