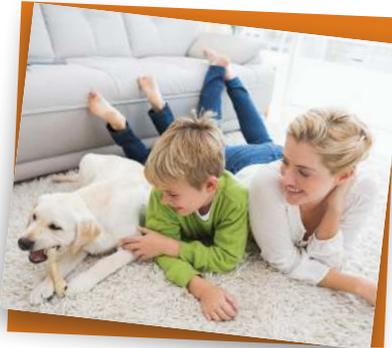


EnergyGuard™ Year-Round Repair Protection

A complimentary benefit for our valued customers

As an Agway Energy Services customer you receive extra comfort, savings and peace of mind every day of the year 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 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 by our team of reliable technicians



Agway Energy Ranked Highest by J.D. Power Once 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.



Get Your Home Ready for Cold Weather with these Handy Autumn Energy Tips!

Schedule a Tune-up for Your Heating System

Heating systems run pretty much non-stop throughout the heating season. When you schedule annual tune-ups, your system will operate more efficiently and last longer. Also, remember to replace your furnace filters every month.

Install a Programmable Thermostat

Using a programmable thermostat to lower your heat when you're sleeping or away from home can save you up to 10% on heating costs.

Search for Leaks

Look for any drafts in your house, including gaps around windows, doors, plumbing fixtures, and along the baseboards. Be sure to caulk or weather-strip to seal any leaks.

Safeguard Your Pipes

If you have pipes in the attic, crawl space or near an outside wall, they can be at risk of freezing. Be sure to add extra insulation around them to prevent possible damage.

Redecorate with Insulated Curtains

You can open the curtains during sunny days to allow the natural sunlight to heat your home, and save valuable heat all other times while the curtains are closed.

Enjoy the Fresh Air with this “Outdoor To-Do” List

Make time to get these important outside things done before cold weather hits:

- ✓ Double check your external doors and garage doors — if they don't close tightly install weather-stripping and door thresholds to ensure they do
- ✓ Wash your windows to let in more valuable sunlight during the cold winter months
- ✓ Clean and store outdoor furniture so it will be ready to use next spring
- ✓ Drain and put garden hoses away and use insulating covers on outside faucets
- ✓ Clear leaves and branches from gutters and downspouts
- ✓ Schedule an inspection and cleaning of your chimneys and flues

We're Growing!

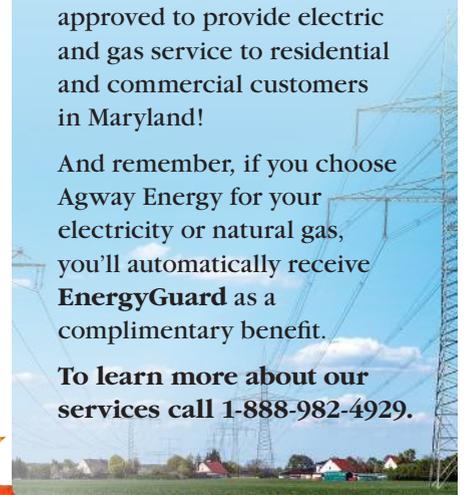
Agway Energy is pleased to announce we have expanded our service area within Pennsylvania, and are now providing natural gas to customers in the **People's Equitable** utility area.

MORE GREAT NEWS!!!

We've also recently been approved to provide electric and gas service to residential and commercial customers in Maryland!

And remember, if you choose Agway Energy for your electricity or natural gas, you'll automatically receive **EnergyGuard** as a complimentary benefit.

To learn more about our services call 1-888-982-4929.



P.O. Box 4819
Syracuse, NY 13221

In this issue!

EnergyGuard Repair Coverage
Handy Autumn Energy Tips
Outdoor "To-Do" List
Agway Recognized by J.D. Power
Budget Payment Plan
Refer & Receive Referral Program

The season is
changing and so is our
website — look for our
new & improved site
coming soon!

Peace of Mind Comes Standard

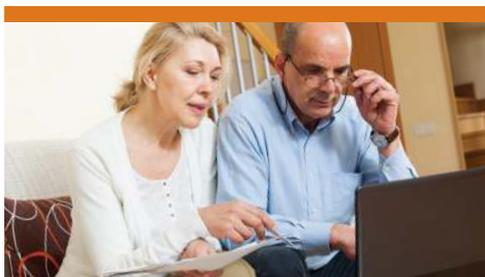
“This service by Agway is one of the best values in the country!”
D.M., Chambersburg, PA

“Honestly this was so easy. I tell everyone about valuable service offered by Agway. Why doesn't everyone use Agway?”
C.H., Syracuse, NY

“Efficient service. We are very happy with the service you provide. We love to be with Agway. We will recommend to my friends.”
H.B., Queens Village, NY



AGWAY
ENERGY SERVICES
EnergyGuard



Enjoy Predictable Energy Bills with the Budget Payment Plan

The Budget Payment Plan takes the seasonal peaks and valleys out of your energy bills, making it easier to manage monthly expenses.

Receive predictable, simple bills. Your monthly payment is calculated based on your actual energy usage, so you can enjoy manageable monthly bills!

Enjoy the benefits. It's a great way to deal with changing energy prices and usage while managing your household budget.

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**.



Refer a Friend to Agway Energy & Get a \$50 Gift Card!

Do you enjoy the service and value you receive as an Agway Energy customer? If you know someone who could benefit from the same, refer them to us!

When you refer someone who becomes a new Agway Energy customer, we'll reward you with a **\$50 gift card** of your choice good towards restaurants, home improvement, or retail stores in your area. The more customers you refer, the more you can receive!



To make a referral, visit our website or 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.