

energy connection

A SEASONAL UPDATE FOR OUR VALUED ELECTRICITY & NATURAL GAS CUSTOMERS

YOUR INDOOR AIR QUALITY:

Simple Tips for a Healthier Home

According to the Environmental Protection Agency (EPA), the air we breathe indoors is on average two to five times more polluted than the air outdoors – sometimes even higher!

Fresh air is good for our homes, but during winter, opening windows isn't an option. And for those who use central air, fresh air is lacking year-round. That means we may breathe recirculated toxins and contaminants

every day, contributing to health issues from headaches, fatigue, and skin irritations to major concerns such as heart and lung disease.

Take Advantage of Technology

One way to ensure cleaner air is to invest in an indoor air quality system, such as an air purifier, fresh air ventilator, dehumidifier, or UV lamp. It's also important to schedule periodic duct cleaning. Even if your home is new, your ductwork can hold dust and other particles from construction that will keep recirculating in your air if not removed.



Breathe Better with These Budget-Friendly Options, Too

There are also many low-cost ways you can improve the air quality in your home:

- **Clear the air.** Welcome more outdoor air in your home to remove contaminated air. During winter, take advantage of any warmer days to freshen up your home.
- **Steer clear of chemicals.** Conventional cleaning products are full of toxins! Purchase only non-toxic products, or make your own cleaning solutions from natural ingredients.
- **Forget Febreze.** Replace commercial air fresheners and paraffin candles with natural essential oil sprays and vaporizers.
- **Go green.** Buy air-purifying plants such as rubber plants or Boston ferns that remove chemical contaminants from the air.
 - **Keep it clean.** Vacuum floors often, and keep surfaces and bedding clean to control toxins, pet hair, and dust mites.
 - **Keep it dry.** Germs, dust mites, and mold thrive in moisture.
 - **Restrict entry.** Use a door mat and remove shoes to reduce pesticides and lead-contaminated soil from entering your home.



While these are only a few of the many ways you can improve your air quality, every step you take will make a difference towards a healthier environment for you and your family.

ATTENTION NY CUSTOMERS!!!

On December 12th the NY Public Service Commission (PSC) severely restricted how energy service companies (ESCOs) can do business in the State. This may mean customers will be sent back to their default utility service effective May 11th because the ESCO does not offer a PSC approved product.

The one exception is the provider YOU chose.

Agway was the *only* exception, allowing us to continue offering our customers EnergyGuard™. *"Because Agway provided detailed evidence demonstrating that EnergyGuard provides a unique benefit that may be reasonably comparable to its costs, Agway may continue to offer EnergyGuard..."* (Page 54, NY PSC Order)

This is exciting news! So many marketers were accused of unfair business practices that the NY PSC made changes to strengthen protections for residential and small commercial customers. During their investigations, they acknowledged the value of Agway's EnergyGuard offering.

Find out more about this major regulatory change and how it affects you at www.agwayenergy.com/nyreset.

EnergyGuard™ Repair Program

Included as a standard service for all our customers.

As an Agway Energy Services customer you automatically receive all the benefits of our **EnergyGuard** Repair Program, which can cover repairs for your heating system, cooling system or interior electric line repair, depending on the commodity you signed up for.

You receive this extra repair protection just for being an Agway Energy Services customer! *To learn more about the repair benefits available to you, visit us at:*

www.agwayenergy.com/energyguard/



EnergyGuard™

- ✓ 24-hr. heating emergency response
- ✓ No deductible!
- ✓ Reliable repair coverage for your primary heating system*
- ✓ Up to \$2,000 in repairs for your central air system and electric lines*

*See complete details online



Refer & Receive

Do you enjoy the **reliable service** and **extra value** you receive as an Agway Energy Services customer?

If you know someone who could benefit from the same, refer them to us! Your referral will benefit from the valuable repair protection provided by Agway EnergyGuard™ and you'll enjoy a \$50 gift card of your choice from:



The more people you refer, the more gift cards you can receive! Plus, you can make your referrals quickly and easily anytime online at:

www.agwayenergy.com/support/refer-and-receive-program/

A Message to Our New Customers

We'd like to extend a warm welcome to all our newest customers joining us from New York, Pennsylvania, and Maryland! It's a privilege to serve you, and we're honored that you chose Agway Energy Services for your electricity and natural gas supply.

Have an electric repair or safety issue?

- **Issues with your heating system, cooling system, or electric lines in your home?** They may be covered by your EnergyGuard™ program! For assistance please call us at 1-888-98AGWAY (1-888-982-4929).
- **Power outage or gas leak?** Please contact your local utility directly for service and safety assistance. If you need the contact information for your local utility you can find it on your bill or at www.agwayenergy.com/safety.

PITTSBURGH
PENGUINS



We're pleased to announce our proud partnership with the Pittsburgh Penguins!

We're also delighted to be a proud partner of New York's Syracuse University athletics, and a sponsor of Maryland's Baltimore Orioles.

VISIT OUR **AGWAY ADVANTAGE BLOG**

Interested in learning more ways to experience greater comfort and extra energy savings? Visit our informative blog to read these helpful tips:

- Upgrade These 5 Appliances and Save Money
- 6 Mistakes to Avoid While Heating Your Home
- Do Smart Home Gadgets Actually Save You Money?
- Setting Your Thermostat for a Good Night's Sleep
- 5 Energy-Saving Kitchen Tips to Use Right Away
- How Energy Efficient are Ceiling Fans?

... AND SO MUCH MORE! To read these valuable blog articles and others simply visit us at:

www.agwayenergy.com/blog/

