

{ **FALL 2013** }
ISSUE 6

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



Comprehensive Comfort With Our Valuable Repair Protection

Agway Energy Guard provides our valued residential natural gas customers with home heating repair protection for their primary natural gas heating equipment. EnergyGuard also provides our residential electricity customers with repair protection on their central air conditioning unit and the electric lines in their home. EnergyGuard brings comfort, savings and peace of mind as a benefit just for being an Agway Energy Services customer. Our reliable technicians deliver prompt, accurate service you can trust.

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



REPAIR COVERAGE

Home Heating Repair

Our plan covers the labor and full cost of most major parts.

Home Central Air Conditioning Repair

Up to \$1,000 each calendar year in covered parts and labor

Home Electric Line Repair

Up to \$1,000 each calendar year in covered parts and labor

Professional Service 24/7/365

Service from our trained technicians is available any time of the day or night.



Energy Tip: Reduce phantom power load

Phantom load refers to the energy that electronics and appliances draw when they are not in use and in standby mode, costing the average U.S. household up to \$100 per year. Reduce phantom load by unplugging electronics, chargers, lamps, printers, etc. when not in use. Or plug them into a smart power strip and turn it off when not in use to reduce wasted standby power.

Plan Now to Manage Energy Bills This Winter

Focus your efforts on your furnace as home heating accounts for more than 30% of the average U.S. household utility costs.

- A programmable thermostat provides an effective, economical, and easy way to save energy and money without sacrificing comfort by offering several daily temperature set points.
- Save as much as 10% a year on heating and cooling by simply turning your thermostat back 7°-10°F for 8 hours a day from its normal setting.
- Maintain your heating system to improve efficiency and extend the life of your furnace. Have your system professionally checked annually.
- Clean or replace your furnace filter (per manufacturers recommendation) to keep your home heating system running at optimal efficiency.
- Close doors and air vents in unused rooms when furnace is in use.



Please visit us at www.agwayenergy.com

Great News for Residents of New York State On-Bill Financing for Energy Efficiency Improvements

The New York State (NYSERDA) On-Bill Recovery Financing Program offers the ability to finance energy efficiency improvements through a charge on your utility bill. Residents can finance these improvements for their home. Additionally, small businesses, not-for-profits and multifamily building owners* are eligible for financing toward energy efficient building upgrades. It's a convenient way to finance improvements that make your home, business or building more energy efficient and comfortable. Customers who purchase their electricity and/or natural gas from an energy service company such as Agway Energy Services are eligible for this On-Bill Recovery Financing Program even if billed by your local utility. Your repayment amount is based on projected savings on your energy bills. 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.

- CONVENIENT – NO SEPARATE BILL TO PAY
- REPAY FROM THE MONEY YOU SAVE ON ENERGY
- LOW 3.49% INTEREST RATE
- TRANSFERRABLE IF YOU SELL YOUR PROPERTY

*Residential customers as well as not-for-profits, multifamily building owners and small business owners of the following utilities are eligible for the On-Bill Recovery Financing 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.

What Our Customers Are Saying

"Great service! The gentleman was very helpful. I'm thrilled that you provide this service. I won't switch to another supplier because of this service. It's peace of mind!!!"
K.L. from Rome, NY

"This service is a real blessing to me being a senior citizen on a fixed income. Thank you for providing the service!"
S.G. from Liverpool, NY

"I have told everyone I talk to about how good this service is. Thank you for the great service!"
C.H. from Erie, PA

Did You Know?

Use LED light strings this holiday season as they use 70% less energy than conventional incandescent light strands. Plus, they last up to 10x longer!



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. 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.

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.

Sign Up Online Today

Provide us with 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.™**



Did You Know?

Maintain your appliances and HVAC equipment annually to ensure they are operating efficiently - saving you money and energy.

Did You Know?

Although it may cost more initially, purchasing an energy efficient appliance costs less to operate in the long run.

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 15 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 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. ©2013 Agway Energy Services. All rights reserved.

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