

ENERGYConnection

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

*A complimentary benefit
for our valued customers*

As an Agway Energy Services customer, you receive extra comfort, savings and peace of mind with our **EnergyGuard** program — at no cost to you! 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 delivered by our 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 or call us at 1-888-982-4929.



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

“I am 84 years old and having Agway gives me peace of mind.”

E.M. Schenectady, NY

“This is a great service Agway provides. I would highly recommend Agway to everyone. I am on a fixed income and this service is a life saver!”

J.K. Middletown, NY

“Thank you! I will recommend Agway to my friends and neighbors because you assisted me during the severe winter storm last November.”

M.M. Depew, NY

“Excellent service! We are so grateful to have Agway. Everyone is so kind and helpful.”

T.W. Victor, NY

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 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.

Did You KNOW?

Using your ceiling fan to circulate air allows your heating and air conditioning equipment to work more efficiently.

In winter, set the fan to turn clockwise at a low speed.

In summer, set the fan to turn counter-clockwise.

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.

Refer & Receive Referral Program

Do you enjoy the exceptional service and value you receive as an Agway Energy customer? Do you know someone who could also benefit from having an energy partner they can trust? Then refer them to us!

For every person you refer who becomes a new Agway Energy customer, we'll reward you with a **\$50 gift card** from a selection of restaurants, home improvement, or retail stores in your area.

There is no limit to the number of customers that you can refer. Simply **refer, receive, and repeat!**

To make a referral, visit our website or call us today at 1-888-982-4929.



Enjoy predictable energy bills all year long with the **Budget Payment Plan**

Tired of higher winter heating bills? Try the **Budget Payment Plan!** The Budget Plan takes the seasonal peaks and valleys out of your energy bills, making it easier to manage your monthly expenses.

- ✓ **Receive predictable, simple bills.** Your monthly payment is calculated based on your actual energy usage, so you can enjoy steady, equal payments every month!
- ✓ **Enjoy the benefits.** This is a great way to deal with volatile energy prices while managing your household budget.
- ✓ **Enrollment is free.** There are no fees for this plan, 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.



ENERGYConnection

Industry News to Keep You Connected

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In this issue:

- EnergyGuard Repair Coverage
- Refer & Receive Referral Program
- Safety Tips for Working Outside
- Budget Payment Plan



See inside
for details!

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

Summer Yardwork Safety

Spring is here, and for many of us, that means it's time for gardening and exterior home improvements. But before you begin, make sure to follow these two easy steps and your yard work will be a lot safer:

1. Look up! Avoid overhead power lines.

If you're trimming trees or climbing on ladders, you should stay at least 10 feet from electric lines and equipment. Overhead power lines are uninsulated and can be harmful if touched.

2. Look down! Don't hit cables or wires when you're digging in the yard.

You could disrupt service to your neighborhood or be injured. Instead, call 811 before you dig. This is a free service that will bring the utility company to your home to place markers near any buried wires, pipes, and cables.



Do your WINDOWS need more than a spring cleaning?

If your windows are old and drafty, they're letting air — and your energy dollars — escape! Consider replacing them with ENERGY STAR qualified models. You'll be more comfortable and could save as much as \$95 a year!



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

Heating System Safety EFFICIENCY CHECK

- Heat Exchanger Integrity Check
- Combustion Check
- High Temperature Overload Check
- Flame Rollout Check
- Burner Clean & 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 & Safety Check
- Condensate Drain Inspection
- Relay & Contactor Inspection



GO GREEN with us!

Visit www.agwayenergy.com to learn more about our Agway Green Choice™ environmentally-friendly solutions.

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

Visit www.agwayenergy.com

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. 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.

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