

energy connection

A SEASONAL UPDATE FOR OUR VALUED ELECTRICITY & NATURAL GAS CUSTOMERS

Clear the Air

Keep Your Home Healthier with UV Lights

In our last newsletter, we presented several low-cost ways you can improve the air quality in your home. But when it comes to disinfecting your air and surfaces, nothing beats the continuous sterilization and reliable germicidal power provided by UV lights.

The best way to have UV lights cleanse air throughout your home is to have them professionally installed in your heating and/or cooling system. This can:

- Kill up to 99.9% of germs, including viruses and bacteria
- Remove odors, dust mites, and other contaminants
- Eliminate mold and fungus that can grow in your HVAC system so it does not circulate throughout your home or remain in your ductwork

UV lamps are another great option for sanitizing surfaces and the air within a room or smaller space. UV lights can also be installed that remove bacteria and germs from your water. However, if you decide to use UV lights, be sure to work with a qualified company to ensure your purchase is high quality and installed properly so it's doing the best possible job for you.

HELPFUL TIPS FROM OUR AGWAY ENERGY ONLINE BLOG...

4 Reasons Your A/C Unit Might Not be Cooling

Using your central air and still feeling warm? Before you lose your cool, check these four common reasons it may be faltering!

- 1. Old Air Filters** — It's recommended to change air filters every 90 days, but if you have pets you may want to change them more often.
- 2. Blocked A/C Condenser Unit** — Make sure your condenser unit is clean and unblocked. Our online blog article explains how to do this yourself.
- 3. Low Refrigerant** — If your system isn't blowing frigid air you might be low on refrigerant. If you receive your electricity supply from Agway, refrigerant replacement is covered under your EnergyGuard™ program.
- 4. Duct Leaks** — Leaks or improperly installed ductwork can waste a lot of your energy, and money, too. A professional can check this.

To read our complete blog article visit us online at www.agwayenergy.com/blog/4-reasons-your-a-c-unit-might-not-be-cooling-your-home/.

While you're there, be sure to check out our other informative blog articles, too!

You Made a Great Choice!

Last December the NY Public Service Commission (PSC) severely restricted how energy service companies (ESCOs) can do business in NY. The PSC made these restrictions to protect customers from unfair business practices and exorbitant pricing occurring in the marketplace.

The only NY energy service company not restricted by the PSC was Agway Energy.

The PSC provided Agway the "opportunity to continue to offer its EnergyGuard™ service, due to the specific, credible evidence Agway submitted regarding the energy-related value of this product."

It means you can rest easy as an Agway Energy customer, knowing the value we provide has been acknowledged by the PSC.

It also means you can refer us with confidence to your family and friends, so they can experience the same service and value. And don't forget, if you refer someone who does become a customer, we'll thank you with a \$50 gift card! See the back page for details.

To read more about the PSC's regulatory change and Agway Energy's exemption visit us at www.agwayenergy.com/nyreset.

EnergyGuard™ Repair Program

As an Agway Energy Services customer you automatically receive all the benefits of our EnergyGuard™ Repair Program, which include:

- ✓ Comprehensive repair coverage of your primary heating system if you are a natural gas supply customer
- ✓ Up to \$1,000 in central air repairs and up to \$1,000 in internal electric line repairs if you are an electric supply customer

And don't forget — there are no annual fees, no deductibles, and customer service specialists are ready to help you 24/7. To learn more about the repair benefits available to you visit:

www.agwayenergy.com/energyguard/



EnergyGuard™

“ I get many offers to switch my energy supplier. But this service with Agway gives me peace of mind.”

K. S., Queensbury, NY

Pittsburgh Penguins® Promos

As a proud partner of the Pittsburgh Penguins®, we were excited to offer fans a chance to win an official signed Penguins® jersey! Congratulations to the 10 winners who were selected, and notified, on April 1.

We were pleased to partner with our parent company, Suburban Propane, to offer Penguins® fans the chance to donate 150 SuburbanCares teddy bears in their name to a child in need through the Cuddles For Kids initiative. A special thank you to our donors!



We're Rooting for the Baltimore Orioles!

We're looking forward to another season as an official Orioles sponsor and can't wait to see the players on the field. Stay tuned to our website, social media channels and this newsletter for an exciting upcoming announcement.

GO GREEN with a Special Offer from Our Partner, Ampion, to Access Community Solar



Most Americans realize solar energy is a great way to protect the environment, lower their carbon footprint, and save money on electricity but not everyone can install solar panels where they live.

Fortunately, as an Agway Energy Services customer, you can take advantage of solar energy thanks to our partnership with Ampion Renewable Energy.

By becoming part of a community solar garden you don't have to worry about any installation, and there's nothing to buy, own, or rent. The best part is that the average household will reduce their carbon footprint by 10%, equal to getting 1.5 cars off the road, and will lower their energy bill at the same time!

To learn more or enroll visit us at www.agwayenergy.com/solarsavings/.



Refer & Receive!

Do you enjoy the service and 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:



To learn details or make a referral visit
[www.agwayenergy.com/support/
refer-and-receive-program/](http://www.agwayenergy.com/support/refer-and-receive-program/)

Be a Hero by Thanking a Hero

We are providing our customers a way to be a hero by thanking a frontline hero they know through our Everyday Heroes program!

This program allows your hero to select a \$10 e-gift card of their choice and read a short message from you.

There is no cost to you for the gift card, but quantities are limited. To get started visit us at

www.agwayenergy.com/everydayheroes/