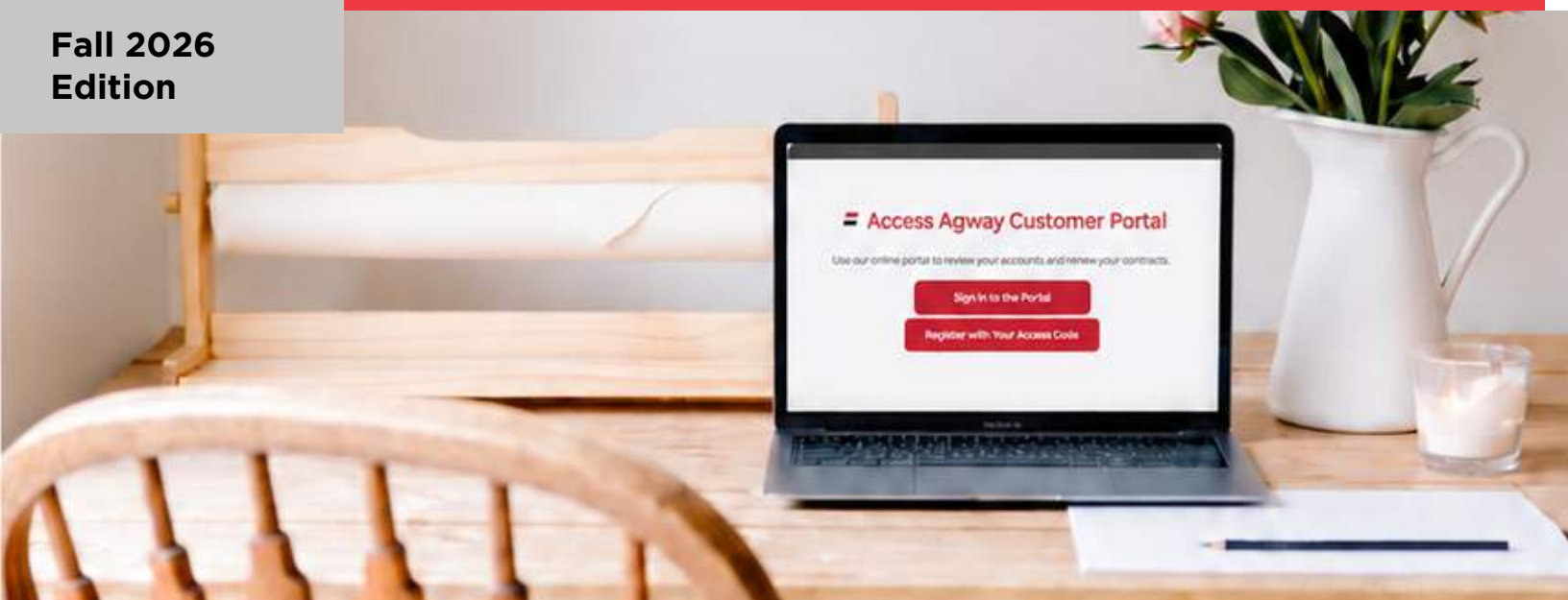


Energy Connection

A seasonal update for our valued customers and friends.



A Smarter Way to Manage Your Account Has Begun

Big improvements to your experience with Agway Energy Services have arrived! We're excited to introduce the initial phase in the rollout of our new customer portal.

The first step is to register your account. That can be done by visiting: info.agwayenergy.com/account, clicking on "Register With Your Access Code" button, and entering your unique access code: Please call for code.



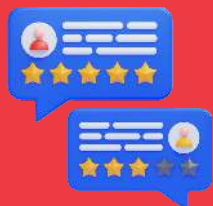
Be one of the first 200 currently active Agway customers to register, and we will send you an exclusive Agway branded portable mobile phone charger.

Once you have registered you will be able to view and update your account information and send us a message thru the portal. Additional enhancements are in the works!

We currently recommend using a computer or tablet, as the portal is not yet mobile-friendly. After entering your access code, you will automatically receive an email with further instructions. Be sure to check your spam/junk folders and mark us as not spam.

Your Review Matters To Us!

If you've been happy with Agway Energy Services® and the added protection of Agway EnergyGuard®, consider leaving a Google Review and help others discover Agway. It's quick and easy—visit sites.google.com/view/how-to-leave-a-googl-review to get started.



We're here for you!

Call us at 1-888-982-4929, visit us online, or connect with us on social media.



Experience the Difference with EnergyGuard

EnergyGuard is a repair protection program included as a standard benefit for Agway Energy Services® customers when they sign up for electricity, natural gas, or both. It offers coverage* for repairs to key systems, including:

- Furnaces or boilers
- Central air conditioning or mini-split systems
- Interior electric lines

This program is designed to mitigate the unexpected costs of HVAC and electrical system breakdowns, which can be expensive and disruptive. Program perks include:

- Live Customer Service available 24/7/365
- Prompt scheduling for repairs
- No deductible
- No service fees on covered repairs
- Never worry about finding reliable technicians, thanks to our network of qualified contractors

**Systems covered depend on the commodity purchased.*

Explore the advantages of the EnergyGuard repair program at agwayenergy.com/energyguard or by scanning the QR code.



Here are some basic facts about boilers and how they work, so you can recognize signs of trouble, and know when it's time to call a professional.

What Is a Boiler & How Does It Work?



If you've been wondering why your electric bill is so high, your electrical demand may be part of the problem. Here are some improvements that will help make your home more energy-efficient during your next renovation.

Energy Efficient Remodeling Ideas to Reduce Energy Bills



Choosing an energy provider is an important decision. In this blog, we'll explain the benefits of shopping for new energy suppliers and provide a list of nine questions to ask before switching over to them, so you can compare plans with confidence.

9 Questions to Ask an Energy Provider Before Signing Up



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Attention New York Customers



Renewal letters are coming soon for our NY electric customers! When yours arrives in your mailbox, head straight to our new customer portal to complete your renewal, no call or mailing required! Just complete your renewal by the deadline on your letter.

New York regulations require customers to provide express consent before a supply rate can be modified. That's why you'll receive written notices and follow-up calls when your agreement is approaching its expiration date. This is a legally mandated renewal requirement for New York customers. As an Agway customer, renewing on time is important to maintain your Agway EnergyGuard® coverage. Scan the QR code to learn more.

