

energy connection

A SEASONAL UPDATE FOR OUR VALUED ELECTRICITY & NATURAL GAS CUSTOMERS

Fire Prevention Month: 4 Ways to Get Prepared for the Worst

October Fire Prevention Month is the perfect time to educate and talk with your whole family about fire safety. With the top three causes of fires in homes being cooking, heating equipment and electrical malfunctions — it's understandable how important it is to be prepared. According to the Department of Homeland Security, it can take just 30 seconds for a small flame to turn into a roaring blaze. If you can't remember when the last time you replaced the batteries in your smoke detector, we've got a special customer only offer for you.



In the meantime, check out our recent blog post covering the four ways to plan for emergencies. agwayenergy.com/blog/fire-prevention-month-4-ways-to-get-prepared-for-the-worst/



Customers, Claim Your Free Batteries Here: SMOKE DETECTOR BATTERY REPLACEMENT PROGRAM

As your partner in safety we would like to give you **free batteries** (while supplies last) for two smoke detectors in your home. This program is open to all Agway customers, and you can request either two 9-volt or four AA batteries. To request your batteries please visit agwayenergy.com/battery

YOU CAN REQUEST



Win Tickets to Cheer the Penguins On In Person

Hockey is back in the 'Burgh!

We want you to be in the stands cheering on the Penguins at select home games at PPG Paints Arena. Learn how you can automatically get entered monthly to win:

- 4 tickets to watch the game
- Limited edition, one-of-a-kind Iceburgh bobblehead

New and current customers who complete the website entry form at agwayenergy.com/penguinstickets will automatically be entered to win each month. The sooner you complete the form *the more chances you have to win.*



Refer & Receive

REFERRAL PROGRAM

Agway is your supplier of choice for your natural gas and/or electricity service. While you don't receive invoices directly from us, we offer a lot of unique benefits. Our best perk is the included repair protection of EnergyGuard™, as well as our exclusive customer giveaways and contests, and this quarterly newsletter. If your happy with the service we provide you, don't keep it to yourself! **Tell your friends, family and neighbors just how great Agway is and we'll thank you with a \$50 virtual VISA gift card when they enroll!**

'CUSE SEASON TICKET HOLDERS SPECIAL OFFER JUST FOR YOU

Eligible Syracuse University season ticket holders who sign up to become Agway customers (or current Agway customers) can now get the Agway friends & family **special discount on their electric and natural gas supply!**

Visit agwayenergy.com/suemployeepricing to learn more and sign up.

AGWAY ENERGY SERVICES is a Proud Partner of Syracuse Orange®



Never used the included protection of EnergyGuard™?

Visit our us at agwayenergy.com/energyguard to watch a short video to learn what it is, how it works and why it will save you money.



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FROM OUR AGWAY ENERGY BLOG

3 Energy-Saving Areas for Outdoor Living Spaces

Even as the temperatures start to drop, outdoor living spaces will continue to get a lot of use well into fall. Many outdoor living areas come equipped with seating, a dining spot, lighting, fireplaces, grills, pools, heaters, and the list goes on. If you use your outdoor space regularly, using all of these amenities will take a hit on your wallet. Here are three areas where you can save energy on your outdoor living space.

Mood Lighting

Solar-powered lighting for the patio, pool or landscaping is a great way to add light and set the mood — all while saving energy!

On top of that, be sure to upgrade all of your bulbs to LEDs. They last up to 25 times longer than incandescent bulbs and use about 70-90% less energy. You can also try setting timers for lighting so they don't run all day or stay on overnight.

The Pool

For a typical home with an in-ground pool, the cost could be as much as 30% of the household's energy bill. Be sure to switch out your pump for an energy-efficient one, put it on the lowest speed and utilize a timer instead of running it all the time. You can also install solar energy panels to help heat your pool, or not heat it at all!



Grill Time

Using the grill is a great way to save on energy use inside the house. Prepare cold or room temperature sides that won't rely on the microwave, oven or stove. You can also chill beverages in coolers instead of inside the house and fridge. This also alleviates foot traffic and the need to run your air conditioner while you're outside.

Peace of Mind Comes Standard with Agway EnergyGuard™



Whether you manage a home or a commercial property, we know unexpected repairs and projects come up. And while you might budget for them, they might still be stressful and expensive. We're always striving to bring greater value to our customers, and as a result of that mission, all of our customers receive the benefits of Agway EnergyGuard™ as a standard service.



EnergyGuard™

Imagine never worrying about which contractor to call or who you can trust when the pressure is on to repair something. As a commercial or residential natural gas or electricity supplier, we're able to provide repair protection on your boiler, furnace, heating and air conditioning systems as well as your electric lines.

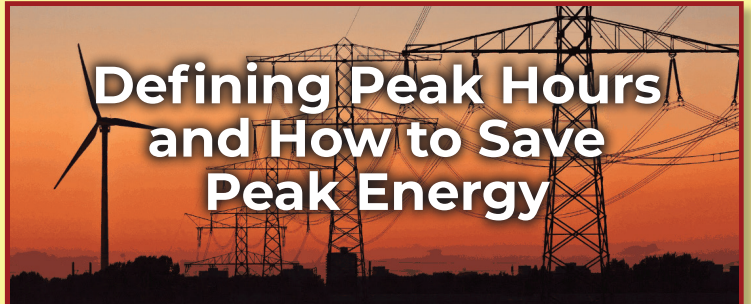
A standard benefit to our customers*:

- Primary heating system repair coverage
- Air conditioning systems repair coverage
- Electric lines repair coverage
- 24/7 emergency response team you can trust

Learn more about the Commercial Repair Protection or Residential Repair Protection and discover how Agway EnergyGuard™ can help you.

*Systems covered depend on commodity purchased.

Defining Peak Hours and How to Save Peak Energy



Peak Hours

Electricity demand is the highest during this time so you will pay the most per kWh. Typically, in the summer this is from 10:00 am to 8:00 pm during the weekdays, and around 7:00 – 11:00 am and 5:00 – 9:00 pm in the winter. Try using less hot water during this time, keeping your air conditioner at a higher temperature in the summer, and avoiding the oven.

Mid-Peak

This time is an intermediate peak of demand that's relatively average. Times vary in each region but for summer weekdays it is between 7:00 – 10:00 am and 8:00 – 11:00 pm. Winter Mid-Peak hours are around 11:00 am – 5:00 pm. You'll want to use less energy during this time like you would during peak hours.

Off-Peak

Off-Peak hours work just like rush hour. If you avoid major usage during this time, you'll save money on your energy bill because this is when energy consumption rates are the lowest. Pricing could even be lower than the basic service price. In both the summer and winter it's between 11:00 pm and 7:00 am. This could be a great time to run your dishwasher or dryer to save on energy while you sleep.

Your service provider should be able to define and share exact rates and specific peak, mid-peak, and off-peak windows for each season.

Don't forget to check out new content on our Blog!