

Energy Connection

News and information for our valued customers

We're here for you 24 hours a day!

Call us at 1-888-982-4929,
or visit us on social.



Spring 2025 Agway EnergyGuard® Edition

**AGWAY**
EnergyGuard

Spring is here — and so is your Agway EnergyGuard team

As your electricity and/or natural gas supplier, Agway Energy Services® is proud to serve you and all of our customers. We'd like to take this opportunity to remind you that, as your energy supplier, we've got you covered season after season.

We appreciate your trust and loyalty. We are committed to helping you stay informed and prepared, and to continue delivering value beyond your electricity and/or natural gas supply.

As an Agway Energy Services customer, you automatically receive our Agway EnergyGuard repair program, designed to help you protect what matters most. It's coverage that adds peace of mind all year long.

This coverage is included automatically with your energy supply and helps protect your heating, cooling, and interior electric lines* from unexpected repairs.

Here's how it works:

- **Natural gas customers:** Coverage for repairs to your primary natural gas furnace or boiler.
- **Electricity customers:** Coverage for repairs to your central air conditioning system and interior electric lines.

Should your furnace break down or your central AC stop working, Agway EnergyGuard ensures you're not facing the stress and expense alone. We connect you with local licensed contractors, cover many repair costs, and can take your call 24/7. It's just one of the ways we're committed to supporting you year-round.

*Coverage varies based on the energy commodity purchased.



Don't Forget – You Have Repair Protection!

If you didn't know or might have forgotten that the Agway EnergyGuard benefit is available, now's a great time to learn more about your coverage.

Use the QR code or visit:

agwayenergy.com/energyguard



Spring cleaning isn't just for closets

A well-maintained HVAC system runs more efficiently, improves indoor air quality, and prevents unexpected breakdowns. A little preparation now can make a big difference when the heat arrives!

Check out our featured reads this season for easy and effective energy saving tips!

- Learn more about the five essential steps to get your central AC ready for summer.



- Lowering utility bills isn't always simple - but with a few easy seasonal tips, small changes can lead to big savings.



Explore more from our blog by visiting:

agwayenergy.com/blog



For NY Customers:

Keep an eye on your mailbox for important account information throughout the year.

Recent changes to New York State legislation include amendments that affect your energy purchases. Energy service companies (ESCOs), like Agway, are now prohibited from altering a contract price without first obtaining the express consent of the customer.

What this means for you:

- We'll send you a written renewal notice with the updated rate and term details each time your contract is expiring.
- To ensure continued Agway EnergyGuard coverage, please provide your express consent by following the instructions outlined in each renewal letter you receive.

Providing express consent is a quick but essential step. Customers who do not respond may be returned to their local utility, which means they will lose both their Agway EnergyGuard coverage and the associated savings on repairs.

Customer Reviews

See what our customers are saying about us



"...Without this service I don't know who I could contact or how to pay for it. It's a great service and well worth it."

"Great company, does all work needed and has very reliable technicians: fast acting when furnace has problems! ..."

"They gave me a second opinion on my furnace's needs and made the needed repair with no cost from me. Thank you!"



Have you used your Agway EnergyGuard coverage?

We'd love to hear from you!

Leave a Google review and help others discover the benefits!



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