

Energy Connection

A seasonal update for our valued customers and friends.



New Yorkers: What's Inside Your Mail From Us (And Why It's Worth Opening)

As part of our commitment to transparent and reliable service, **customers in New York State** are periodically asked to renew their energy supply agreements. **Gas supply agreements** expire every May. **Electric supply agreements** expire each May and November.

When it is time to renew, you will receive a renewal letter by mail with clear instructions. You can renew by calling our Renewal Department at 1-888-408-4509 or by signing the last page of the agreement and mailing it back before the deadline indicated in your letter. Shortly after renewal letters are sent, you may also receive a follow-up call if we have not yet received your renewal.

Renewing on time ensures continued eligibility for EnergyGuard coverage. In accordance with New York State Public Service Commission (NYS PSC) requirements, we must obtain your express consent to modify your price. The renewal letters you receive in the mail and the phone calls related to your account are legitimate. If you have questions or would like additional reassurance, we encourage you to visit our website or contact our Renewal Department directly.

New York residents can learn more by reading this blog post:

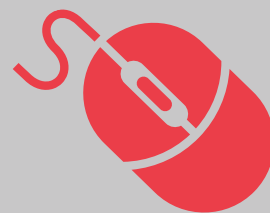
[What Is Express Consent for New York Customers?](#)

Both Pennsylvania and New York residents should review these posts:

[Energy Deregulation Explained: How It Affects You in NY and PA](#)

and

[ESCO Explained: What Is an Energy Service Company?](#)



We're here for you 24 hours a day!

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.



Electrical Emergencies Explained: How to Best Handle the Situation

Electrical problems can arise unexpectedly, and recognizing true electrical emergencies is critical for maintaining safety. This piece explains how to identify urgent electrical issues and outlines the appropriate steps to take when they occur.



What Is a Therm of Natural Gas? Understanding Usage, Cost, & Conversion

Natural gas is essential for powering heating systems and appliances in homes and small businesses. Understanding how usage is measured, specifically in therms, helps customers better interpret their energy bills and manage consumption. This article explains what a therm is, how natural gas usage is calculated, and how that information can support smarter energy decisions.



Gas vs. Electric Water Heater: Which One Should You Choose?

Choosing between a gas vs. electric water heater is an important decision for any homeowner. Both systems have strengths and trade-offs when it comes to efficiency, cost, and performance. In this post, we'll explore how each one works to help you choose the right water heater for your needs.

Licensed in NY, PA (PA#A-125125; PA# A-2011-227788)

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