

**VIA EMAIL and U.S. Mail**

May 12, 2014

Mr. Kevin Beer  
Pennsylvania Department of Environmental Protection  
Bureau of Waste Management  
Division of Hazardous Waste Management  
P.O. Box 69170  
Harrisburg, PA 17106-9170

Subject: Thermostat Recycling Corporation's 2013 Annual Report

Dear Mr. Beer:

Attached is TRC's annual collection report for calendar year 2013. TRC has done its best to be responsive to the Department's request for expense and collection data.

While results are encouraging, much work remains. Access to the program continues to improve and participation has increased dramatically. However, our ultimate success is still dependent on HVAC contractor participation.

TRC continues to aggressively market its program in Pennsylvania. We are working with HVAC wholesalers to increase the visibility of the program at their locations and will continue to push information about the program to HVAC contractors, technicians, homeowners, and others in the state.

TRC welcomes the opportunity to review this report with you and discuss our 2013 marketing efforts and plans for 2014. I may be reached at 571-447-4312 or by email at [mark.tibbetts@thermostat-recycle.org](mailto:mark.tibbetts@thermostat-recycle.org).

Sincere Regards,



Mark Tibbetts  
Executive Director

# TRC Annual Report on Mercury-added Thermostat Collection and Recycling in Pennsylvania Calendar Year 2013 Activities

## Collection Data

**Exhibit 1: 2013 Pennsylvania Collections by Brand**

Brand Holder	Total Thermostats	Total Switches	Pounds Mercury
Bard	12	19	0.12
Burnham Holdings	43	46	0.29
Carrier	705	1,498	9.29
Chromolox	1	1	0.01
Climate Master	101	274	1.70
Empire Comfort Systems	3	3	0.02
General Electric Corporation	254	575	3.57
Goodman Global	63	138	0.86
Honeywell	8,076	10,206	63.28
Hunter Fan	2	2	0.01
Invensys	70	83	0.51
ITT Corporation	32	38	0.24
Lear Siegler	3	5	0.03
Lennox	371	597	3.70
Lux Products	45	56	0.35
Marley-Wyain Company	4	4	0.02
McQuay International	65	188	1.17
Nordyne Corporation	33	51	0.32
PSG Controls	87	174	1.08
Rheem	136	247	1.53
Sears Holdings	95	107	0.66
Thomas & Betts Corporation	1	2	0.01
TPI Corporation	1	2	0.01
Trane	581	1,406	8.72
White-Rodgers	998	1,174	7.28
York/Johnson Controls	597	1,171	7.26
Grainger	90	102	0.63
----- Orphan Brands -----			
ARMSTRONG	5	5	0.03
CLIMATE CONTROL	1	4	0.02
EFM	2	2	0.01
FIREPOWER	1	1	0.01
Florida Heat Pump	1	2	0.01
Friedrich	4	10	0.06
Magic Chef	1	4	0.02
SILENT KNIGHT	1	1	0.01
Singer	1	1	0.01
UNIVERSAL PARTS	1	1	0.01
----- Nom -----			
NOM	209	314	1.95
Loose Bulbs	0	760	4.71

In Pennsylvania, TRC recovered the equivalent of 13,218 mercury thermostats from 12,696 whole mercury thermostats plus 760 thermostat mercury switches. A total of 119 pounds of mercury was recovered in 2013.

Collections increased by 6% compared to 2012.

TRC recovered approximately 13% of all thermostats from HVAC contractors, and 87% from HVAC wholesale distributor collection locations. No thermostats were recovered from HHW or retail locations.

### Waste Mercury-Added Thermostat Management

Bins with waste mercury-switch thermostats are received at the fulfillment/processing center in Golden Valley, Minnesota. The facility is owned and operated by Honeywell International under contract with TRC.

Bins are received at the loading dock and sent to the TRC processing area. The bin and plastic liner are opened and the contents are identified, sorted, and tallied. The following data is recorded for each bin returned and processed: bin number, business name (location name), city, state, zip code, date returned, number of

thermostats and mercury switches by manufacturer and any non-conforming material.

The bin is returned to the location that sent it in with a new prepaid address label within 72 hours of receipt. The thermostats are stored and staged in a plastic lined carton in a storage area for final processing. The containers are dated and processed in order received, first in-first out.

The containers are returned from the storage area to the TRC processing area to have the mercury bulbs removed from the plastic housing. Universal Waste Regulations require the disposal of waste

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within 12 months of generation. TRC's processor requires that the disposal occur within 6 months of generation and TRC follows the more stringent requirement. Small quantities of thermostats are removed from the container, which is then closed again, and placed at the bulb removal workstation on a tray that contains any potential mercury spillage. The bulbs are removed from the thermostats and placed into a 2 quart container at the work station. If a bulb breaks and the mercury spills, the work area is designed to contain the spillage and the operators are trained in the clean-up and disposal of mercury. The TRC processing area is equipped with special mercury vacuum cleaners and the work area is vacuumed at the end of the work day to assure that any spillage is cleaned up and not left to evaporate.

The 2 quart container is emptied into a special 55 gallon drum which is labeled and dated according to regulations. The drum is sealed with a band and is only opened when contents are being added to it. Special negative pressure venting assures any fumes are drawn away and vented when the drum is opened.

The 55 gallon drum is then shipped to Veolia Environmental Services in Port Washington, Wisconsin for final processing of the mercury ampoules (switches) Veolia Environmental Services meets or exceeds all local, state, federal and EPA regulations for the management of the product. Veolia's approvals for mercury recovery/recycling include:

- EPA - identification WIR000130591 (Veolia Environmental Services, Inc.)
- EPA BDAT Requirement - satisfied by all recovery operations
- CERCLA (Comprehensive Environmental Response Compensation and Liability Act)
- Wisconsin Department of Natural Resources

The facilities' processing follows all EPA guidelines and regulations. TRC has a facility license from Hennepin County Minnesota for the operation of the TRC. Honeywell, Inc. has a Hazardous Waste Generator license from Hennepin County. All persons who handle mercury thermostats as part of the TRC operation receive training in the handling of Hazardous Waste and Universal Waste.

## **Program Education and Outreach**

### **Direct Mail**

In April, May, June, and July TRC mailed a 6x5 full-color postcard (pictured below) to approximately 3,807 principals of HVAC contracting businesses of all sizes located in Pennsylvania. The postcard's key messages included ease and moral obligation. TRC sourced the mailing list from MailersHaven ([www.mailershaven.com](http://www.mailershaven.com)).

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**Fact 1:**  
It's very easy to recycle mercury thermostats.

**Fact 2:**  
It's something you gotta do, because it's the law.

**Drop mercury thermostats off at your local HVAC wholesaler.**

That's all you have to do to make sure the thermostat is properly recycled. Next time you complete a job, hang onto the thermostats you remove and go to [thermostat-recycle.org](http://thermostat-recycle.org) to find the drop-off site near you. The service is free and it helps us help you protect the environment.

Recycle thermostats through the TRC, it's smart and easy. Very easy indeed.

 **Thermostat Recycling**  
CORPORATION  
an industry-funded non-profit

800.238.8192 | [www.thermostat-recycle.org](http://www.thermostat-recycle.org)

### Advertising

TRC's primary target audience remains HVAC contractors/technicians and distributors. The first group includes HVAC technicians working in residential and light commercial buildings, as they are the ones who remove the vast majority of mercury thermostats from service. The second group consists of HVAC wholesale distributor locations, as they are the most likely and convenient location for the majority of Pennsylvania-based technicians/contractors to purchase replacement thermostats and recycle waste mercury thermostats.

Homeowners are a secondary target audience as they represent a small segment of the market (+/- 10%). Since replacing a mercury thermostat is a rare event (if ever) for a consumer, TRC derives the greatest impact/value from its marketing budget by concentrating on the channel segment that yields the greatest benefit to program outcomes.

In TRC's experience with previous advertising campaigns, the "Green" environmental message is less effective with our primary audience. Contractors/technicians are influenced mostly by cost, convenience and laws/regulations. TRC applied this lesson when planning and executing the 2013 advertising campaign. The campaign focused on "easy and free" and "It's the law", (where

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applicable, as only a limited number of states ban the disposal of mercury thermostats in solid waste and/or require HVAC contractors to recycle all mercury thermostats removed from service).

The purpose of TRC's advertisements were two-fold: 1) continue to build upon brand/program awareness of other promotional campaigns and 2) accelerate the pace of mercury thermostat replacement by helping contractors recognize opportunities to generate additional revenues by proactively replacing older mechanical (mercury) thermostats.

**Print-based advertising** — TRC focused on frequency for the 2013 advertising campaign to saturate the market with the program's brand by placing smaller ads more frequently throughout the year. The scope of the advertising campaign was significantly expanded in 2013 to include additional trade channel publications. TRC attempted to specifically target Pennsylvania, but trade channel options are limited. As such, TRC found the regional trade publication the *OESP Advantage* was the only option. TRC included the law message in publications that primarily served markets with disposal bans (e.g. *OESP Advantage*). In other cases the message was limited to ease/cost.

## New advertising this year included:

- **Contracting Business Magazine**, which has 43,000 monthly subscribers nationally who are primarily owners and managers of HVACR contracting companies. TRC ran a 2-color 1/4 page ad in March, June and August. (Exhibit 2)
- **Indoor Environment & Energy Efficiency Magazine**, which is mailed bi-monthly to all Air Conditioning Contractors of America (ACCA) contractor-members who own, manages, lead, and make decisions for their business. TRC ran a 2-color 1/3 page ad in July, September and November. (Exhibit 3)

Exhibit 2:

1. Save your customers money.  
2. Protect the environment.

Two very good reasons why it's time to start a mercury thermostat upgrade crusade.

Round, square, rectangular. Thermostats come in many shapes and sizes. And when you come across an old mechanical mercury thermostat, there's a word you should share with your customers: **upgrade**. Newer, programmable thermostats help save energy costs and **don't contain mercury**.

You become a hero to your customers because you save them money. And you help protect the environment because you're recycling them properly. Contact us today to find out how you can get with our program. We're Thermostat Recycling Corporation and we're here to **make mercury thermostat recycling easy**.

**Thermostat Recycling CORPORATION**  
an industry-funded non-profit

888.266.0550  
thermostat-recycle.org

Exhibit 3:

1. You replace a lot of thermostats.  
2. Many old thermostats contain mercury.  
3. Mercury thermostats should be recycled.

Three very good reasons why you should directly participate in TRC.

TRC covers all recurring costs to transport and recycle mercury thermostats.

To order recycling containers call us at 888.266.0550.

**It's that easy.**

**Thermostat Recycling CORPORATION**  
an industry-funded non-profit

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thermostat-recycle.org

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TRC also continued print-based advertisements in the following national HVAC trade publications:

- ***Distribution Center Magazine***, the exclusive publication of Heating, Air Conditioning & Refrigeration Distributors International (HARDI) with 11,000 bi-monthly subscribers. TRC ran a full-color 1/3 page ad in August to promote the Big Man on Planet competition. (Exhibit 4)
- ***HVACR Business Magazine***, a national publication with approximately 34,000 qualified subscribers, of which approximately 1,500 are within Pennsylvania. TRC ran a 2-color 1/4 page ad March – May. (Exhibit 5)

Exhibit 4:

**They're in it to Win it!**

Each time a mercury thermostat is recycled we protect the environment.

Let's recognize the following distributors who are one step closer to being the **2013 BIG MAN ON PLANET**. Winner(s) will be announced in December at HARDI's Annual Conference.

C.C. Dickson Company  
Coburn Supply Company, Inc.  
Duncan Supply Company, Inc.  
Gustave A. Larson Company  
G.W. Berkheimer Inc., Co.  
Johnson Supply

Johnstone Supply, Inc.  
Minnesota Air  
US Air Conditioning Distributors, Inc.  
Victor Distributing Company  
Winstel Controls

[thermostat-recycle.org](http://thermostat-recycle.org)

**HARDI** resources that fuel your competitive advantage  
Heating, Air Conditioning & Refrigeration Distributors International

**Thermostat Recycling CORPORATION**  
an industry-funded non-profit

Exhibit 5:

**Thermostat Recycling CORPORATION**  
an industry-funded non-profit

1. *Save your customers money.*  
2. *Protect the environment.*

**Two very good reasons why it's time to start a mercury thermostat upgrade crusade.**

When you come across an old mechanical mercury thermostat, there's a word you should share with your customers: **upgrade**. Newer, programmable thermostats help save energy costs and **don't contain mercury**.

You become a hero to your customers because you save them money. And you help protect the environment because you're recycling them properly. Contact us today to find out how you can get with our program. We're here to **make mercury thermostat recycling easy**.

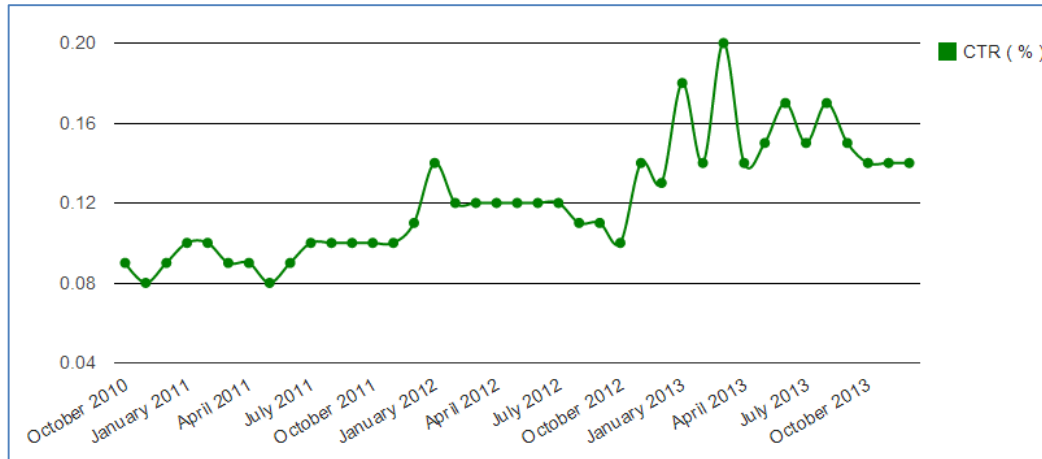
[thermostat-recycle.org](http://thermostat-recycle.org) | 888.266.0550

**Web-based advertising** — TRC continued the use of rotating banner advertisements in 2013, with changes in scheduling and scope and the addition of new media outlets. New this year was the implementation of tracking URLs to better assess campaign performance. With these tracking URLs TRC was able to use Google Analytics to see exactly how much traffic each advertisement drove to the TRC website.

TRC's web-based ads gained a cumulative total of more than 770,000 impressions and an average click-through rate (CTR) of 0.6%. An impression is a measure of the number of times an ad is displayed, and a CTR is the number of times a click is made on the advertisement divided by the total impressions. The chart below presents benchmark data from Google's Display Benchmarks tool on average CTR's in the U.S. by year. As seen below, the highest average CTR was 0.2%, so TRC's CTR performance well exceeded the national average.



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## New advertising this year included:

- **ACHRNews.com**, a website that assists the decision-makers from all branches of the air HVAC industry including contractors, manufacturers, distributors, parts and supply wholesalers, and service companies. More than 296,000 HVACR professionals visit the website every month. TRC ran two different banner ads in November and December that resulted in 56,423 combined impressions and an average CTR of 0.2%. (Exhibit 6 & 7)
- **ACHR Newsletter**, a weekly email blast with 10,000 subscribers. TRC ran a banner ad for 4 issues in December with a total open rate of 13,546 and an average CTR of 0.3%. (Exhibit 7)
- **HVACRBussness.com**: TRC ran a banner ad in July that resulted in 5,063 impressions and a CTR of 2.6%. (Exhibit 8)
- **le3media.com**: ACCA’s magazine’s official website. TRC ran an animated banner ad June – December. Impressions and CTR not available from publication. (Exhibit 9)

**Exhibit 6:**



**Exhibit 7:**



**Exhibit 9 Frame 1:**



**Exhibit 8:**



**Exhibit 9 Frame 2:**

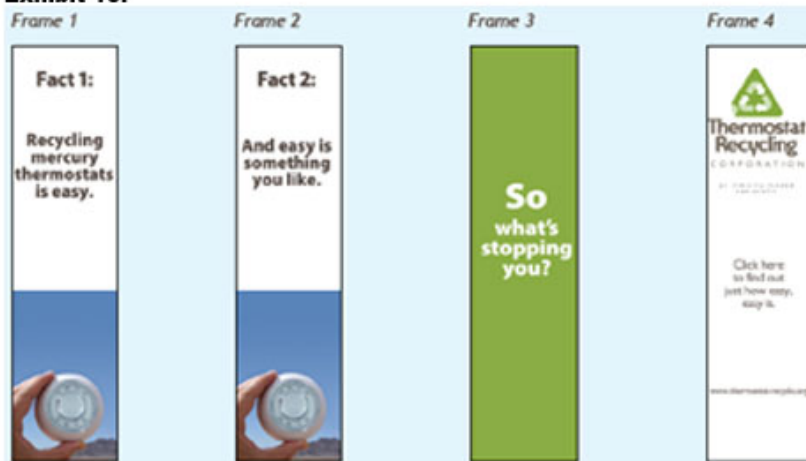


## TRC Annual Report on Mercury-added Thermostat Collection and Recycling in Pennsylvania Calendar Year 2013 Activities

TRC also continued web-based advertisements on the following HVAC industry websites below:

- **ContractingBusiness.com**, which averages 32,000 monthly visitors. TRC ran a rotating banner ad in March and May-July which resulted in 34,099 total impressions and an average CTR of .09%. (Exhibit 10)
- **HVAC-Talk.com**, an online forum that averages 310,000 monthly visitors. TRC ran a rotating banner ad in March and May-July which resulted in 592,037 total impressions and an average CTR of .05%. (Exhibit 10)
- **OESP Advantage Enewsletter**, a weekly email with 3,000 subscribers predominantly from Connecticut, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, **Pennsylvania**, Rhode Island, Vermont and Virginia. TRC ran a banner ad for 66 consecutive weeks February – November which resulted in 69,153 total impressions and an average CTR of .24%. (Exhibit 11)

**Exhibit 10:**



**Exhibit 11:**



Again, TRC's preference for this campaign in Pennsylvania would have been state-specific sites, but have been unable to identify trade channel advertising opportunities specific to Pennsylvania. The *OESP Advantage* is as close to a regional publication as possible.

**Google AdWords** — In 2011 and 2012 TRC developed and deployed a Google AdWord campaign that geo-targeted contractors and consumers in states with mercury thermostat disposal bans, including Pennsylvania. Advertisements appeared on Google search results pages (Exhibit 12) after an individual searched terms related to TRC's mission (E.g. thermostat replacement, contracting recycling regulations, mercury thermostat recycling, programmable thermostats, etc.).

Recognizing the value and effectiveness of the campaign, TRC implemented and expanded the Google AdWord campaign to run during the months of March, April, May, and June halting it during the summer months and running it again in October, November, and December.

The campaign yielded over 1.3 million impressions with an average CTR of 0.64% (a rate consistent with this type of campaign).



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## Exhibit 12

[Got mercury thermostats?](#)

Recycle them. It's the law.

We make it easy.

[thermostat-recycle.org](http://thermostat-recycle.org)

**Recycling mercury  
thermostats made  
easy.**

**Staying in compliance  
with state law made  
easy.**



Find the nearest recycling location to you. Enter your zip code to search.

Zip Code:

Let's face it. It's important to do everything we can to keep our environment clean. No surprise there. And when it comes to recycling mercury thermostats you remove from a job site, it should be easy. Because the last thing you need in your day is one more hassle.

But the fact is recycling thermostats in your state is the law. And we're here to make it easy for you to recycle them.

Just search to find a drop-off location near you. Then drop it off and walk away. It's that simple.

We're the Thermostat Recycling Corporation and we're here to make things easier for you.

## Trade Shows

TRC attended and exhibited at the following trade shows relevant to Pennsylvania:

### January 28 - 30: AHR Expo

*Dallas, TX*

AHR Expo is the largest national trade show for the HVACR industry. TRC staff exhibited and promoted the program to HVAC contractors, manufacturers and distributors. The show had a total registered attendance of over 51,224. Specifically, more than 3,300 attendees were from the Middle Atlantic region, including Pennsylvania.

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### **February 27 – March 1: The Indoor Environment & Energy Expo**

*Orlando, FL*

Co-presented by ACCA, this expo is the largest marketplace for the indoor environmental and energy services contracting industry. TRC staff exhibited and promoted the program to attending HVAC contractors.

### **March 17 – 19: HVACR Excellence Educators & Training Expo (New)**

*Las Vegas, NV*

The nation's largest conference that is dedicated to providing professional development exclusively for HVACR educators and trainers. TRC staff exhibited for the first time and promoted the program to educators to include information on mercury thermostat recycling in their trainings.

### **March 4 – 5: Johnstone Supply Annual Membership Meeting**

*National Harbor, Maryland*

Johnstone Supply is a cooperative wholesaler distributor of HVAC parts and equipment with 350 locations nationwide, including sixteen in Pennsylvania. Johnstone's Annual Membership meeting is invitation only and TRC was once again invited to attend and exhibit as part of an ongoing effort with Johnstone's corporate staff to encourage and expand the cooperative's members' participation in the program. The event is well attended by owners and senior staff and it was a unique opportunity to engage directly with key decision makers.

### **May 20: Environmental Industries Association Waste Expo (New)**

*New Orleans, LA*

TRC participated in a panel presentation with fellow product stewardship programs PaintCare, CARE and Call2Recycle.

### **May 21 - 22: National Association of Oil and Energy Service Professionals**

*Hershey, PA*

This was OESP's annual convention and trade show with a total of 2,677 attendees representing 264 individual service companies from 21 states. TRC again exhibited at this show.

### **August 22: APR Supply Vendor Show**

*Hersey, PA*

This was an invitation-only event sponsored by APR Supply. APR Supply is a leading HVAC wholesale distributor in Pennsylvania and the show attracts over 1,000 HVAC contractor attendees. TRC again exhibited at this show.

### **September 23 – 27: The North American Hazardous Materials Management Association National Conference (New)**

*St. Paul, Minnesota*

This is an annual conference that highlights industry trends and provides sessions, roundtable discussions and training opportunities for HHW professionals and those in related fields. TRC staff presented "Marketing: How to Improve Outcomes with a Constrained Supply" during a session to educate the audience about marketing a recycling program. TRC also sponsored and exhibited at this conference.

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### December 7-10: Heating Air-conditioning and Refrigeration Distributors International (HARDI)

Phoenix, AZ

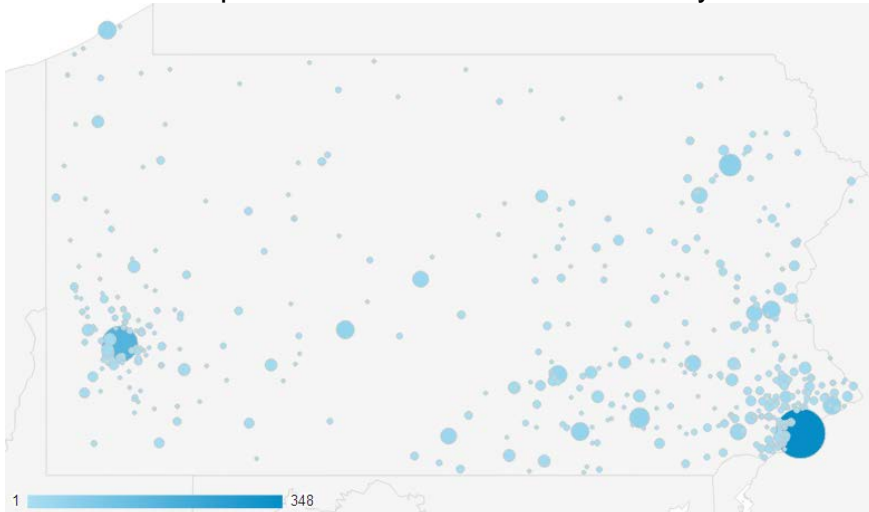
TRC exhibited and participated in the “Booth Program,” which provides for 1-on-1 sessions with senior executive staff from HARDI member companies. This event targeted representatives of approximately 80% of the wholesale market for HVACR products. TRC also presented its annual “Big Man on the Planet Award.”

### Website/Social Media

Website traffic continued to grow in 2013 as TRC increased its total annual visitors by 85% compared to 2012. There was a 134% increase of visitors from Pennsylvania to TRC’s website and the state ranked 3rd among the country in terms of its share of visitors to the site.

The increase in traffic reflects the impact of paid trade channel advertising, Google AdWord campaign, and search engine optimization efforts.

### Exhibit 13: Map of TRC website Traffic in Pennsylvania 2013



### Earned Media

In 2013 TRC continued to enjoy positive and frequent coverage within the industry trade press, appearing more than 25 times through a variety of publications throughout the year. TRC issued a number of media releases and most were picked up generating additional exposure for the program.

Notably, TRC continued to receive coverage in industry leading publications such as *The Air Conditioning and Refrigeration News* (110,000 circulation), *HVACR Business* (circulation 30,000), and editorial pieces in *Distribution Center Magazine* (circulation 11,000) and *Indoor Environment & Energy Efficiency Magazine* (mailed to every ACCA member who specializes in residential, commercial, and industrial applications).

## Summary of Additional Education and Outreach by Channel

It is difficult to categorize and capture many of TRC's activities in a narrative based report. While paid placements and copy is easy to report, social media and other activities are more difficult to capture. Some examples of "miscellaneous" outreach include:

- Updates to TRC Search Utility on its website— TRC completed a major modification to its search utility on its public website in 2013. TRC is now filtering search results and excluding locations that do not return one or more of their bins within 14 months. This assists homeowners, contractors, and technicians in identifying convenient *active* collection sites. It also assists TRC in filtering out closed, consolidated or moved locations from search results. TRC has seen a noticeable decrease in complaints about site participation via email and phone following this change.
- Training videos— TRC developed two brief training videos about the program. One was for HVAC contractors/technicians to demonstrate how easy it is to recycle thermostats. The second was to support our wholesale distributor partners to educate staff of the simplicity of the program and to assist with compliance with critical health and safety policies.

TRC created a YouTube page to host the videos (<http://www.youtube.com/user/ThermostatRecycling>) online at the end of April, 2013 and posted the one video on its homepage and the other on its safety page.

TRC has aggressively pushed the availability of the video. TRC burned copies of the video and marketed its availability of the video to HVAC educators, HVAC distributors, and others within the channel. TRC mailed copies to all Air Conditioning Contractors of America (ACCA) chapter leaders and posted information on its availability on the HVAC Educators Twitter group with over 1,000 members nationally.

The video for contractors was featured on ACHRNews.com from May-December, including one week on the homepage, and received 973 views from their website. ACHRNews enjoys over 296,000 website visits per month of which over 174,000 are unique browsers.

To date (5/12/14), the contractor video has been viewed over 1,700 times on YouTube, and the wholesaler video has been viewed over 300 times. In contrast, the California Department of Toxic Substances Control training video has been online since 9/27/11 and has only had 2,386 hits.

- Social Media— In 2013 TRC updated its social media strategy to focus on three main tactics:
  1. Inform – messaging about TRC's program and news such as Big Man on Planet competition, new training videos, etc.
  2. Contribute – messaging about related industry news to contribute to trending conversations
  3. Engage – ask questions to encourage the community to actively participate in conversation

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With this strategy and through more frequent updates and engagement, TRC's Twitter account saw a 37% increase in number of followers in 2013, and its Facebook page enjoyed a 71% increase of page "Likes".

- **BMOP**— TRC partnered with Heating Air-conditioning and Refrigeration Distributors International (HARDI) to launch the Big Man on Planet (BMOP) competition in 2013. This annual competition encourages HARDI members to promote TRC's mercury thermostat collection program at their branches nationwide to see who can recover the most thermostats.

TRC mailed invitations to HVAC wholesale/distributor owners and principles throughout the nation, including several in Pennsylvania, to invite them to participate in the competition. In 2013, participation more than doubled and over 100lbs of mercury was recovered. Johnstone Supply was crowned the BMOP winner at HARDI's annual conference. The presentation of the BMOP Cup created significant buzz at the show and the program was an unqualified success in 2013 (Exhibit 14).

**Exhibit 14:** DeWight Wallace, CEO Johnstone Supply with TRC Executive Director with BMOP Cup



## Program Expenses

TRC is a national voluntary program that is also operating ten mandatory programs on behalf of its manufacturer members. As most promotional activities are run concurrently in multiple states, tracking and isolating expenses specifically to Pennsylvania is not possible. Below is a summary of TRC's national program expenses for 2013. A copy of TRC's 2012 IRS Form 990 is also available for inspection.

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### Exhibit 15: 2013 Program Administrative Expenses

Program Component	2013 TRC Program	2012 TRC Program	Percent Change
TRC Staff and Administration	423,400	\$246,162	72%
Recycling Costs	317,874	\$335,613	-5%
Insurance	15,437	\$2,430	535%
Statutory Incentive Payments	23,955	\$47,166	-49%
New Collection Containers	21,936	\$27,495	-20%
Travel	32,608	\$25,994	25%
Legal	27,696	\$66,303	-58%
Direct Expense for Marketing & Outreach	173,579	\$169,840	2%
<b>Total (expenses)</b>	<b>1,036,485</b>	<b>\$921,003</b>	<b>13%</b>

There was significant variance in many expense categories from 2012. Causes for changes include:

- TRC staff and administration increased by 72% in 2013. TRC added a full-time marketing staff person in January, effectively doubling TRC’s staff. Additionally, TRC moved from the National Electrical Manufacturers Association’s office in December of 2012. TRC is now responsible for office lease expense that previously was provided at no cost by NEMA.
- Insurance Expense: There was no meaningful change. The variance reflects changes in how TRC accrued the expense in 2012/2013.
- Statutory incentive payments— Collections decreased by over 30% in both Maine and Vermont.
- Travel: With the addition of staff, TRC attended more industry events in 2013 and was able to increase the frequency of collection location visits.
- Direct Expense for Marketing/Outreach: In 2012 TRC expended \$34,000 for marketing consulting. TRC shifted that expense in 2013 to a full-time staff person (new annual staff expense of approximately \$87,000) TRC. Funds previously allocated to marketing consulting were used to expand the scope of paid advertising, up-date TRC’s website, develop training videos, and expand the scope of field work.

## Evaluation and Program Modifications

Pennsylvania’s thermostat law went into effect in January 2009. In comparison to the year prior to the law’s passage, collections have increased by almost 100%.

TRC missed its goal by approximately 1,782 units, despite increasing collections by 6 percent in 2013. However, TRC notes that most states with “mature” mandatory programs declined by double digits in 2013 and TRC believes the on-going decline in the installed base of mercury thermostats is beginning to weigh on returns.



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However, TRC also believes increased participation among other channel participants can offset the decline in inventory and collection growth is still possible. As such, TRC recommends no changes to program goals in 2014.

### Exhibit 16: Program Goals

Base	7,018	% Increase
2010 Goal	9,500	35.37%
2011 Goal	12,000	35.62%
2012 Goal	13,000	14.25%
2013 Goal	14,000	14.25%
2014 Goal	15,000	14.25%
2015 Goal	15,500	7.12%
<b>Cumulative Increase</b>		120.86%

In an effort to improve outcomes, TRC will make the following changes to the program. The most significant change to the program is the addition of one full-time staff person. TRC added an account representative position this year who resides in Pennsylvania. This staffer's primary responsibility is to increase wholesale distributor participation in the program. In Pennsylvania and other states with mandatory programs, our objective is to develop programs and resources that engage our collection partners to do more than the minimum required by law. This staff person has already spent considerable time in the field in Pennsylvania visiting wholesale branch locations to provide technical assistance in an effort to increase the visibility of the program.

In addition to staff changes TRC has firm plans for the following enhancements to the program:

- **Website redesign:** TRC launched an updated website in March. Changes include: updated search results to improve customer experience when searching for collection locations, a state map for easier navigation to specific state programs, a new blog and TRC program highlights section, better integration of participating wholesaler brands in the site, and search engine optimization. The redesign is also the first step towards optimizing the site for smart phones and tablets.
- **Dump Bin Displays:** TRC will develop a "wrap" of its collection container for use by wholesale distributors. The purpose is to raise the visibility of program at HVAC wholesale distributors.
- **Update Direct Mail:** Direct mail remains the primary means to directly communicate with Pennsylvania contractors and technicians. TRC is currently reviewing its direct mail program. TRC anticipates significant changes which may include better targeting of mail (focusing on smaller "owner/operator" contractors with postcards, use "lumpy" mail to reach key contacts at larger "professional dealers"), email, changes in the size, timing and frequency of mailings.
- **More frequent collection location contact:** TRC plans to implement rolling mailed reminders to Pennsylvania collection locations that have not returned a bin within 12 months. TRC plans to start this program by the end of March 2014.
- **Implement Customer Relation Management (CRM) software:** TRC has implemented CRM software to align with the additional of the account representative a position. TRC will more aggressively sell the program in 2014, targeting specific distributors and

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contractors in key markets. Additionally, the software will enable TRC to better document program activities.

TRC also plans on continued adjustments to its paid advertising strategy. With the addition of a full-time marketing person last year, TRC's 2014 advertising campaign is well underway with many planned insertion orders completed. Moreover, TRC will be updating its online advertisements this year in an effort to increase click-through rates.

Some additional planned advertising and promotion (subject to change) include:

- OESP *The Advantage* dedicated Email blast **(New)**
- Feature TRC program training video on ACHRNews.com on their "How-To" video section **(New)**
- Contracting Business Magazine dedicated Email blast to subscribers in states with disposal bans, including Pennsylvania **(New)**
- 12 week buy in OESP's email newsletter *The Advantage*
- Expand frequency of Google Adwords/pay-to-click campaign and geo-target the campaign to specific state landing pages enabling TRC to incorporate state-specific messaging.
- Revamp the "Big Man on Planet Award" program to include an opportunity for more winners, with the goal of doubling the level of participation.
- Continue to exhibit at regional and key national industry events.

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**APPENDIX A—Locations and Number returned**

Collection Location Name	Business Type	Street 1	Street 2	City	State	Zip	# Bins at Location	# Lost/ Misplaced Bins	Date(s) of Bin(s)Receipt	Total Tstats
ABCO REFRIGERATION SUPPLY	Wholesalers	12600 TOWNSEND RD.		PHILADELPHIA	PA	19154	1	0		0
ABCO REFRIGERATION SUPPLY	Wholesalers	801 N. CALLOHILL ST.		PHILADELPHIA	PA	19123	1	0		0
ACE HARDWARE OF THORNDALE	Retailers	3227 E. LINCOLN HIGHWAY		THORNDALE	PA	19372	1	0		0
ALTEMOS/ATLANTIC FUEL	Contractor	1046 NO. QUEBEC ST.		ALLENTOWN	PA	18109	1	0		0
American Air Distributing, Inc.	Wholesalers	830 S. Bolmar Street		West Chester	PA	19382	1	0	11/21/2013	71
APR Supply Company	Wholesalers	1000 E. Seventh Street		Bloomsburg	PA	17815	1	0		0
APR Supply Company	Wholesalers	1133 Manheim Pike		Lancaster	PA	17601	1	0		0
APR Supply Company	Wholesalers	120 S. Adams Street		York	PA	17404	1	0		0
APR Supply Company	Wholesalers	1200 Balata Street		Easton	PA	18042	1	0		0
APR Supply Company	Wholesalers	1302 W. Broad Street		Bethlehem	PA	18018	1	0		0
APR Supply Company	Wholesalers	148 S. Vine Street		Hazleton	PA	18201	1	0		0
APR Supply Company	Wholesalers	15321 Elm Drive		New Freedom	PA	17349	2	0		0
APR Supply Company	Wholesalers	1851 UPS Drive		Harrisburg	PA	17104	2	0		0
APR Supply Company	Wholesalers	20 Matthews Street		Johnstown	PA	15901	1	0		0
APR Supply Company	Wholesalers	2060 Shelly Drive		Indiana	PA	15701	1	0		0
APR Supply Company	Wholesalers	2553A Carolean Industrial Drive		State College	PA	16801	1	0		0
APR Supply Company	Wholesalers	280 River Road		Pottstown	PA	19464	1	0		0
APR Supply Company	Wholesalers	305 N. 5th Street		Lebanon	PA	17046	1	0		0
APR Supply Company	Wholesalers	315 W. 3rd Street		Williamsport	PA	17701	1	0		0
APR Supply Company	Wholesalers	320 Lincoln Hwy East		New Oxford	PA	17350	1	0		0
APR Supply Company	Wholesalers	409 Grant Street		Chambersburg	PA	17201	1	0		0
APR Supply Company	Wholesalers	4141 6th Avenue		Altoona	PA	16603	1	0		0
APR Supply Company	Wholesalers	418 N. Pershing Avenue		York	PA	17404	1	0		0
APR Supply Company	Wholesalers	462 N. 4th Street		Philadelphia	PA	19107	1	0		0
APR Supply Company	Wholesalers	50 West Charles		Lewistown	PA	17044	1	0		0

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		Street								
APR Supply Company	Wholesalers	505 Keystone Road	Unit D	Southampton	PA	18966	1	0		0
APR Supply Company	Wholesalers	627 York Road		Gettysburg	PA	17325	1	0		0
APR Supply Company	Wholesalers	709 Center Avenue		Ephrata	PA	17522	1	0		0
APR Supply Company	Wholesalers	745 N. Keyser Avenue		Scranton	PA	18510	1	0		0
APR SUPPLY COMPANY	Wholesalers	749 WEST GUILFORD STREET		LEBANON	PA	17046	3	0	02/15/2013, 02/15/2013, 11/13/2013, 11/15/2013	420
APR Supply Company	Wholesalers	800 Mercer Avenue		Kingston	PA	18704	1	0		0
APR Supply Company	Wholesalers	81 Lancaster Avenue		Malvern	PA	19355	1	0		0
APR Supply Company	Wholesalers	817 Mount Home Road		Sinking Spring	PA	19608	1	0		0
APR Supply Company	Wholesalers	Rt. 191 Paradise Valley		Cresco	PA	18326	1	0		0
BAHAVIO PLUMBING HEATING & COOLING	Wholesalers	640 SNYDER AVE - SUITE M		WEST CHESTER	PA	19382	2	0		0
Binghamton Hardware & HVAC	Wholesalers	220 King Street		East Stroudsburg	PA	18301	1	0		0
Binghamton Hardware & HVAC	Wholesalers	627 Main Street		Sugar Notch	PA	18706	1	0		0
Binghamton Hardware & HVAC	Wholesalers	675 Rose Street		Williamsport	PA	17701	1	0		0
Boyertown Supply Inc.	Wholesalers	7918 Boyertown Pike		Boyertown	PA	19512	1	0	09/13/2013	86
BOYLE BROS FUEL OIL, INC	Contractor	40 W. MANOA RD		HAVERTOWN	PA	19083	1	0		0
BRANDYWINE ACE HARDWARE	Retailers	1150 POCOPSON ROAD		WEST CHESTER	PA	19382	1	0		0
BRANDYWINE VALLEY HEATING & A/C	Contractor	917 OLD FERN HILL RD., SUITE 300		WEST CHESTER	PA	19380	2	0		0
BRINKER FUELS	Contractor	445 N. WEST ST		DOYLESTOWN	PA	18901	1	0		0
BURKE WHOLESAL	Wholesalers	1077 MILLION DOLLAR HIGHWAY		ST. MARYS	PA	15857	1	0		0
Burkholder's HVAC	Contractor	383 Minor Street		Emmaus	PA	18049	1	0	11/08/2013	98
Carrier Enterprise	Wholesalers	1825 Peninsula Drive		Erie	PA	16505	1	0		0
Carrier Enterprise	Wholesalers	720 East Lacock Ave.		Pittsburgh	PA	15212	1	0		0
CENTRAL ATLANTIC	Wholesalers	2035 E. GLENWOOD AVE.		PHILADELPHIA	PA	19124	1	0		0
CHARLES F. REICHERT, INC	Wholesalers	4931 N. 6TH STREET		PHILADELPHIA	PA	19120	1	0		0
CHESTER COUNTY SOLID WASTE AUTHORITY	HHW Facility	7224 DIVISION HIGHWAY		NARVON	PA	17555	1	0		0
CLYDE S. WALTON, INC	HHW Facility	400 SOUTH BROAD STREET		LANSDALE	PA	19446	2	0		0
COMFORT SUPPLY INC	Wholesalers	150 KISOW DRIVE		PITTSBURGH	PA	15205	1	0	02/27/2013	9

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COMMUNITY ACTION AGENCY OF DELAWARE COUNTY, INC	HHW Facility	94 JANSEN AVENUE		ESSINGTON	PA	19029	2	0		0
CONESTOGA SUPPLY	Wholesalers	517 N 2ND AVE		Lebanon	PA	17046	1	0		0
DAUPHIN COUNTY RECYCLING CENTER	HHW Facility	1620 S. 19TH STREET		HARRISBURG	PA	17104	2	0		0
DECRISTO INC.	Wholesalers	9070 ROUTE 414		CANTON	PA	17724	1	0		0
DELAWARE COUNTY SOLID WASTE AUTHORITY	HHW Facility	1521 N. PROVIDENCE ROAD, ROSE TREE PARK-HUNT CLUB BUILDING		MEDIA	PA	19063	1	0		0
DELCHESTER OIL	Contractor	841 LINCOLN AVENUE		WEST CHESTER	PA	19380	3	0	05/03/2013, 05/09/2013	185
DIFILIPPOS SERVICE CO. INC	Contractor	13 RAILROAD AVENUE		PAOLI	PA	19301	2	0	02/04/2013	35
DON HILLER PLUMBING & HEATING LLC	Contractor	252 PROMPTON ROAD		HONESDALE	PA	18431	1	0		0
EASTERN PENN SUPPLY CO.	Wholesalers	243 W. PINE ST.		ATHENS	PA	18810	1	0		0
ENERGY EQUIP & CONT INC	Wholesalers	495 BUSINESS PARK LANE		ALLENTOWN	PA	18103	1	0		0
EPSCO	Wholesalers	1892 WEST FRONT STREET		BERWICK	PA	18603	1	0		0
EPSCO	Wholesalers	251 LLOYD STREET		ALLENTOWN	PA	18103	1	0		0
EPSCO	Wholesalers	2655 SR 45		MONTANDON	PA	17850	1	0		0
EPSCO	Wholesalers	395 COAL STREET		WILKES-BARRE	PA	18702	1	0		0
EPSCO	Wholesalers	400 S. WASHINGTON AVENUE		SCRANTON	PA	18505	1	0		0
EPSCO	Wholesalers	55 WEST STREET		TUNKHANNOCK	PA	18657	1	0		0
EPSCO	Wholesalers	700 SCOTT STREET		WILKE-BARRE	PA	18705	1	0	07/08/2013	54
EPSCO	Wholesalers	ROUTE 6		WHITE MILLS	PA	18473	1	0		0
EPSCO	Wholesalers	ROUTE 611 NORTH		STROUDSBURG	PA	18360	1	0		0
F.F. KLING & SONS, INC.	Contractor	8 NORTH MAIN STREET		MANCHESTER	PA	17345	1	0		0
FERGUSON ENTERPRISES, INC	Wholesalers	1116 LONGFORD ROAD		OAKS	PA	19456	2	0	11/08/2013, 11/08/2013	118
FERGUSON ENTERPRISES, INC	Wholesalers	200 SOUTH CHESTNUT STREET		LANSDALE	PA	19446	2	0		0
FOLCARELLI SUPPLY CO. BRANCH 1	Wholesalers	4141 6TH AVE.		ALTOONA	PA	16602	1	0		0
FOLCARELLI SUPPLY CO. BRANCH 2	Wholesalers	2929 STEWART DRIVE		STATE COLLEGE	PA	16801	1	0		0

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FOLCARELLI SUPPLY CO. BRANCH 3	Wholesalers	20 Matthew ST.		JOHNSTOWN	PA	15901	1	0		0
FRIEDMAN ELECTRIC SUPPLY COMPANY	Wholesalers	1321 WYOMING AVENUE		EXETER	PA	18643	15	0		0
GBG SUPPLY	Wholesalers	1525 BEAVER AVENUE		PITTSBURGH	PA	15233	1	0	03/27/2013	94
GOODMAN DISTRIBUTION, INC.	Wholesalers	114 Henderson Drive, Suite 115		Sharon Hill	PA	19079	1	0		0
GOODMAN DISTRIBUTION, INC.	Wholesalers	212 Cascade Drive		Allentown	PA	18109	1	0	07/30/2013, 11/19/2013	71
GOODMAN DISTRIBUTION, INC.	Wholesalers	2191 Hornig Road, Suite 1		Philadelphia	PA	19116	1	0		0
GOODMAN DISTRIBUTION, INC.	Wholesalers	480 SHOEMAKER ROAD, SUITE 106		KING OF PRUSSIA	PA	19406	1	0	07/25/2013	22
GOODMAN DISTRIBUTION, INC.	Wholesalers	6305 Allentown Blvd		Harrisburg	PA	17112	1	0		0
Grove Supply Inc.	Wholesalers	106 Steamboat Drive		Warminster	PA	18974	1	0		0
Grove Supply Inc.	Wholesalers	2626 S. 18th Street		Philadelphia	PA	19145	1	0		0
Grove Supply Inc.	Wholesalers	401 N. 14th Street		Allentown	PA	18102	1	0		0
Grove Supply Inc.	Wholesalers	661 2nd Street Pike		Southampton	PA	18966	1	0		0
Grove Supply Inc.	Wholesalers	7900 Rockwell Avenue		Philadelphia	PA	19111	1	0		0
HAJOCA CORPORATION	Wholesalers	1005 E. BOUNDARY AVENUE		YORK	PA	17403	1	0		0
HAJOCA CORPORATION	Wholesalers	1550 BOBALI DRIVE		HARRISBURG	PA	17104	1	0		0
HAJOCA CORPORATION	Wholesalers	549 So. Hazle St.		Hazleton	PA	18201	1	0		0
HANNABERY HVAC	Contractor	200 SCHANTZ ROAD		ALLENTOWN	PA	18104	4	0	03/14/2013, 07/22/2013, 09/20/2013, 10/07/2013	250
HNAVATY PLUMB HEAT COOL	Contractor	86 E. POTTSVILLE ST.		PINE GROVE	PA	17963	1	0		0
HOMER NINE AND SONS	Contractor	415 MULBERRY ST.		BEAVER	PA	15009	1	0	01/15/2013, 11/20/2013	208
HVAC DISTRIBUTORS, INC.	Wholesalers	2 OLD MARKET STREET		MOUNT JOY	PA	17552	2	0	01/03/2013, 04/26/2013, 07/08/2013, 09/26/2013	274
INTERSTATE WASTE SERVICES, INC - FOR NORTHERN LANDFILL	HHW Facility	135 VAUGHN ROAD		SHIPPENSBURG	PA	17257	1	0		0
JOHN CIPOLLONE, INC.	Wholesalers	600 DARBY ROAD		HAVERTOWN	PA	19083	1	0	02/19/2013	33
JOHNSON CONTROLS	Wholesalers	100 SCHELL LANE		PHOENIXVILLE	PA	19403	1	0		0
JOHNSONE SUPPLY #352	Wholesalers	2578 INDUSTRY		NORRISTOWN	PA	19403	2	0		0



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		LANE								
JOHNSTONE SUPPLY	Wholesalers	2221 SYCAMORE STREET		HARRISBURG	PA	17111	1	0		0
JOHNSTONE SUPPLY	Wholesalers	2300-A NORTH FIFTH ST		READING	PA	19606	1	0	05/10/2013, 05/23/2013	251
Johnstone Supply	Wholesalers	340 W. Roseville Road		Lancaster	PA	17601	1	0		0
JOHNSTONE SUPPLY #366	Wholesalers	1628 ROSEY TOWN ROAD		GREENSBURG	PA	15601	1	0		0
JOHNSTONE SUPPLY CO	Wholesalers	1006 SECO RD		MONROEVILLE	PA	15146	1	0		0
JOHNSTONE SUPPLY CO	Wholesalers	127 ONEIDA VALLEY ROAD		BUTLER	PA	16001	1	0	08/09/2013	76
JOHNSTONE SUPPLY CO	Wholesalers	1548 PENNSYLVANIA AVE		MONACA	PA	15061	1	0	08/19/2013	101
JOHNSTONE SUPPLY CO	Wholesalers	3140 SASSAFRASWAY		PITTSBURGH	PA	15201	1	0	09/10/2013	128
JOHNSTONE SUPPLY CO	Wholesalers	3470 BABCOCK BLVD		PITTSBURGH	PA	15237	1	0		0
JOHNSTONE SUPPLY CO	Wholesalers	4700 B WISSAHICKON AVE.		PHILADELPHIA	PA	19144	2	0	03/20/2013, 04/04/2013, 04/18/2013, 04/29/2013, 05/13/2013, 05/23/2013, 06/13/2013, 06/27/2013, 08/15/2013, 12/30/2013	549
JOHNSTONE SUPPLY CO	Wholesalers	5407 PROGRESS BLVD		BETHEL PARK	PA	15102	1	0		0
JOHNSTONE SUPPLY CO	Wholesalers	73 ASH CIRCLE		WARMINSTER	PA	18974	2	0		0
JOHNSTONE SUPPLY STORE 123	Wholesalers	2609 DEARBORN STREET		EASTON	PA	18045	1	0	03/04/2013, 03/18/2013, 05/20/2013, 12/26/2013	230
JOHNSTONE SUPPLY/CENTRAL ATLANTIC	Wholesalers	1000 BETHLEHEM PIKE		COLMAR	PA	18915	2	0	03/13/2013, 10/23/2013	163
LANCASTER COUNTY SOLID WASTE MANAGEMENT AUTHORITY	HHW Facility	1299 HARRISBURG PIKE		LANCASTER	PA	17603	2	0		0
LEHIGHTON OIL & HEAT	Contractor	533 E. PENN ST.		LEHIGHTON	PA	18235	1	0		0
Lennox Industries Inc.	Wholesalers	1400 AIP DRIVE SUITE 400		MIDDLETOWN	PA	17057	2	0		0
Lennox Industries Inc.	Wholesalers	518 THOMPSON PARK DRIVE, #400		CRANBERRY TOWNSHIP	PA	16066	4	0		0

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Lennox Industries Inc.	Wholesalers	855 DUNKS FERRY ROAD		BENSALEM	PA	19020	2	0	12/26/2013	117
Lennox Industries Inc. A117	Wholesalers	540 East Unions St., Suites A&B		West Chester	PA	19382	1	0	12/20/2013	37
Lennox Industries Inc. A140	Wholesalers	110 Parkway View Drive		Pittsburgh	PA	15205	1	0		0
Lukjan Supply & Mfg, Inc	Wholesalers	4364 West Ridge Road		Erie	PA	16506	2	0		0
Lyon Conklin Co Inc.	Wholesalers	550 S. Henderson Road		King of Prussia	PA	19406	2	0	03/19/2013, 04/01/2013, 04/11/2013, 04/23/2013, 05/14/2013	466
Lyon Conklin Co Inc. 1140	Wholesalers	7195 Grayson Road		Harrisburg	PA	17111	2	0		0
Lyon Conklin Co Inc. 1892	Wholesalers	140-144 Centerpoint Boulevard		Pittston	PA	18640	2	0	03/22/2013, 04/05/2013, 04/18/2013, 04/30/2013	403
LYON CONKLIN CO. INC. 2707	Wholesalers	317 WESTTOWN ROAD, SUITE 1		WEST CHESTER	PA	19382	2	0		0
MCCRUDDEN HEATING SUPPLY INC	Wholesalers	14 FAIR ST.		WEST MIDDLESEX	PA	16159	1	0	02/13/2013	101
MEIER SUPPLY CO INC	Wholesalers	114 Banner Row		STROUDSBURG	PA	18360	1	0	12/02/2013	22
MEIER SUPPLY CO INC	Wholesalers	2031 WEST 12TH STREET		ERIE	PA	16505	1	0		0
MEIER SUPPLY CO INC	Wholesalers	2359 WOODLAWN STREET		HARRISBURG	PA	17104	1	0		0
MEIER SUPPLY CO INC	Wholesalers	2810 PLEASANT VALLEY		ALTOONA	PA	16602	1	0	01/24/2013	5
MEIER SUPPLY CO INC	Wholesalers	757 ARNOLD STREET		WILLIAMSPORT	PA	17701	1	0	11/20/2013	26
MEIER SUPPLY CO INC	Wholesalers	827 N MEADOW STREET		ALLENTOWN	PA	18102	1	0		0
MEIER SUPPLY CO.	Wholesalers	290 HIGH ST.		HANOVER	PA	17331	2	0	10/18/2013	72
Meier Supply Company, Inc.	Wholesalers	2031 West 12th Street		Erie	PA	16505	1	0		0
Meier Supply Company, Inc.	Wholesalers	827 N. Meadow Street		Allentown	PA	18102	1	0		0
Morvent's One Hour	Contractor	1041 Andrew Drive		West Chester	PA	19380	1	0	02/25/2013	85
MOURAR'S HEATING & COOLING	Contractor	345 MORGAN ST		PHOENIXVILLE	PA	19460	1	0		0
N & N Supply Co. Inc.	Wholesalers	5909-17 Ditman Street		Philadelphia	PA	19135	1	0		0
NATIONAL ENERGY CONTROL CORP	Wholesalers	312 DARBY ROAD		HAVERTOWN	PA	19083	1	0		0
Noland Co.	Wholesalers	640 Boundary Avenue		HANOVER	PA	17331	1	0		0

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NORTHEASTERN TRANE PARTS CENTER	Wholesalers	421 N. PA AVE.		WILKES-BARRE	PA	18702	1	0		0
Peirce-Phelps, Inc.	Wholesalers	101 Willowbrook Lane		West Chester	PA	19382	1	0		0
PEIRCE-PHELPS, INC.	Wholesalers	10551 DECATUR RD.		PHILADELPHIA	PA	19154	1	0		0
PEIRCE-PHELPS, INC.	Wholesalers	2000 N. 59TH STREET		PHILADELPHIA	PA	19131	2	0		0
PEIRCE-PHELPS, INC.	Wholesalers	2251 INDUSTRIAL HWY.		YORK	PA	17402	1	0	02/15/2013, 08/14/2013	283
PEIRCE-PHELPS, INC.	Wholesalers	230 EXECUTIVE DR., STE. 127		CRANBERRY TOWNSHIP	PA	16066	1	0		0
PEIRCE-PHELPS, INC.	Wholesalers	2551A CAROLEAN INDUSTRIAL DR.		STATE COLLEGE	PA	16801	1	0		0
PEIRCE-PHELPS, INC.	Wholesalers	360 STEEL WAY		LANCASTER	PA	17601	1	0		0
Peirce-Phelps, Inc.	Wholesalers	3600 Progress Street	#200	Bensalem	PA	19020	1	0		0
PEIRCE-PHELPS, INC.	Wholesalers	43 CONYNGHAM AVE.		WILKES-BARRE	PA	18702	1	0	05/29/2013	24
PEIRCE-PHELPS, INC.	Wholesalers	490 SAINT JOHNS CHURCH RD.		CAMP HILL	PA	17011	1	0	03/20/2013	6
PEIRCE-PHELPS, INC.	Wholesalers	603 GENERAL WASHINGTON AVE		NORRISTOWN	PA	19403	3	0	01/28/2013, 02/12/2013, 02/27/2013	189
Peirce-Phelps, Inc.	Wholesalers	651 Park Way		Broomall	PA	19008	1	0		0
Peirce-Phelps, Inc.	Wholesalers	800 Corporate Center Drive	Bldg 8	Reading	PA	19605	1	0		0
PEIRCE-PHELPS, INC.	Wholesalers	914 MARCON BLVD., STE. 101		ALLENTOWN	PA	18109	1	0	02/06/2013, 03/04/2013, 09/25/2013	301
PENSTAN SUPPLY, DIV. OF HAJOCA CORP.	Wholesalers	1050 PHILADELPHIA ST.		INDIANA	PA	15701	1	0		0
Pittsburgh Air Systems/Air Industrial	Contractor	208 Bilmar Drive		Pittsburgh	PA	15205	1	0		0
R. E. MICHEL CO	Wholesalers	2371 COMMERCIAL BLVD		State College	PA	16801	1	0	01/24/2013, 11/15/2013	180
R. E. Michel Company, Inc	Wholesalers	421 Amity Road		Harrisburg	PA	17111	0	0	07/25/2013, 09/27/2013, 10/16/2013, 10/30/2013	375
R.E. MICHEL COMPANY, INC	Wholesalers	10 LEONBERG ROAD		CRANBERRY TOWNSHIP	PA	16066	2	0	02/19/2013, 02/20/2013	197
R.E. MICHEL COMPANY, INC	Wholesalers	1000 SUSSEX BLVD.		BROOMALL	PA	19008	2	0	02/11/2013, 04/26/2013	174
R.E. MICHEL COMPANY, INC	Wholesalers	1028 MORTON AVE		CHESTER	PA	19013	2	0	06/11/2013	63

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R.E. MICHEL COMPANY, INC	Wholesalers	1036 INDUSTRIAL AVENUE		BEDFORD	PA	15522	2	0	08/15/2013, 08/16/2013, 08/16/2013	203
R.E. MICHEL COMPANY, INC	Wholesalers	123 26TH STREET		PITTSBURGH	PA	15222	2	0	04/04/2013	126
R.E. MICHEL COMPANY, INC	Wholesalers	1302 MYRTLE STREET		ERIE	PA	16501	4	0		0
R.E. MICHEL COMPANY, INC	Wholesalers	133 CANNELL DRIVE		SOMERSET	PA	15501	2	0		0
R.E. MICHEL COMPANY, INC	Wholesalers	140 W. BERKELEY ST		UNIONTOWN	PA	15401	2	0		0
R.E. MICHEL COMPANY, INC	Wholesalers	1699 FREDERICK AVENUE		WILLIAMSPORT	PA	17701	2	0		0
R.E. MICHEL COMPANY, INC	Wholesalers	177 MERCER STREET		MEADVILLE	PA	16335	2	0	05/06/2013, 11/18/2013	202
R.E. MICHEL COMPANY, INC	Wholesalers	1807 9TH AVENUE		ALTOONA	PA	16602	2	0		0
R.E. MICHEL COMPANY, INC	Wholesalers	2250 MANOR AVENUE		UPPER DARBY	PA	19082	2	0		0
R.E. MICHEL COMPANY, INC	Wholesalers	2315 AVE A		BETHLEHEM	PA	18017	2	0	04/19/2013, 04/19/2013, 05/20/2013, 05/23/2013	400
R.E. MICHEL COMPANY, INC	Wholesalers	322 WEST TOWN RD.		WEST CHESTER	PA	19380	3	0	02/11/2013, 02/28/2013, 03/26/2013	253
R.E. MICHEL COMPANY, INC	Wholesalers	333 E. HUNTING PARK AVE.		PHILADELPHIA	PA	19124	2	0		0
R.E. MICHEL COMPANY, INC	Wholesalers	3560 GILLESPIE DRIVE		YORK	PA	17404	4	0	06/06/2013	101
R.E. MICHEL COMPANY, INC	Wholesalers	405 GILLIGAN STREET		SCRANTON	PA	18508	3	0		0
R.E. MICHEL COMPANY, INC	Wholesalers	43 CONYNGHAM AVE		WILKES-BARRE	PA	18702	2	0	05/03/2013	96
R.E. MICHEL COMPANY, INC	Wholesalers	452 ALLEN RD.		CARLISLE	PA	17015	2	0		0
R.E. MICHEL COMPANY, INC	Wholesalers	461 NORTH WEST END BLVD.		QUAKERTOWN	PA	18951	4	0	01/09/2013, 01/09/2013, 01/10/2013, 01/10/2013, 01/31/2013, 01/31/2013, 04/16/2013	487
R.E. MICHEL COMPANY, INC	Wholesalers	511 W. ROSEVILLE RD.		LANCASTER	PA	17601	3	0	01/07/2013, 02/27/2013, 08/28/2013, 11/18/2013	395
R.E. MICHEL COMPANY, INC	Wholesalers	5384 ENTERPRISE BLVD.		BETHEL PARK	PA	15102	2	0	05/29/2013, 06/17/2013, 08/21/2013	357

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R.E. MICHEL COMPANY, INC	Wholesalers	611 WEST LLOYD STREET		EBENSBURG	PA	15931	2	0		0
R.E. MICHEL COMPANY, INC	Wholesalers	700 SECO ROAD		MONROEVILLE	PA	15146	2	0	01/09/2013	11
R.E. MICHEL COMPANY, INC	Wholesalers	845 WILLIAMS LANE		READING	PA	19604	2	0	03/07/2013, 03/08/2013, 10/17/2013	365
R.E. MICHEL COMPANY, INC	Wholesalers	915 EASTON ROAD		WARRINGTON	PA	18976	2	0	02/06/2013, 04/10/2013, 05/03/2013, 08/23/2013, 11/18/2013	509
R.E. MICHEL COMPANY, INC	Wholesalers	RD 6 BX 518 WOODWARD RD		GREENSBURG	PA	15601	2	0		0
R.E. MICHEL COMPANY, INC	Wholesalers	RR3 BOX 144C SHAFFER ROAD, WHSE C		DUBOIS	PA	15801	2	0		0
R.E. Michel Company, Inc.	Wholesalers	200 Commerce Drive		Washington	PA	15301	1	0		0
R.E. Michel Company, Inc.	Wholesalers	2588 Industry Lane	Suite 100	Norristown	PA	19403	2	0		0
R.E. Michel Company, Inc.	Wholesalers	333 E. Hunting Park Avenue		Philadelphia	PA	19124	1	0		0
R.E. Michel Company, Inc.	Wholesalers	85 Roosevelt Blvd		Johnstown	PA	15906	1	0		0
R.F. FAGER CO.	Wholesalers	2058 STATE ROAD		CAMP HILL	PA	17011	1	0	01/11/2013, 04/05/2013	219
R.F. FAGER CO.	Wholesalers	3901D DERRY ST.		HARRISBURG	PA	17111	1	0		0
R.F. FAGER CO.	Wholesalers	816R MCALLISTER ST.		HANOVER	PA	17331	1	0		0
READING FOUNDRY & SUPPLY CO	Wholesalers	103 SOUTH MADISON STREET		POTTSTOWN	PA	19464	1	0	08/19/2013	80
RE-SOURCE YORK	Retailers	235 N. BEAVER ST.		YORK	PA	17401	1	0		0
RE-SOURCE YORK	Retailers	405 CARLISLE AVE		YORK	PA	17403	1	0		0
RILEY SALES	Wholesalers	1660 EAST RACE ST		ALLENTOWN	PA	18109	1	0		0
RILEY SALES	Wholesalers	1719 ROMANO DR.		PLYMOUTH MEETING	PA	19462	6	0	04/22/2013, 04/22/2013, 05/06/2013	177
ROBERTSON HEATING SUPPLY CO.	Wholesalers	10 MILL STREET		WHEATLAND	PA	16161	1	0	12/26/2013	115
Robertson Heating Supply Co.	Wholesalers	1245 Freedom Rd.		Cranberry Twp.	PA	16066	1	0	01/17/2013	55
Robertson Heating Supply Co.	Wholesalers	385 S. Oakland Ave		Sharon	PA	16146	1	0		0
Robertson Heating Supply Co.	Wholesalers	84 STEWART AVE.		WASHINGTON	PA	15301	1	0		0
Robertson Heating Supply Co.	Wholesalers	952 Noblestown Rd.		Pittsburgh	PA	15205	2	0		0
SCOTT ELECTRIC	Wholesalers	1000 SOUTH MAIN STREET		GREESBURG	PA	15601	1	0		0

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SCOTT ELECTRIC	Wholesalers	1840 EAST 10TH STREET		ERIE	PA	16511	1	0		0
SCOTT ELECTRIC	Wholesalers	39TH & BUTLER STREET		PITTSBURGH	PA	15201	1	0		0
SCOTT ELECTRIC	Wholesalers	JCT. 22 & 220 & WYE SWITCHES, PO BOX 660		DUNCANSVILLE	PA	16635	1	0		0
SHIPLEY ENERGY	Contractor	100 Kindig Lane		Hanover	PA	17331	1	0	07/18/2013	73
SHIPLEY ENERGY	Contractor	1451 SPAHN AVENUE		YORK	PA	17403	2	1		0
SHIPLEY ENERGY	Contractor	1894 York Road		Gettysburg	PA	17325	0	0	06/06/2013	97
SID HARVEY INC.	Wholesalers	725 S. 22ND ST.		HARRISBURG	PA	17104	1	0		0
Sid Harvey Industries	Wholesalers	10 READSHAW WAY		PITTSBURGH (SOUTH HILLS)	PA	15236	1	0		0
Sid Harvey Industries	Wholesalers	1052 HANOVER ST.		WILKES BARRE	PA	18706	1	0		0
Sid Harvey Industries	Wholesalers	1124 ROOSEVELT AVE.		YORK	PA	17404	1	0	05/16/2013	71
Sid Harvey Industries	Wholesalers	1155 MID-VALLEY DR.		OLPHANT (SCRANTON)	PA	18447	1	0		0
Sid Harvey Industries	Wholesalers	125 EAST AVE		WELLSBORO	PA	16901	1	0		0
Sid Harvey Industries	Wholesalers	1393 FREY RD		PITTSBURGH	PA	15235	1	0		0
SID HARVEY INDUSTRIES	Wholesalers	1650 E RACE ST		ALLENTOWN	PA	18109	1	0	03/26/2013, 08/23/2013	221
SID HARVEY INDUSTRIES	Wholesalers	410 S. HENDERSON RD.		KING OF PRUSSIA	PA	19406	1	0		0
Sid Harvey Industries	Wholesalers	4244 MACALESTER ST.		PHILADELPHIA	PA	19124	1	0		0
Sid Harvey Industries	Wholesalers	4408 POTTSVILLE PIKE		READING	PA	19605	1	0	06/17/2013	113
Sid Harvey Industries	Wholesalers	535A E. ROSS ST		LANCASTER	PA	17602	1	0		0
Sid Harvey Industries	Wholesalers	HANOVER IND ESTATES 1052 HANOVER ST		WILKES BARRE	PA	18706	1	0		0
Standard Air & Lite	Wholesalers	1241-D Freedom Street		Cranberry Township	PA	16066	1	0		0
Standard Air & Lite	Wholesalers	2406 Woodmere Avenue		Pittsburgh	PA	15205	1	0		0
Standard Air & Lite	Wholesalers	901 W. 12th Street		Erie	PA	16501	1	0		0
STANDARD AIR & LITE CORP.	Wholesalers	1034 CORPORATE LANE		EXPORT	PA	15632	1	0		0
SUMMERS & ZIM'S	Wholesalers	403 VALLEY AVE		ATGLEN	PA	19310	1	0		0
T.F. Campbell Co.	Wholesalers	1203 Edgebrook		Pittsburgh	PA	15226	1	0		0



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		Avenue								
the Hardware Store	Retailers	16 Paoli Shopping Center		Paoli	PA	19301	1	0		0
THE LABOR PLUMBING AND HEATING SUPPLY INC.	Wholesalers	5000 UMBRIA STREET		PHILADELPHIA	PA	19128	1	0		0
THOS. SOMERVILLE	Wholesalers	3735 BOARD RD		YORK	PA	17406	1	0		0
THOS. SOMERVILLE	Wholesalers	425 NELSON ST		CHAMBERSBURG	PA	17201	2	0		0
THOS. SOMERVILLE CO.	Wholesalers	1401 SLATE HILL ROAD		CAMPHILL	PA	17011	2	0		0
THOS. SOMERVILLE CO.	Wholesalers	3140 HEMPLAND ROAD		LANCASTER	PA	17601	2	0	10/16/2013	69
TOM ANTONELLI INC	Wholesalers	2201 HUNTER ROAD		Bristol	PA	19007	2	0		0
TOWNSHIP OF DERRY	HHW Facility	650 CLEARWATER ROAD		HERSHEY	PA	17033	1	0		0
TRANE PARTS CTR - ALLENTOWN 909	Wholesalers	5925 TILGHMAN ST SUITE 60		ALLENTOWN	PA	18104	1	0	01/21/2013, 11/07/2013	102
TRANE PARTS CTR - HARRISBURG 496	Wholesalers	491-E BLUE EAGLE AVE		HARRISBURG	PA	17112	1	0		0
TRANE PARTS CTR - HUNTINGDON 497	Wholesalers	15091 ROUTE 30		North Huntingdon	PA	15642	1	0		0
TRANE PARTS CTR - PITTSBURGH 495	Wholesalers	3042 NEW BEAVER AVE		PITTSBURGH	PA	15233	1	0	01/09/2013	9
UGI HVAC	Contractor	2121 City Line Road		Bethlehem	PA	18017	1	0	12/06/2013	131
UGI HVAC	Contractor	225 Morgantown Road		Reading	PA	19607	1	0		0
UGI HVAC	Contractor	340 W. Roseville Road	Suite 101	Lancaster	PA	17601	2	0	02/05/2013, 02/06/2013, 04/16/2013	268
UNITED REFRIGERATION	Wholesalers	11401 ROOSEVELT BLVD		Philadelphia	PA	19154	2	0	12/12/2013	33
UNITED REFRIGERATION	Wholesalers	1250 W. LIBERTY STREET		ALLENTOWN	PA	18102	1	0		0
UNITED REFRIGERATION	Wholesalers	2929 STEWART DRIVE		STATE COLLEGE	PA	16801	1	0	11/26/2013	4
UNITED REFRIGERATION	Wholesalers	326 BUTTONWOOD STREET		READING	PA	19601	1	0	03/22/2013, 10/21/2013	248
UNITED REFRIGERATION	Wholesalers	4490 LEWIS ROAD		HARRISBURG	PA	17111	1	0		0
UNITED REFRIGERATION	Wholesalers	606 SPRING GARDEN STREET		PHILADELPHIA	PA	19123	1	0	12/02/2013	12
UNITED REFRIGERATION	Wholesalers	621 PARK WAY		BROOMALL	PA	19008	1	0		0
UNITED REFRIGERATION	Wholesalers	641 N. PENNSYLVANIA		WILKES BARRE	PA	18705	1	0	12/16/2013	8

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		AVENUE								
United Refrigeration #1	Wholesalers	4111 Whitaker Avenue		Philadelphia	PA	19124	1	0	12/26/2013	13
United Refrigeration #14	Wholesalers	365 Constance Drive		Warminster	PA	18974	1	0	03/15/2013, 12/13/2013	106
United Refrigeration #17	Wholesalers	610 Delp Road		Lancaster	PA	17601	1	0		0
United Refrigeration #25	Wholesalers	1030 Vogelsong Road		York	PA	17404	1	0		0
United Refrigeration #34	Wholesalers	1825 N. Franklin Street		Pittsburgh	PA	15233	1	0		0
United Refrigeration #35	Wholesalers	180 Seco Road		Monroeville	PA	15146	1	0	12/13/2013	29
United Refrigeration #51	Wholesalers	5459 Progress Boulevard		Bethel Park	PA	15102	1	0		0
UNITED REFRIGERATION #54	Wholesalers	317 NATIONAL ROAD		EXTON	PA	19341	1	0	03/05/2013, 08/27/2013	120
United Refrigeration #57	Wholesalers	8420 Enterprise Avenue		Philadelphia	PA	19153	1	0	12/27/2013	27
United Refrigeration #7	Wholesalers	771 First Avenue		King of Prussia	PA	19406	1	0	02/21/2013, 12/27/2013	77
United Refrigeration #B8	Wholesalers	7 Long Lane		Mechanicsburg	PA	17050	1	0		0
United Refrigeration #X3	Wholesalers	960 W. 12th Street		Erie	PA	16501	1	0	12/26/2013	1
United Refrigeration #Y9	Wholesalers	1075 South Main St, Rt 119		Greensburg	PA	15601	1	0		0
Venago Supply	Wholesalers	4000 State Route 257		Seneca	PA	16346	1	0		0
VIRGINIA AIR DISTRIBUTORS	Wholesalers	960 RIVERSIDE PLACE		LEETSDALE	PA	15056	1	0		0
WALTER A. DWYER INC.	Contractor	152 S. MAIN ST.		AMBLER	PA	19002	1	0		0
WASTE SYSTEM AUTHORITY OF MONTGOMERY COUNTY	HHW Facility	1430 DEKALB STREET		NORRSTOWN	PA	19401	3	0		0
WEINSTEIN SUPPLY	Wholesalers	3155 TERWOOD ROAD		WILLOW GROVE	PA	19090	1	0		0
WEINSTEIN SUPPLY CO	Wholesalers	265 1/2 WYCOMBE AVENUE		LANSDOWNE	PA	19050	1	0		0
WESTBURNE SUPPLY CO.	Wholesalers	1210 W CHESTER PIKE		WEST CHESTER	PA	19832	1	0		0
YORK INTERNATIONAL/JOHNSON CONTROLS	Wholesalers	1000 BOSLER AVENUE		LEMOYNE	PA	17043	5	0	04/09/2013	61