1300 North 17th Street · Suite 1752 · Arlington, VA 22209

Thermostat Recycling Corporation

www.thermostat-recycle.org

April 1, 2012

VIA EMAIL

Mr. Kevin Greene
Illinois Environmental Protection Agency
Office of Pollution Prevention
1021 N. Grand Ave East
Springfield, Illinois 62794

Ms. Becky Jayne
Illinois Environmental Protection Agency
Office of Pollution Prevention
1021 N. Grand Ave East
Springfield, Illinois 62794

Subject: Thermostat Recycling Corporation's 2011 Annual Report

Dear Mr. Greene and Ms. Jayne:

Attached is TRC's annual collection report for calendar year 2011. TRC has made its best effort to provide a comprehensive report on its efforts to promote the collection program in Illinois and improve the program's environmental outcomes. A copy of this report may be found on TRC's website at: http://www.thermostat-recycle.org/media/index.

While results are encouraging, much work remains. Access to the program has increased significantly in the last year. However, our ultimate success is still dependent on HVAC contractor participation. Illinois' HVAC contractors and technicians must in great numbers take advantage of the program.

TRC continues to aggressively market its program in Illinois. 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 2012 marketing efforts. I may be reached at 703-841-3246 or by email at mark.tibbetts@thermostat-recycle.

Sincere Regards,

Mark Tibbetts
Executive Director

Collection Data

Table 1: 2011 Illinois Collections by Brand

	Thermostats	Switches	Lbs Mercury
Honeywell	5619	6508	40.35
White Rogers	687	771	4.78
GE	24	63	0.39
Bard	3	7	0.04
Burnham	10	12	0.07
Carrier	113	192	1.19
Chromalox	0	0	0.00
ClimateMaster	0	0	0.00
Crane	1	1	0.01
Empire Comfort	1	1	0.01
Goodman	17	30	0.19
WW Grainger	5	5	0.03
Hunter	1	1	0.01
Invensys	56	58	0.36
ITT	5	10	0.06
Lear Siegler	1	1	0.01
Lennox	209	260	1.61
Lux	35	36	0.22
Marley-Wylain	24	28	0.17
McQuay	2	4	0.02
Nordyne	82	85	0.53
PSG	2	3	0.02
Rheem	44	46	0.29
Sears	72	78	0.48
Taco	7	6	0.04
Thomas & Betts	0	0	0.00
TPI	1	1	0.01
Trane	68	120	0.74
Uponor	0	0	0.00
Valliant	0	0	0.00
York / JCI	48	73	0.45
NoM's (orphan)	92	130	0.81
Loose Switches	n/a	910	5.64
Total	**7229**	**9440**	**58.53**

TRC recovered 58.53 pounds of mercury from 7229 intact mercury thermostats and 910 mercury switches removed from thermostats from Illinois locations in 2011.

Based upon historical returns, TRC estimates conservatively there are 1.5 switches per thermostat recovered from Illinois. The 910 switches likely represent an additional 520 thermostats. As such, TRC surpassed manufacturers' collection goals by well over 2,200 units.

TRC recovered 6,187 thermostats from HVAC wholesale distributor collection locations, 726 from HVAC contractors and 316 from HHW locations in Illinois. TRC received no thermostats from Illinois retail locations in 2011.

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 pre-paid 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 switches removed from the plastic housing. Universal Waste Regulations require the disposal of waste 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 switch removal workstation on a tray that contains any potential mercury spillage. The switches are removed from the thermostats and placed into a 2 quart container at the work station. In the event that a switch breaks and mercury spills the work area is designed to contain the spillage and the operators are trained in the clean-up and disposal of mercury. 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 Bethlehem Apparatus Corporation in Hellertown, Pennsylvania for final processing of the mercury ampoules (switches). Bethlehem Apparatus meets or exceeds all local, state, federal regulations for the management of the product. Bethlehem's approvals for mercury recovery/recycling include:

- EPA - identification No. PAD002390961 (Bethlehem Apparatus Co., Inc.)
- EPA BDAT Requirement - satisfied by all recovery operations
- CERCLA (Comprehensive Environmental Response Compensation and Liability Act)
- Pennsylvania Department of Environmental Protection

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

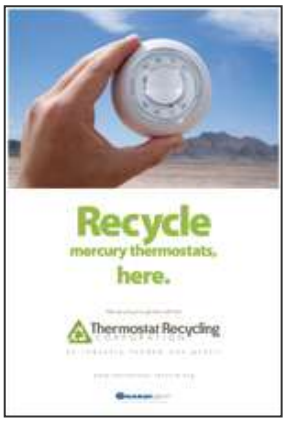
TRC marketing and promotion efforts targeted key audiences in Illinois. TRC's objectives are to raise awareness of key components of Illinois's mercury thermostat law and to encourage the recycling of waste mercury thermostats. Below is a summary of many of the activities and channels TRC utilized in support of this effort.

Development of Written Materials and Signage for Collection Points and Key stakeholders—TRC developed and posted on its website (www.thermostat-recycle.org) a Promotional Toolkit which contains templates of a number of items for collection points to download and reproduce:

In 2011 TRC added three new items to the toolkit. The new items include two new posters and two versions of a point-of-sale card (Exhibit 1).

Exhibit 1: Examples of Toolkit Items

Poster



Advertisement

In addition to the templates on TRC's website, TRC placed the new window cling (ideal for the entrances of collection locations) into inventory along with the two new 11 x 17 posters and a postcard (Exhibit 2). TRC provided the cling and a copy of the "law" poster (or previous versions) to all new locations plus those returning bins from Illinois locations in 2011. TRC actively promotes the availability of these items and provides copies upon request to any participating collection location, HVAC contractor or local government agency. These items are also distributed at trade shows.

Exhibit 2: Examples of Print Collateral

Poster (law)

Window Cling

Wholesaler Recruitment/Engagement—Under Illinois law manufacturers were required to avail collection containers to qualified HVAC contractors, HVAC wholesale distributors,

thermostat retailers, and local governments that request containers starting January 1, 2011. TRC conducted a number of discrete activities to raise awareness of the law and TRC program.

TRC developed a proprietary marketing list of HVAC wholesale locations in Illinois using a variety of sources including industry trade groups, proprietary member lists, and commercial sources.

In **January/February** TRC coordinated wholesaler outreach with Illinois EPA by providing feedback on Agency outreach and coordinating scheduling of mailings. TRC hit HVAC wholesalers in Illinois the same week in **May** as the Agency by mailing a memo with a TRC bin order form to over 400 Illinois HVAC wholesale locations (see Appendix A).

In **June 2011** TRC mailed a letter (See Appendix B) to all existing Illinois wholesale collection locations informing them of their legal obligations and encouraging their active participation in the program. TRC also included a copy of the window cling in the mailing. Also in **June**, TRC sent correspondence (See Appendix C) to a senior executive of 15 national or regional HVAC wholesale distributors with branch locations in Illinois. To improve the response rate TRC mailed the letter in an 8½ x 11 envelope. TRC also placed a fluorescent colored label on each envelope with the notation "*Information regarding IL Mercury Reduction and Education Act.*"

TRC also engaged others within the HVAC channel. As an example, in **July,** Heating Airconditioning, Refrigeration Distributors International (HARDI), with TRC's assistance, sent information on the law to all its Illinois members, posted it on its website, and tweeted it.

Other efforts to promote the program to HVAC wholesale distributors included direct outreach to individual distributors (the logos of several Illinois-based distributors are listed on TRC's homepage). Also in partnership with HARDI, TRC launched the inaugural *Mercury Thermostat Recycling Awards* in **May.** The awards were intended to incent participation in the program by recognizing the distributor(s) that recovered the most mercury thermostats and/or developed innovative strategies to promote the program at its location(s). The program was widely promoted by HARDI to its members and within the industry trade press. TRC also developed custom promotional materials for HARDI members and templates of those materials are available on TRC's website. The awards were presented at HARDI's annual meeting in **October.**

Finally, in **December**, TRC sent a letter (See Appendix D) to all Illinois distributor locations that had yet to order a bin from TRC. The letter reminded them of their legal obligation and how easy it is to comply.

Retailer Engagement— TRC continued to encourage large national retailers to participate in the program.

Summary of Additional Education and Outreach by Channel

TRC conducted a broad array of activities intended to raise awareness of Illinois's mercury thermostat disposal ban, mandatory HVAC contractor recycling, and the ease of compliance through TRC's collection program.

Website—TRC maintains www.thermostat-recycle.org. The website contains participation forms, the previously mentioned outreach toolkit, safety and shipping information, media releases, and reports. The website includes a location search utility that provides for an easy search by zip-code of locations that have ordered TRC collection containers. TRC also promotes its national collection partners by scrolling their corporate logos on the homepage. In **September** TRC completed a *search engine optimization* (SEO) of its website. The objective of the SEO was to increase website traffic by making TRC easier to find on the internet. For instance if a person searches on the term "mercury thermostat recycling" or "thermostat recycling" the first search result in Google is TRC's website.

Earned Media— TRC generated considerable positive media attention in 2011. TRC made a concerted effort in 2011 to generate stories on the program. Most notable was the four page

Publication/Website	Month	Coverage	Readership/Reach
Air Conditioning, Heating & Refrigeration News	January	Article on thermostat recycling and TRC	111,000
RSES Journal	January	TRC & HARDI partnership	18,000
HVACR Business	April	Guest Column thermostat recycling	33,000
Indoor Comfort News	June		25,000
Air Conditioning Today	June	2010 TRC annual report	n/a
ACCA-Hot Air! Blog	July	TRC program	n/a
Wholesale Observations (HARDI)	July	TRC program	n/a
Demolition Magazine	July/August	Proper management of mercury	n/a
Indoor Comfort News	July	2010 TRC annual report	25,000
1800recycling.com	September	Recycling old thermostats	N/A
Contracting Business	October	Thermostat recycling awards	29,000
Indoor Comfort News	October	USACD thermostat recycling	n/a
Supply House Times	October	Thermostat recycling awards	12,800

article in *The Air Conditioning, Heating, and Refrigeration News* (*The News*) which included a TRC provided table on mercury thermostat laws. *The News* is one of the leading industry publications.

The National Demolition Association (NDA) also ran a multi-page article authored by TRC's executive director on the proper management of mercury containing products found in residential and commercial structures in the **June/July** issue of *Demolition Magazine*. Reprints of several of these articles may be found on TRC's website at http://www.thermostat-recycle.org/media/index.

ACCA Sponsorship—TRC sponsored the Air Conditioning Contractors of America (ACCA) 2011 Contracting Week in Nashville, Tennessee, **October** 18-21. The sponsorship included TRC's logo on attendee bags, the inclusion of TRC promotional materials in the bag and TRC's logo on ACCA's website and signage at the event.

Web-based advertising— TRC developed new rotating banner advertisements for 2011 and ran them (Exhibit 3) on the websites contractingbusiness.com (160x600 skyscraper) and hvac-talk.com (300x250 medium rectangle) during the months of **April, May, September** and

October. Together, the websites average 1.8 million pages views and 280,000 unique visitors per month. HVAC-Talk.com, an online discussion community, boasts 122,000 registered users.

TRC strategically placed ads to coincide with the spring and fall HVAC business cycles. While the ads were featured, 701,528 impressions were delivered and 522 clicks on the advertisements were recorded.

Exhibit 3: Web Banner Advertisement (300 x 250 version)

Social Media— TRC developed and deployed a Social Media strategy that leveraged the power of Google and the popularity of Facebook. This campaign, which ran from **mid-September** through early **December**, geo-targeted contractors and consumers in states with mercury thermostat disposal bans, including Illinois, in an effort to create awareness and increase thermostat collections.

Ads and landing pages (See Exhibit 4) were developed with variable messages targeting both audiences. Advertisements appeared on Google search results pages after an individual searched terms related to TRC's mission (E.g. thermostat replacement, contracting recycling regulations, mercury thermostat recycling, programmable thermostats, etc.). Similarly, the Facebook campaign targeted users over 18 who "like" industry-relevant topics or organizations (i.e. renovating, renovators, HVAC, HVAC Technicians, home repair, etc.)

The campaign was very successful. The campaign resulted in over 340,000 impressions on Google and 8.1 million on Facebook.

Tip-In Insert in HVAC Trade Press—TRC placed an insert in the **April** and **October** issues of *HVACR Business* (see Exhibit 5). The insert was included in issues received by approximately 12,000 subscribers in states with mercury thermostat disposal bans (including Illinois). This enabled TRC to incorporate the message, "It's something you gotta do, because it's the law." Additionally, TRC incorporated the logos of larger HVAC wholesale distributors on the backside of the card enabling contractors to quickly identify collection locations.

Tradeshows—TRC attended and exhibited at the following trade shows relevant to Illinois:

January 31-February 2: AHRExpo. Las Vegas. 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 53,000.

Exhibit 4: Examples of Google and Facebook Advertisements

February 15–17: Air Conditioning Contractors of America Indoor Air Expo, San Antonio, Texas. Representatives from over 200 HVAC contracting businesses attended the show.

May 22-26: Oil and Energy Service Professionals. Hershey, PA. This was OESP's annual convention and trade show. Nearly 2,700 HVAC professionals attended this show, which targeted service managers for HVAC firms that install and repair oil fired furnaces. TRC sponsored this event and its logo was displayed on event signage and website.

September 27-29: North American Hazardous Materials Management Association (NAHMMA), Portland, Oregon. This was NAHMMA's annual meeting. TRC exhibited and co-presented with a HARDI representative.

October 23-26: Heating Airconditioning and Refrigeration Distributors International (HARDI). Maui, Hawaii. 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 the inaugural Thermostat Recycling Award to three HVACR distributors recognizing their support of the program.

Direct Mail— TRC implemented a direct-mail campaign in Illinois in 2011. TRC mailed a postcard (see Exhibit 6) to approximately 6,600 Illinois based HVAC contractors in **March** and **October**. TRC sourced the list of HVAC contractors from a commercial list supplier. Additionally, TRC leveraged the AHRExpo presence in Chicago and conducted an additional mailing of 6,600 postcards to contractors that provided free registration to the show, and directing them to TRC's booth to learn more about Illinois' new mercury thermostat law (See Appendix E).

Exhibit 5: Tip-in Insert *HVACR Business*

Public Service Announcement— TRC developed a new 30 second public service announcement in 2011. In **August** TRC requested (See Appendix F) radio stations serving the Illinois market air the PSA. TRC also monitored the airtime of the PSA through **December**. WHPI and WZPN in Peoria aired the PSA over 200 times during the fall reaching a combined audience of over 81,000 listeners.

Stakeholder Outreach— TRC sent correspondence (See Appendix G) to a number of HVAC and construction trade groups in Illinois. Letters were sent in **August.** TRC staff followed up

the letters with phone calls to staff at each organization (see Exhibit 7) encouraging them to use TRC provided copy in their member newsletters or in other communications.

Exhibit 6: Front & Back of Postcard

Exhibit 7: Stakeholder Outreach

Organization	Chapter
IL Recycling Assn	
Home Builders Assn of Greater Chicago	
Mech Contractors Assn of Chicago	
PHCC	Great SW
ASHRAE	
PHCC	
ACCA-IL	
SMACNA	Central IL
SMACNA	Decatur
SMACNA	Mid-State
SMACNA	Northeastern
SMACNA	Chicago
SMACNA	Northern IL
SMACNA	Southern
SMACNA	Springfield

Operational Enhancements

TRC made a number of enhancements to its operations in 2011. Some changes include:

- To facilitate compliance with the one-year accumulation regulation and speed up returns, TRC began including an adhesive label to record the accumulation start date in each container. TRC also modified the label on the exterior of the bin to include admonition to return bin within one year of receipt. TRC also updated instructions provided with every new and returned recycling container to explicitly require locations to record the accumulation start date and return the container within one year of the accumulation start date

- To improve customer service TRC began to directly handle customer service calls at program's HQ and put the new toll-free number and email address on instructions provided in each bin. The website and the new number and email helpline was added to the footer and contact us page on TRC's website.

- Modified participation forms for program to capture more information the collection location at the time the bin is ordered. TRC also began explicitly offering to invoice bin fees (this was particular issue for local governments needing a PO). TRC began accepting bin orders via fax.

- Implemented a new data management system that provides for timely updates to collection location information on the website. With the new database the program migrated data entry for new orders to HQ to improve the accuracy of data entry.

- Engaged directly with several large wholesale distributors with locations in Illinois to update location information in the program's location database. That effort is on-going and continual.

- Updated its compliance assistance effort. As collections have increased, the frequency of bins with non-compliant materials has grown. A new monitoring system has been implemented increasing the frequency of contact to collection locations and compliance. This effort has secondary benefit of pushing collateral to locations and updating location information.

Program Expenses

TRC is a national voluntary program that is also operating nine mandatory programs on behalf of its manufacturer members. As most promotional activities are run concurrently in multiple states tracking and isolating expenses specifically to Illinois is not possible. Below is a summary of TRC's national program expenses for 2011. A copy of TRC's 2010 IRS Form 990 is also available for inspection.

Exhibit 8: 2011 Program Administrative Expenses

TRC Staff and Administration	$	255,617
Recycling Costs	$	299,877
Insurance	$	13,945
Statutory Incentive Payments	$	37,860
New Collection Containers	$	18,859
Travel	$	28,108
Legal	$	93,272
Direct Expenses for Marketing & Outreach	$	123,221
Total	$	870,760

TRC expenses include:

- TRC Staff and Administration: Includes staff and consultants, general office expenses, telecommunications, and other administrative expenses. Includes staff labor costs to implement Illinois program.
- Insurance: Pollution and liability insurance.
- TRC made $37,860 in direct incentive payments on behalf of manufacturers as required by Maine and Vermont law. This does not reflect the administrative costs associated with the incentive program.
- Travel: All travel in 2011 includes travel to trade shows to promote program.
- Recycling Costs: All costs (including labor) associated with transporting, processing, and properly managing waste thermostats. Also includes cost associated with fulfilling new bin orders and data management.
- New Collection Containers: Direct cost for new containers ordered in 2011.
- Marketing/Outreach & Printing: Includes direct costs to develop and print program collateral; direct mail, national and state advertising, sponsorships marketing consultants, some web and IT consulting, and other outreach activities. Marketing/Outreach does not include any TRC labor costs.

Comments/Recommendations/Next Steps

Illinois's thermostat law went into effect on January 1, 2011. TRC increased its collections of waste mercury thermostats by 45% in 2011 and exceeded manufacturers' statutory goal by over 2,000 units. Most importantly, early results from 2012 continue to trend in a positive direction.

While initial results are encouraging, significant work remains. TRC's initial impression of the program is positive. Some highlights include:

- HVAC wholesaler engagement has been good. TRC believes the initial Illinois EPA outreach followed by multiple contacts by TRC was an effective strategy as it 1) informed distributors the program is a priority for Illinois EPA and 2) how easy and inexpensive compliance was. TRC's efforts to engage others within the industry also paid off in Illinois. TRC was able to target specific distributors at the corporate level and

effectively and efficiently engage them. Most notably, HARDI's support and assistance was, and remains integral to this approach.

- TRC's new promotional materials have been well received and are effective. TRC made significant effort in building its brand and developing collateral that meets the needs of its collection points. TRC aggressively pushed its new cling sticker in 2011 along with its new posters. It is essential that the program is visible at the collection points and TRC believes these materials are making it easy for distributors to promote the program.
- TRC was able to leverage its brand presence at distributors with its advertising and direct mail. Illinois HVAC contractors saw the same message multiple times over the course of the year across multiple channels.

Looking toward this year, TRC needs to continue to make progress. In 2012 TRC's main priorities in Illinois are:

- Building distributor support for the program. The program must be visible and actively promoted at HVAC wholesale distribution locations. TRC wants to see more bins returned from more locations in 2012.
- Engaging utilities and energy efficiency programs. TRC needs to capture more of the thermostats being removed through these kinds of programs.
- Educating contractors on the need to make recycling mercury thermostats a priority for their technicians. The message is every mercury thermostat, every time, by <u>all</u> a contractor's technicians.

TRC will continue to aggressively push the program in Illinois. Some changes to the scope and expansion of activities include:

- Expanding direct mail to HVAC contractors from two to four mailings in 2012.
- Developing a postcard to send to collection locations reminding them to ship TRC a bin. TRC tested this approach with letters to locations in several states in 2011 and will expand this effort in 2012. The objective is increase the frequency of returns, remind locations of the program (high staff turnover at locations affects continuity of operations), and improve the accuracy of TRC location database.
- Add additional collateral to TRC's toolkit including an adhesive cling for contractors' vehicles to acknowledge their participation in the program.
- TRC plans on restarting its Google adwords campaign but not Facebook. Also, TRC will make a number of buys in the trade press and will test a consumer-facing campaign in 2012 in select markets including Illinois.
- Targeting specific HVAC distributors on collaborative marketing efforts. This effort not only improves collections but creates competitive pressure within the industry incenting participation.
- Has arranged for a summer intern in 2012 that will, among other projects, work on addressing legacy data issues in the program's location database.

Appendix A: Memo to HVAC Wholesalers in May

1300 North 17th Street • Suite 1752 • Arlington, VA 22209

Thermostat Recycling Corporation

www.thermostat-recycle.org

MEMO

To: Owner/Branch Manager

From: Mark Tibbetts, Executive Director
Thermostat Recycling Corporation

Date: May 17, 2011

Subject: **NEW LEGISLATION IN ILLNOIS AFFECTING WHOLESALE DISTRIBUTORS**

I am writing to remind you of recently passed legislation that affects your business. **If you do not act as a collection point for waste mercury-containing thermostats by July 1, 2011, you are prohibited from selling <u>any</u> thermostat at your Illinois location(s) after that date.** This stems from the passage of the Mercury Thermostat Collection Act (415 Illinois Compiled Statutes 98).

Fortunately, for distributors who are not currently collecting mercury thermostats, a convenient collection/recycling program already exists. Manufacturers of mercury-containing thermostats are obligated under Illinois law to provide a recycling service to HVAC wholesale distributors and do so through the non-profit Thermostat Recycling Corporation (TRC). Founded in 1997, TRC facilitates the collection and recycling of all brands of mercury-containing thermostats.

For a modest one-time fee ($25 per container) TRC will provide a sturdy plastic collection container that holds up to 100 waste thermostats as well as educational materials to help promote the program. TRC assumes all on-going costs for shipping and processing of the thermostats. All you need to do is accept intact mercury thermostats (with cover attached) from your customers, return the container at least once a year and promote the availability of the program to your customers.

If you would like to participate in TRC's program, please complete the enclosed form. Additional information is available by visiting our website (www.thermostat-recycle.org) or calling 703-841-3246. If you have questions about the implementation of law, please contact Becky Jane, Illinois EPA at 217-524-9642 or email her at Becky.Jayne@Illinois.gov.

Appendix B: June Letter to Wholesalers

Thermostat Recycling Corporation
1300 North 17th Street · Suite 1752 · Arlington, VA 22209
www.thermostat-recycle.org

June 15, 2011

[redacted]

Dear Mr. [redacted]:

According to our records, your company currently has branches acting as collection points for waste mercury thermostats in Illinois. With the implementation deadline looming, I wanted to thank you for your proactive efforts in meeting these new legal requirements.

It is important that your branches are actively collecting thermostats and staff is informed about the program. It is also critical to understand some simple requirements relating to the storage of waste mercury thermostats at your facilities. Please have your staff familiarize themselves with Illinois universal waste regulations.[1] Federal and state regulations require your branches store waste mercury thermostats no longer than one year from the date collections began. Additionally, the date collections began should be recorded on the container.

Please also consider how you will promote the program at your branches, which is another requirement of the law. With Illinois requiring contractors to recycle all mercury thermostats they remove from service, you will be providing a valuable service to your customers as they seek collection locations. TRC has both printed materials and templates of materials available which are provided at no additional cost. We have included a window cling as an example. These serve to promote the program while showcasing your business as a good environmental steward.

More information on TRC's program and templates of promotional materials are available on our website at www.thermostat-recycle.org.

Please feel free to contact me with any questions about the new law or how TRC can assist you in promoting the collection of waste mercury thermostats. I may be reached at 703-841-3246 or by email at Mark.Tibbetts@nema.org.

Sincere Regards,

Mark Tibbetts
Executive Director

[1] www.ipcb.state.il.us/documents/dsweb/Get/Document-12255

Appendix C: June Letter to Senior Executives

1300 North 17th Street - Suite 1752 - Arlington, VA 22209

Thermostat Recycling Corporation

www.thermostat-recycle.org

June 14, 2011

[redacted]

Dear [redacted]

I want to bring to your attention a new law regarding mercury thermostat recycling in the state of Illinois. The legislation requires all wholesale distributors with facilities in Illinois to act as a collection point for waste mercury-switch thermostats by July 1, 2011. This is similar to legislation in California, Iowa, Maine, Montana, New Hampshire, Pennsylvania, Rhode Island, and Vermont. With the implementation deadline looming, I thought it prudent to remind you if you have not yet taken action to comply.

The legislation also requires manufacturers to avail a collection program to distributors. Thermostat Recycling Corporation (TRC) is a non-profit corporation funded by manufacturers who historically distributed mercury-switch thermostats. Founded thirteen years ago by industry leaders, the program has since grown to include thirty-two manufacturers and over 3,600 collection locations nationwide.

The program is a simple, reverse distribution system. Locations are provided with a plastic bin that comes with a liner, instructions and a pre-paid shipping label to be used to ship the bin to TRC's processing facility. Upon receiving the bin, TRC empties it and sends it back refilled with the materials to repeat the process.

This service enables your business to comply with the law in an easy, cost-effective manner. TRC charges a nominal one-time fee (per container), but beyond that TRC assumes all costs to transport and process the waste.

Please also consider how you will promote the program at your branches which is another requirement of the law. With Illinois requiring contractors to recycle all mercury thermostats they remove from service, you will be providing a valuable service to your customers as they seek collection locations. TRC has both printed materials and templates of materials available which are provided at no additional cost. We have included a window cling as an example. These serve to promote the program while showcasing your business as a good environmental steward.

Please feel free to contact me with any questions about the new law or TRC's program. I may be reached at 703-841-3246 or by email at Mark.Tibbetts@nema.org.

Sincere Regards,

Mark Tibbetts
Executive Director

Appendix D: December correspondence to wholesalers

D

Thermostat Recycling Corporation

1300 North 17th Street • Suite 1752 • Arlington, VA 22209

www.thermostat-recycle.org

December 14, 2011

[redacted]Co
[redacted]

Dear Sir or Madam,

I want to bring to your attention the law regarding mercury thermostat recycling in the state of Illinois. The legislation required all HVAC wholesale distributors with facilities in Illinois to act as a collection point for waste mercury-switch thermostats as of July 1, 2011. This is similar to legislation in California, Iowa, Maine, Montana, New Hampshire, Pennsylvania, Rhode Island, and Vermont. With the implementation deadline past, I thought it prudent to remind you if you are not yet in compliance.

The legislation also requires manufacturers to provide a collection program to distributors. Thermostat Recycling Corporation (TRC) is a non-profit corporation funded by manufacturers who historically distributed mercury-switch thermostats. Founded thirteen years ago by industry leaders, the program has since grown to include thirty-two manufacturers and over 3,600 collection locations nationwide.

TRC is implementing a collection program in Illinois on behalf of its members that historically sold mercury thermostats in the state.

TRC's program is a simple, reverse distribution system. Locations are provided with a plastic bin that comes with a liner, instructions and a pre-paid shipping label to be used to ship the bin to TRC's processing facility. Upon receiving the bin, TRC empties it and sends it back refilled with the materials to repeat the process.

This service enables your business to comply with the law in an easy, cost-effective manner. TRC charges a nominal one-time fee (per container), but beyond that TRC assumes all costs to transport and process the waste. TRC also provides all materials necessary to promote the availability of the program to your customers.

We have contacted you previously but our records indicated you have not yet ordered a recycling container. We encourage you to take advantage of this manufacturer sponsored program.

For more information regarding the law, please contact Becky Jayne at 217-524-9642. Questions about the program can be directed to Neisha Johnson at 703-841-3243.

Regards,

Mark Tibbetts

Appendix E: AHRExpo Postcard

Appendix F: Correspondence to Public Service Directors[1]

1300 North 17th Street · Suite 1752 · Arlington, VA 22209

Thermostat Recycling Corporation

www.thermostat-recycle.org

July 29, 2011

Dear Public Service Director,

The Thermostat Recycling Corporation (TRC) is a not-for-profit organization that facilitates the collection and proper disposal of mercury-containing thermostats. Voluntarily founded by thermostat manufacturers, TRC's mission is to promote the safe collection and proper disposal of mercury-containing thermostats.

Mercury is a potent neurotoxin and by properly disposing mercury thermostats by recycling them is the best means of keeping it from the environment. Many people are replacing their old thermostats to save energy and it is important for them to know that many old thermostats contain mercury and should be recycled.

We would appreciate any support you can give us, within your community, by running this Radio PSA, giving your audience a chance to help protect California's environment.

Thank You for your time and consideration,

Mark Tibbetts
Executive Director

[1] This is California version, the same letter was customized for Illinois.

Appendix G: Correspondence to Illinois Stakeholder Groups

5

1300 North 17th Street · Suite 1752 · Arlington, VA 22209

Thermostat Recycling Corporation

www.thermostat-recycle.org

SUBJECT: INFORMATION ON NEW MERCURY THERMOSTAT LAW

August 18, 2011

Rita Uzner
Home Builders Assn of Greater Chicago
5999 S. Wilke Rd
Suite 104
Rolling Meadows, IL 60008

Dear Rita Uzner:

This letter is to inform you of a new legal requirement that may affect your members. Legislation that bans the disposal of mercury thermostat in the trash was amended and now provides easy and free recycling of waste mercury thermostats. It also requires HVAC contractors to recycle all thermostats they remove from service. Contractors may not leave them at the customer's premise.

The good news is that this mandate is very easy to comply with. Manufacturers must provide a no-cost recycling program to contractors and all HVAC wholesalers in Illinois must act as a collection point. The Thermostat Recycling Corporation (TRC) is an industry funded not-for-profit organization that is implementing manufacturers' program in Illinois and other states.

We are interested in working with your organization to increase awareness about the legal obligations of the HVAC industry and TRC's program. We attached information we hope you will share with your members. We plan to follow-up with you to discuss ideas on further promoting the program and ways to help protect Illinois' environment.

For more information, please call 703-841-3243 or email Neisha.johnson@nema.org. Additional information is also available at TRC's website at www.thermostat-recycle.org.

Regards,

Neisha Johnson

Attachments:
-Newsletter piece/Media release
-Contractor Flyer

This is printed on Recycled paper

APPENDIX H: 2010 THERMOSTAT RECOVERY TOTALS BY LOCATION

Customer Name	City	Zip	Data	1	2	3	4	5	6	7	8	9	10	11	12	Total
PETERS HEATING & A/C	QUINCY	62305-0000	Sum of Total Stats					77								77
			Sum of Total lbs mercury					1.11								1
JOHNSTONE SUPPLY CO	ROCKFORD	61109-2763	Sum of Total Stats		125						121					246
			Sum of Total lbs mercury		0.86						0.86					1.72
JOHNSTONE SUPPLY CO	ROCKFORD	61109-2763	Sum of Total Stats	73		40								110		223
			Sum of Total lbs mercury	0.56		0.25								0.78		1.59
G.W. BERKHEIMER CO, INC.	McHENRY	60050-0000	Sum of Total Stats						137							137
			Sum of Total lbs mercury						0.99							0.99
G.W. BERKHEIMER CO, INC.	LOMBARD	60148-1241	Sum of Total Stats		136											136
			Sum of Total lbs mercury		0.87											0.87
G.W. BERKHEIMER CO, INC.	McHENRY	60050-0000	Sum of Total Stats						118							118
			Sum of Total lbs mercury						1.04							1.04
G.W. BERKHEIMER CO, INC.	McHENRY	60050-0000	Sum of Total Stats						130							130
			Sum of Total lbs mercury						0.89							0.89
G.W. BERKHEIMER CO, INC.	AURORA	60504-0000	Sum of Total Stats	56						98						154
			Sum of Total lbs mercury	0.39						0.71						1.10
G.W. BERKHEIMER CO, INC.	Tinley Park	60477-6209	Sum of Total Stats					122				123				245
			Sum of Total lbs mercury					0.81				0.78				1.59
G.W. BERKHEIMER CO, INC.	AURORA	60504-0000	Sum of Total Stats	94						92						186
			Sum of Total lbs mercury	0.64						0.77						1.41
POLAR SUPPLY CORP	PEORIA	61603-0000	Sum of Total Stats					85								85
			Sum of Total lbs mercury					0.66								0.66
JOHNSTONE SUPPLY CO	ELK GROVE VILLAGE	60007-1690	Sum of Total Stats			74										74
			Sum of Total lbs mercury			0.77										0.77
G & O THERMAL SUPPLY CO.	Chicago	60630-1132	Sum of Total Stats												100	100
			Sum of Total lbs mercury												0.71	0.71
G & O THERMAL SUP. CO.	Chicago	60630-1132	Sum of Total Stats						111							111
			Sum of Total lbs mercury						0.78							0.78
G & O THERMAL SUPPLY CO.	ARLINGTON HEIGHTS	60005	Sum of Total Stats											51		51
			Sum of Total lbs mercury											0.55		0.55
CRESCENT PARTS & EQUIPMENT	QUINCY	62301-0000	Sum of Total Stats			88										88
			Sum of Total lbs mercury			0.72										0.72
G.W. BERKHEIMER CO, INC.	ARLINGTON HEIGHTS	60004-1951	Sum of Total Stats			156										156

			Sum of Total lbs mercury	1.10						1.10
JOHNSTONE SUPPLY #240	PEORIA	61602	Sum of Total Stats				119		98	217
			Sum of Total lbs mercury				0.97		0.97	1.94
KUCHEFSKI HEATING & A/C INC	DANVILLE	61832-0000	Sum of Total Stats	131						131
			Sum of Total lbs mercury	0.94						0.94
AUTOMATIC COMFORT SYSTEMS, INC	CARBONDALE	62902-0000	Sum of Total Stats	88						88
			Sum of Total lbs mercury	0.66						0.66
MACON COUNTY ENV MANAGEMENT DEPT	DECATUR	62523	Sum of Total Stats	71						71
			Sum of Total lbs mercury	0.58						0.58
MACON COUNTY EMD	DECATUR	62523	Sum of Total Stats		39					39
			Sum of Total lbs mercury		0.35					0.35
G.W. BERKHEIMER CO, INC.	LOMBARD	60148-1241	Sum of Total Stats	34		123				157
			Sum of Total lbs mercury	0.22		0.81				1.03
G.W. BERKHEIMER	LOMBARD	60148-0000	Sum of Total Stats	126						126
			Sum of Total lbs mercury	0.80						0.80
G.W. BERKHEIMER CO, INC.	LOMBARD	60148-0000	Sum of Total Stats						129	129
			Sum of Total lbs mercury						0.85	0.85
NAPERVILLE HOUSEHOLD WASTE	NAPERVILLE	60563-2077	Sum of Total Stats	107						107
			Sum of Total lbs mercury	0.85						0.85
HENSON ROBINSON COMPANY	SPRINGFIELD	62711-0000	Sum of Total Stats	73						73
			Sum of Total lbs mercury	0.71						0.71
GUSTAVE A LARSON	ELGIN	60123-0000	Sum of Total Stats		87					87
			Sum of Total lbs mercury		0.63					0.63
MUNCH'S SUPPLY CO	NEW LENNOX	60451	Sum of Total Stats		119					119
			Sum of Total lbs mercury		0.79					0.79
CONNOR CO	MATTOON	61938	Sum of Total Stats		129		123	97		349
			Sum of Total lbs mercury		0.86		0.91	0.67		2.43
W. L. Engler Distributing	Chicago	60622-0000	Sum of Total Stats		95					95
			Sum of Total lbs mercury		0.78					0.78
G.W. BERKHEIMER CO, INC.	LOMBARD	60148-0000	Sum of Total Stats			108			39	147
			Sum of Total lbs mercury			0.94			0.28	1.22
CRESCENT PARTS & EQUIPMENT	Pontoon Beach	62040-0000	Sum of Total Stats			83				83
			Sum of Total lbs mercury			1.28				1.28
ILLCO INC	JOLIET	60436	Sum of Total Stats			95				95
			Sum of Total lbs mercury			0.67				0.67

CRESCENT PARTS & EQUIPMENT	Pontoon Beach	62040-0000	Sum of Total Stats	95					95
			Sum of Total lbs mercury	0.71					0.71
JOHNSTONE SUPPLY CO	PEORIA	61602-0000	Sum of Total Stats	113					113
			Sum of Total lbs mercury	0.89					0.89
BENOIST BROS. SUPPLY	MT. VERNON	62864	Sum of Total Stats	115	262	182			559
			Sum of Total lbs mercury	0.78	2.27	1.51			4.56
MUNCH'S SUPPLY CO	AURORA	60506	Sum of Total Stats	78					78
			Sum of Total lbs mercury	0.49					0.49
JOHNSTONE SUPPLY - NAPERVILLE	NAPERVILLE	60563	Sum of Total Stats	68	110				178
			Sum of Total lbs mercury	0.87	0.79				1.66
JOHNSTONE SUPPLY	SPRINGFIELD	62702	Sum of Total Stats	127			153		280
			Sum of Total lbs mercury	1.00			1.40		2.41
JOHNSTONE SUPPLY	SPRINGFIELD	62702	Sum of Total Stats	96					96
			Sum of Total lbs mercury	0.78					0.78
		62702-5189	Sum of Total Stats					156	156
			Sum of Total lbs mercury					3.26	3.26
Lennox Industries Inc. A212	Niles	60714	Sum of Total Stats	92					92
			Sum of Total lbs mercury	0.62					0.62
UNITED PIPE & SUPPLY CO	BRADLEY	60915	Sum of Total Stats			55			55
			Sum of Total lbs mercury			0.34			0.34
LENNOX INDUSTRIES INC.	GLENDALE HEIGHTS	60139	Sum of Total Stats		71				71
			Sum of Total lbs mercury		0.51				0.51
NAPERVILLE HOUSEHOLD WASTE	NAPERVILLE	60563-0000	Sum of Total Stats			99			99
			Sum of Total lbs mercury			0.67			0.67
MUNCH'S SUPPLY CO	WHEELING	60090	Sum of Total Stats			128	134		262
			Sum of Total lbs mercury			0.91	0.93		1.84

ILLCO INC	AURORA	60506	Sum of Total Stats									35			35
			Sum of Total lbs									0.51			
			mercury									1			0.51
Ferguson Heating & Cooling 1415	Blue Island	60406	Sum of Total Stats										84		84
			Sum of Total lbs										1.30		
			mercury										0		1.30
JOHNSTONE SUPPLY	MURPHYSBORO	62966	Sum of Total Stats										37		37
			Sum of Total lbs										0.38		
			mercury										8		0.38
HONEYWELL UTILITY SOLUTIONS	DEER PARK	60010	Sum of Total Stats											113	113
			Sum of Total lbs											0.70	
			mercury											0.70	0.70
ROGER'S SUPPLY COMPANY	KANKAKEE	60901	Sum of Total Stats											120	120
			Sum of Total lbs											0.88	
			mercury											0.88	0.88
HONEYWELL UTILITY SOLUTIONS	DEER PARK	60010	Sum of Total Stats											50	50
			Sum of Total lbs											0.31	
			mercury											0.31	0.31
HONEYWELL UTILITY SOLUTIONS	ARLINGTON HEIGHTS	60004-1449	Sum of Total Stats											57	57
			Sum of Total lbs											0.35	
			mercury											0.35	0.35
	DEER PARK	60010	Sum of Total Stats											63	63
			Sum of Total lbs											0.39	
			mercury											0.39	0.39
ROGER'S SUPPLY COMPANY	CHAMPAIGN	61820-0000	Sum of Total Stats											47	47
			Sum of Total lbs											0.51	
			mercury											0.51	0.51
HONEYWELL UTILITY SOLUTIONS	DEER PARK	60010	Sum of Total Stats											59	59
			Sum of Total lbs											0.36	0.36
			mercury											6	6
				223	711	538	87	666	1000	545	794	566	499	835	765	7229
				1.59	4.94	4.40	0.63	5.35	8.09	4.25	6.07	4.35	3.93	7.43	7.49	58.53

Appendix I: Locations Requesting TRC Containers

Customer Type	Business Name	Address	City	ZIPCODE	Total
CONTRACTOR	AMBRUST PLUMBING, HEATING & A/C	111 E. ILLINOIS STREET	WHEATON	60187-0000	1
	AMERICAN VINTAGE HOME INC	1225 GREEN BAY RD	WILMETTE	60091-0000	1
	AREA MECHANICAL, INC.	821 - 1ST AVENUE	Rockford	61104-0000	1
	AUTOMATIC COMFORT SYSTEMS, INC	156 THOMAS ROAD	CARBONDALE	62902-0000	1
	BARRY PLUMBING & HEATING, INC.	1302 SPRUCE STREET	MORRIS	60450-0000	1
	BATSON'S ACE HARDWARE	426 E. MAIN STREET	BUSHNELL	61422-0000	1
	BUCH BROS PLBG & HTG INC	3012 W RT. 120	McHENRY	60051-0000	1
	CITY OF ROCKFORD HOUSEHOLD HAZARDOUS WASTE FACITLTIY	3333 KISHWAUKEE ST.	Rockford	61109-0000	1
	CRAINE HEATING AND A/C	1344 N. 7TH ST.	MURPHYSBORO	62966-0000	1
	ECONOTEMP, INC	5280 BELMONT RD	DOWNERS GROVE	60515-0000	1
	G. L. MORRIS REFRIG, HTG, & A/C	2870 DILLENGER ROAD	CARBONDALE	62901-0000	1
	GOODBERLET HTG & AIR COND.	255 E BROOKMONT BLVD	KANKAKEE	60901-0000	1
	HANSEN MECHANICAL, INC.	420 W. STONE ROAD, #D1	VILLA PARK	60181-0000	1
	HERNAN'S PLUMBING & HEATING, INC	131 N. TONICA	MASON CITY	62664	1
	HONEYWELL UTILITY SOLUTIONS	21925 FIELD PKWY. STE 220	DEER PARK	60010	3
		21925 W. FIELD PARKWAY SUITE 220	DEER PARK	60010	1
	HOUSTON PLG, HTG & A/C	111 N. MARKET STREET	PAXTON	60957-0000	1
	JACOBS MECHANICAL SERVICES	48 GEOTHERMAL LANE	CARBONDALE	62903-0000	1
	JENSEN'S PLUMBING & HEATING, INC.	670 E. CALHOUN ST.	WOODSTOCK	60098-0000	1
	JOHN J CAHILL INC	1515 CHURCH ST	EVANSTON	60201-0000	1
	JOHN'S SERVICE AND SALES	117-119 WEST WALNUT ST	OGLESBY	61348-0000	1
	KROESCHEN PLG & HTG, INC	117 E. SANTA FE	TOLUCA	61369-0000	1
	KUCHEFSKI HEATING & A/C INC	511 E. MAIN	DANVILLE	61832-0000	1
	LAMBASIO, INC	401 E. BERRIEN ST.	GALESBURG	61401-0000	2
	LOESCHER HEATING & AIR CONDITIONING	1860 S. WALNUT RD.	FREEPORT	61032	1

	MILLER ENGINEERING COMPANY	1616 SOUTH MAIN STREET	Rockford	61102-0000	1
	MYERS PLG & HTG, INC	404 - 11TH AVENUE	ORION	61273-0000	1
	ROBERT BAIR SERVICES	447 ROGERS ST.	DOWNERS GROVE	60505-0000	1
	STAR PIPING & HETAING CO., INC.	7947 W. OGDEN AVE., PO BOX 133	LYONS	60534-0000	1
	STEPHENS PLUMBING & HEATING	747 OGDEN AVE	DOWNERS GROVE	60515-0000	1
	VOSS HEATING & A/C, INC.	724 NOTRH 17TH ST.	MURPHYSBORO	62966-0000	1
	WILLIAMS AIR CONDITIONING	22 MURDALE GARDENS ROAD	MURPHYSBORO	62966-6101	1
	JOHN J. CAHILL INC.	1515 CHURCH ST.	EVANSTON	60201	1
	HENSON ROBINSON COMPANY	3550 GREAT NORTHERN AVENUE	SPRINGFIELD	62711-0000	1
	Lennox Industries Inc. A212	6295 West Howard Street	NILES	60714	1
	Lennox Industries Inc. A214	8901 W 192nd Street	Mokena	60448	1
	BUCHNER HEATING & A/C	41 W. NEW YORK STREET	Aurora	60506	1
	HEATCOOL SERV. CO.	4001 N. ELSTON	Chicago	60618	1
	MECHANICAL SERVICE, INC.	1144 MONMOUTH BLVD.	GALESBURG	61402-1508	1
	BOMAR HTG & COOLING	420 MEADOWS DRIVE	FREEPORT	61032-0000	1
	ADAMS HEATING & A/C	519 SOUTH MILLER	WAVERLY	62692	1
	CLIMATEMP SERVICE GROUP	2315 GARDNER ROAD	BROADVIEW	60155-3745	1
	S. MECHANICAL, INC.	16420 S. KILBOURN AVENUE	OAK FOREST	60452	1
	HOEKSTRA HVAC	17907 DIXIE HIGHWAY	HOMEWOOD	60430	2
	ALLIED HVAC	500 E. NORTHWEST HWY.	PALATINE	60074	2
	INTEGRITY HEATING & COOLING	15523 S. 78TH CT	ORLAND PARK	60462	1
	SOUTHERN HEATING & AIR, INC.	1055 STATE STREET	BRIDGEPORT	62417	1
	HARDESTY HEATING & COOLING INC.	410 W. BICENTENNIAL DR.	LEROY	61752	1
	A & R MECHANICAL	711 KETTERING PARK	URBANA	61801	1
	COMPLETE HVAC PLUMBING & ELECTRICAL INC.	210 ELM ST.	ALBION	62806	1
	UNIQUE INDOOR COMFORT	910 S. RIVERSIDE DR. UNIT 7	ELMHURST	60126	1
	ALL TEMP CHICAGOLAND HTG & AC	4363 W. MONTROSE AVE.	Chicago	60641	2
HHW FACILITY	CITY OF URBANA	706 SOUTH GLOVER AVENUE	URBANA	61802-0000	1
	NAPERVILLE HOUSEHOLD WASTE	1979 BROOKDALE ROAD (NFD #4)	NAPERVILLE	60563-0000	2
		1971 BROOKDALE ROAD (NFD #4)	NAPERVILLE	60563-2077	1

	MACON COUNTY EMD	141 S MAIN STREET ROOM 408	DECATUR	62523	1
	TOWN OF NORMAL/PUBLIC WORKS DEPT.	1301 WARRINER ST.	NORMAL	61761	1
RETAIL	GENEVA HARDWARE	617 W. SLATE STREET	GENEVA	60134-0000	1
	KIN-KO ACE HARDWARE 500-I	6216 S MAIN	DOWNERS GROVE	60516	1
	MATTESON ACE HARDWARE	1025 E. DIVISION STREET	COAL CITY	60416-0000	1
	COG SUPPLY	2714 E. 79 STREET	Chicago	60649	1
Wholesaler/Dist	Capitol Group	3125 Cockrell Lane	SPRINGFIELD	62711	2
					1
		6 GILMORE DRIVE	Bloomington	61701	1
		1404 MORGAN AVE	Marion	62959	1
		900 SOUTH MAIN STREET	EAST PEORIA	61611	1
		3101 RESEARCH ROAD	CHAMPAIGN	61822	1
	Crescent Parts & Equipment	3205 W. Commercial Drive	Marion	62959-0000	2
		4230 Cresent Ind	Pontoon Beach	62040-0000	2
		635 NORTH 3RD STREET	QUINCY	62301-0000	1
	EXCELSIOR MFG. & SUPPLY	1465 E Industrial Drive	Itasca	60143-0000	2
		510 OAK LEAF CT	JOLIET	60436-1030	1
	G & O THERMAL SUP. CO.	1490 Old Deerfield Road Unit 19	Highland Park	60035-3023	1
		51 W Seegers Road	ARLINGTON HEIGHTS	60005-3951	1
		5435 N. NORTHWEST HWY.	Chicago	60630-1132	1
		7533 W 99th Place	Bridgeview	60455-0000	1
		815 S JEFFERSON	Chicago	60607	1
	G.W. BERKHEIMER CO, INC.	1155 N DUPAGE AVE.	Lombard	60148-1241	2
		1155 N. DUPAGE AVE.	Lombard	60148-0000	2
		4 E COLLEGE DR.	ARLINGTON HEIGHTS	60004-1951	7
		4100 ALBANY DR	McHENRY	60050-0000	3
		7635 W. 183rd ST.	Tinley Park	60477-6209	3
		945 AURORA AVE	Aurora	60504-0000	2
		955 West 115 Street	Chicago	60643-0000	1

GUSTAVE A LARSON	1201 W. LAKE STREET	Chicago	60607-0000	1
	1720 TODD FARM DRIVE	Elgin	60123-0000	1
	695 WEST 172ND STREET	South Holland	60473-0000	1
GUSTAVE A. LARSON CO	3016 Eastrock Drive	Rockford	61109-0000	1
	3776 Hawthorne Ct	Waukegan	60087-0000	2
HOLOHAN HEATING & SHEETMETAL	575 W. SENECA	KANKAKEE	60901-0000	1
Illco, Inc	535 So. River St	Aurora	60507-0000	5
ILLINOIS EPA	1021 N. GRAND AVE. E. P.O.BOX 19276	SPRINGFIELD	62794-9276	2
INDUSTRIAL CONTROLS	407 N. 3RD STREET	Rockford	61107-0000	1
JOHNSTONE SUPPLY	301 N FIRST STREET	SPRINGFIELD	62702-5189	1
			62702	1
	137 JOHNSTONE RD	MURPHYSBORO	62966	1
JOHNSTONE SUPPLY #240	2021 S.W. WASHINGTON ST.	PEORIA	61602	1
JOHNSTONE SUPPLY CO	145 LIVELY BLVD.	ELK GROVE VILLAGE	60007-1690	2
	2021 S W Washington ST	PEORIA	61602-0000	1
	3358 PYRAMID DRIVE	Rockford	61109-2763	2
Lennox Industries Inc.	10 NORTH MITCHELL STREET	ADDISON	60101-0000	2
	699 REGENCY DRIVE	GLENDALE HEIGHTS	60139	1
				1
			60139-0000	2
Mid-Way Supply Inc	2502 Deborah Ave	Zion	60099-2794	5
	261 Shore Drive	Burr Ridge	60527-5817	1
	401 WASHINGTON BLVD	MUNDELEIN	60060-3121	1
	5747 W HOWARD ST	NILES	60714-4012	1
NORDINE'S HTG & COOLING SUPPLY	1601 S. BUNN STREET	Bloomington	61701-0000	2
PETERS HEATING & A/C	4520 BROADWAY	QUINCY	62305-0000	1
Rockford Supply	7991 Crest Hills Dr	Loves Park	61111-0000	1

Service Parts Co	1671 Todd Farm Drive	Elgin	60123-0000	1
	2611 Lake St	Melrose Park	60161-0000	1
	695 West 172nd St	South Holland	60473-0000	1
Sheet Metal Products Co	2501 SW Washington St	PEORIA	61602-1951	1
SHEET METAL PRODUCTS CO.	2501 S.W. WASHINGTON ST.	PEORIA	61602-1951	1
Sid Harvey Industries	13500 S KENTON AVE	CRESTWOOD	60445	1
	299 ROOSEVELT ROAD	GLEN ELLYN	60137	1
	3315 N. KNOX AVE.	Chicago	60641	1
	5701 W. 73RD ST	BEDFORD PARK	60638	1
	635 7TH STREET	Rockford	61104	1
	641 N Main ST	Lombard	60148-0000	1
	641 N. MAIN ST.	Lombard	60148	1
South Side Control Supply Co	488 N Milwaukee Av	Chicago	60607-0000	2
SUPERIOR DISTRIBUTION	155 INTERNATIONALE BLVD	GLENDALE HEIGHTS	60139	1
T. F. EHRHART COMPANY	100 MORTON STREET	PEORIA	61603-0000	1
	600 YORK STREET	QUINCY	62301-3910	2
UNITED REFRIGERATION	124 HAZEL STREET	DANVILLE	61832-7841	1
	422 NE ADAMS ST, BOX 1486	PEORIA	61603-0000	1
	422 NE Adams St/ Box 1486	PEORIA	61603-0000	1
	9706 INDUSTRIAL DRIVE	Bridgeview	60455-2305	1
	338 E. SULLIVAN RD., SUITE B	Aurora	60505	1
	222 JAMES ST.	BENSENVILLE	60106	1
VALLEY FURNACE	2793 SANDHUTTON DRIVE	Rockford	61109-0000	1
W. L. Engler Distributing	1035 N Throop St	Chicago	60622-0000	2
G & O THERMAL SUPPLY CO.	51 W Seegers Road	ARLINGTON HEIGHTS	60005	1
	5435 N. NORTHWEST HWY.	Chicago	60630-1132	1
ILLINOIS PLBG & HTG SUPPLY CO.	4725 WABASH AVE.	SPRINGFIELD	62711	1
GOODMAN DISTRIBUTION, INC.	2631 Farmer's Market Rd	SPRINGFIELD	62707	1
	2200 W. Altorfer	PEORIA	61615	1

	14 Fountain Place	MT. VERNON	62864	1
	120 Corporate Dr.	Swansea	62226	1
COMFORT SUPPLY INC	2800 N.E. ADAMS	PEORIA	61603	1
	805 KETTERING PARK DRIVE	URBANA	61801	1
Ferguson Heating & Cooling 1408	3509 West Addison Street	Chicago	60618	2
Ferguson Heating & Cooling 1409	500 North Pulaski Road	Chicago	60624	2
Ferguson Heating & Cooling 1410	4433 South Springfield Avenue	Chicago	60632	2
Ferguson Heating & Cooling 1411	515 Factory Road	ADDISON	60101	2
Ferguson Heating & Cooling 1413	3733 Hawthorne Court	Waukegan	60087	2
Ferguson Heating & Cooling 1415	12431 South Vincennes Road	Blue Island	60406	2
Yeomans Distributing Co.	1503 W. Altorfer	PEORIA	61615	1
JOHNSTONE SUPPLY HILLSIDE	500 N. MANNHEIM	HILLSIDE	60162	1
HOLT SUPPLY COMPANY	2441 S. MAIN STREET	Bloomington	61704	4
ROGERS SUPPLY	500 OAK LEAF COURT UNIT A	JOLIET	60436	2
CONNOR CO	1209 W. PIONEER PARKWAY	PEORIA	61615	1
	433 N. CAMPBELL	Macomb	61455	1
	1600 GRINNELL ROAD	KANKAKEE	60901	1
	3 TERMINAL ROAD	PERU	61354	1
	694 HEARTLAND DRIVE	SUGAR GROVE	60554	1
	4342 KENNEDY DRIVE	EAST MOLINE	61244	1
	1400 S. 9TH STREET	SPRINGFIELD	62703	1
	1308 LAKELAND BLVD	MATTOON	61938	1
	413 E. OAKLAND AVE	Bloomington	61701	1
	2315 GRAND AVE	GALESBURG	61401	1
	3918 N. RICHMOND ROAD	McHENRY	60051	1
	520 E. FAIRCHILD	DANVILLE	60051	1
	3537 MERCHANDISE DRIVE	Rockford	61109	1
	1328 SEMINARY ROAD	QUINCY	62301	1
	3 BUSINESS CENTER COURT	COLLINSVILLE	62234	1
	3130 N. GRAND PRIX DRIVE	DECATUR	62526	1

	801 SKYLINE DRIVE	Marion	62959	1
	630 BROOKLYN AVENUE	JACKSONVILLE	62650	1
	1028 IL ROUTE 26 N	FREEPORT	61032	1
ILLCO INC	535 SOUTH RIVER STREET	Aurora	60506	1
	9590 W. 55TH STREET	COUNTRYSIDE	60525	1
	780 LIVELY BLVD	ELK GROVE	60007	1
	880 NORTHPOINT BLVD	Waukegan	60085	1
	2106 W. McDONOUGH STREET	JOLIET	60436	1
	2600 W. FARMINGTON RD	PEORIA	61604	1
HEINLEIN SUPPLY CO	5516 N. ELSTON AVENUE	Chicago	60630	1
SOUTH SIDE CONTROL SUPPLY CO.	488 N. MILWAUKEE AVE	Chicago	60654-3923	1
	1819 W. ROOSEVELT RD	BROADVIEW	60153	1
	4615 W. 63RD STREET	Chicago	60629	1
	13502 S. KENTON AVENUE	CRESTWOOD	60445	1
	136 E. PACKARD	DECATUR	62521	1
	917 S. ELMHURST ROAD	DES PLAINES	60016	1
	799 W. ROOSEVELT RD BLDG. 2-SUITE 102/106	GLEN ELLYN	60137	1
	18001 S. TORRENCE AVENUE	LANSING	60438	1
	5814 W. DEMPSTER STREET	MORTON GROVE	60053	1
	820 S.W. JEFFERSON AVENUE	PEORIA	61605	1
MUNCH'S SUPPLY CO	3655 W. 127TH STREET	ALSIP	60803	1
	1631 LANDMARK ROAD	Aurora	60506	1
	2650 W. ADDISON	Chicago	60618	1
	300 N. MANNHEIM ROAD	HILLSIDE	60162	1
	2403 SYCAMORE ROAD	MORRIS	60450	1
	301 ALICE STREET	WHEELING	60090	1
	1901 FERRO DRIVE	NEW LENNOX	60451	2
BG DISTRIBUTORS	110 NORTH MAIN STREET (P.O. BOX 249)	LOUISVILLE	62858	1
NATIONAL EXCELSIOR COMPANY	2520 VANTAGE DR.	Elgin	60123	1

		1528 ARDMORE AVE	Itasca	60143	1
		510 OAKLEAF COURT	JOLIET	60436	1
		17725 VOLBRECHT ROAD	LANSING	60438	1
		1999 N RUBY ST	MELROSE PARK	60160	1
		8150 B LEHIGH AVE	MORTON GROVE	60053	1
	HARRY ALTER CO./TEMP EQUIPMENT CORP	4600 W 120TH STREET	ALSIP	60803	2
		5940 N NORTHWEST HWY	Chicago	60631	2
		222 N MAPLEWOOD	Chicago	60612	2
		951 E OAKTON ST.	ELK GROVE VILLAGE	60007	2
		2095 OAK LEAF ST	JOLIET	60435	2
		8542 W. 43RD STREET	LYONS	60534	2
		1661 W QUINCY UNIT #115	NAPERVILLE	60540	2
		162 NORTHFIELD	Northfield	60093	2
		656 S WASHINGTON ST	VALPARAISO	46383	1
		1313 TIMBER DRIVE	Elgin	60123	2
		17725 VOLBRECHT RD.	LANSING	60438	2
		912A E PARK AVE (RT 176)	LIBERTYVILLE	60048	2
		2055 N. RUBY	MELROSE PARK	60160	2
		1818 18TH AVE.	Rockford	61104	2
		18500 NORTH CREEK DR (S. ENTRANCE)	Tinley Park	60477	2
		2303 N BENDIX	South Bend	46628	2
	CONTRACTORS SUPPLY	114 S. PARK ST.	STREATOR	61364	1
	ENERTECH, INC	2506 SOUTH ELM STREET	GREENVILLE	62246-0000	1
	ROGER'S SUPPLY COMPANY	350 NORTH WALNUT	CHAMPAIGN	61820-0000	7
		1423 HARVARD DRIVE	KANKAKEE	60901	1
	PORTER PIPE & SUPPLY CO	303 SOUTH ROHLURING ROAD	ADDISON	60101-0000	2
	MEILNER MECHANICAL SALES, INC.	19 WEST COLLEGE DRIVE	ARLINGTON HEIGHTS	60004-0000	1
	INTERLINE BRANDS	1100 N. LOMBARD RD., SUITE A	Lombard	60148	1
	NUCOMFORT SUPPLY INC.	500 WINDY POINT DR.	GLENDALE HEIGHTS	60139	1
	THE HABEGGER CORPORATION	3 QUEST DRIVE # 108	Bloomington	61705	1

BENOIST BROS. SUPPLY	107 NORTH 16TH STREET	MT. VERNON	62864	1
	27 TOWER PL919	BELLEVILLE	62220	1
	2121 LAKE VICTORIA DRIVE	SPRINGFIELD	62703	1
W.L. ENGLER DISTRIBUTING INC.	1035 N. THROOP ST.	Chicago	60642	1
CENTRAL FURNACE SUPPLY	110 SHORE ROAD	NAPERVILLE	60563	1
	605 CHURCH RD	Elgin	60123	1
NEUCO, INC	5101 THATCHER RD	DOWNERS GROVE	60515	1
JOHNSTONE SUPPLY - NAPERVILLE	480 INDUSTRIAL DR. STE 116	NAPERVILLE	60563	1
JOHNSTONE SUPPLY	2900 EASTPORT PLAZA DR	COLLINSVILLE	62234	1
ADEL WHOLESALERS INC/TRACHTENBARG CO.	318 RIVER DRIVE	MOLINE	61265	1
United Refrigeration #407	338 E. Sullivan Rd., Ste. B	Aurora	60505-9740	1
United Refrigeration #95	222 James St.	BENSENVILLE	60106-3319	1
	222 James Street	BENSENVILLE	60106-3319	1
United Refrigeration #428	422 Northeast Adams Street	PEORIA	61603-4202	1
G.E. MILACCIO CO., INC	510 WOLF ROAD	PEORIA	61614	1
Crescent Parts & Equipment Company	3519 Frank Scott Parkway West	BELLEVILLE	62223	1
MID-LAKES DISTRIBUTING	1029 W. ADAMS ST.	Chicago	60607	1
SUN-RYS DISTRIBUTING CORP.	1700 W. 1ST AVE.	COAL VALLEY	61240	1
MOORE SUPPLY COMPANY BRANCH 1	4332 W. FERDINAND	Chicago	60624	1
MOORE SUPPLY COMPANY BRANCH 2	2100 W. 80TH ST.	Chicago	60620	1
MOORE SUPPLY COMPANY BRANCH 3	8109 N. AUSTIN AVE.	MORTON GROVE	60053	1
MOORE SUPPLY COMPANY BRANCH 4	4929 LINCOLN AVE.	LISLE	60532	1
MOORE SUPPLY COMPANY BRANCH 5	1260 TOWNLINE RD.	MUNDELEIN	60060	2
VILLAGE OF OAK PARK PUBLIC WORKS	201 SOUTH BLVD.	OAK PARK	60302	1
G.W. BERKHEIMER	7635 W. 183rd ST.	Tinley Park	60477	2
MIDWEST PARTS	1812 W CHANUTE ROAD	PEORIA	61615	1
GOODMAN DISTRIBUTION, INC # 470	27615 DIEHL ROAD	WARRENVILLE	60555	1
GOODMAN DISTRIBUTION, INC #472	261 Shore Drive	Burr Ridge	60527	1
GOODMAN DISTRIBUTION, INC #478	3600 WOODHEAD DRIVE	NORTHBROOK	60062	1
GOODMAN DISTRIBUTION, INC #480	1060 HIGH STREET	MUNDELEIN	60060	1

Grand Total	336