

VIA EMAIL and US Mail

March 1, 2016

Sharon A. Yergeau
Administrator
Planning, Prevention & Assistance Unit
Department of Environmental Services
PO Box 95
Concord, NH 03302

Subject: Thermostat Recycling Corporation's 2015 Annual Report

Dear Ms. Yergeau:

Since 1998, TRC's national program has collected more than **2.1 million thermostats**, diverting more than **10 tons of mercury** from the waste stream. TRC continues to do more by increasing its budget, visiting more states (up 38% compared to 2014), and modernizing its work force.

You will find attached TRC's annual collection report for calendar year 2015. TRC would like to highlight some aspects of the 2015 program in New Hampshire:

- The program collected a record amount of **2,652 thermostats in 2015**. This was a 41% increase compared to the number of thermostats collected in 2014.
- In 2015 the program **collected 21.35 pounds of mercury** in the state of New Hampshire. Since 2001, the annual pounds of mercury collected in New Hampshire has increased by an average of 32% per year. During the same time period, the pounds of mercury collected in the nation increased by 17% per year.
- TRC's website traffic continued to increase in 2015. There was an **85% increase of visitors** from New Hampshire while TRC increased its total annual visitors by **71% compared to 2014**.
- The counties with the most bins returned in 2015 were **Hillsborough** (22 bins), **Rockingham** (10 bins), and **Grafton and Merrimack** (8 bins each).

If the department would like to discuss any of these items in greater detail, please do not hesitate to contact me directly at 571-302-0877.

Sincerely yours,



Ryan L Kiscaden
Executive Director



Thermostat Recycling
CORPORATION

an industry-funded non-profit

NEW HAMPSHIRE ANNUAL REPORT

FY 2015

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NEW HAMPSHIRE COLLECTIONS

In New Hampshire, TRC recovered the equivalent of 2,708 mercury thermostats from 2,652 whole mercury thermostats plus 3,443 mercury switches removed from thermostats. A total of 21.35 pounds of mercury was diverted from solid waste.

The majority of thermostats collected in state were through HVAC Wholesale Distributors (67.2%) followed by household hazardous waste facilities (31.1%).

EXHIBIT 1: 2015 NEW HAMPSHIRE COLLECTIONS BY BRAND

Brand Holder	Thermostats	Count Switches	Pounds Mercury
Bard	1	1	0.01
Burnham Holdings	18	19	0.12
Carrier	23	26	0.16
General Electric Corporation	7	18	0.11
Goodman Global	2	3	0.02
Honeywell	2243	2830	17.55
Hunter Fan	1	1	0.01
Invensys	11	12	0.07
Lennox	10	16	0.10
Lux Products	8	8	0.05
Marley-Wylain Company	2	2	0.01
Nordyne Corporation	33	33	0.20
Rheem	2	2	0.01
Sears Holdings	11	14	0.09
Taco, Inc.	2	2	0.01
TPI Corporation	1	1	0.01
Trane	55	105	0.65
White Rogers	168	184	1.14
York/Johnson Controls	11	19	0.12
----- Non-Member Brands -----			
JADE	1	1	0.01
Mercoïd Sensatherm	1	1	0.01
Singer	8	8	0.05
Tempmaster	33	66	0.41
----- NOM (Manufacturer not Identifiable) -----			
NOM's	0	0	0.00
Loose Bulbs	0	71	0.44
TOTAL	2,652	3,443	21.35

NEW HAMPSHIRE COLLECTIONS

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 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.

NEW HAMPSHIRE COLLECTIONS

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

All facilities processing thermostats shipped to TRC follow 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

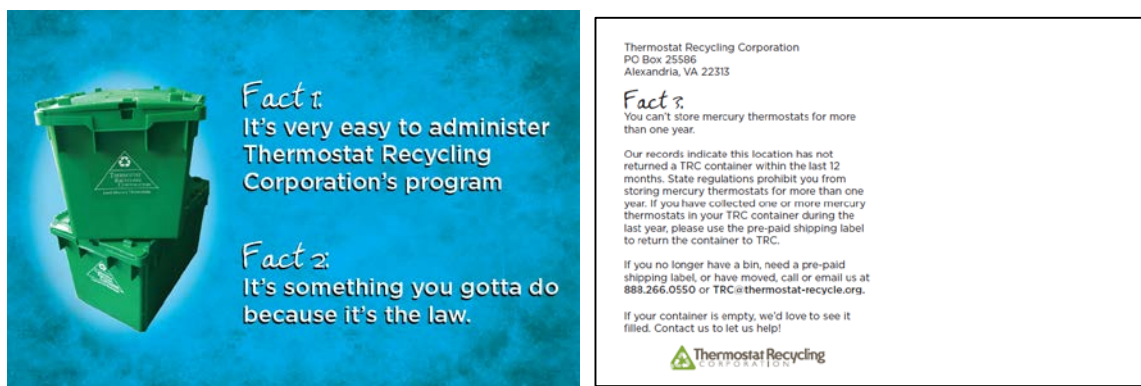
DIRECT MAIL

TRC utilized direct mail throughout the year to target collection locations, HVAC contractors/technicians, and household hazardous waste (HHW) facilities.

TRC Collection Locations & Wholesale Distributors

- To encourage collection point participation and to stimulate the timely return of TRC collection containers, TRC mailed reminder postcards (Exhibit 2) to collection points that had not returned a TRC container within the last 12 months (in accordance with New Hampshire Universal Waste Regulations). TRC mailed 138 reminders in April, 127 in August, and 129 in November.
- On 6/17 TRC mailed a letter to three Heating, Air-conditioning & Refrigeration Distributors International (HARDI) member CEOs with headquarters in New Hampshire. The letter encouraged them to conduct an original equipment manufacturer (OEM) Mercury thermostat cleanout at their branches, and included a sample memo for HARDI CEOs to distribute to their collection locations. (Appendix 1)

EXHIBIT 2: REMINDER POSTCARD



PROGRAM EDUCATION AND OUTREACH

ADVERTISING

TRC's two primary advertising targets remain HVAC contractors/technicians and HVAC wholesale distributors. For the contractors/technicians segment, TRC focuses on residential and light commercial contractors because of their relatively high level of hands-on contact with waste mercury thermostats. The second segment of focus is HVAC wholesale distributor locations as they remain the most convenient location for the majority of New Hampshire-based technicians/contractors to purchase replacement thermostats and recycle waste mercury thermostats.

Homeowners remain a secondary market 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 activities by concentrating on the channel segment that conducts the vast majority of repeat thermostat replacements.

TRC's 2015 advertising campaign continued to focus mostly on "easy and free" and "It's the law" messaging (where 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 brand/program awareness and 2) increase program participation by raising awareness of specific legal obligations to recycle and the ease of recycling.

Print Advertising

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

- ***HVAC Insider New England***, a regional publication which has a monthly circulation of 9,000 contractors, technicians, and wholesale distributors in New England, including New

PROGRAM EDUCATION AND OUTREACH

Hampshire. TRC ran a 2-color 1/2 page advertisement in the May, June, November and December issues. (Exhibit 3)

- ***Distribution Center Magazine***, the exclusive publication of HARDI, with more than 11,000 bi-monthly subscribers. TRC ran a full-color 1/4 page advertisement in May and December promoting the Big Man on Planet competition. (Exhibit 4)
- ***HVACR Business Magazine***, a national publication with approximately 34,000 qualified subscribers, of which approximately 1,544 are in New England. TRC ran a full color 1/4 page advertisement in January, March and July. (Exhibit 5)

EXHIBIT 3: HVAC INSIDER NEW ENGLAND AD



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EXHIBIT 4: DISTRIBUTION CENTER MAGAZINE ADS

May:



EVERY SUPERHERO NEEDS A SIDEKICK.

Which HARDI member will recycle the most mercury thermostats?

Sign-up and find out more at:
thermostat-recycle.org/BMOP

HARDI 

December:



WHO'S THE NEXT BIG MAN ON PLANET?

TRC recognizes the following distributors for recovering more than 430lbs of mercury during the competition! Winners announced at HARDI's Annual Conference.

- AC Supply
- APR Supply Co.
- Auer Steel & Heating Supply Co.
- BellSimons
- cfm Distributors
- Columbia Pipe & Supply Co.
- Corken Steel Products Co.
- Crescent Parts & Equipment
- Design Air
- Duncan Supply
- Famous Supply
- Ferguson Enterprises
- Gustave A. Larson Co.
- G.W. Berkheimer Co.
- HVAC Distributors, Inc.
- IRR Supply Centers
- Johnson Supply
- Johnstone Supply
- Munch's Supply Co., Inc.
- Shore Distributors
- Standard Supply
- Tower Equipment Co.
- US Air Conditioning Distributors
- Virginia Air Distributors
- York

HARDI 

EXHIBIT 5: HVACR BUSINESS MAGAZINE AD




an industry-funded non-profit

Are you recycling every mercury thermostat you remove from service?

TRC makes it easy and free to recycle them.
Learn more at thermostat-recycle.org.

PROGRAM EDUCATION AND OUTREACH

Digital Advertising

TRC continued the use of rotating banner advertisements in 2015, with changes in scheduling and scope and the addition of new outlets.

TRC follows the national trend of analyzing advertisement success by measuring each advertisement's impression and click-through rate. An impression is a measure of the number of times an ad is displayed, and a click-through rate (CTR) is the number of times a click is made on the advertisement divided by the total impressions.

TRC's new advertising in 2015 included:

- *ACHR News' AHR Wrap Up Enewsletter*, sent to 12,000 opt-in subscribers. This is an annual email sent in January at the conclusion of the Air-Conditioning, Heating, Refrigerating (AHR) Exposition, the largest HVAC industry trade show. TRC ran a Medium Rectangle ad within the email that received a 0.72% CTR. (Exhibit 6)
- *Distribution Center's Enewsletter*, sent to 4,000 weekly opt-in subscribers. TRC ran a Medium Rectangle ad in February, March and June receiving an average CTR of 2.5%. (Exhibit 6)
- *NATE Enewsletter*, sent bi-monthly to 31,900 opt-in subscribers. TRC ran a text ad that received a 0.14% CTR.

EXHIBIT 6: ACHR NEWS AND DISTRIBUTION CENTER ENEWSLETTER AD



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TRC also continued digital advertisements on the following HVAC industry websites below:

- OESP Dedicated Eblast, a digital piece emailed to oil and energy service professionals predominantly from New York, Connecticut, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, Pennsylvania, Rhode Island, Vermont and Virginia. The email was exclusively about TRC's program and offered a limited-time offer to sign-up for a free TRC bin. The email was delivered to 1,674 subscribers in April, receiving a 3.6% CTR; and to 1,623 subscribers in September, receiving a 1.4% CTR. (Appendix 2).
- OESP Advantage News Brief, a weekly email with the same subscribers listed as above (OESP Dedicated Eblast). TRC ran a sponsored content ad for 13 consecutive weeks October – December which resulted in an average CTR of 0.2%. (Exhibit 7)
- HVACR Business "Ahead of the Curve" Enewsletter, a monthly newsletter that reaches approximately 9,000 opt-in readers each month. TRC ran a banner ad in July, August, November and December (Exhibit 8). The average CTR was 3.0%.
- HVACRBusiness.com, an HVAC publication website with 14,000 monthly visitors. TRC ran a banner ad in February and July that resulted in 92,848 impressions and an average CTR of 0.9%. (Exhibit 9)
- Contracting Business Magazine's dedicated Email Blast, which was sent twice with different messaging to opt-in subscribers in states with disposal bans, including New Hampshire. The January mailing was sent to 5,980 subscribers and received a 25% open rate and a 0.5% CTR (Appendix 3), while the June mailing was sent to 8,970 subscribers and received a 13% open rate and a 0.5% CTR (Appendix 4).
- ACHRNews.com, a website that assists the decision-makers from all branches of the HVAC industry including contractors, manufacturers, distributors, parts and supply wholesalers, and service companies. More than 241,852 HVACR professionals visit the website every month, totaling more than 308,911 monthly website visits. TRC ran a Topic Sponsorship ad in January, February and September that resulted in an average 0.14% CTR. (Exhibit 10)

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- ACHR Newsletter, a weekly email blast with more than 10,000 subscribers. TRC ran a banner ad for four issues in April and four issues in October with an average CTR of 4.7%. (Exhibit 10)
- HVAC-Talk.com, an online forum that averages more than 300,000 monthly visitors. TRC ran a banner ad in February, March and July which resulted in 291,706 total impressions and an average CTR of .03%. (Exhibit 9)

EXHIBIT 7: OESP ADVANTAGE NEWS BRIEF SPONSORED CONTENT AD

SPONSORED CONTENT

Promoted by

- [Thermostat Recycling Corporation makes disposal of mercury thermostats easy and free.](#)
- [Several states prohibit the disposal of mercury thermostats in the trash.](#)
- [Find your nearest mercury thermostat collection site for free disposal.](#)
- [Sign up for Thermostat Recycling Corporation's program to directly participate as a collection site.](#)
- [Learn more about how Thermostat Recycling Corporation's program works.](#)



EXHIBIT 8: HVACR BUSINESS "AHEAD OF THE CURVE" ENEWSLETTER AD



PROGRAM EDUCATION AND OUTREACH

EXHIBIT 9: HVACRBUSINESS.COM AND HVACT-TALK.COM AD

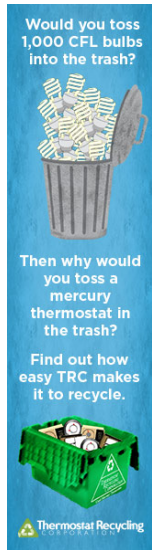


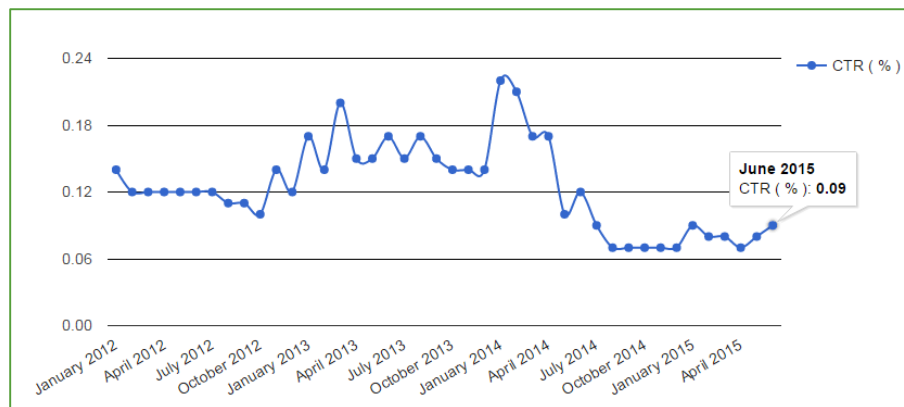
EXHIBIT 10: ACHRNEWS.COM TOPIC SPONSORSHIP ADS



PROGRAM EDUCATION AND OUTREACH

Exhibit 11 presents benchmark data from Google's Display Benchmarks tool on average digital advertising CTR's in the U.S. by year. It shows that the highest national average CTR in 2015 was 0.09%, so TRC's CTR performance exceeded the national average.

EXHIBIT 11: GOOGLE DISPLAY'S BENCHMARK TOOL



Additionally, the current average open rate for emails is 14%, and the average CTR in emails is 1.6%¹, which TRC generally also exceeds.

Google AdWords

Since 2011 TRC has deployed a Google AdWord campaign that geo-targets contractors/technicians and consumers (homeowners) in states with mercury thermostat disposal bans, including New Hampshire (Exhibit 12). Advertisements appear on Google search results pages after an individual searches terms related to TRC's mission (E.g. thermostat replacement, contracting recycling regulations, mercury thermostat recycling, programmable thermostats, etc.).

¹ "M+R Benchmarks 2015." *M+R and NTEN's 2015 Nonprofit Benchmarks Report*. 1 May 2015: 57. Print.

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TRC continued this campaign in 2015, running it the duration of the calendar year. This is TRC's preferred option to reach consumers because of the campaign's extensive and targeted reach.

The New Hampshire campaign yielded 132,772 impressions with an average CTR of 0.53%.

EXHIBIT 12: GOOGLE ADWORDS LANDING PAGE



EARNED MEDIA

In 2015 TRC continued to enjoy positive and frequent coverage within the industry trade press, appearing more than 20 times through a variety of publications. TRC issued many media releases that were published, generating additional exposure for the program.

Notably, TRC continued to receive coverage and editorial pieces in industry leading publications such as:

- The Air Conditioning and Refrigeration (ACHR) News (370,378 reach), including a front page editorial article (Exhibit 13)
- Distribution Center (11,000 circulation)
- Contracting Business (40,000 circulation)

PROGRAM EDUCATION AND OUTREACH

- HVAC-Talk.com (408,769 monthly unique browsers)
- Wholesale distributor's on-hold phone messaging, including Johnstone Supply and Standard Supply
- Johnstone Supply's printed flyer (300,000 circulation)

Additionally, two of TRC's employees, Ryan Kiscaden and Christyn Zehnder, were voted onto HARDI's first 40 under 40 list. The list recognizes the HVAC industry's top performers and rising stars who are younger than 40. The list will be published in the spring of 2016 in Distribution Center Magazine. There were hundreds of eligible HARDI members considered, making this a highly competitive group.

EXHIBIT 13: ACHR NEWS FRONT PAGE EDITORIAL ARTICLE



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TRC WEBSITE

TRC's website data is calculated through Google Analytics, and website traffic continued to increase in 2015. TRC increased its total annual visitors by 71% compared to 2014. There was an 85% increase of visitors from New Hampshire and the state ranked 22nd among the country in terms of its share of visitors to TRC's website. The increase in traffic reflects the impact of paid trade channel advertising, the Google AdWords campaign, and search engine optimization efforts.

In May TRC implemented an automated welcome email for collection sites that sign-up for the program through TRC's website. In November TRC transitioned its current website into a responsive website, meaning it is fully optimized for greater visibility across all devices including mobile and tablets.

TRC's social media presence increased as well. The TRC Twitter account saw a 42% increase in number of followers in 2015, and its Facebook page enjoyed an 83% increase of page "Likes."

TRADE SHOWS, CONFERENCES AND PRESENTATIONS

TRC staff attended, exhibited and/or presented at the following regional and national shows pertaining to New Hampshire:

- **January 13th: Honeywell International Webinar (NEW)**

Ryan Kiscaden presented a TRC Webinar to Honeywell International to an audience of 15 contractors. The webinar focused on ways for contractors to profit from recycling by using other industry items to increase their profitability.

- **January 25th – 28th: Air-Conditioning, Heating, Refrigerating Exposition.**

Chicago, IL

TRC staff attended and exhibited at the AHRI (Air-Conditioning, Heating, and Refrigeration Institute) Expo in Chicago. The show brought in over 2,000 exhibitors and 60,000 HVAC/R professionals, including more than 1,171 in the New England region.

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- **February 9th – 13th: Association of Energy Service Professionals (AESP) Trade Show**

Orlando, FL

AESP is the premier organization for professionals in the energy efficiency industry. Over 300 industry professionals attend the event including utility professionals and industry advisors/implementers. TRC staff attended this show.

- **February 12th: Product Stewardship Institute Webinar (NEW!)**

TRC staff presented a webinar through the Product Stewardship Institute entitled “Connecting Rural HHW Program Managers to Manufacturer-Funded Take-Back Programs” to an audience of 25 professionals.

- **February 26th: AESP Brown Bag Webinar (NEW!)**

TRC staff presented a Brown Bag Webinar to AESP on recycling programs for utilities and utility implementers. The webinar was added to TRC’s YouTube page in April and received 33 views.

- **March 15th – 18th: ACCA and the IE3: Indoor Environment & Energy Expo**

Dallas, TX

Co-presented by Air Conditioning Contractors of America (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 27th: YouTube Video Presentation (NEW!)**

TRC created and uploaded a video presentation entitled “Mercury Thermostats: A Historical Overview and Review of Current Legislation” to TRC’s YouTube channel. The video received 39 views in 2015.

- **March 25th: ACCA Town Hall Webinar (NEW!)**

A Town Hall Webinar was presented to ACCA members regarding the TRC Program.

- **April 12th-14th: HARDI FOCUS Marketing & Sales Conference (NEW!)**

Charleston, SC

TRC staff attended this conference where marketing and sales professionals learn from joint sessions that help them align their strategies and improve synergy between departments.

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- **May 18th – 20th OESP Road Show**

Hershey, PA

An annual convention with over 2,500 attendees representing close to 300 companies across New England. TRC staff again exhibited at this show.

- **May 28th: ACCA Webinar with Dynatemp (NEW!)**

TRC teamed up with Dynatemp, a refrigerant manufacturer and recycler, to present a Webinar on environmental compliance to the ACCA.

- **September 14th – 16th: NAHMMMA National Conference**

Austin, TX

TRC staff attended the conference and sponsored the silent auction. The conference facilitated peer-group interaction and exchange of ideas and information relating to hazardous materials management. TRC staff gave a presentation on techniques for marketing to target audiences, which was attended by more than 30 HHW professionals.

- **October 6th: EEBA Excellence in Building Conference & Expo (NEW!)**

Denver, CO

After joining the association and speaking with their Executive Director, TRC staff attended the show for the first time. The conference focused on ways for both residential/commercial HVAC contractors and home performance contractors to work together.

- **October 7th: IFMA World Workplace Conference & Expo**

Denver, CO

Held annually, IFMA's World Workplace meets the educational and networking needs of professionals who support the built environment. IFMA promotes World Workplace year-round to more than 23,000 members in 85 countries; plus an additional 200,000 workplace professionals. TRC staff attended for the first time.

- **December 5th – 8th: HARDI National Conference**

Orlando, FL

TRC staff again exhibited and participated in the "Booth Program," which provides for 1-on-1 sessions with senior executive staff from HARDI member companies. This event

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targeted representatives of approximately 80% of the wholesale market for HVACR products. TRC also presented its annual “Big Man on the Planet Award.”

HVAC WHOLESALE DISTRIBUTOR OUTREACH

Ferguson Enterprises Onboarding

Ferguson Enterprises is the number one wholesaler in the country, owning more than 200 HVAC locations nationwide. Ferguson’s corporate made a business decision to engage in both HVAC and blended Ferguson stores regardless of state mandatory programs. As a result of this initiative, Ferguson signed up 90 Ferguson Enterprise stores for the program, 3 of its Lyon Conklin Co. stores, and 2 of its Air Cold Supply stores. In addition, Ferguson purchased a current HVAC distributor whom uses the TRC program, Redlon and Johnson.

Ferguson sent an email in July to 15,910 subscribers announcing its partnership with TRC and highlighting the program (Exhibit 20).

Due to these efforts, collections from Ferguson owned distributors increased 37% percent in 2015.

EXHIBIT 14: FERGUSON NATIONAL EMAIL



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Big Man on Planet Competition

TRC partnered with HARDI for the fourth annual Big Man on Planet (BMOP) competition. The competition was restructured to allow for four distributor winners (as opposed to three in 2014) and included a \$500-\$1,000 employee incentive to the top four branch locations within each tier. The restructuring was implemented to provide a more fair tiered system, putting distributors with a similar number of branch locations in competition with one another. In April TRC mailed an invitation to the executives of 357 HARDI member principle contacts encouraging their participation in the program (Exhibit 15). The competition ran May 1st – October 31st and participating locations shipped a total of 432lbs of mercury during the competition.

EXHIBIT 15: BMOP INVITATION TO HARDI MEMBERS

Outside:



Inside:

Sign Up to Compete:

1. Confirm all your branch locations have a TRC container and are collecting mercury thermostats through TRC's program. If not, contact TRC at 888-266-0550 to enroll in the program and mention "BMOP" for a limited-time free recycling container.
2. Sign up for the Big Man on Planet (BMOP) competition by May 31st at www.thermostat-recycle.org/bmop.
3. Market your BMOP participation to customers by using free promotional materials emailed to you after signing up.

Why Compete?

BMOP is a competition for HARDI members to see which distributor can recycle the most mercury thermostats. So, why participate?

- Show customers your commitment to the environment by offering them a simple recycling solution.
- Go head-to-head with fellow distributors — don't give your customers a reason to recycle at your competitor.
- Earn bragging rights and the "BMOP Cup" at the 2015 HARDI Annual Conference where 4 winning distributors will be recognized.



Winners will be determined by total pounds of mercury recovered from thermostats received by TRC between 5/1/15 - 10/31/15.

\$500 Store Incentives Available!

Visit www.thermostat-recycle.org/bmop for more details.

Location calls

TRC staff made 13 phone calls to collection locations in New Hampshire that hadn't returned a bin in more than 12 months. Calls reminded locations of the need to stay in compliance with accumulation time limits. TRC staff also offered to replace lost shipping labels, order FedEx

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Ground pickups for the bins, or provide free promotional materials. See Appendix 5 for a list of locations contacted.

Site Visits

A total of 32 New Hampshire collection locations were visited by TRC staff in several key markets. The majority of locations visited were those that had not returned a bin within the past 12 months. Visits were conducted to ensure location staff was knowledgeable about the program, prepare the bin and schedule a shipment if applicable, and supply any other necessary materials. See Appendix 6 for a complete list of locations visited.

Merchandise Displays for TRC Bins

In 2014 TRC developed branded merchandise displays for its recycling containers. The purpose of the displays is to enhance the visibility and accessibility of the program to contractors at HVAC wholesale locations. Throughout the year TRC distributed free branded cardboard displays to HVAC wholesale distributor collection locations in New Hampshire to showcase the TRC container (Exhibit 25).

In 2014 when TRC last ran data, the five largest national HVAC wholesalers using the TRC merchandise display (Johnstone Supply, R.E. Michel, CC Dickson, Gustave Larson, and US Air Conditioning Distributors) collectively had seen a 25% increase in pounds of mercury recovered and a 45% increase in frequency of TRC bin returns year-to-date. Therefore, TRC plans to continue providing and encouraging the use of merchandise displays at HVAC wholesalers to help increase thermostat collections.

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EXHIBIT 16: TRC BRANDED CARDBOARD DISPLAY



HVAC TECHNICIAN SURVEY

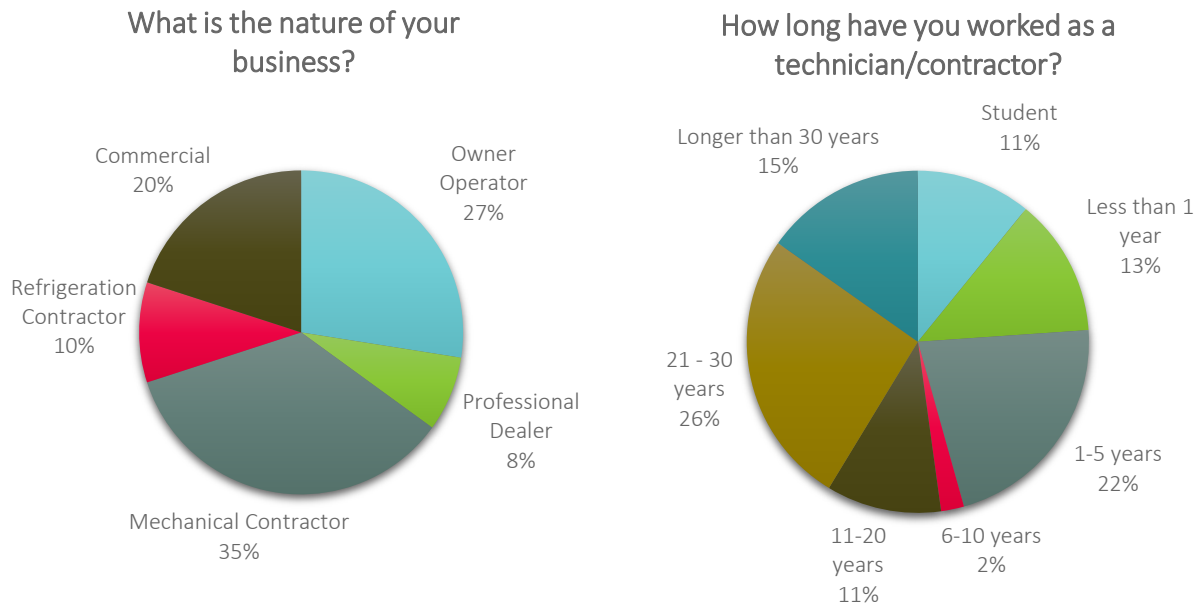
TRC hired a third-party to create a contractor behavior survey to collect first-hand accounts about recycling practices and compliance patterns of technicians as well as company level acceptance/resistance to compliance. The technician survey was conducted in-person by TRC staff and administered via touch screen devices at several HVAC trade shows nationwide, including the Torrco Annual trade show in Connecticut and the GasNetworks show in Massachusetts. The surveys were initiated by asking contractors to take a brief five minute survey regarding recycling behavior for a chance to win a Bosch Tool.

If a technician indicated interest in participating they were handed the survey in the form of a touch-screen tablet which had the survey questions already displayed for convenience. Survey participation was incentivized by entry into a prize raffle for a Bosch tool give-away. The survey had 46 respondents, and while it included contractors from several states, generally contractor behavior tends to be similar nationwide.

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Demographic

The first questions asked of the technicians were to determine their demographic:



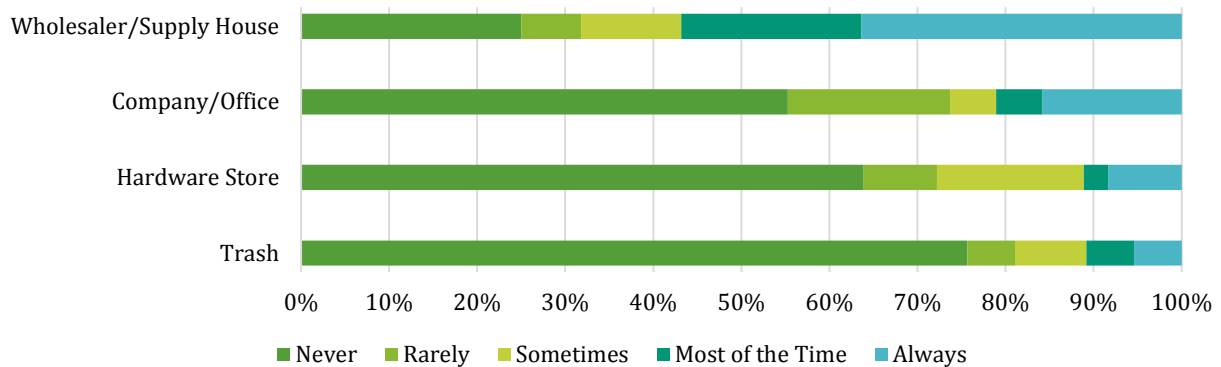
The demographic data shows that there was a widely varied mix of business sectors and experience levels. This means that the findings from the survey can be applied generally without a need for demographic qualifiers. The largest business sector was Mechanical Contractor followed by Owner Operator. These two sectors comprised 62% of the responding technicians. The experience range of the respondents was diverse, reflecting a balance of both new and experienced technicians.

Disposal

To better understand where technicians dispose of mercury thermostats the following question was posed:

PROGRAM EDUCATION AND OUTREACH

Where do you dispose of the mercury containing thermostats you collect?

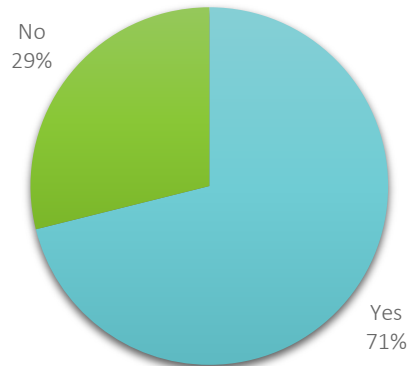


The above chart shows that the main location for the disposal of mercury containing thermostats is at the wholesaler. It also points out that roughly 25% of technicians do at least occasionally throw the thermostats in the trash. The data shows that when technicians do dispose of the mercury containing thermostats that they generally take them to the correct place, the wholesaler, but it also shows that there is room for improvement in keeping the thermostats out of the trash.

The survey then inquired about what internal mechanisms employers might be using to encourage technicians to recycle thermostats:

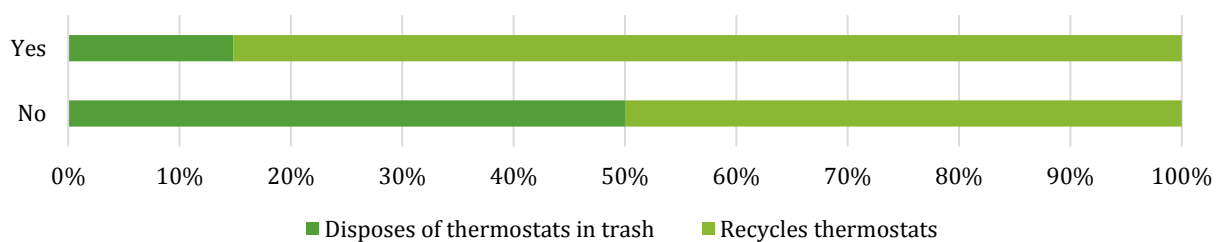
PROGRAM EDUCATION AND OUTREACH

Are you required by your employer to recycle mercury containing thermostats?



The fact that only 71% of employers require their technicians to recycle mercury containing thermostats might explain why 25% of technicians may occasionally dispose of them in the trash. In order to verify this a cross reference was drawn between whether employers require recycling and technicians that throw away thermostats in the trash.

Are you required by your employer to recycle mercury containing thermostats?



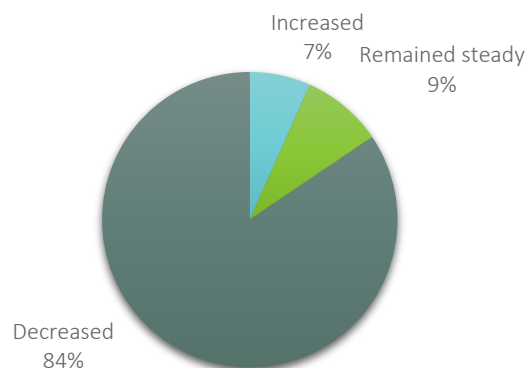
The above chart shows that 85% of technicians whose employer requires recycling of mercury containing thermostats actually recycle. By contrast, only 50% recycle without employer requirement. This strongly suggests that employer policies do have a substantive impact on recycling by employees.

PROGRAM EDUCATION AND OUTREACH

Mercury Containing Thermostat Prevalence

In an effort to determine how many mercury containing thermostats are still in use and whether the number in use has significantly decreased the following question was posed:

Would you say that during the time you have worked as a technician/contractor the number of mercury containing thermostats you encounter has...



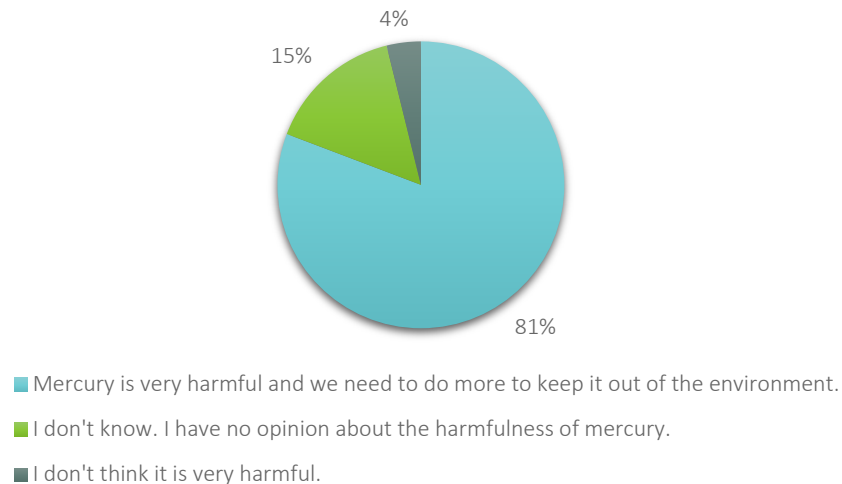
When asked how the number of mercury containing thermostats encountered during their career had changed most technicians felt that there had been a decrease. This leads to the conclusion that the number of available thermostats has also decreased.

Environmental Concern

To gauge the level of which technicians are concerned about the environment and how mercury plays in to that the following question was asked of technicians:

PROGRAM EDUCATION AND OUTREACH

Which of the following statements best reflects your personal opinion of the harmfulness of mercury?



The above chart identifies that most technicians feel that mercury is very harmful and needs to be kept out of the environment. This suggests that a campaign that highlights the negative impact that mercury has on the environment and draws the connection to how technician recycling can help reduce these impacts may be an effective way to boost participation.

Conclusions

The majority of technicians surveyed realize that mercury is harmful and needs to be kept out of the environment. However, 25% of technicians still dispose of mercury containing thermostats in the trash. Through this survey it is also known that over a quarter of technician employers do not require that their technicians recycle mercury containing thermostats. This suggests that TRC should work with employers to educate technicians on the program and encourage employers to require that mercury containing thermostats are disposed of properly. Since most technicians personally believe that mercury is bad for the environment creating an awareness campaign educating technicians on the importance of recovering mercury containing thermostats will aid in increasing participation. See Appendix 9 for survey raw results.

PROGRAM EDUCATION AND OUTREACH

HVAC CONTRACTOR OUTREACH

TRC staff helped develop a draft model HVAC contractor environmental policy and shared it with the trade group, ACCA (Appendix 10). TRC's goal is to work with ACCA and other trade groups to provide this template as a service for contractor's employee handbooks.

HOUSEHOLD HAZARDOUS WASTE FACILITY OUTREACH

In September TRC developed a tri-fold brochure specifically for household hazardous waste (HHW) facilities to target their customers (Exhibit 17). It included information on how to locate HHW facilities nation-wide using TRC's website and information on how to properly prepare to dispose mercury thermostats. The brochure PDF is now available on TRC's website as a promotional toolkit download, and hard copies are available by request.

EXHIBIT 17: HHW TRI-FOLD BROCHURE

Outside:



PROGRAM EDUCATION AND OUTREACH

Inside:

Frequently Asked Questions

What is the purpose of the Thermostat Recycling Corporation (TRC) program?
The goal is to recycle all mercury containing thermostats that are replaced.

What should I do?
Drop your mercury thermostats off at your local HHW facility.

What thermostats can I recycle?
All brands of wall-mounted, mercury switch thermostats.

Which HHWs participate?
You'll find the recycling bins at hundreds of locations across the nation. View a list of participating collection sites at thermostat-recycle.org.

How do I know if the thermostat contains mercury?
If the thermostat uses a dial or lever, odds are it contains mercury and needs to be recycled.

Should I take out the mercury switch?
No. Return the entire thermostat intact, including the cover. The thermostat casing protects the mercury switch during shipment.

What's not accepted under TRC's program?

- Loose mercury switches (bulbs)
- Leaking mercury-switch thermostats
- Electronic thermostats and other thermostats without mercury switches
- Batteries, fluorescent light bulbs and other devices containing mercury

How are thermostats collected?
HHW facilities and HVAC wholesale distributors place recycling bins in their locations. Retailers collect thermostats directly from customers. Contractors and homeowners collect out-of-use mercury thermostats through their normal business and can drop them off for collection at any location.

What happens after I drop of the old thermostats?
When the collection site's bin is full they send it to TRC's recycling center. The switches are removed and forwarded to a mercury recycler.

Do I have to recycle mercury thermostats?
Certain states prohibit the disposal of mercury thermostats in the trash. Some further require all HVAC contractors in the state to recycle every mercury thermostat removed from service. Visit our website to see these state regulations.

What else should I know?
Most thermostats are replaced by HVAC contractors. We encourage you to ask your contractor what they do with old mercury thermostats and inform them of this free program if they are not participating.



UTILITY PROGRAM/IMPLEMENTOR OUTREACH

The TRC staff engaged with the industry leading company, Cadmus to produce a report identifying current demand response projects. This report was able to show TRC which implementers had current projects of demand response that involved thermostat replacement components. TRC focused efforts on these implementers as a source for large thermostat replacement in areas such as low-income and multi-family.

TRC supplied the trade organization, GasNetworks, with marketing material to promote on its website, and attended their annual trade show for the first time.

TRC staff wrote model utility implementer RFP requirements to share with utility companies (Exhibit 11). The focus of the model is to help utilities expand environmental compliance requirements for their implementers. This language would essentially be a term of agreement between the utility company and the hired implementer. TRC also began engagement with two

PROGRAM EDUCATION AND OUTREACH

non-TRC members interested in the recycling mercury issue, ecobee and NEST, by submitting to them MOU's. All parties involved hope to do more with the TRC program.

2015 PROGRAM ADMINISTRATIVE EXPENSES

Below is a summary of TRC's national program expenses for 2015. A copy of TRC's 2014 IRS Form 990 is available by request.

EXHIBIT 18: 2015 PROGRAM ADMINISTRATIVE EXPENSES

Program Component	2014	2015	% Change
TRC Staff and Administration	\$ 593,631	\$ 625,205	5%
Recycling Costs	\$ 356,043	\$ 347,555	-2%
Incentive/Promotional Payments	\$ 47,712	\$ 42,224	-12%
New Collection Containers	\$ 15,108	\$ 10,960	-27%
Travel	\$ 70,120	\$ 81,152	16%
Legal	\$ 40,373	\$ 21,228	-47%
Direct Expense for Marketing & Outreach	\$ 289,347	\$ 277,995	-4%
Total (expenses)	\$1,412,333	\$1,406,319	0%

Compared to last year, variances in these program components were flat. Causes for changes include:

- Recycling Costs:** A decrease in whole thermostats processed as compared to 2014. Recycling costs are directly related to how many whole thermostats are collected at TRC's processing facility in Golden Valley, MN. The program's collections decreased by a little over 2%.
- Incentive/Promotional Payments:** Incentive payments in Maine were flat. In Vermont they were up with more Retailers and Wholesalers participating. California incentive expenses were down slightly, and Illinois promotional payments were down significantly due to a large wholesaler choosing not to participate in an incentive program.
- New Collection Containers:** Orders were down 27%. TRC expects a continued decrease in container orders because the program is operating in a mature collection environment and available new locations to collect are decreasing.
- Travel:** The Director of National Accounts spent more than 60% of his time attending trade shows, site visits, and attending meetings with key corporate contacts. TRC visited 22 states, up 38% compared to 2014.

2015 PROGRAM ADMINISTRATIVE EXPENSES

- Direct Expense for Marketing and Outreach:** The category used for Marketing Consulting was down considerably compared to 2014 due to the Director of Marketing and Communications taking on more responsibility. TRC also spent less on retail displays compared to 2014. This is as a result of declining available locations which were willing to accept merchandising displays for their businesses. Lastly, both Advertising and Graphic Design increased as TRC created its new 2016 marketing campaign, “Recycle every mercury thermostat, every time”.

EXHIBIT 19: 2015 PROGRAM EXPENSES WITH NEW HAMPSHIRE SPECIFIC COSTS

Program Component	Total Expenses	NH
TRC Staff and Administration	\$ 625,204.88	\$ 2,891.92
Recycling Costs	\$ 347,555.25	\$ 4,641.00
Incentive/Promotional Payments	\$ 42,224.42	\$ -
New Collection Containers	\$ 10,960.00	\$ -
Travel	\$ 81,152.16	\$ 769.57
Legal	\$ 21,228.28	\$ 51.37
Direct Expense for Marketing & Outreach	\$ 277,994.50	\$ 5,479.96
Total (expenses)	\$ 1,406,319.49	\$ 13,833.81

- TRC Staff and Administration:** On July 1st 2015, TRC changed policy regarding tracking of employee’s time worked. This procedural change was predicated by state specific statutory regulations for TRC, particularly requirements on TRC to report costs associated with its employee’s time allocated to state specific activities. This policy change was for all TRC employees, including those who were exempt and non-exempt. The procedure was implemented starting in July to offset this requirement. Although not a perfect subset of data, the hours worked (as a percentage) were then mirrored to reflect employee’s time worked for the first half of the year. The decision to mirror time worked was determined due to the inaccuracies of having each employee go back to the start of the year and identify their hours worked by state, particularly for those employees whom were exempt. TRC acknowledges that it may under-estimate the hours worked in the state for 2015.

2015 PROGRAM ADMINISTRATIVE EXPENSES

However, all new employees after July 1st 2015 and any time entered for 2016 will accurately capture each employee's actual time worked by state.

- **New Collection Containers:** Fulfillment of new collection containers is done annually at TRC's processing facility in Golden Valley, MN. TRC does not currently allocate the costs of new containers to specific states, instead choosing to keep this in one cost center and including any costs from an order for containers in "Recycling Costs". In 2015, New Hampshire ordered 1.17% of all new container orders.

PROGRAM ADJUSTMENTS

2016 ANNUAL GOALS

TRC again set annual goals for the organization for the calendar year of 2016. The 2016 goals were developed by TRC staff and incorporate each operational area of the organization, including:

- 1) Continue to increase efforts of collecting mercury thermostats by exploring non-traditional avenues
- 2) Steer TRC toward tactical, positive, cohesive messaging while implementing marketing strategies
- 3) Continue fulfilling all members' state specific legal requirements without losing continuity
- 4) Maximize human capital opportunities by utilizing available internal and external resources

Many of the activities which drive TRC's daily functions are captured in the spirit of these goals. Developing a list of high level external goals allows TRC to keep its focus on the ultimate mission of recycling every mercury thermostat, every time.

COLLECTION LOCATION TOUCH CAMPAIGN

In 2016 TRC will launch a comprehensive location outreach plan that strategically coordinates and schedules outbound phone calls, reminder postcards, and site visits throughout the year. Designed around the year's site visit travel schedule, phone calls have been scheduled to occur within two months of TRC staff physically visiting a state, and postcards have been scheduled to follow up these phone calls within two months. Special attention will be focused on states with mandatory collection programs, including New Hampshire, which will entail up to 120 phone calls to collection locations that have not returned a bin within the past year. States with non-mandatory collection programs will continue to receive up to 60 collection location phone calls in 2016.

Additionally, each state's TRC collection locations which haven't returned a bin within the last year will continue to receive reminder "Miss you" postcards every four months of the year. By strategically coordinating the time of outreach between these three mediums (site visits, phone calls, postcards) TRC hopes to maximize the impact of each initiated contact effort.

PROGRAM ADJUSTMENTS

BRANDING CAMPAIGN

In January TRC placed a full-page color ad in *ACHR News*, one of the industry's leading HVAC publication with a weekly circulation of more than 33,000 (Exhibit 27). The ad appeared during the week of the AHR Expo, which is one of the more popular issues of the magazine. The ad tied TRC's members and affiliates together around the call to action of recycling every mercury thermostat, every time. TRC resized this ad to place a half-page size in the February issue of *HVACR Business Magazine* as well.

EXHIBIT 27: ACHR NEWS FULL PAGE AD


**AN IMPORTANT MESSAGE TO
HVAC CONTRACTORS:**

EVERY **MERCURY** EVERY
THERMOSTAT TIME

Mercury thermostats contain between
3-12 grams of mercury. As an industry,
we sold and installed these devices.
Now, let us work together to **properly
manage their disposal.**

**JOIN US IN SUPPORTING
MERCURY THERMOSTAT RECYCLING**

APR Supply Co. | Bard Manufacturing Corporation | Carrier Corporation | C.C. Dickson Co. | Chromalox
Climate Master, Inc. | Crescent Parts and Equipment | Daikin Applied
Emerson Electric Co. / White-Rodgers | Empire Comfort Systems | Ferguson
Gustave A. Larson Company | G.W. Berkheimer | Honeywell International Inc. | Hunter Fan Company
Ingersoll Rand | Irr Supply Centers | Johnson Controls | Johnson Supply | Johnstone Supply
Lennox International Inc. | Lux Products Corporation | Nortek Global HVAC
R.E. Michel Company, Inc. | Rheem Manufacturing Company | Taco Comfort Solutions | Uponor, Inc.
U.S. Air Conditioning Distributors | Vaillant Corporation | W. W. Grainger

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

PROGRAM ADJUSTMENTS

Additionally in January, TRC launched a new branding campaign: “Recycle every mercury thermostat, every time” (Exhibit 30). The campaign messaging is based off frequent feedback TRC staff receives from contractors, who tend to comment, “What’s the big deal about mercury? I used to play with it in school as a kid.” This new messaging compares mercury thermostats to kids playing with HVAC tools. HVAC tools are safe when used properly, just like mercury thermostats are safe when recycled and disposed of properly.

EXHIBIT 28: NEW BRANDING CAMPAIGN

The advertisement features a photograph of two children, a boy and a girl, in a room. The boy is holding a blue power drill, and the girl is holding a large orange chainsaw. They are both looking towards the camera. The background is a light-colored wall with some shelves. The advertisement includes the Thermostat Recycling Corporation logo at the top left, which consists of a green recycling symbol and the text "Thermostat Recycling CORPORATION". Below the logo, there is a green banner with the text "WOULD YOU LET YOUR KIDS PLAY WITH THESE?". To the left of the children, there is text that reads "You may have played with mercury as a kid, but times have changed." Below this, it says "RECYCLE EVERY MERCURY THERMOSTAT, EVERY TIME." At the bottom left, there is a green recycling bin. At the bottom right, the website "WWW.THERMOSTAT-RECYCLE.ORG" is displayed.

Thermostat Recycling CORPORATION

WOULD YOU LET YOUR KIDS PLAY WITH THESE?

You may have played with mercury as a kid, but times have changed.

RECYCLE EVERY MERCURY THERMOSTAT, EVERY TIME.

WWW.THERMOSTAT-RECYCLE.ORG

TRC updated its trade show booth display with the new artwork and messaging, and the campaign will continue throughout the year in print and digital advertising placements, with several different versions featuring different kids with tools.

PROGRAM ADJUSTMENTS

PAID ADVERTISING

Additionally, TRC is currently working to update its Google Adword campaign to include display ads, which include images versus only text, to enhance the visibility of the ads. TRC also plans to implement Facebook, and potentially YouTube, advertising in the spring and fall during the HVAC industry's busier seasons when mercury thermostats are more likely to be replaced. Ads will have similar messaging to the Google AdWord campaign and be targeted to states with disposal bans.

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

- 1/4pg full-color ad in *Distribution Center Magazine* for three months
- 1/2pg spot-color ad in *HVAC Insider New England* for four months
- Skyscraper banner ad on ACHRNews.com for two months
- Website Topic Sponsorship on ACHRNews.com for three months
- Top leaderboard ad in *ACHR News* newsletter for two months
- *ACHR News* digital edition video spotlight
- *ACHR News* digital edition sponsorship
- Feature leaderboard ad in NATE's bi-monthly newsletter for two months
- Medium rectangle banner ad in *Distribution Center's* weekly newsletter for two months
- Banner ad in AHRI's weekly newsletter for 13 weeks
- *HVACR Business Magazine's* web package for two months, including a video and three different sized ads on their website
- Continue to exhibit at regional and key national industry events.
- TRC plans on continuing efforts to engage larger contractors and HVAC wholesale distributors

PROGRAM EVALUATION

This section of the report examines the annual performance of the thermostat collection recycling program in terms of bins, thermostats, and mercury collected as well as the year over year progression of the program in New Hampshire.

TRC notes, that the mercury auto switch (ELVS) program collections have been trending downward or flat at best in recent years in New Hampshire. According to a recent report², “they have not been placed in vehicles since model year 2003.” Mercury switch thermostats have not been sold since the mid 2000’s nor installed legally in many states. Moreover, many were replaced with non-mercury units because electronic programmable thermostats had become available many years earlier. Thus, given the correlation of neither discontinued product being placed in the market for 10 or more years, TRC results will reflect similar indicators from the mercury auto switch program.

1.1: PROGRAM PERFORMANCE OVER TIME

On average, the program has **collected 9.1 pounds of mercury** and **1,153 thermostats per year** since 2001. In 2015 the program **collected 21.35 pounds of mercury from 2,652 thermostats**, both record highs. Figure 1.1 displays the total number of bins collected, the total number of thermostats, and the total pounds of mercury collected in the state since the beginning of the program.

² Maine Department of Environmental Protection. Implementing Product Stewardship in Maine, Jan. 2016. Web. 1 March 2016.

PROGRAM EVALUATION

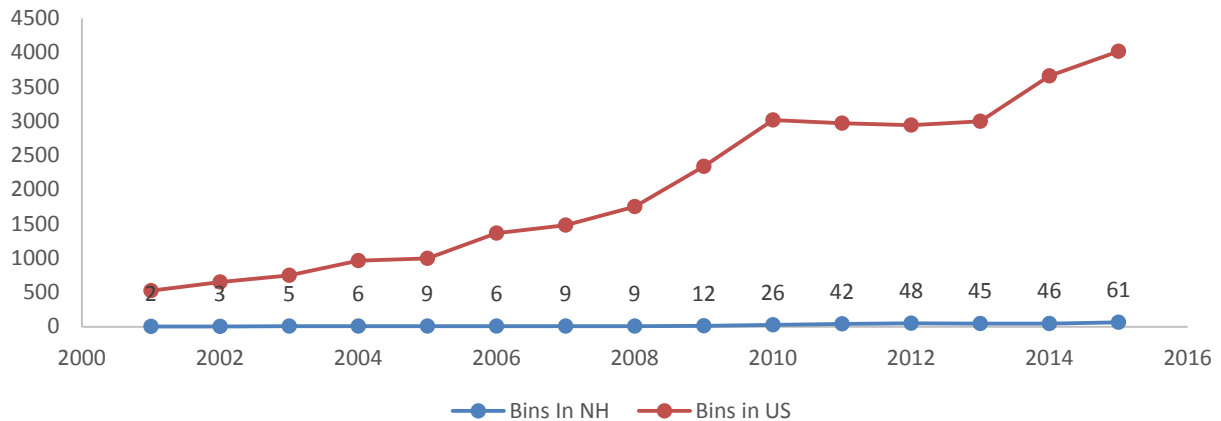
FIGURE 1.1: PROGRAM PERFORMANCE OVER TIME

Year	Number Bins	Number Stats	Lbs Mercury
2001	2	173	1.07
2002	3	226	2.14
2003	5	398	3.47
2004	6	545	4.00
2005	9	1,053	7.87
2006	6	484	3.89
2007	9	615	4.80
2008	9	546	4.36
2009	12	790	7.96
2010	26	1,652	13.35
2011	42	2,085	16.19
2012	48	2,397	18.57
2013	45	1,792	13.24
2014	46	1,881	14.93
2015	61	2,652	21.35
<i>Average</i>	<i>21.9</i>	<i>1,152.6</i>	<i>9.1</i>
<i>Total</i>	<i>329</i>	<i>17,289</i>	<i>137</i>

Figure 1.2 graphically displays the number of bins collected in the state over time as well as the total number of bins collected in the US over the same time period. The figure shows that the number of bins collected annually remained relatively stable from 2011 to 2014, but then jumped from 46 bins returned in 2014 to 61 bins returned in 2015.

PROGRAM EVALUATION

FIGURE 1.2. BINS COLLECTED OVER TIME IN STATE AND NATIONALLY



In New Hampshire, the **pounds of mercury collected in 2015 increased by 43% over 2014 levels**. Since 2001, the annual pounds of mercury collected in New Hampshire has increased by an average of 32% per year. During the same time period, the pounds of mercury collected in the nation increased by 17% per year. Figure 1.3 displays the total number of pounds of mercury collected in the state over time as well as the year over year percent increase (or decrease) in the state and the US as a whole.

PROGRAM EVALUATION

FIGURE 1.3: POUNDS OF MERCURY COLLECTED IN PROGRAM AND YEAR OVER YEAR CHANGES IN STATE AND US.

Year	Total Lbs Hg	% Change State	% Change US
2001	1.07	N/A	89.4%
2002	2.14	99.4%	13.7%
2003	3.47	62.3%	11.0%
2004	4.00	15.2%	17.0%
2005	7.87	96.9%	11.1%
2006	3.89	-50.6%	32.1%
2007	4.80	23.2%	2.0%
2008	4.36	-9.2%	16.3%
2009	7.96	82.6%	16.3%
2010	13.35	67.7%	26.1%
2011	16.19	21.3%	3.6%
2012	18.57	14.7%	-5.3%
2013	13.24	-28.7%	-4.8%
2014	14.93	12.8%	12.9%
2015	21.35	43.0%	12.9%
Average	9.15	32%	17%

PROGRAM OVERVIEW

The state of New Hampshire collected a record of high of 2,652 thermostats in 2015. This was **41% increase over the number of thermostats collected in 2014** and a **448% increase in the last decade**. The number of thermostats collected annually in New Hampshire has increased by an **average of 30% every year since 2001**. During the same time period, the number of thermostats collected in the US has increased by an annual average rate of 11%. Figure 1.4 displays the total number of thermostats collected in the state and the nation and figure 1.5 shares the underlying data as well as the calculated year over year percent change.

PROGRAM EVALUATION

FIGURE 1.4: NUMBER OF THERMOSTATS COLLECTED OVER TIME STATE AND NATIONAL

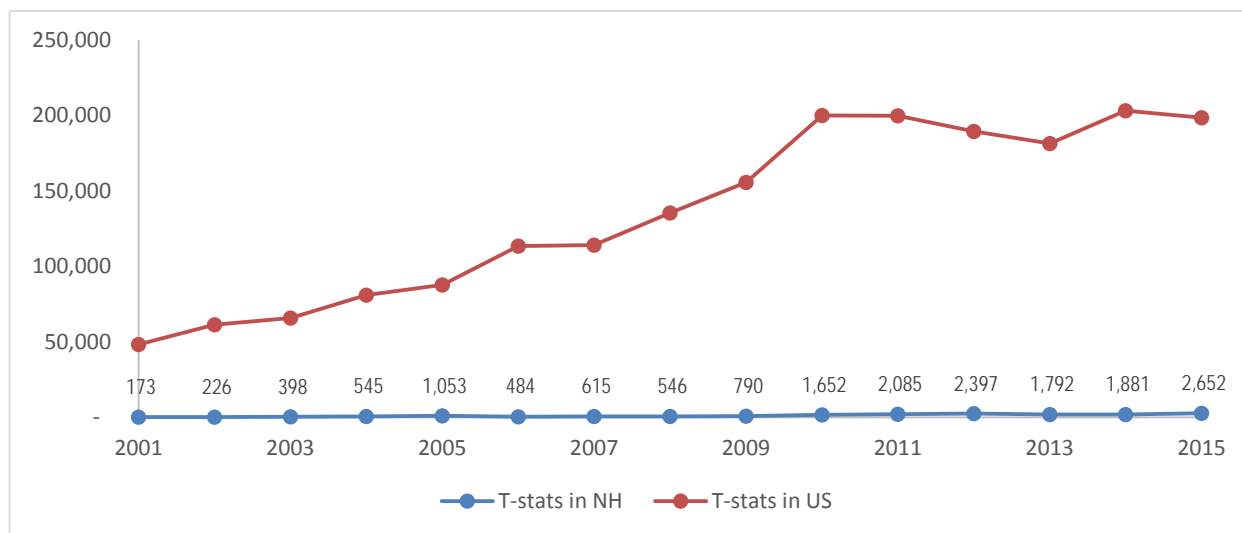


FIGURE 1.5: THERMOSTATS COLLECTED IN NH AND US OVER TIME AND YEAR OVER YEAR PERCENT CHANGE

Year	T-stats in NH	T-stats in US	% Change State	% Change US
2001	173	48,350	NA	NA
2002	226	61,422	31%	27%
2003	398	65,778	76%	7%
2004	545	81,115	37%	23%
2005	1,053	87,754	93%	8%
2006	484	113,658	-54%	30%
2007	615	114,158	27%	0%
2008	546	135,646	-11%	19%
2009	790	155,731	45%	15%
2010	1,652	200,064	109%	28%
2011	2,085	199,918	26%	0%
2012	2,397	189,619	15%	-5%
2013	1,792	181,600	-25%	-4%
2014	1,881	203,346	5%	12%
2015	2,652	198,603	41%	-2%
Average	1,152.6	135,784.1	30%	11%

PROGRAM EVALUATION

Figure 1.6 displays the monthly distribution of bins and thermostats collected in the state over 2015. The months with the greatest number of bins returned were **May** (10 bins), **March** (9 bins), **January and December** (6 bins each month). The months with the greatest number of thermostats returned were **March** (489 thermostats), **May** (447 thermostats) and **June** (349 thermostats). Conversely, the months with the fewest number of thermostats returned in 2015 were November, August and December with only 35, 54, and 74 thermostats collected per month, respectively.

FIGURE 1.6. THERMOSTATS AND BINS COLLECTED PER MONTH 2015

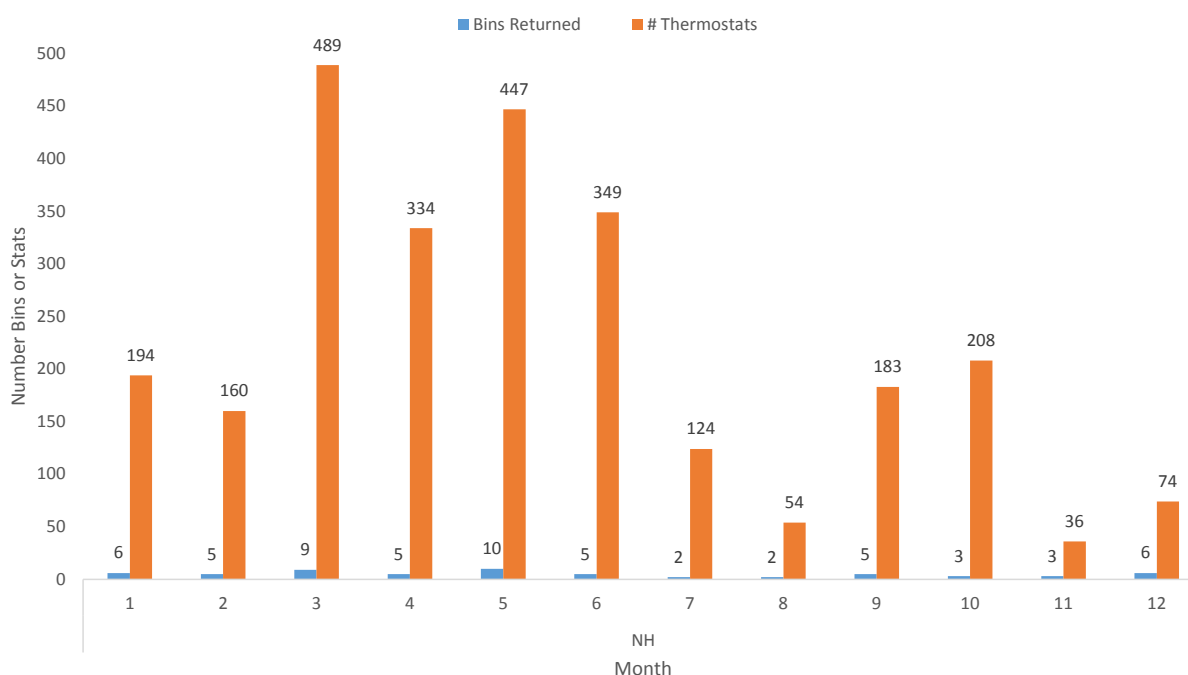


Figure 1.7 shows the average number of thermostats per returned bin per month for the year. The highest number of thermostats per bin were in **June** (69.8) and **October** (69.3).

PROGRAM EVALUATION

FIGURE 1.7: AVERAGE THERMOSTATS PER BIN RETURNED PER MONTH

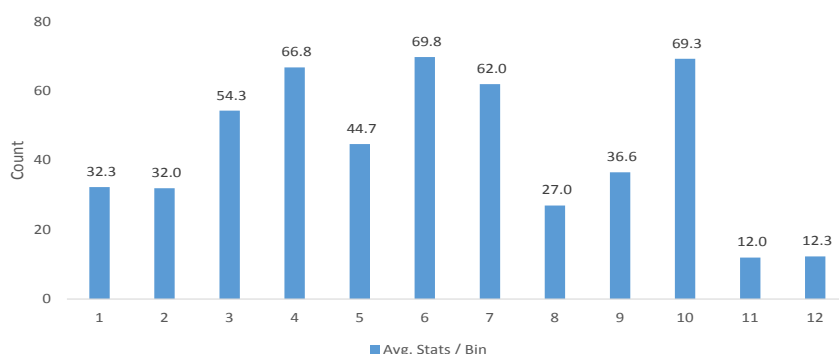
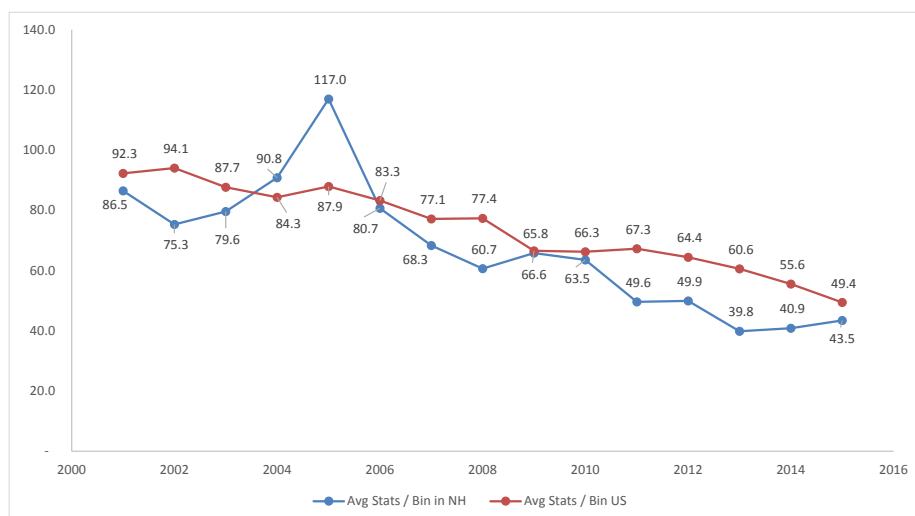


Figure 1.8 displays the average number of thermostats returned per bin in the state and in the US since the beginning of the state program. Nationally, the number of thermostats per bin has been decreasing annually since 2000. In New Hampshire the number of thermostats per bin has also decreased annually, excluding the outlier in 2005, and in 2015 (**43.5 thermostats / bin avg.**) was near the lows reported in 2014 (40.9) and 2013 (39.8). The 2015 average was below the 15 year average of 67.5 thermostats per bin.

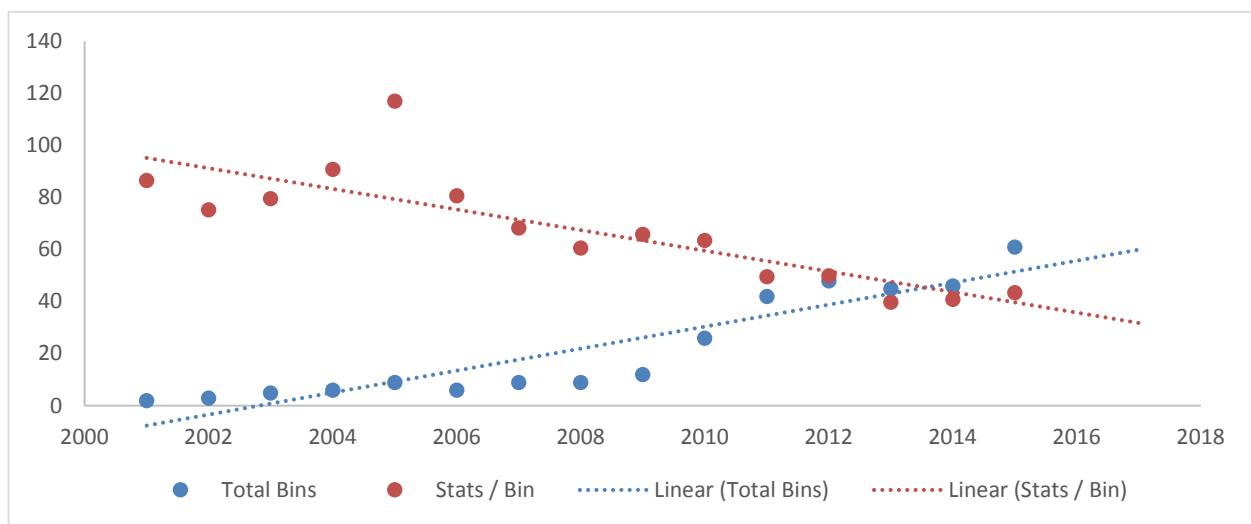
FIGURE 1.8: AVERAGE NUMBER OF THERMOSTATS PER BIN OVER TIME IN STATE AND NATIONAL



PROGRAM EVALUATION

Figure 1.9 plots the total bins returned over time along with the average number of thermostats per bin over the same period to see whether or not there is a relationship between the two. A linear regression found a negative correlation ($r=-.79$, $\text{slope}=-.834$) between the two variables indicating that as more bins are returned, the number of thermostats returned per bin declines.

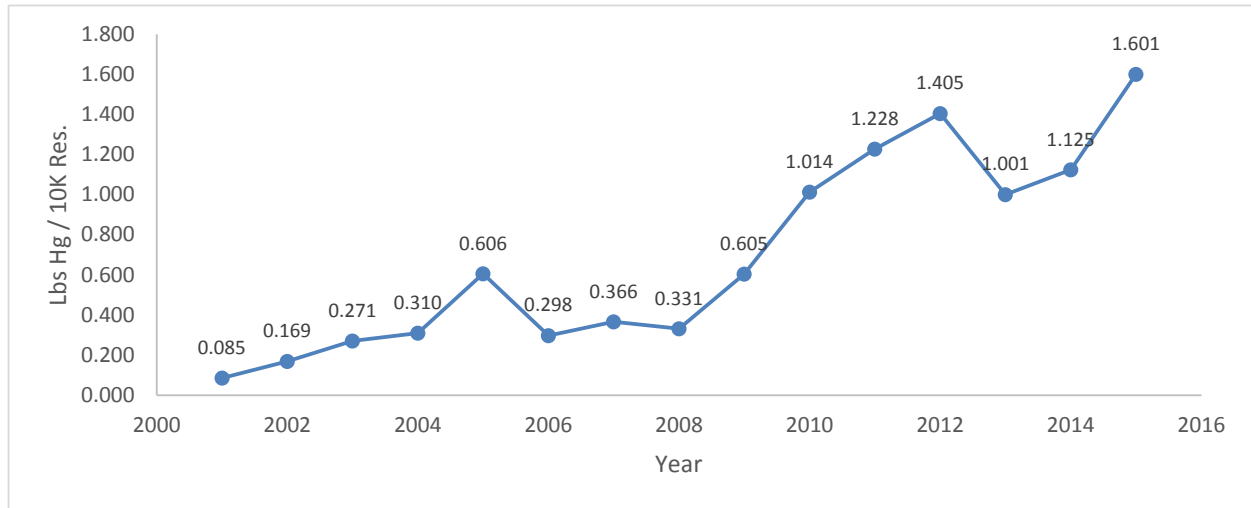
FIGURE 1.9: TOTAL BINS AND AVERAGE NUMBER OF THERMOSTATS PER BIN OVER TIME



The **total pounds of mercury collected per 10,000 residents was 1.60 in 2015**. This is a record high for the state of New Hampshire and is a 42% increase over the 1.13 pounds per 10,000 residents collected in 2014 and more than twice the 0.61 pounds collected per 10,000 residents a decade ago. Figure 1.10 displays normalized data for the total pounds of mercury collected per 10,000 state residents over time.

PROGRAM EVALUATION

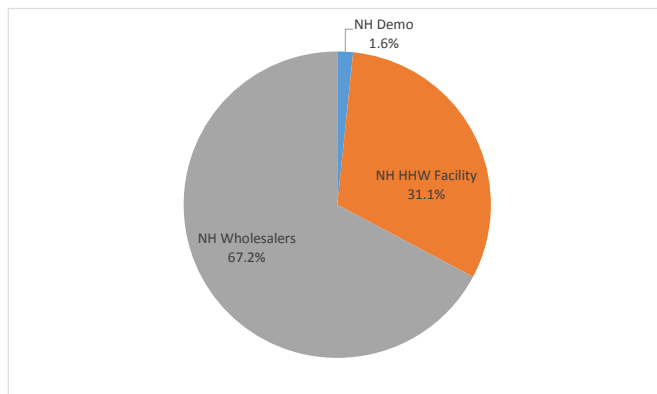
FIGURE 1.10: POUNDS OF MERCURY COLLECTED ANNUALLY PER 10,000 RESIDENTS



CHANNEL PARTNER ANALYSIS

This section of the report examines the partner locations in more detail. The majority of thermostats collected in state were through **wholesalers (67.2%)** followed by **household hazardous waste facilities (31.1%)**. Figure 2.1 shows the distribution of thermostat collected by location type in 2015.

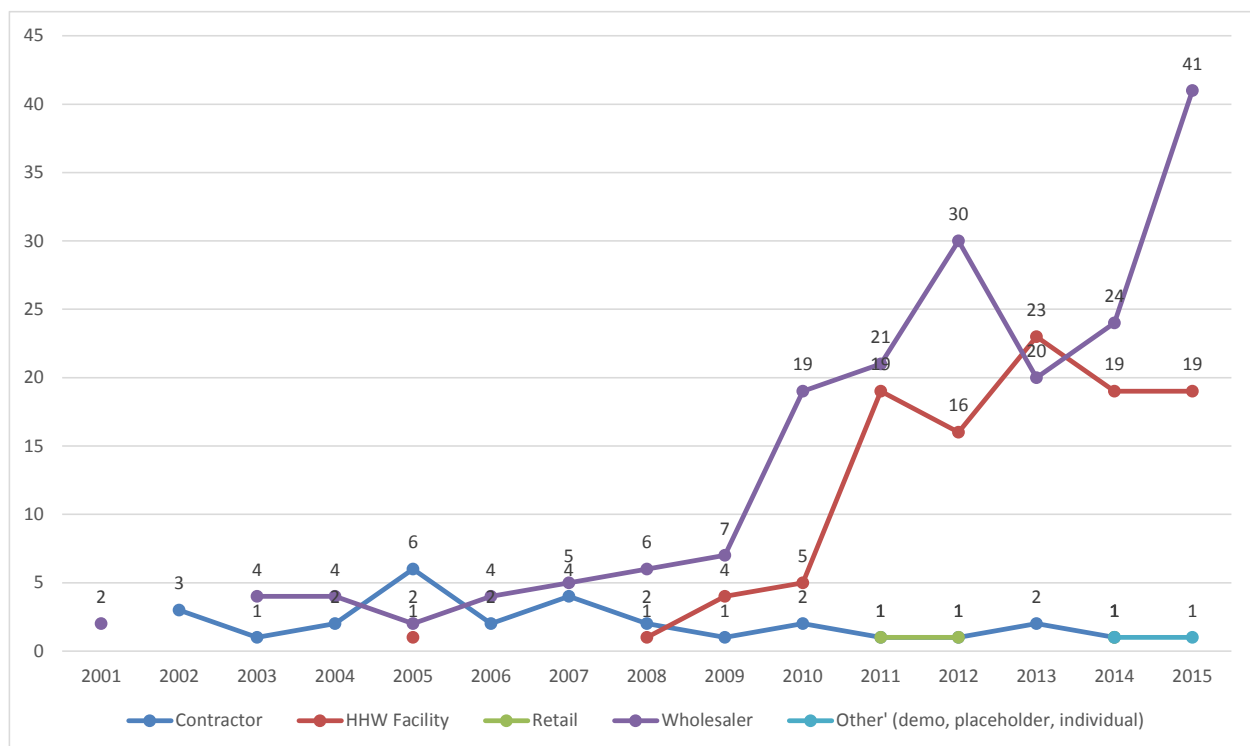
FIGURE 2.1: THERMOSTATS COLLECTED BY LOCATION TYPE IN 2015



PROGRAM EVALUATION

The number of bins returned by wholesalers increased from 24 bins in 2014 to 41 bins from wholesalers in 2015. The number of bins returned by household hazardous waste facilities remained the same in 2015 as 2014, at 19 bins. Figure 2.2 displays the change in the number of bins returned by thermostat collection type over time in the state.

FIGURE 2.2: THERMOSTAT BIN RETURNS BY LOCATIONS OVER TIME



In 2015, **26.7% of the locations** that had a bin in the state of New Hampshire sent back at least one bin for recycling. The distribution is displayed in Figure 2.3.

PROGRAM EVALUATION

FIGURE 2.3: PERCENTAGE OF STORES RETURNING A BIN IN 2015

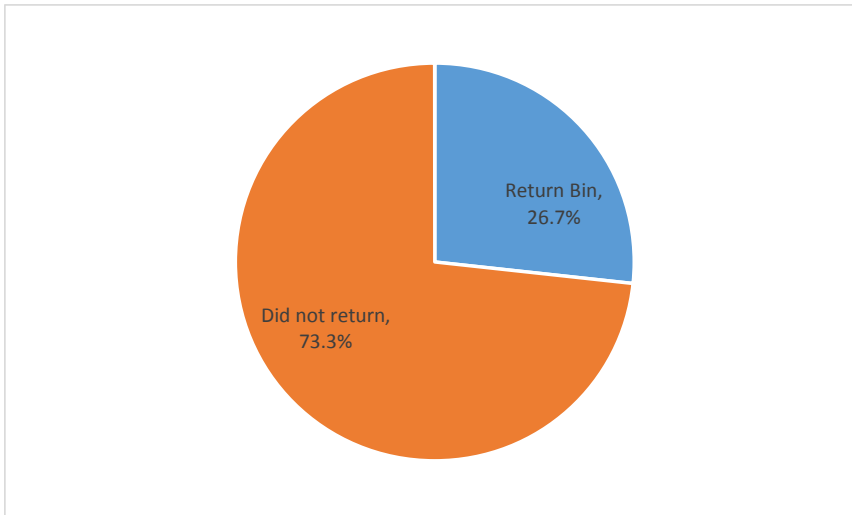
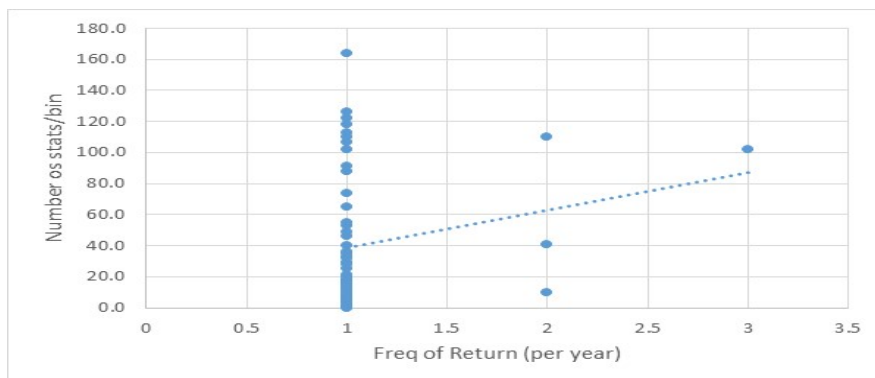


Figure 2.4 is a scatter plot comparing the frequency of bin returns per location and the number of thermostats per bin. The analysis sought to determine whether there was any correlation between the frequency of return and the number of thermostats per bin. While there was only a weak statistical correlation between the two variables ($r=.20$) the scatter data does seem to slightly indicate that bins that were returned more frequently also tended to have more thermostats per bin in New Hampshire.

FIGURE 2.4: CORRELATION OF FREQUENCY OF BIN RETURN AND NUMBER OF THERMOSTATS PER BIN



PROGRAM EVALUATION

An analysis of the top performing counties in terms of total bin returns and total thermostats returned in 2015 was conducted. The counties with the most bins returned in 2015 were **Hillsborough (22 bins), Rockingham (10 bins), and Grafton and Merrimack (8 bins each)**. The counties with the most thermostats returned in 2015 were also **Hillsborough (1,378), Rockingham (364), and Merrimack (289)**. Figure 2.5 displays the total bins and thermostats returned, by county, in 2015.

FIGURE 2.5: BIN RETURNS AND TOTAL THERMOSTATS RETURNED IN 2015 BY COUNTY

County	Bin Totals	Total T-Stats
Hillsborough County	22	1,378
Rockingham County	10	364
Grafton County	8	102
Merrimack County	8	289
Cheshire County	4	180
Strafford County	4	200
Belknap County	2	73
Carroll County	2	65
Sullivan County	1	1

F.W. Webb Company (8 bins) returned the highest number of bins in the state in 2015, followed by **The Granite Group (7)** and **S.G. Torrice Company, Inc. (4)**. In addition to the top performers included in the figure, 36 additional program partners returned 1 bin each. Figure 2.6 displays the top performing partners in terms of total bins returned in 2015.

PROGRAM EVALUATION

FIGURE 2.6. TOP PERFORMING CHANNEL PARTNERS IN STATE

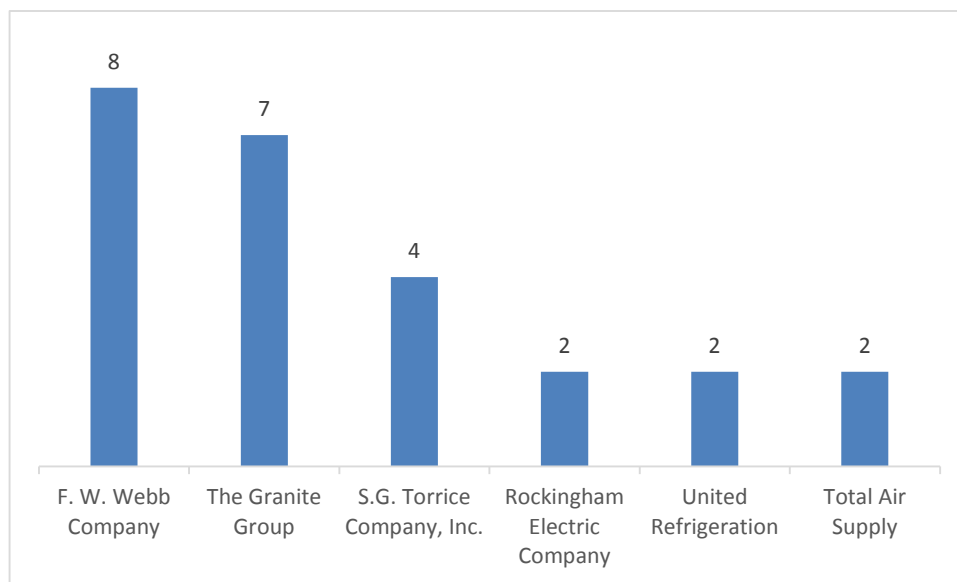


Figure 2.7 looks at the top performers in a more detail. The figure includes the top performers for the year by each of the following categories: total bins returned, total thermostats, and total thermostats per bin.

FIGURE 2.7. TOP PERFORMING PARTNERS BY TOTAL BINS, TOTAL THERMOSTATS, AND THERMOSTATS PER BIN

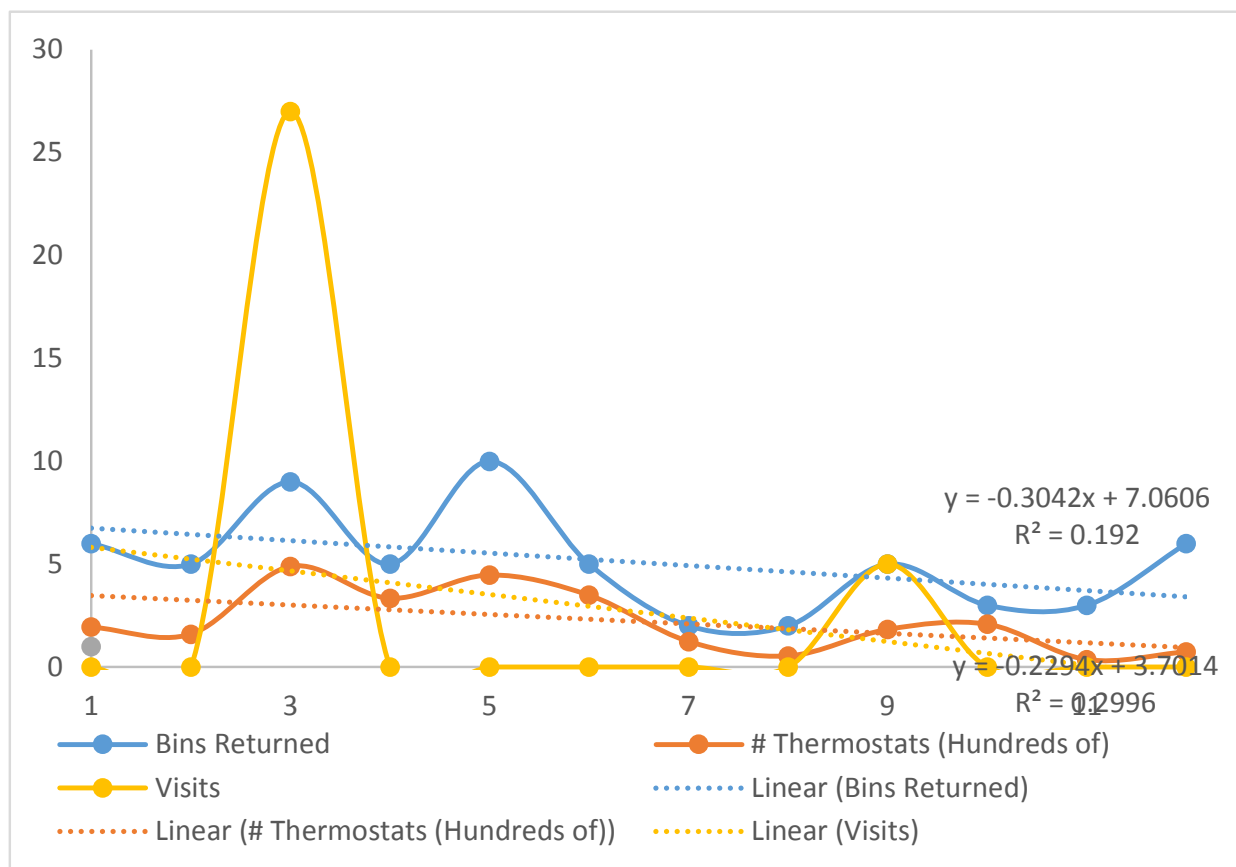
	No. of Bins	No. of Thermostats	Thermostats / Bin
F.W. Webb Company	8	596	74.5
The Granite Group	7	225	32.1
S.G. Torrice Company, Inc.	4	141	35.3
Rockingham Electric Company	2	236	118.0
United Refrigeration	2	171	85.5
Total Air Supply	2	220	110.0

TRC conducted several activities in 2015 as a way to increase the number of bins and thermostats returned in the state. These activities included site visits and ‘miss you’ calls to collection locations

PROGRAM EVALUATION

that may not have participated in the program recently. In 2015, a total of 32 site visits were conducted in NH and 13 'Miss You' calls were placed. Figure 2.8 graphically displays the relationship between the number of site visits per month, the bin returns per month, and the number of thermostats (in 100's) returned per month. Although the figure seems to suggest there is a slight positive relationship between the number of visits and the number of thermostats returned, there was not a statistically significant relationship between the two variables (P-value = .29).

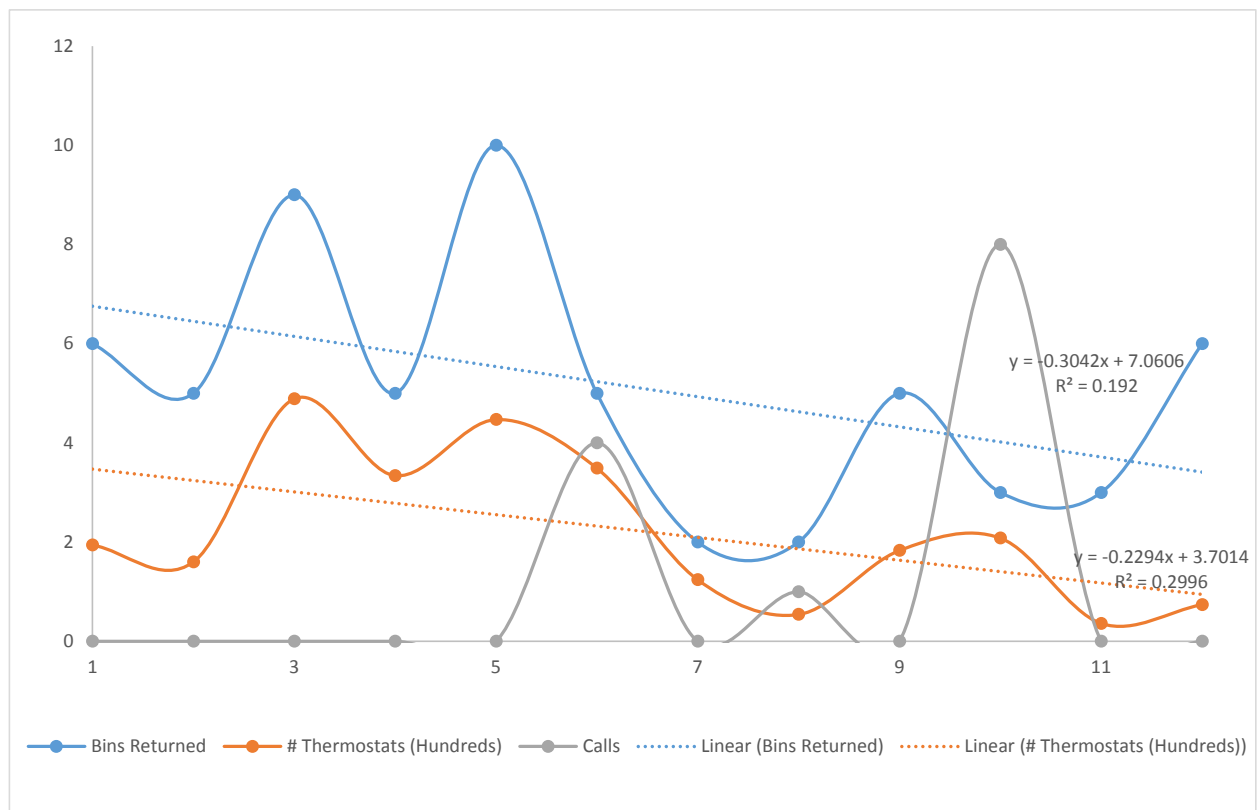
FIGURE 2.8: RELATIONSHIP BETWEEN SITE VISITS AND BINS AND THERMOSTATS RETURNED PER MONTH



PROGRAM EVALUATION

Figure 2.9 displays the relationship between the number of calls per month, the bin returns per month, and the number of thermostats (by 100's) returned per month. Once again there was not a statistically significant relationship between the two variables.

FIGURE 2.9: RELATIONSHIP BETWEEN 'MISS YOU' CALLS AND BINS AND THERMOSTATS RETURNED PER MONTH



COMPARISONS TO NATIONAL AND OTHER STATE'S DATA

To compare how the state collection partners performed in 2015, the national averages for the number of bins returned per total locations since 2012 was calculated and compared to the state average over the same time period. The average numbers of bins includes locations that did not return any bins in a given year. It should be noted that when making comparisons each state has different regulations, housing stock mix, local policies, and incentives that may have a significant

PROGRAM EVALUATION

impact on returns. Overall, the average number of bin returned per location per year was lower in New Hampshire than the US average and the annual averages are shown in figure 3.1.

FIGURE 3.1: AVERAGE NUMBER OF BINS RETURNED PER LOCATION PER YEAR

Average number of bins returned per year per location	2012	2013	2014	2015
US total	1.4	1.4	1.6	1.8
NH Average	0.3	0.3	0.3	0.4

Figure 3.2 displays the locations in New Hampshire that returned more than one bin in a given year since 2012 and figure 3.3 displays the top 10 partners in the US over the same time period in terms of the number of bins returned. United Refrigeration is the only partner that appears on both the state and the national lists.

FIGURE 3.2: PARTNER LOCATIONS IN NH RETURNING MORE THAN 1 BIN PER YEAR 2012-2015

Location	2012
F.W. Webb Company	5
Redlon & Johnson	4
S.G. Torrice Corporation	4
The Granite Group	4
J A Marino	2
Northeast Electric	2
Portsmouth Transfer Station	2
Rockingham Electric Supply	2
Total Air Supply	2

Location	2013
F.W. Webb Company	5
The Granite Group	2
Total Air Supply	2
BCEP Solid Waste	2
Winair	2

Location	2014
F.W. Webb Company	8
Redlon & Johnson	3
The Granite Group	3
S.G. Torrice Corporation	2

Location	2015
F.W. Webb Company	8
The Granite Group	7
S.G. Torrice Corporation	4
Rockingham Electric Company	2
Total Air Supply	2
United Refrigeration	2

PROGRAM EVALUATION

FIGURE 3.3: TOP PERFORMING PARTNER LOCATIONS NATIONWIDE IN BIN RETURNS 2012 TO 2015

Location	2012	Location	2014
R.E. Michel Company	276	R.E. Michel Company	461
Honeywell Inc.	195	Johnstone Supply	460
Johnstone Supply	176	US Air Conditioning Distributors, Inc.	127
United Refrigeration	107	Ferguson Enterprises	119
Ferguson Enterprises	94	United Refrigeration	114
Refrigeration Supplies Distributor	88	Goodman Distribution Inc.	95
Comverge	69	Honeywell Inc.	77
US Air Conditioning Distributors, Inc.	67	Gustave A Larson Company	67
Goodman Distribution Inc.	67	Refrigeration Supplies Distributor	60
Franklin Energy Services	47	Lennox Industries Inc	60
Lennox Industries Inc	45	C.C. Dickson Company	55
Location	2013	Location	2015
R.E. Michel Company	311	Johnstone Supply	519
Johnstone Supply	298	R.E. Michel Company	336
United Refrigeration	162	Ferguson Enterprises	184
Honeywell Inc.	118	United Refrigeration	176
Ferguson Enterprises	106	US Air Conditioning Distributors, Inc.	106
US Air Conditioning Distributors, Inc.	102	Goodman Distribution Inc.	70
Refrigeration Supplies Distributor	69	Gustave A Larson Company	62
Goodman Distribution Inc.	64	Refrigeration Supplies Distributor	54
Baker Distributing Company	47	Lennox Industries Inc	51
Comverge	41	Baker Distributing Company	50

Figure 3.4 displays the total percentage of locations per state and for the entire US with a bin that participated in the program in 2015 (participation is defined as sending back at least one bin). **In 2015, 26.7% of the locations in New Hampshire returned a bin** compared to a **national average of 37.1%**. The state with the highest percentage of locations returning a bin in 2015 was Minnesota (54.5%).

PROGRAM EVALUATION

FIGURE 3.4: PERCENTAGE OF LOCATIONS RETURNING A BIN IN 2015

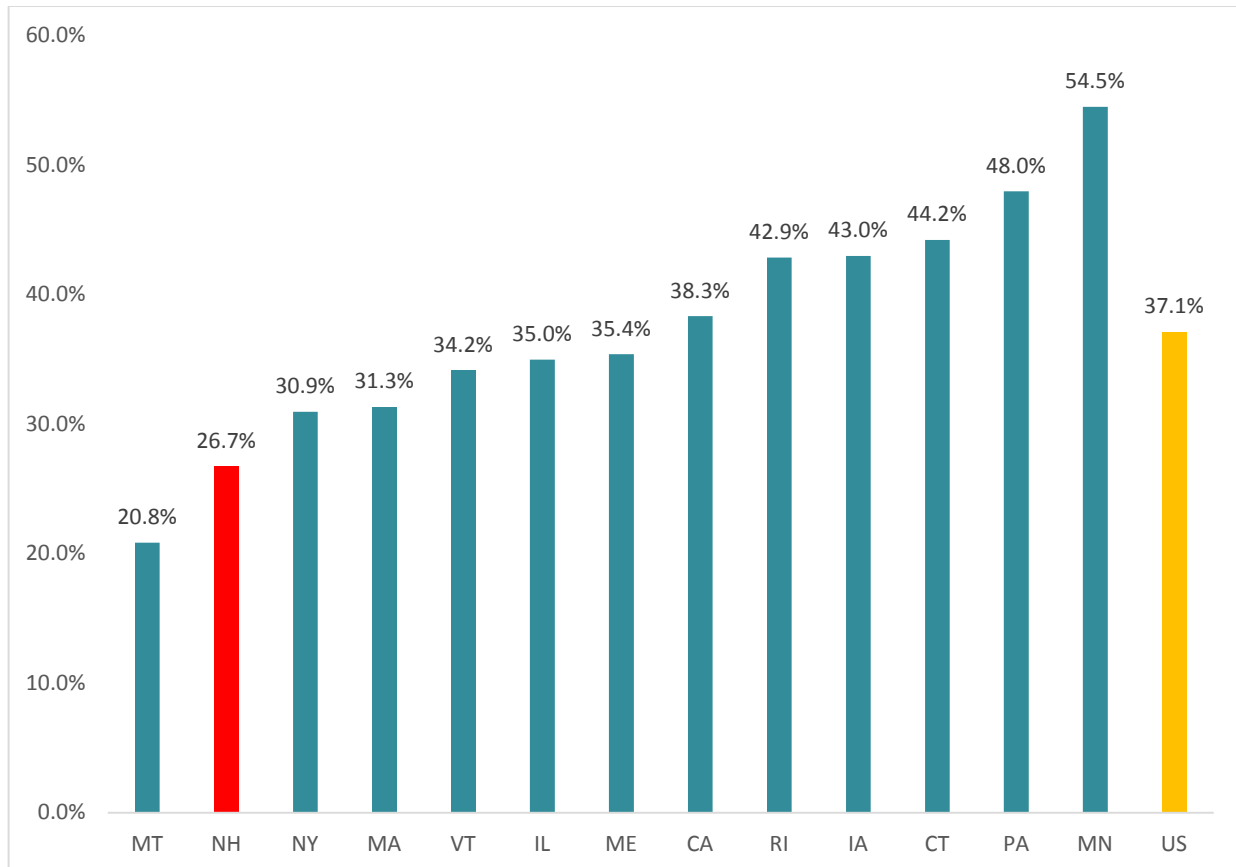


Figure 3.5 compares the state and national rates for a number of analytics in 2015. These include: the total thermostats and bins collected, the number of collection locations in each state per 10,000 residents, the number of thermostats collected by total locations and per participating location, the number of thermostats per bin returned on average in 2015, and the number of thermostats collected in each state and the US per 10,000 residents.

PROGRAM EVALUATION

FIGURE 3.5: COMPARISONS OF STATES AND US AVERAGES AMONG SEVERAL CATEGORIES

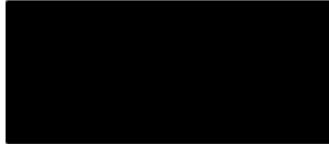
State	Total Thermostats	Total Bins	Number partner locations per 10K Res	Thermostats per total locations	Thermostats per bin (avg.)	Thermostats per location returning a bin	Thermostats per 10K residents
CA	18,260	513	0.19	25.1	35.6	65.4	4.7
CT	3,395	77	0.38	24.6	44.1	55.7	9.4
IA	2,795	63	0.39	23.1	44.4	53.8	9.0
IL	10,193	236	0.41	19.3	43.2	55.1	7.9
MA	7,881	128	0.41	28.0	61.6	89.6	11.6
ME	4,571	112	1.82	18.8	40.8	53.2	34.3
MN	9,864	127	0.26	68.0	77.7	124.9	17.9
MT	229	6	0.23	9.5	38.2	45.8	2.2
NH	2,652	61	1.51	13.1	43.5	49.1	19.9
NY	6,466	201	0.26	12.5	32.2	40.4	3.3
PA	14,338	256	0.29	38.9	56.0	81.0	11.2
RI	2,212	39	0.53	39.5	56.7	92.2	21.0
VT	2,000	83	3.22	9.9	24.1	29.0	31.9
US Avg.	84,856	1902	0.33	23.9	44.6	64.3	7.8

APPENDIX 1: OEM CLEANOUT LETTER



1765 Duke Street | Alexandria, VA 22314 | thermostat-recycle.org

July 17th, 2015



Subject: Free disposal of obsolete/New Old Stock (NOS) or waste mercury thermostats

Dear Mr. Trimbach:

Many thermostats manufactured prior to 2008 contained mercury and the sale of these devices have been banned by many states. Most distributors have written-off stranded inventory of mercury thermostats, but it has come to TRC's attention that many of these units have yet to be disposed of and may remain at either branch or central distribution locations.

Moreover, TRC routinely finds boxes or old TRC containers with waste mercury thermostats at branch locations. Federal regulations prohibit the accumulation of waste mercury thermostats for more than one year. Any waste mercury thermostats that have been at your facilities for more than one year should be shipped to TRC immediately.

Thermostat Recycling Corporation will assist you with the proper disposal of all mercury thermostats at your facilities. It costs over \$3 per pound for the proper disposal of these devices through a hazardous waste handler. Why incur these costs, when TRC will provide **FREE collection bins and pay all transportation/disposal costs to facilitate the proper disposal of these devices.**

Please review your inventory for any NOS mercury thermostats or waste mercury thermostats returned by customers at all of your facilities. Attached is a template of an internal memo to help facilitate this process. Please contact Ryan Kiscaden, TRC'S Director of National Accounts, at 571-302-0877 if you have any questions or need further assistance.

Sincere Regards,

Mark Tibbetts
Executive Director

P.S. Don't forget any mercury thermostat returned from your branches counts towards the Big Man on Planet Competition.

Enclosed: Sample Memo
 TRC Procedure
 HVAC/R Wholesaler Participation Form

APPENDIX 2: OESP DEDICATED EBLAST



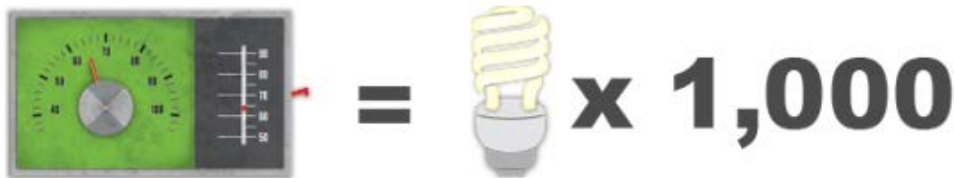
Thermostat-Recycle.org
TRC@Thermostat-Recycle.org
1-888-266-0550

Every Thermostat, Every Time

One Mercury Thermostat Contains 1,000x More Mercury Than a CFL Bulb

Would you throw 1,000 CFL bulbs in the trash? Trashing a mercury thermostat from time to time might not seem very significant, but it is, and they add up.

Not only is it bad for the environment, but disposing of mercury thermostats in the trash is also against the law in several states. Regulated as hazardous waste, failure to recycle could lead to fines up to \$25,000 per violation.



Thermostat Recycling Corporation (TRC) provides an easy way for you and your employees to comply with state law by recycling mercury thermostats at participating HVAC wholesale distributors. Additionally, HVAC contractors with seven or more technicians, or operating in rural communities, are eligible to participate in TRC's program directly.

Sign up online by 10/31 and enter Promo Code OESP to receive a free recycling container that holds approximately 100 mercury thermostats and contains all necessary materials for recurring shipments to TRC at no cost to you.

Visit www.thermostat-recycle.org to learn more about how easy it is to take advantage of the program.

*Disposal bans apply in the following states: CA, CT, FL, IA, IL, ME, MA, MN, NY, NH, OR, PA, RI, and VT.

[Sign Up](#)

APPENDIX 3: CONTRACTING BUSINESS JANUARY EBLAST



Thermostat-Recycle.org
TRC@Thermostat-Recycle.org
1-888-266-0550

Free Mercury Thermostat Recycling

Stay in Compliance with State Laws

Your state prohibits the disposal of all mercury thermostats in solid waste*. Many states go further by requiring all HVAC contractors to recycle every mercury thermostat removed from service — prohibiting them to leave them at the customer's premise. **Violations can result in fines up to \$25,000 per day.**

Thermostat Recycling Corporation (TRC) offers a program to help HVAC contractors comply with the law. As a non-profit, TRC provides mercury thermostat recycling containers to your **local HVAC wholesalers** to collect them at no cost to you.



If you are an HVAC wholesale distributor or contracting business with seven or more technicians, you may participate directly in TRC's program by ordering a collection container. **Sign up by 2/13 and enter Promo Code CBEMAIL to receive a free recycling container** that holds approximately 100 mercury thermostats and contains all necessary materials to return the container to TRC at no cost to you.

Visit www.thermostat-recycle.org to learn more about how easy it is to take advantage of the program.

*Disposal bans apply in the following states: CA, CT, FL, IA, IL, ME, MA, MN, NY, NH, OR, PA, RI, and VT.

[Sign Up](#)

APPENDIX 4: CONTRACTING BUSINESS JUNE EBLAST



Thermostat-Recycle.org
TRC@Thermostat-Recycle.org
1-888-266-0550

Free Mercury Thermostat Recycling

Stay in Compliance with State Laws

Your state prohibits the disposal of all mercury thermostats in solid waste*. Many states go further by requiring all HVAC contractors to recycle every mercury thermostat removed from service - prohibiting them to leave them at the customer's premise. **Violations can result in fines up to \$25,000 per day.**

Each mercury thermostat contains at least 1,000 times more mercury than a CFL bulb. Would you throw 1,000 CFLs in the trash? Make sure to recycle every mercury thermostat, every time.



Thermostat Recycling Corporation (TRC) offers a program to help HVAC contractors comply with the law. The non-profit provides mercury thermostat recycling containers to your local HVAC wholesalers to collect them at no cost to you.

If you are an HVAC wholesale distributor or contracting business with seven or more technicians, you may participate directly in TRC's program by ordering a collection container. **Sign up by 6/30 and enter Promo Code CBEMAIL to receive a free recycling container** that holds approximately 100 mercury thermostats and contains all necessary materials for recurring shipments to TRC at no cost to you.

Visit www.thermostat-recycle.org to learn more about how easy it is to take advantage of the program.

*Disposal bans apply in the following states: CA, CT, FL, IA, IL, ME, MA, MN, NY, NH, OR, PA, RI, and VT.

[Sign Up](#)

APPENDIX 5: COLLECTION LOCATION CALLS

Date	Collection Location	City
6/5/2015	Engel Hvac Supply	Hudson
6/5/2015	Community Electric Service	Derry
6/5/2015	Jj Morin, Inc.	Laconia
6/12/2015	The Granite Group-Exeter	Exeter
8/28/2015	Jj Morin, Inc.	Laconia
10/1/2015	The Granite Group	Keene
10/1/2015	Homans Associates	Manchester
10/1/2015	Laconia Winair Co.-Laconia	Laconia
10/1/2015	Sid Harvey Industries-Dover	Dover
10/1/2015	F.W. Webb Branch #54	Manchester
10/1/2015	Blodgett Supply	Concord
10/1/2015	Central Supply Inc-Woodsville	Woodsville
10/1/2015	Smithfield Plumbing & Heating Supply-Intervale	Intervale

APPENDIX 6: COLLECTION LOCATION SITE VISITS

(SORTED BY DATE VISITED, THEN ALPHABETICALLY BY CITY)

Date of visit	Collection Location	City	Zip Code	County
3/2/2015	Sid Harvey Industries-Dover	Dover	7801	Strafford County
3/2/2015	The Granite Group	Gilford	03246	Belknap County
3/2/2015	Laconia Winair Co.-Laconia	Laconia	03246	Belknap County
3/2/2015	Redlon & Johnson-Laconia	Laconia	03246	Belknap County
3/2/2015	The Granite Group-Manchester	Manchester	03102	Hillsborough County
3/2/2015	F.W. Webb Branch #54	Manchester	03103	Hillsborough County
3/2/2015	API of N.H.-Manchester	Manchester	03108	Hillsborough County
3/2/2015	Carrier Enterprise-Manchester	Manchester	03109	Hillsborough County
3/2/2015	The Bell Simons Company	Manchester	03109	Hillsborough County
3/2/2015	United Refrigeration #41	Manchester	03109	Hillsborough County
3/2/2015	Sid Harvey.-Manchester	Manchester	03109	Hillsborough County
3/2/2015	Granite Group - Rochester	Rochester	03839	Strafford County
3/2/2015	Wit-Way Supply	Rochester	03867	Strafford County
3/3/2015	F.W. Webb Co.-Exeter	Exeter	03820	Strafford County
3/3/2015	The Granite Group-Exeter	Exeter	03833	Rockingham County
3/3/2015	Redlon & Johnson-Portsmouth	Portsmouth	03801	Rockingham County
3/3/2015	The Granite Group-Portsmouth	Portsmouth	03801	Rockingham County
3/3/2015	Api Of Nh-Portsmouth	Portsmouth	03801	Rockingham County
3/3/2015	S. G. Torrice Corp-Portsmouth	Portsmouth	03801	Rockingham County
3/4/2015	Engel Hvac Supply	Hudson	03051	Hillsborough County
3/4/2015	S. G. Torrice Corp-Hudson	Hudson	03051	Hillsborough County
3/4/2015	The Granite Group-Nashua	Nashua	03060	Hillsborough County
3/4/2015	Heating Specialties Of Nh	Nashua	03060	Hillsborough County
3/4/2015	F.W. Webb Co.-Nashua	Nashua	03060	Hillsborough County
3/4/2015	Viking Controls	Nashua	03063	Hillsborough County

APPENDIX 6: COLLECTION LOCATION SITE VISITS

(SORTED BY DATE VISITED, THEN ALPHABETICALLY BY CITY)

3/4/2015	Redlon & Johnson-Nashua	Nashua	3062	Hillsborough County
3/4/2015	United Refrigeration # 38	Salem	03079	Rockingham County
9/1/2015	The Granite Group Wholesalers-Lebanon	Hooksett	03766	Grafton County
9/1/2015	F.W. Webb Co.-Lebanon	Lebanon	03766	Grafton County
9/1/2015	Central Supply Inc	Lebanon	03766	Grafton County
9/1/2015	Lebanon Plumbing Supply	Lebanon	03766	Grafton County
9/1/2015	Lyme Recycling Center	Lyme	03301	Merrimack County

APPENDIX 7: 2015 BIN RECEIPT REPORT

(SORTED ALPHABETICALLY BY CITY)

Bin Number	Date Returned	Collection Location Name	City	Zip	Type	Loose Switches	Total Stats	Total Volume
M13205	1/16/15	Town of Alton Transfer Center	Alton	3809	HHW Facility	56	55	0.3472
M13119	8/3/15	Chesterfield Transfer Station	Chesterfield	3466	HHW Facility	1	1	0.0062
M11076	4/1/15	NH DEPARTMENT OF ENVIRONMENTAL SERVICES	CONCORD	3301	HHW Facility	494	113	3.0628
M12162	2/20/15	New Hampshire Homeowner Bin	Concord	3301	Demo	1	1	0.0062
M11927	5/4/15	NORTHEAST ELECTRIC	DOVER	3820	Wholesalers	9	9	0.0558
M14639	5/1/15	F.W. WEBB	Dover	3820	Wholesalers	152	118	0.9424
M13794	4/6/15	The Granite Group	Gilford	3246	Wholesalers	18	18	0.1116
M12943	11/12/15	TOWN OF HOLDERNESS	HOLDERNESS	3245	HHW Facility	5	5	0.031
M13083	5/6/15	Hollis Transfer Station	Hollis	3049	HHW Facility	15	14	0.093
M16346	2/12/15	THE GRANITE GROUP	HOOKSETT	3106	Wholesalers	114	107	0.7068
M12944	11/2/15	HOPKINTON/WEBSTER TRANSFER STATION	Hopkinton	3229	HHW Facility	18	18	0.1116
M15945	10/30/15	S. G. TORRICE CORP	HUDSON	3051	Wholesalers	69	46	0.4278
M15944	5/28/15	S. G. TORRICE CORP	HUDSON	3051	Wholesalers	95	45	0.589
M15944	2/4/15	S. G. TORRICE CORP	HUDSON	3051	Wholesalers	70	37	0.434
M13206	4/8/15	Jaffrey Transfer Station & Recycling Center	Jaffrey	3301	HHW Facility	25	21	0.155
M12215	10/28/15	F.W. Webb	Keene	3431	Wholesalers	133	122	0.8246

APPENDIX 7: 2015 BIN RECEIPT REPORT

(SORTED ALPHABETICALLY BY CITY)

M13797	10/7/15	THE GRANITE GROUP	KEENE	3431	Wholesalers	40	40	0.248
M14175	9/10/15	CENTRAL SUPPLY INC	LEBANON	3766	Wholesalers	12	11	0.0744
M18532	9/10/15	Lebanon Plumbing Supply	Lebanon	3766	Wholesalers	29	29	0.1798
M13804	1/14/15	The Granite Group	Lebanon	3766	Wholesalers	17	17	0.1054
M15042	1/13/15	F.W. WEBB CO.	LEBANON	3766	Wholesalers	19	19	0.1178
M10890	5/1/15	APPALACHIAN SUPPLY	LITTLETON	3561	Wholesalers	15	15	0.093
M13488	7/27/15	F.W. WEBB CO.	MADISON	3849	Wholesalers	36	32	0.2232
M16466	12/16/15	REXEL	MANCHESTER	3103	Wholesalers	18	12	0.1116
M19062	12/14/15	The Portland Group	Manchester	3103	Wholesalers	3	3	0.0186
M14337	6/17/15	INDEPENDENT ELECTRIC SUPPLY	MANCHESTER	3103	Wholesalers	89	88	0.5518
M11082	5/22/15	JA MARINO/AUTOMATIC HTG	MANCHESTER	3103	Wholesalers	102	102	0.6324
M13278	5/7/15	BELL SIMONS COMPANY	MANCHESTER	3109	Wholesalers	59	28	0.3658
M16621	3/17/15	United Refrigeration #41	Manchester	3109	Wholesalers	195	164	1.209
M14233	3/16/15	Sid Harvey Industries	MANCHESTER	3109	Wholesalers	80	74	0.496
M13822	9/3/15	TOTAL AIR SUPPLY	NASHUA	3060	Wholesalers	127	127	0.7874
M14362	7/28/15	F.W. WEBB CO.	NASHUA	3062	Wholesalers	125	92	0.775
M11081	5/1/15	HEATING SPECIALTIES OF NH	NASHUA	3060	Wholesalers	110	91	0.682
M13087	4/27/15	NASHUA SOLID WASTE	NASHUA	3062	HHW Facility	52	49	0.3224
M14362	4/23/15	F.W. WEBB CO.	NASHUA	3062	Wholesalers	156	133	0.9672
M14362	3/19/15	F.W. WEBB CO.	NASHUA	3062	Wholesalers	100	80	0.62
M13798	3/18/15	THE GRANITE GROUP	Nashua	3060	Wholesalers	55	35	0.341
M16461	3/18/15	REDLON & JOHNSON	NASHUA	3062	Wholesalers	45	36	0.279

APPENDIX 7: 2015 BIN RECEIPT REPORT

(SORTED ALPHABETICALLY BY CITY)

M13822	1/23/15	TOTAL AIR SUPPLY	NASHUA	3060	Wholesalers	98	93	0.6076
M14514	6/15/15	ROCKINGHAM ELECTRIC COMPANY	NEWINGTON	3801	Wholesalers	138	126	0.8556
M11873	6/11/15	ROCKINGHAM ELECTRIC COMPANY	NEWINGTON	3801	Wholesalers	110	110	0.682
M13100	2/6/15	Nottingham Transfer Station	Nottingham	3290	HHW Facility	8	8	0.0496
M12981	12/31/15	PETERBOROUGH RECYCLING CENTER	PETERBOROUGH	3458	HHW Facility	9	9	0.0558
M13027	5/14/15	BCEP Solid Waste	Pittsfield	3263	HHW Facility	25	25	0.155
M11076	12/31/15	Dowling Corporation	Portsmouth	3801	HHW Facility	25	16	0.155
M15946	11/9/15	S. G. TORRICE CORP	PORTSMOUTH	3801	Wholesalers	13	13	0.0806
M16407	8/27/15	API OF NH	PORTSMOUTH	3801	Wholesalers	55	53	0.341
M10887	6/3/15	STANDARD PLUMBING & HEATING	PORTSMOUTH	3801	Wholesalers	8	8	0.0496
M11084	3/25/15	WIT-WAY SUPPLY	ROCHESTER	3867	Wholesalers	69	65	0.4278
M13800	3/16/15	The Granite Group	Rochester	3839	Wholesalers	9	8	0.0558
M13080	1/19/15	Rumney Transfer Station	Rumney	3266	HHW Facility	6	6	0.0372
M16622	3/18/15	UNITED REFRIGERATION # 38	SALEM	3079	Wholesalers	11	7	0.0682
M14199	2/26/15	Northeast Electrical Distributors	SALEM	3079	Wholesalers	7	7	0.0434
M12985	9/4/15	Seabrook Transfer Station	Seabrook	3874	HHW Facility	16	16	0.0992

APPENDIX 7: 2015 BIN RECEIPT REPORT

(SORTED ALPHABETICALLY BY CITY)

M13078	1/30/15	Sutton Transfer Station	Sutton	3260	HHW Facility	4	4	0.0248
M13126	6/12/15	Walpole Transfer Station	Walpole	3608	HHW Facility	17	17	0.1054
M13075	12/18/15	Washington Transfer Station	Washington	3280	HHW Facility	1	1	0.0062
M13082	3/12/15	Weare Transfer Station	Weare	3281	HHW Facility	20	20	0.124
M17746	12/18/15	Wolfeboro Transfer Station	Wolfeboro	3894	HHW Facility	35	33	0.217

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

Business Type	Collection Location Name	Street 1	City	Zip	Phone	Number of Bins at End of Report Date	Date Last Bin Received	Total Stats	Total Switches	Total Hg
Contractor	Palmer Gas Ermer Oil	13 Hall Farm Road	Atkinson	03811	603-898-7986	1		0	0	0.00
Contractor	Johnson Oil Company	235 Main Street	Claremont	03743	603-543-3243	1		0	0	0.00
Contractor	Manchester Housing And Redevelopment Authority	89 Pine St.	Manchester	03103	603-624-2123	1		0	0	0.00
Contractor	Stallion Builders	99 Northeastern Blvd	Nashua	03062	603-521-5902	1		0	0	0.00
HHW Facility	Allenstown Highway Department	161 Granite St.	Allenstown	03275	603-485-5460	1		0	0	0.00
HHW Facility	Town Of Allenstown	16 School Street	Allenstown	03275	603-845-4276	1		0	0	0.00
HHW Facility	Alstead Transfer Station	Route 12A	Alstead	03302	603-835-2428	1		0	0	0.00
HHW Facility	Town Of Alton Transfer Center	1 Monument Square	Alton	03809		1	01/16/2015	55	56	0.35
HHW Facility	Town Of Atkinson, Nh	21 Academy Avenue	Atkinson	03811	603-362-4010	1		0	0	0.00

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

HHW Facility	Town Of Bedford	19 Chubbuck Rd.	Bedford	03110	603-422-4563	1		0	0	0.00
HHW Facility	Town Of Bennington	7 School St.	Bennington	03301		1		0	0	0.00
HHW Facility	Bow Recycling Center	74 River Rd	Bow	03302	603-228-6900	1		0	0	0.00
HHW Facility	Town Of Brookline	1 Main Street	Brookline	03033	603-673-4267	1		0	0	0.00
HHW Facility	Candia Recycling Center	29 Deer Run Road	Candia	03034		1		0	0	0.00
HHW Facility	Canterbury Transfer Station	10 Hackleboro Road	Canterbury	03224		1		0	0	0.00
HHW Facility	Carroll Transfer Station	240 New Straw Rd.	Carroll	03598		1		0	0	0.00
HHW Facility	Chesterfield Transfer Station	5 Brattleboro Rd	Chesterfield	03466		1	08/03/2015	1	1	0.01
HHW Facility	Claremont Transfer Station	875 Washington Street	Claremont	03743		1		0	0	0.00
HHW Facility	Recycling Services, Inc.	38 Industrial Blvd.	Claremont	03301		1		0	0	0.00
HHW Facility	Colebrook Transfer Facility	17 Bridge St.	Colebrook	03302		1		0	0	0.00
HHW Facility	Concord Transfer Station - Best Way	77 Old Turnpike Rd	Concord	03302	603-230-3912	1		0	0	0.00
HHW Facility	Nh Department Of Environmental Services	29 Hazen Drive	Concord	03301	(603) 271-2956	9	04/01/2015	114	495	3.07

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

HHW Facility	Cornish Transfer Station	81 Root Hill Rd.	Cornish	03745		1		0	0	0.00
HHW Facility	Sandwich Transfer Station	63 Mt. Israel Rd	Ctr. Sandwich	03227		1		0	0	0.00
HHW Facility	Dalton Transfer Station	756 Dalton Road	Dalton	03598	603-271-0878	1		0	0	0.00
HHW Facility	Derry Transfer Station	14 Manning St.	Derry	03038		1		0	0	0.00
HHW Facility	Dover Transfer Station	271 Must Rd	Dover	03820		1		0	0	0.00
HHW Facility	Town Of Enfield	23 Main Street	Enfield	03748	603-532-5208	1		0	0	0.00
HHW Facility	Errol Recycling Center	33 Main St	Errol	03302	603-482-3421	1		0	0	0.00
HHW Facility	Exeter	13 Newfields Rd	Exeter	03302	M-F8-4	1		0	0	0.00
HHW Facility	Town Of Franconia	Po Box 5	Franconia	03043	603-547-3469	1		0	0	0.00
HHW Facility	Tri-Town Transfer Station	Route 116	Franconia	03301		1		0	0	0.00
HHW Facility	Franklin Transfer Station	43 West Bow St	Franklin	03235		1		0	0	0.00
HHW Facility	Town Of Gilford	150 Gilford Rd	Gilford	03249	603-293-0220	1		0	0	0.00
HHW Facility	Town Of Gilmanton	284 Province Rd (P.O. Box 550)	Gilmanton	03237	603-267-6070	2		0	0	0.00
HHW Facility	Town Of Gilsum	Off Dump Rd/Surry Rd	Gilsum	03448	603-357-0280	1		0	0	0.00

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

HHW Facility	Goshen Transfer Station	54 Mill Village Road N.	Goshen	03752	603-271-0878	1		0	0	0.00
HHW Facility	Town Of Grafton	7 Library St.	Grafton	03301		1		0	0	0.00
HHW Facility	Crotched Mountain Rehab	1 Verney	Greenfield	03047	547-3311 X366	1		0	0	0.00
HHW Facility	Town Of Hampstead	11 Main St	Hampstead	03841	603-329-5110	1		0	0	0.00
HHW Facility	Hampton Transfer Station	9 Hardardt's Way	Hampton	03842		1		0	0	0.00
HHW Facility	Town Of Hancock	44 Bennington Road	Hancock	03449		1		0	0	0.00
HHW Facility	Town Of Hanover Public Works	194 Lebanon St.	Hanover	03755	603-643-3327	1		0	0	0.00
HHW Facility	Henniker Transfer Station	69 Weare Rd	Henniker	03242		1		0	0	0.00
HHW Facility	Town Of Hillsborough	44 Municipal Dr.	Hillsborough	03244		1		0	0	0.00
HHW Facility	Hinsdale Transfer Station	214 Northfield Rd	Hinsdale	03451		1		0	0	0.00
HHW Facility	Town Of Holderness	Transfer Station	Holderness	03245	603-279-6336	1	11/12/2015	5	5	0.03
HHW Facility	Hollis Transfer Station	10 Muzzey Rd	Hollis	03049		1	05/06/2015	14	15	0.09
HHW Facility	Hooksett Transfer Station	210 West River Road	Hooksett	03106		1		0	0	0.00

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

HHW Facility	Hopkinton/Webster Transfer Station	330 Main St	Hopkinton	03229	603-746-3810	1	11/02/2015	18	18	0.11
HHW Facility	Bartlett/Jackson Transfer Station	56 Town Hall Rd	Intervale	03845	603-271-0878	1		0	0	0.00
HHW Facility	Jaffrey Transfer Station & Recycling Center	23 Knight St.	Jaffrey	03301		1	04/08/2015	21	25	0.16
HHW Facility	Keene Transfer Station	55 Old Summit Rd	Keene	03431	603-352-5739	1		0	0	0.00
HHW Facility	Lancaster Transfer Station	121 Water Street	Lancaster	03584	603-788-3200	1		0	0	0.00
HHW Facility	Lebanon Recycling Center	370 North Plainfield Road	Lebanon	03766	603-298-6487	1		0	0	0.00
HHW Facility	Upper Valley Lake Sunapee Regional Planning Commission	10 Water Street	Lebanon	03766	603-448-1680	1		0	0	0.00
HHW Facility	Town Of Lee (Lee Transfer Station)	11 Recycling Center Road	Lee	03861	603-659-2239	1		0	0	0.00
HHW Facility	Transfer Station	118 Lovejoy Rd	Lempster	03605	603-863-0254	1		0	0	0.00
HHW Facility	Lincoln Transfer Station	63 Recycle Rd	Lincoln	03251		1		0	0	0.00
HHW Facility	Lisbon Nh Transfer Station	35 Ecology Drive	Lisbon	03585	603-838-5131	1		0	0	0.00

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

HHW Facility	Lisbon Transfer Station	46 School St	Lisbon	03585		1		0	0	0.00
HHW Facility	Litchfield Transfer Station	1 Liberty Way	Litchfield	03052		2		0	0	0.00
HHW Facility	Littleton Transfer Station	1213 Mt. Eustis	Littleton	03561		1		0	0	0.00
HHW Facility	Londonderry Transfer Station	Londonderry	Londonderry	03302	603-425-7959	1		0	0	0.00
HHW Facility	Loudon Transfer Station	42 Dump Rd	Loudon	03307		1		0	0	0.00
HHW Facility	Lyme Recycling Center	24 High Street	Lyme	03301		1		0	0	0.00
HHW Facility	Marlow Transfer Station	167 Nh Rt 123	Marlow	03456		1		0	0	0.00
HHW Facility	Meredith Transfer Station	11 & 17 Jenness Road	Meredith	03253	603-271-0878	1		0	0	0.00
HHW Facility	Merrimack Transfer Station	1 Fearon Rd	Merrimack	03054		1		0	0	0.00
HHW Facility	Milton Recycling Center	803 White Mountain Highway	Milton	03302		1		0	0	0.00
HHW Facility	Moultonborough Transfer Station	6 Holland Street	Moultonborough	03254	603-476-8800	1		0	0	0.00
HHW Facility	Nashua Solid Waste	840 West Hollis St.	Nashua	03062	603-589-3413	1	04/27/2015	49	52	0.32
HHW Facility	Town Of New Boston	7 Meeting House Hill Road	New Boston	03070	603-487-5000	1		0	0	0.00

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

HHW Facility	New Durham Transfer Station	56 Old Rt 11	New Durham	03855		1		0	0	0.00
HHW Facility	New Ipswich Transfer Station	661 Turnpike Road	New Ipswich	03071	603-878-2772	1		0	0	0.00
HHW Facility	Newbury Transfer Station	201 Old Post Road	Newbury	03255	603-271-0878	1		0	0	0.00
HHW Facility	Newmarket Public Works	4 Young Lane	Newmarket	03857	659-3093 X1801	1		0	0	0.00
HHW Facility	Town Of Northfield	147 Park St	Northfield	03276	603-286-4490	1		0	0	0.00
HHW Facility	Northwood Transfer Station	818 First Nh Turnpike	Northwood	03261	603-942-9105	1		0	0	0.00
HHW Facility	Nottingham Transfer Station	139 Stage Rd	Nottingham	03290	603-679-5022	1	02/06/2015	8	8	0.05
HHW Facility	Ossipee Transfer Station	41 Chickville Road	Ossipee	03814	603-539-4121	1		0	0	0.00
HHW Facility	Pelham Transfer Station	6 Village Green	Pelham	03076		1		0	0	0.00
HHW Facility	Pembroke Transfer Station	8 Exchange St.	Pembroke	03302	603-485-4422	1		0	0	0.00
HHW Facility	Peterborough Recycling Center	1 Grove St.	Peterborough	03458	603-924-8095	1	12/31/2015	9	9	0.06
HHW Facility	Town Of Pittsburg	1526 Main St	Pittsburg	03592	603-538-6358	1		0	0	0.00
HHW Facility	Bcep Solid Waste	115 Laconia Rd-Box 426	Pittsfield	03263		1	05/14/2015	25	25	0.16

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

HHW Facility	Dowling Corporation	112 Hertiage Avenue	Portsmouth	03801	603-433-1311	1	12/31/2015	16	25	0.16
HHW Facility	Portsmouth Transfer Station	680 Pevorty Hill Rd	Portsmouth	03801	603 766-1454	1		0	0	0.00
HHW Facility	Best Way - Raymond Transfer Station	Prescott Rd	Raymond	03077		1		0	0	0.00
HHW Facility	Rindge Transfer Station	113 Main Street	Rindge	03461	603-899-2105	1		0	0	0.00
HHW Facility	Rumney Transfer Station	1363 Buffalo Rd	Rumney	03266		1	01/19/2015	6	6	0.04
HHW Facility	Rye Recycling Center	305 Grove Rd	Rye	03870	603-964-5300	1		0	0	0.00
HHW Facility	Salisbury Nh Transfer Station	416 S Road	Salisbury	03268		1		0	0	0.00
HHW Facility	Town Of Sanbornton	184 Shaw Hill Rd	Sanbornton	03269		1		0	0	0.00
HHW Facility	Seabrook Transfer Station	43 Railroad Ave	Seabrook	03874		1	09/04/2015	16	16	0.10
HHW Facility	Somersworth	18 Lilac Lane	Somersworth	03302		1		0	0	0.00
HHW Facility	Strafford Recycle Center	12 Mountain View Drive	Strafford	03884	603-922-9063	1		0	0	0.00
HHW Facility	Sunapee Transfer Station	23 Edgemont Road	Sunapee	03782	603-271-0878	1		0	0	0.00
HHW Facility	Sutton Transfer Station	93 Main Street	Sutton	03260	603-927-4475	1	01/30/2015	4	4	0.02

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

HHW Facility	Tuftonboro Transfer Station	Sargents Crossing	Tuftonboro	03816	603-539-3264	2		0	0	0.00
HHW Facility	Coos County Transfer Station	Rte 3 & Back Pond Rd	W. Stewartstown	03302		1		0	0	0.00
HHW Facility	Wakefield Transfer Station	330 Rines Rd	Wakefield	03872		1		0	0	0.00
HHW Facility	Walpole Transfer Station	207 Whitecome Rd.	Walpole	03608		1	06/12/2015	17	17	0.11
HHW Facility	Warner Transfer Station	193 Route 103	Warner	03278		1		0	0	0.00
HHW Facility	Washington Transfer Station	963 S. Main St.	Washington	03280		1	12/18/2015	1	1	0.01
HHW Facility	Waterville Valley Transfer Station	Po Box 500	Waterville Valley	03215		1		0	0	0.00
HHW Facility	Weare Transfer Station	Po Box 190	Weare	03281		1	03/12/2015	20	20	0.12
HHW Facility	Wentworth Transfer Station	7 Atwell Hill Rd	Wentworth	03282	603-764-9955	1		0	0	0.00
HHW Facility	Whitefield Transfer Station	Hazen Rd	Whitefield	03302		1		0	0	0.00
HHW Facility	Town Of Winchester	1 Richmond Rd	Winchester	03470	603-239-4951	1		0	0	0.00
HHW Facility	Windham Transfer Recycling Center	2 Ledge Road, Unit 1	Windham	03087	603-965-1049	1		0	0	0.00

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

HHW Facility	Wolfeboro Transfer Station	400 Beech Pond Road	Wolfeboro	03894	603-569-4439	2	12/18/2015	33	35	0.22
Retailers	Runnings	403 Washington St	Claremont	03743	603-542-1574	1		0	0	0.00
Retailers	Arjay's Ace Hardware	55 Lincoln Street	Exeter	03833	603-772-6054	1		0	0	0.00
Retailers	Clarke's Hardware	251 Newport Road	New London	03257	603-526-2800	1		0	0	0.00
Wholesalers	Heritage Plumbing & Heating	28 Commercial Street	Auburn	03032	800-977-7437	1		0	0	0.00
Wholesalers	Rockingham Electrical Supply	221 Washington St	Claremont	03743	(603) 271-2956	1		0	0	0.00
Wholesalers	Blodgett Supply	254 Sheep Davis Rd.	Concord	03301	603-223-9841	1		0	0	0.00
Wholesalers	Northeast Electric Dist.	22 Bridge St, Unit # 8	Concord	03301	224-2323	1		0	0	0.00
Wholesalers	Rexel	134 Hall Street, Unit F & G	Concord	03301	603-224-8316	1		0	0	0.00
Wholesalers	The Granite Group	6 Storrs Street	Concord	03301	603-545-3377	7	05/12/2015	0	0	0.00
Wholesalers	F.W. Webb	218 Knox Marsh Road	Dover	03820		1	05/01/2015	118	152	0.94
Wholesalers	Northeast Electric	36 Littleworth Road	Dover	03820	603-740-3800	1	05/04/2015	9	9	0.06
Wholesalers	Sid Harvey Industries, Inc #056	16 Industrial Park Road	Dover	03820	781-589-1049	1		0	0	0.00

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

Wholesalers	F.W. Webb Co.	18 Continental Drive	Exeter	03833	603-772-3441	1		0	0	0.00
Wholesalers	The Granite Group	13 Waterford Place	Gilford	03246	603-545-3377	1	04/06/2015	18	18	0.11
Wholesalers	The Granite Group	12 Londonderry Turnpike	Hooksett	03106	603-545-3377	2	02/12/2015	107	114	0.71
Wholesalers	S. G. Torrice Corp	24 Flagstone Drive	Hudson	03051	800-335-HVAC	2	10/30/2015	128	234	1.45
Wholesalers	Smithfield Plumbing & Heating Supply	39 Nh Route 16 And 302	Intervale	03845	603-733-5400	1		0	0	0.00
Wholesalers	F.W. Webb	420 Winchester Street	Keene	03431	603-357-1877	1	10/28/2015	122	133	0.82
Wholesalers	Granite City Electric	16 Rose Ln	Keene	03431	605 355 4946	1		0	0	0.00
Wholesalers	The Granite Group	21 Victoria Ct.	Keene	03431	603-545-3377	1	10/07/2015	40	40	0.25
Wholesalers	George A Stevens, Co	60 Bay St Unit 4	Laconia	03246	603-524-2688	2		0	0	0.00
Wholesalers	Laconia Electric Supply	935 Union Ave	Laconia	03246	603-524-0505	1		0	0	0.00
Wholesalers	Laconia Winair Co.	76-B Lexington Drive	Laconia	03246	603-528-9466	2		0	0	0.00
Wholesalers	Central Supply Inc	12 Water Street	Lebanon	03766	603-448-5116	1	09/10/2015	11	12	0.07
Wholesalers	F.W. Webb Co.	55 Etna Rd.	Lebanon	03766	603-448-1980	1	9/15/2015	19	19	0.12
Wholesalers	Lebanon Plumbing Supply	179 Mechanic Street	Lebanon	03766	603-443-9768	1	09/10/2015	29	29	0.18

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

Wholesalers	The Granite Group	266 Mechanic St	Lebanon	03766	603-545-3377	1	01/14/2015	17	17	0.11
Wholesalers	Appalachian Supply	970 Meadow St	Littleton	03561	603-444-6336	1	05/01/2015	15	15	0.09
Wholesalers	F.W. Webb Co.	1173 Conway Rd.	Madison	03849	603-367-8852	1	07/27/2015	32	36	0.22
Wholesalers	API of NH	190 Zachary Road	Manchester	03109	603-668-7810	1		0	0	0.00
Wholesalers	Bell Simons Company	1050 Holt Ave, #3	Manchester	03109	603-627-7684	1	05/07/2015	28	59	0.37
Wholesalers	Carrier Enterprise	520 East Industrial Park Drive	Manchester	03109	603-623-0896	1		0	0	0.00
Wholesalers	Ced-Consolidated Electrical Distributors	79 Carl Drive	Manchester	03103	603-669-6427	1		0	0	0.00
Wholesalers	F.W. Webb Branch #54	25 Union Street	Manchester	03103	603-668-6488	1		0	0	0.00
Wholesalers	Graybar Electric	80 Pepsi Drive	Manchester	03109	603-624-4341	1		0	0	0.00
Wholesalers	Independent Electric Supply	177 Gay Street	Manchester	03103	603-627-2220	1	06/17/2015	88	89	0.55
Wholesalers	Ja Marino/Automatic Htg	80 Maple Street	Manchester	03103	603-669-7552	2	05/22/2015	102	102	0.63
Wholesalers	Redlon & Johnson	293 Abbey Road	Manchester	03103	603-669-8100	1		0	0	0.00
Wholesalers	Rexel	305 Massabesic Street	Manchester	03103	603-669-2700	1	12/16/2015	12	18	0.11
Wholesalers	Sid Harvey Industries	999 Candia Rd.	Manchester	03109	603-669-3060	1	03/16/2015	74	80	0.50

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

Wholesalers	The Granite Group	37 Amoskeag St	Manchester	03102	603-545-3377	1		0	0	0.00
Wholesalers	The Portland Group	255 Perimeter Road	Manchester	03103	603-647-6177	1	12/14/2015	3	3	0.02
Wholesalers	Trane Supply	1050 Holt Avenue	Manchester	03109	603-421-2780	1		0	0	0.00
Wholesalers	United Refrigeration #41	60 Buckley Circle	Manchester	03109	603-669-2896	1	03/17/2015	164	195	1.21
Wholesalers	Electrical Supply Of Milford, Inc	318 South Street	Milford	03055	603-672-1200	1		0	0	0.00
Wholesalers	F.W. Webb Co.	7 Redmond St	Nashua	03062	603-524-9322	2	7/28/2015	305	381	2.36
Wholesalers	Granite City Electric	9 State Street	Nashua	03063	603 880 1350	1		0	0	0.00
Wholesalers	Heating Specialties Of Nh	25 Pond Street	Nashua	03060	603-882-2726	2	05/01/2015	91	110	0.68
Wholesalers	Kw Management, Inc.	55 Lake Street	Nashua	03060	(603) 271-2956	2		0	0	0.00
Wholesalers	Ralph Pill Electric	76 Lake Street	Nashua	03060	603-889-5125	1		0	0	0.00
Wholesalers	Redlon & Johnson	118 Northeastern Blvd.	Nashua	03062	603-589-7580	1	03/18/2015	36	45	0.28
Wholesalers	Rexel - Cls	3 Progress Ave.	Nashua	03062	603-889-1200	1		0	0	0.00
Wholesalers	The Granite Group	29 - 31 Amory St	Nashua	03060	603-545-3377	1	03/18/2015	35	55	0.34
Wholesalers	Total Air Supply	171 East Hollis St.	Nashua	03060	603-889-0100	2	9/3/2015	220	225	1.40

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

Wholesalers	Viking Controls	2 Townsend West, Unit 2	Nashua	03063	800-248-4830	1		0	0	0.00
Wholesalers	Town Of Durham Transfer Station	56 Tash Road	New Durham	03855	603-859-8000	1		0	0	0.00
Wholesalers	Smithfield Plumbing & Heating Supply	332 Nh Route 104	New Hampton	03256	603-744-1011	1		0	0	0.00
Wholesalers	Electrical Wholesalers	40 Old Dover Road	Newington	03801	603 559 5700	1		0	0	0.00
Wholesalers	Rockingham Electric Company	437 Shattuck Way	Newington	03801	603-436-7731	3	6/15/2015	236	248	1.54
Wholesalers	API of NH	50 Campus Drive	Portsmouth	03801	603-430-7820	1	08/27/2015	53	55	0.34
Wholesalers	Redlon & Johnson	126 Bridge Street	Portsmouth	03801	603-436-3550	1		0	0	0.00
Wholesalers	Rexel	650 Maplewood Avenue	Portsmouth	03801	603-431-4100	1		0	0	0.00
Wholesalers	S. G. Torrice Corp	115 Heritage Ave	Portsmouth	03801	603-373-6951	2	11/09/2015	13	13	0.08
Wholesalers	Standard Plumbing & Heating	430 West Street	Portsmouth	03801	603-436-1400	1	06/03/2015	8	8	0.05
Wholesalers	The Granite Group	100 Coakley Road	Portsmouth	03801		1		0	0	0.00
Wholesalers	The Granite Group	248 Gonick Road	Rochester	03839	603-545-3377	1	03/16/2015	8	9	0.06
Wholesalers	Wit-Way Supply	54 Allen Street	Rochester	03867	603-332-5506	2	03/25/2015	65	69	0.43

APPENDIX 8: THERMOSTATS RETURNED BY COLLECTION LOCATION

(SORTED ALPHABETICALLY BY BUSINESS TYPE, THEN CITY)

Wholesalers	Northeast Electrical	71 Lowell Road	Salem	03079	603-893-3004	1		0	0	0.00
Wholesalers	Northeast Electrical Distributors	254 No. Broadway	Salem	03079	603-898-8455	1	02/26/2015	7	7	0.04
Wholesalers	Rexel	13 Garabedian Drive	Salem	03079	603-894-9711	1		0	0	0.00
Wholesalers	United Refrigeration # 38	71 Lowell Rd, Unit 2	Salem	03079	603-894-1112	1	03/18/2015	7	11	0.07
Wholesalers	Ralph Pill Electric Supply	62 Portsmouth Ave	Stratham	03885	778-9585	1		0	0	0.00
Wholesalers	Smithfield Plumbing & Heating Supply	656 Route 3 South	Twin Mountain	03595	603-846-5567	1		0	0	0.00

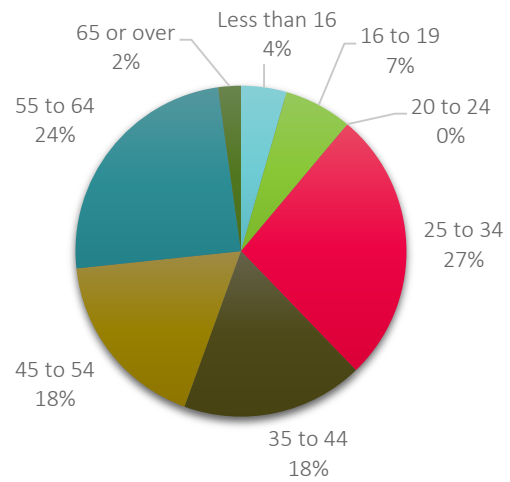
APPENDIX 9: TECHNICIAN SURVEY RAW RESULTS

DEMOGRAPHIC

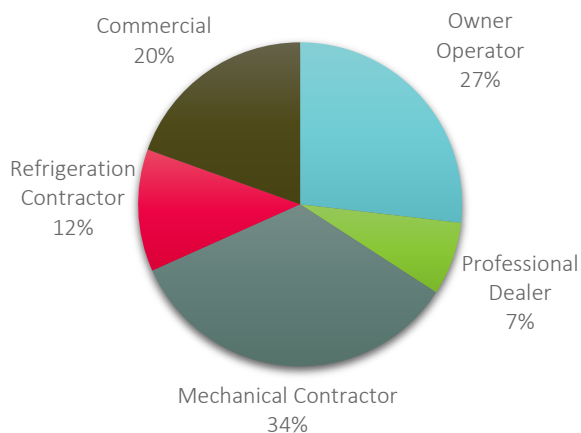
What is your gender?



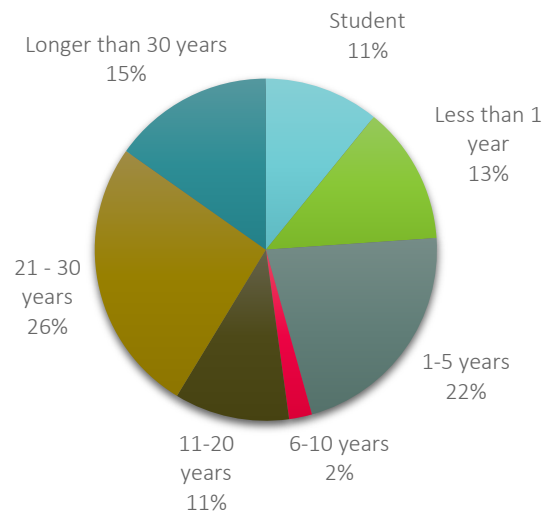
What is your current age?
(U.S. Census)



What is the nature of your business?



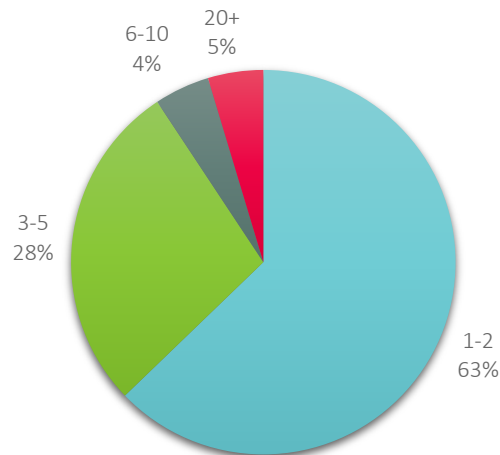
How long have you worked as a technician/contractor?



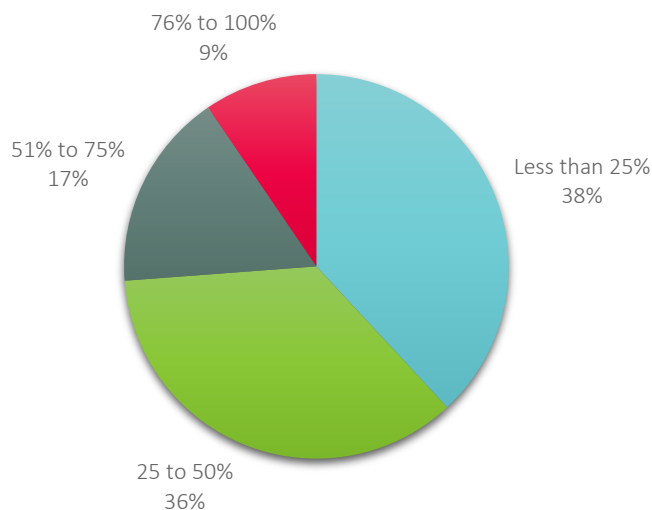
APPENDIX 9: TECHNICIAN SURVEY RAW RESULTS

THERMOSTAT REPLACEMENT

How many thermostats do you remove/replace in an average week as part of your job?



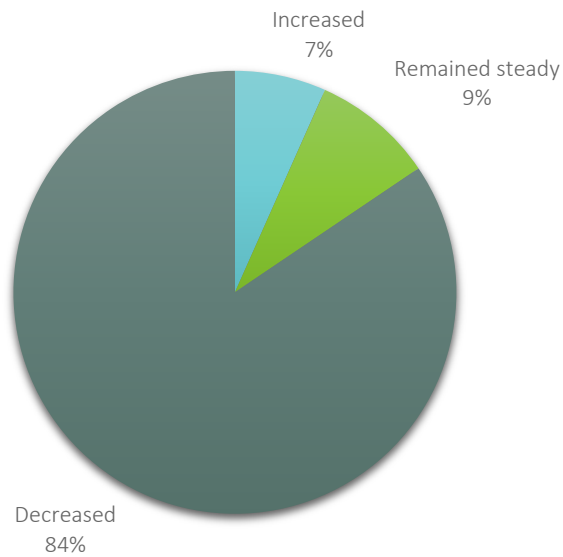
What percentage of the thermostats you replaced in 2014 would you estimate contained mercury?



APPENDIX 9: TECHNICIAN SURVEY RAW RESULTS

MERCURY CONTAINING THERMOSTAT PREVALENCE

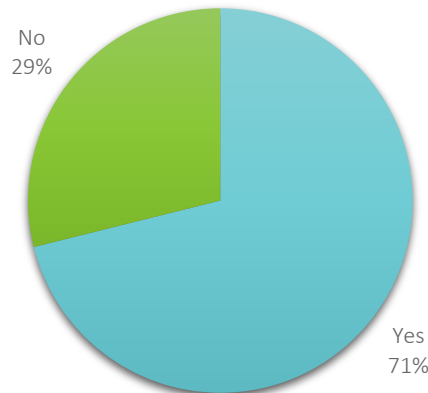
Would you say that during the time you have worked as a technician/contractor the number of mercury containing thermostats you see has...



APPENDIX 9: TECHNICIAN SURVEY RAW RESULTS

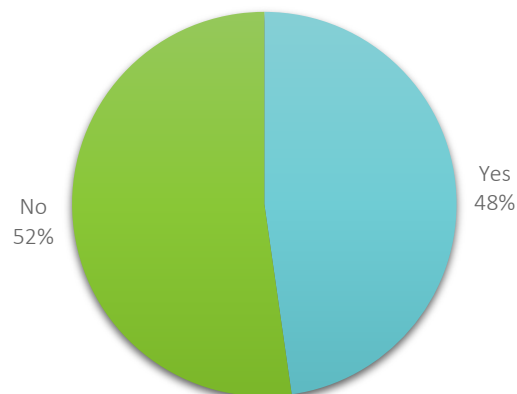
EMPLOYER POLICIES

Are you required by your employer to recycle mercury containing thermostats?



INCENTIVES

To your knowledge, are there any incentives provided by utilities (eg. energy companies) to encourage recycling of thermostats?

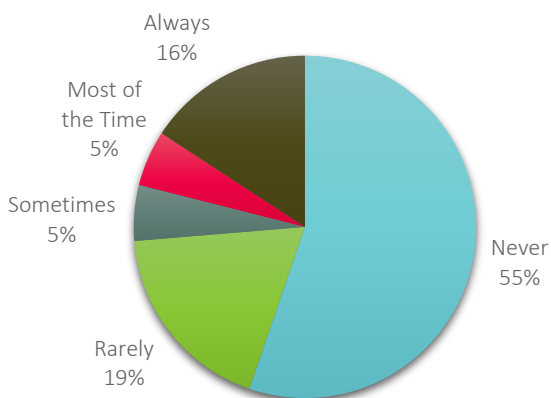


APPENDIX 9: TECHNICIAN SURVEY RAW RESULTS

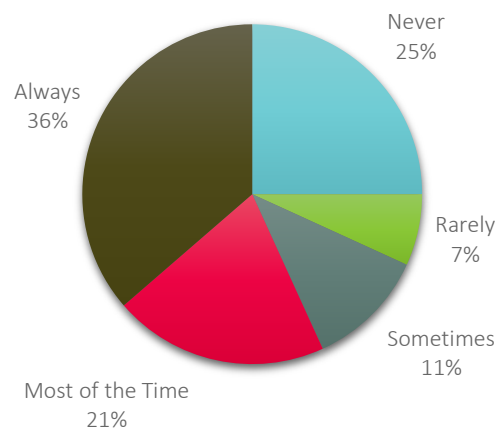
DISPOSAL

Where do you dispose of the mercury containing thermostats you collect?

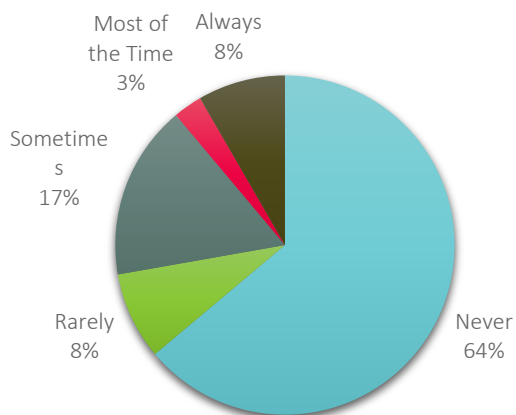
Company/office



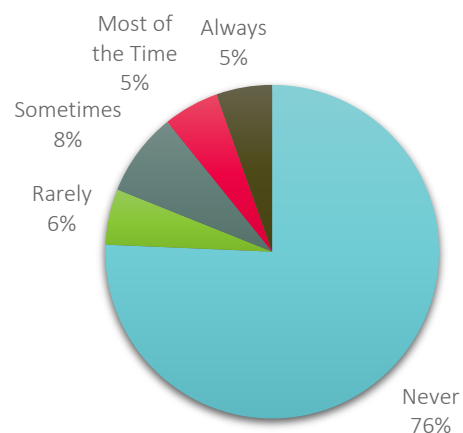
Wholesaler/Supply House



Hardware Store



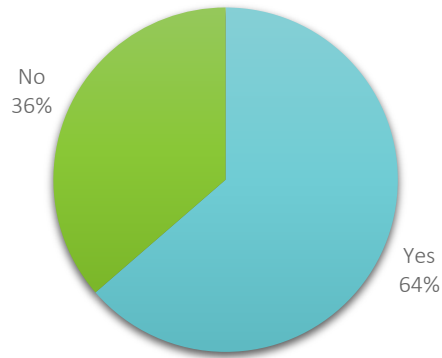
Trash



APPENDIX 9: TECHNICIAN SURVEY RAW RESULTS

GREEN BIN UTILIZATION

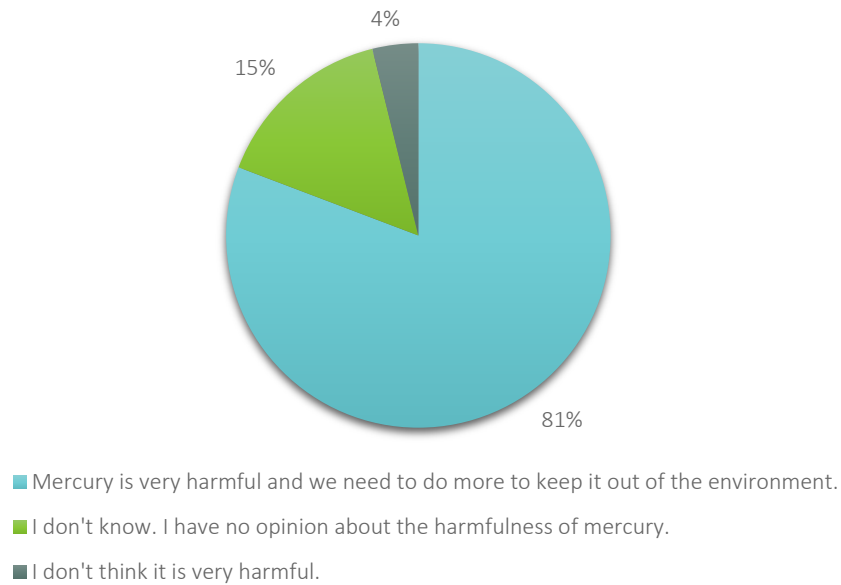
If you recycle thermostats, do you recycle them in a green bin?



APPENDIX 9: TECHNICIAN SURVEY RAW RESULTS

MERCURY HARMFULNESS

Which of the following statements best reflects your personal opinion of the harmfulness of mercury?



APPENDIX 10: CONTRACTOR COMPLIANCE POLICY

HVAC Contractor Employee Compliance Policy – MERCURY THERMOSTAT DISPOSAL

Company Name

Mercury Thermostat Disposal Overview

It is XXX's policy to be an environmentally conscious company while complying with all state and federal regulations. As such, XXX will make every effort to educate both our customers and employees on the regulations pursuant to Section XXX of the NAME OF BILL and description of the bill. This education will include the risks and dangers associated with mercury pollution into the environment along with any regulatory, legal and/or business obligations or responsibilities related to the recycling of mercury thermostats.

XXX will comply with all regulations and industry requirements concerning the safe disposal of mercury thermostats. Further, it is the responsibility of the company and each employee who, as a matter of course, deals with mercury thermostats and/or customers, to be aware of this policy and the associated legal requirements.

It is the responsibility of each XXX employee to be aware of the information regarding disposal of mercury thermostats to the extent necessary to perform his or her duties in an environmentally sensitive nature and to explain to our customers what we are doing to prevent the improper disposal of mercury thermostats.

Background on Mercury Thermostats

Health/Safety Concerns: Mercury is a neurotoxin which has both negative impacts on human and ecological populations. The toxicity is fatal if inhaled, consumed, or exposed into the blood stream. It may also damage fertility or an unborn child. Mercury can also cause damage to organs through prolonged or repeated exposures.

Mercury Thermostat Sources: Mercury thermostats were first manufactured and sold starting in 1956 and began a final cease in production around 2006. As mercury thermostats are replaced, the available inventory to recycle diminishes until eventually all in-service thermostats are upgraded to a mercury free control device. While estimates vary, there were millions of mercury thermostats sold in the United States.

These units still remain in service in the following types of facilities;

- Residential single family homes either in attached, detached, or semi-attached
- Residential multifamily homes such as apartments or low income housing
- Light commercial buildings such as hotels, restaurants, banks, and retail
- Educational buildings such as schools, colleges, and museums
- Military building such as barracks

When a mercury thermostat is discovered during the direct installation of replacement thermostats, XXX Proper Disposal Policy will be followed. If it is deemed that the Proper

APPENDIX 10: CONTRACTOR COMPLIANCE POLICY

HVAC Contractor Employee Compliance Policy – MERCURY THERMOSTAT DISPOSAL

Disposal Policy is insufficient, XXX will contact the Thermostat Recycling Corporation (TRC) on guidance on how to properly dispose of mercury thermostats¹.

Regulatory History

U.S. Federal Rules and Regulations

The Resource Conservation and Recovery Act (RCRA)² was enacted in 1976 to protect human health and the environment from the potential hazards of waste disposal, to conserve energy and natural resources, to reduce the amount of waste generated, and to ensure that wastes are managed in an environmentally sound manner.

The Universal Waste Rule within RCRA is designed to reduce the amount of hazardous waste items in municipal solid waste stream, encourage recycling and proper disposal of certain common hazardous wastes, and reduce the regulatory burden on businesses that generate these wastes. Universal wastes includes mercury thermostats that contain as much as 3 grams of liquid mercury and are located in almost any building, including commercial, industrial, agricultural, community, and household buildings.

State Rules and Regulations

Many states regulate the installation, disposal and sale of mercury bearing equipment such as mercury thermostats, with varying requirements and methods of compliance for contractors and distributors. In many states enforcement authority is granted through the state's EPA.

When XXX has a job where the customer's address is located in any of the following states; CA, CT, FL, IL, IA, LA, ME, MD, MA, MI, MN, MT, NH, NY, OH, OR, PA, RI, VT, and WA XXX's employees will follow the Proper Disposal Procedure. See Appendix 2 for chart.

¹ For a one-time fee of \$25.00 participating locations are provided with a reusable plastic recycling container, a 5mil plastic liner, and wire zip ties to seal the liner and the bin for transport. Each container also comes with a pre-paid Federal Express label to return the container to TRC. The container will hold up to 150 waste mercury thermostats. A participating location simply needs to accumulate waste mercury thermostats for up to one year, prepare the container for shipment, and arrange pick-up with carrier. TRC is an automatic return program, and the same container will be returned to the location within 10 business days, restarting the process. The TRC program operates under Universal Waste Regulations and there is no requirement to manifest to maintain records of shipments. TRC only accepts whole mercury thermostats. No other item, particularly mercury containing items, can be stored or shipped in the TRC container. TRC reserves the right to terminate participation if a collection location ships items other than whole mercury thermostats.

² <http://www2.epa.gov/rcra>

APPENDIX 10: CONTRACTOR COMPLIANCE POLICY

HVAC Contractor Employee Compliance Policy – MERCURY THERMOSTAT DISPOSAL

XXX Proper Disposal Procedure

To be compliant with this proper disposal of mercury thermostats procedure, **XXX** will take the following actions to ensure effective monitoring and assessment of compliance:

- **XXX** will assign an employee to oversee compliance including but not limited to: owners, service managers, service technicians, and any and all employees whom generate mercury thermostat waste. This employee will be assigned the responsibility of record keeping (if necessary) and ensuring compliance by all **XXX**'s employees.
- Commit (1) hour of employee training on what a mercury thermostat is and how to dispose of them properly following federal, state, and local regulations. Visit www.thermostat-recycle.org with questions.
- Require each new employee who generates mercury thermostat waste to order a mercury spill kit as a condition of employment or **XXX** will provide each new employee a mercury spill kit upon employment, and replace it when necessary.
- Create a working environment in which employees can report violations of the Proper Disposal Procedure.
- Consider direct participation with TRC when the Proper Disposal Procedure is insufficient. **XXX** may consider ordering a mercury thermostat recycling container for each shop, work van/truck, or employee as necessary³.

As per this policy, the employee will do the following; **See Appendix 3 for flow chart.**

1. Sign the Employee Compliance Policy herein.
2. Remove the mercury thermostat during work order
3. Place the mercury thermostat in a 5 gallon bucket with a lid
4. Locate the closest collection point to job site
5. Drop off mercury thermostat at collection point as soon as convenient
6. Repeat as necessary

³ <http://www.thermostat-recycle.org/signup/>

APPENDIX 10: CONTRACTOR COMPLIANCE POLICY

HVAC Contractor Employee Compliance Policy – MERCURY THERMOSTAT DISPOSAL

Appendix 1 – Employee Proper Disposal Compliance Policy Form

XXX Section XXX of the XXX of XXX **Employee Proper Disposal Compliance Policy**

It is the policy of XXX to strictly adhere to XXX of the XXX of XXX.

Employee compliance, as required by law, is required.

Therefore, as the undersigned, I agree to fully comply with this policy which includes properly disposing of all mercury thermostats I generate and to use the prescribed method of disposal set forth by Company Name. I also agree to **NEVER** intentionally dispose of mercury thermostats and to not leave the device(s) behind with the customer.

Should I fail to comply with the foregoing statements, I understand that I am in non-compliance with the law and accept full personal liability in connection with any action or actions that may occur.

Signed this _____ day of _____, 20__

By: _____ (Print Name)

_____ (Sign Name)

APPENDIX 10: CONTRACTOR COMPLIANCE POLICY

HVAC Contractor Employee Compliance Policy – MERCURY THERMOSTAT DISPOSAL

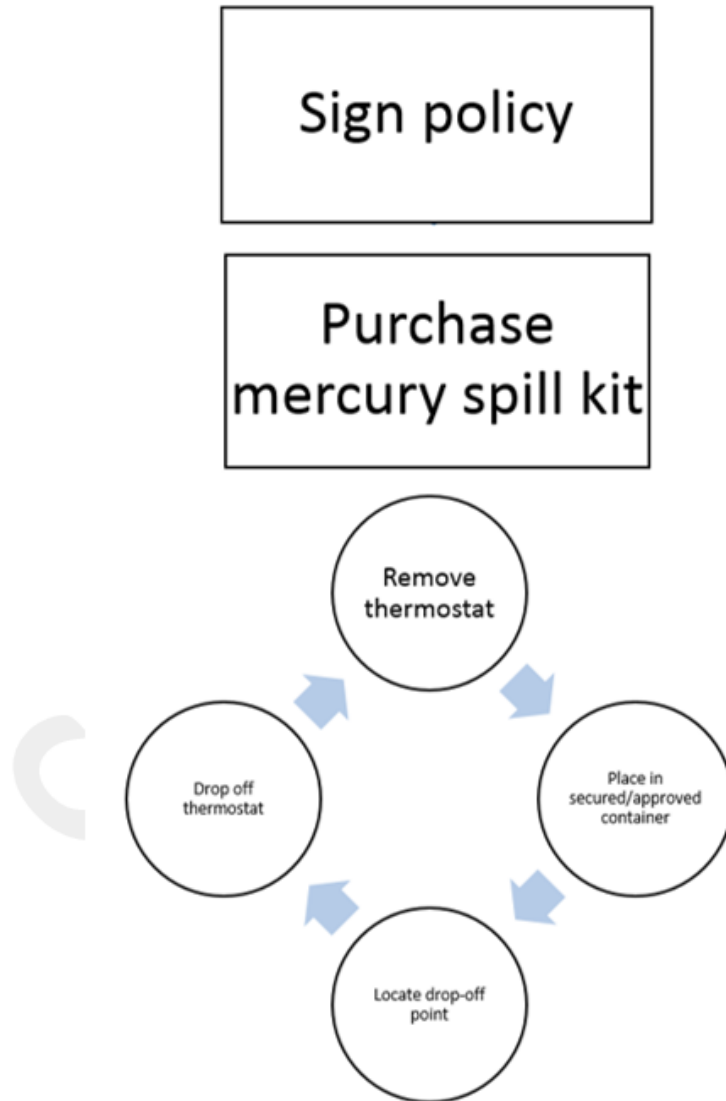
Appendix 2 - Table with state specific legislation

State	Sales Ban	Installation Ban	Disposal Ban	Mandatory Wholesale Distributor Collection	Mandatory Contractor Recycling
<i>California</i>	X	X	X	X	X
<i>Connecticut</i>	X		X	X	X
<i>Florida</i>	X	X	X		
<i>Illinois</i>	X	X	X	X	X
<i>Iowa</i>	X	X	X	X	X
<i>Louisiana</i>			X		
<i>Maine</i>	X		X	X	X
<i>Maryland</i>	X				
<i>Massachusetts</i>	X		X	X	X
<i>Michigan</i>	X				
<i>Minnesota</i>	X		X		X
<i>Montana</i>	X	X		X	
<i>New Hampshire</i>	X	X	X	X	X
<i>New York</i>	X		X	X	X
<i>Ohio</i>	X				
<i>Oregon</i>	X	X	X		X
<i>Pennsylvania</i>	X		X	X	X
<i>Rhode Island</i>	X		X	X	X
<i>Vermont</i>	X		X	X	X
<i>Washington</i>	X				

APPENDIX 10: CONTRACTOR COMPLIANCE POLICY

HVAC Contractor Employee Compliance Policy – MERCURY THERMOSTAT DISPOSAL

Appendix 3 – Proper Disposal Procedure Flow Chart



APPENDIX 11: SAMPLE UTILITY IMPLEMENTER RFP REQUIREMENTS

Standard RFP Language for Management of Waste Mercury Thermostats Generated through direct installation (DI) of thermostats or HVAC Equipment

Background

Mercury thermostats were widely used to control heating and cooling systems starting in the 1950s. Mercury thermostats dominated the market until the early 1990s when electronic thermostats began to gain wider acceptance in the market. All major manufacturers ceased production of mercury switch thermostats by 2009. While the number remaining in use is unknown, they are still found on some heating and cooling systems installed prior to 2006.

Mercury thermostats are still prevalent in the following types of facilities;

- Residential single family homes - either attached, detached, or semi-attached
- Residential multifamily homes such as apartments or low income housing structures
- Light commercial buildings such as hotels, restaurants, banks, and retail outlets
- Educational buildings such as schools, colleges, and libraries
- Barracks and other military installations

Statutory Authorities

Title 21 Section 27-2105 of New York Environmental Conservation Law (ECL) prohibits knowing disposal of mercury thermostats in solid waste and waste mercury thermostats can be managed as “Universal Wastes” under the Federal Resource Recovery and Conservation Act (40 CFR Part 273)”

Title 29, Section 27-2909 of ECL also requires the following:

APPENDIX 11: SAMPLE UTILITY IMPLEMENTER RFP REQUIREMENTS

§ 3. 1. Any person or contractor who replaces a mercury-containing thermostat from a building shall deliver the mercury-containing thermostat to an appropriate collection site.

And:

3. Any department, authority, instrumentality, or municipal corporation of the state administering a program that involves the removal or replacement of mercury containing thermostats as a result of any statutory requirement, shall inform contractors of their statutory obligations to deliver the mercury-containing thermostats to a collection site and prohibiting the disposal of such thermostats in a solid-waste facility.

4. Any contractor, organization or subcontractor of such organization, who contracts with or receives funding or financing provided in whole or in part by or through any department, agency, instrumentality, or political subdivision of the state for the installation, service, or removal of heating, ventilation, or air-conditioning components resulting in the removal or handling of out-of-service mercury thermostats, shall ensure the collection, transportation and proper management of out-of-service mercury thermostats in accordance with the provisions of title 29 of article 27 of the environmental conservation law.

RFP Language

The vendor, all subcontractors, and affiliated parties in the trade channel including but not limited to trade allies, preferred installation vendors or rebate processors must comply with all applicable federal, state, local regulations in relation to the proper management and disposal of waste mercury thermostats generated in the performance of the requested scope of work. The vendor will describe efforts to inform program subcontractors and affiliated parties in the trade channel including but not limited to trade allies, preferred installation vendors or rebate processors on New York law relative to the removal and disposal of mercury thermostats. The vendor should also describe any planned steps to support and/or facilitate the collection of mercury thermostats generated through this program by direct participation in the TRC program. The vendor will describe procedures

APPENDIX 11: SAMPLE UTILITY IMPLEMENTER RFP REQUIREMENTS

all technicians (direct installers) will follow to identify mercury thermostats and ensure proper management of all mercury thermostats removed from service. The vendor will also describe the procedures to monitor and document (report) compliance with the above requirement and for meeting post project reporting requirements below. The successful vendor may be required to provide more information to verify its compliance with above requirement which will include at a minimum;

- A post project report of the following information;
 - Total number of thermostats installed
 - The number of mercury thermostats removed from service
 - The number of mercury thermostats recycled and the location(s) where the thermostats were recycled.