

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

March 29, 2013

VIA EMAIL

Theresa Stiner Land Quality Bureau Iowa Department of Natural Resources 502 E 9th Street 502, Wallace Building Des Moines, IA 50319-0034

Subject: Thermostat Recycling Corporation's 2012 Annual Report

Dear Ms. Stiner:

Attached is TRC's annual collection report for calendar year 2012. TRC has made its best effort to provide a comprehensive report on its efforts to promote the collection program in Iowa and improve the program's environmental outcomes.

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

TRC welcomes the opportunity to review this report with you and discuss our 2012 marketing efforts. I may be reached at 571-447-4312 or by email at mark.tibbetts@thermostat-recycle.org.

Sincere Regards,

Mark Tibbetts
Executive Director

Collection Data

Exhibit 1: 2012 Iowa Collections by Brand

	Number	Number	Total lbs
Brandholder	Thermostats	Switches	Mercury
Bard	1	1	0.01
Burnham Holdings	1	1	0.01
Carrier	80	209	1.30
Crane Company	1	1	0.01
General Electric	14	42	0.26
Goodman Global	12	20	0.12
Honeyw ell	1,635	1,971	12.22
Invensys	59	60	0.37
ITT Corporation	9	11	0.07
Lear Siegler	2	2	0.01
Lennox	219	305	1.89
Lux Products	8	8	0.05
Nordyne Corporation	13	23	0.14
Rheem	14	18	0.11
Sears Holdings	30	30	0.19
Trane	31	52	0.32
White Rogers	351	394	2.44
York/Johnson Controls	17	27	0.17
NOM	43	61	0.38
Loose Switches	0	229	1.42
TOTAL	2,540	3,465	21.48

In 2012, TRC recovered 21.48 pounds of mercury from 2,540 intact mercury thermostats and 229 additional loose mercury switches from Iowa collection locations for a total count of 2,832 thermostats (mercury thermostats recovered from Iowa locations averaged 1.27 switches per thermostat in 2012).

TRC recovered 2,213 thermostats from HVAC wholesale distributor collection locations, 290 from HHW locations, and 37 from a single contractor.

Waste Mercury-Added Thermostat Management

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

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

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

The containers are returned from the storage area to the TRC processing area to have the mercury bulbs removed from the plastic housing. Universal Waste Regulations require the disposal of waste within 12 months of generation. TRC's processor requires that the disposal occur within 6 months of generation and TRC follows the more stringent requirement. Small quantities of thermostats are removed from the container, which is then closed again, and placed at the bulb removal workstation on a tray that contains any potential mercury spillage. The bulbs are removed from the thermostats and placed into a 2 quart container at the work station. If a bulb breaks and the mercury spills, the work area is designed to contain the spillage and the operators are trained in the clean-up and disposal of mercury. The TRC processing area is

equipped with special mercury vacuum cleaners and the work area is vacuumed at the end of the work day to assure that any spillage is cleaned up and not left to evaporate.

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

The 55 gallon drum is then shipped to Bethlehem Apparatus Corporation in Hellertown, Pennsylvania for final processing of the mercury ampoules (switches). Bethlehem Apparatus meets or exceeds all local, state, federal and EPA regulations for the management of the product. Bethlehem's approvals for mercury recovery/recycling include:

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

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

Program Education and Outreach

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

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

In 2012, TRC added one new item to the toolkit: a vehicle sticker (See Exhibit 2) for HVAC contactors to promote their participation in the program. TRC maintains an inventory of these stickers and provides them to contractors at no-cost. They are distributed upon request, and at industry events.

Wholesaler/HHW Engagement—Iowa's law requires manufacturers to avail collection containers to HVAC wholesale distributors, thermostat retailers, and local governments upon request.

In **November 2012**, TRC sent postcards to approximately 88 collection locations in Iowa, the majority of which were wholesale distributors, reminding them to return TRC's containers if

they had not done so within a year. The card also provided TRC's toll-free number and email address for additional information or to request replacement shipping labels and/or bin liners.

TRC exhibited at the **February 2012** Johnstone Supply annual meeting held in San Diego. Johnstone Supply is a buying cooperative and annually hosts an invitation-only trade show. TRC staff spoke directly with representatives from many of Johnstone's Iowa locations during this event. TRC stressed the importance of participation and the potential regulatory consequences for not doing so.





In partnership with the Heating, Air-Conditioning & Refrigeration Distributors International (HARDI), TRC re-launched the Mercury Thermostat Recycling Awards in May 2012. The award(s) are intended to incent participation in the program by recognizing the distributor(s) that recovered the most mercury thermostats and/or developed innovative strategies to promote the program at their branch location(s).

TRC made several changes following the inaugural 2011 program. To increase participation, TRC branded the award program as the *Big Man on the Planet* award and challenged distributors to, "be in it to win it!" TRC developed custom invitation cards and mailed them to the principals of the 300 plus HARDI members to solicit their participation in the award program. Email solicitations were also sent. To facilitate participation, TRC also printed and distributed custom window clings, counter cards, and flyers to participating locations.

To recognize participating distributors, TRC ran a ¼ page full-color advertisement in the **October 2012** edition of *Distribution Center Magazine*, which was also the "show" issue for the HARDI annual meeting.

The award was presented at HARDI's annual meeting in October 2012.

Exhibit 3: Distribution Center Magazine BMOP Advertisement



Summary of Additional Education and Outreach by Channel

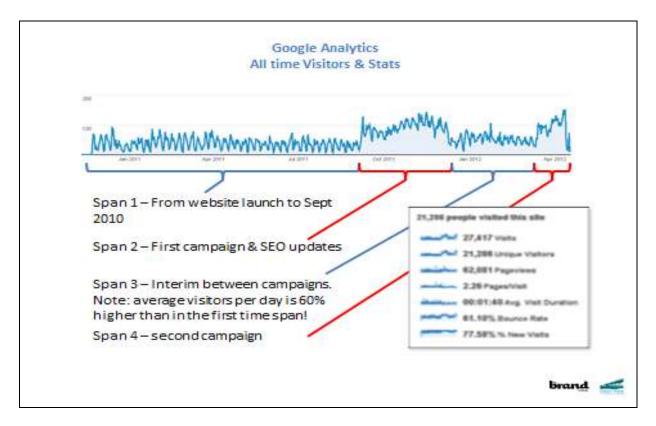
TRC conducted an array of activities intended to raise awareness of Iowa's mercury thermostat disposal ban, mandatory HVAC contractor recycling, and the ease of compliance through TRC's collection program.

Earned Media—In 2012, TRC continued to enjoy positive and frequent coverage within the industry trade press. TRC issued a number of media releases and most were picked up, generating additional exposure for the program.

Notably, TRC continued to receive coverage in industry leading publications such as The Air Conditioning and Refrigeration News (110,000 circulation) and HVACR Business (circulation 30,000). HARDI ran a two-page article on the program in its *Conference Daily*, provided at nocost to all attendees of HARDI's annual meeting.

Website— Website traffic continued to grow in 2012. TRC has nearly doubled the monthly visitors to its site following a search engine optimization in fall 2011, along with other efforts to drive traffic to the site. Exhibit 4 below highlights the results of these efforts. In 2012, Iowa accounted for approximately 1% of TRC's total website traffic.

Exhibit 4: Website Traffic Increase over Time



Web-based advertising— TRC continued the use of rotating banner advertisements in 2012, albeit with changes in scheduling and scope.

TRC ran web advertisements (Exhibit 5) on the websites *contractingbusiness.com* (160x600 skyscraper) and *hvac-talk.com* (300x250 medium rectangle) during the months of **September**, **October**, **November**, **and December** (four continuous months in 2012, as opposed to two consecutive months in the spring and fall in 2011). Together, the websites average over 2 million pages views and 340,000 unique visitors per month. HVAC-Talk.com, an online discussion community for HVAC technicians, boasts 145,000 registered users. HVAC-talk.com accounted for 5% of annual referral traffic to TRC's website.

HVAC-talk.com and contractingbusiness.com, published by Penton Media, Inc., serve a national audience. According to their 2013 media kit, 100% of subscribers specify, design, install/service and/or make product selection for HVAC systems and equipment in residential, commercial, industrial, and institutional buildings.

TRC ran either a 120x600 skyscraper or 728x90 Leaderboard advertisements. The placement generated nearly 30,000 impressions as the newsletter experienced an open rate of over 40%. Copies of the newsletter remain available online continuing to earn TRC exposure.

Google AdWords— In 2011, TRC developed and deployed a Social Media strategy that leveraged the power of Google and the popularity of Facebook. This campaign, which ran from mid-September through early December, geo-targeted contractors and consumers in states with mercury thermostat disposal bans, including Iowa, in an effort to create awareness and increase thermostat collections.

Exhibit 5: Web Banner Advertisement (300x250 fixed image version)



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

Exhibit 6: Google "Landing Page:



In 2012, TRC continued to refine new media strategies to promote the program. TRC implemented a Google AdWord campaign in early spring of 2012 targeting states with mercury thermostat disposal bans, including Iowa. The campaign yielded over 750,000 impressions with nearly 2,000 "clicks" and a click-through rate of 0.26% (a rate consistent with this type of campaign). The conversion rate on the landing page was quite high at 8.3% ("conversion" meaning a visitor clicked on the link to TRC's collection location search tool on the landing page). During the campaign, Iowa visitors to TRC's website increased by over 900%.

Print Advertisement HVACR Business Magazine— TRC placed a ½ page color advertisement in a special section on thermostats in the April addition.

The purpose of this placement was two-fold:

- 1) Continue to build upon brand/program awareness of other promotional campaigns
- 2) Accelerate the pace of mercury thermostat replacement by helping contractors recognize opportunities to generate additional revenues by proactively replacing older mechanical (mercury) thermostats.

HVACR Business is a national publication with approximately 30,000 qualified subscribers, of which approximately 500 are within Iowa.

Exhibit 7: Advertisement Copy HVACR Business Magazine



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

January 23 - 25: AHR Expo. *Chicago*, Illinois. AHR Expo is the largest national trade show for the HVACR industry. TRC staff exhibited and promoted the program to HVAC contractors, manufacturers, and distributors. The show had a total registered attendance of over 61,000.

February 21 - 23: Johnstone Supply Annual Membership Meeting. San Diego, California. Johnstone Supply is a cooperative wholesaler distributor of HVAC parts and equipment with 350 locations nationwide. Johnstone's Annual Membership meeting is invitation only and TRC was invited to attend and exhibit as part of an ongoing effort with Johnstone's corporate staff to encourage and expand the cooperative's member's

participation in the program. The event is well attended by owners and senior staff and it was a unique opportunity to engage directly with key decision makers.

March 5 - 7: Indoor Air Expo. Las Vegas, Nevada. The show is a part of the Air Conditioning Contractors of America annual meeting. Approximately 700 attendees attended the event.

September 19 - 21: Comfortech. *Chicago*, Illinois. Comfortech is a national tradeshow for owners and managers of residential and commercial HVACR, Hydronics/Plumbing contracting firms to see the latest products and equipment.

October 8 - 12: ACCA Building Performance and Service Managers Forum. Austin, Texas. A week-long series of educational seminars focusing on building performance and service managers sponsored by the Air Conditioning Contractors of America. TRC exhibited and sponsored the registration bags.

October 6 - 9: Heating, Air-Conditioning & Refrigeration Distributors International (HARDI). Orlando, Florida. TRC exhibited and participated in the "Booth Program," which provides for 1-on-1 sessions with senior executive staff from HARDI member companies. This event targeted representatives of approximately 80% of the wholesale market for HVACR products. TRC also presented its re-vamped "Big Man on the Planet Award."

Direct Mail— TRC started a direct mail campaign in Iowa in 2012. TRC mailed a full-color postcard (see Exhibit 8) to the principals of approximately 2,400 Iowa HVAC contracting businesses in **April**, **May**, **September**, **and October**. TRC sourced the list of HVAC contractors from a commercial list supplier.

Exhibit 8: Front & Back of Postcard



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

- TRC staff was invited by Honeywell International to present two webcasts through its 2012 "elearning LIVE schedule." The first was entitled "Thermostat Mercury Recovery an Easy way to be Green," and a second was entitled, "Understanding Health, Safety and Regulations in Managing Mercury Waste." Archived copies remain available on Honeywell's website at www.forwardthinking.honeywell.com/training/videos.html.
- TRC continued to encourage the placement of links to its website on member company
 websites and is pleased to report that links from members such as Honeywell,
 Emerson/White Rodgers, and Lennox are significant sources of referral traffic to TRC's
 website.
- TRC provided Honeywell rights for the use of its updated logo in product collateral. For example, the following was cut from product literature:



• TRC staff made considerable effort conducting direct outreach to senior management of HVAC wholesale distributors in an effort to 1) better integrate the program at their branch locations to ensure staff awareness of the program and program procedures and 2) leverage distributors' position in the channel to promote the availability of the program to their customers.

Program Expenses

TRC is a national voluntary program that is also operating nine mandatory programs on behalf of its manufacturer members. As most promotional activities are run concurrently in multiple states, tracking and isolating expenses specifically to Iowa is not possible. Below is a summary of TRC's national program expenses for 2012. TRC expenses include:

- TRC Staff and Administration: Includes staff, office expenses, telecommunications, information technology, office supplies, office lease, and other administrative expenses. Includes staff labor costs to implement Iowa program.
- Insurance: Pollution and liability insurance.

- TRC made \$47,166 in direct incentive payments on behalf of manufacturers as required by Maine and Vermont law. This does not reflect the administrative costs associated with the incentive program.
- Travel: All travel in 2012 and includes travel to trade shows to promote program.
- Recycling Costs: All costs (including labor) associated with transporting, processing, and properly managing waste thermostats. Also includes cost associated with fulfilling new bin orders and data entry of bin receipts.
- New Collection Containers: Direct cost for new containers ordered in 2011.
- Marketing/Outreach & Printing: Includes direct costs to develop and print program collateral; direct mail, national and state advertising, sponsorships, marketing consultants, some web consulting, and other outreach activities. Marketing/Outreach does not include any TRC labor costs.

Exhibit 9: 2012 Program Administrative Expenses

Program Component	TRC Program
TRC Staff and Administration [†]	\$246,162
Recycling Costs	335,613.25
Insurance	\$2,430
Statutory Incentive Payments	\$47,166
New Collection Containers	\$27,495
Travel	\$25,994
Legal	\$66,303
Direct Expense for Marketing &	
Outreach	\$169,840
Total (expenses)	\$921,004

Recommendations/Next Steps

Iowa' thermostat law went into effect in 2009 and collections have ranged from a high of 3,850 in 2011 to a low of 2,225 in 2010. We are unsure why Iowa's collections vary, as most other states with mandatory programs do not exhibit similar trends. We do note that the program saw declines in collections in several states (including Vermont) in 2012.

We also note that a number of challenges in Iowa. These include:

- Wholesaler participation in Iowa is not a strong as in other states with mandatory programs. This reflects the state's lack of engagement in the channel and to a degree serendipity. Some distributors embrace the program and others do not. TRC is targeting key distributors at the corporate level in an effort to increase the number of locations that are actively collecting.
- TRC increased the scope and reach of its promotional campaign in 2012. As it takes several months for bins to fill, <u>it is still too early to fully assess the impact of this expanded outreach on the program in Iowa.</u>

TRC again tested advertising targeting the general consumer audience. TRC evaluated
program results and the results reinforced our belief that consumer disinterest of the issue
limits the viability of more expansive consumer facing advertising. Far greater value is
achieved by targeting the trade channel and using targeted campaigns using Google
AdWords and search engine optimization.

In an effort to sustain and increase collections, TRC plans on the following modifications to the Iowa program:

- Expanding the scope and frequency of paid advertising targeting the trade channel in Iowa. TRC has shifted its strategy to one of more frequency to saturate the market over the course of year.
- In lieu of general consumer ads, TRC is running a Google AdWord campaign targeting contractors and homeowners searching for information relative to thermostat replacement. This campaign will focus on states with disposal bans, including Iowa. The campaign started in March 2013 and will continue intermittently throughout the year. TRC is evaluating the program on an ongoing basis to adjust scope of the buy and key search terms.
- TRC added staff at the start of 2013 by hiring a full-time marketing and communications person. This allows the program to expand both the scope of its marketing activities and also shift current staff to focus on program operations and customer support, including more active and constant contact with TRC's collection location partners. TRC will also have a paid summer intern in 2013.
- At the time of the report, TRC is completing a series of training videos for both collection points (wholesalers) and contractors. Theses short videos (less than 3 minutes) will be posted on TRC's website, YouTube, and other social media. It will be provided to HVAC technical training programs, wholesale distributors and HVAC industry trade groups. TRC also plans on distributing the videos on thumb drives at industry events and trade shows.
- TRC will continue its direct mail campaign in Iowa in 2013. TRC will source the list from a different provider and also increase the size of the mailing. TRC also plans on a more targeted campaign. Four mailings are planned roughly 3 weeks apart; again the strategy is frequency and market saturation.
- TRC will continue to send "reminder" postcards to collection locations in 2013. Investments in TRC's database will enable the program to better target certain locations and encourage participation.
- TRC will more actively use social media as a means to engage with the HVAC industry and promote program participation and recognition.

APPENDIX D: 2012 THERMOSTAT RECOVERY TOTALS BY LOCATION (note—this report rolls all bin receipts into aggregate collections by each location with some exceptions)

Business Type	Company Name	City	State	Zip	Number Thermostats	Number Thermostat Switches	Number Loose Switches	Total Switches	Total lbs Mercury
Contractor	G JURGENSEN SCRAP DIVISION, LLC	FREDERICKSBURG	IA	50630	37	41	8	49	0.3038
HHW Facility	Butler Co RCC	Allison	IA	50602	7	7	0	7	0.0434
HHW Facility	Metro Waste Authority/RCC	BONDURANT	IA	50035	43	50	0	50	0.31
HHW Facility	Metro Waste Authority/RCC	Bondurant	IA	50035	19	21	0	21	0.1302
HHW Facility	Landfill of North Iowa/RCC	Clear Lake	IA	50428	54	69	0	69	0.4278
HHW Facility	WASTE COMMISSION OF SCOTT COUNTY	Davenport	IA	52804	49	69	0	69	0.4278
HHW Facility	Great River Waste	Ft. Madison	IA	52627	8	12	0	12	0.0744
HHW Facility	IOWA CITY RCC	IOWA CITY	IA	52246	69	81	219	300	1.86
HHW Facility	Woodbury Co RCC	Moville	IA	50139	40	47	0	47	0.2914
HHW Facility	OTTUMA/RAPELLO RRC	OTTUMWA	IA	52501	1	1	0	1	0.0062
Wholesalers	PLUMBING & HEATING WHOLESALE	CARROL	IA	51401	19	19	0	19	0.1178
Wholesalers	Cedar Rapids Sheet Metal	Cedar Rapids	IA	52401	23	30	0	30	0.186
Wholesalers	GUSTAVE A LARSON	CEDAR RAPIDS	IA	52405	19	19	0	19	0.1178
Wholesalers	UNITED REFRIGERATION	CEDAR RAPIDS	IA	52401	153	170	0	170	1.054
Wholesalers	DENNIS SUPPLY CO	COUNCIL BLUFFS	IA	51501	231	277	0	277	1.7174
Wholesalers	JOHNSTONE SUPPLY CO	DAVENPORT	IA	52806	258	288	0	288	1.7856
Wholesalers	GUSTAVE A LARSON	DES MOINES	IA	50321	3	3	0	3	0.0186
Wholesalers	NICHOLS CONTROLS & SUPPLY, INC.	DES MOINES	IA	50316	534	738	0	738	4.5756
Wholesalers	Dubuque Supply	Dubuque	IA	52004	8	24	0	24	0.1488
Wholesalers	PLUMB SUPPLY COMPANY	IOWA CITY	IA	52240	144	172	0	172	1.0664
Wholesalers	IOWA WHOLESALE SUPPLY	MARSHALLTOWN	IA	50158	10	15	2	17	0.1054
Wholesalers	DENNIS SUPPLY CO	SIOUX CITY	IA	51103	298	346	0	346	2.1452
Wholesalers	DENNIS SUPPLY CO	SIOUX CITY	IA	51103	215	286	0	286	1.7732

Wholesalers	JOHNSTONE SUPPLY CO	SIOUX CITY	IA	51106	7	7	0	7	0.0434
Wholesalers	SIOUX CITY WINAIR CO	SIOUX CITY	IA	51101	86	122	0	122	0.7564
Wholesalers	JOHNSTONE SUPPLY CO	URBANDALE	IA	50322	190	303	0	303	1.8786
Wholesalers	Lennox Industries Inc.	URBANDALE	IA	50323	3	3	0	3	0.0186
Wholesalers	DEY DISTRIBUTING	WATERLOO	IA	50701	12	16	0	16	0.0992

APPENDIX E: Iowa locations have requested or been provided recycling containers and last date of shipment

Business Type	Company Name	Street 1	City	State	Zip	Number Bins at End of Report Year	Date Last Bin Received
Contractor	BLACK HILLS ENERGY	1015 CEDAR CROSS ROAD	DUBUQUE	IA	52003	1	
Contractor	BLACK HILLS ENERGY	1414 WEST BROADWAY	COUNCIL BLUFFS	IA	51501	1	
Contractor	CEDAR FALLS UTILITIES	1 UTILITY PARKWAY	CEDAR FALLS	IA	50613	1	
Contractor	G JURGENSEN SCRAP DIVISION, LLC	3155 290TH ST	FREDERICKSBURG	IA	50630	1	12/10/2012
Demo	WEST BRANCH, IOWA,	1892 DELTA AVE.	WEST BRANCH	IA	52358	1	
HHW Facility	Butler Co RCC	25251 Hwy 3 East	Allison	IA	50602	1	4/26/2012
HHW Facility	Cass County Landfill & Recycling Center/RCC	65928 Jackson Road	Atlantic	IA	50022	1	
HHW Facility	Cedar Rapids / Linn county Solid Waste Agency/RCC	1954 County Home Road	Marion	IA	52302	2	
HHW Facility	Clinton County Sanitary Landfill/RCC	4292 220th Street	Clinton	IA	52732	2	
HHW Facility	Council Bluffs Recycle Center/RCC	4441 Gifford Road	Council Bluffs	IA	51501	1	
HHW Facility	COUNCIL BLUFFS RECYCLING CENTER	4441 GIFFORD ROAD	COUNCIL BLUFFS	IA	51501	1	
HHW Facility	Dickinson RCC	1924 240th St	Milford	IA	51351	2	
HHW Facility	Dubuque Metro Sanitary landfill/RCC	925 Kerper Ct.	Dubuque	IA	52001	1	
HHW Facility	Floyd-Mitchell-Chickasaw Solid Waste Mgmt Agency/RCC	3354 330th St	Elma	IA	50628	1	
HHW Facility	Fremont Co RCC	2879 250th St	Sidney	IA	51652	1	
HHW Facility	Great River Waste	2092 303rd Ave	Ft. Madison	IA	52627	1	7/23/2012
HHW Facility	Hamilton co RCC	2605 McMurry Ave	Webster City	IA	50595	1	
HHW Facility	Haz Chem center of South East Iowa/RCC	13758 Washington Road	West Burlington	IA	52655	2	
HHW Facility	Iowa City RCC	3900 Hebl Ave SW	Iowa City	IA	52246	1	
HHW Facility	IOWA CITY RCC	3900 HEBL AVE. S.W.	IOWA CITY	IA	52246	1	4/20/2012
HHW Facility	Landfill of North Iowa/RCC	15942 Killdeer Ave	Clear Lake	IA	50428	1	1/23/2012

HHW				1			
Facility HHW	Mahaska Co RCC	2979 Hwy 63	Oskaloosa	IA	52577	2	
Facility	Metro Waste Authority/RCC	1105 PRAIRE DRIVE S.W.	BONDURANT	IA	50035	1	12/28/2012
HHW Facility	Metro Waste Authority/RCC	1105 Prairie Drive SW	Bondurant	IA	50035	1	5/24/2012
HHW Facility	NW Iowa Area Solid Waste Agency/RCC	4540 360th Street	Sheldon	IA	51201	2	
HHW Facility	OTTUMA/RAPELLO RRC	2415 EMMA ST.	OTTUMWA	IA	52501	1	4/12/2012
HHW Facility	PCB Solid Waste Agency/RCC	1805 Linden Street	Cherokee	IA	51012	2	
HHW Facility	Prairie Solid Waste Agency/RCC	1774 Lark Ave	Creston	IA	50801	2	
HHW Facility	Rathbun Area Solid Waste Commission/RCC	3020 McCarty Street	Centerville	IA	52544	2	
HHW Facility	Scott Co RCC	11555 110th Ave	DAVENPORT	IA	52804	1	
HHW Facility	SEMCO RCC	29997 Hwy 78	Richland	IA	52585	2	
HHW Facility	Sioux City RCC	5820 28th Street	Sioux City	IA	51104	2	
HHW Facility	Woodbury Co RCC	2210 Ida Ave	Moville	IA	50139	1	8/13/2012
HHW Facility	WASTE COMMISSION OF SCOTT COUNTY	11555 110TH AVENUE	Davenport	IA	52804	1	12/5/2012
Retailers	Hayman's Westside Ace Hardware	1716 W. 4th Street	Davenport	IA	52802	1	
Wholesalers	Adel Wholesalers Inc	1101 State St	Bettendorf	IA	52722	4	
Wholesalers	AIR MANAGEMENT SUPPLY	1820 E. SHERIDAN AVE.	DES MOINES	IA	50316	1	
Wholesalers	Cedar Rapids Sheet Metal	406 9th A SE	Cedar Rapids	IA	52401	2	11/29/2012
Wholesalers	COMFORT PRODUCTS	4101 N.W. 121 STREET	URBANDALE	IA	50323	1	
Wholesalers	COMFORT PRODUCTS	5529 NORDIC DRIVE	CEDAR FALLS	IA	50613	1	
Wholesalers	CONSOLIDATED MATERIALS COMPANY	600 HOLCOMB	DES MOINES	IA	50313	1	
Wholesalers	Consolidated Supply	600 Holcomb Ave	Des Moines	IA	50313	5	
Wholesalers	DAVENPORT TRANE PARTS CENTER	109 WEST 55TH STREET	DAVENPORT	IA	52806	1	
Wholesalers	DENNIS SUPPLY CO	300 W 7th St	SIOUX CITY	IA	51103	1	9/20/2012
Wholesalers	DENNIS SUPPLY CO	300 W 7TH ST.	SIOUX CITY	IA	51103	1	2/9/2012
Wholesalers	DENNIS SUPPLY CO	3326 NEBRASKA AVE	COUNCIL BLUFFS	IA	51501	2	12/10/2012
Wholesalers	DEY DISTRIBUTING	3123 99TH STREET	URBANDALE	IA	50322	1	
Wholesalers	DEY DISTRIBUTING	3727 UNIVERSITY AVE	WATERLOO	IA	50701	1	6/4/2012

Wholesalers	Dubuque Supply	585 White ST / PO Box 117	Dubuque	IA	52004	1	3/9/2012
Wholesalers	FIRST SUPPLY	4949 CHAVENELLE DR	DUBUQUE	IA	52002	1	
Wholesalers	GUSTAVE A LARSON	215 9TH STREET NW	CEDAR RAPIDS	IA	52405	1	12/7/2012
Wholesalers	GUSTAVE A LARSON	2510 BELL AVENUE	DES MOINES	IA	50321	1	6/4/2012
Wholesalers	GUSTAVE A LARSON	802 SOUTH JEFFERSON	MASON CITY	IA	50401	3	
Wholesalers	HALVORSON Trane	2220 N.W. 108TH ST.	CLIVE	IA	50325	1	
Wholesalers	HEATING AND COOLING SUPPLY CO., INC	105 BROADWAY	WATERLOO	IA	50703	4	
Wholesalers	IOWA WHOLESALE SUPPLY	14 S. 2ND AVE.	MARSHALLTOWN	IA	50158	1	6/14/2012
Wholesalers	JOHNSTONE SUPPLY # 230	5040 BLAIRS FOREST WAY, SUITE A	CEDAR RAPIDS	IA	52402	1	
Wholesalers	JOHNSTONE SUPPLY #155	329 WEST 6TH STREET	WATERLOO	IA	50701	1	
Wholesalers	JOHNSTONE SUPPLY CO	11000 JUSTIN DR	URBANDALE	IA	50322	2	8/6/2012
Wholesalers	JOHNSTONE SUPPLY CO	1401 CUNNINGHAM DR.	SIOUX CITY	IA	51106	1	11/28/2012
Wholesalers	JOHNSTONE SUPPLY CO	329 W 6th St.	Waterloo	IA	50701	2	
Wholesalers	JOHNSTONE SUPPLY CO	3700 MISSISSIPPI AVE.	DAVENPORT	IA	52807	1	
Wholesalers	JOHNSTONE SUPPLY CO	5001 N BRADY STREET	DAVENPORT	IA	52806	1	5/22/2012
Wholesalers	JOHNSTONE SUPPLY CO	711-14th St	Bettendorf	IA	52722	1	
Wholesalers	KELLY SUPPLY COMPANY	1502 17TH AVENUE EAST	OSKALOOSA	IA	52577	1	
Wholesalers	Kretschmer Tredway Co.	220 E 9th St	Dubuque	IA	52001	1	
Wholesalers	Lennox Industries Inc.	1402 EAST MAIN STREET	MARSHALLTOWN	IA	50158	2	
Wholesalers	Lennox Industries Inc.	4301 - 121ST STREET	URBANDALE	IA	50323	2	12/18/2012
Wholesalers	Nelson and Hagy	622 Ansborough Ave	Waterloo	IA	50701	1	
Wholesalers	NICHOLS CONTROLS & SUPPLY, INC.	1721 DEAN AVE	DES MOINES	IA	50316	2	12/20/2012
Wholesalers	PLUMB SUPPLY COMPANY	1622 NE 51ST AVE	DES MOINES	IA	50313	1	
Wholesalers	PLUMB SUPPLY COMPANY	208 SE 9TH ST	PELLA	IA	50219	1	
Wholesalers	PLUMB SUPPLY COMPANY	225 E PRENTISS	IOWA CITY	IA	52240	2	2/27/2012
Wholesalers	PLUMB SUPPLY COMPANY	2408 E LINCOLN WAY	AMES	IA	50010	1	
Wholesalers	PLUMB SUPPLY COMPANY	45 19TH ST S.W.	MASON CITY	IA	50401	5	
Wholesalers	PLUMB SUPPLY COMPANY	4700 "J" ST. S.W.	CEDAR RAPIDS	IA	52404	2	
Wholesalers	PLUMB SUPPLY COMPANY	801-B IOWA AVE WEST	MARSHALLTOWN	IA	50158	1	

Wholesalers	PLUMB SUPPLY COMPANY	920 FRONTIER RD	WAUKEE	IA	50263	1	
Wholesalers	PLUMBERS SUPPLY CO.	72 COMMERCIAL DRIVE	IOWA CITY	IA	52246	1	
Wholesalers	PLUMBING & HEATING WHOLESALE	1005 DACE STREET	SIOUX CITY	IA	51101	1	
Wholesalers	PLUMBING & HEATING WHOLESALE	1212 HEINE AVE	CARROL	IA	51401	1	11/19/2012
Wholesalers	PLUMBING & HEATING WHOLESALE	1410 N. MAIN AVE NE	SIOUX CENTER	IA	51250	1	
Wholesalers	PLUMBING & HEATING WHOLESALE	HWY 18 & 71, 4135 4TH AVE W.	SPENCER	IA	51301	1	
Wholesalers	REPUBLIC COMPANY	737 CHARLOTTE STREET	DAVENPORT	IA	52803	8	
Wholesalers	SIOUX CITY WINAIR CO	1115 5TH ST.	SIOUX CITY	IA	51101	1	11/21/2012
Wholesalers	UNITED REFRIGERATION	515 8TH AVE. S.E.	CEDAR RAPIDS	IA	52401	1	11/20/2012
Wholesalers	UNITED REFRIGERATION	927 8TH STREET	DES MOINES	IA	50309	1	
Wholesalers	United Refrigeration #429	927 8th Street	Des Moines	IA	50309	1	
Wholesalers	Wayne Dennis Supply	319 New York Ave	Des Moines	IA	50313	3	
Wholesalers	Wayne Dennis Supply	7500 UNIVERSITY AVE	CLOVE	IA	50325	1	
Wholesalers	WAYNE DENNIS SUPPLY CO	2711 FORD ST	AMES	IA	50010	1	
Wholesalers	WAYNE DENNIS SUPPLY CO	3155 99TH ST	URBANDALE	IA	50322	1	
Wholesalers	WAYNE DENNIS SUPPLY CO	319 NEW YORK AVE	DES MOINES	IA	50313	1	
Wholesalers	WAYNE DENNIS SUPPLY CO	721 ANSBOROUGH AVE	WATERLOO	IA	50701	1	
Wholesalers	WINTERBUTTON SUPPLY	540 ANSBOROUGH AVE	WATERLOO	IA	50701	1	