

Switch the 'Stat 2010 Annual Report

July 1, 2010 to December 31, 2010

Administered by:



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Submitted to:

Director, Environmental Management Act Environmental Quality Branch Environmental Protection Division British Columbia Ministry of Environment

July 2011

This annual report is issued by the Heating, Refrigeration and Air Conditioning Institute of Canada (HRAI) in accordance with the British Columbia Recycling Regulation (Reg. 449/2004). The 2010 annual report documents the Switch the 'Stat program's activities and results in British Columbia from July 1, 2010 to December 31, 2010.

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Date: July 15, 2011



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1. Program Outline

Switch the 'Stat is a stewardship program designed to divert end-of-life thermostats from landfills and to ensure these products are responsibly recycled in accordance with the British Columbia Recycling Regulation (Reg. 449/2004). The Heating Refrigeration and Air Conditioning Institute of Canada (HRAI), with support from the Canadian Institute for Plumbing and Heating (CIPH), administers the program on behalf of manufacturers and distributors responsible for selling thermostats into British Columbia. Summerhill Impact delivers the program on behalf of HRAI.

The Switch the 'Stat program began operating in British Columbia on July 1, 2010 and is based on the program that was developed in Ontario and started operating in 2006.

This annual report documents the program's activities and results in British Columbia from July 1, 2010 to December 31, 2010.

Product Category

The Switch the 'Stat program collects all "thermostats" as defined as a product that senses and controls room temperature through communication with heating, ventilation and air conditioning equipment from all sectors (residential and commercial), including:

- Electromechanical thermostats, which contain internal mercury switches (mercury in a sealed glass bulb) or snap switches to control the flow of electrical current; and,
- Electronic thermostats, which use sensors instead of switches to detect temperature levels and electronically control the flow of electrical current.

Steward Engagement

Between February and December 2010, HRAI undertook communications activities to engage manufacturers and distributors that sell thermostats into British Columbia to be part of the Switch the 'Stat program. Twenty-nine companies were contacted prior to December 31, 2010. A total of 19 manufacturers signed up to be a part of the program. The complete list of manufacturers that are participating in the program is provided in Appendix A.

Governance Structure

In late 2009, an Advisory Committee was established that includes thermostat manufacturers and distributors, HVAC wholesalers, CIPH and HRAI. Meetings occur on a quarterly basis and the Terms of Reference are currently being reviewed and awaiting approval of the Advisory Committee.



2. Collection System Information

Collection Channels

As described in more detail in the "British Columbia Stewardship Plan for Thermostats" (available at http://switchthestat.ca/eng/stewardship-plans.php), Switch the 'Stat uses the following four channels to collect end-of-life thermostats in British Columbia:

- 1. HVAC contractors/wholesalers
- 2. Return-to-retail events
- 3. Send-back option
- 4. Regional district/municipal collection

1. Contractors/wholesalers

All participating contractors and wholesalers provide collection for thermostats that they remove from homes and businesses. Some of these companies also act as year-round drop-off locations for the general public. Once a company is registered for Switch the 'Stat, Summerhill Impact sends them a collection container, an introductory letter, program instructions, program signage, information brochures to leave behind with their customers, and a pre-paid courier waybill. The contractors and wholesalers collect thermostats until their containers are full, or until they are requested to return their container during a collection "sweep". The full containers are picked up by the courier and shipped directly to the recycling facility.

2. Return-to-retail events

In November 2010, Switch the 'Stat ran a one-weekend, timed collection event at 10 retail locations in British Columbia. The communities where the collection events operated are listed in Table 1. Leading up to and during these events, in-store signage was displayed near the new thermostats and in the retail flyer to promote the collection events. During the retail events, Switch the 'Stat hired program representatives to be in-store to manage the collection of returned thermostats, answer questions and administer a survey to all participants. In addition to free collection and recycling, the return-to-retail events also offered a financial incentive, provided by the retailer, toward the purchase of a new thermostat with the return of an old one.

Table 1: The Home Depot Locations for Return-to-Retail Events in British Columbia

Kelowna
West Bank
Cranbrook
Victoria
Langley
Burnaby
Vancouver (Terminal)
Prince George
Kamloops
Vernon



3. Send-back option

This collection channel is provided as an option for British Columbia residents living in remote areas, and can be requested through an on-line request form on the Switch the 'Stat website. When requested, the resident is sent a shipping container with a pre-paid courier waybill to ship their old thermostat directly to the recycler.

4. Regional district/municipal collection

In response to voluntary requests from regional districts and municipalities to act as collection points for old thermostats, Switch the 'Stat provides the same resources (i.e., container, signage, courier waybill, etc.) that are sent to participating contractors and wholesalers, and uses the same infrastructure to ship the full containers to the recycler.

Program Participants

Recruitment for Switch the 'Stat collection locations continues on an ongoing basis. Leading up to July 1, 2010 and during the first six months of the program, emphasis was put on recruiting and educating contractors, wholesalers and regional districts about the Switch the 'Stat program. Table 2 summarizes the number of participants that registered for the Switch the 'Stat program each month.

Table 2: Number of Participants Recruited for Switch the 'Stat in British Columbia

Month	Number of Participants Recruited
July	50
August	4
September	3
October	3
November	13
December	23

As of December 31, 2010, there were 96 collection points across British Columbia.

Table 3 provides a breakdown of registered program registrants by collection channel, and Table 4 provides a summary of the collection locations by regional district within British Columbia.

Table 3: Number of Participants/Locations by Collection Channel

Channel	Number of Participants/Collection Locations	
Contractor	34	
Wholesaler	46	
Regional District	11	
Send-back	5	
Return-to-retail	10	



Table 4: Participants/Locations by Collection Channel in Each Regional District in British Columbia

Table 4: Participants/Locations by Collection Channel in Each Regional District in British Columbia					IDIG	
District	Total Collection points	Regional District	Contractor	Wholesaler	Send- back	Drop-off Locations
Alberni-Clayoquot						
Regional District	1	1	0	0	0	1
Capital Regional District	9	1	3	5	0	4
Comox Valley Regional						
District	1	0	0	1	0	1
Cowichan Valley						
Regional District	4	3	0	1	0	4
Fraser Valley Regional						
District	5	0	1	2	2	3
Metro Vancouver						
(Greater Vancouver						
Regional District)	49	4	21	22	2	20
Peace River Regional						
District	2	1	0	1	0	1
Regional District of						
Central Kootenay	1	0	0	1	0	1
Regional District of						
Central Okanagan	3	0	1	2	0	1
Regional District of East						
Kootenay	1	0	0	1	0	1
Regional District of						
Fraser-Fort George	1	0	0	1	0	1
Regional District of						
Kootenay Boundary	2	0	2	0	0	0
Regional District of						
Nanaimo	5	1	1	3	0	3
Regional District of						
North Okanagan	3	0	1	1	1	2
Regional District of						
Okanagan–Similkameen	1	0	0	1	0	1
Squamish-Lillooet						
Regional District	1	0	0	1	0	0
Strathcona	1	0	0	1	0	1
Sunshine Coast Regional						
District	2	0	1	1	0	2
Thompson-Nicola						
Regional District	3	0	2	1	0	3
Regional District of						
Kitimat-Stikine	1	0	1	0	0	0
TOTAL	96	11	34	46	5	50

A full list of participating collection locations is provided in Appendix B.



3. Educational and Awareness Raising

Website

Leading up to July 1, 2010, the existing Switch the 'Stat website was updated to include information about the expansion of the program into British Columbia. These updates included posting the stewardship plan and approval letter, and adding a mapping function that allows British Columbia residents to search by postal code for participating collection locations. Between July 1st, 2010 and December 31, 2010 there were 628 visits to the "drop-off locations" page for British Columbia.

The Switch the 'Stat website also expanded to accommodate web accessible outreach materials for program participants and program partners with items such as downloadable web banners, logo images, program brochure and program poster.

Printed Resources

In addition to existing program brochures, a new Switch the 'Stat program poster for wholesalers and contractors was created and distributed. The poster (which is included in Appendix C) is intended to be displayed at wholesale locations to raise contractor awareness of the program.

Municipal Advertising

In 2010, the Switch the 'Stat program purchased advertising space in the waste reduction/community calendars of the following municipalities in British Columba:

- North/West Vancouver
- Mission
- Bulkley Nechako
- Invermere
- Thompson Nicola (excluding Kamloops)
- Central Okanagan
- Okanagan Similkameen
- Kootenay Boundary
- Peace River
- Chilliwack

Return-to-Retail Events

In order to promote the timed return-to-retail events, Switch the 'Stat worked with the participating retailer (The Home Depot) to create the following resources:

- Flyer advertising
- In-store signage
- Coupons
- Branded t-shirts for the Switch the 'Stat reps
- Branded table display

Examples of the retail resources are provided in Appendix C.



In addition to the retail promotion described above, Switch the 'Stat also undertook a media/PR campaign for the retail events that included developing and distributing a press release and related Q&As, undertaking a targeted outreach campaign to local media outlets to pitch the story and get them to cover the events, and arranging for event representatives to be available to speak to media as needed. Media coverage of the events included three television stories, four print stories, three radio interviews and eight on-line stories/posts.

Recycling Council Of British Columbia

As described in the stewardship plan, Switch the 'Stat advertised via the RCBC website and hotline. Between July 1 and December 31, 2010, RCBC received 75 calls from the public related to thermostat disposal, with the following being the top three questions that were asked:

- Where can I take my thermostat to recycle?
- What if it is broken?
- Are other mercury-containing products (like thermometers) included in the Switch the 'Stat program?

Both the RCBC staff and the RCBC website would direct residents to the Switch the 'Stat website for more information.

Industry Communications

As part of an ongoing effort to educate the HVAC industry about the Switch the 'Stat program, the following activities were undertaken:

- Promoted the program via industry newsletters and publications, both through industry
 associations (such as HRAI, CIPH and TECA) as well as through independent publications and
 targeted mailing and outreach to non-association companies
- Utilized wholesaler, distributor and manufacturer outreach channels such as websites, newsletters, advertising and signage to promote the program to contractors
- Provided a link from the US Thermostat Recycling Corporation website to the Switch the 'Stat website in order to take advantage of the messaging that informs consumers that old thermostats may contain mercury and how to find a disposal location

4. Recovery Rate

As described in the approved stewardship plan, it is estimated that there are approximately 13,500 thermostats available for collection in British Columbia on an annual basis. Our collection target for Year 1 (July 1, 2010 to June 30, 2011) is 25 per cent, or 3,375 thermostats. Adjusting this number for a sixmonth period means we would expect to collect 1,688 thermostats between July 1, 2010 and December 31, 2010.

Table 5 shows the actual collection results for the first six months of the program as collected through all four of the collection channels.



Table 5: Switch the 'Stat Collection Results for British Columbia – July 1, 2010 to December 31, 2010

	Number of	Number of	Number of		
	Mercury	Mercury	Electronic	Weight of	Weight of
20010 Results	Switches	Thermostats	Thermostats	Plastics (kg)	Metals (kg)
July	163	78	2	1.80	1.80
August	279	136	1	2.90	2.50
September	0	0	0	0	0
October	0	0	0	0	0
November	793	249	21	15.60	11.60
December	64	35	1	2.05	6.055
2010 Totals	1,299	498	25	22.35	21.955

We believe there are a number of reasons why the collection results for the first six months of the program are lower that our target:

- We received a high proportion of "loose" switches rather than the whole thermostat in
 following up with companies that sent us these loose switches, we learned that they thought
 they were doing the program a favour by just returning the part of the thermostat that was
 hazardous; we explained that we want the whole thermostats and have revised all of the
 introductory resources that are sent to collection facilities to emphasize the need to return the
 whole, intact thermostat
- We spent much of the first six months recruiting collection locations to participate in the
 program and know that it can take months to years for some companies to fill the collection
 container before shipping it back to the recycler in order to get a sense of what had been
 collected but not returned through the British Columbia program, we undertook a collection
 "sweep" in May 2011
- Due to issues of seasonality where people may not consider replacing a thermostat during certain points of the year, we expect to see peaks and valleys in the collection results
- Due to the nature of the product having a very long lifespan, it may take some time to educate the public about our program and the value in switching to a new thermostat

5. Pollution Prevention

All thermostats that are collected through the Switch the 'Stat program are dismantled and recycled. The thermostats are shipped directly to Tri-Arrow Industrial Recovery Inc. (located in Surrey, BC) where they are documented and dismantled for recycling. The plastic components are sent to Westcoast Plastic Recycling (located in Richmond, BC) and the metal components are sent to ABC Recycling (located in Surrey, BC). Components of the electronic thermostats are sent to Electronics Recycling (located in Surrey, BC). The mercury (which is contained in glass vials) is sent to Aevitas (located in Ayr, Ontario). The mercury that was collected between July 1, 2010 and December 31, 2010 was sent to Aevitas for recycling in June 2011.



Pollution Prevention Hierarchy

Reduce/Redesign

The main environmental concern with thermostats is the mercury contained in many of the older models. While mercury-containing thermostats have been in use for more than 50 years, they are no longer manufactured by the major manufacturers.

Reuse

The Switch the 'Stat program does not encourage reuse of the thermostats that are collected for two main reasons – many of the older set-back thermostats contain mercury and for the electronic thermostats, there is a risk that they will not meet the technical/safety specifications of new HVAC systems.

Recycle

All of the material components (i.e., mercury, glass, metal, plastic and electronics) are recycled and diverted from landfill.

6. Fee Information

The Switch the 'Stat program does not charge or collect fees for new thermostats sold in British Columbia.

7. Performance Targets

2010 Target from Approved Stewardship Plan	2010 Report on the Target (July 1, 2010 – December 31, 2010)
100 participating contractors within the first six months	96 participants were recruited for the program within the first six months
Collection target of 1,688 thermostats within the first six months	A total of 523 thermostats and 1,299 mercury- containing switches were collected for processing within the first six months of the program — 498 of the thermostats were mercury-containing and 25 were electronic
Program website that is specific to British Columbia will be operational by July 1, 2010 and updated on a monthly basis (including the list of participating contractors/wholesalers and upcoming return-to-retail events)	The website was updated by July 1, 2010 with program information specific to British Columbia, including a map that provides information on participating contractors/wholesalers; information about the return-to-retail events was posted on the website during October and November 2010



A minimum of 5,000 brochures will be printed and distributed on an annual basis	5,000 brochures were printed in September 2010; brochures are distributed to all participating collection locations as part of their participant kit; brochures were distributed during the retail events
A minimum of 20 posters will be printed and displayed in Year 1	Posters are distributed to all participating collection locations as part of their participant kit; in-store signage was printed and displayed at all 10 retail locations
Advertising via the Recycling Council of British Columbia's website and hotline – information about the Switch the 'Stat program will be supplied to RCBC by July 1, 2010 for use on their website and hotline	Information about the Switch the 'Stat program can be found on the RCBC website under the "Recyclepedia" search function
Advertising in waste reduction/community calendars or websites for regional districts for at least 25 municipalities throughout Year 1	During the first six months of the program, ads were purchased for 10 municipal calendars across British Columbia



Appendix A – Participating Stewards

- Bard Manufacturing Company Inc.
- Carrier Canada Ltd.
- Climatemaster Inc.
- Emerson/White Rodgers
- Empire Comfort Systems Inc.
- Honeywell
- International Comfort Products
- ITT Corporation
- Johnson Controls
- Lennox International Inc.
- McQuay International
- Nordyne
- PSG Controls Inc.
- Sears Canada Inc.
- Tekmar Control Systems Ltd.
- TPI Corporation
- Thomas & Betts Ltd.
- Uponor Ltd.
- Waterfurnace International, Inc.



Appendix B – Participating Collection Locations

Company Name	District	Address	City
101 Industries Ltd.	Regional District of Kitimat– Stikine	245- 3rd Street	Kitimat
Alberni- Clayoquot Regional District	Alberni–Clayoquot Regional District	3008 5th Ave	Port Alberni
Amre Supply Co Ltd.	Metro Vancouver (Greater Vancouver Regional District)	6080 Russ Baker Way	Richmond
Andrew Sheret Ltd.	Metro Vancouver (Greater Vancouver Regional District)	4500 Vanguard Rd.	Richmond
Andrew Sheret Ltd.	Capital Regional District	101 895 Langford Pkwy	Langford
Andrew Sheret Ltd.	Regional District of Fraser – Fort George	3500 Massey Dr.	Prince George
Andrew Sheret Ltd.	Regional District of Central Kootenay	2717 Columbia Ave.	Castlegar
Andrew Sheret Ltd.	Thompson–Nicola Regional District	1242 McGill Rd.	Kamloops
Andrew Sheret Ltd.	Regional District of Okanagan– Similkameen	298 Duncan Ave W.	Penticton
Andrew Sheret Ltd.	Regional District of North Okanagan	1020 Waddington Dr.	Vernon
Andrew Sheret Ltd.	Regional District of Central Okanagan	440 Banks Rd.	Kelowna
Andrew Sheret Ltd.	Metro Vancouver (Greater Vancouver Regional District)	1602 Kebet Way	Port Coquitlam
Andrew Sheret Ltd.	Fraser Valley Regional District	2045 Paramount Cres.	Abbotsford
Andrew Sheret Ltd.	Metro Vancouver (Greater Vancouver Regional District)	19558 56th Ave.	Surrey
Andrew Sheret Ltd.	Metro Vancouver (Greater Vancouver Regional District)	7434 Edmonds St.	Burnaby
Andrew Sheret Ltd.	Metro Vancouver (Greater Vancouver Regional District)	425 East Broadway	Vancouver
Andrew Sheret Ltd.	Cowichan Valley Regional District	108 5462 Trans Canada Hwy	Duncan
Andrew Sheret Ltd.	Regional District of Nanaimo	3 1137C Smithers Rd.	Parksville
Andrew Sheret Ltd.	Comox Valley Regional District	780 30th St.	Courtenay
Andrew Sheret Ltd.	Strathcona	1395 Maple St.	Campbell River
Andrew Sheret Ltd.	Regional District of Nanaimo	2545 McCullough Rd.	Nanaimo
Andrew Sheret Ltd.	Capital Regional District	712 Bay St.	Victoria
Andrew Sheret Ltd.	Capital Regional District	721 Kings Rd.	Victoria
Archie Johnstone Plumbing & Heating Ltd	Regional District of Nanaimo	150 Wallace St.	Nanaimo
B.A. Robinson Co. Ltd.	Metro Vancouver (Greater Vancouver Regional District)	275 E. 1st Ave	Vancouver
Bartle & Gibson	Squamish–Lillooet Regional	1410 Alpha Lake Rd,	Whistler



	District		
BC Comfort Ltd	Metro Vancouver (Greater	7405 lowland Dr,	Burnaby
BC Comfort Eta	Vancouver Regional District)	7403 lowland Dr,	Burnaby
Bings Creek Solid Waste	Cowichan Valley Regional	3900 Drinkwater Rd.	Duncan
Management	District	3500 Dillikwater Ka.	Burican
Bucky House	Metro Vancouver (Greater	507 Fader St.	New
	Vancouver Regional District)		Westminister
Cairnview Mechanical	Capital Regional District	1138 Old Esquimalt Rd.	Victoria
Ltd.		·	
Campbell Care	Metro Vancouver (Greater	7063 Venture Street	Delta
	Vancouver Regional District)		
City of Vancouver	Metro Vancouver (Greater	5400 block 72nd Street	Delta
landfill	Vancouver Regional District)		
CR Martin Heating	Metro Vancouver (Greater	96th Avenue	Langley
	Vancouver Regional District)		
Custom Cooling	Metro Vancouver (Greater	#204, 20445 - 62 Ave	Langley
Solutions	Vancouver Regional District)		
Duke Refrigeration &	Metro Vancouver (Greater	102 - 9780 197B St	Langley
HVAC	Vancouver Regional District)		
Ecco Supply	Metro Vancouver (Greater	2969 Lake City Way	Burnaby
"	Vancouver Regional District)	1010= 011	
Eco Depot Recycling	Peace River Regional District	10107 - 94 Avenue	Fort St. John
Centre	Designed District of Foot	756 Industrial Bood #2	Cranbrook
Emco Corp.	Regional District of East Kootenay	756 Industrial Road #2	Cranbrook
EMCO CORP. #821	Regional District of Nanaimo	2258 Dorman Rd.	Nanaimo
EMCO Corporation	Metro Vancouver (Greater	#101-20577 Langley	Langley
Livico corporation	Vancouver Regional District)	Bypass	Larigicy
EMCO Corporation	Capital Regional District	550 Culduthel Road	Victoria
Emco Corporation	Peace River Regional District	10709 Alaska Road	St. John
Ener_save	Metro Vancouver (Greater	#24-15515-24th Ave	Surrey
	Vancouver Regional District)		
Gandy Installations	Metro Vancouver (Greater	20363 62nd Ave,	Langley
,	Vancouver Regional District)		
Hartland Landfill	Capital Regional District	1 Hartland Ave.	Victoria
Heritage Mountain	Metro Vancouver (Greater	65-2000 Panorama Drive	Port Moody
Heating and Cooling	Vancouver Regional District)		
Independent Supply	Metro Vancouver (Greater	3030 Beta Ave	Burnaby
Company	Vancouver Regional District)		
J. Balfour & Sons Ltd.	Regional District of Kootenay	1151 Cedar Avenue	Trail
	Boundary		
John Sherman Agencies	Metro Vancouver (Greater	1641 Venable St	Vancouver
	Vancouver Regional District)		
JV Gasworks	Capital Regional District	Brethour Ave.	Sidney
Keith Plumbing &	Metro Vancouver (Greater	40 Gostick Place	North
Heating	Vancouver Regional District)		Vancouver
Lazar Plumbing &	Metro Vancouver (Greater	#704-625 Fifth Ave	New



Heating Inc.	Vancouver Regional District)		Westminster
Meade Creek Recycling	Cowichan Valley Regional	8855 Youbou Rd.	Lake Cowichan
Drop-Off Depot	District		
MPH Supply	Metro Vancouver (Greater	1001 Veneables St.	Vancouver
	Vancouver Regional District)		
MPH Supply	Metro Vancouver (Greater	822 Henderson Ave	Coquitlam
	Vancouver Regional District)		
MPH Supply	Sunshine Coast Regional District	1856 Cosyan Place	Wilson Creek
MPH Supply	Metro Vancouver (Greater	11754 215th Street	Maple Ridge
	Vancouver Regional District)		
MPH Supply	Fraser Valley Regional District	32873 London Ave	Mission
Myers Controls & Equip	Metro Vancouver (Greater	3111 Norland Ave	Burnaby
Ltd	Vancouver Regional District)		
Nanaimo Recycling	Regional District of Nanaimo	2477 Kenworth Rd.	Nanaimo
Exchange			
Nedco	Metro Vancouver (Greater	455 No.6 Road	Richmond
	Vancouver Regional District)		
Neels Heating &	Fraser Valley Regional District	46721 Prairie Central	Chilliwack
Supplies Ltd.		Road	
Pacific Clean Air	Metro Vancouver (Greater	171 - 4631 Shell Rd	Richmond
	Vancouver Regional District)		
Pacific Controls Ltd.	Metro Vancouver (Greater	2055 Columbia St.	Vancouver
	Vancouver Regional District)		
Peerless Road Recycling	Cowichan Valley Regional	10830 Peerless Rd.	Ladysmith
Drop-Off Depot	District		
Platinum Mechanical	Metro Vancouver (Greater	3995 Slocan Street	Vancouver
Systems Ltd.	Vancouver Regional District)		
Plumbingworks	Metro Vancouver (Greater	#1704 11B Seymour	Vancouver
	Vancouver Regional District)	Street	
Primoheat	Metro Vancouver (Greater	#360-19567 Fraser Hwy	Surrey
	Vancouver Regional District)		
Pro Star Mechanical	Capital Regional District	524 William Street	Victoria
Technologies Ltd.			
Rapid Cool Mechanical	Thompson–Nicola Regional	765 Notre Dame Drive	Kamloops
	District		
Refrigerative Supply	Metro Vancouver (Greater	8028 North Fraser Way	Burnaby
	Vancouver Regional District)		<u> </u>
Refrigerative Supply	Metro Vancouver (Greater	20392-65th Avenue	Langley
	Vancouver Regional District)		
Refrigerative Supply	Metro Vancouver (Greater	2394 Canoe Avenue	Coquitlam
	Vancouver Regional District)		<u> </u>
Refrigerative Supply	Metro Vancouver (Greater	3958 Myrtle Street	Burnaby
	Vancouver Regional District)		1
Refrigerative Supply	Regional District of Central	1885 Baron Road	Kelowna
	Okanagan		ļ.,
Refrigerative Supply	Capital Regional District	524 E Culduthel Road	Victoria
Refrigerative Supply	Metro Vancouver (Greater	132 West 2nd Avenue	Vancouver

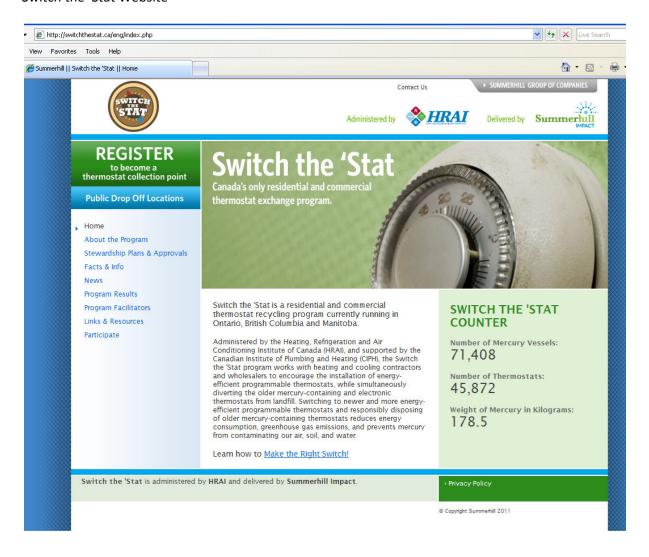


	Vancouver Regional District)		
RIDGE MEADOWS RECYCLING SOCIETY	Metro Vancouver (Greater Vancouver Regional District)	10092 236th street - Box #283	Maple Ridge
Shell Busey's HouseSmart Referral Network	Metro Vancouver (Greater Vancouver Regional District)	7 - 2320 King George Hwy	Surrey
Solace Homeworks	Metro Vancouver (Greater Vancouver Regional District)	7806 Express St.	Burnaby
Stevenson Mechanical Ltd.	Regional District of North Okanagan	2603 35th St.	Vernon
Sun Coast Plumbing and Heating	Sunshine Coast Regional District	UNIT 3 - 1877 Field Rd	Wilson creek
SureHeat Gas Fireplaces	Metro Vancouver (Greater Vancouver Regional District)	5933 169 Street	Surrey
the Battery Doctors	Regional District of Central Okanagan	1972 Windsor Rd.	Kelowna
Tri-Rom Industries Ltd.	Thompson–Nicola Regional District	#9 - 1251 - 12th St	Kamloops
Universal Supply	Metro Vancouver (Greater Vancouver Regional District)	2835 East 12th Ave.	Vancouver
Vancouver Landfill	Metro Vancouver (Greater Vancouver Regional District)	5400 72nd Street	Delta
Vancouver South Transfer Station	Metro Vancouver (Greater Vancouver Regional District)	377 West Kent Avenue North	Vancouver
WDS Sheet Metal	Regional District of Kootenay Boundary	148 Sagamore Ave .	Grand Forks
WWG/TOTALINE	Metro Vancouver (Greater Vancouver Regional District)	155 West 3rd Ave.	Vancouver



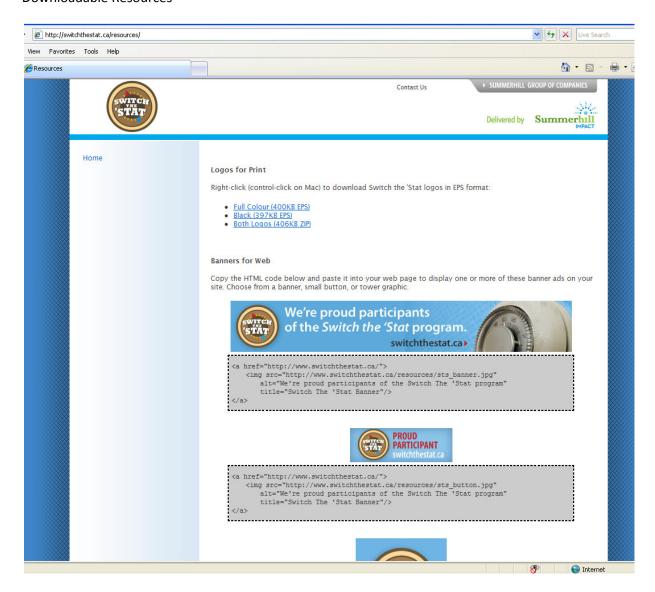
Appendix C - Program Resources

Switch the 'Stat Website





Downloadable Resources











For more information, please visit www.switchthestat.ca







Switch the Stat 1216 Yonge St, Suite 201, Toronto, ON M4T 1W Phone: 416 922-2446 Fee: 416 922-1028 Beedt switchthestationummerhilloroup.ca



Return-to-retail Event Set-up



Sample Media Coverage from Return-to-Retail Campaign



