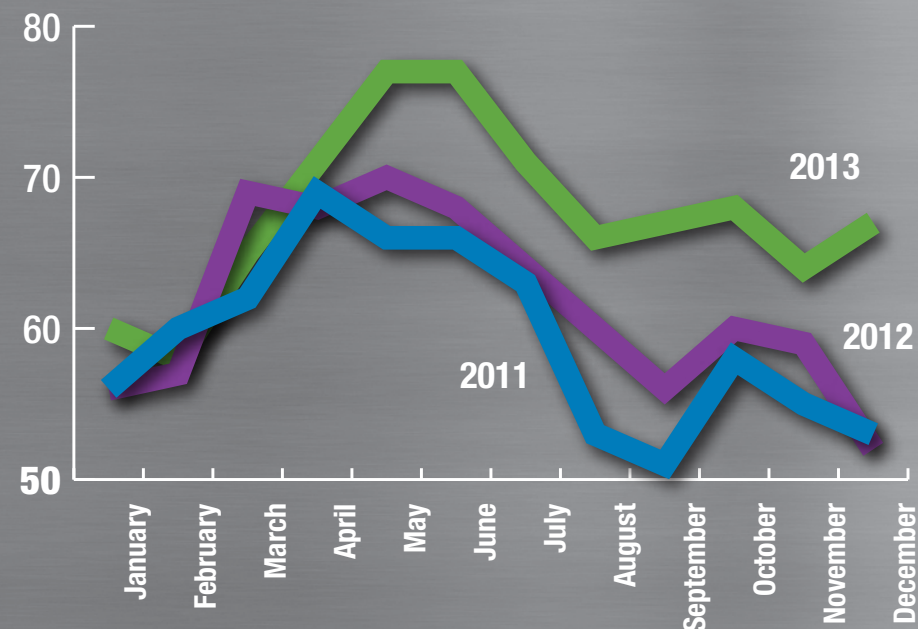


# 2013 REPORT TO MEMBERS

## CCI TRENDING UP

In 2013 ACCA's Contractor Comfort Index (CCI) reached all-time highs, showing contractors were feeling more positive about short-term growth than ever before in the history of the index.



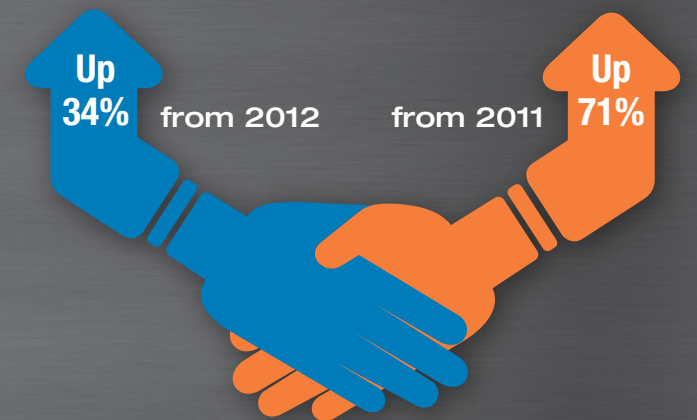
## REGIONAL STANDARDS

Despite there being no resolution to the American Public Gas Association (APGA) challenge to the Department of Energy's (DOE) regional standards for residential furnaces, the U.S. Court of Appeals for the D.C. Circuit issued an order on May 1 preventing the rules from going into effect until the lawsuit is settled.



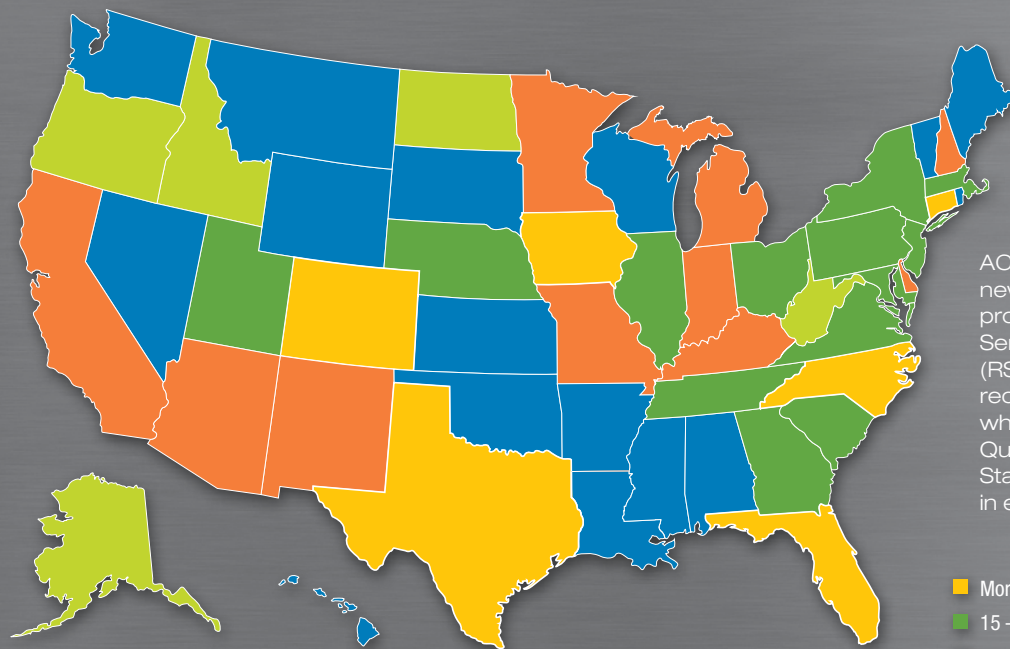
## GROWING CORPORATE PARTNER PROGRAM

Support from ACCA's Corporate Partners grew in 2013, with all 2012 partners renewing and 6 new partners joining the program.



## ACCA ACCREDITATION PROGRAMS

ACCA's Quality Assured (QA) New Homes accreditation program expanded its reach with over 700 accredited contractors in 45 states. It is the largest contractor accreditation program in the industry.

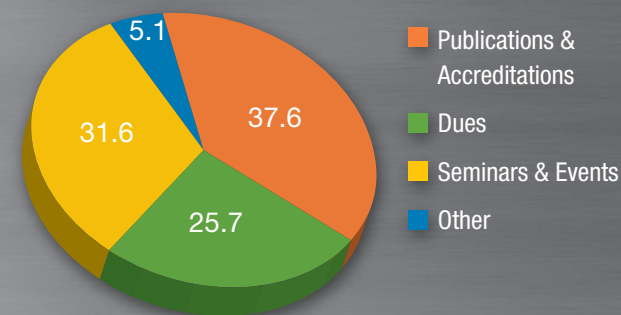


ACCA also launched a new accreditation program: QA Residential Service & Installation (RSI). This program recognizes contractors who follow ACCA's Quality Installation Standard when working in existing homes.

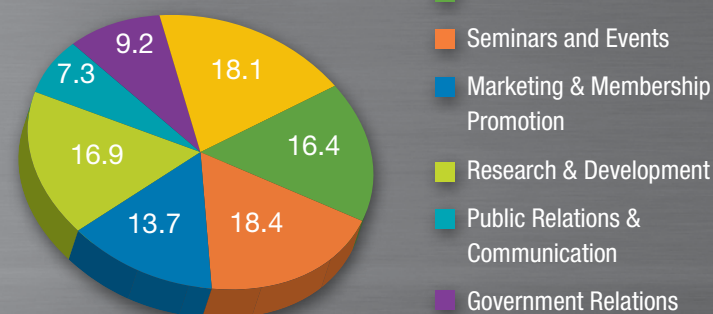
- More Than 30 Contractors
- 15 - 29 Contractors
- 6 - 14 Contractors
- 1 - 5 Contractors

## 2013 REVENUES & EXPENSES

### Revenues

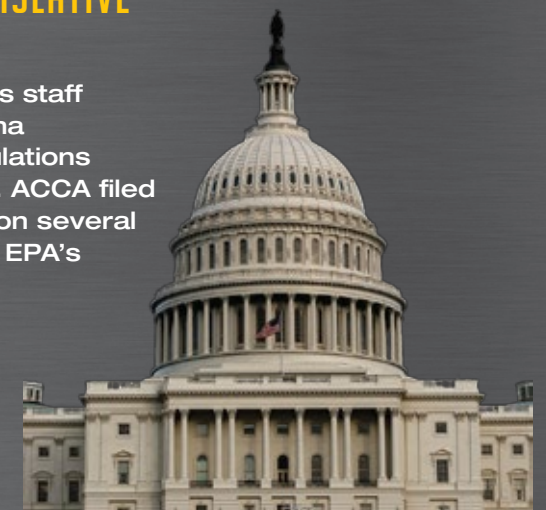


### Expenses



## CONTINUED FOCUS ON LEGISLATIVE AND REGULATORY ISSUES

ACCA's Government Relations staff helped stem the tide of Obama Administration rules and regulations aimed at the HVACR industry. ACCA filed comments or provided input on several proposed rules, including the EPA's allocation of R-22 for 2012-2014, new minimum energy use standards for commercial refrigeration equipment and walk-in coolers and freezers, and ENERGY STAR specifications for central air conditioners. ACCA also worked with lawmakers on bills to encourage energy efficiency in residential and commercial buildings, and to get recognition for RSI accredited contractors in federal and state incentive programs.





# 2013 REPORT TO MEMBERS

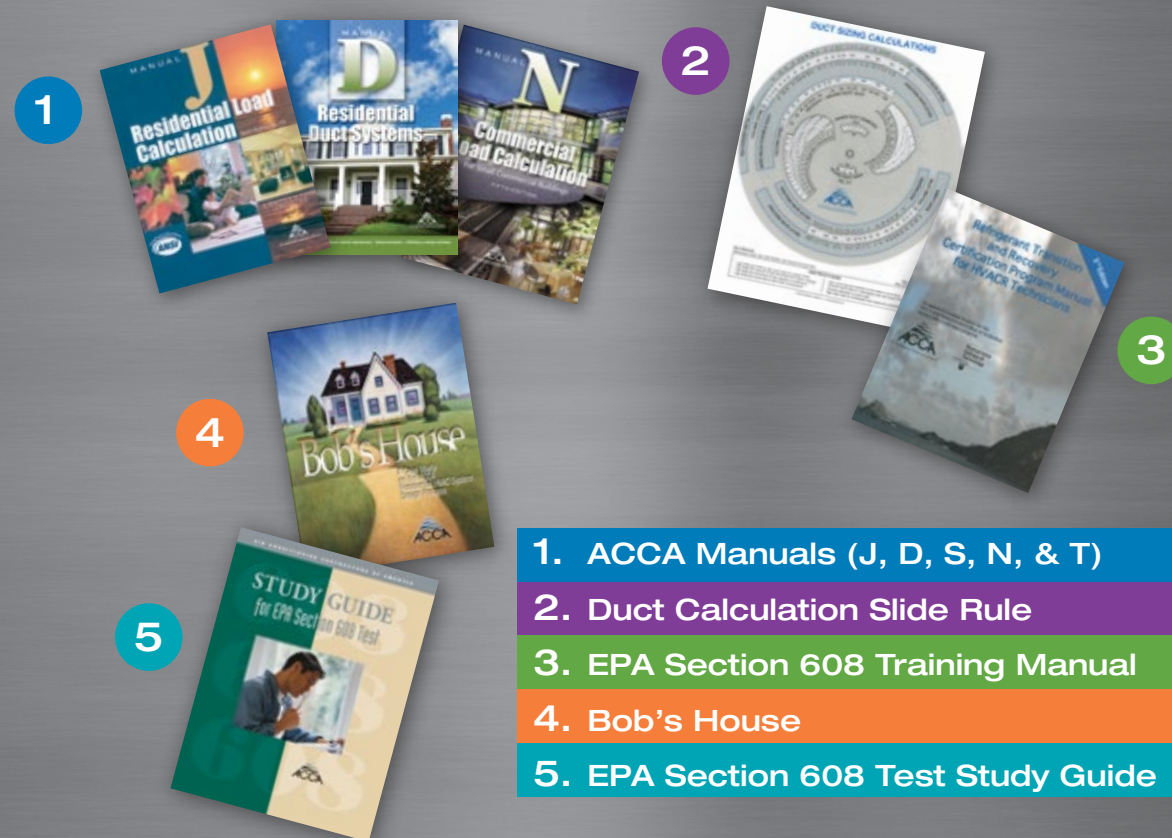
## INCREASED CONSUMER OUTREACH

In 2013 ACCA put a renewed focus on consumer outreach through:



The expanded consumer resources helped ACCA reach over **200,000** views on YouTube.

## TOP SELLING PRODUCTS FOR 2013



1. ACCA Manuals (J, D, S, N, & T)
2. Duct Calculation Slide Rule
3. EPA Section 608 Training Manual
4. Bob's House
5. EPA Section 608 Test Study Guide

## NEW & UPDATED STANDARDS

In November, ANSI/ACCA 4 QM - 2013 Standard Maintenance of Residential HVAC Systems was updated. An additional three ACCA standards were in the process of being updated and one standard was in the process of being recognized by ANSI.



## IE3 MULTI-MEDIA

ACCA's media partner, IE3, put a renewed focus on multi-media with the expansion of the popular IE3 Audio Conferences and the launch of IE3TV in June.



## INCREASED SOCIAL MEDIA PRESENCE

ACCA's social media presence grew in 2013 and ACCA remains the largest contractor based Facebook page in the industry.



Likes up 14% from 2012



Followers up 46% from 2012



12% increase over 2012

## INCREASED EVENT PARTICIPATION

Overall participation in ACCA events increased in 2013, with two events reaching double digit increase over 2012.

