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SOLICITATIONS FOR FUNDING AND AWARDS

[Brown text indicates a new entry since last month.]

ORGANIZATION	PROJECT	FUNDING	DEADLINE	WEBSITE
Bay Area Air Quality Management District (BAAQMD)	Carl Moyer Memorial Air Quality Standards Attainment Program	~\$15 million	First come, first served.	<u>baaqmd.gov/?sc_itemid=08F9594F-</u> <u>BF34-4A2A-BD38-9A3D0CCFF8F8</u>
Colorado Regional Air Quality Council	Clean Air Fleets (GPS and retrofit technologies to support idle reduction in the Denver Metro area and Colorado Front Range)	~\$1 million	First come, first served.	Kate Ruygrok, 303-629 5450, ext. 290, or <u>cleanairfleets.org</u>
New York State Energy Research and Development Authority (NYSERDA)	New York State Electric Vehicle Voucher Incentive Fund (NYSEV-VIF)	\$9 million	First come, first served.	truck-vip.ny.gov/about.php
Arkansas Department of Environmental Quality	Business Assistance Program, Environmental Loans for Small Businesses	Indeterminate	Rolling deadline until funds are awarded.	adeq.state.ar.us/poa/sba/envloans.htm
California Air Resources Board (CARB)	On-Road Heavy-Duty Vehicle Loan Program	~\$48 million for loan guarantees	Rolling deadline until funds are awarded.	arb.ca.gov/ba/loan/on- road/documents/hdvloanprogram.pdf
Illinois Environmental Protection Agency (EPA)	Illinois Clean Diesel Grant Program	\$294,517	Rolling deadline until funds are awarded.	illinoisgreenfleets.org/
Illinois EPA	Illinois Clean Diesel Grant Program—school buses only	\$1 million annually through 2016	Rolling deadline until funds are awarded.	illinoisgreenfleets.org/
Metropolitan Washington Council of Governments (COG), in collaboration with the District Department of the Environment, the District Department of Transportation, and the Maryland Department of the Environment	Driver Recognition Program—Diesel Idle Reduction Campaign	Not applicable	Rolling deadline—the 15th of every month.	turnyourengineoff.org/campaign recognition.html





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ORGANIZATION	PROJECT	FUNDING	DEADLINE	WEBSITE
Minnesota Pollution Control Agency (MPCA)	Small Business APU (auxiliary power unit) Loan Program	\$110,000	Rolling deadline until funds are awarded.	pca.state.mn.us/index.php/topics/small -business-environmental-assistance- program/small-business- ombudsman/small-business- environmental-improvement-loan- program.html
San Joaquin Valley Air Pollution Control District (SJVAPCD)	SJVAPCD Hybrid Truck and Bus Voucher Incentive Project Plus-up Voucher Funding Program	~\$903,000	Rolling deadline until funds are awarded.	californiahvip.org/
Pennsylvania Department of Environmental Protection	Small Business Pollution Prevention Assistance Account Loan Program	\$2 million annually	Not applicable	portal.state.pa.us/portal/server.pt?ope n=514&objID=553247&mode=2
U.S. Department of Energy (DOE) Office of Energy Efficiency and Renewable Energy (EERE)	Small Business Innovation Research (SBIR) and Technology Transfer (STTR) Program, Grants for Clean Energy Technologies	~\$30 million	February 4, 2014	energy.gov/eere/articles/energy- department-announces-topics-and- new-approaches-grants-small- businesses-clean
California Energy Commission	Federal Cost-Share for Emerging Technologies, Alternative and Renewable Fuel and Vehicle Technology Program	~\$2.2 million	January 10, 2014	energy.ca.gov/contracts/PON-13-604/
Transportation Research Board (TRB)	RFP: Deploying Clean Truck Freight Strategies	\$500,000	January 14, 2014	apps.trb.org/cmsfeed/TRBNetProjectD isplay.asp?ProjectID=3672
U.S. EPA	Environmental Education Model Grants	~\$2.7 million	February 4, 2014	epa.gov/education/environmental- education-ee-grants
U.S. EPA	Projects To Improve Air Quality at Ports	\$4 Million	February 13, 2014	epa.gov/otaq/ports/ports-dera-rfp.htm
Kansas Department of Health and Environment	Kansas Clean Diesel Program	\$50,000	February 17, 2014	kdheks.gov/bar/air- monitor/dieselgrant.html
U.S. EPA Region 2	Environmental Quality Awards (nominations sought)	Not applicable	February 18, 2014	epa.gov/region2/eqa
Ohio EPA	Clean Diesel School Bus Fund Retrofit Grants Program	~\$200,000	March 1, 2014	epa.ohio.gov/oeef/schoolbus.aspx





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ORGANIZATION	PROJECT	FUNDING	DEADLINE	WEBSITE
North Carolina Department of	APU/Idle Reduction Device Rebate Program	~\$45,000	First-come, first served,	daq.state.nc.us/motor/Rebates/
Environment and Natural			as long as funds remain	
Resources, Division of Air Quality			but no later than	
			September 30, 2014	

AWARDS AND RECOGNITION

RECIPIENT	SOURCE OF FUNDING	PURPOSE OF GRANT	FUNDING
Center for Transportation and the Environment (Atlanta, Georgia)	U.S. DOE	Development of a fuel cell hybrid-electric walk-in delivery van with a 150-mile range and the retrofit and testing of 15 UPS delivery vans with fuel-cell hybrid powertrains	\$3 million
FedEx Express (Memphis, Tennessee)	U.S. DOE	Development a hydrogen fuel cell delivery truck with a range of up to 150 miles and the testing of 20 of these trucks	\$3 million
4M Fruit Distributors (Everett, Massachusetts)	Massachusetts Department of Environmental Protection, MassCleanDiesel: Clean Markets Program (MassDEP)	Purchase and installation of 6 electric transport refrigeration units (eTRUs)	\$86,810
Boston Sword & Tuna, Inc. (Boston, Massachusetts)	MassDEP	Purchase and installation of 1 eTRU	\$9,116
Bramante Seafood, Inc. (Boston, Massachusetts)	MassDEP	Purchase and installation of 1 eTRU	\$14,408
Brascold Transport, Inc. (Taunton, Massachusetts)	MassDEP	Purchase and installation of 1 APU and diesel oxidation catalyst (DOC)	\$13,886
Brazport Transportation (Raynham, Massachusetts)	MassDEP	Purchase and installation of 1 APU and DOC	\$11,165
Channel Fish Company, Inc. (East Boston, Massachusetts)	MassDEP	Purchase and installation of 1 eTRU	\$12,957
CJ&J Leasing Corporation (Haverhill, Massachusetts)	MassDEP	Purchase and installation of 20 eTRUs	\$288,150
DB Trucking Company (Lakeville, Massachusetts)	MassDEP	Purchase and installation of 1 APU and DOC	\$11,165
DEA Logistics, Inc. (Bourne, Massachusetts)	MassDEP	Purchase and installation of 1 APU and DOC	\$11,165
Osman DeSousa doing business as BHZ Transport (Centerville, Massachusetts)	MassDEP	Purchase and installation of 1 APU and DOC	\$11,165
Suami Dias (Leominster, Massachusetts)	MassDEP	Purchase and installation of 1 APU and DOC	\$11,165



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RECIPIENT	SOURCE OF FUNDING	PURPOSE OF GRANT	FUNDING
Jediael Dos Santos (Abington, Massachusetts)	MassDEP	Purchase and installation of 1 APU and DOC	\$11,165
Foster Hill Transport, LLC (West Brookfield, Massachusetts)	MassDEP	Purchase and installation of 7 APUs and DOCs	\$78,154
Alfonso Francisco (Hyde Park, Massachusetts)	MassDEP	Purchase and installation of 1 APU and DOC	\$11,165
Great Eastern Seafood, Inc. (Boston, Massachusetts)	MassDEP	Purchase and installation of 2 eTRUs	\$27,189
GSD Refrigerated Leasing (Saugus, Massachusetts)	MassDEP	Purchase and installation of 4 eTRUs	\$57,630
Jason's Trucking (Bellingham, Massachusetts)	MassDEP	Purchase and installation of 1 APU and DOC	\$11,165
JK Transporter (Framingham, Massachusetts)	MassDEP	Purchase and installation of 1 APU and DOC	\$16,592
MCA Express/Marcio C. Araujo (Framingham, Massachusetts)	MassDEP	Purchase and installation of 1 APU and DOC	\$13,886
Oak Hill Developers, Inc. (Webster, Massachusetts)	MassDEP	Purchase and installation of 1 APU and DOC	\$11,165
Porter-Cooler Rentals (Swansea, Massachusetts)	MassDEP	Purchase and installation of 10 eTRUs	\$138,570
Pray Trucking, Inc. (Seekonk, Massachusetts)	MassDEP	Purchase and installation of 1 eTRU	\$13,910
Richie's Classic Italian Ice (Everett, Massachusetts)	MassDEP	Purchase and installation of 1 eTRU	\$14,408
Rohtstein Corporation (Woburn, Massachusetts)	MassDEP	Purchase and installation of 5 eTRUs	\$53,100
Eduardo Romeiro (Abington, Massachusetts)	MassDEP	Purchase and installation of 4 APUs and DOCs	\$44,659
Snohomish County Fire District 7 (Snohomish, Washington)	Washington State Department of Ecology and the Puget Sound Clean Air Agency	Battery- and generator-based idle reduction systems for 2 fire engines and 3 emergency medical response units, with automatic 2-minute engine shutdown	~\$83,000

REPORTS AND OTHER RESOURCES OF INTEREST

SOURCE	TITLE	WEBSITE OR CONTACT
Coordinating Research Council, Inc.	Phase 2 of the Advanced Collaborative Emissions Study	crcao.org/reports/recentstudies2013/ACES%20Ph2/ 03-17124_CRC%20ACES%20Phase2- %20FINAL%20Report_Khalek-R6-SwRI.pdf
Navigant Research	Stop-Start Vehicles: Micro Hybrid Technologies, Lead-Acid Batteries, Li-ion Batteries, and Ultracapacitors—Market Analysis and Forecasts	Summary and ordering information available at navigantresearch.com/research/stop-start-vehicles





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SOURCE	TITLE	WEBSITE OR CONTACT
NYSERDA	New York Clean Truck Incentives Webinar	truck-vip.ny.gov/index.php
SAE International	Fuel-Cell APUs Show Promise for Heavy-Duty Truck Anti-Idling	articles.sae.org/12659/
TRB	Measuring PM [Particulate Matter] Emissions from Aircraft Auxiliary Power Units, Tires, and Brakes	trb.org/main/blurbs/170030.aspx
U.S. Energy Information Administration (EIA)	Annual Energy Outlook 2014 Early Release Overview	eia.gov/forecasts/aeo/er/?src=email
U.S. EPA	Projects To Improve Air Quality at Ports: 2013 DERA [Diesel Emissions Reduction Act] Funding Opportunity—Request for Proposals Information Session	epa.gov/otaq/ports/documents/fy13-ports-dera- webinar-slides.pdf
U.S. EPA and DOE	2014 Fuel Economy Guide	fueleconomy.gov/

UPCOMING MEETINGS AND EVENTS

[Brown text indicates a new entry since last month.]

MEETING	LOCATION	DATE	WEBSITE OR CONTACT
EPA Informational Webinar: Funding for Projects To Improve Air Quality at Ports	Webinar	January 9, 2014	epa.gov/otaq/ports/ports-dera-rfp.htm
2014 TRB 93rd Annual Meeting	Washington, D.C.	January 12–16, 2014	trb.org/AnnualMeeting2014/AnnualMeeting2014.aspx
Oregon DEQ Public Meeting on Proposed Rules To Align Diesel Grant Program with Federal Guidelines	Portland, Oregon	January 16, 2014	oregon.gov/deq/RulesandRegulations/Pag es/2013/DESLGRNTP.aspx
SAE Government/Industry Meeting (in conjunction with the Washington, D.C., Auto Show)	Washington, D.C.	January 22–24, 2014	sae.org/events/gim/
CARB: Public Workshop on the Development of the Air Quality Improvement Program Fiscal Year 2014–15 Funding Plan	Sacramento, California	January 28, 2014	arb.ca.gov/msprog/mailouts/msc1331/ms c1331.pdf
Midwest Truck and Trailer Show	Peoria, Illinois	January 31–February 1, 2014	midwesttruckshow.com/
Green Truck Summit	Indianapolis, Indiana	March 4–5, 2014	ntea.com/greentrucksummit/about/
NTEA Work Truck Show	Indianapolis, Indiana	March 4–7, 2014	ntea.com/worktruckshow/index.aspx?id=9 38



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MEETING	LOCATION	DATE	WEBSITE OR CONTACT
Northeast Regional High-Efficiency Truck Users Forum (HTUF) Fleet Workshop and Ride and Drive	New York City, New York	March 16, 2014	calstart.org/Events/CALSTART-Events.aspx
Mid-America Trucking Show	Louisville, Kentucky	March 27–29, 2014	truckingshow.com/
National Association of Fleet Administrators (NAFA) Institute and Expo	Minneapolis, Minnesota	April 8–11, 2014	nafainstitute.org/
Alternative Clean Transportation (ACT) Expo	Long Beach, California	May 5–9, 2014	actexpo.com/index.html
Government Fleet Expo & Conference (GFX)	San Diego, California	June 2–4, 2014	governmentfleetexpo.com/
2014 U.S. DOE Vehicle Technologies Office Annual Merit Review and Peer Evaluation	Washington, D.C.	June 16–20, 2014	eere.energy.gov/vehiclesandfuels/events/ events detail.html?event id=7447
SAE 2014 Commercial Vehicle Engineering Congress	Rosemont, Illinois	October 7–9, 2014	sae.org/events/cve/
Green Fleet Conference and Expo	Schaumburg, Illinois	October 29–30, 2014	greenfleetconference.com/

MANUFACTURERS' NEWS

Idle Free Systems Launches System for Work Trucks

Idle Free Systems has launched the Idle Free Work Truck No Idle Heat System™. Designed for the work truck or day-cab market, including snow-plow, utility, and delivery vehicles, the system provides up to 8 hours of engine-off cab heat through the use of a coolant heater. According to a company press release, the system also provides 12-volt electrical power for auxiliaries such as running lights or communication systems. An engine start

module (ESM), similar to an ultracapacitor, is fully integrated into the system. Because the vehicle's 70-lb starter battery is replaced by this lighter ESM, the truck's total weight is decreased by about 35 pounds.

More information about the Idle Free Work Truck No Idle Heat System is available at <u>idlefreesystems.com</u>.

Ford: 70% of Lineup Will Have Auto Start-Stop by 2017

Ford Motor Company recently announced that 70% of its models will be equipped with auto start-stop by 2017.

Start-stop technology, also called stop-start or microhybrid technology, allows engine shut-off during even brief stops. During these stops, an

advanced battery seamlessly powers the vehicle's auxiliary systems, such as heat and cooling, saving fuel and reducing carbon dioxide emissions. When drivers begin to release the brakes, the engine restarts instantly.

According to Ford, auto start-stop offers an average fuel-efficiency gain of



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about 3.5%. Motorists who do a lot of stop-and-go driving, however, could see fuel efficiency increase by as much as 10%.

The auto stop-start technology is part of Ford's Blueprint for Sustainability.

Future plans include a dynamic cruise control, which would enhance fuel economy through optimized torque control. For more information, please see media.ford.com/content/fordmedia/fna/us/en/news/2013/12/12/70-percent-of-ford-lineup-to-have-auto-start-stop-by-2017--fuel-.html.

PORTS

Pilot Program Seeks to Reduce Truck Idling at POLA

Truck idling generates significant emissions at ports. When a truck arrives at a terminal, it stands in line—sometimes for hours—to pick up cargo that may be stacked beneath hundreds of other containers. That's a lot of 0-mpg fuel use.

At the Yusen terminal at the Port of Los Angeles (POLA), which handles about 1,400 containers a week, a 6-month demonstration project to reduce truck idling is underway. Schedulers and drivers plan for cargo pickups based on real-time data. The system provides information to drivers and terminal operators based on a formula that considers a

number of variables, including driver availability and traffic conditions. Fifty trucks will be equipped for the project, the goal of which is to reduce truck trips and fuel consumption by 15%.

The \$750,000 demonstration project is funded by the U.S. Department of Transportation (DOT) Research and Innovative Technology Administration. More information is available at presstelegram.com/business/20131211/pilot-program-may-reduce-truck-idling-at-ports-of-los-angeles-long-beach.

CARB To Recognize "Good Faith" Efforts with Start of Shore-Power Rules

CARB recently issued an advisory clarifying that marine vessels will not be penalized if they are unable, for reasons outside of their control, to use shore power as required as of January 1, 2014. Shore power, sometimes called "cold ironing," allows vessels at berth to draw electrical power rather than run their diesel engines.

"These vessel fleets need some flexibility during the transition period from January 1–June 30, 2014, to implement the new practices," the CARB advisory stated.

The CARB advisory, "Ships At-Berth Regulation: The Air Resources Board Will Recognize Good Faith Efforts of Vessel Fleets To Comply During Transition Period," is available at arb.ca.gov/ports/shorepower/forms/regulatoryadvisory/regulatoryadvisory/2232013.pdf.

To see a video that shows how ships "plug in," please go to dailynews.com/business/20131230/ports-vessels-get-ready-for-new-statewide-regulation-to-lower-emissions-through-shore-power.



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RECURRING FEATURES

Currently Available Idling Reduction Equipment

The Alternative Fuels Data Center (AFDC) of the DOE's Office of Energy Efficiency and Renewable Energy (EERE) identifies types of heavy-duty idling reduction equipment and provides links to some manufacturers at afdc.energy.gov/afdc/vehicles/idle_reduction_equipment.html and

<u>afdc.energy.gov/conserve/idle_reduction_related.html</u>. For EPA-verified idling reduction technologies in eight categories, please visit EPA's SmartWay Transport website at epa.gov/smartway/technology/idling.htm.

Status of the Weight Exemption for Idling Reduction Devices

[Ed. note: The Energy Policy Act of 2005 allowed for a national 400-pound exemption for the additional weight of idling reduction technology on heavy-duty vehicles. On October 1, 2012, Moving Ahead for Progress in the 21st Century (MAP-21) became law, increasing this weight allowance from 400 lb to 550 lb. Each state can adopt this exemption, at its own discretion. If you have information about planned or enacted changes, please send a

message to idlingreduction@anl.gov so that we may share the news with our readers.]

We will update the following table as we become aware of changes. As time permits, we will provide URLs so that interested parties, such as trucking companies, can work with their state trucking associations to be sure that enforcement officials are aware of changes in the laws.

Alabama	District of Columbia	Kansas	Mississippi	New York	South Carolina	West Virginia
Alaska	Florida	Kentucky	Missouri	North Carolina	South Dakota	Wisconsin
Arizona	Georgia	Louisiana	Montana	North Dakota	TENNESSEE	Wyoming
Arkansas	Hawaii	Maine	Nebraska	Ohio	Texas	
California	Idaho	Maryland	Nevada	Oklahoma	Utah	
COLORADO	Illinois	Massachusetts	NEW HAMPSHIRE	Oregon	Vermont	
CONNECTICUT	Indiana	Michigan	New Jersey	Pennsylvania	VIRGINIA	
Delaware	lowa	MINNESOTA	New Mexico	Rhode Island	Washington	

Legend: Allows a 400-lb exemption by law; ALLOWS A 550-LB EXEMPTION BY LAW; Allows a 400-lb exemption by enforcement policy rather than by law; Does not permit an APU weight exemption.



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Summary of State and Municipal Idling Regulations

Many states and municipalities restrict idling. The recently launched IdleBase (<u>cleancities.energy.gov/IdleBase</u>) contains information about laws for all classes of on-road vehicles. For laws specific to heavy-duty vehicles only, the American Transportation Research Institute (ATRI) has an excellent

resource (atri-online.org/2013/02/20/idling-regulations-compendium/). If your state, county, or municipality has made or is proposing changes, please let us know (idlingreduction@anl.gov) so that we may share the information with newsletter readers.

Incentives and Funding Opportunities for Idling Reduction Projects

The DOE Clean Cities initiative provides a listing of federal and state programs that offer incentives and funding for idling reduction projects. Information can be found at afdc.energy.gov/laws/. Let us know if any information needs to be changed or updated. Additionally, the U.S. EPA Diesel Collaboratives offer news of available grant and loan programs. For the Northeast Diesel Collaborative (Regions 1 and 2), see northeastdiesel.org/funding.html; Mid-Atlantic Diesel Collaborative

(Region 3), dieselmidatlantic.org/funding-opportunities; Southeast Diesel Collaborative (Region 4), southeastdiesel.org/; Midwest Clean Diesel Initiative (Region 5), epa.gov/midwestcleandiesel/grants/index.html; Blue Skyways Collaborative (Regions 6 and 7 plus Minnesota), blueskyways.org/funding/index.html; Rocky Mountain Clean Diesel Collaborative (EPA Region 8), epa.gov/diesel/coll-rocky.htm; and West Coast Collaborative (EPA Regions 9 and 10 plus Canada and Mexico), westcoastcollaborative.org/funding-opportunities.htm.

Tools Available To Calculate the Cost of Idling Reduction Equipment

There are a number of tools available to workplace and truck fleet managers, owner-operators, and locomotive engineers to help determine the costs and benefits of paying for and installing idling reduction equipment. A site from Canada that quantifies the costs of workplace idling

- Argonne National Laboratory
 (<u>transportation.anl.gov/engines/idling.html</u>—choose a calculator from the right side of the Web page)
- Bergstrom (<u>us.bergstrominc.com/nite-calculate-savings/</u>)
- DOE Clean Cities program (afdc.energy.gov/afdc/prep/)
- Dynasys (<u>dynasysapu.com/savings-calculator</u>)
- Energy Xtreme (energyxtreme.net/idle-reduction/calculator-quote)
- Espar (espar.com/html/service/calculator/calculator.html)
- Hotstart (hotstart.com/fuel-consumption-calculator/)

is also included. We provide links to the calculators as tools of possible benefit but have not verified their accuracy. Any new entry this month is shown in brown. If you are aware of other sources of information that may be of possible interest to newsletter readers, please let us know.

- Idle Free Systems (<u>idlefreesystems.com/no-idle-elimination-solutions-for-sleepers.html</u>)
- Kohler Power Systems
 (kohlerpower.com/mobile/solutions/apucalculator.htm?sectionNumber=13361&nodeNumber=1&contentNumber=102)
- LifeForce (<u>lifeforceapu.com/files/LifeforceCalculator.xls</u>)
- Natural Resources Canada (oee.nrcan.gc.ca/transportation/tools/calculators/Idling/idlingimpactworkplace.cfm?attr=16)
- Odyssey Battery (<u>odysseybattery.com/fleet.html</u>)



Thermo King (na.thermoking.com/tkinnovation/global/en/products/apu/tripac-evolution-paybackcalculator.html.html)

- Webasto (techwebasto.com/redirect/calculators/heater/heater fuel calculator us.htm)
- ZeroRPM (zerorpm.com/select-calc)

Locations of Electrified Parking Spaces

In collaboration with the U.S. DOT, the DOE Clean Cities initiative offers a website showing the locations of public truck stops that have idling reduction facilities for heavy-duty trucks. These facilities are currently available in at least 34 states. AireDock, CabAire, EnviroDock, IdleAir, and Shorepower Technologies installations are listed at afdc.energy.gov/afdc/locator/tse. Another resource is the EPA SmartWay Interactive Activity Map, which features data from SmartWay Partners, National Transportation Idle-Free Corridors, National Clean Diesel Campaign

Retrofit projects, Clean School Bus USA projects, ethanol (E-85) and biodiesel fueling station projects, and other related sources. The maps enable visualization of the locations of specific fuel consumption and pollution reduction projects. The maps also help users locate the nearest electrified truck stop and the nearest public alternative-fuel filling station. For more information, please go to

epamap10.epa.gov/website/irim us map.asp.

Idling Reduction Outreach Assistance

Is your organization looking for help in reducing idling? Your local Clean Cities coalition can help with the support of IdleBox. IdleBox is an electronic, modular toolkit to help managers of light- and medium-duty fleets save money, support a cleaner environment, and even get a bit of recognition for their efforts. IdleBox includes a variety of tools, such as presentations, fact

sheets, signs, posters, stickers, idling calculators, an idling-regulation database, and technical resources—to help fleets implement idle reduction.

To learn more about IdleBox, contact your local Clean Cities coordinator (afdc.energy.gov/cleancities/coalitions/coalition contacts.php) or e-mail IdleBox@anl.gov.

How To Find Back Issues of National Idling Reduction Network News

All issues of National Idling Reduction Network News may be found at eere.energy.gov/vehiclesandfuels/resources/fcvt national idling.html. Additionally, the site has a compendium of all previous issues; this PDF file is especially useful for conducting searches of all issues of the newsletter.

Please be mindful that Web links may expire or move over time and that some sources require registration. If you have trouble opening a link, try copying and pasting it, or retyping the URL, in your browser window.



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