



VIA ELECTRONIC MAIL

April 30, 2020

Department of Toxic Substances Control
Attention: Ms. Valetti Lang
1001 "I" Street
P.O. Box 806
Sacramento, California 95812-0806

SUBMISSION OF QUARTERLY REPORT; Consent Order Item B-1.6

Dear Ms. Lang,

The following quarterly report for Q1 2020 outlines the Thermostat Recycling Corporation's (TRC) most recent outreach and pilot project activities. By this submission, TRC is fulfilling obligations on behalf of the 24 signatories of the Consent Order listed below. If you have any questions regarding this submission, please feel free to contact me at (562) 597-0205 or the address below.

Regards,

A handwritten signature in black ink, appearing to read "Stephen Groner", with a long horizontal flourish extending to the right.

Stephen Groner, P.E.
California Program Manager
Thermostat Recycling Corporation
100 W. Broadway, Suite 290
Long Beach, CA 90802

Mr. Ralph Vasami
Executive Director
Thermostat Recycling Corporation
355 Lexington Avenue, 15th Floor
New York, NY 10017



(24) Company's signatures representing:

Bard Manufacturing Company, Inc.
Burnham Holdings, Inc.
Carrier Corporation
Chromalox
Crane Co.
Climate Master, Inc.
Empire Comfort Systems
General Electric Company
Resideo Technologies, Inc.
Hunter Fan Company
Invensys, Inc.
ITT Corporation
Johnson Controls
Lennox International Inc.
The Marley-Wylain Company
Nortek Global HVAC LLC
Sears Holdings
STLPC Corporation (f/k/a Lux Products Corporation)
Thomas & Betts Corporation
Trane Residential Systems
Uponor, Inc.
Valliant Corporation
W.W. Grainger
White-Rodgers

Introduction & Summary

During the first quarter (January-March) of 2020, Thermostat Recycling Corporation (TRC) with the assistance of S. Groner Associates (SGA) implemented the following tasks from the DTSC-approved Outreach Plan and Pilot Plan as a part of the California TRC Program. The following report outlines the efforts undertaken during this quarter broken into audiences.

As set forth in greater detail below, the total number of collection bins in circulation in California decreased by 7% between the first quarter of 2019 and the first quarter of 2020. The greatest decrease in the number of active bins occurred between the contractor, HHW, and retail audiences which saw an average decrease of 19%. While the number of active bins in the wholesaler audience only decreased by 1%, the total number of mercury thermostats collected from this audience fell by 57% when compared with the average return rate from 2019. The wholesaler audience remains the audience that recycles the greatest number of mercury thermostats each quarter, and the decrease we observed this quarter is consistent with the downward trend in collections that began in Q2'19.

The overall decrease in the number of active bins and thermostats collected in Q1'20 may be related to the outbreak of COVID-19 and consequent limitations in our data gathering from facilities that are temporarily closed. We will have a better sense of whether these numbers were affected by the COVID-19 pandemic in the Q2'20 report. Additionally, TRC continues to experience consistent barriers and system-wide impediments to the collection of mercury thermostats. Perhaps the most common barrier encountered across audiences is an assertion made by our program participants that they seldom encounter mercury thermostats. While we continue to find, collect, and properly dispose of mercury thermostats, downward trends in our overall collections make logical sense given that mercury-containing thermostats were banned from sale in California in 2006, and the phase out of mercury-containing thermostats began over 30 years ago due to changes in the California building code.

The following pages contain detailed summaries of the outreach conducted in the first quarter of 2020. In addition to the activities and results presented below that are specific to Q1'20 and were gathered from outreach conducted by both staff at SGA and TRC, the strategies we deploy are built upon data gathered from our pilot programs, and the cumulative knowledge we have gained of these audiences over the past four years. We intend to provide additional information and analysis of the results below in TRC's annual report.

Summary of Results

1. Mercury-added thermostats collected this quarter: 1,581
2. New collection bins this quarter: 5
 - Number and location (by street address) of new collection bins assigned (see appendix).
3. Mercury-added thermostats collected in 2020: 1,581

Table 1. Number of bins placed in California (cumulative)

Audience	Q1 '19	Q2'19	Q3'19	Q4'19	Q1'20
A					
Contractors	249	249	252	255	255
HHWs	248	248	248	249	249
Retailers	127	128	128	130	133
Wholesalers	847	858	861	863	865
B					
Building Departments	0	0	0	0	0
Utility Companies	0	0	0	0	0
School Districts	3	4	6	6	6
Universities/Colleges	17	17	17	17	17
C					
Property Managers	7	10	10	10	10
Hotel/Motel	0	0	0	0	0
TOTAL	1,498	1,514	1,522	1,530	1,535

Note: This table provides the number of TRC collection bins placed cumulatively (Q1 '19-Q1 '20) in the State of California. Actual numbers may vary as some participants discontinue participation (see table 2).

Table 2. Number of active bins

Audience	Q1 '19	Q2'19	Q3'19	Q4'19	Q1'20
A					
Contractors	181	182	177	178	147
HHWs	175	169	165	165	146
Retailers	95	95	96	94	76
Wholesalers	665	671	674	675	668
B					
Building Departments	0	0	0	0	0
Utility Companies	0	0	0	0	0
School Districts	5	7	5	5	3
Universities/Colleges	13	13	13	13	7
C					
Property Managers	5	4	4	4	2
Hotel/Motel	0	0	0	0	0
Other	25	31	29	30	29
TOTAL	1164	1172	1163	1164	1078

Table 3. Number of bins returned (includes bins returned empty)

Audience	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
A					
Contractors	13	16	14	10	5
HHWs	8	18	12	6	10
Retailers	4	2	5	3	3
Wholesalers	146	131	111	66	42
B					
Building Departments	0	0	0	0	0
Utility Companies	0	0	0	0	0
School Districts	0	0	1	1	0
Universities/Colleges	0	0	0	0	0
C					
Property Managers	0	0	1	0	0
Hotel/Motel	0	0	0	0	0
TOTAL	171	167	144	86	60

Table 4. Percent of bins returned (# of bins returned per audience/ # of active bins per audience)

Audience	Q1 '19	Q2 '19	Q3 '19	Q4 '19	Q1 '20
A					
Contractors	7.2%	8.8%	7.9%	5.6%	2.8%
HHWs	4.6%	10.7%	7.3%	3.6%	6.1%
Retailers	4.2%	2.1%	5.2%	3.2%	3.2%
Wholesalers	22.0%	19.5%	16.5%	9.8%	6.2%
B					
Building Departments	0.0%	0.0%	0.0%	0.0%	0.0%
Utility Companies	0.0%	0.0%	0.0%	0.0%	0.0%
School Districts	0.0%	0.0%	20.0%	20.0%	0.0%
Universities/Colleges	0.0%	0.0%	0.0%	0.0%	0.0%
C					
Property Managers	0.0%	0.0%	0.0%	0.0%	0.0%
Hotel/Motel	0.0%	0.0%	0.0%	0.0%	0.0%
TOTAL	14.7%	14.2%	12.4%	7.4%	5.2%

Table 5. Number of thermostats returned (year to date)

Audience	2019 Quarterly Avg.	Q1'20	Q2'20	Q3'20	Q4'20
A					
Contractors	272	95	-	-	-
HHWs	217	165	-	-	-
Retailers	8	14	-	-	-
Wholesalers	3,065	1,307	-	-	-
B					
Building Departments	0	0	-	-	-
Utility Companies	0	0	-	-	-
School Districts	12	0	-	-	-
Universities/Colleges	0	0	-	-	-
C					
Property Managers	0	0	-	-	-
Hotel/Motel	0	0	-	-	-
TOTAL	3,574	1,581	-	-	-

Table 6. Number of bins and thermostats returned per year

Audience	Q1 - Q4 '19		Q1 '20	
	Bins	Thermostats	Bins	Thermostats
A				
Contractors	45	1,087	5	95
HHWs	46	869	10	165
Retailers	13	33	3	14
Wholesalers	350	12,261	42	1,307
B				
Building Departments	0	0	0	0
Utility Companies	0	0	0	0
School Districts	2	49	0	0
Universities/Colleges	0	0	0	0
C				
Property Managers	1	0	0	0
Hotel/Motel	0	0	0	0
TOTAL	457	14,299	60	1,581

Outreach Program

Summary of Outreach Activities for Audience A

Retail/Consumer

Summary

On behalf of TRC, SGA conducted outreach to retailers and consumers in the State of California since 2016. In an effort to provide more publicly-accessible recycling locations for consumers, we have recruited hardware stores throughout the state to act as collection site partners. When retail stores agree to partner with TRC, they agree to host a TRC collection bin or pail, display promotional materials in their store, be in communication with TRC regarding progress, and share observations related to barriers and motivators to mercury-added thermostat recycling among their customers. Retail toolkits are sent to stores that request a bin and include a folder with a TRC program introduction letter, a prepping and shipping instructions sheet, a sheet to help users identify mercury thermostats, English and Spanish shelf talkers, and English and Spanish window clings (see the appendix for more detail).

From 2016-Q1'19 we iteratively expanded our retail database and then conducted outreach to these stores. In Q2'19 we finished outreach to all of the 272 retail locations in the database compiled during Q1'18, and in Q3'19 we developed plans to visit a subset of 78 partner stores within driving distance of Los Angeles and Oakland. In Q4'19, SGA conducted in-store visits to retail stores. During those visits SGA confirmed the proper placement of promotional materials, ensured employee awareness of the program, and received direct feedback from employees about the program and its rebate process. Four bins were placed at stores that no longer had bins during those store visits. In addition to store visits, SGA coordinated three week-long promotional events in Q4'19 and these stores offered \$10 rebates to customers who dropped off mercury thermostats. SGA supported these events by advertising them via Google and Facebook Ads and providing stores with promotional materials (flyers and window clings) and event supplies (rebate forms and plastic bags to collect the recycled thermostats. No thermostats were collected at these promotional events.

During Q1'20, SGA stayed in contact with the three stores from Q4'19 that hosted promotional events. Our goal for this quarter was to increase event participation by expanding their length from two weeks to one month. Unfortunately, due to COVID-19, coordination efforts for these promotional events are currently on hold. As COVID-19 developed, we created plans to expand our retail database in areas of the state with a low number of collection centers in order to recruit new partners who are enthusiastic about hosting collection events when social distancing mandates are lifted.

In Q2'20 we will continue expanding our database of California retailers, focusing specifically on stores located in cities or towns with limited access to TRC bins. We also hope to complete a case study of at least one large hardware chain store in the State that has successfully implemented mercury-added thermostat recycling in order to better understand the pathway to implementation in a corporate setting. It is our intention to use this case study in our messaging

and outreach with other large hardware chain stores in order to successfully recruit a chain store partner with 50 or more locations in the State in 2020.

Barriers

- **Connecting with Right Contact:** We've had difficulty reaching the managers through phone calls and seldom hear back after leaving voicemail(s). Busy schedules prevent managers from speaking to us, or reliably returning calls.
- **Hard-to-Reach Decision Makers:** Managers are frequently the only decision makers for this audience. Interim managers are typically not aware of existing partnerships with TRC or of promotional events. Many do not feel comfortable to proceed with event hosting when the manager is unavailable. Work can be put on hold for long periods of time for a manager's vacation or days off.
- **High Employee Turnover:** This creates a recurring, almost institutional lack of knowledge about TRC, and a loss of accountability.
- **Disinterest in the Program Over Time:** From time to time we encounter stores that no longer want to host a TRC bin because they either have not seen mercury-added thermostats returned, or are under new management.

Motivators

- **Environmental Impact:** Several managers believe that participating in the program is a good way to contribute to a "greener" California by limiting pollution from hazardous mercury-added thermostats.
- **Convenient Materials:** Minimum effort is required to receive materials.
- **Desire to Maintain Partnership:** Some customers are aware of the store's participation in the program. Stores have customers who have previously brought mercury-added thermostats into the store; not maintaining partnership could cause confusion for their customers.
- **Social Norm:** In some cases, nearby stores are already participating in the program. Stores and managers do not want to feel that they are not a part of a program that other stores participate in.

Results

In Q1'20, SGA:

- Placed 12 calls to stores from Q4'19 that hosted events and spoke with managers about hosting additional events in the future.
- Expanded our database for future outreach to retailers located in areas with limited opportunities to recycle mercury-containing thermostats through TRC."

Household Hazardous Waste (HHW)

Summary

On behalf of TRC, SGA conducted outreach with Household Hazardous Waste (HHW) programs across the State since 2016. In general, HHW staff are a receptive audience to the TRC program because of how our efforts align with the existing goals of most HHW facilities. Furthermore, TRC's program may provide a welcome incentive for HHW programs that are looking for ways to encourage their residents to make more frequent use of their facilities.

In 2018, SGA conducted outreach to HHW programs in cities and counties that lacked TRC collection sites. Our goal was to place bins at these facilities and collaborate with them to promote the TRC program to their customers.

In 2019, SGA focused on pitching event partnerships to HHW programs. In exchange for prominently displaying a bin at public collection events and administering surveys to individuals who dropped off mercury thermostats, HHW programs received event-specific promotional flyers in representative languages and a Google Ads Campaign that ran approximately four weeks before the event took place to raise awareness about the event and the recycling opportunity through TRC. Over the course of the year, SGA organized three event partnerships in the State of California — in San Diego, Merced, and Santa Clara Counties. Combined, these events resulted in the collection of 3 mercury thermostats and 2 surveys from the 2 individuals who recycled them. In Q4'19, SGA posted information about the rebate program in the California Household Hazardous Waste Information Exchange (HHWIE) Yahoo! Group (a DTSC-mandated action) and tracked results using a bit.ly link.

At the outset of Q1'20, SGA reworked outreach tactics for HHW events and collaborated with TRC to plan edits to the TRC website so as to allow for easier navigation to the HHW-specific landing page from the CA State Programs page. This quarter also saw the outbreak of COVID-19 and with it an increasing number of HHW programs posting on the HHWIE Yahoo! Group about temporarily canceling their public events. As COVID-19 progressed, we kept track of the HHW programs affected, planned a timeline for future event coordination with programs that had canceled their collection events, and developed a plan for short-term work aimed at strengthening our partnerships with HHW programs in the long-term.

Understanding that HHW programs would be looking for creative ideas for communicating COVID-19-related changes to their services, we developed plans to assist HHW programs in their community outreach through the creation of a media kit. This kit will be created and distributed via the Household Hazardous Waste Information Exchange (HHWIE) Yahoo! Group in Q2'20.

Barriers

- Duplicate Programs: Some HHW programs are already implementing mercury thermostat collection efforts and they would prefer to continue with their current program.
- Difficult to Survey Participants at Events: Among the HHW programs that are enthusiastic about partnering with TRC, it remains difficult to ensure that all of the information that we would like to collect at the events is actually collected.

Motivators

- Environmental Impact: HHW programs are aware of the environmental hazards of mercury and are motivated to help.
- Free Promotion: TRC's paid promotional support increases awareness of events they already have planned.
- Financial Incentive: HHW programs find value in the opportunity to get paid to recycle mercury thermostats.

Results

In Q1'20, SGA:

- Reached out to TRC to create a button on the California Programs page that links to the HHW landing page.
- Monitored HHW programs' collection event cancellations on the HHWIE Yahoo! Group.
- Reviewed current tactics and developed plans to adapt to the changes seen under COVID-19 while still satisfying our requirements.
- Developed content to be posted in the HHWIE Yahoo! Group in Q2'20.
- Developed plans for the dissemination of a TRC media kit to HHWIE Yahoo! Group in Q2'20.

Environmental Contractors

Summary

Environmental contractors are an important audience for TRC. While conducting outreach to other audiences, it has been reported that environmental contractors are hired to manage waste disposal during renovations. In Q1'20, we continued to conduct outreach to these contractors that specialize in removing and properly disposing of hazardous waste. We also collected names of environmental contractors mentioned in outreach to other audiences to add to the potential target audiences. Our primary goal was to place bins or pails with environmental contractors and offer them a \$2.50 incentive rebate per mercury-added thermostat.

Barriers

- Delays due to needing approval from corporate before participating in the program.
- We have difficulty reaching the decision maker; therefore we leave numerous voicemails.
- A majority of environmental contractors respond that they hardly ever encounter mercury thermostats and there is a limited number of mercury thermostats in circulation.

Motivators

- \$70,000 fine for improper disposal
- \$2.50 incentive for each returned thermostat
- Social norms: Mentioning number of bins environmental contractors have received throughout California and/or naming those companies.

Results

- TRC conducted 4 outreach calls to environmental contractors.
- TRC was unsuccessful in placing bins with this audience during the quarter.

General Contractors

Summary

TRC staff continues to manage the outreach to general contractors with hopes of gaining greater participation. Our outreach efforts are to inform the contractor of our program, if they are not

already aware, and sign the contractor up for mercury-added thermostat recycling through a bin or pail. Our primary goal was to place bins or pails with general contractors and offer them a \$2.50 incentive rebate per mercury-added thermostat.

Barriers

- In terms of contractor outreach, we continue to contact locations who don't want to be contacted.
- Most general contractors respond that they either do not work with thermostats or that they hardly ever encounter mercury thermostats.
- A large percentage of calls result in voicemail messages that are not returned.

Motivators

- We did not find any motivators for this audience during the quarter.

Results

- TRC called 62 general contractors. These efforts yielded zero bin placements.

HVAC Contractors

Summary

TRC staff continues to complete outreach to HVAC contractors with hopes of gaining greater participation. Our calls are made to inform the contractor of our program, if they are not already aware, and sign the contractor up for recycling through a bin or pail. Our primary goal was to place bins or pails with HVAC contractors and offer them a \$2.50 incentive rebate per mercury thermostat.

Barriers

- In terms of contractor outreach, we continue to contact locations who don't want to be contacted.
- A majority of contractors respond that they hardly ever encounter mercury thermostats.
- Another frequent response is that they already recycle through their wholesaler.
- A majority of calls result in voicemail messages that are not returned.

Motivators

- \$70,000 fine for improper disposal
- Although the majority of our sign-ups this quarter were from contractors who already recycled at the wholesaler, we were able to get them to directly participate and order a bin with the incentive offer.

Results

- TRC called 111 HVAC contractors.
- During the first quarter we had zero sign-ups from HVAC contractors.

Demolition Contractors

Summary

TRC staff continues to complete outreach to demolition contractors with hopes of gaining greater participation. Our calls are made to inform the contractor of our program, if they are not already aware, and sign the contractor up for recycling through a bin or pail. Our primary goal was to place bins or pails with demolition contractors and offer them a \$2.50 incentive rebate per mercury-added thermostat.

Barriers

- In terms of contractor outreach, we continue to contact locations who don't want to be contacted.
- A majority of contractors respond that they either do not work with thermostats or that they hardly ever encounter mercury thermostats.
- A majority of calls result in voicemail messages that are not returned.

Motivators

- \$70,000 fine for improper disposal
- This quarter, most of the demolition contractor calls resulted in a response that they never or very rarely see mercury-added thermostats, but we had a few that were willing to take a bin just in case.

Results

- TRC made 65 calls to demolition contractors. During the quarter we had zero sign-ups from demolition contractors.

Wholesalers

Summary

TRC staff continues to complete outreach to both participating and non-participating HVAC wholesalers with hopes of gaining greater participation. Our collections during this quarter were down compared to the same time last year. During this quarter there was an average of 26 thermostats in the bins being returned.

Barriers

- Non-compliant wholesalers continue to state they sell only plumbing supplies or are fabrication locations, and therefore will not accept a recycling bin.
- Participating wholesalers are seeing a decline in collections and send some of their recycling bins back to us because they do not need them anymore.

Motivators

- We get positive feedback on the ease of the program from current collection locations.

Results

- We completed 293 calls to wholesalers who hadn't returned a container in the past 6 months.
- TRC did not perform any site visits to wholesale collection locations in the program, due to COVID-19 and state mandates.

Summary of Outreach Activities for Audience B

Building Departments

Summary

Building Departments are an audience that can assist with the collection of mercury-added thermostats through informing contractors, inspectors, and other professionals about the importance of properly disposing of mercury thermostats. After research and communication with this audience, TRC has found that employees of building departments have little contact with thermostats. However, the individuals who seek the services of the building department may come in contact with thermostats in their line of work. Therefore, building departments have served as a conduit for outreach.

During Q1'20, TRC staff emailed three building department employees across the state to remind them about the program and pass along information they can communicate to their visitors. We had no responses or engagement from our outreach this quarter.

Barriers

- Building department employees have very little interest in our messaging or their responsibility in communicating the program.
- We had no interest in third-party assistance from organizations for the universal waste checklist adjustments.

Motivators

- N/A

Results

- TRC staff emailed 3 building departments with helpful information to pass along to visitors, with no response of interaction from recipients.
- A universal waste checklist that includes mercury-added thermostats, not just mercury equipment, is available for distribution.

Utility Companies

Summary

On behalf of TRC, SGA has conducted outreach with utility companies across the State of California since 2017. Utility companies are a key audience for TRC because they have the potential to reach a large segment of an area's population, and their websites are often a first stop

for residents looking to upgrade their homes for energy efficiency. Utility companies are mandated by Federal and State Governments to reduce energy usage per resident over time, and many companies have used the strategy of promoting smart thermostats as a way of meeting this mandate. Many of our efforts piggyback off of existing promotions for energy efficient appliance rebates or incentives.

During 2019, SGA contacted utility companies and requested that they add information about TRC's mercury-added thermostat recycling program to their websites, social media accounts, bill inserts, newsletter and/or point-of-purchase promotions. Over the course of the year, 19 utility companies were contacted and 13 agreed to promote TRC via social media or other promotional materials. The remaining six were either unreachable or initially expressed interest only to later become unresponsive. Complete DTSC-mandated metrics were collected for five of the 13 utility companies who agreed to promote TRC. For the remaining companies, metrics were gathered to the fullest extent that we were able to extract from our partners. At the close of 2019, we updated our collateral materials to include more information about the program so customers would not have to navigate to our site to understand the rebate process (see the bill insert, flier, and tear pad developed for the utility audience in the appendix).

In Q1'20, we continued efforts to form new partnerships with utility companies. We received promising replies from two of these utility companies, but they communicated that they would not be able to disseminate TRC's information until later in the year. We also focused attention on our existing partnerships with four utility companies that had become unresponsive during 2019; after contact with them proved to be unsuccessful, we added 10 additional utility companies to the list of companies we plan to reach out to in Q2'20.

During March of this quarter, we reassessed our strategies in order to continue work amidst COVID-19. We had planned to focus our attention on distributing flyers through utility companies' community events, but this strategy has been put on hold. In the coming weeks and months, TRC will focus on asking utility companies to promote our program through social media posts, their websites, and bill inserts.

Barriers

- **Keeping Utility Companies Interested:** It has been difficult to connect with the correct staff within their organizations and to keep their attention on the issue.
- **Not a Priority:** We have little leverage over utility companies. Any agreements or partnerships that may become established are subject to be put on hold or delayed by the utility companies, and contacts may become unresponsive for long periods of time.

Motivators

- **Existing Work Aligns with TRC's Program:** Promoting the mercury-added thermostat rebate program is a helpful tool to aid their existing energy saving initiatives.
- **Leveraging Current Partners:** Mentioning the participation of larger utility companies, such as PG&E and SMUD, in our outreach program has been an effective recruitment method for smaller companies.

- Convenient “Ready-to-Use” Promotional Materials: Providing companies with multiple mediums for promotional materials have made the process of promoting TRC easy and simple.

Results

In Q1'20:

- TRC conducted outreach with 6 existing partners that had not promoted our program in a year. These included:
 - SCE
 - PG&E
 - Banning Utility
 - Kirkwood Meadows Public Utility
 - Imperial Utility
- TRC made the following efforts to recruit new partnerships:
 - Sent & received 3 emails.
 - Placed & received 8 calls.
- TRC made the following efforts to check in with existing partners:
 - Sent & received 6 emails.
- TRC identified 10 more utility companies to reach out to in Q2'20:
 - Pasadena Utility
 - Pittsburg Utility
 - Plumas- Sierra Rural Electric Cooperative
 - Rancho Cucamonga Municipal Utility
 - Redding Electric Utility
 - Riverside Utility
 - Roseville Electric
 - City of Shasta Lake Utility
 - Silicon Valley Power
 - Sunrise Valley Electrification Corporation

School Districts

Summary

On behalf of TRC, SGA has conducted outreach with the school districts across the State of California since 2017. We worked with the California Energy Commission to identify schools that had received Proposition 39 funding for HVAC upgrades. Prioritizing outreach to these schools allowed us to focus our efforts on properties more likely to be motivated to participate either because they are actively renovating and modernizing their facilities with environmental impact in mind, or because they live in areas with temperature fluctuations that require more attention to their schools' HVAC systems.

In 2019, after more than a year of conducting outreach to schools that had received Proposition 39 funding with little success, SGA changed tactics and began contacting the school district offices to which those schools belonged. Over the course of the year, SGA successfully contacted all 121 school districts identified for outreach and successfully placed two bins at

school district offices. During this outreach we also collected the names of hazardous waste management companies that districts contract to handle waste disposal. The names of these contractors were compiled in a separate database for future outreach. In total, these efforts resulted in the accrual of the names of 20 contractors that have conducted hazardous waste management work for school districts in the State.

In addition to its outreach to school districts, SGA contacted facility maintenance organizations (FMOs) who may help disseminate information about TRC's program in their newsletters and other materials shared with their membership. Facility maintenance organizations have large memberships and we consider outreach to them as a secondary way of getting our message in front of people who maintain school buildings. Having our messaging delivered by FMOs further legitimizes our program because these organizations are a trusted industry source of information. By the end of 2019, we had reached out to all 18 FMOs on our list, three of which had expressed interest in disseminating our information.

In Q1'20, we continued efforts to expand TRC's FMO database. Additionally, having completed outreach to schools that had received Proposition 39 funding, we developed new tactics for outreach to schools that were not included in previous outreach. Unfortunately, due to the COVID-19 pandemic and resulting school closures statewide, school outreach activities are currently on hold. As COVID-19 developed, we created plans to expand our school database in an effort to identify new partners who are enthusiastic about hosting a TRC bin when schools are reopened. During March of this quarter, we focused on reassessing our strategies in order to continue work amidst COVID-19.

We plan to begin contacting hazardous waste contractors whose company names were collected during our outreach to schools and begin conducting outreach to new cohorts of schools (e.g. private, charter, etc.) in Q2'20. Additionally, we plan to conduct outreach to the FMOs which were added to the database in Q1'20 and contacting the 3 FMOs that had expressed interest in disseminating TRC program information in 2019.

Barriers

- **Reaching Appropriate Contact:** There were difficulties getting in contact with many of the district facility managers. Both cold calls and follow-up calls were conducted but frequently resulted in being transferred to a voicemail.
- **Disruption to Waste Handling Process:** Schools that have active contracts with waste haulers would rather continue the pre-existing relationships than change their process to accommodate the TRC program.

Motivators

- **Child Safety:** School districts find it important to remove hazardous materials from areas in which children might be affected.
- **Financial Benefit:** Bins allow school districts to save money by not hiring a waste hauler to collect their mercury thermostats, while also gaining money from TRC's rebate and avoiding the time taken to coordinate with a waste hauler.

Results

In Q1'20, SGA:

- Placed 14 calls to the following 7 school districts to gather waste hauler information:
 - Twin Rivers Unified
 - Grossmont Union High
 - Cascade Union Elementary School District
 - Fairfield-Suisun Unified
 - Santa Clara County Office of Education
 - Mother Lode Union Elementary
 - Monsenor Oscar Romero Charter Middle
- Planned and held a strategic meeting to identify new tactics given the temporary closure of schools during the COVID-19 pandemic.

Facility Maintenance Organizations Outreach

Barriers

- Reaching Appropriate Contact: Many staff of FMOs are volunteers and their contact information is not publicly available or they do not have working phone numbers.

Motivators

- Sense of Duty toward Members: There is an interest in letting their members know about TRC because they have a role and responsibility to communicate opportunities and information. TRC's program is aligned with the type of information they typically provide.

Results

In Q1'20, SGA:

- Expanded the TRC database of California-based Facility Maintenance Organizations from 17 to 29.

Universities/Colleges

Summary

TRC staff continues to complete outreach to universities and colleges with hopes of placing recycling bins with their facility departments. Most universities and colleges have a facility manager, but they tend not to work on HVAC-related repairs or replacements. The recycling responsibility is typically left to the contractor working on the project. Our outreach will focus on educating facility managers about recycling mercury-added thermostats and supplying them with a bin if their facility has mercury-added thermostats on-site. The managers can then supply their contractors with the bin or have the contractor leave the thermostats with the manager, who can then properly recycle them.

Barriers

- Most calls end in a voicemail that is left unreturned or simply hang-ups.
- Many universities say that if there were to be mercury thermostats that need to be replaced and recycled, it would be taken care of by the hired contractor.
- Numerous schools we contacted stated that mercury thermostats had been switched out years ago.

Motivators

- N/A

Results

- TRC staff made a total of 3 calls to universities and colleges in the first quarter.
- We were unsuccessful in placing any bins or pails with the locations.

Summary of Outreach Activities for Audience C

Property Managers

Commercial Property Managers

Summary

TRC staff continues to perform outreach to commercial property managers with hopes of gaining greater participation. We are helping commercial property managers become more aware of rebate incentives as an effective way of encouraging the proper disposal of mercury-added thermostats via a TRC recycling bin.

One strategy to spread our message to this audience was to have property management associations serve as the communicator. Property management associations serve as a conduit of information to property management companies regarding best practices and policy updates. In Q1'20, TRC continued outreach to commercial property management associations with the goal of including information about TRC in their publications (i.e. blog, newsletter, email, etc.) and/or on their websites.

Below is a list of the commercial property management associations we have been in contact with:

1. California Association of Realtors (CAR)
2. NAIOP SoCal
3. Building Owners and Managers Association of California (BOMACal)
 - a. Silicon Valley
 - b. San Francisco
 - c. San Diego
 - d. Sacramento
 - e. Oakland-East Bay
 - f. Orange County
 - g. Greater Los Angeles
 - h. Inland Empire
4. Association of Commercial Real Estate (ACRE)
5. AIR Commercial Real Estate Association
6. International Council of Shopping Centers (ICSC)

Barriers

- Most calls end in a voicemail that is left unreturned or simply hang-ups.
- Many property managers we contact state that they no longer have mercury-added thermostats in the properties.

Motivators

- N/A

Results

- TRC completed outreach to 2 commercial property management associations.
- We were unable to place any articles this quarter, and to our knowledge no information on the TRC program was shared through this outreach.

Residential Property Managers

Summary

TRC staff continued outreach to residential property managers to properly identify and promote the safe removal and disposal of mercury-added thermostats within their properties. We have focused on helping residential property managers become more aware of the rebate incentives and trying to place recycling bins with them to promote proper disposal. Residential property managers need to be aware of AB-245 to avoid the costly penalty of not recycling thermostats properly.

In Q1'20, TRC continued outreach to residential property management associations with the goal of placing articles in their publications (i.e. blog, newsletter, email, etc.) and/or on their websites.



Below is a list of the residential property management associations we are currently in contact with:

1. California National Association of Residential Property Managers (CALNARPM)
 - a. Alameda/ Contra Costa
 - b. Long Beach/ Orange County
 - c. Los Angeles
 - d. Marin/ Sonoma
 - e. Monterey Bay
 - f. Northern California Central Valley
 - g. Sacramento
 - h. San Diego
 - i. Santa Clara
2. California Apartment Association (CAA)
 - a. Central Valley
 - b. Contra Costa
 - c. Greater Fresno
 - d. Greater Inland Empire
 - e. Income Property Assn. of Kern
 - f. Los Angeles
 - g. Marin Income Property Association
 - h. North Bay
 - i. Orange County
 - j. Rental Housing Assn. of Sacramento Valley
 - k. San Diego
 - l. San Francisco Apartment Association
 - m. Solano
 - n. Tri-County
3. International Realty & Investments
4. Apartment Association of Greater Los Angeles (AAGLA)
5. Apartment Owners Association of California, Inc
 - a. San Fernando Valley
 - b. Orange County
 - c. Los Angeles
 - d. San Diego
 - e. Long Beach
 - f. Northern California
6. FirstService Residential California
 - a. Bay Area
 - b. Inland Empire
 - c. Los Angeles
 - d. Orange County
 - e. Palm Desert
 - f. Sacramento
 - g. San Diego
 - h. Santa Clarita
 - i. San Francisco

7. California Association of Realtors (NAR)

Barriers

- Most calls end in a voicemail that is left unreturned or simply hang-ups.
- Many property managers we contact state that they no longer have mercury thermostats in the properties.

Motivators

- N/A

Results

- TRC staff completed outreach to 3 residential property management associations.
- We were unable to place any articles this quarter, and to our knowledge no information on the TRC program was shared through this outreach.

Hotel/Motel

Summary

Most hotels and motels need to consistently renovate their structures to meet the standards of their customers; therefore TRC does not see the majority of these establishments as being a fruitful audience for program success. Based on calls, hotels, motels, inns, and bed & breakfasts of lower revenue have the greatest likelihood of having mercury-containing thermostats. The best means of contacting these businesses is by partnering with lodging associations and working to place an article about TRC's program in their communications and outreach. The potential legal and financial repercussions of improper waste disposal should be a powerful motivator for this audience.

We continued outreach to hotels and motels during the first quarter with the goal of placing an article (see appendix) in their publications (i.e. blog, newsletter, email, etc.) and/or on their websites. Below is a list of the hotel-motel associations we are in contact with:

1. California Hotel & Lodging Association
2. San Diego County Hotel Motel Association
3. Anaheim/Orange County Hotel Lodging Association
4. Sonoma County Lodging Association
5. Sacramento Hotel Association
6. Hotel Council of San Francisco
7. Taiwan Hotel Motel Association of Southern California
8. Hotel Association of Los Angeles
9. Boutique and Lifestyle Lodging Association

Barriers

- The associations are difficult to get ahold of and seem to be unresponsive.

Motivators

- When we are successful in getting someone on the phone, they initially seem interested.

Results

- TRC staff completed outreach to 3 associations mentioned above.
- We were unable to place any articles this quarter, and to our knowledge no information on the TRC program was shared through this outreach.

Pilot Program

Summary of Pilot Activities for Audience A

Retail/Consumer

Summary

In this pilot program, we tested immediate monetary incentives with six retailers throughout the state of California. The goal of the retail pilot was to initiate and maintain a robust program that engaged participating retailers, increased overall collection rates, and provided conclusive evidence to indicate what the most effective financial incentive per recycled mercury-added thermostat should be for TRC's California program.

Nine hardware stores initially signed up for the program, but one location in Folsom was not able to continue participation due to unrelated internal business issues. Two other stores — one in Crestline, CA (Q2'18) and another in Stockton, CA (Q3'18) — requested removal from the program due to a lack of participation by their customers. The remaining hardware stores are located in Clovis, Los Angeles, Sacramento, West Hollywood, and Fresno (has two stores). We also have three control stores where no incentive is offered for the return of mercury thermostats. One of these controls is located in Oakland, and the other two are located in San Francisco.

In 2019, we supported our six retail pilot partners by providing financial incentives in the form of an immediate in-store credit for customers who turned in mercury thermostats with completed rebate forms. We also continued to conduct check-in calls in order to determine whether stores needed any new materials or support.

In Q1'20, work for the retail audience was exclusively focused on the general audience.

In Q2'20, we plan to check in on our pilot stores, gather updates about how COVID-19 is affecting thermostat collections and continue to support them as we have in past years.

Barriers

- **Relevance of Issue:** Stores located in newer neighborhoods serve customers whose homes were built after the ban on mercury-added thermostats. Therefore, retail store owners don't think TRC's thermostat recycling is relevant to their customer base and aren't motivated to participate.
- **Retail Store Customer Base:** Not all hardware stores have residential customers, some cater to industrial customers only.

- Lack of Processes to Keep Employees Trained: New employees were not always trained on the specifics of the recycling program, which makes it difficult for the program to be successful at certain retail locations.

Motivators

- Community Impact: Retail owners showed a desire to help their community, and environment was an added bonus.

Results

- N/A - outreach efforts in Q1'20 were exclusively focused on the general retail/consumer audience.

Household Hazardous Waste (HHW)

Summary

In Q1'17, TRC initiated a pilot with three HHW county programs across the state of California. The goal was to measure the effectiveness of a \$10 mail-in-rebate incentive intended to drive residents to recycle mercury-added thermostats. This included San Bernardino County (South), Santa Clara County (Central), and Del Norte County (North). This was in response to the Approval with Modification Letter from DTSC on October 7, 2016:

“2. TRC is to implement a pilot project that provides a \$10 per thermostat incentive payment (using either a mail-in rebate or gift card) to anyone who turns in thermostats at household hazardous waste collection facilities. This type of pilot project was proposed in TRC’s May 10, 2016 draft Pilot Programs Plan but removed from its August, 2016 submittal.”

During Q1'20, TRC worked with the participating HHWs to continue reinforcement of the program and its goals. The rebate was provided to HHWs when the incentive forms were turned in, and check-in calls were conducted. Out of all the target audiences in the TRC program, HHW program managers have been particularly supportive of TRC’s program goals, as they align with their goal of effectively collecting hazardous waste from residents.

Barriers

- The length of time it can take to receive a relatively small rebate deters people from participation because people feel as though it is a waste of their time.
- HHWs do not always want to separate their thermostats from other mercury-containing items, and sometimes drop out of the TRC program due to this difference.

Motivators

- Shared goals/role of environmental stewardship.
- Sandwich board sign and fliers advertising the TRC program are useful visual prompts for residents.

Results

- Two incentives were paid to residents through an HHW drop-off.
- 35 check-in calls were placed to all HHWs this quarter.

Wholesaler

Summary

In Q1'17, TRC initiated a pilot with 12 HVAC wholesalers across the state to measure the effectiveness of monetary incentives on HVAC wholesalers' return rates. \$100 rebates were offered for the return of bins containing 40 or more mercury thermostats, while \$2.50 was offered per thermostat for bins containing less than forty thermostats. This is in response to the Approval with Modification Letter from DTSC on October 7, 2016:

"3. TRC is to implement a pilot project that provides \$100 mail-in rebate for each bin return by HVAC Wholesalers that contain 40 or more thermostats, and for bins with less than 40 thermostats, a prorated amount of \$2.50 for each thermostat in the returned bin. Although a pilot project of this type was not included in the May 10, 2016 or the August 8, 2016 pilot project plans, DTSC notes that the return rate for HVAC Wholesaler return of collection bins has remained around 55%. A return rate this low, in the primary participant group that has been the focus TRC's program, is troubling, and it is important for TRC to explore methods to improve the collections in these bins, and the rate of their return."

The 12 HVAC wholesaler collection sites were chosen for the pilot program using quota sampling to ensure that they met the following criteria:

1. All had a combined, baseline return rate of 55% (for a representative sample).
2. At least four had been in the program for more than two years.
3. At least three returned more than three bins in the past year.
4. At least four were located in Northern California.
5. At least four were located in Southern California.

We sent each participating manager a packet with instructions on how to file the new HVAC Wholesaler invoice form (see appendix) in order to receive their rebate check after returning their TRC bin. We also included 25 forms with their bins.

Letter Sent to Wholesale Managers:

Hello!

Thank you for agreeing to participate in Thermostat Recycling Corporation's (TRC) HVAC Wholesaler Incentive Program. For each bin returned with 40 or more thermostats, we will provide a \$100 reimbursement, or \$2.50 per thermostat if the bin contains fewer than 40 thermostats. This incentive program will last until December 31, 2017.

During this year, I will be contacting you once a quarter to follow up with the program. Feel free to contact me with any questions you may have, at this email: ksingh@sga-inc.net or by calling me at 732-485-4589.

Attached you will find the Invoice Form necessary to obtain the reimbursement. These will also be sent to your store's location by mail. Please read the attached instructions, which detail how to properly submit the form to TRC.

Again, thank you for your participation!

Sincerely,
Kendra

The program was extended past December 31, 2017 to honor incentives occurring through 2020.

In the first quarter of 2020, TRC continued this pilot with 12 HVAC wholesalers across the state of California to measure the effectiveness of monetary incentives on HVAC wholesalers' return rates. We supported our HVAC Wholesaler pilot partners by providing the incentive when rebate forms or bins were turned in and when conducting check-in calls.

Barriers

- Employee turnover creates a lack of training for new employees.
- Loss of materials that describe the program.

Motivators

- Ease of the process.
- The program brings contractors into their stores.
- Increased concern for the environment and embracement of the positive benefit the program delivers.

Results

- No active wholesalers in the pilot were paid an incentive this quarter.
- 12 calls were placed to the wholesalers in the pilot.

Summary of Pilot Activities for Audience B

School Districts

Summary

The pilot program differs from the outreach program in that our communication with pilot schools is approached as a partnership, tracked more closely, and given more attention than our communication with schools in the general outreach program. Additionally, the pilot program tracks a subset of schools and must offer the \$5 incentive for every mercury-added thermostat whereas the general school outreach may offer the \$5 incentive as an option but is not required to do so.

In 2019, SGA recruited three school districts to participate in the pilot program. Our general outreach calls helped us identify one school district (Union Middle School) that was replacing mercury-added thermostats. This school requested a bin and was added to the pilot program. In Q2'19, we continued our outreach to schools and identified two more schools that were interested in bins; these two schools have since been added to the pilot program. In Q3'19, the two bin placements mentioned above were finalized for Oxnard Union High School District and Ross Valley School District during general outreach. In Q4'19 and Q1'20, there was no need for communication with current pilot participants because bin placements and questions had been resolved in Q3'19.

In Q1'20 we focused our efforts on following up with schools in the general outreach audience. Unfortunately, due to the COVID-19 pandemic and resulting school closures statewide, school outreach activities are currently on hold. As COVID-19 developed, we created plans to expand our school database in an effort to identify new partners who are enthusiastic about hosting a TRC bin when schools are reopened. We will continue to place schools that request bins in the pilot program for continued outreach.

Barriers

- Administrative Turnover: Difficulty getting in touch with the same contacts who initially agreed to accept a bin, which makes it difficult to follow-up with staff regarding the on-site presence of mercury-added thermostats.

Motivators

- Liability for Child Safety: Schools may face legal repercussions of not maintaining a safe environment for school children.
- Environmental Impact: The knowledge that hazardous materials will be recycled by a trusted source.
- Environmental Impact: The idea that they are contributing to a healthier planet and doing their part to reduce pollution.
- Financial Benefit: By partnering with TRC, schools can save money by avoiding hiring a hazardous waste hauler to dispose of mercury thermostats. Additionally, TRC offers schools a monetary incentive to participate.

- Effort of Hiring Hazardous Waste Contractor Avoided: By partnering with TRC, schools can save themselves the effort of hiring a hazardous waste hauler

Results

In Q1'20, SGA:

- Maintained partnerships with the three school districts in the pilot program.
- Planned and held a strategic meeting to identify new tactics given the temporary closure of schools during the COVID-19 pandemic.

Summary of Pilot Activities for Audience C

Utility Companies

Summary

Originally, the pilot was going to run through utility companies' contractors, who we thought regularly installed and removed thermostats for their customers. However, upon further investigation, we determined that it is not common practice for utility companies to employ contractors. As such, we redirected our recruitment efforts towards utility companies themselves in order to better fit their structure.

The utility pilot seeks to offer a “collect all” thermostat recycling program to some utility customers, as well as to collect additional data points (this information is in addition to the metrics tracked for general outreach). Utility customers that live in areas with collect-all bins will be offered a way to recycle any thermostats they have (hence, “collect all”) and receive a \$5 rebate for any mercury-added thermostats recycled in these bins. The goal of this pilot program is to determine whether the identification of mercury-added thermostats (vs. electronic thermostats) acts as a barrier to collection, as well as to determine whether the number of electronic thermostats being recycled is comparable to the number of mercury-added thermostats being recycled.

In 2019, SGA conducted an internal audit to identify materials that required updating, assess our outreach strategy, and create an updated database to ensure that our ongoing outreach efforts are directly aligned with the metrics of interest as detailed in our proposed plans and DTSC consent orders. We then reached out to our pilot utility companies to determine whether they directly install thermostats in the homes of their residents, use a third-party contractor to do this installation, and/or offer a rebate for residents who opt to install thermostats themselves. We then successfully recruited two new utility companies to the pilot program, Liberty Utilities and Bear Valley Utilities. Both of these utility companies showed initial interest in our program but became unresponsive after several follow-up correspondences.

In Q1'20, we reached out to our contacts at Liberty Utilities and Bear Valley Utilities. Liberty Utilities continued to be unresponsive this quarter. Bear Valley was responsive but is organizing their own programs and has asked us to wait until they are complete with their internal organization before continuing communications about a partnership.

We plan to expand our pilot outreach to additional utility companies in Q2'20.

Barriers

- Connecting with Right Contact: It is difficult to get ahold of and to correspond with the employees of utility companies.
- Bureaucratic Approval Process: Point of contact often needs to get approval from supervisors and this process can be lengthy.

Motivators

- Interest in Issue: Utility companies see mercury-added thermostat recycling as a worthwhile cause.
- Alignment with Existing Rebate Programs: The TRC program fits well with the existing energy efficiency and rebate programs that utility companies offer.

Results

In Q1'20:

- TRC sent & received 4 emails to utility companies in the pilot program.
- TRC placed 1 call to a utility company in the pilot program.
- TRC conducted outreach with contacts at:
 - Liberty Utilities
 - Bear Valley Utilities

Table 7. Incentives Redeemed & Thermostats Collected at the Collection Locations Included in the Utility Pilot Program during Q1'20.

Name of Drop-off Location & City of Operation	# of Incentives Redeemed	# of Thermostats Collected
Creative Paint & Hardware, San Francisco	0	0
CONTROLCO, San Francisco	0	0
American Refrigeration Supplies, San Francisco	25	25
Gow Supply Company, San Francisco	0	0
Cole Hardware (Russian Hill), San Francisco	0	0
Cole Hardware (SOMA), San Francisco	0	0

Property Managers

Summary

On behalf of TRC, SGA previously conducted outreach to residential and commercial property managers across the State of California since 2017. Property managers are a valuable audience for TRC because they can support the collection of mercury-added thermostats by practicing the safe removal and disposal of these thermostats within their properties. The aim of the pilot is to determine whether or not the identification of mercury thermostats acts as a barrier to their collection and proper disposal, and to gather data on the ratio of mercury vs. electronic thermostats being recycled. As such, property managers located in Long Beach, Los Angeles, Oakland, and San Francisco are provided with a “collect-all” bin that they fill with any thermostat they come across.

In 2019, SGA created a database of 22 property management companies in Oakland and Los Angeles that we could visit in-person in an effort to recruit them into the pilot program. Prior to conducting in-person outreach, we also created a call script which addressed various barriers and motivators identified during previous outreach efforts with this audience. In total, we visited 11 property managers in Oakland and placed 7 bins, and we visited 20 property managers in Long Beach and placed 10 bins.

In Q1’20, TRC staff conducted outreach with 10 of our existing property management partners to follow up on their progress and answer any questions that had arisen. During these calls, we attempted to collect the information of any contractors that they work with for the disposal of mercury thermostats.

During Q2’20, we will continue to collect contractor data. This data will be used to then conduct outreach to these contractors, leveraging the partnerships we have with property managers to place bins. During March of Q1’20, we assessed our strategies in order to ensure the continuation of work amidst COVID-19.

Barriers

- **Relevance of Issue:** This audience believes they do not have mercury-added thermostats in their properties or do not come across them enough to host a bin.
- **Lack of Storage:** This audience states they don’t have a place to keep the bin, even when offered the smaller pail. They do not want to store the bin in their workspace.

Motivators

- **In-person Outreach:** Companies were more likely to accept a bin if they were contacted in-person by a TRC representative.
- **Risk of Fine for Non-Compliance:** Having TRC materials that detailed the \$70,000 fine that we could show property managers in-person appeared to make property managers less skeptical about the program and more willing to accept a bin.

Results

In Q1'20:

- TRC staff placed 10 calls to existing property manager partners in Long Beach.

Program Modification Plan

Proposed Modification #1: Provide smaller recycling pails to requesting locations.

- Completed/ongoing
- Offered in-person during site visits and trade shows, as well as outreach calls

Proposed Modification #2: Move “miss you” postcards sent from 3 times a year to 6 times a year to current collection locations.

- Ongoing/in process
- In Q1'20: Sent 356 postcards in January

Proposed Modification #3: Send quarterly reminder shipment emails to all collection locations not returning a bin in 6 months.

- Ongoing/in process
- In Q1'20: Sent 182 emails in January

Proposed Modification #4: Call all collection locations 4 times a year that haven't shipped a bin in 6 months.

- Made 467 calls in Q1'20 to these locations

Proposed Modification #5: Begin offering a merchandising display to all wholesale or retail locations visited during store sweeps

- Ongoing, most already have displays, keep their bin in the back, or do not have room for them. We did not have any requests for merchandising displays in Q1 because we were unable to perform site visits given the current pandemic.

Proposed Modification #6: Execute site visit sweeps 2 times a year to clean out locations with a minimum visit of 100 locations each sweep.

- Required to visit every location every year
- Q1'20: 0 current collection site visits and 0 non-compliant visits, these site visits have been postponed due to the state-wide stay-at-home order.

Proposed Modification #7: Ensure all marketing collateral include a version in Spanish.

- We have Spanish translations for all current marketing material available on our website as well as printed by request.
- We also have a link for Spanish versions on all new advertisements, targeting Spanish speaking homeowners with new brochures and messaging.

Proposed Modification #8: Produce a California specific YouTube pop-up advertisement for specific Google AdWords key terms which is informed by the non-monetary message testing from Group A pilot plan.

- Completed

Proposed Modification #9: Change California specific marketing collateral to include messaging which are informed by the non-monetary message testing from Group A pilot plan.

- Ongoing, all new marketing includes family and safety messaging.

Proposed Modification #10: Once a year, meet with other Extended Producer Responsibility (EPR) groups which operate in California to discuss best practices and ways to improve outreach.

- On January 8, 2020 TRC joined other EPR groups including mattresses, paint, batteries and carpet to discuss the current state of affairs and new initiatives.
- Among the topics discussed were what constitutes reuse over recycle and ADA compliance.

Proposed Modification #11: Reach out to all HVAC wholesale locations across the State that are not currently collecting mercury-added thermostats.

- Made 2 calls to these locations in Q1'20.

Proposed Modification #12: Review all collection locations' geographic coverage with GIS mapping software. The findings are to be published in each year's annual report submission. Where gaps in coverage are discovered, TRC will implement a campaign to target placing recycling bins in the region.

- Reference GIS maps

Geographic Information Systems (GIS)

The following maps show the total number of collection locations throughout the state of California with the location's respective population per county. Size of population helps to depict the number of residents served by our collection sites.

Figure 1. Map showing active bins

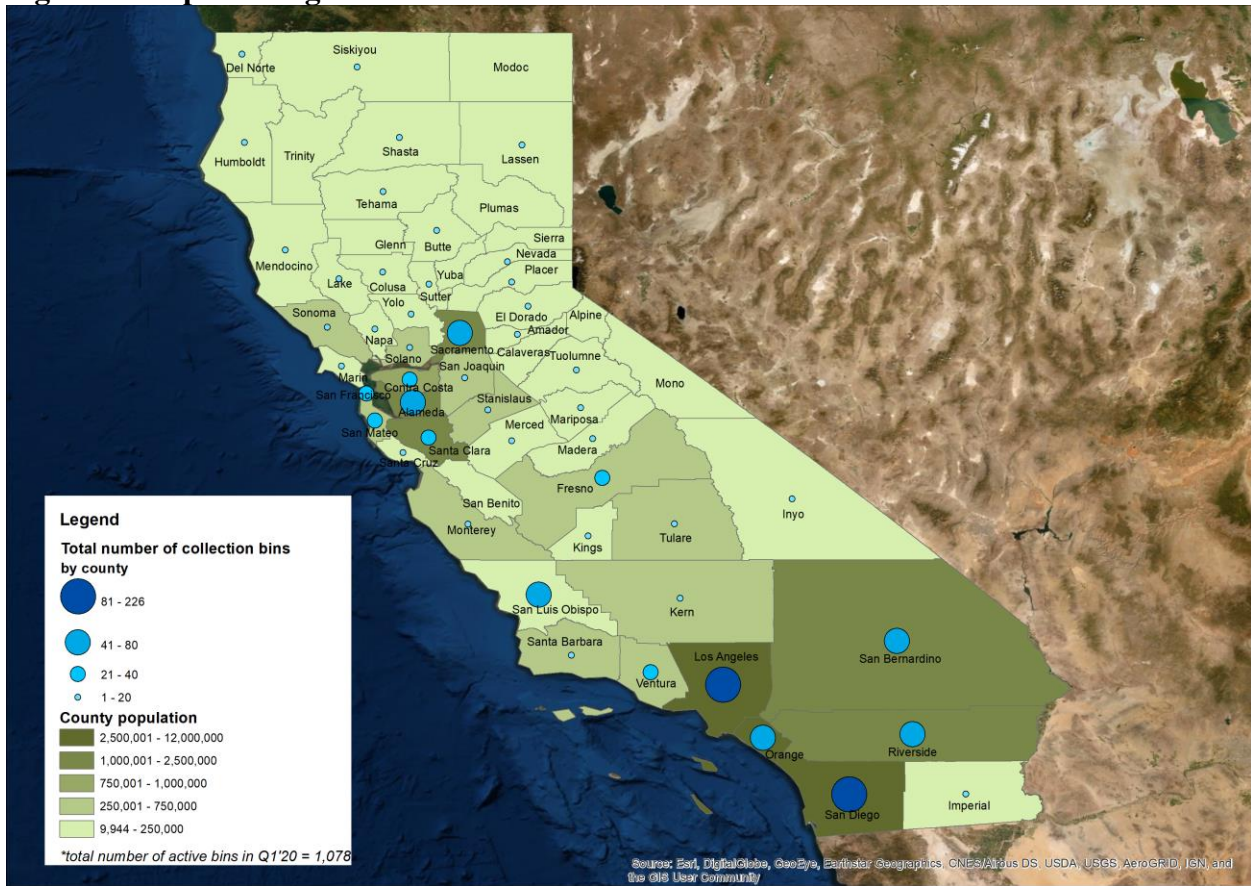
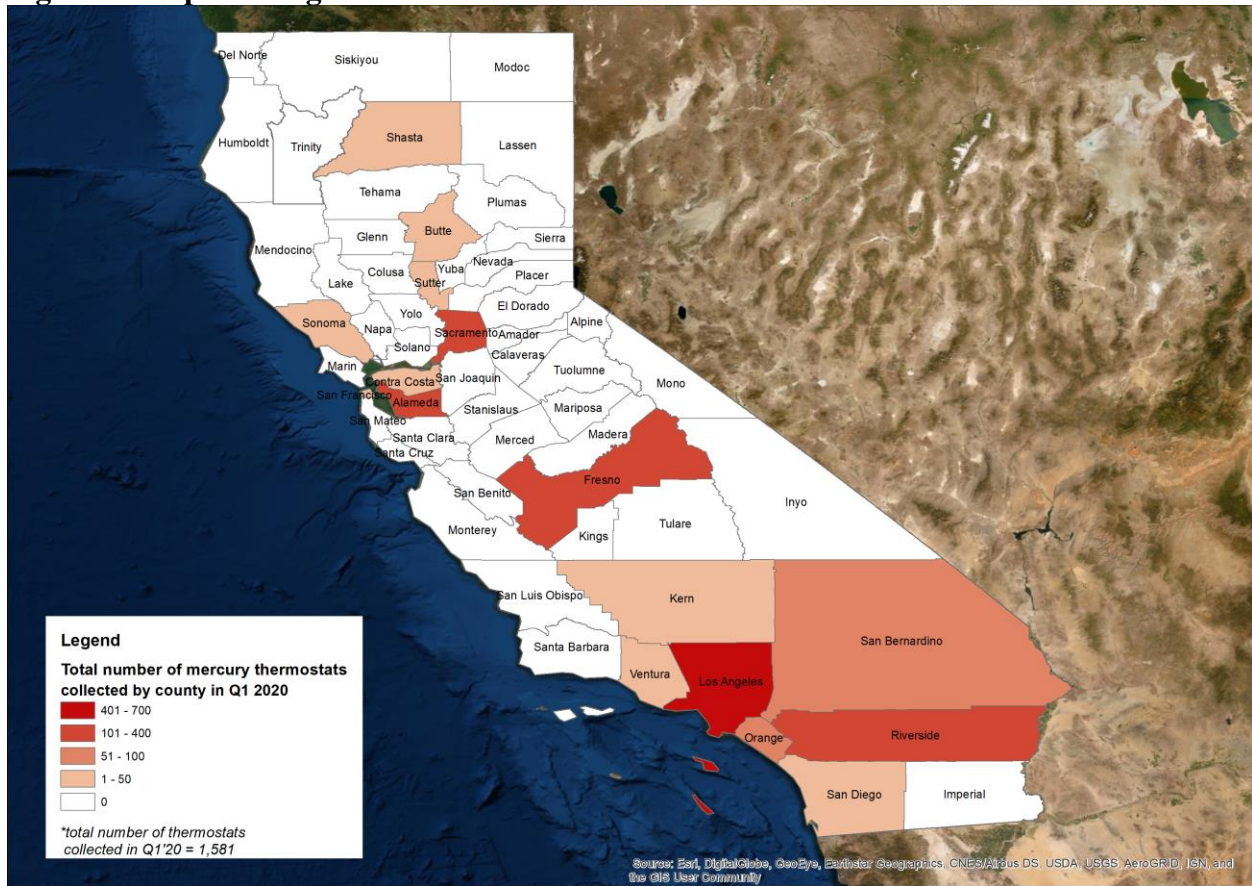


Figure 2. Map showing total thermostats



Collection Location Summary

A table documenting the collection locations in California with account type, address and collection data is included in the appendix.

CSLB Forms

The Contractor State License Board license number forms, as gathered by wholesalers, are included in the appendix.

Incentive Payments

Table 8. Incentive payments made

TRX Date	Account Description	Reference	Amount
1/18/2020	California - Sponsorships Incentives	CA incentive processing	250.00
2/13/2020	California - Sponsorships Incentives	rebate	5.00
2/13/2020	California - Sponsorships Incentives	rebate	10.00
2/13/2020	California - Sponsorships Incentives	rebate	5.00
2/13/2020	California - Sponsorships Incentives	rebate	5.00
2/22/2020	California - Sponsorships Incentives	CA rebates	250.00
3/6/2020	California - Sponsorships Incentives	rebate	5.00
3/6/2020	California - Sponsorships Incentives	rebate	5.00
3/6/2020	California - Sponsorships Incentives	rebate	5.00
3/18/2020	California - Sponsorships Incentives	incentives	466.56
3/18/2020	California - Sponsorships Incentives	rebate	5.00
3/18/2020	California - Sponsorships Incentives	rebate	5.00
3/18/2020	California - Sponsorships Incentives	rebate	5.00
3/18/2020	California - Sponsorships Incentives	rebate	10.00
3/18/2020	California - Sponsorships Incentives	rebate	5.00
3/18/2020	California - Sponsorships Incentives	rebate	10.00
			1,046.56

Site Visits

A table documenting site visits conducted in Q1 2020 is included in the appendix. These site visits include documentation for non-compliant locations.

Advertising

Summary

Digital advertising is still the focus of TRC's California ad campaign as we progress further into 2020, including Google Ads and digital ads. Digital ads will begin in Q2, so this report on Q1 focuses exclusively on Google Ads.

Google Ads

Google Ads is a digital advertising platform where advertisers bid on search terms (or keywords) in order to have brief ads displayed. TRC has invested about 20% of its 2020 California advertising allocation into Google Ads. This PPC campaign targets people searching for relevant terms and drives traffic to various pages on the TRC site, based on the terms searched. See attached list of keywords.

The goal of the PPC campaign is two-fold: Awareness and conversion. TRC has developed (and continues to modify) the PPC campaign to align with terms searched by individuals related to



thermostats, mercury, mercury recycling, thermostat replacement, etc. By serving up ads to people searching for these terms, TRC is able to build awareness for the need to recycle mercury-containing thermostats and for the TRC program. Secondly, TRC’s ads drive people to sections of the website where conversions can be tracked. Specifically, TRC is prompting people to find a recycling location or to request a bin.

Google Ads started in January. The summary of the campaign’s delivery for the Q1’20 is detailed below.

Impressions: 100,815

Clicks: 2,278

CTR: 2.26%

CPC: \$2.72

Search Impression Share: 41.76%

Conversions: 301

- Note: A conversion is counted when someone clicks the zip code finder page.

Results and Analysis

Our Search Impression Share has increased, as has our number of conversions, when compared to Q4’19. While the number of impressions and clicks have fluctuated a bit this quarter, the CTR is still higher than the industry average of 1.91%. Our ad performance continues to perform well in key ways, and the ads continue to reach the correct audience.

Barriers

- There were no barriers to launching this advertising.

Motivators

- Digital is highly effective and efficient. Moreover, digital provides for the ability to track ROI.

Keywords Used in Google Ad Campaign

Keyword	Ad group
+heating +and +air +conditioning +replacement	HVAC
+how +to +install +a +new +thermostat +in +house	installing
+nest +thermostat +install	installing
+installing +nest +thermostat	installing
+new +heater +for +home	HVAC
+installing +smart +thermostat	installing
+hvac +system +replacement	HVAC
+heating +and +air +conditioning +best +practices +for +replacement	HVAC
+installing +new +thermostat +in +house	installing
+new +air +conditioning +unit	HVAC
+nest +installation	installing
+mercury +thermostat +disposal	Mercury
+recycle +mercury +thermostat	Mercury

+old +house +thermostat +mercury	Mercury
+where +can +you +take +mercury +to +dispose +of	Mercury
+disposing +mercury +thermostats	Mercury
+proper +way +to +d +dispose +of +mercury	Mercury
sacramento mercury recycling thermostat	Mercury
+berkeley +recycle +mercury +thermometer	Mercury
+change +thermostat	thermostat
+programmable +thermostats +for +home	thermostat
+to +change +an +analog +thermostat +to +a +digital	thermostat
+which +are +the +problems +of +a +thermostat	thermostat
+california +recycling +laws	Mercury
+mercury +in +thermostat	Mercury
+how +to +dispose +mercury	Mercury
+how +to +dispose +of +mercury +thermometers	Mercury
+how +to +dispose +of +mercury +thermostats	Mercury
+how +to +dispose +old +thermostat +with +mercury	Mercury
+how +to +dispose +of +mercury +thermostat	Mercury
+mercury +disposal +sites +near	Mercury
+programmable +thermostat +reviews	thermostat
+install +new +thermostat	thermostat
+temperature +control +digital +thermostat	thermostat
+disposal +of +mercury	Mercury
+mercury +thermometer +disposal	Mercury
+dispose +mercury	Mercury
+how +to +dispose +mercury +thermometer	Mercury
+how +to +remove +a +mercury +thermostat	Mercury
+where +to +dispose +of +mercury +thermostat +near +me	Mercury
+san +francisco +mercury +disposal	Mercury
+mercury +disposal	Mercury
+how +dispose +mercury +california	Mercury
+where +take +mercury +for +disposal	Mercury
+thermostat +installation	thermostat
+electronic +programmable +thermostat	thermostat
+running +words +between +thermostat +and +furnace	thermostat
+video +on +how +to +change +a +thermostat	thermostat
+what +should +i +know +about +to +change +thermostat	thermostat
+mercury +thermostat	Mercury
+mercury +thermostat +illegal	Mercury
+how +do +you +recycle +mercury	Mercury
+feeling +safely +dispose +mercury +thermometer	Mercury
how +dispose +mercury	Mercury
how +dispose +mercury from +thermometer	Mercury

+mercury +waste +disposal +santa +clarita	Mercury
+your home +honeywell +thermostat +problems	thermostat
+where +to +dispose +of +mercury	Mercury
+recycling +information	Mercury
+how +to +dispose +of +a +mercury +thermometer	Mercury
+how +to +recycle +a +mercury +thermostat	Mercury
+what +to +do +with +mercury +thermometers	Mercury
+where +can +you +get +rid +of +mercury	Mercury
mercury house thermostats	Mercury
+California +mercury +disposal	Mercury
+how +remove +old +thermostat +with mercury	Mercury
+palo +alto +mercury +disposal	Mercury
+thermostat +problems	thermostat
+old +digital +honeywell +thermostat	thermostat
+laws +on +recycling +in +california	Mercury
+legal +disposal +of +mercury	Mercury
+recycle +thermometers +mercury	Mercury
+what +to +do +with +mercury +thermostat	Mercury
+san +jose +mercury +thermometer +disposal	Mercury
+getting +rid +of +mercury +thermometers	Mercury
+home +disposal +of +mercury	Mercury
+how +do +you +dispose +of +a +mercury +thermometer	Mercury
+recycling +mercury +thermostats +san +diego	Mercury
+where +to +take +mercury +thermostats	Mercury
+digital +thermostats	thermostat
+house +thermostat +problems	thermostat
+nest +thermostat +installation +manual	thermostat
+how +to +change +thermostat	thermostat
+how +to +install +a +thermostat +in +a +honeywell +water +heater	thermostat
+installing +a +smart +thermostat	thermostat
+digital +thermostats +for +homes	thermostat

Appendix

Table 9. Number and location of new collection bins

Bin Assignment Date	Name	Location Type	Physical Address - Street 1	Physical Address - City	Physical Address - Zip Code
1/22/2020	Pastime Hardware	Retailer	10057 San Pablo Ave.	El Cerrito	94530
1/22/2020	AC Pro	Wholesaler	13230 Evening Creek Dr. South	San Diego	92128
1/7/2020	Orinda Hardware	Retailer	56 Moraga Way	Orinda	94563
1/7/2020	Pittsburg Ace Hardware	Retailer	125 E. LELAND ROAD	PITTSBURG	94565
1/7/2020	Johnstone Supply Co	Wholesaler	5658 E. CLINTON AVE.	FRESNO	93727

Outreach Program

Audience A

Retail Toolkit Materials

Retail: Program introduction letter



500 Office Center Drive – Suite 400 | Fort Washington, PA 19034 | thermostat-recycle.org

Dear Retail Partner:

Thank you for participating in the Thermostat Recycling Corporation's (TRC) California Retail Collection Program. As a TRC partner, your efforts will help keep mercury out of our waste stream and increase customer loyalty through demonstrating your store's commitment to a sustainable community.

We will provide you a free collection bin or gallon pail with pre-paid shipping, a shelf-talker to place on your thermostat aisle, and a folder with additional information to share with your employees about our program. We will provide free publication education materials and promote your store through online channels.

Effective immediately, California residents in your geographic region will be eligible for a \$5 mail-in rebate that is provided by their utility company, when they recycle their mercury thermostat at a Thermostat Recycling Corporation (TRC) location. So be aware that some customers may deliver their thermostat in a plastic bag that also includes a rebate form. There is no action required on your part, simply place the thermostat in the bin with the other thermostats. The rebate payment will be sent to the customer directly on behalf of TRC.

Please remember that for your employees' safety, TRC bins must be shipped when the bin is full or within one year of the date the first mercury thermostat was collected. The bin is returned to the store for the collection of additional thermostats.

If you have any questions regarding this incentive program, please call us at **1-888-266-0550** or email us at trc@thermostat-recycle.org for more information.

Thank you,



Ryan L. Kiscaden
Executive Director
Thermostat Recycling Corporation

Retail: Prepping and shipping instructions sheet

Preparing TRC Collection Container for Shipment

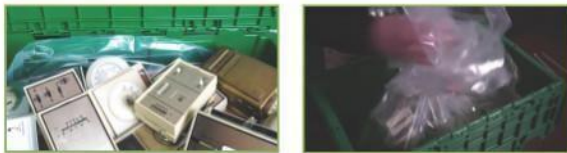
When your collection container is full, or when it has been one year since at least one mercury thermostat has been sitting in it, please use the following steps to prepare your container for shipping:

1. Check to make sure the items in the collection container are mercury-containing thermostats **only**. Remove any unacceptable items. If you find anything besides whole mercury thermostats, please contact TRC for special shipping instructions. Never accept jars or any other containers of liquid mercury as those are hazardous waste and cannot be shipped in our bins.

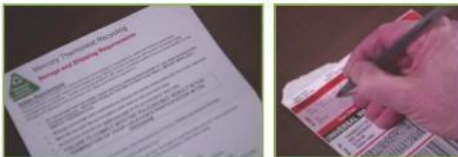


UNACCEPTABLE ITEMS

2. Enclose the thermostats in the liner, use the provided nylon tie to tie the liner. Close the container and secure it by using the remaining nylon ties on the two ends of the lid.



3. Review the instructions that came with your container prior to closing it in preparation for shipping. It is very important to neatly write your return address on the pre-paid shipping label and to use indelible ink if possible. Turn this page over for details.



4. Attach the shipping label to the TRC container and schedule a "Ground Return Pickup" from Fedex (turn this page over for instructions.) Make sure to keep your tracking number to help TRC track the shipment if an issue occurs.

[OVER]

thermostat-recycle.org | 1-888-266-0550 | trc@thermostat-recycle.org

Retail: Prepping and shipping instructions sheet (continued)

Shipping TRC Collection Container

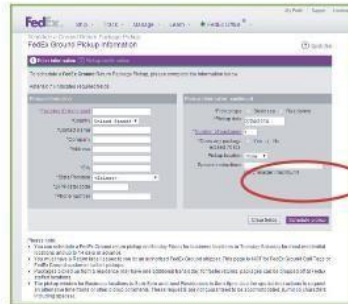
1. Schedule a FedEx “Ground Return Pickup” by calling 1.800.463.3339 or online at www.fedex.com/returnpickup (username and password are not required)

2. Enter Pickup Information (Note: Tracking ID is found on red label that was delivered with the container)

3. Select “Schedule Pickup.” Your confirmation number will appear on the next page. Keep your confirmation number to help TRC track the shipment if an issue occurs.



TRACKING ID:



4. Attach red shipping label to container. Your container will be picked up and then a new collection container will be sent to you.

Thank you for being part of the TRC recycling program.

[OVER]

thermostat-recycle.org | 1-888-266-0550 | trc@thermostat-recycle.org

Retail: Identifying a mercury thermostat sheet



Identifying a Mercury Thermostat

If the thermostat uses a dial or lever, odds are it contains mercury and needs to be recycled. Containing between 3 and 12 grams of mercury, thermostats are likely the device in homes that have the most amount of mercury today.

1. Examples of mercury thermostats include:



2.



Look for the
mercury bulb
inside.



3. If the thermostat has mercury, it needs to be recycled. It's the law.* Just put the entire mercury thermostat in the green TRC collection container.

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

thermostat-recycle.org | 1-888-266-0550 | trc@thermostat-recycle.org

Retail: English shelf talkers

Still have a mercury thermostat?



Protect your health and the health of others.

**Recycle it
in-store today!**

Retail: Spanish shelf talkers

¿Todavía tiene un termostato de mercurio?



Proteja su salud y la salud de nuestra comunidad.

**¡Recíclalo ahora
en la tienda!**

Retail: English window clings

Still have a mercury thermostat?

Protect your health and the health of others.



Recycle it in-store today!

Retail: Spanish window clings

¿Todavía tiene un termostato de mercurio?

Proteja su salud y la salud de nuestra comunidad.



¡Recíclalo ahora en la tienda!

Audience B
Utility Outreach Materials

Utility: Flier (front)

STILL HAVE A MERCURY THERMOSTAT?



Recycle yours for a \$5 rebate!

LOCAL RECYCLING LOCATIONS

<p>Store #1 Street Address City, State zip code</p>	<p>Store #2 Street Address City, State zip code</p>	<p>Store #3 Street Address City, State zip code</p>
<p>Store #4 Street Address City, State zip code</p>	<p>Store #5 Street Address City, State zip code</p>	<p>Store #6 Street Address City, State zip code</p>
<p>Store #7 Street Address City, State zip code</p>	<p>Store #8 Street Address City, State zip code</p>	<p>Store #9 Street Address City, State zip code</p>

Visit TRCrebate.com/CA to print your rebate & learn more.



Thermostat Recycling[™]
CORPORATION
an industry-funded non-profit

Utility: Flier (back)

**FOLLOW THESE STEPS TO RECEIVE \$5
FOR YOUR MERCURY THERMOSTAT!**

In California, improper disposal can result in fines of up to \$70,000. Old thermostats contain mercury that is dangerous to humans and the environment.

Step One: Identify potential mercury thermostats.



Step Two: Look for the mercury bulb inside.



Step Three: Send in thermostat and get \$5!

Place your mercury thermostat in a plastic bag with the rebate form and drop it off at any of the locations listed on the front of this flier.

RECYCLE THIS.



Receive \$5 per thermostat by dropping off a rebate form & your mercury thermostats at a local collection site!

Store #1
Street Address
City, State zip code

Store #2
Street Address
City, State zip code

Store #3
Street Address
City, State zip code

Store #4
Street Address
City, State zip code

Store #5
Street Address
City, State zip code

Store #6
Street Address
City, State zip code

Store #7
Street Address
City, State zip code

Store #8
Street Address
City, State zip code

Store #9
Street Address
City, State zip code

Store #10
Street Address
City, State zip code

TRCrebate.com/CA

Utility: Tear Pad (front)



**WANT \$5 FOR YOUR
OLD THERMOSTAT?**

*Recycle yours today
and claim your rebate!*

TRCRebate.com/CA

SPONSORED BY  **Thermostat Recycling**
CORPORATION

Utility: Tear Pad (back)

ENCLOSE A REBATE FORM WITH YOUR MERCURY THERMOSTATS IN
A PLASTIC BAG AND RECYCLE THEM AT A LOCATION BELOW:

- | | | |
|---|---|---|
| 1 Store #1
Street Address
City, State zip code | 2 Store #2
Street Address
City, State zip code | 3 Store #3
Street Address
City, State zip code |
| 4 Store #4
Street Address
City, State zip code | 5 Store #5
Street Address
City, State zip code | 6 Store #6
Street Address
City, State zip code |
| 7 Store #7
Street Address
City, State zip code | 8 Store #8
Street Address
City, State zip code | 9 Store #9
Street Address
City, State zip code |
| 10 Store #10
Street Address
City, State zip code | 11 Store #11
Street Address
City, State zip code | 12 Store #12
Street Address
City, State zip code |

PRINT YOUR REBATE FORM AT TRCREBATE.COM/CA

Audience C Hotel/Motel Article



500 Office Center Drive – Suite 400 | Fort Washington, PA 19034 | [thermostat-recycle.org](https://www.thermostat-recycle.org)

\$70,000 Fine for Not Recycling a Thermostat! TRC has the Solution.

Who knew that those old thermostats could cost you \$70,000? That's the fine for failing to recycle mercury thermostats. Why such a hefty penalty? Because when mercury thermostats are discarded with everyday trash, the mercury bulb will break, and the mercury will escape and become a dangerous hazard.

According to California law, it's illegal to dispose of mercury thermostats in the trash or leave them at customers' premises. HVAC, demolition contractors, property managers, and residents are responsible for recycling all mercury thermostats they remove from service. Everyone can comply with the law and avoid the \$70,000 fine by enrolling in the Thermostat Recycling Corporation's (TRC) free and easy recycling program. After receiving collection containers from TRC, property managers and contractors can collect mercury thermostats and then send back the containers (when full or after one year) with an enclosed prepaid shipping form.

Staying compliant with the law is a good thing, but what's even better is that property managers, contractors, or property owners get a \$5 rebate for every recycled mercury thermostat. That's right, instead of paying the fine, TRC will pay you! It's a win-win situation. You get rewarded for doing the right thing, avoid the \$70,000 penalty, and the environment is protected from additional mercury pollution.

If interested, enroll in the program by visiting <https://www.thermostat-recycle.org/statelaws/california> or contact Danielle Myers at danielle.myers@thermostat-recycle.org or 888-266-0550 with any questions.

Program Modification Plan

Table 10. Collection location summary

Status	Name	Location Type	Physical Address - Street 1	Physical Address - City	Return Date	Number of Intact Switches	Number of Loose Switches	Number of Mercury Thermostats	Total Mercury Volume
Active	Inyo County Recycling and Waste	HHW	163 May St.	Bishop	3/2/2020	0	11	0	0.0682
Active	U.S. Air Conditioning Distributors (USACD)	Wholesaler	9836 Alburdis Ave.	Santa Fe Spgs	2/6/2020	23	0	13	0.1426
Active	Dancool Hvac Supply	Wholesaler	8100 Deering Ave.	Canoga Park	1/21/2020	6	0	4	0.0372
Active	Ferguson	Wholesaler	2750 S. Towne Avenue	Pomona	3/9/2020	30	0	21	0.186
Active	American Refrigeration Supplies, Inc.	Wholesaler	2703 5th Street	Sacramento	3/27/2020	7	0	4	0.0434
Active	Castro Valley Sanitary District	HHW	21040 MARSHALL STREET	CASTRO VALLEY	1/17/2020	0	0	0	0
Active	Ac Pro	Wholesaler	23456 South Pointe Blvd	Laguna Hills	1/27/2020	58	0	38	0.3596
Active	Harry Clark Plumbing	HVAC Contractor	3026 Broadway	Oakland	3/24/2020	52	2	45	0.3348
Active	Bryant Heating And Air Conditioning	HVAC Contractor	2075 East Villa	Pasadena	1/21/2020	32	0	22	0.1984
Active	Nrws Recycling Center	HHW	920 American Way	Paradise	1/8/2020	7	1	5	0.0496
Active	Heating & Cooling LLC	Wholesaler	30-715 FRONT ST	Thousand Palms	3/24/2020	23	0	13	0.1426
Active	Camarillo PHHWCF	HHW	880 Verdulera Street	Camarillo	3/3/2020	8	0	5	0.0496
Active	Johnstone Supply	Wholesaler	31240 La Baya Drive	Westlake Village	3/3/2020	55	0	32	0.341
Active	Special Waste Collection Center	HHW	9255 Disposal Lane	Elk Grove	3/20/2020	17	0	12	0.1054
Active	Johnstone Supply	Wholesaler	8639 Tamarack Avenue	Sun Valley	2/11/2020	99	0	53	0.6138
Active	Ferguson Heating & Cooling	Wholesaler	640 Ayon Avenue	Azusa	3/17/2020	62	0	38	0.3844
Active	Gear Pacific Supply	Wholesaler	16665 Arminta Street	Van Nuys	1/3/2020	25	0	16	0.155
Active	Safe Center	HHW	4600 Colorado Blvd.	Los Angeles	3/24/2020	16	0	12	0.0992
Active	Howard Industries	Wholesaler	8855 WASHINGTON BLVD	CULVER CITY	3/2/2020	31	0	21	0.1922
Active	Howard Industries	Wholesaler	8855 WASHINGTON BLVD	CULVER CITY	1/17/2020	51	0	21	0.3162
Active	Howard Industries	Wholesaler	8855 WASHINGTON BLVD	CULVER CITY	1/17/2020	43	0	28	0.2666

Active	Allied Refrigeration	Wholesaler	2175 Adams Avenue	San Leandro	2/17/2020	114	2	37	0.7192
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	2100 Chicago Ave.	Riverside	3/31/2020	78	0	45	0.4836
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	27470 Colt Court	Temecula	1/20/2020	80	0	42	0.496
Active	San Bernadino County HHW	HHW	2824 EAST W STREET, BLDG 302	SAN BERNADINO	1/14/2020	61	0	43	0.3782
Inactive	Us Air Conditioning	Wholesaler	8717 COMPLEX DR.	San Diego	3/23/2020	59	0	26	0.3658
Active	Sigler Wholesale Distributors	Wholesaler	21200 Lassen Street	CHATSWORTH	2/11/2020	51	0	37	0.3162
Active	Lennox Industries Inc.	Wholesaler	1021 Striker Avenue	Sacramento	3/3/2020	115	2	60	0.7254
Active	Baker Distributing Co.	Wholesaler	300 WEST ROBLES BLDG J.	SANTA ROSA	2/24/2020	16	0	9	0.0992
Active	Johnstone Supply Co	Wholesaler	5658 E. CLINTON AVE.	FRESNO	2/7/2020	142	0	76	0.8804
Active	Johnstone Supply Co	Wholesaler	5658 E. CLINTON AVE.	FRESNO	2/7/2020	157	0	67	0.9734
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	3333 ORANGE GROVE	NORTH HIGHLANDS	3/7/2020	133	3	71	0.8432
Active	American Refrigeration Supplies, Inc.	Wholesaler	145 11th Street	San Francisco	3/17/2020	70	4	25	0.4588
Active	Slakey Brothers Yuba City	Wholesaler	545 BOYD STREET	YUBA CITY	3/3/2020	6	0	2	0.0372
Active	Smardan-Hatcher Co.	Wholesaler	810 E Mason St.	Santa Barbara	2/4/2020	0	0	0	0
Active	U.S. Air Conditioning Distributors (USACD)	Wholesaler	39-312 Leopard Street,	Palm Desert	3/25/2020	74	0	41	0.4588
Active	U.S. Air Conditioning Distributors (USACD)	Wholesaler	701 Adell Street	San Bernardino	1/28/2020	26	0	15	0.1612
Active	Refrigeration Supplies Distributor (RSD)	Wholesaler	702 W. 190th Street	Gardena	1/15/2020	206	0	68	1.2772
Active	Air Cold Supply - A Ferguson Enterprise	Wholesaler	429 MADERA ST.	SAN GABRIEL	3/20/2020	97	0	65	0.6014
Active	Sigler	Wholesaler	7021 Schirra Court	Bakersfield	3/10/2020	11	7	6	0.1116
Active	Geary Pacific Supply	Wholesaler	4365 Jetway Court	North Highlands	2/18/2020	18	5	8	0.1426
Active	R.E. Michel Company, Inc.	Wholesaler	5370 Third Street	Irwindale	2/21/2020	71	0	31	0.4402
Active	Johnstone Supply	Wholesaler	19005 Parthenia Road	Northridge	2/4/2020	105	0	70	0.651

Active	Johnstone Supply	Wholesaler	25027 Anza Drive	Valencia	2/25/2020	68	0	45	0.4216
Active	Anawalt Lumber	Retailer	11060 W Pico Blvd	Los Angeles	1/21/2020	6	0	5	0.0372
Active	City Of Redding Solid Waste	HHW	2255 ABERNATHY LANE	REDDING	1/7/2020	23	0	15	0.1426
Active	Ferguson Heating & Cooling	Wholesaler	640 Ayon Avenue	Azusa	3/17/2020	75	0	41	0.465
Active	Sigler Wholesale Distributors	Wholesaler	21200 Lassen Street	CHATSWORTH	3/4/2020	43	72	25	0.713
Active	Heating & Cooling LLC 825	Wholesaler	9714 DEERING AVENUE	CHATSWORTH	3/24/2020	41	0	26	0.2542
Inactive	George T. Hall Company	Wholesaler	4289 Taylor Street	San Diego	1/21/2020	3	0	2	0.0186
Active	Trane Company Glendale	Wholesaler	3631 SAN FERNANDO ROAD	GLENDALE	2/20/2020	5	0	3	0.031
Active	Ac Pro	Wholesaler	23456 South Pointe Blvd	Laguna Hills	3/10/2020	39	0	17	0.2418
Inactive	Professional Asbestos Removal Corporation Db a Parc Environmental	HVAC Contractor	2864 East Dorothy Avenue	FRESNO	2/18/2020	35	0	13	0.217
Active	Johnstone Supply	Wholesaler	1000 El Sobrante Rd.	CORONA	2/28/2020	93	0	45	0.5766
Active	City Of Highland	HHW	27215 BASE LINE STREET	HIGHLAND	1/28/2020	6	0	2	0.0372
Active	Buckley Parnell Heat & Air	HVAC Contractor	5990 DEVECCHI AVE	CITRUS HEIGHTS	2/11/2020	24	0	12	0.1488
Active	Alameda County HHW	HHW	5584 La Ribera St.	Livermore	3/30/2020	85	1	71	0.5332
Active	Pastime Hardware	Retailer	10057 San Pablo Ave.	El Cerrito	2/10/2020	5	0	5	0.031
Inactive	Emigh Ace Hardware	Retailer	3555 El Camino Avenue	Sacramento	3/5/2020	4	0	4	0.0248
Active	Lanes Air Conditioning & Heating, Inc.	HVAC Contractor	648 Montana St.	Monrovia	3/16/2020	5	0	3	0.031

Table 11. Site visits

Location Type	Location: Name	Physical Address - City	Subject	Activity Date
Demolition Contractor	Black Rhino Demolition	Capistrano Beach	Prospect Call	3/27/2020
Demolition Contractor	De Paul Demolition Services	Chino	Prospect Call	3/30/2020
Demolition Contractor	T-Rex Demolition Inc.	Baldwin Park	Prospect Call	3/24/2020
Demolition Contractor	L&M	Calabasas	Prospect Call	3/27/2020
Demolition Contractor	All Star Demolition	Chula Vista	Prospect Call	3/30/2020
Demolition Contractor	J M M Demolition	Beaumont	Prospect Call	3/24/2020
Demolition Contractor	Precision Demolition Inc	Bloomington	Miss You Call	2/14/2020
Demolition Contractor	Ncm Demolition And Remediation Lp	Anaheim	Prospect Call	3/24/2020
Demolition Contractor	Demolition Pictures LLC	Burbank	Prospect Call	3/27/2020
Demolition Contractor	L G Demolition	Altadena	Prospect Call	3/24/2020
Demolition Contractor	Omega One Stop Demolition, Inc.	Chula Vista	Prospect Call	3/30/2020
Demolition Contractor	Full Scale Demolition, Inc.	Anaheim	Prospect Call	3/24/2020
Demolition Contractor	Adora Demolition, Inc.	Calabasas	Prospect Call	3/27/2020
Demolition Contractor	A To Z Demolition Services Inc	Baldwin Park	Prospect Call	3/24/2020
Demolition Contractor	Apex Concrete Cutting & Demolition, Inc.	Arleta	Prospect Call	3/24/2020
Demolition Contractor	A 1 Demolition	Compton	Prospect Call	3/30/2020
Demolition Contractor	Monster Demolition Inc	Baldwin Park	Prospect Call	3/24/2020
Demolition Contractor	CB Demolition Inc.	Coronado	Prospect Call	3/31/2020
Demolition Contractor	Paradigm Consulting	Colton	Prospect Call	3/30/2020
Demolition Contractor	Demolition Recordz	Daly City	Prospect Call	3/31/2020

Demolition Contractor	Lea's Demolition	Denair	Prospect Call	3/31/2020
Demolition Contractor	Empire Demolition Inc.	Anaheim	Prospect Call	3/24/2020
Demolition Contractor	Lr Demolition	Anaheim	Prospect Call	3/24/2020
Demolition Contractor	Valley Demolition Inc	Campbell	Prospect Call	3/27/2020
Demolition Contractor	Av Aircraft Demolition Avad	Apple Valley	Prospect Call	3/24/2020
Demolition Contractor	Commercial Demolition	Concord	Prospect Call	3/30/2020
Demolition Contractor	Fernando & Sons	Carson	Prospect Call	3/27/2020
Demolition Contractor	Demolition Dudes	Dana Point	Prospect Call	3/31/2020
Demolition Contractor	Pena Dismantler	Brentwood	Prospect Call	3/27/2020
Demolition Contractor	Rock Construction & Demolition	Bakersfield	Prospect Call	3/24/2020
Demolition Contractor	Demolition Contractor Services Cypress	Cypress	Prospect Call	3/31/2020
Demolition Contractor	Kms Services	Anaheim	Prospect Call	3/24/2020
Demolition Contractor	Torres Demolition Contractor	Baldwin Park	Prospect Call	3/24/2020
Demolition Contractor	A A A Demolition Inc	Anaheim	Prospect Call	3/24/2020
Demolition Contractor	A A J Incorporated	Azusa	Prospect Call	3/24/2020
Demolition Contractor	A-1 Wrecking Inc	Cerritos	Prospect Call	3/27/2020
Demolition Contractor	Action 1	Citrus Heights	Prospect Call	3/30/2020
Demolition Contractor	Armour Demolition	Bakersfield	Prospect Call	3/24/2020
Demolition Contractor	Bobcat Roll-Off	Anaheim	Prospect Call	3/24/2020
Demolition Contractor	Danny Ryan Precision Contracting Inc.	Anaheim	Prospect Call	3/24/2020
Demolition Contractor	Demolition Services, Inc.	Anaheim	Prospect Call	3/24/2020

Demolition Contractor	Demolition Specialist Inc	Corona	Prospect Call	3/30/2020
Demolition Contractor	Dirt Cheap Demolition, Inc.	Chula Vista	Prospect Call	3/30/2020
Demolition Contractor	Dirt Worx, Inc.	Bakersfield	Prospect Call	3/24/2020
Demolition Contractor	Division 2 Demolition	Chula Vista	Prospect Call	3/30/2020
Demolition Contractor	Enos Demolition Inc.	Desert Hot Springs	Prospect Call	3/31/2020
Demolition Contractor	Fast Demolition Inc	Chula Vista	Prospect Call	3/30/2020
Demolition Contractor	Golden State Demolition And Environmental Services Inc.	Cypress	Prospect Call	3/31/2020
Demolition Contractor	Golden West Demolition, Inc	Duarte	Prospect Call	3/31/2020
Demolition Contractor	Integrated Demolition And Remediation Incorporated	Anaheim	Prospect Call	3/24/2020
Demolition Contractor	Ivars Demo, Inc.	Downey	Prospect Call	3/31/2020
Demolition Contractor	Kevin Ray Demolition	Brea	Prospect Call	3/27/2020
Demolition Contractor	Knight Demolition	Corona	Prospect Call	3/30/2020
Demolition Contractor	Knockout Demolition Inc.	Corona	Prospect Call	3/30/2020
Demolition Contractor	Los Angeles Engineering, Inc.	Covina	Prospect Call	3/31/2020
Demolition Contractor	Northstar Demolition And Remediation, Lp	Brea	Prospect Call	3/27/2020
Demolition Contractor	Penhall Holding Company	Anaheim	Prospect Call	3/24/2020
Demolition Contractor	R B Holt Inc	Dana Point	Prospect Call	3/31/2020
Demolition Contractor	Randazzo Enterprises, Inc.	Castroville	Miss You Call	2/14/2020
Demolition Contractor	Rimshot Demolition, Inc.	Anaheim	Prospect Call	3/24/2020
Demolition Contractor	Rock Hammer Inc	Corona	Prospect Call	3/31/2020
Demolition Contractor	Sierra Recycling & Demolition, Inc.	Bakersfield	Miss You Call	2/14/2020

Demolition Contractor	Socal Demolition Inc	Chino	Prospect Call	3/30/2020
Demolition Contractor	Tekhome Incorporated	Belmont	Prospect Call	3/24/2020
Demolition Contractor	U.S. Demolition, Inc.	Anaheim	Prospect Call	3/24/2020
Demolition Contractor	Walberg, Inc.	Corning	Prospect Call	3/30/2020
Demolition Contractor	Welsh Demolition Inc	Brentwood	Prospect Call	3/27/2020
Demolition Contractor	Wreck Age Demolition, Inc.	Chino Hills	Prospect Call	3/30/2020
Demolition Contractor	GreenLynx - MAILING ADDRESS	Santa Rosa	Miss You Call	3/18/2020
General Contractor	Swwe General Building & Contracting Services	Anaheim	Prospect Call	3/24/2020
General Contractor	A-1 Construction	Clovis	Prospect Call	3/30/2020
General Contractor	Aaa Development, Inc.	Camarillo	Prospect Call	3/27/2020
General Contractor	American Integrity Corp	Apple Valley	Prospect Call	3/24/2020
General Contractor	Anchorstrong Construction	Culver City	Prospect Call	3/31/2020
General Contractor	Bohnstedt Construction	Apple Valley	Prospect Call	3/24/2020
General Contractor	Cms Builders & Restoration	Canoga Park	Prospect Call	3/27/2020
General Contractor	David Weinshank Construction	Apple Valley	Prospect Call	3/24/2020
General Contractor	Dono's Ceilings & Walls	Corona	Prospect Call	3/30/2020
General Contractor	Fuentes Handyman	Apple Valley	Prospect Call	3/24/2020
General Contractor	Gran-Stone	Anaheim	Prospect Call	3/24/2020
General Contractor	Gregg Hedman Construction	Clovis	Prospect Call	3/30/2020
General Contractor	Jacquement, Kevin P	Arcata	Prospect Call	3/24/2020
General Contractor	Keith's Construction & Painting Co.	Anaheim	Prospect Call	3/24/2020

General Contractor	Paul C Schmidt Builders And Remodelers	Alameda	Prospect Call	3/24/2020
General Contractor	Payless A To Z Home Improvement	Anaheim	Prospect Call	3/24/2020
General Contractor	Pro Appliance Installers	Chino Hills	Prospect Call	3/30/2020
General Contractor	Pyramid Construction	Arcata	Prospect Call	3/24/2020
General Contractor	South Coast Developers	Brea	Prospect Call	3/27/2020
General Contractor	Steve Lawhorn Construction Inc	Anaheim	Prospect Call	3/24/2020
General Contractor	Velarde Builders Inc.	Chula Vista	Prospect Call	3/30/2020
General Contractor	Bednar Building Corp	Agoura	Prospect Call	3/24/2020
General Contractor	Building Construction Specialties, Inc.	Brea	Prospect Call	3/27/2020
General Contractor	Cal Euro Construction Inc	Costa Mesa	Prospect Call	3/31/2020
General Contractor	Cr & Sons Inc	Corona	Prospect Call	3/30/2020
General Contractor	Faithco, Inc.	Corona	Prospect Call	3/30/2020
General Contractor	J D Laudner Construction, Inc	El Cajon	Prospect Call	3/31/2020
General Contractor	J Lamberth Construction	Carnelian Bay	Prospect Call	3/27/2020
General Contractor	John I Simoni Contracting	Chatsworth	Prospect Call	3/27/2020
General Contractor	Jrw Construction	Danville	Prospect Call	3/31/2020
General Contractor	Kelley Construction & Sons Inc	Castaic	Prospect Call	3/27/2020
General Contractor	Lee Patten Construction Inc	Bellflower	Prospect Call	3/24/2020
General Contractor	Midco Construction Company Inc	Buellton	Prospect Call	3/27/2020
General Contractor	Persicon Co Inc	Atherton	Prospect Call	3/24/2020
General Contractor	Red Hill Construction	Costa Mesa	Prospect Call	3/31/2020

General Contractor	Seib Construction	Anaheim	Prospect Call	3/24/2020
General Contractor	Socal Shades Inc.	Del Mar	Prospect Call	3/31/2020
General Contractor	Somerset General Builders & Restoration Contractors, Inc	Downey	Prospect Call	3/31/2020
General Contractor	Viking Commercial Construction, Inc.	Carlsbad	Prospect Call	3/27/2020
General Contractor	Bedell General Contractor	Cotati	Prospect Call	3/31/2020
General Contractor	Coury Enterprises, Inc.	Calabasas	Prospect Call	3/27/2020
General Contractor	Siteworks Concrete Systems, Inc.	Arcadia	Prospect Call	3/24/2020
General Contractor	Glj Partners West LLC	Carlsbad	Prospect Call	3/27/2020
General Contractor	Adorn Construction	Anaheim	Prospect Call	3/24/2020
General Contractor	R D Builders, Inc.	Anaheim	Prospect Call	3/24/2020
General Contractor	Rapidfix Inc	Carlsbad	Prospect Call	3/27/2020
General Contractor	John Burgeson Contractors Inc	Canyon Country	Prospect Call	3/27/2020
General Contractor	Abrams/Millikan & Assoc	Berkeley	Prospect Call	3/24/2020
General Contractor	Griffcon Inc	Aliso Viejo	Prospect Call	3/24/2020
General Contractor	Mtm & Thomasville Co	City Of Industry	Prospect Call	3/30/2020
General Contractor	Robert Parada Construction Co Inc	Arcadia	Prospect Call	3/24/2020
General Contractor	P L Annuzzi Inc	Burlingame	Prospect Call	3/27/2020
General Contractor	J.A. Stowell Construction, Inc.	Costa Mesa	Prospect Call	3/31/2020
General Contractor	Kaufman Construction, Inc.	Berkeley	Prospect Call	3/24/2020
General Contractor	Al Shankle Construction Company	Anaheim	Prospect Call	3/24/2020
General Contractor	V-Corp Contracting Services, Inc.	Anaheim	Prospect Call	3/24/2020

General Contractor	Triminio Construction Inc.	Castaic	Prospect Call	3/27/2020
General Contractor	Impact Construction Service Inc.	Atwater	Prospect Call	3/24/2020
General Contractor	Washpros Inc	Chino	Prospect Call	3/27/2020
General Contractor	On-Site Commercial Services, Inc.	Dublin	Prospect Call	3/31/2020
General Contractor	Foxx Building Services, Inc	Anaheim	Prospect Call	3/24/2020
General Contractor	John Armstrong Construction, Inc.	Covina	Prospect Call	3/31/2020
HHW	Riverside County Department Of Water Resources	Moreno Valley	Miss You Call	2/18/2020
HHW	Cold Canyon Landfill Household Hazardous Waste Drop-Offs	SAN LUIS OBISPO	Miss You Call	2/19/2020
HHW	Colusa County HHW Program	COLUSA	Miss You Call	2/19/2020
HHW	County Of Mariposa	MARIPOSA	Miss You Call	2/20/2020
HHW	County Of San Diego HHW Collection Facility, Ramona	RAMONA	Miss You Call	2/20/2020
HHW	Santa Clara County HHW Program - Not a drop-off location	SAN JOSE	Miss You Call	2/20/2020
HHW	Hambro Wsg	CRESCENT CITY	Miss You Call	2/26/2020
HHW	Delta Diablo HHW	Antioch	Miss You Call	2/26/2020
HHW	City Of Folsom Hazardous Waste	Folsom	Miss You Call	3/12/2020
HHW	County Of Siskiyou	Yreka	Miss You Call	3/10/2020
HHW	City Of Lompoc	Lompoc	Miss You Call	3/12/2020
HHW	Kern County Special Waste Facility	BAKERSFIELD	Miss You Call	2/20/2020
HHW	Marin County Household Hazardous Waste Facility	SAN RAFAEL	Miss You Call	2/27/2020
HHW	Morro Bay/Cayucos Waste Water Plant Household Hazardous Waste Drop-Off	Morro Bay	Miss You Call	3/12/2020
HHW	Nevada County H.H.W. Facility	GRASS VALLEY	Miss You Call	3/12/2020

HHW	Nipomo Household Hazardous Waste Drop-Off	Nipomo	Miss You Call	3/12/2020
HHW	Salinas Valley Solid Waste HHWcf	SALINAS	Miss You Call	2/26/2020
HHW	San Mateo County HHW Facility	SAN MATEO	Miss You Call	2/20/2020
HHW	South Tahoe Refuse Transfer Station	SOUTH LAKE TAHOE	Miss You Call	3/3/2020
HHW	Ventura Household Hazardous Waste Facility	VENTURA	Miss You Call	3/12/2020
HHW	Yolo County Central Landfill	WOODLAND	Miss You Call	3/3/2020
HHW	Special Waste Collection Center	Elk Grove	Miss You Call	2/24/2020
HHW	Del Norte Recycling Center	Oxnard	Miss You Call	3/11/2020
HHW	Safe Center	Los Angeles	Miss You Call	3/4/2020
HHW	Safe Center	Northridge	Miss You Call	3/4/2020
HHW	Safe Center	Sun Valley	Miss You Call	3/4/2020
HHW	Gianelli's Appliances & Supplies	Rancho Cordova	Miss You Call	3/4/2020
HHW	Billy Wright Landfill	Los Banos	Miss You Call	3/12/2020
HHW	City Of Fontana	Fontana	Miss You Call	3/12/2020
HHW	City Of Santa Maria HHW Facility	SANTA MARIA	Miss You Call	3/17/2020
HHW	Camarillo PHHWCF	Camarillo	Miss You Call	3/11/2020
HHW	Imperial Valley Resource Management Agency	El Centro	Miss You Call	3/18/2020
HHW	Inyo County Recycling and Waste	Bishop	Miss You Call	3/19/2020
HHW	Cal Sierra Transfer Station	Sonora	Miss You Call	3/19/2020
HHW	Vallejo Materials Recovery Facility & Office	Vallejo	Miss You Call	2/14/2020
HVAC Contractor	John Harrison Contracting	Banning	Miss You Call	3/11/2020
HVAC Contractor	Solarcity	Riverside	Miss You Call	3/11/2020
HVAC Contractor	Universal Waste Disposal Company	El Cajon	Miss You Call	3/10/2020
HVAC Contractor	C & G Air Conditioning Inc.	Riverside	Miss You Call	3/10/2020
HVAC Contractor	Palm Desert Air Conditioning Co	Palm Desert	Miss You Call	3/10/2020
HVAC Contractor	Excel Air Corporation	Escondido	Miss You Call	3/10/2020

HVAC Contractor	Gibson Heating And Air	Redding	Miss You Call	3/10/2020
HVAC Contractor	Tropic Comfort	Los Angeles	Miss You Call	3/10/2020
HVAC Contractor	Associated Air Conditioning & Heating Inc.	Orcutt	Miss You Call	3/12/2020
HVAC Contractor	Service Champions	Brea	Miss You Call	3/12/2020
HVAC Contractor	Multi Mechanical	Corona	Miss You Call	3/12/2020
HVAC Contractor	Circulating Air	North Hollywood	Miss You Call	3/12/2020
HVAC Contractor	Kahn Air Conditioning	Northridge	Miss You Call	3/12/2020
HVAC Contractor	Stephan's Refrigeration	Garden Grove	Miss You Call	3/12/2020
HVAC Contractor	Tommy's Refrigeration Service	Whittier	Miss You Call	3/12/2020
HVAC Contractor	Indoor Environmental Services	Sacramento	Miss You Call	3/12/2020
HVAC Contractor	Select Acr Inc.	Riverside	Miss You Call	3/12/2020
HVAC Contractor	Nrg Ac And Heating	Canoga Park	Miss You Call	3/12/2020
HVAC Contractor	We Care Heating And A/C	Murrieta	Miss You Call	3/12/2020
HVAC Contractor	Smith Heating And Air Conditioning	Stockton	Miss You Call	3/12/2020
HVAC Contractor	Genie Air Conditioning & Heating Inc.	Van Nuys	Miss You Call	3/12/2020
HVAC Contractor	Maki Heating & Air Conditioning, Inc.	AUBURN	Miss You Call	2/27/2020
HVAC Contractor	Mcclelland Air Conditioning	CHICO	Miss You Call	3/3/2020
HVAC Contractor	Johnson Controls	Fresno	Miss You Call	3/4/2020
HVAC Contractor	Johnson Controls	Cypress	Miss You Call	3/4/2020
HVAC Contractor	Self Help Home Improvement Project	Redding	Miss You Call	3/4/2020
HVAC Contractor	California Air Conditioning Systems, Inc.	Lomita	Miss You Call	3/3/2020

HVAC Contractor	E.B. Gilmore And Sons	San Francisco	Miss You Call	3/10/2020
HVAC Contractor	Glover & Son Heating And A/C	Fremont	Miss You Call	3/11/2020
HVAC Contractor	Buckley Parnell Heat & Air	CITRUS HEIGHTS	Miss You Call	3/17/2020
HVAC Contractor	Solarcity	Los Angeles	Miss You Call	3/12/2020
HVAC Contractor	Solarcity	Martinez	Miss You Call	3/12/2020
HVAC Contractor	Solarcity	Petaluma	Miss You Call	3/12/2020
HVAC Contractor	Solarcity	Santa Ana	Miss You Call	3/12/2020
HVAC Contractor	Solarcity	Sacramento	Miss You Call	3/12/2020
HVAC Contractor	Solarcity	San Luis Obispo	Miss You Call	3/12/2020
HVAC Contractor	Solarcity	Chatsworth	Miss You Call	3/12/2020
HVAC Contractor	Solarcity	Camarillo	Miss You Call	3/12/2020
HVAC Contractor	Solarcity	Victorville	Miss You Call	3/12/2020
HVAC Contractor	Chimney Kraft	CRESCENT CITY	Miss You Call	3/12/2020
HVAC Contractor	Mhs Heating And Air Conditioning	San Marcos	Miss You Call	2/17/2020
HVAC Contractor	Temp-Tec Corporation	Newbury Park	Miss You Call	2/17/2020
HVAC Contractor	A & P Heating & Cooling Inc.	Loomis	Miss You Call	2/18/2020
HVAC Contractor	B & B's Heating And Air Conditioning, Inc	Stockton	Miss You Call	3/19/2020
HVAC Contractor	Supreme Air Systems	Campbell	Miss You Call	3/18/2020
HVAC Contractor	Cal West Mechanical	Norwalk	Miss You Call	3/19/2020
HVAC Contractor	Air-Ex Air Conditioning Inc.	Pomona	Miss You Call	3/18/2020
HVAC Contractor	Advanced Heating And Air Contractors Inc.	Atwater	Miss You Call	2/17/2020

HVAC Contractor	Air Conditioning Service Of CA	Laguna Hills	Miss You Call	3/18/2020
HVAC Contractor	Reliable Air Conditioning & Heating	North Hollywood	Miss You Call	3/18/2020
HVAC Contractor	Control Temp Htg & Air Cond	Redlands	Miss You Call	3/18/2020
HVAC Contractor	Lanes Air Conditioning & Heating, Inc.	Monrovia	Miss You Call	3/19/2020
HVAC Contractor	Cal West Construction	Orange	Miss You Call	2/13/2020
HVAC Contractor	Brian Cox Mechanical	Poway	Miss You Call	3/19/2020
HVAC Contractor	Reliable Energy Management Inc.	Paramount	Miss You Call	3/19/2020
HVAC Contractor	Greco Development Corp.	Auburn	Miss You Call	3/18/2020
HVAC Contractor	A Z Air Conditioning & Heating	VAN NUYS	Miss You Call	2/14/2020
HVAC Contractor	Koch Heating & Air Conditioning, Inc.	Murrieta	Miss You Call	2/14/2020
HVAC Contractor	Desert Air Conditioning	El Centro	Miss You Call	2/14/2020
HVAC Contractor	Airwest Ac & Heating	Anaheim	Prospect Call	3/24/2020
HVAC Contractor	All Air Appliance Masters	MONTCLAIR	Miss You Call	2/14/2020
HVAC Contractor	ALBER'S AIR INC	Baldwin Park	Miss You Call	2/14/2020
HVAC Contractor	Alcorn Aire, Inc.	Bakersfield	Prospect Call	3/24/2020
HVAC Contractor	A/C Pro		Prospect Call	1/27/2020
HVAC Contractor	Aaero Heating & Sheet Metal		Prospect Call	1/27/2020
HVAC Contractor	Accurate Air Systems		Prospect Call	1/27/2020
HVAC Contractor	Ace Heating & Cooling		Prospect Call	1/27/2020
HVAC Contractor	Ace Plumbing Heat & Air		Prospect Call	1/27/2020
HVAC Contractor	Airplus Of California	Corona	Prospect Call	3/31/2020

HVAC Contractor	Alton Ac & Heating		Prospect Call	1/27/2020
HVAC Contractor	Amber Air Conditioning	Lake Elsinore	Miss You Call	2/14/2020
HVAC Contractor	Ambiance Heating & Air	Anaheim	Prospect Call	3/24/2020
HVAC Contractor	Baileys Heating & Air	Modesto	Miss You Call	2/13/2020
HVAC Contractor	Blue Mountain Construction Services		Prospect Call	1/27/2020
HVAC Contractor	Brody Pennell Heating & Air Conditioning	Los Angeles	Miss You Call	2/13/2020
HVAC Contractor	Brower Mechanical		Prospect Call	1/27/2020
HVAC Contractor	Buckley Heat Air Solar		Prospect Call	1/27/2020
HVAC Contractor	Buffalos Mechanical		Prospect Call	1/27/2020
HVAC Contractor	Burgesons Heating & Ac	Redlands	Miss You Call	2/14/2020
HVAC Contractor	Burlingame Heating & Ventilation		Prospect Call	1/27/2020
HVAC Contractor	Cal Bay Service Inc		Prospect Call	1/27/2020
HVAC Contractor	Castillo Heating & Air Conditioning Inc		Prospect Call	1/27/2020
HVAC Contractor	Certified Service	Burbank	Prospect Call	3/27/2020
HVAC Contractor	Clarke & Rush Mechanical		Prospect Call	1/27/2020
HVAC Contractor	Climate Heating & Air		Prospect Call	1/29/2020
HVAC Contractor	Clinton Heating & Air		Prospect Call	1/27/2020
HVAC Contractor	Crutchfield Mechanical		Prospect Call	1/27/2020
HVAC Contractor	D & D Heating		Prospect Call	1/30/2020
HVAC Contractor	Daniels Heating & Air Cond Co		Prospect Call	1/30/2020
HVAC Contractor	Dennis Furia Heating & Air Conditioning		Prospect Call	1/30/2020

HVAC Contractor	Dependable Graham Ac	Costa Mesa	Prospect Call	3/31/2020
HVAC Contractor	Diaz Heating & Air		Prospect Call	1/30/2020
HVAC Contractor	Donald Fields Heating & Air		Prospect Call	1/30/2020
HVAC Contractor	Donald P Dick Air Conditioning		Prospect Call	2/4/2020
HVAC Contractor	Downing Heating		Prospect Call	1/30/2020
HVAC Contractor	Dunbar Heat & Air		Prospect Call	2/4/2020
HVAC Contractor	Econo Air	Anaheim	Prospect Call	3/24/2020
HVAC Contractor	Elite Mechanical Service Inc		Prospect Call	2/4/2020
HVAC Contractor	Emcor Service, Mesa Energy Systems		Prospect Call	2/4/2020
HVAC Contractor	Environmental Systems Inc.		Prospect Call	2/4/2020
HVAC Contractor	Excel Heating & Sheet Metal		Prospect Call	1/29/2020
HVAC Contractor	Express Heating & Ac	SAN RAMON	Miss You Call	2/14/2020
HVAC Contractor	Fairview Heating & Ac		Prospect Call	1/29/2020
HVAC Contractor	Fred Hill Plumbing		Prospect Call	1/29/2020
HVAC Contractor	Freschi Air Systems, Inc.		Prospect Call	1/29/2020
HVAC Contractor	Garick Air Conditioning		Prospect Call	1/29/2020
HVAC Contractor	Golden Aire		Prospect Call	1/30/2020
HVAC Contractor	Green Air Heating & Air Conditioning		Prospect Call	1/30/2020
HVAC Contractor	Greiner Heating & Ac		Prospect Call	1/30/2020
HVAC Contractor	Harry Clark Plumbing	Oakland	Miss You Call	2/14/2020
HVAC Contractor	O'Neil Recycling	San Jose	Miss You Call	2/14/2020

HVAC Contractor	Innovative Mechanical Inc.		Prospect Call	1/27/2020
HVAC Contractor	Izmirian Roofing & Sheet Metal		Prospect Call	1/30/2020
HVAC Contractor	J H Simpson Company Inc		Prospect Call	1/30/2020
HVAC Contractor	J R Putman Inc	Rancho Cordova	Miss You Call	2/14/2020
HVAC Contractor	Janal Heating		Prospect Call	1/30/2020
HVAC Contractor	Johnson Air		Prospect Call	2/4/2020
HVAC Contractor	Kevin Jordan Heating & Air Conditionig Servic		Prospect Call	2/4/2020
HVAC Contractor	Key Mechanical Company		Prospect Call	2/4/2020
HVAC Contractor	Kleen Air		Prospect Call	2/4/2020
HVAC Contractor	L D I Mechanical	Corona	Prospect Call	3/31/2020
HVAC Contractor	L J Kruse Co		Prospect Call	1/29/2020
HVAC Contractor	La Quinta Heating & Ac		Prospect Call	1/29/2020
HVAC Contractor	Lees Accu-Tech Service		Prospect Call	1/29/2020
HVAC Contractor	Lovazzano Hvac		Prospect Call	1/29/2020
HVAC Contractor	Marthedal Solar Air & Heating		Prospect Call	1/30/2020
HVAC Contractor	Mcdonalds Plumbing		Prospect Call	1/29/2020
HVAC Contractor	Mediterranean Heating & Air	CANOGA PARK	Prospect Call	3/27/2020
HVAC Contractor	Millers Ac & Heating		Prospect Call	1/30/2020
HVAC Contractor	Moore Mechanical Inc		Prospect Call	2/5/2020
HVAC Contractor	Multi Mechanical	Corona	Prospect Call	3/31/2020
HVAC Contractor	N P Mechanical	Corona	Prospect Call	3/31/2020

HVAC Contractor	N R G AC & Heating	Canoga Park	Prospect Call	3/27/2020
HVAC Contractor	New England Sheet Metal		Prospect Call	2/5/2020
HVAC Contractor	Ok Heating & Air Conditioning		Prospect Call	2/6/2020
HVAC Contractor	On Time Home Services	TEMECULA	Miss You Call	2/14/2020
HVAC Contractor	Ongaro & Sons		Prospect Call	2/6/2020
HVAC Contractor	Park Mechanical		Prospect Call	2/6/2020
HVAC Contractor	Patton Air Conditioning		Prospect Call	2/6/2020
HVAC Contractor	Peck Heating & Air		Prospect Call	2/6/2020
HVAC Contractor	Peninsula Heating		Prospect Call	2/6/2020
HVAC Contractor	Perfection Home Systems Inc		Prospect Call	2/6/2020
HVAC Contractor	Performance Heating & Air		Prospect Call	2/6/2020
HVAC Contractor	Peter Levi Plumbing Inc.		Prospect Call	2/4/2020
HVAC Contractor	Precise Air Systems		Prospect Call	2/4/2020
HVAC Contractor	Premium Air	CHATSWORTH	Prospect Call	3/27/2020
HVAC Contractor	Purls Sheet Metal		Prospect Call	2/5/2020
HVAC Contractor	R K M Heating & Ac	Riverside	Miss You Call	2/14/2020
HVAC Contractor	Rare Service Heating & A/C Inc		Prospect Call	2/5/2020
HVAC Contractor	Ray O Cook Company		Prospect Call	2/5/2020
HVAC Contractor	Reid Sheet Metal		Prospect Call	2/5/2020
HVAC Contractor	Richard Faherty Hvac Man		Prospect Call	2/4/2020
HVAC Contractor	Rivers Plumbing Heating & Air		Prospect Call	2/4/2020

HVAC Contractor	Select Mechanical		Prospect Call	1/29/2020
HVAC Contractor	Sierra Pacific Home & Comfort Inc.		Prospect Call	1/30/2020
HVAC Contractor	Sierra Valley Home Corp		Prospect Call	1/30/2020
HVAC Contractor	Simpson Sheet Metal		Prospect Call	2/5/2020
HVAC Contractor	So Cal Energy Svc		Prospect Call	2/5/2020
HVAC Contractor	Specialized Heating & Air Conditioning		Prospect Call	2/5/2020
HVAC Contractor	Superior Systems		Prospect Call	2/6/2020
HVAC Contractor	Syntrol Heating & Air		Prospect Call	2/6/2020
HVAC Contractor	Systems Mechanical		Prospect Call	2/6/2020
HVAC Contractor	Thomson Inc	Cypress	Prospect Call	3/31/2020
HVAC Contractor	Thorsens Inc		Prospect Call	2/6/2020
HVAC Contractor	Tommys Refrigeration Service		Prospect Call	2/6/2020
HVAC Contractor	Total Comfort Inc.	Corona	Prospect Call	3/31/2020
HVAC Contractor	V T Heating & Ac		Prospect Call	2/6/2020
HVAC Contractor	Valley Air & Repair		Prospect Call	2/4/2020
HVAC Contractor	Veteran Air	Anaheim	Prospect Call	3/24/2020
HVAC Contractor	Walnut Creek Heating & Ac		Prospect Call	2/5/2020
HVAC Contractor	Walter Mork Company		Prospect Call	2/5/2020
HVAC Contractor	Your Energy Source	Rancho Cordova	Miss You Call	2/14/2020
HVAC Contractor	A C Systems Inc.	Concord	Prospect Call	3/30/2020
HVAC Contractor	Benchmark Air Conditioning, Inc.	Bakersfield	Prospect Call	3/24/2020

HVAC Contractor	Cal Climate Corp	Burbank	Prospect Call	3/27/2020
HVAC Contractor	Chaffin Air Conditioning And Heating Inc	Cathedral City	Prospect Call	3/27/2020
HVAC Contractor	Charles A Pugh	Chico	Prospect Call	3/27/2020
HVAC Contractor	Compare Heating Air Conditioning & Sheet Metal Inc	Concord	Prospect Call	3/30/2020
HVAC Contractor	Dc Solar Distribution, Inc.	Concord	Prospect Call	3/30/2020
HVAC Contractor	Frostys Air Conditioning & Ref	Cathedral City	Prospect Call	3/27/2020
HVAC Contractor	Haddon Engineering, Inc.	Concord	Prospect Call	3/30/2020
HVAC Contractor	Homestead Heating & Air Conditioning	Chico	Prospect Call	3/27/2020
HVAC Contractor	Nu-Air Services, Inc.	Chatsworth	Prospect Call	3/27/2020
HVAC Contractor	Air One Air Conditioning Heating & Plumbing	Colton	Miss You Call	2/14/2020
HVAC Contractor	Aire Serv Of Greater Merced	Merced	Miss You Call	2/14/2020
HVAC Contractor	Delta Gold Heating & Air Inc.	Stockton	Miss You Call	2/14/2020
HVAC Contractor	Optima Energy Inc.	Gardena	Miss You Call	2/14/2020
HVAC Contractor	Zach's A/C & Heat	Foresthill	Miss You Call	3/19/2020
Other	City Of Culver City - HHW	Culver City	Miss You Call	3/12/2020
Other	HVAC Recycling	Gold River	Miss You Call	3/19/2020
Other	Wing Solar & Wood Energy	Red Bluff	Miss You Call	3/19/2020
Other	Art Marchinsen	San Rafael	Miss You Call	2/17/2020
Other	AERC Recycling Solutions	Hayward	Miss You Call	2/14/2020
Other	Environmental Management Technology	San Bernardino	Miss You Call	2/14/2020
Other	Arthur C. Kung	Yorba Linda	Miss You Call	3/19/2020
Retailer	Truitt & White Lumber	Berkeley	Miss You Call	2/17/2020
Retailer	Universal Electric Supply	San Francisco	Miss You Call	2/17/2020
Retailer	Progress Hardware	San Francisco	Miss You Call	2/17/2020
Retailer	Hewitt Hardware	Templeton	Miss You Call	3/11/2020
Retailer	Kmart	Atascadero	Miss You Call	2/20/2020
Retailer	Laurel Ace Hardware	OAKLAND	Miss You Call	2/20/2020

Retailer	Lowes	Paso Robles	Miss You Call	3/3/2020
Retailer	Miner's Ace Hardware	Grover Beach	Miss You Call	3/3/2020
Retailer	Miner's Ace Hardware	Los Osos	Miss You Call	3/3/2020
Retailer	Miner's Ace Hardware	Morro Bay	Miss You Call	3/12/2020
Retailer	Orchard Supply Hardware	Pismo Beach	Miss You Call	2/27/2020
Retailer	Cole Hardware Soma	San Francisco	Miss You Call	3/10/2020
Retailer	Peerless Ace Hardware	San Leandro	Miss You Call	3/10/2020
Retailer	Cole Hardware Cole Valley	San Francisco	Miss You Call	3/10/2020
Retailer	Cole Hardware Downtown	San Francisco	Miss You Call	3/17/2020
Retailer	Cole Hardware North Beach	San Francisco	Miss You Call	3/4/2020
Retailer	Cole Hardware Rockridge	Oakland	Miss You Call	3/10/2020
Retailer	Anawalt Lumber	Hollywood	Miss You Call	2/17/2020
Retailer	Anawalt Lumber	Malibu	Miss You Call	2/17/2020
Retailer	Brownies	San Francisco	Miss You Call	2/17/2020
Retailer	National Hardware Supply	PineDale	Miss You Call	3/19/2020
Retailer	Clovis True Value	Clovis	Miss You Call	3/19/2020
Retailer	Mayson Ace Hardware	Fresno	Miss You Call	3/19/2020
Retailer	Miner's Ace Hardware	Atascadero	Miss You Call	3/19/2020
Retailer	Home Depot	Atascadero	Miss You Call	3/19/2020
Retailer	Miner's Ace Hardware	Arroyo Grande	Miss You Call	3/19/2020
Retailer	Vermont True Value Hardware	Los Angeles	Miss You Call	3/19/2020
Retailer	Fowler Ace Hardware	Fowler	Miss You Call	3/18/2020
Retailer	Cedar Glen Trading Post	Cedar Glen	Miss You Call	3/19/2020
Retailer	Palm Desert Ace Hardware	Palm Desert	Miss You Call	2/17/2020
Retailer	Coast Hardware Do It Best	Mariposa	Miss You Call	3/4/2020
Retailer	Ace Hardware	Pomona	Miss You Call	3/19/2020
Retailer	Sunny Brae Ace Hardware	Arcata	Miss You Call	2/13/2020
Retailer	Miner's Ace Hardware	Nipomo	Miss You Call	3/19/2020
Retailer	Miner's Ace Hardware	San Luis Obispo	Miss You Call	3/19/2020
Retailer	K & L Hardware	San Bernardino	Miss You Call	2/17/2020
Retailer	Sanger Nursery & Hardware	Sanger	Miss You Call	2/17/2020
Retailer	Merrit's Hardware	La Puente	Miss You Call	3/19/2020
Retailer	Hoyt's Ace Hardware	Rancho Cucamonga	Miss You Call	2/14/2020
Retailer	Ken's Ace Hardware	Diamond Bar	Miss You Call	3/17/2020
Retailer	Hensel's Ace Hardware	Arcata	Miss You Call	3/18/2020
Retailer	Marin Ace	San Rafael	Miss You Call	3/19/2020
Retailer	Mckinleyville Ace Hardware	McKinleyville	Miss You Call	2/14/2020

Retailer	Rodeo True Value Hardware	Rodeo	Miss You Call	2/14/2020
Retailer	Wyckoff's Plumbing Hardware & Electrical	Fortuna	Miss You Call	3/19/2020
Retailer	Richland Ace Hardware	Ceres	Miss You Call	3/19/2020
Retailer	Carl Johnson True Value Hardware	Eureka	Miss You Call	2/13/2020
Retailer	Lowe's	Fresno	Miss You Call	3/19/2020
Retailer	Ace Hardware	Port Hueneme	Miss You Call	2/13/2020
Retailer	Wyckoff's Plumbing & Electrical	Redway	Miss You Call	2/14/2020
School District	Santa Maria - Bonita District	Santa Maria	Miss You Call	3/19/2020
Wholesaler	Goodman Distribution	Anaheim	Miss You Call	3/17/2020
Wholesaler	AC Pro	Chino	Miss You Call	3/19/2020
Wholesaler	Allied Refrigeration	Torrence	Miss You Call	2/13/2020
Wholesaler	Coast Appliance Parts	Colton	Miss You Call	2/18/2020
Wholesaler	Coast Appliance Parts	Van Nuys	Miss You Call	2/18/2020
Wholesaler	Ferguson	San Jose	Miss You Call	2/19/2020
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Santa Clarita	Miss You Call	2/19/2020
Wholesaler	Ferguson Heating & Cooling	Culver City	Miss You Call	2/19/2020
Wholesaler	Smardan-Hatcher Co.	Gardena	Miss You Call	2/20/2020
Wholesaler	Smardan-Hatcher Co.	Fountain Valley	Miss You Call	2/24/2020
Wholesaler	Smardan-Hatcher Co.	South El Monte	Miss You Call	2/24/2020
Wholesaler	Keller Air	Redding	Miss You Call	2/24/2020
Wholesaler	Ferguson Heating & Cooling	EL CAJON	Miss You Call	2/25/2020
Wholesaler	Johnstone Supply	Westlake Village	Miss You Call	2/26/2020
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Anaheim	Miss You Call	2/26/2020
Wholesaler	Ferguson	Pomona	Miss You Call	2/26/2020
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Riverside	Miss You Call	2/26/2020
Wholesaler	Controlco	San Francisco	Miss You Call	2/26/2020
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Upland	Miss You Call	2/26/2020
Wholesaler	Ferguson Heating & Cooling	NEWBURY PARK	Miss You Call	2/20/2020
Wholesaler	Ac Pro	El Cajon	Miss You Call	2/20/2020

Wholesaler	Lennox Stores	City of Industry	Miss You Call	2/25/2020
Wholesaler	Baker Distributing	Escondido	Miss You Call	3/10/2020
Wholesaler	Lennox	Rancho Cordova	Miss You Call	3/10/2020
Wholesaler	United Refrigeration, Inc.	Culver City	Miss You Call	3/10/2020
Wholesaler	W.W. Grainger, Inc.	Bakersfield	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Garden Grove	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Fresno	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Cucamonga	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Riverside	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Anaheim	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Northridge	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Compton	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Oxnard	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Inglewood	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Santa Fe Springs	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Santa Ana	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	San Leandro	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Concord	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	West Sacramento	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Citrus Heights	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Salinas	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	Chula Vista	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	San Marcos	Miss You Call	3/12/2020
Wholesaler	W.W. Grainger, Inc.	San Jose	Miss You Call	3/16/2020
Wholesaler	W.W. Grainger, Inc.	Rohnert Park	Miss You Call	3/16/2020
Wholesaler	W.W. Grainger, Inc.	Stockton	Miss You Call	3/16/2020
Wholesaler	Bacsko	BAKERSFIELD	Miss You Call	3/16/2020
Wholesaler	Ferguson Heating & Cooling	Azusa	Miss You Call	3/16/2020
Wholesaler	Fix Air	San Jose	Miss You Call	3/10/2020
Wholesaler	Cfm Equipment Distr., Inc.	Fresno	Miss You Call	3/12/2020
Wholesaler	Cfm Equipment Distr., Inc.	Concord	Miss You Call	3/12/2020
Wholesaler	Geary Pacific Supply	Fresno	Miss You Call	3/12/2020
Wholesaler	Geary Pacific Supply	Riverside	Miss You Call	3/12/2020
Wholesaler	Goodman Dist. 706	MONTCLAIR	Miss You Call	3/16/2020
Wholesaler	Goodman Distribution Inc. 768	VAN NUYS	Miss You Call	3/16/2020
Wholesaler	Goodman Distribution, Inc.	MODESTO	Miss You Call	3/16/2020
Wholesaler	Goodman Distribution, Inc.	El Centro	Miss You Call	3/16/2020
Wholesaler	Goodman Distribution, Inc.	ANAHEIM	Miss You Call	3/16/2020

Wholesaler	Goodman Distribution, Inc.	Corona	Miss You Call	3/12/2020
Wholesaler	Goodman Distribution, Inc.	Redlands	Miss You Call	3/12/2020
Wholesaler	Goodman Distribution, Inc.	San Leandro	Miss You Call	3/12/2020
Wholesaler	Goodman Distribution, Inc.	Stockton	Miss You Call	3/12/2020
Wholesaler	Goodman Distribution, Inc.	Bakersfield	Miss You Call	3/12/2020
Wholesaler	Goodman Distribution, Inc.	Los Angeles	Miss You Call	3/12/2020
Wholesaler	Goodman Distribution, Inc.	San Diego	Miss You Call	3/12/2020
Wholesaler	Goodman Distribution, Inc.	Los Angeles	Miss You Call	3/16/2020
Wholesaler	Goodman Distribution, Inc.	Palmdale	Miss You Call	3/10/2020
Wholesaler	Goodman Distribution, Inc.	Murrieta	Miss You Call	3/10/2020
Wholesaler	Goodman Distribution, Inc.	SAN FERNANDO	Miss You Call	3/10/2020
Wholesaler	Heating & Cooling LLC	San Diego	Miss You Call	3/11/2020
Wholesaler	Heating & Cooling LLC	LAKESIDE	Miss You Call	3/11/2020
Wholesaler	Heating & Cooling LLC	ESCONDIDO	Miss You Call	3/11/2020
Wholesaler	Heating & Cooling LLC	Thousand Palms	Miss You Call	3/11/2020
Wholesaler	Heating & Cooling Supply, LLC	Orange	Miss You Call	3/11/2020
Wholesaler	Heating & Cooling LLC 822	CITY OF INDUSTRY	Miss You Call	3/11/2020
Wholesaler	Heating & Cooling LLC 823	LAKESIDE	Miss You Call	3/11/2020
Wholesaler	Heating & Cooling LLC 825	CHATSWORTH	Miss You Call	3/11/2020
Wholesaler	Heating & Cooling Supply, LLC	Oxnard	Miss You Call	3/11/2020
Wholesaler	Allied Refrigeration	Escondido	Miss You Call	3/12/2020
Wholesaler	Allied Refrigeration	El Cajon	Miss You Call	3/12/2020
Wholesaler	Allied Refrigeration	Concord	Miss You Call	3/12/2020
Wholesaler	Allied Refrigeration	San Leandro	Miss You Call	3/12/2020
Wholesaler	Allied Refrigeration	Signal Hill	Miss You Call	2/18/2020
Wholesaler	Indio Cooling & Heating Supply	Indio	Miss You Call	2/18/2020
Wholesaler	Trane Supply	San Diego	Miss You Call	2/18/2020
Wholesaler	Allied Refrigeration	City of Industry	Miss You Call	2/18/2020
Wholesaler	Allied Refrigeration	Cathedral City	Miss You Call	2/19/2020
Wholesaler	Allied Refrigeration	San Bernardino	Miss You Call	2/19/2020
Wholesaler	Allied Refrigeration	San Jose	Miss You Call	2/19/2020
Wholesaler	Allied Refrigeration	San Diego	Miss You Call	2/19/2020
Wholesaler	J W Wood Co., Inc/All Air Supply	CHICO	Miss You Call	2/19/2020
Wholesaler	J.W. Wood Co., Inc.	Redding	Miss You Call	2/19/2020

Wholesaler	Johnstone Supply	CORONA	Miss You Call	2/19/2020
Wholesaler	Johnstone Supply	San Jose	Miss You Call	2/27/2020
Wholesaler	Johnstone Supply Co	CONCORD	Miss You Call	3/3/2020
Wholesaler	Johnstone Supply	Oakland	Miss You Call	3/3/2020
Wholesaler	Johnstone Supply	Lancaster	Miss You Call	3/3/2020
Wholesaler	American Refrigeration Supplies, Inc.	Anaheim	Miss You Call	3/3/2020
Wholesaler	Johnstone Supply	LONG BEACH	Miss You Call	2/26/2020
Wholesaler	Johnstone Supply	Redding	Miss You Call	2/26/2020
Wholesaler	Johnstone Supply San Bernardino	SAN BERNARDINO	Miss You Call	2/26/2020
Wholesaler	Johnstone Supply	Upland	Miss You Call	2/27/2020
Wholesaler	Johnstone-Commerce	Pico Rivera	Miss You Call	2/27/2020
Wholesaler	Johnstone-Santa Barbara	SANTA BARBARA	Miss You Call	2/27/2020
Wholesaler	American Refrigeration Supplies, Inc.	Corona	Miss You Call	2/27/2020
Wholesaler	Karnair Hvac Supply	COLTON	Miss You Call	2/27/2020
Wholesaler	American Refrigeration Supplies, Inc.	Santa Rosa	Miss You Call	2/27/2020
Wholesaler	American Refrigeration Supplies, Inc.	San Bernardino	Miss You Call	2/20/2020
Wholesaler	American Refrigeration Supplies, Inc.	Stockton	Miss You Call	2/20/2020
Wholesaler	American Refrigeration Supplies, Inc.	San Diego	Miss You Call	2/20/2020
Wholesaler	Lennox	THOUSAND PALMS	Miss You Call	2/20/2020
Wholesaler	American Refrigeration Supplies, Inc.	Glendale	Miss You Call	2/20/2020
Wholesaler	Lennox Industries Inc.	Eastvale	Miss You Call	2/19/2020
Wholesaler	Lennox Stores	Montclair	Miss You Call	2/18/2020
Wholesaler	Ac Pro	Escondido	Miss You Call	3/12/2020
Wholesaler	Refrigeration Supplies Distributor (RSD)	Burbank	Miss You Call	3/10/2020
Wholesaler	Refrigeration Supplies Distributor (RSD)	TEMECULA	Miss You Call	3/10/2020
Wholesaler	RSD	EL CENTRO	Miss You Call	2/24/2020
Wholesaler	RSD	LIVERMORE	Miss You Call	2/24/2020
Wholesaler	RSD	VAN NUYS	Miss You Call	2/24/2020
Wholesaler	RSD	ONTARIO	Miss You Call	2/24/2020
Wholesaler	RSD	National City	Miss You Call	2/24/2020
Wholesaler	RSD	FRESNO	Miss You Call	2/24/2020

Wholesaler	Refrigeration Supplies Distributor (RSD)	Concord	Miss You Call	2/24/2020
Wholesaler	RSD	LAKE FOREST	Miss You Call	2/24/2020
Wholesaler	Refrigeration Supplies Distributor (RSD)	Riverside	Miss You Call	2/24/2020
Wholesaler	RSD	SAN LEANDRO	Miss You Call	2/25/2020
Wholesaler	RSD	BAKERSFIELD	Miss You Call	2/25/2020
Wholesaler	RSD	BUENA PARK	Miss You Call	2/25/2020
Wholesaler	RSD	POMONA	Miss You Call	2/25/2020
Wholesaler	RSD	SAN DIEGO	Miss You Call	2/25/2020
Wholesaler	RSD Santa Ana	SANTA ANA	Miss You Call	2/25/2020
Wholesaler	Refrigeration Supplies Distributor (RSD)	Monterey Park	Miss You Call	2/25/2020
Wholesaler	Russell Sigler Inc.	LAKWOOD	Miss You Call	2/25/2020
Wholesaler	Russell Sigler Inc.	San Marcos	Miss You Call	2/25/2020
Wholesaler	Sigler Wholesale Distributors	SAN JOSE	Miss You Call	2/27/2020
Wholesaler	Sigler Wholesale Distributors	BREA	Miss You Call	2/27/2020
Wholesaler	Sigler Wholesale Distributors	CONCORD	Miss You Call	2/27/2020
Wholesaler	Sigler Wholesale Distributors	ONTARIO	Miss You Call	2/27/2020
Wholesaler	Slakey Brothers	MODESTO	Miss You Call	2/27/2020
Wholesaler	Slakey Brothers	Fairfield	Miss You Call	3/3/2020
Wholesaler	Slakey Brothers	REDDING	Miss You Call	3/3/2020
Wholesaler	Slakey Brothers	BAKERSFIELD	Miss You Call	3/3/2020
Wholesaler	Slakey Brothers	CONCORD	Miss You Call	3/3/2020
Wholesaler	Slakey Brothers	SANTA ROSA	Miss You Call	3/3/2020
Wholesaler	Slakey Brothers/S. San Francisco	S. SAN FRANCISCO	Miss You Call	3/3/2020
Wholesaler	Slakey Brothers	SONORA	Miss You Call	3/3/2020
Wholesaler	Specialty A/C Products	Benicia	Miss You Call	2/19/2020
Wholesaler	Baker Distributing Company	Modesto	Miss You Call	2/19/2020
Wholesaler	Thrifty Supply	SACRAMENTO	Miss You Call	2/18/2020
Wholesaler	Totaline	Irvine	Miss You Call	3/16/2020
Wholesaler	Sigler Wholesale Distributors	RIVERSIDE	Miss You Call	3/16/2020
Wholesaler	Totaline Of California	EL Cajon	Miss You Call	3/16/2020
Wholesaler	Sigler Wholesale Distributors	Burbank	Miss You Call	3/16/2020

Wholesaler	Sigler Wholesale Distributors	SOUTH SAN FRANCISCO	Miss You Call	3/16/2020
Wholesaler	Trane	Long Beach	Miss You Call	3/12/2020
Wholesaler	Trane Company	TUSTIN	Miss You Call	3/12/2020
Wholesaler	Trane Company Glendale	GLENDALE	Miss You Call	3/12/2020
Wholesaler	Trane Supply	North Highlands	Miss You Call	3/12/2020
Wholesaler	Trane Parts Center	North Highlands	Miss You Call	3/12/2020
Wholesaler	Trane Riverside	RIVERSIDE	Miss You Call	3/16/2020
Wholesaler	United Refrigeration, Inc.	Carson	Miss You Call	3/3/2020
Wholesaler	United Refrigeration	MODESTO	Miss You Call	3/3/2020
Wholesaler	United Refrigeration	Fresno	Miss You Call	3/3/2020
Wholesaler	United Refrigeration, Inc.	Escondido	Miss You Call	3/3/2020
Wholesaler	United Refrigeration	SAN LEANDRO	Miss You Call	3/3/2020
Wholesaler	United Refrigeration	NATIONAL CITY	Miss You Call	3/3/2020
Wholesaler	United Refrigeration	ONTARIO	Miss You Call	3/3/2020
Wholesaler	United Refrigeration, Inc.	Murrieta	Miss You Call	3/3/2020
Wholesaler	United Refrigeration	IRWINDALE	Miss You Call	3/3/2020
Wholesaler	United Refrigeration	SAN BERNADINO	Miss You Call	3/3/2020
Wholesaler	Baker Distributing Co.	SAN JOSE	Miss You Call	3/3/2020
Wholesaler	United Refrigeration, Inc.	Palm Desert	Miss You Call	3/3/2020
Wholesaler	United Refrigeration, Inc.	San Diego	Miss You Call	3/3/2020
Wholesaler	United Refrigeration	SAN JOSE	Miss You Call	3/3/2020
Wholesaler	United Refrigeration C4	North Hills	Miss You Call	3/3/2020
Wholesaler	Baker Distributing Co.	Oakland	Miss You Call	3/16/2020
Wholesaler	Baker Distributing Company	Redlands	Miss You Call	3/16/2020
Wholesaler	United Refrigeration, Inc.	Visalia	Miss You Call	3/12/2020
Wholesaler	Us Air Conditioning Distributors (USACD)	Cathedral City	Miss You Call	3/12/2020
Wholesaler	Us Air Conditioning Distributors, Inc. (USACD)	El Cajon	Miss You Call	3/12/2020
Wholesaler	Us Air Conditioning Distributors, Inc. (USACD)	Anaheim	Miss You Call	3/12/2020
Wholesaler	Us Air Conditioning Distributors (USACD)	San Leandro	Miss You Call	3/16/2020
Wholesaler	Us Air Conditioning Distributors (USACD)	NORTH HIGHLANDS	Miss You Call	3/12/2020
Wholesaler	Us Air Conditioning Distributors, Inc. (USACD)	Bakersfield	Miss You Call	3/12/2020

Wholesaler	Us Air Conditioning Distributors (USACD)	CHATSWORTH	Miss You Call	3/12/2020
Wholesaler	Us Air Conditioning Distributors (USACD)	El Centro	Miss You Call	3/12/2020
Wholesaler	Us Air Conditioning Distributors (USACD)	Escondido	Miss You Call	3/12/2020
Wholesaler	USACD	HESPERIA	Miss You Call	3/12/2020
Wholesaler	Baker Distributing Co.	SANTA ROSA	Miss You Call	3/3/2020
Wholesaler	Baker Distributing Co.	SANTA ANA	Miss You Call	3/3/2020
Wholesaler	Western Nevada Supply	SUSANVILLE	Miss You Call	3/3/2020
Wholesaler	Western Nevada Supply	South Lake Tahoe	Miss You Call	3/3/2020
Wholesaler	R.E. Michel Company, Inc.	Fresno	Miss You Call	3/4/2020
Wholesaler	Sigler Wholesale Distributors	SACRAMENTO	Miss You Call	3/4/2020
Wholesaler	Sigler Wholesale Distributors	SACRAMENTO	Miss You Call	3/3/2020
Wholesaler	Sigler Wholesale Distributors	FRESNO	Miss You Call	3/3/2020
Wholesaler	Goodman Distribution	Escondido	Miss You Call	3/3/2020
Wholesaler	Lennox Stores	Concord	Miss You Call	3/4/2020
Wholesaler	Lennox Stores	Placentia	Miss You Call	3/4/2020
Wholesaler	Lennox Stores	Milpitas	Miss You Call	3/4/2020
Wholesaler	National Ventilating And Equipment Company	San Diego	Miss You Call	3/4/2020
Wholesaler	Lennox Stores	Riverside	Miss You Call	3/4/2020
Wholesaler	Lennox Industries	El Cajon	Miss You Call	3/4/2020
Wholesaler	Goodman Distribution	Torrance	Miss You Call	3/4/2020
Wholesaler	Johnstone Supply	Temecula	Miss You Call	3/4/2020
Wholesaler	Ac Pro	Palm Desert	Miss You Call	3/4/2020
Wholesaler	R.E. Michel Company, Inc.	San Jose	Miss You Call	3/4/2020
Wholesaler	R.E. Michel Company, Inc.	Union City	Miss You Call	3/4/2020
Wholesaler	Baker Distributing Company	Fresno	Miss You Call	3/10/2020
Wholesaler	Baker Distributing Company	Livermore	Miss You Call	3/10/2020
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Lake Forest	Miss You Call	3/4/2020
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Palm Desert	Miss You Call	3/4/2020
Wholesaler	U.S. Air Conditioning Distributors (USACD)	San Jose	Miss You Call	3/4/2020
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Santa Rosa	Miss You Call	3/4/2020

Wholesaler	Air Cold Supply - A Ferguson Enterprise	San Rafael	Miss You Call	3/4/2020
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Gilroy	Miss You Call	3/4/2020
Wholesaler	Sigler Inc	Palm Desert	Miss You Call	3/4/2020
Wholesaler	Ac Pro	Signal Hill	Miss You Call	3/4/2020
Wholesaler	RSD	Signal Hill	Miss You Call	3/4/2020
Wholesaler	Baker Distributing Company	Chico	Miss You Call	3/4/2020
Wholesaler	R.E. Michel Company Inc.	Long Beach	Miss You Call	3/4/2020
Wholesaler	Appliance Parts Center	National City	Miss You Call	3/4/2020
Wholesaler	Baker Distributing Company	Sun Valley	Miss You Call	3/4/2020
Wholesaler	Baker Distributing Company	Sun Valley	Miss You Call	3/4/2020
Wholesaler	Dancool Hvac Supply, Inc.	GLENDALE	Miss You Call	3/4/2020
Wholesaler	Baker Distributing Company	El Centro	Miss You Call	3/4/2020
Wholesaler	Baker Distributing Company	Upland	Miss You Call	3/10/2020
Wholesaler	Western Nevada Supply	Bishop	Miss You Call	3/10/2020
Wholesaler	R.E. Michel Company	Riverside	Miss You Call	3/3/2020
Wholesaler	Johnstone Supply	Hawthorne	Miss You Call	3/4/2020
Wholesaler	Johnstone Supply	Los Angeles	Miss You Call	3/4/2020
Wholesaler	Johnstone Supply	Palm Desert	Miss You Call	2/25/2020
Wholesaler	Facsco	Fresno	Miss You Call	2/20/2020
Wholesaler	Sigler	Bakersfield	Miss You Call	2/20/2020
Wholesaler	Us Air Conditioning Distributors (USACD)	San Diego	Miss You Call	3/11/2020
Wholesaler	R.E. Michel Company, Inc.	El Cajon	Miss You Call	3/11/2020
Wholesaler	Ac Pro	Riverside	Miss You Call	3/11/2020
Wholesaler	Rubenstein Supply Company	Oakland	Miss You Call	3/10/2020
Wholesaler	Lennox Stores	Bakersfield	Miss You Call	3/11/2020
Wholesaler	Toro Aire, Inc.	Rancho Dominguez	Miss You Call	3/11/2020
Wholesaler	R.E. Michel Company, Inc.	EL CAJON	Miss You Call	3/17/2020
Wholesaler	R.E. Michel Company, Inc.	Van Nuys	Miss You Call	3/17/2020
Wholesaler	Air Cold Supply, A Ferguson Enterprise	Dublin	Miss You Call	3/4/2020
Wholesaler	Western Air Supply	San Fernando	Miss You Call	3/4/2020
Wholesaler	Ferguson Hvac East West Air	Manteca	Miss You Call	3/4/2020
Wholesaler	Ferguson Heating & Cooling	Cathedral City	Miss You Call	3/4/2020
Wholesaler	Baker Distributing	Irwindale	Miss You Call	3/4/2020
Wholesaler	Coast Appliance Parts	Bakersfield	Miss You Call	3/17/2020
Wholesaler	Coast Appliance Parts	Gardena	Miss You Call	3/17/2020
Wholesaler	Coast Appliance Parts	Santa Ana	Miss You Call	3/17/2020

Wholesaler	Coast Appliance Parts	South El Monte	Miss You Call	3/17/2020
Wholesaler	Coast Appliance Parts	Visalia	Miss You Call	3/17/2020
Wholesaler	Coast Appliance Parts	Fresno	Miss You Call	3/17/2020
Wholesaler	Coast Appliance Parts	San Diego	Miss You Call	3/17/2020
Wholesaler	Coast Appliance Parts	Long Beach	Miss You Call	3/17/2020
Wholesaler	Coast Appliance Parts	Los Angeles	Miss You Call	3/17/2020
Wholesaler	Refrigeration Supplies Distributor (RSD)	Modesto	Miss You Call	3/10/2020
Wholesaler	Johnstone	Long Beach	Miss You Call	3/19/2020
Wholesaler	Lennox PartsPlus	Escondido	Miss You Call	3/18/2020
Wholesaler	Winsupply Paso Robles CA Co.	Paso Robles	Miss You Call	3/19/2020
Wholesaler	Empire Supply Co., Inc.	Visalia	Miss You Call	3/19/2020
Wholesaler	Kings County Pipe & Supply	Hanford	Miss You Call	3/19/2020
Wholesaler	Porterville Distributing Co.	Porterville	Miss You Call	3/19/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Los Angeles	Miss You Call	2/13/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Van Nuys	Miss You Call	2/13/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Hollywood	Miss You Call	2/13/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Los Angeles	Miss You Call	3/19/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Santa Monica	Miss You Call	2/13/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Anaheim	Miss You Call	2/13/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Long Beach	Miss You Call	2/13/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	San Marcos	Miss You Call	3/19/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Montclair	Miss You Call	2/13/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Valencia	Miss You Call	2/13/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Santa Fe Springs	Miss You Call	3/19/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Torrance	Miss You Call	2/13/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Canoga Park	Miss You Call	2/13/2020

Wholesaler	Hirsch Pipe & Supply Co., Inc.	La Mesa	Miss You Call	3/19/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	San Diego	Miss You Call	3/19/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Lima Linda	Miss You Call	3/19/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	North Hollywood	Miss You Call	3/19/2020
Wholesaler	Goodman Distribution	City of Industry	Miss You Call	2/14/2020
Wholesaler	RSD	Corona	Miss You Call	2/13/2020
Wholesaler	Lennox Stores	Roseville	Miss You Call	3/18/2020
Wholesaler	Lennox Stores	Valencia	Miss You Call	3/19/2020
Wholesaler	R. E. Michel Co	Temecula	Miss You Call	2/13/2020
Wholesaler	R. E. Michel Co	Anaheim	Miss You Call	2/17/2020
Wholesaler	AC Pro	Temecula	Miss You Call	3/19/2020
Wholesaler	Ac Pro	Westminster	Miss You Call	3/19/2020
Wholesaler	Dancool Hvac Supply	El Monte	Miss You Call	2/14/2020
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Garden Grove	Miss You Call	2/13/2020
Wholesaler	Goodman Distribution	McClellan	Miss You Call	3/10/2020

Figure 3. CSLB license number forms

Thermostat Recycling Corporation California CSLB License Number Form

*Include white copy in TRC container. Retain yellow copy for your records.
 (TRC will redact any collection location identifying information prior to submission to
 California Department of Toxic Substances Control)*

Date Submitted: 1/13/2020

Bin Number: M20892

CSLB #: 1	CSLB #:	CSLB #:	CSLB #:
CSLB #: 2	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:

Thermostat R112



Thermostat Recycling Corporation California CSLB License Number Form

Include white copy in TRC container. Retain yellow copy for your records.
(TRC will redact any collection location identifying information prior to submission to
California Department of Toxic Substances Control)

Date Submitted: Feb 5, 2020

Bin Number: MJ5187

CSLB #: 558980	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:

Updated 6/13

