



VIA ELECTRONIC MAIL

January 21, 2020

Department of Toxic Substances Control  
Attention: Mr. Eugene Shirai  
1001 "I" Street  
P.O. Box 806  
Sacramento, California 95812-0806

SUBMISSION OF QUARTERLY REPORT; Consent Order Item B-1.6

Dear Mr. Shirai,

The following quarterly report for Q4 2019 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 fourth quarter (October-December) of 2019, S. Groner Associates (SGA) worked on behalf of the Thermostat Recycling Corporation (TRC) to implement the following tasks from the DTSC-approved Outreach Plan and Pilot Plan as a part of the California TRC Program. The following report outlines those 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 stayed relatively consistent between fourth quarter 2018 and fourth quarter 2019. During 2019, there was also a small increase of over 1,000 additional mercury thermostats collected from wholesalers. This amounted to an average of 25 thermostats per bin for wholesalers for fourth quarter 2019. However, as Table 4 (below) demonstrates, there was also a decrease in the total number of thermostats returned by wholesalers each quarter from first quarter 2019 to fourth quarter 2019. More specifically, the total number of thermostats collected from wholesalers from first quarter 2019 to fourth quarter 2019 decreased by over 50%.

In addition, while overall collections during this quarter (and year) were slightly higher compared to the same time last year, TRC continues to experience the same types of barriers and system-wide impediments from collecting additional mercury-containing thermostats. In particular, a common theme or barrier (including for wholesalers) is that audience participants indicate that they hardly ever encounter mercury thermostats, which makes sense in light of the fact that mercury-containing thermostats were banned from sale in California 14 years ago, and the phase out of mercury-containing thermostats began over 30 years ago due to changes in the California building code. As a result, many participants with bins are returning them, and others who have never had a bin are refusing them because they do not believe they will collect any mercury-containing thermostats.

A more detailed summary of fourth quarter 2019 in relation to each audience is reflected in the following pages. Notwithstanding the following results and feedback, the information set forth below is the result of additional outreach efforts by TRC, and the implementation of pilot programs over the past four years, all of which is aimed at collecting mercury-added thermostats in California. TRC intends 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: 2,200
2. New collection containers this quarter: 8
  - Number and location (by street address) of new collection bins assigned (see Appendix).
3. Mercury-added thermostats collected this year: 14,299



**Table 1. Number of bins in circulation in California (cumulative)**

| Audience              | Q4 '18       | Q1 '19       | Q2 '19       | Q3 '19       | Q4 '19       |
|-----------------------|--------------|--------------|--------------|--------------|--------------|
| <b>A</b>              |              |              |              |              |              |
| Contractors           | 241          | 249          | 249          | 252          | 255          |
| HHWs                  | 247          | 248          | 248          | 248          | 249          |
| Retailers             | 111          | 127          | 128          | 128          | 130          |
| Wholesalers           | 843          | 847          | 858          | 861          | 863          |
| <b>B</b>              |              |              |              |              |              |
| Building Departments  | 0            | 0            | 0            | 0            | 0            |
| Utility Companies     | 0            | 0            | 0            | 0            | 0            |
| School Districts      | 3            | 3            | 4            | 6            | 6            |
| Universities/Colleges | 17           | 17           | 17           | 17           | 17           |
| <b>C</b>              |              |              |              |              |              |
| Property Managers     | 7            | 7            | 10           | 10           | 10           |
| Hotel/Motel           | 0            | 0            | 0            | 0            | 0            |
| <b>TOTAL</b>          | <b>1,469</b> | <b>1,498</b> | <b>1,514</b> | <b>1,522</b> | <b>1,530</b> |

*Note: This table provides the number of TRC collection bins in circulation in the State of California. Actual numbers may vary throughout the quarter as some participants discontinued participation mid-quarter.*

**Table 2. Number of bins returned (includes bins returned empty)**

| Audience              | Q4'18     | Q1'19      | Q2'19      | Q3'19      | Q4'19     |
|-----------------------|-----------|------------|------------|------------|-----------|
| <b>A</b>              |           |            |            |            |           |
| Contractors           | 7         | 13         | 16         | 14         | 10        |
| HHWs                  | 7         | 8          | 18         | 12         | 6         |
| Retailers             | 1         | 4          | 2          | 5          | 3         |
| Wholesalers           | 79        | 146        | 131        | 111        | 66        |
| <b>B</b>              |           |            |            |            |           |
| Building Departments  | 0         | 0          | 0          | 0          | 0         |
| Utility Companies     | 0         | 0          | 0          | 0          | 0         |
| School Districts      | 0         | 0          | 0          | 1          | 1         |
| Universities/Colleges | 0         | 0          | 0          | 0          | 0         |
| <b>C</b>              |           |            |            |            |           |
| Property Managers     | 0         | 0          | 0          | 1          | 0         |
| Hotel/Motel           | 0         | 0          | 0          | 0          | 0         |
| <b>TOTAL</b>          | <b>94</b> | <b>171</b> | <b>167</b> | <b>144</b> | <b>86</b> |



**Table 3. Percent of bins returned (# of bins returned per audience/ # of bins per audience)**

| Audience              | Q4 '18      | Q1 '19       | Q2 '19       | Q3 '19      | Q4 '19      |
|-----------------------|-------------|--------------|--------------|-------------|-------------|
| <b>A</b>              |             |              |              |             |             |
| Contractors           | 2.9%        | 5.2%         | 6.4%         | 5.6%        | 3.9%        |
| HHWs                  | 2.8%        | 3.2%         | 7.3%         | 4.8%        | 2.4%        |
| Retailers             | 0.9%        | 3.1%         | 1.6%         | 3.9%        | 2.3%        |
| Wholesalers           | 9.4%        | 17.2%        | 15.3%        | 12.9%       | 7.6%        |
| <b>B</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%         | 0.0%         | 16.7%       | 16.7%       |
| Universities/Colleges | 0.0%        | 0.0%         | 0.0%         | 0.0%        | 0.0%        |
| <b>C</b>              |             |              |              |             |             |
| Property Managers     | 0.0%        | 0.0%         | 0.0%         | 0.0%        | 0.0%        |
| Hotel/Motel           | 0.0%        | 0.0%         | 0.0%         | 0.0%        | 0.0%        |
| <b>TOTAL</b>          | <b>6.4%</b> | <b>11.4%</b> | <b>11.0%</b> | <b>9.5%</b> | <b>5.6%</b> |

**Table 4. Year to Date: Number of thermostats returned**

| Audience              | Q1'19        | Q2'19        | Q3'19        | Q4'19        |
|-----------------------|--------------|--------------|--------------|--------------|
| <b>A</b>              |              |              |              |              |
| Contractors           | 262          | 442          | 222          | 161          |
| HHWs                  | 239          | 322          | 191          | 117          |
| Retailers             | 4            | 9            | 14           | 6            |
| Wholesalers           | 4,552        | 3,330        | 2,475        | 1,904        |
| <b>B</b>              |              |              |              |              |
| Building Departments  | 0            | 0            | 0            | 0            |
| Utility Companies     | 0            | 0            | 0            | 0            |
| School Districts      | 0            | 0            | 37           | 12           |
| Universities/Colleges | 0            | 0            | 0            | 0            |
| <b>C</b>              |              |              |              |              |
| Property Managers     | 0            | 0            | 0            | 0            |
| Hotel/Motel           | 0            | 0            | 0            | 0            |
| <b>TOTAL</b>          | <b>5,057</b> | <b>4,103</b> | <b>2,939</b> | <b>2,200</b> |



**Table 5. Number of bins and thermostats returned per year**

| Audience              | Q1 - Q4 '18 |               | Q1 – Q4 '19 |               |
|-----------------------|-------------|---------------|-------------|---------------|
|                       | Bins        | Thermostats   | Bins        | Thermostats   |
| <b>A</b>              |             |               |             |               |
| Contractors           | 70          | 1,273         | 53          | 1,087         |
| HHWs                  | 41          | 817           | 44          | 869           |
| Retailers             | 11          | 34            | 14          | 33            |
| Wholesalers           | 441         | 11,033        | 454         | 12,261        |
| <b>B</b>              |             |               |             |               |
| Building Departments  | 0           | 0             | 0           | 0             |
| Utility Companies     | 0           | 0             | 0           | 0             |
| School Districts      | 0           | 0             | 2           | 49            |
| Universities/Colleges | 0           | 0             | 0           | 0             |
| <b>C</b>              |             |               |             |               |
| Property Managers     | 0           | 0             | 1           | 0             |
| Hotel/Motel           | 0           | 0             | 0           | 0             |
| <b>TOTAL</b>          | <b>563</b>  | <b>13,157</b> | <b>568</b>  | <b>14,299</b> |



## Outreach Program

### Summary of Outreach Activities for Audience A

#### **Retail/Consumer**

##### **Summary**

Historically, retailers have been a small component of the mercury thermostat recycling program. In an effort to increase the collection of mercury thermostats throughout the state of California and provide more accessible and public-facing recycling locations for consumers, we have targeted retail stores throughout the state as new collection site partners.

When retail stores agree to partner with TRC, they sign up to host a TRC recycling bin or pail, display promotional materials in their store, be in communication with TRC regarding progress, and provide barriers and motivators related to the success of the recycling effort that they observe with their customers. We send retail toolkits to stores that request a bin, which 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 appendix for more detail).

Having solidified 52 retail partnerships from 2016-2017, we worked to expand the number of retail partnerships in 2018. In Q1'18, we reviewed the geographic locations of current partnerships and identified areas that would benefit from both increased levels of promotion and the establishment of additional drop-off locations. Part of this mapping involved cross-referencing the areas in which we have promotions through local utility companies, and then working to ensure that there were sufficient retailers acting as collection sites in those areas. Using this information, we created a list of new locations to recruit as collection sites and conducted outreach to these locations from Q2'18-Q2'19.

In Q2'19, we finished outreach to all of the 272 retail locations in the database compiled during Q1'18, and developed plans to visit a subset of the 78 stores at which bin placements had been made. In-person check-in visits to stores around the Bay Area and Los Angeles were planned to confirm if promotional materials (i.e. shelf talkers) were appropriately placed to best promote the program.

In Q3'19, TRC divided the stores that had accepted bins into 3 groups: those within driving distance of Los Angeles, those within driving distance of the Bay Area, and those too far to drive to from either location. Calls were made to the stores that were not in driving distance to ensure they had received their TRC bin and placed promotional materials appropriately in-store. Calls were also made to stores within driving distance of both the Bay Area and Los Angeles to schedule times for in-store visits.

In Q4'19, TRC conducted in-store visits to retail stores. During those visits, TRC confirmed the proper placement of promotional materials, ensured employee awareness of the program, and received direct feedback about the program and its rebate process. 4 bins were placed at stores



that no longer had bins during those store visits. In addition to these visits, TRC coordinated 3 week-long store events whereby the stores offered \$10 rebates to customers who dropped off mercury thermostats. TRC supported these events by creating online (Google and Facebook) ads, and sending retail stores paper promotional materials, rebate forms, and plastic bags to collect the recycled thermostats. TRC also corresponded with store contacts before, during, and after each event. Because no one returned a thermostat during the 3 store events, we were not able to survey individuals returning thermostats. During Q1'20, the 10 unvisited stores within driving distance of the Bay Area will be visited and materials will be mailed to the remaining stores.

### **Barriers**

- Connecting with the Right Person. Difficulty reaching the decision-maker on the phone and lack of response after leaving voicemail(s).
- Busy Schedule of Retailers. Prevents decision-maker from being available and reliably returning calls.
- High Employee Turnover. Creates a recurring, almost institutional lack of knowledge about TRC, and a loss of accountability. Bins are often lost or misplaced. In Q4'19, four locations requested new bins because of misplacement.
- Disinterest in the Program Over Time. In Q4'19, seven locations no longer wanted to be part of the program.

### **Motivators**

- Minimum effort is required to receive materials.
- Desire to maintain the partnership:
  - Their customers have previously brought mercury thermostats into the store.
  - Many other stores throughout CA, in their area, or retail chain are already participating in the program.
  - Follow-up efforts in Q4'19 re-sparked the interest of 4 stores in the TRC program, and resulted in the replacement of 4 bins that had previously been misplaced. Employees that had forgotten or did not know about the program (due to high employee turnover) were re-initiated.

### **Results**

In Q4'19:

- Placed outreach calls to stores within driving distance of the Bay Area to schedule store visits. 28 total calls were placed and 17 emails were sent.
- Visited 26 stores within driving distance of the Bay Area and Los Angeles to ensure that materials (shelf talkers and window clings) were placed effectively in the store and that employees knew about the rebate program.
- Spoke with 48 retail store employees in-person to ensure that they were aware of the program.
- Placed 40 shelf talkers at retail stores.
- Placed 30 English window clings at retail stores.
- Placed 28 Spanish window clings at retail stores.
- Contacted, coordinated, and executed 3 collection events at retail stores in Southern California.





The following images were taken at retail stores that host TRC materials.









## Household Hazardous Waste (HHW)

### Summary

Household Hazardous Waste programs are generally 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 Q2'18, we continued conducting outreach to HHW facilities to place bins and partner with them to promote our thermostat collection program. Outreach to place new bins with HHW facilities was conducted to locations where stakeholders in that city or county expressed interest in promoting our materials but did not have a collection site. Two bins were placed with HHW Facilities in Q4'18.

In Q1'19, TRC began planning outreach to HHW facilities to pitch event partnerships in upcoming quarters. TRC created a call script and assembled a database of potential partners.

In Q2'19, TRC organized the first in a series of collection events at California HHW facilities. The first event occurred on June 8<sup>th</sup> in Fallbrook, CA from 9AM-3PM and was hosted by the San Diego Household Hazardous Waste Facility. A Google Ad Campaign ran before the event took place to raise awareness about mercury thermostat recycling at the event. A total of 3 mercury



thermostats and 2 surveys were collected from the 2 individuals that dropped off thermostats on the day of the event.

In Q3'19, TRC continued to coordinate collection events, provide materials to partners, and send reminders and day-of checklists to HHW facility contacts. A second collection event was held by Merced County Regional Waste Authority at their permanent facility in Merced on July 20th from 8AM-12PM. Another event was held on August 10th in Mountain View from 8AM-12PM and was hosted by the Santa Clara County HHW Program. In addition to event-specific promotional flyers that were developed and mailed for distribution at events (these flyers were in English and Spanish, and a Vietnamese translation was developed for Santa Clara County based on their demographics), TRC ran a Google Ads campaign before each event to raise awareness for the event. TRC also supplied the HHW facility in Santa Clara County with plastic bags to collect thermostats and rebate forms after receiving this suggestion in feedback from Merced County Regional Waste Authority after their event.

In Q4'19, TRC focused on posting information about the rebate program in "The California Household Hazardous Waste Information Exchange" (HHWIE) Yahoo! Group (a DTSC-mandated action). Two posts were created and, at different times, posted in the group. These posts provided information about how to sign up for a free collection bin, highlighted recent HHW outreach efforts, and described how to reach TRC and its staff. A "bit.ly" link was created to track the number of clicks that the posts received.

### **Barriers**

- Some HHW programs are already implementing efforts (so no additional partnership opportunities).

### **Motivators**

- HHW facilities are aware of the environmental hazards of mercury and are motivated to help.
- HHW facilities appreciate TRC's paid promotional support to increase awareness of and recycling at events they already planned and efforts they have undertaken.
- Program directors in the HHWIE Yahoo! Group are already involved in thermostat recycling and were not aware about TRC and its benefits (i.e. convenience and monetary support).

### **Results**

In Q4'19:

- TRC created and posted twice in the HHWIE Yahoo! Group.
  - Post #1 received 45 link clicks and an email from a Hazardous Material Safety Specialist for the City of Tempe, AZ who wanted to learn more about TRC.
  - Post #2 received 33 link clicks.

## **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 this quarter, 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 targets. Our primary goal was to place bins or pails with environmental contractors and offer them a \$2.50 incentive rebate per mercury 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**

- We conducted 7 outreach calls to environmental contractors.
- TRC was unsuccessful in placing bins with this audience during the quarter.

**General Contractors****Summary**

TRC continues to complete 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 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 thermostat.

**Barriers**

- In terms of contractor outreach, we continue to contact locations who don't want to be contacted.
- A majority of 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 242 general contractors. These efforts yielded zero bin placements.



## **HVAC Contractors**

### **Summary**

TRC 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 container with the incentive offer.

### **Results**

- TRC called 71 HVAC contractors.
- During this quarter, we had zero sign-ups from HVAC contractors.

## **Demolition Contractors**

### **Summary**

TRC 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 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 vary rarely see mercury thermostats, but we had a few that were willing to take a container just in case.

## **Results**

- TRC made 192 calls to demolition contractors. During the quarter, we had zero sign-ups from demolition contractors.

## **Wholesalers**

### **Summary**

TRC continues to complete outreach to both participating and non-participating HVAC wholesalers with hopes of gaining greater participation. Our collections during this quarter were slightly higher compared to the same time last year. During this quarter, there was an average of 25 thermostats in the returned bins.

### **Barriers**

- Non-compliant wholesalers continue to state they sell only plumbing supplies or are fabrication locations, and therefore will not accept a recycling container.
- 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 about the program from current collection locations.

### **Results**

- We completed 81 calls to wholesalers who hadn't returned a container in the past 6 months.
- TRC performed 57 site visits to wholesale collection locations in the program, and six additional visits to non-compliant wholesalers between October and December of 2019.
- We did not have any wholesale locations request a bin display that did not currently have one when they were offered during site visits.
- We were unsuccessful in recruiting any non-compliant wholesalers into our program during site visits.

## **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 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.

In Q4'19, TRC emailed 7 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. We also began working on a universal waste checklist that will call out mercury thermostats, not just mercury-containing equipment that we can provide to entities.

### **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**

- We were not able to identify any motivators.

### **Results**

- TRC emailed 5 building departments with helpful information to pass along to visitors, with no response of interaction from recipients.
- A universal waste checklist that includes mercury thermostats, not just mercury equipment, is available for distribution.

## **Utility Companies**

### **Summary**

In our outreach plan, we had strategized to reach out to the utility companies that employed contractors to perform thermostat installations for their customers, but upon further communication with utility companies, it proved challenging to find companies that directly employ contractors. We are actively performing outreach in an attempt to find this type of relationship, but our primary area of focus in recent quarters has been geared towards creating partnerships with utility companies in which they are encouraged to promote TRC programs directly with their customers.

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. We are currently working to place TRC outreach materials concerning mercury thermostat recycling alongside related rebate programs and other outreach initiatives promoted by utility companies. Through these efforts, we ask utilities to: post information and links to the TRC website on their own websites, distribute bill inserts, post about TRC on their social media accounts, include a TRC article in their newsletters, and/or perform point of purchase outreach with TRC materials at stores, such as Best Buy, Lowe's, Home Depot, and Sears.





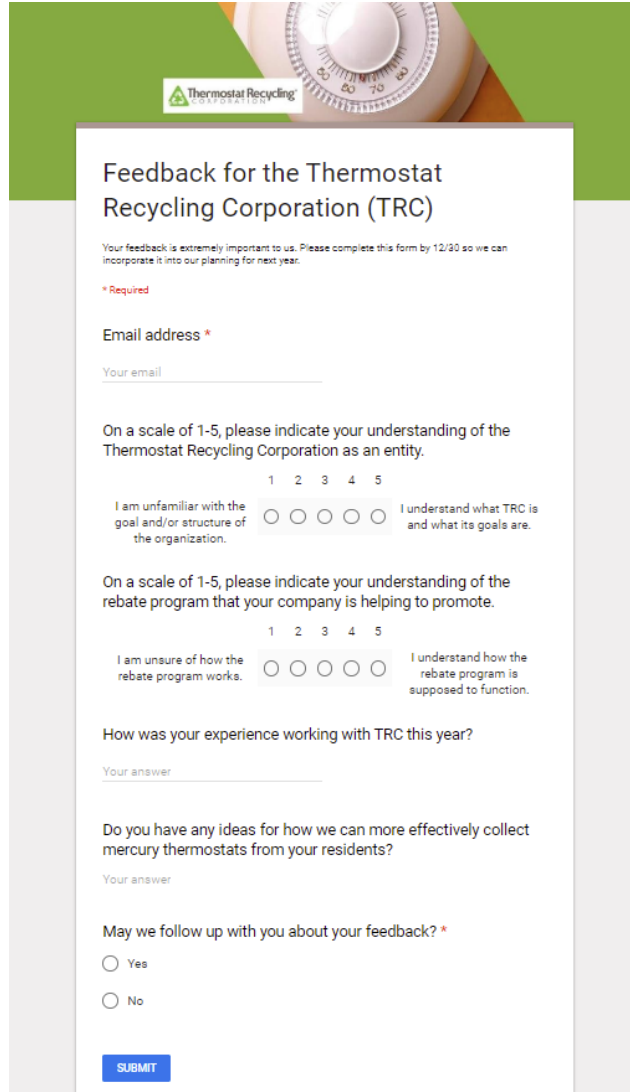
In Q1'19, we continued our support of these partnerships by conducting an internal audit to identify materials that needed updating and to assess our outreach strategy. In Q2'19, we created an updated database to ensure that our ongoing outreach efforts are directly aligned with the metrics of interest as detailed in our proposed plans and DTSC consent orders. In Q3'19, we conducted outreach to 17 utility companies (both those that had promoted our program in the past and those that had not) to determine whether the utility companies either directly install thermostats residents' homes, use a third-party contractor to do this installation, or offer a rebate for residents who opt to self-install thermostats.


In Q4'19, we were able to gather complete (DTSC-mandated) datasets for 5 utility companies. We also continued to offer partnerships to utility companies who had requested more information or who showed interest in the program. In addition to direct outreach to utility companies, TRC was able to place 2 bins with Southern California Edison's partnering contractor, "Synergy Companies." We sent bins to their locations in Fresno and Stockton, California. TRC then conducted follow-up calls with these contractors to ensure that they understood the program.

In Q4'19, TRC also coordinated the redesign of the outreach materials given to utility companies. The purpose of the redesign was to give the outreach materials an updated look, as well as to make them more useful to residents by providing a field that listed nearby collection centers.

At the end of the quarter, TRC sent surveys to our active utility contacts. The purpose of the survey was to inquire about the utility company's experience working with us, to measure their understanding of the program, and to receive feedback about ways in which we can improve our communication and program. We received replies from utility companies in Banning and Burbank, California. Below is an image of the short survey.







### Feedback for the Thermostat Recycling Corporation (TRC)

Your feedback is extremely important to us. Please complete this form by 12/30 so we can incorporate it into our planning for next year.

\* Required

Email address \*

Your email

On a scale of 1-5, please indicate your understanding of the Thermostat Recycling Corporation as an entity.

1 2 3 4 5

I am unfamiliar with the goal and/or structure of the organization. ☐ ☐ ☐ ☐ ☐ I understand what TRC is and what its goals are.

On a scale of 1-5, please indicate your understanding of the rebate program that your company is helping to promote.

1 2 3 4 5

I am unsure of how the rebate program works. ☐ ☐ ☐ ☐ ☐ I understand how the rebate program is supposed to function.

How was your experience working with TRC this year?

Your answer

Do you have any ideas for how we can more effectively collect mercury thermostats from your residents?

Your answer

May we follow up with you about your feedback? \*

☐ Yes

☐ No

**SUBMIT**

## 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

- **Large Utility Companies Host Similar Programs:** Promoting the mercury thermostat rebate program is a helpful tool to aid their existing energy saving initiative.
- **Leveraging Current Partners:** Mentioning the participation of larger utility companies, such as PG&E and SMUD, in our outreach program has been an effective motivating factor.



- Convenient Materials: Providing multiple mediums for promotion and “ready to go” materials have made the process easier for utility companies.

## Results

In Q4’19:

- TRC gathered complete data for DTSC-mandated metrics from the following utility companies:
  - Lodi Electric Utility
  - City of Biggs
  - City of Corona’s Department of Water and Power
  - Burbank Water and Power
  - Southern California Edison
- TRC attempted partnerships with the following utility companies:
  - SCE
  - City of Anaheim Public Utilities Department
  - PG&E
  - Alameda Municipal Power
- TRC successfully established partnerships with the following utility companies:
  - Biggs
  - SCE
  - Banning
  - SMUD
- TRC gathered data on the number of thermostat replacement requests pre- and post-outreach (a DTSC-mandated metric) for the following utility companies:
  - Lodi Electric Utility
  - Biggs
  - Corona
  - Burbank
  - SCE
  - SoCal Gas
  - Alameda Municipal Power
- TRC placed 2 bins with a third-party contractor (Synergy Companies) used by SCE. 2 bins were sent to Synergy Companies’ offices in Fresno and Stockton.
- TRC sent & received 44 emails on behalf of TRC.
- TRC placed & received 16 calls on behalf of TRC.

## School Districts

### Summary

We prioritized outreach to schools with the most appropriate combination of the following parameters: potential for temperature fluctuation, the average age of structures in the area, and the size of the population (an indication of the number and size of schools). At this point, the outreach program’s communications consist of cold-calls with the purpose of distributing collection bins, collecting pertinent information about construction plans, communicating the requirement to recycle mercury thermostats, and understanding the process that individual schools take for hazardous waste disposal.



From Q4'17-Q4'18, TRC made repeated phone calls to schools that had received Proposition 39 grants. Prop 39 grant recipients are advantageous to our outreach because we can identify schools that are actively renovating and modernizing their facilities with environmental impact in mind. This outreach targeted the facility managers of individual schools under the assumption that they might have more capacity to speak with us, as well as feel more ownership over the safety of the school. During this time, none of the schools contacted requested a bin.

In Q1'19, TRC changed tactics and began contacting school district offices. During the first quarter, one bin was placed.

In Q2'19, TRC contacted 97 unique school districts and began corresponding with two districts about placing bins. During these outreach calls, TRC was also able to gather the names of 8 hazardous waste companies that districts use to dispose of their waste. TRC also began outreach to 17 Facility Maintenance Organizations in an effort to disseminate information about the program to their membership via listserves and newsletters.

In Q3'19, TRC contacted 101 school districts, finalized bin placements for the two districts identified in Q2'19, and received the names of 7 hazardous waste companies that districts contract to handle waste disposal.

In Q4'19, we set out to exhaust our list of school districts by the end of the quarter. In order for a school district to be considered "exhausted," we either needed to have a conversation with the person who supervises the removal and replacement of mercury thermostats, usually through HVAC renovations, or we needed to have called the district at least 7 times and sent follow-up emails with adequate time to respond. We accomplished the goal of exhausting our database by the end of the quarter, but no new bins were placed. During Q1'20, we will contact the hazardous waste haulers whose company names were collected during our outreach to school districts.

In Q4'19, outreach to Facility Maintenance Organizations yielded no partnerships. Contact was attempted with 11 organizations, of which 3 requested that information about TRC be sent to them for review and consideration before any placement in their newsletters or listserves could occur. During Q1'20, we will work to expand our database of California-based Facility Maintenance Organizations and continue our outreach to them.

### School District Outreach

#### **Barriers**

- There were difficulties getting in contact with many of the district facility managers. Both cold calls and follow-up calls were conducted during the requested time frames and frequently resulted in being transferred to a voicemail.
- Schools would rather continue the pre-existing relationships they have with their waste haulers than change their process to accommodate the TRC program.

#### **Motivators**

- Removal of hazardous materials from areas in which children might be affected.



- Saving money by not hiring a waste hauler to collect their mercury thermostats, while also gaining money from TRC's rebate.
- Avoiding the time taken to coordinate with a waste hauler.

## Results

In Q4'19:

- TRC placed 102 calls to 32 unique school districts and stand-alone schools (i.e. schools that are not associated with a school district and operate on their own).
- TRC sent 23 emails to school districts and unique schools on behalf of TRC.
- TRC discontinued outreach to 23 school districts/stand-alone schools after at least 7 calls and follow-up emails were sent with adequate time to respond.
- 9 unique school districts and stand-alone schools declined participation, mostly because they had already completed renovations. The names of these districts are as follows:
  - Cuddeback Union Elementary
  - Grossmont Union High
  - Twin Rivers Unified
  - Cascade Union Elementary School District
  - Fairfield-Suisun Unified
  - Santa Clara County Office of Education
  - Mother Lode Union Elementary
  - Monsenor Oscar Romero Charter Middle
  - The Academy
- TRC uncovered the following Hazardous Waste Hauler information:
  - Cuddeback Union Elementary uses "Design Air"

## Facility Maintenance Organizations Outreach

### Barriers

- There were difficulties getting in contact with many of the International Facility Management Association chapters because those in leadership positions are often volunteers.
- There were a lack of available or working phone numbers for some contacts.

### Motivators

- Interest in properly disposing of mercury thermostats when they come across them and having to dispose of them.
- Interest in letting their network/members know about TRC because they have a role and responsibility to communicate opportunities and information.

## Results

In Q4'19:

- TRC contacted 11 facility maintenance organizations.
- TRC placed 19 calls to Facility Maintenance Organizations.
- TRC sent 8 emails to Facility Maintenance Organizations.
- 3 facility maintenance organizations expressed interest in including TRC information in their newsletters, but communicated that the information needed to go through an approval process before publication. Two check-in emails were sent to each organization,



but TRC received no responses or updates about progress. Below are the names of the 3 organizations who expressed interest:

- Orange County Chapter International Facility Management Association
- San Fernando Valley Chapter International Facility Management Association
- CA School Facilities and Transportation Services Division

*Note: A call is defined as successful if the target person is reached and the full call script is implemented.*

## **Universities/Colleges**

### **Summary**

TRC continues to complete outreach to universities and colleges with hopes of placing recycling containers with their facility departments. Most universities and colleges have a facility manager, but they tend to not work on HVAC-related repairs or replacements. The recycling responsibility is typically left to the contractor working on the project. Our outreach focused 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**

- We were not able to identify any motivators.

### **Results**

- A total of 8 calls were made to universities and colleges during Q4'19.
- 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 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 thermostats via a TRC recycling bin.



One strategy to spread our message to this audience was to have property manager 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 Q4'19, TRC continued outreach to commercial 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 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 the person receiving the call abruptly hangs up.
- Many property managers we contact state that they no longer have mercury thermostats in the properties.

### **Motivators**

- We were not able to identify any motivators.

### **Results**

- TRC completed outreach to all 9 commercial property management associations.
- We were unable to place any articles in publications this quarter, and to our knowledge, no information on the TRC program was shared through their outreach.

## **Residential Property Managers**

### **Summary**

Residential property managers should be able 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 Q4'19, 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 The National Association of Residential Property Managers (CALNARPM)
  - a. Alameda/ Contra Costa o Long Beach/ Orange County
  - b. Los Angeles
  - c. Marin/ Sonoma
  - d. Monterey Bay o Northern California Central Valley
  - e. Sacramento o San Diego
  - f. 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 the person receiving the call abruptly hangs up.
- Many property managers we contact state that they no longer have mercury thermostats in the properties.

### **Motivators**

- We were not able to identify any motivators.

### **Results**

- TRC completed outreach to 14 residential property management associations.
- We were unable to place any articles in publications this quarter, and to our knowledge, no information on the TRC program was shared through their 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 fourth 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, initially they seem interested.



## Results

- TRC completed outreach to the 9 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 their 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 amount 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 the lack of participation by their customers. The remaining hardware stores were located in Clovis, Los Angeles, Sacramento, West Hollywood, and Fresno (had 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. We identified store locations based on the average age of structures in the area, the income level of the city, the size of the population, and the potential for temperature fluctuation. During Q4'19, we continued to support these six retail pilot partners by providing financial incentives in the form of an immediate in-store credit for consumers and contractors who turned in mercury-added thermostats with the corresponding rebate forms. We also supported the stores by continuing to conduct check-in calls in order to determine whether stores needed any new materials or support.

##### Barriers

- The surrounding communities were built after mercury thermostats stopped being sold.
- The type of hardware store: one store indicated that they were an industrial hardware store and seldom saw homeowners.
- New employees sometimes weren't trained on the specifics of the recycling program.
- Misplacement of materials: customer logs and promotional materials.

##### Motivators

- Store location information was placed on the TRC website via a zip code locator.



- Received promotional materials from TRC reminding employees and customers about the program.
- The desire to help their community.

## Results

- Total calls placed: 12

## 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 Q4'19, TRC worked with the participating HHW programs to continue reinforcement of the program and its goals. The rebate was provided to HHW programs when the incentive forms were turned in, and check-in calls were conducted. Out of all the target audiences, 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.

## Motivators

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

## Results

- No known incentives were paid to residents through an HHW drop-off.
- 21 check-in calls were placed to all HHW programs during 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](mailto: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 2019.

In the fourth quarter of 2019, 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.

## **Summary of Pilot Activities for Audience B**

### **School Districts**

#### **Summary**

Schools can best support the collection of mercury-added thermostats by being informed of proper disposal procedures and by having a collection bin on hand. Given their limited funding, we believe that public schools undergo a longer renovation process and could have decades-old thermostats in their facilities. Using the potential for temperature fluctuation, average age of structures in the area, and the population size as parameters, we have prioritized schools that are most likely to have mercury thermostats.

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 thermostat, whereas the general school outreach may offer the \$5 incentive as an option but is not required to do so.



In Q1'19, our general outreach calls helped us identify one school district (Union Middle School) that was replacing mercury 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. While the bulk of the work to secure these bin placements occurred in Q2'19, the bin order was technically not placed until early July, so they were counted in the Q3'19 report. These two schools have also 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. These contacts were then placed in the pilot program to track continued correspondence.

In Q4'19, communication with current pilot participants was not necessary because bin placements and questions had been resolved in Q3'19, and no new bins were placed during Q4'19.

### **Barriers**

- **Thermostats Already Replaced:** The majority of successfully contacted schools have already replaced their mercury thermostats (many under proposition 39).
- **Difficulty in Connecting with the Appropriate Point of Contact.** Both cold calls and follow-up calls conducted during requested time frames were frequently transferred to voicemail, and not returned.
- **Schools would rather continue the pre-existing relationships they have with their waste haulers than change their process to accommodate the TRC program.**

### **Motivators**

- **Legal repercussions of not maintaining a safe environment for school children.**
- **Saving money by not hiring a waste hauler to collect their mercury thermostats, while also gaining money from TRC's rebate.**
- **Removal of hazardous materials from areas in which children might be exposed and the knowledge that these materials will be properly recycled by a trusted source.**
- **Avoiding the time taken to coordinate with a waste hauler.**

### **Results**

In Q4'19:

- 0 bins were placed and no contact occurred with pilot participants.

## **Summary of Pilot Activities for Audience C**

### **Utility Companies**

#### **Summary**

Utility companies are a key audience for TRC because they have the potential to reach a large section of an area's population and their websites are often a first stop for residents looking to upgrade their homes for energy efficiency. Many of our efforts piggyback off of existing



programs that provide information and rebates for items such as thermostats and other appliances. 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 switched tactics to better fit the goals and structure of the utility companies we engage with during our outreach.

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 additional in relation to the metrics tracked for general outreach). Utility customers that live in areas with collect-all bins will be offered the opportunity to recycle any thermostat they have (hence "collect all"), in addition to receiving a \$5 rebate for mercury-added thermostats. We are running this "collect all" program with our utility pilots as a way of determining whether the identification of mercury 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 thermostats being recycled.

In Q1'19, TRC continued its support of these partnerships by conducting an internal audit to identify materials that required updating and to assess our outreach strategy. As we did for our general outreach, in Q2'19 we created 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. In Q3'19, we conducted outreach to our pilot utility companies to determine whether they directly install thermostats residents' homes, use a third-party contractor to do this installation, or offer a rebate for residents who opt to install thermostats themselves.

In Q4'19, TRC added 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-ups. In the next quarter, TRC will reassess this audience to determine the best way to convince utility companies to enter the pilot program, and therefore, reach residents.

### **Barriers**

- Connecting and Following-up: It is difficult to get ahold of and to follow up with the employees of utility companies.
- Approval: Point of contact often needs to get approval from supervisors, and this process can be lengthy.

### **Motivators**

- Utility companies see mercury-added thermostat recycling as a worthwhile cause.
- The TRC program fits well with the existing energy efficiency and rebate programs that utility companies offer.

### **Results**

In Q4'19:

- TRC identified which "audience" (internal designation) Bear Valley Utilities is under.





- TRC gathered (DTSC-mandated) data on the number of bins returned by:
  - San Francisco Utility
  - Lassen Utility
- TRC gathered (DTSC-mandated) data on the number of thermostats returned by:
  - San Francisco Utility
  - Lassen Utility
- TRC gathered (DTSC-mandated) data on the number of incentives redeemed by residents served through:
  - San Francisco Utility
  - Lassen Utility
- TRC sent & received 4 emails.
- TRC placed & received 8 calls to utility companies in the pilot program.

**Table 6. Incentives Redeemed & Thermostats Collected at the collection locations included in the Utility Pilot Program as of December 2019**

| Name of Drop of Location & City of Operation   | # of Incentives Redeemed | # of Thermostats Collected |
|--|--------------------------|----------------------------|
| Creative Paint & Hardware, San Francisco       | 2                        | 2                          |
| CONTROLCO, San Francisco                       | 14                       | 14                         |
| American Refrigeration Supplies, San Francisco | 432                      | 432                        |
| Gow Supply Company, San Francisco              | 299                      | 299                        |
| Cole Hardware (Russian Hill), San Francisco    | 3                        | 3                          |
| Cole Hardware (SOMA), San Francisco            | 1                        | 1                          |

## Property Managers

### Summary

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. Typically, tenants will request thermostat replacements when a thermostat breaks rather than management conducting periodic checks, but property managers are often the parties responsible for ensuring that thermostats are up-to-date within the buildings they manage.





All of the property managers we spoke with in our scoping calls had stated that contractors were hired and are trusted to dispose of thermostats properly. A lack of awareness of the legal repercussions from the managers' standpoint provided an opportunity for outreach and engagement. In-person outreach was conducted for this pilot, as it was expected to achieve better results than phone or email outreach.

Our property manager pilot includes both residential and commercial managers located in the Los Angeles area and Bay Area. The pilot is a collect-all program whereby property managers collect both electronic and mercury thermostats for recycling. The goal of this pilot is to observe whether or not identification of mercury thermostats acts as a barrier to the collection and proper recycling of mercury thermostats. The pilot will also provide us with a general understanding of the ratio of mercury vs. electronic thermostats that are being disposed of. Our tactics were developed to inform commercial and residential property managers operating in San Francisco, Oakland, Los Angeles, and Long Beach of TRC's incentive program.

In Q4'18, TRC created a database of 22 property management companies in the Bay Area and Los Angeles area that we could visit in-person and place a TRC collection bin. We also created a call script based on the results of previous outreach efforts to this audience that addressed barriers and motivators. In Q4'18, we began in-person outreach, visited 11 property managers in the Bay Area and placed 7 bins. In Q1'19, we visited 7 property managers in the Los Angeles area and placed 4 bins. In Q2'19, we visited 9 property management companies in the Los Angeles area and placed 3 bins. In Q3'19, we visited 10 property management companies in the Los Angeles area and placed 5 bins. We followed up these visits with an email to the companies who accepted a bin.

In Q4'19, no work was done for this audience. Our outreach to property managers will be assessed and continued in the next quarter.

### **Barriers**

- Frequency: This audience believes they do not have mercury thermostats in their properties or do not come across them enough to host a bin
- 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: Having the bin in-person at the location appeared to make property managers more motivated to accept the bin
- Official Materials Visible: 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
- Minimum Effort to Participate: Telling property managers that they did not have to print the rebate form for residents appeared to make them more willing to accept the bin

### **Results**

- No work was done for this audience this quarter.



## 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 Q3’19: sent 355 postcards in November

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

- Ongoing/in process
- In Q3’19: sent 176 emails in November

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

- Made 174 calls in Q4’19 to these locations

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

- Completed, most already had displays, keep their bin in the back, or didn’t have room for them. We had no requests for the merchandising displays in Q4’19.

**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
- Q4’19: 97 current collection site visits | 6 non-compliant visits

**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 and well as printed by request
- Have link for Spanish version on all new advertisements, targeting Spanish-speaking homeowners with new brochure 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/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.

- A meeting occurred on January 8, 2020. Details will follow in the Q1 2020 report.

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

- 6 visits in Q4'19

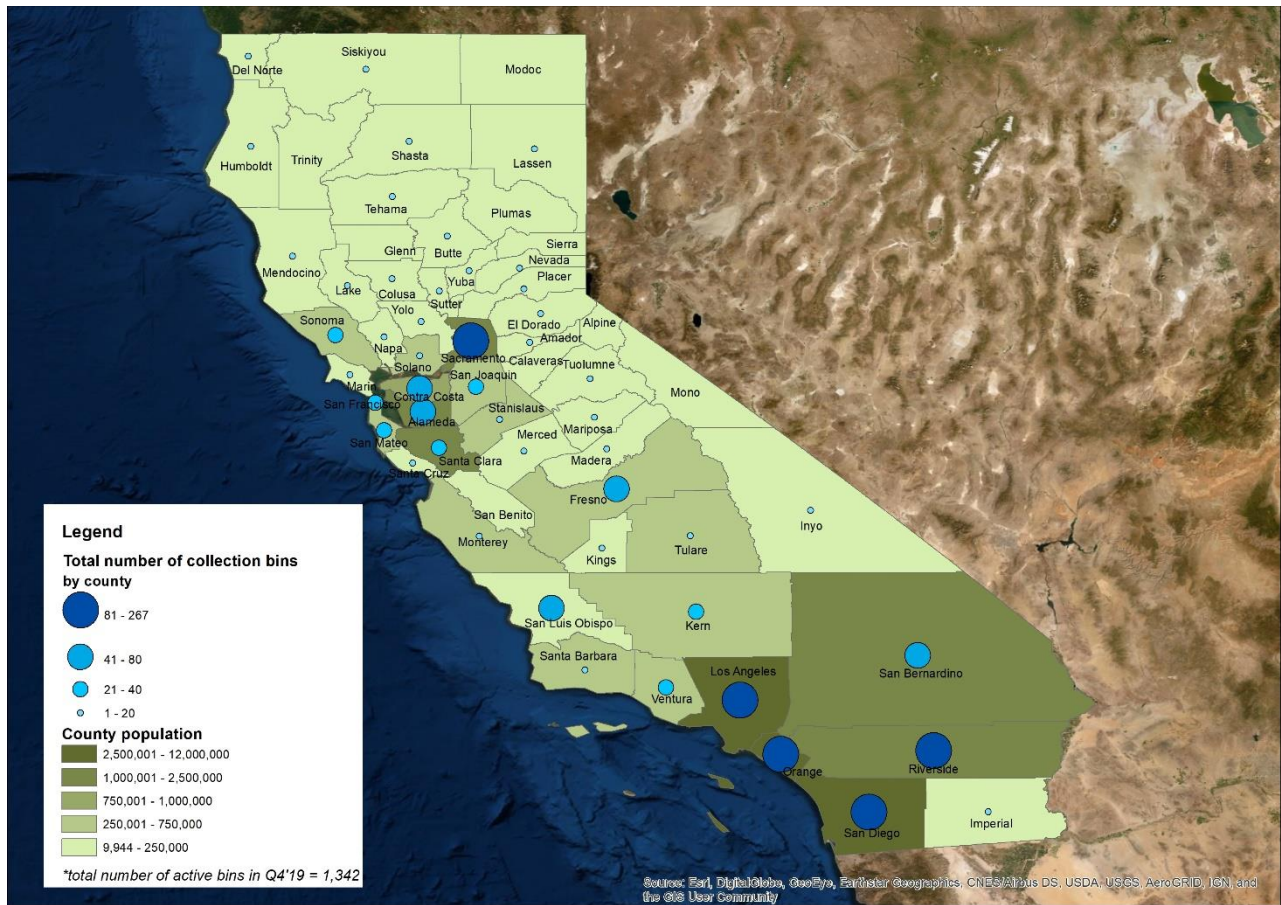
**Proposed Modification #12:** Review all collection locations' geographic coverage with GIS mapping software. The findings are to be published in each year's annual report submission. Where gaps in coverage are discovered, TRC will implement a campaign to target placing recycling containers in the region.

- 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.

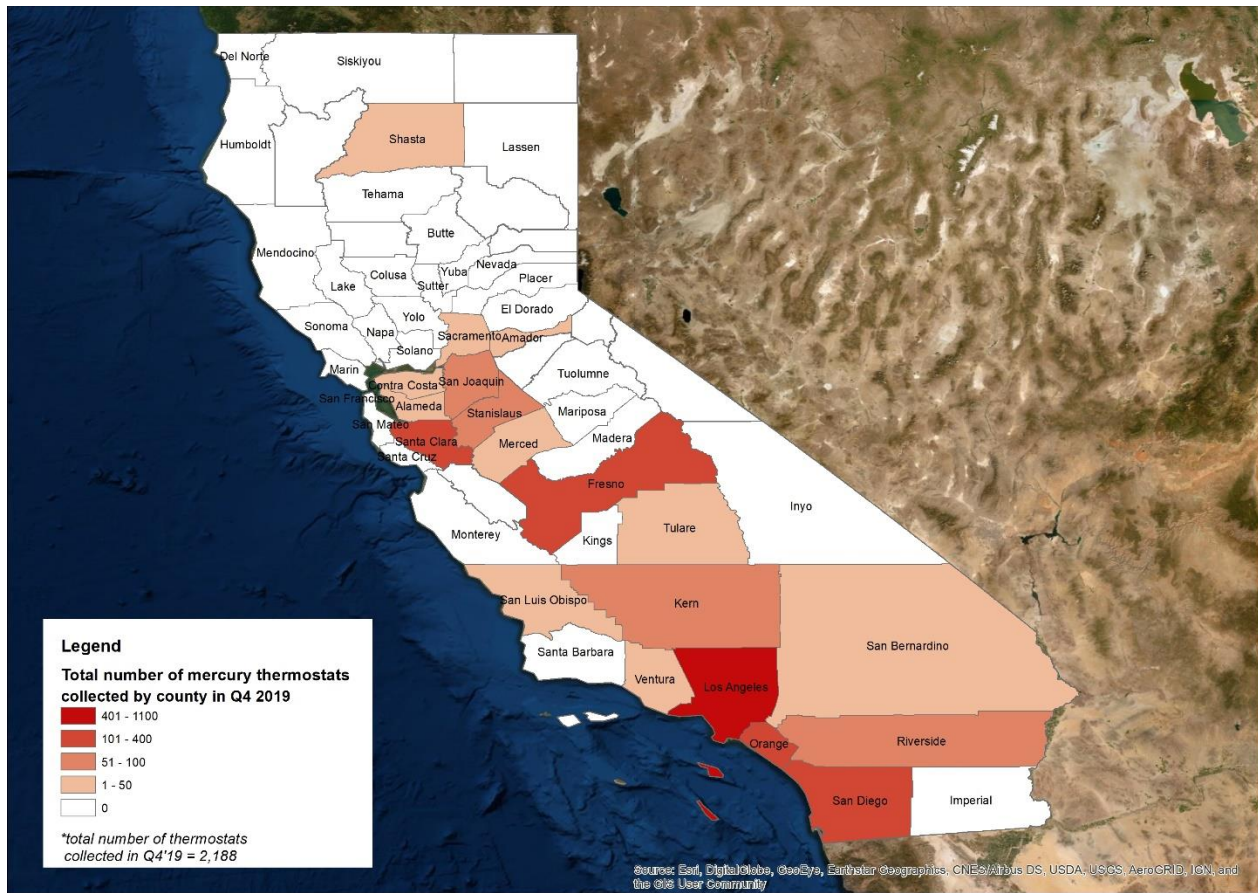




**Figure 1. Map showing active bins**







**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 7. Incentive payments made



| TRX Date   | Account Description                  | Reference                      | Amount          |
|------------|--------------------------------------|--------------------------------|-----------------|
| 1/4/2019   | California - Sponsorships Incentives | Control Temp Htg & Air Cond.   | 25.00           |
| 1/4/2019   | California - Sponsorships Incentives | Izmirian Roofing & Sheet Metal | 37.50           |
| 1/4/2019   | California - Sponsorships Incentives | R.E. Michael Co.               | 100.00          |
| 1/21/2019  | California - Sponsorships Incentives | Lorena Garcia                  | 10.00           |
| 2/5/2019   | California - Sponsorships Incentives | Jorge Salmeron                 | 5.00            |
| 3/5/2019   | California - Sponsorships Incentives | Action Air Cond Heating&Solar  | 100.00          |
| 3/5/2019   | California - Sponsorships Incentives | Howard Industries              | 207.50          |
| 4/9/2019   | California - Sponsorships Incentives | A Z Air Conditioning & Heating | 32.50           |
| 4/9/2019   | California - Sponsorships Incentives | Air Cold Supply - San Gabriel  | 100.00          |
| 4/9/2019   | California - Sponsorships Incentives | Air Conditioning Service of CA | 20.00           |
| 4/9/2019   | California - Sponsorships Incentives | Akhtar Zaman                   | 5.00            |
| 4/9/2019   | California - Sponsorships Incentives | Cal West Mechanical            | 50.00           |
| 4/9/2019   | California - Sponsorships Incentives | Ferguson                       | 112.50          |
| 4/9/2019   | California - Sponsorships Incentives | Jack Yuan                      | 5.00            |
| 4/9/2019   | California - Sponsorships Incentives | Jeffrey W Rose                 | 5.00            |
| 4/9/2019   | California - Sponsorships Incentives | Jianbin Cheng                  | 5.00            |
| 4/9/2019   | California - Sponsorships Incentives | Kathy Stocker                  | 5.00            |
| 4/9/2019   | California - Sponsorships Incentives | Ping Peng                      | 5.00            |
| 4/9/2019   | California - Sponsorships Incentives | Service Champions              | 45.00           |
| 4/9/2019   | California - Sponsorships Incentives | Shawn Polizzi                  | 5.00            |
| 4/9/2019   | California - Sponsorships Incentives | Soenandar Santosa Gani         | 5.00            |
| 4/9/2019   | California - Sponsorships Incentives | Stephan's Refrigeration        | 27.50           |
| 5/7/2019   | California - Sponsorships Incentives | AC Pro - Escondido             | 75.00           |
| 5/7/2019   | California - Sponsorships Incentives | Action Air Cond Heating&Solar  | 40.00           |
| 5/7/2019   | California - Sponsorships Incentives | Allied Refrigeration (v)       | 30.00           |
| 5/7/2019   | California - Sponsorships Incentives | Allied Refrigeration- San Jose | 60.00           |
| 5/7/2019   | California - Sponsorships Incentives | Angela Rooker                  | 5.00            |
| 5/7/2019   | California - Sponsorships Incentives | Baker Distributing             | 72.50           |
| 5/7/2019   | California - Sponsorships Incentives | Baker Distributing             | 100.00          |
| 5/7/2019   | California - Sponsorships Incentives | Brody Pennell Heating&Air Con  | 47.50           |
| 5/7/2019   | California - Sponsorships Incentives | Burgesons Heating & AC         | 87.50           |
| 5/7/2019   | California - Sponsorships Incentives | Circulating Air                | 25.00           |
| 5/7/2019   | California - Sponsorships Incentives | Excel Air Corporation          | 45.00           |
| 5/7/2019   | California - Sponsorships Incentives | Felipe Gutierrez               | 5.00            |
| 5/7/2019   | California - Sponsorships Incentives | Kevin Zhang                    | 10.00           |
| 5/7/2019   | California - Sponsorships Incentives | Koch Heating & Air Cond Inc.   | 100.00          |
| 5/7/2019   | California - Sponsorships Incentives | Lee Anne Frazier               | 5.00            |
| 5/7/2019   | California - Sponsorships Incentives | Lennox Parts Plus CA           | 17.50           |
| 5/7/2019   | California - Sponsorships Incentives | Mult Mechanical                | 2.50            |
| 5/7/2019   | California - Sponsorships Incentives | Reliable Air Cond & Heating    | 95.00           |
| 5/7/2019   | California - Sponsorships Incentives | Reliable Energy Mgmt Inc.      | 20.00           |
| 5/7/2019   | California - Sponsorships Incentives | Robin Soto                     | 10.00           |
| 5/7/2019   | California - Sponsorships Incentives | Rosa Gonzalez                  | 5.00            |
| 5/7/2019   | California - Sponsorships Incentives | Scott A Davis                  | 5.00            |
| 5/7/2019   | California - Sponsorships Incentives | Sherrie Bertsch                | 5.00            |
| 5/7/2019   | California - Sponsorships Incentives | SueAnn W. Hathaway             | 5.00            |
| 5/7/2019   | California - Sponsorships Incentives | Synergy Companies              | 200.00          |
| 5/7/2019   | California - Sponsorships Incentives | Universal Waste Disposal Co.   | 77.50           |
| 5/7/2019   | California - Sponsorships Incentives | Wing Solar & Wood Energy       | 5.00            |
| 6/7/2019   | California - Sponsorships Incentives | Amber Air Conditioning         | 100.00          |
| 6/7/2019   | California - Sponsorships Incentives | Art Marchinsen                 | 2.50            |
| 6/7/2019   | California - Sponsorships Incentives | We Care Heating & Air Conditio | 65.00           |
| 7/18/2019  | California - Sponsorships Incentives | Gloria Murad                   | 10.00           |
| 7/18/2019  | California - Sponsorships Incentives | Kara Sodek                     | 5.00            |
| 7/18/2019  | California - Sponsorships Incentives | Thai Leminh                    | 5.00            |
| 7/30/2019  | California - Sponsorships Incentives | Nicholas Marascio              | 5.00            |
| 11/23/2019 | California - Sponsorships Incentives | Incentive Solutions Inc        | 250.00          |
| 12/7/2019  | California - Sponsorships Incentives | Incentive Solutions Inc        | 155.99          |
| 12/20/2019 | California - Sponsorships Incentives | Incentive Solutions Inc        | 94.01           |
|            |                                      |                                | <b>2,760.00</b> |

## Site Visits



A table documenting site visits conducted in Q4 2019 is included in the Appendix. These site visits include documentation for non-compliant locations.

## Advertising

### Summary

Digital advertising remains the focus of TRC's 2019 California ad campaign. TRC has allocated ad dollars to Google Ads and into digital 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 30% of its 2019 California advertising allocation into Google Ads. This Pay Per Click (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 presenting 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 2019. The summary of the campaign's delivery for the 4th quarter is detailed below.

Impressions: 104,619

Clicks: 2,404

CTR: 2.3%

CPC: \$2.59

Search Impression Share: 39.9%

Conversions: 281

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

### Digital Display

The remaining budget for advertising is going into digital display advertising through digital display ads, TRC's message is positioned in front of audiences who profile against our selected target demographics. Similar to the PPC campaign, the digital display campaign builds awareness and seeks conversions. Ads will be served to people based on their online search behavior. The creative reminds people to recycle mercury thermostats and drives clicks to pages like the zip code finder section of the website.

The targeted digital display campaign performed well. Below is an example of the advertising.







## Results

The nuanced nature of this campaign makes our click through rate of 2.3% very high, especially when compared to the average PPC click through rate across all industries (1.91%). Our Search Impression Share has decreased, but our CTR and conversion rates have both improved.

## Analysis

While the number of impressions and clicks decreased in Q4 2019, the ad performance was better than in previous quarters. The click through rate increased by 0.8%, and the conversion rate almost doubled (6.6% in Q3 to 11.6% in Q4). This shows that the ads are continuing to optimize to reach the correct audience and also reaching as many individuals who are not seeking this information.

## Barriers

There were no barriers to launching this advertising.

## Motivators

Digital is highly effective and efficient. Moreover, digital provides for the ability to track Return On Investment (ROI).

## Keywords used on 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 8. Number and location of new collection containers**

| <b>Bin Assignment Date</b> | <b>Name</b>                            | <b>Location Type</b> | <b>Physical Address - Street 1</b> | <b>Physical Address - City</b> | <b>Physical Address - Zip Code</b> |
|----------------------------|--|----------------------|------------------------------------|--------------------------------|------------------------------------|
| 10/18/2019                 | Merced County Regional Waste Authority | HHW                  | 7040 N. Hwy. 59                    | Merced                         | 95348                              |
| 10/18/2019                 | Goodman Distribution, Inc.             | Wholesaler           | 9834 Alburdis Avenue               | Santa Fe Springs               | 90670                              |
| 11/21/2019                 | Seventh & Union Hardware Inc.          | Retailer             | 1622 W 7th St.                     | Los Angeles                    | 90017                              |
| 11/21/2019                 | Geary Pacific Supply                   | Wholesaler           | 1161 W. Bradley Avenue             | El Cajon                       | 92020                              |
| 11/12/2019                 | Lowe's                                 | Retailer             | 875 Shaw Ave                       | Clovis                         | 93612                              |
| 11/12/2019                 | Synergy Companies                      | HVAC Contractor      | 5670 E Clinton Ave                 | Fresno                         | 93727                              |
| 11/12/2019                 | Gutherie and Sons Heating, Air, Solar  | HVAC Contractor      | 3914 Hicock St.                    | San Diego                      | 92110                              |
| 11/12/2019                 | Synergy Companies                      | HVAC Contractor      | 2666 West Ln                       | Stockton                       | 95205                              |

## Outreach Program

### Audience A

#### Retail toolkit materials

Retail: Program introduction letter





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

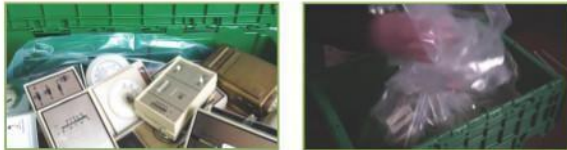
When your collection container is full, or when it has been one year since at least one mercury thermostat has been sitting in it, please use the following steps to prepare your container for shipping:

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.

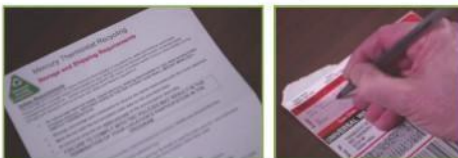


UNACCEPTABLE ITEMS

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](http://thermostat-recycle.org) | 1-888-266-0550 | [trc@thermostat-recycle.org](mailto:trc@thermostat-recycle.org)

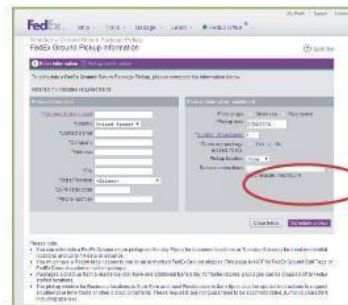


## Shipping TRC Collection Container

1. Schedule a FedEx "Ground Return Pickup" by calling 1.800.463.3339 or online at [www.fedex.com/returnpickup](http://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.
4. Attach red shipping label to container. Your container will be picked up and then a new collection container will be sent to you.



TRACKING ID:



Thank you for being part of the TRC recycling program.

[OVER]

[thermostat-recycle.org](http://thermostat-recycle.org) | 1-888-266-0550 | [trc@thermostat-recycle.org](mailto: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](http://thermostat-recycle.org) | 1-888-266-0550 | [trc@thermostat-recycle.org](mailto: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!**

 **Thermostat Recycling<sup>™</sup>**  
CORPORATION  
an industry-funded non-profit



Retail: Spanish shelf talkers

# ¿Todavía tiene un termostato de mercurio?



Proteja su salud y la salud de nuestra comunidad.

**¡Recíclalo ahora  
en la tienda!**

 **Thermostat Recycling<sup>™</sup>**  
CORPORATION  
an industry-funded non-profit

Retail: English window clings



## Still have a mercury thermostat?

Protect your health and the health of others.



**Recycle it in-store today!**



an industry-funded non-profit



Retail: Spanish window clings

## ¿Todavía tiene un termostato de mercurio?

Proteja su salud y la salud de nuestra comunidad.



**¡Recíclalo ahora en la tienda!**

 **Thermostat Recycling<sup>™</sup>**  
CORPORATION  
an industry-funded non-profit

## Audience C

### Hotel/Motel Article



500 Office Center Drive – Suite 400 | Fort Washington, PA 19034 | [thermostat-recycle.org](https://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](mailto:danielle.myers@thermostat-recycle.org) or 888-266-0550 with any questions.

## Program Modification Plan

**Table 9. 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 | U.S. Air Conditioning Distributors | Wholesaler    | 9836 Alburdis Ave.          | Santa Fe Spgs           | 10/25/2019  | 47                        | 0                        | 28                            | 0.2914               |



| 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   | Rohan & Sons                             | HVAC Contractor | 244 Calle Pintoresco        | San Clemente            | 10/8/2019   | 4                         | 0                        | 1                             | 0.0248               |
| Inactive | Ross Valley School District              | School District | 110 Shaw Drive              | San Anselmo             | 11/6/2019   | 23                        | 0                        | 12                            | 0.1426               |
| Active   | Total Environmental Power Systems        | HVAC Contractor | 2500 Visso Lane             | Concord                 | 10/4/2019   | 35                        | 22                       | 9                             | 0.3534               |
| Active   | Us Air Conditioning Distributors (USACD) | Wholesaler      | 7628 Sepulveda Blvd.        | Van Nuys                | 10/8/2019   | 59                        | 0                        | 38                            | 0.3658               |
| Active   | Us Air Conditioning Distributors (USACD) | Wholesaler      | 7628 Sepulveda Blvd.        | Van Nuys                | 10/8/2019   | 56                        | 0                        | 38                            | 0.3472               |
| Active   | USACD                                    | Wholesaler      | 8620 HAYDEN PL.             | CULVER CITY             | 12/24/2019  | 83                        | 2                        | 53                            | 0.527                |
| Active   | Westside Heating & Ac                    | HVAC Contractor | 2621 Pico Blvd Suite J      | Santa Monica            | 12/9/2019   | 18                        | 0                        | 11                            | 0.1116               |
| Active   | Lake Drive Hardware                      | Retailer        | 23895 Lake Drive            | Crestline               | 10/14/2019  | 3                         | 0                        | 3                             | 0.0186               |
| Active   | Giddens Brothers Inc                     | HVAC Contractor | 578 Fairway Dr.             | Galt                    | 12/18/2019  | 8                         | 0                        | 6                             | 0.0496               |
| Active   | Right Away Air Conditioning              | HVAC Contractor | 74 868 Joni Drive           | Palm Desert             | 11/19/2019  | 32                        | 0                        | 25                            | 0.1984               |
| Active   | W.W. Grainger, Inc.                      | Wholesaler      | 8001 Raytheon Rd.           | San Diego               | 10/8/2019   | 2                         | 0                        | 1                             | 0.0124               |
| Active   | Lennox Parts Plus A553                   | Wholesaler      | 1787 East 28th Street       | Signal Hill             | 10/4/2019   | 4                         | 0                        | 2                             | 0.0248               |
| Active   | Lennox Parts Plus A553                   | Wholesaler      | 1787 East 28th Street       | Signal Hill             | 11/15/2019  | 0                         | 0                        | 0                             | 0                    |



| 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   | Precise Air Systems                      | HVAC Contractor | 5467 West San Fernando Road | Los Angeles             | 12/16/2019  | 82                        | 4                        | 37                            | 0.5332               |
| Active   | R.E. Michel Company, Inc.                | Wholesaler      | 5370 Third Street           | Irwindale               | 12/18/2019  | 81                        | 0                        | 38                            | 0.5022               |
| Active   | R.E. Michel Company, Inc.                | Wholesaler      | 5370 Third Street           | Irwindale               | 10/23/2019  | 72                        | 0                        | 34                            | 0.4464               |
| Active   | Heating & Cooling Supply, LLC            | Wholesaler      | 14742 Raymer Street         | Van Nuys                | 11/18/2019  | 28                        | 0                        | 18                            | 0.1736               |
| Active   | Johnstone Supply                         | Wholesaler      | 2790 E. Cherokee Road       | Stockton                | 10/28/2019  | 60                        | 14                       | 38                            | 0.4588               |
| Active   | Ac Pro                                   | Wholesaler      | 9216 Eton Ave               | Chatsworth              | 12/24/2019  | 42                        | 0                        | 24                            | 0.2604               |
| Active   | Us Air Conditioning Distributors (USACD) | Wholesaler      | 2100 Chicago Ave.           | Riverside               | 12/20/2019  | 62                        | 1                        | 43                            | 0.3906               |
| Active   | Us Air Conditioning Distributors (USACD) | Wholesaler      | 2751 Temple Avenue          | Signal Hill             | 12/2/2019   | 144                       | 0                        | 61                            | 0.8928               |
| Active   | Us Air Conditioning Distributors (USACD) | Wholesaler      | 2751 Temple Avenue          | Signal Hill             | 10/15/2019  | 41                        | 0                        | 23                            | 0.2542               |
| Inactive | City Of Santa Monica                     | Other           | 2500 Michigan Avenue        | Santa Monica            | 12/2/2019   | 0                         | 0                        | 0                             | 0                    |
| Inactive | City Of Santa Monica                     | Other           | 2500 Michigan Avenue        | Santa Monica            | 12/2/2019   | 0                         | 0                        | 0                             | 0                    |
| Inactive | City Of Santa Monica                     | Other           | 2500 Michigan Avenue        | Santa Monica            | 12/2/2019   | 0                         | 0                        | 0                             | 0                    |
| Active   | Johnstone Supply                         | Wholesaler      | 8639 Tamarack Avenue        | Sun Valley              | 12/24/2019  | 86                        | 0                        | 46                            | 0.5332               |





| 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   | Johnston e Supply                          | Wholesaler    | 8639 Tamarack Avenue           | Sun Valley              | 10/11/2019  | 82                        | 0                        | 35                            | 0.5084               |
| Inactive | City Of Santa Monica                       | Other         | 2500 Michigan Avenue           | Santa Monica            | 12/2/2019   | 0                         | 0                        | 0                             | 0                    |
| Active   | Johnston e Supply 329                      | Wholesaler    | 435 N. BURKE                   | VISALIA                 | 10/22/2019  | 16                        | 0                        | 9                             | 0.0992               |
| Active   | Us Air Conditioning Distributors (USACD)   | Wholesaler    | 16900 Chestnut Street          | City of Industry        | 12/12/2019  | 55                        | 0                        | 30                            | 0.341                |
| Active   | Goodman Distribution                       | Wholesaler    | 21030 Nordhof St.              | Chatsworth              | 11/25/2019  | 31                        | 0                        | 18                            | 0.1922               |
| Active   | U.S. Air Conditioning Distributors (USACD) | Wholesaler    | 1100 Chestnut St.              | Burbank                 | 11/25/2019  | 57                        | 0                        | 35                            | 0.3534               |
| Active   | Allied Refrigeration                       | Wholesaler    | 3650 Holdrege Avenue           | Los Angeles             | 12/2/2019   | 57                        | 0                        | 28                            | 0.3534               |
| Active   | Howard Industries                          | Wholesaler    | 8855 WASHINGTON BLVD           | CULVER CITY             | 12/2/2019   | 48                        | 0                        | 22                            | 0.2976               |
| Active   | RSD  | Wholesaler    | 5910 BOWCROFT STREET           | LOS ANGELES             | 11/5/2019   | 76                        | 0                        | 34                            | 0.4712               |
| Active   | Lennox Industries Inc.                     | Wholesaler    | 3410 SAN FERNANDO ROAD, UNIT 5 | LOS ANGELES             | 12/16/2019  | 49                        | 0                        | 27                            | 0.3038               |
| Active   | Lennox Industries Inc.                     | Wholesaler    | 3410 SAN FERNANDO ROAD, UNIT 5 | LOS ANGELES             | 12/16/2019  | 21                        | 0                        | 13                            | 0.1302               |
| Active   | Howard Industries                          | Wholesaler    | 8855 WASHINGTON BLVD           | CULVER CITY             | 12/2/2019   | 25                        | 0                        | 22                            | 0.155                |
| Active   | United Refrigeration                       | Wholesaler    | 230 EAST 21ST STREET           | BAKERSFIELD             | 11/5/2019   | 65                        | 0                        | 30                            | 0.403                |
| Active   | Baker Distributing Company                 | Wholesaler    | 149 UNION AVENUE               | Bakersfield             | 11/5/2019   | 12                        | 0                        | 11                            | 0.0744               |



| 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 | United Refrigeration, Inc.                 | Wholesaler      | 1920 E. McFadden Avenue     | Santa Ana               | 11/12/2019  | 64                        | 0                        | 31                            | 0.3968               |
| Active | Johnstone Supply                           | Wholesaler      | 520 E. Dyer Road            | Santa Ana               | 11/25/2019  | 50                        | 0                        | 24                            | 0.31                 |
| Active | Allied Refrigeration                       | Wholesaler      | 1211 E. Edinger Avenue      | Tustin                  | 11/25/2019  | 51                        | 0                        | 19                            | 0.3162               |
| Active | RSD  | Wholesaler      | 2882 TEEPEE DRIVE           | STOCKTON                | 11/7/2019   | 10                        | 1                        | 7                             | 0.0682               |
| Active | Sigler Wholesale Distributors              | Wholesaler      | 21200 Lassen Street         | CHATSWORTH              | 12/31/2019  | 51                        | 75                       | 38                            | 0.7812               |
| Active | American Refrigeration Supplies, Inc.      | Wholesaler      | 1405-2 Granite Lane         | Modesto                 | 10/29/2019  | 43                        | 8                        | 16                            | 0.3162               |
| Active | Johnstone Supply Co                        | Wholesaler      | 5658 E. CLINTON AVE.        | FRESNO                  | 10/14/2019  | 96                        | 0                        | 52                            | 0.5952               |
| Active | USACD                                      | Wholesaler      | 16950 Chestnut St.          | City of Industry        | 12/12/2019  | 60                        | 0                        | 36                            | 0.372                |
| Active | Refrigeration Supplies Distributor (RSD)   | Wholesaler      | 1050 Commercial Street      | San Jose                | 12/24/2019  | 202                       | 0                        | 75                            | 1.2524               |
| Active | Bay Hardware                               | Retailer        | 215 Main Street             | Seal Beach              | 10/8/2019   | 5                         | 0                        | 2                             | 0.031                |
| Active | Geary Pacific Supply                       | Wholesaler      | 16037 Foothill Blvd         | Irwindale               | 11/4/2019   | 21                        | 2                        | 12                            | 0.1426               |
| Active | Mds Recycles                               | HVAC Contractor | 14761 Franklin Ave.         | Tustin                  | 12/24/2019  | 80                        | 0                        | 33                            | 0.496                |
| Active | U.S. Air Conditioning Distributors (USACD) | Wholesaler      | 301 9th Street              | Modesto                 | 10/29/2019  | 65                        | 0                        | 48                            | 0.403                |
| Active | Central Contra Costa Sanitary District     | HHW             | 4797 Imhoff Place           | Martinez                | 12/11/2019  | 37                        | 0                        | 27                            | 0.2294               |



| 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 | Ac Pro                                     | Wholesaler      | 3060 E. La Palma Avenue     | Anaheim                 | 12/4/2019   | 44                        | 0                        | 24                            | 0.2728               |
| Active | Johnstone Supply                           | Wholesaler      | 1900 Blue Gum Avenue        | Modesto                 | 11/1/2019   | 25                        | 0                        | 17                            | 0.155                |
| Active | Johnstone Supply                           | Wholesaler      | 2130 "V" STREET             | Bakersfield             | 11/5/2019   | 63                        | 0                        | 31                            | 0.3906               |
| Active | Refrigeration Supplies Distributor (RSD)   | Wholesaler      | 915 Industrial Avenue       | Redding                 | 10/9/2019   | 72                        | 3                        | 37                            | 0.465                |
| Active | Air Cold Supply - A Ferguson Enterprise    | Wholesaler      | 429 MADERA ST.              | SAN GABRIEL             | 12/2/2019   | 106                       | 0                        | 69                            | 0.6572               |
| Active | R.E. Michel Company, Inc.                  | Wholesaler      | 5370 Third Street           | Irwindale               | 12/17/2019  | 56                        | 0                        | 28                            | 0.3472               |
| Active | R.E. Michel Company, Inc.                  | Wholesaler      | 5370 Third Street           | Irwindale               | 10/23/2019  | 27                        | 0                        | 16                            | 0.1674               |
| Active | Johnstone Supply                           | Wholesaler      | 518 E BALL ROAD             | ANAHEIM                 | 12/17/2019  | 63                        | 0                        | 32                            | 0.3906               |
| Active | Johnstone Supply                           | Wholesaler      | 900 S. Andreasen Drive      | Escondido               | 10/28/2019  | 107                       | 0                        | 56                            | 0.6634               |
| Active | Johnstone Supply Co                        | Wholesaler      | 23211 DEL LAGO DRIVE        | LAGUNA HILLS            | 12/24/2019  | 59                        | 0                        | 39                            | 0.3658               |
| Active | Refrigeration Supplies Distributor (RSD)   | Wholesaler      | 1050 Commercial Street      | San Jose                | 12/20/2019  | 182                       | 0                        | 64                            | 1.1284               |
| Active | Anthony's Heating And Air Conditioning Inc | HVAC Contractor | 41615 Date St Ste 107       | Murrieta                | 10/22/2019  | 14                        | 0                        | 6                             | 0.0868               |
| Active | Sigler Wholesale Distributors              | Wholesaler      | 21200 Lassen Street         | CHATSWORTH              | 12/31/2019  | 58                        | 0                        | 34                            | 0.3596               |
| Active | Johnstone Supply Co                        | Wholesaler      | 4320 PACIFIC HWY            | SAN DIEGO               | 12/17/2019  | 88                        | 0                        | 38                            | 0.5456               |



| 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 | City Of San Diego, HHW Transfer Facility | HHW             | 5161 CONVOY STREET                 | SAN DIEGO               | 12/4/2019   | 61                        | 0                        | 35                            | 0.3782               |
| Active | Ferguson Heating Cooling                 | Wholesaler      | 9401 Oso Avenue                    | Chatsworth              | 10/29/2019  | 28                        | 0                        | 17                            | 0.1736               |
| Active | United Refrigeration D5                  | Wholesaler      | 3421 N. San Fernando Road          | Los Angeles             | 10/14/2019  | 75                        | 0                        | 37                            | 0.465                |
| Active | Goodman Distribution, Inc.               | Wholesaler      | 2620 East Byrd Avenue              | Fresno                  | 10/21/2019  | 40                        | 2                        | 19                            | 0.2604               |
| Active | USACD                                    | Wholesaler      | 2670 E. BYRD AVE                   | FRESNO                  | 11/18/2019  | 67                        | 0                        | 30                            | 0.4154               |
| Active | Lucia Mar Unified School District        | HVAC Contractor | 222 STANLEY AVE                    | ARROYO GRANDE           | 11/1/2019   | 3                         | 0                        | 3                             | 0.0186               |
| Active | Trane                                    | Wholesaler      | 3026 N Business Park Ave Suite 105 | Fresno                  | 10/22/2019  | 24                        | 0                        | 8                             | 0.1488               |
| Active | Goodman Distribution, Inc 764            | Wholesaler      | 18085 EUCLID STREET                | FOUNTAIN VALLEY         | 10/22/2019  | 39                        | 1                        | 20                            | 0.248                |
| Active | Heating and Cooling LLC                  | Wholesaler      | 5357 E. Home Avenue                | Fresno                  | 10/8/2019   | 32                        | 23                       | 18                            | 0.341                |
| Active | Slakey Brothers                          | Wholesaler      | 4333 NORTH EFFIE STREET            | FRESNO                  | 10/22/2019  | 7                         | 0                        | 4                             | 0.0434               |
| Active | Johnstone-Ventura                        | Wholesaler      | 5960 VALENTINE ROAD 3              | VENTURA                 | 11/25/2019  | 31                        | 64                       | 21                            | 0.589                |
| Active | Amador County Waste Management Dept.     | HHW             | 810 COURT STREET                   | JACKSON                 | 12/2/2019   | 14                        | 0                        | 7                             | 0.0868               |
| Active | Johnstone Supply 328                     | Wholesaler      | 1755 GROGAN AVE                    | MERCED                  | 10/22/2019  | 83                        | 0                        | 38                            | 0.5146               |
| Active | Heating &                                | Wholesaler      | 301 S. 9TH STREET-BLDG. C          | MODESTO                 | 11/1/2019   | 15                        | 0                        | 10                            | 0.093                |



| 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 |
|--------|---|-----------------|-----------------------------|-------------------------|-------------|---------------------------|--------------------------|-------------------------------|----------------------|
|        | Cooling LLC 834                             |                 |                             |                         |             |                           |                          |                               |                      |
| Active | Slakey Brothers Stockton                    | Wholesaler      | 2540 TEEPEE DRIVE           | STOCKTON                | 10/30/2019  | 31                        | 0                        | 12                            | 0.1922               |
| Active | Alameda County Household Haz. Waste Program | HHW             | 2091 W Winton Ave           | Hayward                 | 12/20/2019  | 51                        | 4                        | 38                            | 0.341                |
| Active | City Of Fremont Phhwcf                      | HHW             | 41149 BOYCE ROAD            | FREMONT                 | 12/2/2019   | 9                         | 4                        | 8                             | 0.0806               |
| Active | Ac Pro                                      | Wholesaler      | 9216 Eton Ave               | Chatsworth              | 12/24/2019  | 44                        | 0                        | 28                            | 0.2728               |
| Active | Carole Rogers - one time use                | Other           | 14080 Palm Drive            | Desert Hot Springs      | 12/18/2019  | 0                         | 0                        | 0                             | 0                    |
| Active | HHW Signal Hill                             | HHW             | 5050 Clark Ave.             | Lakewood                | 10/22/2019  | 4                         | 0                        | 2                             | 0.0248               |
| Active | S. Groner Associates (SGA)                  | Other           | 100 W Broadway              | Long Beach              | 10/22/2019  | 0                         | 0                        | 0                             | 0                    |
| Active | Action Air Conditioning Heating & Solar     | HVAC Contractor | 2750 S Santa Fe Ave         | San Marcos              | 11/11/2019  | 52                        | 4                        | 30                            | 0.3472               |
| Active | Lowe's                                      | Retailer        | 875 Shaw Ave                | Clovis                  | 12/3/2019   | 4                         | 0                        | 1                             | 0.0248               |



**Table 10. Site visits**

| Location Type | Location: Name   | Physical Address - City | Performed By             | Subject       | Activity Date |
|---------------|--|-------------------------|--------------------------|---------------|---------------|
| Wholesaler    | Coast Appliance Parts                                    | Colton                  | Intelligent Office       | Miss You Call | 12/11/2019    |
| HHW           | Cold Canyon Landfill Household Hazardous Waste Drop-Off  | San Luis Obispo         | Intelligent Office       | Miss You Call | 12/12/2019    |
| HHW           | Colusa County HHW Program                                | Colusa                  | Intelligent Office       | Miss You Call | 12/12/2019    |
| Wholesaler    | Smardan-Hatcher Co.                                      | Santa Barbara           | Intelligent Office       | Miss You Call | 12/17/2019    |
| Wholesaler    | Smardan-Hatcher Co.                                      | Gardena                 | Intelligent Office       | Miss You Call | 12/17/2019    |
| Wholesaler    | Smardan-Hatcher Co.                                      | Fountain Valley         | Intelligent Office       | Miss You Call | 12/17/2019    |
| Wholesaler    | Air Cold Supply - A Ferguson Enterprise                  | Anaheim                 | Intelligent Office       | Miss You Call | 12/18/2019    |
| Wholesaler    | Air Cold Supply - A Ferguson Enterprise                  | Riverside               | Intelligent Office       | Miss You Call | 12/18/2019    |
| Wholesaler    | Controlco  | San Francisco           | Intelligent Office       | Miss You Call | 12/18/2019    |
| Wholesaler    | Controlco  | Pleasant Hill           | Intelligent Office       | Miss You Call | 12/18/2019    |
| HHW           | County Of Mariposa                                       | Mariposa                | Crossroad Services, Inc. | Site Visit    | 10/16/2019    |
| HHW           | County Of Mariposa                                       | Mariposa                | Intelligent Office       | Miss You Call | 12/12/2019    |
| HHW           | County Of San Diego HHW Collection Facility, Ramona      | Ramona                  | Intelligent Office       | Miss You Call | 12/12/2019    |
| HHW           | Santa Clara County HHW Program - Not a drop-off location | San Jose                | Intelligent Office       | Miss You Call | 12/17/2019    |
| HHW           | Groveland Transfer Station                               | Groveland               | Crossroad Services, Inc. | Site Visit    | 10/22/2019    |
| HHW           | Groveland Transfer Station                               | Groveland               | Intelligent Office       | Miss You Call | 12/17/2019    |
| Wholesaler    | Ferguson Heating & Cooling                               | Newbury Park            | Intelligent Office       | Miss You Call | 12/17/2019    |
| HHW           | Stanislaus County Dept. Of Env. Resources                | Modesto                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |
| HHW           | Stanislaus County Dept. Of Env. Resources                | Modesto                 | Intelligent Office       | Miss You Call | 12/17/2019    |





| Location Type   | Location: Name                     | Physical Address - City | Performed By             | Subject       | Activity Date |
|-----------------|------------------------------------|-------------------------|--------------------------|---------------|---------------|
| HVAC Contractor | Solarcity                          | Riverside               | Intelligent Office       | Miss You Call | 12/30/2019    |
| Wholesaler      | W.W. Grainger, Inc.                | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Wholesaler      | W.W. Grainger, Inc.                | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| Wholesaler      | W.W. Grainger, Inc.                | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/21/2019    |
| Wholesaler      | Bacsko                             | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| HHW             | Madera County Public Works         | Madera                  | Crossroad Services, Inc. | Site Visit    | 10/17/2019    |
| HHW             | County Of Siskiyou                 | Yreka                   | Intelligent Office       | Miss You Call | 12/27/2019    |
| HVAC Contractor | Anchor Heating & Cooling, Inc.     | Oakland                 | Intelligent Office       | Miss You Call | 12/27/2019    |
| HVAC Contractor | C & G Air Conditioning Inc.        | Riverside               | Intelligent Office       | Miss You Call | 12/27/2019    |
| HVAC Contractor | Palm Desert Air Conditioning Co    | Palm Desert             | Intelligent Office       | Miss You Call | 12/27/2019    |
| HVAC Contractor | Flores Mechanical Services         | Fairfield               | Intelligent Office       | Miss You Call | 12/27/2019    |
| HVAC Contractor | Gibson Heating And Air             | Redding                 | Intelligent Office       | Miss You Call | 12/27/2019    |
| HVAC Contractor | Tropic Comfort                     | Los Angeles             | Intelligent Office       | Miss You Call | 12/27/2019    |
| Wholesaler      | Fix Air                            | San Jose                | Intelligent Office       | Miss You Call | 12/27/2019    |
| HVAC Contractor | Heating And Air Design             | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/21/2019    |
| HVAC Contractor | Smith Heating And Air Conditioning | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/21/2019    |
| HVAC Contractor | Smith Heating And Air Conditioning | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |
| Wholesaler      | Cfm Equipment Distr., Inc.         | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| Wholesaler      | Geary Pacific Supply               | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| HVAC Contractor | Goodcents                          | Manteca                 | Crossroad Services, Inc. | Site Visit    | 10/22/2019    |
| Wholesaler      | Goodman Distribution, Inc.         | Modesto                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |



| Location Type | Location: Name                              | Physical Address - City | Performed By             | Subject       | Activity Date |
|---------------|---|-------------------------|--------------------------|---------------|---------------|
| Wholesaler    | Goodman Distribution, Inc.                  | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/21/2019    |
| Wholesaler    | Goodman Distribution, Inc.                  | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| Wholesaler    | Goodman Distribution, Inc.                  | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| HHW           | Alameda County Household Haz. Waste Program | Hayward                 | Intelligent Office       | Miss You Call | 12/27/2019    |
| Wholesaler    | Heating & Cooling LLC                       | Lakeside                | Intelligent Office       | Miss You Call | 12/30/2019    |
| Wholesaler    | Heating & Cooling LLC                       | Riverside               | Intelligent Office       | Miss You Call | 12/30/2019    |
| Wholesaler    | Heating & Cooling LLC 823                   | Lakewood                | Intelligent Office       | Miss You Call | 12/30/2019    |
| Wholesaler    | Heating & Cooling Supply, LLC               | Oxnard                  | Intelligent Office       | Miss You Call | 12/30/2019    |
| Wholesaler    | Heating and Cooling LLC                     | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler    | Heating and Cooling LLC                     | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler    | Heating & Cooling LLC                       | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Wholesaler    | Heating & Cooling LLC 834                   | Modesto                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |
| Wholesaler    | Heating & Cooling LLC 834                   | Modesto                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |
| Retailer      | Hewitt Hardware                             | Templeton               | Intelligent Office       | Miss You Call | 12/30/2019    |
| Wholesaler    | Indio Cooling & Heating Supply              | Indio                   | Intelligent Office       | Miss You Call | 12/12/2019    |
| Wholesaler    | J.W. Wood Co., Inc.                         | Redding                 | Intelligent Office       | Miss You Call | 12/12/2019    |
| Wholesaler    | Johnstone Supply                            | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Wholesaler    | Johnstone Supply 329                        | Visalia                 | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| HHW           | Amador County Waste Management Dept.        | Jackson                 | Intelligent Office       | Miss You Call | 12/18/2019    |
| Wholesaler    | Johnstone Supply Co                         | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |



| Location Type   | Location: Name  | Physical Address - City | Performed By             | Subject       | Activity Date |
|-----------------|---|-------------------------|--------------------------|---------------|---------------|
| Wholesaler      | American Refrigeration Supplies, Inc.                       | Modesto                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |
| Wholesaler      | Johnstone Supply  | Long Beach              | Intelligent Office       | Miss You Call | 12/18/2019    |
| Wholesaler      | Johnstone Supply  | Redding                 | Intelligent Office       | Miss You Call | 12/18/2019    |
| Wholesaler      | Johnstone Supply  | Upland                  | Intelligent Office       | Miss You Call | 12/18/2019    |
| Wholesaler      | Johnstone-Commerce  | Pico Rivera             | Intelligent Office       | Miss You Call | 12/18/2019    |
| Wholesaler      | American Refrigeration Supplies, Inc.                       | Santa Rosa              | Intelligent Office       | Miss You Call | 12/18/2019    |
| HHW             | Kern County Special Waste Facility                          | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Retailer        | Kmart   | Atascadero              | Intelligent Office       | Miss You Call | 12/12/2019    |
| Wholesaler      | American Refrigeration Supplies, Inc.                       | San Bernardino          | Intelligent Office       | Miss You Call | 12/12/2019    |
| Wholesaler      | American Refrigeration Supplies, Inc.                       | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/21/2019    |
| Wholesaler      | American Refrigeration Supplies, Inc.                       | Stockton                | Intelligent Office       | Miss You Call | 12/12/2019    |
| Wholesaler      | American Refrigeration Supplies, Inc.                       | Glendale                | Intelligent Office       | Miss You Call | 12/12/2019    |
| Wholesaler      | Lennox Industries Inc.                                      | Eastvale                | Intelligent Office       | Miss You Call | 12/12/2019    |
| Retailer        | Antioch Ace Hardware  | Antioch                 | Intelligent Office       | Miss You Call | 12/20/2019    |
| HHW             | Madera County Household Hazardous Waste Collection Facility | Chowchilla              | Crossroad Services, Inc. | Site Visit    | 10/16/2019    |
| HVAC Contractor | Maki Heating & Air Conditioning, Inc.                       | Auburn                  | Intelligent Office       | Miss You Call | 12/18/2019    |
| HVAC Contractor | Matrix Hg, Inc.   | Concord                 | Intelligent Office       | Miss You Call | 12/18/2019    |
| Retailer        | Miner's Ace Hardware  | Grover Beach            | Intelligent Office       | Miss You Call | 12/18/2019    |



| Location Type | Location: Name   | Physical Address - City | Performed By             | Subject       | Activity Date |
|---------------|--|-------------------------|--------------------------|---------------|---------------|
| Retailer      | Miner's Ace Hardware   | Los Osos                | Intelligent Office       | Miss You Call | 12/18/2019    |
| Retailer      | Miner's Ace Hardware   | Morro Bay               | Intelligent Office       | Miss You Call | 12/30/2019    |
| HHW           | Morro Bay/Cayucos Waste Water Plant Household Hazardous Waste Drop-Off | Morro Bay               | Intelligent Office       | Miss You Call | 12/30/2019    |
| HHW           | Nipomo Household Hazardous Waste Drop-Off                              | Nipomo                  | Intelligent Office       | Miss You Call | 12/30/2019    |
| Retailer      | Oakley Ace Hardware  | Oakley                  | Intelligent Office       | Miss You Call | 12/30/2019    |
| Retailer      | Orchard Supply Hardware  | Paso Robles             | Intelligent Office       | Miss You Call | 12/18/2019    |
| Retailer      | Orchard Supply Hardware  | Pismo Beach             | Intelligent Office       | Miss You Call | 12/18/2019    |
| Retailer      | Pittsburg Ace Hardware   | Pittsburg               | Intelligent Office       | Miss You Call | 12/20/2019    |
| Wholesaler    | RSD  | Visalia                 | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler    | RSD  | National City           | Intelligent Office       | Miss You Call | 12/17/2019    |
| Wholesaler    | RSD  | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| Wholesaler    | RSD  | Fresno                  | Intelligent Office       | Miss You Call | 12/17/2019    |
| Wholesaler    | RSD  | Lake Forest             | Intelligent Office       | Miss You Call | 12/17/2019    |
| Wholesaler    | RSD  | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Wholesaler    | RSD  | Bakersfield             | Intelligent Office       | Miss You Call | 12/17/2019    |
| Wholesaler    | Sigler Wholesale Distributors  | San Diego               | Intelligent Office       | Miss You Call | 12/17/2019    |
| Wholesaler    | Russell Sigler Inc.  | San Marcos              | Intelligent Office       | Miss You Call | 12/18/2019    |
| HHW           | Salinas Valley Solid Waste HHWcf                                       | Salinas                 | Intelligent Office       | Miss You Call | 12/18/2019    |
| HHW           | San Joaquin County HHW Facility  | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/22/2019    |
| Wholesaler    | Slakey Brothers  | Modesto                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |



| Location Type | Location: Name             | Physical Address - City | Performed By             | Subject       | Activity Date |
|---------------|----------------------------|-------------------------|--------------------------|---------------|---------------|
| Wholesaler    | Slakey Brothers            | Modesto                 | Intelligent Office       | Miss You Call | 12/18/2019    |
| Wholesaler    | Slakey Brothers            | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Wholesaler    | Slakey Brothers            | Bakersfield             | Intelligent Office       | Miss You Call | 12/18/2019    |
| Wholesaler    | Slakey Brothers            | Concord                 | Intelligent Office       | Miss You Call | 12/18/2019    |
| Wholesaler    | Slakey Brothers            | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/21/2019    |
| Wholesaler    | Slakey Brothers            | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/21/2019    |
| Wholesaler    | Slakey Brothers            | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/21/2019    |
| Wholesaler    | Slakey Brothers            | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler    | Slakey Brothers            | Sonora                  | Intelligent Office       | Miss You Call | 12/18/2019    |
| Wholesaler    | Specialty A/C Products     | Benicia                 | Intelligent Office       | Miss You Call | 12/12/2019    |
| Wholesaler    | Baker Distributing Company | Modesto                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |
| Wholesaler    | Standard Supply Usa        | Sacramento              | Intelligent Office       | Miss You Call | 12/12/2019    |
| Wholesaler    | Baker Distributing Company | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Wholesaler    | Trane                      | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler    | United Refrigeration       | Modesto                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |
| Wholesaler    | United Refrigeration       | Modesto                 | Intelligent Office       | Miss You Call | 12/20/2019    |
| Wholesaler    | United Refrigeration       | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler    | United Refrigeration       | Fresno                  | Intelligent Office       | Miss You Call | 12/20/2019    |
| Wholesaler    | United Refrigeration, Inc. | Escondido               | Intelligent Office       | Miss You Call | 12/20/2019    |
| Wholesaler    | United Refrigeration       | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Wholesaler    | United Refrigeration       | San Leandro             | Intelligent Office       | Miss You Call | 12/20/2019    |



| Location Type   | Location: Name                                 | Physical Address - City | Performed By             | Subject       | Activity Date |
|-----------------|--|-------------------------|--------------------------|---------------|---------------|
| Wholesaler      | United Refrigeration, Inc.                     | Visalia                 | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler      | Us Air Conditioning Distributors, Inc. (USACD) | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Wholesaler      | USACD  | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| Wholesaler      | Us Air Conditioning Distributors (USACD)       | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/21/2019    |
| Wholesaler      | Baker Distributing Co.                         | Santa Rosa              | Intelligent Office       | Miss You Call | 12/20/2019    |
| Wholesaler      | Western Nevada Supply                          | Susanville              | Intelligent Office       | Miss You Call | 12/20/2019    |
| Wholesaler      | Western Nevada Supply                          | Bishop                  | Crossroad Services, Inc. | Site Visit    | 11/1/2019     |
| Wholesaler      | R.E. Michel Company, Inc.                      | Fresno                  | Intelligent Office       | Miss You Call | 12/20/2019    |
| HVAC Contractor | Johnson Controls                               | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| HVAC Contractor | Johnson Controls                               | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| HVAC Contractor | Johnson Controls                               | Bakersfield             | Intelligent Office       | Miss You Call | 12/20/2019    |
| HVAC Contractor | Johnson Controls                               | Hayward                 | Intelligent Office       | Miss You Call | 12/20/2019    |
| HVAC Contractor | Johnson Controls                               | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| HVAC Contractor | Johnson Controls                               | Fresno                  | Intelligent Office       | Miss You Call | 12/20/2019    |
| HVAC Contractor | Johnson Controls                               | Cypress                 | Intelligent Office       | Miss You Call | 12/20/2019    |
| Wholesaler      | Sigler Wholesale Distributors                  | Sacramento              | Intelligent Office       | Miss You Call | 12/20/2019    |
| Wholesaler      | Sigler Wholesale Distributors                  | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| Wholesaler      | Sigler Wholesale Distributors                  | Fresno                  | Intelligent Office       | Miss You Call | 12/20/2019    |
| Wholesaler      | Lennox Stores                                  | Riverside               | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Baker Distributing Co.                         | South San Francisco     | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Johnstone Supply                               | Merced                  | Crossroad Services, Inc. | Site Visit    | 10/16/2019    |





| Location Type   | Location: Name                             | Physical Address - City | Performed By             | Subject       | Activity Date |
|-----------------|--|-------------------------|--------------------------|---------------|---------------|
| Wholesaler      | R.E. Michel Company, Inc.                  | Union City              | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Baker Distributing Company                 | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler      | Baker Distributing Company                 | Fresno                  | Intelligent Office       | Miss You Call | 12/27/2019    |
| Wholesaler      | Baker Distributing Company                 | Livermore               | Intelligent Office       | Miss You Call | 12/27/2019    |
| Wholesaler      | U.S. Air Conditioning Distributors (USACD) | Modesto                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |
| Wholesaler      | U.S. Air Conditioning Distributors (USACD) | San Jose                | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Air Cold Supply - A Ferguson Enterprise    | San Rafael              | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Air Cold Supply - A Ferguson Enterprise    | Gilroy                  | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Johnstone Supply                           | Modesto                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |
| Wholesaler      | Appliance Parts Center                     | National City           | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Baker Distributing Company                 | Sun Valley              | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Baker Distributing Company                 | El Centro               | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Western Nevada Supply                      | Bishop                  | Intelligent Office       | Miss You Call | 12/27/2019    |
| Wholesaler      | R.E. Michel Company                        | Ontario                 | Intelligent Office       | Miss You Call | 12/20/2019    |
| HVAC Contractor | California Air Conditioning Systems, Inc.  | Lomita                  | Intelligent Office       | Miss You Call | 12/20/2019    |
| Wholesaler      | Johnstone Supply                           | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/21/2019    |
| Wholesaler      | Facsco                                     | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| Wholesaler      | Facsco                                     | Fresno                  | Intelligent Office       | Miss You Call | 12/17/2019    |
| Wholesaler      | Sigler                                     | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Wholesaler      | Sigler                                     | Bakersfield             | Intelligent Office       | Miss You Call | 12/17/2019    |
| Wholesaler      | Us Air Conditioning Distributors (USACD)   | San Diego               | Intelligent Office       | Miss You Call | 12/30/2019    |



| Location Type   | Location: Name  | Physical Address - City | Performed By             | Subject       | Activity Date |
|-----------------|---|-------------------------|--------------------------|---------------|---------------|
| HVAC Contractor | E.B. Gilmore And Sons   | San Francisco           | Intelligent Office       | Miss You Call | 12/27/2019    |
| HVAC Contractor | W.V. Alton  | Marysville              | Intelligent Office       | Miss You Call | 12/30/2019    |
| Wholesaler      | Lennox Stores   | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Wholesaler      | Lennox Stores   | Bakersfield             | Intelligent Office       | Miss You Call | 12/27/2019    |
| HVAC Contractor | Glover & Son Heating And A/C                                  | Fremont                 | Intelligent Office       | Miss You Call | 12/30/2019    |
| HVAC Contractor | Precise Air Systems   | Los Angeles             | Intelligent Office       | Miss You Call | 12/30/2019    |
| Wholesaler      | Toro Aire, Inc.   | Rancho Dominguez        | Intelligent Office       | Miss You Call | 12/30/2019    |
| HHW             | Del Norte Recycling Center                                    | Oxnard                  | Intelligent Office       | Miss You Call | 12/30/2019    |
| HHW             | Safe Center   | Los Angeles             | Intelligent Office       | Miss You Call | 12/23/2019    |
| HHW             | Safe Center   | Northridge              | Intelligent Office       | Miss You Call | 12/23/2019    |
| HHW             | Safe Center   | Sun Valley              | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Air Cold Supply, A Ferguson Enterprise                        | Dublin                  | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Ferguson Hvac East West Air                                   | Manteca                 | Crossroad Services, Inc. | Site Visit    | 10/22/2019    |
| Wholesaler      | Ferguson Hvac East West Air                                   | Manteca                 | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Ferguson  | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Wholesaler      | Ferguson  | Bakersfield             | Intelligent Office       | Miss You Call | 12/23/2019    |
| HHW             | City Of Vacaville - Recology Household Hazardous Waste Center | Vacaville               | Intelligent Office       | Miss You Call | 12/23/2019    |
| Wholesaler      | Baker Distributing  | Irwindale               | Intelligent Office       | Miss You Call | 12/23/2019    |
| HHW             | Castro Valley Sanitary District                               | Castro Valley           | Intelligent Office       | Miss You Call | 12/23/2019    |
| Other           | City Of Culver City - HHW                                     | Culver City             | Intelligent Office       | Miss You Call | 12/30/2019    |



| Location Type   | Location: Name                           | Physical Address - City | Performed By             | Subject       | Activity Date |
|-----------------|--|-------------------------|--------------------------|---------------|---------------|
| HHW             | Merced County Regional Waste Authority   | Merced                  | Crossroad Services, Inc. | Site Visit    | 10/16/2019    |
| HHW             | Billy Wright Landfill                    | Los Banos               | Crossroad Services, Inc. | Site Visit    | 10/16/2019    |
| HHW             | Billy Wright Landfill                    | Los Banos               | Intelligent Office       | Miss You Call | 12/30/2019    |
| HVAC Contractor | Solarcity                                | Los Angeles             | Intelligent Office       | Miss You Call | 12/30/2019    |
| HVAC Contractor | Solarcity                                | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| HVAC Contractor | Solarcity                                | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| HVAC Contractor | Solarcity                                | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/22/2019    |
| Wholesaler      | Coast Appliance Parts                    | Visalia                 | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler      | Coast Appliance Parts                    | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| HHW             | Camarillo PHHWCF                         | Camarillo               | Intelligent Office       | Miss You Call | 12/30/2019    |
| Wholesaler      | Refrigeration Supplies Distributor (RSD) | Modesto                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |
| Wholesaler      | Refrigeration Supplies Distributor (RSD) | Modesto                 | Intelligent Office       | Miss You Call | 12/27/2019    |
| Retailer        | Cole Hardware Soma                       | San Francisco           | Intelligent Office       | Miss You Call | 12/27/2019    |
| Retailer        | Brisbane Hardware & Supplies             | Brisbane                | Intelligent Office       | Miss You Call | 12/27/2019    |
| Retailer        | Peerless Ace Hardware                    | San Leandro             | Intelligent Office       | Miss You Call | 12/27/2019    |
| Retailer        | Cole Hardware Cole Valley                | San Francisco           | Intelligent Office       | Miss You Call | 12/27/2019    |
| Retailer        | Cole Hardware North Beach                | San Francisco           | Intelligent Office       | Miss You Call | 12/27/2019    |
| Retailer        | Anawalt Lumber                           | Los Angeles             | Intelligent Office       | Miss You Call | 12/11/2019    |
| Retailer        | Anawalt Lumber                           | Hollywood               | Intelligent Office       | Miss You Call | 12/11/2019    |
| Retailer        | Brownies                                 | San Francisco           | Intelligent Office       | Miss You Call | 12/11/2019    |



| Location Type   | Location: Name                            | Physical Address - City | Performed By             | Subject       | Activity Date |
|-----------------|---|-------------------------|--------------------------|---------------|---------------|
| HVAC Contractor | Mhs Heating And Air Conditioning          | San Marcos              | Intelligent Office       | Miss You Call | 12/11/2019    |
| HVAC Contractor | Temp-Tec Corporation                      | Newbury Park            | Intelligent Office       | Miss You Call | 12/11/2019    |
| HVAC Contractor | A & P Heating & Cooling Inc.              | Loomis                  | Intelligent Office       | Miss You Call | 12/11/2019    |
| HVAC Contractor | B & B's Heating And Air Conditioning, Inc | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/21/2019    |
| Retailer        | National Hardware Supply                  | PineDale                | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| Retailer        | Clovis True Value                         | Clovis                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Retailer        | Mayson Ace Hardware                       | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| HHW             | Inyo County Recycling and Waste           | Bishop                  | Crossroad Services, Inc. | Site Visit    | 11/1/2019     |
| HVAC Contractor | Advanced Heating And Air Contractors Inc. | Atwater                 | Crossroad Services, Inc. | Site Visit    | 10/16/2019    |
| HVAC Contractor | Advanced Heating And Air Contractors Inc. | Atwater                 | Intelligent Office       | Miss You Call | 12/11/2019    |
| Retailer        | Golden Valley Ace Hardware                | Reedley                 | Crossroad Services, Inc. | Site Visit    | 11/7/2019     |
| Retailer        | Fowler Ace Hardware                       | Fowler                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Retailer        | Palm Desert Ace Hardware                  | Palm Desert             | Intelligent Office       | Miss You Call | 12/11/2019    |
| Retailer        | Coast Hardware Do It Best                 | Mariposa                | Crossroad Services, Inc. | Site Visit    | 10/16/2019    |
| Retailer        | Coast Hardware Do It Best                 | Mariposa                | Intelligent Office       | Miss You Call | 12/27/2019    |
| Wholesaler      | Empire Supply Co., Inc.                   | Visalia                 | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler      | Kings County Pipe & Supply                | Hanford                 | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Retailer        | Sunny Brae Ace Hardware                   | Arcata                  | Intelligent Office       | Miss You Call | 12/3/2019     |
| Wholesaler      | Hirsch Pipe & Supply Co., Inc.            | Los Angeles             | Intelligent Office       | Miss You Call | 12/3/2019     |
| Wholesaler      | Hirsch Pipe & Supply Co., Inc.            | Van Nuys                | Intelligent Office       | Miss You Call | 12/3/2019     |
| Wholesaler      | Hirsch Pipe & Supply Co., Inc.            | Hollywood               | Intelligent Office       | Miss You Call | 12/3/2019     |



| Location Type      | Location: Name                      | Physical Address - City | Performed By             | Subject       | Activity Date |
|--------------------|-------------------------------------|-------------------------|--------------------------|---------------|---------------|
| Wholesaler         | Hirsch Pipe & Supply Co., Inc.      | Santa Monica            | Intelligent Office       | Miss You Call | 12/3/2019     |
| Wholesaler         | Hirsch Pipe & Supply Co., Inc.      | Long Beach              | Intelligent Office       | Miss You Call | 12/3/2019     |
| Wholesaler         | Hirsch Pipe & Supply Co., Inc.      | Montclair               | Intelligent Office       | Miss You Call | 12/3/2019     |
| Wholesaler         | Hirsch Pipe & Supply Co., Inc.      | Torrance                | Intelligent Office       | Miss You Call | 12/3/2019     |
| Wholesaler         | Goodman Distribution                | City of Industry        | Intelligent Office       | Miss You Call | 12/9/2019     |
| HVAC Contractor    | Cal West Construction               | Orange                  | Intelligent Office       | Miss You Call | 12/3/2019     |
| School District    | Parlier Unified                     | Parlier                 | Crossroad Services, Inc. | Site Visit    | 11/7/2019     |
| University/College | Cal State Stanislaus                | Turlock                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |
| University/College | San Joaquin Delta College           | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/22/2019    |
| General Contractor | 24 Construction And Design          | Los Angeles             | Intelligent Office       | Prospect Call | 10/3/2019     |
| General Contractor | A-Z Home Improvements               | Riverside               | Intelligent Office       | Prospect Call | 10/22/2019    |
| General Contractor | A&A Development                     | Tarzana                 | Intelligent Office       | Prospect Call | 11/18/2019    |
| General Contractor | Akxner Construction                 | Oakland                 | Intelligent Office       | Prospect Call | 10/10/2019    |
| General Contractor | Allen John M Building Contractor    |                         | Intelligent Office       | Prospect Call | 11/27/2019    |
| General Contractor | Alrays Home Improvement             | Roseville               | Intelligent Office       | Prospect Call | 10/23/2019    |
| General Contractor | America's Dream Homeworks           | Sacramento              | Intelligent Office       | Prospect Call | 10/23/2019    |
| General Contractor | Ap Flooring, Kitchen & Bath         | Oceanside               | Intelligent Office       | Prospect Call | 10/11/2019    |
| General Contractor | Artisan Builders                    | Walnut                  | Intelligent Office       | Prospect Call | 11/21/2019    |
| General Contractor | Ascencio Construction               | Oakland                 | Intelligent Office       | Prospect Call | 10/10/2019    |
| General Contractor | Assured Restoration Services        | San Diego               | Intelligent Office       | Prospect Call | 10/29/2019    |
| General Contractor | Belak Construction & Consulting Co. |                         | Intelligent Office       | Prospect Call | 11/27/2019    |



| Location Type      | Location: Name                    | Physical Address - City | Performed By       | Subject       | Activity Date |
|--------------------|-----------------------------------|-------------------------|--------------------|---------------|---------------|
| General Contractor | Benning Construction              | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | Bison Constructors                |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| General Contractor | Blaziek Electric                  | Napa                    | Intelligent Office | Prospect Call | 10/8/2019     |
| General Contractor | Bode Construction                 |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| General Contractor | Bristol Restoration               | Santa Clarita           | Intelligent Office | Prospect Call | 11/6/2019     |
| General Contractor | Bulldog Plumbing And Construction |                         | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | C & K Construction And Design     | West Lake Village       | Intelligent Office | Prospect Call | 11/25/2019    |
| General Contractor | C C & R Construction              | San Diego               | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | California All Star Inc           | San Diego               | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | Capital Construction, Inc         | Murrieta                | Intelligent Office | Prospect Call | 10/8/2019     |
| General Contractor | Carlson Construction And Painting | Napa                    | Intelligent Office | Prospect Call | 10/8/2019     |
| General Contractor | Central Coast Builders            | Nipomo                  | Intelligent Office | Prospect Call | 10/9/2019     |
| General Contractor | Charco Construction               |                         | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | Clovis Electrical                 | Pismo Beach,            | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Cordrey Construction              | Monterey                | Intelligent Office | Prospect Call | 10/4/2019     |
| General Contractor | Cosby William J Construction      |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| General Contractor | Croshier Construction Company     |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| General Contractor | Custom Builders & Design          | Yorba Linda             | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | Cxi Constructions Contractors     | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| General Contractor | Dev Electric Inc.                 | San Mateo               | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Different By Design               | Temecula                | Intelligent Office | Prospect Call | 11/18/2019    |





| Location Type      | Location: Name                    | Physical Address - City | Performed By       | Subject       | Activity Date |
|--------------------|-----------------------------------|-------------------------|--------------------|---------------|---------------|
| General Contractor | Eden Builders West                | Santa Monica            | Intelligent Office | Prospect Call | 11/12/2019    |
| General Contractor | Elliott Remodeling                | Oakland                 | Intelligent Office | Prospect Call | 10/9/2019     |
| General Contractor | Emmons Recon Construction         | Pismo Beach             | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Eric Adams Construction           | Whitethorn              | Intelligent Office | Prospect Call | 11/25/2019    |
| General Contractor | Eric B Johnston Construction      | Redding                 | Intelligent Office | Prospect Call | 10/17/2019    |
| General Contractor | Excel Construction L.A            | Valley Village          | Intelligent Office | Prospect Call | 11/20/2019    |
| General Contractor | Fp Builders                       | Novato                  | Intelligent Office | Prospect Call | 10/9/2019     |
| General Contractor | Frazier Builders, Inc             | Marina Del Rey          | Intelligent Office | Prospect Call | 10/3/2019     |
| General Contractor | G & S Construction                | Redding                 | Intelligent Office | Prospect Call | 10/17/2019    |
| General Contractor | Galvan Construction & Development | Victorville             | Intelligent Office | Prospect Call | 11/21/2019    |
| General Contractor | Gama Contracting Services         | South El Monte          | Intelligent Office | Prospect Call | 11/13/2019    |
| General Contractor | Gannage Construction              | Templeton               | Intelligent Office | Prospect Call | 11/18/2019    |
| General Contractor | Gentz Construction Inc            | San Ramon               | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Hb Kitchen Bath Inc.              |                         | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | Hi-Tech Builders, Inc.            | Studio City             | Intelligent Office | Prospect Call | 11/14/2019    |
| General Contractor | Hower Construction                | Twin Peaks              | Intelligent Office | Prospect Call | 11/19/2019    |
| General Contractor | J.J. 'Li Do It                    |                         | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | James Haley Construction          | Santa Ana               | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Knapp Mill & Cabinet Co           | Monterey                | Intelligent Office | Prospect Call | 10/4/2019     |
| General Contractor | Kodiak Construction               | Martinez                | Intelligent Office | Prospect Call | 10/3/2019     |
| General Contractor | Ldh Construction Services         | McKinleyville           | Intelligent Office | Prospect Call | 10/3/2019     |



| Location Type      | Location: Name                     | Physical Address - City | Performed By       | Subject       | Activity Date |
|--------------------|------------------------------------|-------------------------|--------------------|---------------|---------------|
| General Contractor | Macdougall Construction Inc        | Monterey                | Intelligent Office | Prospect Call | 10/4/2019     |
| General Contractor | Mark Hemenez General Contractor    |                         | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | Mega Builders, Inc.                | Tarzana                 | Intelligent Office | Prospect Call | 11/18/2019    |
| General Contractor | Mhs Tailor Made Construction Crews | San Diego               | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | Millsaw Construction               | Roseville               | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | Mizen Builders                     | San Francisco           | Intelligent Office | Prospect Call | 10/29/2019    |
| General Contractor | Modern Design                      | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | Montana 2000 Corp                  | Tarzana                 | Intelligent Office | Prospect Call | 11/18/2019    |
| General Contractor | Oc Installs                        |                         | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | Pacific Coast Electrical           |                         | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | Pacific Coast General              | San Jose                | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | Pacific Homeworks Inc              | San Diego               | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | Pacific Pro                        | Ventura                 | Intelligent Office | Prospect Call | 11/20/2019    |
| General Contractor | Precise Home Builders              | Reseda                  | Intelligent Office | Prospect Call | 10/22/2019    |
| General Contractor | Precision Woodworx                 | Rancho Cucamonga        | Intelligent Office | Prospect Call | 10/17/2019    |
| General Contractor | Quality First Builders             | Woodland Hills          | Intelligent Office | Prospect Call | 11/25/2019    |
| General Contractor | R S Construction Co                |                         | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | R. C. Allen Construction           | Oakland                 | Intelligent Office | Prospect Call | 10/9/2019     |
| General Contractor | Radius Construction                | San Joaquin Valley      | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | Recht G A Construction             |                         | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | Red Boot Construction              | Oakland                 | Intelligent Office | Prospect Call | 10/9/2019     |



| Location Type      | Location: Name                          | Physical Address - City | Performed By       | Subject       | Activity Date |
|--------------------|---|-------------------------|--------------------|---------------|---------------|
| General Contractor | Reliant Home Solutions                  | Santa Fe Springs        | Intelligent Office | Prospect Call | 11/12/2019    |
| General Contractor | Remodeling Plus                         | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| General Contractor | Richter Construction                    |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| General Contractor | Rose W A Construction Inc.              | Oakland                 | Intelligent Office | Prospect Call | 10/10/2019    |
| General Contractor | Scce                                    | Rancho Cucamonga        | Intelligent Office | Prospect Call | 10/17/2019    |
| General Contractor | Sigura Construction                     | Mountain View           | Intelligent Office | Prospect Call | 10/8/2019     |
| General Contractor | Sims Services                           | Pamona                  | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Sj Ferrante Builders                    |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| General Contractor | Star Construction Oc                    |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| General Contractor | Superior Builders And Remodelers        | Oakland                 | Intelligent Office | Prospect Call | 10/9/2019     |
| General Contractor | Sutton Construction, Inc.               | Vacaville               | Intelligent Office | Prospect Call | 11/19/2019    |
| General Contractor | Taylor Made Remodeling And Construction |                         | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | Thornhill Construction                  | Placerville             | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Tri State Professional Services         |                         | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | True General Contractor                 |                         | Intelligent Office | Prospect Call | 11/26/2019    |
| General Contractor | Verlin Thomas Electric Inc              | Redding                 | Intelligent Office | Prospect Call | 10/17/2019    |
| General Contractor | We Love Small Jobs                      | Oakland                 | Intelligent Office | Prospect Call | 10/9/2019     |
| General Contractor | Williams Family Construction Co         | San Diego               | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | World Class Shows                       | San Carlos              | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | A A A Plus                              | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | Advanced Concrete & Construction, Inc.  | Paso Robles             | Intelligent Office | Prospect Call | 10/16/2019    |



| Location Type      | Location: Name                     | Physical Address - City | Performed By       | Subject       | Activity Date |
|--------------------|------------------------------------|-------------------------|--------------------|---------------|---------------|
| General Contractor | Al Villa Builder                   | San Rafael              | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Alpine Valley Homes                | Truckee                 | Intelligent Office | Prospect Call | 11/19/2019    |
| General Contractor | Amrut Construction & Development   | Pleasanton              | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Astro Construction, Inc.           | Sherman Oaks            | Intelligent Office | Prospect Call | 11/13/2019    |
| General Contractor | Avatar Construction Services, Inc. | Rancho Cucamonga        | Intelligent Office | Prospect Call | 10/17/2019    |
| General Contractor | Big-D Pacific Builders, L.P.       | Pleasanton              | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Brad Coleman Construction, Inc.    | Pasadena                | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Brasseur Construction Inc          | National City           | Intelligent Office | Prospect Call | 10/8/2019     |
| General Contractor | Bruce Wirtanen Construction        | Placerville             | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Byblos Construction Company        | Tarzana                 | Intelligent Office | Prospect Call | 11/18/2019    |
| General Contractor | Chris Donatelli Builders, Inc.     | San Jose                | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | Christopher Neil Enterprises       | Palm Springs            | Intelligent Office | Prospect Call | 10/14/2019    |
| General Contractor | Clause Construction Inc            | Santa Barbara           | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Constructech Inc                   | Simi Valley             | Intelligent Office | Prospect Call | 11/13/2019    |
| General Contractor | Core General Contractor, Inc.      | San Jose                | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | Corner Construction Inc            | Santa Barbara           | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Creston Management                 | Paso Robles             | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Custom Home Building Inc           | Manhattan Beach         | Intelligent Office | Prospect Call | 10/3/2019     |
| General Contractor | Dasher/Lawless, Inc.               | Van Nuys                | Intelligent Office | Prospect Call | 11/20/2019    |
| General Contractor | David Straube Construction         | Sonoma                  | Intelligent Office | Prospect Call | 11/13/2019    |
| General Contractor | David Zicovich Builder             | Los Gatos               | Intelligent Office | Prospect Call | 10/3/2019     |



| Location Type      | Location: Name                               | Physical Address - City | Performed By       | Subject       | Activity Date |
|--------------------|--|-------------------------|--------------------|---------------|---------------|
| General Contractor | Dela Secura, Inc.                            | Orange                  | Intelligent Office | Prospect Call | 10/11/2019    |
| General Contractor | Devega Construction, Inc                     | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | Drammco Inc                                  | Santa Barbara           | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Edwards, Thomas Design And Construction, Inc | Napa                    | Intelligent Office | Prospect Call | 10/8/2019     |
| General Contractor | Fiedler Construction Corp                    | San Diego               | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | Finebilt Construction, Inc.                  | Oakhurst                | Intelligent Office | Prospect Call | 10/9/2019     |
| General Contractor | Flick Enterprises Inc                        | Los Gatos               | Intelligent Office | Prospect Call | 10/3/2019     |
| General Contractor | Florsheim Development                        | Stockton                | Intelligent Office | Prospect Call | 11/14/2019    |
| General Contractor | Gemette Construction Inc                     | Palm Desert             | Intelligent Office | Prospect Call | 10/14/2019    |
| General Contractor | Graves Construction                          | San Anselmo             | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | Grondin Construction Inc                     | San Diego               | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | J & E Gonzalez Construction Incorporated     | Vallejo                 | Intelligent Office | Prospect Call | 11/20/2019    |
| General Contractor | J T Builders                                 | San Francisco           | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | James M Ballard Construction Inc             | Redlands                | Intelligent Office | Prospect Call | 10/17/2019    |
| General Contractor | James Mechem Construction Inc                | Watsonville             | Intelligent Office | Prospect Call | 11/25/2019    |
| General Contractor | Jp Green Development, Inc.                   | Rocklin                 | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | Kent Drescher Builder Inc                    | Middletown              | Intelligent Office | Prospect Call | 10/4/2019     |
| General Contractor | Ketterling Construction                      | Northridge              | Intelligent Office | Prospect Call | 10/9/2019     |
| General Contractor | Kitchens Etc. Inc.                           | Petaluma                | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Kreedman Construction Co                     | San Jacinto             | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | Kuehne Construction                          | Sunnyvale               | Intelligent Office | Prospect Call | 11/14/2019    |



| Location Type      | Location: Name                                     | Physical Address - City | Performed By       | Subject       | Activity Date |
|--------------------|--|-------------------------|--------------------|---------------|---------------|
| General Contractor | Landmark Property Corp                             | Sunnyvale               | Intelligent Office | Prospect Call | 11/14/2019    |
| General Contractor | Lorick Design & Construction, Inc.                 | Oakland                 | Intelligent Office | Prospect Call | 10/10/2019    |
| General Contractor | M.D. Construction & Consulting, Incorporated       | Truckee                 | Intelligent Office | Prospect Call | 11/19/2019    |
| General Contractor | Malone Brothers Inc                                | Valley Center           | Intelligent Office | Prospect Call | 11/20/2019    |
| General Contractor | Mark Gaylord Construction                          | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| General Contractor | Mckinnon Construction, Inc.                        | Santa Cruz              | Intelligent Office | Prospect Call | 11/6/2019     |
| General Contractor | Meylan Construction Inc                            | San Rafael              | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Mh Silverwings 2013 LLC                            | Morgan Hill             | Intelligent Office | Prospect Call | 10/8/2019     |
| General Contractor | Mills Builders, Inc.                               | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | New Life Construction Company, Inc.                | San Diego               | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | Oc Lighthouse Construction, Inc                    | Santa Ana               | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Old Fashion Craftsman, Inc.                        | Palm Desert             | Intelligent Office | Prospect Call | 10/14/2019    |
| General Contractor | Pacific Post & Beam                                | Paso Robles             | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Pacific States Industries Development Company, Inc | San Jose                | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | Palm Lake Renovation, Llp                          | San Francisco           | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | Perock Construction                                | Westminster             | Intelligent Office | Prospect Call | 11/25/2019    |
| General Contractor | Polly Ogden Associates                             | Saint Helena            | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | Ppm Construction Services, Inc.                    | Orange                  | Intelligent Office | Prospect Call | 10/14/2019    |
| General Contractor | Professional Services Construction                 | Rancho Santa Margarita  | Intelligent Office | Prospect Call | 10/17/2019    |
| General Contractor | R H Building Contractors, Inc                      | Los Gatos               | Intelligent Office | Prospect Call | 10/3/2019     |





| Location Type      | Location: Name  | Physical Address - City | Performed By       | Subject       | Activity Date |
|--------------------|---|-------------------------|--------------------|---------------|---------------|
| General Contractor | R.P. General Construction Inc.                          | San Marcos              | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Reica Construction                                      | Oakley                  | Intelligent Office | Prospect Call | 10/10/2019    |
| General Contractor | Sandpoint Construction                                  | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| General Contractor | Saso Construction Services                              | Santa Cruz              | Intelligent Office | Prospect Call | 11/12/2019    |
| General Contractor | Schoepp Construction Inc                                | San Francisco           | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | Sierra Valley Home Corp                                 | Placerville             | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Simons Construction, Inc.                               | Templeton               | Intelligent Office | Prospect Call | 11/19/2019    |
| General Contractor | Solid Rock Construction                                 | Moreno Valley           | Intelligent Office | Prospect Call | 10/4/2019     |
| General Contractor | Sun Lakes Construction Company A California Corporation | San Jose                | Intelligent Office | Prospect Call | 11/4/2019     |
| General Contractor | Timberwolf Log Structures Inc                           | Truckee                 | Intelligent Office | Prospect Call | 11/19/2019    |
| General Contractor | Tom Ganley Construction Co Inc                          | San Rafael              | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Unks Construction, Inc.                                 | Santa Maria             | Intelligent Office | Prospect Call | 11/12/2019    |
| General Contractor | Upscale Construction, Inc.                              | San Francisco           | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | Vantine Construction                                    | Santa Barbara           | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Western Construction & Development, Inc.                | Van Nuys                | Intelligent Office | Prospect Call | 11/20/2019    |
| General Contractor | Ironwood Commercial Builders, Inc.                      | Pleasant Hill           | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Glr Construction, Inc.                                  | Santa Maria             | Intelligent Office | Prospect Call | 11/12/2019    |
| General Contractor | Architectural Metal Designs Inc.                        | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| General Contractor | Ottman Dairy Construction Inc                           | Modesto                 | Intelligent Office | Prospect Call | 10/4/2019     |
| General Contractor | Mish-Ra, Inc.   | Santa Clara             | Intelligent Office | Prospect Call | 11/5/2019     |



| Location Type      | Location: Name                                 | Physical Address - City | Performed By       | Subject       | Activity Date |
|--------------------|--|-------------------------|--------------------|---------------|---------------|
| General Contractor | Brian Wilson Construction Co Inc               | Paso Robles             | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | General Consolidated Constructors, Inc         | Perris                  | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Miller & Company, Incorporated                 | Vista                   | Intelligent Office | Prospect Call | 11/21/2019    |
| General Contractor | Acr Builders, Inc.                             | Mission Viejo           | Intelligent Office | Prospect Call | 10/4/2019     |
| General Contractor | Ebs Construction Services, Inc.                | Santa Ana               | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | The D A Gill Company Inc                       | Temecula                | Intelligent Office | Prospect Call | 11/18/2019    |
| General Contractor | Chamblin-Landes Construction, Inc.             | Paso Robles             | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | John Bertoldi, Incorporated                    | San Francisco           | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | Kirra Construction Inc                         | San Clemente            | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | Kellogg & Kellogg Inc.                         | Roseville               | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | G P Development                                | Roseville               | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | The Alliance Group Commercial Construction Inc | Upland                  | Intelligent Office | Prospect Call | 11/19/2019    |
| General Contractor | Fdr Construction, Inc.                         | Vista                   | Intelligent Office | Prospect Call | 11/21/2019    |
| General Contractor | Hartin & Hume, Inc.                            | Rancho Cordova          | Intelligent Office | Prospect Call | 10/17/2019    |
| General Contractor | Ranger Construction                            | Santa Clara             | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Tombleson, Incorporated                        | Salinas                 | Intelligent Office | Prospect Call | 10/24/2019    |
| General Contractor | Legacy Fire Protection, Inc.                   | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | Wilhelm Construction & Development Inc         | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| General Contractor | Blue Line Builders, Inc.                       | Santee                  | Intelligent Office | Prospect Call | 11/12/2019    |
| General Contractor | Action Contracting Services, Inc.              | Oceanside               | Intelligent Office | Prospect Call | 10/10/2019    |
| General Contractor | David E Glenn Construction                     | Mira Loma               | Intelligent Office | Prospect Call | 10/4/2019     |



| Location Type      | Location: Name                           | Physical Address - City | Performed By       | Subject       | Activity Date |
|--------------------|--|-------------------------|--------------------|---------------|---------------|
| General Contractor | Lua's Building Services, Inc.            | Santa Clara             | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | J. R. Conkey & Associates, Inc.          | Roseville               | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | Dimaggio Maintenance, Inc.               | Oceanside               | Intelligent Office | Prospect Call | 10/10/2019    |
| General Contractor | Back's Construction, Inc.                | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| General Contractor | Cjr Builders, Inc.                       | Placentia               | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Delta Builders                           | San Francisco           | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | Ej Williams Construction                 | Stockton                | Intelligent Office | Prospect Call | 11/14/2019    |
| General Contractor | Red One - Psi, Joint Venture, LLC        | Visalia                 | Intelligent Office | Prospect Call | 11/21/2019    |
| General Contractor | Contracting Concepts Inc                 | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| General Contractor | Cal Pac Contractors, Inc.                | Pasadena                | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Phillips General Construction            | Modesto                 | Intelligent Office | Prospect Call | 10/4/2019     |
| General Contractor | Southland Construction Management Inc.   | Pleasanton              | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Legion Construction, Inc.                | San Ramon               | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | Clendenin Bros Inc                       | Merced                  | Intelligent Office | Prospect Call | 10/4/2019     |
| General Contractor | Gms Construction, Inc                    | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| General Contractor | Pbm Construction, Inc.                   | Rocklin                 | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | Urban Driver LLC                         | Pasadena                | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Landmark Builders Inc.                   | San Jose                | Intelligent Office | Prospect Call | 11/4/2019     |
| General Contractor | Ron Paris Construction Co Inc            | Santa Clara             | Intelligent Office | Prospect Call | 11/6/2019     |
| General Contractor | California Building Structures, Inc.     | Modesto                 | Intelligent Office | Prospect Call | 10/4/2019     |
| General Contractor | Campanelli & Associates Corporation, Ltd | Santa Barbara           | Intelligent Office | Prospect Call | 11/5/2019     |



| Location Type      | Location: Name                        | Physical Address - City | Performed By       | Subject       | Activity Date |
|--------------------|---------------------------------------|-------------------------|--------------------|---------------|---------------|
| General Contractor | Broughton Construction Inc.           | Rancho Cucamonga        | Intelligent Office | Prospect Call | 10/17/2019    |
| General Contractor | Poelman Construction, Inc.            | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | Bmp Solutions                         | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| General Contractor | Philco Construction, Inc.             | Orange                  | Intelligent Office | Prospect Call | 10/14/2019    |
| General Contractor | Lifetime Industries, Inc              | Redlands                | Intelligent Office | Prospect Call | 10/17/2019    |
| General Contractor | Souza And Souza Construction, Inc.    | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| General Contractor | Grand American, Inc                   | Santa Monica            | Intelligent Office | Prospect Call | 11/12/2019    |
| General Contractor | David Scarry Construction Co          | San Luis Obispo         | Intelligent Office | Prospect Call | 11/5/2019     |
| General Contractor | L. M. Combs Construction, Inc.        | Shingle Springs         | Intelligent Office | Prospect Call | 11/13/2019    |
| General Contractor | Nibbi Bros. Inc.                      | San Francisco           | Intelligent Office | Prospect Call | 10/30/2019    |
| General Contractor | Harry H. Joh Construction Inc         | Paramount               | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Dynasty Unlimited Inc                 | Torrance                | Intelligent Office | Prospect Call | 11/19/2019    |
| General Contractor | R T Maher Construction                | Merced                  | Intelligent Office | Prospect Call | 10/3/2019     |
| General Contractor | Morning Star Builders, Inc.           | Mira Loma               | Intelligent Office | Prospect Call | 10/4/2019     |
| General Contractor | Pace Performance Construction, Inc.   | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |
| General Contractor | J & E Custom Home Designs Inc.        | Norwalk                 | Intelligent Office | Prospect Call | 10/9/2019     |
| General Contractor | Schultz Construction Inc              | Santa Cruz              | Intelligent Office | Prospect Call | 11/12/2019    |
| General Contractor | Balliet Bros. Construction Corp.      | South San Francisco     | Intelligent Office | Prospect Call | 11/13/2019    |
| General Contractor | Seals/Biehle, Inc.                    | Visalia                 | Intelligent Office | Prospect Call | 11/21/2019    |
| General Contractor | Robert L. Reeves Construction Company | Paramount               | Intelligent Office | Prospect Call | 10/16/2019    |
| General Contractor | Headwaters Construction Inc           | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |



| Location Type         | Location: Name                      | Physical Address - City | Performed By       | Subject       | Activity Date |
|-----------------------|-------------------------------------|-------------------------|--------------------|---------------|---------------|
| General Contractor    | Accurate Construction Company Inc   | San Dimas               | Intelligent Office | Prospect Call | 10/29/2019    |
| Demolition Contractor | West Coast Demolition, Inc.         | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |
| Demolition Contractor | Hance Demolition Inc                | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| Demolition Contractor | Creative Dirt & Demolition          | Yorba Linda             | Intelligent Office | Prospect Call | 11/26/2019    |
| Demolition Contractor | Rose Demolition Experts             | San Jose                | Intelligent Office | Prospect Call | 11/4/2019     |
| Demolition Contractor | Demolition King Inc                 | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |
| Demolition Contractor | Oscar The Groucho Hauling           | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| Demolition Contractor | Watkins Bobcat Service              | San Jose                | Intelligent Office | Prospect Call | 11/4/2019     |
| Demolition Contractor | Rimshot Demolition, Inc.            | Yorba Linda             | Intelligent Office | Prospect Call | 11/26/2019    |
| Demolition Contractor | Force Environmental, Inc.           | Murrieta                | Intelligent Office | Prospect Call | 10/8/2019     |
| Demolition Contractor | Inland Contractors, Inc.            | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| Demolition Contractor | S Lucille Piro Demolition           | Rolling Hills Estates   | Intelligent Office | Prospect Call | 10/23/2019    |
| Demolition Contractor | South County Hauling & Services Inc | San Juan Capistrano     | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Cr Nevers Demolition                | Oroville                | Intelligent Office | Prospect Call | 10/14/2019    |
| Demolition Contractor | J J Hawling Demolition              | Richmond                | Intelligent Office | Prospect Call | 10/22/2019    |
| Demolition Contractor | Fontana Demolition                  | Ontario                 | Intelligent Office | Prospect Call | 10/11/2019    |
| Demolition Contractor | Lam Demolition                      | Pasadena                | Intelligent Office | Prospect Call | 10/16/2019    |
| Demolition Contractor | Velrio Demolition                   | Temecula                | Intelligent Office | Prospect Call | 11/18/2019    |
| Demolition Contractor | F C G Demolition Services           | West Covina             | Intelligent Office | Prospect Call | 11/25/2019    |
| Demolition Contractor | Burns Demolition                    | Middletown              | Intelligent Office | Prospect Call | 10/4/2019     |
| Demolition Contractor | Vargas Demolition                   | San Jose                | Intelligent Office | Prospect Call | 11/4/2019     |



| Location Type         | Location: Name                         | Physical Address - City | Performed By       | Subject       | Activity Date |
|-----------------------|--|-------------------------|--------------------|---------------|---------------|
| Demolition Contractor | Beyond Waste Inc                       | Santa Rosa              | Intelligent Office | Prospect Call | 11/12/2019    |
| Demolition Contractor | Northwest Demolition Inc               | San Francisco           | Intelligent Office | Prospect Call | 10/30/2019    |
| Demolition Contractor | Jts Demolition                         | Yorba Linda             | Intelligent Office | Prospect Call | 11/26/2019    |
| Demolition Contractor | RAD Demolition Inc A Californi         | Rialto                  | Intelligent Office | Prospect Call | 10/22/2019    |
| Demolition Contractor | Sjc Insulation And Demolition Inc.     | Ridgecrest              | Intelligent Office | Prospect Call | 10/22/2019    |
| Demolition Contractor | Mc Cormick-Demcon Inc                  | Santa Maria             | Intelligent Office | Prospect Call | 11/12/2019    |
| Demolition Contractor | Coronel Demolition Inc                 | Moreno Valley           | Intelligent Office | Prospect Call | 10/4/2019     |
| Demolition Contractor | Lopez Demolition Haulins               | Los Angeles             | Intelligent Office | Prospect Call | 10/3/2019     |
| Demolition Contractor | Pacific Demolition & Environmental Inc | Oceanside               | Intelligent Office | Prospect Call | 10/11/2019    |
| Demolition Contractor | Demolition Management Group, Inc.      | Orinda                  | Intelligent Office | Prospect Call | 10/14/2019    |
| Demolition Contractor | Sal & Sons Demolition                  | Los Angeles             | Intelligent Office | Prospect Call | 10/3/2019     |
| Demolition Contractor | Tom Of The Line Demolition Inc         | Tarzana                 | Intelligent Office | Prospect Call | 11/18/2019    |
| Demolition Contractor | Elite Demolition                       | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| Demolition Contractor | Atlas Demolition                       | San Mateo               | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Marquez Demolition Inc                 | Pacoima                 | Intelligent Office | Prospect Call | 10/14/2019    |
| Demolition Contractor | Demolition LLC                         | Mission Hills           | Intelligent Office | Prospect Call | 10/4/2019     |
| Demolition Contractor | Bart Dixons Bobcat Services Inc        | Vista                   | Intelligent Office | Prospect Call | 11/21/2019    |
| Demolition Contractor | Ace A Willkom/ Joint Venture           | Spring Valley           | Intelligent Office | Prospect Call | 11/14/2019    |
| Demolition Contractor | Delta Demolition Services Inc          | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| Demolition Contractor | Fahy Demolition                        | San Rafael              | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Active Demolition & Land               | Rialto                  | Intelligent Office | Prospect Call | 10/22/2019    |





| Location Type         | Location: Name                          | Physical Address - City | Performed By       | Subject       | Activity Date |
|-----------------------|---|-------------------------|--------------------|---------------|---------------|
| Demolition Contractor | Ortiz Demolition Incorporated           | Ontario                 | Intelligent Office | Prospect Call | 10/11/2019    |
| Demolition Contractor | All We Haul                             | Santa Maria             | Intelligent Office | Prospect Call | 11/12/2019    |
| Demolition Contractor | Renovo Demolition, Inc.                 | Stockton                | Intelligent Office | Prospect Call | 11/14/2019    |
| Demolition Contractor | Matson Construction Service             | Whittier                | Intelligent Office | Prospect Call | 11/25/2019    |
| Demolition Contractor | Akana's Demolition & Handy Works        | Stanton                 | Intelligent Office | Prospect Call | 11/14/2019    |
| Demolition Contractor | Universal Demolition Services Inc       | Sylmar                  | Intelligent Office | Prospect Call | 11/14/2019    |
| Demolition Contractor | Break It Down Demo Inc.                 | South El Monte          | Intelligent Office | Prospect Call | 11/13/2019    |
| Demolition Contractor | Gabis Hauling Service                   | Valley Village          | Intelligent Office | Prospect Call | 11/20/2019    |
| Demolition Contractor | John's Demolition Services              | Santa Ana               | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Calif. Industries Inc.                  | Ventura                 | Intelligent Office | Prospect Call | 11/20/2019    |
| Demolition Contractor | Huizar Demolition                       | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| Demolition Contractor | Visalia Demolition & Saw Cutting        | Visalia                 | Intelligent Office | Prospect Call | 11/21/2019    |
| Demolition Contractor | Tw Construction                         | Stanton                 | Intelligent Office | Prospect Call | 11/14/2019    |
| Demolition Contractor | Armies Demolition Grading               | Wildomar                | Intelligent Office | Prospect Call | 11/25/2019    |
| Demolition Contractor | Rv Demolition                           | Vallejo                 | Intelligent Office | Prospect Call | 11/20/2019    |
| Demolition Contractor | Advanced Demolition & Material Recovery | Royal Oaks              | Intelligent Office | Prospect Call | 10/23/2019    |
| Demolition Contractor | Smi Demolition                          | San Pablo               | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Cal Nor Demolition Inc                  | San Jose                | Intelligent Office | Prospect Call | 11/4/2019     |
| Demolition Contractor | Douglas Harpel Jr Demolition            | Oceanside               | Intelligent Office | Prospect Call | 10/11/2019    |
| Demolition Contractor | Saenz Enterprises                       | Modesto                 | Intelligent Office | Prospect Call | 10/4/2019     |
| Demolition Contractor | California Brothers Demolition          | Rancho Cucamonga        | Intelligent Office | Prospect Call | 10/17/2019    |



| Location Type         | Location: Name                  | Physical Address - City | Performed By       | Subject       | Activity Date |
|-----------------------|---------------------------------|-------------------------|--------------------|---------------|---------------|
| Demolition Contractor | Desert Tan Inc                  | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| Demolition Contractor | Fenix Demolition Company        | West Covina             | Intelligent Office | Prospect Call | 11/25/2019    |
| Demolition Contractor | Breaking Power & Demolition     | San Gabriel             | Intelligent Office | Prospect Call | 10/30/2019    |
| Demolition Contractor | Millennium Demolition Inc.      | Los Angeles             | Intelligent Office | Prospect Call | 10/3/2019     |
| Demolition Contractor | Demolition Services             | Moreno Valley           | Intelligent Office | Prospect Call | 10/8/2019     |
| Demolition Contractor | Showtime Demolition             | Torrance                | Intelligent Office | Prospect Call | 11/19/2019    |
| Demolition Contractor | Ss Demolition Inc               | San Jose                | Intelligent Office | Prospect Call | 11/4/2019     |
| Demolition Contractor | Gonzalez Concrete Demolition    | San Juan Capistrano     | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Indys Demolition                | South Pasadena          | Intelligent Office | Prospect Call | 11/13/2019    |
| Demolition Contractor | Sierra Demolition Services      | Palmdale                | Intelligent Office | Prospect Call | 10/16/2019    |
| Demolition Contractor | R B Holt Inc                    | San Juan Capistrano     | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Mafi Weather Demolition         | Union City              | Intelligent Office | Prospect Call | 11/19/2019    |
| Demolition Contractor | Pacific Blue Demolition, Inc.   | San Leandro             | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | A T I                           | Palo Alto               | Intelligent Office | Prospect Call | 10/16/2019    |
| Demolition Contractor | Demo Dogs Demolition            | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| Demolition Contractor | Wright Sawing & Breaking        | Ventura                 | Intelligent Office | Prospect Call | 11/20/2019    |
| Demolition Contractor | J C Hoover Wrecking             | Sylmar                  | Intelligent Office | Prospect Call | 11/14/2019    |
| Demolition Contractor | Crw Services                    | San Jose                | Intelligent Office | Prospect Call | 11/4/2019     |
| Demolition Contractor | Rick's Demolition               | Tracy                   | Intelligent Office | Prospect Call | 11/19/2019    |
| Demolition Contractor | Lbs Deconstruction & Demolition | Stockton                | Intelligent Office | Prospect Call | 11/14/2019    |
| Demolition Contractor | Lopez Demolition                | Vista                   | Intelligent Office | Prospect Call | 11/21/2019    |



| Location Type         | Location: Name                           | Physical Address - City | Performed By       | Subject       | Activity Date |
|-----------------------|--|-------------------------|--------------------|---------------|---------------|
| Demolition Contractor | Eladio's Demolition                      | San Ysidro              | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Rapid Fire Demolition Inc                | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| Demolition Contractor | Southwest Hazard Control, Inc.           | San Leandro             | Intelligent Office | Miss You Call | 12/9/2019     |
| Demolition Contractor | Northstar Contracting Group, Inc.        | Santa Fe Springs        | Intelligent Office | Prospect Call | 11/12/2019    |
| Demolition Contractor | Cleveland Wrecking Company               | Orange                  | Intelligent Office | Prospect Call | 10/14/2019    |
| Demolition Contractor | Northstar Demolition And Remediation, Lp | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| Demolition Contractor | A Twister                                | Van Nuys                | Intelligent Office | Prospect Call | 11/20/2019    |
| Demolition Contractor | A.D.A. Demolition, Inc.                  | San Jose                | Intelligent Office | Prospect Call | 11/4/2019     |
| Demolition Contractor | Ace Demolition Corp                      | Reseda                  | Intelligent Office | Prospect Call | 10/22/2019    |
| Demolition Contractor | Ace Demolition Corporation               | Reseda                  | Intelligent Office | Prospect Call | 10/22/2019    |
| Demolition Contractor | Advanced Demolition, Inc.                | Van Nuys                | Intelligent Office | Prospect Call | 11/20/2019    |
| Demolition Contractor | Advantage Demolition & Grading Inc       | Winnetka                | Intelligent Office | Prospect Call | 11/25/2019    |
| Demolition Contractor | Ahtna Government Services Corporation    | West Sacramento         | Intelligent Office | Prospect Call | 11/25/2019    |
| Demolition Contractor | Aj & Company Demolition Inc.             | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| Demolition Contractor | All-Cal Demolition                       | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |
| Demolition Contractor | Allied Demolition Services               | Walnut Creek            | Intelligent Office | Prospect Call | 11/25/2019    |
| Demolition Contractor | Alpine Demolition Company                | Sacramento              | Intelligent Office | Prospect Call | 10/23/2019    |
| Demolition Contractor | American Wrecking Inc.                   | South El Monte          | Intelligent Office | Prospect Call | 11/13/2019    |
| Demolition Contractor | Amezcuca Loader Service                  | South Gate              | Intelligent Office | Prospect Call | 11/13/2019    |
| Demolition Contractor | Ampco North, Inc.                        | San Jose                | Intelligent Office | Prospect Call | 11/4/2019     |
| Demolition Contractor | B. L. Price Co., Inc.                    | Valencia                | Intelligent Office | Prospect Call | 11/19/2019    |



| Location Type         | Location: Name                          | Physical Address - City | Performed By             | Subject       | Activity Date |
|-----------------------|---|-------------------------|--------------------------|---------------|---------------|
| Demolition Contractor | B.H.L. Industries Incorporated          | Lynwood                 | Intelligent Office       | Prospect Call | 10/3/2019     |
| Demolition Contractor | Bay Cities Services                     | Santa Cruz              | Intelligent Office       | Prospect Call | 11/12/2019    |
| Demolition Contractor | Bayline Demolition Inc                  | Rocklin                 | Intelligent Office       | Prospect Call | 10/23/2019    |
| Demolition Contractor | Beckco Inc                              | Pomona                  | Intelligent Office       | Prospect Call | 10/16/2019    |
| Demolition Contractor | Brannon Corporation                     | San Jose                | Intelligent Office       | Prospect Call | 11/4/2019     |
| Demolition Contractor | Buccaneer Demolition, Inc.              | San Jose                | Intelligent Office       | Prospect Call | 11/4/2019     |
| Demolition Contractor | California Land Clearing Inc            | Ventura                 | Intelligent Office       | Prospect Call | 11/20/2019    |
| Demolition Contractor | Casper Company                          | Spring Valley           | Intelligent Office       | Prospect Call | 11/14/2019    |
| Demolition Contractor | Central City Wrecking, Inc.             | Riverside               | Intelligent Office       | Prospect Call | 10/22/2019    |
| Demolition Contractor | Cleveland Wrecking Company (Orange, Ca) | Orange                  | Intelligent Office       | Prospect Call | 10/14/2019    |
| Demolition Contractor | Coleman Environmental Engineering, Inc. | Upper Lake              | Intelligent Office       | Prospect Call | 11/19/2019    |
| Demolition Contractor | CVE Demolition, Inc.                    | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| Demolition Contractor | CVE Demolition, Inc.                    | Fresno                  | Intelligent Office       | Miss You Call | 12/9/2019     |
| Demolition Contractor | D & D Demolition Incorporated           | Westminster             | Intelligent Office       | Prospect Call | 11/25/2019    |
| Demolition Contractor | D M L J Inc                             | Ventura                 | Intelligent Office       | Prospect Call | 11/20/2019    |
| Demolition Contractor | Dakeno, Inc.                            | Riverside               | Intelligent Office       | Prospect Call | 10/22/2019    |
| Demolition Contractor | Darco Engineering, Inc.                 | Santa Fe Springs        | Intelligent Office       | Prospect Call | 11/12/2019    |
| Demolition Contractor | DeKay Demolition And Clearing, Inc.     | Oakland                 | Intelligent Office       | Prospect Call | 10/10/2019    |
| Demolition Contractor | Deming's Demolition & Excavating        | Sonoma                  | Intelligent Office       | Prospect Call | 11/13/2019    |
| Demolition Contractor | Demo Masters, Inc.                      | Oakland                 | Intelligent Office       | Prospect Call | 10/10/2019    |
| Demolition Contractor | Demo Plus                               | Temecula                | Intelligent Office       | Prospect Call | 11/18/2019    |



| Location Type         | Location: Name                       | Physical Address - City | Performed By       | Subject       | Activity Date |
|-----------------------|--------------------------------------|-------------------------|--------------------|---------------|---------------|
| Demolition Contractor | Dig & Demo                           | Los Angeles             | Intelligent Office | Prospect Call | 10/3/2019     |
| Demolition Contractor | Dirt Masters General Engineering     | Santa Clarita           | Intelligent Office | Prospect Call | 11/6/2019     |
| Demolition Contractor | Doja, Inc.                           | Ontario                 | Intelligent Office | Prospect Call | 10/11/2019    |
| Demolition Contractor | Donald Ronco                         | Santa Ana               | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Dunn Demolition                      | Santa Barbara           | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Enervex Northern Ca                  | Redwood City            | Intelligent Office | Prospect Call | 10/17/2019    |
| Demolition Contractor | Environmental Construction Group     | Signal Hill             | Intelligent Office | Prospect Call | 11/13/2019    |
| Demolition Contractor | Ferma Corporation                    | Mountain View           | Intelligent Office | Prospect Call | 10/8/2019     |
| Demolition Contractor | Fisk Demolition, Inc.                | Valley Springs          | Intelligent Office | Prospect Call | 11/20/2019    |
| Demolition Contractor | G.D. Heil, Inc.                      | Placentia               | Intelligent Office | Prospect Call | 10/16/2019    |
| Demolition Contractor | Gabel's Hauling And Demolition, Inc. | Redding                 | Intelligent Office | Prospect Call | 10/17/2019    |
| Demolition Contractor | Gas Demolition                       | Los Angeles             | Intelligent Office | Prospect Call | 10/3/2019     |
| Demolition Contractor | Go Green Demolition                  | Oakland                 | Intelligent Office | Prospect Call | 10/10/2019    |
| Demolition Contractor | Golden Gate Tank Removal, Inc.       | San Francisco           | Intelligent Office | Prospect Call | 10/30/2019    |
| Demolition Contractor | Goodlife Inc                         | Santa Ana               | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | H L Sweatt Inc                       | San Jose                | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Horizons West                        | Winchester              | Intelligent Office | Prospect Call | 11/25/2019    |
| Demolition Contractor | In & Out Removl                      | Pomona                  | Intelligent Office | Prospect Call | 10/16/2019    |
| Demolition Contractor | Inner City Demolition, Inc           | Oakland                 | Intelligent Office | Prospect Call | 10/10/2019    |
| Demolition Contractor | Instant Junk Removal And Demolition  | Tarzana                 | Intelligent Office | Prospect Call | 11/18/2019    |
| Demolition Contractor | Interior Demolition, Inc.            | Montrose                | Intelligent Office | Prospect Call | 10/4/2019     |



| Location Type         | Location: Name                        | Physical Address - City | Performed By       | Subject       | Activity Date |
|-----------------------|---------------------------------------|-------------------------|--------------------|---------------|---------------|
| Demolition Contractor | Interior Removal Specialist, Inc.     | South Gate              | Intelligent Office | Prospect Call | 11/13/2019    |
| Demolition Contractor | J & G Industries Inc                  | Westminster             | Intelligent Office | Prospect Call | 11/25/2019    |
| Demolition Contractor | J And J Removal, Inc.                 | Manteca                 | Intelligent Office | Prospect Call | 10/3/2019     |
| Demolition Contractor | J B W Demolition                      | Trabuco Canyon          | Intelligent Office | Prospect Call | 11/19/2019    |
| Demolition Contractor | J Vland Clearing Company Inc          | San Dimas               | Intelligent Office | Prospect Call | 10/29/2019    |
| Demolition Contractor | Jdl Environmental Demolition Services | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| Demolition Contractor | Jeff Penn Services, Inc.              | Westminster             | Intelligent Office | Prospect Call | 11/25/2019    |
| Demolition Contractor | Jimenez Demolition, Inc.              | Los Angeles             | Intelligent Office | Prospect Call | 10/3/2019     |
| Demolition Contractor | Kriley Exca-Break                     | Redlands                | Intelligent Office | Prospect Call | 10/17/2019    |
| Demolition Contractor | Magnum Land Clearing, Inc             | Sylmar                  | Intelligent Office | Prospect Call | 11/14/2019    |
| Demolition Contractor | Marcan Enterprise Inc.                | Redwood City            | Intelligent Office | Prospect Call | 10/17/2019    |
| Demolition Contractor | Marquez Demolition                    | San Fernando            | Intelligent Office | Prospect Call | 10/29/2019    |
| Demolition Contractor | Martins Salvage                       | Los Angeles             | Intelligent Office | Prospect Call | 10/3/2019     |
| Demolition Contractor | Metro Hardscape Inc                   | San Jose                | Intelligent Office | Prospect Call | 11/4/2019     |
| Demolition Contractor | National Demolition Contractors       | San Pedro               | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Nsm Recycling, Inc.                   | Wasco                   | Intelligent Office | Prospect Call | 11/25/2019    |
| Demolition Contractor | Orange County Demolition              | Placentia               | Intelligent Office | Prospect Call | 10/16/2019    |
| Demolition Contractor | Ortiz Demolition Inc                  | Ontario                 | Intelligent Office | Prospect Call | 10/11/2019    |
| Demolition Contractor | P and P Building Wrecking Inc.        | Sacramento              | Intelligent Office | Prospect Call | 10/24/2019    |
| Demolition Contractor | Pacific Structural Corp               | Petaluma                | Intelligent Office | Prospect Call | 10/16/2019    |
| Demolition Contractor | Precise Demolition                    | San Bernardino          | Intelligent Office | Prospect Call | 10/24/2019    |





| Location Type         | Location: Name                                 | Physical Address - City | Performed By       | Subject       | Activity Date |
|-----------------------|--|-------------------------|--------------------|---------------|---------------|
| Demolition Contractor | Precision Demolition Inc                       | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| Demolition Contractor | Primoris                                       | Rancho Cordova          | Intelligent Office | Prospect Call | 10/17/2019    |
| Demolition Contractor | Quality Wrecking & Demolition Co               | Sylmar                  | Intelligent Office | Prospect Call | 11/14/2019    |
| Demolition Contractor | Qwest Engineering, Inc.                        | Tustin                  | Intelligent Office | Prospect Call | 11/19/2019    |
| Demolition Contractor | Richter Engineering                            | Ontario                 | Intelligent Office | Prospect Call | 10/11/2019    |
| Demolition Contractor | Seca Equipment Removal & Dismantle, Inc        | Modesto                 | Intelligent Office | Prospect Call | 10/4/2019     |
| Demolition Contractor | Silicon Valley Demolition, Inc.                | San Jose                | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Silverado Contractors, Inc.                    | Oakland                 | Intelligent Office | Prospect Call | 10/10/2019    |
| Demolition Contractor | Southwest Hauling, Disposal & Demolition, Inc. | Manhattan Beach         | Intelligent Office | Prospect Call | 10/3/2019     |
| Demolition Contractor | Stomper Co Inc.                                | Newark                  | Intelligent Office | Prospect Call | 10/8/2019     |
| Demolition Contractor | Styles Excavating & Demo                       | Roseville               | Intelligent Office | Prospect Call | 10/23/2019    |
| Demolition Contractor | T N T Demolition Inc                           | San Carlos              | Intelligent Office | Prospect Call | 10/24/2019    |
| Demolition Contractor | T&M Projects, Inc.                             | San Pedro               | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | T4 Company                                     | Oakland                 | Intelligent Office | Prospect Call | 10/10/2019    |
| Demolition Contractor | Tcb Demolition Inc.                            | Millbrae                | Intelligent Office | Prospect Call | 10/4/2019     |
| HVAC Contractor       | A C S  |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| Demolition Contractor | Team Demolition, Inc.                          | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| Demolition Contractor | The Lane Company                               | Whittier                | Intelligent Office | Prospect Call | 11/25/2019    |
| Demolition Contractor | Three D Service Company, Inc.                  | Pomona                  | Intelligent Office | Prospect Call | 10/16/2019    |
| Demolition Contractor | Tight Quarters, Inc.                           | Santa Ana               | Intelligent Office | Prospect Call | 11/5/2019     |
| Demolition Contractor | Tnt Demolition, Inc.                           | San Carlos              | Intelligent Office | Prospect Call | 10/24/2019    |



| Location Type         | Location: Name                                     | Physical Address - City | Performed By       | Subject       | Activity Date |
|-----------------------|--|-------------------------|--------------------|---------------|---------------|
| Demolition Contractor | Two Rivers Demolition, Inc.                        | Rancho Cordova          | Intelligent Office | Prospect Call | 10/17/2019    |
| Demolition Contractor | Ultimate Removal, Inc.                             | Pomona                  | Intelligent Office | Prospect Call | 10/16/2019    |
| Demolition Contractor | Vs Demolition Incor                                | Santa Cruz              | Intelligent Office | Prospect Call | 11/12/2019    |
| Demolition Contractor | W.C. Maloney, Inc.                                 | Stockton                | Intelligent Office | Prospect Call | 11/14/2019    |
| HVAC Contractor       | Lotshaw Air Conditioning Co                        | Riverside               | Intelligent Office | Prospect Call | 10/23/2019    |
| HVAC Contractor       | Montano, Inc.                                      | San Bernardino          | Intelligent Office | Prospect Call | 10/24/2019    |
| HVAC Contractor       | A/C Mechanical, Inc                                | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| HVAC Contractor       | Action Heating And Plumbing                        | Santa Rosa              | Intelligent Office | Prospect Call | 11/12/2019    |
| HVAC Contractor       | Air Concepts                                       | Placentia               | Intelligent Office | Prospect Call | 10/16/2019    |
| HVAC Contractor       | Air Conditioning Innovations                       | Milpitas                | Intelligent Office | Prospect Call | 10/4/2019     |
| Demolition Contractor | Western Blasting Technologies, Inc.                | Marysville              | Intelligent Office | Prospect Call | 10/3/2019     |
| Demolition Contractor | Westside Demolition, Inc.                          | Pomona                  | Intelligent Office | Prospect Call | 10/16/2019    |
| Demolition Contractor | Whitcore Concrete Cutting & Demolition Inc.        | Riverside               | Intelligent Office | Prospect Call | 10/23/2019    |
| Demolition Contractor | Zaccor Companies, Inc.                             | San Francisco           | Intelligent Office | Prospect Call | 10/30/2019    |
| HVAC Contractor       | Air Conditioning Systems                           |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| HVAC Contractor       | Air-Tro Inc.                                       | Monrovia                | Intelligent Office | Prospect Call | 10/4/2019     |
| HVAC Contractor       | Aire Serv Of Central Valley                        |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| HVAC Contractor       | Crocker Refrigeration                              | Santa Barbara           | Intelligent Office | Prospect Call | 11/5/2019     |
| HVAC Contractor       | Custom Mechanical Sales                            | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| HVAC Contractor       | Desert Air Conditioning                            | El Centro               | Intelligent Office | Miss You Call | 12/9/2019     |
| HVAC Contractor       | Dattilo's, Mark Heating And Air Conditioning, Inc. | San Bernardino          | Intelligent Office | Prospect Call | 10/24/2019    |



| Location Type   | Location: Name                   | Physical Address - City | Performed By       | Subject       | Activity Date |
|-----------------|----------------------------------|-------------------------|--------------------|---------------|---------------|
| HVAC Contractor | Airsmith                         | Sacramento              | Intelligent Office | Miss You Call | 12/5/2019     |
| HVAC Contractor | Aliso Air                        | Rancho Santa Margarita  | Intelligent Office | Prospect Call | 10/17/2019    |
| HVAC Contractor | All Air Appliance Masters        | Montclair               | Intelligent Office | Miss You Call | 12/5/2019     |
| HVAC Contractor | Air Zone Hvac                    | Modesto                 | Intelligent Office | Prospect Call | 10/4/2019     |
| HVAC Contractor | 20/20 Plumbing & Heating         | Riverside               | Intelligent Office | Prospect Call | 10/23/2019    |
| HVAC Contractor | As Hastings Inc                  | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| HVAC Contractor | Associated Heating               |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| HVAC Contractor | Astro Air Design                 |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| HVAC Contractor | B & L Mechanical Inc             |                         | Intelligent Office | Prospect Call | 11/27/2019    |
| HVAC Contractor | Circulating Air Inc.             | North Hollywood         | Intelligent Office | Prospect Call | 10/9/2019     |
| HVAC Contractor | Conditioned Aire                 | Northridge              | Intelligent Office | Prospect Call | 10/9/2019     |
| HVAC Contractor | Conejo Valley Heating & Air      | Newbury Park            | Intelligent Office | Prospect Call | 10/8/2019     |
| HVAC Contractor | Cool Air Solutions Inc.          | Temecula                | Intelligent Office | Prospect Call | 11/18/2019    |
| HVAC Contractor | E L Payne                        | Los Angeles             | Intelligent Office | Prospect Call | 10/3/2019     |
| HVAC Contractor | Harry Clark Plumbing             | Oakland                 | Intelligent Office | Miss You Call | 12/9/2019     |
| HVAC Contractor | O'Neil Recycling                 | San Jose                | Intelligent Office | Miss You Call | 12/5/2019     |
| HVAC Contractor | Jim's Heating & Air Conditioning | Valencia                | Intelligent Office | Prospect Call | 11/20/2019    |
| HVAC Contractor | K & S Air Conditioning, Inc.     | Orange                  | Intelligent Office | Prospect Call | 10/14/2019    |
| HVAC Contractor | Kahn Air Conditioning            | Northridge              | Intelligent Office | Prospect Call | 10/9/2019     |
| HVAC Contractor | Kaiser Ac & Sheet Metal          | Oxnard                  | Intelligent Office | Prospect Call | 10/14/2019    |
| HVAC Contractor | L & O Heating & Ac               | Simi Valley             | Intelligent Office | Prospect Call | 11/13/2019    |



| Location Type   | Location: Name                           | Physical Address - City | Performed By       | Subject       | Activity Date |
|-----------------|--|-------------------------|--------------------|---------------|---------------|
| HVAC Contractor | Mechanical System Contractors            | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| HVAC Contractor | Metro Tech                               | Pomona                  | Intelligent Office | Prospect Call | 10/17/2019    |
| HVAC Contractor | On Time Home Services                    | Temecula                | Intelligent Office | Miss You Call | 12/5/2019     |
| HVAC Contractor | Ontario Refrigeration                    | Ontario                 | Intelligent Office | Prospect Call | 10/11/2019    |
| HVAC Contractor | R K M Heating & Ac                       | Riverside               | Intelligent Office | Miss You Call | 12/9/2019     |
| HVAC Contractor | Reliance Home Service                    | Los Angeles             | Intelligent Office | Prospect Call | 10/3/2019     |
| HVAC Contractor | Right Time Riverside                     | Riverside               | Intelligent Office | Prospect Call | 10/22/2019    |
| HVAC Contractor | Rusher Air Conditioning                  | Torrance                | Intelligent Office | Prospect Call | 11/19/2019    |
| HVAC Contractor | S C V Climate Pros                       | Santa Clarita           | Intelligent Office | Prospect Call | 11/6/2019     |
| HVAC Contractor | Seaside Heating & Air Conditioning, Inc. | Oceanside               | Intelligent Office | Prospect Call | 10/11/2019    |
| HVAC Contractor | Select Acr Inc.                          | Riverside               | Intelligent Office | Prospect Call | 10/23/2019    |
| HVAC Contractor | Service Champions                        | Yorba Linda             | Intelligent Office | Prospect Call | 11/26/2019    |
| HVAC Contractor | Source Refrigeration                     | Rancho Cucamonga        | Intelligent Office | Prospect Call | 10/17/2019    |
| HVAC Contractor | Temperatures Unlimited                   | Valencia                | Intelligent Office | Prospect Call | 11/20/2019    |
| HVAC Contractor | Vics Air Conditioning, Inc.              | Palms                   | Intelligent Office | Prospect Call | 10/16/2019    |
| HVAC Contractor | We Care Heating & Air Conditioning       | Murrieta                | Intelligent Office | Prospect Call | 10/8/2019     |
| HVAC Contractor | Westside Heating & Ac                    | Santa Monica            | Intelligent Office | Prospect Call | 11/12/2019    |
| HVAC Contractor | Wingate Mechanical                       | Riverside               | Intelligent Office | Prospect Call | 10/23/2019    |
| HVAC Contractor | Yantzer Brothers Air                     | Westlake Village        | Intelligent Office | Prospect Call | 11/25/2019    |
| HVAC Contractor | Your Energy Source                       | Rancho Cordova          | Intelligent Office | Miss You Call | 12/5/2019     |
| HVAC Contractor | Air Control Specialties, Inc.            | Ontario                 | Intelligent Office | Miss You Call | 12/9/2019     |



| Location Type   | Location: Name  | Physical Address - City | Performed By       | Subject       | Activity Date |
|-----------------|---|-------------------------|--------------------|---------------|---------------|
| HVAC Contractor | American Academic Alliance Of Advanced Airflow Associates, Inc. | Sacramento              | Intelligent Office | Prospect Call | 10/24/2019    |
| HVAC Contractor | Blaine, Inc.  | Merced                  | Intelligent Office | Prospect Call | 10/4/2019     |
| HVAC Contractor | Castorina Heating & Sheetmetal                                  | Seaside                 | Intelligent Office | Prospect Call | 11/12/2019    |
| HVAC Contractor | Climate Control, Inc  | Sacramento              | Intelligent Office | Prospect Call | 10/24/2019    |
| HVAC Contractor | Coachella Climate Control Inc                                   | Thousand Palms          | Intelligent Office | Prospect Call | 11/19/2019    |
| HVAC Contractor | Comfort Energy, Inc.  | Milpitas                | Intelligent Office | Prospect Call | 10/4/2019     |
| HVAC Contractor | Complete Comfort, Inc.  | Redding                 | Intelligent Office | Prospect Call | 10/17/2019    |
| HVAC Contractor | Davidson's Air Conditioning And Heating, Inc                    | San Bernardino          | Intelligent Office | Prospect Call | 10/24/2019    |
| HVAC Contractor | Dcs Heating & Air Conditioning, Inc.                            | Thousand Palms          | Intelligent Office | Prospect Call | 11/19/2019    |
| HVAC Contractor | Environmental Mechanical Services, Inc.                         | Stockton                | Intelligent Office | Prospect Call | 11/14/2019    |
| HVAC Contractor | Frank M Booth Inc   | South San Francisco     | Intelligent Office | Prospect Call | 11/14/2019    |
| HVAC Contractor | Gabriel Carini Heating & Air Condition                          | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| HVAC Contractor | Graves Heating & Air Conditioning Service Company               | Santa Fe Springs        | Intelligent Office | Prospect Call | 11/12/2019    |
| HVAC Contractor | Guthrie And Sons  | San Diego               | Intelligent Office | Prospect Call | 10/29/2019    |
| HVAC Contractor | Indoor Air Design Inc   | San Jose                | Intelligent Office | Prospect Call | 11/5/2019     |
| HVAC Contractor | Kevin Kingsbury   | Oxnard                  | Intelligent Office | Prospect Call | 10/14/2019    |
| HVAC Contractor | Moore Heating & Air Conditioning                                | Santa Rosa              | Intelligent Office | Prospect Call | 11/12/2019    |
| HVAC Contractor | Pacific Controls Engineering, Inc.                              | San Carlos              | Intelligent Office | Prospect Call | 10/24/2019    |
| HVAC Contractor | Paso Robles Heating And Air Conditioning, Inc.                  | Paso Robles             | Intelligent Office | Prospect Call | 10/16/2019    |



| Location Type   | Location: Name                                    | Physical Address - City | Performed By             | Subject       | Activity Date |
|-----------------|---|-------------------------|--------------------------|---------------|---------------|
| HVAC Contractor | Phil Carpenter's A C & Heating                    | Redding                 | Intelligent Office       | Prospect Call | 10/17/2019    |
| HVAC Contractor | Phil Finer Refrigeration & Air Conditioning, Inc. | Redwood City            | Intelligent Office       | Prospect Call | 10/17/2019    |
| HVAC Contractor | Powerhouse Solar Inc                              | Redding                 | Intelligent Office       | Prospect Call | 10/17/2019    |
| HVAC Contractor | R & R Heating & Air Conditioning Inc              | Redwood City            | Intelligent Office       | Prospect Call | 10/17/2019    |
| HVAC Contractor | Air One Air Conditioning Heating & Plumbing       | Colton                  | Intelligent Office       | Miss You Call | 12/5/2019     |
| HVAC Contractor | Aire Serv Of Greater Merced                       | Merced                  | Crossroad Services, Inc. | Site Visit    | 10/16/2019    |
| HVAC Contractor | Aire Serv Of Greater Merced                       | Merced                  | Intelligent Office       | Miss You Call | 12/5/2019     |
| HVAC Contractor | B&B's Heating And Air Conditioning, Inc.          | Stockton                | Intelligent Office       | Prospect Call | 11/14/2019    |
| HVAC Contractor | Delta Gold Heating & Air Inc.                     | Stockton                | Intelligent Office       | Miss You Call | 12/9/2019     |
| Wholesaler      | Hajoca - Fresno                                   | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler      | Fresno Winnelson Co.                              | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler      | Hajoca - Visalia                                  | Visalia                 | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler      | Stockton Windustrial Co.                          | Stockton                | Crossroad Services, Inc. | Site Visit    | 10/21/2019    |
| Wholesaler      | Bakersfield Winnelson Co.                         | Bakersfield             | Crossroad Services, Inc. | Site Visit    | 10/30/2019    |
| Wholesaler      | Modesto Windustrial Co.                           | Modesto                 | Crossroad Services, Inc. | Site Visit    | 10/23/2019    |
| School District | Parlier Unified School District                   | Parlier                 | Crossroad Services, Inc. | Site Visit    | 11/7/2019     |
| Retailer        | Markus Supply Ace Hardware                        | Oakland                 | Intelligent Office       | Miss You Call | 12/5/2019     |
| Retailer        | K & L Hardware                                    | San Bernardino          | Intelligent Office       | Miss You Call | 12/11/2019    |
| Retailer        | Sanger Nursery & Hardware                         | Sanger                  | Crossroad Services, Inc. | Site Visit    | 11/7/2019     |
| Retailer        | Sanger Nursery & Hardware                         | Sanger                  | Intelligent Office       | Miss You Call | 12/11/2019    |
| Retailer        | Oakdale Ace Hardware                              | Oakdale                 | Crossroad Services, Inc. | Site Visit    | 10/22/2019    |





| Location Type   | Location: Name                 | Physical Address - City | Performed By             | Subject       | Activity Date |
|-----------------|--------------------------------|-------------------------|--------------------------|---------------|---------------|
| Retailer        | Oakdale Ace Hardware           | Oakdale                 | Intelligent Office       | Miss You Call | 12/11/2019    |
| Retailer        | Van's Ace Hardware             | Tracy                   | Intelligent Office       | Miss You Call | 12/11/2019    |
| HVAC Contractor | Optima Energy Inc.             | Gardena                 | Intelligent Office       | Miss You Call | 12/9/2019     |
| Wholesaler      | Dancool Hvac Supply            | Canoga Park             | Intelligent Office       | Miss You Call | 12/11/2019    |
| Wholesaler      | Dancool Hvac Supply            | El Monte                | Intelligent Office       | Miss You Call | 12/11/2019    |
| Retailer        | Encinal True Value Hardware    | Alameda                 | Intelligent Office       | Miss You Call | 12/11/2019    |
| Retailer        | Pastime Hardware               | El Cerrito              | Intelligent Office       | Miss You Call | 12/9/2019     |
| Retailer        | Saratoga Hardware              | Saratoga                | Intelligent Office       | Miss You Call | 12/9/2019     |
| Wholesaler      | Hirsch Pipe & Supply Co., Inc. | Garden Grove            | Intelligent Office       | Miss You Call | 12/5/2019     |
| Retailer        | Mckinleyville Ace Hardware     | McKinleyville           | Intelligent Office       | Miss You Call | 12/11/2019    |
| Wholesaler      | Lennox Stores                  | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Wholesaler      | Goodman Distribution           | McClellan               | Intelligent Office       | Miss You Call | 12/27/2019    |
| Retailer        | Ace Hardware Store             | Gridley                 | Intelligent Office       | Miss You Call | 12/27/2019    |
| HHW             | County Of Fresno               | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |
| Other           | Harlan Moore                   | Visalia                 | Crossroad Services, Inc. | Site Visit    | 10/15/2019    |
| Retailer        | Rodeo True Value Hardware      | Rodeo                   | Intelligent Office       | Miss You Call | 12/9/2019     |
| Retailer        | Richland Ace Hardware          | Ceres                   | Crossroad Services, Inc. | Site Visit    | 10/22/2019    |
| Retailer        | Lowe's                         | Fresno                  | Crossroad Services, Inc. | Site Visit    | 10/14/2019    |

