



VIA ELECTRONIC MAIL

July 30, 2021

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

SUBMISSION OF QUARTERLY REPORT; Consent Order Item B-1.6

Dear Mr. Lorentzen,

The following quarterly report for Q2 2021 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 23 signatories of the Consent Order listed below (note, Sears Holdings is no longer part of TRC).

If you have any questions regarding this submission, please feel free to contact me at [sgroner@sga-inc.net](mailto:sgroner@sga-inc.net) or you can reach me by phone at (562) 597-0205.

Regards,

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

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**(23) 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  
STLPC Corporation (f/k/a Lux Products Corporation)  
Thomas & Betts Corporation  
Trane Residential Systems  
Uponor, Inc.  
Valliant Corporation  
W.W. Grainger  
White-Rodgers

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## Introduction & Summary

During the second quarter (April-June) of 2021 (Q2'21), the Thermostat Recycling Corporation (TRC), with the assistance of S. Groner Associates (SGA), implemented the following tasks from the DTSC-approved Outreach Plan and Pilot Plan as a part of the California TRC Program. The following report outlines the efforts undertaken during this quarter by audience.

As set forth in greater detail below, the total number of active collection bins in circulation in California increased between Q1'21 and Q2'21, from 1,620 to 1,626. These 6 new bins were placed with partners in the wholesaler and retail audiences. The number of bins returned declined for the first time since Q3'20, decreasing from 133 in Q1'21 to 100 in Q2'21. Most bins were returned by wholesalers (83), followed by contractors (9), HHW programs (7), and retailers (1). The proportion of bins returned out of all active bins - or 'bin return rate' - was 9.7%, which is just slightly lower than the average bin return rate to date (10.8%).

The number of thermostats collected in Q2'21 (2,541) slightly exceeds 2020's quarterly average (2,249). We collected 47 fewer thermostats this quarter compared to Q1'21. As in previous quarters, the bulk of thermostat collections occurred among the wholesaler audience (84%). The most notable increase in thermostats collected this quarter occurred in the contractor audience, rising from 200 in Q1'21 to 242 in Q2'21. Interestingly, the average number of thermostats collected per bin returned in the HHW audience also continues its growth trend, from 19 thermostats per bin in 2018, 2019, and 2020 to 27 thermostats per bin so far in 2021. Since its launch in 2017, the California TRC Program has collected 59,555 mercury-added thermostats- an average of 3,308 thermostats collected per quarter.

This quarter, SGA Marketing (SGA) developed and implemented a targeted outreach campaign across the audiences SGA oversees, which focused on placing bins in areas of California with below-average median household income<sup>1</sup> and low TRC collection bin density. The goal of this campaign was to place bins in areas that are more likely to have older infrastructure (as indicated by lower median household incomes) and to have at least 1 bin in each of California's counties. This targeted outreach campaign was implemented into General Outreach (HHW Programs, School Districts, Utility Companies, and Retail Stores) and Pilot Program (Schools Districts, Property Managers, and Utility Companies) audiences. Among the 14 California counties in the bottom 25% of median household income, SGA attempted outreach with 417 contacts, successfully contacted<sup>2</sup> 133 contacts, placed materials with 15 contacts, and placed bins or pails with 4 contacts. Among the 44 California counties with 0 or 1-20 bins, SGA attempted outreach with 739 contacts, successfully contacted 188 contacts, placed materials with 31 contacts, and placed bins or pails with 8 contacts.

The following pages contain detailed summaries of the outreach conducted in Q2'21 as well as the outreach tactics we plan to implement in the year ahead. In addition to the activities and results presented below that are specific to Q2'21 and were gathered from outreach conducted by

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<sup>1</sup> State of California Employment Development Department, "Demographic Profile - California and Counties," Labor Market Information Resources and Data, n.d., <https://www.labormarketinfo.edd.ca.gov/data/california-and-counties-demographic-profiles.html>, (accessed 19 July 2021).

<sup>2</sup> "Successfully contacted" refers to speaking with the contact and they answered the questions we asked for our outreach.

both staff at SGA and TRC, the strategies we deploy are built upon data gathered from our pilot programs, and the cumulative knowledge we have gained about these audiences over the past five years. We intend to provide additional information and analysis of the results below in TRC's annual report.

## Summary of Results

1. New bins placed this quarter: 6
  - Number and location (by street address) of new collection bins assigned (see Table 10 in the Appendices).
2. Mercury-added thermostats collected this quarter: 2,541
3. Mercury-added thermostats collected in 2021: 5,128

**Table 1. Number of Bins Placed in California (cumulative), Q2'20 to Q2'21**

Audience	Q2'20	Q3'20	Q4'20	Q1'21	Q2'21
<b>A</b>					
Contractors	259	259	259	260	260
HHWs	249	249	251	251	251
Retailers	133	152	152	152	154
Wholesalers	870	870	871	883	887
<b>B</b>					
Building Departments	0	0	0	0	0
Utility Companies	0	0	0	0	0
School Districts	6	6	6	6	6
Universities/Colleges	17	17	17	17	17
<b>C</b>					
Property Managers	11	11	11	11	11
Hotel/Motel	0	0	0	0	0
Other*	39	39	39	40	40
<b>TOTAL</b>	<b>1584</b>	<b>1603</b>	<b>1606</b>	<b>1620</b>	<b>1626</b>

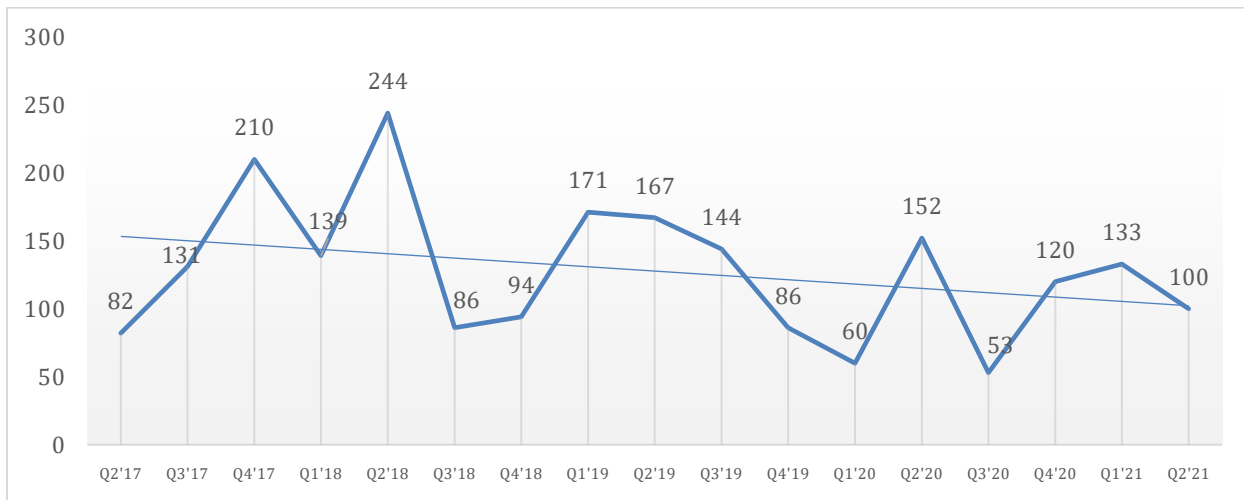
*Note: This table provides the number of TRC collection bins placed cumulatively (Q2'20-Q2'21) in California. Actual counts of active bins may vary as some partners discontinue participation (see Table 2).*

**Table 2. Number of Active Bins (cumulative), Q2'20 to Q2'21**

Audience	Q2'20	Q3'20	Q4'20	Q1'21	Q2'21
<b>A</b>					
Contractors	150	150	150	127	127
HHWs	145	145	143	142	142
Retailers	75	88	87	72	75
Wholesalers	673	672	673	673	675
<b>B</b>					
Building Departments	0	0	0	0	0
Utility Companies	0	0	0	0	0
School Districts	3	3	3	3	3
Universities/Colleges	7	7	7	5	5
<b>C</b>					
Property Managers	3	3	3	2	2
Hotel/Motel	0	0	0	0	0
Other	28	28	28	7	3
<b>TOTAL</b>	<b>1084</b>	<b>1096</b>	<b>1094</b>	<b>1031</b>	<b>1032</b>

**Table 3. Number of Bins Returned (includes bins returned empty), Q2'20 to Q2'21**

Audience	Q2'20	Q3'20	Q4'20	Q1'21	Q2'21
<b>A</b>					
Contractors	15	8	10	9	9
HHWs	3	5	3	5	7
Retailers	3	4	1	4	1
Wholesalers	131	36	106	114	83
<b>B</b>					
Building Departments	0	0	0	0	0
Utility Companies	0	0	0	0	0
School Districts	0	0	0	0	0
Universities/Colleges	0	0	0	0	0
<b>C</b>					
Property Managers	0	0	0	0	0
Hotel/Motel	0	0	0	0	0
Other	0	0	0	1	0
<b>TOTAL</b>	<b>152</b>	<b>53</b>	<b>120</b>	<b>133</b>	<b>100</b>

**Figure 1. Number of Bins Returned, Q2'17 to Present**


**Table 4. Percent of Bins Returned (# of bins returned per audience/ # of active bins per audience), Q2'20 to Q2'21**

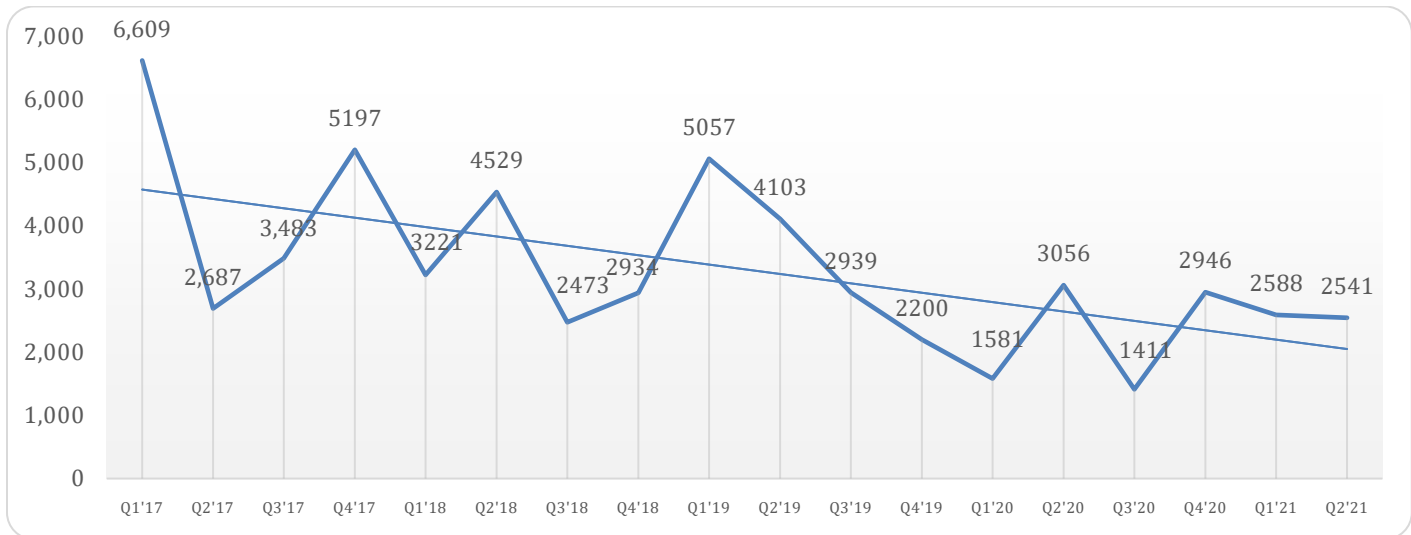
Audience	Q2'20	Q3'20	Q4'20	Q1'21	Q2'21
<b>A</b>					
Contractors	10.0%	5.3%	6.7%	7.1%	7.1%
HHWs	2.1%	3.4%	2.1%	3.5%	4.9%
Retailers	4.0%	4.5%	1.1%	5.6%	1.3%
Wholesalers	19.5%	5.4%	15.8%	16.9%	12.3%
<b>B</b>					
Building Departments	0.0%	0.0%	0.0%	0.0%	0.0%
Utility Companies	0.0%	0.0%	0.0%	0.0%	0.0%
School Districts	0.0%	0.0%	0.0%	0.0%	0.0%
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%
Other	0.0%	0.0%	0.0%	14.3%	0.0%
<b>TOTAL</b>	14.0%	4.8%	11.0%	12.9%	9.7%



**Table 5. Number of Thermostats Returned, Q2'20 to Q2'21**

Audience	Q2'20	Q3'20	Q4'20	Q1'21	Q2'21	Total*
<b>A</b>						
Contractors	176	321	180	200	242	4,819
HHWs	27	120	93	158	160	3,390
Retailers	18	16	0	8	7	139
Wholesalers	2,835	954	2,673	2,221	2,132	51,157
<b>B</b>						
Building Departments	0	0	0	0	0	0
Utility Companies	0	0	0	0	0	0
School Districts	0	0	0	0	0	49
Universities/Colleges	0	0	0	0	0	0
<b>C</b>						
Property Managers	0	0	0	0	0	0
Hotel/Motel	0	0	0	0	0	0
Other				1	0	1
<b>TOTAL</b>	<b>3,056</b>	<b>1,411</b>	<b>2,946</b>	<b>2,588</b>	<b>2,541</b>	<b>59,555</b>

\*(Total Q1 2017 – Present)

**Figure 2. Number of Thermostats Returned, Q1'17 to Present**


**Table 6. Number of Bins and Thermostats Returned Per Year, 2019 to 2021**

Audience	Q1 - Q4 '19		Q1 - Q4 '20		Q1 - Q4 '21	
	Bins	Thermostats	Bins	Thermostats	Bins	Thermostats
<b>A</b>						
Contractors	45	1,087	38	772	18	442
HHWs	46	869	21	405	12	318
Retailers	13	33	11	48	5	15
Wholesalers	350	12,261	315	7,769	197	4,353
<b>B</b>						
Building Departments	0	0	0	0	0	0
Utility Companies	0	0	0	0	0	0
School Districts	2	49	0	0	0	0
Universities/Colleges	0	0	0	0	0	0
<b>C</b>						
Property Managers	1	0	0	0	0	0
Hotel/Motel	0	0	0	0	0	0
Other	0	0	0	0	1	1
<b>TOTAL</b>	<b>457</b>	<b>14,299</b>	<b>385</b>	<b>8,994</b>	<b>233</b>	<b>5,129</b>

## Outreach Program

### Summary of Outreach Activities for Audience A

#### Retail/Consumer

##### Summary

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

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

During Q1'20 to Q3'20, SGA focused on increasing event participation by expanding their length from two weeks to one month. Unfortunately, due to COVID-19, these events were placed on hold. As a result, we focused on expanding our California retailers database by adding cities and towns with limited or no existing access to TRC bins. Our database was expanded by 52% by adding 142 retailers. SGA's outreach to these and existing stores in our database resulted in the placement of 8 bins during Q1'20. SGA also investigated current partnerships with 2 big chain stores to find out how we may build upon that relationship. In Q3 '20, SGA finished its expansion of the retail store database, continued efforts to place bins with new stores, and approached both existing and new partners to gauge their interest in hosting a month-long retail event. These efforts resulted in 8 new partnerships and 10 scheduled collection events which were coordinated and conducted during Q4'20. Unfortunately, retail interest in events waned as many retailers expressed COVID-19 related concerns regarding increased foot traffic at their stores. As a result, SGA paused outreach and waited until Q1'21 to reintroduce outreach to retail stores.

During Q1'21, we spoke to decision makers of 34 stores to assess their material requests; 16 of those stores requested new materials and 5 were interested in hosting a collection event. We also designed new window clings and shelf talkers, which included shelf talkers' reduction in size to be better suited for product shelves and addition of a QR code to provide additional information and track engagement.

During this quarter, Q2'21, SGA worked with a professional translation service, Avantpage, to set up a contract for services to provide our materials in Spanish and Chinese. We also implemented a targeted outreach campaign for prospective partners that focused on 10 California counties with below-average median household income and bin density. The goal of this campaign was to increase thermostat collections in areas that are more likely to have older infrastructure (as indicated by lower median household incomes) and to place bins in counties that didn't have any. Due to previous challenges getting stores to accept bins, SGA began giving stores the option to post in-store materials without accepting a bin. This resulted in 22 new retail partnerships; of those 22 retailers, 4 accepted a TRC bin. 21 of the 22 new retail partners are located in low bin density counties; 20 of the 22 are located in counties with low median household incomes.

Also during this quarter, SGA also continued outreach to existing partners and successfully contacted 57 stores. Our goal was to update in-store materials, check on the status of their bin, and process any new bin requests. This quarter, 12 existing partners requested we replace their materials with our updated shelf talkers and window clings created during Q1'21. Of these 12 existing partners, 6 accepted new bins and 4 expressed interest in a collections event. We also worked on a tactical plan for Retail/HHW event partnerships based on feedback from HHW programs. This tactical plan aims to implement a joint event with HHW programs and retail that will aid both audiences in meeting their goals. SGA concluded the quarter by fulfilling the material requests of 18 existing partners and included a letter we developed to accompany materials being sent to partners which included directions on how to correctly install materials and emphasized our appreciation in their participation. Of those material requests from 18 existing partners, 12 requests were from Q2'21 and 6 were from Q1'21.

In Q3'21, SGA will continue contacting the remainder of our existing partners to gauge their materials needs and proceed with fulfilling those requests. SGA will also continue conducting outreach to prospective partner stores located in regions with below average median household income and bin density. In addition, we will correspond with the stores who expressed interest in hosting a collection event and coordinate the promotional campaigns accordingly.

### **Barriers**

- **Connecting with Right Contact:** We have had difficulty reaching the managers through phone calls and seldom hear back after leaving voicemail(s). Busy schedules prevent managers from speaking to us, or reliably returning calls.
- **Hard-to-Reach Decision Makers:** Store managers and owners are frequently the only decision makers for this audience. Interim managers are typically not aware of existing partnerships with TRC or of promotional events. Many do not feel comfortable to

proceed with event hosting when the manager is unavailable. Work can be put on hold for long periods of time for a manager's vacation or days off.

- High Employee Turnover: This creates a recurring, almost institutional lack of knowledge about TRC, and a loss of accountability.
- Disinterest in the Program Over Time: From time to time, we encounter stores that no longer want to host a TRC bin because they either have not seen mercury thermostats returned or are under new management.
- Disinterest in Multi-Step Process: Several stores expressed apprehension about possible steps involved in accepting and dealing with thermostat collection bins.
- Low Awareness with Store Staff: When speaking with existing partners, it appeared that many store employees weren't aware of TRC and our partnership - only managers seemed to be aware.

### **Motivators**

- Environmental Impact: Several managers believe that participating in the program is a good way to contribute to a "greener" California by limiting pollution from hazardous mercury-based thermostats.
- Community Impact: Several managers viewed participation in the program as a method of providing access to an important safety service for their community.
- Convenient Materials: Minimum effort is required to receive materials.
- Desire to Maintain Partnership: Some customers are aware of the store's participation in the program. Stores have customers who have previously brought mercury thermostats into the store; not maintaining partnership could cause confusion for their customers.
- Social Norm: In some cases, nearby stores are already participating in the program. Stores and managers do not want to feel that they are not a part of a program that other stores participate in.
- Option with Level of Participation: Having the option to be a TRC partner by having materials in-store but not requiring a bin to also be placed provides an option our partners may be more comfortable with.

### **Results**

In Q2'21, SGA:

- Existing Retail Partners Outreach
  - Placed calls to 32 existing retail store partners to gauge material needs and interest in hosting a collection event during Q3'21
  - Successfully corresponded with the decision maker from 22 of the 69 stores
    - $35 (Q1) + 22 (Q2) = 57$  of the 69 existing partners successfully reached
  - Identified 12 existing partners that were interested in our new materials
  - Identified 4 existing partners that were interested in hosting collection events
  - Placed materials order with a vendor for the newly designed shelf talkers and window clings (see Appendix A)
  - Created 2 versions of one letter to accompany materials (see Appendix A)
  - Prepared packages of requested materials and program letters to 18 existing partners
  - Placed 6 new bins with existing retail partners

- 44 total calls placed to existing partners
- 0 total emails sent to existing partners
- New Retail Partner Outreach
  - Placed calls to 198 retail stores to establish new partnerships
  - Successfully corresponded with the decision maker of 80 stores to determine whether new stores are interested in partnership
  - Gained 22 new retail partnerships
    - Placed materials with these 22 new partners
      - Of these 22 new partners, 21 are located in low bin density counties
        - 17 are located in counties that contain 1-20 bins
        - 4 are located in counties that contain 0 bins
    - Placed bins with 4 of 22 new partners
      - All 4 bins were requested by stores located in low bin density counties
        - 2 bins were placed in counties that previously had 0 bins placed
        - 2 bins were placed in counties that previously had 1-20 bins placed
  - 289 total calls placed to prospective partners
  - 13 total emails sent to prospective partners

**Figure 3. New Retail Partnership Window Cling - With QR Code**



\* *QR code window cling is only for stores that do not accept a bin*

**Figure 4. Existing Retail Partnership Window Cling**



*\*May also be sent to new partners who accept a bin*



**Figure 5. New Retail Partnership Shelf Talker - With QR Code**



*\* QR code window cling is only for stores that do not accept a bin*

**Figure 6. Existing Retail Partnership Shelf Talker**



*\*May also be sent to new partners who accept a bin*

## Household Hazardous Waste

### Summary

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

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

In 2019, SGA focused on pitching event partnerships to HHW facilities. In exchange for prominently displaying a bin at public collection events and administering surveys to individuals who dropped off mercury thermostats, HHW facilities received event-specific promotional flyers in representative languages and a Google Ads Campaign that ran for four weeks before the event took place to raise awareness about the event and the recycling opportunity through TRC. Over the course of the year, SGA organized three event partnerships in California—in San Diego, Merced, and Santa Clara Counties. Combined, these events resulted in the collection of 3



mercury thermostats and 2 surveys from the 2 individuals who recycled them. In Q4'19, SGA posted information about the rebate program in the California Household Hazardous Waste Information Exchange (HHWIE) Yahoo! Group (a DTSC-mandated action) and tracked results using a bit.ly link.

In 2020, SGA reworked outreach tactics for HHW events, developed a plan for short-term work while HHW programs faced the impacts of COVID-19, and collaborated with TRC to plan edits to the TRC website for easier navigation. Over the course of the year, SGA helped manage and update a statewide database of HHW facility closures that was shared in the Household Hazardous Waste Information Exchange (HHWIE) Yahoo! Group, reworked aspects of TRC's outreach materials to improve efficiency, worked on a media kit to assist HHW programs with community outreach across various communication mediums, and cross-referenced a current list of the active HHW programs and facilities in the State to ensure our database was comprehensive. We also received interest from HHW facilities that are not yet partners for our 2-for-1 partnership offer (bin placement and co-promoting collection event). In Q4'20, we coordinated promotional campaigns with HHW facilities for four events. SGA also started compiling an active member database for the HHWIE Google Group to quickly target heavily invested facilities for TRC partnership and event co-promotion. Note: In Q4'20, the HHWIE Yahoo! Group became a Google Group.

During Q1'21, we hosted one collection event, launched a new promotional tactic (newspaper advertorial), and organized co-promotion efforts for two events that occurred in Q2'21. In March, we conducted a survey of California's HHW program managers and coordinators via the HHWIE Google Group. The goal of this survey was to gather information about this audiences' perception of TRC, what can motivate more programs to partner with TRC, and how TRC can help this audience address barriers to thermostat collection in their communities. SGA received 13 responses.

During this quarter, Q2'21, SGA co-promoted two collection events in San Bernardino County with the San Bernardino County Fire Department. We also analyzed the findings from the survey conducted in Q1 and found that HHW facilities preferred social media, Google Ads, Nextdoor ads, and newspaper ads for event promotions. In addition, participating HHW Program Managers expressed a desire to promote retail take-back options in lieu of collection events. In June, SGA shared key findings in an email to the HHWIE Google Group. SGA then developed new plans to merge Retail and HHW event promotion efforts based on findings from this survey.

Also during this quarter, SGA focused on placing bins with facilities located in counties with below-average median household income or with few or no existing collection bins. In all, SGA emailed and/or called 161 California HHW facilities - or every facility that has not yet partnered with TRC. As a result of this campaign, we established 1 new partnership with the Heritage Ranch Community Services District PHHWCF in San Luis Obispo. In addition to bin placements, we also finalized a new communications toolkit to help HHW programs easily communicate messages about TRC, the rebate offering, and nearby collection sites - this will be shared with the HHWIE Google Group next quarter.

In Q3'21, SGA will continue conducting outreach for bin placements and co-promoting collection events with prospective partners (prioritizing HHW programs in areas with low

median household income and low TRC bin density). SGA will conduct check-in communications with existing partners. Lastly, SGA will send a communications toolkit to the HHWIE Google Group that is tailored to this audience, which may result in new partnerships.

### **Barriers**

- **Difficult to Remain in Contact:** Many facilities have expressed that effects from COVID-19 have increased their daily tasks, which leads to slower replies for the necessary information and approvals needed to co-promote collection events.
- **Difficult to Reach Prospective Partners:** Some prospective partners haven't responded to our initial and check-in communications about the TRC program. This is more prevalent with prospective rather than existing partners.
- **COVID-19 Restrictions for Materials:** Some HHW facilities do not want mailed materials such as flyers, rebate forms, and event participant surveys because it helps limit the amount of necessary physical contact between them and residents. Even though we inform our contacts at the facilities to refer residents to us for these materials, they may not do so.

### **Motivators**

- **Environmental Impact:** HHW facilities are aware of the environmental hazards of mercury and are motivated to help.
- **Free Promotion:** TRC's paid promotional support increases awareness of events they already have planned.
- **Financial Incentive:** HHW facilities find value in the opportunity to get paid to recycle mercury thermostats.
- **Established Relationship:** Providing HHW programs with communications content via a communications toolkit and consistent contact for future HHW collection events establishes a relationship with them that may later work to our benefit when pitching the opportunity to co-promote collection events.
- **Community Outreach:** HHW facilities are interested in increasing the amount of collection event participants throughout their county, especially for events at temporary locations.
- **Retail Take-Back Partnership Offering:** HHW facilities expressed interest in increasing the availability of retail take-back programs so residents have more sources for mercury thermostat recycling.

### **Results**

In Q2'21, SGA:

- Compiled results from HHWIE Google Group survey and sent one detailed report of our findings to the group on June 3, 2021.
- Finalized the HHW communications toolkit to be sent to the HHWIE Google Group in Q3'21 (see Appendix A).
- Conducted 1 collection event with the San Bernardino County Fire Department in Yucca Valley on April 24, 2021:
  - 230 attendees
  - 0 mercury thermostats collected

- 0 surveys collected
- 20% of all attendees listed Newspaper Advertorial as the way they discovered the event
- Conducted 1 collection event with the Zero Waste Sonoma in Cloverdale on April 27, 2021:
  - 100 attendees
  - 2 mercury thermostats collected
  - 1 survey collected
- Created and launched a promotional campaign for the 2 collection events mentioned above, which included:
  - San Bernardino County Fire Department collection event:
    - Google Ads
      - 982 clicks
      - 79,810 impressions
      - \$0.12 Cost per Click
    - Hi-Desert Star Advertorial Placement
      - 12,000-14,000 impressions
  - Zero Waste Sonoma collection event:
    - Google Ads
      - 690 clicks
      - 135,467 Impressions
      - \$0.19 Cost per Click
    - Nextdoor Ads

Conducted outreach to HHW facilities who have not yet partnered with TRC for bin placement and collection event co-promotion:

- 42 calls were placed.
- 210 emails were sent & received.
- 161 HHW facilities attempted to reach
- 9 HHW facilities reached
- 5 bins placed with a new partner (Heritage Ranch Community Services District PHHWCF in San Luis Obispo)

**Figure 7. Email sent to the HHWIE Google Group survey on June 3, 2021 regarding survey findings**

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**[hhwie] HHW Mercury Collection Survey Findings**

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cclayton.trc <cclayton.trc@gmail.com>  
To: HHWIE <hhwie@googlegroups.com>

Thu, Jun 3, 2021 at 9:57 AM

Hi all,

The [Thermostat Recycling Corporation](#) (TRC) recently shared a survey regarding mercury thermostat collection with this group and we got great feedback. I've taken those results and broken them down into 3 key findings:

1. A major barrier to people properly disposing of mercury thermostats is that **they don't have the knowledge and understanding that these products cannot be thrown in the trash or curbside recycling**. Adjusting our messaging to make it more clear that these products NEED to be properly disposed of and how to do so could help more people responsibly dispose of their mercury thermostats.
2. **Take-back options with retail stores and wholesalers** seem to be of interest to many HHW facilities. These partnerships not only strengthen HHW facilities' involvement in the community, but also allow for more convenient disposal options for community members who can simply visit a local retail store or wholesaler and drop off their mercury thermostats. There is an opportunity for HHW facilities to partner with local take-back centers even more than what is already being conducted. In response to this, TRC is actively seeking out more retail partnerships throughout the State and has secured partnerships with 71 retail stores to-date.
3. As far as promoting collection events, we found that most facilities found **a mix of digital and traditional advertisements** to be the most effective. Of these, the most highly valued were: Google Ads, Facebook Ads, Nextdoor Ads, and local newspapers. We can use this knowledge to efficiently co-promote upcoming collection events with HHW programs.

Thank you to those of you who participated in our survey and helped us become better partners to the HHW community. If you have any comments, concerns, or questions about any of this information please feel free to reach out to me at [cclayton.trc@gmail.com](mailto:cclayton.trc@gmail.com). And as always, if you are interested in partnering with the Thermostat Recycling Corporation and receiving our support with promotional offerings for an upcoming collection event, let me know.

Sincerely,

Chandler Clayton

--

You received this message because you are subscribed to the Google Groups "HHWIE" group.

To unsubscribe from this group and stop receiving emails from it, send an email to [hhwie+unsubscribe@googlegroups.com](mailto:hhwie+unsubscribe@googlegroups.com).

To view this discussion on the web visit <https://groups.google.com/d/msgid/hhwie/dadf957a-11be-4cfa-b048-05e8466a8581n%40googlegroups.com>.

**Figure 8. Ad for the Google Ads campaign - San Bernardino County Fire Department event**



**Got Old Mercury Thermostats?**

Get a \$5 rebate per mercury thermostat at HHW collections on 4/24! Masks required  
SBC Fire HHW Division



Figure 9. Ad for the Google Ads campaign - Zero Waste Sonoma event



Mercury thermostats are toxic. Recycle yours in Cloverdale for a rebate. Masks...


Zero Waste Sonoma

Learn More >

Figure 10. Newspaper advertorial for San Bernardino County HHW Event


**A Free Way to Properly Dispose of Household Hazardous Waste (HHW)**

San Bernardino County residents are told to recycle paper, plastics, and cardboard, but what about HHW? The Thermostat Recycling Corporation (TRC) is partnering with the San Bernardino County Fire Protection District HHW Division to encourage residents to remove and safely recycle mercury-containing thermostats - like those pictured below - and other HHW items such as paint, batteries, and household cleaning products that can pose a serious risk to human health if not handled correctly.



The SBC Fire Protection District HHW Division makes it easy to safely remove mercury-containing thermostats and other HHW items from your home with free drop-off sites. County residents can bring their unwanted items to a free HHW collection on Saturday, April 24th, from 9 am-1 pm in Yucca Valley

*For more information about HHW collections with the SBC Fire Protection District HHW Division, visit [Greensb.net](http://Greensb.net) or call 1-800-OILY CAT (645-9228)*



← Scan this QR code to learn more about TRC and local retail drop-off locations!

\*Advertorial\*

**Figure 11. Photo from San Bernardino County Fire Department event on April 24, 2021- Yucca Valley (see Appendix A for additional photos):**





**Figure 12. Communications toolkit to be sent to the HHWIE Google Group in Q3'21:**

Page 1



## Ready-to-use Social Media Content

### Facebook/Instagram Posts

- 1 Do you have any old mercury-containing thermostats in your home or place of business? Check out the Thermostat Recycling Corporation's store locator to find a thermostat collection location near you: [bit.ly/TRCcollectionsites](http://bit.ly/TRCcollectionsites)
- 2 Unlimited \$5 rebates? That's right! Bring old thermostats and a completed rebate form to a drop-off location near you and the Thermostat Recycling Location will send you a check for \$5 per mercury thermostat. Click here to find your nearest collection site: [bit.ly/TRCcollectionsites](http://bit.ly/TRCcollectionsites)
- 3 We've partnered with the Thermostat Recycling Corporation to offer \$5 rebates to any resident who brings us mercury thermostats. Just print and complete a rebate application, place it in a bag with your mercury thermostats and bring them by! Click here to learn more about this free offer: [bit.ly/TRCrebate](http://bit.ly/TRCrebate)
- 4 With cold weather upon us you might be looking for solutions to stay warm. If you're upgrading your central air system and replacing old thermostats, make sure to recycle them properly -- it's the law! To find local recycling locations for mercury thermostats and earn cashback in the process, click here: [bit.ly/TRCcollectionsites](http://bit.ly/TRCcollectionsites)
- 5 With hot weather upon us you might be looking for solutions to stay cool. If you're upgrading your central air system and replacing old thermostats, make sure to recycle them properly -- it's the law! To find local recycling locations for mercury thermostats and earn cashback in the process, click here: [bit.ly/TRCcollectionsites](http://bit.ly/TRCcollectionsites)



### Twitter Posts

- 1 Properly recycling mercury thermostats is the law! Find local recycling locations & earn cashback here: [bit.ly/TRCcollectionsites](http://bit.ly/TRCcollectionsites)
- 2 Do you come in contact with mercury thermostats? You can get rebates for each one you collect! Learn more: [bit.ly/TRCcontractors](http://bit.ly/TRCcontractors)
- 3 There are 350+ mercury thermostat collection sites in CA. Find the nearest one and claim rebates here: [bit.ly/TRCcollectionsites](http://bit.ly/TRCcollectionsites)
- 4 Unlimited \$5 rebates in exchange for mercury thermostats? That's right! Click here to learn more: [bit.ly/TRCrebate](http://bit.ly/TRCrebate)

## Ready-to-use Website & Newsletter Content

### Website Blurb

- 1** Want \$5 for each mercury thermostat you have? When you bring mercury thermostat in with a completed [rebate form](#), the Thermostat Recycling Corporation (TRC) will send you a check for \$5 per thermostat. It's that simple! Help us keep our communities and the environment safe, click here to learn more: [bit.ly/TRCcollectionsites](http://bit.ly/TRCcollectionsites)
- 2** Old thermostats are hazardous to people and the environment, so we've partnered with the Thermostat Recycling Corporation (TRC) to bring you \$5 for each mercury thermostat you drop off at our collection center. Simply print a rebate form, place it in a clear plastic bag with your thermostats, and drop them off. Click here to learn more: [bit.ly/TRCcollectionsites](http://bit.ly/TRCcollectionsites)
- 3** Manually operated thermostats contain mercury and need to be disposed of carefully and properly. Locate a safe and free collection site near you, and see if you qualify for an additional \$5 rebate. Find out more at the [bit.ly/TRCcollectionsites](http://bit.ly/TRCcollectionsites)

### Newsletter Blurb



DOWNLOAD ALL IMAGES

 **Thermostat Recycling**<sup>™</sup>  
CORPORATION  

# About Us & Contact Information

We hope this media kit serves as a complement to your existing communication efforts. If you would like to sign up for a free collection bin, click [here](#).

Should you have a question about this media kit, or a special request, please do not hesitate to reach out to your TRC contact.



## **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. During this quarter, Q2'21, we continued to conduct outreach to these contractors that specialize in removing and properly disposing of hazardous waste. 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.
- Most 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

### **Results**

- We conducted 42 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 is 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 that don't want to be contacted.
- Most general contractors respond that they either do not work with thermostats or 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 261 general contractors.
- We were unable to place any bins with general contractors.

## 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 that don't want to be contacted.
- Most 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

### Results

- TRC called 156 HVAC contractors.
- 0 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 that don't want to be contacted.
- Most contractors respond that they either do not work with thermostats or 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.

## **Results**

- TRC made 210 calls to demolition contractors.
- 0 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 this quarter, Q2'21, were greater than they were this time last year. However, during the second quarter there was an average of 22 thermostats in the bins being returned which matches the average number of thermostats in 2020 during the same time frame.

### **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 on the ease of the program from current collection locations.

### **Results**

- We completed 134 calls to wholesalers who hadn't returned a container in the past 6 months.
- We performed 91 site visits to wholesale collection locations in the program
- 1 sign-up from a new wholesaler.

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

### **Building Departments**

#### **Summary**

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

This quarter, Q2'21, TRC emailed two building department employees across the state to remind them about the program and pass along information they can communicate to their visitors. We also called 7 building departments, but we had no responses or engagement from our outreach this quarter.

### **Barriers**

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

### **Motivators**

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

### **Results**

- TRC emailed 2 building departments with helpful information to pass along to visitors, with no response of interaction from recipients.
- We conducted 7 calls to building departments that resulted in voicemails unreturned.
- A universal waste checklist that includes mercury thermostats, not just mercury equipment, is available for distribution.

## **Utility Companies**

### **Summary**

On behalf of TRC, SGA has conducted outreach with utility companies across California since 2017. Utility companies are a key audience for TRC because they have the potential to reach a large segment of an area's population and their websites are often a first stop for residents looking to upgrade their homes for energy efficiency. Utility companies are mandated by Federal and State Governments to reduce energy usage per resident over time and many companies have used the strategy of promoting smart thermostats as a way of meeting this mandate. Many of our efforts augment existing promotions for energy-efficient appliance rebates or incentives.

During 2019, SGA contacted utility companies and requested that they add information about TRC's mercury thermostat recycling program to their websites, social media accounts, bill inserts, newsletter and/or point-of-purchase promotions. Over the course of the year, 19 utility companies were contacted and 13 agreed to promote TRC via social media or other promotional materials. At the close of 2019, we updated our collateral materials (bill insert, flyer, and tear pad) to include more information about the program so customers would not have to navigate to our website to understand the rebate process (see Appendix B).

In 2020, we made efforts to form new partnerships with utility companies and added 31 new utility companies to our database for outreach. Considering the COVID-19 pandemic, we updated our call script to frame utility companies as critical partners because of the temporary closures of HHW facilities and other TRC drop-off locations. We continued outreach and were able to form 1 new partnership in 2020 and renewed 1 more. After not receiving responses to our



initial emails and follow-ups during the year, SGA discussed new ways to best communicate with this audience.

In Q1'21, we implemented new outreach strategies with the goal of receiving more interest and responses from the people we contact. A feedback form was created so that we could determine our utility partners' motivators for participating in the program and awareness of the TRC partnership opportunity. The feedback form was sent to 19 contacts from 12 of our utility partners, of which 5 contacts responded.

In Q2'21 we analyzed the responses and began to implement our findings into our outreach strategy. Some key takeaways were as follows:

- Utility partners believed that the most effective ways for TRC to reach residents are through a TRC link on the utility partner's website (40% of respondents) and social media posts from the utility partner about TRC (40%), followed by bill inserts (20%). These three mediums then became the focus of our material placement "ask" this quarter.
- When asked about the best way to get more residents to recycle their thermostats, 60% of respondents expressed, "A larger rebate" and 40% expressed "Other," but their explanation included a larger rebate being one of at least two ways.
- Half of our utility partners agreed with the statement, "Residents would find TRC's rebate useful" and half somewhat agreed.
- Response from 1 utility partner confirmed a barrier when they expressed that some utility partners do not have time to participate in outreach.
- Lastly, 1 utility contact expressed that prior, there were not sufficient collection centers in their area, which prevented them from promoting the program. The problem was addressed prior to this partner taking the survey and there are now nearby collection centers.

Outreach continued this quarter, Q2'21, with these new findings in mind. No new partnerships were established this quarter. Two existing partners updated TRC's link on their website and one existing partner sent a newsletter to residents that featured the TRC website. Prior to conducting outreach, SGA utilized the zip code tool on TRC's 'where to recycle' page to ensure that there was a collection center within a 10-mile radius of a utility company's service area. Six utility companies were identified as having one or no collection centers with a 10-mile radius.

In Q3'21, we will continue to focus our material placement based on the top three mediums that were identified as most effective on the feedback survey. SGA will also incorporate other key takeaways from the feedback form when conducting outreach to potential partners. We will work on establishing collection centers near the 6 utility companies that we identified as having 1 or fewer collection centers within a 10-mile radius.

### **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.

- Contact Methods: Phone and email are essential to outreach but are often easily ignored, and lack of a personal phone call decreases an email's effectiveness.
- Using Third-Party Services: Some utility companies offer rebates through another provider or third-party bidding platform, making it difficult to make changes to their program.
- Working from Home: Utility workers continue to work from home, which we've discovered has impacted our ability to reach the correct contact because they don't have direct lines of communication when they are not in the office.

### **Motivators**

- Existing Work Aligns with TRC's Program: Promoting the mercury thermostat rebate program is a helpful tool to aid their existing energy-saving initiatives.
- Leveraging Current Partners: Mentioning the participation of larger utility companies, such as PG&E and SMUD, in our outreach program has been an effective recruitment method for smaller companies.
- Convenient "Ready-to-Use" Promotional Materials: Providing companies with multiple mediums for promotional materials has made the process of promoting TRC easy and simple.

### **Results**

In Q2' 21 SGA:

- Received 5 responses to the feedback form, which included:
  - Corona Department of Water and Power
  - Lodi Electric Utility
  - Burbank Water and Power
  - Southern California Gas Company
  - Azusa Light and Water
- 35 emails sent
- 25 phone calls conducted
- 2 website links were updated:
  - Banning Electric Utility
  - Corona Department of Water and Power
- 1 newsletter was placed:
  - Burbank Water and Power
- Identified 6 utility companies that had 1 or fewer collection centers within a 10-mile radius

**Figure 13. Feedback form sent to partners (see Appendix B for the rest of the form)**

### Partner Feedback Survey

Thank you for taking the time to fill out our feedback survey. The purpose of this survey is to get your opinion on how we can best make this partnership something easy and useful for you and the company you work for.

\* 1. What is the name of your company?

\* 2. How **true** is the following statement? “TRC’s mission to keep communities safe from mercury exposure aligns with our company’s goals and values.”


- Very true
- Somewhat true
- Not true

\* 3. In your opinion, what is the **most effective** way to reach residents?

- Bill inserts
- Flyers
- Tearsheets
- TRC link on website
- Social media post about TRC program
- Newsletter insert

**Figure 14. Newsletter placed with Burbank Water and Power**


RECYCLE THIS...



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

Learn more at [TRCRebate.com/CA](http://TRCRebate.com/CA)

FOR THIS.



Purchase and install a smart thermostat and get up to a **\$75 rebate** from BWP and a **\$50 rebate** from SoCalGas.

Learn more at [BurbankWaterAndPower.com](http://BurbankWaterAndPower.com) and [SoCalGas.com](http://SoCalGas.com)

**HIGH BILL ALERTS**


If you're like many people, you don't think about your electricity bill until it arrives. If something you did created a spike in your usage, you'd probably want to know about it before the next bill comes.

High Bill Alerts notify you anytime you're on track to receive a higher bill due to dramatically higher usage. You'll get a heads up via email early enough to make a difference and avoid getting surprised with a higher bill.

Get easy-to-understand information on:

- How much higher your next projected bill might be if you choose not to take action
- What time of day you used the most energy
- Tips on how to reduce usage


Gain access to even more features to help you manage your bill by creating a BWP Home Energy Usage Portal account at [BWP-Currents.com/opower](http://BWP-Currents.com/opower).





**High Bill Alert**  
*Avoid the sticker shock of a high electrical bill.*

**Save Money**  
*Learn when you use the most electricity.*



 Weekly Energy Updates and High Bill Alerts help you to take more control of your bill. Register for a BWP Home Energy Usage Portal account at [BWP-Currents.com/opower](http://BWP-Currents.com/opower) to see personalized tips and more energy-saving features!



[Learn More](#)

**TAKE CONTROL OF YOUR POWER | 7**

## School Districts

### Summary

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

In 2019, after more than a year of conducting outreach to schools that had received Proposition 39 funding with little success, SGA changed tactics and began contacting the school district offices to which those schools belonged. Over the course of the year, SGA successfully contacted all 121 school districts identified for outreach and successfully placed two bins at school district offices. During this outreach, we also collected the names of hazardous waste management companies that districts contract to handle waste disposal. The names of these contractors were compiled in a separate database for future outreach. In total, these efforts resulted in the accrual of the names of 34 contractors that have conducted hazardous waste management work for school districts in the State.

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

In Q1-2'20, we continued efforts to expand TRC's FMO database. Additionally, having completed outreach to schools that had received Proposition 39 funding, we developed new tactics for outreach to schools that were not included in previous outreach. Unfortunately, due to the COVID-19 pandemic and resulting school closures statewide, Q1-3'20 school outreach activities were halted. As a result, we reassessed our strategies to continue work amidst COVID-19 and focused our efforts on the facility maintenance organization audience. We expanded TRC's FMO database by 9 organizations and conducted outreach to all 30 FMOs in the database and 30 hazardous waste management contractors that have worked with school districts in the State. Although we have not been able to secure editorial placements with an organization that distributes solely within California, in Q3'20 we identified two paid advertising opportunities for organizations with a reach that expands beyond California. TRC secured a 3-month paid advertising placement of 13 issues over 13 weeks with the International Facility Maintenance Association's IFMA West Coast Edition, reaching over 3,034 facility maintenance professionals. In Q4'20, SGA focused on developing new tactics for this audience. SGA met to discuss initial steps for furthering outreach with this audience and how to navigate the existing barriers and motivators. The team identified numerous tactics to be conducted during 2021.

In Q1'21, after exhausting contacts within the Proposition 39 and FMO audiences, SGA implemented a new targeted school outreach campaign focused on schools located in communities with lower socioeconomic status and/or more variable climates. This segment was selected, in part, to reflect recommendations made by contributing NGOs in the 2016 Outreach Plan. SGA conducted research and compiled databases for preschools, private, public, and charter schools. We also prepared for outreach by developing a program letter, call script, and voicemail script. SGA conducted outreach to 61 preschools regarding information about mercury thermostats and checking if they have any at their school. We focused primarily on outreach to schools with children aged 0-5 because this age group is at higher risk for adverse health outcomes with mercury exposure.

In Q2'21, we continued and finished our efforts to conduct outreach with preschools regarding information about mercury thermostats and checking if they have any at their school. SGA conducted research to compile a database of daycares in 20 priority regions with below average bin density and median household income. We then conducted outreach to daycares in these 20 priority regions. We noticed that as we switched from calling daycares in the 10 lowest income counties to schools in the 10th-20th lowest income counties, there were fewer schools with mercury thermostats. Additionally, we identified a new grant program, CalSHAPE, which provides schools with funds to update their HVAC systems. Since schools applying for these funds may be replacing their old thermostats, we sent an email with a tailored informational flyer to the CalSHAPE administrators asking for support in distributing thermostat recycling information to the grant applicants (see Figure 15). Finally, we researched and identified contacts within the CA Department of Education School Facilities Division to reach out to in order to ask for support in distributing thermostat recycling information to schools. Conducting outreach to the CA Department of Education will support a similar approach as the FMO outreach tactic, which is helpful because our database of FMOs with California reach is exhaustive and there is new ground to cover with our CA Department of Education outreach.

In Q3'31, we plan on sending correspondences to contacts in the CA Department of Education School Facilities Division to share information about TRC, the importance of proper disposal for mercury thermostats, and how they can find their nearest TRC collection site. We also plan on finishing our outreach efforts to daycares and compiling a database of our next sub-audience, then conducting outreach to that sub-audience. If we hear back from CalSHAPE administrators this quarter, we will begin conducting outreach to grant recipients.

### **Barriers**

- **Already Updated to Digital Thermostats:** Most schools we contact have already made the switch to digital thermostats, often up to a decade prior.
- **Difficulty Speaking to Daycare Staff:** Daycare staff, especially at smaller daycare centers, are usually busy watching over children and don't always have time to have full conversations.

### **Motivators**

- **Financial Incentive:** Contractors working with school districts would receive rebates for work they are already conducting.

- Safety: Student and staff safety is a main priority for this audience. Identifying potentially harmful products in their schools would be of great importance to administrative staff.

## Results

In Q2'21, SGA:

- 199 preschools were contacted
  - 203 phone calls were placed
  - 0 emails were sent
  - 45 of those preschools spoke with us and answered all our questions
  - 42 preschools have digital thermostats
  - 3 preschools have mercury thermostats
- 155 daycares were contacted
  - 224 phone calls were placed
  - 22 emails were sent
  - 57 of those daycares spoke with us and answered all our questions
  - 49 daycares have digital thermostats
  - 3 daycares have both mercury and digital thermostats
    - 1 of them said they already know how to dispose of old thermostats.
    - 1 gave us the phone number of their landlord to contact.
    - 1 requested more information on how to dispose of old thermostats.
  - 5 daycares have mercury thermostats
    - 1 of them asked us to call back in a year, since they will likely be doing renovations then.
    - 4 of them provided an email for us to send more information on how to recycle their thermostats.
  - Of the daycares we spoke to in the 10 lowest income counties, 40 daycares had digital thermostats and 7 had mercury thermostats.
  - Of the daycares we spoke to in the 10th to 20th lowest income counties, 10 daycares had digital thermostats and 1 had mercury thermostats.

Created QR code for the schools audience that links to the webpage for “School and University Employees”

Updated the informational flyer about identifying and recycling mercury thermostats to tailor the context more to the schools audience, then implemented those updates (see Figure 15)

Sent 1 email with a tailored information flyer to CalSHAPE about their availability to discuss the TRC program and willingness to distribute information to grant recipients about mercury thermostat disposal

Figure 15. Informational flyer tailored to the schools audience with QR code





## Does Your School Use Mercury Thermostats?

Many thermostats sold prior to 2006 contain a glass tube or "switch" of liquid mercury, which can be **toxic and hazardous to human health, especially to children** if broken.

If you're upgrading your school's central air system and replacing mercury-containing thermostats, make sure to **recycle them properly**. If not disposed of at a designated collection site, mercury thermostats can expose students, staff, sanitation workers, soil, and groundwater to toxic mercury contamination. Because of this, failure to properly dispose of mercury-containing thermostats can result in a \$70,000 fine.

Follow these instructions to identify and recycle your school's mercury thermostats.

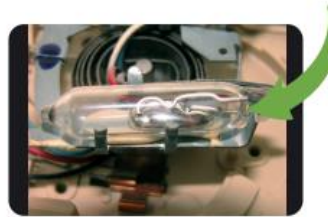
### 1 Identify potential mercury thermostat

Mercury thermostats are manually operated and use a lever or dial to control the temperature. Digital thermostats that use a digital screen and buttons do not contain mercury.



### 2 Look for a glass tube of liquid mercury inside

If you can't tell whether you have a mercury-containing thermostat, put on rubber, nitrile, or latex gloves and carefully remove the cover. If you see a small glass tube full of silvery liquid, assume it contains mercury.



### 3 Place the cover back onto the thermostat (if removed) and remove the mercury thermostat from the wall

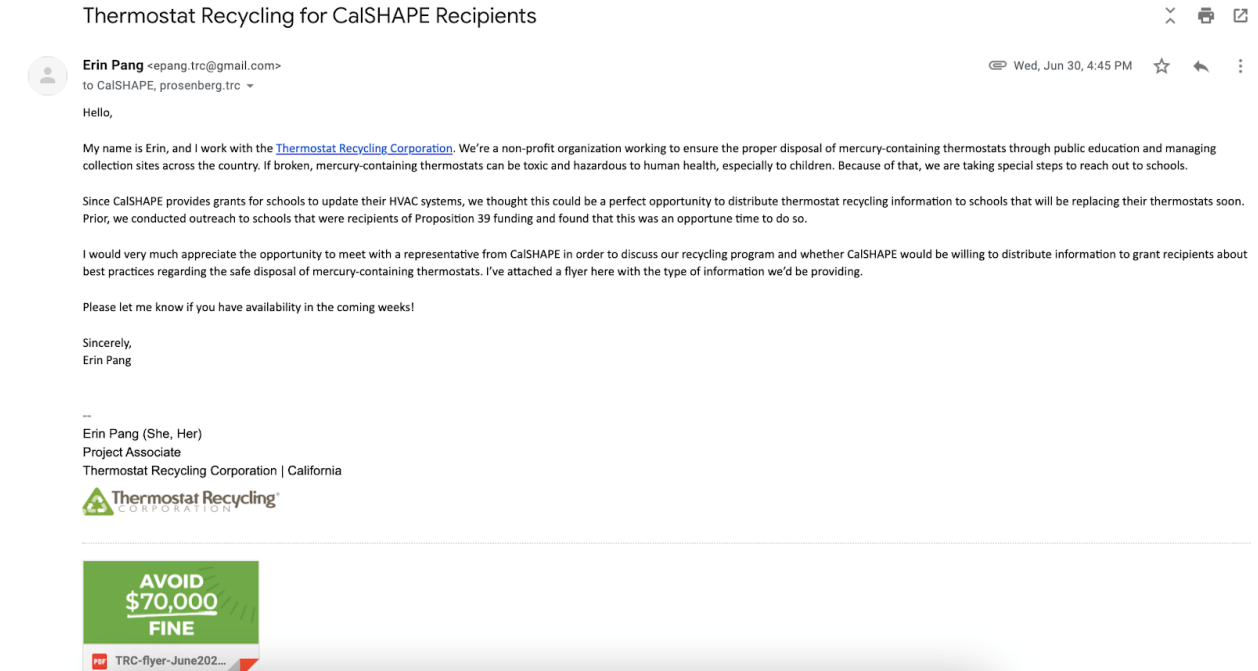
Wearing protective gloves, carefully remove the thermostat from the wall and place it inside a sealed clear bag. Do NOT disassemble or attempt to remove the glass tube.

### 4 Find a drop-off location on our website

Go to [bit.ly/TRC-CA-Schools](https://bit.ly/TRC-CA-Schools) or scan the QR code below with your phone to find a drop-off location near you. To receive a \$5 rebate, complete and submit the California Rebate Form when you drop-off your thermostat.



**Figure 16. Email sent to CalSHAPE Program**



## 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 not to work on HVAC-related repairs or replacements. The recycling responsibility is typically left to the contractor working on the project. Our outreach will focus on educating facility managers about recycling mercury-added thermostats and supplying them with a bin if their facility has mercury-added thermostats on-site. The managers can then supply their contractors with the bin or have the contractor leave the thermostats with the manager, who can then properly recycle them.

### Barriers

- Most calls end in a voicemail that is left unreturned or simply hang-ups.
- Many universities say that if there were to be mercury thermostats that need 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 did not find any motivators for this audience during the quarter.

## Results

- A total of 23 calls were made to universities and colleges in the second quarter.
- We were unsuccessful in placing any bins or pails with the locations.

## Summary of Outreach Activities for Audience C

### Property Managers

#### Commercial Property Managers

##### Summary

TRC 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 the second quarter, 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 simply hang-ups.

## **Motivators**

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

## **Results**

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

### **Motivators**

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

### **Results**

- TRC completed outreach to 6 residential property management associations.
- We were unable to place any articles this quarter, and to our knowledge no information on the TRC program was shared through 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 many 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 second quarter with the goal of placing an article (see Appendix C) 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**

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

### **Results**

- TRC completed outreach to 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 in Clovis, Los Angeles, Sacramento, West Hollywood, and Fresno, which 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 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. 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 were sometimes misplaced.

### **Motivators**

- Store location information was placed on the TRC website via a zip code locator.
- Received promotional materials from TRC reminding employees about the program.
- The desire to help their community.

### **Results**

- Total calls placed: 4
- Based on information provided on the rebate forms, we do not believe any incentives were paid this quarter through a retailer drop-off.

## **Household Hazardous Waste (HHW)**

### **Summary**

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

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

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

## Barriers

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

## Motivators

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

## Results

- Based on information provided on the rebate forms, we do not believe any incentives were paid this quarter through a HHW drop-off.
- 26 check-in calls were placed to all HHWs in the second 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 in Northern California.
5. At least four were in Southern California.



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

### Figure 17. 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 2021.

#### Barriers

- Employee turnover creates a lack of training for the new employee.
- 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.
- 5 calls were placed to the wholesalers in the pilot.

## Summary of Pilot Activities for Audience B

### School Districts

#### Summary

The pilot program differs from the outreach program because 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 2019, SGA recruited three school districts to participate in the pilot program. Our general outreach calls helped us identify one school district (Union Middle School) that was replacing mercury thermostats. This school requested a bin and was added to the pilot program. In Q2'19, we continued our outreach to schools and identified two more schools that were interested in bins; these two schools have since been added to the pilot program. In Q3'19, the two bin placements mentioned above were finalized for Oxnard Union High School District and Ross Valley School District during general outreach. In Q4'19 and Q1'20, there was no need for communication with current pilot partners because bin placements and questions had been resolved in Q3'19. Unfortunately, due to the COVID-19 pandemic and resulting school closures statewide, school outreach activities were on hold during Q2-Q3'20. During Q4'20, we evaluated our school district outreach efforts and determined how we can adjust our strategy to accomplish our goals amidst school closures and potential re-openings.

In Q1'21, SGA attempted to contact its pilot program participants to confirm that they sent in their bin and if not, their interest in receiving instructions via email about how to prepare the bin. In Q1'21, our general outreach calls focused on preschools; there were no schools added to the pilot program because no bins were placed.

In Q2'21, our general outreach calls focused on preschools and daycares; there were no schools added to the pilot program because no bins were placed.

During Q3'21, SGA will identify new tactics for the pilot program because the few current partners we have are well beyond their HVAC renovations and there have not been new bin placements through general outreach.

#### Barriers

- **Administrative Turnover:** Difficulty getting in touch with the same contacts who initially agreed to accept a bin, which makes it difficult in following up with staff regarding the on-site presence of mercury thermostats.
- **Tactic Mismatch:** Placing collection bins at schools may not be the best tactic to get schools involved since many schools already have digital thermostats and community members are unlikely to go to schools to drop off old thermostats.
- **Relevance of Current Pilot Program Tactic:** When there are no active partners and no new bin placements, work can't be conducted on this pilot program.

## **Motivators**

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

## **Results**

In Q2'21, SGA:

- Was not able to work on the pilot program because no new bins were placed and the few current partners have finished their HVAC renovation and no longer need a bin.

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

### **Utility Companies**

#### **Summary**

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

The utility pilot seeks to offer a “collect all” thermostat recycling program to utility customers of utility companies in the pilot program, as well as to collect additional data points (this information is in addition to the metrics tracked for general outreach). Utility customers that live in areas with collect-all bins will be offered a way to recycle any thermostats they have (hence, “collect all”) and receive a \$5 rebate for any mercury-added thermostats recycled in these bins. The goal of this pilot program is to determine whether the identification of mercury 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 2019, SGA conducted an internal audit to identify materials that required updating, assess our outreach strategy, and create an updated database to ensure that our ongoing outreach efforts are directly aligned with the metrics of interest as detailed in our proposed plans and DTSC consent orders. We then reached out to our pilot utility companies to determine whether they directly install thermostats in the homes of their residents, use a third-party contractor to do this installation, and/or offer a rebate for residents who opt to install thermostats themselves. We then

successfully recruited two new utility companies to the pilot program, Liberty Utilities and Bear Valley Utilities. Both of these utility companies showed initial interest in our program but became unresponsive after several attempts to conduct follow-up correspondences.

In 2020, we reached out to our contacts at Liberty Utilities, Bear Valley Utilities, and The San Francisco Public Utilities Commission (SFPUC) with no response. In Q1'21 we continued to reach out to these same utility companies, but they remained unresponsive.

In Q2'21, due to the lack of responses with our current pilot partners, we focused on establishing partnerships with utility companies in the General Outreach program first. Once a partnership is established through that program, we will ask a select few of the new partners to be part of the pilot program. This will ensure that utilities that are part of the pilot program have made a commitment to participate, which should decrease the likelihood of them becoming unresponsive - as we've experienced. This quarter we found 3 utility companies that would fit well in the pilot program because they have rebates on their website and a significant number of collection centers in the surrounding area.

In the next quarter, Q3'21, we will attempt to create partnerships with these 3 utility companies. If a partnership and commitment can be established, they will then be considered as part of the pilot program. This is a change from our prior efforts, which designated utility companies as pilot partners before receiving any commitment from them.

### **Barriers**

- **Connecting with the Right Contact:** It is difficult to get ahold of and follow up with the employees of utility companies.
- **Bureaucratic Approval Process:** Point of contact often needs to get approval from supervisors, and this process can be lengthy.
- **Lack of Commitment:** Utility companies that show interest in our program do not always follow through when it comes to ordering materials or placing links on their websites.

### **Motivators**

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

### **Results**

In Q2'21:

- Designated 3 utility companies as potential pilot partners:
  - Port of Stockton Electric Utility
  - Roseville Electric
  - Redding Electric Utility

## Property Managers

### Summary

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

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

In 2020, SGA checked in on existing partners regarding their progress with collection, answered their questions, received the names of 7 third-party contractors that have been hired by utility companies, and expanded our database to include 29 more property management companies. Due to restrictions faced during COVID-19, we no longer were able to place bins in-person; we discovered that this cold calling tactic is not as successful as our in-person tactic (where we drop off bins in a casual manner rather than ‘sell’ the bin over the phone). We also added more property management companies to our database and sent correspondences via email or online inquiry forms to our target group of 50 companies. We learned that the email approach, while perhaps a good alternative given the current COVID-19 pandemic, was not as successful of a tactic as initially hoped. Not only did we have to attempt to “sell” the idea of the TRC program over written text, but the companies also had a very easy way out—ignoring the message—if they were not interested. We did not receive any promising responses to our email outreach.

In Q1’21, SGA decided to do a targeted mail outreach campaign based on results from phone and email outreach during 2020. Two materials were prepared for this mail campaign. First, a flyer was updated to include easy-to-follow instructions for identifying and recycling mercury thermostats as well as a QR code to enable SGA to track engagement with the flyer. Second, a program letter was created to introduce property managers to our program.

In Q2’21, SGA launched a small-scale mailer program and sent mailers to 46 property managers in California. Each property manager received the materials mentioned above. The QR codes included in the flyer received 3 scans. During this quarter, SGA attempted to purchase the mailing addresses and email addresses of more property managers but was unable to find a company that sold this information within our budget.

In Q3’21, we will continue to identify more property management contacts, add them to our database, and send them mailers.

### **Barriers**

- Online Outreach: As email outreach is less personal than in-person or phone outreach, management companies may not view responding to TRC emails as a pressing concern.
- Relevance of Issue: This audience believes they do not have mercury thermostats in their properties or do not come across them enough to host a bin.
- Difficulty Reaching Contact: Many property management offices are working from home, which has made it difficult to speak to the right contact.

### **Motivators**

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

### **Results**

In Q2'21, SGA:

- Finalized a Program Letter to property managers
- Coordinated with a vendor for printing materials to include in the mailers
- Conducted outreach on companies that do mailing campaigns and companies that sell a database of property manager contacts
- Prepared and sent mailers (included a flyer and program letter) to 46 property management companies
- Sent a check-in correspondence to those 46 partners about the delivery of their mailed materials
- Received 3 scans of the QR code that was included on the flyer to each partner, which opens the CA Property Managers page on TRC's website

**Figure 18. Program letter to property managers**



355 Lexington Avenue - 15th Floor | New York, NY 10017 | [thermostat-recycle.org](http://thermostat-recycle.org)

Dear Property Managers,

Since January 2006, the sales, installation, and disposal of mercury-containing thermostats have been banned in California. However, you may still find mercury thermostats in the properties you manage. These thermostats require careful removal and disposal methods due to the health risks associated with mercury exposure.

When deciding whether removing your mercury thermostats is right for you, there are many incentives you might consider, including:

- **Energy efficiency** - replacing mercury thermostats with digital or smart thermostats typically results in energy savings of 10 to 20 percent.
- **Public safety** - removing mercury thermostats from public and private spaces keeps communities safe - especially children and pregnant women for whom mercury exposure is most dangerous.
- **Environmental benefit** - protect sanitation workers, soil and groundwater from mercury contamination by keeping mercury thermostats out of the landfill.
- **TRC's \$5 rebate** - earn \$5 for every thermostat you recycle. Learn more about how to receive a rebate on our website: [bit.ly/TRC-Property-Manager](http://bit.ly/TRC-Property-Manager)

The included flyer details **how to identify a mercury thermostat** and **how to properly and safely dispose of it** when you are ready to replace your system. If you have several thermostats to dispose of, you can also order a free bin from TRC to collect mercury thermostats on-site. Bins can be ordered through our website and we will pay for shipping: [bit.ly/Order-a-bin](http://bit.ly/Order-a-bin)

You can reach out directly for more information on how to collect mercury thermostats efficiently and safely in the properties you manage. Thank you in advance for helping to keep your community safe.

Sincerely,



Denisse Tapia

Thermostat Recycling Corporation  
<https://www.thermostat-recycle.org/>  
[dtapia.trc@gmail.com](mailto:dtapia.trc@gmail.com)

**Figure 19. Redesigned TRC Informational Flyer, “Identifying and Disposing of Mercury Thermostats”**

Front of flyer





Back of flyer

## Identifying and Recycling Mercury Thermostats

Many thermostats sold prior to 2006 contain a glass tube or "switch" of liquid mercury, which are toxic and hazardous to human health. If not disposed of at a designated collection site, mercury thermostats can expose sanitation workers, soil and groundwater to toxic mercury contamination. Because of this, failure to properly dispose of mercury-containing thermostats can result in a \$70,000 fine.

### 1 Identify potential mercury thermostat

Mercury thermostats are manually operated and use a lever or dial to control the temperature. Digital thermostats that use a digital screen and buttons do not contain mercury.



### 2 Look for a glass tube of liquid mercury inside

If you can't tell whether you have a mercury-containing thermostat, put on rubber, nitrile, or latex gloves and carefully remove the cover. If you see a small glass tube full of silvery liquid, assume it contains mercury.



### 3 Place the cover back onto the thermostat (if removed) and remove the mercury thermostat from the wall

Wearing protective gloves, carefully remove the thermostat from the wall and place it inside a sealed clear bag. Do NOT disassemble or attempt to remove the glass tube.

### 4 Find a drop-off location on our website

Go to [bit.ly/TRC-CA-Property-Manager](https://bit.ly/TRC-CA-Property-Manager) or scan the below QR code with your phone to find a drop-off location near you. To receive a \$5 rebate, complete and submit the California Rebate Form when you drop-off your thermostat.



## Program Modification Plan

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

- Completed/ongoing

**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 Q2’21: sent 335 postcards in May

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

- Ongoing/in process
- In Q2’21: sent 170 emails in May

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

- Made 221 calls in Q2’21 to these locations

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

- Ongoing: Most already have displays, keep their bin in the back, or do not have room for them. We did not have any requests for merchandising displays in Q2’21.

**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
- Q2’21: 122 site 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.
- We also have a link for Spanish versions on all new advertisements, targeting Spanish-speaking homeowners with new brochures and messaging.

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

- Completed

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

- Ongoing, new marketing includes family and safety messaging.

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

- On March 23, 2021 TRC joined other EPR groups including mattresses, paint, batteries and carpet to discuss the current state of affairs and new initiatives.

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

- Made 3 calls to these locations in Q2'21.

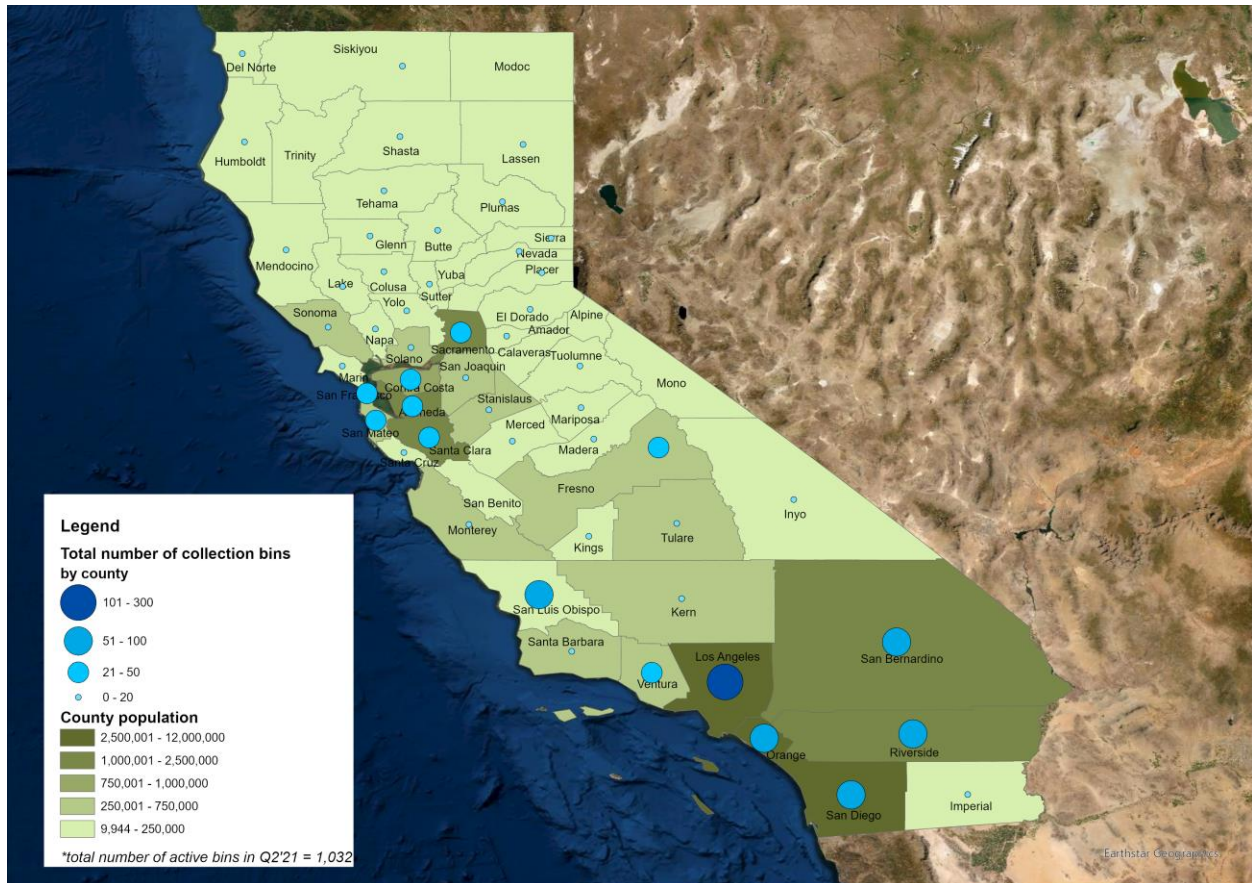
**Proposed Modification #12:** Review all collection locations' geographic coverage with GIS mapping software. The findings are to be published in each year's annual report submission. Where gaps in coverage are discovered, TRC will implement a campaign to target placing recycling containers in the region.

- Reference GIS maps

## Geographic Information Systems (GIS)

The following maps depict the total number of collection locations throughout California, the population per county, and the number of thermostats collected during the past quarter. County population is included as an indicator of the number of residents served by our collection sites.

**Figure 20. Map showing active bins and approximate population by county.**



**Figure 21. Map showing total thermostats collected by county.**



## Collection Location Summary

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

## CSLB Forms

We did not receive any Contractor State License Board license number forms, as gathered by wholesalers, during this quarter.

## Incentive Payments

**Table 7. Incentive Payments Made**

TRX Date	Description	Amount
6/15/2021	May 2021 CA contractor redemption Recycle-Scratch-Earn	\$72.05
6/25/2021	CA resident rebate	\$5.00
6/28/2021	CA contractor	\$160.00
6/28/2021	CA resident rebate	\$5.00
6/28/2021	CA resident	\$5.00
6/28/2021	CA resident	\$5.00
6/28/2021	CA resident	\$5.00
6/28/2021	CA resident	\$5.00
6/28/2021	CA resident	\$10.00
6/28/2021	CA resident	\$5.00
6/28/2021	CA resident	\$10.00
6/28/2021	CA resident	\$5.00

## Site Visits and Calls

A table documenting site visits and calls conducted in Q2'21 is included in Appendix D. These site visits include documentation for non-compliant locations.

### **Thermostat Recycling Corporation: Q2 2021 California Advertising**

#### **Summary**

Digital advertising is still the focus of TRC's California ad campaign as we move into 2021, including Google Ads and digital ads. TRC's new website launched at the end of April, and the 2021 digital advertising campaign launched in May to point users to the new website.

#### **Google Search Ads**

Google Search Ads is a digital advertising platform where advertisers bid on search terms (or keywords) in order to have informational ads displayed, where ads appear alongside search results. This campaign targets people searching for relevant search key terms by driving traffic to various pages on the TRC website. TRC has developed a search campaign to align with terms

searched by individuals related to thermostats, mercury, mercury recycling, thermostat replacement, etc.

Google Ads started in January. The summary of the campaign’s delivery for the 2nd quarter is detailed below, with a comparison to Q2 of 2021.

**Table 8. Metrics for Google Ads**

	Q2 2020	Q2 2021
Impressions	119,047	65,069
Clicks	2,490	2,581
Click through Rate (CTR)	2.09%	3.97%
Cost per Click (CPC)	\$2.46	\$2.40

**Notes**

- Impressions: number of times ads were served to viewers.
- Clicks: number of viewers who clicked on ads
- CTR: click through rate, calculated by the number of clicks divided by the number of impressions
- CPC: the average amount paid for each click

**Social Media and Traditional Media Ads**

**Facebook**, the country’s most visited social media network, is an ideal avenue for TRC messaging, as Facebook users look to share advice with their friends. TRC ads appear just as regular posts from friends, with an image, text and links that click back to the TRC website.

**LinkedIn**’s network includes individuals in the fields of HVAC, contracting, compliance, regulatory and business owners. Our goal with these ads was to educate people in three of our target audiences on the importance of recycling mercury thermostats. We focused on messaging for the ads tailored to each audience and took them to a relevant page on TRC’s website.

**Online News Websites** such as Health.com, Foxnews.com, CNN.com and many others along with other information sites provides a credible format where consumers get news and information. By placing our TRC ads on the same webpage where people get their news, our messaging in our ads appears in the form of news article teasers in a “From around the Web” section (which typically follows just after their own news sections). By appealing to viewers in a newsworthy way, with an image, headline and website address (such as “3 Reasons you should change your old thermostat”), our TRC ads placed through Outbrain and Taboola (two popular ad networks) click over to the TRC page.

Below is the overall performance during Q2’21 for each target audience & platform.

**Table 9. Advertisement Results**

<b>Audience</b>	<b>Platform</b>	<b>Impressions</b>	<b>Clicks</b>	<b>CTR</b>
Consumer	Facebook	251,921	1,848	0.73%
Consumer	Google Ads	65,069	2,581	3.97%
Consumer	Taboola	605,728	4,092	0.68%
Contractor	LinkedIn	93,670	384	0.41%
Contractor	Facebook	211,735	3,302	1.56%
Retailers	LinkedIn	27,210	148	0.54%
Wholesalers & Manufacturers	LinkedIn	18,946	109	0.58%
<b>TOTAL</b>		1,274,279	12,464	0.98%

**Notes**

- Impressions: number of times ads were served to viewers.
- Clicks: number of viewers who clicked on ads
- CTR: click through rate, calculated by the number of clicks divided by the number of impressions

**Results and Analysis**

When you compare our performance to the same time period in 2020, improvement is evident. Even though there was a decrease in impressions, the click-through-rates has almost doubled compared to last year. Meaning that our ads are being served to the right audience and those users are more likely to spend more time on our site. For our other ad types, we saw a large increase in impressions and clicks compared to this time last year.

**Barriers**

There were no barriers to launching this advertising.

**Motivators**

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



## Appendices

**Table 10. Number and Location of New Collection Bins Added in Q2'21**

<b>Name</b>	<b>Location Type</b>	<b>Physical Address - Street 1</b>	<b>Physical Address - City</b>	<b>Physical Address - Zip Code</b>
Trane Supply	Wholesaler	20450 E. Walnut Dr. N	Diamond Bar	91789
Johnstone-Ventura	Wholesaler	5960 VALENTINE ROAD 3	VENTURA	93003
Goodman Distribution	Wholesaler	2425 auto park way	Escondido	92029
Appliance Parts Center	Wholesaler	222 E. 8th Street	National City	91950
San Dimas Ace Hardware	Retailer	201 W. Bonita Ave.	San Dimas	91773
Pittsburg Ace Hardware	Retailer	125 E. LELAND ROAD	PITTSBURG	94565

## Appendix A: Audience A Outreach Program

### Retail Toolkit Materials

Figure A-1. Retail Program introduction letter

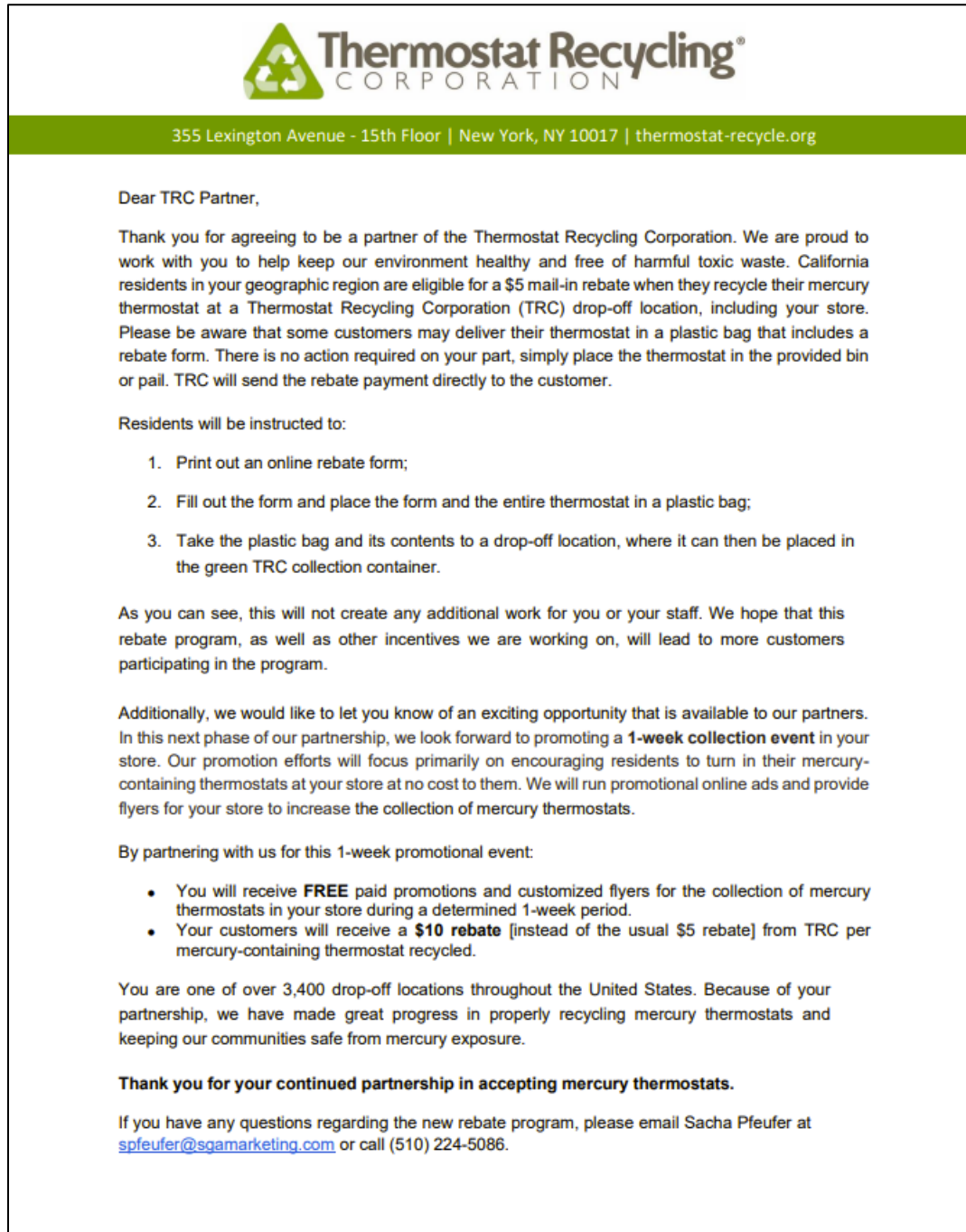


Figure A-2. Retail Prepping and shipping instructions sheet


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

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)

Figure A-3. Retail Prepping and shipping instructions sheet (continued)




an industry-funded non-profit

## Shipping TRC Collection Container

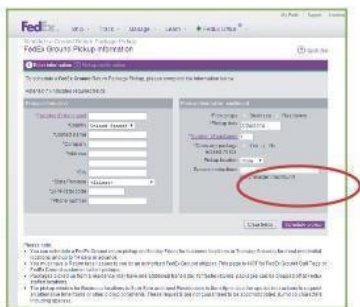
- 1.** Schedule a FedEx “Ground Return Pickup” by calling 1.800.463.3339 or online at [www.fedex.com/returnpickup](http://www.fedex.com/returnpickup) (username and password are not required)

- 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.



TRACKING ID:



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

Thank you for being part of the TRC recycling program.

**[OVER]**

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

Figure A-4. Retail “Identifying and Disposing of Mercury Thermostats” Flyer [Spanish]



## Identificación y reciclaje de termostatos de mercurio

Muchos termostatos que se vendieron antes de 2006 contienen un tubo de vidrio o "interruptor" de mercurio líquido, y son tóxicos y peligrosos para la salud humana. Si no se desechan en un sitio de recolección designado, los termostatos de mercurio pueden exponer a los trabajadores de limpieza, al suelo y a las aguas subterráneas a una contaminación con mercurio tóxico. Debido a esto, no desechar adecuadamente los termostatos que contengan mercurio puede resultar en una multa de \$70,000.

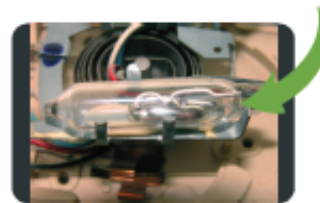
### 1 Identifique posibles termostatos de mercurio

Los termostatos de mercurio se operan manualmente y utilizan una palanca o una placa graduada para controlar la temperatura. Los termostatos digitales que utilizan una pantalla digital y botones, no contienen mercurio.



### 2 Busque un tubo de vidrio con mercurio líquido en el interior

Si no puede identificar si tiene un termostato con mercurio, póngase guantes de hule, nitrilo o látex y retire la cubierta con cuidado. Si observa un pequeño tubo de vidrio lleno de líquido plateado, asuma que contiene mercurio.



### 3 Coloque nuevamente la cubierta en el termostato (si la quitó) y retire el termostato de mercurio de la pared

Utilizando guantes de protección, retire con cuidado el termostato de la pared y colóquelo dentro de una bolsa transparente sellada. NO lo desarme ni intente retirar el tubo de vidrio.

### 4 Encuentre un sitio de recolección en nuestra página web

Consulte [bit.ly/TRC-CA-Property-Manager](https://bit.ly/TRC-CA-Property-Manager) o escanee con su teléfono el siguiente código QR para encontrar un sitio de recolección cerca de usted. Para recibir un reembolso de \$5, llene y presente el Formulario de reembolso de California al entregar su termostato.



Figure A-5. Retail “Identifying and Disposing of Mercury Thermostats” Flyer [Chinese]



避免  
\$70,000  
的罰款



回收您的恆溫器  
查看反向页面了解详情。

 **Thermostat Recycling**<sup>™</sup>  
CORPORATION

# 識別與回收水銀恆溫器

2006年之前出售的許多恆溫器都包含一個裝有液態水銀的玻璃管或「開關」，水銀是有毒物質並且會對人體健康造成危害。如果水銀恆溫器沒有在指定的回收地點接受處理，它便可能使清潔工、土壤和地下水接觸到有毒的水銀。有鑒於此，如果未能適當地處理含水銀的恆溫器，將被處以\$70,000的罰款。

## 1 識別可能含有水銀的恆溫器

水銀恆溫器需要手動操作，並且會使用控制桿或刻度盤來控制溫度。使用數位螢幕和按鈕的數位恆溫器不含有水銀。



## 2 查看內部是否裝有含液態水銀的玻璃管

如果您不能確定您的恆溫器是否含有水銀，請戴上橡膠、丁腈或乳膠手套，並小心地取下外殼。如果您能看到一根裝滿銀色液體的細小玻璃管，那一般裝的就是水銀。



## 3 將外殼裝回到恆溫器 (如果已經取下)，並從牆上取下水銀恆溫器

佩戴防護手套，從牆上小心地取下恆溫器，然後放入透明的密封袋中。切勿拆解玻璃管或嘗試移除玻璃管。

## 4 在我們的網站上查找回收點

瀏覽[bit.ly/TRC-CA-Property-Manager](http://bit.ly/TRC-CA-Property-Manager) 或者使用您的手機掃描下方的二維碼，以查找您附近的回收點。如要獲得\$5的回饋金，請填寫California Rebate Form (加州回饋金表格)，並在您送交恆溫器到回收點時提交該表格。





Figure A-6. Retail Shelf talkers



Recycle your  
**THERMOSTAT**  
for free at this store.  
See a store associate for details.

Recicle su  
**TERMOSTATO**  
sin costo en esta tienda.  
Consulte con un empleado de la tienda  
para obtener más información.

在此商店內免費回  
收您的恆溫器。  
請諮詢店員以獲取更多詳情。



Recycle your  
**THERMOSTAT** for free.  
Scan code for details.

Recicle su  
**TERMOSTATO** sin costo.  
Escanee el código para obtener información.

回收您的恆溫器完全免費。  
掃描二維碼以獲得更多詳情。



[www.thermostat-recycle.org](http://www.thermostat-recycle.org)



Figure A-7. Retail Window clings



**Figure A-8. Additional Photographs of Q2'21 HHW Collection Events**

HHW Photos from San Bernardino County Fire Department Household Hazardous Waste Division's Event in Yucca Valley on April 24, 2021





## Appendix B: Audience B

### Utility Outreach Materials

**Figure B-1. Utility Flyer**

Front of flyer

# STILL HAVE A MERCURY THERMOSTAT?



## Recycle yours for a \$5 rebate!

**LOCAL RECYCLING LOCATIONS**

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

Visit [TRCrebate.com/CA](http://TRCrebate.com/CA) to print your rebate & learn more.



an industry-funded non-profit

Back of flyer

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

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

### Step One: Identify potential mercury thermostats.



### Step Two: Look for the mercury bulb inside.



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

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

**Figure B-2: Utility Bill Insert**

# RECYCLE THIS.



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

<p>Store #1 Street Address City, State zip code</p>	<p>Store #2 Street Address City, State zip code</p>
<p>Store #3 Street Address City, State zip code</p>	<p>Store #4 Street Address City, State zip code</p>
<p>Store #5 Street Address City, State zip code</p>	<p>Store #6 Street Address City, State zip code</p>
<p>Store #7 Street Address City, State zip code</p>	<p>Store #8 Street Address City, State zip code</p>
<p>Store #9 Street Address City, State zip code</p>	<p>Store #10 Street Address City, State zip code</p>

[TRCrebate.com/CA](http://TRCrebate.com/CA)



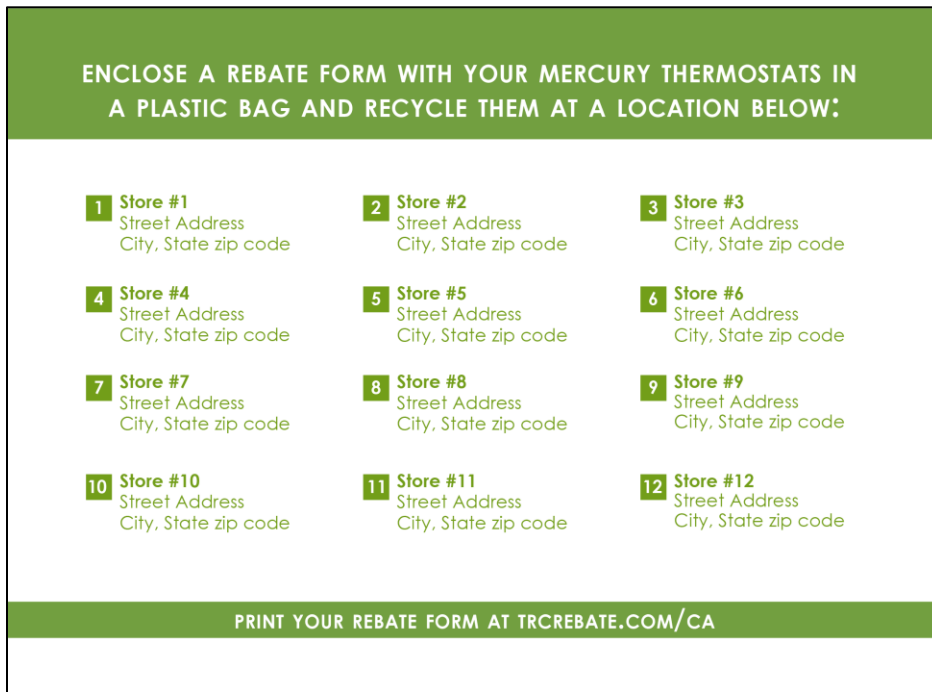
**Thermostat Recycling**<sup>™</sup>  
CORPORATION  
an industry-funded non-profit

**Figure B-3. Utility Tear Pad**

Front of pad



Back of pad





## Figure B-4. Feedback form sent to partners

### Page 1

#### Partner Feedback Survey

Thank you for taking the time to fill out our feedback survey. The purpose of this survey is to get your opinion on how we can best make this partnership something easy and useful for you and the company you work for.

\* 1. What is the name of your company?

\* 2. How **true** is the following statement? "TRC's mission to keep communities safe from mercury exposure aligns with our company's goals and values."

- Very true
- Somewhat true
- Not true

\* 3. In your opinion, what is the most effective way to reach residents?

- Bill inserts
- Flyers
- Tearsheets
- TRC link on website
- Social media post about TRC program
- Newsletter insert

Page 2

\* 4. What do you think would be the **best way** to get more residents to recycle their thermostats?

- A larger rebate
- More advertising on utility and city/county websites
- More advertising on social media
- More advertising with direct mail (bill inserts, post cards, etc.)
- Other (please specify)

\* 5. Which of the following TRC promotional materials have you ordered from us?

- Bill inserts
- Flyers
- Tear sheets
- None of the above

### Partner Feedback Survey

\* 6. TRC's promotional materials are effective because they.. (choose all that apply):

- Clearly communicate how the program works
- Are placed in areas where residents are most likely to see them
- Are well designed and are attention-grabbing
- The promotional materials are not effective.
- Other (please specify)

Page 3

\* 7. How can we improve our outreach materials? To skip this question, write "N/A".

\* 8. How would you describe the following processes of ordering and receiving materials from TRC?

	Excellent	Satisfactory	Could be Improved
Communication from TRC contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of ordering materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow-up from TRC contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\* 9. How likely are you to reorder materials from TRC?

- Very likely
- Somewhat likely
- Not likely

**Partner Feedback Survey**

\* 10. Have you placed a TRC link on your website?

- Yes
- No

\* 11. To what extent do you agree with these statements:

	Agree	Somewhat agree	Disagree
Residents frequently visit the "Rebates" page of my company's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residents would find TRC's rebate useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructions/blurb that TRC provides for my company's website is clear and easy to follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Partner Feedback Survey**

\* 12. Have you ever posted about TRC on social media pages?

- Yes
- No

**Partner Feedback Survey**

\* 13. How likely are you to post about TRC on your social media page again?

- Very likely
- Somewhat likely
- Not likely

Page 4

\* 14. Have you ever posted about TRC in your newsletter?

- Yes  
 No

**Partner Feedback Survey**

\* 15. How likely are you to post about TRC in your newsletter again?

- Very likely  
 Somewhat likely  
 Not likely

**Partner Feedback Survey**

\* 16. Have you ever ordered a TRC bin? See picture above.

- Yes  
 No

Page 5

\* 17. In the coming year, how likely are you to use a TRC bin to continue collecting thermostats?

- Very likely  
 Somewhat likely  
 Not likely

**Partner Feedback Survey**

\* 18. Why are you not likely to continue collecting thermostats with a TRC bin?

- It takes up too much space  
 Customers aren't interested in recycling thermostats  
 No thermostats have been recycled  
 Other (please specify)

**Partner Feedback Survey**

\* 19. If asked by a customer, would you be able to explain the process of recycling thermostats with TRC?

- I would be able to explain the process with confidence.  
 I would be able to give general directions about the process.  
 I would not be able to give any information about the process.

Page 6

20. What information about TRC's recycling program do you feel you are lacking?

**Partner Feedback Survey**

You've reached the end of the survey.

Thanks again for taking the time to share your feedback. We really appreciate it!

21. Do you have any other comments, questions, or concerns for us?

## Appendix C: Audience C

### Figure C-1. Hotel/Motel Article

 **Thermostat Recycling**  
CORPORATION

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

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

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

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

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

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

## Appendix D: Collection Locations and Outreach Activities

**Table D-1. Collection Location Summary.**

Status	Name	Location Type	Physical Address - Street 1	Physical Address - City	Return Date	# of Intact Switches	# of Loose Switches	# of Mercury Thermostats	Total Mercury Volume
Active	R.E. Michel Company, Inc.	Wholesaler	5370 Third Street	Irwindale	5/20/2021	55	0	36	0.341
Active	R.E. Michel Company, Inc.	Wholesaler	5370 Third Street	Irwindale	4/15/2021	31	0	31	0.1922
Active	R.E. Michel Company, Inc.	Wholesaler	5370 Third Street	Irwindale	4/15/2021	48	0	35	0.2976
Active	R.E. Michel Company, Inc.	Wholesaler	5370 Third Street	Irwindale	4/15/2021	71	0	55	0.4402
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	9250 OWENSMOUTH AVENUE	CHATSWORTH	5/24/2021	40	0	37	0.248
Active	R.E. Michel Company, Inc.	Wholesaler	5370 Third Street	Irwindale	4/15/2021	93	0	58	0.5766
Active	R.E. Michel Company, Inc.	Wholesaler	5370 Third Street	Irwindale	5/20/2021	75	0	49	0.465
Active	R.E. Michel Company, Inc.	Wholesaler	5370 Third Street	Irwindale	4/13/2021	66	0	50	0.4092
Active	Johnstone	Wholesaler	2810 Temple Avenue	Long Beach	5/14/2021	5	0	5	0.031
Active	Hirsch Pipe & Supply Co., Inc.	Wholesaler	7521 Garden Grove Blvd	Garden Grove	6/29/2021	3	0	3	0.0186
Active	Assoc. Heating & Air Conditioning & Sheet Metal	HVAC Contractor	1355 Abbott St	Salinas	5/25/2021	26	0	23	0.1612
Active	Gearly Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	5/24/2021	61	0	53	0.3782
Active	Gearly Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	4/9/2021	85	0	61	0.527
Active	Gearly Pacific Supply	Wholesaler	1161 W. Bradley Avenue	El Cajon	4/1/2021	13	0	7	0.0806
Active	USACD	Wholesaler	8620 HAYDEN PL.	CULVER CITY	5/18/2021	72	0	42	0.4464
Active	Ac Pro	Wholesaler	1198 E. Willow Street	Signal Hill	6/30/2021	11	0	8	0.0682
Active	AC Pro	Wholesaler	591 S. Walnut St.	La Habra	6/30/2021	27	0	18	0.1674
Active	Bryant Heating And Air Conditioning	HVAC Contractor	2075 East Villa	Pasadena	4/16/2021	17	0	16	0.1054
Active	W.W. Grainger, Inc.	Wholesaler	310 E. Ball Rd	Anaheim	6/30/2021	3	0	1	0.0186

Active	Trane Company	Wholesaler	15551 Red Hill Avenue	TUSTIN	4/21/2021	6	0	4	0.0372
Active	County Of San Diego HHW Collection Facility, Ramona	HHW	324 MAPLE STREET	RAMONA	4/22/2021	17	0	10	0.1054
Active	R.E. Michel Company, Inc.	Wholesaler	5370 Third Street	Irwindale	5/20/2021	66	0	36	0.4092
Active	R.E. Michel Company, Inc.	Wholesaler	5370 Third Street	Irwindale	4/15/2021	49	0	42	0.3038
Inactive	Universal Waste Disposal Company	HVAC Contractor	8051 Wing Ave	El Cajon	5/4/2021	49	0	44	0.3038
Active	Heating & Cooling Supply, LLC	Wholesaler	14742 Raymer Street	Van Nuys	6/30/2021	30	0	22	0.186
Active	Johnstone Supply	Wholesaler	31240 La Baya Drive	Westlake Village	4/8/2021	16	0	9	0.0992
Active	County Of Sacramento	HHW	4450 Roseville Road	North Highlands	4/6/2021	76	0	47	0.4712
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	2539 Teller Road	Newbury Park	5/14/2021	30	0	19	0.186
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	2751 Temple Avenue	Signal Hill	5/17/2021	35	0	28	0.217
Active	Special Waste Collection Center	HHW	9255 Disposal Lane	Elk Grove	4/21/2021	20	0	8	0.124
Active	Ac Pro	Wholesaler	1751 Malborough Avenue	Riverside	5/18/2021	54	0	46	0.3348
Active	Ac Pro	Wholesaler	3060 E. La Palma Avenue	Anaheim	6/2/2021	71	0	50	0.4402
Active	Allied Refrigeration	Wholesaler	199 S. Marshall Street	El Cajon	4/1/2021	4	0	2	0.0248
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	16900 Chestnut Street	City of Industry	4/2/2021	34	0	26	0.2108
Active	Gearly Pacific Supply	Wholesaler	16665 Arminta Street	Van Nuys	4/15/2021	29	0	25	0.1798
Active	AC Pro	Wholesaler	12365 Central Ave.	Chino	4/2/2021	17	0	8	0.1054
Active	United Refrigeration, Inc.	Wholesaler	1134 E. Dominguez Street	Carson	6/18/2021	42	0	23	0.2604
Active	United Refrigeration	Wholesaler	2626 SOUTHPORT WAY, STE. G	NATIONAL CITY	4/1/2021	9	0	6	0.0558
Active	Howard Industries	Wholesaler	8855 WASHINGTON BLVD	CULVER CITY	4/6/2021	30	0	25	0.186

Active	Gianelli's Appliances & Supplies	Wholesaler	10855 Folsom Blvd	Rancho Cordova	5/25/2021	0	0	0	0
Active	RSD	Wholesaler	6391 ORANGET HORPE AVENUE	BUENA PARK	6/29/2021	41	0	18	0.2542
Active	Howard Industries	Wholesaler	8855 WASHINGTON BLVD	CULVER CITY	4/7/2021	26	0	21	0.1612
Active	Gear Pacific Supply	Wholesaler	1200 E. Cerritos Avenue	Anaheim	6/29/2021	13	0	10	0.0806
Active	Johnstone Supply	Wholesaler	518 E BALL ROAD	ANAHEIM	6/29/2021	42	0	37	0.2604
Active	United Refrigeration, Inc.	Wholesaler	41573 Cherry Street	Murrieta	4/1/2021	67	0	37	0.4154
Active	Hassler Heating And Air Conditioning	Wholesaler	1537 South 56th Street	El Cerrito	5/19/2021	48	0	40	0.2976
Active	RSD	Wholesaler	1376 STEALTH STREET	LIVERMORE	4/22/2021	188	0	56	1.1656
Active	Coast Appliance Parts	Wholesaler	2606 Lee Avenue	South El Monte	4/15/2021	5	0	3	0.031
Active	USACD	Wholesaler	16950 Chestnut St.	City of Industry	4/2/2021	24	0	16	0.1488
Inactive	Bay Counties Waste Services	HHW	301 CARL ROAD	SUNNYVALE	6/14/2021	11	0	8	0.0682
Active	Slakey Brothers Yuba City	Wholesaler	545 BOYD STREET	YUBA CITY	6/9/2021	23	0	19	0.1426
Active	Us Air Conditioning Distributors, Inc. (USACD)	Wholesaler	1304 S. Claudina Street	Anaheim	6/29/2021	60	0	39	0.372
Active	Mds Recycles	HVAC Contractor	14761 Franklin Ave.	Tustin	5/7/2021	109	12	41	0.7502
Active	RSD	Wholesaler	2745 Temple Avenue	Signal Hill	6/29/2021	26	0	21	0.1612
Active	Yolo County Central Landfill	HHW	44090 COUNTY RD 28 H	WOODLAND	5/21/2021	30	0	26	0.186
Active	U.S. Air Conditioning Distributors (USACD)	Wholesaler	3062 E. Inland Empire Blvd	Ontario	6/15/2021	68	0	37	0.4216
Active	U.S. Air Conditioning Distributors (USACD)	Wholesaler	701 Adell Street	San Bernardino	5/19/2021	21	0	19	0.1302
Active	Central Contra Costa Sanitary District	HHW	4797 Imhoff Place	Martinez	4/26/2021	50	0	36	0.31
Active	Ac Pro	Wholesaler	3060 E. La Palma Avenue	Anaheim	6/29/2021	5	0	3	0.031



Active	R.E. Michel Company Inc.	Wholesaler	155 W. Victoria Street	Long Beach	5/17/2021	2	0	2	0.0124
Active	Johnstone Supply	Wholesaler	1900 Blue Gum Avenue	Modesto	4/9/2021	42	0	31	0.2604
Active	Johnstone Supply	Wholesaler	2132 Aviation Drive	Upland	4/6/2021	68	0	33	0.4216
Active	Johnstone Supply	Wholesaler	2132 Aviation Drive	Upland	4/2/2021	38	0	20	0.2356
Active	Allied Refrigeration	Wholesaler	1256 Price Avenue	Pomona	4/7/2021	106	0	51	0.6572
Active	Gearly Pacific Supply	Wholesaler	4365 Jetway Court	North Highlands	6/18/2021	22	0	20	0.1364
Active	Gearly Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	5/26/2021	76	0	72	0.4712
Active	Gearly Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	4/9/2021	73	0	64	0.4526
Active	Goodman Distribution	Wholesaler	2425 auto park way	Escondido	4/6/2021	5	0	2	0.031
Active	Lennox Stores	Wholesaler	151 West Orangethorpe Avenue	Placentia	6/30/2021	16	0	10	0.0992
Active	RSD	Wholesaler	2890 E CORONADO ST	ANAHEIM	6/28/2021	49	0	28	0.3038
Active	Johnstone Supply	Wholesaler	42655 Rio Nedo	Temecula	4/2/2021	3	0	2	0.0186
Active	Johnstone Supply	Wholesaler	940 Wall Street	Redding	4/20/2021	105	0	68	0.651
Inactive	Slakey Brothers - Redding	Wholesaler	1200 INDUSTRIAL STREET	REDDING	5/19/2021	1	0	1	0.0062
Active	Anthony's Heating And Air Conditioning Inc	HVAC Contractor	41615 Date St Ste 107	Murrieta	4/5/2021	21	0	11	0.1302
Active	Trane	Wholesaler	21720 Wilmington Ave.	Long Beach	5/18/2021	1	0	1	0.0062
Active	Ferguson Heating & Cooling	Wholesaler	1224 NORTH MARSHALL	EL CAJON	5/27/2021	82	0	66	0.5084
Active	Russell Sigler Inc.	Wholesaler	3648 E INDUSTRY AVE	LAKEWOOD	6/30/2021	107	0	63	0.6634
Active	Johnstone-Commerce	Wholesaler	9143 Perkins Street	Pico Rivera	4/2/2021	2	0	2	0.0124
Active	Heating & Cooling LLC 823	Wholesaler	3650 N. INDUSTRY Avenue	LAKEWOOD	6/30/2021	5	0	3	0.031
Active	Goodman Distribution, Inc.	Wholesaler	866 E. Ross Road	El Centro	5/6/2021	13	0	7	0.0806
Active	Johnstone Supply	Wholesaler	1900 Blue Gum Avenue	Modesto	4/9/2021	49	6	39	0.341
Active	Goodman Distribution, Inc 764	Wholesaler	18085 EUCLID STREET	FOUNTAIN VALLEY	6/29/2021	23	0	18	0.1426

Active	Ferguson Heating Cooling	Wholesaler	605 E. Cerritos Avenue	Anaheim	6/29/2021	78	0	74	0.4836
Active	Goodman Distribution, Inc.	Wholesaler	1225 N. KRAEMER BLVD	ANAHEIM	6/29/2021	24	0	15	0.1488
Active	Johnstone Supply 329	Wholesaler	435 N. BURKE	VISALIA	6/10/2021	15	0	10	0.093
Active	Kern County Special Waste Facility	HHW	4951 STANDAR D ST.	BAKERSFIELD	4/21/2021	35	0	25	0.217
Active	Lennox Stores	Wholesaler	299 Goddard Street	Irvine	6/30/2021	5	0	3	0.031
Active	Goodman Distribution, Inc.	Wholesaler	1900 Compton Ave Suite 102	Corona	4/1/2021	48	0	30	0.2976
Active	Johnstone-Ventura	Wholesaler	5960 VALENTIN E ROAD 3	VENTURA	6/11/2021	25	0	19	0.155
Active	Goodman Distribution, Inc.	Wholesaler	1972 Essex Court	Redlands	4/2/2021	5	0	3	0.031
Active	Thrifty Supply	Wholesaler	8541 23RD AVE	SACRAMENTO	5/26/2021	2	0	1	0.0124
Inactive	Action Air Conditioning Heating & Solar	HVAC Contractor	130 Bosstick Blvd	San Marcos	6/29/2021	34	0	24	0.2108
Active	AC Pro	Wholesaler	1622 Illinois Ave.	Perris	4/2/2021	50	0	28	0.31
Active	Heating & Cooling Supply, LLC	Wholesaler	685 N. Poplar Street	Orange	6/30/2021	11	0	7	0.0682
Active	Burgesons Heating & Ac	HVAC Contractor	620 TENNESSE E ST	Redlands	4/20/2021	57	0	47	0.3534
Active	Miner's Ace Hardware	Retailer	186 Station Way	Arroyo Grande	5/26/2021	8	0	7	0.0496
Active	Air Cold Supply - A Ferguson Enterprise	Wholesaler	1346 S. Claudina Street	Anaheim	6/29/2021	28	0	16	0.1736
Active	Amber Air Conditioning	HVAC Contractor	29885 2Nd Street Unit A & B	Lake Elsinore	4/5/2021	5	0	3	0.031
Active	Ac Pro	Wholesaler	7606 Garden Grove Blvd	Westminster	6/30/2021	41	0	27	0.2542
Inactive	Action Air Conditioning Heating & Solar	HVAC Contractor	130 Bosstick Blvd	San Marcos	6/29/2021	37	0	33	0.2294

**Table D-2. Site Visits and Calls**

Location Name	Location Type	Physical Address - City	Subject	Activity Date
Truitt & White Lumber	Retailer	Berkeley	Miss You Call	5/13/2021
Goodman Distribution	Wholesaler	Anaheim	Site Visit	6/21/2021
Union School District	School District	San Jose	Miss You Call	6/15/2021
Progress Hardware	Retailer	San Francisco	Miss You Call	5/12/2021
Oxnard Union High School District	School District	Oxnard	Site Visit	4/29/2021
Allied Refrigeration	Wholesaler	Torrence	Site Visit	6/25/2021
Allied Refrigeration	Wholesaler	Torrence	Miss You Call	6/15/2021
AC Pro	Wholesaler	La Habra	Site Visit	6/23/2021
AC Pro	Wholesaler	La Habra	Miss You Call	6/15/2021
Goodman Distribution	Wholesaler	El Cajon	Miss You Call	6/16/2021
Lake Drive Hardware	Retailer	Crestline	Miss You Call	6/15/2021
JL Franco Construction	HVAC Contractor	Castro Valley	Miss You Call	5/12/2021
Dancool HVAC Supply	Wholesaler	Inglewood	Site Visit	6/25/2021
Dancool HVAC Supply	Wholesaler	Inglewood	Miss You Call	6/16/2021
Dancool HVAC Supply	Wholesaler	Upland	Miss You Call	6/15/2021
The Property Management Connection	Property Management Company	Long Beach	Site Visit	5/5/2021
Boulder Bay Station	Retailer	Big Bear Lake	Site Visit	5/6/2021
Coast Appliance Parts	Wholesaler	Colton	Miss You Call	6/15/2021
Coast Appliance Parts	Wholesaler	Van Nuys	Miss You Call	6/16/2021
Coast Appliance Parts	Wholesaler	Van Nuys	Site Visit	6/23/2021
Mendocino Solid Waste Management Authority	HHW	Ukiah	Miss You Call	5/12/2021
Ferguson	Wholesaler	San Jose	Miss You Call	5/13/2021
Cold Canyon Landfill Household Hazardous Waste Drop-Off	HHW	SAN LUIS OBISPO	Miss You Call	6/15/2021
Ferguson Heating & Cooling	Wholesaler	Culver City	Miss You Call	6/16/2021
Ferguson Heating & Cooling	Wholesaler	Culver City	Site Visit	5/14/2021
Smardan-Hatcher Co.	Wholesaler	Santa Barbara	Miss You Call	6/16/2021
Smardan-Hatcher Co.	Wholesaler	Gardena	Site Visit	6/25/2021
Smardan-Hatcher Co.	Wholesaler	Gardena	Miss You Call	5/13/2021
Smardan-Hatcher Co.	Wholesaler	Fountain Valley	Miss You Call	6/15/2021
Smardan-Hatcher Co.	Wholesaler	Fountain Valley	Site Visit	6/22/2021
Smardan-Hatcher Co.	Wholesaler	South El Monte	Miss You Call	6/16/2021
Johnstone Supply	Wholesaler	Westlake Village	Site Visit	4/1/2021
Air Cold Supply - A Ferguson Enterprise	Wholesaler	Anaheim	Site Visit	6/21/2021
Air Cold Supply - A Ferguson Enterprise	Wholesaler	Van Nuys	Site Visit	6/23/2021
Air Cold Supply - A Ferguson Enterprise	Wholesaler	Van Nuys	Miss You Call	5/13/2021

Air Cold Supply - A Ferguson Enterprise	Wholesaler	Riverside	Miss You Call	6/15/2021
Controlco	Wholesaler	San Francisco	Miss You Call	6/16/2021
Air Cold Supply - A Ferguson Enterprise	Wholesaler	Upland	Miss You Call	5/12/2021
County Of Mariposa	HHW	MARIPOSA	Miss You Call	5/13/2021
Santa Clara County HHW Program - Not a drop-off location	HHW	SAN JOSE	Miss You Call	6/15/2021
Ferguson Heating & Cooling	Wholesaler	NEWBURY PARK	Miss You Call	6/15/2021
Ferguson Heating & Cooling	Wholesaler	NEWBURY PARK	Site Visit	4/30/2021
Lennox Stores	Wholesaler	City of Industry	Miss You Call	6/15/2021
Hambro Wsg	HHW	CRESCENT CITY	Miss You Call	6/16/2021
Delta Diablo HHW	HHW	Antioch	Miss You Call	5/12/2021
Lennox	Wholesaler	Rancho Cordova	Miss You Call	6/15/2021
United Refrigeration, Inc.	Wholesaler	Culver City	Miss You Call	5/12/2021
United Refrigeration, Inc.	Wholesaler	Culver City	Site Visit	6/25/2021
Ac Pro	Wholesaler	Rancho Cucamonga	Miss You Call	5/13/2021
Lennox Parts Plus A553	Wholesaler	Signal Hill	Site Visit	6/22/2021
W.W. Grainger, Inc.	Wholesaler	Garden Grove	Site Visit	6/23/2021
W.W. Grainger, Inc.	Wholesaler	Anaheim	Site Visit	6/21/2021
W.W. Grainger, Inc.	Wholesaler	Compton	Site Visit	6/25/2021
W.W. Grainger, Inc.	Wholesaler	Oxnard	Site Visit	4/29/2021
W.W. Grainger, Inc.	Wholesaler	Inglewood	Site Visit	6/25/2021
W.W. Grainger, Inc.	Wholesaler	Santa Ana	Site Visit	6/24/2021
Ferguson Heating Cooling	Wholesaler	Anaheim	Site Visit	6/21/2021
Sg Associates	HVAC Contractor	Oakland	Miss You Call	6/16/2021
Madera County Public Works	HHW	Madera	Miss You Call	6/16/2021
County Of Siskiyou	HHW	Yreka	Miss You Call	5/12/2021
A R Heating Air Conditioning	HVAC Contractor	Redding	Miss You Call	5/13/2021
Bayside Heating Air Conditioning	HVAC Contractor	San Mateo	Miss You Call	6/16/2021
Palm Desert Air Conditioning Co	HVAC Contractor	Palm Desert	Miss You Call	5/12/2021
Tropic Comfort	HVAC Contractor	Los Angeles	Miss You Call	5/12/2021
Service Champions	HVAC Contractor	Brea	Site Visit	6/21/2021
SGA	Other	Long Beach	Site Visit	5/5/2021
Westside Heating & Ac	HVAC Contractor	Santa Monica	Site Visit	6/24/2021
Stephan's Refrigeration	HVAC Contractor	Garden Grove	Site Visit	6/23/2021
Geary Pacific Supply	Wholesaler	Anaheim	Site Visit	6/21/2021
Geary Pacific Supply	Wholesaler	Van Nuys	Site Visit	6/28/2021
Genie Air Conditioning & Heating Inc.	HVAC Contractor	Van Nuys	Site Visit	6/23/2021
Goodman Distribution Inc. 768	Wholesaler	VAN NUYS	Site Visit	6/28/2021
Goodman Distribution, Inc 764	Wholesaler	FOUNTAIN VALLEY	Site Visit	6/22/2021
Goodman Distribution, Inc.	Wholesaler	ANAHEIM	Site Visit	6/21/2021
Goodman Distribution, Inc.	Wholesaler	Concord	Miss You Call	6/16/2021
Goodman Distribution, Inc.	Wholesaler	Palmdale	Miss You Call	5/12/2021

Alameda County Household Haz. Waste Program	HHW	Hayward	Miss You Call	6/15/2021
Heating & Cooling Supply, LLC	Wholesaler	Orange	Site Visit	6/23/2021
Heating & Cooling LLC 823	Wholesaler	LAKEWOOD	Site Visit	6/22/2021
Heating & Cooling Supply, LLC	Wholesaler	Van Nuys	Site Visit	6/23/2021
Heating & Cooling Supply, LLC	Wholesaler	Oxnard	Site Visit	4/29/2021
Allied Refrigeration	Wholesaler	Tustin	Site Visit	6/23/2021
Allied Refrigeration	Wholesaler	Van Nuys	Site Visit	6/23/2021
Howard Industries	Wholesaler	CULVER CITY	Site Visit	6/25/2021
Allied Refrigeration	Wholesaler	Signal Hill	Site Visit	6/22/2021
Indio Cooling & Heating Supply	Wholesaler	Indio	Miss You Call	5/13/2021
Trane Supply	Wholesaler	San Diego	Miss You Call	6/15/2021
J W Wood Co., Inc/All Air Supply	Wholesaler	CHICO	Miss You Call	6/16/2021
J.W. Wood Co., Inc.	Wholesaler	Redding	Miss You Call	5/12/2021
Johnstone Supply 140	Wholesaler	SALINAS	Miss You Call	5/12/2021
Johnstone Supply	Wholesaler	South San Francisco	Miss You Call	6/16/2021
Amador County Waste Management Dept.	HHW	JACKSON	Miss You Call	5/12/2021
Johnstone Supply Co	Wholesaler	LAGUNA HILLS	Site Visit	6/24/2021
Johnstone Supply	Wholesaler	Santa Ana	Site Visit	6/24/2021
Johnstone Supply	Wholesaler	Lancaster	Miss You Call	5/13/2021
American Refrigeration Supplies, Inc.	Wholesaler	Anaheim	Site Visit	6/21/2021
American Refrigeration Supplies, Inc.	Wholesaler	Anaheim	Miss You Call	6/16/2021
American Refrigeration Supplies, Inc.	Wholesaler	San Francisco	Miss You Call	6/15/2021
Johnstone Supply	Wholesaler	ANAHEIM	Site Visit	6/21/2021
Johnstone-Ventura	Wholesaler	VENTURA	Site Visit	4/29/2021
Karnair Hvac Supply	Wholesaler	COLTON	Miss You Call	6/15/2021
American Refrigeration Supplies, Inc.	Wholesaler	Santa Rosa	Miss You Call	6/16/2021
Kmart	Retailer	Atascadero	Miss You Call	5/13/2021
American Refrigeration Supplies, Inc.	Wholesaler	San Bernardino	Miss You Call	6/15/2021
American Refrigeration Supplies, Inc.	Wholesaler	South San Francisco	Miss You Call	6/16/2021
American Refrigeration Supplies, Inc.	Wholesaler	Stockton	Miss You Call	6/15/2021
Laurel Ace Hardware	Retailer	OAKLAND	Miss You Call	5/12/2021
Lennox	Wholesaler	THOUSAND PALMS	Miss You Call	5/13/2021
American Refrigeration Supplies, Inc.	Wholesaler	Glendale	Miss You Call	6/15/2021
Lennox Industries Inc.	Wholesaler	Sacramento	Miss You Call	6/16/2021
Lennox Industries Inc.	Wholesaler	LOS ANGELES	Miss You Call	5/12/2021
Lennox Industries Inc.	Wholesaler	Eastvale	Miss You Call	5/13/2021
Lennox Stores	Wholesaler	Irvine	Miss You Call	6/16/2021
Lennox Stores	Wholesaler	Irvine	Site Visit	6/23/2021

Lowes	Retailer	Paso Robles	Miss You Call	5/12/2021
Madera County Household Hazardous Waste Collection Facility	HHW	CHOWCHILLA	Miss You Call	6/16/2021
Maki Heating & Air Conditioning, Inc.	HVAC Contractor	AUBURN	Miss You Call	5/12/2021
Miner's Ace Hardware	Retailer	Grover Beach	Miss You Call	5/13/2021
Miner's Ace Hardware	Retailer	Los Osos	Miss You Call	6/15/2021
Ac Pro	Wholesaler	Laguna Hills	Site Visit	6/24/2021
Atwater Supply	Wholesaler	Anaheim	Miss You Call	5/12/2021
Atwater Supply	Wholesaler	Anaheim	Site Visit	6/21/2021
R.E. Michel Co, Inc	Wholesaler	Thousand Palms	Miss You Call	5/13/2021
Refrigeration Supplies Distributor (RSD)	Wholesaler	Burbank	Miss You Call	6/15/2021
RSD	Wholesaler	VAN NUYS	Site Visit	6/23/2021
RSD	Wholesaler	VAN NUYS	Miss You Call	5/12/2021
RSD	Wholesaler	LAKE FOREST	Site Visit	6/24/2021
RSD	Wholesaler	ANAHEIM	Site Visit	6/21/2021
RSD	Wholesaler	LOS ANGELES	Miss You Call	5/13/2021
RSD	Wholesaler	BUENA PARK	Site Visit	6/22/2021
RSD Santa Ana	Wholesaler	SANTA ANA	Site Visit	6/24/2021
RSD Santa Ana	Wholesaler	SANTA ANA	Miss You Call	6/16/2021
Refrigeration Supplies Distributor (RSD)	Wholesaler	Gardena	Site Visit	6/25/2021
Refrigeration Supplies Distributor (RSD)	Wholesaler	Gardena	Miss You Call	5/12/2021
Refrigeration Supplies Distributor (RSD)	Wholesaler	Monterey Park	Miss You Call	5/13/2021
Russell Sigler Inc.	Wholesaler	LAKEWOOD	Site Visit	6/22/2021
San Luis Obispo County Integrated Waste Management Authority	HHW	SAN LUIS OBISPO	Miss You Call	5/13/2021
San Mateo County HHW Facility	HHW	SAN MATEO	Miss You Call	5/13/2021
Sigler Wholesale Distributors	Wholesaler	BREA	Miss You Call	5/13/2021
Sigler Wholesale Distributors	Wholesaler	BREA	Site Visit	6/21/2021
Sigler Wholesale Distributors	Wholesaler	CONCORD	Miss You Call	6/15/2021
Slakey Brothers	Wholesaler	MODESTO	Miss You Call	6/16/2021
Slakey Brothers	Wholesaler	REDDING	Miss You Call	5/12/2021
Slakey Brothers	Wholesaler	ELK GROVE	Miss You Call	5/13/2021
Slakey Brothers	Wholesaler	CONCORD	Miss You Call	6/15/2021
Slakey Brothers	Wholesaler	HAYWARD	Miss You Call	6/16/2021
Slakey Brothers	Wholesaler	North Highlands	Miss You Call	5/12/2021
Slakey Brothers	Wholesaler	SAND CITY	Miss You Call	5/13/2021
Slakey Brothers	Wholesaler	FRESNO	Miss You Call	6/15/2021
Slakey Brothers Fairfield	Wholesaler	FAIRFIELD	Miss You Call	6/16/2021
Slakey Brothers Jackson	Wholesaler	JACKSON	Miss You Call	5/12/2021
Slakey Brothers/S. San Francisco	Wholesaler	S. SAN FRANCISCO	Miss You Call	5/13/2021
Slakey Brothers Salinas	Wholesaler	SALINAS	Miss You Call	6/15/2021

Slakey Brothers	Wholesaler	SONORA	Miss You Call	6/16/2021
South Tahoe Refuse Transfer Station	HHW	SOUTH LAKE TAHOE	Miss You Call	6/15/2021
Tehama County Solid Waste Management Agency	HHW	RED BLUFF	Miss You Call	5/12/2021
Sigler Wholesale Distributors	Wholesaler	THOUSAND OAKS	Site Visit	4/30/2021
Totaline	Wholesaler	Irvine	Site Visit	6/23/2021
Trane	Wholesaler	Long Beach	Site Visit	5/5/2021
Trane Company	Wholesaler	TUSTIN	Site Visit	6/23/2021
United Refrigeration, Inc.	Wholesaler	Carson	Site Visit	6/8/2021
United Refrigeration	Wholesaler	SANTA BARBARA	Miss You Call	5/12/2021
United Refrigeration, Inc.	Wholesaler	Santa Ana	Site Visit	6/24/2021
United Refrigeration, Inc.	Wholesaler	Santa Ana	Miss You Call	5/13/2021
United Refrigeration	Wholesaler	OXNARD	Site Visit	4/29/2021
United Refrigeration	Wholesaler	OXNARD	Miss You Call	6/15/2021
United Refrigeration, Inc.	Wholesaler	Palmdale	Miss You Call	6/15/2021
United Refrigeration	Wholesaler	IRWINDALE	Miss You Call	6/16/2021
United Refrigeration, Inc.	Wholesaler	Buena Park	Site Visit	6/22/2021
United Refrigeration, Inc.	Wholesaler	Buena Park	Miss You Call	5/13/2021
United Refrigeration	Wholesaler	SAN BERNADINO	Miss You Call	6/15/2021
United Refrigeration, Inc.	Wholesaler	Palm Desert	Miss You Call	6/16/2021
United Refrigeration	Wholesaler	SAN JOSE	Miss You Call	5/13/2021
United Refrigeration C4	Wholesaler	North Hills	Site Visit	6/28/2021
United Refrigeration C4	Wholesaler	North Hills	Miss You Call	5/12/2021
United Refrigeration D5	Wholesaler	Los Angeles	Miss You Call	5/13/2021
Us Air Conditioning Distributors, Inc. (USACD)	Wholesaler	Anaheim	Site Visit	6/21/2021
Us Air Conditioning Distributors (USACD)	Wholesaler	Signal Hill	Site Visit	6/22/2021
USACD	Wholesaler	CULVER CITY	Site Visit	6/25/2021
Ventura Household Hazardous Waste Facility	HHW	VENTURA	Site Visit	4/29/2021
Baker Distributing Co.	Wholesaler	SANTA ROSA	Miss You Call	6/16/2021
Baker Distributing Co.	Wholesaler	SANTA ANA	Site Visit	6/24/2021
Baker Distributing Co.	Wholesaler	SANTA ANA	Miss You Call	5/12/2021
Western Nevada Supply	Wholesaler	SUSANVILLE	Miss You Call	5/12/2021
Western Nevada Supply	Wholesaler	South Lake Tahoe	Miss You Call	5/13/2021
Western Placer Waste Management Authority	HHW	ROSEVILLE	Miss You Call	6/16/2021
Wholesale Outlet, Inc	Wholesaler	SACRAMENTO	Miss You Call	5/12/2021
R.E. Michel Company, Inc.	Wholesaler	Fresno	Miss You Call	6/16/2021
Johnson Controls	HVAC Contractor	Fresno	Miss You Call	5/13/2021
Johnson Controls	HVAC Contractor	Cypress	Miss You Call	6/15/2021
Johnson Controls	HVAC Contractor	Cypress	Site Visit	6/24/2021
Inter-City Energy Systems	HVAC Contractor	Ontario	Miss You Call	6/16/2021
Sigler Wholesale Distributors	Wholesaler	SACRAMENTO	Miss You Call	5/12/2021

Sigler Wholesale Distributors	Wholesaler	FRESNO	Miss You Call	6/15/2021
Lennox Stores	Wholesaler	Concord	Miss You Call	5/12/2021
Lennox Stores	Wholesaler	Placentia	Site Visit	6/23/2021
Lennox Stores	Wholesaler	Placentia	Miss You Call	5/13/2021
Lennox Stores	Wholesaler	Milpitas	Miss You Call	6/15/2021
Lennox Industries	Wholesaler	El Cajon	Miss You Call	5/13/2021
Goodman Distribution	Wholesaler	Torrance	Site Visit	6/25/2021
Ac Pro	Wholesaler	Palm Desert	Miss You Call	5/12/2021
Dancool Hvac Supply	Wholesaler	N Hollywood	Miss You Call	6/15/2021
Geary Pacific Supply	Wholesaler	Irwindale	Miss You Call	5/13/2021
Us Air Conditioning Distributors (USACD)	Wholesaler	Newbury Park	Site Visit	4/30/2021
Self Help Home Improvement Project	HVAC Contractor	Redding	Miss You Call	6/15/2021
U.S. Air Conditioning Distributors (USACD)	Wholesaler	Lake Forest	Site Visit	6/24/2021
U.S. Air Conditioning Distributors (USACD)	Wholesaler	Lancaster	Miss You Call	6/16/2021
U.S. Air Conditioning Distributors (USACD)	Wholesaler	Oxnard	Miss You Call	5/12/2021
U.S. Air Conditioning Distributors (USACD)	Wholesaler	Oxnard	Site Visit	4/29/2021
U.S. Air Conditioning Distributors (USACD)	Wholesaler	S San Francisco	Miss You Call	5/13/2021
Ac Pro	Wholesaler	Signal Hill	Site Visit	6/22/2021
RSD	Wholesaler	Signal Hill	Site Visit	6/22/2021
Baker Distributing Company	Wholesaler	Chico	Miss You Call	6/16/2021
R.E. Michel Company Inc.	Wholesaler	Long Beach	Site Visit	5/5/2021
Ac Pro	Wholesaler	Anaheim	Site Visit	6/21/2021
Baker Distributing Company	Wholesaler	Sun Valley	Miss You Call	6/16/2021
Baker Distributing Company	Wholesaler	Sun Valley	Miss You Call	5/12/2021
Dancool Hvac Supply, Inc.	Wholesaler	GLENDALE	Miss You Call	5/13/2021
Baker Distributing Company	Wholesaler	Upland	Miss You Call	5/13/2021
California Air Conditioning Systems, Inc.	HVAC Contractor	Lomita	Miss You Call	6/15/2021
Johnstone Supply	Wholesaler	Stockton	Miss You Call	6/15/2021
Johnstone Supply	Wholesaler	Hawthorne	Site Visit	6/25/2021
Johnstone Supply	Wholesaler	Los Angeles	Miss You Call	5/12/2021
Johnstone Supply	Wholesaler	Palm Desert	Miss You Call	6/15/2021
Facsko	Wholesaler	Fresno	Miss You Call	6/16/2021
Sigler	Wholesaler	Bakersfield	Miss You Call	5/12/2021
Lennox Stores	Wholesaler	Oxnard	Site Visit	4/29/2021
Lennox Stores	Wholesaler	Oxnard	Miss You Call	5/12/2021
Rubenstein Supply Company	Wholesaler	Oakland	Miss You Call	5/13/2021
E.B. Gilmore And Sons	HVAC Contractor	San Francisco	Miss You Call	6/16/2021
Lennox Stores	Wholesaler	Bakersfield	Miss You Call	6/15/2021
Glover & Son Heating And A/C	HVAC Contractor	Fremont	Miss You Call	6/16/2021
Precise Air Systems	HVAC Contractor	Los Angeles	Miss You Call	5/12/2021



Toro Aire, Inc.	Wholesaler	Rancho Dominguez	Site Visit	6/25/2021
Del Norte Recycling Center	HHW	Oxnard	Site Visit	4/29/2021
R.E. Michel Company, Inc.	Wholesaler	Van Nuys	Site Visit	6/23/2021
Los Angeles-Glendale S.A.F.E. Center	HHW	Los Angeles	Miss You Call	6/16/2021
UCLA S.A.F.E. Center	HHW	Los Angeles	Miss You Call	5/12/2021
Hyperion S.A.F.E. Center	HHW	Playa del Rey	Miss You Call	5/13/2021
Hyperion S.A.F.E. Center	HHW	Playa del Rey	Site Visit	5/14/2021
Gaffey Street S.A.F.E. Center	HHW	San Pedro	Site Visit	6/25/2021
Gaffey Street S.A.F.E. Center	HHW	San Pedro	Miss You Call	6/15/2021
Nicole Bernson (Balboa) S.A.F.E. Center	HHW	Northridge	Miss You Call	6/15/2021
Randall Street S.A.F.E. Center	HHW	Sun Valley	Miss You Call	6/16/2021
Air Cold Supply, A Ferguson Enterprise	Wholesaler	Dublin	Miss You Call	5/12/2021
Western Air Supply	Wholesaler	San Fernando	Miss You Call	5/13/2021
Ferguson Hvac East West Air	Wholesaler	Manteca	Miss You Call	6/15/2021
Ferguson Heating & Cooling	Wholesaler	Cathedral City	Miss You Call	6/16/2021
Castro Valley Sanitary District	HHW	CASTRO VALLEY	Miss You Call	5/13/2021
Solarcity	HVAC Contractor	Santa Ana	Site Visit	6/24/2021
Solarcity	HVAC Contractor	Camarillo	Site Visit	4/29/2021
Coast Appliance Parts	Wholesaler	Gardena	Site Visit	6/25/2021
Coast Appliance Parts	Wholesaler	Santa Ana	Site Visit	6/24/2021
Coast Appliance Parts	Wholesaler	Long Beach	Site Visit	5/5/2021
Camarillo PHHWCF	HHW	Camarillo	Site Visit	4/29/2021
Cole Hardware Soma	Retailer	San Francisco	Miss You Call	5/13/2021
Peerless Ace Hardware	Retailer	San Leandro	Miss You Call	6/15/2021
Cole Hardware North Beach	Retailer	San Francisco	Miss You Call	5/12/2021
Cole Hardware Rockridge	Retailer	Oakland	Miss You Call	5/13/2021
Anawalt Lumber	Retailer	Los Angeles	Site Visit	6/24/2021
Anawalt Lumber	Retailer	Los Angeles	Miss You Call	5/13/2021
Anawalt Lumber	Retailer	Malibu	Site Visit	6/24/2021
Anawalt Lumber	Retailer	Malibu	Miss You Call	5/12/2021
Creative Paint & Hardware	Retailer	San Francisco	Miss You Call	6/16/2021
Temp-Tec Corporation	HVAC Contractor	Newbury Park	Miss You Call	5/12/2021
Temp-Tec Corporation	HVAC Contractor	Newbury Park	Site Visit	4/30/2021
Bay Hardware	Retailer	Seal Beach	Site Visit	6/24/2021
Johnstone	Wholesaler	Long Beach	Site Visit	5/5/2021
Cal West Mechanical	HVAC Contractor	Norwalk	Site Visit	6/23/2021
De Anza True Value Hardware	Retailer	Riverside	Miss You Call	6/16/2021
Us Air Conditioning Distributors (USACD)	Wholesaler	Van Nuys	Site Visit	6/23/2021
Air Conditioning Service Of CA	HVAC Contractor	Laguna Hills	Site Visit	6/24/2021
Coast Hardware Do It Best	Retailer	Mariposa	Miss You Call	6/16/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Los Angeles	Miss You Call	5/13/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Los Angeles	Site Visit	5/14/2021

Hirsch Pipe & Supply Co., Inc.	Wholesaler	Van Nuys	Miss You Call	6/15/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Van Nuys	Site Visit	6/23/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Hollywood	Miss You Call	6/15/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Santa Monica	Site Visit	6/24/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Santa Monica	Miss You Call	6/16/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Anaheim	Miss You Call	5/12/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Anaheim	Site Visit	5/5/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Long Beach	Miss You Call	5/12/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Long Beach	Site Visit	5/5/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Montclair	Miss You Call	5/13/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Valencia	Miss You Call	5/12/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Torrance	Site Visit	6/25/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Torrance	Miss You Call	6/16/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Canoga Park	Miss You Call	5/13/2021
Cal West Construction	HVAC Contractor	Orange	Site Visit	6/23/2021
Cal West Construction	HVAC Contractor	Orange	Miss You Call	5/12/2021
Reliable Energy Management Inc.	HVAC Contractor	Paramount	Site Visit	5/5/2021
R. E. Michel Co	Wholesaler	Temecula	Miss You Call	5/12/2021
24 Construction And Design	General Contractor	Los Angeles	Prospect Call	4/20/2021
A-1 Construction	General Contractor	Clovis	Prospect Call	4/20/2021
A-Z Home Improvements	General Contractor	Riverside	Prospect Call	5/4/2021
A&A Development	General Contractor	Tarzana	Prospect Call	4/20/2021
Aaa Development, Inc.	General Contractor	Camarillo	Prospect Call	4/21/2021
Adams Commercial General Contracting Inc	General Contractor	Eureka	Prospect Call	4/21/2021
Alert Disaster Restoration	General Contractor	Fresno	Prospect Call	4/27/2021
Allen John M Building Contractor	General Contractor		Prospect Call	4/27/2021
Alonzo's Remodeling & Constr	General Contractor	Fresno	Prospect Call	4/28/2021
Always Home Improvement	General Contractor	Roseville	Prospect Call	4/28/2021
Alternative Building Ctr	General Contractor	Eureka	Prospect Call	4/28/2021
America's Dream Homeworks	General Contractor	Sacramento	Prospect Call	4/28/2021
American Integrity Corp	General Contractor	Apple Valley	Prospect Call	4/28/2021
An Electrician Inc	General Contractor	Eureka	Prospect Call	4/28/2021
Ap Flooring, Kitchen & Bath	General Contractor	Oceanside	Prospect Call	4/28/2021
Artisan Builders	General Contractor	Walnut	Prospect Call	5/4/2021
Ascencio Construction	General Contractor	Oakland	Prospect Call	5/4/2021
Assured Restoration Services	General Contractor	San Diego	Prospect Call	5/4/2021
Baccaro Construction Co	General Contractor	Fullerton	Prospect Call	5/4/2021
Benning Construction	General Contractor	Sacramento	Prospect Call	5/7/2021
Bergstrom Construction	General Contractor	Hesperia	Prospect Call	5/7/2021
Better Built	General Contractor	Palm Springs	Prospect Call	5/7/2021
Better Built World	General Contractor	Fresno	Prospect Call	5/7/2021
Bison Constructors	General Contractor		Prospect Call	5/7/2021
Blaziek Electric	General Contractor	Napa	Prospect Call	5/7/2021
Bode Construction	General Contractor		Prospect Call	5/11/2021

Bohnstedt Construction	General Contractor	Apple Valley	Prospect Call	5/11/2021
Brance Taschler Construction	General Contractor	Fresno	Prospect Call	5/11/2021
Burgess Custom Built	General Contractor	Fresno	Prospect Call	5/11/2021
C & K Construction And Design	General Contractor	West Lake Village	Prospect Call	5/11/2021
C C & R Construction	General Contractor	San Diego	Prospect Call	5/11/2021
Capital Construction, Inc	General Contractor	Murrieta	Prospect Call	5/13/2021
Carlson Construction And Painting	General Contractor	Napa	Prospect Call	5/13/2021
Cen-Cal General Construction	General Contractor	Fresno	Prospect Call	5/13/2021
Cerda Enterprises Inc.	General Contractor	Fresno	Prospect Call	5/13/2021
Chris's Handyman Express	General Contractor	Fresno	Prospect Call	5/19/2021
Clovis Electrical	General Contractor	Pismo Beach,	Prospect Call	5/19/2021
Cms Builders & Restoration	General Contractor	Canoga Park	Prospect Call	5/19/2021
Coastline Development Inc	General Contractor	Garden Grove	Prospect Call	5/19/2021
Cordrey Construction	General Contractor	Monterey	Prospect Call	5/20/2021
Cosby William J Construction	General Contractor		Prospect Call	5/20/2021
Creation Builders Long Beach	General Contractor	Long Beach	Prospect Call	5/20/2021
Cxi Constructions Contractors	General Contractor	Riverside	Prospect Call	5/20/2021
David Stewart	General Contractor	La Grange	Prospect Call	5/25/2021
David Weinschank Construction	General Contractor	Apple Valley	Prospect Call	5/25/2021
Deltoro Inc	General Contractor	Fresno	Prospect Call	5/25/2021
Dev Electric Inc.	General Contractor	San Mateo	Prospect Call	5/26/2021
Different By Design	General Contractor	Temecula	Prospect Call	5/26/2021
Dream Builders	General Contractor	Fresno	Prospect Call	6/3/2021
Eden Builders West	General Contractor	Santa Monica	Prospect Call	6/3/2021
Elite Custom Construction	General Contractor	Garden Grove	Prospect Call	6/3/2021
Eric Adams Construction	General Contractor	Whitethorn	Prospect Call	6/3/2021
Eric B Johnston Construction	General Contractor	Redding	Prospect Call	6/3/2021
Excel Construction L.A	General Contractor	Valley Village	Prospect Call	6/3/2021
Floor To Ceiling Kitchen Bath & Flooring	General Contractor	Elk Grove	Prospect Call	6/3/2021
Fp Builders	General Contractor	Novato	Prospect Call	6/9/2021
Frank Jonowsky Builders	General Contractor	eureka	Prospect Call	6/9/2021
Frankian Construction Co.	General Contractor	Fresno	Prospect Call	6/9/2021
Franko Construction	General Contractor	Hemet	Prospect Call	6/9/2021
Frazier Builders, Inc	General Contractor	Marina Del Rey	Prospect Call	6/9/2021
Friesen Construction	General Contractor	Fortuna	Prospect Call	6/9/2021
G & R Construction - Bbb Accredited Business	General Contractor	Fresno	Prospect Call	6/9/2021
G & S Construction	General Contractor	Redding	Prospect Call	6/10/2021
Gama Contracting Services	General Contractor	South El Monte	Prospect Call	6/10/2021
Gannage Construction	General Contractor	Templeton	Prospect Call	6/10/2021
Gary Forbes Gdf Builders	General Contractor	Eureka	Prospect Call	6/10/2021
Gran-Stone	General Contractor	Anaheim	Prospect Call	6/10/2021
Greater Pacific Construction	General Contractor	Irvine	Prospect Call	6/10/2021
Gregg Hedman Construction	General Contractor	Clovis	Prospect Call	6/10/2021

Harrison Complete Home Remodeling Company	General Contractor	Fresno	Prospect Call	6/10/2021
Hi-Tech Builders, Inc.	General Contractor	Studio City	Prospect Call	6/15/2021
Hilltop Builders	General Contractor	Eureka	Prospect Call	6/15/2021
Hiscox & Son Construction	General Contractor	Eureka	Prospect Call	6/15/2021
Houseworth Construction	General Contractor	Eureka	Prospect Call	6/15/2021
Hower Construction	General Contractor	Twin Peaks	Prospect Call	6/15/2021
Humboldt Bay Construction	General Contractor	Eureka	Prospect Call	6/15/2021
J & J Woodwkg & Gen Cntrctng	General Contractor	Fresno	Prospect Call	6/16/2021
J L Home Remodeling	General Contractor	Fresno	Prospect Call	6/16/2021
Jacquement, Kevin P	General Contractor	Arcata	Prospect Call	6/16/2021
James Haley Construction	General Contractor	Santa Ana	Prospect Call	6/16/2021
Janowski Builders	General Contractor	Eureka	Prospect Call	6/22/2021
Keith's Construction & Painting Co.	General Contractor	Anaheim	Prospect Call	6/22/2021
Knapp Mill & Cabinet Co	General Contractor	Monterey	Prospect Call	6/23/2021
Kodiak Construction	General Contractor	Martinez	Prospect Call	6/23/2021
Lanco General Contractor Inc	General Contractor	Fresno	Prospect Call	6/23/2021
Ldh Construction Services	General Contractor	McKinleyville	Prospect Call	6/29/2021
Linn Construction & Design	General Contractor	Eureka	Prospect Call	6/29/2021
Mark Hemenez General Contractor	General Contractor		Prospect Call	6/29/2021
Martins Construction	General Contractor	Los Angeles	Prospect Call	6/30/2021
Meeker Builders Inc.	General Contractor	Exeter	Prospect Call	6/30/2021
Mhs Tailor Made Construction Crews	General Contractor	San Diego	Prospect Call	6/30/2021
Millsaw Construction	General Contractor	Roseville	Prospect Call	6/30/2021
Mizen Builders	General Contractor	San Francisco	Prospect Call	6/30/2021
Thornhill Construction	General Contractor	Placerville	Prospect Call	4/6/2021
Tri State Professional Services	General Contractor		Prospect Call	4/6/2021
True General Contractor	General Contractor		Prospect Call	4/6/2021
Valley Steel Construction Fresno	General Contractor	Fresno	Prospect Call	4/7/2021
Velarde Builders Inc.	General Contractor	Chula Vista	Prospect Call	4/7/2021
Verlin Thomas Electric Inc	General Contractor	Redding	Prospect Call	4/7/2021
We Love Small Jobs	General Contractor	Oakland	Prospect Call	4/13/2021
Welliver Construction	General Contractor	Eureka	Prospect Call	4/13/2021
West Home Service	General Contractor	LOS ANGELES	Prospect Call	4/13/2021
Wild Electric	General Contractor	Fresno	Prospect Call	4/13/2021
Williams Family Construction Co	General Contractor	San Diego	Prospect Call	4/14/2021
World Class Shows	General Contractor	San Carlos	Prospect Call	4/14/2021
Your Home Remodeling & Design	General Contractor	Fresno	Prospect Call	4/14/2021
Zerlang Laurent General Contractor	General Contractor	Eureka	Prospect Call	4/14/2021
A A A Plus	General Contractor	Sacramento	Prospect Call	4/20/2021
Advanced Concrete & Construction, Inc.	General Contractor	Paso Robles	Prospect Call	4/21/2021
Aks Enterprizes, Inc	General Contractor	Lindsay	Prospect Call	4/27/2021

Alpha Structural, Inc	General Contractor	Los Angeles	Prospect Call	4/28/2021
Alpine Valley Homes	General Contractor	Truckee	Prospect Call	4/28/2021
Amrut Construction & Development	General Contractor	Pleasanton	Prospect Call	4/28/2021
Ankeney Brothers Painting, Inc.	General Contractor	Encinitas	Prospect Call	4/28/2021
Astro Construction, Inc.	General Contractor	Sherman Oaks	Prospect Call	5/4/2021
Avatar Construction Services, Inc.	General Contractor	Rancho Cucamonga	Prospect Call	5/4/2021
Becker General Contractors Inc	General Contractor	Los Angeles	Prospect Call	5/4/2021
Bednar Building Corp	General Contractor	Agoura	Prospect Call	5/7/2021
Big-D Pacific Builders, L.P.	General Contractor	Pleasanton	Prospect Call	5/7/2021
Brad Coleman Construction, Inc.	General Contractor	Pasadena	Prospect Call	5/11/2021
Brasseur Construction Inc	General Contractor	National City	Prospect Call	5/11/2021
Bruce Wirtanen Construction	General Contractor	Placerville	Prospect Call	5/11/2021
Building Construction Specialties, Inc.	General Contractor	Brea	Prospect Call	5/11/2021
Byblos Construction Company	General Contractor	Tarzana	Prospect Call	5/11/2021
Cal Euro Construction Inc	General Contractor	Costa Mesa	Prospect Call	5/13/2021
Chris Donatelli Builders, Inc.	General Contractor	San Jose	Prospect Call	5/13/2021
Christopher Neil Enterprises	General Contractor	Palm Springs	Prospect Call	5/19/2021
Clause Construction Inc	General Contractor	Santa Barbara	Prospect Call	5/19/2021
Collom Construction Inc	General Contractor	La Mesa	Prospect Call	5/19/2021
Core General Contractor, Inc.	General Contractor	San Jose	Prospect Call	5/20/2021
Corner Construction Inc	General Contractor	Santa Barbara	Prospect Call	5/20/2021
Cox Contracting Service Inc	General Contractor	Laguna Beach	Prospect Call	5/20/2021
Cr & Sons Inc	General Contractor	Corona	Prospect Call	5/20/2021
Dan Gillies Construction Services, Inc.	General Contractor	Kentfield	Prospect Call	5/25/2021
Dasher/Lawless, Inc.	General Contractor	Van Nuys	Prospect Call	5/25/2021
David Straube Construction	General Contractor	Sonoma	Prospect Call	5/25/2021
David Zicovich Builder	General Contractor	Los Gatos	Prospect Call	5/25/2021
Dela Secura, Inc.	General Contractor	Orange	Prospect Call	5/25/2021
Devega Construction, Inc	General Contractor	Sacramento	Prospect Call	5/26/2021
Faithco, Inc.	General Contractor	Corona	Prospect Call	6/3/2021
Fiedler Construction Corp	General Contractor	San Diego	Prospect Call	6/3/2021
Finebilt Construction, Inc.	General Contractor	Oakhurst	Prospect Call	6/3/2021
Flick Enterprises Inc	General Contractor	Los Gatos	Prospect Call	6/3/2021
Florsheim Development	General Contractor	Stockton	Prospect Call	6/3/2021
Gemette Construction Inc	General Contractor	Palm Desert	Prospect Call	6/10/2021
Graves Construction	General Contractor	San Anselmo	Prospect Call	6/10/2021
Grondin Construction Inc	General Contractor	San Diego	Prospect Call	6/10/2021
Irvin S Cooper Design Construction	General Contractor	Los Angeles	Prospect Call	6/16/2021
J & E Gonzalez Construction Incorporated	General Contractor	Vallejo	Prospect Call	6/16/2021
J D Laudner Construction, Inc	General Contractor	El Cajon	Prospect Call	6/16/2021
J Lamberth Construction	General Contractor	Carmelien Bay	Prospect Call	6/16/2021
J T Builders	General Contractor	San Francisco	Prospect Call	6/16/2021

James Mechem Construction Inc	General Contractor	Watsonville	Prospect Call	6/16/2021
Jp Green Development, Inc.	General Contractor	Rocklin	Prospect Call	6/22/2021
Jrw Construction	General Contractor	Danville	Prospect Call	6/22/2021
Kent Drescher Builder Inc	General Contractor	Middletown	Prospect Call	6/22/2021
Ketterling Construction	General Contractor	Northridge	Prospect Call	6/22/2021
Kitchens Etc. Inc.	General Contractor	Petaluma	Prospect Call	6/23/2021
Kreedman Construction Co	General Contractor	San Jacinto	Prospect Call	6/23/2021
Kuehne Construction	General Contractor	Sunnyvale	Prospect Call	6/23/2021
Landmark Property Corp	General Contractor	Sunnyvale	Prospect Call	6/23/2021
Las Palmas Foundation	General Contractor	Encinitas	Prospect Call	6/23/2021
Lee Patten Construction Inc	General Contractor	Bellflower	Prospect Call	6/29/2021
Lorick Design & Construction, Inc.	General Contractor	Oakland	Prospect Call	6/29/2021
M & Es Construction Inc	General Contractor	Laguna Niguel	Prospect Call	6/29/2021
M.D. Construction & Consulting, Incorporated	General Contractor	Truckee	Prospect Call	6/29/2021
Malone Brothers Inc	General Contractor	Valley Center	Prospect Call	6/29/2021
Meylan Construction Inc	General Contractor	San Rafael	Prospect Call	6/30/2021
Mh Silverwings 2013 LLC	General Contractor	Morgan Hill	Prospect Call	6/30/2021
Midco Construction Company Inc	General Contractor	Buellton	Prospect Call	6/30/2021
Mills Builders, Inc.	General Contractor	Sacramento	Prospect Call	6/30/2021
Mission Homes	General Contractor	Fresno	Prospect Call	6/30/2021
Timberwolf Log Structures Inc	General Contractor	Truckee	Prospect Call	4/6/2021
Tom Ganley Construction Co Inc	General Contractor	San Rafael	Prospect Call	4/6/2021
Toolson Construction Co Inc	General Contractor	Encinitas	Prospect Call	4/6/2021
Unks Construction, Inc.	General Contractor	Santa Maria	Prospect Call	4/7/2021
Up And At Em Inc	General Contractor	Fresno	Prospect Call	4/7/2021
Upscale Construction, Inc.	General Contractor	San Francisco	Prospect Call	4/7/2021
Vantine Construction	General Contractor	Santa Barbara	Prospect Call	4/7/2021
Viking Commercial Construction, Inc.	General Contractor	Carlsbad	Prospect Call	4/7/2021
Western Construction & Development, Inc.	General Contractor	Van Nuys	Prospect Call	4/13/2021
Wrightbuilt Inc	General Contractor	Grass Valley	Prospect Call	4/14/2021
Bedell General Contractor	General Contractor	Cotati	Prospect Call	5/7/2021
Architectural Metal Designs Inc.	General Contractor	Riverside	Prospect Call	5/4/2021
Mish-Ra, Inc.	General Contractor	Santa Clara	Prospect Call	6/30/2021
Coury Enterprises, Inc.	General Contractor	Calabasas	Prospect Call	5/20/2021
Aztec Construction	General Contractor	Escondido	Prospect Call	5/4/2021
Brian Wilson Construction Co Inc	General Contractor	Paso Robles	Prospect Call	5/11/2021
Grahovac Construction Co Inc	General Contractor	La Mesa	Prospect Call	6/10/2021
General Consolidated Constructors, Inc	General Contractor	Perris	Prospect Call	6/10/2021
Glj Partners West LLC	General Contractor	Carlsbad	Prospect Call	6/10/2021
Acr Builders, Inc.	General Contractor	Mission Viejo	Prospect Call	4/21/2021
Ebs Construction Services, Inc.	General Contractor	Santa Ana	Prospect Call	6/3/2021
365 Construction, Inc	General Contractor	Irwindale	Prospect Call	4/20/2021

Chamblin-Landes Construction, Inc.	General Contractor	Paso Robles	Prospect Call	5/13/2021
Ics Construction Services, Inc.	General Contractor	Fullerton	Prospect Call	6/15/2021
Adorn Construction	General Contractor	Anaheim	Prospect Call	4/21/2021
Wrkb Builders, Inc.	General Contractor	Encinitas	Prospect Call	4/14/2021
Kirra Construction Inc	General Contractor	San Clemente	Prospect Call	6/23/2021
Elden Development Corporation	General Contractor	Los Angeles	Prospect Call	6/3/2021
Kellogg & Kellogg Inc.	General Contractor	Roseville	Prospect Call	6/22/2021
Zar Enterprises Inc	General Contractor	Los Angeles	Prospect Call	4/14/2021
G P Development	General Contractor	Roseville	Prospect Call	6/10/2021
Fdr Construction, Inc.	General Contractor	Vista	Prospect Call	6/3/2021
Hartin & Hume, Inc.	General Contractor	Rancho Cordova	Prospect Call	6/15/2021
Cnc Contractors Corp	General Contractor	Huntington Beach	Prospect Call	5/19/2021
Tombleson, Incorporated	General Contractor	Salinas	Prospect Call	4/6/2021
Legacy Fire Protection, Inc.	General Contractor	Sacramento	Prospect Call	6/29/2021
Tyler Construction	General Contractor	Exeter	Prospect Call	4/6/2021
Wilhelm Construction & Development Inc	General Contractor	Riverside	Prospect Call	4/13/2021
Blue Line Builders, Inc.	General Contractor	Santee	Prospect Call	5/7/2021
Action Contracting Services, Inc.	General Contractor	Oceanside	Prospect Call	4/21/2021
David E Glenn Construction	General Contractor	Mira Loma	Prospect Call	5/25/2021
F.W. Brady Development Inc.	General Contractor	Huntington Beach	Prospect Call	6/3/2021
Lua's Building Services, Inc.	General Contractor	Santa Clara	Prospect Call	6/29/2021
John Burgeson Contractors Inc	General Contractor	Canyon Country	Prospect Call	6/22/2021
Abrams/Millikan & Assoc	General Contractor	Berkeley	Prospect Call	4/21/2021
Marcos Construction Inc.	General Contractor	Los Angeles	Prospect Call	6/29/2021
Griffcon Inc	General Contractor	Aliso Viejo	Prospect Call	6/10/2021
Dimaggio Maintenance, Inc.	General Contractor	Oceanside	Prospect Call	5/26/2021
Allright Construction, Inc.	General Contractor	Kerman	Prospect Call	4/28/2021
Humburg & Associates General Contracting	General Contractor	Fullerton	Prospect Call	6/15/2021
Back's Construction, Inc.	General Contractor	San Diego	Prospect Call	5/4/2021
Cjr Builders, Inc.	General Contractor	Placentia	Prospect Call	5/19/2021
Alba Construction Co	General Contractor	Los Angeles	Prospect Call	4/27/2021
Mark Wilson Construction, Inc.	General Contractor	Fresno	Prospect Call	6/29/2021
Ej Williams Construction	General Contractor	Stockton	Prospect Call	6/3/2021
A C G Construction Inc	General Contractor	Foster City	Prospect Call	4/20/2021
Bob Grossi Construction	General Contractor	Escalon	Prospect Call	5/7/2021
Contracting Concepts Inc	General Contractor	San Diego	Prospect Call	5/19/2021
Legion Construction, Inc.	General Contractor	San Ramon	Prospect Call	6/29/2021
Mayco Developers LLC	General Contractor	Los Angeles	Prospect Call	6/30/2021
Michael's Construction Co	General Contractor	Los Angeles	Prospect Call	6/30/2021
Crm Construction Inc	General Contractor	Long Beach	Prospect Call	5/20/2021
Urban Driver LLC	General Contractor	Pasadena	Prospect Call	4/7/2021
J.A. Stowell Construction, Inc.	General Contractor	Costa Mesa	Prospect Call	6/16/2021
Landmark Builders Inc.	General Contractor	San Jose	Prospect Call	6/23/2021

California Building Structures, Inc.	General Contractor	Modesto	Prospect Call	5/13/2021
Broughton Construction Inc.	General Contractor	Rancho Cucamonga	Prospect Call	5/11/2021
Bmp Solutions	General Contractor	Riverside	Prospect Call	5/7/2021
Lifetime Industries, Inc	General Contractor	Redlands	Prospect Call	6/29/2021
In-Co Builders, Inc	General Contractor	Long Beach	Prospect Call	6/15/2021
Grand American, Inc	General Contractor	Santa Monica	Prospect Call	6/10/2021
Big Red Construction	General Contractor	Lafayette	Prospect Call	5/7/2021
Al Shankle Construction Company	General Contractor	Anaheim	Prospect Call	4/27/2021
L. M. Combs Construction, Inc.	General Contractor	Shingle Springs	Prospect Call	6/23/2021
Harry H. Joh Construction Inc	General Contractor	Paramount	Prospect Call	6/10/2021
Dynasty Unlimited Inc	General Contractor	Torrance	Prospect Call	6/3/2021
V-Corp Contracting Services, Inc.	General Contractor	Anaheim	Prospect Call	4/7/2021
Triminio Construction Inc.	General Contractor	Castaic	Prospect Call	4/6/2021
Western Erectors	General Contractor	Escalon	Prospect Call	4/13/2021
J & E Custom Home Designs Inc.	General Contractor	Norwalk	Prospect Call	6/16/2021
Washpros Inc	General Contractor	Chino	Prospect Call	4/13/2021
Balliet Bros. Construction Corp.	General Contractor	South San Francisco	Prospect Call	5/4/2021
M3 Services, Inc.	General Contractor	Lawndale	Prospect Call	6/29/2021
Trademark, Inc.	General Contractor	Fresno	Prospect Call	4/6/2021
Headwaters Construction Inc	General Contractor	Sacramento	Prospect Call	6/15/2021
Foxx Building Services, Inc	General Contractor	Anaheim	Prospect Call	6/9/2021
Accurate Construction Company Inc	General Contractor	San Dimas	Prospect Call	4/21/2021
John Armstrong Construction, Inc.	General Contractor	Covina	Prospect Call	6/22/2021
Bowe Contractors, Inc.	General Contractor	Lancaster	Prospect Call	5/11/2021
Fast Trax Bobcat Service	Demolition Contractor	Laguna Niguel	Prospect Call	6/3/2021
West Coast Demolition, Inc.	Demolition Contractor	Sacramento	Prospect Call	4/13/2021
Hance Demolition Inc	Demolition Contractor	San Diego	Prospect Call	6/10/2021
All Pro Demolition	Demolition Contractor	El Cajon	Prospect Call	4/27/2021
Flores/Sierra Contractors, Inc.	Demolition Contractor	Gardena	Prospect Call	6/3/2021
Creative Dirt & Demolition	Demolition Contractor	Yorba Linda	Prospect Call	5/20/2021
Black Rhino Demolition	Demolition Contractor	Capistrano Beach	Prospect Call	5/7/2021
Walter Thomas & Associates, Incorporated	Demolition Contractor	Long Beach	Prospect Call	4/13/2021
De Paul Demolition Services	Demolition Contractor	Chino	Prospect Call	5/25/2021
Chris Hauling	Demolition Contractor	Lomita	Prospect Call	5/13/2021
T-Rex Demolition Inc.	Demolition Contractor	Baldwin Park	Prospect Call	4/6/2021
Watkins Bobcat Service	Demolition Contractor	San Jose	Prospect Call	4/13/2021
All Star Demolition	Demolition Contractor	Chula Vista	Prospect Call	4/27/2021
J M M Demolition	Demolition Contractor	Beaumont	Prospect Call	6/16/2021
Force Environmental, Inc.	Demolition Contractor	Murrieta	Prospect Call	6/3/2021
Inland Contractors, Inc.	Demolition Contractor	Riverside	Prospect Call	6/15/2021
Walter Thomas & Associates	Demolition Contractor	Hollister	Prospect Call	4/13/2021
Cr Nevers Demolition	Demolition Contractor	Oroville	Prospect Call	5/20/2021



K Weber Corporation, Inc.	Demolition Contractor	El Cajon	Prospect Call	6/22/2021
J J Hawling Demolition	Demolition Contractor	Richmond	Prospect Call	6/16/2021
Crush Demolition, Inc.	Demolition Contractor	Folsom	Prospect Call	5/20/2021
Fontana Demolition	Demolition Contractor	Ontario	Prospect Call	6/3/2021
Demolition Pictures LLC	Demolition Contractor	Burbank	Prospect Call	5/26/2021
Velrio Demolition	Demolition Contractor	Temecula	Prospect Call	4/7/2021
Burns Demolition	Demolition Contractor	Middletown	Prospect Call	5/11/2021
Dez Demolition	Demolition Contractor	Fairfield	Prospect Call	5/26/2021
Vargas Demolition	Demolition Contractor	San Jose	Prospect Call	4/7/2021
Hardcore Company	Demolition Contractor	Harbor City	Prospect Call	6/10/2021
L G Demolition	Demolition Contractor	Altadena	Prospect Call	6/23/2021
Jts Demolition	Demolition Contractor	Yorba Linda	Prospect Call	6/22/2021
Mc Cormick-Demcon Inc	Demolition Contractor	Santa Maria	Prospect Call	6/30/2021
Coronel Demolition Inc	Demolition Contractor	Moreno Valley	Prospect Call	5/20/2021
Lopez Demolition Haulins	Demolition Contractor	Los Angeles	Prospect Call	6/29/2021
Demolition Management Group, Inc.	Demolition Contractor	Orinda	Prospect Call	5/26/2021
Adora Demolition, Inc.	Demolition Contractor	Calabasas	Prospect Call	4/21/2021
Tom Of The Line Demolition Inc	Demolition Contractor	Tarzana	Prospect Call	4/6/2021
Elite Demolition	Demolition Contractor	San Diego	Prospect Call	6/3/2021
Atlas Demolition	Demolition Contractor	San Mateo	Prospect Call	5/4/2021
Marquez Demolition Inc	Demolition Contractor	Pacoima	Prospect Call	6/30/2021
Demolition LLC	Demolition Contractor	Mission Hills	Prospect Call	5/26/2021
Apex Concrete Cutting & Demolition, Inc.	Demolition Contractor	Arleta	Prospect Call	4/28/2021
A 1 Demolition	Demolition Contractor	Compton	Prospect Call	4/20/2021
Bart Dixons Bobcat Services Inc	Demolition Contractor	Vista	Prospect Call	5/4/2021
Ace A Willkom/ Joint Venture	Demolition Contractor	Spring Valley	Prospect Call	4/21/2021
Delta Demolition Services Inc	Demolition Contractor	Riverside	Prospect Call	5/25/2021
Fahy Demolition	Demolition Contractor	San Rafael	Prospect Call	6/3/2021
CB Demolition Inc.	Demolition Contractor	Coronado	Prospect Call	5/13/2021
Alexander Demolition And Hauling	Demolition Contractor	Gardena	Prospect Call	4/27/2021
Xtreme Demolition, Inc.	Demolition Contractor	Keyes	Prospect Call	4/14/2021
All We Haul	Demolition Contractor	Santa Maria	Prospect Call	4/27/2021
Demolition Recordz	Demolition Contractor	Daly City	Prospect Call	5/26/2021
Universal Demolition Services Inc	Demolition Contractor	Sylmar	Prospect Call	4/7/2021
Break It Down Demo Inc.	Demolition Contractor	South El Monte	Prospect Call	5/11/2021
Gabis Hauling Service	Demolition Contractor	Valley Village	Prospect Call	6/10/2021
Calif. Industries Inc.	Demolition Contractor	Ventura	Prospect Call	5/13/2021
Huizar Demolition	Demolition Contractor	Riverside	Prospect Call	6/15/2021
Visalia Demolition & Saw Cutting	Demolition Contractor	Visalia	Prospect Call	4/7/2021
Tw Construction	Demolition Contractor	Stanton	Prospect Call	4/6/2021
Armies Demolition Grading	Demolition Contractor	Wildomar	Prospect Call	5/4/2021
Lea's Demolition	Demolition Contractor	Denair	Prospect Call	6/29/2021
Y And T Demolition	Demolition Contractor	Escondido	Prospect Call	4/14/2021

Lr Demolition	Demolition Contractor	Anaheim	Prospect Call	6/29/2021
Cal Nor Demolition Inc	Demolition Contractor	San Jose	Prospect Call	5/13/2021
Douglas Harpel Jr Demolition	Demolition Contractor	Oceanside	Prospect Call	5/26/2021
Bobcat Specialties Inc	Demolition Contractor	Fallbrook	Prospect Call	5/11/2021
California Brothers Demolition	Demolition Contractor	Rancho Cucamonga	Prospect Call	5/13/2021
Valley Demolition Inc	Demolition Contractor	Campbell	Prospect Call	4/7/2021
Fenix Demolition Company	Demolition Contractor	West Covina	Prospect Call	6/3/2021
A Js Demolition	Demolition Contractor	Hawthorne	Prospect Call	4/20/2021
Breaking Power & Demolition	Demolition Contractor	San Gabriel	Prospect Call	5/11/2021
Millennium Demolition Inc.	Demolition Contractor	Los Angeles	Prospect Call	6/30/2021
Av Aircraft Demolition Avad	Demolition Contractor	Apple Valley	Prospect Call	5/4/2021
Commercial Demolition	Demolition Contractor	Concord	Prospect Call	5/19/2021
Gonzalez Concrete Demolition	Demolition Contractor	San Juan Capistrano	Prospect Call	6/10/2021
Fernando & Sons	Demolition Contractor	Carson	Prospect Call	6/3/2021
Classic Demolition Inc	Demolition Contractor	Irvine	Prospect Call	5/19/2021
Indys Demolition	Demolition Contractor	South Pasadena	Prospect Call	6/15/2021
West Coast Demolition	Demolition Contractor	Fair Oaks	Prospect Call	4/13/2021
Elizabeth Enterprise	Demolition Contractor	Fremont	Prospect Call	6/3/2021
Demolition Dudes	Demolition Contractor	Dana Point	Prospect Call	5/26/2021
Down Walls Break	Demolition Contractor	Fullerton	Prospect Call	6/3/2021
Mafi Weather Demolition	Demolition Contractor	Union City	Prospect Call	6/29/2021
Demolition Contractor Services Cypress	Demolition Contractor	Cypress	Prospect Call	5/26/2021
A T I	Demolition Contractor	Palo Alto	Prospect Call	4/20/2021
Demo Dogs Demolition	Demolition Contractor	San Diego	Prospect Call	5/25/2021
Wright Sawing & Breaking	Demolition Contractor	Ventura	Prospect Call	4/14/2021
Kms Services	Demolition Contractor	Anaheim	Prospect Call	6/23/2021
Torres Demolition Contractor	Demolition Contractor	Baldwin Park	Prospect Call	4/6/2021
Lbs Deconstruction & Demolition	Demolition Contractor	Stockton	Prospect Call	6/29/2021
Eladio's Demolition	Demolition Contractor	San Ysidro	Prospect Call	6/3/2021
Johnson Wallace Sr Demolition	Demolition Contractor	Lancaster	Prospect Call	6/22/2021
Five Star Demolition	Demolition Contractor	Lancaster	Prospect Call	6/3/2021
Archie Lee Crippen Demolition, Inc.	Demolition Contractor	Kerman	Prospect Call	5/4/2021
Demo/Tech, Inc.	Demolition Contractor	Fresno	Prospect Call	5/26/2021
4Com Inc	Demolition Contractor	Irvine	Prospect Call	4/20/2021
A & V Contractors Inc	Demolition Contractor	Fullerton	Prospect Call	4/20/2021
A A A Demolition Inc	Demolition Contractor	Anaheim	Prospect Call	4/20/2021
A A J Incorporated	Demolition Contractor	Azusa	Prospect Call	4/20/2021
A Twister	Demolition Contractor	Van Nuys	Prospect Call	4/20/2021
A-1 Wrecking Inc	Demolition Contractor	Cerritos	Prospect Call	4/21/2021
A.D.A. Demolition, Inc.	Demolition Contractor	San Jose	Prospect Call	4/20/2021
Ace Demolition Corporation	Demolition Contractor	Reseda	Prospect Call	4/21/2021
Action 1	Demolition Contractor	Citrus Heights	Prospect Call	4/21/2021
Adams Demolition Inc	Demolition Contractor	Garden Grove	Prospect Call	4/21/2021

Advanced Demolition, Inc.	Demolition Contractor	Van Nuys	Prospect Call	4/21/2021
Advantage Demolition & Grading Inc	Demolition Contractor	Winnetka	Prospect Call	4/21/2021
Ahtna Government Services Corporation	Demolition Contractor	West Sacramento	Prospect Call	4/21/2021
All-Cal Demolition	Demolition Contractor	Sacramento	Prospect Call	4/27/2021
Allied Demolition Inc	Demolition Contractor	La Crescenta	Prospect Call	4/27/2021
Allied Demolition Services	Demolition Contractor	Walnut Creek	Prospect Call	4/27/2021
Alpine Demolition Company	Demolition Contractor	Sacramento	Prospect Call	4/28/2021
Alw Enterprises, Inc.	Demolition Contractor	Fresno	Prospect Call	4/28/2021
American Wrecking Inc.	Demolition Contractor	South El Monte	Prospect Call	4/28/2021
Amezcuca Loader Service	Demolition Contractor	South Gate	Prospect Call	4/28/2021
Ampco North, Inc.	Demolition Contractor	San Jose	Prospect Call	4/28/2021
Anthony Torres Demolition	Demolition Contractor	Hacienda Heights	Prospect Call	4/28/2021
Anton's Service, Inc.	Demolition Contractor	Lakeside	Prospect Call	4/28/2021
Archie Crippen Demolition	Demolition Contractor	Kerman	Prospect Call	4/28/2021
Armour Demolition	Demolition Contractor	Bakersfield	Prospect Call	5/4/2021
B. L. Price Co., Inc.	Demolition Contractor	Valencia	Prospect Call	5/4/2021
B.H.L. Industries Incorporated	Demolition Contractor	Lynwood	Prospect Call	5/4/2021
Bay Cities Services	Demolition Contractor	Santa Cruz	Prospect Call	5/4/2021
Bayline Demolition Inc	Demolition Contractor	Rocklin	Prospect Call	5/4/2021
Brannon Corporation	Demolition Contractor	San Jose	Prospect Call	5/11/2021
Bryan Company Demolition, Inc.	Demolition Contractor	Goshen	Prospect Call	5/11/2021
Bts Equipment Unlimited, Inc.	Demolition Contractor	El Cajon	Prospect Call	5/11/2021
Buccaneer Demolition, Inc.	Demolition Contractor	San Jose	Prospect Call	5/11/2021
California Demolition	Demolition Contractor	Hawthorne	Prospect Call	5/13/2021
California Land Clearing Inc	Demolition Contractor	Ventura	Prospect Call	5/13/2021
Casper Company	Demolition Contractor	Spring Valley	Prospect Call	5/13/2021
Cen Cal Demolition	Demolition Contractor	Fresno	Prospect Call	5/13/2021
Cencal Demolition	Demolition Contractor	Fresno	Prospect Call	5/13/2021
Central City Wrecking, Inc.	Demolition Contractor	Riverside	Prospect Call	5/13/2021
Clauss Construction	Demolition Contractor	Lakeside	Prospect Call	5/19/2021
Coastal Demo, Inc	Demolition Contractor	Grover Beach	Prospect Call	5/19/2021
Coleman Environmental Engineering, Inc.	Demolition Contractor	Upper Lake	Prospect Call	5/19/2021
Competition Bobcat, Inc.	Demolition Contractor	El Cajon	Prospect Call	5/19/2021
D M L J Inc	Demolition Contractor	Ventura	Prospect Call	5/20/2021
Dakeno, Inc.	Demolition Contractor	Riverside	Prospect Call	5/20/2021
Danny Ryan Precision Contracting Inc.	Demolition Contractor	Anaheim	Prospect Call	5/25/2021
Darco Engineering, Inc.	Demolition Contractor	Santa Fe Springs	Prospect Call	5/25/2021
Dekay Demolition And Clearing, Inc.	Demolition Contractor	Oakland	Prospect Call	5/25/2021
Demcon Stomping Co	Demolition Contractor	Hayward	Prospect Call	5/25/2021
Deming's Demolition & Excavating	Demolition Contractor	Sonoma	Prospect Call	5/25/2021
Demo Masters, Inc.	Demolition Contractor	Oakland	Prospect Call	5/25/2021
Demo Plus	Demolition Contractor	Temecula	Prospect Call	5/25/2021

Demolition Services, Inc.	Demolition Contractor	Anaheim	Prospect Call	5/26/2021
Demolition Specialist Inc	Demolition Contractor	Corona	Prospect Call	5/26/2021
Dig & Demo	Demolition Contractor	Los Angeles	Prospect Call	5/26/2021
Dirt Cheap Demolition, Inc.	Demolition Contractor	Chula Vista	Prospect Call	5/26/2021
Dirt Masters General Engineering	Demolition Contractor	Santa Clarita	Prospect Call	5/26/2021
Dirt Worx, Inc.	Demolition Contractor	Bakersfield	Prospect Call	5/26/2021
Doja, Inc.	Demolition Contractor	Ontario	Prospect Call	5/26/2021
Double B Demolition, Inc	Demolition Contractor	Folsom	Prospect Call	5/26/2021
Dunn Demolition	Demolition Contractor	Santa Barbara	Prospect Call	6/3/2021
Enervex Northern Ca	Demolition Contractor	Redwood City	Prospect Call	6/3/2021
Enos Demolition Inc.	Demolition Contractor	Desert Hot Springs	Prospect Call	6/3/2021
Environmental Construction Group	Demolition Contractor	Signal Hill	Prospect Call	6/3/2021
Evans Brothers Inc.	Demolition Contractor	Livermore	Prospect Call	6/3/2021
Ferma Corporation	Demolition Contractor	Mountain View	Prospect Call	6/3/2021
Fisk Demolition, Inc.	Demolition Contractor	Valley Springs	Prospect Call	6/3/2021
G.D. Heil, Inc.	Demolition Contractor	Placentia	Prospect Call	6/10/2021
Gabel's Hauling And Demolition, Inc.	Demolition Contractor	Redding	Prospect Call	6/10/2021
Gas Demolition	Demolition Contractor	Los Angeles	Prospect Call	6/10/2021
Go Green Demolition	Demolition Contractor	Oakland	Prospect Call	6/10/2021
Golden Gate Tank Removal, Inc.	Demolition Contractor	San Francisco	Prospect Call	6/10/2021
Golden State Demolition And Environmental Services Inc.	Demolition Contractor	Cypress	Prospect Call	6/10/2021
Golden West Demolition, Inc	Demolition Contractor	Duarte	Prospect Call	6/10/2021
H.D. Matthews Demolition & Excavation	Demolition Contractor	Fresno	Prospect Call	6/10/2021
Horizons West	Demolition Contractor	Winchester	Prospect Call	6/15/2021
In & Out Removl	Demolition Contractor	Pomona	Prospect Call	6/15/2021
Inner City Demolition, Inc	Demolition Contractor	Oakland	Prospect Call	6/16/2021
Instant Junk Removal And Demolition	Demolition Contractor	Tarzana	Prospect Call	6/16/2021
Integrated Demolition And Remediation Incorporated	Demolition Contractor	Anaheim	Prospect Call	6/16/2021
Interior Demolition, Inc.	Demolition Contractor	Montrose	Prospect Call	6/16/2021
Ivars Demo, Inc.	Demolition Contractor	Downey	Prospect Call	6/16/2021
J & G Industries Inc	Demolition Contractor	Westminster	Prospect Call	6/16/2021
J B W Demolition	Demolition Contractor	Trabuco Canyon	Prospect Call	6/16/2021
J Vland Clearing Company Inc	Demolition Contractor	San Dimas	Prospect Call	6/16/2021
Jdl Environmental Demolition Services	Demolition Contractor	Riverside	Prospect Call	6/22/2021
Jeff Penn Services, Inc.	Demolition Contractor	Westminster	Prospect Call	6/22/2021
Jimenez Demolition, Inc.	Demolition Contractor	Los Angeles	Prospect Call	6/22/2021
Jordan Demolition	Demolition Contractor	Garden Grove	Prospect Call	6/22/2021
Kevin Ray Demolition	Demolition Contractor	Brea	Prospect Call	6/22/2021
Knockout Demolition Inc.	Demolition Contractor	Corona	Prospect Call	6/23/2021
Kriley Exca-Break	Demolition Contractor	Redlands	Prospect Call	6/23/2021
Kroeker, Inc.	Demolition Contractor	Fresno	Prospect Call	6/23/2021

Los Angeles Engineering, Inc.	Demolition Contractor	Covina	Prospect Call	6/29/2021
Magnum Land Clearing, Inc	Demolition Contractor	Sylmar	Prospect Call	6/29/2021
Marcan Enterprise Inc.	Demolition Contractor	Redwood City	Prospect Call	6/29/2021
Marquez Demolition	Demolition Contractor	San Fernando	Prospect Call	6/30/2021
Martins Salvage	Demolition Contractor	Los Angeles	Prospect Call	6/30/2021
Metro Hardscape Inc	Demolition Contractor	San Jose	Prospect Call	6/30/2021
Randazzo Enterprises, Inc.	Demolition Contractor	Castroville	Miss You Call	5/13/2021
Sierra Recycling & Demolition, Inc.	Demolition Contractor	Bakersfield	Miss You Call	6/16/2021
A C S	HVAC Contractor		Prospect Call	4/20/2021
A Z Air Conditioning & Heating	HVAC Contractor	VAN NUYS	Site Visit	6/23/2021
A Z Air Conditioning & Heating	HVAC Contractor	VAN NUYS	Miss You Call	6/15/2021
Three D Service Company, Inc.	Demolition Contractor	Pomona	Prospect Call	4/6/2021
Tight Quarters, Inc.	Demolition Contractor	Santa Ana	Prospect Call	4/6/2021
Tnt Demolition, Inc.	Demolition Contractor	San Carlos	Prospect Call	4/6/2021
Two Rivers Demolition, Inc.	Demolition Contractor	Rancho Cordova	Prospect Call	4/6/2021
U.S. Demolition, Inc.	Demolition Contractor	Anaheim	Prospect Call	4/6/2021
Ultimate Removal, Inc.	Demolition Contractor	Pomona	Prospect Call	4/7/2021
Viking Equipment Corp.	Demolition Contractor	Glendale	Prospect Call	4/7/2021
Vs Demolition Incor	Demolition Contractor	Santa Cruz	Prospect Call	4/7/2021
W.C. Maloney, Inc.	Demolition Contractor	Stockton	Prospect Call	4/7/2021
Walberg, Inc.	Demolition Contractor	Corning	Prospect Call	4/7/2021
Welsh Demolition Inc	Demolition Contractor	Brentwood	Prospect Call	4/13/2021
Lance Troy Johnson	HVAC Contractor	Lancaster	Prospect Call	6/23/2021
Lotshaw Air Conditioning Co	HVAC Contractor	Riverside	Prospect Call	6/29/2021
Mcmaster Heating & Air Conditioning, Inc.	HVAC Contractor	Irvine	Prospect Call	6/30/2021
A/C Mechanical, Inc	HVAC Contractor	Riverside	Prospect Call	4/20/2021
Action Heating And Plumbing	HVAC Contractor	Santa Rosa	Prospect Call	4/21/2021
Air Concepts	HVAC Contractor	Placentia	Prospect Call	4/21/2021
Air Conditioning Innovations	HVAC Contractor	Milpitas	Prospect Call	4/27/2021
West Coast Removal	Demolition Contractor	Gold River	Prospect Call	4/13/2021
Western Blasting Technologies, Inc.	Demolition Contractor	Marysville	Prospect Call	4/13/2021
Westside Demolition, Inc.	Demolition Contractor	Pomona	Prospect Call	4/13/2021
Whitecore Concrete Cutting & Demolition Inc.	Demolition Contractor	Riverside	Prospect Call	4/13/2021
Wreck Age Demolition, Inc.	Demolition Contractor	Chino Hills	Prospect Call	4/14/2021
Zaccor Companies, Inc.	Demolition Contractor	San Francisco	Prospect Call	4/14/2021
Air Conditioning Systems	HVAC Contractor		Prospect Call	4/27/2021
Air-Tro Inc.	HVAC Contractor	Monrovia	Prospect Call	4/27/2021
Aire Rite	HVAC Contractor	Huntington Beach	Prospect Call	4/27/2021
Aire Serv Of Central Valley	HVAC Contractor		Prospect Call	4/27/2021
Crocker Refrigeration	HVAC Contractor	Santa Barbara	Prospect Call	5/20/2021
Custom Mechanical Sales	HVAC Contractor	San Diego	Prospect Call	5/20/2021
Dattilo's, Mark Heating And Air Conditioning, Inc.	HVAC Contractor	San Bernardino	Prospect Call	5/25/2021

Airwest Ac & Heating	HVAC Contractor	Anaheim	Prospect Call	4/27/2021
Aliso Air	HVAC Contractor	Rancho Santa Margarita	Prospect Call	4/27/2021
All Air Appliance Masters	HVAC Contractor	MONTCLAIR	Miss You Call	6/16/2021
Air Zone Hvac	HVAC Contractor	Modesto	Prospect Call	4/27/2021
Aircon, Inc.	HVAC Contractor	Hesperia	Prospect Call	4/27/2021
ALBER'S AIR INC	HVAC Contractor	Baldwin Park	Miss You Call	6/15/2021
Alcorn Aire, Inc.	HVAC Contractor	Bakersfield	Prospect Call	4/27/2021
20/20 Plumbing & Heating	HVAC Contractor	Riverside	Prospect Call	4/20/2021
A/C Pro	HVAC Contractor		Prospect Call	4/20/2021
Aaero Heating & Sheet Metal	HVAC Contractor		Prospect Call	4/21/2021
Accurate Air Systems	HVAC Contractor		Prospect Call	4/21/2021
Ace Heating & Cooling	HVAC Contractor		Prospect Call	4/21/2021
Ace Plumbing Heat & Air	HVAC Contractor		Prospect Call	4/21/2021
Affordable Air & Heating	HVAC Contractor	LANCASTER	Prospect Call	4/21/2021
Airplus Of California	HVAC Contractor	Corona	Prospect Call	4/27/2021
All Year Heat & Air	HVAC Contractor		Prospect Call	4/27/2021
Allied Aire Service Inc.	HVAC Contractor		Prospect Call	4/27/2021
Alton Ac & Heating	HVAC Contractor		Prospect Call	4/28/2021
Ambiance Heating & Air	HVAC Contractor	Anaheim	Prospect Call	4/28/2021
As Hastings Inc	HVAC Contractor	San Diego	Prospect Call	5/4/2021
Associated Heating	HVAC Contractor		Prospect Call	5/4/2021
Astro Air Design	HVAC Contractor		Prospect Call	5/4/2021
B & L Mechanical Inc	HVAC Contractor		Prospect Call	5/4/2021
B A Morrison General Contractor	HVAC Contractor		Prospect Call	5/4/2021
B J Heating & Ac	HVAC Contractor		Prospect Call	5/4/2021
Big Mountain Heating & Air Conditioning	HVAC Contractor		Prospect Call	5/7/2021
Blackwell Hvac	HVAC Contractor		Prospect Call	5/7/2021
Blue Mountain Construction Services	HVAC Contractor		Prospect Call	5/7/2021
Bob Jenson Ac & Heating Service	HVAC Contractor	El Cajon	Prospect Call	5/7/2021
Brody Pennell Heating & Air Conditioning	HVAC Contractor	Los Angeles	Miss You Call	6/15/2021
Brower Mechanical	HVAC Contractor		Prospect Call	5/11/2021
Buckley Heat Air Solar	HVAC Contractor		Prospect Call	5/11/2021
Buffalos Mechanical	HVAC Contractor		Prospect Call	5/11/2021
Cal Bay Service Inc	HVAC Contractor		Prospect Call	5/13/2021
Castillo Heating & Air Conditioning Inc	HVAC Contractor		Prospect Call	5/13/2021
Certified Service	HVAC Contractor	Burbank	Prospect Call	5/13/2021
Clarke & Rush Mechanical	HVAC Contractor		Prospect Call	5/19/2021
Climate Heating & Air	HVAC Contractor		Prospect Call	5/19/2021
Clinton Heating & Air	HVAC Contractor		Prospect Call	5/19/2021
Comfort Advisors Heating & Ac	HVAC Contractor	Ladera Ranch	Prospect Call	5/19/2021
Conditioned Aire	HVAC Contractor	Northridge	Prospect Call	5/19/2021
Conejo Valley Heating & Air	HVAC Contractor	Newbury Park	Prospect Call	5/19/2021

Cool Air Solutions Inc.	HVAC Contractor	TEMECULA	Prospect Call	5/19/2021
Cool Solution, Inc.	HVAC Contractor		Prospect Call	5/20/2021
Critchfield Mechanical	HVAC Contractor		Prospect Call	5/20/2021
Crutchfield Mechanical	HVAC Contractor		Prospect Call	5/20/2021
Cypress Heating & Ac	HVAC Contractor	Glendora	Prospect Call	5/20/2021
D & D Heating	HVAC Contractor		Prospect Call	5/20/2021
Daniels Heating & Air Cond Co	HVAC Contractor		Prospect Call	5/25/2021
Dennis Furia Heating & Air Conditioning	HVAC Contractor		Prospect Call	5/26/2021
Dependable Graham Ac	HVAC Contractor	Costa Mesa	Prospect Call	5/26/2021
Diaz Heating & Air	HVAC Contractor		Prospect Call	5/26/2021
Donald Fields Heating & Air	HVAC Contractor		Prospect Call	5/26/2021
Donald P Dick Air Conditioning	HVAC Contractor		Prospect Call	5/26/2021
Downing Heating	HVAC Contractor		Prospect Call	6/3/2021
Dunbar Heat & Air	HVAC Contractor		Prospect Call	6/3/2021
Dynamic Air Services	HVAC Contractor	Lake Forest	Prospect Call	6/3/2021
E L Payne	HVAC Contractor	Los Angeles	Prospect Call	6/3/2021
Eagle Air	HVAC Contractor	Escondido	Prospect Call	6/3/2021
Econo Air	HVAC Contractor	Anaheim	Prospect Call	6/3/2021
Elite Mechanical Service Inc	HVAC Contractor		Prospect Call	6/3/2021
Emcor Service, Mesa Energy Systems	HVAC Contractor		Prospect Call	6/3/2021
Environmental Systems Inc.	HVAC Contractor		Prospect Call	6/3/2021
Fairview Heating & Ac	HVAC Contractor		Prospect Call	6/3/2021
Fred Hill Plumbing	HVAC Contractor		Prospect Call	6/9/2021
Freschi Air Systems, Inc.	HVAC Contractor		Prospect Call	6/9/2021
Garick Air Conditioning	HVAC Contractor		Prospect Call	6/10/2021
Green Air Heating & Air Conditioning	HVAC Contractor		Prospect Call	6/10/2021
Greiner Heating & Ac	HVAC Contractor		Prospect Call	6/10/2021
H G M Construction Inc	HVAC Contractor	GARDENA	Prospect Call	6/10/2021
Harry Clark Plumbing	HVAC Contractor	Oakland	Miss You Call	5/12/2021
Hassler Heating & Air Conditioning, Inc.	HVAC Contractor		Prospect Call	6/15/2021
Henry Mechanical	HVAC Contractor	Windsor	Prospect Call	6/15/2021
Honeys Air	HVAC Contractor		Prospect Call	6/15/2021
Hydes Certified Comfort Systems Inc	HVAC Contractor	INDIO	Prospect Call	6/15/2021
O'Neil Recycling	HVAC Contractor	San Jose	Miss You Call	6/16/2021
Indoor Comfort	HVAC Contractor		Prospect Call	6/15/2021
Indoor Environmental Services	HVAC Contractor		Prospect Call	6/15/2021
Innovative Mechanical Inc.	HVAC Contractor		Prospect Call	6/16/2021
Izmirian Roofing & Sheet Metal	HVAC Contractor		Prospect Call	6/16/2021
J H Simpson Company Inc	HVAC Contractor		Prospect Call	6/16/2021
J R Putman Inc	HVAC Contractor	Rancho Cordova	Miss You Call	5/12/2021
Janal Heating	HVAC Contractor		Prospect Call	6/22/2021
Jim's Heating & Air Conditioning	HVAC Contractor	Valencia	Prospect Call	6/22/2021

Johnson Air	HVAC Contractor		Prospect Call	6/22/2021
K & S Air Conditioning, Inc.	HVAC Contractor	Orange	Prospect Call	6/22/2021
Kahn Air Conditioning	HVAC Contractor	Northridge	Prospect Call	6/22/2021
Kaiser Ac & Sheet Metal	HVAC Contractor	Oxnard	Prospect Call	6/22/2021
Kevin Jordan Heating & Air Conditionig Servic	HVAC Contractor		Prospect Call	6/22/2021
Key Mechanical Company	HVAC Contractor		Prospect Call	6/23/2021
Kleen Air	HVAC Contractor		Prospect Call	6/23/2021
L & O Heating & Ac	HVAC Contractor	Simi Valley	Prospect Call	6/23/2021
L D I Mechanical	HVAC Contractor	Corona	Prospect Call	6/23/2021
L J Kruse Co	HVAC Contractor		Prospect Call	6/23/2021
La Quinta Heating & Ac	HVAC Contractor		Prospect Call	6/23/2021
Lees Accu-Tech Service	HVAC Contractor		Prospect Call	6/29/2021
Lovazzano Hvac	HVAC Contractor		Prospect Call	6/29/2021
Marthedal Solar Air & Heating	HVAC Contractor		Prospect Call	6/30/2021
Mechanical System Contractors	HVAC Contractor	San Diego	Prospect Call	6/30/2021
Mediterranean Heating & Air	HVAC Contractor	CANOGA PARK	Prospect Call	6/30/2021
Metro Tech	HVAC Contractor	POMONA	Prospect Call	6/30/2021
Millers Ac & Heating	HVAC Contractor		Prospect Call	6/30/2021
R K M Heating & Ac	HVAC Contractor	Riverside	Miss You Call	5/13/2021
Rohan & Sons	HVAC Contractor	San Clemente	Site Visit	6/24/2021
Thomson Inc	HVAC Contractor	Cypress	Prospect Call	4/6/2021
Thorsens Inc	HVAC Contractor		Prospect Call	4/6/2021
Tommys Refrigeration Service	HVAC Contractor		Prospect Call	4/6/2021
Total Comfort Inc.	HVAC Contractor	Corona	Prospect Call	4/6/2021
True Air Mechanical	HVAC Contractor	Irvine	Prospect Call	4/6/2021
V T Heating & Ac	HVAC Contractor		Prospect Call	4/7/2021
Valley Air & Repair	HVAC Contractor		Prospect Call	4/7/2021
Veteran Air	HVAC Contractor	Anaheim	Prospect Call	4/7/2021
Vics Air Conditioning, Inc.	HVAC Contractor	PALMS	Prospect Call	4/7/2021
Walnut Creek Heating & Ac	HVAC Contractor		Prospect Call	4/7/2021
Walter Mork Company	HVAC Contractor		Prospect Call	4/13/2021
We Care Heating & Air Conditioning	HVAC Contractor	Murrieta	Prospect Call	4/13/2021
Westside Heating & Ac	HVAC Contractor	SANTA MONICA	Prospect Call	4/13/2021
Wingate Mechanical	HVAC Contractor	Riverside	Prospect Call	4/14/2021
Yantzer Brothers Air	HVAC Contractor	WESTLAKE VILLAGE,	Prospect Call	4/14/2021
A & B Mechanical Inc.	HVAC Contractor	Hayward	Prospect Call	4/20/2021
A B C Cooling & Heating Services Inc	HVAC Contractor	Fresno	Prospect Call	4/20/2021
A C H Supply	HVAC Contractor	Fresno	Prospect Call	4/20/2021
A C Systems Inc.	HVAC Contractor	Concord	Prospect Call	4/20/2021
American Academic Alliance Of Advanced Airflow Associates, Inc.	HVAC Contractor	Sacramento	Prospect Call	4/28/2021
B.A.C.C.O. Mechanical Inc.	HVAC Contractor	Lancaster	Prospect Call	5/4/2021



Benchmark Air Conditioning, Inc.	HVAC Contractor	Bakersfield	Prospect Call	5/7/2021
Blaine, Inc.	HVAC Contractor	Merced	Prospect Call	5/7/2021
Cal Climate Corp	HVAC Contractor	Burbank	Prospect Call	5/13/2021
Castorina Heating & Sheetmetal	HVAC Contractor	Seaside	Prospect Call	5/13/2021
Chaffin Air Conditioning And Heating Inc	HVAC Contractor	Cathedral City	Prospect Call	5/13/2021
Charles A Pugh	HVAC Contractor	Chico	Prospect Call	5/13/2021

Climate Control, Inc	HVAC Contractor	Sacramento	Prospect Call	5/19/2021
Comfort Energy, Inc.	HVAC Contractor	Milpitas	Prospect Call	5/19/2021
Compare Heating Air Conditioning & Sheet Metal Inc	HVAC Contractor	Concord	Prospect Call	5/19/2021
Complete Comfort, Inc.	HVAC Contractor	Redding	Prospect Call	5/19/2021
Davidson's Air Conditioning And Heating, Inc	HVAC Contractor	San Bernardino	Prospect Call	5/25/2021
Dc Solar Distribution, Inc.	HVAC Contractor	Concord	Prospect Call	5/25/2021
Dcs Heating & Air Conditioning, Inc.	HVAC Contractor	Thousand Palms	Prospect Call	5/25/2021
Dynamic Air Services Inc.	HVAC Contractor	Lake Forest	Prospect Call	6/3/2021
Engineered Mechanical Services Inc	HVAC Contractor	Escondido	Prospect Call	6/3/2021
Frank M Booth Inc	HVAC Contractor	South San Francisco	Prospect Call	6/9/2021
Frostys Air Conditioning & Ref	HVAC Contractor	Cathedral City	Prospect Call	6/9/2021
Gabriel Carini Heating & Air Condition	HVAC Contractor	San Diego	Prospect Call	6/10/2021
Graves Heating & Air Conditioning Service Company	HVAC Contractor	Santa Fe Springs	Prospect Call	6/10/2021
Haddon Engineering, Inc.	HVAC Contractor	Concord	Prospect Call	6/10/2021
Harbor Pointe Air Conditioning & Control Systems, Inc.	HVAC Contractor	Lake Forest	Prospect Call	6/10/2021
Homestead Heating & Air Conditioning	HVAC Contractor	Chico	Prospect Call	6/15/2021
Indoor Air Design Inc	HVAC Contractor	San Jose	Prospect Call	6/15/2021
Aire Serv Of Greater Merced	HVAC Contractor	Merced	Miss You Call	5/12/2021
B&B's Heating And Air Conditioning, Inc.	HVAC Contractor	Stockton	Prospect Call	5/4/2021
R. E. Michel Co	Wholesaler	Anaheim	Miss You Call	6/16/2021
R. E. Michel Co	Wholesaler	Anaheim	Site Visit	6/21/2021
Coast Community College District	University/College	Costa Mesa	Miss You Call	5/12/2021
Coast Community College District	University/College	Costa Mesa	Site Visit	6/23/2021
Hajoca - Palm Springs	Wholesaler	Palm Springs	Miss You Call	5/13/2021
Hajoca - Hawthorne	Wholesaler	Hawthorne	Site Visit	6/25/2021
Hajoca - Hawthorne	Wholesaler	Hawthorne	Miss You Call	5/12/2021
Hajoca - Los Angeles	Wholesaler	Los Angeles	Miss You Call	6/15/2021
Hajoca - El Monte	Wholesaler	El Monte	Miss You Call	6/16/2021

Ac Pro	Wholesaler	Westminster	Site Visit	6/23/2021
Biola University	University/College	La Mirada	Site Visit	5/5/2021
San Bernardino Valley College	University/College	San Bernardino	Miss You Call	6/15/2021
G. E. K. Construction Inc.	Property Management Company	Beverly Hills	Miss You Call	6/16/2021
K & L Hardware	Retailer	San Bernardino	Miss You Call	6/16/2021
Optima Energy Inc.	HVAC Contractor	Gardena	Site Visit	6/25/2021
Optima Energy Inc.	HVAC Contractor	Gardena	Miss You Call	6/15/2021
Mds Recycles	HVAC Contractor	Tustin	Site Visit	6/23/2021
Dancool Hvac Supply	Wholesaler	Canoga Park	Miss You Call	5/12/2021
Dancool Hvac Supply	Wholesaler	El Monte	Miss You Call	5/13/2021
Do-It-Best Hardware	Retailer	Cameron Park	Miss You Call	5/13/2021
AERC Recycling Solutions	Other	Hayward	Miss You Call	5/13/2021
Environmental Management Technology	Other	San Bernardino	Miss You Call	6/15/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Los Angeles	Miss You Call	5/13/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Garden Grove	Site Visit	6/23/2021
Goodman Distribution	Wholesaler	McClellan	Miss You Call	6/15/2021
County Of Fresno	HHW	Fresno	Miss You Call	6/16/2021
HHW Signal Hill	HHW	Lakewood	Miss You Call	5/12/2021
HHW Signal Hill	HHW	Lakewood	Site Visit	6/22/2021
Seventh & Union Hardware Inc.	Retailer	Los Angeles	Miss You Call	5/12/2021
Carl Johnson True Value Hardware	Retailer	Eureka	Miss You Call	6/16/2021
Vallejo Materials Recovery Facility & Office	HHW	Vallejo	Miss You Call	5/13/2021
Rodeo True Value Hardware	Retailer	Rodeo	Miss You Call	6/16/2021
Western Allied Mechanical	HVAC Contractor	Menlo Park	Miss You Call	6/15/2021
Anawalt Lumber	Retailer	Hollywood	Miss You Call	5/13/2021
Advanced Heating And Air Contractors Inc.	HVAC Contractor	Atwater	Miss You Call	6/15/2021
Cal Poly Pomona	University/College	Pomona	Miss You Call	5/13/2021
Johnstone Supply	Wholesaler	Livermore	Miss You Call	5/13/2021
Climate Control, Inc	HVAC Contractor	Sacramento	Prospect Call	5/19/2021
Comfort Energy, Inc.	HVAC Contractor	Milpitas	Prospect Call	5/19/2021
Compare Heating Air Conditioning & Sheet Metal Inc	HVAC Contractor	Concord	Prospect Call	5/19/2021
Complete Comfort, Inc.	HVAC Contractor	Redding	Prospect Call	5/19/2021
Davidson's Air Conditioning And Heating, Inc	HVAC Contractor	San Bernardino	Prospect Call	5/25/2021

Dc Solar Distribution, Inc.	HVAC Contractor	Concord	Prospect Call	5/25/2021
Dcs Heating & Air Conditioning, Inc.	HVAC Contractor	Thousand Palms	Prospect Call	5/25/2021
Dynamic Air Services Inc.	HVAC Contractor	Lake Forest	Prospect Call	6/3/2021
Engineered Mechanical Services Inc	HVAC Contractor	Escondido	Prospect Call	6/3/2021
Frank M Booth Inc	HVAC Contractor	South San Francisco	Prospect Call	6/9/2021
Frostys Air Conditioning & Ref	HVAC Contractor	Cathedral City	Prospect Call	6/9/2021
Gabriel Carini Heating & Air Condition	HVAC Contractor	San Diego	Prospect Call	6/10/2021
Graves Heating & Air Conditioning Service Company	HVAC Contractor	Santa Fe Springs	Prospect Call	6/10/2021
Haddon Engineering, Inc.	HVAC Contractor	Concord	Prospect Call	6/10/2021
Harbor Pointe Air Conditioning & Control Systems, Inc.	HVAC Contractor	Lake Forest	Prospect Call	6/10/2021
Homestead Heating & Air Conditioning	HVAC Contractor	Chico	Prospect Call	6/15/2021
Indoor Air Design Inc	HVAC Contractor	San Jose	Prospect Call	6/15/2021
Aire Serv Of Greater Merced	HVAC Contractor	Merced	Miss You Call	5/12/2021
B&B's Heating And Air Conditioning, Inc.	HVAC Contractor	Stockton	Prospect Call	5/4/2021
R. E. Michel Co	Wholesaler	Anaheim	Miss You Call	6/16/2021
R. E. Michel Co	Wholesaler	Anaheim	Site Visit	6/21/2021
Coast Community College District	University/College	Costa Mesa	Miss You Call	5/12/2021
Coast Community College District	University/College	Costa Mesa	Site Visit	6/23/2021
Hajoca - Palm Springs	Wholesaler	Palm Springs	Miss You Call	5/13/2021
Hajoca - Hawthorne	Wholesaler	Hawthorne	Site Visit	6/25/2021
Hajoca - Hawthorne	Wholesaler	Hawthorne	Miss You Call	5/12/2021
Hajoca - Los Angeles	Wholesaler	Los Angeles	Miss You Call	6/15/2021
Hajoca - El Monte	Wholesaler	El Monte	Miss You Call	6/16/2021
Ac Pro	Wholesaler	Westminster	Site Visit	6/23/2021
Biola University	University/College	La Mirada	Site Visit	5/5/2021
San Bernardino Valley College	University/College	San Bernardino	Miss You Call	6/15/2021
G. E. K. Construction Inc.	Property Management Company	Beverly Hills	Miss You Call	6/16/2021
K & L Hardware	Retailer	San Bernardino	Miss You Call	6/16/2021
Optima Energy Inc.	HVAC Contractor	Gardena	Site Visit	6/25/2021
Optima Energy Inc.	HVAC Contractor	Gardena	Miss You Call	6/15/2021
Mds Recycles	HVAC Contractor	Tustin	Site Visit	6/23/2021
Dancool Hvac Supply	Wholesaler	Canoga Park	Miss You Call	5/12/2021
Dancool Hvac Supply	Wholesaler	El Monte	Miss You Call	5/13/2021

Do-It-Best Hardware	Retailer	Cameron Park	Miss You Call	5/13/2021
AERC Recycling Solutions	Other	Hayward	Miss You Call	5/13/2021
Environmental Management Technology	Other	San Bernardino	Miss You Call	6/15/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Los Angeles	Miss You Call	5/13/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Garden Grove	Site Visit	6/23/2021
Goodman Distribution	Wholesaler	McClellan	Miss You Call	6/15/2021
County Of Fresno	HHW	Fresno	Miss You Call	6/16/2021
HHW Signal Hill	HHW	Lakewood	Miss You Call	5/12/2021
HHW Signal Hill	HHW	Lakewood	Site Visit	6/22/2021
Seventh & Union Hardware Inc.	Retailer	Los Angeles	Miss You Call	5/12/2021
Carl Johnson True Value Hardware	Retailer	Eureka	Miss You Call	6/16/2021
Vallejo Materials Recovery Facility & Office	HHW	Vallejo	Miss You Call	5/13/2021
Rodeo True Value Hardware	Retailer	Rodeo	Miss You Call	6/16/2021
Western Allied Mechanical	HVAC Contractor	Menlo Park	Miss You Call	6/15/2021
Anawalt Lumber	Retailer	Hollywood	Miss You Call	5/13/2021
Advanced Heating And Air Contractors Inc.	HVAC Contractor	Atwater	Miss You Call	6/15/2021
Cal Poly Pomona	University/College	Pomona	Miss You Call	5/13/2021
Johnstone Supply	Wholesaler	Livermore	Miss You Call	5/13/2021
Climate Control, Inc	HVAC Contractor	Sacramento	Prospect Call	5/19/2021
Comfort Energy, Inc.	HVAC Contractor	Milpitas	Prospect Call	5/19/2021
Compare Heating Air Conditioning & Sheet Metal Inc	HVAC Contractor	Concord	Prospect Call	5/19/2021
Complete Comfort, Inc.	HVAC Contractor	Redding	Prospect Call	5/19/2021
Davidson's Air Conditioning And Heating, Inc	HVAC Contractor	San Bernardino	Prospect Call	5/25/2021
De Solar Distribution, Inc.	HVAC Contractor	Concord	Prospect Call	5/25/2021
Dcs Heating & Air Conditioning, Inc.	HVAC Contractor	Thousand Palms	Prospect Call	5/25/2021
Dynamic Air Services Inc.	HVAC Contractor	Lake Forest	Prospect Call	6/3/2021
Engineered Mechanical Services Inc	HVAC Contractor	Escondido	Prospect Call	6/3/2021
Frank M Booth Inc	HVAC Contractor	South San Francisco	Prospect Call	6/9/2021
Frostys Air Conditioning & Ref	HVAC Contractor	Cathedral City	Prospect Call	6/9/2021
Gabriel Carini Heating & Air Condition	HVAC Contractor	San Diego	Prospect Call	6/10/2021
Graves Heating & Air Conditioning Service Company	HVAC Contractor	Santa Fe Springs	Prospect Call	6/10/2021
Haddon Engineering, Inc.	HVAC Contractor	Concord	Prospect Call	6/10/2021
Harbor Pointe Air Conditioning & Control Systems, Inc.	HVAC Contractor	Lake Forest	Prospect Call	6/10/2021

Homestead Heating & Air Conditioning	HVAC Contractor	Chico	Prospect Call	6/15/2021
Indoor Air Design Inc	HVAC Contractor	San Jose	Prospect Call	6/15/2021
Aire Serv Of Greater Merced	HVAC Contractor	Merced	Miss You Call	5/12/2021
B&B's Heating And Air Conditioning, Inc.	HVAC Contractor	Stockton	Prospect Call	5/4/2021
R. E. Michel Co	Wholesaler	Anaheim	Miss You Call	6/16/2021
R. E. Michel Co	Wholesaler	Anaheim	Site Visit	6/21/2021
Coast Community College District	University/College	Costa Mesa	Miss You Call	5/12/2021
Coast Community College District	University/College	Costa Mesa	Site Visit	6/23/2021
Hajoca - Palm Springs	Wholesaler	Palm Springs	Miss You Call	5/13/2021
Hajoca - Hawthorne	Wholesaler	Hawthorne	Site Visit	6/25/2021
Hajoca - Hawthorne	Wholesaler	Hawthorne	Miss You Call	5/12/2021
Hajoca - Los Angeles	Wholesaler	Los Angeles	Miss You Call	6/15/2021
Hajoca - El Monte	Wholesaler	El Monte	Miss You Call	6/16/2021
Ac Pro	Wholesaler	Westminster	Site Visit	6/23/2021
Biola University	University/College	La Mirada	Site Visit	5/5/2021
San Bernardino Valley College	University/College	San Bernardino	Miss You Call	6/15/2021
G. E. K. Construction Inc.	Property Management Company	Beverly Hills	Miss You Call	6/16/2021
K & L Hardware	Retailer	San Bernardino	Miss You Call	6/16/2021
Optima Energy Inc.	HVAC Contractor	Gardena	Site Visit	6/25/2021
Optima Energy Inc.	HVAC Contractor	Gardena	Miss You Call	6/15/2021
Mds Recycles	HVAC Contractor	Tustin	Site Visit	6/23/2021
Dancool Hvac Supply	Wholesaler	Canoga Park	Miss You Call	5/12/2021
Dancool Hvac Supply	Wholesaler	El Monte	Miss You Call	5/13/2021
Do-It-Best Hardware	Retailer	Cameron Park	Miss You Call	5/13/2021
AERC Recycling Solutions	Other	Hayward	Miss You Call	5/13/2021
Environmental Management Technology	Other	San Bernardino	Miss You Call	6/15/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Los Angeles	Miss You Call	5/13/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Garden Grove	Site Visit	6/23/2021
Goodman Distribution	Wholesaler	McClellan	Miss You Call	6/15/2021
County Of Fresno	HHW	Fresno	Miss You Call	6/16/2021
HHW Signal Hill	HHW	Lakewood	Miss You Call	5/12/2021
HHW Signal Hill	HHW	Lakewood	Site Visit	6/22/2021
Seventh & Union Hardware Inc.	Retailer	Los Angeles	Miss You Call	5/12/2021

Carl Johnson True Value Hardware	Retailer	Eureka	Miss You Call	6/16/2021
Vallejo Materials Recovery Facility & Office	HHW	Vallejo	Miss You Call	5/13/2021
Rodeo True Value Hardware	Retailer	Rodeo	Miss You Call	6/16/2021
Western Allied Mechanical	HVAC Contractor	Menlo Park	Miss You Call	6/15/2021
Anawalt Lumber	Retailer	Hollywood	Miss You Call	5/13/2021
Advanced Heating And Air Contractors Inc.	HVAC Contractor	Atwater	Miss You Call	6/15/2021
Cal Poly Pomona	University/College	Pomona	Miss You Call	5/13/2021
Johnstone Supply	Wholesaler	Livermore	Miss You Call	5/13/2021
Climate Control, Inc	HVAC Contractor	Sacramento	Prospect Call	5/19/2021
Comfort Energy, Inc.	HVAC Contractor	Milpitas	Prospect Call	5/19/2021
Compare Heating Air Conditioning & Sheet Metal Inc	HVAC Contractor	Concord	Prospect Call	5/19/2021
Complete Comfort, Inc.	HVAC Contractor	Redding	Prospect Call	5/19/2021
Davidson's Air Conditioning And Heating, Inc	HVAC Contractor	San Bernardino	Prospect Call	5/25/2021
Dc Solar Distribution, Inc.	HVAC Contractor	Concord	Prospect Call	5/25/2021
Dcs Heating & Air Conditioning, Inc.	HVAC Contractor	Thousand Palms	Prospect Call	5/25/2021
Dynamic Air Services Inc.	HVAC Contractor	Lake Forest	Prospect Call	6/3/2021
Engineered Mechanical Services Inc	HVAC Contractor	Escondido	Prospect Call	6/3/2021
Frank M Booth Inc	HVAC Contractor	South San Francisco	Prospect Call	6/9/2021
Frostys Air Conditioning & Ref	HVAC Contractor	Cathedral City	Prospect Call	6/9/2021
Gabriel Carini Heating & Air Condition	HVAC Contractor	San Diego	Prospect Call	6/10/2021
Graves Heating & Air Conditioning Service Company	HVAC Contractor	Santa Fe Springs	Prospect Call	6/10/2021
Haddon Engineering, Inc.	HVAC Contractor	Concord	Prospect Call	6/10/2021
Harbor Pointe Air Conditioning & Control Systems, Inc.	HVAC Contractor	Lake Forest	Prospect Call	6/10/2021
Homestead Heating & Air Conditioning	HVAC Contractor	Chico	Prospect Call	6/15/2021
Indoor Air Design Inc	HVAC Contractor	San Jose	Prospect Call	6/15/2021
Aire Serv Of Greater Merced	HVAC Contractor	Merced	Miss You Call	5/12/2021
B&B's Heating And Air Conditioning, Inc.	HVAC Contractor	Stockton	Prospect Call	5/4/2021
R. E. Michel Co	Wholesaler	Anaheim	Miss You Call	6/16/2021
R. E. Michel Co	Wholesaler	Anaheim	Site Visit	6/21/2021
Coast Community College District	University/College	Costa Mesa	Miss You Call	5/12/2021
Coast Community College District	University/College	Costa Mesa	Site Visit	6/23/2021
Hajoca - Palm Springs	Wholesaler	Palm Springs	Miss You Call	5/13/2021
Hajoca - Hawthorne	Wholesaler	Hawthorne	Site Visit	6/25/2021

Hajoca - Hawthorne	Wholesaler	Hawthorne	Miss You Call	5/12/2021
Hajoca - Los Angeles	Wholesaler	Los Angeles	Miss You Call	6/15/2021
Hajoca - El Monte	Wholesaler	El Monte	Miss You Call	6/16/2021
Ac Pro	Wholesaler	Westminster	Site Visit	6/23/2021
Biola University	University/College	La Mirada	Site Visit	5/5/2021
San Bernardino Valley College	University/College	San Bernardino	Miss You Call	6/15/2021
G. E. K. Construction Inc.	Property Management Company	Beverly Hills	Miss You Call	6/16/2021
K & L Hardware	Retailer	San Bernardino	Miss You Call	6/16/2021
Optima Energy Inc.	HVAC Contractor	Gardena	Site Visit	6/25/2021
Optima Energy Inc.	HVAC Contractor	Gardena	Miss You Call	6/15/2021
Mds Recycles	HVAC Contractor	Tustin	Site Visit	6/23/2021
Dancool Hvac Supply	Wholesaler	Canoga Park	Miss You Call	5/12/2021
Dancool Hvac Supply	Wholesaler	El Monte	Miss You Call	5/13/2021
Do-It-Best Hardware	Retailer	Cameron Park	Miss You Call	5/13/2021
AERC Recycling Solutions	Other	Hayward	Miss You Call	5/13/2021
Environmental Management Technology	Other	San Bernardino	Miss You Call	6/15/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Los Angeles	Miss You Call	5/13/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Garden Grove	Site Visit	6/23/2021
Goodman Distribution	Wholesaler	McClellan	Miss You Call	6/15/2021
County Of Fresno	HHW	Fresno	Miss You Call	6/16/2021
HHW Signal Hill	HHW	Lakewood	Miss You Call	5/12/2021
HHW Signal Hill	HHW	Lakewood	Site Visit	6/22/2021
Seventh & Union Hardware Inc.	Retailer	Los Angeles	Miss You Call	5/12/2021
Carl Johnson True Value Hardware	Retailer	Eureka	Miss You Call	6/16/2021
Vallejo Materials Recovery Facility & Office	HHW	Vallejo	Miss You Call	5/13/2021
Rodeo True Value Hardware	Retailer	Rodeo	Miss You Call	6/16/2021
Western Allied Mechanical	HVAC Contractor	Menlo Park	Miss You Call	6/15/2021
Anawalt Lumber	Retailer	Hollywood	Miss You Call	5/13/2021
Advanced Heating And Air Contractors Inc.	HVAC Contractor	Atwater	Miss You Call	6/15/2021
Cal Poly Pomona	University/College	Pomona	Miss You Call	5/13/2021
Johnstone Supply	Wholesaler	Livermore	Miss You Call	5/13/2021
Climate Control, Inc	HVAC Contractor	Sacramento	Prospect Call	5/19/2021

Comfort Energy, Inc.	HVAC Contractor	Milpitas	Prospect Call	5/19/2021
Compare Heating Air Conditioning & Sheet Metal Inc	HVAC Contractor	Concord	Prospect Call	5/19/2021
Complete Comfort, Inc.	HVAC Contractor	Redding	Prospect Call	5/19/2021
Davidson's Air Conditioning And Heating, Inc	HVAC Contractor	San Bernardino	Prospect Call	5/25/2021
Dc Solar Distribution, Inc.	HVAC Contractor	Concord	Prospect Call	5/25/2021
Dcs Heating & Air Conditioning, Inc.	HVAC Contractor	Thousand Palms	Prospect Call	5/25/2021
Dynamic Air Services Inc.	HVAC Contractor	Lake Forest	Prospect Call	6/3/2021
Engineered Mechanical Services Inc	HVAC Contractor	Escondido	Prospect Call	6/3/2021
Frank M Booth Inc	HVAC Contractor	South San Francisco	Prospect Call	6/9/2021
Frostys Air Conditioning & Ref	HVAC Contractor	Cathedral City	Prospect Call	6/9/2021
Gabriel Carini Heating & Air Condition	HVAC Contractor	San Diego	Prospect Call	6/10/2021
Graves Heating & Air Conditioning Service Company	HVAC Contractor	Santa Fe Springs	Prospect Call	6/10/2021
Haddon Engineering, Inc.	HVAC Contractor	Concord	Prospect Call	6/10/2021
Harbor Pointe Air Conditioning & Control Systems, Inc.	HVAC Contractor	Lake Forest	Prospect Call	6/10/2021
Homestead Heating & Air Conditioning	HVAC Contractor	Chico	Prospect Call	6/15/2021
Indoor Air Design Inc	HVAC Contractor	San Jose	Prospect Call	6/15/2021
Aire Serv Of Greater Merced	HVAC Contractor	Merced	Miss You Call	5/12/2021
B&B's Heating And Air Conditioning, Inc.	HVAC Contractor	Stockton	Prospect Call	5/4/2021
R. E. Michel Co	Wholesaler	Anaheim	Miss You Call	6/16/2021
R. E. Michel Co	Wholesaler	Anaheim	Site Visit	6/21/2021
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Coast Community College District	University/College	Costa Mesa	Site Visit	6/23/2021
Hajoca - Palm Springs	Wholesaler	Palm Springs	Miss You Call	5/13/2021
Hajoca - Hawthorne	Wholesaler	Hawthorne	Site Visit	6/25/2021
Hajoca - Hawthorne	Wholesaler	Hawthorne	Miss You Call	5/12/2021
Hajoca - Los Angeles	Wholesaler	Los Angeles	Miss You Call	6/15/2021
Hajoca - El Monte	Wholesaler	El Monte	Miss You Call	6/16/2021
Ac Pro	Wholesaler	Westminster	Site Visit	6/23/2021
Biola University	University/College	La Mirada	Site Visit	5/5/2021
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K & L Hardware	Retailer	San Bernardino	Miss You Call	6/16/2021
Optima Energy Inc.	HVAC Contractor	Gardena	Site Visit	6/25/2021
Optima Energy Inc.	HVAC Contractor	Gardena	Miss You Call	6/15/2021



Mds Recycles	HVAC Contractor	Tustin	Site Visit	6/23/2021
Dancool Hvac Supply	Wholesaler	Canoga Park	Miss You Call	5/12/2021
Dancool Hvac Supply	Wholesaler	El Monte	Miss You Call	5/13/2021
Do-It-Best Hardware	Retailer	Cameron Park	Miss You Call	5/13/2021
AERC Recycling Solutions	Other	Hayward	Miss You Call	5/13/2021

Environmental Management Technology	Other	San Bernardino	Miss You Call	6/15/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Los Angeles	Miss You Call	5/13/2021
Hirsch Pipe & Supply Co., Inc.	Wholesaler	Garden Grove	Site Visit	6/23/2021
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Vallejo Materials Recovery Facility & Office	HHW	Vallejo	Miss You Call	5/13/2021
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Western Allied Mechanical	HVAC Contractor	Menlo Park	Miss You Call	6/15/2021
Anawalt Lumber	Retailer	Hollywood	Miss You Call	5/13/2021
Advanced Heating And Air Contractors Inc.	HVAC Contractor	Atwater	Miss You Call	6/15/2021
Cal Poly Pomona	University/College	Pomona	Miss You Call	5/13/2021
Johnstone Supply	Wholesaler	Livermore	Miss You Call	5/13/2021