



VIA ELECTRONIC MAIL

January 31, 2022

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 Q4 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 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.

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

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

(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 fourth quarter (October-December) of 2021 (Q4'21), 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 Q3'21 and Q4'21, from 1,673 to 1,706. These 33 new bins/pails were placed with partners in the contractors, HHW, retail, wholesaler, and property manager audiences. The number of bins returned increased from 49 in Q3'21 to 132 in Q4'21. Most bins were returned by wholesalers (111), followed by contractors (10), HHW programs (8), and retailers (3). The proportion of bins returned out of all active bins - or 'bin return rate' - was 12.0%, which is just above the average bin return rate to date (10.3%).

The number of thermostats collected in Q4'21 (4,463) is much higher than the amount collected a year prior in Q4'20 (2,946). Additionally, out of all the quarters to date (20), Q4'21 experienced the fifth-highest collected amount of thermostats for a quarter and the most collected since Q1'19 (5,057). We collected 3,153 more thermostats this quarter compared to Q3'21 (1,310). As in previous quarters, the bulk of thermostat collections occurred among the wholesaler audience (86%), which is only 1% higher than in Q3'21. The number of thermostats collected being much higher than in Q3'21 is likely related to 111 bins being returned from the wholesaler audience in Q4'21 as compared to 37 in Q3'21, a 200% increase in bins returned from the wholesaler audience. Since its launch in 2017, the California TRC Program has collected 65,328 mercury-added thermostats, an average of 3,266 thermostats collected per quarter.

This quarter, SGA continued to implement a targeted outreach campaign it launched in Q2'21 across the audiences SGA oversees, which focused on placing bins in areas of California with below-average median household income¹ 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. Regarding counties in the bottom 25% of median household income, SGA attempted outreach with 129 contacts, successfully contacted 45 contacts, placed bins or pails with 6 contacts, and placed materials with 10 contacts. Among the 44 California counties with 0 or 1-20 bins, SGA attempted outreach with 300 contacts, successfully contacted 88 contacts, placed bins or pails with 9 contacts, and placed materials with 22 contacts.

¹ 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).

The following pages contain detailed summaries of the outreach conducted in Q4'21 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 Q4'21 and were gathered from outreach conducted by both staff at SGA and TRC, the strategies we deploy are built upon data gathered from our pilot programs, and the cumulative knowledge we have gained 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: 47
 - Number and location (by street address) of new collection bins assigned (see Table D-2 in Appendix D).
2. Mercury-added thermostats collected this quarter: 4,463
3. Mercury-added thermostats collected in 2021: 10,902

Table 1. Number of Bins Placed in California (cumulative), Q4'20 to Q4'21

Audience	Q4'20	Q1'21	Q2'21	Q3'21	Q4'21
A					
Contractors	259	260	260	260	261
HHWs	251	251	251	256	261
Retailers	152	152	154	172	182
Wholesalers	871	883	887	911	918
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
C					
Property Managers	11	11	11	11	14
Hotel/Motel	0	0	0	0	0
Other*	39	40	40	40	47
TOTAL	1606	1620	1626	1673	1706

Note: This table provides the number of TRC collection bins placed cumulatively (Q4'20-Q4'21) in California. Actual counts of active bins may vary as some partners discontinue participation (see Table 2).

Table 2. Number of Active Bins (cumulative), Q4'20 to Q4'21

Audience	Q4'20	Q1'21	Q2'21	Q3'21	Q4'21
A					
Contractors	150	127	127	123	124
HHWs	143	142	142	145	149
Retailers	87	72	75	94	103
Wholesalers	673	673	675	696	700
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	5	5	4	4
C					
Property Managers	3	2	2	1	4
Hotel/Motel	0	0	0	0	0
Other	28	7	3	3	15
TOTAL	1094	1031	1032	1069	1102

Table 3. Number of Bins Returned (includes bins returned empty), Q4'20 to Q4'21

Audience	Q4'20	Q1'21	Q2'21	Q3'21	Q4'21
A					
Contractors	10	9	9	5	10
HHWs	3	5	7	6	8
Retailers	1	4	1	1	3
Wholesalers	106	114	83	37	111
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
C					
Property Managers	0	0	0	0	0
Hotel/Motel	0	0	0	0	0
Other	0	1	0	0	0
TOTAL	120	133	100	49	132

Figure 1. Number of Bins Returned, Q4'18 to Q4'21

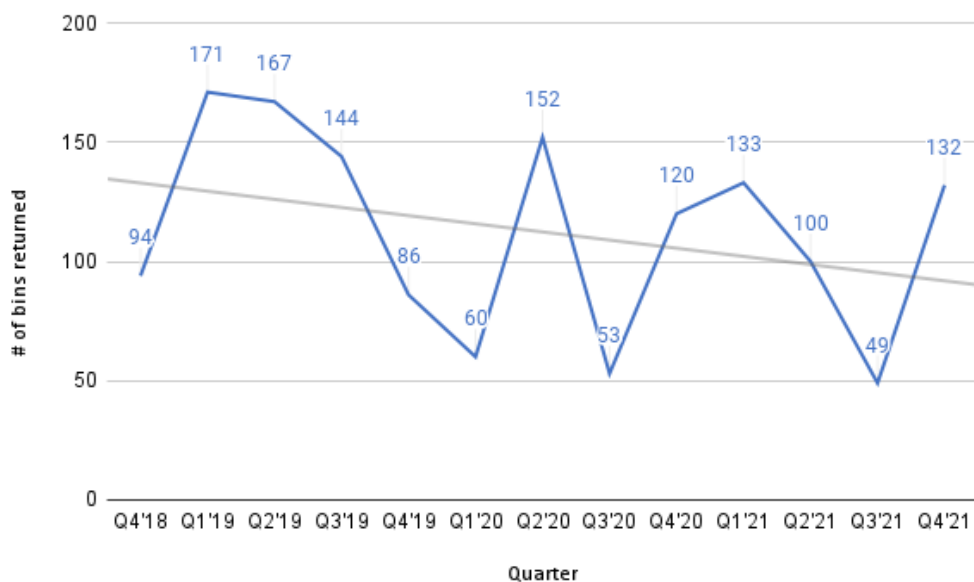


Table 4. Percent of Bins Returned (# of bins returned per audience/ # of active bins per audience), Q4'20 to Q4'21

Audience	Q4'20	Q1'21	Q2'21	Q3'21	Q4'21
A					
Contractors	6.7%	7.1%	7.1%	4.1%	8.1%
HHWs	2.1%	3.5%	4.9%	4.1%	5.4%
Retailers	1.1%	5.6%	1.3%	1.1%	2.9%
Wholesalers	15.8%	16.9%	12.3%	5.3%	15.9%
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%
C					
Property Managers	0.0%	0.0%	0.0%	0.0%	0.0%
Hotel/Motel	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	14.3%	0.0%	0.0%	0.0%
TOTAL	11.0%	12.9%	9.7%	4.6%	12.0%

Table 5. Number of Thermostats Returned, Q4'20 to Q4'21

Audience	Q4'20	Q1'21	Q2'21	Q3'21	Q4'21	Total
A						
Contractors	180	200	242	109	208	939
HHWs	93	158	160	92	143	646
Retailers	0	8	7	1	5	21
Wholesalers	2,673	2,221	2,132	1,108	2,538	10,672
B						
Building Departments	0	0	0	0	0	0
Utility Companies	0	0	0	0	0	0
School Districts	0	0	0	0	0	0
Universities/Colleges	0	0	0	0	0	0
C						
Property Managers	0	0	0	0	0	0
Hotel/Motel	0	0	0	0	0	0
Other		1	0	0	0	1
TOTAL	2,946	2,588	2,541	1,310	2,894	12,279

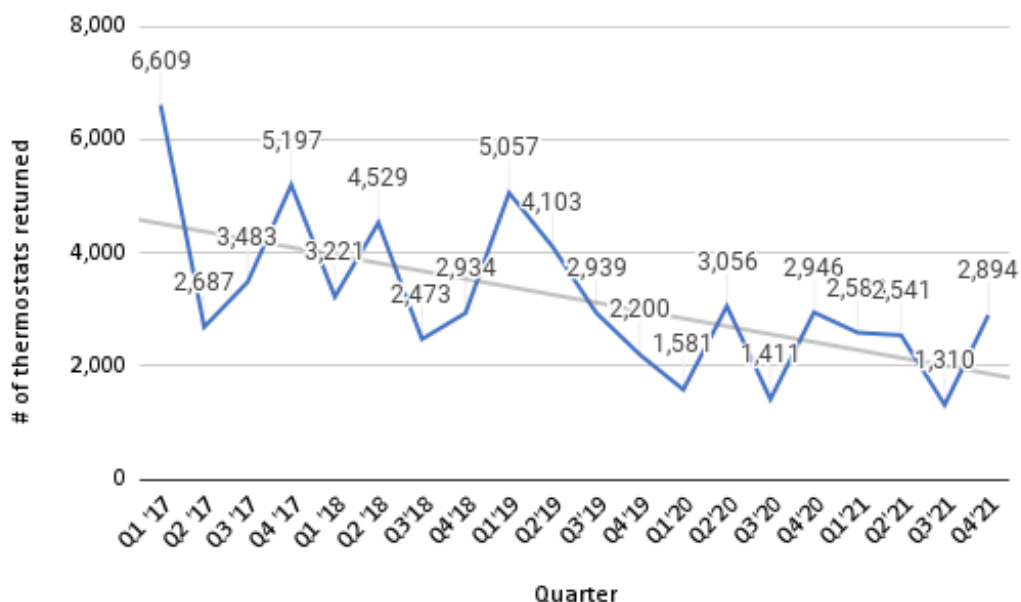
Figure 2. Number of Thermostats Returned, 2017 to 2021


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

	Q1 - Q4 '19		Q1 - Q4'20		Q1 - Q4'21	
Audience	Bins	Thermostats	Bins	Thermostats	Bins	Thermostats
A						
Contractors	45	1,087	38	772	33	759
HHWs	46	869	21	405	26	553
Retailers	13	33	11	48	9	21
Wholesalers	350	12,261	315	7,769	345	7,999
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
C						
Property Managers	1	0	0	0	0	0
Hotel/Motel	0	0	0	0	0	0
Other					1	1
TOTAL	457	14,299	385	8,994	414	9,333

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 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 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 those partnerships. 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 the addition of a QR code to provide additional information and track engagement.

During Q2'21, SGA developed bilingual materials for retail placement. 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. We also began giving stores the option to post in-store materials if they didn't want to accept a bin but were willing to display TRC materials to promote its services. This resulted in 22 out of 57 retailers successfully contacted to become new retail partners, 4 of whom accepted a TRC bin. Nearly all new retail partners are located in low bin density counties (21 of the 22) or in counties with low median household income (20 of 22). We also followed up with existing retailers to gauge their material needs. Of the 22 stores successfully reached, 12 existing partners requested we replace their materials with our updated shelf talkers and window clings we created during Q1'21, 6 accepted new bins, and 4 expressed interest in a collection event.

During Q3'21, SGA focused heavily on continuing a targeted outreach campaign for prospective partners located in California counties with below-average median household income and bin density. This resulted in 32 new retail partnerships, 11 of whom accepted a TRC bin. Nearly all new retail partners are located in low bin density counties (31 of the 32) or in counties with low median household income (29 of the 32). SGA also conducted outreach to 6 of the 9 existing partners that previously expressed interest in a collection event. Due to the lack of responsiveness to these phone calls, we paused to solidify our event plans in order to reach out to these retailers with more concrete details on the event scheduling process. We developed and finalized a tactical plan for retail event partnerships aimed at decreasing the number of actions retail partners need to take if they accept an event and to ultimately decrease partners' hesitation. SGA concluded the quarter by fulfilling the material requests of 10 existing partners and 27 new 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 for their participation (images in Appendix Figure 14).

During Q4'21, SGA continued to focus on increasing thermostat collection in areas that are more likely to have older infrastructure (as indicated by lower median household income) and to place bins in counties that did not have any to enhance access to TRC's mercury thermostat collection and disposal services. This resulted in 31 new retail partnerships, 9 of whom accepted a TRC bin. Nearly all new retail partners are located in low bin density counties (24 of the 31) or in counties with low median household income (20 of the 31). We emphasized promoting materials in order to slowly develop stronger partnerships with more likelihood to accept a collection bin down the line.

This quarter, SGA also continued outreach to existing partners to check on mercury thermostat collection progress and offer to send materials. Materials were ordered to continue the tactic of sending materials to new retail partners. SGA also conducted outreach to all existing partners to gauge interest and to schedule collection events. Prior to conducting outreach with existing

partners, our database of new partners gained during Q1 '21 and Q2' 21 were moved to our existing partners database to expand our list of eligible stores that may hold retail collection events. As a result of these efforts, five collection events were scheduled. SGA focused the remainder of the quarter on preparing the necessary materials for each event and coordinating with partners regarding event logistics and updates. Flyers were created for all retail partners to distribute in-store to customers, \$25 gift vouchers were created for stores that did not have gift cards (as a raffle giveaway incentive for event participants), and participant forms were updated and personalized for each store. Digital assets were also created to promote the event such as Eventbrite banners and English- and Spanish-language Google Ads campaigns that ran for two weeks. A new tactic implemented was the use of EventBrite to promote these collection events. EventBrite listings and banners were created to promote each event and to highlight the rebate to incentivize participants.

In Q1 '22, SGA will continue contacting the remainder of the existing partners in our database to gauge if their materials need to be updated and will conduct research to add new retail stores to our potential new partnerships database. SGA will also continue to move stores previously considered new partnerships to our existing partnership database if they meet the following requirements: received all requested materials and accepted a bin. Partnerships that transition to existing partnership status will be contacted to gauge their interest in hosting a collection event. In addition, we will correspond with the stores that previously 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) or sending email(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 allowed to make decisions regarding placing store materials. 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:** From time to time, we encounter stores that immediately express disinterest because they believe their merchandise has nothing to do with their store offerings.
- **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 the subject. This has led to a clear lack of interest from some employees.
- **Perceived Lack of Customer Interest in Topic:** Several stores expressed belief that customers aren't interested in recycling their thermostats and typically don't bring in mercury thermostats. As such, stores don't believe a thermostat bin or materials will be relevant to their customers.

- **Lack of Store Space for Material Placement:** While interested, a few stores informed us they lack the space to place materials. Several of these stores informed us they receive too many materials already and are apprehensive about accepting foreign materials that will take up needed space.

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 meets our contacts at a “Yes” they may be more comfortable with while still promoting TRC’s services.

Results

In Q4’21, SGA:

- **Existing Retail Partners Outreach**
 - Conducted outreach to existing retail store partners to arrange for delivery of updated in-store materials, check on the status of their bin/pail, process any new bin/pail requests, and gauge interest in hosting a collection event
 - 46 total calls placed to 28 existing partners.
 - Of these 28 existing partners, 8 are located in counties with below-average median household income
 - 5 partners within the Bottom 25% for median household income.
 - 3 partners within the Bottom 50% for median household income.
 - Of these 28 existing partners, 10 are located in low bin density counties
 - 3 partners in a county with 0 bins (below-average bin density).
 - 7 partners in a county with 1-20 bins (below-average bin density).
 - 9 emails sent & received
 - 5 collection events scheduled
 - 3 partners within the Bottom 25% for median household income.
 - 1 partners within the Bottom 50% for median household income.

- 2 partners in a county with 0 bins (below-average bin density).
 - 2 partners in a county with 1-20 bins (below-average bin density).
- 1 bin requested by an existing partner
 - Bin place in county that contains 1-20 bins
 - Bin request falls within the Bottom 25% for median household income
- Successfully corresponded with the decision-maker of 8 stores to support them with materials, collection bin/pail status and requests, or collection events.
- Placed order with a vendor for shelf talkers and window clings (see Appendix)
- Prepared flyers, gift vouchers, EventBrite banners and event listings, and Google Ads campaigns for scheduled collection events to enhance mercury thermostat collection in-stores (see Appendix)
- Updated the TRC rebate form and participant form.
- New Retail Partner Outreach
 - Added 108 retail stores to the new partner outreach database
 - Placed a total of 212 calls to retail stores to establish new partnerships
 - Placed calls to 164 retail stores to establish new partnerships
 - Successfully corresponded with the decision-maker of 76 stores to determine whether new stores are interested in partnership (material and bin/pail placements)
 - Gained 31 new retail partnerships
 - Placed materials with these 31 new partners
 - Of these 31 new partners, 24 are located in low bin density counties
 - 1 is located in a county that contains 0 bind
 - 23 are located in counties that contain 1-20 bins
 - Of these 31 new partners, 20 are located in counties with below-average median household income
 - 10 are located in counties in the Bottom 25% for median household income
 - 10 are located in counties in the Bottom 50% for median household income
 - Placed bins with 9 of 31 new partners
 - Of these 9 new partners, 8 bins were requested by stores located in low bin density counties
 - All 8 bins were placed in counties that contain 1-20 bins
 - Of these 9 new partners, 8 bins were requested by stores located in counties with below-average median household income
 - 5 are located in counties in the Bottom 25% for median household income
 - 3 are located in counties in the Bottom 50% for median household income
 - 8 total emails successfully sent to prospective partners

Materials

Figure 3. Existing Partner - Retail Collection Event Materials: Event Flyer



Household Hazardous Waste

Summary

On behalf of TRC, SGA has conducted outreach with the State's Household Hazardous Waste (HHW) programs since 2016. In general, HHW staff is 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: Q4'20 experienced the transition of the HHWIE Yahoo! Group to become 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 with 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.

In Q2 '21, SGA co-promoted two collection events with San Bernardino County Fire Protection District Household Hazardous Waste. 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 in Q2 '21, 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 where we placed 5 bins. In addition to bin placements, we also finalized a new communications toolkit to help HHW programs easily communicate messages about TRC, the rebate offer, and nearby collection sites - which will be shared with the HHWIE Google Group next quarter.

In Q3'21, SGA prioritized outreach to potential partners to establish interest in our collection event promotions, with emphasis placed on low bin density (0-20 bins) and low median household income counties. SGA developed new partnerships with 3 county facilities with collection events planned for Q4'21. Additionally, 19 existing partner websites were updated with a link to the TRC website. Beyond this outreach, SGA published a communications toolkit for TRC and shared it with the HHWIE Google Group, as well as implemented a tactical plan for Retail/HHW event partnerships based on HHW program feedback. SGA continued to review the HHWIE Google Group to stay up-to-date with information from California HHW programs.

Also in Q3 '21, SGA developed a landing page, informational flyer, and communications toolkit to promote a limited-time partnership with OhmConnect for a free smart thermostat and the utilization of TRC's services to help residents upgrade mercury thermostat HVAC systems. These resources were sent to the HHWIE Google Group for California HHW programs to share with their residents. This partnership was established to draw attention to the benefits of partnering with TRC and utilizing a new partnership (OhmConnect) to provide residents with the free resource to upgrade from mercury thermostats.

In Q4 '21, SGA continued promoting collection events with potential partners in low bin density or low median household income counties, yielding one new collection facility partner in Mono County. Once the database of potential partner contacts was exhausted, SGA conducted outreach to existing partners to schedule upcoming collection events for Q4'21 and Q1'22. From this outreach, five events were scheduled with four county partners. SGA planned, launched, and monitored promotional campaigns for one collection event with Fresno County Public Works Department, two with Tehama County Solid Waste Management Authority, and one event with Zero Waste Sonoma (scheduled for early January). The fifth event will be a month-long campaign during January with San Bernardino County Fire Protection District Household Hazardous Waste. Feedback from these four partners revealed that regarding preference of

advertising platform, Google Ads was the most preferred, followed by Facebook Ads and then newspaper advertisements. This quarter, SGA also compiled program data from the year and used this information to inform updated strategy decisions for 2022.

In Q1 '22, SGA plans to continue conducting outreach with existing partners to coordinate promotional campaigns for their collection events to encourage more mercury thermostats to be collected. SGA will also conduct outreach with potential partners to create more access to TRC's services throughout additional areas of California, especially counties with below-average TRC bin density, below-average median household income, and/or can be identified as having disadvantaged communities. After establishing a partnership with this new - and prior, potential - partner, SGA will discuss their interest in proceeding with us co-promoting one of their upcoming collection events.

Barriers

- **Difficult to Remain in Contact:** Many facilities have expressed that COVID-19 has reduced their capacity, which leads to slower replies for the necessary information and approvals needed to co-promote collection events. This has also affected SGA's ability to obtain metrics from event partners after an event.
- **Difficult to Reach Prospective Partners:** Some prospective partners haven't responded to our initial and check-in communications about the TRC program. This holds more prevalent for the prospective instead of existing partners.
- **Disinterest Working with Third-Party Contacts:** Many facilities have already partnered with third-party waste haulers and do not see the appeal in TRC's offerings. We are currently coming up with strategies to provide new offerings to these types of facilities.
- **Low Success Rate with Phone Outreach:** With COVID-19 and increased instances of staff members working remotely, phone outreach has proven difficult. Additionally, outreach conducted via phone calls to prospective partners has historically yielded especially low success rates due to lack of readily available direct staff member contact information (i.e. many county HHW or Environmental Health directories only provide general department phone numbers).

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.

- Convenience: HHW facilities are motivated by the understanding that event partnership will not require much additional work for their staff.

Results

In Q4'21, SGA:

- Corresponded with existing partners for collection event co-promotion and our other partner offerings, and received updates about their facilities and how their thermostat collection has been going:
 - 40 emails were sent & received.
 - 23 phone calls were placed.
 - 30 HHW facilities attempted to reach
 - 9 HHW facilities reached
 - 2 bins placed with 1 partner
 - 5 HHW facilities interested in collection event co-promotion
- Conducted outreach to HHW facilities who have not yet partnered with TRC for bin placement and collection event co-promotion:
 - 51 emails were sent & 3 were received.
 - 1 phone call was placed.
 - 83 HHW facilities attempted to reach
 - 4 are located in counties in the Bottom 25% for median household income
 - 16 are located in counties in the Bottom 50% for median household income
 - 24 are located in counties that contain 1-20 bins
- 3 HHW facilities reached
- 1 bin placed with a new partner (Bridgeport HHW Collection Facility)
 - In a county with 1-20 bins

Environmental Contractors

Summary

Environmental contractors are an important audience for TRC. While conducting outreach to other audiences it has been reported that environmental contractors are hired to manage waste disposal during renovations. In the fourth quarter 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 12 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 who don't want to be contacted.
- Most general contractors respond that they either do not work with thermostats or that they hardly ever encounter mercury thermostats.
- A large percentage of calls result in voicemail messages that are not returned.

Motivators

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

Results

- TRC called 242 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 who 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 174 HVAC contractors.
- During the fourth quarter we had one sign-up from a HVAC contractor.

Demolition Contractors

Summary

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

Barriers

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

Motivators

- \$70,000 fine for improper disposal
- This quarter, most of the demolition contractor calls resulted in a response that they never or vary rarely see mercury thermostats.

Results

- TRC made 153 calls to demolition contractors.
- During the quarter we did not find any demolition contractors who wanted to participate.

Wholesalers

Summary

TRC continues to complete outreach to both participating and non-participating HVAC wholesalers with hopes of gaining greater participation. Our collections from 2021 are 30% greater than they were in 2020. However, during the fourth quarter there was an average of 23 thermostats in the bins being returned which matches the average number of thermostats in 2020 during the same time frame. In 2021, we processed 414 recycling containers, mostly from wholesalers, whereas we processed 385 recycling containers in 2020.

Barriers

- 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 242 calls to wholesalers who hadn't returned a container in the past 6 months.
- We performed 146 site visits to wholesale collection locations in the program.
- During the fourth quarter we did not add any new wholesale locations.

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.

In the fourth quarter TRC emailed four 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 two 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

- N/A

Results

- TRC emailed 4 building departments with helpful information to pass along to visitors, with no response or interaction from recipients.
- We conducted 2 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 the 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.

In 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 13 agreed to promote TRC via social media or other promotional materials. In 2020, we made efforts to form new partnerships with utility companies. We continued outreach and were able to form 1 new partnership in 2020 and renewed 1 more.

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 two existing partners updated TRC's link on their website and one existing partner sent a newsletter to residents that featured the TRC website. In Q3'21, we continued to focus our material placement based on the top three mediums that were identified as most effective on the feedback survey (link on website, social media posts and, bill inserts).

During this quarter we also promoted a partnership with OhmConnect via a communications toolkit and landing page. These assets were shared with utility companies with the purpose of further incentivizing residents to upgrade their mercury thermostat system with its limited-time free smart thermostat offer and utilizing TRC's proper disposal and rebate services. Nine active partners were sent the promotional materials.

In Q4'21, we continued to place calls and send emails to potential partners. Partnerships were in discussion with contacts from Sonoma Clean Power, Shelter Cove RID Electric, and Surprise Valley Electrification Corporation. Ultimately these contacts either ceased communication with us, decided to revisit the topic later, or found that they no longer wanted to promote the program. Materials were created for these potential partnerships, which can be found below. A magazine ad was created for Surprise Valley Electrification Corporation and a bill insert for Shelter Cove RID Electric. We will continue to reach out to utility partners that have become unresponsive in an attempt to continue with a partnership.

This quarter we were able to form one new partnership with Moreno Valley Electrical Utility by placing a TRC link on their rebates page. We also continued our partnership with Plumas-Sierra Rural Electric Cooperative by running a Google Ads campaign to their rebate page where the TRC link is placed. These ads garnered 213 clicks. Plumas-Sierra Rural Electric Cooperative

also completed the annual survey. In preparation for the new fiscal year, we conducted a brainstorming meeting with the purpose of improving our outreach tactics and reviewing what is currently working well. New tactics that were discussed will be incorporated into our new fiscal year planning.

Next fiscal year we will continue to conduct outreach with new potential utility company partners to reach more areas of California, especially counties with below-average median household income and/or TRC bin density. We will also work on expanding our partnerships with active partners to implement other promotional opportunities.

Barriers

- **Bureaucratic Approval Process:** Point of contact often needs to get approval from supervisors, and this process can be lengthy.
- **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 minimal 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.

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.
- **Expanding Partnership Value:** By now offering other opportunities with our partnership, such as Google Ads campaigns and magazine advertising placement, there is added value to our partnership.

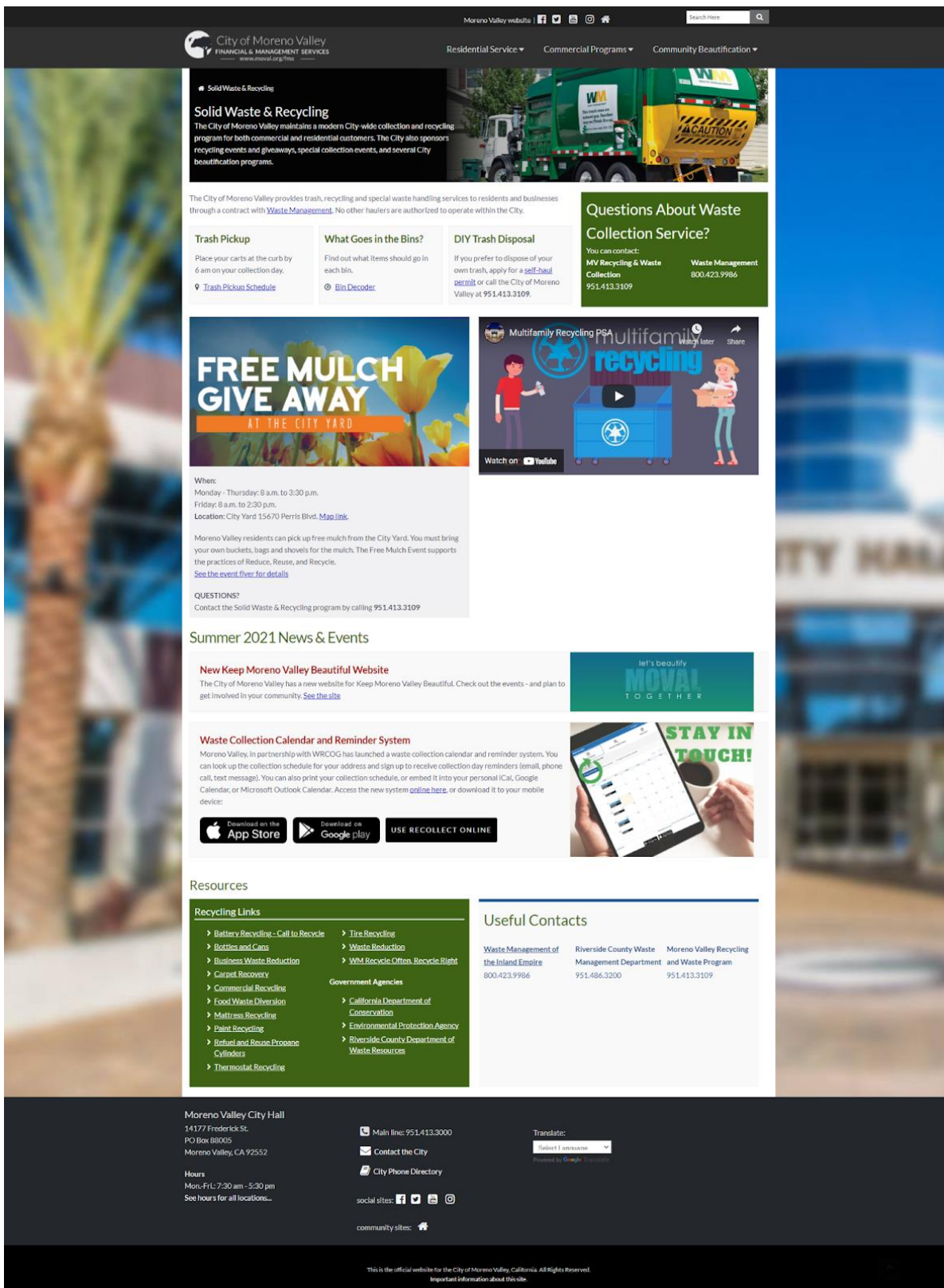
Results

In Q4'21 SGA:

- **Potential Partners**
 - Regarding outreach:
 - Emails Sent and Received: 60
 - Calls Attempted: 37
 - Successful Contacts: 17
 - In terms of location, of these 49 potential partners:
 - 3 are located in counties in the Bottom 25% for median household income
 - 1 is located in counties in the Bottom 50% for median household income
 - 5 are located in counties that contain 1-20 bins

- Existing Partners
 - Emails Sent and Received: 4
 - Calls Attempted: 0
 - Successful Contacts: 1
- 1 Magazine Advertisement Developed:
 - With Ruralite Magazine to reach members of rural electric cooperatives, including Surprise Valley Electrification Corp.
- 1 Google Ads Campaign Launched:
 - Plumas-Sierra Rural Electric Cooperative
 - 213 clicks to landing page
 - 24,332 impressions
- 1 Annual Survey Returned
 - Plumas-Sierra Rural Electric Cooperative
- 1 Website Link Placed:
 - Moreno Valley Electrical Utility
- 1 Bill Insert Developed:
 - Shelter Cove RID Electric

Figure 4. Link Placed on Moreno Valley Electrical Utility Website



The screenshot displays the City of Moreno Valley website, which features a dark header with the city logo and navigation links for Residential Service, Commercial Programs, and Community Beautification. The main content area is divided into several sections:

- Solid Waste & Recycling:** A section with a large image of a green recycling truck. It includes text about the city's waste management services and a link to the Waste Management page.
- Questions About Waste Collection Service?** A green box with contact information for MV Recycling & Waste Collection (951.413.3109) and Waste Management (800.423.9986).
- FREE MULCH GIVE AWAY AT THE CITY YARD:** A section with a large image of a yellow flower. It includes details about the event, such as the location (City Yard 15670 Perris Blvd) and the schedule (Monday-Thursday 8 a.m. to 3:30 p.m., Friday 8 a.m. to 2:30 p.m.).
- Summer 2021 News & Events:** A section with a green background and white text, featuring a link to the new Keep Moreno Valley Beautiful website.
- Waste Collection Calendar and Reminder System:** A section with a white background and green text, featuring a link to the waste collection calendar and reminder system.
- Resources:** A section with a green background and white text, featuring a list of recycling links and government agencies.
- Useful Contacts:** A section with a white background and green text, featuring a table of contact information for various waste management departments.

The footer of the website includes contact information for the City of Moreno Valley, including the address (14177 Frederick St., PO Box 88005, Moreno Valley, CA 92552), phone number (951.413.3000), and website (www.morenoval.org). It also includes a link to the City Phone Directory and a list of social media links.

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 includes and reaches 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 below-average median household income 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. SGA compiled 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 information to grant applicants. We also identified contacts within the CA Department of Education School Facilities Division to ask for support in distributing thermostat recycling information to schools.

In Q3'21, we continued outreach to daycares in 20 priority regions. We also compiled databases of afterschool programs and libraries within these 20 priority regions and began outreach to the after-school programs. We chose these as our next sub-audiences because they are locations where school-aged children likely spend time and are education-related facilities. We also developed an informational flier about the limited-time opportunity for schools to get a free smart thermostat through OhmConnect along with TRC's recycling and rebate information. We emailed this flier to preschools, daycares, and an afterschool program that we learned through our outreach have mercury thermostats. We also shared this opportunity with California Department of Education regional facilities staff asking them to share this information with schools in their regions.

In Q4'21, we completed outreach to daycares and afterschool programs in 20 priority regions. After realizing that several afterschool programs are coordinated through County Offices of Education (COEs), we built a database of contacts from the 20 COEs in the 20 priority regions. We contacted all 20 COEs asking them to distribute TRC information to their school districts. Although none of the COEs distributed our materials, one COE contact replied and recommended that we reach out to the Coalition for Adequate School Housing (CASH) and the California School Boards Association. We reached out to these organizations, seeking to distribute TRC information through their email lists, newsletters, or publications. We received a response from CASH and were able to give a 10-minute presentation at one of their webinars, which had 46 school facility staff members in attendance. This quarter, we also developed a survey for school facilities staff inquiring if their school has mercury thermostats. We plan to distribute this survey through COEs to identify schools with mercury thermostats and target our outreach to them. Lastly, this quarter we began outreach to libraries in 20 priority regions.

However, we have temporarily paused outreach to libraries and instead began brainstorming ideas of additional ways to partner with libraries to select the best type of partnership for this type of location, likely implementing a new tactic to complement their value in the community as an educational resource.

In Q1'22, we will identify different contacts within the 20 priority County Offices of Education and conduct outreach to them to request their help distributing our survey and flier to school districts. We will also develop a plan to enhance the partnership with libraries and then resume outreach to libraries.

Barriers

- **Past Update to Digital Thermostats:** Most schools we contact have already made the switch to digital thermostats, often up to a decade prior.
- **Unclear Who Are Relevant Afterschool Program Contacts:** Many afterschool programs manage programs at multiple locations, so we may have to contact each individual location rather than the central program staff.
- **Difficulty reaching COE staff:** We did not receive many replies from email and phone outreach to COE staff. We may need to identify different contacts within the COEs to reach out to.
- **Communication to Child Care Workers:** Those working directly with children (i.e. afterschool program staff) often did not have time to listen to full explanations of outreach. Thus, they did not find TRC's outreach efforts to be relevant to their operations.

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. The Department of Education Facilities Field Representative we spoke to expressed concern that accidents or natural disasters such as earthquakes could cause mercury thermostats to break and harm students.
 - Children ages 0-5 are especially at risk if exposed to mercury. To reach these audiences, our outreach has expanded beyond schools to also include daycares and afterschool programs.
- **Regulations:** It is the job of school facilities staff to ensure that they abide by health and safety regulations.
- **Endorsement from a Trusted Source:** We have begun outreach to trusted sources of information such as CASH and County Offices of Education asking them to distribute materials to schools they are in contact with. We are hoping that this will increase the likelihood that schools will pay more attention to thermostat safety.

Results

In Q4'21, SGA:

- Contacted 51 afterschool programs
 - Regarding outreach:
 - 41 phone calls were placed
 - 33 emails were sent
 - 18 of those afterschool programs spoke with us and answered all our questions
 - 15 afterschool programs have digital thermostats
 - 3 afterschool program have mercury thermostats
 - In terms of location, of these 51 afterschool programs:
 - 40 are located in counties in the Bottom 25% for median household income
 - 0 are located in counties in the Bottom 50% for median household income
 - 39 are located in counties that contain 1-20 bins
- Contacted 17 County Offices of Education (COE) Maintenance and Operations Directors
 - Regarding outreach:
 - 13 phone calls were placed
 - 14 emails were sent
 - 2 of those Directors answered our questions and agreed to assist TRC
 - In terms of location, of these 17 COE Maintenance and Operations Directors:
 - 13 are located in counties in the Bottom 25% for median household income
 - 3 are located in counties in the Bottom 50% for median household income
 - 13 are located in counties that contain 1-20 bins
- Contacted 7 libraries
 - Regarding outreach:
 - 7 phone calls were placed
 - 6 of those locations spoke with us and answered all our questions
 - 6 libraries have digital thermostats
 - In terms of location, of these 7 libraries:
 - 7 are located in counties in the Bottom 25% for median household income
 - 0 are located in counties in the Bottom 50% for median household income
 - 5 are located in counties that contain 1-20 bins
- Compiled databases of COE Maintenance and Operations Directors in 20 priority regions with below-average bin density and median household income.
- Developed 1 survey for schools. The survey inquires if any facilities at the school have mercury thermostats and includes a link to the [California School and University TRC webpage](#).
- Gave 1 presentation at the Coalition for Affordable School Housing (CASH) Maintenance Network's webinar "What's New for School Maintenance". The presentation addressed how to dispose of mercury thermostats and AB707.
 - Shared our survey and flier with our CASH contact to share with the CASH network through email.
 - Developed a slide deck for the presentation.
 - 46 school facility employees were in attendance.

- Sent 2 emails to the California School Boards Association Communications Division asking them to help distribute our flier and survey. We did not receive a response.
- We shared the survey and TRC schools audience flier with the Department of Education Facilities Regional Representative who we were in contact with, asking him to distribute this to his school districts. Although he had shown interest previously, he has stopped responding to our communications.

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

- N/A

Results

- A total of 7 calls were made to universities and colleges in the fourth 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 fourth 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

- N/A

Results

- TRC completed outreach to 4 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 fourth 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

- N/A

Results

- TRC completed outreach to 2 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 fourth quarter with the goal of placing an article (see appendix) in their publications (i.e. blog, newsletter, email, etc.) and/or on their websites.

Below is a list of the hotel-motel associations we are in contact with:

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

Barriers

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

Motivators

- N/A

Results

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

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: 5
- Based on information provided on the rebate forms, we do not believe any rebates 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).

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

- 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.

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 fourth 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. 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

- 3 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. This quarter, our general outreach calls focused on preschools; there were no schools added to the pilot program because no bins were placed.

In Q2'21, due to the lack of responses with our current pilot partners, we focused on establishing new partnerships with schools in the General Outreach program first. There were no schools added to the pilot program because no bins were placed.

In Q3'21, we attempted to contact the 3 pilot program participants to confirm that they sent in their bins. We were unable to reach two of the schools, but one school (Oxnard Union High) told us they are still in the process of upgrading their HVAC system and referred us to their facilities staff. We were unable to reach the facilities contact. There were no schools added to the pilot program because no bins were placed.

In Q4'21 due to the lack of responses with our current pilot partners, we focused on the General Outreach program. Due to how the pilot program is currently set up, no additional schools were added to the pilot program this quarter because no bins were placed. We conducted a review of

successes and challenges in the past year and brainstormed potential strategies for the schools pilot program to implement next year.

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 pilot partners actively engaging with our services 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 Q4'21

- No new participants were added to the schools pilot program because no new bins were placed.
- No pilot program schools were contacted.
- Conducted a review of successes and challenges in the past year and brainstormed potential strategies for the schools pilot program to implement next year.

Summary of Pilot Activities for Audience C

Utility Companies

Summary

The utility pilot seeks to offer a “collect all” thermostat recycling program to 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 utility companies showed initial interest in our program but became unresponsive after several attempts to conduct follow-up correspondences. Their unresponsiveness continued into 2020.

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. In Q3 '21, there were not any new partnerships from the general utility audience, therefore there were no partners to convert into pilot partners.

In Q4'21, we had minimal participation in the General Utility audience despite our efforts and therefore did not have any viable partners to become pilot partners. Towards the end of the quarter, we conducted brainstorming to improve our results for the general utility audience and therefore create more opportunities for growth in the pilot audience. These new tactics will be implemented in the next quarter.

In the next fiscal year, we will attempt to designate certain areas as 'pilot areas' so that there are plenty of collect-all bins for potential utility partners to promote. This could give utility companies more of an incentive to participate in the pilot program. We will also explore implementing other tactics to gain more utility partners.

Barriers

- Connecting with the Right Contact: It is difficult to get a hold 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.
- Relevance of Current Pilot Program Tactic: When there are no new partnerships established in the General Outreach Program for Utility Companies and the few current pilot partners become unresponsive, work can't be conducted on this pilot program.

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 Q4'21 there were no new partnerships formed. All calls and emails were made through the General Utilities Audience. Brainstorming was conducted to improve our results for the general utility audience and therefore create more opportunities for growth in the pilot audience.

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 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 began visiting property management companies in Oakland and Long Beach to recruit them into the pilot program. 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 and answer any of their questions, received the names of 7 third-party contractors that have been hired by property management 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 during prior outreach that the 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.

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 sent

mailers to 46 property managers in California. In Q3'21, SGA sent mailers to 762 property managers. The mailers included 1 program letter and 1 flyer that promoted opportunities with TRC and OhmConnect (the latter was a limited-time opportunity to receive a free digital smart thermostat).

In Q4 '21 SGA returned to in-person bin drop-offs, as this had been the most successful tactic prior to COVID-19. This quarter we visited 19 property management offices in the Santa Ana, Irvine, and Los Alamitos area. From those visits, 5 accepted bins, 1 declined, and 13 were not present at their offices. Despite the large percentage of offices we visited that weren't available, our bin placement numbers were higher than we've been able to accomplish through other tactics. We also reached out to 12 of our past partnerships to check in on their bin status. One partner, Western Management Properties, requested a new bin to replace a bin they had lost. We hope to be able to continue in-person bin placements in the coming fiscal year, but efforts may continue to be affected by the COVID-19 pandemic. In preparation for any challenges we may face from the ongoing pandemic, we've conducted a review of the successes and challenges we encountered throughout the year to get better results from our outreach. From this review we gathered new tactics that we can implement in the coming fiscal year.

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 has resulted in making the property managers appear less skeptical about the program and more willing to accept a bin.

Results

In Q4'21, SGA:

- 19 property management offices were visited
- Placed bins with 5 property managers:
 - Sullivan Property Management
 - Management Trust
 - Westcliff Properties - Property Management & R.E. Sales
 - Meridian Property Management
 - Ray Roberts Realty
- Placed 12 calls to previous partners
- Re-established partnership with:
 - Western Management Properties

Figure 5. Flyer Distributed to Property Managers

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.

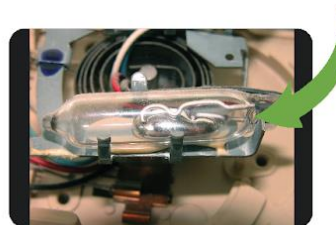
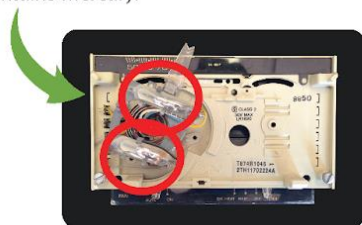
1 Identify potential mercury thermostat

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 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 Q4: sent 761 postcards in October and November

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

- Ongoing/in process
- In Q4: sent 410 emails in October and November

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

- Made 374 calls in Q4 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 Q4.

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

- Required to visit every location every year
- Q4: 230 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.

- We did not make any calls to these locations in Q4.

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

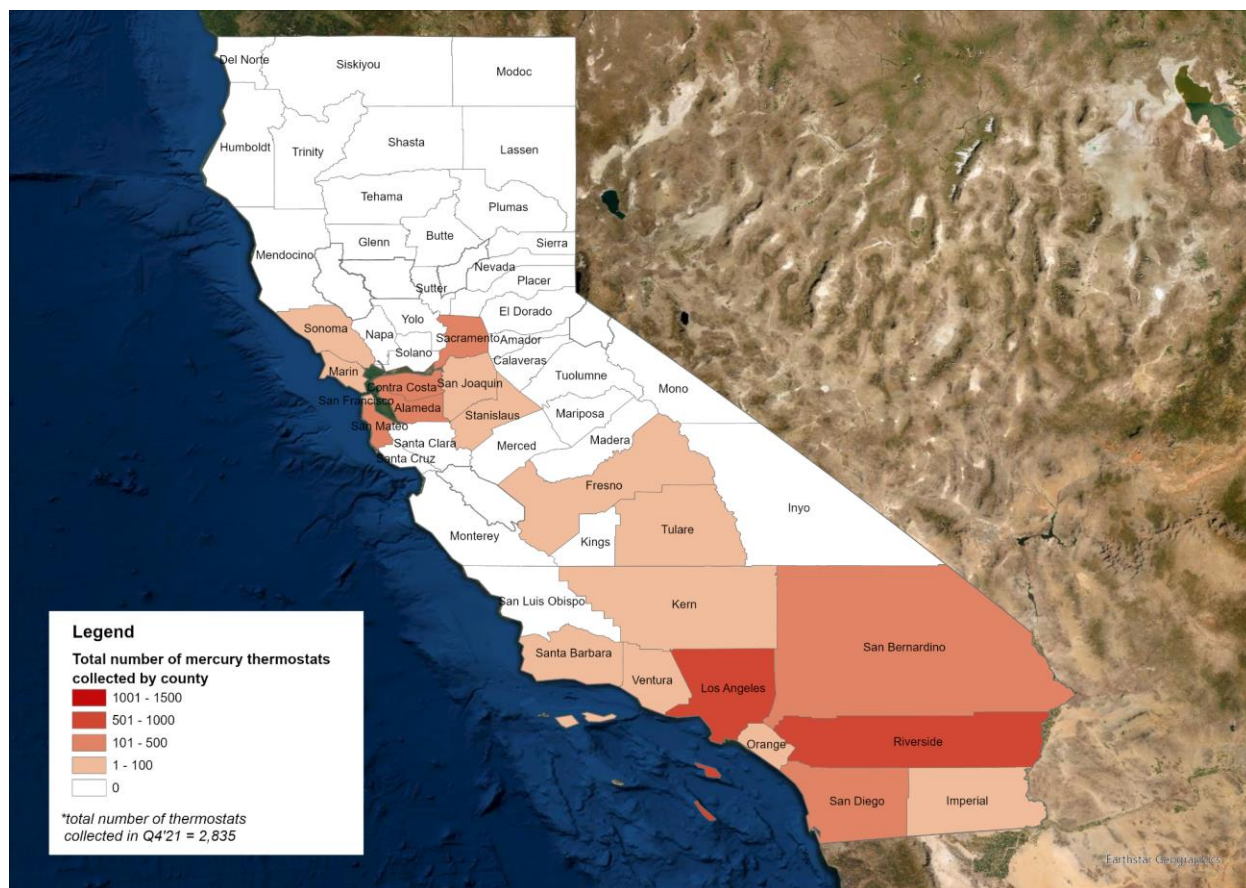
Geographic Information Systems (GIS)

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 6. Map showing active bins and approximate population by county.



Figure 7. 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

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

Incentive Payments

Table 7. Incentive Payments Made

TRX Date	Description	Amount
10/25/2021	CA resident rebate - wholesale	\$5.00

Site Visits and Calls

A table documenting site visits and calls conducted in Q4'21 is included in Appendix D. These site visits include documentation for non-compliant locations.

Thermostat Recycling Corporation: Q4 2021 California Advertising

Summary

Digital advertising is still the focus of TRC's California ad campaign in 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 4th quarter is detailed below, with a comparison to Q4 of 2020.

Table 8. Google Search Ads Results

	Q4 2021	Q4 2020
Impressions	88,966	116,188
Clicks	2,812	3,103
Clickthrough Rate (CTR)	3.16%	2.67%
Cost per Click (CPC)	\$2.06	\$1.99

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 provide 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, and StackAdapt (two popular ad networks) click over to the TRC page.

Below is the overall performance during Q4 for each target audience & platform.

Results

Table 9. Social Media Results

Audience	Platform	Impressions	Clicks	CTR
Consumer	Facebook	661,398	3,968	0.60%
Consumer	Google Ads	88,966	2,812	3.16%
Consumer	Taboola & StackAdapt	1,104,581	5,789	0.52%
Contractor	LinkedIn	125,900	561	0.45%
Contractor	Facebook	550,224	5,925	1.08%
Retailers	LinkedIn	50,564	235	0.46%
Wholesalers & Manufacturers	LinkedIn (<i>completed</i>)	-	-	-
Realtors, Home Inspectors, Interior Designers	Facebook	105,076	980	0.93%
TOTAL:		2,686,709	20,270	

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

This campaign continues to show improvement when compared to the same period in 2020. A decreased number of impressions coupled with an increased click-through rate indicates that our ads are more targeted and are reaching the right audience. These users are more likely to spend more time on our site.

Barriers

There were no barriers to maintaining this advertising campaign.

Motivators

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

Appendices

Appendix A: Audience A Outreach Program

Retail Toolkit Materials

Figure A-1. Retail Program introduction letter

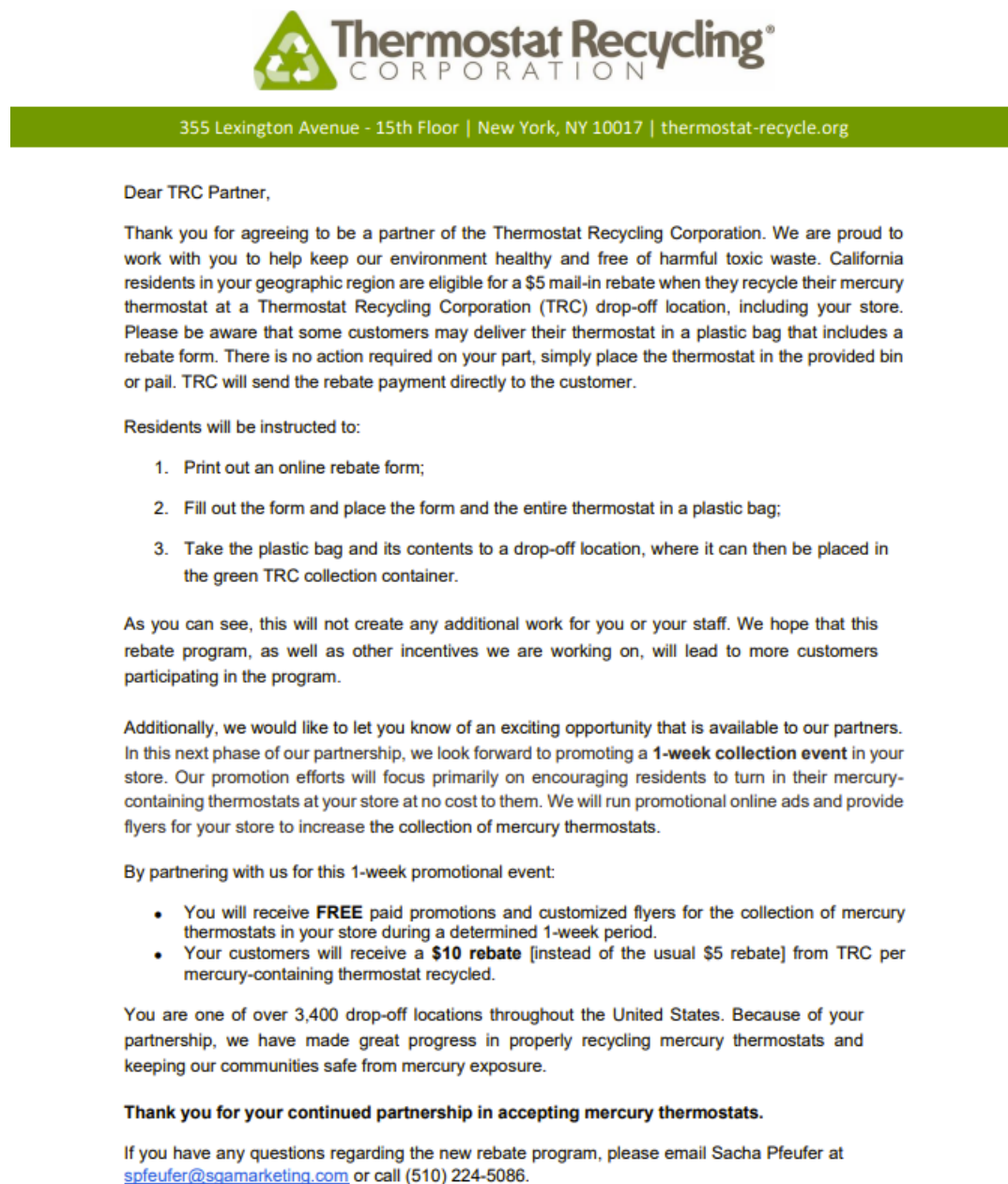


Figure A-2. Retail Prepping and shipping instructions sheet



Preparing TRC Collection Container for Shipment

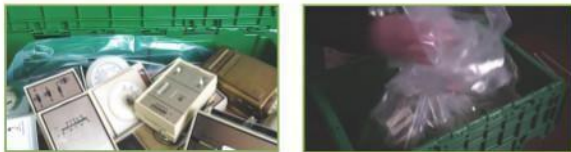
When your collection container is full, or when it has been one year since at least one mercury thermostat has been sitting in it, please use the following steps to prepare your container for shipping:

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

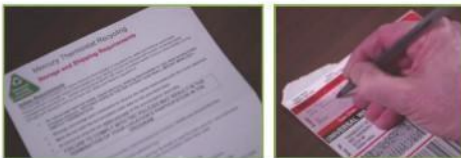


UNACCEPTABLE ITEMS

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



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



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

[OVER]

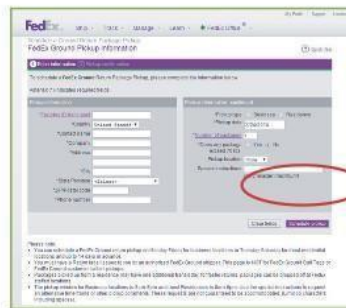
thermostat-recycle.org | 1-888-266-0550 | trc@thermostat-recycle.org

Shipping TRC Collection Container

1. Schedule a FedEx "Ground Return Pickup" by calling 1.800.463.3339 or online at www.fedex.com/returnpickup (username and password are not required)
2. Enter Pickup Information (Note: Tracking ID is found on red label that was delivered with the container)
3. Select "Schedule Pickup." Your confirmation number will appear on the next page. Keep your confirmation number to help TRC track the shipment if an issue occurs.



TRACKING ID:



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

Thank you for being part of the TRC recycling program.

[OVER]

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

Figure A-3. 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

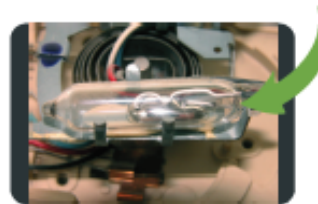
Los termostatos de mercurio se operan manualmente y utilizan una palanca o una placa graduada para controlar la temperatura. Los termostatos digitales que utilizan una pantalla digital y botones, no contienen mercurio.



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 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-4. Retail “Identifying and Disposing of Mercury Thermostats” Flyer [Chinese]



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-5. Retail Shelf Talkers – Partners with a Bin/Pail



Figure A-6. Retail Shelf Talkers – Partners without a Bin/Pail (Materials Only)



Figure A-7. Retail Window Clings – Partners with a Bin/Pail



Figure A-8. Retail Window Clings – Partners without a Bin/Pail (Materials Only)



Figure A-9. Photographs of Material Send-Outs

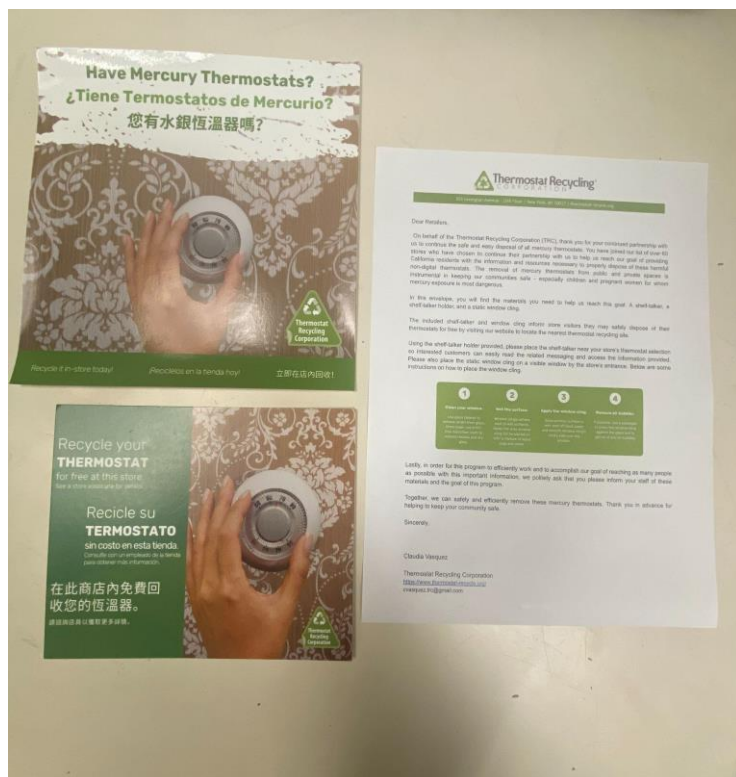
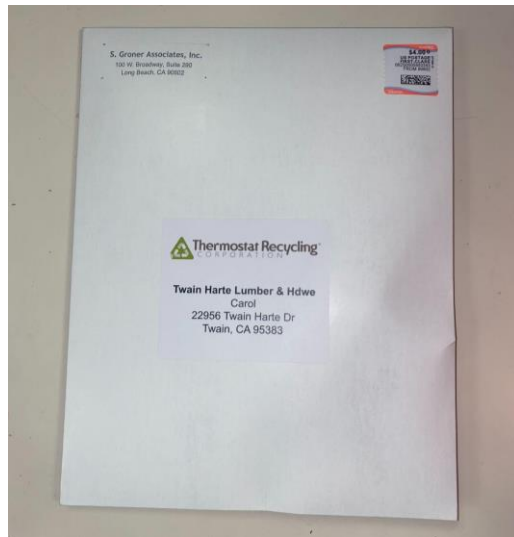


Figure A-10. Existing Partner - Retail Collection Event Materials: Gift Voucher



Figure A-11. Existing Partner - Retail Collection Event Materials: Eventbrite Banner



MERCURY THERMOSTAT COLLECTION EVENT

December 27, 2021 - January 3, 2022

Receive a \$5 mailed rebate from TRC for each mercury thermostat you drop off!

Special Offer: Visitors who recycle a mercury thermostat during this week-long event will also be entered into a giveaway to win a \$25 store voucher!

Orland Tires

 707 South St
Orland, CA 95963

 (530) 848-6177

thermostat-recycle.org





Figure A-12. Existing Partner - Retail Collection Event Materials: Participant Form

Orland Tires employee, thank you for ensuring that you receive information for all columns in this sheet for participants of this mercury thermostat collection event! This will help us with planning our future events to reach more people and ensure the participant that wins the voucher is able to be contacted.

Please be sure to remind them of the gift voucher giveaway and that they will receive the \$5 rebate per thermostat recycled in the mail.

Name of Store _____

Date _____

Initials	Email or Phone Number	Person also submitted a rebate form with their thermostat?		How did they hear about this event? (Online Ads, Flyers, In-Store, etc.)
		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>	



Figure A-13. Existing Partner - Retail Collection Event Materials: Letter to Retail Partner



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

Dear San Dimas Ace Hardware,

On behalf of the **Thermostat Recycling Corporation**, we thank you for scheduling your promotional event with us. We are excited for our event to take place with you! If you have received this letter, that means your google ads are up and running right now and being viewed by people near your store location to promote your business during this time to shop and recycle their mercury thermostats.

In this box, you will find flyers to help you promote this event in-stores. Please feel free to hand out those flyers to store visitors or to place them somewhere where visitors can easily find them.

You will also find the following materials that are tools for you to use during the event:

- **Zip Lock Bags:** These bags are meant to be used to safely store mercury thermostats before placing them in your TRC recycling bin. Please hand them out to anyone that wants to recycle their mercury thermostat.
- **Rebate Forms:** These forms are meant for people recycling mercury thermostats to fill out in order to secure their \$5 mailed rebate. Please hand them out to anyone that wants to recycle their mercury thermostat and ask them to fill it out and place it inside the zip lock bag.
- **The Participant Form:** This form is meant to be filled out by an employee after a person recycles their mercury thermostat. The information we request on this form will help us better plan how to promote this type of event with our partners and will also be used to raffle the \$25 store gift card. Please ensure your employees are filling it out whenever anyone recycles their thermostat.

Lastly, in order for this program to efficiently work and to accomplish our goal of reaching as many people as possible with this important information, we politely ask that you please inform your staff of these materials and the goal of this program.

Together, we can safely and efficiently remove these mercury thermostats. Thank you in advance for helping to keep your community safe.

Sincerely,

Claudia Vasquez

Thermostat Recycling Corporation
<https://www.thermostat-recycle.org/>
cvasquez.trc@gmail.com

Figure A-14. Existing Partner - Retail Collection Event Materials: Photos of Flyer Send-Out with Other Retail Event Printed Materials.

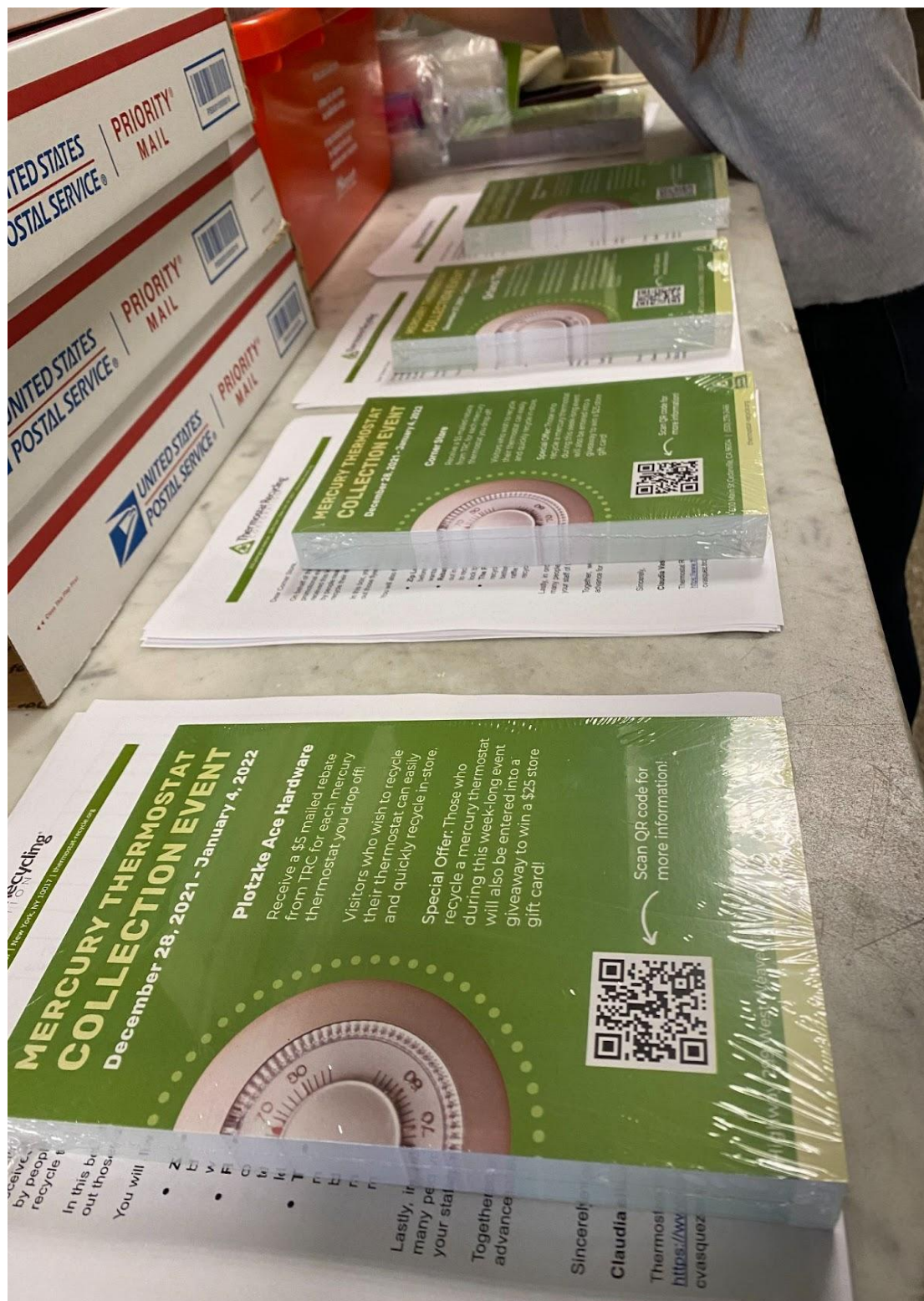
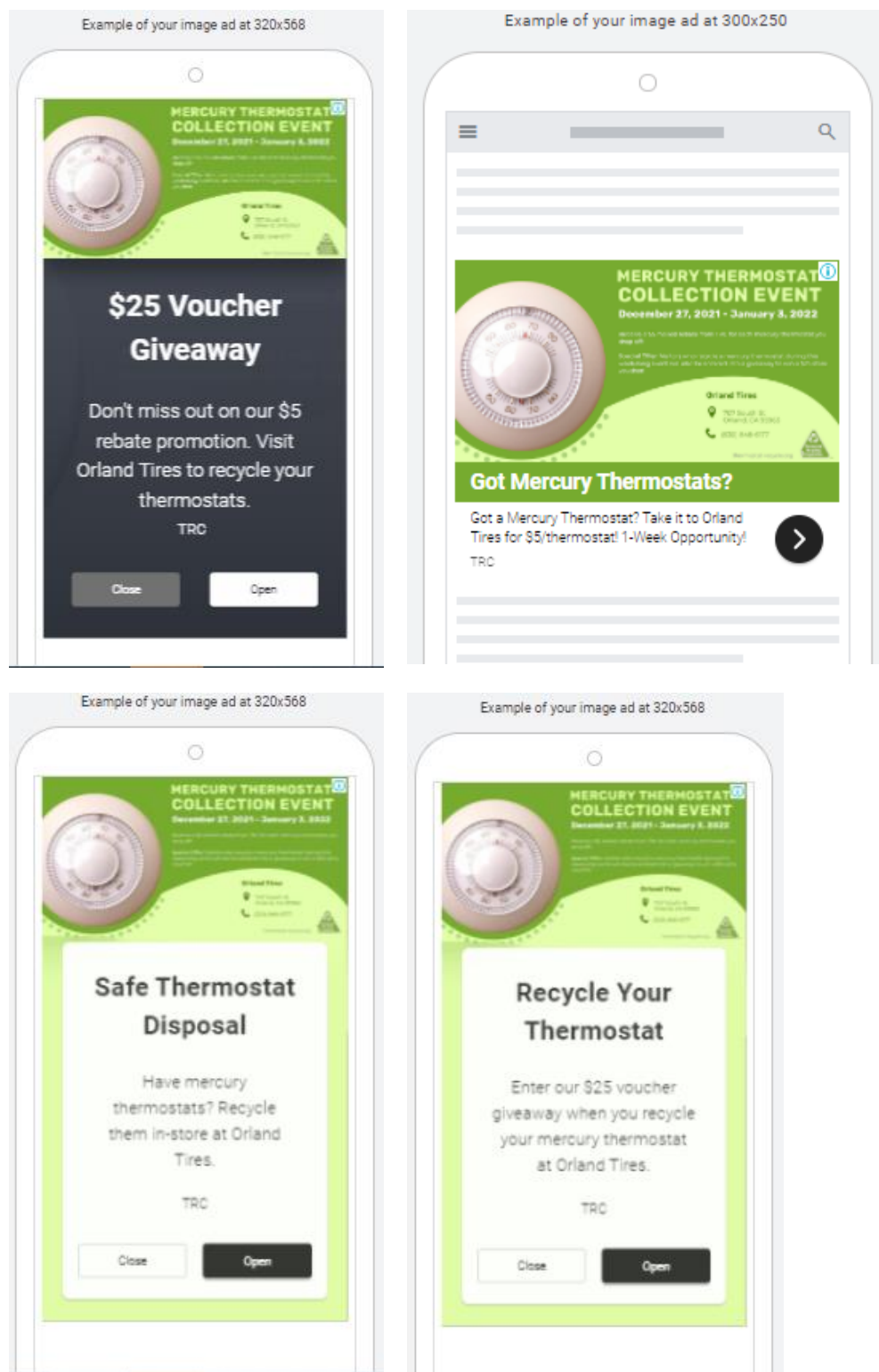


Figure A-15. Existing Partner - Retail Collection Event Materials: Example of Advertisements for Google Ads Campaigns.



Example of your image ad at 160x600



Got a Mercury
Thermostat? Take it
to Orland Tires for
\$5/thermostat! 1-
Week Opportunity!



Example of your image ad at 300x250



Got a Mercury Thermostat? Take it to Orland
Tires for \$5/thermostat! 1-Week Opportunity!



Example of your text ad at 300x250

Got Mercury Thermostats?

TRC

Got a Mercury Thermostat? Take it to Orland
Tires for \$5/thermostat! 1-Week
Opportunity!

OPEN

Figure A-16. New Retail Partnership Flyer for Email Outreach

PARTNERSHIP WITH TRC

ABOUT TRC

The Thermostat Recycling Corporation (TRC) is a non-profit organization that manages the proper disposal of mercury-containing thermostats.

WHY RECYCLE MERCURY THERMOSTATS?

- Mercury exposure from improperly disposed thermostats may cause serious health issues.
- Mercury thermostats disposed in the trash are likely to break and release mercury into the environment.

WHY PARTNER WITH TRC?

- All TRC materials such as bins, shelf-talkers and window clings are free and provided upon request.
- By partnering with TRC, you are supporting your community which may not have a safe disposal option nearby.
- Your store will be aiding in protecting our environment and public health.

*Over **80** stores throughout California have already partnered with us!*

To become a TRC partner, email your store name and address to **acleaveland.trc@gmail.com**

Visit thermostat-recycle.org for more information.






Figure A-17. New Event Flyer for Email Outreach

The flyer features a green background with wavy lines. At the top, a hand holds a smartphone, with a yellow lightning bolt connecting it to two social media posts on the left. Above the phone, a hand holds a \$25 gift card, and a green bill is shown falling from a white envelope. In the bottom right, a green recycling bin with a white recycling symbol is shown, with two mercury thermostats inside it. The Thermostat Recycling Corporation logo is in the bottom right corner.

SCHEDULE YOUR FREE TRC EVENT

As a thank you for being a TRC (**Thermostat Recycling Corporation**) partner, we would love to create a free promotional offering for your store!

For a limited time, customers who visit your store to recycle a mercury thermostat will be eligible to be the winner of a \$25 gift card at the end of the promotional period. This raffle prize will be provided by us for the winner to use at your store.

This offering also consists of a free advertising campaign that our team will run. The campaign will promote the positive impact you're making on your community's public and environmental health through mercury thermostat recycling and the \$25 gift card raffle for recycling during the promotional period.

This is a hassle-free promotion. We take care of everything.

See the next page for information on how it works.

Visit thermostat-recycle.org for more information.



* Page 1 of TRC Event Flyer

HOW IT WORKS

1. You select a week for the promotional offering.



2. We create and place free ads + create any in-store materials you would like to promote the offering.



3. We send you extra rebate forms + bags for customers to recycle their thermostats safely.
Rebate forms are for customers to fill out and place in a provided bag. TRC will send them a \$5 rebate per thermostat upon receiving their thermostat(s).



DURING/AFTER PROMOTIONAL PERIOD

4. During - Business as usual. If anyone recycles their mercury thermostat, a store employee will simply jot down their name and email on our tracking sheet for us to contact if they win the gift card.



5. After - Once the week is over, a store employee may mail back any remaining materials and we'll pay for the shipping.



Visit thermostat-recycle.org for more information.

* Page 2 of TRC Event Flyer

Figure A-18. New Retail Partnership Window Cling - With QR Code



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

Figure A-19. Existing Retail Partnership Window Cling



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

Figure A-20. New Retail Partnership Shelf Talker - With QR Code



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

Figure A-21. Existing Retail Partnership Shelf Talker



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

Figure A-22. New Retail Partnership Letter

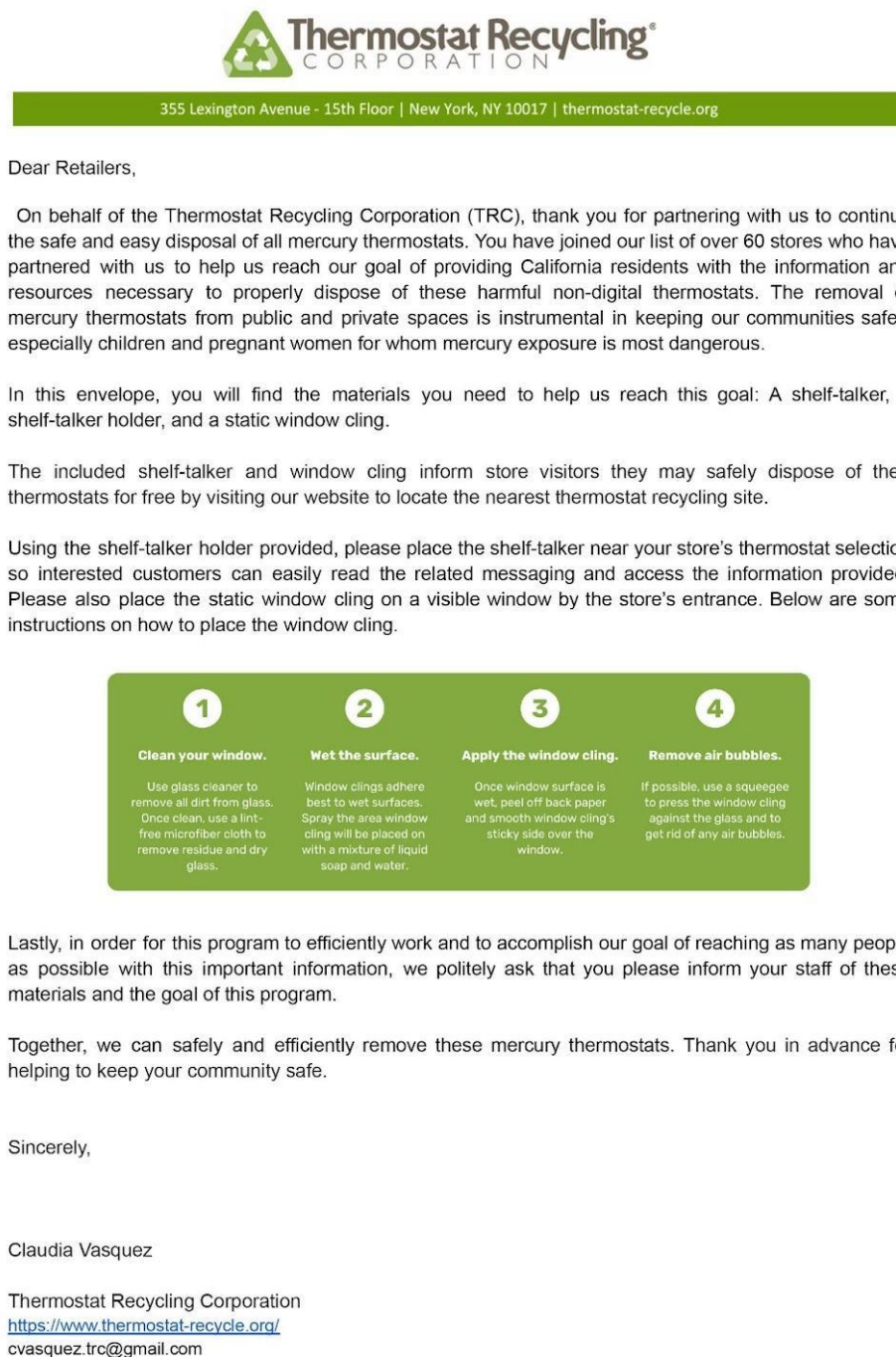


Figure A-23. Existing Retail Partnership Letter

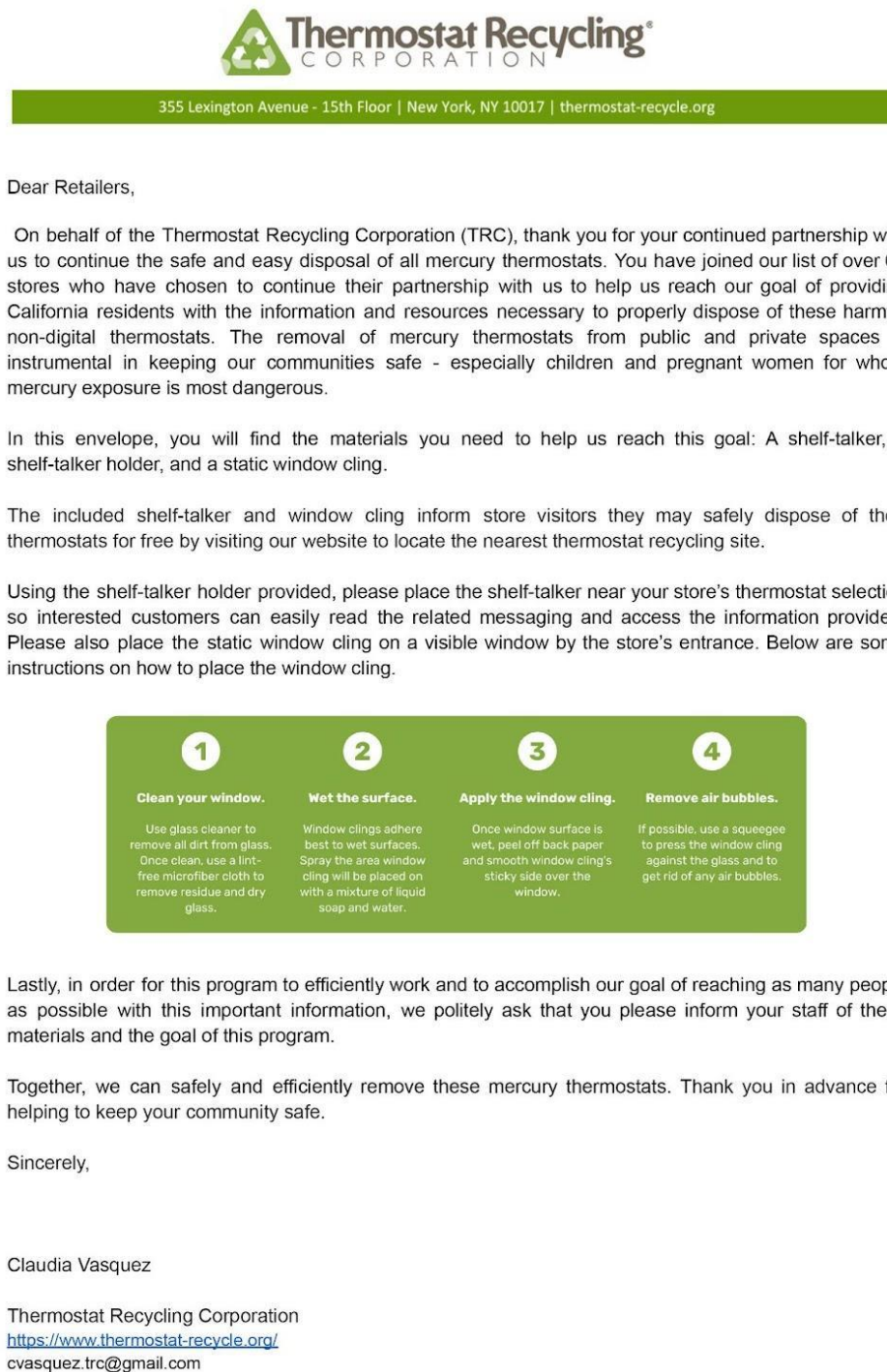
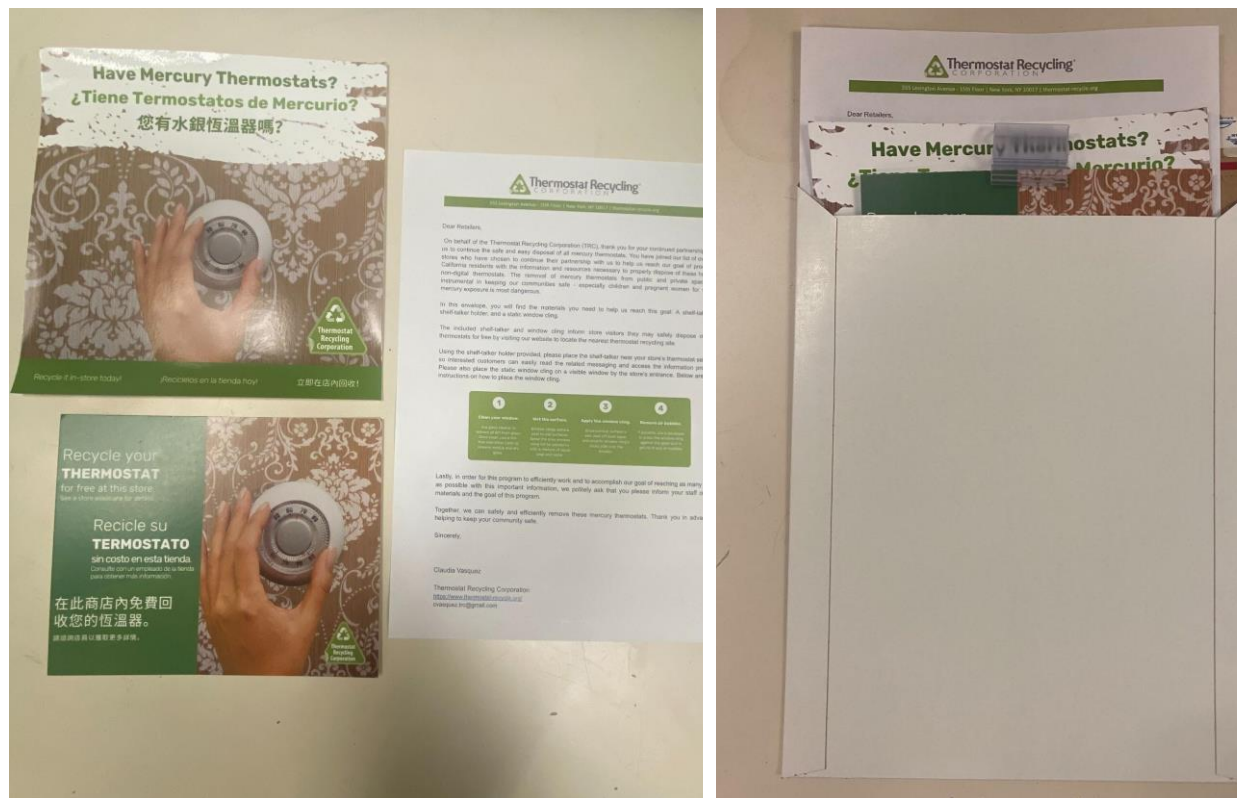


Figure A-24. Photos of Material Sendouts



HHW Outreach Materials

Figure A-24. Facebook Advertisements for the Fresno County 11/20/21 HHW Event in Clovis.

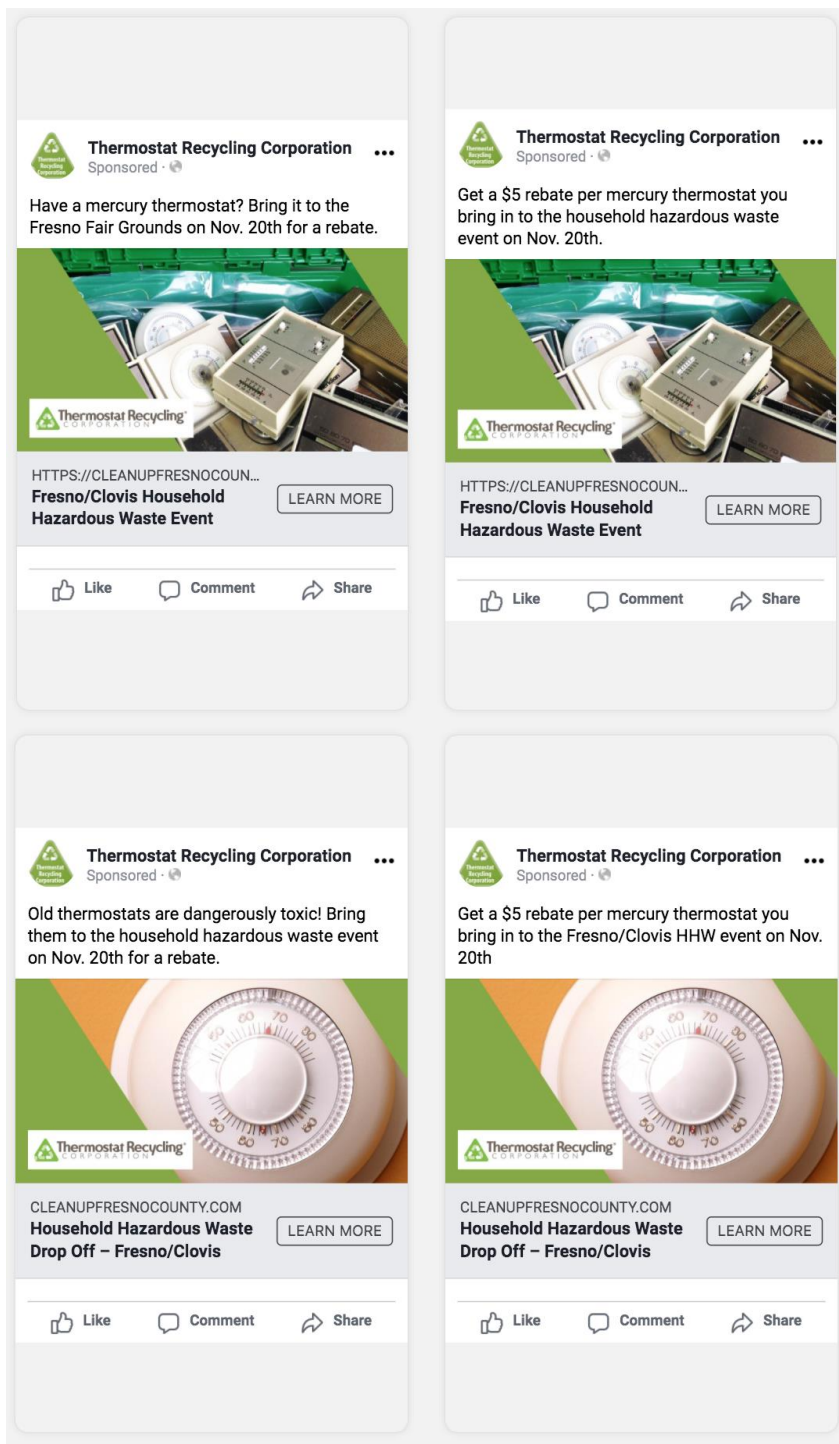


Figure A-25. Google Advertisements for the Tehama County 12/4/21 HHW Event in Corning.

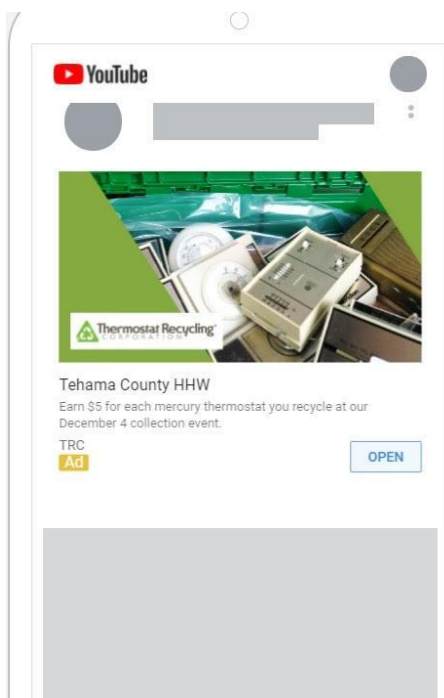
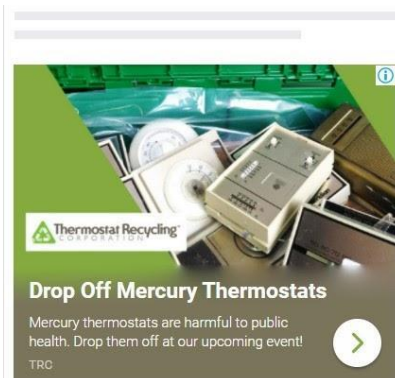


Figure A-26. Google Advertisements for the Tehama County 12/20/21 HHW Event in Red Bluff.



Drop Off Mercury Thermostats

Mercury thermostats are harmful to public health. Drop them off at our...

TRC

Open >



Tehama County HHW

TRC

Mercury thermostats can leak into the environment and cause harm. Drop them off Dec. 18th.

OPEN



Figure A-27. Google Advertisements for the Zero Waste Sonoma 1/4/22 HHW Event in Sebastopol.

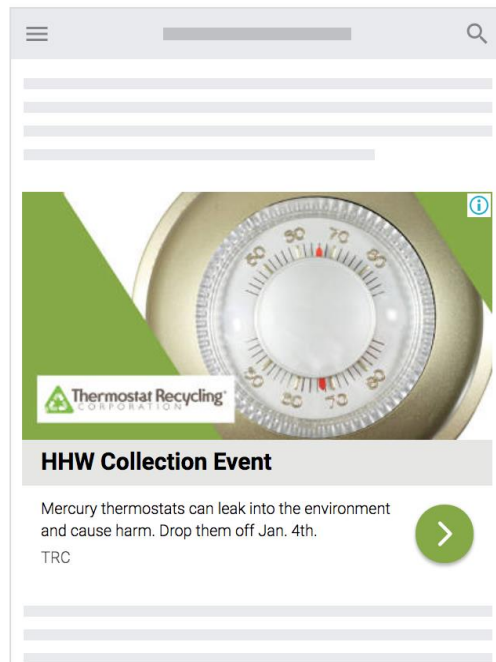
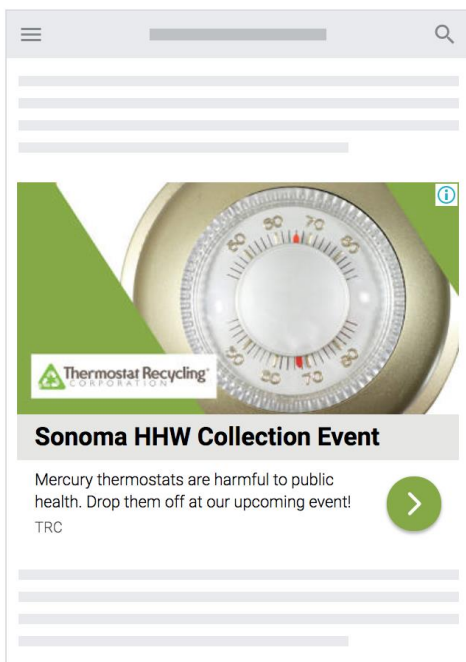
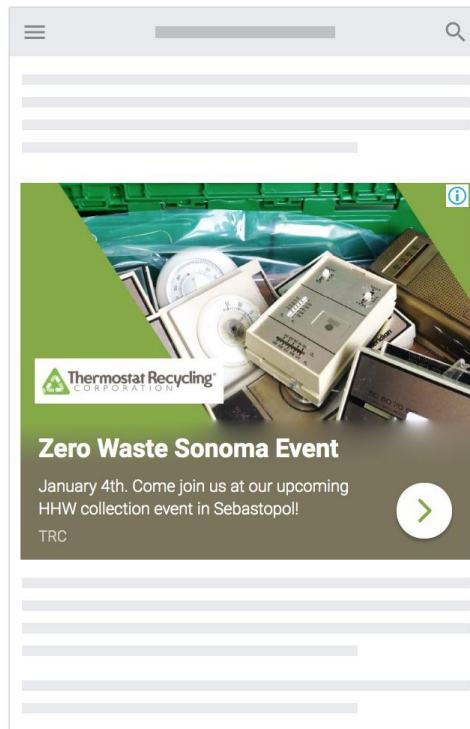


Figure A-28. Google Advertisements for a Month-Long (January) Promotional Campaign with San Bernardino Fire Protection District Household Hazardous Waste for their City of Highland Facility.

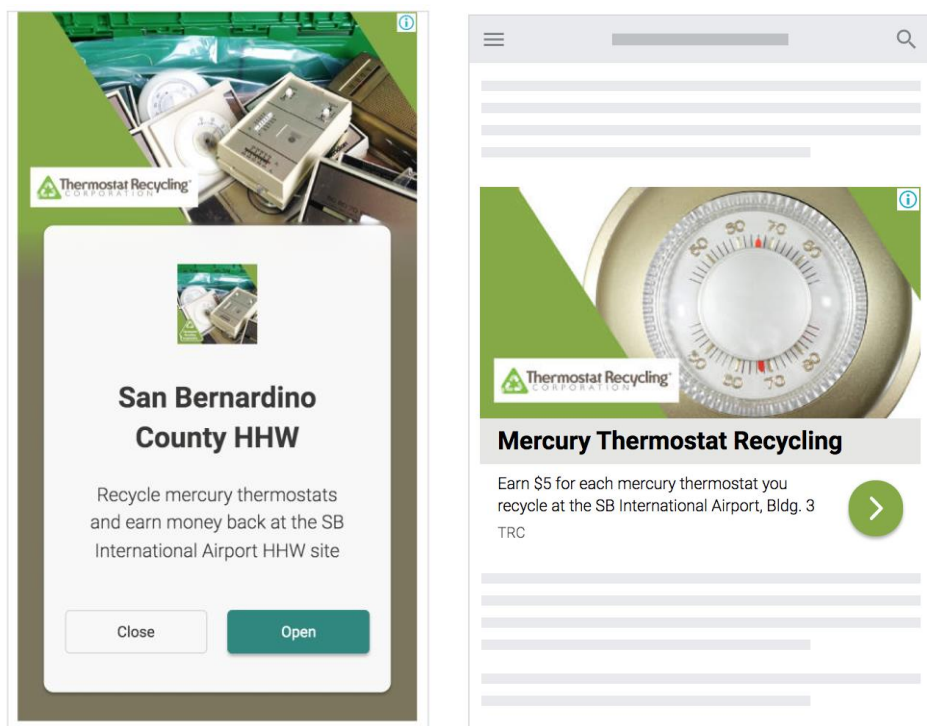
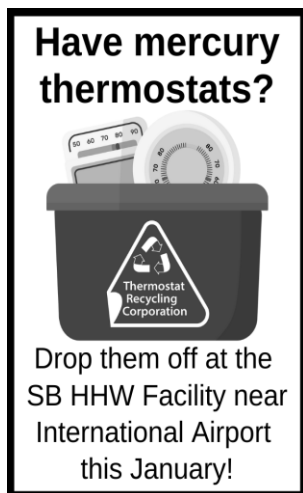


Figure A-29. Newspaper Advertisement in Highland News for a Month-Long (January) Promotional Campaign with San Bernardino Fire Protection District Household Hazardous Waste for their, City of Highland Facility.



Appendix B: Audience B

Utility Outreach Materials

Figure B-1. Utility Flyer

STILL HAVE A MERCURY THERMOSTAT?



Recycle yours for a \$5 rebate!

LOCAL RECYCLING LOCATIONS		
Store #1 Street Address City, State zip code	Store #2 Street Address City, State zip code	Store #3 Street Address City, State zip code
Store #4 Street Address City, State zip code	Store #5 Street Address City, State zip code	Store #6 Street Address City, State zip code
Store #7 Street Address City, State zip code	Store #8 Street Address City, State zip code	Store #9 Street Address City, State zip code

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


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

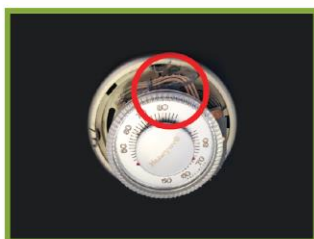
FOLLOW THESE STEPS TO RECEIVE \$5 FOR YOUR MERCURY THERMOSTAT!

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!*

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

TRCrebate.com/CA



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

Figure B-3. Utility Tear Pad

Front of pad



Back of pad

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

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

PRINT YOUR REBATE FORM AT [TRCREBATE.COM/CA](https://trcrebate.com/ca)

Figure B-4. Google Ads Campaign with Plumas-Sierra Rural Electric Cooperative

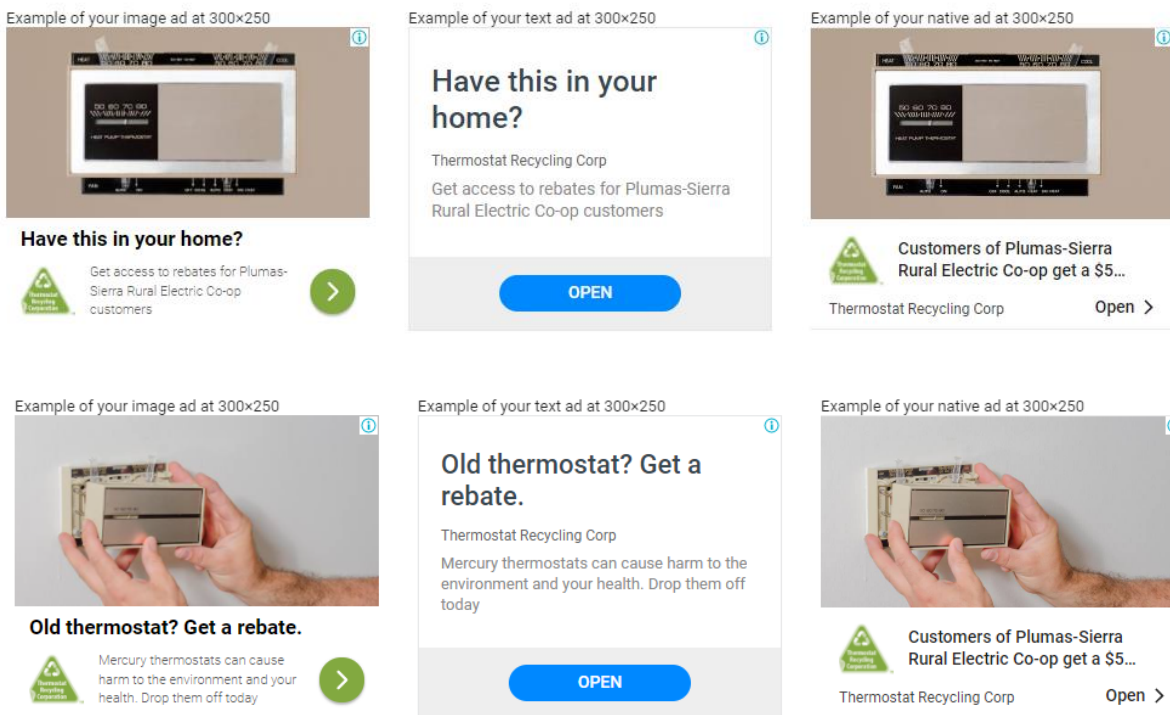


Figure B-5. Results from the Annual Survey (1 Respondent)

Feedback for the Thermostat Recycling Corporation (TRC)

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

Email *

cerwin@psrec.coop

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

1 2 3 4 5

I am unfamiliar with the goal and/or structure of the organization.

☐☐☐☐☒

I understand what TRC is and what its goals are.

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

1 2 3 4 5

I am unsure of how the rebate program works.

☐☐☐☐☒

I understand how the rebate program is supposed to function.

How was your experience working with TRC this year?

Very good



1/7/22, 12:54 PM

Feedback for the Thermostat Recycling Corporation (TRC)

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

Sorry, no.

May we follow up with you about your feedback? *

☐ Yes

☒ No

This form was created inside of S. Groner Associates, Inc..

Google Forms

<https://docs.google.com/forms/d/1G6xKnm3qk1rrFne5Zs8guBUNOCrZAbpzLxEQ774A3pE/edit#responses>

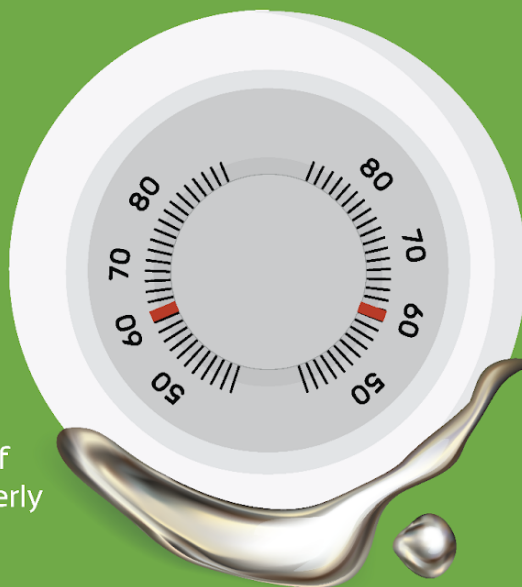
2/2






Figure B-6. Magazine Ad made for Ruralite Magazine

Full Page Ad

THESE ARE TOXIC!

Many thermostats sold prior to 2006 contain liquid mercury, which is toxic and hazardous to human health. Follow these steps to dispose of your mercury thermostats properly and receive your \$5 rebate:



-  Identify and collect your old mercury thermostats
-  Download & fill out rebate form
-  Find your nearest collection site
-  Drop off your rebate form & mercury thermostats at the collection site
-  Receive a \$5 rebate per thermostat

Download a Rebate Form and
Find a Collection Site Here!

bit.ly/TRCrebate



Looking for a new thermostat? Check with your utility provider to see if they offer rebates for smart thermostats.



Half-Page Ad

THESE ARE **T****TOXIC!**

Many thermostats sold prior to 2006 contain liquid mercury, which is toxic and hazardous to human health.

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



Download a Rebate Form and Find a Collection Site Here!

bit.ly/TRCrebate



Looking for a new thermostat? Check with your utility provider to see if they offer rebates for smart thermostats.



Figure B-7. Bill Insert for Shelter Cove RID Electric

RECYCLE THIS.



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

Wyckoff's Plumbing & Electrical
1341 Evergreen Rd Unit 3
Redway, CA

Hensel's Ace Hardware
884 9th St
Arcata, CA

Carl Johnson True Value Hardware
3950 Jacobs Ave
Eureka, CA

McKinleyville Ace Hardware
2725 Central Ave
McKinleyville, CA

[TRC rebate.com/CA](https://www.trcrebate.com/CA)

School Outreach Materials

Figure B-8. Informational Flier for Outreach Tailored to the Schools Audience with QR code

Side 1 of 2



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.

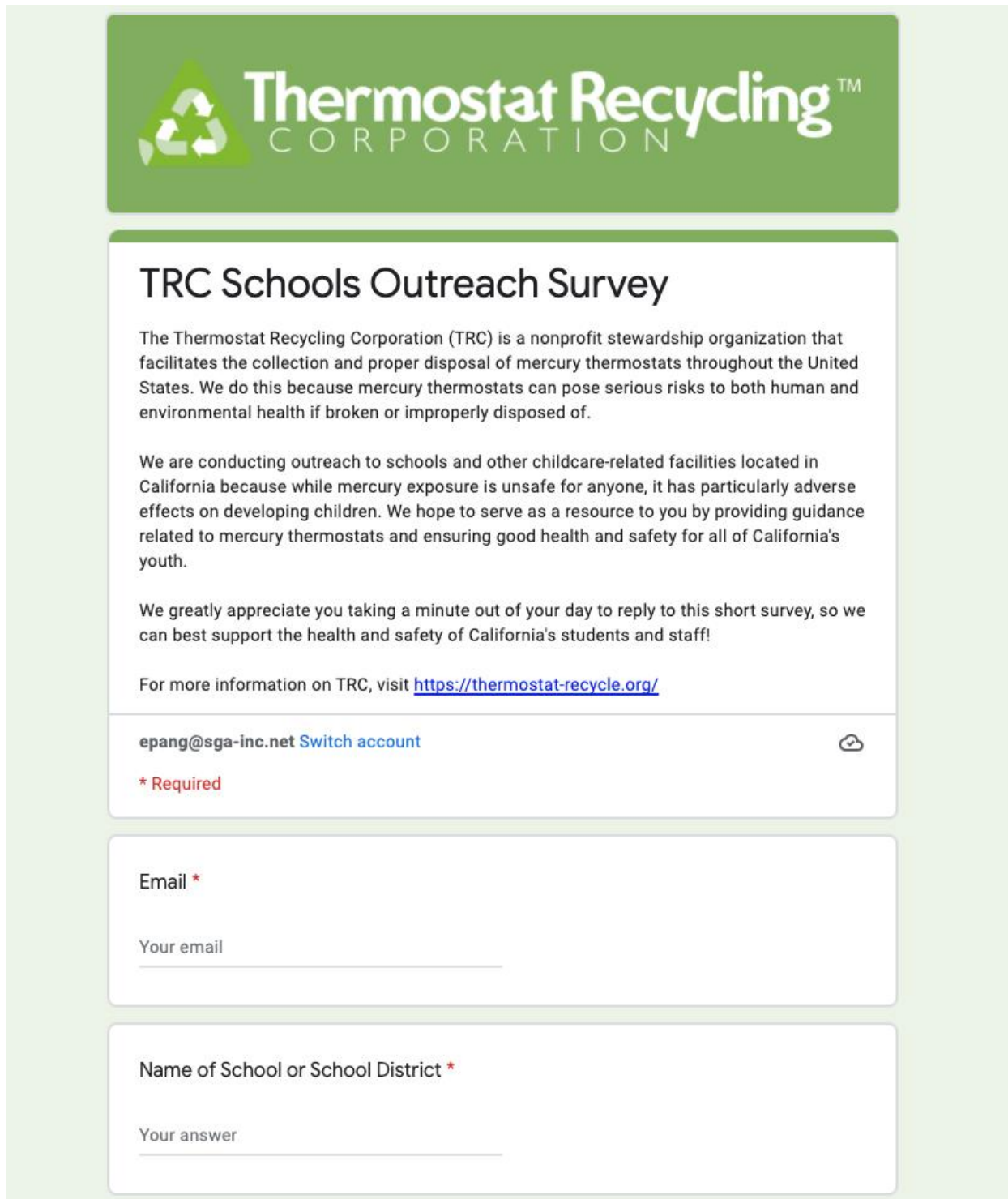
4

Find a drop-off location on our website


Go to bit.ly/TRC-CA-Schools 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 B-9. [Survey](#) to Schools and Education-Related Facility Contacts



The screenshot shows a web-based survey form titled "TRC Schools Outreach Survey". At the top is the Thermostat Recycling Corporation logo. The form contains several paragraphs of introductory text explaining the purpose of the survey and the organization's mission. Below the text is a user identification section showing the email "epang@sga-inc.net" with a "Switch account" link and a cloud icon. A red asterisk indicates a required field. The form has two input fields: "Email *" and "Name of School or School District *", each with a "Your email" or "Your answer" label and a text input line.

 **Thermostat RecyclingTM**
CORPORATION


TRC Schools Outreach Survey

The Thermostat Recycling Corporation (TRC) is a nonprofit stewardship organization that facilitates the collection and proper disposal of mercury thermostats throughout the United States. We do this because mercury thermostats can pose serious risks to both human and environmental health if broken or improperly disposed of.

We are conducting outreach to schools and other childcare-related facilities located in California because while mercury exposure is unsafe for anyone, it has particularly adverse effects on developing children. We hope to serve as a resource to you by providing guidance related to mercury thermostats and ensuring good health and safety for all of California's youth.

We greatly appreciate you taking a minute out of your day to reply to this short survey, so we can best support the health and safety of California's students and staff!

For more information on TRC, visit <https://thermostat-recycle.org/>

epang@sga-inc.net [Switch account](#) 

* Required

Email *

Your email

Name of School or School District *

Your answer

If you had a mercury thermostat, how do you properly dispose of it? *

Your answer

If you had a mercury thermostat, where do you properly dispose of it? *

Your answer

If your facility does have mercury thermostats, are you planning on conducting renovations or HVAC upgrades within the next year?

- ☐ Yes
- ☐ No
- ☐ Unsure

GET A \$5 REBATE FOR EACH MERCURY THERMOSTAT YOU PROPERLY RECYCLE! Learn how at our schools and universities page: bit.ly/TRC-CA-Schools

This page also has information on how you can find your nearest drop-off site or order a free collection bin for your convenience.

Submit

Clear form

Figure B-10. [Sample Slides for Presentation with the Coalition for Affordable School Housing \(CASH\) Maintenance Network](#)



Who Are We?

Thermostat Recycling Corporation (TRC)

A non-profit 501(c)(6) stewardship organization created by thermostat manufacturers to implement a mercury thermostat take-back program

Ensures safe collection and proper disposal of mercury thermostats


2.7 million mercury thermostats collected since 1998 (preventing 12 tons of mercury from entering the waste stream!)

More than 3,600 businesses and communities in 48 states are enrolled in our program



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 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	Number of Intact Switches	Number of Loose Switches	Number of Mercury Thermostats	Total Mercury Volume
Active	City Of Lompoc	HHW	1585 N. V St.	Lompoc	1	0	1	0.0062
Active	San Joaquin County HHW Facility	HHW	7850 R.A. BRIDGEFORD STREET	STOCKTON	60	0	39	0.372
Active	Delta Diablo HHW	HHW	2500 Pittsburg-Antioch	Antioch	19	0	13	0.1178
Active	Central Contra Costa Sanitary District	HHW	4797 Imhoff Place	Martinez	40	0	31	0.248
Active	City Of San Diego, HHW Transfer Facility	HHW	5161 CONVOY STREET	SAN DIEGO	38	0	31	0.2356
Active	City Of Highland	HHW	27215 BASE LINE STREET	HIGHLAND	2	0	1	0.0124
Active	San Mateo County HHW Facility	HHW	32 TOWER ROAD	SAN MATEO	51	0	27	0.3162
Active	County Of Fresno Dept of Public Works	HHW	2220 Tulare St.	Fresno	0	0	0	0
Active	Total Environmental Power Systems	HVAC Contractor	2500 Visso Lane	Concord	9	0	5	0.0558
Active	Harry Clark Plumbing	HVAC Contractor	3026 Broadway	Oakland	27	0	17	0.1674
Active	Select Acr Inc.	HVAC Contractor	1541 Marlborough Ave	Riverside	8	0	4	0.0496
Active	Air One Air Conditioning Heating & Plumbing	HVAC Contractor	491 Wildrose Ave.	Colton	10	0	4	0.062
Active	Palm Desert Air Conditioning Co	HVAC Contractor	42081 Beacon Hill	Palm Desert	18	0	8	0.1116

Active	Southern California Air Cond	HVAC Contractor	1 North Cesar Chavez St. 13	Santa Barbara	29	0	19	0.1798
Inactive	Universal Waste Disposal Company	HVAC Contractor	8051 Wing Ave	El Cajon	61	778	18	5.2018
Active	John Harrison Contracting	HVAC Contractor	1143 W. Lincoln Street	Banning	57	0	48	0.3534
Active	Mds Recycles	HVAC Contractor	14761 Franklin Ave.	Tustin	116	0	54	0.7192
Active	Burgesons Heating & Ac	HVAC Contractor	620 TENNESSEE ST	Redlands	45	0	31	0.279
Active	Merrit's Hardware	Retailer	1302 N Hacienda Blvd	La Puente	3	0	2	0.0186
Active	Progress Hardware	Retailer	724 Irving St.	San Francisco	3	0	1	0.0186
Active	Ace Hardware	Retailer	663 W Channel Islands Blvd	Port Hueneme	3	0	2	0.0186
Active	Air Cold Supply, A Ferguson Enterprise	Wholesaler	6780 Sierra Ct.	Dublin	12	0	8	0.0744
Active	Johnstone	Wholesaler	2810 Temple Avenue	Long Beach	13	0	8	0.0806
Active	Johnstone Supply	Wholesaler	1384 14th Street	Oakland	73	0	51	0.4526
Active	Johnstone Supply	Wholesaler	1384 14th Street	Oakland	79	0	60	0.4898
Active	Johnstone Supply	Wholesaler	1384 14th Street	Oakland	85	0	70	0.527
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	62	0	53	0.3844
Active	Heating & Cooling LLC	Wholesaler	12140 Magnolia Ave	Riverside	13	0	5	0.0806
Active	American Refrigeration Supplies, Inc.	Wholesaler	2703 5th Street	Sacramento	6	0	5	0.0372
Inactive	USACD	Wholesaler	8620 HAYDEN PL.	CULVER CITY	46	0	29	0.2852

Active	W.W. Grainger, Inc.	Wholesaler	9220 Hyssop Dr.	Cucamonga	4	0	2	0.0248
Active	Johnstone Supply	Wholesaler	77524 El Duna Court	Palm Desert	0	0	0	0
Active	Johnstone Supply	Wholesaler	2790 E. Cherokee Road	Stockton	14	0	7	0.0868
Active	Ac Pro	Wholesaler	9216 Eton Ave	Chatsworth	85	0	46	0.527
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	2100 Chicago Ave.	Riverside	67	0	39	0.4154
Active	Ac Pro	Wholesaler	1402 N. Magnolia Ave	El Cajon	54	0	33	0.3348
Active	American Refrigeration Supplies, Inc.	Wholesaler	910 Justin Avenue	Glendale	13	0	11	0.0806
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	16900 Chestnut Street	City of Industry	86	0	54	0.5332
Active	Goodman Distribution	Wholesaler	21030 Nordhof St.	Chatsworth	22	0	17	0.1364
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	1995 Fairway Drive	San Leandro	68	0	36	0.4216
Active	United Refrigeration	Wholesaler	1123 LONE PALM AVENUE	MODESTO	11	0	5	0.0682
Active	Ferguson Heating & Cooling	Wholesaler	36283 Plaza Drive	Cathedral City	11	0	7	0.0682
Active	Geary Pacific Supply	Wholesaler	16665 Arminta Street	Van Nuys	13	0	8	0.0806
Active	Baker Distributing Company	Wholesaler	11636 Tuxford Street	Sun Valley	63	0	45	0.3906
Active	Allied Refrigeration	Wholesaler	917 Mc Garry St.	Los Angeles	41	0	17	0.2542

Active	Lennox Industries Inc.	Wholesaler	3410 SAN FERNANDO ROAD, UNIT 5	LOS ANGELES	32	0	23	0.1984
Inactive	Coast Appliance Parts	Wholesaler	3341 La Cienega Pl	Los Angeles	18	0	12	0.1116
Active	United Refrigeration, Inc.	Wholesaler	510 E. Rancho Vista Blvd.	Palmdale	6	0	6	0.0372
Active	Bacso	Wholesaler	215 SUMNER ST	BAKERSFIELD	2	0	1	0.0124
Active	Allied Refrigeration	Wholesaler	2175 Adams Avenue	San Leandro	7	0	4	0.0434
Active	RSD	Wholesaler	436 HESTER STREET	SAN LEANDRO	52	0	16	0.3224
Active	Allied Refrigeration	Wholesaler	404 S. I Street	San Bernardino	36	0	30	0.2232
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	2100 Chicago Ave.	Riverside	52	0	41	0.3224
Active	Refrigeration Supplies Distributor (RSD)	Wholesaler	2551 Stanwell Drive	Concord	64	0	32	0.3968
Active	Johnstone Supply Co	Wholesaler	2331 COMMERCE AVE E	CONCORD	2	0	2	0.0124
Active	Allied Refrigeration	Wholesaler	2170 Commerce Avenue	Concord	3	0	2	0.0186
Active	Allied Refrigeration	Wholesaler	1211 E. Edinger Avenue	Tustin	39	0	18	0.2418
Active	RSD	Wholesaler	110 EAST MAIN STREET	EL CENTRO	16	0	11	0.0992
Active	United Refrigeration, Inc.	Wholesaler	1736 Janelli Court	Visalia	8	0	4	0.0496
Active	Lennox Industries Inc.	Wholesaler	4000 Hamner Avenue	Eastvale	1	2800	1	17.3662

Active	Allied Refrigeration	Wholesaler	34660 Date Palm Drive	Cathedral City	36	0	26	0.2232
Active	Sigler Wholesale Distributors	Wholesaler	21200 Lassen Street	CHATSWORTH	42	0	32	0.2604
Active	Cfm Equipment Distributors, Inc.	Wholesaler	1644 Main Avenue	Sacramento	7	0	4	0.0434
Active	American Refrigeration Supplies, Inc.	Wholesaler	1405-2 Granite Lane	Modesto	29	0	16	0.1798
Active	American Refrigeration Supplies, Inc.	Wholesaler	245 Sutton Place	Santa Rosa	2	0	1	0.0124
Active	RSD	Wholesaler	2208 EAST MCKINLEY AVENUE	FRESNO	42	260	18	1.8724
Active	United Refrigeration	Wholesaler	1848 E. Griffith Way	Fresno	16	0	9	0.0992
Active	Johnstone Supply	Wholesaler	1384 14th Street	Oakland	57	0	49	0.3534
Active	United Refrigeration	Wholesaler	933 WASHINGTON STREET	SAN CARLOS	27	0	25	0.1674
Active	Johnstone Supply	Wholesaler	1445 San Mateo Avenue	South San Francisco	61	0	52	0.3782
Active	RSD	Wholesaler	285 LAWRENCE AVENUE	SOUTH SAN FRANCISCO	43	0	18	0.2666
Active	R.E. Michel Co, Inc	Wholesaler	72-110 Corporate Way	Thousand Palms	45	0	32	0.279
Active	Refrigeration Supplies Distributor (RSD)	Wholesaler	4131 Latham Street	Riverside	7	0	3	0.0434
Active	Refrigeration Supplies Distributor (RSD)	Wholesaler	3355 McMaude Place	Santa Rosa	50	0	18	0.31
Active	Smardan-Hatcher Co.	Wholesaler	810 E Mason St.	Santa Barbara	2	0	1	0.0124

Active	Air Cold Supply - A Ferguson Enterprise	Wholesaler	68 Belvedere St.	San Rafael	6	0	4	0.0372
Active	Air Cold Supply - A Ferguson Enterprise	Wholesaler	5005 Raley Blvd	Sacramento	147	0	86	0.9114
Active	RSD	Wholesaler	30-571 Front Street	Thousand Palms	8	0	4	0.0496
Active	U.S. Air Conditioning Distributors (USACD)	Wholesaler	291 Harbor Way	S San Francisco	48	0	33	0.2976
Active	U.S. Air Conditioning Distributors (USACD)	Wholesaler	235 E. Avenue K-10	Lancaster	3	0	3	0.0186
Active	U.S. Air Conditioning Distributors (USACD)	Wholesaler	301 9th Street	Modesto	33	0	22	0.2046
Active	U.S. Air Conditioning Distributors (USACD)	Wholesaler	39-312 Leopard Street,	Palm Desert	2	0	1	0.0124
Active	Johnstone Supply	Wholesaler	2130 "V" STREET	Bakersfield	26	0	19	0.1612
Active	Refrigeration Supplies Distributor (RSD)	Wholesaler	702 W. 190th Street	Gardena	121	0	45	0.7502
Active	Air Cold Supply - A Ferguson Enterprise	Wholesaler	429 MADERA ST.	SAN GABRIEL	60	0	53	0.372
Active	Allied Refrigeration	Wholesaler	1256 Price Avenue	Pomona	34	0	19	0.2108
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	69	0	58	0.4278
Active	Sigler Wholesale Distributors	Wholesaler	1037 N. MARKET BLVD	SACRAMENTO	11	0	7	0.0682
Active	Lennox Stores	Wholesaler	4090 Pike Lane B	Concord	4	0	4	0.0248
Active	R.E. Michel Company, Inc.	Wholesaler	2921 Whipple Road	Union City	7	0	3	0.0434
Active	Ac Pro	Wholesaler	75220 Merle Drive	Palm Desert	10	0	7	0.062

Active	Goodman Distribution, Inc.	Wholesaler	3633 Lenawee Ave. Ste 180	Los Angeles	20	0	13	0.124
Active	Sigler Wholesale Distributors	Wholesaler	21200 Lassen Street	CHATSWORTH	72	0	38	0.4464
Active	Heating & Cooling LLC	Wholesaler	11661 RIVERSIDE DRIVE STE. 185	LAKESIDE	8	0	4	0.0496
Active	Johnstone Supply Co	Wholesaler	4320 PACIFIC HWY	SAN DIEGO	63	0	40	0.3906
Active	Russell Sigler Inc.	Wholesaler	804-A RANCHEROS DRIVE	San Marcos	22	0	15	0.1364
Active	United Refrigeration D5	Wholesaler	3421 N. San Fernando Road	Los Angeles	13	0	7	0.0806
Active	Goodman Distribution, Inc.	Wholesaler	3334 San Fernando Rd	Los Angeles	23	0	14	0.1426
Active	Sigler Wholesale Distributors	Wholesaler	14751 MERIDIAN PARKWAY	RIVERSIDE	30	0	16	0.186
Active	Sigler Wholesale Distributors	Wholesaler	2641 LINDSAY PRIVADO DRIVE	ONTARIO	13	0	7	0.0806
Active	RSD	Wholesaler	680 UNION AVE	POMONA	27	0	9	0.1674
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	68-713 Perez Road	Cathedral City	13	0	10	0.0806
Active	Johnstone Supply	Wholesaler	1900 Blue Gum Avenue	Modesto	15	0	13	0.093
Active	USACD	Wholesaler	2670 E. BYRD AVE	FRESNO	31	0	20	0.1922
Active	Heating and Cooling LLC	Wholesaler	5357 E. Home Avenue	Fresno	4	0	2	0.0248

Active	Slakey Brothers	Wholesaler	4333 NORTH EFFIE STREET	FRESNO	10	0	6	0.062
Active	Johnstone-Santa Barbara	Wholesaler	740 Cacique Street	SANTA BARBARA	4	0	2	0.0248
Active	Lennox	Wholesaler	30575 HILL ST.	THOUSAND PALMS	3	0	3	0.0186
Active	Goodman Distribution, Inc.	Wholesaler	1972 Essex Court	Redlands	5	0	3	0.031
Active	Goodman Distribution, Inc.	Wholesaler	12520 Business Center Drive	Victorville	12	0	7	0.0744
Active	Johnstone Supply San Bernardino	Wholesaler	584 Inland Center Drive	SAN BERNARDINO	12	0	7	0.0744
Active	Johnstone Supply	Wholesaler	42033 6th Street West	Lancaster	9	0	7	0.0558
Active	Air Cold Supply - A Ferguson Enterprise	Wholesaler	1144 West Avenue L12	Lancaster	8	0	6	0.0496
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	2455 Teepee Drive	Stockton	23	0	17	0.1426
Active	Goodman Distribution, Inc.	Wholesaler	4020 Nelson Ave.	Concord	62	0	41	0.3844
Active	Ac Pro	Wholesaler	9409 Charles Smith Ave.	Rancho Cucamonga	22	0	15	0.1364
Active	Ac Pro	Wholesaler	9216 Eton Ave	Chatsworth	29	0	19	0.1798
Active	Lennox Stores	Wholesaler	13668 Valley Blvd A	City of Industry	35	0	34	0.217
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	67	0	50	0.4154
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	54	0	46	0.3348
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	53	0	45	0.3286

Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	76	0	43	0.4712
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	97	0	57	0.6014
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	61	0	55	0.3782
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	112	0	74	0.6944
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	57	0	49	0.3534
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	67	0	48	0.4154
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	60	0	46	0.372
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	69	0	63	0.4278
Active	Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	67	0	52	0.4154
Active	AC Pro	Wholesaler	2040 Oceanside Blvd.	Oceanside	66	2	28	0.4216
Active	United Refrigeration	Wholesaler	134 NOPALITAS WAY	SANTA BARBARA	35	0	16	0.217

Table D-2. New Containers Assigned

Name	Location Type	Physical Address - Street 1	Physical Address - City	Bin Assignment Date
Benton Crossing Landfill	HHW	899 Pit Rd	Crowley Lake	11/19/2021
Benton Crossing Landfill	HHW	899 Pit Rd	Crowley Lake	11/19/2021
Del Norte Recycling Center	HHW	111 S. Del Norte Blvd	Oxnard	12/10/2021
Tehama County Solid Waste Management Agency	HHW	20000 PLYMIRE ROAD	RED BLUFF	11/29/2021
Tehama County Solid Waste Management Agency	HHW	20000 PLYMIRE ROAD	RED BLUFF	11/29/2021
Seaside Heating & Air Conditioning, Inc.	HVAC Contractor	1359 Rocky Point Dr	Oceanside	11/10/2021
SGA Marketing	Other	100 W Broadway	Long Beach	11/29/2021
SGA Marketing	Other	100 W Broadway	Long Beach	11/29/2021
SGA Marketing	Other	100 W Broadway	Long Beach	11/29/2021
SGA Marketing	Other	100 W Broadway	Long Beach	11/29/2021
SGA Marketing	Other	100 W Broadway	Long Beach	11/29/2021
SGA Marketing	Other	100 W Broadway	Long Beach	11/29/2021
SGA Marketing	Other	100 W Broadway	Long Beach	11/29/2021
SGA Marketing	Other	100 W Broadway	Long Beach	11/29/2021
SGA Marketing	Other	100 W Broadway	Long Beach	11/29/2021
SGA Marketing	Other	100 W Broadway	Long Beach	11/29/2021
Palm Desert Ace Hardware	Retailer	74058 Highway 111	Palm Desert	11/19/2021
Manor Market	Retailer	3100 W Line St	Bishop	11/10/2021
Nelson's Ace Hardware	Retailer	2230 W Walnut Ave	Visalia	11/10/2021
Hassett Ace Hardware	Retailer	282 Woodside Plaza	Redwood City	11/10/2021
Airgas Store	Retailer	830 East Ave	Red Bluff	11/10/2021
Pioneer True Value	Retailer	20901 South St	Tehachapi	11/10/2021
Ewing Irrigation & Landscape Supply	Retailer	2321 S K St	Tulare	11/10/2021
Orange Cove Hardware & Lumber	Retailer	204 Park Blvd	Orange Cove	11/10/2021
Orland Tires	Retailer	707 South St	Orland	12/10/2021
Merrit's Hardware	Retailer	1302 N Hacienda Blvd	La Puente	10/14/2021
Lennox Stores	Wholesaler	1155 E. North Ave.	Fresno	10/28/2021
Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	10/22/2021
Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	10/22/2021
Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	10/22/2021

Geary Pacific Supply	Wholesaler	6421 Box Springs Blvd	Riverside	10/22/2021
Refrigeration Supplies Distributor (RSD)	Wholesaler	702 W. 190th Street	Gardena	12/10/2021
Refrigeration Supplies Distributor (RSD)	Wholesaler	702 W. 190th Street	Gardena	12/10/2021

Table D-3. Site Visits and Calls

Location Type	Location: Name	Physical Address - City	Subject	Activity Date
Retailer	Truitt & White Lumber	Berkeley	Site Visit	10/18/2021
Retailer	Truitt & White Lumber	Berkeley	Miss You Call	11/16/2021
Wholesaler	Goodman Distribution	Anaheim	Miss You Call	10/6/2021
School District	Union School District	San Jose	Miss You Call	11/16/2021
Retailer	Progress Hardware	San Francisco	Site Visit	11/5/2021
HVAC Contractor	Total Environmental Power Systems	Concord	Site Visit	10/15/2021
HVAC Contractor	Total Environmental Power Systems	Concord	Miss You Call	10/13/2021
Wholesaler	Johnstone Supply	Hayward	Site Visit	10/26/2021
Wholesaler	Goodman Distribution	El Cajon	Miss You Call	11/15/2021
Retailer	Lake Drive Hardware	Crestline	Site Visit	10/20/2021
Retailer	Lake Drive Hardware	Crestline	Miss You Call	11/16/2021
Other	Carole Rogers - one time use	Desert Hot Springs	Site Visit	10/26/2021
HVAC Contractor	Synergy Companies	Stockton	Site Visit	10/18/2021
HVAC Contractor	Synergy Companies	Fresno	Site Visit	10/20/2021
Wholesaler	Heating & Cooling LLC	Riverside	Miss You Call	10/13/2021
HVAC Contractor	JL Franco Construction	Castro Valley	Site Visit	10/26/2021
HVAC Contractor	JL Franco Construction	Castro Valley	Miss You Call	11/16/2021
Retailer	Gate Depot	Sonoma	Miss You Call	11/15/2021
Retailer	Boulder Bay Station	Big Bear Lake	Miss You Call	11/15/2021
Retailer	Sierra Mountain Pipe & Supply	Truckee	Miss You Call	11/15/2021
Retailer	Lake Almanor Ace Hardware	Chester	Miss You Call	11/15/2021
Retailer	Plumas Ace Hardware	Portola	Miss You Call	11/15/2021
Retailer	Hunter ACE Hardware	Greenville	Miss You Call	10/14/2021
Retailer	Bassett Station	Sierra City	Miss You Call	11/15/2021
Retailer	Sierra Hardware	Downieville	Miss You Call	10/14/2021
Wholesaler	Coast Appliance Parts	Colton	Site Visit	10/21/2021
Wholesaler	Coast Appliance Parts	Colton	Miss You Call	11/16/2021
Wholesaler	Coast Appliance Parts	Van Nuys	Miss You Call	11/16/2021
HHW	Mendocino Solid Waste Management Authority	Ukiah	Miss You Call	11/16/2021
Wholesaler	Ferguson	San Jose	Miss You Call	11/16/2021

HHW	Cold Canyon Landfill Household Hazardous Waste Drop-Off?	SAN LUIS OBISPO	Site Visit	12/28/2021
HHW	Cold Canyon Landfill Household Hazardous Waste Drop-Off?	SAN LUIS OBISPO	Miss You Call	11/16/2021
Wholesaler	Ferguson Heating & Cooling	Culver City	Miss You Call	11/16/2021
Wholesaler	Smardan-Hatcher Co.	Santa Barbara	Site Visit	10/22/2021
Wholesaler	Smardan-Hatcher Co.	Santa Barbara	Miss You Call	11/16/2021
Wholesaler	Smardan-Hatcher Co.	Fountain Valley	Miss You Call	11/18/2021
Wholesaler	Smardan-Hatcher Co.	South El Monte	Miss You Call	11/18/2021
Wholesaler	Keller Air	Redding	Miss You Call	11/18/2021
Wholesaler	Ferguson Heating Cooling	SAN LUIS OBISPO	Site Visit	12/29/2021
Wholesaler	Ferguson Heating Cooling	SAN LUIS OBISPO	Miss You Call	11/18/2021
Wholesaler	Ferguson	Pomona	Site Visit	10/29/2021
Wholesaler	Ferguson	Pomona	Miss You Call	11/18/2021
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Riverside	Miss You Call	11/18/2021
Wholesaler	Controlco	San Francisco	Site Visit	11/5/2021
Wholesaler	Controlco	San Francisco	Miss You Call	11/18/2021
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Upland	Miss You Call	11/18/2021
Wholesaler	Ferguson Heating Cooling	PASO ROBLES	Site Visit	12/28/2021
HHW	County Of Mariposa	MARIPOSA	Miss You Call	11/16/2021
HHW	County Of San Diego HHW Collection Facility, Ramona	RAMONA	Site Visit	10/25/2021
HHW	Santa Clara County HHW Program - Not a drop-off location	SAN JOSE	Miss You Call	11/16/2021
Wholesaler	Ferguson Heating & Cooling	NEWBURY PARK	Miss You Call	11/16/2021
Wholesaler	Ac Pro	El Cajon	Miss You Call	11/16/2021
Wholesaler	Lennox Stores	City of Industry	Miss You Call	11/18/2021
HHW	Hambro Wsg	CRESCENT CITY	Miss You Call	11/18/2021
HHW	Delta Diablo HHW	Antioch	Site Visit	10/15/2021
HHW	Delta Diablo HHW	Antioch	Miss You Call	11/18/2021
HVAC Contractor	John Harrison Contracting	Banning	Site Visit	10/18/2021
HVAC Contractor	John Harrison Contracting	Banning	Miss You Call	11/18/2021
Wholesaler	Baker Distributing	Escondido	Miss You Call	11/18/2021
Wholesaler	Lennox	Rancho Cordova	Miss You Call	11/18/2021
Wholesaler	United Refrigeration, Inc.	Los Angeles	Miss You Call	11/18/2021
Wholesaler	Ac Pro	Rancho Cucamonga	Site Visit	10/22/2021
HVAC Contractor	Solarcity	Riverside	Miss You Call	11/18/2021
Wholesaler	W.W. Grainger, Inc.	Fresno	Site Visit	10/20/2021
Wholesaler	W.W. Grainger, Inc.	Cucamonga	Site Visit	10/22/2021

Wholesaler	W.W. Grainger, Inc.	Northridge	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	Compton	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	Oxnard	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	Inglewood	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	Santa Fe Springs	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	Santa Ana	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	San Leandro	Site Visit	10/26/2021
Wholesaler	W.W. Grainger, Inc.	San Leandro	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	Concord	Site Visit	10/15/2021
Wholesaler	W.W. Grainger, Inc.	Concord	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	West Sacramento	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	Citrus Heights	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	Salinas	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	San Diego	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	Burlingame	Site Visit	11/3/2021
Wholesaler	W.W. Grainger, Inc.	Rohnert Park	Site Visit	11/2/2021
Wholesaler	W.W. Grainger, Inc.	Rohnert Park	Miss You Call	10/5/2021
Wholesaler	W.W. Grainger, Inc.	Stockton	Site Visit	10/18/2021
Wholesaler	W.W. Grainger, Inc.	Stockton	Miss You Call	10/5/2021
Wholesaler	Bacsko	BAKERSFIELD	Miss You Call	10/6/2021
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Victorville	Site Visit	10/25/2021
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Victorville	Miss You Call	10/6/2021
Wholesaler	Ferguson Heating & Cooling	Azusa	Miss You Call	10/6/2021
HVAC Contractor	Sg Associates	Oakland	Site Visit	10/20/2021
HHW	County Of Siskiyou	Yreka	Miss You Call	11/18/2021
HVAC Contractor	A R Heating Air Conditioning	Redding	Miss You Call	11/18/2021
HVAC Contractor	Bayside Heating Air Conditioning	San Mateo	Miss You Call	11/18/2021
HVAC Contractor	Palm Desert Air Conditioning Co	Palm Desert	Site Visit	10/27/2021
HVAC Contractor	Palm Desert Air Conditioning Co	Palm Desert	Miss You Call	11/18/2021
HVAC Contractor	Excel Air Corporation	Escondido	Miss You Call	11/18/2021
HVAC Contractor	Gibson Heating And Air	Redding	Miss You Call	11/18/2021
HVAC Contractor	Southern California Air Cond	Santa Barbara	Site Visit	10/22/2021
HVAC Contractor	Southern California Air Cond	Santa Barbara	Miss You Call	11/18/2021
HVAC Contractor	Tropic Comfort	Los Angeles	Site Visit	11/12/2021
HVAC Contractor	Tropic Comfort	Los Angeles	Miss You Call	11/18/2021
Wholesaler	Fix Air	San Jose	Miss You Call	11/18/2021
HVAC Contractor	Associated Air Conditioning & Heating Inc.	Orcutt	Site Visit	12/28/2021
Wholesaler	Cfm Equipment Distr., Inc.	Fresno	Site Visit	10/20/2021
Wholesaler	Cfm Equipment Distr., Inc.	Concord	Site Visit	10/15/2021

Wholesaler	Geary Pacific Supply	Fresno	Site Visit	10/20/2021
Wholesaler	Goodman Dist. 706	MONTCLAIR	Miss You Call	10/6/2021
Wholesaler	Goodman Distribution, Inc.	SAN JOSE	Miss You Call	10/6/2021
Wholesaler	Goodman Distribution, Inc.	MODESTO	Miss You Call	10/6/2021
Wholesaler	Goodman Distribution, Inc.	Victorville	Site Visit	10/25/2021
Wholesaler	Goodman Distribution, Inc.	Redlands	Site Visit	10/18/2021
Wholesaler	Goodman Distribution, Inc.	San Leandro	Site Visit	10/26/2021
Wholesaler	Goodman Distribution, Inc.	Stockton	Site Visit	10/18/2021
Wholesaler	Goodman Distribution, Inc.	Fresno	Site Visit	10/20/2021
Wholesaler	Goodman Distribution, Inc.	Bakersfield	Miss You Call	10/5/2021
Wholesaler	Goodman Distribution, Inc.	Thousand Palms	Site Visit	10/28/2021
Wholesaler	Goodman Distribution, Inc.	Los Angeles	Miss You Call	10/5/2021
Wholesaler	Goodman Distribution, Inc.	San Diego	Miss You Call	10/5/2021
HVAC Contractor	A-1 Guaranteed	VALLEJO	Site Visit	11/2/2021
HVAC Contractor	A-1 Guaranteed	VALLEJO	Miss You Call	10/5/2021
Wholesaler	Goodman Distribution, Inc.	Los Angeles	Site Visit	11/9/2021
Wholesaler	Goodman Distribution, Inc.	Los Angeles	Miss You Call	10/5/2021
Wholesaler	Goodman Distribution, Inc.	Santa Fe Springs	Miss You Call	10/5/2021
Wholesaler	Goodman Distribution, Inc.	Concord	Site Visit	10/15/2021
Wholesaler	Goodman Distribution, Inc.	Concord	Miss You Call	11/18/2021
Wholesaler	Goodman Distribution, Inc.	Palmdale	Miss You Call	11/18/2021
Wholesaler	Goodman Distribution, Inc.	Murrieta	Miss You Call	11/18/2021
Wholesaler	Goodman Distribution, Inc.	SACRAMENTO	Site Visit	10/19/2021
Wholesaler	Goodman Distribution, Inc.	SACRAMENTO	Miss You Call	11/18/2021
Wholesaler	Goodman Distribution, Inc.	ROSEVILLE	Miss You Call	11/18/2021
Wholesaler	Goodman Distribution, Inc.	Sacramento	Miss You Call	11/18/2021
HHW	Alameda County HHW	Livermore	Miss You Call	11/18/2021
HHW	Alameda County Household Haz. Waste Program	Hayward	Miss You Call	11/18/2021
Wholesaler	Heating & Cooling LLC	San Diego	Miss You Call	11/18/2021
Wholesaler	Heating & Cooling LLC	LAKESIDE	Site Visit	10/25/2021
Wholesaler	Heating & Cooling LLC	LAKESIDE	Miss You Call	11/18/2021
Wholesaler	Heating & Cooling LLC	ESCONDIDO	Miss You Call	11/18/2021
Wholesaler	Heating & Cooling LLC	Thousand Palms	Site Visit	10/28/2021
Wholesaler	Heating & Cooling LLC	Thousand Palms	Miss You Call	11/18/2021
Wholesaler	Heating & Cooling LLC 822	CITY OF INDUSTRY	Miss You Call	11/18/2021
Wholesaler	Heating & Cooling LLC 825	CHATSWORTH	Miss You Call	11/18/2021
Wholesaler	Heating & Cooling Supply, LLC	Dublin	Site Visit	10/26/2021
Wholesaler	Heating and Cooling LLC	Fresno	Site Visit	10/20/2021
Wholesaler	Heating & Cooling LLC 834	MODESTO	Site Visit	10/18/2021
Retailer	Hewitt Hardware	Templeton	Site Visit	12/28/2021

Retailer	Hewitt Hardware	Templeton	Miss You Call	11/18/2021
Wholesaler	Allied Refrigeration	Pomona	Site Visit	10/29/2021
Wholesaler	Allied Refrigeration	Los Angeles	Site Visit	11/9/2021
Wholesaler	Allied Refrigeration	Concord	Site Visit	10/15/2021
Wholesaler	Allied Refrigeration	San Leandro	Site Visit	10/26/2021
Wholesaler	Allied Refrigeration	Signal Hill	Miss You Call	11/16/2021
Wholesaler	Indio Cooling & Heating Supply	Indio	Site Visit	10/26/2021
Wholesaler	Indio Cooling & Heating Supply	Indio	Miss You Call	11/16/2021
Wholesaler	Trane Supply	San Diego	Miss You Call	11/16/2021
Wholesaler	Allied Refrigeration	City of Industry	Miss You Call	11/16/2021
Wholesaler	Allied Refrigeration	Cathedral City	Site Visit	10/27/2021
Wholesaler	Allied Refrigeration	Cathedral City	Miss You Call	11/16/2021
Wholesaler	Allied Refrigeration	San Bernardino	Site Visit	10/20/2021
Wholesaler	Allied Refrigeration	San Bernardino	Miss You Call	11/16/2021
Wholesaler	J W Wood Co., Inc/All Air Supply	CHICO	Miss You Call	11/16/2021
Wholesaler	J.W. Wood Co., Inc.	Redding	Miss You Call	11/16/2021
Wholesaler	Allied Refrigeration	Los Angeles	Site Visit	11/9/2021
Wholesaler	Johnstone Supply	EL CAJON	Miss You Call	11/16/2021
Wholesaler	Johnstone Supply	Bakersfield	Miss You Call	11/16/2021
Wholesaler	Johnstone Supply 098	SANTA ROSA	Site Visit	11/2/2021
Wholesaler	Johnstone Supply 140	SALINAS	Miss You Call	11/16/2021
Wholesaler	Johnstone Supply 328	MERCED	Miss You Call	11/16/2021
Wholesaler	Johnstone Supply 329	VISALIA	Site Visit	10/20/2021
Wholesaler	Johnstone Supply 329	VISALIA	Site Visit	10/20/2021
Wholesaler	Johnstone Supply	San Jose	Miss You Call	11/18/2021
Wholesaler	Johnstone Supply	South San Francisco	Site Visit	11/3/2021
Wholesaler	Johnstone Supply	South San Francisco	Miss You Call	11/18/2021
HHW	Amador County Waste Management Dept.	JACKSON	Miss You Call	11/18/2021
Wholesaler	Johnstone Supply Co	CONCORD	Site Visit	10/15/2021
Wholesaler	Johnstone Supply Co	CONCORD	Miss You Call	11/18/2021
Wholesaler	Johnstone Supply	Oakland	Site Visit	10/20/2021
Wholesaler	Johnstone Supply	Lancaster	Miss You Call	11/18/2021
Wholesaler	Johnstone Supply Co	FRESNO	Site Visit	10/20/2021
Wholesaler	American Refrigeration Supplies, Inc.	Anaheim	Miss You Call	11/18/2021
Wholesaler	American Refrigeration Supplies, Inc.	Modesto	Site Visit	10/18/2021
Wholesaler	American Refrigeration Supplies, Inc.	Modesto	Miss You Call	11/18/2021
Wholesaler	Johnstone Supply	LONG BEACH	Miss You Call	11/18/2021
Wholesaler	American Refrigeration Supplies, Inc.	San Francisco	Site Visit	11/5/2021
Wholesaler	American Refrigeration Supplies, Inc.	San Francisco	Miss You Call	11/18/2021
Wholesaler	Johnstone Supply San Bernardino	SAN BERNARDINO	Site Visit	10/21/2021

Wholesaler	Johnstone Supply San Bernardino	SAN BERNARDINO	Miss You Call	11/18/2021
Wholesaler	Johnstone-Santa Barbara	SANTA BARBARA	Site Visit	10/22/2021
Wholesaler	Johnstone-Santa Barbara	SANTA BARBARA	Miss You Call	11/18/2021
Wholesaler	American Refrigeration Supplies, Inc.	Corona	Miss You Call	11/18/2021
Wholesaler	Karnair Hvac Supply	COLTON	Site Visit	10/21/2021
Wholesaler	Karnair Hvac Supply	COLTON	Miss You Call	11/18/2021
Wholesaler	American Refrigeration Supplies, Inc.	Santa Rosa	Site Visit	11/2/2021
Wholesaler	American Refrigeration Supplies, Inc.	Santa Rosa	Miss You Call	11/18/2021
Wholesaler	American Refrigeration Supplies, Inc.	Sacramento	Site Visit	10/19/2021
Wholesaler	American Refrigeration Supplies, Inc.	Sacramento	Miss You Call	11/18/2021
Retailer	Kmart	Atascadero	Site Visit	12/28/2021
Retailer	Kmart	Atascadero	Miss You Call	11/16/2021
Wholesaler	American Refrigeration Supplies, Inc.	San Bernardino	Site Visit	10/20/2021
Wholesaler	American Refrigeration Supplies, Inc.	San Bernardino	Miss You Call	11/16/2021
Wholesaler	American Refrigeration Supplies, Inc.	South San Francisco	Site Visit	11/3/2021
Wholesaler	American Refrigeration Supplies, Inc.	South San Francisco	Miss You Call	11/16/2021
Wholesaler	American Refrigeration Supplies, Inc.	Stockton	Site Visit	10/18/2021
Wholesaler	American Refrigeration Supplies, Inc.	Stockton	Miss You Call	11/16/2021
Retailer	Laurel Ace Hardware	OAKLAND	Site Visit	10/20/2021
Retailer	Laurel Ace Hardware	OAKLAND	Miss You Call	11/16/2021
Wholesaler	Lennox	THOUSAND PALMS	Site Visit	10/28/2021
Wholesaler	Lennox	THOUSAND PALMS	Miss You Call	11/16/2021
Wholesaler	American Refrigeration Supplies, Inc.	Glendale	Site Visit	10/20/2021
Wholesaler	American Refrigeration Supplies, Inc.	Glendale	Miss You Call	11/16/2021
Wholesaler	Lennox Industries Inc.	Sacramento	Site Visit	10/19/2021
Wholesaler	Lennox Industries Inc.	Sacramento	Miss You Call	11/16/2021
Wholesaler	Lennox Industries Inc.	LOS ANGELES	Miss You Call	11/16/2021
Wholesaler	Lennox Industries Inc.	Eastvale	Miss You Call	11/16/2021
Wholesaler	Lennox Stores	Montclair	Miss You Call	11/16/2021
Retailer	Lowe's	Paso Robles	Miss You Call	11/18/2021
HVAC Contractor	Maki Heating & Air Conditioning, Inc.	AUBURN	Miss You Call	11/18/2021
Retailer	Miner's Ace Hardware	Grover Beach	Site Visit	12/28/2021
Retailer	Miner's Ace Hardware	Grover Beach	Miss You Call	11/18/2021
Retailer	Miner's Ace Hardware	Los Osos	Site Visit	12/28/2021
Retailer	Miner's Ace Hardware	Los Osos	Miss You Call	11/18/2021
Retailer	Miner's Ace Hardware	Morro Bay	Site Visit	12/28/2021
Retailer	Miner's Ace Hardware	Morro Bay	Site Visit	12/28/2021
HHW	Morro Bay/Cayucos Waste Water Plant Household Hazardous Waste Drop-Off	Morro Bay	Site Visit	12/28/2021
HHW	Nipomo Household Hazardous Waste Drop-Off	Nipomo	Site Visit	12/28/2021

Wholesaler	Atwater Supply	Anaheim	Miss You Call	11/18/2021
Wholesaler	R.E. Michel Co.	Paso Robles	Site Visit	12/28/2021
Wholesaler	R.E. Michel Co, Inc	Thousand Palms	Site Visit	10/28/2021
Wholesaler	Refrigeration Supplies Distributor (RSD)	Burbank	Miss You Call	11/18/2021
Wholesaler	Refrigeration Supplies Distributor (RSD)	TEMECULA	Miss You Call	11/18/2021
Wholesaler	Refrigeration Supplies Distributor (RSD)	Sacramento	Miss You Call	11/16/2021
Wholesaler	RSD	EL CENTRO	Miss You Call	11/18/2021
Wholesaler	RSD	VAN NUYS	Miss You Call	11/18/2021
Wholesaler	RSD	Visalia	Site Visit	10/20/2021
Wholesaler	RSD	Visalia	Miss You Call	11/18/2021
Wholesaler	RSD	ONTARIO	Site Visit	11/1/2021
Wholesaler	RSD	ONTARIO	Miss You Call	11/18/2021
Wholesaler	RSD	National City	Miss You Call	11/18/2021
Wholesaler	RSD	FRESNO	Site Visit	10/20/2021
Wholesaler	RSD	SACRAMENTO	Site Visit	10/19/2021
Wholesaler	RSD	SACRAMENTO	Miss You Call	11/18/2021
Wholesaler	Refrigeration Supplies Distributor (RSD)	Concord	Site Visit	10/15/2021
Wholesaler	RSD	SOUTH SAN FRANCISCO	Site Visit	11/3/2021
Wholesaler	RSD	STOCKTON	Site Visit	10/18/2021
Wholesaler	RSD	STOCKTON	Miss You Call	11/18/2021
Wholesaler	Refrigeration Supplies Distributor (RSD)	Santa Rosa	Site Visit	11/2/2021
Wholesaler	Refrigeration Supplies Distributor (RSD)	Santa Rosa	Miss You Call	11/18/2021
Wholesaler	Refrigeration Supplies Distributor (RSD)	Riverside	Miss You Call	11/18/2021
Wholesaler	RSD	SAN LEANDRO	Site Visit	10/26/2021
Wholesaler	RSD	SAN LEANDRO	Miss You Call	11/18/2021
Wholesaler	RSD	LOS ANGELES	Site Visit	11/12/2021
Wholesaler	RSD	LOS ANGELES	Miss You Call	11/18/2021
Wholesaler	RSD	BAKERSFIELD	Miss You Call	11/18/2021
Wholesaler	Refrigeration Supplies Distributor (RSD)	ROSEVILLE	Miss You Call	11/18/2021
Wholesaler	RSD	POMONA	Site Visit	10/29/2021
Wholesaler	RSD	POMONA	Miss You Call	11/18/2021
Wholesaler	Refrigeration Supplies Distributor (RSD)	Redding	Miss You Call	11/18/2021
Wholesaler	Refrigeration Supplies Distributor (RSD)	Monterey Park	Miss You Call	11/18/2021
Wholesaler	Russell Sigler Inc.	San Marcos	Site Visit	10/25/2021

Wholesaler	Russell Sigler Inc.	San Marcos	Miss You Call	11/18/2021
HHW	San Bernadino County HHW	SAN BERNADINO	Miss You Call	11/18/2021
HHW	San Joaquin County HHW Facility	STOCKTON	Miss You Call	11/18/2021
HHW	Heritage Ranch CSD PHHWCF	SAN LUIS OBISPO	Site Visit	12/29/2021
HHW	San Mateo County HHW Facility	SAN MATEO	Miss You Call	11/16/2021
Wholesaler	Sigler Wholesale Distributors	SAN JOSE	Miss You Call	11/18/2021
Wholesaler	Sigler Wholesale Distributors	BREA	Miss You Call	11/18/2021
Wholesaler	Sigler Wholesale Distributors	CHATSWORTH	Miss You Call	11/18/2021
Wholesaler	Sigler Wholesale Distributors	CONCORD	Site Visit	10/15/2021
Wholesaler	Sigler Wholesale Distributors	CONCORD	Miss You Call	11/18/2021
Wholesaler	Sigler Wholesale Distributors	ONTARIO	Site Visit	11/1/2021
Wholesaler	Sigler Wholesale Distributors	ONTARIO	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers	MODESTO	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers	REDDING	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers	ELK GROVE	Site Visit	10/19/2021
Wholesaler	Slakey Brothers	CONCORD	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers	HAYWARD	Site Visit	10/26/2021
Wholesaler	Slakey Brothers	HAYWARD	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers	SANTA ROSA	Site Visit	11/2/2021
Wholesaler	Slakey Brothers	SANTA ROSA	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers	North Highlands	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers	SAND CITY	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers	FRESNO	Site Visit	10/20/2021
Wholesaler	Slakey Brothers	FRESNO	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers	Chico	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers Fairfield	FAIRFIELD	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers Jackson	JACKSON	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers/S. San Francisco	S. SAN FRANCISCO	Site Visit	11/3/2021
Wholesaler	Slakey Brothers/S. San Francisco	S. SAN FRANCISCO	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers Salinas	SALINAS	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers	San Jose	Miss You Call	11/18/2021
Wholesaler	Slakey Brothers	SONORA	Miss You Call	11/18/2021

Wholesaler	Slakey Brothers Stockton	STOCKTON	Site Visit	10/18/2021
Wholesaler	Slakey Brothers Stockton	STOCKTON	Miss You Call	11/18/2021
HHW	South Tahoe Refuse Transfer Station	SOUTH LAKE TAHOE	Miss You Call	11/18/2021
Wholesaler	Specialty AC Products	Benicia	Site Visit	10/18/2021
Wholesaler	Specialty AC Products	Benicia	Site Visit	10/18/2021
Wholesaler	Specialty AC Products	Benicia	Miss You Call	11/16/2021
Wholesaler	Baker Distributing Company	Modesto	Site Visit	10/18/2021
Wholesaler	Baker Distributing Company	Bakersfield	Miss You Call	10/6/2021
Wholesaler	Sigler Wholesale Distributors	THOUSAND OAKS	Miss You Call	10/6/2021
Wholesaler	Sigler Wholesale Distributors	RIVERSIDE	Site Visit	12/14/2021
Wholesaler	Sigler Wholesale Distributors	RIVERSIDE	Miss You Call	10/6/2021
Wholesaler	Sigler Wholesale Distributors	Los Angeles	Miss You Call	10/6/2021
Wholesaler	Sigler Wholesale Distributors	SOUTH SAN FRANCISCO	Site Visit	11/3/2021
Wholesaler	Sigler Wholesale Distributors	SOUTH SAN FRANCISCO	Miss You Call	10/6/2021
Wholesaler	Trane	Fresno	Site Visit	10/20/2021
Wholesaler	Trane Riverside	RIVERSIDE	Miss You Call	10/5/2021
Wholesaler	United Refrigeration, Inc.	Santa Maria	Site Visit	12/28/2021
Wholesaler	United Refrigeration	SANTA BARBARA	Site Visit	10/22/2021
Wholesaler	United Refrigeration	SANTA BARBARA	Miss You Call	11/18/2021
Wholesaler	United Refrigeration	MODESTO	Site Visit	10/18/2021
Wholesaler	United Refrigeration	MODESTO	Miss You Call	11/18/2021
Wholesaler	United Refrigeration	Fresno	Site Visit	10/20/2021
Wholesaler	United Refrigeration, Inc.	Escondido	Miss You Call	11/18/2021
Wholesaler	United Refrigeration	BAKERSFIELD	Miss You Call	11/18/2021
Wholesaler	United Refrigeration	OXNARD	Miss You Call	11/18/2021
Wholesaler	United Refrigeration	ONTARIO	Site Visit	11/1/2021
Wholesaler	United Refrigeration	ONTARIO	Miss You Call	11/18/2021
Wholesaler	United Refrigeration, Inc.	Palmdale	Miss You Call	11/18/2021
Wholesaler	United Refrigeration	IRVINDALE	Miss You Call	11/18/2021
Wholesaler	United Refrigeration, Inc.	Buena Park	Miss You Call	11/18/2021
Wholesaler	United Refrigeration	SAN BERNADINO	Miss You Call	11/18/2021

Wholesaler	United Refrigeration, Inc.	Palm Desert	Miss You Call	11/18/2021
Wholesaler	United Refrigeration	SAN JOSE	Miss You Call	11/18/2021
Wholesaler	United Refrigeration D5	Los Angeles	Miss You Call	11/18/2021
Wholesaler	United Refrigeration P1	North Highlands	Miss You Call	11/18/2021
Wholesaler	Baker Distributing Co.	Oakland	Site Visit	10/20/2021
Wholesaler	Baker Distributing Co.	Oakland	Miss You Call	10/5/2021
Wholesaler	Baker Distributing Company	Redlands	Site Visit	10/18/2021
Wholesaler	Baker Distributing Company	Redlands	Miss You Call	10/5/2021
Wholesaler	United Refrigeration, Inc.	Visalia	Site Visit	10/20/2021
Wholesaler	Us Air Conditioning Distributors (USACD)	Cathedral City	Site Visit	10/27/2021
Wholesaler	Us Air Conditioning Distributors, Inc. (USACD)	El Cajon	Miss You Call	10/5/2021
Wholesaler	Us Air Conditioning Distributors (USACD)	San Leandro	Site Visit	10/26/2021
Wholesaler	Us Air Conditioning Distributors (USACD)	San Leandro	Miss You Call	10/6/2021
Wholesaler	USACD	FRESNO	Site Visit	10/20/2021
Wholesaler	Us Air Conditioning Distributors (USACD)	Stockton	Site Visit	10/18/2021
Wholesaler	USACD	PASO ROBLES	Site Visit	12/28/2021
Wholesaler	Baker Distributing Co.	SANTA ROSA	Site Visit	11/2/2021
Wholesaler	Baker Distributing Co.	SANTA ROSA	Miss You Call	11/18/2021
Wholesaler	Western Nevada Supply	TRUCKEE	Miss You Call	11/18/2021
Wholesaler	Western Nevada Supply	SUSANVILLE	Miss You Call	11/18/2021
Wholesaler	Western Nevada Supply	South Lake Tahoe	Miss You Call	11/18/2021
HHW	Western Placer Waste Management Authority	ROSEVILLE	Miss You Call	11/18/2021
Wholesaler	Wholesale Outlet, Inc	SACRAMENTO	Miss You Call	11/18/2021
Wholesaler	R.E. Michel Company, Inc.	Fresno	Site Visit	10/20/2021
Wholesaler	R.E. Michel Company, Inc.	Fresno	Miss You Call	11/18/2021
HVAC Contractor	Johnson Controls	Fresno	Miss You Call	11/18/2021
HVAC Contractor	Inter-City Energy Systems	Ontario	Site Visit	11/1/2021
HVAC Contractor	Inter-City Energy Systems	Ontario	Miss You Call	11/18/2021
Wholesaler	Sigler Wholesale Distributors	SACRAMENTO	Site Visit	10/19/2021
Wholesaler	Sigler Wholesale Distributors	SACRAMENTO	Miss You Call	11/18/2021

Wholesaler	Sigler Wholesale Distributors	FRESNO	Site Visit	10/20/2021
Wholesaler	Sigler Wholesale Distributors	FRESNO	Miss You Call	11/18/2021
Wholesaler	Wholesale Solutions	Napa	Site Visit	10/18/2021
Wholesaler	Lennox Stores	Concord	Site Visit	10/15/2021
Wholesaler	Lennox Stores	Concord	Miss You Call	11/18/2021
Wholesaler	Gow Supply Company	San Francisco	Site Visit	11/5/2021
Wholesaler	Lennox Stores	Milpitas	Miss You Call	11/18/2021
Wholesaler	National Ventilating And Equipment Company	San Diego	Miss You Call	11/18/2021
Wholesaler	Lennox Industries	El Cajon	Miss You Call	11/18/2021
Wholesaler	Ac Pro	Palm Desert	Site Visit	10/27/2021
Wholesaler	Ac Pro	Palm Desert	Miss You Call	11/18/2021
Wholesaler	R.E. Michel Company, Inc.	Union City	Site Visit	10/26/2021
Wholesaler	Baker Distributing Company	Fresno	Site Visit	10/20/2021
Wholesaler	Geary Pacific Supply	Irwindale	Miss You Call	11/18/2021
HVAC Contractor	Western Allied Mechanical	Menlo Park	Miss You Call	11/18/2021
HVAC Contractor	Self Help Home Improvement Project	Redding	Miss You Call	11/18/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Fairfield	Miss You Call	11/18/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Lancaster	Site Visit	11/15/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Lancaster	Miss You Call	11/18/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Modesto	Site Visit	10/18/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Modesto	Miss You Call	11/18/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Ontario	Site Visit	11/1/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Oxnard	Miss You Call	11/18/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Palm Desert	Site Visit	10/27/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Palm Desert	Miss You Call	11/18/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	San Jose	Miss You Call	11/18/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Santa Rosa	Site Visit	11/2/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Santa Rosa	Miss You Call	11/18/2021

Wholesaler	U.S. Air Conditioning Distributors (USACD)	S San Francisco	Site Visit	11/3/2021
Wholesaler	U.S. Air Conditioning Distributors (USACD)	S San Francisco	Miss You Call	11/18/2021
Wholesaler	Air Cold Supply - A Ferguson Enterprise	San Rafael	Site Visit	11/2/2021
Wholesaler	Air Cold Supply - A Ferguson Enterprise	San Rafael	Miss You Call	11/18/2021
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Sacramento	Site Visit	10/19/2021
Wholesaler	Sigler Inc	Palm Desert	Miss You Call	11/18/2021
Wholesaler	RSD	Thousand Palms	Site Visit	10/28/2021
Wholesaler	RSD	Thousand Palms	Miss You Call	11/18/2021
Wholesaler	Baker Distributing Company	Chico	Miss You Call	11/18/2021
Wholesaler	R.E. Michel Company, Inc.	Santa Maria	Site Visit	12/28/2021
Wholesaler	Johnstone Supply	Modesto	Site Visit	10/18/2021
Wholesaler	Baker Distributing Company	Sun Valley	Miss You Call	11/18/2021
Wholesaler	Baker Distributing Company	Sun Valley	Site Visit	10/20/2021
Wholesaler	Baker Distributing Company	Sun Valley	Miss You Call	11/18/2021
Wholesaler	Dancool Hvac Supply, Inc.	GLENDALE	Site Visit	10/20/2021
Wholesaler	Dancool Hvac Supply, Inc.	GLENDALE	Miss You Call	11/18/2021
Wholesaler	Baker Distributing Company	Upland	Miss You Call	11/18/2021
Wholesaler	R.E. Michel Company	Riverside	Miss You Call	11/18/2021
HVAC Contractor	California Air Conditioning Systems, Inc.	Lomita	Miss You Call	11/18/2021
Wholesaler	Johnstone Supply	North Highlands	Miss You Call	11/18/2021
Wholesaler	Johnstone Supply	Stockton	Site Visit	10/18/2021
Wholesaler	Johnstone Supply	Stockton	Miss You Call	11/18/2021
Wholesaler	Johnstone Supply	Los Angeles	Site Visit	11/9/2021
Wholesaler	Johnstone Supply	Los Angeles	Miss You Call	11/18/2021
Wholesaler	Johnstone Supply	Palm Desert	Site Visit	10/27/2021
Wholesaler	Johnstone Supply	Palm Desert	Miss You Call	11/18/2021
Wholesaler	Facsco	Fresno	Site Visit	10/20/2021
Wholesaler	Facsco	Fresno	Miss You Call	11/16/2021
Wholesaler	Sigler	Bakersfield	Miss You Call	11/16/2021
Wholesaler	Us Air Conditioning Distributors (USACD)	Riverside	Miss You Call	11/16/2021

Wholesaler	Lennox Stores	Oxnard	Miss You Call	11/16/2021
Wholesaler	Rubenstein Supply Company	Oakland	Site Visit	10/20/2021
Wholesaler	Rubenstein Supply Company	Oakland	Miss You Call	11/18/2021
HVAC Contractor	E.B. Gilmore And Sons	San Francisco	Site Visit	11/5/2021
HVAC Contractor	E.B. Gilmore And Sons	San Francisco	Miss You Call	11/18/2021
Wholesaler	Lennox Stores	Bakersfield	Miss You Call	11/18/2021
HVAC Contractor	Glover & Son Heating And A/C	Fremont	Site Visit	10/26/2021
HVAC Contractor	Glover & Son Heating And A/C	Fremont	Miss You Call	11/18/2021
HVAC Contractor	Precise Air Systems	Los Angeles	Site Visit	11/9/2021
HVAC Contractor	Precise Air Systems	Los Angeles	Miss You Call	11/18/2021
Wholesaler	Toro Aire, Inc.	Rancho Dominguez	Miss You Call	11/18/2021
HHW	Del Norte Recycling Center	Oxnard	Miss You Call	11/18/2021
HVAC Contractor	Buckley Parnell Heat & Air	CITRUS HEIGHTS	Miss You Call	10/6/2021
Wholesaler	R.E. Michel Company, Inc.	EL CAJON	Miss You Call	10/6/2021
Wholesaler	R.E. Michel Company, Inc.	Van Nuys	Miss You Call	10/6/2021
HHW	Los Angeles-Glendale S.A.F.E. Center	Los Angeles	Site Visit	11/11/2021
HHW	Los Angeles-Glendale S.A.F.E. Center	Los Angeles	Miss You Call	11/18/2021
HHW	UCLA S.A.F.E. Center	Los Angeles	Site Visit	11/12/2021
HHW	Nicole Bernson (Balboa) S.A.F.E. Center	Northridge	Miss You Call	11/18/2021
HHW	Randall Street S.A.F.E. Center	Sun Valley	Miss You Call	11/18/2021
Wholesaler	Air Cold Supply, A Ferguson Enterprise	Hayward	Site Visit	10/26/2021
Wholesaler	Air Cold Supply, A Ferguson Enterprise	Dublin	Site Visit	10/26/2021
Wholesaler	Air Cold Supply, A Ferguson Enterprise	Dublin	Miss You Call	11/18/2021
Wholesaler	Western Air Supply	San Fernando	Miss You Call	11/18/2021
Wholesaler	Ferguson Hvac East West Air	Manteca	Site Visit	10/18/2021
Wholesaler	Ferguson Hvac East West Air	Manteca	Miss You Call	11/18/2021
Wholesaler	Ferguson Heating & Cooling	Cathedral City	Site Visit	10/27/2021
Wholesaler	Ferguson Heating & Cooling	Cathedral City	Miss You Call	11/18/2021
HHW	Castro Valley Sanitary District	CASTRO VALLEY	Miss You Call	11/18/2021
Wholesaler	Cfm Equipment Distributors, Inc.	Sacramento	Site Visit	10/19/2021

Wholesaler	Hassler Heating And Air Conditioning	El Cerrito	Site Visit	10/18/2021
Other	City Of Culver City - HHW	Culver City	Site Visit	11/5/2021
HVAC Contractor	Solarcity	Los Angeles	Site Visit	11/9/2021
HVAC Contractor	Solarcity	Martinez	Site Visit	10/18/2021
HVAC Contractor	Solarcity	Petaluma	Site Visit	11/2/2021
HVAC Contractor	Solarcity	San Luis Obispo	Site Visit	12/29/2021
HVAC Contractor	Solarcity	Victorville	Site Visit	10/25/2021
HHW	City Of Fontana	Fontana	Site Visit	10/29/2021
HHW	Chicago Grade Landfill Household Hazardous Waste Drop-Off	TEMPLETON	Site Visit	12/28/2021
HHW	City Of Carpinteria	CARPINTERIA	Site Visit	10/22/2021
HHW	City Of Highland	HIGHLAND	Site Visit	10/20/2021
HHW	City Of Santa Maria HHW Facility	SANTA MARIA	Site Visit	12/28/2021
HHW	City Of Santa Maria HHW Facility	SANTA MARIA	Miss You Call	10/6/2021
Wholesaler	Coast Appliance Parts	Bakersfield	Miss You Call	10/6/2021
Wholesaler	Coast Appliance Parts	Gardena	Miss You Call	10/6/2021
Wholesaler	Coast Appliance Parts	Visalia	Site Visit	10/20/2021
Wholesaler	Coast Appliance Parts	Visalia	Miss You Call	10/6/2021
Wholesaler	Coast Appliance Parts	Fresno	Site Visit	10/20/2021
Wholesaler	Coast Appliance Parts	Long Beach	Miss You Call	10/6/2021
Wholesaler	Coast Appliance Parts	Los Angeles	Site Visit	11/9/2021
Wholesaler	Coast Appliance Parts	Los Angeles	Miss You Call	10/6/2021
HHW	Camarillo PHHWCF	Camarillo	Miss You Call	11/18/2021
Wholesaler	Refrigeration Supplies Distributor (RSD)	Modesto	Site Visit	10/18/2021
Retailer	Cole Hardware Soma	San Francisco	Site Visit	11/5/2021
Retailer	Cole Hardware Soma	San Francisco	Miss You Call	11/18/2021
Retailer	Peerless Ace Hardware	San Leandro	Site Visit	10/26/2021
Retailer	Peerless Ace Hardware	San Leandro	Miss You Call	11/18/2021
Retailer	Cole Hardware Russian Hill	San Francisco	Site Visit	11/5/2021
Retailer	Cole Hardware Russian Hill	San Francisco	Miss You Call	11/18/2021
Retailer	Cole Hardware Downtown	San Francisco	Site Visit	11/5/2021
Retailer	Cole Hardware Downtown	San Francisco	Miss You Call	10/6/2021

Retailer	Cole Hardware North Beach	San Francisco	Site Visit	11/5/2021
Retailer	Cole Hardware North Beach	San Francisco	Miss You Call	11/18/2021
Retailer	Cole Hardware Rockridge	Oakland	Site Visit	10/20/2021
Retailer	Anawalt Lumber	Los Angeles	Miss You Call	11/16/2021
Retailer	Anawalt Lumber	Hollywood	Miss You Call	11/16/2021
Retailer	Anawalt Lumber	Malibu	Miss You Call	11/16/2021
Retailer	Creative Paint & Hardware	San Francisco	Site Visit	11/5/2021
Retailer	Creative Paint & Hardware	San Francisco	Miss You Call	11/16/2021
HVAC Contractor	Mhs Heating And Air Conditioning	Escondido	Miss You Call	11/16/2021
HVAC Contractor	Temp-Tec Corporation	Newbury Park	Miss You Call	11/16/2021
HVAC Contractor	A & P Heating & Cooling Inc.	Loomis	Miss You Call	11/16/2021
HVAC Contractor	B & B's Heating And Air Conditioning, Inc	Stockton	Site Visit	10/18/2021
HVAC Contractor	B & B's Heating And Air Conditioning, Inc	Stockton	Miss You Call	10/13/2021
Retailer	National Hardware Supply	PineDale	Miss You Call	10/13/2021
Retailer	Clovis True Value	Clovis	Site Visit	10/20/2021
Retailer	Mayson Ace Hardware	Fresno	Site Visit	10/20/2021
Retailer	Mayson Ace Hardware	Fresno	Miss You Call	10/13/2021
Retailer	Miner's Ace Hardware	Atascadero	Miss You Call	10/13/2021
Retailer	Miner's Ace Hardware	Arroyo Grande	Site Visit	12/28/2021
Retailer	Vermont True Value Hardware	Los Angeles	Site Visit	11/12/2021
Retailer	Vermont True Value Hardware	Los Angeles	Miss You Call	10/13/2021
HVAC Contractor	S. Groner Associates	Oakland	Site Visit	10/20/2021
HHW	Inyo County Recycling and Waste	Bishop	Miss You Call	10/13/2021
HVAC Contractor	Cal West Mechanical	Norwalk	Miss You Call	10/13/2021
HVAC Contractor	Forster Heating	Auburn	Miss You Call	10/13/2021
HVAC Contractor	Air-Ex Air Conditioning Inc.	Pomona	Site Visit	10/29/2021
HVAC Contractor	Air-Ex Air Conditioning Inc.	Pomona	Miss You Call	10/13/2021
HVAC Contractor	Advanced Heating And Air Contractors Inc.	Atwater	Miss You Call	11/16/2021
Retailer	Fowler Ace Hardware	Fowler	Site Visit	10/20/2021
Retailer	Fowler Ace Hardware	Fowler	Miss You Call	10/13/2021
Retailer	Cedar Glen Trading Post	Cedar Glen	Site Visit	10/20/2021

Retailer	Cedar Glen Trading Post	Cedar Glen	Miss You Call	10/13/2021
Retailer	Palm Desert Ace Hardware	Palm Desert	Miss You Call	11/16/2021
Retailer	De Anza True Value Hardware	Riverside	Miss You Call	11/16/2021
Wholesaler	Us Air Conditioning Distributors (USACD)	Van Nuys	Miss You Call	10/13/2021
HHW	Cal Sierra Transfer Station	Sonora	Miss You Call	10/13/2021
HVAC Contractor	Air Conditioning Service Of CA	Laguna Hills	Miss You Call	10/13/2021
HVAC Contractor	Reliable Air Conditioning & Heating	North Hollywood	Miss You Call	10/13/2021
HVAC Contractor	Control Temp Htg & Air Cond	Redlands	Site Visit	10/18/2021
HVAC Contractor	Control Temp Htg & Air Cond	Redlands	Miss You Call	10/13/2021
HVAC Contractor	Lanes Air Conditioning & Heating, Inc.	Monrovia	Miss You Call	10/13/2021
HVAC Contractor	Paso Robles Heating Air	Paso Robles	Site Visit	12/28/2021
Retailer	Coast Hardware Do It Best	Mariposa	Miss You Call	11/18/2021
Wholesaler	Winsupply Paso Robles CA Co.	Paso Robles	Site Visit	12/28/2021
Wholesaler	Winsupply Paso Robles CA Co.	Paso Robles	Miss You Call	10/13/2021
Wholesaler	Empire Supply Co., Inc.	Visalia	Site Visit	10/20/2021
Wholesaler	Empire Supply Co., Inc.	Visalia	Miss You Call	10/13/2021
Wholesaler	Kings County Pipe & Supply	Hanford	Site Visit	10/20/2021
Wholesaler	Kings County Pipe & Supply	Hanford	Miss You Call	10/13/2021
Retailer	Miner's Ace Hardware	Nipomo	Site Visit	12/28/2021
Retailer	Miner's Ace Hardware	Nipomo	Miss You Call	10/14/2021
Retailer	Miner's Ace Hardware	San Luis Obispo	Site Visit	12/29/2021
Retailer	Miner's Ace Hardware	San Luis Obispo	Miss You Call	10/14/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Los Angeles	Miss You Call	11/15/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Van Nuys	Miss You Call	11/15/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Hollywood	Miss You Call	11/15/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Los Angeles	Miss You Call	10/14/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Santa Monica	Miss You Call	11/15/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Anaheim	Miss You Call	11/15/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Long Beach	Miss You Call	11/15/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Montclair	Miss You Call	11/15/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Valencia	Miss You Call	11/15/2021

Wholesaler	Hirsch Pipe & Supply Co., Inc.	Torrance	Miss You Call	11/15/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Canoga Park	Miss You Call	11/15/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	San Diego	Miss You Call	10/14/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Lima Linda	Miss You Call	10/14/2021
Wholesaler	Hirsch Pipe & Supply Co., Inc.	North Hollywood	Miss You Call	10/14/2021
Wholesaler	Goodman Distribution	City of Industry	Miss You Call	11/15/2021
HVAC Contractor	Cal West Construction	Orange	Miss You Call	11/15/2021
HVAC Contractor	Brian Cox Mechanical	Poway	Miss You Call	10/14/2021
School District	Santa Maria - Bonita District	Santa Maria	Site Visit	12/28/2021
School District	Santa Maria - Bonita District	Santa Maria	Miss You Call	10/14/2021
Wholesaler	Lennox Stores	Roseville	Miss You Call	10/13/2021
Wholesaler	R. E. Michel Co	Temecula	Miss You Call	11/15/2021
General Contractor	Swwe General Building & Contracting Services	Anaheim	Prospect Call	11/4/2021
General Contractor	24 Construction And Design	Los Angeles	Prospect Call	10/26/2021
General Contractor	A-1 Construction	Clovis	Prospect Call	10/27/2021
General Contractor	A-Z Home Improvements	Riverside	Prospect Call	11/23/2021
General Contractor	A&A Development	Tarzana	Prospect Call	11/4/2021
General Contractor	Aaa Development, Inc.	Camarillo	Prospect Call	11/4/2021
General Contractor	Adams Commercial General Contracting Inc	Eureka	Prospect Call	11/3/2021
General Contractor	Alert Disaster Restoration	Fresno	Prospect Call	10/27/2021
General Contractor	Allen John M Building Contractor		Prospect Call	11/3/2021
General Contractor	Alonzo's Remodeling & Constr	Fresno	Prospect Call	10/27/2021
General Contractor	Alrays Home Improvement	Roseville	Prospect Call	11/16/2021
General Contractor	Alternative Building Ctr	Eureka	Prospect Call	11/3/2021
General Contractor	America's Dream Homeworks	Sacramento	Prospect Call	11/16/2021
General Contractor	American Integrity Corp	Apple Valley	Prospect Call	11/4/2021
General Contractor	An Electrician Inc	Eureka	Prospect Call	11/3/2021
General Contractor	Ap Flooring, Kitchen & Bath	Oceanside	Prospect Call	11/4/2021
General Contractor	Artisan Builders	Walnut	Prospect Call	11/15/2021
General Contractor	Ascencio Construction	Oakland	Prospect Call	10/26/2021
General Contractor	Assured Restoration Services	San Diego	Prospect Call	11/15/2021

General Contractor	Baccaro Construction Co	Fullerton	Prospect Call	11/4/2021
General Contractor	Benning Construction	Sacramento	Prospect Call	11/16/2021
General Contractor	Bergstrom Construction	Hesperia	Prospect Call	11/4/2021
General Contractor	Better Built	Palm Springs	Prospect Call	11/4/2021
General Contractor	Better Built World	Fresno	Prospect Call	10/27/2021
General Contractor	Bison Constructors		Prospect Call	10/27/2021
General Contractor	Blaziek Electric	Napa	Prospect Call	11/3/2021
General Contractor	Bode Construction		Prospect Call	11/3/2021
General Contractor	Bohnstedt Construction	Apple Valley	Prospect Call	11/4/2021
General Contractor	Brance Taschler Construction	Fresno	Prospect Call	10/27/2021
General Contractor	Burgess Custom Built	Fresno	Prospect Call	10/27/2021
General Contractor	C & K Construction And Design	West Lake Village	Prospect Call	11/4/2021
General Contractor	C C & R Construction	San Diego	Prospect Call	11/15/2021
General Contractor	Capital Construction, Inc	Murrieta	Prospect Call	11/23/2021
General Contractor	Carlson Construction And Painting	Napa	Prospect Call	11/3/2021
General Contractor	Cen-Cal General Construction	Fresno	Prospect Call	10/27/2021
General Contractor	Cerda Enterprises Inc.	Fresno	Prospect Call	10/27/2021
General Contractor	Chris's Handyman Express	Fresno	Prospect Call	10/27/2021
General Contractor	Clovis Electrical	Pismo Beach,	Prospect Call	10/27/2021
General Contractor	Cms Builders & Restoration	Canoga Park	Prospect Call	11/4/2021
General Contractor	Coastline Development Inc	Garden Grove	Prospect Call	11/4/2021
General Contractor	Cordrey Construction	Monterey	Prospect Call	11/4/2021
General Contractor	Cosby William J Construction		Prospect Call	11/3/2021
General Contractor	Creation Builders Long Beach	Long Beach	Prospect Call	10/26/2021
General Contractor	Cxi Constructions Contractors	Riverside	Prospect Call	11/4/2021
General Contractor	David Stewart	La Grange	Prospect Call	10/20/2021
General Contractor	David Weinshank Construction	Apple Valley	Prospect Call	11/4/2021
General Contractor	Deltoro Inc	Fresno	Prospect Call	10/27/2021
General Contractor	Dev Electric Inc.	San Mateo	Prospect Call	11/3/2021
General Contractor	Different By Design	Temecula	Prospect Call	11/23/2021
General Contractor	Dream Builders	Fresno	Prospect Call	10/27/2021
General Contractor	Eden Builders West	Santa Monica	Prospect Call	11/15/2021

General Contractor	Elite Custom Construction	Garden Grove	Prospect Call	11/4/2021
General Contractor	Eric Adams Construction	Whitethorn	Prospect Call	11/3/2021
General Contractor	Eric B Johnston Construction	Redding	Prospect Call	10/26/2021
General Contractor	Excel Construction L.A	Valley Village	Prospect Call	11/4/2021
General Contractor	Floor To Ceiling Kitchen Bath & Flooring	Elk Grove	Prospect Call	11/16/2021
General Contractor	Fp Builders	Novato	Prospect Call	10/26/2021
General Contractor	Frank Jonowsky Builders	eureka	Prospect Call	12/28/2021
General Contractor	Frankian Construction Co.	Fresno	Prospect Call	10/27/2021
General Contractor	Franko Construction	Hemet	Prospect Call	11/23/2021
General Contractor	Frazier Builders, Inc	Marina Del Rey	Prospect Call	10/26/2021
General Contractor	Friesen Construction	Fortuna	Prospect Call	11/3/2021
General Contractor	G & R Construction - Bbb Accredited Business	Fresno	Prospect Call	10/27/2021
General Contractor	G & S Construction	Redding	Prospect Call	10/26/2021
General Contractor	Gama Contracting Services	South El Monte	Prospect Call	11/3/2021
General Contractor	Gannage Construction	Templeton	Prospect Call	12/15/2021
General Contractor	Gary Forbes Gdf Builders	Eureka	Prospect Call	11/3/2021
General Contractor	Gran-Stone	Anaheim	Prospect Call	10/27/2021
General Contractor	Greater Pacific Construction	Irvine	Prospect Call	11/4/2021
General Contractor	Gregg Hedman Construction	Clovis	Prospect Call	10/27/2021
General Contractor	Harrison Complete Home Remodeling Company	Fresno	Prospect Call	10/27/2021
General Contractor	Hi-Tech Builders, Inc.	Studio City	Prospect Call	11/4/2021
General Contractor	Hilltop Builders	Eureka	Prospect Call	11/3/2021
General Contractor	Hiscox & Son Construction	Eureka	Prospect Call	11/3/2021
General Contractor	Houseworth Construction	Eureka	Prospect Call	11/3/2021
General Contractor	Hower Construction	Twin Peaks	Prospect Call	11/15/2021
General Contractor	Humboldt Bay Construction	Eureka	Prospect Call	11/3/2021
General Contractor	J & J Woodwkg & Gen Cntrctng	Fresno	Prospect Call	10/27/2021
General Contractor	J L Home Remodeling	Fresno	Prospect Call	10/27/2021
General Contractor	Jacquement, Kevin P	Arcata	Prospect Call	11/3/2021
General Contractor	James Haley Construction	Santa Ana	Prospect Call	11/4/2021
General Contractor	Janowski Builders	Eureka	Prospect Call	11/3/2021

General Contractor	Keith's Construction & Painting Co.	Anaheim	Prospect Call	11/4/2021
General Contractor	Knapp Mill & Cabinet Co	Monterey	Prospect Call	11/4/2021
General Contractor	Kodiak Construction	Martinez	Prospect Call	11/16/2021
General Contractor	Lanco General Contractor Inc	Fresno	Prospect Call	10/27/2021
General Contractor	Ldh Construction Services	McKinleyville	Prospect Call	11/3/2021
General Contractor	Linn Construction & Design	Eureka	Prospect Call	11/3/2021
General Contractor	Mark Hemenez General Contractor		Prospect Call	11/23/2021
General Contractor	Martins Construction	Los Angeles	Prospect Call	11/4/2021
General Contractor	Meeker Builders Inc.	Exeter	Prospect Call	10/27/2021
General Contractor	Mhs Tailor Made Construction Crews	San Diego	Prospect Call	11/15/2021
General Contractor	Millsaw Construction	Roseville	Prospect Call	11/15/2021
General Contractor	Mizen Builders	San Francisco	Prospect Call	10/26/2021
General Contractor	Modern Design	Sacramento	Prospect Call	11/16/2021
General Contractor	Newby Construction	Eureka	Prospect Call	11/3/2021
General Contractor	Pacific Coast Electrical		Prospect Call	11/16/2021
General Contractor	Pacific Coast General	San Jose	Prospect Call	10/26/2021
General Contractor	Paul C Schmidt Builders And Remodelers	Alameda	Prospect Call	10/26/2021
General Contractor	Pawlus Ed Construction	Eureka	Prospect Call	11/3/2021
General Contractor	Powers Construction Co	Eureka	Prospect Call	11/3/2021
General Contractor	Precise Home Builders	Reseda	Prospect Call	11/4/2021
General Contractor	Precision Woodworx	Rancho Cucamonga	Prospect Call	11/15/2021
General Contractor	Pro Appliance Installers	Chino Hills	Prospect Call	11/15/2021
General Contractor	Quality First Builders	Woodland Hills	Prospect Call	11/4/2021
General Contractor	R-Co Builders	Eureka	Prospect Call	11/3/2021
General Contractor	R.F.M.C. Construction	Fresno	Prospect Call	10/27/2021
General Contractor	Radius Construction	San Joaquin Valley	Prospect Call	10/27/2021
General Contractor	Recht G A Construction		Prospect Call	11/4/2021
General Contractor	Remodel King	Fresno	Prospect Call	10/27/2021
General Contractor	Remodeling Plus	Riverside	Prospect Call	11/15/2021
General Contractor	Renaissance General	Fresno	Prospect Call	10/27/2021
General Contractor	Richard Hedman Inc	Fresno	Prospect Call	10/27/2021
General Contractor	Rod De Luca Devmnt & Constr	Fresno	Prospect Call	10/27/2021

General Contractor	Rose W A Construction Inc.	Oakland	Prospect Call	10/26/2021
General Contractor	Sece	Rancho Cucamonga	Prospect Call	11/15/2021
General Contractor	Sigura Construction	Mountain View	Prospect Call	10/26/2021
General Contractor	Skills Construction, Inc.	Fresno	Prospect Call	10/27/2021
General Contractor	South Coast Developers	Brea	Prospect Call	11/4/2021
General Contractor	Star Construction Oc		Prospect Call	11/3/2021
General Contractor	Stc General Building Contractor Inc.	Fresno	Prospect Call	10/27/2021
General Contractor	Stonehurst Construction	Eureka	Prospect Call	11/3/2021
General Contractor	Superior Builders And Remodelers	Oakland	Prospect Call	10/26/2021
General Contractor	Sutton Construction, Inc.	Vacaville	Prospect Call	11/3/2021
General Contractor	Sw Construction	Fresno	Prospect Call	10/27/2021
General Contractor	Taylor Made Remodeling And Construction		Prospect Call	10/27/2021
General Contractor	Tri State Professional Services		Prospect Call	11/15/2021
General Contractor	We Love Small Jobs	Oakland	Prospect Call	10/26/2021
General Contractor	Welliver Construction	Eureka	Prospect Call	11/3/2021
General Contractor	West Home Service	LOS ANGELES	Prospect Call	10/26/2021
General Contractor	Wild Electric	Fresno	Prospect Call	10/27/2021
General Contractor	Williams Family Construction Co	San Diego	Prospect Call	10/27/2021
General Contractor	Your Home Remodeling & Design	Fresno	Prospect Call	10/27/2021
General Contractor	Aks Enterprizes, Inc	Lindsay	Prospect Call	12/15/2021
General Contractor	Alpha Structural, Inc	Los Angeles	Prospect Call	12/1/2021
General Contractor	Alpine Valley Homes	Truckee	Prospect Call	12/15/2021
General Contractor	Becker General Contractors Inc	Los Angeles	Prospect Call	11/30/2021
General Contractor	Bruce Wirtanen Construction	Placerville	Prospect Call	12/7/2021
General Contractor	Building Construction Specialties, Inc.	Brea	Prospect Call	12/29/2021
General Contractor	Chris Donatelli Builders, Inc.	San Jose	Prospect Call	12/1/2021
General Contractor	Collom Construction Inc	La Mesa	Prospect Call	12/20/2021
General Contractor	Core General Contractor, Inc.	San Jose	Prospect Call	12/1/2021
General Contractor	Dan Gillies Construction Services, Inc.	Kentfield	Prospect Call	12/7/2021
General Contractor	David Straube Construction	Sonoma	Prospect Call	12/29/2021
General Contractor	David Zicovich Builder	Los Gatos	Prospect Call	12/1/2021

General Contractor	Fiedler Construction Corp	San Diego	Prospect Call	12/20/2021
General Contractor	Finebilt Construction, Inc.	Oakhurst	Prospect Call	12/15/2021
General Contractor	Flick Enterprises Inc	Los Gatos	Prospect Call	12/1/2021
General Contractor	Florsheim Development	Stockton	Prospect Call	11/23/2021
General Contractor	Graves Construction	San Anselmo	Prospect Call	12/7/2021
General Contractor	Irvin S Cooper Design Construction	Los Angeles	Prospect Call	11/30/2021
General Contractor	J & E Gonzalez Construction Incorporated	Vallejo	Prospect Call	12/28/2021
General Contractor	J D Laudner Construction, Inc	El Cajon	Prospect Call	12/20/2021
General Contractor	J Lamberth Construction	Carnelian Bay	Prospect Call	12/15/2021
General Contractor	J T Builders	San Francisco	Prospect Call	12/7/2021
General Contractor	Kent Drescher Builder Inc	Middletown	Prospect Call	12/29/2021
General Contractor	Kitchens Etc. Inc.	Petaluma	Prospect Call	12/7/2021
General Contractor	Kuehne Construction	Sunnyvale	Prospect Call	12/1/2021
General Contractor	Landmark Property Corp	Sunnyvale	Prospect Call	12/1/2021
General Contractor	Lee Patten Construction Inc	Bellflower	Prospect Call	12/15/2021
General Contractor	Lorick Design & Construction, Inc.	Oakland	Prospect Call	12/7/2021
General Contractor	M.D. Construction & Consulting, Incorporated	Truckee	Prospect Call	12/7/2021
General Contractor	Meylan Construction Inc	San Rafael	Prospect Call	12/7/2021
General Contractor	Mh Silverwings 2013 LLC	Morgan Hill	Prospect Call	12/7/2021
General Contractor	Mission Homes	Fresno	Prospect Call	12/15/2021
General Contractor	Pacific Land Builders	Los Angeles	Prospect Call	11/24/2021
General Contractor	Pacific States Industries Development Company, Inc	San Jose	Prospect Call	12/1/2021
General Contractor	Palm Lake Renovation, Llp	San Francisco	Prospect Call	12/7/2021
General Contractor	Perock Construction	Westminster	Prospect Call	12/29/2021
General Contractor	Polly Ogden Associates	Saint Helena	Prospect Call	12/29/2021
General Contractor	Ppm Construction Services, Inc.	Orange	Prospect Call	12/29/2021
General Contractor	Precision Contractors	La Habra Heights	Prospect Call	12/15/2021
General Contractor	R E Briggs Building Contractor	Long Beach	Prospect Call	12/15/2021
General Contractor	R H Building Contractors, Inc	Los Gatos	Prospect Call	12/1/2021
General Contractor	Sierra Valley Home Corp	Placerville	Prospect Call	12/7/2021
General Contractor	Suburban Construction	Fresno	Prospect Call	12/15/2021

General Contractor	Sun Lakes Construction Company A California Corporation	San Jose	Prospect Call	12/1/2021
General Contractor	The Building Doctors	Los Angeles	Prospect Call	12/1/2021
General Contractor	Timberwolf Log Structures Inc	Truckee	Prospect Call	12/7/2021
General Contractor	Tom Ganley Construction Co Inc	San Rafael	Prospect Call	12/7/2021
General Contractor	Unks Construction, Inc.	Santa Maria	Prospect Call	12/28/2021
General Contractor	Up And At Em Inc	Fresno	Prospect Call	12/15/2021
General Contractor	Upscale Construction, Inc.	San Francisco	Prospect Call	12/7/2021
General Contractor	Wrightbuilt Inc	Grass Valley	Prospect Call	12/7/2021
General Contractor	Bedell General Contractor	Cotati	Prospect Call	12/29/2021
General Contractor	Ottman Dairy Construction Inc	Modesto	Prospect Call	11/24/2021
General Contractor	Mish-Ra, Inc.	Santa Clara	Prospect Call	12/1/2021
General Contractor	Grahovac Construction Co Inc	La Mesa	Prospect Call	12/20/2021
General Contractor	365 Construction, Inc	Irwindale	Prospect Call	12/20/2021
General Contractor	Ics Construction Services, Inc.	Fullerton	Prospect Call	12/15/2021
General Contractor	Adorn Construction	Anaheim	Prospect Call	12/29/2021
General Contractor	R D Builders, Inc.	Anaheim	Prospect Call	12/29/2021
General Contractor	Elden Development Corporation	Los Angeles	Prospect Call	11/24/2021
General Contractor	Zar Enterprises Inc	Los Angeles	Prospect Call	12/1/2021
General Contractor	Cnc Contractors Corp	Huntington Beach	Prospect Call	12/29/2021
General Contractor	Tyler Construction	Exeter	Prospect Call	12/15/2021
General Contractor	Blue Line Builders, Inc.	Santee	Prospect Call	12/20/2021
General Contractor	F.W. Brady Development Inc.	Huntington Beach	Prospect Call	12/15/2021
General Contractor	Lua's Building Services, Inc.	Santa Clara	Prospect Call	12/7/2021
General Contractor	John Burgeson Contractors Inc	Canyon Country	Prospect Call	12/28/2021
General Contractor	Abrams/Millikan & Assoc	Berkeley	Prospect Call	12/7/2021
General Contractor	Marcos Construction Inc.	Los Angeles	Prospect Call	12/1/2021
General Contractor	Allright Construction, Inc.	Kerman	Prospect Call	12/15/2021
General Contractor	Humburg & Associates General Contracting	Fullerton	Prospect Call	12/29/2021
General Contractor	Back's Construction, Inc.	San Diego	Prospect Call	12/20/2021
General Contractor	Cjr Builders, Inc.	Placentia	Prospect Call	12/29/2021
General Contractor	Mtm & Thomasville Co	City Of Industry	Prospect Call	12/20/2021

General Contractor	Alba Construction Co	Los Angeles	Prospect Call	11/30/2021
General Contractor	Robert Parada Construction Co Inc	Arcadia	Prospect Call	12/20/2021
General Contractor	Mark Wilson Construction, Inc.	Fresno	Prospect Call	12/15/2021
General Contractor	Ej Williams Construction	Stockton	Prospect Call	11/23/2021
General Contractor	Red One - Psi, Joint Venture, LLC	Visalia	Prospect Call	12/15/2021
General Contractor	A C G Construction Inc	Foster City	Prospect Call	12/20/2021
General Contractor	Bob Grossi Construction	Escalon	Prospect Call	11/24/2021
General Contractor	Contracting Concepts Inc	San Diego	Prospect Call	12/20/2021
General Contractor	Phillips General Construction	Modesto	Prospect Call	11/23/2021
General Contractor	P L Annuzzi Inc	Burlingame	Prospect Call	12/28/2021
General Contractor	Mayco Developers LLC	Los Angeles	Prospect Call	12/1/2021
General Contractor	Michael's Construction Co	Los Angeles	Prospect Call	12/1/2021
General Contractor	Urban Driver LLC	Pasadena	Prospect Call	12/20/2021
General Contractor	Landmark Builders Inc.	San Jose	Prospect Call	12/7/2021
General Contractor	Ron Paris Construction Co Inc	Santa Clara	Prospect Call	12/1/2021
General Contractor	California Building Structures, Inc.	Modesto	Prospect Call	11/24/2021
General Contractor	Philco Construction, Inc.	Orange	Prospect Call	12/29/2021
General Contractor	In-Co Builders, Inc	Long Beach	Prospect Call	12/15/2021
General Contractor	Grand American, Inc	Santa Monica	Prospect Call	11/30/2021
General Contractor	L. M. Combs Construction, Inc.	Shingle Springs	Prospect Call	12/15/2021
General Contractor	Nibbi Bros. Inc.	San Francisco	Prospect Call	12/7/2021
General Contractor	Harry H. Joh Construction Inc	Paramount	Prospect Call	12/15/2021
General Contractor	Dynasty Unlimited Inc	Torrance	Prospect Call	11/24/2021
General Contractor	R T Maher Construction	Merced	Prospect Call	11/23/2021
General Contractor	V-Corp Contracting Services, Inc.	Anaheim	Prospect Call	12/29/2021
General Contractor	Western Erectors	Escalon	Prospect Call	11/24/2021
General Contractor	J & E Custom Home Designs Inc.	Norwalk	Prospect Call	12/1/2021
General Contractor	Balliet Bros. Construction Corp.	South San Francisco	Prospect Call	12/28/2021
General Contractor	M3 Services, Inc.	Lawndale	Prospect Call	12/1/2021
General Contractor	Seals/Biehle, Inc.	Visalia	Prospect Call	12/15/2021
General Contractor	Trademark, Inc.	Fresno	Prospect Call	12/15/2021
General Contractor	Foxx Building Services, Inc	Anaheim	Prospect Call	12/29/2021

General Contractor	Savidge Construction, Inc.	Kelsey	Prospect Call	12/15/2021
General Contractor	John Armstrong Construction, Inc.	Covina	Prospect Call	12/20/2021
General Contractor	Bowe Contractors, Inc.	Lancaster	Prospect Call	12/28/2021
Demolition Contractor	Omnitlc	Long Beach	Prospect Call	12/20/2021
Demolition Contractor	Hance Demolition Inc	San Diego	Prospect Call	12/20/2021
Demolition Contractor	All Pro Demolition	El Cajon	Prospect Call	12/20/2021
Demolition Contractor	Performance Construction Services, Inc.	La Mesa	Prospect Call	12/20/2021
Demolition Contractor	Flores/Sierra Contractors, Inc.	Gardena	Prospect Call	12/29/2021
Demolition Contractor	Creative Dirt & Demolition	Yorba Linda	Prospect Call	12/29/2021
Demolition Contractor	Rose Demolition Experts	San Jose	Prospect Call	12/1/2021
Demolition Contractor	De Paul Demolition Services	Chino	Prospect Call	12/20/2021
Demolition Contractor	Chris Hauling	Lomita	Prospect Call	11/30/2021
Demolition Contractor	T-Rex Demolition Inc.	Baldwin Park	Prospect Call	12/20/2021
Demolition Contractor	All Star Demolition	Chula Vista	Prospect Call	12/15/2021
Demolition Contractor	Precision Demolition Inc	Bloomington	Site Visit	10/18/2021
Demolition Contractor	Precision Demolition Inc	Bloomington	Miss You Call	11/15/2021
Demolition Contractor	S Lucille Piro Demolition	Rllng Hls Est	Prospect Call	12/1/2021
Demolition Contractor	Smart Demolition	Hayward	Prospect Call	12/20/2021
Demolition Contractor	Cr Nevers Demolition	Oroville	Prospect Call	12/15/2021
Demolition Contractor	K Weber Corporation, Inc.	El Cajon	Prospect Call	12/20/2021
Demolition Contractor	J J Hawling Demolition	Richmond	Prospect Call	12/7/2021
Demolition Contractor	Burns Demolition	Middletown	Prospect Call	12/29/2021
Demolition Contractor	Dez Demolition	Fairfield	Prospect Call	12/29/2021
Demolition Contractor	Hardcore Company	Harbor City	Prospect Call	11/30/2021
Demolition Contractor	L G Demolition	Altadena	Prospect Call	12/20/2021
Demolition Contractor	Jts Demolition	Yorba Linda	Prospect Call	12/29/2021
Demolition Contractor	Omega One Stop Demolition, Inc.	Chula Vista	Prospect Call	12/1/2021
Demolition Contractor	Lopez Demolition Haulins	Los Angeles	Prospect Call	12/1/2021
Demolition Contractor	Pacific Demolition & Environmental Inc	Oceanside	Prospect Call	12/29/2021
Demolition Contractor	Sal & Sons Demolition	Los Angeles	Prospect Call	12/1/2021
Demolition Contractor	Precise Land Clearing	Gardena	Prospect Call	11/30/2021

Demolition Contractor	Pantano Demolition	Fresno	Prospect Call	12/15/2021
Demolition Contractor	Elite Demolition	San Diego	Prospect Call	12/20/2021
Demolition Contractor	Atlas Demolition	San Mateo	Prospect Call	12/20/2021
Demolition Contractor	Demolition LLC	Mission Hills	Prospect Call	11/30/2021
Demolition Contractor	A 1 Demolition	Compton	Prospect Call	11/30/2021
Demolition Contractor	Momos Demolition	La Mesa	Prospect Call	12/20/2021
Demolition Contractor	Fahy Demolition	San Rafael	Prospect Call	12/7/2021
Demolition Contractor	Monster Demolition Inc	Baldwin Park	Prospect Call	12/1/2021
Demolition Contractor	CB Demolition Inc.	Coronado	Prospect Call	12/20/2021
Demolition Contractor	Alexander Demolition And Hauling	Gardena	Prospect Call	11/30/2021
Demolition Contractor	Xtreme Demolition, Inc.	Keyes	Prospect Call	11/23/2021
Demolition Contractor	Sanchez Demolition	Garden Grove	Prospect Call	12/29/2021
Demolition Contractor	Renovo Demolition, Inc.	Stockton	Prospect Call	11/23/2021
Demolition Contractor	Demolition Recordz	Daly City	Prospect Call	12/7/2021
Demolition Contractor	Break It Down Demo Inc.	South El Monte	Prospect Call	12/20/2021
Demolition Contractor	Visalia Demolition & Saw Cutting	Visalia	Prospect Call	12/15/2021
Demolition Contractor	Rv Demolition	Vallejo	Prospect Call	12/29/2021
Demolition Contractor	Lea's Demolition	Denair	Prospect Call	11/23/2021
Demolition Contractor	Y And T Demolition	Escondido	Prospect Call	12/20/2021
Demolition Contractor	Smi Demolition	San Pablo	Prospect Call	12/7/2021
Demolition Contractor	Lr Demolition	Anaheim	Prospect Call	12/29/2021
Demolition Contractor	Valley Demolition Inc	Campbell	Prospect Call	12/1/2021
Demolition Contractor	Fenix Demolition Company	West Covina	Prospect Call	12/20/2021
Demolition Contractor	A Js Demolition	Hawthorne	Prospect Call	11/24/2021
Demolition Contractor	Breaking Power & Demolition	San Gabriel	Prospect Call	12/20/2021
Demolition Contractor	Millennium Demolition Inc.	Los Angeles	Prospect Call	12/1/2021
Demolition Contractor	Showtime Demolition	Torrance	Prospect Call	11/30/2021
Demolition Contractor	Commercial Demolition	Concord	Prospect Call	12/7/2021
Demolition Contractor	Ss Demolition Inc	San Jose	Prospect Call	12/7/2021
Demolition Contractor	Fernando & Sons	Carson	Prospect Call	11/30/2021
Demolition Contractor	Indys Demolition	South Pasadena	Prospect Call	12/20/2021
Demolition Contractor	Elizabeth Enterprise	Fremont	Prospect Call	12/7/2021

Demolition Contractor	Demolition Dudes	Dana Point	Prospect Call	12/7/2021
Demolition Contractor	Down Walls Break	Fullerton	Prospect Call	12/15/2021
Demolition Contractor	Selsor Demolition	Fresno	Prospect Call	12/15/2021
Demolition Contractor	Mafi Weather Demolition	Union City	Prospect Call	12/7/2021
Demolition Contractor	Regional Demolition	Livermore	Prospect Call	12/7/2021
Demolition Contractor	Pacific Blue Demolition, Inc.	San Leandro	Prospect Call	12/7/2021
Demolition Contractor	Demolition Contractor Services Cypress	Cypress	Prospect Call	12/29/2021
Demolition Contractor	A T I	Palo Alto	Prospect Call	12/28/2021
Demolition Contractor	Demo Dogs Demolition	San Diego	Prospect Call	12/15/2021
Demolition Contractor	Kms Services	Anaheim	Prospect Call	12/29/2021
Demolition Contractor	Rick's Demolition	Tracy	Prospect Call	11/24/2021
Demolition Contractor	Torres Demolition Contractor	Baldwin Park	Prospect Call	12/20/2021
Demolition Contractor	Lbs Deconstruction & Demolition	Stockton	Prospect Call	11/24/2021
Demolition Contractor	Eladio's Demolition	San Ysidro	Prospect Call	12/20/2021
Demolition Contractor	Johnson Wallace Sr Demolition	Lancaster	Prospect Call	12/28/2021
Demolition Contractor	Northstar Contracting Group, Inc.	Santa Fe Springs	Prospect Call	12/29/2021
Demolition Contractor	Archie Lee Crippen Demolition, Inc.	Kerman	Prospect Call	12/15/2021
Demolition Contractor	Demo/Tech, Inc.	Fresno	Prospect Call	12/15/2021
Demolition Contractor	A & V Contractors Inc	Fullerton	Prospect Call	12/29/2021
Demolition Contractor	A A J Incorporated	Azusa	Prospect Call	12/20/2021
Demolition Contractor	A-1 Wrecking Inc	Cerritos	Prospect Call	12/29/2021
Demolition Contractor	A.D.A. Demolition, Inc.	San Jose	Prospect Call	12/7/2021
Demolition Contractor	Alw Enterprises, Inc.	Fresno	Prospect Call	12/15/2021
Demolition Contractor	American Wrecking Inc.	South El Monte	Prospect Call	12/20/2021
Demolition Contractor	Amezcuca Loader Service	South Gate	Prospect Call	12/1/2021
Demolition Contractor	Ampco North, Inc.	San Jose	Prospect Call	12/28/2021
Demolition Contractor	Anton's Service, Inc.	Lakeside	Prospect Call	12/20/2021
Demolition Contractor	Archie Crippen Demolition	Kerman	Prospect Call	12/15/2021
Demolition Contractor	Armour Demolition	Bakersfield	Prospect Call	12/28/2021
Demolition Contractor	B. L. Price Co., Inc.	Valencia	Prospect Call	12/28/2021
Demolition Contractor	B.H.L. Industries Incorporated	Lynwood	Prospect Call	12/1/2021
Demolition Contractor	Bayline Demolition Inc	Rocklin	Prospect Call	12/1/2021

Demolition Contractor	Brannon Corporation	San Jose	Prospect Call	12/1/2021
Demolition Contractor	Bryan Company Demolition, Inc.	Goshen	Prospect Call	12/15/2021
Demolition Contractor	Bts Equipment Unlimited, Inc.	El Cajon	Prospect Call	12/20/2021
Demolition Contractor	Buccaneer Demolition, Inc.	San Jose	Prospect Call	12/7/2021
Demolition Contractor	California Demolition	Hawthorne	Prospect Call	12/1/2021
Demolition Contractor	Casper Company	Spring Valley	Prospect Call	12/20/2021
Demolition Contractor	Cen Cal Demolition	Fresno	Prospect Call	12/15/2021
Demolition Contractor	Cencal Demolition	Fresno	Prospect Call	12/15/2021
Demolition Contractor	Clauss Construction	Lakeside	Prospect Call	12/20/2021
Demolition Contractor	Coleman Environmental Engineering, Inc.	Upper Lake	Prospect Call	12/28/2021
Demolition Contractor	Competition Bobcat, Inc.	El Cajon	Prospect Call	12/20/2021
Demolition Contractor	Darco Engineering, Inc.	Santa Fe Springs	Prospect Call	12/15/2021
Demolition Contractor	Dekay Demolition And Clearing, Inc.	Oakland	Prospect Call	12/7/2021
Demolition Contractor	Demcon Stomping Co	Hayward	Prospect Call	12/7/2021
Demolition Contractor	Deming's Demolition & Excavating	Sonoma	Prospect Call	12/29/2021
Demolition Contractor	Demo Masters, Inc.	Oakland	Prospect Call	12/7/2021
Demolition Contractor	Dirt Cheap Demolition, Inc.	Chula Vista	Prospect Call	12/20/2021
Demolition Contractor	Dirt Masters General Engineering	Santa Clarita	Prospect Call	12/28/2021
Demolition Contractor	Dirt Worx, Inc.	Bakersfield	Prospect Call	12/28/2021
Demolition Contractor	Enervex Northern Ca	Redwood City	Prospect Call	12/20/2021
Demolition Contractor	Environmental Construction Group	Signal Hill	Prospect Call	12/15/2021
Demolition Contractor	Ferma Corporation	Mountain View	Prospect Call	12/28/2021
Demolition Contractor	Fisk Demolition, Inc.	Valley Springs	Prospect Call	11/23/2021
Demolition Contractor	Gabel's Hauling And Demolition, Inc.	Redding	Prospect Call	12/7/2021
Demolition Contractor	Gas Demolition	Los Angeles	Prospect Call	12/1/2021
Demolition Contractor	Go Green Demolition	Oakland	Prospect Call	12/7/2021
Demolition Contractor	Golden Gate Tank Removal, Inc.	San Francisco	Prospect Call	12/7/2021
Demolition Contractor	Golden State Demolition And Environmental Services Inc.	Cypress	Prospect Call	12/15/2021
Demolition Contractor	Golden West Demolition, Inc	Duarte	Prospect Call	12/1/2021
Demolition Contractor	H.D. Matthews Demolition & Excavation	Fresno	Prospect Call	12/15/2021
Demolition Contractor	Inner City Demolition, Inc	Oakland	Prospect Call	12/7/2021

Demolition Contractor	Ivars Demo, Inc.	Downey	Prospect Call	12/15/2021
Demolition Contractor	Jimenez Demolition, Inc.	Los Angeles	Prospect Call	12/1/2021
Demolition Contractor	Jordan Demolition	Garden Grove	Prospect Call	12/29/2021
Demolition Contractor	Kroeker, Inc.	Fresno	Prospect Call	12/15/2021
Demolition Contractor	Los Angeles Engineering, Inc.	Covina	Prospect Call	12/20/2021
Demolition Contractor	Marcan Enterprise Inc.	Redwood City	Prospect Call	12/28/2021
Demolition Contractor	Martins Salvage	Los Angeles	Prospect Call	12/1/2021
Demolition Contractor	Metro Hardscape Inc	San Jose	Prospect Call	12/1/2021
Demolition Contractor	National Demolition Contractors	San Pedro	Prospect Call	12/1/2021
Demolition Contractor	Nsm Recycling, Inc.	Wasco	Prospect Call	12/28/2021
Demolition Contractor	Ortiz Demolition Inc	Ontario	Prospect Call	11/24/2021
Demolition Contractor	Progressive Land Clearing	Gardena	Prospect Call	11/30/2021
Demolition Contractor	R & B Equipment Inc	Hayward	Prospect Call	12/7/2021
Demolition Contractor	R J's Demolition And Disposal	Inglewood	Prospect Call	11/30/2021
Demolition Contractor	Randazzo Enterprises, Inc.	Castroville	Miss You Call	11/15/2021
Demolition Contractor	Roldan Construction Inc.	Fremont	Prospect Call	12/7/2021
Demolition Contractor	San Diego Demolition	Jacumba	Prospect Call	12/20/2021
Demolition Contractor	Seca Equipment Removal & Dismantle, Inc	Modesto	Prospect Call	11/23/2021
Demolition Contractor	Sierra Recycling & Demolition, Inc.	Bakersfield	Miss You Call	11/15/2021
Demolition Contractor	Silicon Valley Demolition, Inc.	San Jose	Prospect Call	12/1/2021
Demolition Contractor	Silverado Contractors, Inc.	Oakland	Prospect Call	12/7/2021
Demolition Contractor	Stomper Co Inc.	Newark	Prospect Call	12/7/2021
Demolition Contractor	T N T Demolition Inc	San Carlos	Prospect Call	12/20/2021
Demolition Contractor	T&M Projects, Inc.	San Pedro	Prospect Call	12/1/2021
Demolition Contractor	T4 Company	Oakland	Prospect Call	12/7/2021
Demolition Contractor	Tcb Demolition Inc.	Millbrae	Prospect Call	12/28/2021
HVAC Contractor	A C S		Prospect Call	11/16/2021
HVAC Contractor	A Z Air Conditioning & Heating	VAN NUYS	Miss You Call	11/15/2021
Demolition Contractor	Team Demolition, Inc.	San Diego	Prospect Call	12/20/2021
Demolition Contractor	Tekhome Incorporated	Belmont	Prospect Call	12/20/2021
Demolition Contractor	Tight Quarters, Inc.	Santa Ana	Prospect Call	12/29/2021
Demolition Contractor	Tnt Demolition, Inc.	San Carlos	Prospect Call	12/20/2021

Demolition Contractor	W.C. Maloney, Inc.	Stockton	Prospect Call	11/24/2021
Demolition Contractor	Walberg, Inc.	Corning	Prospect Call	12/15/2021
HVAC Contractor	Lance Troy Johnson	Lancaster	Prospect Call	12/28/2021
HVAC Contractor	Action Heating And Plumbing	Santa Rosa	Prospect Call	11/3/2021
HVAC Contractor	Air Conditioning Innovations	Milpitas	Prospect Call	12/7/2021
Demolition Contractor	Western Blasting Technologies, Inc.	Marysville	Prospect Call	12/15/2021
Demolition Contractor	Zaccor Companies, Inc.	San Francisco	Prospect Call	12/7/2021
HVAC Contractor	Air Conditioning Systems		Prospect Call	11/23/2021
HVAC Contractor	Air-Tro Inc.	Monrovia	Prospect Call	11/3/2021
HVAC Contractor	Aire Rite	Huntington Beach	Prospect Call	11/4/2021
HVAC Contractor	Aire Serv Of Central Valley		Prospect Call	11/24/2021
HVAC Contractor	Airwest Ac & Heating	Anaheim	Prospect Call	11/4/2021
HVAC Contractor	Aliso Air	Rancho Santa Margarita	Prospect Call	11/23/2021
HVAC Contractor	All Air Appliance Masters	MONTCLAIR	Miss You Call	11/15/2021
HVAC Contractor	Air Zone Hvac	Modesto	Prospect Call	11/24/2021
HVAC Contractor	ALBER'S AIR INC	Baldwin Park	Miss You Call	11/15/2021
HVAC Contractor	Alcorn Aire, Inc.	Bakersfield	Prospect Call	12/28/2021
HVAC Contractor	20/20 Plumbing & Heating	Riverside	Prospect Call	11/23/2021
HVAC Contractor	Aaero Heating & Sheet Metal		Prospect Call	10/26/2021
HVAC Contractor	Accurate Air Systems		Prospect Call	11/3/2021
HVAC Contractor	Ace Heating & Cooling		Prospect Call	11/16/2021
HVAC Contractor	Ace Plumbing Heat & Air		Prospect Call	11/16/2021
HVAC Contractor	Affordable Air & Heating	LANCASTER	Prospect Call	11/3/2021
HVAC Contractor	Airplus Of California	Corona	Prospect Call	11/23/2021
HVAC Contractor	All Year Heat & Air		Prospect Call	11/16/2021
HVAC Contractor	Allied Aire Service Inc.		Prospect Call	10/26/2021
HVAC Contractor	Alton Ac & Heating		Prospect Call	10/26/2021
HVAC Contractor	Ambiance Heating & Air	Anaheim	Prospect Call	12/29/2021
HVAC Contractor	As Hastings Inc	San Diego	Prospect Call	10/27/2021
HVAC Contractor	Associated Heating		Prospect Call	10/26/2021
HVAC Contractor	Astro Air Design		Prospect Call	11/16/2021
HVAC Contractor	B & L Mechanical Inc		Prospect Call	10/27/2021

HVAC Contractor	B A Morrison General Contractor		Prospect Call	10/26/2021
HVAC Contractor	B J Heating & Ac		Prospect Call	10/26/2021
HVAC Contractor	Big Mountain Heating & Air Conditioning		Prospect Call	11/16/2021
HVAC Contractor	Blackwell Hvac		Prospect Call	10/20/2021
HVAC Contractor	Blue Mountain Construction Services		Prospect Call	11/3/2021
HVAC Contractor	Bob Jenson Ac & Heating Service	El Cajon	Prospect Call	10/27/2021
HVAC Contractor	Brody Pennell Heating & Air Conditioning	Los Angeles	Site Visit	11/9/2021
HVAC Contractor	Brody Pennell Heating & Air Conditioning	Los Angeles	Miss You Call	11/15/2021
HVAC Contractor	Brower Mechanical		Prospect Call	11/16/2021
HVAC Contractor	Buckley Heat Air Solar		Prospect Call	11/15/2021
HVAC Contractor	Buffalos Mechanical		Prospect Call	10/20/2021
HVAC Contractor	Burgesons Heating & Ac	Redlands	Site Visit	10/18/2021
HVAC Contractor	Cal Bay Service Inc		Prospect Call	11/3/2021
HVAC Contractor	Castillo Heating & Air Conditioning Inc		Prospect Call	11/15/2021
HVAC Contractor	Certified Service	Burbank	Prospect Call	11/4/2021
HVAC Contractor	Clarke & Rush Mechanical		Prospect Call	11/16/2021
HVAC Contractor	Climate Heating & Air		Prospect Call	10/20/2021
HVAC Contractor	Clinton Heating & Air		Prospect Call	10/26/2021
HVAC Contractor	Comfort Advisors Heating & Ac	Ladera Ranch	Prospect Call	11/15/2021
HVAC Contractor	Conditioned Aire	Northridge	Prospect Call	11/4/2021
HVAC Contractor	Conejo Valley Heating & Air	Newbury Park	Prospect Call	11/4/2021
HVAC Contractor	Cool Air Solutions Inc.	TEMECULA	Prospect Call	11/23/2021
HVAC Contractor	Cool Solution, Inc.		Prospect Call	11/23/2021
HVAC Contractor	Critchfield Mechanical		Prospect Call	10/26/2021
HVAC Contractor	Crutchfield Mechanical		Prospect Call	12/1/2021
HVAC Contractor	Cypress Heating & Ac	Glendora	Prospect Call	11/3/2021
HVAC Contractor	D & D Heating		Prospect Call	10/27/2021
HVAC Contractor	Daniels Heating & Air Cond Co		Prospect Call	11/15/2021
HVAC Contractor	Dennis Furia Heating & Air Conditioning		Prospect Call	11/3/2021
HVAC Contractor	Dependable Graham Ac	Costa Mesa	Prospect Call	11/4/2021
HVAC Contractor	Diaz Heating & Air		Prospect Call	11/16/2021

HVAC Contractor	Donald Fields Heating & Air		Prospect Call	11/4/2021
HVAC Contractor	Donald P Dick Air Conditioning		Prospect Call	10/27/2021
HVAC Contractor	Downing Heating		Prospect Call	10/26/2021
HVAC Contractor	Dunbar Heat & Air		Prospect Call	11/16/2021
HVAC Contractor	Dynamic Air Services	Lake Forest	Prospect Call	11/23/2021
HVAC Contractor	E L Payne	Los Angeles	Prospect Call	10/26/2021
HVAC Contractor	Eagle Air	Escondido	Prospect Call	11/4/2021
HVAC Contractor	Econo Air	Anaheim	Prospect Call	11/4/2021
HVAC Contractor	Elite Mechanical Service Inc		Prospect Call	11/23/2021
HVAC Contractor	Emcor Service, Mesa Energy Systems		Prospect Call	10/26/2021
HVAC Contractor	Environmental Systems Inc.		Prospect Call	10/26/2021
HVAC Contractor	Express Heating & Ac	SAN RAMON	Site Visit	10/26/2021
HVAC Contractor	Fairview Heating & Ac		Prospect Call	11/23/2021
HVAC Contractor	Fred Hill Plumbing		Prospect Call	10/20/2021
HVAC Contractor	Freschi Air Systems, Inc.		Prospect Call	11/23/2021
HVAC Contractor	Garick Air Conditioning		Prospect Call	11/16/2021
HVAC Contractor	Green Air Heating & Air Conditioning		Prospect Call	11/23/2021
HVAC Contractor	Greiner Heating & Ac		Prospect Call	11/3/2021
HVAC Contractor	H G M Construction Inc	GARDENA	Prospect Call	10/26/2021
HVAC Contractor	Harry Clark Plumbing	Oakland	Site Visit	10/20/2021
HVAC Contractor	Harry Clark Plumbing	Oakland	Miss You Call	11/15/2021
HVAC Contractor	Hassler Heating & Air Conditioning, Inc.		Prospect Call	10/26/2021
HVAC Contractor	Henry Mechanical	Windsor	Prospect Call	11/3/2021
HVAC Contractor	Honeys Air		Prospect Call	10/20/2021
HVAC Contractor	Hydes Certified Comfort Systems Inc	INDIO	Prospect Call	11/4/2021
HVAC Contractor	O'Neil Recycling	San Jose	Miss You Call	11/15/2021
HVAC Contractor	Indoor Comfort		Prospect Call	11/16/2021
HVAC Contractor	Indoor Environmental Services		Prospect Call	11/16/2021
HVAC Contractor	Innovative Mechanical Inc.		Prospect Call	11/3/2021
HVAC Contractor	Izmirian Roofing & Sheet Metal		Prospect Call	11/3/2021
HVAC Contractor	J H Simpson Company Inc		Prospect Call	10/20/2021

HVAC Contractor	J R Putman Inc	Rancho Cordova	Miss You Call	11/15/2021
HVAC Contractor	Janal Heating		Prospect Call	11/3/2021
HVAC Contractor	Jim's Heating & Air Conditioning	Valencia	Prospect Call	11/3/2021
HVAC Contractor	Johnson Air		Prospect Call	10/27/2021
HVAC Contractor	K & S Air Conditioning, Inc.	Orange	Prospect Call	11/4/2021
HVAC Contractor	Kahn Air Conditioning	Northridge	Prospect Call	11/4/2021
HVAC Contractor	Kaiser Ac & Sheet Metal	Oxnard	Prospect Call	11/4/2021
HVAC Contractor	Kevin Jordan Heating & Air Conditionig Servic		Prospect Call	10/20/2021
HVAC Contractor	Key Mechanical Company		Prospect Call	10/26/2021
HVAC Contractor	Kleen Air		Prospect Call	11/16/2021
HVAC Contractor	L & O Heating & Ac	Simi Valley	Prospect Call	11/4/2021
HVAC Contractor	L D I Mechanical	Corona	Prospect Call	11/23/2021
HVAC Contractor	L J Kruse Co		Prospect Call	10/26/2021
HVAC Contractor	La Quinta Heating & Ac		Prospect Call	11/4/2021
HVAC Contractor	Lees Accu-Tech Service		Prospect Call	10/27/2021
HVAC Contractor	Lovazzano Hvac		Prospect Call	11/3/2021
HVAC Contractor	Marthedal Solar Air & Heating		Prospect Call	10/27/2021
HVAC Contractor	Mechanical System Contractors	San Diego	Prospect Call	11/15/2021
HVAC Contractor	Mediterranean Heating & Air	CANOGA PARK	Prospect Call	11/4/2021
HVAC Contractor	Metro Tech	POMONA	Prospect Call	11/15/2021
HVAC Contractor	Millers Ac & Heating		Prospect Call	11/16/2021
HVAC Contractor	N P Mechanical	Corona	Prospect Call	11/23/2021
HVAC Contractor	N R G AC & Heating	Canoga Park	Prospect Call	11/4/2021
HVAC Contractor	New England Sheet Metal		Prospect Call	10/27/2021
HVAC Contractor	Oak Island Heating & Air, Inc.	Escondido	Prospect Call	11/4/2021
HVAC Contractor	Ok Heating & Air Conditioning		Prospect Call	11/16/2021
HVAC Contractor	Ongaro & Sons		Prospect Call	10/26/2021
HVAC Contractor	Ontario Refrigeration	Ontario	Prospect Call	11/15/2021
HVAC Contractor	Park Mechanical		Prospect Call	11/16/2021
HVAC Contractor	Patton Air Conditioning		Prospect Call	10/27/2021
HVAC Contractor	Peck Heating & Air		Prospect Call	11/15/2021
HVAC Contractor	Peninsula Heating		Prospect Call	11/3/2021

HVAC Contractor	Perfection Home Systems Inc		Prospect Call	11/16/2021
HVAC Contractor	Performance Heating & Air		Prospect Call	11/16/2021
HVAC Contractor	Peter Levi Plumbing Inc.		Prospect Call	10/26/2021
HVAC Contractor	Precise Air Systems		Prospect Call	11/4/2021
HVAC Contractor	Premium Air	CHATSWORTH	Prospect Call	11/4/2021
HVAC Contractor	Purls Sheet Metal		Prospect Call	10/27/2021
HVAC Contractor	R K M Heating & Ac	Riverside	Miss You Call	11/15/2021
HVAC Contractor	Rare Service Heating & A/C Inc		Prospect Call	10/27/2021
HVAC Contractor	Ray O Cook Company		Prospect Call	11/16/2021
HVAC Contractor	Reid Sheet Metal		Prospect Call	11/3/2021
HVAC Contractor	Reliance Home Service	Los Angeles	Prospect Call	10/26/2021
HVAC Contractor	Richard Faherty Hvac Man		Prospect Call	11/16/2021
HVAC Contractor	Right Time Riverside	Riverside	Prospect Call	11/23/2021
HVAC Contractor	Rivers Plumbing Heating & Air		Prospect Call	11/23/2021
HVAC Contractor	Rusher Air Conditioning	Torrance	Prospect Call	10/26/2021
HVAC Contractor	S C V Climate Pros	Santa Clarita	Prospect Call	11/3/2021
HVAC Contractor	Seaside Heating & Air Conditioning, Inc.	Oceanside	Prospect Call	11/4/2021
HVAC Contractor	Select Acr Inc.	Riverside	Prospect Call	11/23/2021
HVAC Contractor	Select Mechanical		Prospect Call	11/16/2021
HVAC Contractor	Service Champions	Yorba Linda	Prospect Call	12/29/2021
HVAC Contractor	Sierra Pacific Home & Comfort Inc.		Prospect Call	11/16/2021
HVAC Contractor	Simpson Sheet Metal		Prospect Call	11/3/2021
HVAC Contractor	So Cal Energy Svc		Prospect Call	11/23/2021
HVAC Contractor	Specialized Heating & Air Conditioning		Prospect Call	10/26/2021
HVAC Contractor	Stephan's Refrigeration	GARDEN GROVE	Prospect Call	11/4/2021
HVAC Contractor	Superior Systems		Prospect Call	10/20/2021
HVAC Contractor	Systems Mechanical		Prospect Call	10/26/2021
HVAC Contractor	Temperatures Unlimited	VALENCIA	Prospect Call	11/3/2021
HVAC Contractor	Thomson Inc	Cypress	Prospect Call	10/27/2021
HVAC Contractor	Thorsens Inc		Prospect Call	10/20/2021
HVAC Contractor	Tommys Refrigeration Service		Prospect Call	10/27/2021

HVAC Contractor	Total Comfort Inc.	Corona	Prospect Call	11/23/2021
HVAC Contractor	Valley Air & Repair		Prospect Call	10/27/2021
HVAC Contractor	Veteran Air	Anaheim	Prospect Call	11/3/2021
HVAC Contractor	Vics Air Conditioning, Inc.	PALMS	Prospect Call	11/4/2021
HVAC Contractor	Walnut Creek Heating & Ac		Prospect Call	11/23/2021
HVAC Contractor	Walter Mork Company		Prospect Call	10/26/2021
HVAC Contractor	We Care Heating & Air Conditioning	Murrieta	Prospect Call	11/23/2021
HVAC Contractor	Westside Heating & Ac	SANTA MONICA	Prospect Call	10/26/2021
HVAC Contractor	Yantzer Brothers Air	WESTLAKE VILLAGE,	Prospect Call	11/4/2021
HVAC Contractor	Your Energy Source	Rancho Cordova	Miss You Call	11/15/2021
HVAC Contractor	A & B Mechanical Inc.	Hayward	Prospect Call	12/7/2021
HVAC Contractor	A B C Cooling & Heating Services Inc	Fresno	Prospect Call	12/15/2021
HVAC Contractor	A C H Supply	Fresno	Prospect Call	12/15/2021
HVAC Contractor	B.A.C.C.O. Mechanical Inc.	Lancaster	Prospect Call	12/28/2021
HVAC Contractor	Benchmark Air Conditioning, Inc.	Bakersfield	Prospect Call	12/28/2021
HVAC Contractor	Blaine, Inc.	Merced	Prospect Call	11/23/2021
HVAC Contractor	Charles A Pugh	Chico	Prospect Call	12/15/2021
HVAC Contractor	Climate Control, Inc	Sacramento	Prospect Call	11/16/2021
HVAC Contractor	Comfort Energy, Inc.	Milpitas	Prospect Call	12/1/2021
HVAC Contractor	Complete Comfort, Inc.	Redding	Prospect Call	12/7/2021
HVAC Contractor	Frank M Booth Inc	South San Francisco	Prospect Call	12/7/2021
HVAC Contractor	Gabriel Carini Heating & Air Condition	San Diego	Prospect Call	12/20/2021
HVAC Contractor	Graves Heating & Air Conditioning Service Company	Santa Fe Springs	Prospect Call	12/15/2021
HVAC Contractor	Homestead Heating & Air Conditioning	Chico	Prospect Call	12/15/2021
HVAC Contractor	Indoor Air Design Inc	San Jose	Prospect Call	12/1/2021
HVAC Contractor	Moore Heating & Air Conditioning	Santa Rosa	Prospect Call	12/28/2021
HVAC Contractor	P.A.C. Heating & Air Conditioning	El Cajon	Prospect Call	12/20/2021
HVAC Contractor	Pacific Controls Engineering, Inc.	San Carlos	Prospect Call	12/28/2021
HVAC Contractor	Phil Carpenter's A C & Heating	Redding	Prospect Call	12/7/2021
HVAC Contractor	Powerhouse Solar Inc	Redding	Prospect Call	12/7/2021

HVAC Contractor	R & R Heating & Air Conditioning Inc	Redwood City	Prospect Call	12/28/2021
HVAC Contractor	Air One Air Conditioning Heating & Plumbing	Colton	Site Visit	10/21/2021
HVAC Contractor	Air One Air Conditioning Heating & Plumbing	Colton	Miss You Call	11/15/2021
HVAC Contractor	Aire Serv Of Greater Merced	Merced	Miss You Call	11/15/2021
HVAC Contractor	B&B's Heating And Air Conditioning, Inc.	Stockton	Prospect Call	11/23/2021
Wholesaler	R. E. Michel Co	Anaheim	Miss You Call	11/15/2021
University/College	Cal Poly Pomona	Pomona	Site Visit	10/29/2021
Wholesaler	Hajoca - Palm Springs	Palm Springs	Site Visit	10/26/2021
Wholesaler	AC Pro	Temecula	Miss You Call	10/14/2021
HVAC Contractor	Synergy Companies	San Diego	Miss You Call	11/16/2021
HVAC Contractor	Right Away Air Conditioning	Palm Desert	Site Visit	10/27/2021
HVAC Contractor	Right Away Air Conditioning	Palm Desert	Miss You Call	10/6/2021
Wholesaler	Johnstone Supply	Livermore	Miss You Call	11/15/2021
University/College	San Bernardino Valley College	San Bernardino	Site Visit	10/20/2021
Property Management Company	G. E. K. Construction Inc.	Beverly Hills	Site Visit	11/5/2021
Other	S. Groner Associates (SGA)	Oakland	Site Visit	10/20/2021
Other	SGA Marketing	Long Beach	Site Visit	11/5/2021
Retailer	K & L Hardware	San Bernardino	Site Visit	10/20/2021
Retailer	K & L Hardware	San Bernardino	Miss You Call	11/16/2021
Retailer	Merrit's Hardware	La Puente	Miss You Call	10/13/2021
HVAC Contractor	Optima Energy Inc.	Gardena	Miss You Call	11/15/2021
Wholesaler	Dancool Hvac Supply	Canoga Park	Miss You Call	11/15/2021
Wholesaler	Dancool Hvac Supply	El Monte	Miss You Call	11/15/2021
Retailer	Pastime Hardware	El Cerrito	Site Visit	10/18/2021
Retailer	Pastime Hardware	El Cerrito	Miss You Call	11/15/2021
Retailer	Ken's Ace Hardware	Diamond Bar	Miss You Call	10/6/2021
Retailer	Do-It-Best Hardware	Cameron Park	Miss You Call	11/16/2021
Other	AERC Recycling Solutions	Hayward	Miss You Call	11/15/2021
Other	Environmental Management Technology	San Bernardino	Site Visit	10/21/2021
Other	Environmental Management Technology	San Bernardino	Miss You Call	11/15/2021

Wholesaler	Hirsch Pipe & Supply Co., Inc.	Los Angeles	Site Visit	11/9/2021
Retailer	McKinleyville Ace Hardware	McKinleyville	Miss You Call	11/15/2021
Wholesaler	Lennox Stores	Fresno	Site Visit	10/20/2021
Wholesaler	Goodman Distribution	McClellan	Miss You Call	11/18/2021
HHW	HHW Signal Hill	Lakewood	Miss You Call	11/18/2021
Retailer	Rodeo True Value Hardware	Rodeo	Site Visit	10/18/2021
Retailer	Rodeo True Value Hardware	Rodeo	Miss You Call	11/15/2021
Retailer	Seventh & Union Hardware Inc.	Los Angeles	Miss You Call	11/15/2021
Retailer	Richland Ace Hardware	Ceres	Site Visit	10/18/2021
Retailer	Richland Ace Hardware	Ceres	Miss You Call	10/13/2021
Retailer	Carl Johnson True Value Hardware	Eureka	Miss You Call	11/15/2021
HHW	Vallejo Materials Recovery Facility & Office	Vallejo	Miss You Call	11/15/2021
Retailer	Lowe's	Fresno	Miss You Call	10/14/2021
Retailer	Ace Hardware	Port Hueneme	Site Visit	10/22/2021
Retailer	Ace Hardware	Port Hueneme	Miss You Call	11/15/2021
Retailer	Alamo Hardware	Alamo	Miss You Call	11/15/2021

Figure D-1. CSLB License Number Forms

Thermostat Recycling Corporation California CSLB License Number Form

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

Date Submitted: 10/25/21

Bin Number: M15881

CSLB #: <u>551695</u>	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
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CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
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Thermostat Recycling Corporation California CSLB License Number Form

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 California Department of Toxic Substances Control)*

Date Submitted: 10/27/2021

Bin Number: M 21346

CSLB #: <u>723010</u>	CSLB #: <u>1048737</u>	CSLB #:	CSLB #:
CSLB #: <u>849183</u>	CSLB #: <u>1048737</u>	CSLB #:	CSLB #:
CSLB #: <u>849183</u>	CSLB #: <u>1048737</u>	CSLB #:	CSLB #:
CSLB #: <u>849183</u>	CSLB #: <u>1048737</u>	CSLB #:	CSLB #:
CSLB #: <u>849183</u>	CSLB #: <u>1048737</u>	CSLB #:	CSLB #:
CSLB #: <u>849183</u>	CSLB #:	CSLB #:	CSLB #:
CSLB #: <u>849183</u>	CSLB #:	CSLB #:	CSLB #:
CSLB #: <u>849183</u>	CSLB #:	CSLB #:	CSLB #:
CSLB #: <u>1022863</u>	CSLB #:	CSLB #:	CSLB #:
CSLB #: <u>1048737</u>	CSLB #:	CSLB #:	CSLB #: