



VIA ELECTRONIC MAIL

April 30, 2022

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

SUBMISSION OF QUARTERLY REPORT; Consent Order Item B-1.6

Dear Mr. Grose,

The following quarterly report for Q1 2022 outlines the Thermostat Recycling Corporation's (TRC) most recent outreach activities per the Consent Order item B-1.6. TRC will continue implementing these activities up to and until a new collection and outreach plan is approved and its implementation begins per AB707.

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) 673-8437.

Regards,

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

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(23) Company's signatures representing:

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

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Introduction & Summary

During the first quarter (January-March) of 2022 (Q1'22), the Thermostat Recycling Corporation (TRC), with the assistance of S. Groner Associates, Inc. (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 Q4'21 and Q1'22, from 1,706 to 1,741. These 35 new bins/pails were placed with partners in the contractors, retail, wholesaler, utility company, and property manager audiences. The number of bins returned decreased from 132 in Q4'21 to 51 in Q1'22, which includes a decrease in bins returned from wholesalers from 111 to 42, respectively. Most bins were returned by wholesalers (42), followed by contractors (4), HHW programs (3), and retailers (2). The proportion of bins returned out of all active bins - or 'bin return rate' - was 4.5%, which is below the average bin return rate to date (9.9%).

The number of thermostats collected in Q1'22 (1,153) is lower than the amount collected a year prior in Q1'21 (2,588). As in previous quarters, the bulk of thermostat collections occurred among the wholesaler audience (86%). Since its launch in 2017, the California TRC Program has collected 64,912 mercury-added thermostats, an average of 3,091 thermostats collected per quarter (21 quarters).

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 the 14 counties in the bottom 25% of median household income, SGA attempted outreach with 102 contacts, successfully contacted 36 contacts, placed bins or pails with 5 contacts, and placed materials with 22 contacts. Regarding the 13 counties in the bottom 50% of median household income, SGA attempted outreach with 96 contacts, successfully contacted 28 contacts, placed bins or pails with 4 contacts, and placed materials with 15 contacts. Among the 44 California counties with 0 or 1-20 bins, SGA attempted outreach with 270 contacts, successfully contacted 84 contacts, placed bins or pails with 13 contacts, and placed materials with 47 contacts.

The following pages contain detailed summaries of the outreach conducted in Q1'22 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 Q1'22 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

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).

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/pails placed this quarter: 35
 - 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: 1,153
3. Mercury-added thermostats collected in 2021: 9,333

Table 1. Number of Bins Placed in California (cumulative), Q1'21 to Q1'22

Audience	Q1'21	Q2'21	Q3'21	Q4'21	Q1'22
A					
Contractors	260	260	260	261	262
HHWs	251	251	256	261	261
Retailers	152	154	172	182	195
Wholesalers	883	887	911	918	924
B					
Building Departments	0	0	0	0	0
Utility Companies	0	0	0	0	1
School Districts	6	6	6	6	6
Universities/Colleges	17	17	17	17	17
C					
Property Managers	11	11	11	14	20
Hotel/Motel	0	0	0	0	0
Other*	40	40	40	47	55
TOTAL	1620	1626	1673	1706	1741

Note: This table provides the number of TRC collection bins placed cumulatively (Q1'21-Q1'22) in California. Actual counts of active bins may vary as some partners discontinue participation (see Table 2).

Table 2. Number of Active Bins (cumulative), Q1'21 to Q1'22

Audience	Q1'21	Q2'21	Q3'21	Q4'21	Q1'22
A					
Contractors	127	127	123	124	123
HHWs	142	142	145	149	146
Retailers	72	75	94	103	116
Wholesalers	673	675	696	700	706
B					
Building Departments	0	0	0	0	0
Utility Companies	0	0	0	0	1
School Districts	3	3	3	3	3
Universities/Colleges	5	5	4	4	4
C					
Property Managers	2	2	1	4	7
Hotel/Motel	0	0	0	0	0
Other	7	3	3	15	26
TOTAL	1031	1032	1069	1102	1132

Table 3. Number of Bins Returned (includes bins returned empty), Q1'21 to Q1'22

Audience	Q1'21	Q2'21	Q3'21	Q4'21	Q1'22
A					
Contractors	9	9	5	10	4
HHWs	5	7	6	8	3
Retailers	4	1	1	3	2
Wholesalers	114	83	37	111	42
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	1	0	0	0	0
TOTAL	133	100	49	132	51

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

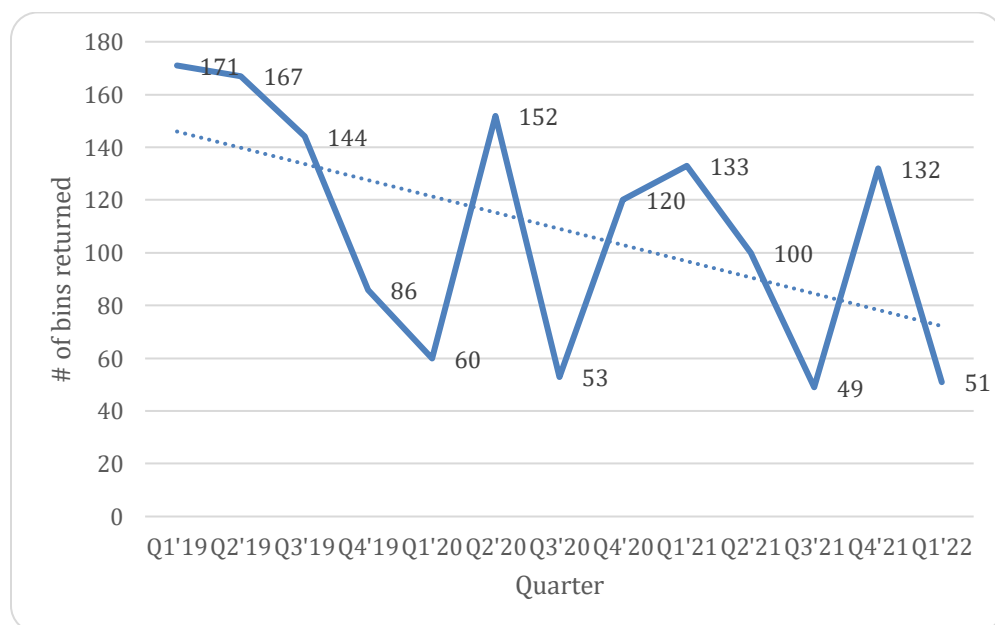


Table 4. Percent of Bins Returned (# of bins returned per audience/ # of active bins per audience), Q1'21 to Q1'22

Audience	Q1'21	Q2'21	Q3'21	Q4'21	Q1'22
A					
Contractors	7.1%	7.1%	4.1%	8.1%	3.3%
HHWs	3.5%	4.9%	4.1%	5.4%	2.1%
Retailers	5.6%	1.3%	1.1%	2.9%	1.7%
Wholesalers	16.9%	12.3%	5.3%	15.9%	5.9%
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	14.3%	0.0%	0.0%	0.0%	0.0%
TOTAL	12.9%	9.7%	4.6%	12.0%	4.5%

Table 5. Number of Thermostats Returned, Q1'21 to Q1'22

Audience	Q1'21	Q2'21	Q3'21	Q4'21	Q1'22
A					
Contractors	200	242	109	208	22
HHWs	158	160	92	143	137
Retailers	8	7	1	5	5
Wholesalers	2,221	2,132	1,108	2,538	989
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	1	0	0	0	0
TOTAL	2,588	2,541	1,310	2,894	1,153

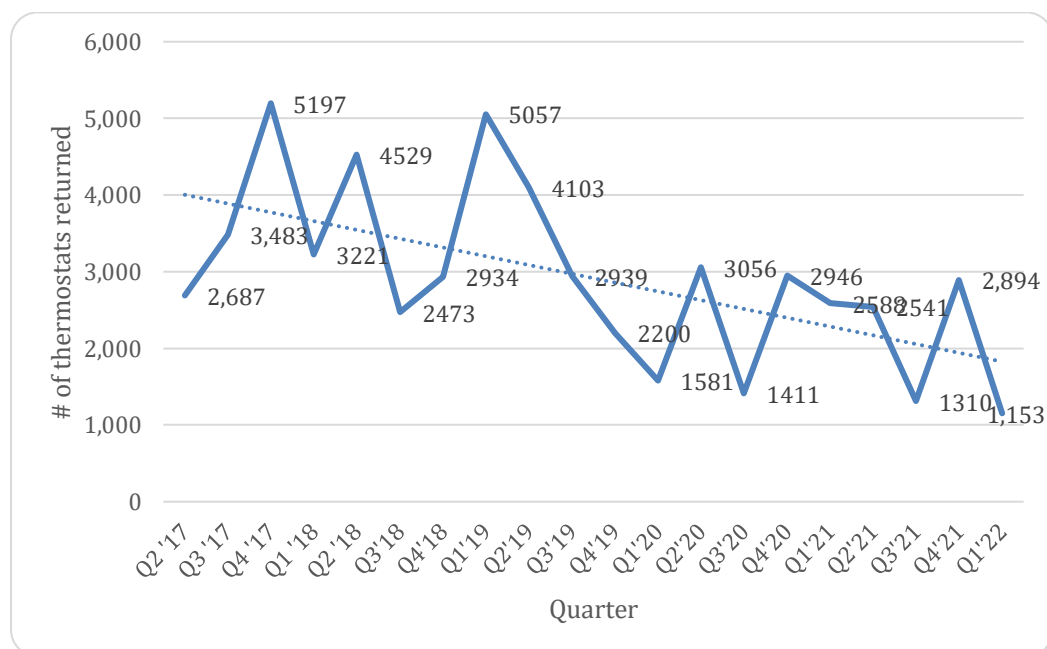
Figure 2. Number of Thermostats Returned, 2017 to 2022


Table 6. Number of Bins and Thermostats Returned Per Year, 2019 to 2022

	Q1 - Q4'20		Q1 - Q4'21		Q1 - Q4'22	
Audience	Bins	Thermostats	Bins	Thermostats	Bins	Thermostats
A						
Contractors	38	772	33	759	4	22
HHWs	21	405	26	553	3	137
Retailers	11	48	9	21	2	5
Wholesalers	315	7,769	345	7,999	42	989
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	0	0	1	1	0	0
TOTAL	385	8,994	414	9,333	51	1153

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. In Q2'21, SGA began implementing a targeted outreach campaign, which is still currently being implemented, 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 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 that we replace their materials with the 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 gained 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. We also developed and finalized a tactical plan for retail event partnerships. During Q4'21, SGA gained 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). SGA also scheduled collection events with five existing partners. SGA focused the remainder of the quarter on preparing the necessary materials for each event. 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.

In Q1'22 SGA focused heavily on retailers who were previously either indecisive about the program or had resulted in unsuccessful contact attempts during past quarters due to difficulty getting in contact with the decision-makers. These retailers were still heavily concentrated in California counties with a below-average median household income and bin density. These targeting efforts resulted in 41 new retail partnerships, 15 of whom accepted to host a TRC bin. Of these 41 new retail partners, 36 are located in counties with low bin density (9 are within counties that previously contained 0 bins and 27 are within counties that contain 1-20 bins). Thirty-eight of these 41 new partners are located in California counties with below-average median household income (26 within counties in the bottom 25% and 22 within counties in the bottom 50%).

SGA also increased its focus on reconnecting with older, existing partners to gauge their needs for both bins and new materials. Efforts were made to contact all current existing partners to replace any old materials in their possession and to reattempt to place a collection bin with them. These outreach efforts resulted in the update of materials for 22 existing partnerships. Of these 22 existing partners, 8 are located within counties with below-average median household income (6 within the bottom 25% and 2 within the bottom 50%). Also, of these 22 existing partners, 9 are also located within low bin density counties with all 9 located in counties with 1-20 bin placements. Three of these 22 partners were interested in receiving a bin after hearing about the program again.

In Q2'22, SGA will continue contacting the remaining existing partners in our database that did not result in a successful call to continue to gauge if their materials need to be updated. SGA will also begin contacting existing partners with new materials to provide an update on the rebate and to further promote our collection bins to our partners. As for our efforts with new retail partners, SGA will continue to conduct research to add new retail stores to our “Potential New Partnerships” database. SGA will also continue to reclassify previously considered new partnerships as existing partners if they meet the following requirements: received all requested materials or accepted a bin. Partnerships that transition to “Existing Partnership” status will be contacted to gauge their interest in a collection bin and also in us co-promoting a collection event of theirs.

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 about 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 our partner 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 the belief that customers aren’t interested in recycling their thermostats and typically don’t bring in mercury thermostats or purchase new ones. As such, stores don’t believe a thermostat collection 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 third-party materials that will take up needed space.

- **Concern with Liability Issues:** One manager expressed concern that their employees will be at risk of mercury exposure due to previous experience with other materials which were handled improperly by employee(s).
- **Hesitancy to Make Big Commitments:** Several managers expressed they would like to start small with the materials to gauge interest before considering proceeding with a bin.

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.
- **Desire to Educate their Community:** Several managers believed their community was unaware of how to properly dispose of HHWs and felt our materials could help point individuals in the right direction.
- **Potential to Increase Thermostat Purchases:** Several managers believed that having a collection bin might push individuals to purchase their thermostats at their store since they will be able to recycle the thermostat they are replacing at the same store.
- **Convenient Materials:** Minimum effort is required to receive materials.
- **Desire to Maintain Consistent Services:** 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 a 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 to Choose Level of Participation:** Having the option to be a TRC partner by having materials in-store but not requiring a bin/pail to also be placed meets our contacts at a “Yes” they may be more comfortable with while still promoting TRC’s services.

Results

In Q1'22, 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
 - 41 total calls placed to 22 existing partners.
 - Of these 22 existing partners, 8 are located in counties with below-average median household income
 - 6 partners within the Bottom 25% for median household income.
 - 2 partners within the Bottom 50% for median household income.

- Of these 22 existing partners, 9 are located in low bin density counties
 - All 9 partners are located in a county with 0-20 bins (below-average bin density).
 - 1 email sent & received
 - 3 bins requested by existing partners
 - 1 bin placed in a county that contains 1-20 bins
 - 1 bin request was located in a county within the Bottom 25% for median household income
 - Successfully corresponded with the decision-maker of 21 stores to support them with materials, collection bin/pail status, and requests.
- New Retail Partner Outreach
 - Placed a total of 210 calls to 156 retail stores to establish new partnerships
 - Successfully corresponded with the decision-maker of 63 stores to determine whether new stores are interested in partnership (material and bin/pail placements)
 - Of the 63 stores successfully corresponded with, we gained 41 new retail partnerships
 - Of these 41 new partners, 36 are located in low bin density counties
 - 9 are located in a county that contains 0 bins
 - 27 are located in counties that contain 1-20 bins
 - Of these 41 new partners, 38 are located in counties with below-average median household income
 - 16 are located in counties in the Bottom 25% for median household income
 - 22 are located in counties in the Bottom 50% for median household income
 - Placed bins with 15 of 41 new partners
 - Of these 15 new partners, 12 bins were requested by stores located in low bin density counties
 - 1 bin was placed in a county that previously contained 0 bins
 - 11 bins were placed in counties that have 1-20 bins
 - Of these 15 new partners, 8 bins were requested by stores located in counties with below-average median household income
 - 4 are located in counties in the Bottom 25% for median household income
 - 4 are located in counties in the Bottom 50% for median household income
 - 29 total emails successfully sent to prospective partners

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.

In 2021, SGA engaged in co-promoted HHW collection events, established new partnerships with HHW programs, conducted one survey, and shared relevant information about TRC to the HHWIE Google Group. In establishing new partnerships, SGA prioritized facilities located in counties with below-average median household income and/or low bin density. In Q1'21, SGA engaged in one co-promoted collection event, launched a new promotional tactic (newspaper advertorial), organized co-promotion efforts for two events that occurred in Q2'21, and

conducted a survey via the HHWIE Google Group. The goal of this survey was to understand this audiences' perception of TRC, motivators to partner with TRC, and how TRC can help address barriers to thermostat collection in their communities. SGA analyzed survey results and shared key findings with the HHWIE Google Group. In Q2'21, SGA proceeded with the two events planned in Q1'21 and established 1 new partnership with the Heritage Ranch Community Services District PHHWCF in San Luis Obispo with 5 bin placements. SGA also finalized a new communications toolkit to help HHW programs easily communicate messages about TRC, the rebate offer, and nearby collection sites - which was shared with the HHWIE Google Group in Q3.

Also in Q3'21, SGA developed new partnerships with 3 county facilities. 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. In Q4'21, SGA obtained one new collection facility partner in Mono County and launched and monitored four promotional campaigns, which included collection events with Fresno County Public Works Department (1), Tehama County Solid Waste Management Authority (2), and Zero Waste Sonoma (one event scheduled for early January). This quarter, SGA worked on planning a fifth event, which will be a month-long campaign during January with San Bernardino County Fire Protection District Household Hazardous Waste.

In Q1'22, SGA proceeded with the San Bernardino County Fire Protection District Household Hazardous Waste campaign. The collection campaign lasted the entire month of January; unfortunately due to staffing changes, we were not able to collect thermostat collection metrics. SGA continued conducting outreach with 38 of our existing partners to schedule promotional campaigns for collection events. Existing partners were also notified of the recent rebate increase via both phone and email outreach. From this outreach, three counties were interested in a co-promoted collection event: Del Norte County Solid Waste Management Authority, Imperial Valley Resource Management Agency, and County of Mariposa Public Works. SGA also conducted outreach to prospective partners in counties with below-average TRC bin density, below-average median household income, and/or can be identified as having disadvantaged communities, with the goals of creating more access to TRC's services throughout those areas of California. From this outreach, two facilities associated with Shasta County Public Works were interested in bin placement, with coordination to continue in Q2. Lastly, SGA continued to review the HHWIE Google Group to stay up-to-date with information from California HHW programs.

In Q2'22, SGA will proceed with co-promotion for the three aforementioned county agencies interested in this service. While County of Mariposa Public Works is confirmed for the month of June, the timeframe of promotion for the other two (Del Norte and Imperial) has yet to be confirmed. SGA will also continue outreach to prospective partners with a focus on underserved or rural communities. Prospective partners will be notified of the rebate increase and be offered the opportunity to participate in a multi-week-long mercury thermostat collection campaign provided by TRC during May. SGA is prioritizing the month of May to generate a sense of urgency in scheduling co-promoted events with program partners. Additionally, having events in

May will likely increase resident engagement by encouraging them to dispose of their thermostats prior to home renovations, which often occur in the summer months. Lastly, SGA will finalize a rebate increase announcement to be sent to the HHWIE Google Group for information sharing purposes as well as potentially establishing new partnerships. The HHWIE Google Group contact list will also be reviewed and any new contacts will be added to SGA's outreach database.

Barriers

- **Difficult to Remain in Contact:** Many facilities have expressed that they have undergone staffing turnover in the past few months. This has slowed momentum in existing partner outreach for establishing event co-promotion. This has also affected SGA's ability to obtain metrics from event partners post-event.
- **Difficult to Reach Prospective Partners:** Some prospective partners haven't responded to our initial outreach or check-in communications about the TRC program. This is more prevalent amongst the prospective instead of existing partners. As such, SGA will continue to pursue potential improvements to its outreach strategy, including visual content in emails sent. Another factor of this barrier is that a portion of contact information is now outdated given HHW personnel staffing turnover. Therefore, all contact information on SGA's database will be reviewed and updated in Q2'22.
- **Disinterest in Working with Additional Third-Party Contacts:** Many facilities have already partnered with third-party waste haulers and do not see the appeal in TRC's offerings.
- **Difficult to Confirm Month-long Campaigns:** SGA overcame a previous barrier of residents not having enough flexibility with single-day events (i.e., only having one day to drop-off thermostats) by offering HHW programs the option of a month-long campaign. However, even while overcoming this barrier, SGA noticed that interested partners delay replying and committing to a timeframe. In Q2'21, SGA will work to identify ways of generating a sense of urgency around these events to ensure they come to fruition. However, SGA will also account for the needs and capacity of program partners by providing several scheduling options. This may strengthen our relationships with existing partners by allowing more time, capacity, and flexibility in coordinating events with TRC.

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 for local residents to get paid to recycle mercury thermostats. Particularly with the increased mail-in resident rebate amount, HHW facilities find this advantageous to their community.
- **Established Relationship:** Providing HHW programs with 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 number 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.

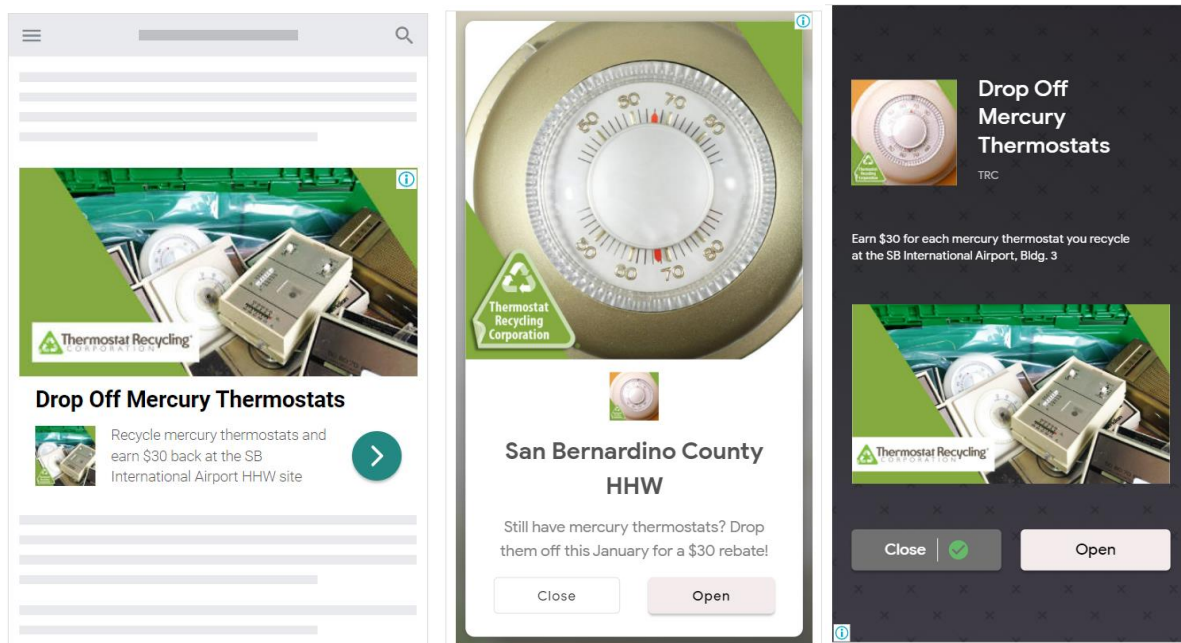
Results

In Q1 '22, SGA:

- Engaged in 1 HHW collection event hosted by San Bernardino County Fire Protection District Household Hazardous Waste by providing co-promotional materials and consistent communication (check-ins, answering partner questions, and so forth).
- Corresponded with existing partners for collection event co-promotion and our rebate increase announcement
 - 20 emails were sent & received.
 - 55 phone calls were placed.
 - 20 HHW partners attempted to reach
 - 11 HHW partners reached
 - 3 HHW partners interested in a partnered collection event & co-promotion
- Conducted outreach to HHW programs that have not yet partnered with TRC for bin placement and collection event co-promotion:
 - 31 emails were sent & received
 - 44 phone calls were placed.
 - 51 HHW programs attempted to reach
 - 11 are located in counties in the Bottom 25% for median household income
 - 4 are located in counties in the Bottom 50% for median household income
 - 21 are located in counties that contain 1-20 bins
- 1 HHW facility reached
- 2 bins to tentatively be placed with a new partner (Shasta County Public Works, at the Burney Transfer Station and Fall River Mills Transfer Station)
 - In a county with 1-20 bins

Materials

Figure 3. Google Advertisements for a Month-Long (January) Promotional Campaign with San Bernardino Fire Protection District Household Hazardous Waste for their City of Highland Facility.



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

General Contractors

Summary

TRC continues to complete outreach to general contractors with hopes of gaining greater participation. Our outreach efforts are to inform the contractor of our program, if they are not already aware, and sign the contractor up for recycling through a bin or pail. Our primary goal 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 95 general contractors.
- We placed one bin with a general contractor in Q1.

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 78 HVAC contractors.
- During the first 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 118 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. During the first quarter there was an average of 23.5 thermostats per bin and a total thermostat count of 989 mercury thermostats from wholesalers.

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 208 calls to wholesalers who hadn't returned a container in the past 6 months.
- During the first quarter we had 6 new container requests from 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 first 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

- We conducted 3 calls to building departments that resulted in voicemails unreturned.

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). In Q4'21 we promoted a partnership with OhmConnect via a communications toolkit and landing page. 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 at a later time, or found that they no longer wanted to promote the program. Materials were created for these potential partnerships. 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. We also formed one new partnership with Moreno Valley Electrical Utility by placing a TRC link on their rebates page and 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, which garnered 213 clicks.

In Q1'22, we updated the following materials to reflect the new \$30 rebate amount: bill insert (1), flier (1), magazine ads (2), media toolkit (1), and social media posts (5). See Appendix B to view these materials. This quarter, we also focused our outreach more heavily on phone outreach. We found that more utility company employees have returned to their offices and are therefore more likely to answer their phones. Email was the best way to communicate with active partners or to coordinate with partners in progress. Our active partners work this quarter focused on a utility company that was interested in using multiple promotional channels. Anza Electric Cooperative Inc. posted a link on their website (Figure 4), ordered a bin, posted about the program on their social media (Figure 5), and developed one bill insert and one digital magazine ad (still to be promoted). Strong partnerships such as this one provide more opportunities for promotion in the future and increase the likelihood of our program's exposure.

In the following quarter, we will continue our focus on strengthening our relationships with past partners as well as creating new relationships with new utility companies. Partnerships with

Truckee Donner Public Utility District and Turlock Irrigation District are currently in-progress and projected to be finalized in the following quarter.

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.

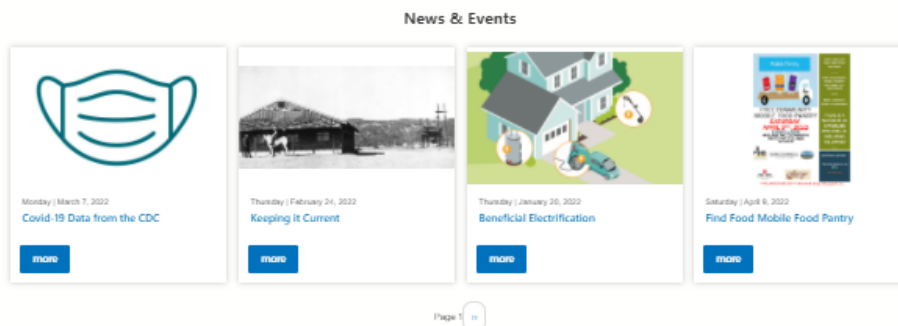
Results

In Q1'22 SGA:

- **New Partners:**
 - Anza Electric Cooperative Inc.
 - 1 Website Link Placed
 - 1 Bin Placed
 - 1 Social Media Post Published
 - Regarding outreach:
 - Emails Sent and Received: 18
 - Calls Attempted: 3
 - Successful Contacts: 3
- **Potential Partners**
 - Regarding outreach to the 27 potential partners:
 - Emails Sent and Received: 3
 - Calls Attempted: 32
 - Successful Contacts: 5

- In terms of location, of these 27 potential partners:
 - 7 are located in counties in the Bottom 25% for median household income
 - 2 are located in counties in the Bottom 50% for median household income
 - 11 are located in counties that contain 1-20 bins
- Existing Partners
 - Regarding outreach to the 6 existing partners:
 - Email Sent and Received: 5
 - Calls Attempted: 10
 - Successful Contacts: 4
- Materials Updated to Reflect Increased Rebate (\$30):
 - 1 Bill Insert
 - 1 Flier
 - 2 Magazine Ads
 - 1 Media Toolkit
 - 5 Social Media Posts

Figure 4. Link Placed on Anza Electric Cooperative Inc.'s Website



Homepage Block

ANZA ELECTRIC BOARD OF DIRECTORS PETITIONS ARE NOW AVAILABLE. There are seven directors on the board of directors that represent the members of Anza Electric Cooperative. This year the director-at-large position is up for election. Interested parties may download the Director Candidate Packet [here](#) or pick one up at the AEC office.

Mercury Thermostat Recycle Program

Did you know that you can get money for your old mercury thermostats? Anza Electric has partnered with Thermostat Recycling Corporation to participate in their recycling program. All you have to do is print and complete the rebate form, place it in a bag with your mercury thermostats and bring them by. That's it.



[REBATE FORM](#)

[Click here to learn more](#)

Figure 5. Facebook post shared by Anza Electric Cooperative Inc.



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 2021, 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 (public, private, and charter), daycares, and afterschool programs in 20 priority regions. In Q2'21 we completed outreach to preschools in 20 priority regions. In Q3'21 we partnered with OhmConnect to share a limited-time opportunity for schools to get a free smart thermostat. We emailed a flier with information about this opportunity to preschools, daycares, and an afterschool program that we learned through our outreach have mercury thermostats.

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. We also gave a 10-minute presentation to the Coalition for Adequate School Housing (CASH) at one of their webinars, which had 46 school facility staff members in attendance (see Appendix B). We also developed a survey for school facilities staff inquiring if their school has mercury thermostats (see Appendix B). We plan to distribute this survey in the future through COEs in order to identify schools with mercury thermostats, something we will continue working on this quarter. Lastly, in Q4'21 we built a database of libraries in 20 priority regions and began conducting outreach to them. We chose libraries as our next sub-audiences because they are locations where school-aged children likely spend time and are education-related facilities.

In Q1'22, we temporarily paused outreach to libraries to finalize our outreach tactics. We decided to pursue the new tactic of asking libraries to display fliers and a table tent for library visitors to see due to libraries being an education- and community-oriented space. We drafted the flier and table tent designs (to be finalized in Q2'22) and added new libraries to our database, to be finalized and distributed next quarter. We also resumed outreach to libraries, 5 of which agreed to display TRC materials. Additionally, we identified new contacts within the 20 priority County Offices of Education and conducted outreach to them in order to request their help distributing our survey and flier to school districts. Lastly, we designed an e-newsletter to send to daycares, preschools, and afterschool programs that have mercury thermostats to inform them of the new \$30 rebate (Figure 6).

In Q2'22, we will add new libraries to the libraries database which are within 10 miles of a TRC drop-off site. We will then conduct outreach to these libraries to ask them to display our TRC materials. Additionally, we will finalize the library flier and table tent designs, print them, and send them to libraries that have agreed to display them. Regarding our COE outreach, we plan to add contact information for the remaining 38 County Offices of Education to our database and conduct outreach to them to request that they share information with their school districts. We also will distribute a survey through COEs; we previously developed this survey for school facilities staff to inquire if their school has mercury thermostats. Lastly, we will compile a list of

emails for all preschools, daycares, and afterschool programs that we spoke to that have mercury thermostats and send them the e-newsletter announcing the \$30 rebate.

Barriers

- Past Update to Digital Thermostats: Most schools we contact have already made the switch to digital thermostats, often up to a decade prior.
- Difficulty reaching COE staff: We did not receive many replies from email and phone outreach to COE staff.
- Limited COE authority: A couple COE staff indicated that they have no authority to influence individual school site 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.
 - 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 Q1'22, SGA:

- Contacted 16 County Offices of Education (COE) Maintenance and Operations Directors
 - Regarding outreach:
 - 13 phone calls were placed
 - 20 emails were sent
 - 4 of those Directors answered our questions.
 - 2 had recently updated all their school site thermostats to digital
 - 2 had no authority to intervene with individual school site operations
- In terms of location, of these 16 COE Maintenance and Operations Directors:
 - 11 are located in counties in the Bottom 25% for median household income
 - 5 are located in counties in the Bottom 50% for median household income
 - 15 are located in counties that contain 1-20 bins

Contacted 10 libraries

- Regarding outreach:
 - 10 phone calls were placed
 - 5 libraries reached
 - 5 libraries agreed to host educational materials at their location

- In terms of location, of these 5 libraries:
 - 5 are located in counties in the Bottom 25% for median household income
 - 5 are located in counties that contain 1-20 bins

Compiled database of COE Business Department and Superintendent Office contacts in 20 priority regions with below-average bin density and median household income.


Drafted 1 flier design to place at libraries to inform residents of proper mercury thermostat disposal.

Drafted 1 table tent design to place at libraries to inform residents of proper mercury thermostat disposal.

Developed 1 e-newsletter to send to daycares, preschools, and afterschool programs with mercury thermostats to inform them of the new \$30 rebate (Figure 1).

Materials

Figure 6: \$30 Rebate E-Newsletter For Preschools, Daycares, and Afterschool Programs

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

**INTRODUCING A
BIGGER BETTER
REBATE!**



Consumers are eligible for a
\$30 REBATE
when they recycle their mercury
thermostats with TRC.

Download the rebate form and find your
nearest mercury collection location **here.**

Have lots of thermostats to
recycle? **Request a free
collection bin** by emailing
epang.trc@gmail.com



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 4 calls were made to universities and colleges in the first quarter.
- We were unsuccessful in placing any bins or pails with the locations.

Summary of Outreach Activities for Audience C

Property Managers

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 first 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 23 commercial property management association individuals. A copy of the article provided can be found in the Figure C-1 in Appendix C.
- We were unable to place any articles this quarter, and to our knowledge no information on the TRC program was shared through their outreach.
- We had requests for 6 new container requests from property management companies in Q1.

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 first 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
- We did receive one rebate form for 13 thermostats from a property manager this quarter.

Results

- TRC completed outreach to 15 residential property management association individuals. A copy of the article provided can be found in ~~the~~ [the Figure C-1 in Appendix C. appendix.](#)
- We were unable to place any articles this quarter, and to our knowledge no information on the TRC program was shared through their outreach.
- We had requests for 6 new container requests from property management companies in Q1.

Hotel/Motel

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

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

Barriers

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

Motivators

- N/A

Results

- TRC completed outreach to two 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: 4
- Based on information provided on the rebate forms, we believe one rebate was 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.
- 30 check-in calls were placed to all HHWs in the first 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.

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

- Four 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 2021, SGA attempted to contact its pilot program participants in Q1'21 and Q3'21 to confirm that they sent in their bin and if not, their interest in receiving instructions via email about how to prepare the bin. Only one pilot school (Oxnard Union High) was responsive, and they 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. 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 in 2021 because no bins were placed.

In Q1'22, 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.

In Q2'22, SGA will brainstorm new tactics to use with the schools pilot audience, since 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.

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 Q1'22:

- No new participants were added to the schools pilot program because no new bins were placed.
- No pilot program schools were contacted.

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 of these 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 Q1'22, we progressed toward securing two new pilot partners. Sonoma Clean Power recently opened its Advanced Energy Center and has expressed enthusiasm in participating as a drop-off location. While the majority of our utility partners utilize digital promotion, the Advanced Energy Center's store-like functionality provides a unique opportunity to place in-person promotional materials. Additionally, we plan to convert our newest utility partner, Anza Electric Cooperative, to a pilot partner. Anza Electric Cooperative requested to start off with the smaller, 1-gallon bin before accepting the collect-all bin. We will follow up next quarter and encourage the use of a collect-all bin to increase the frequency of drop-off occurrences.

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

Potential Partners

- Regarding Outreach:
 - 5 Phone calls
 - 19 Emails
 - 2 Attempted Partnerships
- In terms of location, of these 2 attempted partnerships:
 - 1 is located in a county that contains 1-20 bins

Property Managers

Summary

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

In 2019, SGA began visiting property management companies in Oakland and Long Beach to recruit them for 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, 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. 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 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: a flyer with easy-to-follow instructions for identifying and recycling mercury thermostats, and 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. In Q4 '21 SGA returned to in-person bin placement outreach, as this was the most successful tactic we have implemented but had not been able to re-implement due to previous COVID-19 impacts. From those visits, 5 accepted bin, 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.

In the new quarter of 2022, SGA continued to pursue our most successful tactic of placing bins in-person. We experienced lower results than anticipated due to many property management offices being permanently closed. To get ahead of this issue we began calling property management companies ahead of our visit, but calls were rarely answered. During our in-person bin placement attempts, SGA placed two bins with Spectrum Real Estate Services and with Diversified Real Property Management. These two property management offices are located in Orange County.

In Q2'22 SGA will continue to place bins in-person. This is still our most successful tactic for bin placement despite the challenges we have encountered. Next quarter we plan to do bin placements in LA County to reach Commerce, South Gate, South LA and East LA residents with a median household income below \$55,000.

Barriers

- **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 continue working from home, which has made it difficult to speak to the right contact.
- **Inaccurate Information Online:** Many property management offices have now permanently closed, but this is not apparent until we visit the office in-person.

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 Q1'22, SGA:

- 31 property management offices were visited
 - 16 property management offices were permanently or temporarily closed
 - 7 property management offices did not have available parking
 - 3 property management offices declined partnership
 - 3 property management offices did not have a manager in-office
 - 2 property management offices accepted partnership
- 2 bins were placed with new property managers:
 - 1 bin with Spectrum Real Estate Services, Inc.
 - 1 bin with Diversified Real Property Management

- 6 calls were placed to potential partners
 - 2 property managers confirmed their office was open

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 Q1: sent 312 postcards in March

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

- Ongoing/in process
- In Q1: sent 182 emails in March

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

- Made 353 calls in Q1 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.

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

- Required to visit every location every year
- Q1: We did not visit collection locations this quarter

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.

- The EPR groups are currently working to set a meeting for this summer in Washington, D.C.

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 Q1.

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

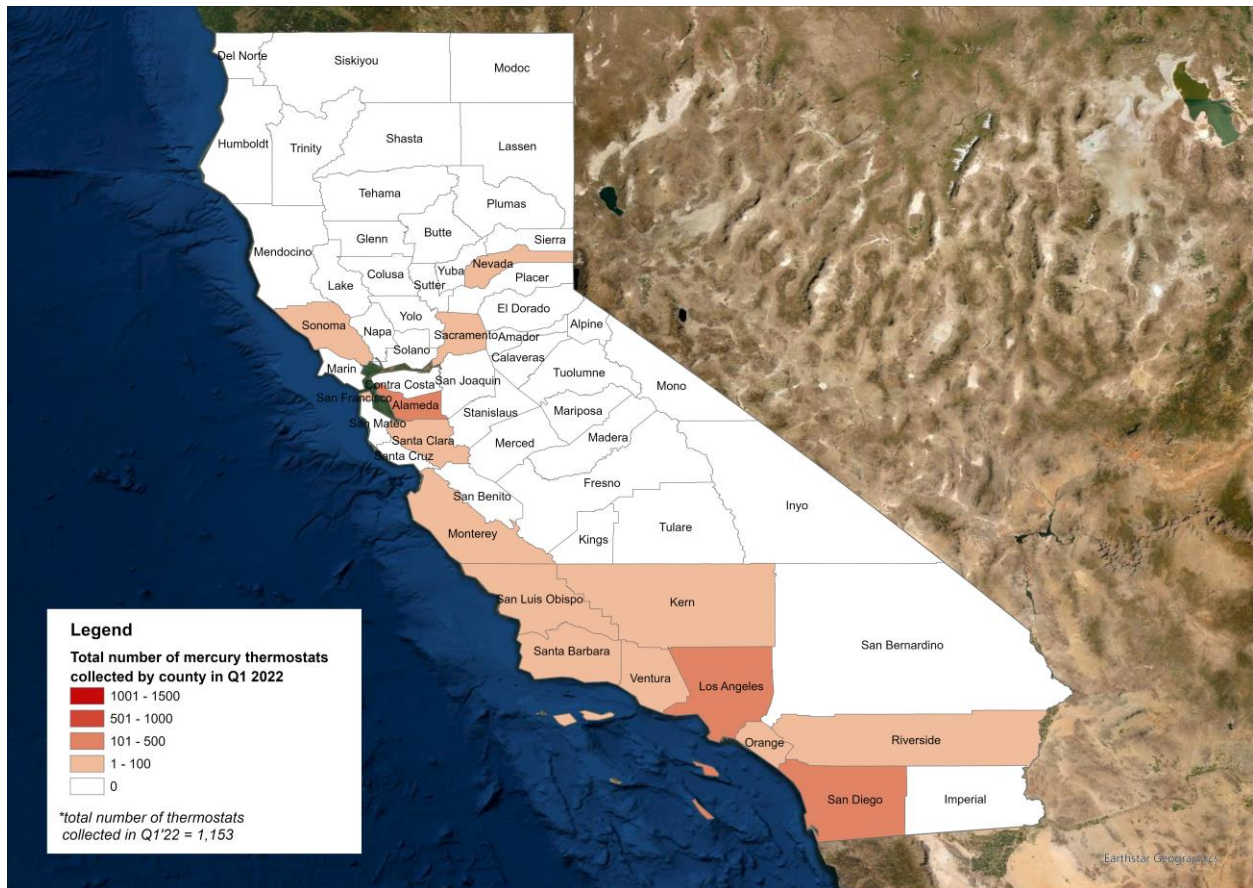
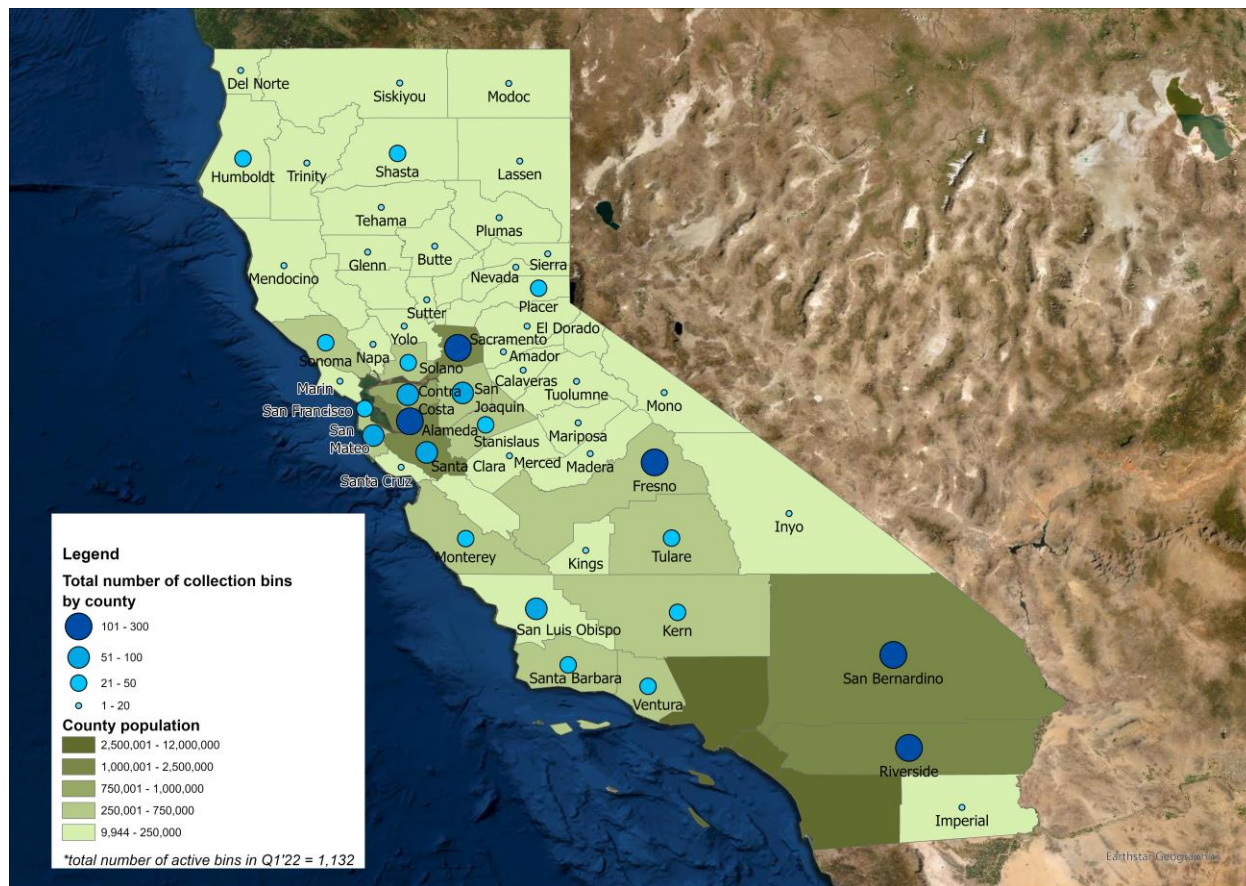


Figure 8. Map showing total thermostats collected by county.



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
1/13/2022	CA retail consumer rebate	\$5.00
2/1/2022	2022 CA property manager rebate	\$65.00
2/28/2022	CA contractor recycle, scratch, earn rebate redemption	\$305.15

Site Visits and Calls

A table documenting site visits and calls conducted in Q1'22 is included in Appendix D. These site visits include documentation for non-compliant locations.

Thermostat Recycling Corporation: Q1 2022 California Advertising

Summary

Digital advertising is still the focus of TRC's California ad campaign as we move into 2022, including Google Ads and digital ads. The comprehensive digital advertising campaign will begin in Q2. Therefore, this report on Q1 focuses exclusively on Google Search Ads.

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 1st quarter is detailed below, with a comparison to Q1 of 2021.

Table 8. Google Search Ads Results

	Q1 2021	Q1 2022
Impressions	93,745	90,242
Clicks	2,745	2,813
Clickthrough Rate (CTR)	2.93%	2.96%
Cost per Click (CPC)	\$2.25	\$2.14

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
- Conversions: counted when someone clicks the zip code finder page

Results and Analysis

When you compare our performance to the same time period in 2021, improvement is evident. Our impressions continue to drop as our search terms are refined and become more targeted, but this is not impacting any of our other metrics. Seeing increases in CTR and conversions while also seeing a decrease in impressions shows that the campaign is continuing to run optimally.

Barriers

There were no barriers to launching this advertising.

Motivators

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

Appendices

Appendix A: Audience A Outreach Program

Retail Toolkit Materials

Figure A-1. Retail Prepping and shipping instructions sheet


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

Preparing TRC Collection Container for Shipment

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

1.

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



UNACCEPTABLE ITEMS
2.

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


3.

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


4.

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

[OVER]

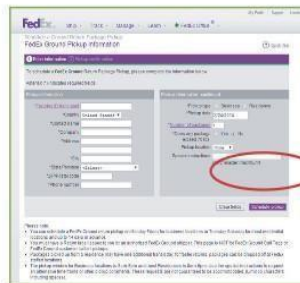
thermostat-recycle.org | 1-888-266-0550 | trc@thermostat-recycle.org

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-2. Retail “Identifying and Disposing of Mercury Thermostats” Flyer [English]



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

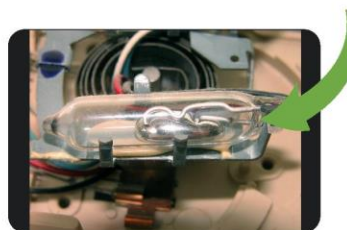
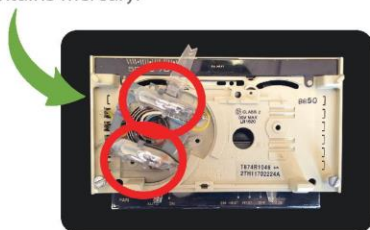
Mercury thermostats are manually operated and use a lever or dial to control the temperature. Digital thermostats that use a digital screen and buttons do not contain mercury.



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.



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

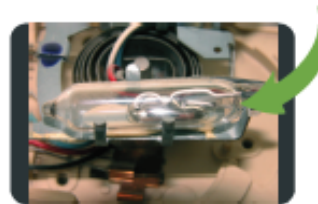
Los termostatos de mercurio se operan manualmente y utilizan una palanca o una placa graduada para controlar la temperatura. Los termostatos digitales que utilizan una pantalla digital y botones, no contienen mercurio.



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

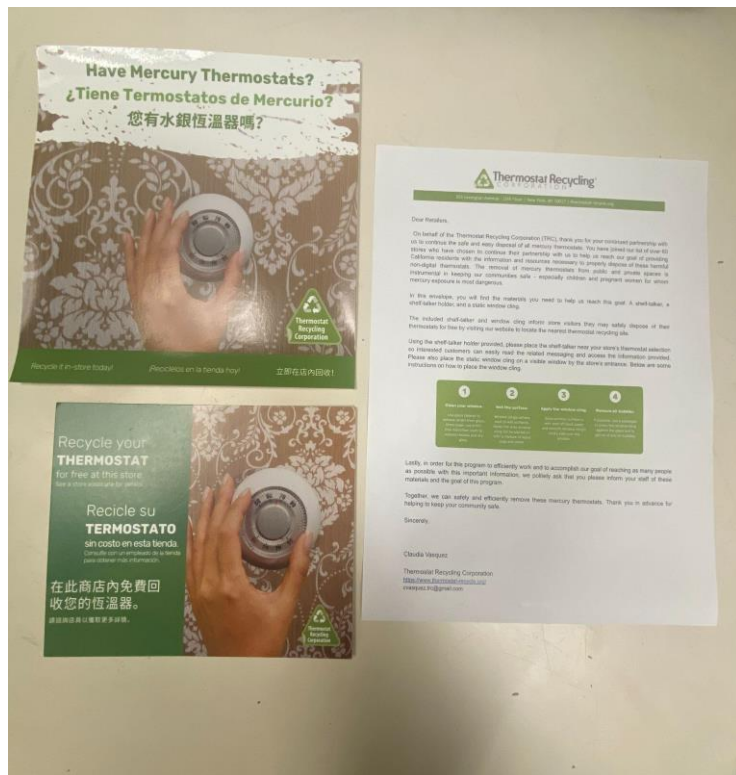
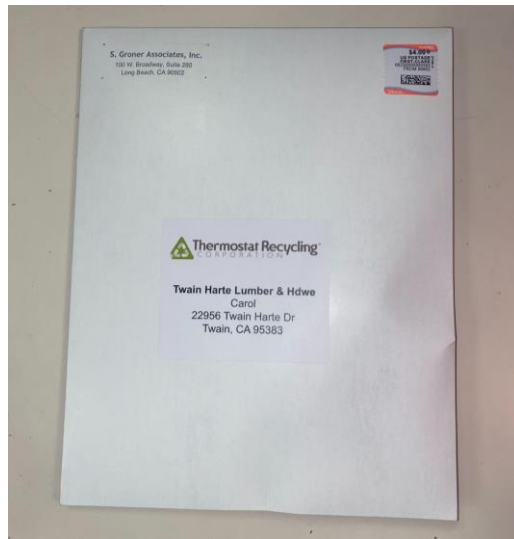


Figure A-10. Existing Partner - Retail Collection Event Materials: Gift Voucher



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.



Thanks for reminding the participant about the \$25 gift voucher!



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.

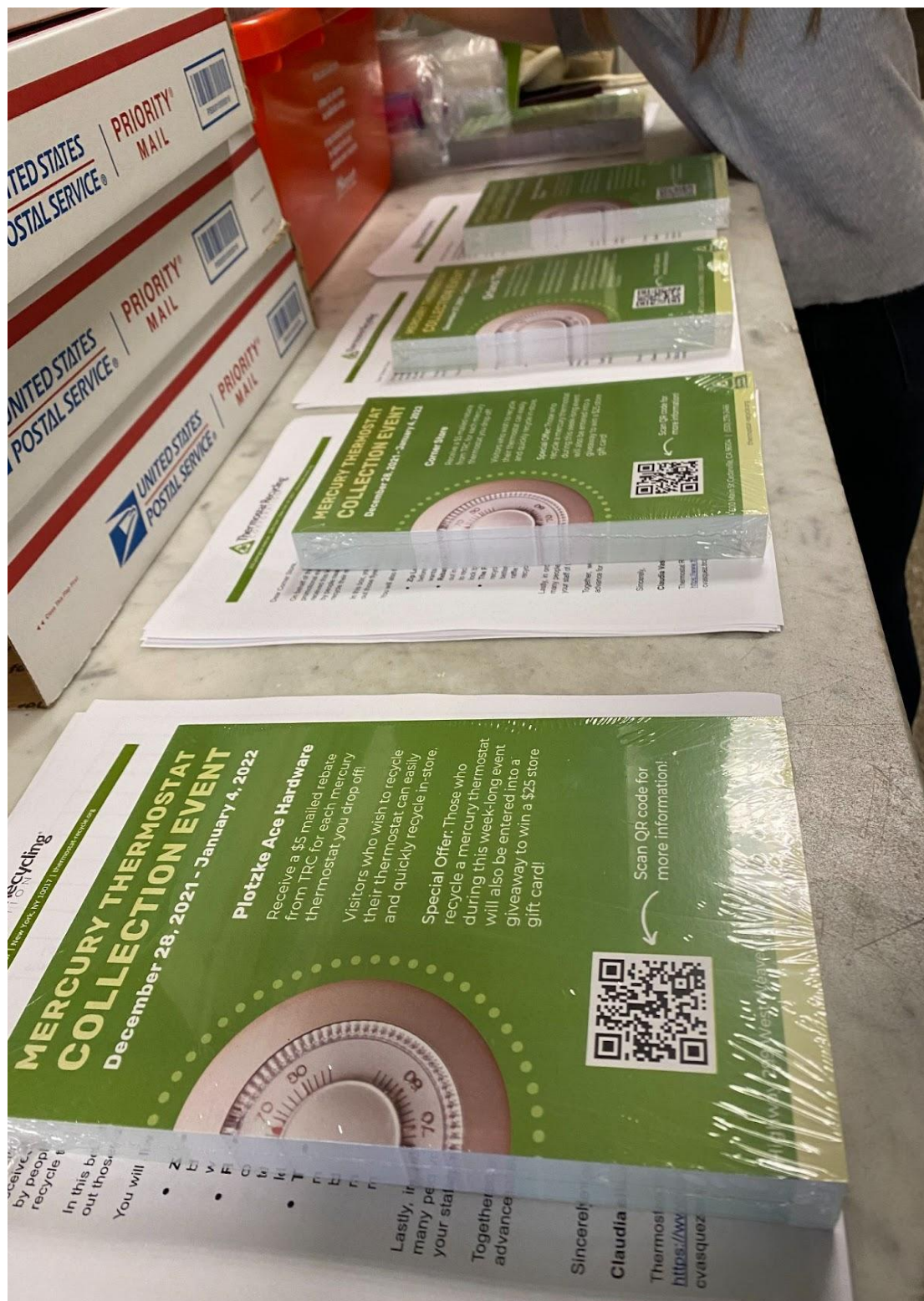
Together, we can safely and efficiently remove these mercury thermostats. Thank you in advance for helping to keep your community safe.

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.



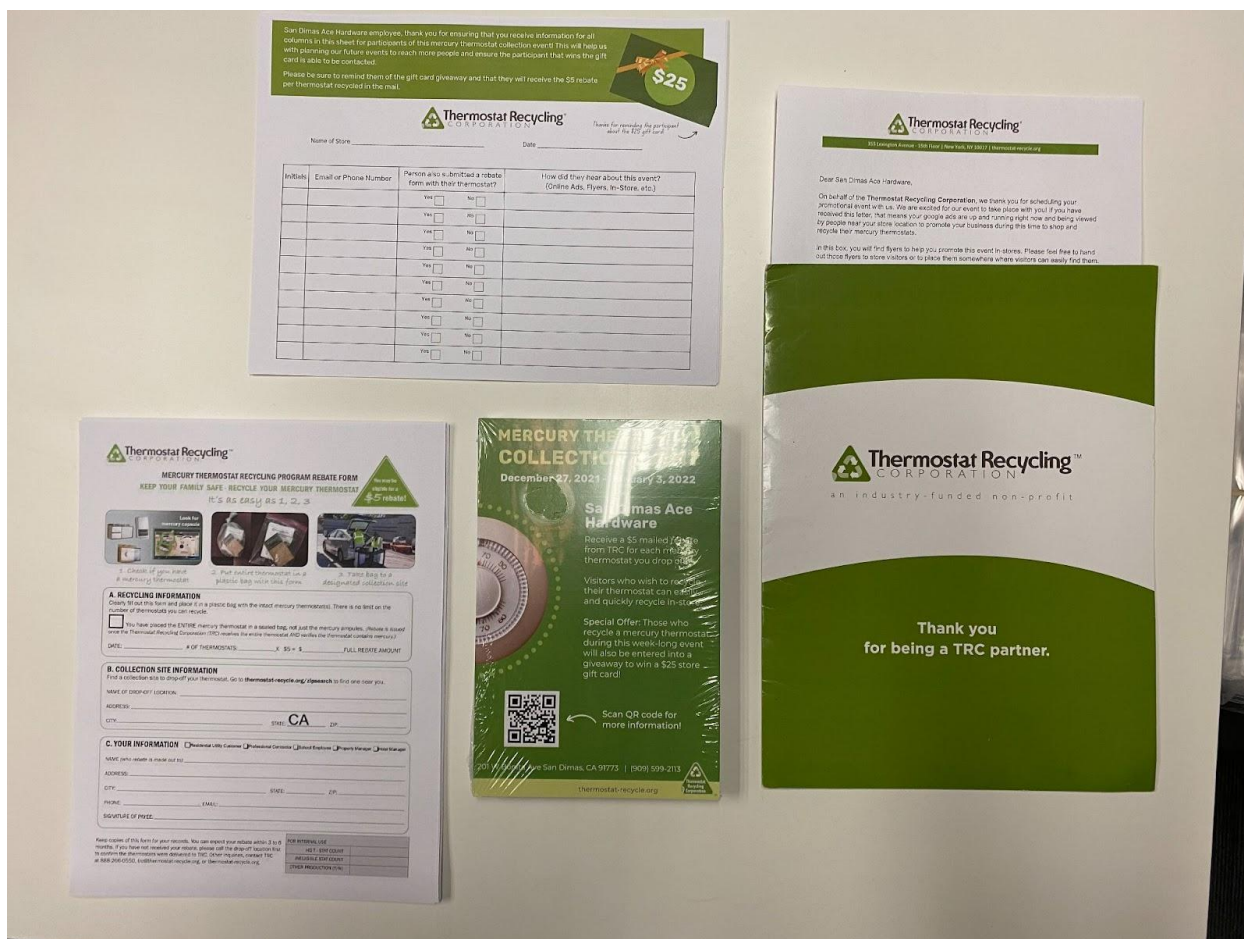
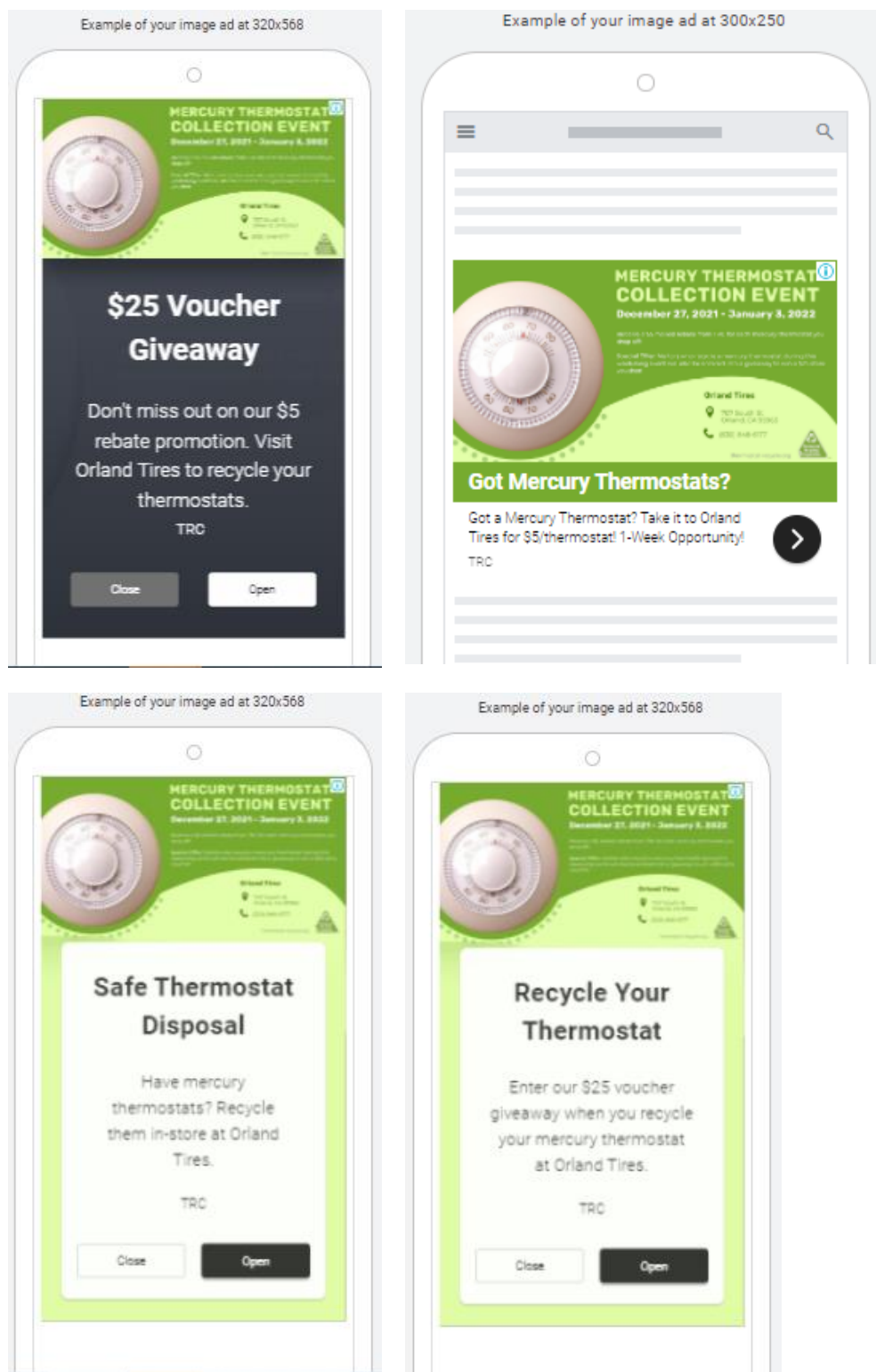


Figure A-15. Existing Partner - Retail Collection Event Materials: Example of Advertisements for Google Ads Campaigns.



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

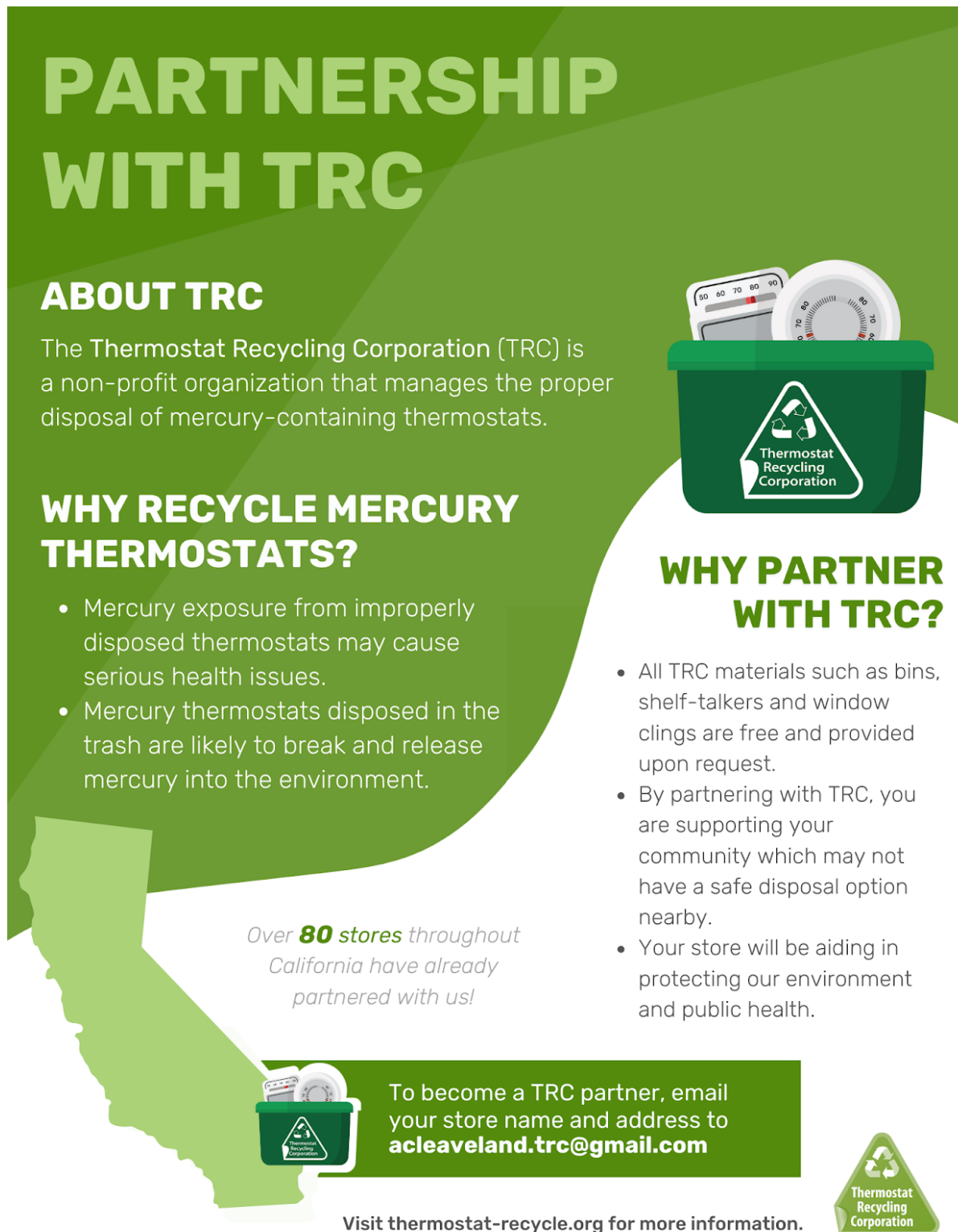
Got Mercury Thermostats?

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 filled with mercury thermostats. 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

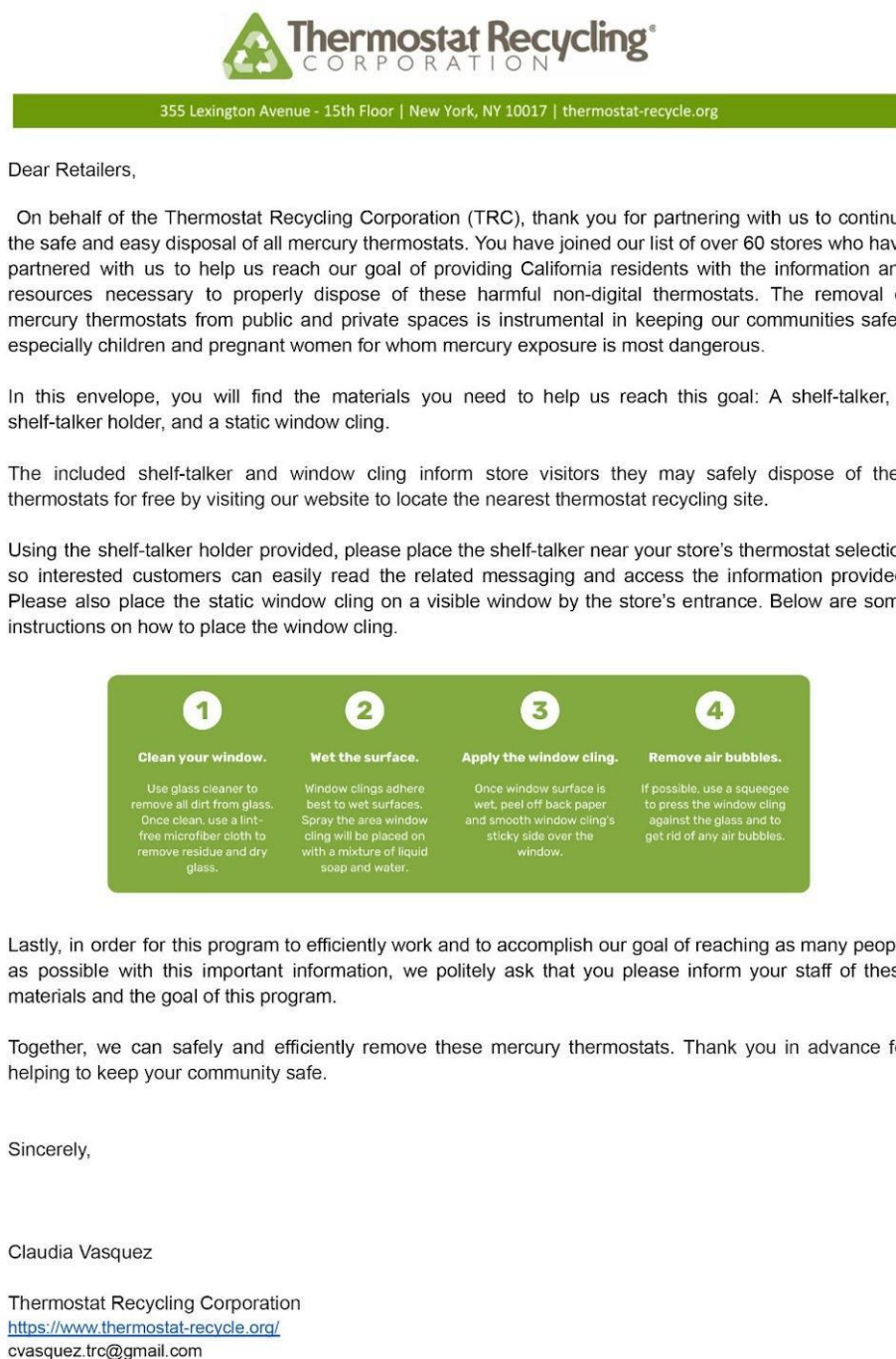


Figure A-23. Existing Retail Partnership Letter

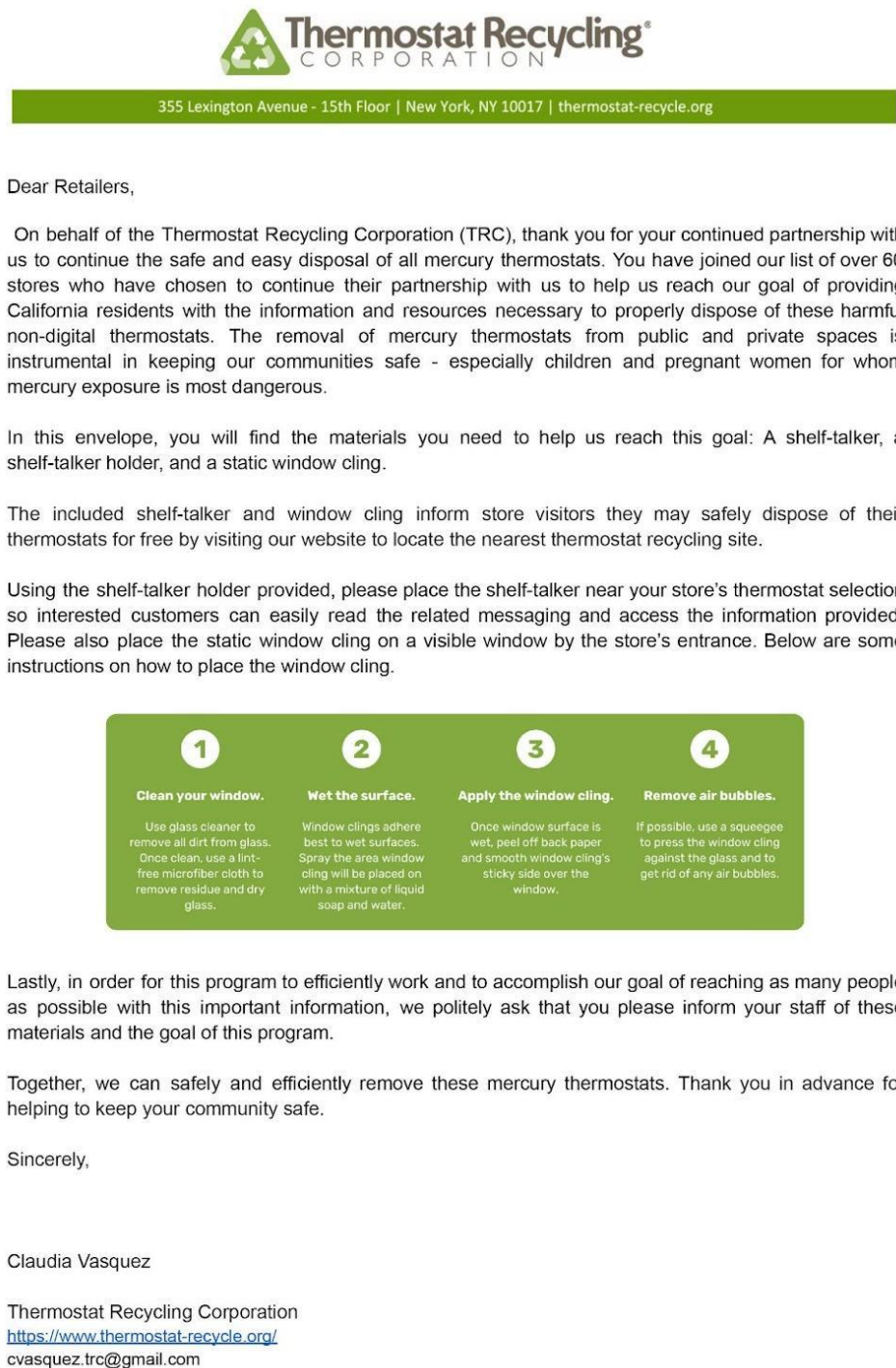
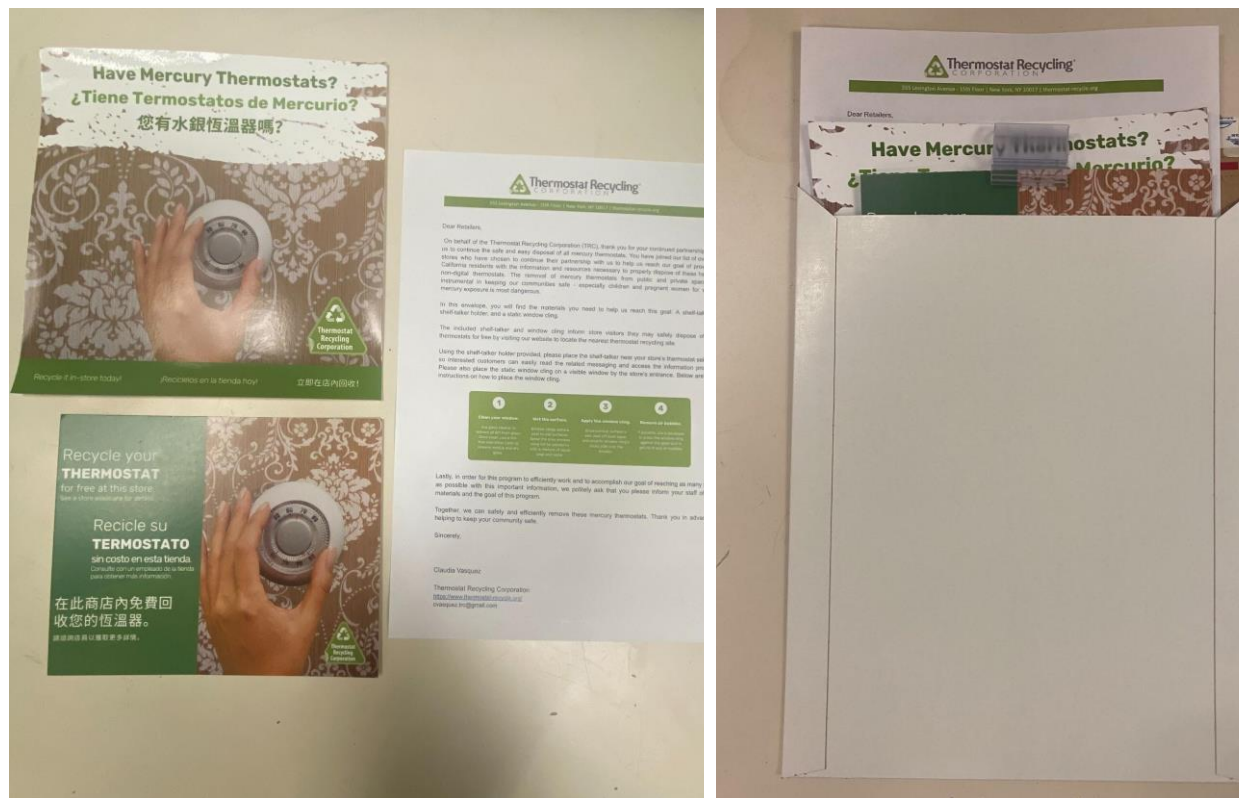


Figure A-24. Photos of Material Sendouts



HHW Outreach Materials

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

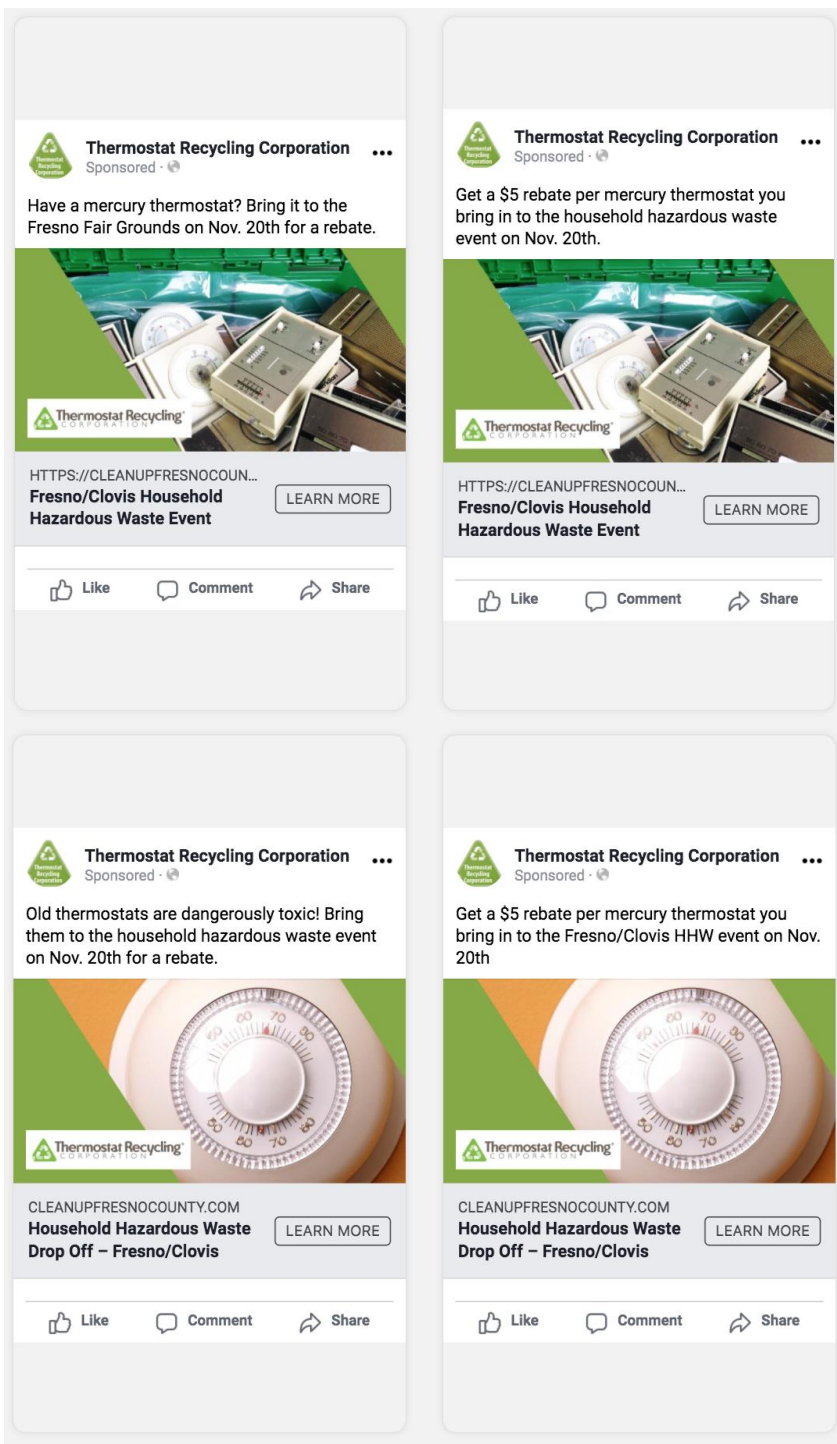


Figure A-25. Google Advertisements for the Tehama County 12/4/21 HHW Event in Corning.

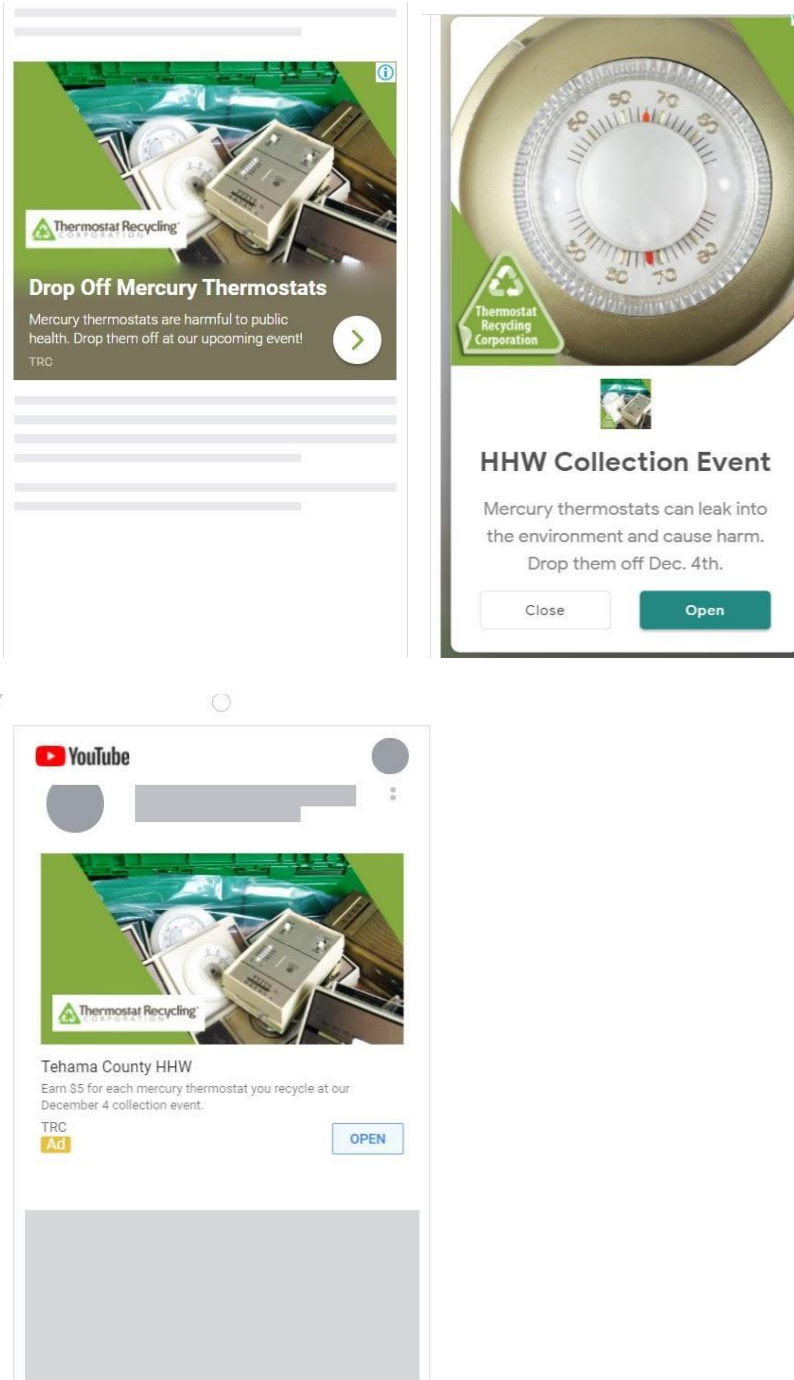


Figure A-26. Google Advertisements for the Tehama County 12/20/21 HHW Event in Red Bluff.



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.

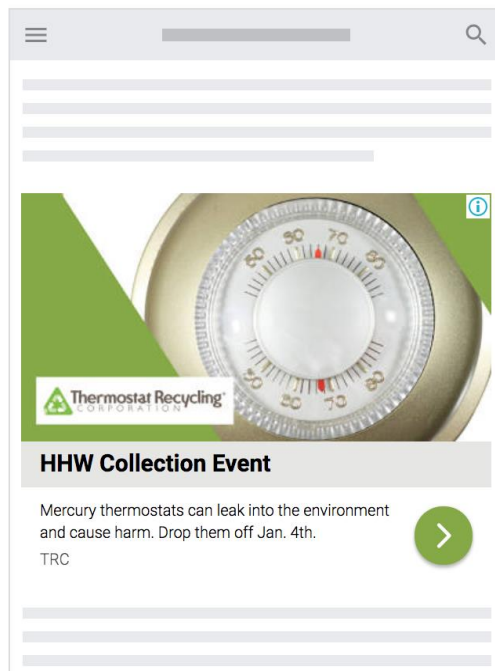
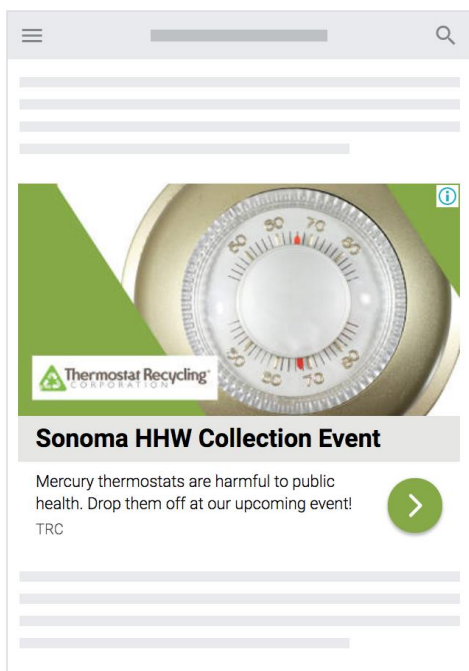
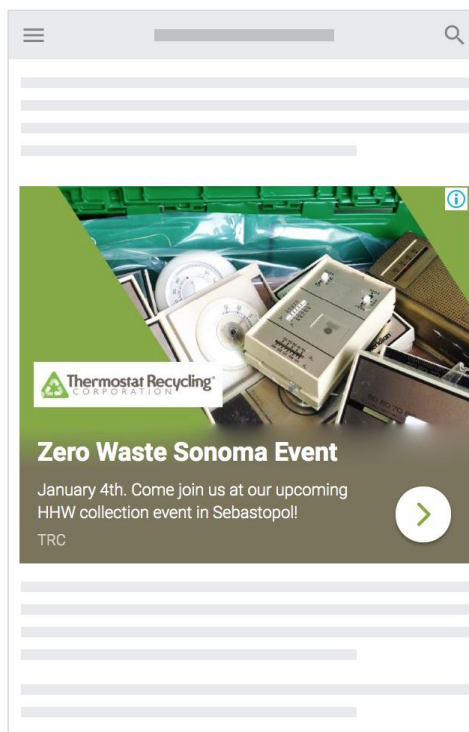


Figure A-28. Google Advertisements for a Month-Long (January) Promotional Campaign with San Bernardino Fire Protection District Household Hazardous Waste for their City of Highland Facility.

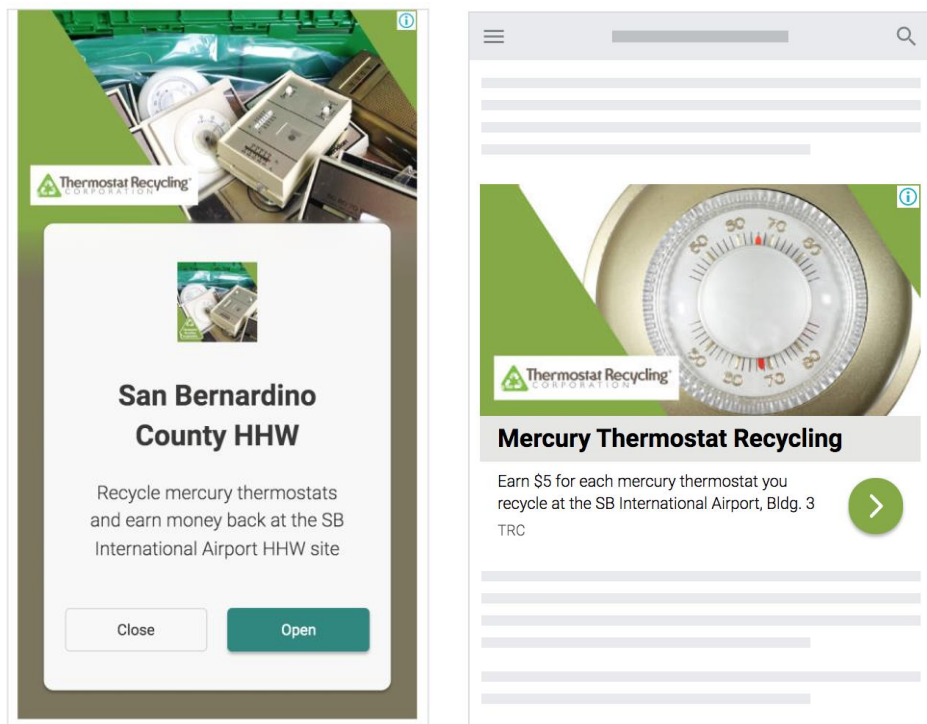
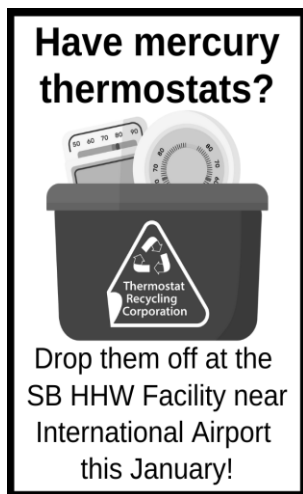


Figure A-29. Newspaper Advertisement in Highland News for a Month-Long (January) Promotional Campaign with San Bernardino Fire Protection District Household Hazardous Waste for their, City of Highland Facility.



Appendix B: Audience B

Utility Outreach Materials

Figure B-1. Utility Flyer

STILL HAVE A MERCURY THERMOSTAT?



Recycle yours for a \$30 rebate!

LOCAL RECYCLING LOCATIONS

U. S Air Conditioning Distributors. 1100 Chestnut St Burbank, CA	Refrigeration Supplies Distributor 724 S. Flower St Burbank, CA	Sigler Wholesale Distributors 7615 N. San Fernando Rd Burbank, CA
Safe Collection Center 4600 Colorado Blvd Los Angeles, CA	American Refrigeration Supplies Inc. 910 Justin Ave Glendale, CA	Sigler Wholesale Distributors 7615 N. San Fernando Rd Burbank, CA
Safe Collection Center 4600 Colorado Blvd Los Angeles, CA	American Refrigeration Supplies Inc. 910 Justin Ave Glendale, CA	Sigler Wholesale Distributors 7615 N. San Fernando Rd Burbank, CA

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


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

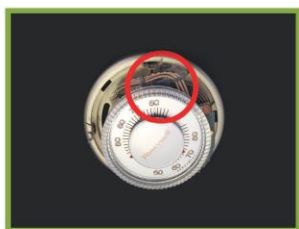
FOLLOW THESE STEPS TO RECEIVE \$30 FOR YOUR MERCURY THERMOSTAT!

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 \$30!

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 Created for Anza Electric Cooperative Inc.



Anza Electric Co-Op
 58470 CA-371
 Anza, CA 92539

Palm Desert Ace Hardware
 74058 Highway 111
 Palm Desert, CA 92260

Us Air Conditioning Distributors (USACD)
 68-713 Perez Road Building B7
 Cathedral City, CA 92234

Ferguson Heating & Cooling
 36283 Plaza Drive
 Cathedral City, CA 92234

Allied Refrigeration
 34660 Date Palm Drive
 Cathedral City, CA 92234

Hajoca - Palm Springs
 682 Eugene Road
 Palm Springs, CA 92264

Ac Pro
 75220 Merle Drive
 Palm Desert, CA 92211

Sigler Inc
 73605 Dinah Shore
 Drive 1200L
 Palm Desert, CA 92211

R.E. Michel Co, Inc
 72-110 Corporate Way
 Thousand Palms, CA 92276

Heating & Cooling LLC
 30-715 Front Street
 Thousand Palms, CA 92276

TRCrebate.com/CA

Figure B-3: Magazine Ad updated with \$30 Rebate

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 \$30 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 \$30 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.

*Offer available to California residents only. For information by state, visit bit.ly/TRCstates



Half-Page Ad

THESE ARE TOXIC!

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

Receive a \$30 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.

**Offer available to California residents only. For information by state, visit bit.ly/TRCstates*



Figure B-4: Media Toolkit Updated with \$30 Rebate

Page 1



Ready-to-use Social Media Content

Facebook/Instagram Posts

1 Do you have any old mercury-containing thermostats in your home or place of business? Check out the Thermostat Recycling Corporation's store locator to find a thermostat collection location near you: bit.ly/TRCcollectionsites

2 Unlimited \$30 rebates? That's right! Bring old thermostats and a completed rebate form to a drop-off location near you and the Thermostat Recycling Location will send you a check for \$30 per mercury thermostat. Click here to find your nearest collection site: bit.ly/TRCcollectionsites

3 We've partnered with the Thermostat Recycling Corporation to offer \$30 rebates to any resident who brings us mercury thermostats. Just print and complete a rebate application, place it in a bag with your mercury thermostats and bring them by! Click here to learn more about this free offer: bit.ly/TRCrebate

4 With cold weather upon us you might be looking for solutions to stay warm. If you're upgrading your central air system and replacing old thermostats, make sure to recycle them properly -- it's the law! To find local recycling locations for mercury thermostats and earn cashback in the process, click here: bit.ly/TRCcollectionsites

5 With hot weather upon us you might be looking for solutions to stay cool. If you're upgrading your central air system and replacing old thermostats, make sure to recycle them properly -- it's the law! To find local recycling locations for mercury thermostats and earn cashback in the process, click here: bit.ly/TRCcollectionsites



Twitter Posts

1 Properly recycling mercury thermostats is the law! Find local recycling locations & earn cashback here: bit.ly/TRCcollectionsites

2 Do you come in contact with mercury thermostats? You can get rebates for each one you collect! Learn more: bit.ly/TRCcontractors

3 There are 350+ mercury thermostat collection sites in CA. Find the nearest one and claim rebates here: bit.ly/TRCcollectionsites

4 Unlimited \$30 rebates in exchange for mercury thermostats? That's right! Click here to learn more: bit.ly/TRCrebate

Ready-to-use Website & Newsletter Content

Website Blurb

- 1 Want \$30 for each mercury thermostat you have? When you bring mercury thermostat in with a completed [rebate form](#), the Thermostat Recycling Corporation (TRC) will send you a check for \$30 per thermostat. It's that simple! Help us keep our communities and the environment safe, click here to learn more: bit.ly/TRCcollectionsites
- 2 Old thermostats are hazardous to people and the environment, so we've partnered with the Thermostat Recycling Corporation (TRC) to bring you \$30 for each mercury thermostat you drop off at our collection center. Simply print a rebate form, place it in a clear plastic bag with your thermostats, and drop them off. Click here to learn more: bit.ly/TRCcollectionsites
- 3 Manually operated thermostats contain mercury and need to be disposed of carefully and properly. Locate a safe and free collection site near you, and see if you qualify for an additional \$30 rebate. Find out more at the bit.ly/TRCcollectionsites

Newsletter Blurb

[DOWNLOAD ALL IMAGES](#)



About Us & Contact Information

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

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

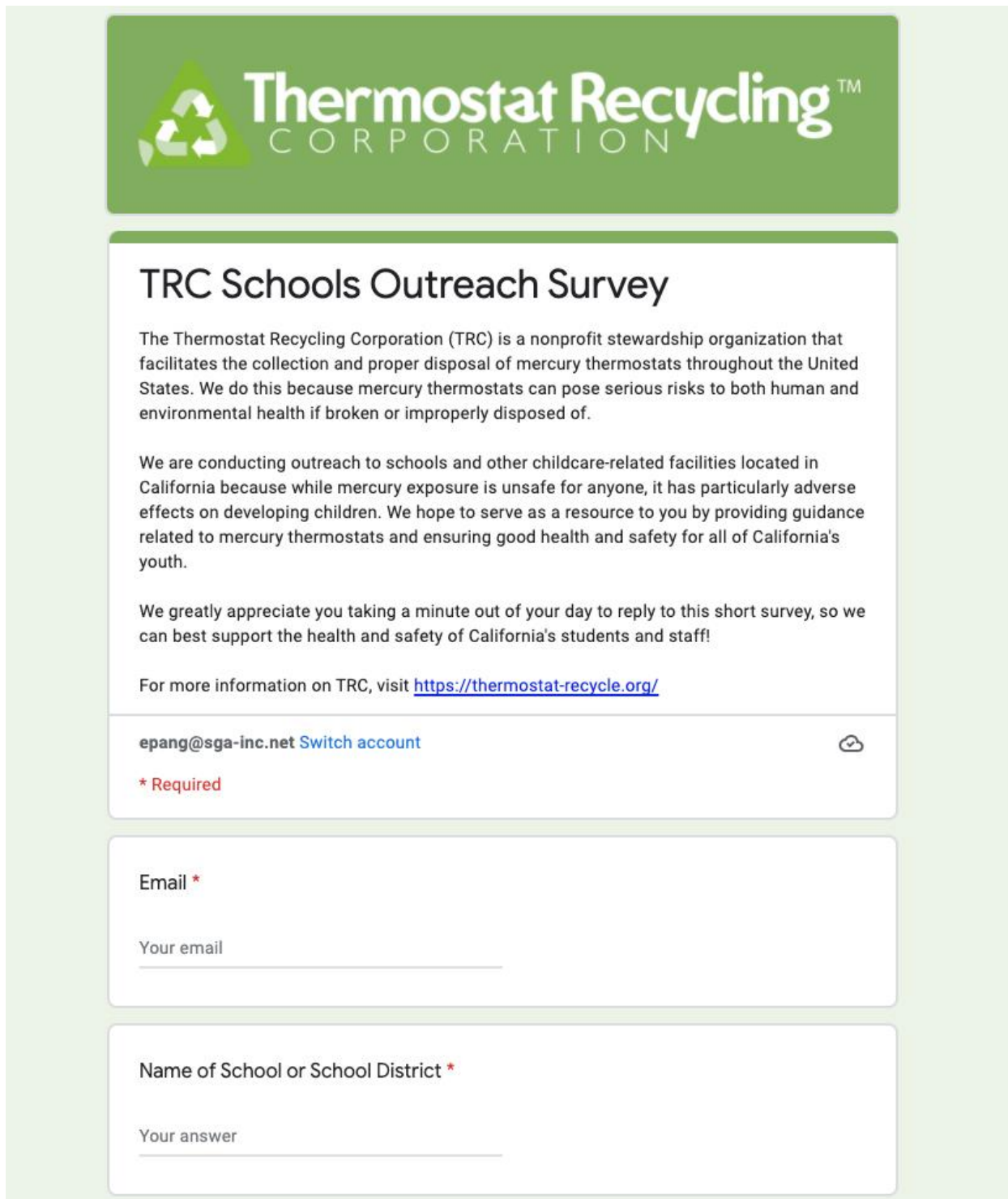


Figure B-5. Social Media Posts Updated with \$30 Rebate




School Outreach Materials

Figure B-6. [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 about the organization's mission and the purpose of the survey. Below the text is a user login 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 Recycling**
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-7. [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. Property Managers Article

 **Thermostat Recycling®**
CORPORATION
355 Lexington Avenue - 15th Floor | New York, NY 10017 | 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://thermostat-recycle.org/program-info/recycling-by-state/california/> or contact Danielle Myers at danielle.myers@thermostat-recycle.org or 888-266-0550 with any questions.

Figure C-2. 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.



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	Sonoma County HHW - Clean Harbors	HHW	500 Mecham Road	Petaluma	75	0	67	0.465
Active	Alameda County Household Haz. Waste Program	HHW	2100 East 7th Street	OAKLAND	69	0	47	0.4278
Active	Kern County Special Waste Facility	HHW	4951 STANDARD ST.	BAKERSFIELD	35	0	23	0.217
Active	Westside Heating & Ac	HVAC Contractor	2621 Pico Blvd Suite J	Santa Monica	15	0	9	0.093
Active	Air One Air Conditioning Heating & Plumbing	HVAC Contractor	491 Wildrose Ave.	Colton	0	0	0	0
Active	Synergy Companies	HVAC Contractor	9630 Black Mountain Rd	San Diego	10	0	6	0.062
Active	Paso Robles Heating Air	HVAC Contractor	1142 Railroad St.	Paso Robles	11	0	7	0.0682
Active	Palm Desert Ace Hardware	Retailer	74058 Highway 111	Palm Desert	6	0	4	0.0372
Active	Miner's Ace Hardware	Retailer	510 Atascadero Rd.	Morro Bay	1	0	1	0.0062
Active	R.E. Michel Company, Inc.	Wholesaler	5370 Third Street	Irwindale	65	0	50	0.403

Active	Us Air Conditioning Distributors (USACD)	Wholesaler	9250 OWENSMOUTH AVENUE	CHATSWORTH	54	0	42	0.3348
Active	USACD	Wholesaler	495 MARQUITA AVENUE	PASO ROBLES	8	0	4	0.0496
Active	U.S. Air Conditioning Distributors (USACD)	Wholesaler	9836 Alburtis Ave.	Santa Fe Spgs	103	0	77	0.6386
Active	U.S. Air Conditioning Distributors (USACD)	Wholesaler	9836 Alburtis Ave.	Santa Fe Spgs	34	0	22	0.2108
Active	Heating & Cooling LLC	Wholesaler	629 ALPINE WAY	ESCONDIDO	19	0	12	0.1178
Active	Lennox Stores	Wholesaler	25217 Rye Canyon Road	Valencia	18	0	7	0.1116
Active	U.S. Air Conditioning Distributors (USACD)	Wholesaler	1100 Chestnut St.	Burbank	68	0	57	0.4216
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	2751 Temple Avenue	Signal Hill	48	0	34	0.2976
Active	Goodman Distribution	Wholesaler	21030 Nordhof St.	Chatsworth	0	0	0	0
Active	Johnstone-Ventura	Wholesaler	5960 VALENTINE ROAD 3	VENTURA	38	0	33	0.2356
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	1238-A Simpson Way	Escondido	55	0	30	0.341
Active	Air Cold Supply, A Ferguson Enterprise	Wholesaler	26999 Industrial Blvd.	Hayward	7	0	3	0.0434

Active	RSD	Wholesaler	1376 STEALTH STREET	LIVERMORE	132	0	56	0.8184
Active	Ferguson Heating Cooling	Wholesaler	149 B GRANADA DRIVE	SAN LUIS OBISPO	4	0	4	0.0248
Active	Ferguson Heating Cooling	Wholesaler	149 B GRANADA DRIVE	SAN LUIS OBISPO	0	0	0	0
Active	United Refrigeration, Inc.	Wholesaler	1265 W. McCoy Lane	Santa Maria	0	0	0	0
Active	United Refrigeration, Inc.	Wholesaler	1265 W. McCoy Lane	Santa Maria	12	0	7	0.0744
Active	Johnstone Supply	Wholesaler	520 E. Dyer Road	Santa Ana	55	0	40	0.341
Active	Allied Refrigeration	Wholesaler	306 S. Ninth Avenue	City of Industry	75	0	72	0.465
Active	United Refrigeration, Inc.	Wholesaler	8841 Clairemont Mesa Blvd	San Diego	106	0	41	0.6572
Active	Western Nevada Supply	Wholesaler	10990 INDUSTRIAL WAY	TRUCKEE	17	0	16	0.1054
Active	RSD	Wholesaler	527 BRUNKEN AVENUE	SALINAS	3	0	3	0.0186
Active	Us Air Conditioning Distributors (USACD)	Wholesaler	3333 ORANGE GROVE	NORTH HIGHLANDS	69	0	37	0.4278
Active	R.E. Michel Company, Inc.	Wholesaler	3130-2 Skyway Drive	Santa Maria	6	0	5	0.0372

Active	R.E. Michel Company, Inc.	Wholesaler	1437-1445 Fayette St	EL CAJON	16	0	11	0.0992
Active	Sigler	Wholesaler	7021 Schirra Court	Bakersfield	10	0	5	0.062
Active	Johnstone Supply	Wholesaler	1903 FRIENDSHIP DRIVE	EL CAJON	40	0	30	0.248
Active	Johnstone Supply	Wholesaler	1903 FRIENDSHIP DRIVE	EL CAJON	67	1	38	0.4216
Active	Johnstone Supply	Wholesaler	518 E BALL ROAD	ANAHEIM	36	0	23	0.2232
Active	Gow Supply Company	Wholesaler	1492 Egbert Avenue	San Francisco	3	0	3	0.0186
Active	Trane Supply	Wholesaler	3565 Corporate Court	San Diego	39	0	17	0.2418
Active	Johnstone Supply 140	Wholesaler	1528 Moffett Street	SALINAS	26	65	24	0.5642
Active	Refrigeration Supplies Distributor (RSD)	Wholesaler	43300 BUSINESS PARK DR. A102	TEMECULA	18	0	9	0.1116
Active	Heating Cooling LLC	Wholesaler	7321 Roseville Road	SACRAMENTO	4	0	4	0.0248
Active	Slakey Brothers	Wholesaler	12277 LOMA RICA DRIVE SUITE E	GRASS VALLEY	1	0	1	0.0062
Active	Goodman Distribution, Inc.	Wholesaler	1070 COMMERCIAL STREET STE 103	SAN JOSE	1	0	1	0.0062

Active	Goodman Distribution, Inc.	Wholesaler	40222-A LaQuinta Lane	Palmdale	13	0	11	0.0806
Active	AC Pro	Wholesaler	1622 Illinois Ave.	Perris	93	0	51	0.5766
Active	Refrigeration Supplies Distributor (RSD)	Wholesaler	702 W. 190th Street	Gardena	153	0	64	0.9486
Active	Refrigeration Supplies Distributor (RSD)	Wholesaler	702 W. 190th Street	Gardena	60	0	43	0.372
Active	R.E. Michel Co.	Wholesaler	501 Riverside Ave	Paso Robles	2	0	2	0.0124

Table D-2. New Containers Assigned

Name	Location Type	Physical Address - Street 1	Physical Address - City	Bin Assignment Date
M & ES Construction Inc	General Contractor	5 Senisa Way	Irvine	2/3/2022
Advanced Energy Center	Other	741 4th Street	Santa Rosa	1/14/2022
Pete Stevens - One time use	Other	5605 Happy Pines Dr	Forest Hill	2/11/2022
Ray Roberts Realty	Property Management Company	4662 Katella Ave	Los Alamitos	1/14/2022
Sullivan Property Management	Property Management Company	1231 East Dyer Rd	Santa Ana	1/14/2022
Management Trust	Property Management Company	15661 Red Hill Avenue	Tustin	1/14/2022
Meridian Property Management	Property Management Company	611 W. Seventeenth St.	Santa Ana	1/14/2022

Western Management Properties	Property Management Company	678 14th St	Oakland	1/14/2022
Westcliff Properties - Property Management & R.E. Sales	Property Management Company	211 N Sycamore St	Santa Ana	1/14/2022
Meek's Lumber & Hardware - Martell	Retailer	10422 CA-49	Martell	2/3/2022
Corcoran True Value Hardware	Retailer	1140 Chittenden Ave	Lemoore	2/3/2022
Jackson Ace Hardware and Garden	Retailer	520 Sutter Street	Jackson	2/3/2022
Lemoore True Value Hardware	Retailer	217 W D St	Lemoore	2/3/2022
Red Bluff Ace Hardware	Retailer	22690 Antelope Blvd	Red Bluff	1/14/2022
J&B Materials	Retailer	350 W Olive Ave	El Centro	1/14/2022
Ervin's True Value Hardware	Retailer	735 Skyline Blvd	Avenal	1/14/2022
Desert Paints	Retailer	623 Main Street	El Centro	1/14/2022
S & R Farm Supplies	Retailer	944 Skyline Blvd	Avenal	1/14/2022
Livingston True Value Hardware	Retailer	321 2nd Street	Livingston	3/8/2022
Dollar General	Retailer	15 Telco Way	Etna	3/8/2022
Fredericksen Hardware & Paint	Retailer	3029 Fillmore St	San Francisco	3/8/2022
Ace Hardware	Retailer	155 S Main St	Angels Camp	3/17/2022
Anza Electric Cooperative, Inc.	Utility Company	58470 Hwy 371	Anza	2/11/2022
Heating & Cooling LLC	Wholesaler	11661 RIVERSIDE DRIVE STE. 185	LAKESIDE	3/8/2022
Heating & Cooling LLC	Wholesaler	3970 Home Avenue	San Diego	3/8/2022
Heating & Cooling LLC	Wholesaler	30715 FRONT ST	Thousand Palms	3/8/2022
Heating & Cooling LLC	Wholesaler	629 ALPINE WAY	ESCONDIDO	3/8/2022
Heating & Cooling LLC	Wholesaler	12140 Magnolia Ave	Riverside	3/8/2022
Heating & Cooling Supply, LLC	Wholesaler	685 N. Poplar Street	Orange	3/8/2022

Table D-3. Site Visits and Calls

Location Type	Location: Name	Physical Address - City	Subject	Activity Date
Retailer	Truitt & White Lumber	Berkeley	Miss You Call	2/15/2022
Wholesaler	Goodman Distribution	Anaheim	Miss You Call	3/22/2022
School District	Union School District	San Jose	Miss You Call	2/15/2022
Wholesaler	Goodman Distribution	El Cajon	Miss You Call	2/9/2022
Retailer	Lake Drive Hardware	Crestline	Miss You Call	2/9/2022
HVAC Contractor	JL Franco Construction	Castro Valley	Miss You Call	2/9/2022
Retailer	Gate Depot	Sonoma	Miss You Call	2/8/2022
Retailer	Boulder Bay Station	Big Bear Lake	Miss You Call	2/8/2022
Retailer	Sierra Mountain Pipe & Supply	Truckee	Miss You Call	2/8/2022
Retailer	Lake Almanor Ace Hardware	Chester	Miss You Call	2/8/2022
Retailer	Plumas Ace Hardware	Portola	Miss You Call	2/8/2022
Retailer	Hunter ACE Hardware	Greenville	Miss You Call	3/24/2022
Retailer	Bassett Station	Sierra City	Miss You Call	2/8/2022

Retailer	Sierra Hardware	Downieville	Miss You Call	3/24/2022
Wholesaler	Coast Appliance Parts	Colton	Miss You Call	2/15/2022
Wholesaler	Coast Appliance Parts	Van Nuys	Miss You Call	2/15/2022
HHW	Mendocino Solid Waste Management Authority	Ukiah	Miss You Call	2/15/2022
Wholesaler	Ferguson	San Jose	Miss You Call	2/15/2022
HHW	Cold Canyon Landfill Household Hazardous Waste Drop-Off?	SAN LUIS OBISPO	Miss You Call	2/15/2022
Wholesaler	Ferguson Heating & Cooling	Culver City	Miss You Call	2/15/2022
Wholesaler	Smardan-Hatcher Co.	Fountain Valley	Miss You Call	2/17/2022
Wholesaler	Smardan-Hatcher Co.	South El Monte	Miss You Call	2/17/2022
Wholesaler	Keller Air	Redding	Miss You Call	2/17/2022
Wholesaler	Ferguson	Pomona	Miss You Call	2/23/2022
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Riverside	Miss You Call	2/23/2022
Wholesaler	Controlco	San Francisco	Miss You Call	2/23/2022
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Upland	Miss You Call	2/23/2022
HHW	County Of Mariposa	MARIPOSA	Miss You Call	2/17/2022
HHW	Santa Clara County HHW Program - Not a drop-off location	SAN JOSE	Miss You Call	2/17/2022
Wholesaler	Ferguson Heating & Cooling	NEWBURY PARK	Miss You Call	2/17/2022
HHW	Hambro Wsg	CRESCENT CITY	Miss You Call	2/23/2022
Wholesaler	Baker Distributing	Escondido	Miss You Call	3/14/2022
Wholesaler	Lennox	Rancho Cordova	Miss You Call	3/14/2022
Wholesaler	United Refrigeration, Inc.	Los Angeles	Miss You Call	3/14/2022
HVAC Contractor	Solarcity	Riverside	Miss You Call	3/14/2022
HHW	Nrws Recycling Center	Paradise	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Bakersfield	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Garden Grove	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Fresno	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Riverside	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Northridge	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Compton	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Oxnard	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Inglewood	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Santa Fe Springs	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Santa Ana	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	San Leandro	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Concord	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	West Sacramento	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Citrus Heights	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Salinas	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	San Diego	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Rohnert Park	Miss You Call	3/15/2022
Wholesaler	W.W. Grainger, Inc.	Stockton	Miss You Call	3/15/2022
Wholesaler	Air Cold Supply - A Ferguson Enterprise	Victorville	Miss You Call	3/21/2022
Wholesaler	Ferguson Heating & Cooling	Azusa	Miss You Call	3/21/2022
HHW	County Of Siskiyou	Yreka	Miss You Call	3/2/2022
HVAC Contractor	A R Heating Air Conditioning	Redding	Miss You Call	3/2/2022
HVAC Contractor	Excel Air Corporation	Escondido	Miss You Call	3/14/2022
HVAC Contractor	Gibson Heating And Air	Redding	Miss You Call	3/14/2022

HVAC Contractor	Tropic Comfort	Los Angeles	Miss You Call	3/2/2022
Wholesaler	Fix Air	San Jose	Miss You Call	3/2/2022
HVAC Contractor	Associated Air Conditioning & Heating Inc.	Orcutt	Miss You Call	3/15/2022
HVAC Contractor	Service Champions	Brea	Miss You Call	3/15/2022
HVAC Contractor	Circulating Air	North Hollywood	Miss You Call	3/15/2022
HVAC Contractor	Kahn Air Conditioning	Northridge	Miss You Call	3/15/2022
HVAC Contractor	Stephan's Refrigeration	Garden Grove	Miss You Call	3/15/2022
HVAC Contractor	Tommy's Refrigeration Service	Whittier	Miss You Call	3/15/2022
HVAC Contractor	Henry Mechanical	Windsor	Miss You Call	3/15/2022
HVAC Contractor	Giddens Brothers Inc	Galt	Miss You Call	3/15/2022
HVAC Contractor	Nrg Ac And Heating	Canoga Park	Miss You Call	3/15/2022
HVAC Contractor	We Care Heating And A/C	Murrieta	Miss You Call	3/15/2022
HVAC Contractor	Smith Heating And Air Conditioning	Stockton	Miss You Call	3/15/2022
Wholesaler	Cfm Equipment Distr., Inc.	Fresno	Miss You Call	3/15/2022
Wholesaler	Cfm Equipment Distr., Inc.	Concord	Miss You Call	3/15/2022
HVAC Contractor	Genie Air Conditioning & Heating Inc.	Van Nuys	Miss You Call	3/15/2022
Wholesaler	Goodman Dist. 706	MONTCLAIR	Miss You Call	3/21/2022
Wholesaler	Goodman Distribution, Inc.	SAN JOSE	Miss You Call	3/21/2022
Wholesaler	Goodman Distribution, Inc.	MODESTO	Miss You Call	3/21/2022
Wholesaler	Goodman Distribution, Inc.	San Leandro	Miss You Call	3/15/2022
Wholesaler	Goodman Distribution, Inc.	Stockton	Miss You Call	3/15/2022
Wholesaler	Goodman Distribution, Inc.	Fresno	Miss You Call	3/15/2022
Wholesaler	Goodman Distribution, Inc.	Bakersfield	Miss You Call	3/15/2022
Wholesaler	Goodman Distribution, Inc.	Thousand Palms	Miss You Call	3/15/2022
Wholesaler	Goodman Distribution, Inc.	San Diego	Miss You Call	3/15/2022
Wholesaler	Goodman Distribution, Inc.	Santa Fe Springs	Miss You Call	3/15/2022
Wholesaler	Goodman Distribution, Inc.	Palmdale	Miss You Call	3/2/2022
Wholesaler	Goodman Distribution, Inc.	Murrieta	Miss You Call	3/2/2022
Wholesaler	Goodman Distribution, Inc.	SACRAMENTO	Miss You Call	3/2/2022
Wholesaler	Goodman Distribution, Inc.	ROSEVILLE	Miss You Call	3/2/2022
Wholesaler	Goodman Distribution, Inc.	Sacramento	Miss You Call	3/2/2022
HHW	Alameda County Household Haz. Waste Program	Hayward	Miss You Call	3/2/2022
Wholesaler	Heating & Cooling LLC	San Diego	Miss You Call	3/14/2022
Wholesaler	Heating & Cooling LLC	ESCONDIDO	Miss You Call	3/14/2022
Wholesaler	Heating & Cooling LLC	Thousand Palms	Miss You Call	3/14/2022
Wholesaler	Heating & Cooling LLC 822	CITY OF INDUSTRY	Miss You Call	3/14/2022
Wholesaler	Heating & Cooling LLC 825	CHATSWORTH	Miss You Call	3/14/2022
Wholesaler	Heating & Cooling Supply, LLC	Oxnard	Miss You Call	3/14/2022
Wholesaler	Heating & Cooling Supply, LLC	Dublin	Miss You Call	3/14/2022
Wholesaler	Heating & Cooling LLC 834	MODESTO	Miss You Call	3/14/2022
Wholesaler	Heating Cooling LLC	SACRAMENTO	Miss You Call	3/14/2022
Retailer	Hewitt Hardware	Templeton	Miss You Call	3/14/2022
Wholesaler	Allied Refrigeration	Signal Hill	Miss You Call	2/15/2022
Wholesaler	Indio Cooling & Heating Supply	Indio	Miss You Call	2/15/2022
Wholesaler	Trane Supply	San Diego	Miss You Call	2/15/2022
Wholesaler	Allied Refrigeration	City of Industry	Miss You Call	2/15/2022
Wholesaler	J W Wood Co., Inc-All Air Supply	CHICO	Miss You Call	2/15/2022

Wholesaler	J.W. Wood Co., Inc.	Redding	Miss You Call	2/15/2022
Wholesaler	Johnstone Supply 140	SALINAS	Miss You Call	2/15/2022
Wholesaler	Johnstone Supply 328	MERCED	Miss You Call	2/15/2022
Wholesaler	Johnstone Supply	San Jose	Miss You Call	2/23/2022
HHW	Amador County Waste Management Dept.	JACKSON	Miss You Call	2/23/2022
Wholesaler	American Refrigeration Supplies, Inc.	Anaheim	Miss You Call	2/28/2022
Wholesaler	Johnstone Supply	LONG BEACH	Miss You Call	2/23/2022
Wholesaler	American Refrigeration Supplies, Inc.	San Francisco	Miss You Call	2/23/2022
Wholesaler	American Refrigeration Supplies, Inc.	Corona	Miss You Call	2/23/2022
Wholesaler	Karnair Hvac Supply	COLTON	Miss You Call	2/23/2022
Retailer	Kmart	Atascadero	Miss You Call	2/17/2022
Wholesaler	American Refrigeration Supplies, Inc.	San Bernardino	Miss You Call	2/17/2022
Wholesaler	American Refrigeration Supplies, Inc.	South San Francisco	Miss You Call	2/17/2022
Retailer	Laurel Ace Hardware	OAKLAND	Miss You Call	2/17/2022
Wholesaler	Lennox Industries Inc.	Sacramento	Miss You Call	2/17/2022
Wholesaler	Lennox Stores	Montclair	Miss You Call	2/15/2022
Retailer	Lowes	Paso Robles	Miss You Call	2/28/2022
HVAC Contractor	Maki Heating & Air Conditioning, Inc.	AUBURN	Miss You Call	2/23/2022
Retailer	Miner's Ace Hardware	Grover Beach	Miss You Call	2/23/2022
Retailer	Miner's Ace Hardware	Los Osos	Miss You Call	2/23/2022
HHW	Morro Bay-Cayucos Waste Water Plant Household Hazardous Waste Drop-Off	Morro Bay	Miss You Call	3/14/2022
Wholesaler	Ac Pro	Laguna Hills	Miss You Call	3/14/2022
HHW	Nevada County H.H.W. Facility	GRASS VALLEY	Miss You Call	3/15/2022
HHW	Nipomo Household Hazardous Waste Drop-Off	Nipomo	Miss You Call	3/14/2022
Wholesaler	Atwater Supply	Anaheim	Miss You Call	2/23/2022
Wholesaler	Refrigeration Supplies Distributor (RSD)	Burbank	Miss You Call	3/14/2022
Wholesaler	Refrigeration Supplies Distributor (RSD)	TEMECULA	Miss You Call	3/14/2022
Wholesaler	Refrigeration Supplies Distributor (RSD)	Sacramento	Miss You Call	2/17/2022
Wholesaler	RSD	VAN NUYS	Miss You Call	2/17/2022
Wholesaler	RSD	Visalia	Miss You Call	2/17/2022
Wholesaler	RSD	ONTARIO	Miss You Call	2/17/2022
Wholesaler	RSD	National City	Miss You Call	2/17/2022
Wholesaler	RSD	SACRAMENTO	Miss You Call	2/17/2022
Wholesaler	RSD	STOCKTON	Miss You Call	2/17/2022
Wholesaler	RSD	LOS ANGELES	Miss You Call	2/17/2022
Wholesaler	RSD	BAKERSFIELD	Miss You Call	2/17/2022
Wholesaler	Refrigeration Supplies Distributor (RSD)	ROSEVILLE	Miss You Call	2/17/2022
Wholesaler	Refrigeration Supplies Distributor (RSD)	Redding	Miss You Call	2/23/2022
Wholesaler	Refrigeration Supplies Distributor (RSD)	Monterey Park	Miss You Call	2/23/2022
Wholesaler	Sigler Wholesale Distributors	SAN JOSE	Miss You Call	2/23/2022

Wholesaler	Sigler Wholesale Distributors	BREA	Miss You Call	2/23/2022
Wholesaler	Sigler Wholesale Distributors	CONCORD	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers	MODESTO	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers	REDDING	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers	CONCORD	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers	HAYWARD	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers	SANTA ROSA	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers	North Highlands	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers	SAND CITY	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers	Chico	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers Fairfield	FAIRFIELD	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers Jackson	JACKSON	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers/S. San Francisco	S. SAN FRANCISCO	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers Salinas	SALINAS	Miss You Call	2/23/2022
Wholesaler	Slakey Brothers	San Jose	Miss You Call	2/28/2022
Wholesaler	Slakey Brothers	SONORA	Miss You Call	2/28/2022
Wholesaler	Slakey Brothers Stockton	STOCKTON	Miss You Call	2/28/2022
HHW	South Tahoe Refuse Transfer Station	SOUTH LAKE TAHOE	Miss You Call	2/28/2022
Wholesaler	Specialty AC Products	Benicia	Miss You Call	2/17/2022
Wholesaler	Baker Distributing Company	Bakersfield	Miss You Call	3/15/2022
Wholesaler	Sigler Wholesale Distributors	THOUSAND OAKS	Miss You Call	3/21/2022
Wholesaler	Sigler Wholesale Distributors	Los Angeles	Miss You Call	3/21/2022
Wholesaler	Sigler Wholesale Distributors	SOUTH SAN FRANCISCO	Miss You Call	3/21/2022
Wholesaler	Trane	Fresno	Miss You Call	3/15/2022
Wholesaler	Trane Company Glendale	GLENDALE	Miss You Call	3/15/2022
Wholesaler	Trane Supply	North Highlands	Miss You Call	3/15/2022
Wholesaler	Trane Riverside	RIVERSIDE	Miss You Call	3/15/2022
Wholesaler	United Refrigeration, Inc.	Escondido	Miss You Call	2/28/2022
Wholesaler	United Refrigeration	BAKERSFIELD	Miss You Call	2/28/2022
Wholesaler	United Refrigeration	OXNARD	Miss You Call	2/28/2022
Wholesaler	United Refrigeration	ONTARIO	Miss You Call	2/28/2022
Wholesaler	United Refrigeration	IRVINDALE	Miss You Call	3/1/2022
Wholesaler	United Refrigeration, Inc.	Buena Park	Miss You Call	2/28/2022
Wholesaler	United Refrigeration	SAN BERNADINO	Miss You Call	2/28/2022
Wholesaler	United Refrigeration, Inc.	Palm Desert	Miss You Call	3/1/2022
Wholesaler	United Refrigeration	SAN JOSE	Miss You Call	3/1/2022
Wholesaler	United Refrigeration P1	North Highlands	Miss You Call	2/28/2022
Wholesaler	Baker Distributing Co.	Oakland	Miss You Call	3/15/2022
Wholesaler	Baker Distributing Company	Redlands	Miss You Call	3/15/2022
Wholesaler	Us Air Conditioning Distributors, Inc. (USACD)	El Cajon	Miss You Call	3/15/2022
Wholesaler	Us Air Conditioning Distributors (USACD)	NORTH HIGHLANDS	Miss You Call	3/15/2022
Wholesaler	Us Air Conditioning Distributors, Inc. (USACD)	Bakersfield	Miss You Call	3/15/2022
Wholesaler	Us Air Conditioning Distributors (USACD)	El Centro	Miss You Call	3/15/2022
Wholesaler	Us Air Conditioning Distributors (USACD)	Escondido	Miss You Call	3/15/2022
Wholesaler	USACD	HESPERIA	Miss You Call	3/15/2022

Wholesaler	Us Air Conditioning Distributors (USACD)	Temecula	Miss You Call	3/15/2022
Wholesaler	Us Air Conditioning Distributors, Inc. (USACD)	Redding	Miss You Call	3/15/2022
HHW	Ventura Household Hazardous Waste Facility	VENTURA	Miss You Call	3/15/2022
Wholesaler	Western Nevada Supply	TRUCKEE	Miss You Call	2/28/2022
Wholesaler	Western Nevada Supply	SUSANVILLE	Miss You Call	2/28/2022
Wholesaler	Western Nevada Supply	South Lake Tahoe	Miss You Call	3/1/2022
HHW	Western Placer Waste Management Authority	ROSEVILLE	Miss You Call	2/28/2022
Wholesaler	Wholesale Outlet, Inc	SACRAMENTO	Miss You Call	3/1/2022
Wholesaler	R.E. Michel Company, Inc.	Fresno	Miss You Call	3/1/2022
HVAC Contractor	Johnson Controls	Fresno	Miss You Call	3/1/2022
HVAC Contractor	Inter-City Energy Systems	Ontario	Miss You Call	3/1/2022
Wholesaler	Sigler Wholesale Distributors	FRESNO	Miss You Call	3/1/2022
Wholesaler	Lennox Stores	Milpitas	Miss You Call	3/1/2022
Wholesaler	National Ventilating And Equipment Company	San Diego	Miss You Call	3/1/2022
Wholesaler	Lennox Industries	El Cajon	Miss You Call	3/1/2022
Wholesaler	Geary Pacific Supply	Irwindale	Miss You Call	3/2/2022
HVAC Contractor	Western Allied Mechanical	Menlo Park	Miss You Call	3/2/2022
HVAC Contractor	Self Help Home Improvement Project	Redding	Miss You Call	3/1/2022
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Fairfield	Miss You Call	3/1/2022
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Oxnard	Miss You Call	3/1/2022
Wholesaler	U.S. Air Conditioning Distributors (USACD)	San Jose	Miss You Call	3/1/2022
Wholesaler	U.S. Air Conditioning Distributors (USACD)	Santa Rosa	Miss You Call	3/1/2022
Wholesaler	Sigler Inc	Palm Desert	Miss You Call	3/1/2022
Wholesaler	Baker Distributing Company	Chico	Miss You Call	3/1/2022
Wholesaler	Baker Distributing Company	Sun Valley	Miss You Call	3/1/2022
Wholesaler	Dancool Hvac Supply, Inc.	GLENDALE	Miss You Call	3/1/2022
Wholesaler	Baker Distributing Company	Upland	Miss You Call	3/2/2022
Wholesaler	R.E. Michel Company	Riverside	Miss You Call	2/28/2022
HVAC Contractor	California Air Conditioning Systems, Inc.	Lomita	Miss You Call	3/1/2022
Wholesaler	Johnstone Supply	North Highlands	Miss You Call	3/1/2022
Wholesaler	Johnstone Supply	Los Angeles	Miss You Call	3/1/2022
Wholesaler	Johnstone Supply	Palm Desert	Miss You Call	2/23/2022
Wholesaler	Facsco	Fresno	Miss You Call	2/17/2022
Wholesaler	Sigler	Bakersfield	Miss You Call	2/17/2022
Wholesaler	Lennox Stores	Oxnard	Miss You Call	2/17/2022
Wholesaler	Rubenstein Supply Company	Oakland	Miss You Call	3/14/2022
HVAC Contractor	E.B. Gilmore And Sons	San Francisco	Miss You Call	3/14/2022
Wholesaler	Lennox Stores	Bakersfield	Miss You Call	3/14/2022
HVAC Contractor	Glover & Son Heating And A/C	Fremont	Miss You Call	3/14/2022
HVAC Contractor	Precise Air Systems	Los Angeles	Miss You Call	3/14/2022
Wholesaler	Toro Aire, Inc.	Rancho Dominguez	Miss You Call	3/14/2022
Wholesaler	R.E. Michel Company, Inc.	EL CAJON	Miss You Call	3/22/2022
Wholesaler	R.E. Michel Company, Inc.	Van Nuys	Miss You Call	3/22/2022

HHW	Los Angeles-Glendale S.A.F.E. Center	Los Angeles	Miss You Call	3/2/2022
HHW	Nicole Bernson (Balboa) S.A.F.E. Center	Northridge	Miss You Call	3/1/2022
HHW	Randall Street S.A.F.E. Center	Sun Valley	Miss You Call	3/2/2022
Wholesaler	Western Air Supply	San Fernando	Miss You Call	3/2/2022
Wholesaler	Ferguson Hvac East West Air	Manteca	Miss You Call	3/2/2022
HHW	Castro Valley Sanitary District	CASTRO VALLEY	Miss You Call	3/2/2022
Other	City Of Culver City - HHW	Culver City	Miss You Call	3/14/2022
HHW	Merced County Regional Waste Authority	Merced	Miss You Call	3/14/2022
HHW	Billy Wright Landfill	Los Banos	Miss You Call	3/14/2022
HVAC Contractor	Solarcity	Los Angeles	Miss You Call	3/14/2022
HVAC Contractor	Solarcity	Martinez	Miss You Call	3/14/2022
HVAC Contractor	Solarcity	Petaluma	Miss You Call	3/14/2022
HVAC Contractor	Solarcity	Sacramento	Miss You Call	3/15/2022
HVAC Contractor	Solarcity	San Luis Obispo	Miss You Call	3/15/2022
HVAC Contractor	Solarcity	Chatsworth	Miss You Call	3/15/2022
HVAC Contractor	Solarcity	Camarillo	Miss You Call	3/15/2022
HVAC Contractor	Solarcity	Victorville	Miss You Call	3/15/2022
HHW	City Of Fontana	Fontana	Miss You Call	3/15/2022
HVAC Contractor	Mad Dash	San Diego	Miss You Call	3/15/2022
HVAC Contractor	Chimney Kraft	CRESCENT CITY	Miss You Call	3/15/2022
HHW	City Of Carpinteria	CARPINTERIA	Miss You Call	3/14/2022
HHW	City Of Santa Maria HHW Facility	SANTA MARIA	Miss You Call	3/21/2022
Wholesaler	Coast Appliance Parts	Bakersfield	Miss You Call	3/21/2022
Wholesaler	Coast Appliance Parts	Gardena	Miss You Call	3/21/2022
Wholesaler	Coast Appliance Parts	Visalia	Miss You Call	3/21/2022
Wholesaler	Coast Appliance Parts	Long Beach	Miss You Call	3/22/2022
Wholesaler	Coast Appliance Parts	Los Angeles	Miss You Call	3/22/2022
HHW	Camarillo PHHWCF	Camarillo	Miss You Call	3/14/2022
Retailer	Cole Hardware Soma	San Francisco	Miss You Call	3/2/2022
Retailer	Peerless Ace Hardware	San Leandro	Miss You Call	3/2/2022
Retailer	Cole Hardware Russian Hill	San Francisco	Miss You Call	3/2/2022
Retailer	Cole Hardware Downtown	San Francisco	Miss You Call	3/22/2022
Retailer	Cole Hardware North Beach	San Francisco	Miss You Call	3/2/2022
Retailer	Anawalt Lumber	Los Angeles	Miss You Call	2/15/2022
Retailer	Anawalt Lumber	Hollywood	Miss You Call	2/9/2022
Retailer	Anawalt Lumber	Malibu	Miss You Call	2/15/2022
Retailer	Creative Paint & Hardware	San Francisco	Miss You Call	2/15/2022
HVAC Contractor	Mhs Heating And Air Conditioning	Escondido	Miss You Call	2/15/2022
HVAC Contractor	Temp-Tec Corporation	Newbury Park	Miss You Call	2/15/2022
HVAC Contractor	A & P Heating & Cooling Inc.	Loomis	Miss You Call	2/15/2022
HVAC Contractor	B & B's Heating And Air Conditioning, Inc	Stockton	Miss You Call	3/22/2022
Retailer	National Hardware Supply	PineDale	Miss You Call	3/24/2022
Retailer	Mayson Ace Hardware	Fresno	Miss You Call	3/24/2022
Retailer	Miner's Ace Hardware	Atascadero	Miss You Call	3/24/2022
Retailer	Vermont True Value Hardware	Los Angeles	Miss You Call	3/24/2022
HHW	Inyo County Recycling and Waste	Bishop	Miss You Call	3/22/2022
HVAC Contractor	Cal West Mechanical	Norwalk	Miss You Call	3/22/2022
HVAC Contractor	Forster Heating	Auburn	Miss You Call	3/22/2022

HVAC Contractor	Air-Ex Air Conditioning Inc.	Pomona	Miss You Call	3/22/2022
HVAC Contractor	Advanced Heating And Air Contractors Inc.	Atwater	Miss You Call	2/15/2022
Retailer	Fowler Ace Hardware	Fowler	Miss You Call	3/22/2022
Retailer	Cedar Glen Trading Post	Cedar Glen	Miss You Call	3/24/2022
Retailer	De Anza True Value Hardware	Riverside	Miss You Call	2/15/2022
Wholesaler	Us Air Conditioning Distributors (USACD)	Van Nuys	Miss You Call	3/22/2022
HHW	Cal Sierra Transfer Station	Sonora	Miss You Call	3/24/2022
HVAC Contractor	Air Conditioning Service Of CA	Laguna Hills	Miss You Call	3/22/2022
HVAC Contractor	Reliable Air Conditioning & Heating	North Hollywood	Miss You Call	3/22/2022
HVAC Contractor	Control Temp Htg & Air Cond	Redlands	Miss You Call	3/22/2022
HVAC Contractor	Lanes Air Conditioning & Heating, Inc.	Monrovia	Miss You Call	3/24/2022
Retailer	Coast Hardware Do It Best	Mariposa	Miss You Call	3/2/2022
Wholesaler	Winsupply Paso Robles CA Co.	Paso Robles	Miss You Call	3/22/2022
Wholesaler	Empire Supply Co., Inc.	Visalia	Miss You Call	3/22/2022
Wholesaler	Kings County Pipe & Supply	Hanford	Miss You Call	3/22/2022
Retailer	Miner's Ace Hardware	Nipomo	Miss You Call	3/24/2022
Retailer	Miner's Ace Hardware	San Luis Obispo	Miss You Call	3/24/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Los Angeles	Miss You Call	2/8/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Van Nuys	Miss You Call	2/8/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Hollywood	Miss You Call	2/8/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Los Angeles	Miss You Call	3/24/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Santa Monica	Miss You Call	2/8/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Long Beach	Miss You Call	2/8/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Montclair	Miss You Call	2/8/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Valencia	Miss You Call	2/8/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Torrance	Miss You Call	2/8/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Canoga Park	Miss You Call	2/8/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	San Diego	Miss You Call	3/24/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Lima Linda	Miss You Call	3/24/2022
Wholesaler	Hirsch Pipe & Supply Co., Inc.	North Hollywood	Miss You Call	3/24/2022
Wholesaler	Goodman Distribution	City of Industry	Miss You Call	2/9/2022
HVAC Contractor	Cal West Construction	Orange	Miss You Call	2/8/2022
School District	Santa Maria - Bonita District	Santa Maria	Miss You Call	3/24/2022
Wholesaler	Lennox Stores	Roseville	Miss You Call	3/22/2022
General Contractor	A A A Plus	Sacramento	Prospect Call	1/19/2022
General Contractor	Advanced Concrete & Construction, Inc.	Paso Robles	Prospect Call	1/11/2022
General Contractor	Amrut Construction & Development	Pleasanton	Prospect Call	1/25/2022
General Contractor	Ankeney Brothers Painting, Inc.	Encinitas	Prospect Call	1/5/2022
General Contractor	Astro Construction, Inc.	Sherman Oaks	Prospect Call	1/11/2022
General Contractor	Avatar Construction Services, Inc.	Rancho Cucamonga	Prospect Call	1/18/2022
General Contractor	Bednar Building Corp	Agoura	Prospect Call	1/12/2022
General Contractor	Big-D Pacific Builders, L.P.	Pleasanton	Prospect Call	1/25/2022
General Contractor	Brad Coleman Construction, Inc.	Pasadena	Prospect Call	1/12/2022
General Contractor	Brasseur Construction Inc	National City	Prospect Call	1/18/2022
General Contractor	Byblos Construction Company	Tarzana	Prospect Call	1/12/2022
General Contractor	Cal Euro Construction Inc	Costa Mesa	Prospect Call	2/2/2022
General Contractor	Christopher Neil Enterprises	Palm Springs	Prospect Call	1/4/2022

General Contractor	Clause Construction Inc	Santa Barbara	Prospect Call	1/11/2022
General Contractor	Corner Construction Inc	Santa Barbara	Prospect Call	1/11/2022
General Contractor	Cox Contracting Service Inc	Laguna Beach	Prospect Call	1/26/2022
General Contractor	Cr & Sons Inc	Corona	Prospect Call	2/2/2022
General Contractor	Dasher/Lawless, Inc.	Van Nuys	Prospect Call	1/12/2022
General Contractor	Dela Secura, Inc.	Orange	Prospect Call	1/4/2022
General Contractor	Devega Construction, Inc	Sacramento	Prospect Call	1/19/2022
General Contractor	Faithco, Inc.	Corona	Prospect Call	2/2/2022
General Contractor	Gemette Construction Inc	Palm Desert	Prospect Call	1/5/2022
General Contractor	Grondin Construction Inc	San Diego	Prospect Call	1/18/2022
General Contractor	James Mechem Construction Inc	Watsonville	Prospect Call	1/18/2022
General Contractor	Jp Green Development, Inc.	Rocklin	Prospect Call	1/19/2022
General Contractor	Jrw Construction	Danville	Prospect Call	1/26/2022
General Contractor	Ketterling Construction	Northridge	Prospect Call	1/12/2022
General Contractor	Kreedman Construction Co	San Jacinto	Prospect Call	2/2/2022
General Contractor	Las Palmas Foundation	Encinitas	Prospect Call	1/5/2022
General Contractor	M & ES Construction Inc	Irvine	Prospect Call	1/26/2022
General Contractor	Malone Brothers Inc	Valley Center	Prospect Call	1/5/2022
General Contractor	Midco Construction Company Inc	Buellton	Prospect Call	1/11/2022
General Contractor	Mills Builders, Inc.	Sacramento	Prospect Call	1/19/2022
General Contractor	New Life Construction Company, Inc.	San Diego	Prospect Call	1/18/2022
General Contractor	Old Fashion Craftsman, Inc.	Palm Desert	Prospect Call	1/4/2022
General Contractor	Pacific Post & Beam	Paso Robles	Prospect Call	1/11/2022
General Contractor	Professional Services Construction	Rcho Sta Marg	Prospect Call	2/2/2022
General Contractor	R.P. General Construction Inc.	San Marcos	Prospect Call	1/5/2022
General Contractor	Red Hill Construction	Costa Mesa	Prospect Call	2/2/2022
General Contractor	Redwood Construction, Inc.	Irvine	Prospect Call	1/26/2022
General Contractor	Reica Construction	Oakley	Prospect Call	1/25/2022
General Contractor	Seib Construction	Anaheim	Prospect Call	2/2/2022
General Contractor	Simons Construction, Inc.	Templeton	Prospect Call	1/11/2022
General Contractor	Smith And Severson Builders, LLC	Lake Forest	Prospect Call	1/26/2022
General Contractor	Solid Rock Construction	Moreno Valley	Prospect Call	1/18/2022
General Contractor	Sparks Construction Inc	La Quinta	Prospect Call	1/5/2022
General Contractor	Toolson Construction Co Inc	Encinitas	Prospect Call	1/5/2022
General Contractor	Vantine Construction	Santa Barbara	Prospect Call	1/11/2022
General Contractor	Viking Commercial Construction, Inc.	Carlsbad	Prospect Call	1/5/2022
General Contractor	Architectural Metal Designs Inc.	Riverside	Prospect Call	2/2/2022
General Contractor	Coury Enterprises, Inc.	Calabasas	Prospect Call	1/11/2022
General Contractor	Aztec Construction	Escondido	Prospect Call	1/5/2022
General Contractor	Siteworks Concrete Systems, Inc.	Arcadia	Prospect Call	1/18/2022
General Contractor	Brian Wilson Construction Co Inc	Paso Robles	Prospect Call	1/11/2022
General Contractor	General Consolidated Constructors, Inc	Perris	Prospect Call	2/2/2022
General Contractor	Glj Partners West LLC	Carlsbad	Prospect Call	1/5/2022
General Contractor	Acr Builders, Inc.	Mission Viejo	Prospect Call	2/2/2022
General Contractor	Ebs Construction Services, Inc.	Santa Ana	Prospect Call	1/4/2022
General Contractor	The D A Gill Company Inc	Temecula	Prospect Call	2/2/2022
General Contractor	Chamblin-Landes Construction, Inc.	Paso Robles	Prospect Call	1/11/2022
General Contractor	Wrkb Builders, Inc.	Encinitas	Prospect Call	1/5/2022
General Contractor	Kirra Construction Inc	San Clemente	Prospect Call	1/26/2022

General Contractor	Kellogg & Kellogg Inc.	Roseville	Prospect Call	1/25/2022
General Contractor	G P Development	Roseville	Prospect Call	1/19/2022
General Contractor	The Alliance Group Commercial Construction Inc	Upland	Prospect Call	1/19/2022
General Contractor	Fdr Construction, Inc.	Vista	Prospect Call	1/5/2022
General Contractor	Rapidfix Inc	Carlsbad	Prospect Call	1/5/2022
General Contractor	Hartin & Hume, Inc.	Rancho Cordova	Prospect Call	1/25/2022
General Contractor	Tombleson, Incorporated	Salinas	Prospect Call	1/12/2022
General Contractor	Legacy Fire Protection, Inc.	Sacramento	Prospect Call	1/25/2022
General Contractor	Action Contracting Services, Inc.	Oceanside	Prospect Call	1/26/2022
General Contractor	David E Glenn Construction	Mira Loma	Prospect Call	2/2/2022
General Contractor	Dimaggio Maintenance, Inc.	Oceanside	Prospect Call	1/5/2022
General Contractor	Southland Construction Management Inc.	Pleasanton	Prospect Call	1/25/2022
General Contractor	Legion Construction, Inc.	San Ramon	Prospect Call	1/25/2022
General Contractor	Crm Construction Inc	Long Beach	Prospect Call	1/4/2022
General Contractor	Pbm Construction, Inc.	Rocklin	Prospect Call	1/19/2022
General Contractor	J.A. Stowell Construction, Inc.	Costa Mesa	Prospect Call	1/26/2022
General Contractor	Optima Rpm, Inc.	Irvine	Prospect Call	2/2/2022
General Contractor	Broughton Construction Inc.	Rancho Cucamonga	Prospect Call	1/18/2022
General Contractor	Poelman Construction, Inc.	Sacramento	Prospect Call	1/25/2022
General Contractor	Bmp Solutions	Riverside	Prospect Call	2/2/2022
General Contractor	Lifetime Industries, Inc	Redlands	Prospect Call	1/19/2022
General Contractor	Souza And Souza Construction, Inc.	San Diego	Prospect Call	1/18/2022
General Contractor	Big Red Construction	Lafayette	Prospect Call	1/26/2022
General Contractor	Al Shankle Construction Company	Anaheim	Prospect Call	1/4/2022
General Contractor	The Msh Construction Company Inc	Huntington Beach	Prospect Call	1/4/2022
General Contractor	Pace Performance Construction, Inc.	Sacramento	Prospect Call	1/25/2022
General Contractor	Quest Construction Engineering & Management, Inc.	La Jolla	Prospect Call	1/18/2022
General Contractor	Triminio Construction Inc.	Castaic	Prospect Call	1/12/2022
General Contractor	Washpros Inc	Chino	Prospect Call	1/19/2022
General Contractor	Schultz Construction Inc	Santa Cruz	Prospect Call	1/12/2022
General Contractor	On-Site Commercial Services, Inc.	Dublin	Prospect Call	1/25/2022
General Contractor	Headwaters Construction Inc	Sacramento	Prospect Call	1/25/2022
General Contractor	Accurate Construction Company Inc	San Dimas	Prospect Call	1/18/2022
Demolition Contractor	Fast Trax Bobcat Service	Laguna Niguel	Prospect Call	1/26/2022
Demolition Contractor	West Coast Demolition, Inc.	Sacramento	Prospect Call	1/25/2022
Demolition Contractor	Range Construction Group, Inc.	Lodi	Prospect Call	1/25/2022
Demolition Contractor	Black Rhino Demolition	Capistrano Beach	Prospect Call	1/26/2022
Demolition Contractor	Rimshot Demolition, Inc.	Yorba Linda	Prospect Call	1/4/2022
Demolition Contractor	J M M Demolition	Beaumont	Prospect Call	2/2/2022
Demolition Contractor	Precision Demolition Inc	Bloomington	Miss You Call	2/9/2022
Demolition Contractor	Force Environmental, Inc.	Murrieta	Prospect Call	2/2/2022
Demolition Contractor	Inland Contractors, Inc.	Riverside	Prospect Call	2/2/2022
Demolition	Walter Thomas & Associates	Hollister	Prospect Call	1/18/2022

Contractor				
Demolition Contractor	South County Hauling & Services Inc	San Juan Capistrano	Prospect Call	1/26/2022
Demolition Contractor	Crush Demolition, Inc.	Folsom	Prospect Call	1/19/2022
Demolition Contractor	Fontana Demolition	Ontario	Prospect Call	1/18/2022
Demolition Contractor	Demolition Pictures LLC	Burbank	Prospect Call	1/11/2022
Demolition Contractor	Velrio Demolition	Temecula	Prospect Call	2/2/2022
Demolition Contractor	RAD Demolition Inc A Californi	Rialto	Prospect Call	1/19/2022
Demolition Contractor	Mc Cormick-Demcon Inc	Santa Maria	Prospect Call	1/11/2022
Demolition Contractor	Coronel Demolition Inc	Moreno Valley	Prospect Call	2/2/2022
Demolition Contractor	Demolition Management Group, Inc.	Orinda	Prospect Call	1/25/2022
Demolition Contractor	Adora Demolition, Inc.	Calabasas	Prospect Call	1/12/2022
Demolition Contractor	Tom Of The Line Demolition Inc	Tarzana	Prospect Call	1/12/2022
Demolition Contractor	Marquez Demolition Inc	Pacoima	Prospect Call	1/12/2022
Demolition Contractor	Apex Concrete Cutting & Demolition, Inc.	Arleta	Prospect Call	1/12/2022
Demolition Contractor	Bart Dixons Bobcat Services Inc	Vista	Prospect Call	1/5/2022
Demolition Contractor	Ace A Willkom/ Joint Venture	Spring Valley	Prospect Call	1/18/2022
Demolition Contractor	Delta Demolition Services Inc	Riverside	Prospect Call	2/2/2022
Demolition Contractor	All We Haul	Santa Maria	Prospect Call	1/11/2022
Demolition Contractor	Paradigm Consulting	Colton	Prospect Call	1/19/2022
Demolition Contractor	Universal Demolition Services Inc	Sylmar	Prospect Call	1/11/2022
Demolition Contractor	Gabis Hauling Service	Valley Village	Prospect Call	1/12/2022
Demolition Contractor	Calif. Industries Inc.	Ventura	Prospect Call	1/11/2022
Demolition Contractor	Huizar Demolition	Riverside	Prospect Call	2/2/2022
Demolition Contractor	Armies Demolition Grading	Wildomar	Prospect Call	2/2/2022
Demolition Contractor	Cal Nor Demolition Inc	San Jose	Prospect Call	1/25/2022
Demolition Contractor	Douglas Harpel Jr Demolition	Oceanside	Prospect Call	1/4/2022
Demolition Contractor	Bobcat Specialties Inc	Fallbrook	Prospect Call	1/5/2022
Demolition Contractor	California Brothers Demolition	Rancho Cucamonga	Prospect Call	1/18/2022
Demolition Contractor	Nellie Thomas & Associates	Long Beach	Prospect Call	1/26/2022
Demolition Contractor	Av Aircraft Demolition Avad	Apple Valley	Prospect Call	1/5/2022
Demolition	Gonzalez Concrete Demolition	San Juan Capistrano	Prospect Call	1/26/2022

Contractor				
Demolition Contractor	Classic Demolition Inc	Irvine	Prospect Call	2/2/2022
Demolition Contractor	West Coast Demolition	Fair Oaks	Prospect Call	1/19/2022
Demolition Contractor	Pena Dismantler	Brentwood	Prospect Call	1/25/2022
Demolition Contractor	Newport Coast Demolition	Laguna Niguel	Prospect Call	1/26/2022
Demolition Contractor	R B Holt Inc	San Juan Capistrano	Prospect Call	1/26/2022
Demolition Contractor	Wright Sawing & Breaking	Ventura	Prospect Call	1/11/2022
Demolition Contractor	Five Star Demolition	Lancaster	Prospect Call	1/19/2022
Demolition Contractor	Northstar Demolition And Remediation, Lp	San Diego	Prospect Call	1/18/2022
Demolition Contractor	4Com Inc	Irvine	Prospect Call	1/26/2022
Demolition Contractor	A A A Demolition Inc	Anaheim	Prospect Call	1/4/2022
Demolition Contractor	A Twister	Van Nuys	Prospect Call	1/12/2022
Demolition Contractor	Ace Demolition Corporation	Reseda	Prospect Call	1/11/2022
Demolition Contractor	Action 1	Citrus Heights	Prospect Call	1/19/2022
Demolition Contractor	Adams Demolition Inc	Garden Grove	Prospect Call	1/4/2022
Demolition Contractor	Advanced Demolition, Inc.	Van Nuys	Prospect Call	1/12/2022
Demolition Contractor	Advantage Demolition & Grading Inc	Winnetka	Prospect Call	1/11/2022
Demolition Contractor	Ahtna Government Services Corporation	West Sacramento	Prospect Call	1/19/2022
Demolition Contractor	All-Cal Demolition	Sacramento	Prospect Call	1/19/2022
Demolition Contractor	Allied Demolition Inc	La Crescenta	Prospect Call	1/11/2022
Demolition Contractor	Allied Demolition Services	Walnut Creek	Prospect Call	1/26/2022
Demolition Contractor	Alpine Demolition Company	Sacramento	Prospect Call	1/19/2022
Demolition Contractor	Anthony Torres Demolition	Hacienda Heights	Prospect Call	1/19/2022
Demolition Contractor	Bay Cities Services	Santa Cruz	Prospect Call	1/18/2022
Demolition Contractor	California Land Clearing Inc	Ventura	Prospect Call	1/11/2022
Demolition Contractor	Central City Wrecking, Inc.	Riverside	Prospect Call	2/2/2022
Demolition Contractor	Coastal Demo, Inc	Grover Beach	Prospect Call	1/11/2022
Demolition Contractor	D M L J Inc	Ventura	Prospect Call	1/11/2022
Demolition Contractor	Dakeno, Inc.	Riverside	Prospect Call	2/2/2022
Demolition Contractor	Danny Ryan Precision Contracting Inc.	Anaheim	Prospect Call	2/2/2022
Demolition Contractor	Demo Plus	Temecula	Prospect Call	2/2/2022

Contractor				
Demolition Contractor	Demolition Services, Inc.	Anaheim	Prospect Call	1/4/2022
Demolition Contractor	Demolition Specialist Inc	Corona	Prospect Call	2/2/2022
Demolition Contractor	Dig & Demo	Los Angeles	Prospect Call	1/26/2022
Demolition Contractor	Doja, Inc.	Ontario	Prospect Call	1/19/2022
Demolition Contractor	Double B Demolition, Inc	Folsom	Prospect Call	1/25/2022
Demolition Contractor	Dunn Demolition	Santa Barbara	Prospect Call	1/4/2022
Demolition Contractor	Enos Demolition Inc.	Desert Hot Springs	Prospect Call	1/5/2022
Demolition Contractor	Evans Brothers Inc.	Livermore	Prospect Call	1/25/2022
Demolition Contractor	G.D. Heil, Inc.	Placentia	Prospect Call	1/4/2022
Demolition Contractor	Horizons West	Winchester	Prospect Call	2/2/2022
Demolition Contractor	In & Out Removl	Pomona	Prospect Call	1/18/2022
Demolition Contractor	Instant Junk Removal And Demolition	Tarzana	Prospect Call	1/12/2022
Demolition Contractor	Integrated Demolition And Remediation Incorporated	Anaheim	Prospect Call	1/4/2022
Demolition Contractor	Interior Demolition, Inc.	Montrose	Prospect Call	1/11/2022
Demolition Contractor	J & G Industries Inc	Westminster	Prospect Call	1/4/2022
Demolition Contractor	J B W Demolition	Trabuco Canyon	Prospect Call	2/2/2022
Demolition Contractor	J Vland Clearing Company Inc	San Dimas	Prospect Call	1/18/2022
Demolition Contractor	Jdl Environmental Demolition Services	Riverside	Prospect Call	1/19/2022
Demolition Contractor	Jeff Penn Services, Inc.	Westminster	Prospect Call	1/4/2022
Demolition Contractor	Kevin Ray Demolition	Brea	Prospect Call	1/4/2022
Demolition Contractor	Knockout Demolition Inc.	Corona	Prospect Call	2/2/2022
Demolition Contractor	Kriley Exca-Break	Redlands	Prospect Call	1/19/2022
Demolition Contractor	Magnum Land Clearing, Inc	Sylmar	Prospect Call	1/12/2022
Demolition Contractor	Marquez Demolition	San Fernando	Prospect Call	1/11/2022
Demolition Contractor	Northstar Demolition And Remediation, Lp	Brea	Prospect Call	1/4/2022
Demolition Contractor	Orange County Demolition	Placentia	Prospect Call	1/4/2022
Demolition Contractor	P and P Building Wrecking Inc.	Sacramento	Prospect Call	1/19/2022
Demolition Contractor	Penhall Holding Company	Anaheim	Prospect Call	1/4/2022
Demolition Contractor	Precise Demolition	San Bernardino	Prospect Call	1/12/2022
Demolition Contractor	Precision Demolition Inc	Riverside	Prospect Call	2/2/2022

Contractor				
Demolition Contractor	Primoris	Rancho Cordova	Prospect Call	1/25/2022
Demolition Contractor	Quality Wrecking & Demolition Co	Sylmar	Prospect Call	1/12/2022
Demolition Contractor	Qwest Engineering, Inc.	Tustin	Prospect Call	1/4/2022
Demolition Contractor	R B Holt Inc	Dana Point	Prospect Call	1/26/2022
Demolition Contractor	Randazzo Enterprises, Inc.	Castroville	Miss You Call	2/8/2022
Demolition Contractor	Rimshot Demolition, Inc.	Anaheim	Prospect Call	1/4/2022
Demolition Contractor	Rock Hammer Inc	Corona	Prospect Call	2/2/2022
Demolition Contractor	Sierra Recycling & Demolition, Inc.	Bakersfield	Miss You Call	2/9/2022
Demolition Contractor	Socal Demolition Inc	Chino	Prospect Call	1/18/2022
HVAC Contractor	A Z Air Conditioning & Heating	VAN NUYS	Miss You Call	2/8/2022
Demolition Contractor	The Best Demolition & Recycling Co Inc	Granada Hills	Prospect Call	1/11/2022
Demolition Contractor	The Lane Company	Whittier	Prospect Call	1/4/2022
Demolition Contractor	Three D Service Company, Inc.	Pomona	Prospect Call	1/18/2022
Demolition Contractor	Two Rivers Demolition, Inc.	Rancho Cordova	Prospect Call	1/25/2022
Demolition Contractor	U.S. Demolition, Inc.	Anaheim	Prospect Call	1/4/2022
Demolition Contractor	Ultimate Removal, Inc.	Pomona	Prospect Call	1/18/2022
Demolition Contractor	Viking Equipment Corp.	Glendale	Prospect Call	1/11/2022
Demolition Contractor	Vs Demolition Incor	Santa Cruz	Prospect Call	1/18/2022
Demolition Contractor	Welsh Demolition Inc	Brentwood	Prospect Call	1/25/2022
HVAC Contractor	Lotshaw Air Conditioning Co	Riverside	Prospect Call	2/2/2022
HVAC Contractor	Mcmaster Heating & Air Conditioning, Inc.	Irvine	Prospect Call	1/26/2022
HVAC Contractor	Montano, Inc.	San Bernardino	Prospect Call	1/19/2022
HVAC Contractor	A/C Mechanical, Inc	Riverside	Prospect Call	2/2/2022
HVAC Contractor	Action Heating And Plumbing	Santa Rosa	Prospect Call	3/29/2022
HVAC Contractor	Air Concepts	Placentia	Prospect Call	1/4/2022
Demolition Contractor	West Coast Removal	Gold River	Prospect Call	1/25/2022
Demolition Contractor	Whitecore Concrete Cutting & Demolition Inc.	Riverside	Prospect Call	2/2/2022
Demolition Contractor	Wreck Age Demolition, Inc.	Chino Hills	Prospect Call	1/18/2022
HVAC Contractor	Air-Tro Inc.	Monrovia	Prospect Call	3/29/2022
HVAC Contractor	Aire Rite	Huntington Beach	Prospect Call	3/29/2022
HVAC Contractor	Crocker Refrigeration	Santa Barbara	Prospect Call	1/11/2022
HVAC Contractor	Custom Mechanical Sales	San Diego	Prospect Call	1/18/2022
HVAC Contractor	Dattilo's, Mark Heating And Air Conditioning, Inc.	San Bernardino	Prospect Call	1/19/2022
HVAC Contractor	Airwest Ac & Heating	Anaheim	Prospect Call	3/29/2022

HVAC Contractor	Aliso Air	Rancho Santa Margarita	Prospect Call	3/31/2022
HVAC Contractor	All Air Appliance Masters	MONTCLAIR	Miss You Call	2/9/2022
HVAC Contractor	Aircon, Inc.	Hesperia	Prospect Call	1/4/2022
HVAC Contractor	ALBER'S AIR INC	Baldwin Park	Miss You Call	2/9/2022
HVAC Contractor	20/20 Plumbing & Heating	Riverside	Prospect Call	3/31/2022
HVAC Contractor	A/C Pro		Prospect Call	2/2/2022
HVAC Contractor	Affordable Air & Heating	LANCASTER	Prospect Call	3/29/2022
HVAC Contractor	Airplus Of California	Corona	Prospect Call	3/31/2022
HVAC Contractor	As Hastings Inc	San Diego	Prospect Call	3/29/2022
HVAC Contractor	Bob Jenson Ac & Heating Service	El Cajon	Prospect Call	3/29/2022
HVAC Contractor	Brody Pennell Heating & Air Conditioning	Los Angeles	Miss You Call	2/8/2022
HVAC Contractor	Certified Service	Burbank	Prospect Call	3/31/2022
HVAC Contractor	Comfort Advisors Heating & Ac	Ladera Ranch	Prospect Call	3/31/2022
HVAC Contractor	Conditioned Aire	Northridge	Prospect Call	3/31/2022
HVAC Contractor	Conejo Valley Heating & Air	Newbury Park	Prospect Call	3/31/2022
HVAC Contractor	Cypress Heating & Ac	Glendora	Prospect Call	3/29/2022
HVAC Contractor	Dependable Graham Ac	Costa Mesa	Prospect Call	3/29/2022
HVAC Contractor	Dynamic Air Services	Lake Forest	Prospect Call	3/31/2022
HVAC Contractor	E L Payne	Los Angeles	Prospect Call	3/29/2022
HVAC Contractor	Eagle Air	Escondido	Prospect Call	3/31/2022
HVAC Contractor	Econo Air	Anaheim	Prospect Call	3/29/2022
HVAC Contractor	H G M Construction Inc	GARDENA	Prospect Call	3/29/2022
HVAC Contractor	Hydes Certified Comfort Systems Inc	INDIO	Prospect Call	3/29/2022
HVAC Contractor	O'Neil Recycling	San Jose	Miss You Call	2/8/2022
HVAC Contractor	J R Putman Inc	Rancho Cordova	Miss You Call	2/9/2022
HVAC Contractor	Jim's Heating & Air Conditioning	Valencia	Prospect Call	3/29/2022
HVAC Contractor	K & S Air Conditioning, Inc.	Orange	Prospect Call	3/29/2022
HVAC Contractor	Kahn Air Conditioning	Northridge	Prospect Call	3/31/2022
HVAC Contractor	Kaiser Ac & Sheet Metal	Oxnard	Prospect Call	3/31/2022
HVAC Contractor	L & O Heating & Ac	Simi Valley	Prospect Call	3/31/2022
HVAC Contractor	Mechanical System Contractors	San Diego	Prospect Call	3/31/2022
HVAC Contractor	Mediterranean Heating & Air	CANOGA PARK	Prospect Call	3/31/2022
HVAC Contractor	Metro Tech	POMONA	Prospect Call	3/31/2022
HVAC Contractor	N P Mechanical	Corona	Prospect Call	3/31/2022
HVAC Contractor	N R G AC & Heating	Canoga Park	Prospect Call	3/31/2022
HVAC Contractor	Oak Island Heating & Air, Inc.	Escondido	Prospect Call	3/31/2022
HVAC Contractor	Ontario Refrigeration	Ontario	Prospect Call	3/31/2022
HVAC Contractor	Premium Air	CHATSWORTH	Prospect Call	3/31/2022
HVAC Contractor	R K M Heating & Ac	Riverside	Miss You Call	2/9/2022
HVAC Contractor	Reliance Home Service	Los Angeles	Prospect Call	3/29/2022
HVAC Contractor	Right Time Riverside	Riverside	Prospect Call	3/31/2022
HVAC Contractor	Rusher Air Conditioning	Torrance	Prospect Call	3/29/2022
HVAC Contractor	S C V Climate Pros	Santa Clarita	Prospect Call	3/29/2022
HVAC Contractor	Seaside Heating & Air Conditioning, Inc.	Oceanside	Prospect Call	3/31/2022
HVAC Contractor	Stephan's Refrigeration	GARDEN GROVE	Prospect Call	3/29/2022
HVAC Contractor	Temperatures Unlimited	VALENCIA	Prospect Call	3/29/2022
HVAC Contractor	Thomson Inc	Cypress	Prospect Call	3/29/2022
HVAC Contractor	True Air Mechanical	Irvine	Prospect Call	1/26/2022

HVAC Contractor	V T Heating & Ac		Prospect Call	1/11/2022
HVAC Contractor	Veteran Air	Anaheim	Prospect Call	3/29/2022
HVAC Contractor	Vics Air Conditioning, Inc.	PALMS	Prospect Call	3/29/2022
HVAC Contractor	We Care Heating & Air Conditioning	Murrieta	Prospect Call	3/31/2022
HVAC Contractor	Westside Heating & Ac	SANTA MONICA	Prospect Call	3/29/2022
HVAC Contractor	Yantzer Brothers Air	WESTLAKE VILLAGE,	Prospect Call	3/31/2022
HVAC Contractor	Your Energy Source	Rancho Cordova	Miss You Call	2/9/2022
HVAC Contractor	A C Systems Inc.	Concord	Prospect Call	1/25/2022
HVAC Contractor	American Academic Alliance Of Advanced Airflow Associates, Inc.	Sacramento	Prospect Call	1/25/2022
HVAC Contractor	Cal Climate Corp	Burbank	Prospect Call	1/12/2022
HVAC Contractor	Castorina Heating & Sheetmetal	Seaside	Prospect Call	1/12/2022
HVAC Contractor	Chaffin Air Conditioning And Heating Inc	Cathedral City	Prospect Call	1/4/2022
HVAC Contractor	Climate Control, Inc	Sacramento	Prospect Call	3/31/2022
HVAC Contractor	Compare Heating Air Conditioning & Sheet Metal Inc	Concord	Prospect Call	1/26/2022
HVAC Contractor	Davidson's Air Conditioning And Heating, Inc	San Bernardino	Prospect Call	1/19/2022
HVAC Contractor	Dc Solar Distribution, Inc.	Concord	Prospect Call	1/25/2022
HVAC Contractor	Dcs Heating & Air Conditioning, Inc.	Thousand Palms	Prospect Call	1/4/2022
HVAC Contractor	Dynamic Air Services Inc.	Lake Forest	Prospect Call	1/26/2022
HVAC Contractor	Engineered Mechanical Services Inc	Escondido	Prospect Call	1/4/2022
HVAC Contractor	Frostys Air Conditioning & Ref	Cathedral City	Prospect Call	1/5/2022
HVAC Contractor	Haddon Engineering, Inc.	Concord	Prospect Call	1/25/2022
HVAC Contractor	Harbor Pointe Air Conditioning & Control Systems, Inc.	Lake Forest	Prospect Call	2/2/2022
HVAC Contractor	Murphy Mechanical/Gms, Inc.	Escondido	Prospect Call	1/5/2022
HVAC Contractor	Nu-Air Services, Inc.	Chatsworth	Prospect Call	1/12/2022
HVAC Contractor	Paso Robles Heating And Air Conditioning, Inc.	Paso Robles	Prospect Call	1/5/2022
HVAC Contractor	Aire Serv Of Greater Merced	Merced	Miss You Call	2/8/2022
Wholesaler	R. E. Michel Co	Anaheim	Miss You Call	2/9/2022
Wholesaler	AC Pro	Temecula	Miss You Call	3/24/2022
HVAC Contractor	Right Away Air Conditioning	Palm Desert	Miss You Call	3/22/2022
Wholesaler	Johnstone Supply	Livermore	Miss You Call	2/8/2022
Retailer	K & L Hardware	San Bernardino	Miss You Call	2/9/2022
HVAC Contractor	Optima Energy Inc.	Gardena	Miss You Call	2/9/2022
Wholesaler	Dancool Hvac Supply	Canoga Park	Miss You Call	2/9/2022
Wholesaler	Dancool Hvac Supply	El Monte	Miss You Call	2/9/2022
Retailer	Pastime Hardware	El Cerrito	Miss You Call	2/9/2022
Retailer	Ken's Ace Hardware	Diamond Bar	Miss You Call	3/22/2022
Retailer	Do-It-Best Hardware	Cameron Park	Miss You Call	2/9/2022
Other	AERC Recycling Solutions	Hayward	Miss You Call	2/9/2022
Other	Environmental Management Technology	San Bernardino	Miss You Call	2/9/2022
Retailer	Mckinleyville Ace Hardware	McKinleyville	Miss You Call	2/9/2022
Wholesaler	Goodman Distribution	McClellan	Miss You Call	3/2/2022
HHW	HHW Signal Hill	Lakewood	Miss You Call	3/2/2022
HHW	C & S Waste Solutions of Lassen County	Susanville	Miss You Call	3/24/2022

Retailer	Rodeo True Value Hardware	Rodeo	Miss You Call	2/9/2022
Retailer	Seventh & Union Hardware Inc.	Los Angeles	Miss You Call	2/9/2022
Retailer	Richland Ace Hardware	Ceres	Miss You Call	3/24/2022
Retailer	Carl Johnson True Value Hardware	Eureka	Miss You Call	2/8/2022
HHW	Vallejo Materials Recovery Facility & Office	Vallejo	Miss You Call	2/9/2022
Retailer	Lowe's	Fresno	Miss You Call	3/24/2022
Retailer	Alamo Hardware	Alamo	Miss You Call	2/8/2022



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: 3/23/22

Bin Number: M20243

CSLB #: 557579	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
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CSLB #:	CSLB #:	CSLB #:	CSLB #:
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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: 3/21/22

Bin Number: M16819

CSLB #: 647672	CSLB #:	CSLB #:	CSLB #:
CSLB #: 647672	CSLB #:	CSLB #:	CSLB #:
CSLB #: 1009732	CSLB #:	CSLB #:	CSLB #:
CSLB #: 900072	CSLB #:	CSLB #:	CSLB #:
CSLB #: 647672	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #:
CSLB #:	CSLB #:	CSLB #:	CSLB #: