

VIA ELECTRONIC MAIL

October 31, 2017

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

SUBMISSION OF QUARTERLY REPORT; Consent Order Item B-1.6

Dear Ms. Avila,

The following quarterly report for Q3 '17 outlines the Thermostat Recycling Corporation's (TRC) most recent outreach and pilot project activities. By this submission, S. Groner Associates, Inc. (SGA) is fulfilling obligations on behalf of the 25 signatories of the Consent Order listed below. If you have any questions regarding this submission, please feel free to contact me at (562) 597-0205 or the address below.

Regards,



Stephen Groner, P.E.
California Program Manager, TRC
President, S. Groner Associates, Inc.
100 W. Broadway, Suite 290
Long Beach, CA 90802

Enclosures:
CSLB License Number Forms

cc: Mr. Rick Brausch
1001 "I" Street
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Sacramento, California 95812-0806



Mr. Paris Greenlee
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Mr. Ryan Kiscaden
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500 Office Center Drive, Suite 400
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(25) Company's Signatures representing;
Bard Manufacturing Company, Inc.
Burnham Holdings, Inc.
Carrier Corporation
Chromalox
Crane
The Climate Control Group, Inc.
Empire Comfort Systems
General Electric Company
Honeywell International Inc
Hunter Fan Company
Invensys, Inc.
ITT Corporation
Johnson Controls
Lear Siegler
Lennox International Inc.
Lux Products Corporation
The Marley-Wylain Company
Nortek Global HVAC LLC
Sears Holdings
Thomas & Betts Corporation
Trane Residential Systems
Uponor, Inc.
Valliant Corporation
W.W. Grainger
White-Rodgers



Introduction

During the third quarter (July – September 2017) S. Groner Associates (SGA) working on behalf of the Thermostat Recycling Corporation (TRC) focused on implementing the following tasks from the DTSC-approved Outreach Plan and Pilot Plan as a part of the California TRC Program. The following report outlines those efforts undertaken during this quarter broken into audiences.

Summary of Results

Mercury-Added Thermostats Collected this Quarter: 2,881
 New Collection Locations this Quarter: 28

1. Mercury-added thermostats collected this quarter: 2,881
2. Mercury-added thermostats collected this year: 11,093
3. Program element/participants to which the collected thermostats are attributed: information not attributed due to overlapping tactical elements
4. Contractor state license numbers: included in appendix
5. Number and location (by street address) of new collection bins: included in appendix

Outreach Program

Summary of Overview of Outreach Data

Table 1. Number of bins (cumulative)

Audience	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
Contractors	96	102	109	165	172	172	173
HHWs	163	170	177	179	198	204	224
Retailers	29	29	29	38	64	74	74
Wholesalers	696	725	725	729	734	747	759
Total	984	1,026	1,040	1,111	1,168	1,197	1,230

Note: Table 1. Provides the number of TRC collection bins in the State of California. Actual numbers may vary throughout the quarter as some participants discontinued participation (see Table 6).



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

Audience	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Total
Contractors	3	3	8	11	6	3	7	41
HHWs	7	6	14	19	3	7	8	64
Retailers	0	1	0	1	1	0	0	3
Wholesalers	107	95	95	88	173	71	89	718
Total	117	105	117	119	183	81	104	826

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

Audience	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
Contractors	3.1%	2.9%	7.3%	6.7%	3.5%	1.7%	4.0%
HHWs	4.3%	3.5%	7.9%	10.6%	1.5%	3.4%	3.6%
Retailers	0.0%	3.4%	0.0%	2.6%	1.6%	0.0%	0.0%
Wholesalers	15.4%	13.1%	13.1%	12.1%	23.6%	9.5%	11.7%
Total	11.9%	10.2%	11.3%	10.7%	15.7%	6.8%	8.5%

Table 4. Number of bins returned and thermostats returned per year

Audience	Q1 - Q4 2016		Q1 - Q3 2017	
	Returned Bins	Thermostats	Returned Bins	Thermostats
Contractors	25	475	16	449
HHWs	46	1,328	18	528
Retailers	2	5	1	4
Wholesalers	385	13,310	333	10,112
Total	458	15,118	368	11,093

Table 5. Number of thermostats returned

Audience	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Total
Contractors	105	14	69	287	200	60	189	924
HHWs	189	141	480	518	150	210	168	1,856
Retailers	0	1	0	4	4	0	0	9
Wholesalers	3,661	3,339	3,314	2,996	5,175	2,413	2,524	23,422
Total	3,955	3,495	3,863	3,805	5,529	2,683	2,881	26,211



Table 6. Number of bins that have been discontinued by the participant from Q1 2000 - Q3 2017

Audience	# of Bins Discontinued
Contractors	17
HHWs	24
Retailers	29
Wholesalers	130
Total	200

Note: "Discontinued" means the bin was sent back empty or partially full and a replacement bin not resent to participant for that bin. This table begins in Q1 2000 when the first TRC bin was placed in California. The information in this table was included to calculate the data in Table 1.

Summary of Outreach Activities for Audience A

HVAC Contractors

Advertising:

In Q3'17 TRC submitted an advertising plan. The plan achieves broad based awareness while also targeting specific TRC audiences such as consumers, HVAC contractors, general contractors and demolition contractors. The plan largely focuses on digital advertising, using a combination of digital video, native and other display advertising formats that will be targeted through behavioral, keyword and location based consumer patterns. In addition to digital, the plan will include out-of-home (or billboards). Three markets have been identified to provide the broadest exposure while connecting with pilot program regions including the Bay Area/Stockton, LA/Inland Empire and Central Valley.

The plan will rely on stronger call-to-action messaging and drive the target audiences to the TRC website, thereby increasing overall awareness but also giving consumers the specific opportunity to learn more about the program, collection locations, etc. Messaging will also be articulated in Spanish. The first flight of ads will begin in Q4'17. Overall, the campaign will reach achieve approximately 12.5 million impressions including both digital and out-of-home. Additionally, in Q3 '17 TRC paid a total of \$162.50 in incentive payments to contractors/wholesalers (see appendix).



Demolition Contractors

Advertising:

In Q3'17 TRC submitted an advertising plan. The plan achieves broad based awareness while also targeting specific TRC audiences such as consumers, HVAC contractors, general contractors and demolition contractors. The plan largely focuses on digital advertising, using a combination of digital video, native and other display advertising formats that will be targeted through behavioral, keyword and location based consumer patterns. In addition to digital, the plan will include out-of-home (or billboards). Three markets have been identified to provide the broadest exposure while connecting with pilot program regions including the Bay Area/Stockton, LA/Inland Empire and Central Valley.

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General Contractors

Advertising:

In Q3'17 TRC submitted an advertising plan. The plan achieves broad based awareness while also targeting specific TRC audiences such as consumers, HVAC contractors, general contractors and demolition contractors. The plan largely focuses on digital advertising, using a combination of digital video, native and other display advertising formats that will be targeted through behavioral, keyword and location based consumer patterns. In addition to digital, the plan will include out-of-home (or billboards). Three markets have been identified to provide the broadest exposure while connecting with pilot program regions including the Bay Area/Stockton, LA/Inland Empire and Central Valley.

The plan will rely on stronger call-to-action messaging and drive the target audiences to the TRC website, thereby increasing overall awareness but also giving consumers the specific opportunity to learn more about the program, collection locations, etc. Messaging will also be articulated in Spanish. The first flight of ads will begin in Q4'17. Overall, the campaign will reach achieve approximately 12.5 million impressions including both digital and out-of-home.

Outreach Calls:



General contractors were contacted via phone, to seek the placement of collection bins in order increase program access, which will increase TRC's mercury thermostat collection totals. In addition, contractors were offered \$100 for the return of a full box of 40 mercury-added thermostats (prorated at \$2.50 per mercury-added thermostat) to promote engagement in the Program. Additionally, in Q3 '17 TRC paid a total of \$162.50 in incentive payments to contractors/wholesalers (see appendix).

Results:

- General Contractors Called: 171
- Bins Placed: 1

Retail/Consumers

Historically, retailers have been a very small component of the mercury thermostat takeback recycling efforts (TRC received 0 thermostats from retail partners in 2015). In an effort to increase the collection of mercury thermostats throughout the state and provide a more accessible and public facing recycling site to consumers, we have targeted thermostat-carrying hardware stores throughout California as new collection site partners. Through conducting outreach phone calls, we secured a total of 50 retail partners as TRC collection sites. We also used these calls to learn more about potential barriers to program participation. This quarter our phone calls with our retail locations reported their barriers and motivators:

Top Barriers:

1. Currently not selling enough thermostats
2. Floor space for smaller stores
3. Concern for the liability of mercury

Top Motivators:

4. Eliminating retail sign-up form
5. Emphasizing free-of-cost immediately
6. Testimonials from other retail managers
7. Recognition as green business

Beyond our outreach phone calls to retail partners in Q3'17 we began the initial stages of equipping our retail partners with the capacity to support a higher volume of mercury-added thermostats returns. In Q'3 we began implementation of our strategy for audience's B and C which aims to drive more consumers to HHW and Retail locations to recycle their thermostats. In particular our strategy for Utility companies will strongly focus on leveraging their reach to increase awareness and removal of mercury-added thermostats, through messaging to their customers. These customers will then be directed to retail and HHW locations to recycle their mercury-added thermostats and then send in their rebate form. This means that retailers need to be equipped to manage these consumers' recycling needs.



This will require further promotional materials and training for store employees to ensure familiarity of the program and on the additional steps needed for consumers to send in their rebate forms. Along with these new materials will be replacements for any materials that may have been discarded or misplaced over the course of the program.

Advertising Plan

As stated for the contractor audiences, in Q3 '17 TRC submitted an advertising plan. The plan achieves broad based awareness while also targeting specific TRC audiences such as consumers, HVAC contractors, general contractors and demolition contractors. The plan largely focuses on digital advertising, using a combination of digital video, native and other display advertising formats that will be targeted through behavioral, keyword and location based consumer patterns. In addition to digital, the plan will include out-of-home (or billboards). Three markets have been identified to provide the broadest exposure while connecting with pilot program regions including the Bay Area/Stockton, LA/Inland Empire and Central Valley.

The plan will rely on stronger call-to-action messaging and drive the target audiences to the TRC website, thereby increasing overall awareness but also giving consumers the specific opportunity to learn more about the program, collection locations, etc. Messaging will also be articulated in Spanish. The first flight of ads will begin in Q4 '17. Overall, the campaign will reach achieve approximately 12.5 million impressions including both digital and out-of-home.

Household Hazardous Waste Facilities

All HHW facilities in CA accept mercury-added thermostats regardless of whether or not they have a TRC bin. However, only thermostats in TRC bins are counted towards its total thermostats collected number. Residents are accustomed to taking their hazardous waste to these HHW centers and in turning to HHWs for information about what is considered hazardous. HHW centers are managed at the County level and in some cases, cities (like the cities of Los Angeles or Santa Monica) who operate their own centers. Because of this, all of the centers vary in regard to the sophistication of their outreach efforts to the public. For example, some centers may have a full-blown social media presence with Facebook and Twitter pages while other centers may only have a PDF flyer available online. As part of the engagement of these programs, there are two primary actions HHW programs can take: (1) host a TRC collection bin at their facility (2) help to increase awareness of mercury thermostat recycling among their customers. During Q3'17 we performed outreach calls to check-in with HHW locations that we have partnered with and equipped with a TRC bin. These calls uncovered the following barriers and motivators with regards to participating in the TRC program:



Top Barriers:

1. Lack of staff knowledge and training on the TRC program. Some managers reported that their staff was either unaware of the TRC program or lacked awareness around the rebate incentive altogether.
2. Along similar lines, there seemed to be a lack of accountability or a “TRC point person” among staff members. Some employees were confused about the details of the program and did not have a “point person” who could answer their questions, leading to and perpetuating the confusion.

Top Motivators:

1. As professionals in the hazardous waste industry, managers and employees have been enthusiastic about expanding their recycling offerings by hosting a TRC bin.
2. Again, with their background as professionals in the hazardous waste industry, they require very little education on the issue of mercury as a toxic substance and are intrinsically motivated by the idea of “doing the right thing”.

Beyond our outreach phone calls to HHW partners in Q3’17 we began the initial stages of equipping HHWs with the capacity to support a higher volume of mercury-added thermostats returns. In Q’3 we began implementation of our strategy for audience’s B and C which aims to drive more consumers to HHW and Retail locations to recycle their thermostats. In particular our strategy for Utility companies will strongly focus on leveraging their massive reach to increase awareness and removal of mercury-added thermostats through messaging to their customers. These customers will then be directed to retail and HHW locations to recycle their mercury-added thermostats and then send in their rebate form. This means that retailers need to be equipped to manage these resident’s recycling needs. This will require further promotional materials and training for HHW employees on the program and additional steps needed for consumers to send in their rebate forms. Along with these new materials will be replacements for any materials that may have been discarded or misplaced over the course of the program.

Environmental Contractors

Environmental contractors play a unique role in the take-back effort of mercury-added thermostats. As contractors that specialize in the safe removal of biological and chemical hazards, they are well versed in the hazardous nature of mercury, and therefore our outreach efforts will take a different approach than to our different audiences. Our focus will be mainly on converting environmental contractors from their current recycling outlet to the TRC recycling program.

In Q3’17 we began creating our database of environmental contractors, as we performed outreach calls to our other audiences. During our calls, when the respondents report that they have employed an environmental contractor to remove their mercury-added thermostat, we collect the contractor’s name and contact information and add it to our database. This database will then be used to perform outreach calls and emails in an effort to get them onboard with the TRC recycling program. Outreach will begin in subsequent quarters.



Summary of Outreach Activities for Audience B

Building Departments

Building departments can best support the collection of mercury-added thermostats by serving as a communication and regulatory conduit to people applying for building permits. Building departments have the capacity to provide information to applicants about locations to properly dispose of mercury-added thermostats and to include instructions about the proper disposal of this material on their project application and compliance forms. Conversations with municipalities revealed that participation was not popular unless required by a building code mandate or State directive.

In Q3 '17 we created a database of building department contacts to whom we will distribute a universal waste checklist. This checklist will be created in future quarters and will provide information regarding identification and proper disposal of mercury-added thermostats, that can be added to the construction and demolition diversion forms that are provided by building departments. Our database will then serve as the distribution list once the checklist is finalized. The database contains the contact information for the individuals at the building departments, who are code enforcement managers, development resource managers and subdivision of planning managers. The parameters for the priorities for outreach will be size of population in the county as well as age of structure.

Utility Companies

Our outreach for Utility Companies involves partnering to further our mutual goal of safe and efficient energy management. Utility companies can support our efforts by disseminating information to their customers and contractors, offering rebates and having their “preferred” HVAC contractors collect mercury-added thermostats to be recycled through the TRC program. Many utilities administer rebates that encourage customers to make their heating and cooling systems more energy efficient. These rebates often include thermostat replacements which presents an opportunity to conduct outreach to the customers as well as the HVAC contractors the utility companies employ to do the upgrades. Conversations with various utility companies revealed that bin placements are not practical since the HVAC technicians are subcontractors rather than utility company employees. Furthermore, the outreach this quarter focused on connecting with utility companies and identifying ways they can help TRC spread the word about mercury-added thermostat recycling and the \$5 rebates to their customers or contractors.

Results:

TRC collaborated with the Natural Resources Defense Council to assemble a database of the largest utility providers in the State including: Pacific Gas and Electric Company (PG&E), LA Department of Water & Power (LADWP), Southern California Gas (SoCal Gas), San Diego Gas & Electric (SDGE),



Southern California Edison (SCE), and the Sacramento Municipal Utility District (SMUD). We connected with (via email or phone) a total of 18 employees from the aforementioned utility companies. We hosted kick-off phone calls with all the utility companies (except SMUD) to understand: (1) what type of thermostat replacement programs they have in place (2) who is responsible for the disposal of the thermostats (3) what type of promotional opportunities are available (to contractors and customers) to get the word out about mercury thermostat recycling. We then created a letter and promotional email for the utility companies to share with their contractors and sent it to LADWP, SoCal Gas, SDGE, and SCE. Thus far, we have had 0 utility contractor bin requests.

We have however been able to work with PG&E to reach out to all of their HVAC contractors they use within their ESA program (Energy Savings Assistance program) to ensure all their contractors are properly disposing of any mercury thermostats that they encounter. PG&E after contacting each, confirm that each works with their wholesaler to recycle any mercury thermostats encountered during their work.

Top Barriers:

1. Connecting with the right person: numerous staffers within a single utility may be involved in programs related to thermostat replacements and in some cases, there is a lack of clarity on who is responsible for what.
2. Not a priority issue: lack of urgency in promoting mercury-added thermostat recycling to contractors and customers.
3. Small pool of contractors: most of the utilities only work with between 2-5 contractors who handle HVAC-related jobs.
4. Perception that contractors are already doing the right thing: in some cases, the utility company did not feel it was necessary to conduct outreach about mercury-added thermostat recycling because the contractor was thought to already be properly disposing of them.

Top Motivators:

1. Introductory email from the Natural Resources Defense Council. All utilities responded to an introductory email connecting the utilities to the program.
2. Mercury-added thermostat recycling seen as a worthwhile cause.
3. All the major utilities offer a program that in some way incentivizes the replacement of thermostats.



Figure 1. Promotional email for HVAC contractors employed by utilities



Homes you service for LADWP's AC Optimization Program, especially those built before 1990, may have thermostats with mercury switches that require special disposal. **The Thermostat Recycling Corporation (TRC) now offers \$5 for each mercury thermostat you recycle.**

Visit <http://recyclethermostats.org/request> to sign up or to receive more information.

Benefits of Enrollment:

- **Earn \$200** each time you return 40 mercury thermostats (\$5/ thermostat).
- **No cost to you.** TRC covers all expenses related to recycling mercury thermostats.
- **Comply with California law.** It is illegal for contractors to leave mercury thermostats with residents/customers or to dispose of them in the trash.
- **Protect the safety of others.** Keep toxic mercury out of the environment.

Have additional questions? Please contact Danielle Myers at danielle.myers@thermostat-recycle.org or [\(267\) 513-1726](tel:2675131726).



School Districts

Schools can best support the collection of mercury-added thermostats by being informed of the proper disposal procedures and by having the collection bin at hand. Given public school’s limited funding, we believe that public schools are slow to renovate and could have thermostats from decades past in their facilities. California’s prop 39 was passed to distribute grants to public schools for renovation purposes. We have utilized the list of recipients for prop 39 to identify public school districts that have or are planning to renovate. We have identified the facility managers of recipient school districts to be the most fitting personnel for contact as they have the best purview of renovation that has or will occur within the district and the processes involved. Our outreach will focus on educating facility managers about recycling mercury-added thermostats and supply them with a bin if their facility does have mercury-added thermostats on-site. We will also encourage facility managers to educate their contracted waste haulers whenever applicable.

In Q3 ‘17, we created a database of school districts that have received funding from prop 39. 39 schools were identified as having received the grant for the purpose of HVAC renovation. We have also created a call script to gather information on presence of mercury, use of external contractors, and understanding of the proper disposal method of mercury-added thermostats (see appendix). A considerable portion of the said script was dedicated to explaining the need for a collection bin and the monetary benefits of the rebate program. We have made number of phone calls in Q3 ‘17 as part of school outreach. Figures pertaining to the calls can be found below.

Table 7. School outreach phone calls: Q3 ‘17

Description	Frequency
Number of contact (phone)	133
Number of contact (email)	39
Successful contact	10

Note: A contact is defined as successful if the facility manager of the school district is reached and the full call script was implemented.

Universities and Colleges

Universities and Colleges can best support the collection of mercury-added thermostats by serving as a conduit to the waste haulers or contracting companies that service their facility. While most Universities and Colleges have a facility manager, they do not usually work on HVAC related repairs or replacements. Our interviews showed that facility managers knew that mercury-added thermostats should not be thrown in the trash, but they did not have an understanding of where or how to properly dispose of them, this responsibility was left to the contractor working on the project. Our outreach will focus on



educating facility managers about recycling mercury-added thermostats and supply them with a bin if their facility does have mercury-added thermostats on-site. The managers can then supply their contactors with the bin or have the contractor leave the thermostats with the manager to properly recycle.

In Q3 '17 we created a database of Universities and Colleges in California. This database was created with parameters prioritized by size of the institution and its student population, as well as the age of the structures on campus. This database was completed and outreach calls will begin in Q4 '17, in an effort to place bins and educate facility managers about mercury recycling and the TRC program.

Summary of Outreach Activities for Audience C

Commercial Property Managers

Property Managers are the party responsible for ensuring that thermostats are up to date within the buildings they manage. Rather than manage conducting periodic checks, thermostats tend to be switched out when tenants make a request. It is notable that there is no discussion between the external contractor and the property management. The potential legal and financial repercussions of improper waste disposal can be a powerful motivator to property management companies. This audience can best support the collection of mercury-added thermostat by being able to properly identify and promote the safe removal and disposal of mercury-added thermostats within their properties. Our tactics will help property managers become more aware of mercury-added thermostats, aid in proper identification, and make them aware of proper disposal via a TRC recycling bin.

In Q3 '17, we began to create a database of commercial property managers for our outreach. Our parameters for prioritization of the database were based on counties with the highest population and the age of structures within the county. In addition to creating a database of residential property manager's, we also created a database of residential property management trade associations, in the hopes of partnering and distributing information on mercury recycling through these trusted sources. The trade associations database was created, prioritizing associations with the highest number of members. Both databases are complete and will be utilized in Q3'17 for our initial outreach efforts.

Residential Property Managers

Property Managers are the party responsible for ensuring that thermostats are up to date within the buildings they manage. Rather than managers conducting periodic checks, thermostats tend to be switched out when tenants make a request. It is notable that there is no discussion between the external contractor and the property management. The potential legal and financial repercussions of improper waste disposal can be a powerful motivator to property management companies. This



audience can best support the collection of mercury-added thermostat by being able to properly identify and promote the safe removal and disposal of mercury-added thermostats within their properties. Our tactics will help property managers become more aware of mercury-added thermostats, aid in proper identification, and make them aware of proper disposal via a TRC recycling bin.

In Q3 '17, we began to create a database of residential property managers. We began this process by contacting the Los Angeles Housing and Community Investment Department, who had offered to help us get in contact with local property managers and introduced us to property management/landlord associations in the region/State. Property managers who are in contact with the department typically own housing units in neighborhoods with lower socio-economics, with older structures, making them a valuable target. Our goal is to obtain similar lists from Housing Departments in other counties in California. Beyond our communications with the Housing and Community Investment Departments in California, we have created a database of residential property managers in California, prioritizing them with the parameters of population per county as well as the average age of structure in those counties. As a trusted source of information, property manager trade associations will also play a role in our outreach to residential property managers, we have created a database of trade associations, prioritized by the highest membership numbers, and we will rely on them as partners, to distribute information to our target. Once we complete the databases we will begin our outreach in Q4 '17.

Pilot Program

Summary of Pilot Activities for Audience A

Retail/Consumers

In this one-year pilot program we are testing immediate monetary incentives in eight retailers throughout the state of California. The goal of the retail pilot is to initiate and maintain a robust program that: engages participating retailers, increases overall collection rates and provides conclusive evidence on what the most effective financial incentive amount per recycled mercury-added thermostat should be for TRC's California program. During Q3 '17, we continued the program with eight hardware stores to provide financial incentives in the form of immediate in-store credit for consumers and contractors for turning in a mercury-added thermostat. Nine hardware stores signed up initially, but one location in Folsom was not able to continue participation due to unrelated internal business issues. The remaining hardware stores are located in Clovis, Crestline, Fresno (two stores), Los Angeles, Sacramento, Stockton and West Hollywood. We chose these locations based on the age of structures, income, population-size and temperature fluctuation in an area. We also had three control stores located in Oakland and San Francisco (two store locations).



Figure 2. TRC retail pilot cards left at register and in thermostat aisle



Each quarter we perform check-in calls with our pilot locations. Through these calls we are able to receive qualitative data regarding store managers perceived barriers and motivators to participating in the program.

Top Barriers:

1. Some of the stores are taking down the TRC posters because they have a rotation of promotions and the posters are likely being replaced with more current/ relevant signs;
2. General lack of awareness of importance of mercury-added thermostat recycling among customers;
3. Mercury-added thermostats are considered a non-issue because they see and hear about so few of them in their area;
4. The lack of thermostats being turned in further discourages store employees on the topic of mercury-added thermostat recycling altogether.

Top Motivators:

1. Recognition for being a green business;
2. Extra promotion for the store via TRC marketing materials; public relations/advertising through TRC marketing for pilot efforts;
3. Ability to provide customers with guidance regarding mercury-added thermostat recycling





S.GRONER ASSOCIATES, INC.

Table 8. Retail pilot partners: \$5, \$10 incentive immediate in-store credit

Pilot Partner	Address	City
Emigh Ace Hardware (\$10)	3555 El Camino Avenue	Sacramento
American River Ace Hardware (\$10)	9500 Greenback Ln	Folsom
Stockton Ace Hardware (\$10)	3201 W Benjamin Holt Drive	Stockton
Mayson Ace Hardware (\$5)	3071 W Bullard Avenue	Fresno
National Hardware Supply, LLC - ACE (\$5)	7173 N Blackstone Ave	Fresno
Clovis True Value (\$5)	1890 Shaw Ave	Clovis
Lake Drive Hardware (\$5, \$10 during event weeks)	23895 Lake Drive	Crestline
Anawalt Lumber (\$5, \$10 during event weeks)	11060 W Pico Blvd.	Los Angeles
Anawalt Lumber (\$5, \$10 during event weeks)	641 N. Robertson Blvd	West Hollywood
Cole Hardware (Control sites - received additional training but not part of incentives)	2254 Polk Street	San Francisco
Cole Hardware (Control sites - received additional training but not part of incentives)	345 9th Street	San Francisco
Cole Hardware (Control sites - received additional training but not part of incentives)	5533 College Avenue	Oakland

Southern California Stores Double Incentive Event

As part of our Retail Pilot we will held two events in our Southern California locations, where we increased the incentive amount from \$5 to \$10, and observed and measured any change in the number of thermostats returned. Each store offered a \$10 in-store credit incentive for every mercury-added thermostat returned to a participating store during the two-week event period. The first event ran from May 5 to May 19, 2017 (15 days) and the second event ran from September 17 to September 30, 2017 (14 days).

We promoted the event on the TRC website, the TRC Facebook page (through posts, ads and Facebook events for each of the stores), and in two print newspapers that covered the geographic areas of the three stores. The two newspapers were the Alpenhorn News for the Crestline store and the Beverly Press for the Pico and West Hollywood stores (see appendix).



One mercury thermostat was collected during the two-week event. The general consensus from the store managers was that mercury-added thermostats are not an issue in their areas at this time because many of the houses never had them or the thermostats have already been replaced. The managers simply do not think that there are many more mercury thermostats in homes or businesses. People either don't have them in their buildings or if they do have them, they are not actively replacing them. One manager believes that people don't recognize that mercury in thermostats pose a health risk and an environmental hazard. Another manager had the recommendation that the event be held in January. His reasoning was that Southern California does not get cold until then and if people are going to replace and recycle their thermostats, it would be at that time. The overall opinion of the store managers is that we are not collecting more mercury thermostats because few people still have them and people who do, may not know that they have thermostats with mercury (a toxic substance). Continued efforts in education, publicity and convenience will work to address these issues.

Household Hazardous Waste Facilities

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

2. TRC is to implement a pilot project that provides a \$10 per thermostat incentive payment (using either a mail-in rebate or gift card) to anyone who turns in thermostats at household hazardous waste collection facilities. This type of pilot project was proposed in TRC's May 10, 2016 draft Pilot Programs Plan but removed from its August 8, 2016 submittal.

During Q3 '17, TRC worked with the participating HHW program managers to continue to reinforce the program and its goals. Out of all the target audiences, HHW program managers have been particularly supportive in TRC's program goals as it aligns with their goal of effectively collecting hazardous waste from residents. A challenge that we continued to observe this quarter was the difficulty of the process for HHWs to recycle mercury-added thermostats. Many centers only serve as drop-off points for residents, so the act of having to leave their vehicles and fill out a rebate form is simply not worth the effort. The rebate form is inconvenient for the resident, as well as for the HHWs, who don't get any rebate for their own effort and are therefore unmotivated. Additionally, HHW employees don't seem to be fully trained/aware of the program and how to carry it out. We discovered many cases where the employee was uncertain as to whose job it was to inform residents about the rebate when they came, keep track of the bins and labels, and process and submit rebates.



Table 9. HHW pilot partners: \$10 mail-in-rebate incentive for residents

Pilot Partner	Address	City
Del Norte Solid Waste Management Authority	1700 State Street	Crescent City
County of Santa Clara Household Hazardous Waste Program	1555 Berger Drive, Suite 300	San Jose
San Bernardino County Fire Household Hazardous Waste Division (in conjunction with City of San Bernardino)	S.B. International Airport 2824 East "W" Street, Bldg. 302	San Bernardino
San Bernardino County Fire Household Hazardous Waste Division (in conjunction with Ontario)	1430 South Cucamonga Avenue	Ontario
San Bernardino County Fire Household Hazardous Waste Division (in conjunction with Hesperia)	Hesperia Fire Station 17443 Lemon Street	Hesperia

Wholesalers

In Q3 '17, TRC continued a one-year pilot with 12 wholesalers across the State to measure the effectiveness of monetary incentives on wholesalers' return rates. This is in response to the October 7, 2016 Approval with Modification Letter from DTSC:

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

We selected and partnered with 12 current wholesaler collection sites for the pilot program and used quota sampling to ensure that participating wholesalers met the following criteria:

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



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

Letter sent to Wholesale Managers

Hello!

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

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

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

Again, thank you for your participation!

Sincerely,
Kendra

Results:

Quantitative findings are included as follows:

- How many total thermostats: 214
- How many bins returned: 7

Qualitative quarterly check in calls revealed wholesaler manager's perceived barriers and motivators to participating in the program.

Top Barriers:

1. The incentive isn't substantial enough and is not received quick enough;
2. There is a delay in getting the bin back so in the meantime they have to figure out their own way to collect mercury-added thermostats;
3. Contractors are resistant to providing their license number.

Top Motivators:

1. Knowing that they are doing something useful to help the environment;



2. The ease of the process – leave the bin out and contractors can simply drop mercury-added thermostats in the bin on their way into or out of the store;
3. Having a second bin to use after the first bin is filled up and sent away motivates them to continue the program.

Table 10. Wholesale pilot: \$2.50 incentive per thermostat when bin is returned to TRC

Pilot Partner	Address	City
LENNOX PARTS PLUS	5160 Richton Street	Montclair
R.E. Michel Company, Inc.	14718 Raymer Street	Van Nuys
Baker Distributing Co.	3020 SOUTH KILSON DRIVE	Santa Ana
American Refrigeration Supplies, Inc.	145 11th Street	San Francisco
Allied Refrigeration	702 E. Gish Road	San Jose
RSD	1376 STEALTH STREET	Livermore
Allied Refrigeration	2300 E. 28th Street	Signal Hill
Air Cold Supply - A Ferguson Enterprise	2750 S. Towne Avenue	Pomona
AIR COLD SUPPLY - A Ferguson Enterprise	429 MADERA ST.	San Gabriel
HOWARD INDUSTRIES	8855 WASHINGTON BLVD	Culver City
Johnstone Supply	1445 San Mateo Avenue	South San Francisco
AC Pro	2344 Meyers Avenue	Escondido

Summary of Pilot Activities for Audience B

School Districts

Schools can best support the collection of mercury-added thermostats by being informed of the proper disposal procedures and by having the collection bin at hand. Given public school’s limited funding, we believe that public schools are slow to renovate and could have thermostats from decades past in their facilities. Using average temperature of region, age of structure and population as parameters, we have prioritized schools in San Bernardino, Fresno and Sacramento for pilot calls (but will open to all schools as the program expands via outreach). We have identified the facility managers of school districts to be the most fitting personnel for contact as they have the best purview of renovation that has or will occur within the district and the processes involved. Our pilot calls will focus on educating facility managers about recycling mercury-added thermostats and supply them with a bin if their facility does have mercury-added thermostats on-site. We will also encourage facility managers to educate their contracted environmental contractor/waste haulers whenever applicable.



In Q3 '17, we created a database of school districts all throughout the state of California. The database contains a total of 426 school districts. We have also created a call script to gather information on presence of mercury, use of external contractors, and understanding of the proper disposal method of mercury-added thermostats (see appendix). A considerable portion of the said script was dedicated to explaining the need for a collection bin and the monetary benefits of the rebate program. As the pilot calls were designed with the objective of a yearlong observation in mind, we framed the calls as the first step in a yearlong partnership.

Summary of Pilot Activities for Audience C

Utility Companies

The utility pilot program seeks to offer \$5 to utility customers who properly dispose of their mercury-added thermostats. Outreach this quarter focused on identifying suitable utility partners by using the following criteria: (1) offers a program where customers apply directly for a thermostat rebate (2) promotional opportunities (to customers) are available through the utility (3) amenable to collaborating with TRC (4) a geographic area with a suitable number of drop off locations that offer a \$5 rebate. The first three criteria were met by SoCalGas, LADWP, SDGE, and PG&E.

Property Management Companies

In Q3 '17, we began to create a database of property management companies for our pilot. Our parameters for prioritization of the database were based on counties with the highest population and the age of structures within the county. The database is complete and will be utilized in Q3'17 for our initial outreach efforts. While this database will be used for our outreach efforts, the managers specifically in Sacramento will be used for the pilot program. This geographically specific pilot program will request all thermostats be collected, not just mercury-added thermostats. This will eliminate the barrier of being able to properly identify mercury-added thermostats, which has been a confusing process for many parties and will allow us to gauge how large of a barrier identification is in the recycling process and also provide anecdotal information regarding the ratio of non-mercury-added thermostats vs, mercury-added thermostats in the Sacramento area. With the database complete we will perform outreach to property managers and begin collection of all thermostats in subsequent quarters.

Geographic Information Systems (GIS) With Proposed Changes

GIS analysis are shown in Figures 3.-4. The following maps show the total number of collection locations throughout the state of California with the location's respective population per county. Size of population helps to depict the number of residents served by our collection sites. The data displayed in these maps highlight that our efforts need to continue to expand available TRC recycling locations and expand the number of thermostats we are collecting across the state of California. Changes to our



program that will help facilitate those goals are to expand efforts and reach within our audiences, focusing on eliminating barriers for Retailers, HHW's, and Wholesalers to become involved in the program and through advertising to increase awareness and education to the general population.

Figure 3. Collection location and population per county as of Q3 2017



Figure 4. Total number of mercury thermostats collected: 2017



Table 11. Number of organizations contacted: 2017

Cumulative Totals by Audience	Number of Organizations Contacted
Audience A	4,720
Audience B	130
Audience C	0
Total	4,850



Store Visits

TRC has conducted sweeps of existing HVAC contractors and wholesale collection locations in California. In the past, TRC has obtained an uptick in the number of thermostats collected during the months of the site visits. In addition, TRC staff conducting the visits provide the added benefits of serving as a reminder of the program to HVAC contractors and wholesalers and are able to answer questions the staff has regarding the program and verifying data in terms of address and contact information. Site visits serve two main purposes: to act as a customer service courtesy for questions and answers and act as a reminder to ship the recycling containers within a one-year time frame, as dictated by law.

In accordance with the Program Modification Plan Approval, TRC is now visiting every collection location in the state of California once a year. We are also visiting non-compliant HVAC contractors and wholesalers in the state to ask them to participate in our program. A chart documenting store visits conducted in Q3 '17 is available in the appendix for review.



Appendix

Table 12. Number and location of new collection locations from Q3 '17

Account Type	Name	Contact Person	Physical Address - Street	City	State	Zip Code	Phone Number
Contractor	Tory Hooteselle	n/a	49501 Ironwood Way	Aguanga	CA	92536	n/a
Contractor	Brian Cox Mechanical	Scott Roscoe	12155 Kirkham Road	Poway	CA	92064	(858) 679-5757
Contractor	Cal West Construction	Jubran Sarkis	1663 N Odonnell Way	Orange	CA	92867	(714) 705-9425
Contractor	Dahersa Remodeling	Fabian Davalos	1500 W El Camino Ave. #153	Sacramento	CA	95833	(906) 216-6974
Other	Recycleology.com, Inc.	James Wood	8272 Florin Rd.	Sacto	CA	95828	(305) 218-9524
School	Santa Maria - Bonita District	Scott Roy	708 S. Miller St.	Santa Maria	CA	93454	(805) 361-8256
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Roberto Maldonado	23023 Normandie Ave.	Torrance	CA	90065	(310) 534-1111
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Sam Filmardirossian	2343 San Fernando Rd.	Los Angeles	CA	90065	(323) 342-9905
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Juan Portillo	10721 S. Painter St.	Santa Fe Springs	CA	90018	(562) 946-1611
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Efrain Garcia	2920 E. Miraloma Ave.	Anaheim	CA	90804	(714) 630-0860
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Hector Aguirre	1011 N. Gower St.	Hollywood	CA	90018	(323) 467-3137
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Frank Carrillo	3317 W. Jefferson Blvd.	Los Angeles	CA	90018	(323) 733-1174
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Erick Pineda	1330 S. Atlantic Blvd.	Commerce	CA	92806	(323) 262-4163
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Frank Rodriguez	14949 Oxnard St.	Van Nuys	CA	91411	(818) 257-5950
Wholesaler	Hirsch Pipe &	Jose Herrera	5680 Kearny	San Diego	CA	92123	(858) 427-





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	Supply Co., Inc.		Villa Rd.				0881
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Larry Davis	24821 Redlands Blvd.	Loma Linda	CA	92354	(909) 799-5485
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Jimmy Aldrich	28323 Kelly Johnson Pkwy	Valencia	CA	91411	(661) 257-5950
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Tony Antonucci	9004 Benson Ave.	Montclair	CA	91763	(909) 622-1084
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Sal Villavicencio	1455 Linda Vista Dr.	San Marcos	CA	92078	(760) 761-4800
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Steve Johnson	32107 Alipaz St.	San Juan Capistrano	CA	91763	(949) 493-4591
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Edward Moreno	3530 E. Anaheim St.	Long Beach	CA	90804	(562) 494-8620
Wholesaler	GOODMAN DISTRIBUTION	Abraham Torres	20035 E. Walnut Drive	City of Industry	CA	91789	(323) 219-6192
Wholesaler	RSD	Jeremy	117 Via Trevizio	Corona	CA	92879	(951) 893-9215
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Roger Stauffer	8188 Commercial St.	La Mesa	CA	91942	(619) 797-8800
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Felipe Huerta	1099-B Baker St.	Costa Mesa	CA	91763	(714) 263-7660
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Harry Kinnen	1717 19th St.	Santa Monica	CA	92078	(310) 829-0077
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Julio Gonzalez	12024 Sherman Way	North Hollywood	CA	91605	(818) 942-1000
Wholesaler	Hirsch Pipe & Supply Co., Inc.	Nery Iraheta	7811 Deering Ave.	Canoga Park	CA	92078	(818) 346-6532



Figure 5. Incentives Paid to Contractors/ Wholesalers

Thermostat Recycling Corporation
Transaction Detail by Account
July through September 2017

Accrual Basis	Type	Date	Num	Adj	Name	Memo	Class	Clr	Split	Debit	Credit	Balance
	5725 - CA Incentive Retailer/HW Pmts											
	5727 - CA Incentive Contr./Wholesaler				Howard Industries		California		2000 - Accounts Payable	162.50		162.50
	Bill	09/05/2017								162.50	0.00	162.50
	Total 5727 - CA Incentive Contr./Wholesaler									162.50	0.00	162.50
	Total 5725 - CA Incentive Retailer/HW Pmts									162.50	0.00	162.50
	TOTAL									162.50	0.00	162.50

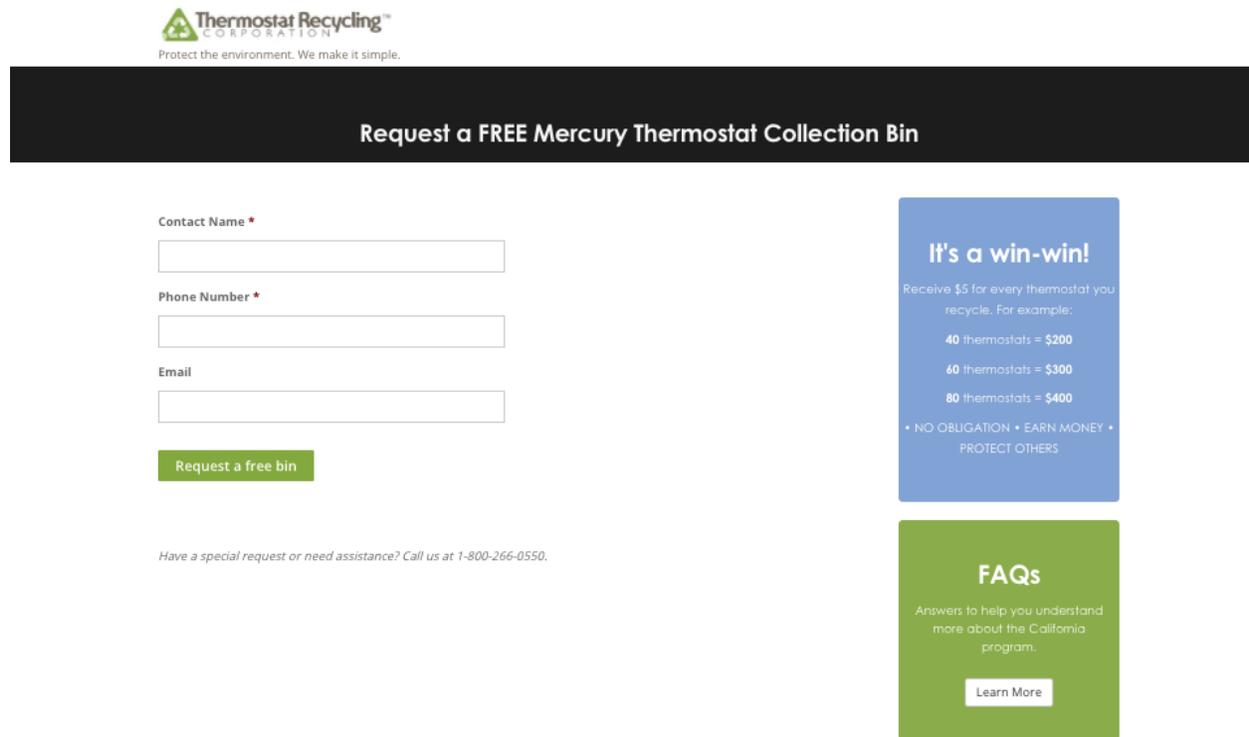


Landing page maintenance

Landing Page Links:

- Short Form - <http://recyclethermostats.org/request/>
- Long Form - <http://recyclethermostats.org/order/>
- Homepage - <http://recyclethermostats.org/>
- FAQ page - <http://recyclethermostats.org/questions/>

Figure 6. TRC website short order form



The screenshot shows the TRC website's short order form. At the top left is the Thermostat Recycling Corporation logo with the tagline "Protect the environment. We make it simple." Below this is a dark banner with the text "Request a FREE Mercury Thermostat Collection Bin". The form itself consists of three input fields: "Contact Name *", "Phone Number *", and "Email". Below these fields is a green button labeled "Request a free bin". To the right of the form are two informational boxes. The top one is blue and titled "It's a win-win!" with a list of rewards: "40 thermostats = \$200", "60 thermostats = \$300", and "80 thermostats = \$400". Below this list are the bullet points "• NO OBLIGATION • EARN MONEY • PROTECT OTHERS". The bottom box is green and titled "FAQs" with the text "Answers to help you understand more about the California program." and a "Learn More" button. At the bottom left of the form area, there is a small text link: "Have a special request or need assistance? Call us at 1-800-266-0550."





S.GRONER ASSOCIATES, INC.

Figure 7. TRC website long order form



Protect the environment. We make it simple.

Order a FREE Mercury Thermostat Collection Bin

Contact Name *

Contact Phone Number *

Contact Email *

Type of Business *

General Contractor

Business Name *

Mailing Address *

Street

City State

Zip Code

Choose a Bin Size *

Large (holds up to 100 thermostats)

How did you hear about the TRC program

Utility Company

Request a free bin

It's a win-win!

Receive \$5 for every thermostat you recycle. For example:

- 40 thermostats = \$200
- 40 thermostats = \$300
- 80 thermostats = \$400

• NO OBLIGATION • EARN MONEY • PROTECT OTHERS

FAQs

Answers to help you understand more about the California program.

[Learn More](#)



Figure 8. TRC website homepage

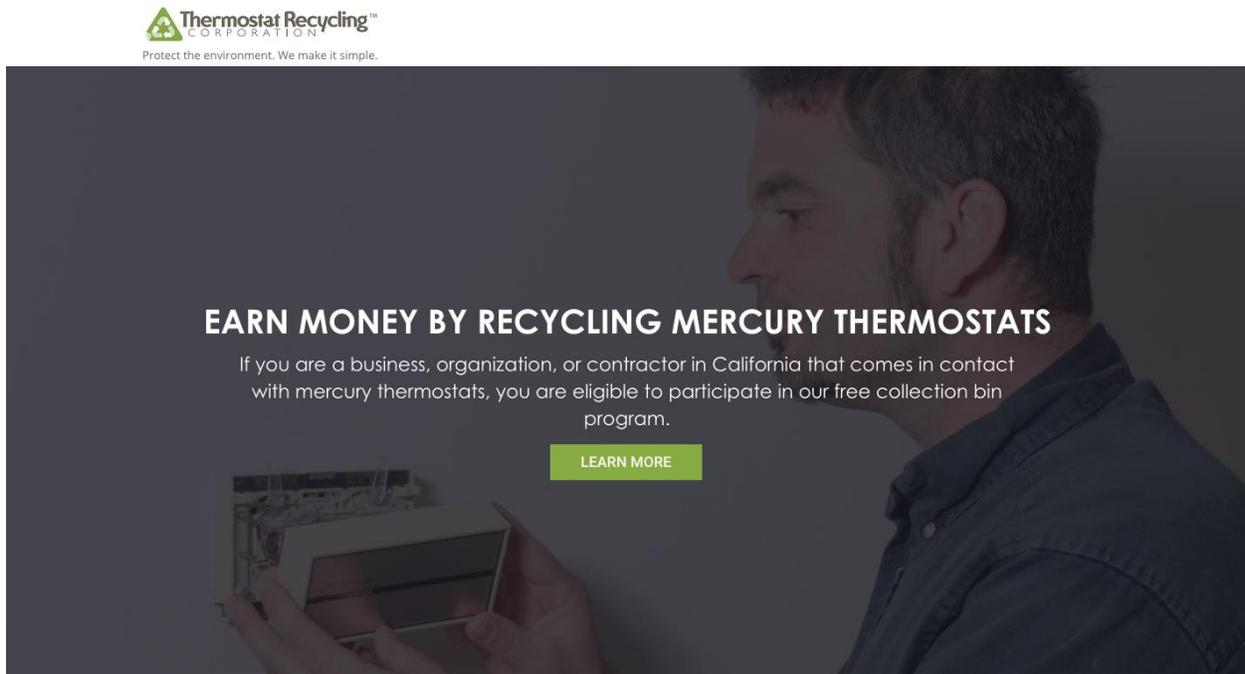


Figure 9. TRC website FAQ



Frequently Asked Questions for California Contractors

Q. How do I order a bin?

A. You can order your free bin with our easy [online sign-up form](#) or by calling us at 1-888-266-0550.

Q. How do I know if I'm eligible for a bin?

A. Any business, organization, or contractor in California that comes into contact with mercury thermostats is eligible to directly participate in the program. They are also eligible to receive \$5 for each recycled thermostat.

Q. How large is the bin?

A. There are two bin sizes so that you can select the one that best suits the needs of your business. The large, rectangular bin is 22" long x 13" wide x 13" tall, and fits approximately 100 thermostats. The small, 1-gallon pail is 8" wide x 7" tall, and fits approximately 15 thermostats.

Q. Do I need to fill up the bin before I can return it?

A. No. You can send the bin back at any time. We do recommend that you return the bin as soon as it is full, or at a minimum of once per year.

Q. What does it cost?

A. There is no cost for California-based businesses or organizations to order a bin to recycle mercury thermostats. All shipping and materials expenses are paid for by the Thermostat Recycling Corporation.



School District Outreach Calling Script

1. *New introduction key points*
 - i. *Calling on behalf of EPA (Environmental Protection Agency)*
 - ii. *Calling to ensure that the school districts are aware of legal requirements for disposing waste materials*
 - iii. *Ask for facilities manager*
2. *Roughly, how many school rooms have you renovated in your district in the past year?*
 - a. *Did most of these rooms have thermostats?*
3. *Does your district have plans to renovate school rooms in the next year? If so, roughly how many rooms?*
4. *Are there any mercury containing thermostats in your schools?*
5. *May I ask what your district's process of removing and disposing mercury thermostats is?*
 - a. *[Mark down whether they know how to properly dispose in the database]*
 - i. *Correct answer: identify mercury containing thermostat, dispose of it at a household hazardous waste center, participating retailer, hvac wholesaler or through a waste contractor*
 - b. *Does your district hire an independent contractor or Waste hauler for the district's hazardous waste disposal needs?*
6. *Offer bin: Thank you for the information. Our goal is to make mercury thermostat disposal free and convenient by sending participants a collection bin to ensure safe storage of this hazardous material and keep it away from your students and staff. Once a year or when your bin is full, you will mail the bin, with free shipping, to our waste processing facility. Once we receive the bin, we will ship you another empty bin and pay you \$5 per mercury thermostat to encourage proper disposal.*
 - a. *Can we send you a bin?*
 - i. *[if size is an issue: a gallon pail which is very small and compact was made for this reason, can provide]*
 - b. *Would you like this at multiple school sites?*
 - c. *Shipping address?*
7. *Referrals: Do you know of any other contacts in this district that might come across mercury thermostats and might want a free TRC bin?*
8. *Follow up: [Make sure you have the correct address to send bin to. Also confirm that you have the correct email, so you can forward them a summary of your call]*



School Email Template

Hi _____,

Thanks for your call. As a Thermostat Recycling Corporation (TRC) partner in California, your efforts play an important role in preventing mercury from entering the environment and keeping our community healthy. See more info here: recyclehomethermostats.org

We will provide your schools with a collection bin with pre-paid shipping, as well as a rebate form to receive your **\$5 incentive per mercury thermostat sent in.**

I'll go ahead and sign the following school locations up for our program:

Address - pail or bin?

Please let me know if a correction needs to be made, or if you have any further questions. Thank you for your time and your commitment to the environment.

Sincerely,

Embed –



Did you know a mercury thermostat contains over 1,000 times more mercury than a CFL bulb?

Help protect the environment by not disposing of mercury thermostats in the trash. In partnership with Thermostat Recycling Corporation (TRC), we're here to make recycling mercury thermostats easy.

Simply bring your whole, intact thermostats to drop off on your next visit and we will take care of the rest, free of charge.

Visit thermostat-recycle.org to learn more about the program.



Does my thermostat contain mercury?

If the thermostat is a dial or lever style, it contains mercury and needs to be recycled. Containing between 3 and 12 grams of mercury, thermostats are listed as hazardous waste under RCRA and must be recycled.

Examples of mercury thermostats:





Look for the mercury switch inside.

If so, it needs to be recycled. It's the law.*

Thermostat Recycling Corporation thermostat-recycle.org
 1-888-266-0550

*Federal law made by the Resource Conservation and Recovery Act (RCRA) requires mercury thermostats to be recycled.



Pilot Program: Retail Outreach/Pilot Toolkits

Figure 10. Window cling/shelf talker

**Still have a mercury
thermostat?**



Protect your health and the health of others.

**Recycle it
in-store today!**



**¿Todavía tiene
un termostato
de mercurio?**



Proteja su salud y la salud de nuestra comunidad.

**¡Recíclalo ahora
en la tienda!**



Figure 11. Participant instructions

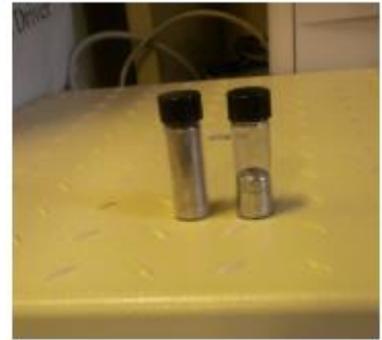


Preparing TRC Collection Containers for Shipment

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.

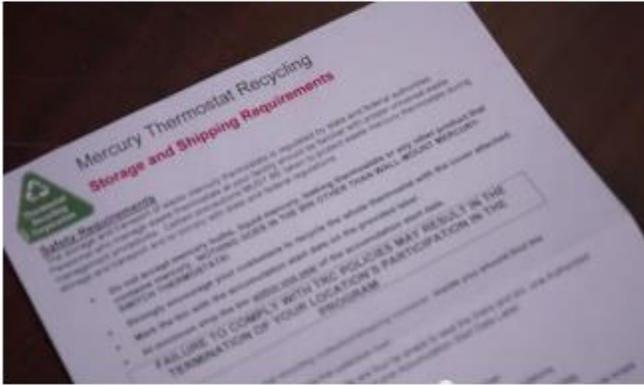
UNACCEPTABLE ITEMS



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



3. Review the instructions that came with your bin prior to closing the collection tub in preparation for shipping. It is very important to neatly write your return address on the pre-paid shipping label, and use indelible ink if possible.



4. Attach the shipping label and call the shipping company whose phone number is listed on the label to schedule a pick-up. Make sure to get a tracking number from the driver at pick-up to help TRC track the shipment if an issue occurs.

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



Figure 12. Instructions on identifying thermostats

Does my thermostat contain mercury?

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

Examples of mercury thermostats:



If so, it needs to be recycled. It's the law.*

 **Thermostat Recycling**
CORPORATION
an industry-funded non-profit

thermostat-recycle.org

1-888-266-0550



Pilot Instructions

Figure 13. Retail pilot instructions



1765 Duke Street | Alexandria, VA 22314 | thermostat-recycle.org

California Retail Pilot Program

Dear Retail Pilot Partner:

Thank you for participating in the Thermostat Recycling Corporation's (TRC) Retail Pilot Program. As a Retail Pilot Partner, you will be provided with a green bin to collect in-tact mercury thermostats from your customers. In exchange for each mercury thermostat brought in, retailers will provide customers with an immediate form of in-store credit of \$5 or \$10 (depending on the store). TRC will reimburse retailers for the costs of the in-store credit and assume all costs of shipping the bins for proper disposal.

Reimbursement Instructions

TRC bins should be shipped when the bin is full or within one year of the date the first mercury thermostat was collected. Collection sites will receive a new bin once the old bin is returned. Complete the following steps with your **three-part invoice form** to properly dispose of your mercury thermostats and receive your reimbursement check:

1. Include the **yellow** copy in the green bin with the thermostats. Use the shipping label included in your bin when it is ready to be processed.
2. Mail or email the **white** copy to TRC headquarters at 500 Office Center Drive, Suite 400, Fort Washington, PA 19034, trc@thermostat-recycle.org.
3. Retain the **pink** copy for your store records.

Once the bin is received and the mercury thermostats are accounted for, TRC will process all payment forms and administer a payment directly to the store. The bin will then return to you with new materials to begin the process again. This pilot program will last until December 31, 2017.

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

Thank you,

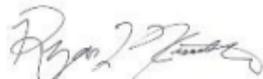


Figure 14. HHW pilot instructions



1765 Duke Street | Alexandria, VA 22314 | thermostat-recycle.org

California HHW Pilot Program

Dear HHW Pilot Partner:

Thank you for participating in the Thermostat Recycling Corporation's (TRC) HHW Pilot Program. As a HHW Pilot Partner, you will be provided with a green bin to collect intact mercury thermostats from your residents, a toolkit with directions and payment forms, and promotional materials to promote this one-year pilot to your community. In exchange for each mercury thermostat brought in, you will provide residents with a payment form to fill out so that they can receive a \$10 check per mercury thermostat recycled at your facility. TRC will assume all costs of shipping the bins for proper disposal. This pilot program will last until December 31, 2017.

Reimbursement Instructions

TRC bins should be shipped when the bin is full or within one year of the date the first mercury thermostat was collected. Collection sites will receive a new bin once the old bin is returned. Please review the following steps to properly dispose of mercury thermostats and ensure your residents receive their reimbursement checks:

1. Receive mercury thermostat from resident and gently remove cover to make sure it contains mercury ampoules. Residents will not be reimbursed for non-mercury thermostats.
2. Provide resident with two-part form and plastic bag (maximum of 10 t-stats per bag). There is no limit to the number of mercury thermostats residents can be reimbursed for.
3. Include the filled-out white copy and the mercury thermostat in the plastic bag before placing into the green bin. Residents should retain the yellow copy for their records. Use the shipping label included in your bin when it is ready to be processed.
4. Once the bin is received and the mercury thermostats are accounted for, TRC will process all payment forms and administer checks directly to the residents.
5. The bin will then return to you with new materials to begin the process again.

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

Thank you,



Ryan L. Kiscaden
Executive Director



Figure 15. Wholesaler pilot instructions



1765 Duke Street | Alexandria, VA 22314 | thermostat-recycle.org

California Wholesaler Incentive Program

Dear Wholesale Partner:

You have been selected to participate in the Thermostat Recycling Corporation's (TRC) Wholesaler Incentive Program. As a Wholesale Incentive Partner, you will be rewarded with either \$100 for every TRC bin returned with 40+ mercury thermostats, or \$2.50/ thermostat for bins returned with fewer than 40 thermostats. TRC will assume all costs of shipping the bins for proper disposal. This program will last until December 31, 2017.

Reimbursement Instructions

1. TRC bins should be shipped when the bin is full or within one year of the date the first mercury thermostat was collected.
2. Complete the "CA WHOLESALER PILOT PROGRAM INVOICE FORM."
 - a) Include the **yellow** copy in the green bin with the thermostats.
 - b) Mail or email the **white** copy to TRC headquarters at 500 Office Center Drive, Suite 400, Fort Washington, PA 19034 or trc@thermostat-recycle.org
 - c) Retain the **pink** copy for your store records.
3. Ship the bin to TRC (mailing label included in bin) and include the yellow invoice form.
4. TRC receives the bin and issues payment to the store. NOTE: TRC will only reimburse the store for mercury thermostats; non-mercury thermostats will not be reimbursed.
5. The bin is returned to the store for the collection of additional thermostats.

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

Thank you,



Ryan L. Kiscaden
Executive Director





S.GRONER ASSOCIATES, INC.

Figure 16. Retail pilot invoice form



TRC ADMINISTRATIVE USE ONLY	
Hg T-STAT COUNT	
INELIGIBLE T-STAT COUNT	
OTHER PRODUCT (Y/N)	

**THERMOSTAT RECYCLING CORPORATION
CA RETAIL PILOT PROGRAM INVOICE FORM**

INCLUDE YELLOW COPY in TRC CONTAINER

MAIL OR EMAIL WHITE COPY TO: Thermostat Recycling Corporation
500 Office Center Drive, Suite 400
Fort Washington, PA 19034
Email: trc@thermostat-recycle.org

Date: ____/____/____

Retail Store/Chain: _____ **Store**
Name: _____ **Number:** _____

City: _____ **State:** _____ **Zip:** _____

Check Payable To: _____

Mailing Address: _____
(For Payment)

City: _____ **State:** _____ **Zip:** _____

Contact Person: _____

Phone: _____ **Email:** _____

Count of Mercury Thermostats in Bin: _____ **x \$ 5.00 / \$10.00 =** _____
Circle Estimated Due to Retailer

Thermostats will be counted and checked to verify each contains mercury.

Bin Number: _____

Signature- Store Manager

Name (Please Print)

Retailer: Retain PINK COPY of this invoice and your shipping documents including Federal Express tracking number provided at time of pick-up for your records

To Contact TRC: www.thermostat-recycle.org | 888-266-0550 | trc@thermostat-recycle.org

Valid until 12/31/17



Figure 17. wholesaler pilot Incentive form



TRC ADMINISTRATIVE USE ONLY	
HG T-STAT COUNT	
INELIGIBLE T-STAT COUNT	
OTHER PRODUCT (Y/N)	

**THERMOSTAT RECYCLING CORPORATION
CA WHOLESALE PILOT PROGRAM INVOICE FORM**

INCLUDE YELLOW COPY in TRC CONTAINER

MAIL OR EMAIL WHITE COPY TO: Thermostat Recycling Corporation
500 Office Center Drive, Suite 400
Fort Washington, PA 19034
Email: trc@thermostat-recycle.org

Date: ___/___/___

Wholesaler Branch: _____

City: _____ **State:** _____ **Zip:** _____

Check Payable To: _____

Mailing Address: _____
(For Payment)

City: _____ **State:** _____ **Zip:** _____

Contact Person: _____

Phone: _____ **Email:** _____

Wholesalers will receive \$100 for each TRC bin returned with 40+ mercury thermostats; bins with fewer than 40 thermostats will receive \$2.50/t-stat. Thermostats will be counted and checked to verify each contains mercury.

of Mercury Thermostats in Bin: _____ **Bin #:** _____

Signature - Wholesaler Manager

Name (Please Print)

Wholesaler: Retain PINK COPY of this invoice and your shipping documents including Federal Express tracking number provided at time of pick-up for your records

To Contact TRC: www.thermostat-recycle.org | 888-266-0550 | trc@thermostat-recycle.org

Valid until 12/31/17



Figure 18. HHW pilot incentive form



TRC ADMINISTRATIVE USE ONLY	
Hg T-STAT COUNT	
INELIGIBLE T-STAT COUNT	
OTHER PRODUCT (Y/N)	

**THERMOSTAT RECYCLING CORPORATION
CA HHW PILOT PROGRAM PAYMENT FORM**

Form must be filled out clearly. Intact mercury thermostats must be sealed in provided zip lock bag to be eligible for payment. No loose bulbs accepted to receive payment.

Date: ____ / ____ / ____

HHW Facility Name: _____

City: _____ State: _____ Zip: _____

Check Payable To: _____

Mailing Address: _____
(For Payment)

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Count of Mercury Thermostats in Bin: _____ x \$10.00 = _____
Estimated Due to Payee

Thermostats will be counted and checked to verify each contains mercury.

"To the best of my knowledge, I certify that the mercury thermostats returned for recycling were removed from buildings in California and were removed during the normal course of business, or during maintenance or repair of California buildings."

Signature of Payee

Name (Please Print)

Note: Payment is contingent upon TRC's receipt of TRC recycling bin from HHW. If you have not received payment within 3 months, please call HHW first to ask if they have sent TRC the recycling bin.

Include WHITE COPY of this form in TRC individual zip-locked bag. Retain YELLOW COPY of this form for your records.

To Contact TRC: www.thermostat-recycle.org | 888-266-0550 | trc@thermostat-recycle.org

Offer lasts until 12/2017



Figure 19. Contractor incentive form



TRC ADMINISTRATIVE USE ONLY	
Hg T-STAT COUNT	
INELIGIBLE T-STAT COUNT	
OTHER PRODUCT (Y/N)	

**THERMOSTAT RECYCLING CORPORATION
CA CONTRACTOR INCENTIVE INVOICE FORM**

Contractors will receive \$100 for each TRC bin returned with 40+ mercury thermostats; bins with fewer than 40 thermostats will receive \$2.50/t-stat. Thermostats will be counted and checked to verify each contains mercury.

Contracting Company: _____ **No. of Technicians** _____
**Must have 7+ technicians or serve rural communities to be eligible to receive incentive money*

City: _____ **State:** _____ **Zip:** _____

of Mercury Thermostats in Bin: _____ **Bin #:** _____

Signature - Contracting Manager **Name (Please Print)** **Date:** _____

Check Payable to: _____

Mailing Address: _____
(For Payment)

City: _____ **State:** _____ **Zip:** _____

Contact Person: _____

Phone: _____ **Email:** _____

Directions to Submit Forms:

(1) MAIL OR EMAIL WHITE COPY TO:

The Thermostat Recycling Corporation
 500 Office Center Drive, Suite 400
 Fort Washington, PA 19034
 Email: trc@thermostat-recycle.org

- (1) INCLUDE YELLOW COPY IN TRC CONTAINER.
- (2) KEEP PINK COPY FOR YOUR RECORDS.



Figure 20. Retail double incentive event

<p>FREE \$10 in-store credit</p> 	<p>FREE \$10 in-store credit</p> 	<p>FREE \$10 in-store credit</p> 
<p>by recycling your mercury thermostat!</p>	<p>by recycling your mercury thermostat!</p>	<p>by recycling your mercury thermostat!</p>
<p>TWO WEEKS ONLY! SEPT 17-30, 2017</p>	<p>TWO WEEKS ONLY! SEPT 17-30, 2017</p>	<p>TWO WEEKS ONLY! SEPT 17-30, 2017</p>
<p>Protect yourself, those around you, and the environment by properly disposing of mercury. This location accepts mercury thermostats year-round, but you will receive \$10 in store credit if you recycle your thermostat during this event!</p>	<p>Protect yourself, those around you, and the environment by properly disposing of mercury. This location accepts mercury thermostats year-round, but you will receive \$10 in store credit if you recycle your thermostat during this event.</p>	<p>Protect yourself, those around you, and the environment by properly disposing of mercury. This location accepts mercury thermostats year-round, but you will receive \$10 in store credit if you recycle your thermostat during this event!</p>
<p>Lake Drive Hardware 23895 Lake Drive, Ceres, CA, 92325</p> 	<p>Anawalt Lumber 1060 W Pico Blvd., Los Angeles, 90067</p> 	<p>Anawalt Lumber 641 N. Robertson Blvd, West Hollywood, 90069</p> 



Figure 21. Print ads

8 November 21, 2017 Per Latest Issuance/Event Price

Lieu supports new whistleblower organization

Rep. Lieu (D-Ore.) has introduced legislation to create a new whistleblower organization. The bill, H.R. 2017, would establish a new federal agency to receive and investigate reports of fraud, waste, and abuse in federal programs. Lieu says the current system is fragmented and inefficient, and that a new organization would provide a more unified and effective response to these issues.

Whistleblower bill gains traction in state legislature

The Oregon State Senate has passed a bill to create a new whistleblower organization. The bill, SB 1000, would establish a new state agency to receive and investigate reports of fraud, waste, and abuse in state programs. The bill is expected to be passed by the Oregon House of Representatives in the coming weeks.

CITY OF WEST HOLLYWOOD PUBLIC HEARING NOTICE

NOTICE OF PUBLIC HEARING: The West Hollywood Planning Commission will hold a public hearing to consider the following items:

LOCATIONS: CITY OF WEST HOLLYWOOD, 1000 West Hollywood Blvd.

REQUIRE: The Planning Commission will hold a public hearing to consider a new ordinance to the City Code regarding the use of public space for outdoor dining. The ordinance would require that outdoor dining areas be designed in a way that is consistent with the City's goals for public space and outdoor dining.

FOR MORE INFORMATION: Contact the City Clerk at (310) 305-1234 or visit the City website at www.cityofwesthollywood.com.

FREE \$10 in-store credit

by recycling your mercury thermostat!

TWO WEEKS ONLY! SEPT 17-30, 2017

Aniwall Lumber
1000 W. 10th Street, West Hollywood, CA 90069
310-305-1234

11th Edition August 2017 100 Advertisers

MY TOWN

MAC Meeting

The MAC Meeting is a monthly meeting for the community. It is held on the 1st of each month at 7:00 PM. The meeting is open to all residents and is a great opportunity to meet with city officials and discuss community issues.

Lake Arrowhead Home Tour this weekend

Join us for a home tour of Lake Arrowhead homes this weekend. The tour will be held on Saturday and Sunday from 10:00 AM to 4:00 PM. The homes are beautiful and offer a great view of the lake. Tickets are \$10 and are available at the door.

FREE \$10 in-store credit

by recycling your mercury thermostat!

TWO WEEKS ONLY! SEPT 17-30, 2017

Lake Drive Hardware
1000 Lake Drive, West Hollywood, CA 90069
310-305-1234

Ball Classical Music Festival

The Riverside County Philharmonic

Out of this World

Call 951-337-4296 for information or tickets



School District Pilot Calling Script

1. *New introduction key points*
 - i. *Calling on behalf of EPA (Environmental Protection Agency)*
 - ii. *We are calling school districts all over California who have received a prop 39 grant (a grant for school renovation) to help dispose of mercury*
 - iii. *Ask for facilities manager*
2. *Roughly, how many school rooms has the district renovated in the past year?*
 - a. *Did most of these rooms have thermostats?*
3. *Does your district have plans to renovate school rooms in the next year? If so, roughly how many rooms?*
4. *Are there any mercury containing thermostats in your schools?*
5. *Does your district hire an independent contractor or Waste hauler for the district's hazardous waste disposal needs?*
6. *Offer bin: Thank you for the information. Our goal is to make mercury thermostat disposal free and convenient by sending participants a collection bin to ensure safe storage of this hazardous material and keep it away from your students and staff. Once a year or when your bin is full, you will mail the bin, with free shipping, to our waste processing facility. Once we receive the bin, we will ship you another empty bin and pay you \$5 per mercury thermostat to encourage proper disposal.*
 - a. *Can we send you a bin?*
 - i. *[if size is an issue: a gallon pail which is very small and compact was made for this reason, can provide]*
 - b. *How many would you like?*
 - c. *Shipping address?*
7. *Follow up: We would like to contact your district on a later date to see if there is anything we can do to assist in anyway concerning hazardous waste materials.*
 - a. *Could I have your email?*
 - b. *Could I have your phone number?*





S.GRONER ASSOCIATES, INC.

Figure 22. CSLB license number forms #1

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: 6/19/17

Bin Number: # M14565

CLSB #: 956191 COMFORTAIR	CLSB #:	CLSB #:	CLSB #:
CLSB #: 967550 AIRSTAR	CLSB #:	CLSB #:	CLSB #:
CLSB #: 967550 AIRSTAR	CLSB #:	CLSB #:	CLSB #:
CLSB #: 904067 110201 SOUTH VALLEY MFG	CLSB #:	CLSB #:	CLSB #:
CLSB #: 604069 110202 South Valley	CLSB #:	CLSB #:	CLSB #:
CLSB #: 521163 110203 Hancock	CLSB #:	CLSB #:	CLSB #:
CLSB #: 77800 SUPERIOR	CLSB #:	CLSB #:	CLSB #:
CLSB #: 779800 110205 Superior	CLSB #:	CLSB #:	CLSB #:
CLSB #: 779800 Superior	CLSB #:	CLSB #:	CLSB #:
CLSB #: 779800 Home owner	CLSB #:	CLSB #:	CLSB #:
CLSB #: 779800 Superior	CLSB #:	CLSB #:	CLSB #:
CLSB #: 779800 Superior	CLSB #:	CLSB #:	CLSB #:
CLSB #: 582163 Hancock	CLSB #:	CLSB #:	CLSB #:
CLSB #: 414112 Valley Oak AC	CLSB #:	CLSB #:	CLSB #:
CLSB #:	CLSB #:	CLSB #:	CLSB #:
CLSB #:	CLSB #:	CLSB #:	CLSB #:
CLSB #:	CLSB #:	CLSB #:	CLSB #:
CLSB #:	CLSB #:	CLSB #:	CLSB #:
CLSB #:	CLSB #:	CLSB #:	CLSB #:
CLSB #:	CLSB #:	CLSB #:	CLSB #:

Updated 6/13





S.GRONER ASSOCIATES, INC.

Table 13. Q1 '17 site visits

Place Name	Address	City	State	Postal Code	Country	Mission Start Time
Johnstone Supply	42655 Rio Nedo	Temecula	CA	92590	US	07 Sep 2017 - 11:43am PDT
REFRIGERATION SUPPLIES DISTRIBUTOR (RSD)	43300 BUSINESS PARK DR. # A102	TEMECULA	CA	92590	US	07 Sep 2017 - 12:27pm PDT
SolarCity	43320 Business Park Dr.	Temecula	CA	92590	US	07 Sep 2017 - 12:50pm PDT
Christopher Adams	23811 Washington Ave. C 110 #253	Murrieta	CA	92562	US	07 Sep 2017 - 01:26pm PDT
United Refrigeration, Inc.	41573 Cherry Street	Murrieta	CA	92562	US	07 Sep 2017 - 02:05pm PDT
GOODMAN DISTRIBUTION, INC.	41670 Reagan Way	Murrieta	CA	92562	US	07 Sep 2017 - 02:26pm PDT
Temecula Winnelson Co.	41740 Reagan Way	Murrieta	CA	92562	US	07 Sep 2017 - 02:33pm PDT
Temecula Winnelson Co.	41740 Reagan Way	Murrieta	CA	92562	US	07 Sep 2017 - 02:47pm PDT
We Care Heating and A/C	41085 Goldengate Circle	Murrieta	CA	92562	US	07 Sep 2017 - 03:05pm PDT
Arias Mechanical Corporation	18345 Pasadena St	Lake Elsinore	CA	92530	US	07 Sep 2017 - 03:48pm PDT
AC Pro	1751 Malborough Avenue	Riverside	CA	92507	US	08 Sep 2017 - 12:48pm PDT
R.E. Michel Company	1313 Chicago Avenue	Riverside	CA	92507	US	08 Sep 2017 - 01:00pm PDT
C & G Air Conditioning Inc.	210 Ishbell Ct	Riverside	CA	92507	US	08 Sep 2017 - 01:15pm PDT
Select ACR Inc.	1541 Marlborough Ave	Riverside	CA	92507	US	08 Sep 2017 - 02:02pm PDT
W.W. Grainger, Inc.	1151 E. Columbia Ave	Riverside	CA	92507	US	08 Sep 2017 - 02:23pm PDT
SolarCity	1755 Iowa Avenue Unit B	Riverside	CA	92507	US	08 Sep 2017 - 02:49pm PDT
Geary Pacific Supply	6421 Box Springs Blvd	Riverside	CA	92507	US	08 Sep 2017 - 03:23pm PDT
California Comfort HVAC, Inc.	2040 Eastridge Ave	Riverside	CA	92507	US	08 Sep 2017 - 03:43pm PDT
Riverside County Department of Water Resources	14310 Frederick St.	Moreno Valley	CA	92553	US	12 Sep 2017 - 11:36am PDT
US AIR CONDITIONING DISTRIBUTORS (USACD)	2100 CHICAGO AVENUE	RIVERSIDE	CA	92507	US	12 Sep 2017 - 12:07pm PDT
Heating & Cooling LLC	2350 Mulberry Street	Riverside	CA	92501	US	12 Sep 2017 - 12:18pm PDT
Refrigeration Supplies Distributor (RSD)	4131 Latham Street	Riverside	CA	92501	US	12 Sep 2017 - 12:37pm PDT
De Anza True Value Hardware	8616 Limonite Ave.	Riverside	CA	92509	US	12 Sep 2017 - 01:18pm PDT
Hajoca - Corona	1000 El Sobrante Rd	Corona	CA	92879	US	12 Sep 2017 - 01:59pm PDT
American Refrigeration Supplies, Inc.	1501 Pomona Road Suite 102	Corona	CA	92880	US	12 Sep 2017 - 02:53pm PDT
JOHNSTONE SUPPLY	1661 MARKET ST	CORONA	CA	92880	US	12 Sep 2017 - 03:12pm PDT
Multi Mechanical	469 E Blane St.	Corona	CA	92878	US	12 Sep 2017 - 03:23pm PDT
Geary Pacific Supply	16037 Foothill Blvd	Irwindale	CA	91702	US	13 Sep 2017 - 11:16am PDT
Baker Distributing	16253 Ornelas Street	Irwindale	CA	91706	US	13 Sep 2017 - 11:42am PDT
R.E. Michel Company, Inc.	5370 Third Street	Irwindale	CA	91706	US	13 Sep 2017 - 12:01pm PDT
SIGLER	15612 FIRST ST	IRWINDALE	CA	91706	US	13 Sep 2017 - 12:19pm PDT
Ontario Winnelson Co	8740 Flower Rd	Rancho Cucamonga	CA	91730	US	13 Sep 2017 - 01:05pm PDT
W.W. Grainger, Inc.	9220 Hyssop Dr.	Cucamonga	CA	91730	US	13 Sep 2017 - 01:38pm PDT
SIGLER WHOLESALE DISTRIBUTORS	2641 LINDSAY PRIVADO DRIVE	ONTARIO	CA	91761	US	13 Sep 2017 - 02:10pm PDT
RSD	1705 E Francis Street	ONTARIO	CA	91761	US	13 Sep 2017 - 02:34pm PDT
GOODMAN DIST. # 706	5160 RICHTON ST. "A"	MONTCLAIR	CA	91763	US	13 Sep 2017 - 03:20pm PDT
LENNOX PARTS PLUS	5160 Richton Street Suite H	Montclair	CA	91763	US	13 Sep 2017 - 03:31pm PDT
Hirsch Pipe & Supply Co., Inc.	9004 Benson Ave.	Montclair	CA	91763	US	13 Sep 2017 - 03:54pm PDT
U.S. Air Conditioning Distributors (USACD)	3062 E. Inland Empire Blvd	Ontario	CA	91764	US	13 Sep 2017 - 04:14pm PDT
Lennox PartsPlus	2250 Micro Place Suite 100	Escondido	CA	92029	US	15 Sep 2017 - 11:07am PDT
AC Pro	2181 Myers Ave Suite B	Escondido	CA	92029	US	15 Sep 2017 - 11:24am PDT
Escondido Winsupply Co.	631 Enterprise St	Escondido	CA	92029	US	15 Sep 2017 - 11:43am PDT
Johnstone Supply	900 S. Andreasen Drive	Escondido	CA	92029	US	15 Sep 2017 - 12:04pm PDT
US Air Conditioning Distributors (USACD)	1238-A Simpson Way	Escondido	CA	92029	US	15 Sep 2017 - 12:24pm PDT





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Allied Refrigeration	1928 Don Lee Place	Escondido	CA	92029	US	15 Sep 2017 - 12:52pm PDT
Excel Air Corporation	530 Opper St Suite B	Escondido	CA	92029	US	15 Sep 2017 - 01:15pm PDT
RUSSELL SIGLER INC.	804-A RANCHEROS DRIVE	San Marcos	CA	92069	US	15 Sep 2017 - 01:37pm PDT
Hirsch Pipe & Supply Co., Inc.	1455 Linda Vista Dr.	San Marcos	CA	92078	US	15 Sep 2017 - 01:52pm PDT
W.W. Grainger, Inc.	1321 Linda Vista Dr.	San Marcos	CA	92078	US	15 Sep 2017 - 02:05pm PDT
MHS Heating and Air Conditioning	2890 S. Santa Fe Avenue	San Marcos	CA	92069	US	15 Sep 2017 - 02:29pm PDT
Allied Refrigeration	199 S. Marshall Street	El Cajon	CA	92020	US	19 Sep 2017 - 11:43am PDT
US Air Conditioning Distributors, Inc. (USACD)	1250 N. Marshall Avenue	El Cajon	CA	92020	US	19 Sep 2017 - 12:03pm PDT
Ferguson Heating & Cooling	1224 NORTH MARSHALL	EL CAJON	CA	92020	US	19 Sep 2017 - 12:12pm PDT
Geary Pacific Supply	1161 W. Bradley Avenue	El Cajon	CA	92020	US	19 Sep 2017 - 12:23pm PDT
Lennox Industries	1200 Billy Mitchell Drive Suite A	El Cajon	CA	92020	US	19 Sep 2017 - 12:32pm PDT
Universal Waste Disposal Company	8051 Wing Ave	El Cajon	CA	92020	US	19 Sep 2017 - 12:59pm PDT
HEATING & COOLING LLC	11661 RIVERSIDE DRIVE STE. 185	LAKESIDE	CA	92040	US	19 Sep 2017 - 01:46pm PDT
COUNTY OF SAN DIEGO HHW COLLECTION FACILITY, RAMONA	324 MAPLE STREET	RAMONA	CA	92065	US	19 Sep 2017 - 02:34pm PDT
AC Pro	840 S. Rochester Unit B	Ontario	CA	91761	US	20 Sep 2017 - 10:14am PDT
Air Cold Supply - A Ferguson Enterprise	2750 S. Towne Avenue	Pomona	CA	91766	US	20 Sep 2017 - 11:03am PDT
Keenan Supply - Pomona	1341 Philadelphia St	Pomona	CA	91766	US	20 Sep 2017 - 11:19am PDT
RSD	680 UNION AVE	POMONA	CA	91766	US	20 Sep 2017 - 11:43am PDT
Ace Hardware	2692 N. Towne Ave.	Pomona	CA	91767	US	20 Sep 2017 - 12:03pm PDT
Air-Ex Air Conditioning Inc.	157 Gentry St.	Pomona	CA	91767	US	20 Sep 2017 - 12:25pm PDT
Allied Refrigeration	1256 Price Avenue	Pomona	CA	91767	US	20 Sep 2017 - 12:53pm PDT
San Dimas Ace Hardware	201 W. Bonita Ave.	San Dimas	CA	91773	US	20 Sep 2017 - 01:35pm PDT
Air Cold Supply - A Ferguson Enterprise	289 N. McArthur Way	Upland	CA	91786	US	20 Sep 2017 - 02:08pm PDT
Baker Distributing Company	1261 W. 9th Street	Upland	CA	91786	US	20 Sep 2017 - 02:22pm PDT
Johnstone Supply	2132 Aviation Drive	Upland	CA	91786	US	20 Sep 2017 - 02:41pm PDT
Hirsch Pipe & Supply Co., Inc.	32107 Alipaz St.	San Juan Capistrano	CA	91763	US	21 Sep 2017 - 12:00pm PDT
AC Pro	23456 South Pointe Blvd Suite B	Laguna Hills	CA	92653	US	21 Sep 2017 - 12:31pm PDT
Johnstone Supply	23211 Del Lago Drive	Laguna Hills	CA	92653	US	21 Sep 2017 - 12:40pm PDT
Air Conditioning Service of CA	23141 LA Cadena Drive #J1	Laguna Hills	CA	92653	US	21 Sep 2017 - 12:49pm PDT
U.S. Air Conditioning Distributors (USACD)	22572 Shannon Circle	Lake Forest	CA	92630	US	21 Sep 2017 - 01:08pm PDT
Totaline	15041 Bake Pkwy Suite L	Irvine	CA	92618	US	21 Sep 2017 - 01:48pm PDT
Lennox Parts Plus	299 Goddard Street Suite 100	Irvine	CA	92618	US	21 Sep 2017 - 02:08pm PDT
Hajoca - Costa Mesa	3170 Airway Ave	Costa Mesa	CA	92626	US	21 Sep 2017 - 02:32pm PDT
Hirsch Pipe & Supply Co., Inc.	1099-B Baker St.	Costa Mesa	CA	91763	US	21 Sep 2017 - 02:46pm PDT
Allied Refrigeration	1211 E. Edinger Avenue	Tustin	CA	92780	US	21 Sep 2017 - 03:32pm PDT
Trane Company	15551 Red Hill Avenue Suite C	TUSTIN	CA	92780	US	21 Sep 2017 - 03:50pm PDT
GOODMAN DISTRIBUTION, INC.	1225 N. KRAEMER BLVD	ANAHEIM	CA	92806	US	22 Sep 2017 - 11:08am PDT
RSD	2890 E CORONADO ST	ANAHEIM	CA	92806	US	22 Sep 2017 - 11:26am PDT
Service Champions	3150 E Birch St	Brea	CA	92821	US	22 Sep 2017 - 12:04pm PDT
SIGLER WHOLESALE DISTRIBUTORS	205 S. PUENTE ST	BREA	CA	92821	US	22 Sep 2017 - 12:33pm PDT
JOHNSTONE SUPPLY	518 E BALL ROAD	ANAHEIM	CA	92805	US	22 Sep 2017 - 01:05pm PDT
Atwater Supply	518 E. Ball Road	Anaheim	CA	92805	US	22 Sep 2017 - 01:09pm PDT
Orange County Windustrial Co.	1335 S Allec Street	Anaheim	CA	92805	US	22 Sep 2017 - 01:18pm PDT
Airwest AC & Heating	1886 S Santa Cruz St.	Anaheim	CA	92805	US	22 Sep 2017 - 01:34pm PDT
W.W. Grainger, Inc.	310 E. Ball Rd	Anaheim	CA	92805	US	22 Sep 2017 - 01:48pm PDT





S.GRONER ASSOCIATES, INC.

Geary Pacific Supply	1200 E. Cerritos Avenue	Anaheim	CA	92805	US	22 Sep 2017 - 02:05pm PDT
Control Temp Htg & Air Cond	613 E Stuart Ave.	Redlands	CA	92373	US	26 Sep 2017 - 11:47am PDT
CITY OF HIGHLAND	27215 BASE LINE STREET	HIGHLAND	CA	92346	US	26 Sep 2017 - 12:04pm PDT
Goodman Distribution, Inc.	1972 Essex Court	Redlands	CA	92373	US	26 Sep 2017 - 12:30pm PDT
Baker Distributing Company	26008 Business Center Drive	Redlands	CA	92374	US	26 Sep 2017 - 12:45pm PDT
Hirsch Pipe & Supply Co., Inc.	24821 Redlands Blvd.	Loma Linda	CA	92354	US	26 Sep 2017 - 12:58pm PDT
UNITED REFRIGERATION	625 S. LINCOLN AVENUE	SAN BERNADINO	CA	92408	US	26 Sep 2017 - 01:18pm PDT
JOHNSTONE SUPPLY SAN BERNARDINO	485 SOUTH "I" STREET	SAN BERNARDINO	CA	92410	US	26 Sep 2017 - 01:31pm PDT
Allied Refrigeration	404 S. I Street	San Bernardino	CA	92410	US	26 Sep 2017 - 01:45pm PDT
U.S. Air Conditioning Distributors (USACD)	701 Adell Street	San Bernardino	CA	92410	US	26 Sep 2017 - 01:58pm PDT
SAN BERNADINO COUNTY HHW	2824 EAST W STREET, BLDG 302	SAN BERNADINO	CA	92408	US	26 Sep 2017 - 02:24pm PDT
Allied Refrigeration	2170 Commerce Avenue Suite U	Concord	CA	94520	US	27 Sep 2017 - 07:50am PDT
JOHNSTONE SUPPLY CO	2231 COMMERCE AVE #E	CONCORD	CA	94520	US	27 Sep 2017 - 09:05am PDT
Refrigeration Supplies Distributor (RSD)	2551 Stanwell Drive Suite A	Concord	CA	94520	US	27 Sep 2017 - 10:06am PDT
GOODMAN DISTRIBUTION, INC.	4020 Nelson Ave. Suite 100	Concord	CA	94520	US	27 Sep 2017 - 10:51am PDT
MATRIX HG, INC.	115 MASON CIRCLE SUITE B	CONCORD	CA	94520	US	27 Sep 2017 - 11:10am PDT
Lennox Parts Plus	4090 Pike Lane #B	Concord	CA	94520	US	27 Sep 2017 - 11:22am PDT
W.W. Grainger, Inc.	2288 Pike Ct.	Concord	CA	94520	US	27 Sep 2017 - 11:27am PDT
CFM Equipment Distr., Inc.	5650 Imhoff Dr. Unit J	Concord	CA	94520	US	27 Sep 2017 - 11:54am PDT
San Diego Winsupply Co.	7575 Carroll Rd	San Diego	CA	92121	US	27 Sep 2017 - 11:59am PDT
San Diego Windustrial Co.	7585 Carroll Rd	San Diego	CA	92121	US	27 Sep 2017 - 12:02pm PDT
All Bay Heating, Air Conditioning & Construction Inc.	1717 Solano Way	Concord	CA	94520	US	27 Sep 2017 - 12:16pm PDT
TOTALINE OF CALIFORNIA	6650 TOP GUN ST.	SAN DIEGO	CA	92121	US	27 Sep 2017 - 12:22pm PDT
Lennox Industries Inc.	7670 TRADE STREET, STE. A - D	SAN DIEGO	CA	92121	US	27 Sep 2017 - 12:33pm PDT
Central Contra Costa Sanitary District	4797 Imhoff Place	Martinez	CA	94553	US	27 Sep 2017 - 12:46pm PDT
Keenan Supply - San Diego	8960 Carroll Way Suite E	San Diego	CA	92121	US	27 Sep 2017 - 12:52pm PDT
Corix Utilities	9030 Kenamar Drive #316	San Diego	CA	92126	US	27 Sep 2017 - 01:05pm PDT
SolarCity	187 C Arthur Road	Martinez	CA	94553	US	27 Sep 2017 - 01:11pm PDT
Atlas Mechanical Inc.	8260 Camino Santa Fe Suite B	San Diego	CA	92121	US	27 Sep 2017 - 01:19pm PDT
Hirsch Pipe & Supply Co., Inc.	5680 Kearny Villa Rd.	San Diego	CA	92123	US	27 Sep 2017 - 01:41pm PDT
Republic Services	441 N. Buchanan	Pacheco	CA	94553	US	27 Sep 2017 - 01:46pm PDT
United Refrigeration, Inc.	8841 Clairemont Mesa Blvd	San Diego	CA	92123	US	27 Sep 2017 - 02:04pm PDT
Johnson Controls	9630 Ridgehaven Court Suite A	San Diego	CA	92123	US	27 Sep 2017 - 02:23pm PDT
GOODMAN DISTRIBUTION, INC.	3562 Ruffin Road	San Diego	CA	92123	US	27 Sep 2017 - 02:36pm PDT
BILL HOWE PLUMBING	9085 AERO DRIVE #B	San Diego	CA	92123	US	27 Sep 2017 - 02:44pm PDT
Delta Diablo HHW	2500 Pittsburg-Antioch	Antioch	CA	94509	US	27 Sep 2017 - 03:01pm PDT
Glover & Son Heating and A/C	7150 Stevenson Blvd	Fremont	CA	94538	US	28 Sep 2017 - 07:11am PDT
CITY OF FREMONT PHHWCF	41149 BOYCE ROAD	FREMONT	CA	94538	US	28 Sep 2017 - 07:19am PDT
CITY OF FREMONT PHHWCF	41149 BOYCE ROAD	FREMONT	CA	94538	US	28 Sep 2017 - 08:36am PDT
Geary Pacific Supply	31050 Huntwood Avenue	Hayward	CA	94544	US	28 Sep 2017 - 09:14am PDT
Johnson Controls	21270 Cabot Blvd.	Hayward	CA	94545	US	28 Sep 2017 - 09:55am PDT
ALAMEDA COUNTY HOUSEHOLD HAZ. WASTE PROGRAM	2091 W Winton Ave	Hayward	CA	94545	US	28 Sep 2017 - 10:10am PDT
SolarCity	2354 Davis Ave	Hayward	CA	94545	US	28 Sep 2017 - 10:30am PDT
A & Foothill True Value Hardware	22500 Foothill Blvd.	Hayward	CA	94541	US	28 Sep 2017 - 11:14am PDT
Lennox Parts Plus	151 West Orangethorpe Avenue	Placentia	CA	92870	US	28 Sep 2017 - 11:18am PDT





S.GRONER ASSOCIATES, INC.

ALAMEDA COUNTY HOUSEHOLD HAZ. WASTE PROGRAM	2263 Santa Clara Avenue	HAYWARD	CA	94501	US	28 Sep 2017 - 11:22am PDT
CASTRO VALLEY SANITARY DISTRICT	21040 MARSHALL STREET	CASTRO VALLEY	CA	94546	US	28 Sep 2017 - 11:34am PDT
AC Pro	2192 N. Batavia Street	Orange	CA	92865	US	28 Sep 2017 - 11:41am PDT
Commercial Construction Services	717 W. Taft Ave.	Orange	CA	92865	US	28 Sep 2017 - 12:00pm PDT
W.W. Grainger, Inc.	444 Doolittle Dr.	San Leandro	CA	94577	US	28 Sep 2017 - 12:11pm PDT
Heating & Cooling Supply, LLC	685 N. Poplar Street	Orange	CA	92868	US	28 Sep 2017 - 12:17pm PDT
Allied Refrigeration	2175 Adams Avenue	San Leandro	CA	94577	US	28 Sep 2017 - 12:25pm PDT
Stephan's Refrigeration	12812 Knott St.	Garden Grove	CA	92841	US	28 Sep 2017 - 12:39pm PDT
Peerless Ace Hardware	13740 Doolittle Dr.	San Leandro	CA	94577	US	28 Sep 2017 - 12:44pm PDT
W.W. Grainger, Inc.	12871 Western Ave Suite A	Garden Grove	CA	92841	US	28 Sep 2017 - 12:49pm PDT
RSD	436 HESTER STREET	SAN LEANDRO	CA	94577	US	28 Sep 2017 - 01:01pm PDT
RSD SANTA ANA	2100 E. WILSHIRE AVE	SANTA ANA	CA	92705	US	28 Sep 2017 - 01:17pm PDT
US Air Conditioning Distributors (USACD)	1995 Fairway Drive	San Leandro	CA	94577	US	28 Sep 2017 - 01:22pm PDT
SolarCity	1831 S. Ritchey St.	Santa Ana	CA	92705	US	28 Sep 2017 - 01:38pm PDT
W.W. Grainger, Inc.	1554 Brookhollow Dr. Suite A	Santa Ana	CA	92705	US	28 Sep 2017 - 01:52pm PDT
Johnstone Supply	520 E. Dyer Road	Santa Ana	CA	92707	US	28 Sep 2017 - 02:10pm PDT
RSD	1376 STEALTH STREET	LIVERMORE	CA	94551	US	28 Sep 2017 - 02:19pm PDT
SolarCity	1216 Stealth Street	Livermore	CA	94551	US	28 Sep 2017 - 02:28pm PDT
Alameda County HHW	5584 La Ribera St.	Livermore	CA	94550	US	28 Sep 2017 - 02:47pm PDT
Supreme Air Systems	80 Gilman Ave. Suite 1	Campbell	CA	95008	US	29 Sep 2017 - 07:15am PDT
CFM Equipment Distr., Inc.	286 Brokaw Road	Santa Clara	CA	95050	US	29 Sep 2017 - 07:37am PDT
Allied Refrigeration	702 E. Gish Road	San Jose	CA	95112	US	29 Sep 2017 - 07:54am PDT
GOODMAN DISTRIBUTION, INC.	1070 COMMERCIAL STREET STE 103	SAN JOSE	CA	95112	US	29 Sep 2017 - 08:34am PDT
Johnstone Supply	1070 Commercial Street Suite 104	San Jose	CA	95112	US	29 Sep 2017 - 09:25am PDT
SIGLER WHOLESAL DISTRIBUTORS	1070 COMMERCIAL STREET SUITE 106	SAN JOSE	CA	95112	US	29 Sep 2017 - 09:40am PDT
Refrigeration Supplies Distributor (RSD)	1050 Commercial Street Suite #105	San Jose	CA	95112	US	29 Sep 2017 - 10:06am PDT
Western Air Supply	206 Commercial St.	San Jose	CA	95112	US	29 Sep 2017 - 10:42am PDT
U.S. Air Conditioning Distributors (USACD)	1233 N. 5th Street	San Jose	CA	95112	US	29 Sep 2017 - 10:50am PDT
R.E. Michel Company, Inc.	1359 Oakland Road	San Jose	CA	95112	US	29 Sep 2017 - 11:22am PDT
USACD	16950 Chestnut St.	City of Industry	CA	91748	US	29 Sep 2017 - 11:34am PDT
Fix Air	890 Service Street Suite A	San Jose	CA	95112	US	29 Sep 2017 - 11:40am PDT
RICHARD HEATH & ASSOCIATES, INC	1202 John Reed Court	City of Industry	CA	91745	US	29 Sep 2017 - 11:52am PDT
Slakey Brothers	1480 Nicora Avenue	San Jose	CA	95133	US	29 Sep 2017 - 12:06pm PDT
SolarCity	14967 Salt Lake Avenue	City of Industry	CA	91746	US	29 Sep 2017 - 12:15pm PDT
Allied Refrigeration	306 S. Ninth Avenue	City of Industry	CA	91746	US	29 Sep 2017 - 12:28pm PDT
Johnstone Supply	1070 Commercial Street Suite 104	San Jose	CA	95112	US	29 Sep 2017 - 12:29pm PDT
Goodman Distribution, Inc.	315 Cloverleaf Drive	Baldwin Park	CA	91706	US	29 Sep 2017 - 12:57pm PDT
BAY COUNTIES WASTE SERVICES	301 CARL ROAD	SUNNYVALE	CA	94089	US	29 Sep 2017 - 01:15pm PDT
Kline's Kustom Heating and Air Inc	2320 Central Ave Unit 3	Duarte	CA	91010	US	29 Sep 2017 - 01:21pm PDT
Lanes Air Conditioning & Heating, Inc.	648 Montana St.	Monrovia	CA	91016	US	29 Sep 2017 - 01:40pm PDT
REGIONAL WATER QUALITY CONTROL PLANT	2501 EMBARCADERO WAY	PALO ALTO	CA	94303	US	29 Sep 2017 - 01:45pm PDT
Palo Alto Public Works Dept	2501 Embarcadero Way	Palo Alto	CA	94303	US	29 Sep 2017 - 01:46pm PDT
HEATING & COOLING LLC #822	139 N. Sunset	CITY OF INDUSTRY	CA	91744	US	29 Sep 2017 - 02:16pm PDT
SLAKEY BROTHERS	30 STEIN AM RHEIN CT STE F	REDWOOD CITY	CA	94063	US	29 Sep 2017 - 02:21pm PDT
Western Allied Mechanical	1180 O'Brien Drive	Menlo Park	CA	94025	US	29 Sep 2017 - 02:49pm PDT

