

Program Modification Plan for the Collection of Mercury Added Thermostats in California

Presented to

California Department of Toxic Substances Control
(DTSC)

Submitted by

Thermostat Recycling Corporation*
(TRC)

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January 5, 2017



*This document is submitted by TRC on behalf of the signatories to the Consent Order dated February 10, 2016

Introduction

S. Groner Associates, Inc. (SGA) was tasked by the Thermostat Recycling Corporation (TRC) to spread awareness regarding proper disposal of out-of-service mercury-added thermostats (hereafter referred to as mercury thermostats) in California. The Outreach Plan, approved by DTSC on October 7, 2016, has served as the blueprint to make contact with persons or entities that may generate, collect or influence those parties regarding proper disposal of mercury thermostats in California.

Program Modification Plan Goals

As required in the Consent Order (signed by DTSC on February 10, 2016), the overarching goal of the Modification Plan is to propose program changes based on the results and information gathered in carrying out the Outreach Plan and Pilot Plan to date.

Objectives

The objectives outlined in the Outreach Plan are to remain unchanged. They include:

1. Ensure the **placement of additional bins** with entities that collect mercury thermostats through a comprehensive statewide effort;
2. Develop materials and engagement tools for each potential program participant listed in Exhibit A to **increase program participation and mercury thermostat collection** in California;
3. Engage existing partners throughout the state to promote the broadest understanding of TRC's collection program, as a means to increasing program participation, collecting mercury thermostats and **returning mercury thermostat bins to TRC**.

Strategy

This Modification Plan reviews tasks laid out in the Outreach Plan that will occur from now until June 2017 (note, this does not infer that outreach will end on that date; however, because there are so many unknown variables that will later be addressed as new data is gathered, it would be better to provide updated details regarding outreach efforts through additional modification plans and quarterly updates as opposed to providing long range projections at this point). The items evaluated and included in this report are California-specific activities only; TRC is additionally conducting outreach nationwide and many of those efforts also spill into California as part of its national campaign strategy but these components are not specifically assessed as a part of this plan. In addition, the Outreach Plan was submitted in tandem with a Pilot Plan and while the latter helped to inform the proposed modifications, only the Outreach Plan activities are suggested for modification in this plan. Based on limited Pilot Plan activity data and the requirement in the Consent Order that the Pilot Program will continue for one year, the Modification Plan is focused on Outreach activities and recommends no changes to the Pilot Plan activities, which will continue as stated in the Pilot Plan.

The Outreach Plan included 14 distinct audiences (one of which is a catch-all "other" category) and a three-phased implementation approach with the outreach timeline being prioritized according to the audience groups' potential to increase the yield of collected mercury thermostats. In addition, there was no distinction

made between which objectives applied to which audiences. Instead, the implicit approach was to focus on all three objectives for all 14 audiences.

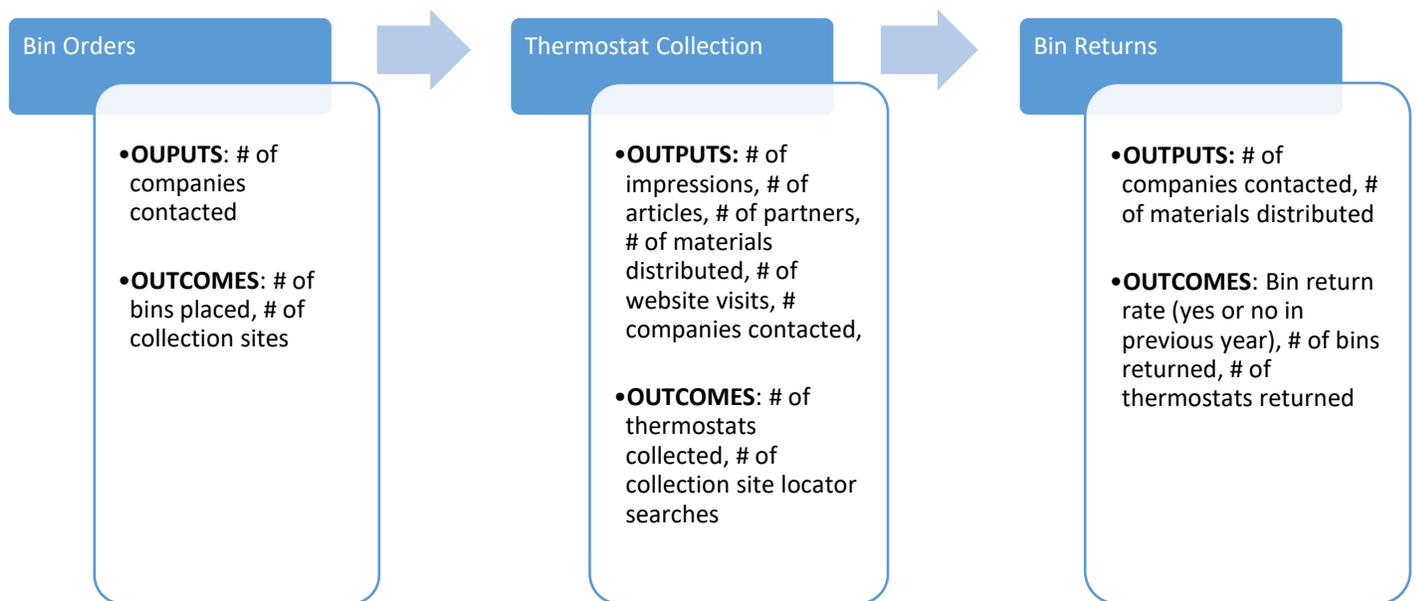
Based on information and intelligence collected to date and the desire to maximize collection numbers as quickly as possible, SGA recommends only conducting outreach to audiences which are expected to yield the highest returns and selecting specific objectives to focus on per audience. The table below provides an overview of the recommendations and the subsequent sections of this Modification Plan provide justification (by audience type) for the adjusted approach.

Table 1. Proposed Focus Areas by Audience and Objectives

Audience	Bin Orders Objective	Thermostat Collection Objective	Bin Returns Objective
Continue Outreach			
HVAC contractors	X	X	X
Consumers		X	
Household hazardous waste collection facilities (HHW programs)	X	X	
Retailers		X	
Wholesalers (required inclusion per Plan approval letter)			X
Utility companies (Plan to be submitted Feb. 2017)			
Discontinue Outreach			
Demolition contractors			
General contractors			
Delay Outreach			
Other (environmental compliance contractors)			
Local building departments			
School districts			
Universities and colleges			
Property management companies of multi-family housing developments			
Property management companies of commercial/industrial properties			
Hotel/motel managers and maintenance companies			

Outreach to these audiences will be measured with a combination of output and outcome metrics. The **output metrics** are used as interim checks to assess if progress is being made and milestones are being met. The **outcome metrics** are used to measure how closely the results align with the program’s ultimate goal—to increase the collection of mercury thermostats. The tactics detailed in the subsequent sections of this Modification Plan will use the metrics (as appropriate) listed in Figure 1.

Figure 1. Program Objectives and Corresponding Evaluation Metrics



Modified Tactics for Program Participants

This Modification Plan recommends focusing primarily on five key audiences—HVAC contractors, consumers, HHW facilities, retailers, and wholesalers. This recommendation is based on: (1) the insights that were gleaned about each audience during the initial phase of the outreach, (2) the prioritizing and focusing of available resources to maximize collection, and (3) the pre-established ranking of priority audiences from the Outreach Plan.

All of the contractors in this outreach group (HVAC, general, demolition, and environmental compliance) were contacted using a database generated by Hoovers, inc.¹ Hoovers offers customizable marketing lists sorted by industry type, business size, and location. These lists were created using the Standard Industrial Classification (SIC) codes appropriate for each industry.

¹ Hoover’s Inc. is a subsidiary of The Dun & Bradstreet Corporation and offers proprietary business information through its online platform and integrated workflow solutions.

AUDIENCE GROUP A

HVAC Contractors

These tradesmen are directly responsible for replacing thermostats, including removing and discarding those made with mercury.

Tactic 1: Place articles in trade association e-newsletters

Findings:

- Attempted to contact 18 trade associations (goal in outreach plan was 21) and were able to reach 15. Four agreed to place an article, but only one article was located.
- This article resulted in approximately 10 bit.ly link clicks (5 of which for the sign-up/goal page) and no online bin sign-ups.
- Of the trade associations who declined to place an article, a few of them indicated they do not cater directly to contractors and a couple indicated that a California-specific message was too niche for their audience.

Recommendation: Continue with Modifications

- There is not enough data to determine the effectiveness of this tactic in driving online bin sign-ups.
- Follow up with trade associations that initially expressed interest and with trade associations that are based locally.
- Update the tracking metrics to replace unique landing page visitors with bit.ly links embedded within the articles as a more direct way of tracking traffic derived specifically from the articles.

Metrics Looking Forward:

- Website hits emanating from a bit.ly link in the articles
- Number of hits to goal page
- Number of bins ordered

Tactic 2: Place ads in trade association e-newsletters (and other media platforms)

Findings:

- Ads placed in trade association newsletters, Google AdWords, and on social media outlets including Facebook and YouTube. These ads garnered 2,560,899 impressions, 13,015 individuals clicking through on the ads, yielding a 0.5% click-through rate to the website.
- Online exposure through ads has increased visibility of the message that mercury thermostats are hazardous and are required by law to be recycled; however, this tactic alone has not directly correlated to bin sign-ups or many specific searches to mercury thermostat drop off locations.

Recommendations: Continue outreach

Metrics Looking Forward:

- Impressions
- Unique landing page visitors

Tactic 3: Create landing page

Findings:

- Single landing page created that caters to HVAC, general, and demolition contractors.
- The amount of website traffic has been limited because: (1) The last few months have focused heavily on one-on-one outreach efforts such as phone calls and direct email correspondences to encourage contractors to place a bin. These tactics are less reliant on driving people to a website since sign-ups can take place instantly over the phone. (2) Placement of articles in newsletters received a lukewarm response during the first round of outreach which resulted in limited exposure to the website address via this tactic. (3) Because most of the paid ads are part of a national

campaign run by TRC, redirecting the local ads to California-specific landing pages has proven to be more complex than originally planned.

- The page received a total of 20 unique visitors, 56 page views, and zero bin order placements.

Recommendations: Tactic Completed

- Continue to maintain the landing page as a mechanism to garner online sign ups.

Metrics Looking Forward:

- Unique landing page visitors
- Conversion rate to goal page
- Number of bins ordered

Tactic 4: Outreach to small HVAC contractors via wholesale distributors

The purpose of this tactic was to recruit additional wholesale distributors to serve as collection sites. See the “Wholesaler” audience section for the results and recommendations for this tactic.

Tactic 5: Provide free bins to large HVAC contractors and incentives for returning bins to TRC

Findings:

- A total of 731 companies were contacted via telephone in an effort to place collection bins; 5.7% of these companies accepted a bin (42 bins total) (*see Appendix A*). The most frequently cited barriers to accepting a bin include:
 1. Rarely come across mercury thermostats
 2. Already have a means of disposing of mercury thermostats (either with a wholesaler or a contractor)
- The knowledge that mercury thermostats need to be handled via special disposal practices seems to have a high level of awareness. TRC’s 2015 HVAC contractor survey revealed that 81% of those questioned were aware of mercury’s toxicity, but 25% of contractors still throw mercury thermostats away in the trash. A qualitative interview with Warren Lupson, a leading figure within the national HVAC industry, suggested that most older technicians understand the issue, but many new technicians may be unaware of the history that thermostats used to contain mercury and how to properly dispose of them.
- TRC’s 2015 HVAC contractor survey also showed that internal company policies regarding proper disposal of mercury thermostats impact employee actions—employees who work for a company *without* a policy are about half as likely to properly dispose of mercury thermostats.
- Data on the number of thermostats collected and returned to TRC as a result of these efforts are not yet available.

Recommendations: Continue and Partner with DTSC

- Collaborate with DTSC to send contractors’ correspondences on behalf of the government to encourage them to request a bin, to send in their bin in a timely manner, and/or to institute company-wide recycling policies.
- Identify barriers to bin returns and create interventions that address these issues (e.g., email reminders, phone calls, mailers).
- The number of bins returned and the bin return rate will help to better measure how effective the incentives are in spurring bin returns; these metrics will be added to this task. Conversely, the number of thermostats collected will be removed since this is captured more accurately with the number of thermostats returned to TRC.

Metrics Looking Forward:

- Number of bins ordered
- Number of bins returned to TRC
- Bin return rate
- Number of thermostats returned to TRC

Tactic 6: “Recycle, Scratch, Earn” loyalty program for HVAC wholesale distributor locations

Findings:

- TRC’s loyalty program continues to offer incentives for HVAC contractors to recycle their thermostats. The program has resulted in the collection of 4,485 thermostats January, 2016 to September 30, 2016.

Recommendations:

- This is part of TRC’s national program which will continue as part of TRC’s overall outreach to contractors and wholesalers

Metrics Moving Forward:

- Number of thermostats collected

Demolition Contractors

Of the audiences reached during the initial outreach phase, this group seemed the least likely to handle mercury thermostats.

Tactic 1: Articles in trade association e-newsletters

Findings:

- Attempted to contact 12 trade associations and were able to reach seven (goal in the outreach plan was 12).
- None of the associations placed articles, however, most did not respond to why. One of the associations indicated that a mercury thermostat recycling message does not apply to their audience.

Recommendation: Discontinue Outreach

Metrics Looking Forward: N/A

Tactic 2: Place ads in trade association e-newsletters (and other media platforms)

Findings:

- Based on feedback and interest from demolition trade associations, efforts in this area were focused on HVAC e-newsletters and other media platforms.

Recommendations: Discontinue Outreach

Metrics Looking Forward: N/A

Tactic 3: Create landing page

Findings:

- Single landing page created that caters to HVAC, general, and demolition contractors. See “Tactic 3” in the “HVAC Contractors” section for results.

Recommendations: Tactic Completed

Metrics Looking Forward: N/A

Tactic 4: Outreach to small demolition contractors via wholesale distributors

The purpose of this tactic was to recruit additional wholesale distributors to serve as bin collection sites. See the “Wholesaler” audience section for the results and recommendations for this tactic.

Tactic 5: Provide free bins to large demolition contractors and incentives for returning bins to TRC

Findings:

- Contacted 179 demolition contractors; 0% of these accepted a bin (0 locations) (*see Appendix B*). There was a single recurring barrier that emerged:
 - These companies do not handle mercury thermostats. A few indicated that they only specialize in substances such as mold or asbestos, while the majority cited that handling

hazardous substances is not within the purview of their work. A number of the companies indicated that the mercury thermostats (and presumably other hazardous substances) are already removed before they begin the demolition.

Recommendations: Discontinue Outreach

- Because this audience was unanimous in their response that they do not handle hazardous substances (except for those that specialize in asbestos or mold removal), they do not seem to be a worthwhile target to pursue.

Metrics Looking Forward: N/A

General Contractors

As a whole, this audience had minimal interaction with mercury thermostats, while the contractors that provide remodeling or renovation services were slightly more likely to change thermostats.

Tactic 1: Articles in trade association e-newsletters

Findings:

- Attempted to contact 39 trade associations and were able to reach 26 (goal in the outreach plan was 45). Nine agreed to place an article, but only one article was located online.
- This article resulted in approximately 10 bit.ly link clicks (5 of which for the sign-up/goal page) and no online bin sign-ups.
- A couple of the trade associations indicated that the material is not applicable to their audience because they cater to contractors who work on new construction or roads and highways.

Recommendation: Discontinue Outreach

Metrics Looking Forward: N/A

Tactic 2: Place ads in trade association e-newsletters (and other media platforms)

Findings:

- Ads placed by TRC in trade association newsletters focused on HVAC contractors in 2016. See HVAC section for numbers and results.

Recommendations: Discontinue Outreach

Metrics Looking Forward: N/A

Tactic 3: Create landing page

Findings:

- Single landing page created that caters to HVAC, general, and demolition contractors (*See "Tactic 3" in the "HVAC Contractors" section for results*).

Recommendations: Tactic Completed

Metrics Looking Forward: N/A

Tactic 4: Outreach to small general contractors via wholesale distributors

The purpose of this tactic was to recruit additional wholesale distributors to serve as bin collection sites. See the "Wholesaler" audience section for the results and recommendations for this tactic.

Tactic 5: Provide free bins to large general contractors and incentives for returning bins to TRC

Findings:

- Contacted 409 general contractors; 1.2% of these accepted a bin (5 placements) (*see Appendix C*). The most frequently cited barriers to accepting a bin include:
 - Rarely deal with thermostats (mercury or not).
 - When they do come across mercury thermostats, they take them to wholesalers.

- Some of the larger general contractors indicated they partner with environmental compliance contractors to dispose of hazardous/universal wastes.

Recommendations: Discontinue Outreach

- Because this audience indicated they do not usually handle thermostats, there seems to be an insufficient supply of this material to focus resources on this group as a means of increasing collection of mercury.

Metrics Looking Forward: N/A

Other Audience: Environmental Compliance Contractors

This audience was not included in the original audience list from the outreach plan, but rather, was identified as an “Other” audience because of conversations with general contractors.

Key Audience Characteristics:

- Contacted Universal Waste Disposal (based off a tip from a general contractor) and they accepted a bin and indicated they had 60+ mercury thermostats to send in immediately.
- This prompted a more concerted effort to reach this audience. A total of 143 additional companies were contacted (*see Appendix D*) which yielded no additional bin orders.

Recommendations:

- While initial scoping of this audience seemed promising, additional calls yielded poor results. The primary barrier lies in identifying the **right** companies to contact. These contractors exist in a niche and are not easily identified via a database and/or SIC codes in the same way as an HVAC or general contractor.
- More information is needed to determine: (1) how to correctly identify these companies, (2) whether there are enough of these companies in existence to merit a concerted outreach effort, and (3) the best ways to reach these companies to collect mercury thermostats.

Consumers

Consists of residents and do-it-yourselfers who are in a position to dispose of a mercury thermostat.

Tactic 1: Google Ads

Findings:

- A total of 3.9 million impressions were garnered during the 4th quarter of 2016 from Google ads targeting consumers (goal in the outreach plan was 1 million). The online ads resulted in 2,974 click-throughs to the website. Conversion rate of unique visitors who landed on the website and visited the zip code locator search was 1.6%.
- Preliminary pilot message testing on Facebook and Google have yielded different results. Facebook testing indicates that an appeal to social norms (i.e., join the California movement...) combined with a pointed question about the toxin (i.e., is mercury in your home?) is more effective than a safety message (i.e., mercury is bad for you), an educational message (i.e., one mercury thermostat contains as much mercury as 1,000 CFL light bulbs), or an environmental message (i.e., ensure a cleaner environment for all) in driving traffic to the website. On the other hand, the social norms message yielded the lowest click-throughs for the Google ad testing (i.e., people clicking from the ad to the website), but the highest conversion rate (i.e., people taking an action to do a zip code search once they land on the website).

Recommendations: Continue with multivariate testing to determine most effective messaging

Metrics Moving Forward:

- Number of impressions
- Click-throughs to website landing page
- Conversion rate to goal page

Tactic 2: Outreach to consumers via HHW programs and retailers

Increasing participation from consumers is an important component of keeping retailers and HHW locations engaged in the program; a number of HHWs and retailers indicated rarely seeing these materials as a barrier to hosting a collection bin.

See the “HHW” and “Retailers” sections for the results and recommendations of collaborating with these audiences to reach consumers.

Tactic 3: Create consumers landing page

Findings:

- The page has received 2,587 unique visitors and a 4% conversion rate of visitors taking an action of going to the zip code locator search.

Recommendations: Tactic Completed

- Continue to maintain the landing page as a way for California consumers to find a recycling location.
- The impressions metric will be replaced with unique landing page visitors to track how many people visit the site. The page’s conversion rate will serve as a single metric to replace number of click-throughs to the consumer landing page and the number of consumers that reach the collection site locator.

Metrics Looking Forward:

- Unique landing page visitors
- Conversion rate to goal page

HHW Facilities

Regardless of whether or not they have a TRC bin, all HHW facilities accept mercury thermostats and are a reliable option for proper collection of mercury thermostats.

Tactic 1: Post information to HHW Yahoo! Group

Findings:

- Implementation has not begun on this tactic. Our goal is to collaborate with DTSC on pushing out messages to HHW programs as they (DTSC) is seen as an important influence and authority figure regarding this issue for our HHW audience.

Recommendations: Continue Unchanged

Metrics Looking Forward:

- Website hits emanating from a bit.ly link in the HHW posts

Tactic 2: Partner with HHW programs to distribute online information

Findings:

- Facilities are not consistently promoting thermostats as one of their acceptable items for recycling on their online channels. We randomly selected 20 HHW websites and found that only seven explicitly indicated they collected “mercury thermostats.” An HHW facility with a TRC bin was more than twice as likely to include this information on their website.
- We began asking HHW facilities to include mercury thermostat recycling information on their online channels, but have not yet followed back up with programs to determine if implementation was completed or if additional assistance was required.

Recommendations: Continue Unchanged

Metrics Looking Forward:

- Number of bins ordered
- Website hits emanating from a bit.ly link in the online posts

Tactic 3: Co-promote collection day events with HHW facilities and/or retail stores (City and County level)

Findings:

- No collection events have been scheduled.
- Contacted 39 HHW centers; 21% of these accepted a bin (eight locations) (*see Appendix E*). The barriers to accepting a bin include:
 - Do not believe there is a demand for this because they rarely see customers bring in mercury thermostats
 - Decision made at a higher level, not a priority to change their system

Recommendations: Continue with Modifications

- Rather than host six collection events in HHW and retail locations, host six collection events at retail stores as a way of testing the effectiveness of events in the context of the retail pilot. However, we still plan to partner with HHW facilities located in the same geographic area as the retail events to help promote the collection days.
- Of all the target audiences, HHW facilities have the best bin order rate indicating that this group is likely the most motivated to participate in the program. The main barrier to acquiring a bin seems to be an issue of supply and demand; centers feel there is not enough public awareness/need. For this reason, we recommend a focus on **objective #2** (increase thermostats collected from consumers at HHW facilities) with **objective #1** (increase bin orders) serving as a byproduct—once HHW facilities see more customers with thermostats they may be more willing to host bins.
- HHW facilities to serve as the main collection hubs for our DIYer consumer outreach (e.g., point of purchase ads where thermostats are sold will encourage customers to recycle their mercury thermostat at their nearest HHW facility).

Metrics Looking Forward:

- Number of bins ordered
- Bin return rate
- Number of thermostats returned to TRC
- Number of bins returned to TRC

Tactic 4: Survey individuals returning thermostats (at collection day events)

Findings:

- Because no events have occurred, no data have been collected.

Recommendations: Continue (see Retailers Tactic 5)

- Data will be collected at retail event locations. See “Tactic 5” in the “Retailers” outreach section for more details.

Metrics Looking Forward: See Retailers Tactic 5

Tactic 5: Create HHW landing page

Findings:

- Landing page created.
- The page has received a total of 15 unique visitors, 22 sessions, and zero bin order placements.

Recommendations: Tactic Completed

- Continue to maintain the landing page as a mechanism to garner online sign ups.

Metrics Looking Forward:

- Unique landing page visitors
- Conversion rate to goal page
- Number of bins ordered

Tactic 6: Attend HHW information exchanges and annual statewide conferences

Findings:

- Attended four HHW Information Exchanges and one HHW conference.
- Conversations with participants revealed that the HHW managers that had TRC bins were not receiving many mercury thermostats. Some HHW facilities participated in mercury thermostat recycling in cooperation with a retail location while others were unsure if they were a TRC collection site.
- One of the three HHW pilot locations enrolled in the program as a result of a presentation delivered at the HHW conference.

Recommendations: Continue Unchanged

- Continue to network with facilities at HHW Information Exchange in-person meetings and conferences. These events are the primary means by which HHW facilities communicate face-to-face and therefore serve as a way to continue to establish the program's presence and offerings with this audience.

Metrics Looking Forward:

- Number of HHW information exchange meetings/conferences attended

Retailers

These partners serve as a drop-off location for consumers. Besides the pilot program participants, retail collection sites do not offer incentives for consumers to recycle their thermostats.

Tactic 1: Shelf-talkers to promote the TRC program

Findings:

- The focus during the early stages of outreach has been to recruit stores to become retail collection centers and as such, shelf talkers have only been placed in six of the pilot program locations and in none of the non-pilot locations.

Recommendations: Continue Unchanged

- As new stores become retail collection sites, place shelf-talkers in the area of the store that sell thermostats.
- Reach out to current collection locations to place shelf-talkers.

Metrics Looking Forward:

- Number of materials placed in stores

Tactic 2: In-store flyer ads

Findings:

- Flyers have not been distributed for event promotion because there have been no events to date.

Recommendations: Continue Unchanged

- Provide flyers for employees to distribute to customers several weeks before the date of a collection event.

Metrics Looking Forward:

- Number of materials placed in stores

Tactic 3: Identify and partner with retail chain

Findings:

- Currently, there are 26 retail collection sites listed in California; however, TRC has yet to receive returned bins from these locations.
- Contacted Lowe's, OSH, and Home Depot as possible retail chain collection partners. OSH declined to participate in the TRC program because they are mercury thermostat collection partners with another program. Two calls were made to Home Depot's corporate environmental compliance

division but no response was received. Spoke with Lowe's corporate office and were redirected to their administrative support division; follow up calls were placed but no response was received.

- Approached ACE Hardware and TrueValue stores as an alternative to the "big box" chain stores. Because both ACE and TrueValue locations are run by franchisees, each location has more autonomy to opt in to the program without receiving corporate approval. In order to reach consumers in key areas throughout the state (such as the pilot locations), we broadened our outreach to other independent hardware and home improvement stores.
- 15 initial stores were in the program by the time the Outreach Plan was approved. Contacted 121 additional retail locations to offer a collection bin; 9% of these accepted (11 locations total; seven for the pilot program and four non-pilot, non-incentive locations) (see Appendix F). The most frequently cited barriers to accepting a bin include:
 1. Don't sell enough thermostats and/or rarely come across mercury thermostats
 2. Decisions have to be made through corporate office
 3. Process of getting/sending in bins is too time consuming
 4. Not enough space to host the bin
- As indicated by the first barrier, consumer demand may be an important motivator in garnering retail store participation. That is, managers may be more amenable to hosting a bin if they feel their customers are in need of this service.

Recommendations: Continue with Modifications

- Coordinate with the 26 current retail collection sites in reaffirming their commitment to the program and/or in promoting the service to their customers with signage and point-of-purchase announcements indicating the retail store accepts mercury thermostats.
- Given the lackluster participation of current retail collection sites and the low interest of new sites in participating, only recruit an additional five stores for the pilot program for 12 pilot participants (nine incentive stores, three controls) and 38 retail collection sites total (the outreach plan called for 50).
- Halt recruitment of additional non-monetary, non-pilot retail locations and focus first on increasing consumer demand for this service; reassess once the results of the retail incentive pilot program are available.
- Increase consumers' awareness of the proper way to dispose of mercury thermostats by partnering with large brick-and-mortar retailers that sell thermostats (collection sites or not) to place point-of-purchase promotional materials about proper disposal of mercury thermostats at local HHW facilities. In other words, enlist retailers as promotional partners rather than as locations that collect thermostats.
- Augment the metrics for this task to include number of materials placed in stores and measures that track the timeliness of bin returns and the overall thermostat collection numbers from these locations.

Metrics Looking Forward:

- Number of partner stores
- Number of materials placed in stores
- Number of bins ordered
- Number of collection locations

Tactic 4: Co-promote collection day events with a retail chain store (and regional/local HHW program)

Findings:

- No collection events have yet been scheduled.
- An event yields the benefit of imparting a sense of urgency with consumers. We further hypothesized that an event with a monetary incentive would strengthen this urgency and compel people to recycle in larger numbers. In order to test this hypothesis, we incorporated the events as part of our pilot

program to assess if a temporary monetary incentive would yield higher collection rates compared to a monetary incentive that is offered continuously.

Recommendations: Continue with Modifications and Additions

- Host six collection events at retail stores in Southern California as a way of testing the effectiveness of events in the context of the pilot.
- Choose one retail location to also implement community-wide promotional activities (e.g., articles in local publications) instead of relying exclusively on in-store and HHW facility promotions.

Metrics Looking Forward:

- Number of collection days implemented
- Number of thermostats collected

Tactic 5: Survey individuals returning thermostats (at collection day events)

Findings:

- Because no events have occurred, no data have been collected.

Recommendations: Continue with no change

Metrics Looking Forward:

- Number of participants surveyed

Wholesalers

This audience provides an outlet for contractors, especially small ones who are ineligible for their own bins, to dispose of mercury thermostats.

Tactic 1: Outreach to Wholesalers

Findings:

- This group currently provides the largest stream of returned mercury thermostats in California (89%) and while the majority of California wholesalers have a bin, the frequency by which they return their bins needs improvement.
- Conversations with HVAC and general contractors revealed that many of them already dispose of (or know to dispose of) their mercury thermostats with wholesalers.

Recommendations: Continue with Additions

- Because a large portion of this audience already has bins (objective #1), the recommendation is to focus on **objective #2** (increase mercury thermostat collection from their customers) and **objective #3** (increase bin return rates).
- Provide assistance, including promotional materials, for wholesalers to promote mercury thermostat recycling to their customers.
- Identify barriers to bin returns and create interventions that address these issues (e.g., email reminders, phone calls, mailers).
- The bin return rate determines the timeliness by which bins are returned and will be added to this task. Conversely, the number of thermostats collected will be replaced with the number of thermostats returned to TRC since the latter is a more accurate measure of total thermostat collection.

Metrics Looking Forward:

- Number of bins ordered
- Bin return rate
- Number of thermostats returned to TRC
- Number of bins returned to TRC

AUDIENCE GROUP B & C: RECOMMEND OUTREACH BE DELAYED

School Districts, Universities and Colleges, Local Building Departments, Property Management Companies of Multi-Family, Property Management Companies of Commercial Properties, Hotels and Motels.

Recommendations:

As outreach to Group A audiences continues, we recommend prioritizing and focusing available resources on the remaining Group A audiences plus the Utility audience to determine the presence of mercury thermostats within this group before bringing into the program additional audiences that may already be covered by either internal policies for proper disposal of mercury thermostats (schools, universities/colleges) or covered via outreach through HVAC contractors, wholesalers or retailers.

Overall, at this juncture, we are still evaluating data from our outreach efforts and continue to collect additional information—both outputs, such as impressions, company contacts, web page visits, online ad conversions, etc. and outcomes—such as bin returns, bin orders, etc. However, we do not expect to see a change in the number of total mercury thermostats collected as of this point (90 days out from the Outreach Plan approval). Over the next quarter, we will continue to analyze the data we receive through our outreach and evaluate the progress towards the ultimate goal of mercury thermostats collected to provide additional recommendations on program modifications.

Appendix A: HVAC Contractor Bin Placement Calls (sorted alphabetically)

Company Name	Bin Placed?
1 Hour Heating & Air	
2 Day Heating & Air Conditioning	
20/20 Plumbing & Heating	
3 N 1 Heating and A/C	
4 Seasons Heating & Air Condit	
805 air, Inc.	
A - Custom Air	
A & B Mechanical Inc.	
A & G Hvac A Partnership	
A & P Heating & Cooling	
A & R Heating & Air Conditioning	X
A 1 Steve S A C Heating	
A A A Plumbing, Heating & Air Conditioning	
A B C Cooling & Heating Services Inc	
A C H Supply	X
A C Systems Inc.	
A Cool Air, Inc.	
A E Guevarra Services	
A Miranda Air Conditioning	
A R Heating A C	
A To Z Plumbing & Heating	
A Z Air Conditioning & Heating	
A/C Mechanical, Inc	

A/C Pro	
A-1 A / C And Heating	
Aaa American Heating & Air Air	
Aaero Heating & Sheet Metal	
Abbott Street Cooling	
Above All Heating & Air Conditioning, Inc.	
Ac & Cc, Inc.	
Ac Elysees Corp	
Ac Equipment Supply Co	
Ac Fishing Charters Inc	
Ac Gratz	
Ac Heat Air	
Ac Heating & Plumbing	
Ac Horticultural	
Ac Pitts Contracting Inc	
Ac Pro (Escondido)	
Ac Pro (Palm Desert)	
Ac Transit Financing Corporation	
Accent Mechanical Services Inc.	
Accurate Air Service Co	
Accurate Air Systems	
Accurate Mechanical Trades	
Ace Heating & Cooling	
Ace Plumbing Heat & Air	
Acis Air Conditioning	
Acosta Heating And Air Conditioning, Inc.	
Acs Air Conditioning Services, Inc.	

Action Air Conditioning & Heating	
Action Air Conditioning Heating & Solar	
Action Heating And Plumbing	
Acute Heating & Air Conditioning	
Advanced Heating And Air Conditioning	
Advanced Renewable Energy Inc.	
Advantage Hvac	
Affordable Air & Heating	
Air - Nergy Hvac	
Air 1 Heating & Air Conditioning	
Air Central	
Air Comfort Service	
Air Concepts	
Air Conditioning & Heating By Bird Refrigeration	
Air Conditioning Heating By Hoffman Southwest	
Air Conditioning Innovations	
Air Conditioning Refrigeration	
Air Conditioning Systems	
Air Control Services	
Air Control Specialties, Inc.	
Air Demand Services, Inc	
Air Electric Contractors Service	
Air Flex Hvac	
Air Force One Hvac	
Air Metrics, Incorporated	
Air One	
Air Performance H V A C Inc	

Air Pro Services	
Air Squared Mechanical	
Air Tech Heating & Air Condi	
Air Temperature Control	
Air Works Mechanical Services	
Air Zone Hvac	
Aircon, Inc.	
Aire Aide Engineering	
Aire Rite	
Aire Serv Of Central Valley	
Aire Serv Of Greater Merced	
Airmark Air Conditioning	
Airplus Of California	
Airpure Power Vac	
Airsmiths Mechanical	
Airtech Heat Ac	
Air-Tro Inc.	
Airwest Air Conditioning And Heating, Inc.	X
Airworks Heat & Air Llc	
Alan S Air Conditioning & Heating	
Alber's Inc	
Alcorn Aire, Inc.	
Alessio Heating & Air Conditioning	
Alicia Heating & Air Conditioning	
Aliso Air	
All Air Appliance Masters	
All Bay Heating, Air Conditioning & Construction, Inc.	X

All Seasons Air Conditioning	
All Seasons Heating & Air Conditioning	
All Valley Air & Heat	
All Year Heat & Air	
Allen S Heating	
Allied Aire Service Inc.	
Alpha Air Conditioning & Heating Inc	
Alpine Bonita Heating & Air Conditioning	
Alpine Heating & Air Conditioning	
Al's Air Systems Inc	
Alta California Mechanical	
Alternative Energy Concepts Of California, Inc	
Alternative Power Solutions Inc.	
Alton Ac & Heating	
Am & Pm Air Conditioning - Heating Service	
Amaya Sheet Metal & Heating, Inc	
Amber Air Conditioning	
Ambiance Heating & Air	
Ambient Air Conditioning & Heating	
Ameresco Solar Llc	
American Academic Alliance Of Advanced Airflow Associates, Inc.	
American Air Cond't & Htg	
American Chiller Service, Inc. (Modesto)	
American Chiller Service, Inc. (Rancho Cordova)	X
American Comfort Systems	
American Heating Systems & Air Conditioning, Inc.	X

Amigos Heating And Air	
Anchor Heating & Cooling, Inc.	X
Anderson Air Conditioning	
Anderson Heating & Cooling	
Annuzzi Heating & Cooling, Inc.	
Anthony's Heating And Air Conditioning Inc	
April Air Heating & A/C	
Arctic Air Conditioning & Heating	X
Arias Mechanical Corporation	
Arpi Service	
Artic Mechanical	
Arts Hvac	
Ascendant Air Systems Inc	
Ashley's Plumbing Heating Sheet Metal & Air Conditioning Inc	
Associated Air Conditioning & Heating, Inc.	X
Associated Heating	
Associated Heating & Air	
Associated Heating & Air Conditioning & Sheet Metal	
Astro Air Design	
Atlantic Air Conditioning Inc	
Atlas Mechanical Inc	X
Austins Air Conditioning & Heating	
Autumn Air	
Av Air Conditioning, Heating & Plumbing Inc	
B & L Mechanical Inc	
B And D Heating And Air Conditioning	

B J Heating & Ac	
B R Tistic Mech Draft Des	
B&B's Heating And Air Conditioning, Inc.	
B.A.C.C.O. Mechanical Inc.	
Baileys Heating & Air	
Baja Heating And Air Conditioning	
Baker Mechanical	
Bar Services	
Barrett Services	
Bay Air Hvac Services, Inc.	
Bay Area Service Co	
Bay Heating & Air	
Bayside Heating & Air Conditioning	X
Bear Creek Heating Ac In	
Becker S Heating & Air Conditioning Co	
Bell Brothers Heating & Ac	
Bell Heating & Air Conditioning	
Benchmark Air Conditioning, Inc.	
Bergin Heating And Air Conditioning	
Bernie's Air Conditioning And Heating	
Betlew Mechanical Inc	
Bic Heating & Air Conditioning	
Bickel's Maintenance & Refrigeration	
Big Mountain Heating & Air Conditioning	
Bill Howe Plg Htg Ac	
Bill's Heating & A/C Service	
Binghams Heating & Air Conditioning Service	

Blackwell Hvac	
Blaine, Inc.	
Blue Air Hvac	
Bob Clough Refrigeration	
Bob Jenson Ac & Heating Service	
Bonney Plumbing Heating Air	
Bouma Air Conditioning And Heating Inc	
Bravo Heating & Air Conditioning	
Brian's All City Heating & Air	
Brickner Heating Ventilation & Air Conditioning	
Brielle E Kelly Lac Inc	
Brody-Pennell Heating & Air Conditioning	
Brower Mechanical	
Bryant Heating & Air Conditioning	X
Buckley Heat Air Solar	
Buffalos Mechanical	
Burger, John Heating & Air	X
Burgeson's Heating & Ac	
Burlingame Heating & Ventilation	
C & D Mechanical	
C & G Air Conditioning Inc	X
C & L Heating And Air	
C B Heat Cooling	
Cal Aire Heating & Air Conditioning	
Cal Bay Service Inc	
Cal Climate Corp	
California Comfort Hvac, Inc.	

California Mechanical Systems	
California Standard Heating And Air, Inc.	
California's Best Home Heating	
Campbell L Jeremy AC	
Cardinal Mechanical, L.P.	
Carlson Air Conditioning & Heating Llc	
Castillo Heating & Air Conditioning Inc	
Castorina Heating & Sheetmetal	
Causey Heating & Air Conditioning	
Central Coast Mechanical	
Central Valley Heating AC	
Century Hvac	
Cerezo S Heating & Air Conditioning	
Chaffin Air Conditioning And Heating Inc	
Chris Stayer Heating And Air	
Christian Brothers Mechanical	
Circle N Heating And Air Conditioning	
Circulating Air Inc.	X
Clarke & Rush Mechanical	
Classic Heating And Air Conditioning	
Clemens Heating & Air Conditioning	
Climate Control, Inc	
Climate Controllers Air Conditioning & Heating	
Climate Heating & Air	
Climate Pro Mechanical Inc	
Climatic Control Heating Air Conditioning	
Clinton Heating & Air	

Coachella Climate Control Inc	
Coast Cooling, Inc.	
Cochran Mechanical, Inc.	
Coles Mechanical Systems, Inc.	
Collins Mechanical Services	
Comerford's Service Experts	
Comfort Advisors Heating & Ac	
Comfort Conditioning Co., Inc.	
Comfort Energy, Inc.	
Comfy Heating & Air Conditioning	
Comfy Htg AC Inc	
Commercial Hvac System	
Compare Heating Air Conditioning & Sheet Metal Inc	
Complete Comfort, Inc.	
Conditioned Aire	
Conditioning Specialists	
Conejo Valley Heating & Air	
Connected Heating And Air	
Cool Air 1	
Cool Air Solutions Inc	
Cool Air Solutions Inc.	
Cool Air Technologies	
Cool Breeze Air Conditioning	
Cool Solution, Inc.	
Cooling Control	
Cortez Heating & Cooling	
Country Aire	

Critchfield Mechanical	
Crocker Refrigeration	
Crutchfield Mechanical	
Cunneen Air Conditioning	
Custom Aire	
Custom Cooling	
Custom Mechanical Sales	
Cypress Heating & Ac	
D & A Air Conditioning Co	
D & D Heating	
D & D Heating & Air Conditioning	
D & J Heating & Cooling	
D & M Heating & Air Conditioning	
D B Mechanical Service	
Daas Company Inc	
Dailey Heating & Air Conditioning	
Dale's A / C & Heating	
Dales Air Conditioning & Heating	
Daniels Heating & Air Conditioning	
Dan's Heating & Air Conditioning	
Dattilo's, Mark Heating And Air Conditioning, Inc.	
Davco Air Conditioning Inc.	
Davidson's Air Conditioning And Heating, Inc	
Davies Heating & Air	
Dayton Street Cooling	
Dc Solar Distribution, Inc.	
DC's Heating & Air Conditioning, Inc.	

Deal Mechanical	
Dean Howard Heat Air Inc	
Delta Gold Heating & Air Inc.	
Deming's Air Conditioning	
Dennis Furia Heating & Air Conditioning	
Dependable Graham Ac	
Dependable Heating & Air Conditioning	
Desert Climate Control Inc	
Desert Tech Inc	
Diaz Heating & Air	
Donald Fields Heating & Air	
Donald P Dick Air Conditioning	
Downing Heating	
Dual Air	
Dugo Heating & Air Conditioning	
Dukes Heating	
Dunbar Heat & Air	
Dynamic Air Services Inc.	
E & M Mechanical Inc	
E/R Heating & Air, Incorporated	
Eagle Air	
East Counting Heating & Air Conditioning	
Ec Quality Air	
Ecoenergy Group Llc	
Econo Air	
Econo West Inc	
Efficient Air Conditioning, Inc.	

Elite Mechanical Service Inc	
Eller Enterprise	
Emcor Service, Mesa Energy Systems	
Empire Heating & Air Conditioning	
Empire Mechanical Incorporated	
Energy Equity	
Engineered Mechanical Services Inc	
Enterprise Heating & Air Conditioning, Inc.	
Environmental Mechanical Services, Inc.	
Environmental Systems Inc.	
Eternal Solar	
Evergreen Bassett Solar Partners, Llc	
Evergreen Lynwood Solar Partners, Llc	
Excel Air Corporation	X
Excel Heat And AC	
Excel Heating & Sheet Metal	
Expert Mechanical Contractors	
Express Heating & Ac	
Exsolarent Energy Group Inc.	
Fahrenheit Heating And Air Conditioning	
Fairview Heating & Ac	
Feel The Air Heating And Air Conditioning	
Fire & Ice Heating & Ac	
Fire & Ice Heating & Air	
Fix It Masters	
Flores Mechanical Services	X
Florida Air Conditioning	

Four Seasons Hvac Llc	
Frank Aguirre Heating & A/C	
Freeman Heating Air	
Freschi Air Systems, Inc.	
Fresh Heating And Air Conditioning	
Frosty's Air Conditioning And Refrigeration, Inc.	
Fusion Heating And Air Conditioning	
Gabriel Carini Heating & Air Conditioning	
Garick Air Conditioning	
Gary A Epperson Heating And Air Conditioning	
Gatewood Heating & Air, Inc.	
Gca Air Conditioning & Heating	
Gem Mechanical Services	
Gibson Heating And Air	X
Gilbert Scott Lock And AC	
Global Cooling Hvacr	
Global M Mechanical	
Go Air Inc	
Golden Aire	
Golden State Comfort	
Goldsmith Mechanical	
Goodwill Mechanical Svc.	
Gr Air Conditioning	
Graves Heating & Air Conditioning Service Company	
Green Air Heating And Air Conditioning, Inc.	
Greiner Heating & Ac	
H & P Heating & Air	

H & S Heating And Air Conditioning	
H G M Construction Inc	
H V A C Intervention	
H Won Tech	
Haddon Heating & Cooling	
Harbor Pointe Air Conditioning & Control Systems, Inc.	
Hassler Heating & Air Conditioning, Inc.	
Haviland Heating Air	
Hcs Mechanical Inc	
Heating & Cooling Su	
Heating And Air Conditioning Shalom 2u	
Heating And Air Design	X
Henry Mechanical	X
Heritage Heating Air	
Herndon, Randy Plumbing & Heating & Air Conditioning	
Herrera Sheet Metal & Air Cond	
Homestead Heating & Air Conditioning	
Honeys Air	
Howard S Mechanical	
Hubert Hvac	
Huntington Heating & A/C	
Hurn Mechanical	
Husky Heating & Air Conditioning	
Hvac Service	
Hvac Unlimited	
Hydes Certified Comfort Systems Inc	X
Ic Air Conditioning East	

Iceland Refrigeration Co	
Icomfort Heating & Air Conditioning	
Ideal Heating & Air Conditioning Corp	
Ideal Hvac Corp.	
Il B & M Air Conditioning Co., Inc.	
Imperial Valley Solar Company	
Impex Aire, Inc.	
Imran Heating & Air Cond Co	
Indoor Air	
Indoor Air Design Inc	
Indoor Climate Inc	
Indoor Comfort	
Indoor Comfort Experts	
Indoor Comfort Heating & AC	
Indoor Comfort Heating & Air	
Indoor Environmental Services	X
Industrial Mechanical Services	
Inland Empire Heating & Ac	
Innovative Mechanical Inc.	
Integrity Heating And Air	
Inter-City Energy Systems Inc	
Izmirian Roofing & Sheet Metal	X
J A Mechanical	
J Anthony Plumbing Heating & Air Conditioning	
J Arredondo Heating And Air Conditioning	
J C Heating & Air Conditioning	
J C Kirby Heating And Air	

J F H Heat And Air Conditioning	
J R Barto Heating Ac Sm Inc	
J R Putman Inc	
Jackson & Foster Heating & Ac	
Janal Heating	
Jayhawk Hvac Inc	
Jazuk Heating And Air Conditioning	
Jb Sierra Air	
Jbs Heating & Air, Inc.	
JC Heating And Air Conditioning	
Jds Power, Inc.	
Jefferson Mechanical Services Inc	
Jeri L Graehl L AC	
Jim's Heating & Air Conditioning	
Jl Breese Heating & A/C	
Joe Lewis Mechanical	
Joe Sepe Heating Ac	
Joe T Heating Ac	
John Canfield Mechanical Services	
Johnson Air	
Johnson Air Conditioning, Inc	X
K & N Hvac Mechanical	
K & S Air Conditioning, Inc.	
K B Mechanical H V A C	
K&J Air Conditioning	
Kahn Air Conditioning	X
Kaiser Ac & Sheet Metal	

Kaiser Heating & Air Conditioning Co Inc	
Kemnitz Air Conditioning And Heating, Inc	X
Kemper Heating And Air Conditioning	
Kenny Heating & Air Conditioning	
Kermit Larby Air Conditioning	
Kevin Jordan Heating & Air Conditioning Service	
Key Mechanical Company	
Kleen Air	
Klein's Kustom Heating & Air, Inc	X
Koch Heating & Air Conditioning, Inc.	
Kontrol Comfort Systems Incorporated	X
Kouri, Graydon Plumbing Heating And Air Conditioning	
L & O Heating & Ac	
L And R Heating And Air Inc	
L D I Mechanical	
L M Mechanical Incorporated	
La Quinta Heating & Ac	
Laguna Energy, Inc.	
Larios And Sons Mechanical	
Larrys Mechanical	
Lc2 Engineering Precision Mechanical LI	
Le Cher Heating & Air Conditioning, Inc.	
Legallo Mechanical, Llc	
Levering, Chris Heating & Air Conditioning	
Lissick S Heating And Air Conditioning	
Loc Fab Welding And Mechanical	
Locke Air Conditioning & Custom Sheet Metal, Inc.	

Long Beach Heating & Air Conditioning Inc	
Lopez Heating And Air Conditioning	
Lotshaw Air Conditioning Co	
Lovazzano HVAC	
Luis Heating & Cooling	
Luvata Electrofin	
M.P.C. Heating & Air Conditioning, Inc.	
Mackey Heating & Ac	
Mack's Heating, Air Conditioning, And Appliance RE	
Macro Mechanical	
Mario's Air Condition Inc	
Mark S A C And Heating	
Mark's Heating & Cooling	
Mars Np Heating Air Conditioning	
Marthedal Solar Air & Heating	
Mauzy Heating & Air Conditioning	
Mcmaster Heating & Air Conditioning, Inc.	
Mechanical System Contractors	
Mediterranean Heating & Air	
Millers Ac & Heating	
Moore Heating & Air Conditioning	
Moore Mechanical Inc	
Multi Mechanical	X
Murphy Mechanical/Gms, Inc.	
N P Mechanical	
N R G Ac & Heating	X

N/W Mechanical Services Inc	
Niels Heating And Air	
Nielsen Mechanical	
Nor-Cal Air Conditioning	
Norcal Strength & Conditioning	
North Bay Air Systems Inc	
North State Energy Systems	
Nu-Air Services, Inc.	
Numac Mechanical Inc.	
Oak Island Heating & Air, Inc.	
Oasis Air Conditioning	
Ojedas Heating & Air	
Ok Heating & Air Conditioning	
On Time Home Services	
One Air Systems	
One Hour Air	
Ontario Refrigeration	
Orange Air Care Heating And Air Conditioning	
Orange Coast Air	
P.A.C. Heating & Air Conditioning	
Pacific Air Heating & Cooling, Inc	
Pacific Breeze Mechanical	
Pacific Coast Heating & Air Conditioning	
Pacific Control Service	
Pacific Controls Engineering, Inc.	
Pacific Mechanical Corp	
Pacific Pride Mechanical, Inc.	

Pacific West Heating & Air Conditioning	
Paguio Heating & Air Conditioning	
Palm Desert Air Conditioning Co, Inc	X
Park Mechanical	
Park S Heating And Air Conditioning	
Park Sfo Solar, Llc	
Paso Robles Heating And Air Conditioning, Inc.	
Patriot Cooling And Heating	
Patriot Heating & Air Conditioning	
Patriot Mechanical	
Patton Air Conditioning	
Pc Air Conditioning & Heating	
Peak Air Conditioning And Heating	
Peck Heating & Air	
Pelton Solar Service	
Penguin Mechanical, Inc.	
Peninsula Heating	
Peninsula Hydronics, Inc.	
Perfection Home Systems Inc	
Performance Air Systems	
Performance Heating & Air	
Peterson Heating Ventilation	
Phil Carpenter's A C & Heating	
Phil Finer Refrigeration & Air Conditioning, Inc.	
Polar Barr Air Conditioning, Inc.	
Power Saver Systems	
Powerhouse Solar Inc	

Powers Mechanical Systems	
Precise Air Systems	
Precision Air Systems	
Precision Mechanical & Refrigeration Services Inc.	
Premium Air	
Prime Comfort Heating & Air	
Pro Air	
Pro West Mechanical, Inc.	
Quality Cheaper Heating & Air	
R & R Heating & Air Conditioning Inc	
R H Air Conditioning Services, Inc.	
R K M Heating & Ac	
R L P Mechanical H V A C	
R M I Mechanical Contractors Inc	
R S Mechanical Systems Inc	
R&R Marcucci Ac Heating & Sheet Metal Co	
Ram Co Heating Air	
Rancho Viejo Air Conditioning	
Rare Service Heating & A/C Inc	
Redding Comfort Heating & Air Conditioning	
Redline Air, Inc	
Redline Mechanical	
Regency Mechanical, Inc.	
Reid Sheet Metal	
Reliance Home Service	
Rhemvac Mechanical	
Richard Faherty Hvac Man	

Right Time Riverside	
Rivers Plumbing Heating & Air	
Riverside County Mechanical Service	
Rj's Heating & Air Conditioning	
Root, Dave Heating & Air Conditioning	
Rowland Air	
Royal Air Conditioning	
Royal Comfort A/C & Heating	
Royal Mechanical Works Inc	
Rsd Fiberglass Cooling Towers	
Ruben's Hvac, Plumbing, Heating and Air	
Rubin Al Heating & Air Conditioning	
Rusher Air Conditioning	
S & K Hernandez Air Conditioning	
S & R Air Conditioning & Heating	
S Borruso Heating & Air	
S C V Climate Pros	X
Sacramento Hvac Guide	
Saddleback Valley Air Conditioning And Heating	
Saldanas Heating Air Appliances	
Sams Mechanical Electrical	
San Bruno-Arcadia Sun Harvest Partners, Llc	
San Diego Mechanical & Energy, Inc.	
San Joaquin Controls Inc	
Sandoval Heating & Air Conditioning	
Seaside Air Enterprises	
Seaside Heating & Air Conditioning, Inc.	

Select Arc Inc.	X
Select Heating And Air Conditioning, Inc.	
Select Mechanical	
Serfass And Company	
Service Champions	X
Service Plus Heating & Air	
Service Solutions Inc	
Sh2 Solar, Llc	
Sh3 Solar, Llc	
Shasta Heating And Air	
Shrum, L R Heating & Air Conditioning	
Sierra Pacific Home & Comfort Inc.	
Simpson Sheet Metal	
Skelton Heating & Air	
Smith Heating & Air Conditioning, Inc.	X
Smitty's Heating & Cooling, Inc.	
So Cal Energy Svc	
So-Cal Reps	
Solar Partners	
Solar Vast	
Solarcity Corporation	
Solarland USA Corporation	
Solarmax Technology, Inc.	
Solarquest, Inc.	
Solartech Power Inc	
Solo Mechanical	
Source Refrigeration	

South Bay Mechanical Services Inc	
Southern Air Conditioning, Inc.	X
Southern California Air Cond	
Southland Energy Corp.	
Southwest Air System	
Specialized Heating & Air Conditioning	
St Hvac	
Stephan's Refrigeration	X
Steve Patrick Air Conditioning And Refrigeration Inc	
Stockdale Air Conditioning & Heating	
Stuart Rose Heating & Ac	
Summit Plumbing And Mechanical Corporation	
Sunair Air Conditioning Inc	
Sungreen Systems, Inc.	
Sunlight Energy Systems	
Sunnycal Solar, Inc.	
Sunpeak Solar, Llc	
Sunset Mechanical Service	
Sunversity Corporation	
Superior Heating & Air Conditioning	
Superior Mechanical	
Superior Systems	
Synergy Mechanical Service	
Syntrol Heating & Air	
Systems Mechanical	
T F F Heating And Air Conditioning	
T W Bryant Refrigeration	

T2 Engineering Llc	
Tate Heating And Air	
Temperatures Unlimited	
Tena Hvac	
The Right Choice Heating & Air	
Thermoscape	
Thomason Mechanical Corp	
Thomson Inc	X
Tirado S Heating And Air Conditioning	
Tommys Refrigeration Service	X
Top Notch Heating, Inc.	
Torres Air Conditioning	
Total Air Conditioning & Heating Co	
Total Comfort Inc.	
Town & Country Air Conditioning, Heating, Commercial Refrigeration	
Trabuco Air	
Tri West Mechanical Inc	
Triangle Air Systems	
Triangle Mechanical Inc	
Triangle Mechanical System	
Trifield Mechanical Inc	
Trini S Mechanical	
Triple Eee Ac Service	
Tri-Temp, Inc.	
Tropic Comfort	X
True Air Mechanical	

Twinco Heating & Air Conditioning	
Twister Heating & Air	
U S A Efficiency Heating & Air Conditioning	
Ulate Mechanical Design	
Us Air Conditioning	
Us Air Temecula	
V T Heating & Ac	
Valley Air & Repair	
Valley Heating & Air Conditioning	
Vanir Energy, Llc	
Vanir Solar Thermal Construction, Llc	
Verns Heating Air	
Vertex Mechanical Inc	
Veteran Air	
Vezer Industrial Professionals, Inc.	
Vic S Air Conditioning	
Vics Air Conditioning, Inc.	
Viejas Heating and Air	
Village Heating & Air Conditioning	
Villara Corporation	
Vlv Appliance A/C & Heating	
Waldrop, David Air Conditioning and Refrigeration	
Wally Falke's Air Conditioning	
Walnut Creek Heating & Ac	
Watson Heating & Air Conditioning	
We Care Heating & Air Conditioning	X
Westside Heating & Ac	X

Williams, Ron Air Conditioning Heating & Appliance Repair	
Wingate Mechanical	
Wingate Service Inc	
Wolves Hvac Mechanical	
Worthey Electric & Solar Llc	
Wrap Air, Inc.	
Xpress Heating & Air Inc	
Yantzer Brothers Air	
Yeany Air Conditioning & Heating	
Your Energy Source	

Appendix B: Demolition Contractor Bin Placement Calls

Company Name	Bin Placed?
4com Inc	
A & V Contractors Inc	
A A A Demolition Inc	
A A J Incorporated	
A Twister	
A.D.A. Demolition, Inc.	
A-1 Wrecking Inc	
Ace Demolition Corp	
Ace Demolition Corporation	
Action 1	
Adams Demolition, Inc.	
Advanced Demolition, Inc.	
Advantage Demolition & Grading Inc	
Ahtna Government Services Corporation	
Aj & Company Demolition Inc.	
All-Cal Demolition	
Allied Demolition Inc	
Allied Demolition Services	
Alpine Demolition Company	
Alw Enterprises, Inc.	
American Wrecking Inc.	
Amezcuca Loader Service	
Ampco North, Inc.	
Anthony Torres Demolition	
Anton's Service, Inc.	
Archie Crippen Demolition	
Armour Demolition	
B. L. Price Co., Inc.	
B.H.L. Industries Incorporated	
Bay Cities Services	
Bayline Demolition Inc	
Beck Co Inc	
Big K Concrete Coring Inc	
Bobcat Roll-Off	
Brannon Corporation	
Bryan Company Demolition, Inc.	
Bts Equipment Unlimited, Inc.	
Buccaneer Demolition, Inc.	
California Demolition	
California Land Clearing Inc	
Campanella Corporation	

Casper Company	
Cen Cal Demolition	
Cencal Demolition	
Central City Wrecking, Inc.	
Clauss Construction	
Cleveland Wrecking Company (Orange, Ca)	
Coastal Demo, Inc	
Coleman Environmental Engineering, Inc.	
Competition Bobcat, Inc.	
Cve Demolition, Inc.	
D & D Demolition Incorporated	
D M L J Inc	
Dakeno, Inc.	
Danny Ryan Precision Contracting Inc.	
Darco Engineering, Inc.	
Dekay Demolition And Clearing, Inc.	
Demcon Stomping Co	
Deming's Demolition & Excavating	
Demo Masters, Inc.	
Demo Plus	
Demolition Inc	
Demolition Services, Inc.	
Demolition Specialist Inc	
Dig & Demo	
Dirt Cheap Demolition, Inc.	
Dirt Masters General Engineering	
Dirt Worx, Inc.	
Division 2 Demolition	
Doja, Inc.	
Donald Ronco	
Double B Demolition, Inc	
Dunn Demolition	
Enervex Northern Ca	
Enos Demolition Inc.	
Environmental Construction Group	
Evans Brothers Inc.	
Fair Oaks Truck Wrecking Inc	
Fast Demolition Inc	
Ferma Corporation	
Fisk Demolition, Inc.	
G.D. Heil, Inc.	
Gabel's Hauling And Demolition, Inc.	
Gas Demolition	
Go Green Demolition	
Golden Gate Tank Removal, Inc.	
Golden State Demolition And Environmental Services Inc.	

Golden West Demolition, Inc	
Goodlife Inc	
H L Sweatt Inc	
H.D. Matthews Demolition & Excavation	
Horizons West	
In & Out Removal	
Inner City Demolition, Inc	
Instant Junk Removal And Demolition	
Integrated Demolition And Remediation Incorporated	
Interior Demolition, Inc.	
Interior Removal Specialist, Inc.	
Ivars Demo, Inc.	
J & G Industries Inc	
J And J Removal, Inc.	
J B W Demolition	
J V Land Clearing Company Inc	
Jdl Environmental Demolition Services	
Jeff Penn Services, Inc.	
Jimenez Demolition, Inc.	
Jordan Demolition	
K 2 Demolition Co., Inc.	
Kevin Ray Demolition	
Knight Demolition	
Knockout Demolition Inc.	
Kriley Exca-Break	
Kroeker, Inc.	
Los Angeles Engineering, Inc.	
Magnum Land Clearing, Inc	
Marcan Enterprise Inc.	
Marquez Demolition	
Martins Salvage	
Metro Hardscape Inc	
National Demolition Contractors	
Northstar Demolition And Remediation, Lp	
Nsm Recycling, Inc.	
Orange County Demolition	
Ortiz Demolition Inc	
P And P Building Wrecking Inc.	
Pacific Structural Corp	
Pacific West	
Penhall Holding Company	
Penhall International Corp.	
Precise Demolition	
Precision Demolition Inc	
Primoris	
Progressive Land Clearing	

Quality Wrecking & Demolition Co	
Q-West Engineering, Inc.	
R & B Equipment Inc	
R B Holt Inc	
R J's Demolition And Disposal	
Randazzo Enterprises, Inc.	
Richter Engineering	
Rimshot Demolition, Inc.	
Rock Hammer Inc	
Roldan Construction Inc.	
S.K. Choppin Demolition, Inc.	
San Diego Demolition	
Seca Equipment Removal & Dismantle, Inc	
Sierra Recycling & Demolition, Inc.	
Silicon Valley Demolition, Inc.	
Silverado Contractors, Inc.	
Socal Demolition Inc	
Southwest Hauling, Disposal & Demolition, Inc.	
Stomper Co Inc.	
Styles Excavating & Demo	
Sun-Lite Demolition, Inc.	
T N T Demolition Inc	
T&M Projects, Inc.	
T4 Company	
Tcb Demolition Inc.	
Team Demolition, Inc.	
Tekhome Incorporated	
The Best Demolition & Recycling Co Inc	
The Lane Company	
Three D Service Company, Inc.	
Tight Quarters, Inc.	
Tnt Demolition, Inc.	
Two Rivers Demolition, Inc.	
U.S. Demolition, Inc.	
Ultimate Removal, Inc.	
Viking Equipment Corp.	
Vs Demolition Incor	
W.C. Maloney, Inc.	
Walberg, Inc.	
Welsh Demolition Inc	
West Coast Removal	
Western Blasting Technologies, Inc.	
Westside Demolition, Inc.	
White Core Concrete Cutting & Demolition Inc.	
Wreck Age Demolition, Inc.	
Zaccor Companies, Inc.	

Appendix C: General Contractor Bin Placement Calls

Company Name	Bin Placed?
24 Construction And Design	
5.12 Construction, Inc	
A A A Plus	
A&A Development	
A-1 Construction	
Aaa Development, Inc.	
Adams Commercial General Contracting Inc	
Aderlan Group Corp	
Advanced Concrete & Construction, Inc.	
Advanced Ti, Inc.	
Advent Companies, Inc.	
Afm Environmental, Inc.	
Aks Enterprizes, Inc	
Akxner Construction	
Al Villa Builder	
Alert Disaster Restoration	
All American Construction	
Allen John M Building Contractor	
All-Pro Remodeling	
Alonzo's Remodeling & Constr	
Alpha Structural, Inc	
Alpine Valley Homes	
Alrays Home Improvement	
Alternative Building Ctr	
America's Dream Homeworks	
American Integrity Corp	
America's Dream Homeworks	
Ampolos Construction Co., Inc.	
Amrut Construction & Development	
An Electrician Inc	
Anchorstrong Construction	
Ankeney Brothers Painting, Inc.	
Ap Flooring, Kitchen & Bath	

Apex Contracting And Restoration, Inc.	X
Apex Development Inc.	
Artisan Builders	
Ascencio Construction	
Ashwood Construction, Inc.	
Assured Restoration Services	
Astro Construction, Inc.	
Avatar Construction Services, Inc.	
Axis Services, Inc.	
A-Z Home Improvements	
Baccaro Construction Co	
Barber's Builder Inc	
Bartwood Construction, Inc.	
Bauer Pacific Construction	
Bca Development Inc	
Becker General Contractors Inc	
Bednar Building Corp	
Belak Construction & Consulting Co.	
Benning Construction	
Bergstrom Construction	
Better Built	
Better Built World	
Big-D Pacific Builders, L.P.	
Bill Brown Construction Co	
Bison Constructors	
Blaettler Construction Inc	
Blaziek Electric	
Blh Construction Company	
Bode Construction	
Bohnstedt Construction	
Bonsall Petroleum Construction, Incorporated	
Brad Coleman Construction, Inc.	
Branche Taschler Construction	
Brasseur Construction Inc	
Brian Hobbs Roofing Inc.	
Bristol Restoration	

Brown Construction, Inc.	
Bruce Olson Construction, Inc.	
Bruce Wirtanen Construction	
Building Construction Specialties, Inc.	
Built To Last	
Bulldog Plumbing And Construction	
Burgess Custom Built	
Byblos Construction Company	
C & K Construction And Design	
C C & R Construction	X
C. Ware Construction, Inc.	
Cal Euro Construction Inc	
Cal Quality Corporation	
Cal West Construction	
California All Star Inc	
California West Construction, Inc.	
Cal-Tera Restoration, Inc.	
Cantrell Construction	
Capital Construction, Inc	
Carefree Building Svc	
Carlson Construction And Painting	
Cen-Cal General Construction	
Central Coast Builders	
Cerda Enterprises Inc.	
Charco Construction	
Charles Melin General Contractors	
Chris Donatelli Builders, Inc.	
Chris's Handyman Express	
Christopher Neil Enterprises	
Claudia & Leonard Building	
Clause Construction Inc	
Clovis Electrical	
Cms Builders & Restoration	X
Coastline Development Inc	
Coletti & Hunter Corporation	
Collom Construction Inc	

Community Reconstruction Solutions	
Consolidated Construction Service	
Constructech Inc	
Cordrey Construction	
Core General Contractor, Inc.	
Corner Construction Inc	
Cosby William J Construction	
Cox Contracting Service Inc	
Cr & Sons Inc	
Creation Builders Long Beach	
Creston Management	
Croshier Construction Company	
Custom Builders & Design	
Custom Home Building Inc	
Cxi Constructions Contractors	
Dahersa Remodeling	
Dan Gillies Construction Services, Inc.	
Dasher/Lawless, Inc.	
David Stewart	
David Straube Construction	
David Weinshank Construction	
David Zicovich Builder	
Dela Secura, Inc.	
Delerio Construction	
Deltoro Inc	
Dev Electric Inc.	
Devega Construction, Inc	
Different By Design	
Dm Construction Services, Inc	
Don's Ceilings & Walls	
Douglas Ross Construction, Inc.	
Drammco Inc	
Dream Builders	
Eden Builders West	
Edwards, Thomas Design And Construction, Inc	
Elite Custom Construction	

Elliott Remodeling	
Emmerson Construction	
Emmons Recon Construction	
Empire Engineering & Construction, Inc.	
Eric Adams Construction	
Eric B Johnston Construction	
Excel Construction L.A	X
Fairfield Development Inc.	
Faithco, Inc.	
Far West Construction	
Fiedler Construction Corp	
Finebilt Construction, Inc.	
First Class Home Repair	
Flick Enterprises Inc	
Floor To Ceiling Kitchen Bath & Flooring	
Florsheim Development	
Fp Builders	
Frank Jonowsky Builders	X
Frankian Construction Co.	
Franko Construction	
Frazier Builders, Inc	
Fresno Craftsman	
Friesen Construction	
Fuentes Handyman	
G & R Construction - Bbb Accredited Business	
G & S Construction	
G.O. Langlois Construction, Inc.	
Gaehwiler Construction Inc	
Galvan Construction & Development	
Gama Contracting Services	
Gannage Construction	
Gary Forbes Gdf Builders	
Gemette Construction Inc	
Gentz Construction Inc	
Gran-Stone	
Graves Construction	

Greater Pacific Construction	
Greco Development Co	
Gregg Hedman Construction	
Grondin Construction Inc	
Harich Construction Company	
Harrison Complete Home Remodeling Company	
Hb Kitchen Bath Inc.	
Hi Top Construction Corp	
Hill Contracting Group	
Hilltop Builders	
Hiscox & Son Construction	
Hi-Tech Builders, Inc.	
Houseworth Construction	
Hower Construction	
Humboldt Bay Construction	
Inland Pacific Builders, Inc.	
Intex Renovations	
Irvin S Cooper Design Construction	
Israel S Remodeling	
J & E Gonzalez Construction Incorporated	
J & J Woodwkg & Gen Cntrctng	
J D Laudner Construction, Inc	
J E Carr Construction Corporation	
J L Home Remodeling	
J Lamberth Construction	
J Propp Construction Inc	
J T Builders	
J.J. 'LI Do It	
Jacquement, Kevin P	
James Haley Construction	
James M Ballard Construction Inc	
James Mechem Construction Inc	
Janowski Builders	
John I Simoni Contracting	
Jp Green Development, Inc.	
Jrw Construction	

Jsn Building & Remodeling	
Karabuild Development & Construction Co	
Karmont Development Inc	
Kb Home South Bay Inc	
Keith's Construction & Painting Co.	
Kelley Construction & Sons Inc	
Kent Drescher Builder Inc	
Ketterling Construction	
Kirk Munio Contruction Inc	
Kitchens Etc. Inc.	
Knapp Mill & Cabinet Co	
Kobe Enterprises, Inc	
Kodiak Construction	
Kreedman Construction Co	
Kuehne Construction	
Lanco General Contractor Inc	
Landmark Property Corp	
Las Palmas Foundation	
Ldc Inc	
Ldh Construction Services	
Leading Edge Industries, Inc.	
Lee Patten Construction Inc	
Legacy Building Services, Inc.	
Legacy Construction & Development	
Linn Construction & Design	
Lorick Design & Construction, Inc.	
M & Es Construction Inc	
M&M Construction	
M.D. Construction & Consulting, Incorporated	
Macdougall Construction Inc	
Maf Construction	
Malone Brothers Inc	
Mark Gaylord Construction	
Mark Hemenez General Contractor	
Mark Jones Construction	
Mark Trabucco Builder	

Martin Handyman	
Martins Construction	
Mcguire Builders, Inc.	
Mckinnon Construction, Inc.	
Mcqueen Construction	
Meeker Builders Inc.	
Mega Builders, Inc.	
Meylan Construction Inc	
Mh Silverwings 2013 Llc	
Mhs Tailor Made Construction Crews	
Michael Roberts Construction, Inc.	
Midco Construction Company Inc	
Mills Builders, Inc.	
Millsaw Construction	
Mission Homes	
Mitchell Construction	
Mizen Builders	
Modern Design	
Monet Construction Inc.	
Montana 2000 Corp	
Mt Lincoln Construction, Inc	
Neary Westland Construction, Inc	
Nelson-Dye Remodeling Specialists	
New Life Construction Company, Inc.	
Newby Construction	
North Valley Building Systems, Inc.	
Nu/Age Development, Inc.	
Oc Installs	
Oc Lighthouse Construction, Inc	
Old Fashion Craftsman, Inc.	
P O Renovations	
Pacific Coast Electrical	
Pacific Coast General	
Pacific Homeworks Inc	
Pacific Land Builders	
Pacific Post & Beam	

Pacific Pro	
Pacific States Industries Development Company, Inc	
Palm Lake Renovation, LLP	
Paul C Schmidt Builders And Remodelers	
Pavlich G M	
Pawlus Ed Construction	
Payless A To Z Home Improvement	
Perock Construction	
Persicon Co Inc	
Polly Ogden Associates	
Porter Construction	
Portrait Homes, Inc.	
Powers Construction Co	
Ppm Construction Services, Inc.	
Prc Builders, Inc.	
Precise Home Builders	
Precision Contractors	
Precision Woodworx	
Pro Appliance Installers	
Professional Services Construction	
Project Frog, Inc.	
Pyramid Construction	
Quality First Builders	
R E Briggs Building Contractor	
R H Building Contractors, Inc	
R S Construction Co	
R. C. Allen Construction	
R.F.M.C. Construction	
R.P. General Construction Inc.	
Radius Construction	
R-Co Builders	
Recht G A Construction	
Red Boot Construction	
Red Hill Construction	
Redwood Construction, Inc.	
Regis Contractors, L.P.	

Reica Construction	
Reliant Home Solutions	
Remodel King	
Remodeling Plus	
Renaissance General	
Richard Hedman Inc	
Richter Construction	
Rod De Luca Devmnt & Constr	
Rose W A Construction Inc.	
Roth Construction Corporation	
Sandpoint Construction	
Saso Construction Services	
Sbi Builders, Inc.	
Scce	
Schoepp Construction Inc	
Seib Construction	
Serve All Contracting, Inc	
Sierra Valley Home Corp	
Sigura Construction	
Simons Construction, Inc.	
Simpson Housing Solutions Llc	
Sims Services	
Sj Ferrante Builders	
Skills Construction, Inc.	
Smith & Son	
Smith And Severson Builders, LLC	
Socal Shades Inc.	
Solid Rock Construction	
Solterra Builders, Inc.	
Somerset General Builders & Restoration Contractors, Inc	
South Coast Developers	
Southland Construction Co	
Sparks Construction Inc	
Star Construction Oc	
Stc General Building Contractor Inc.	
Sterling Construction	

Steve Lawhorn Construction Inc	
Stonehurst Construction	
Suburban Construction	
Sun Country Builders, Inc.	
Sun Lakes Construction Company A California Corporation	
Sunseri Construction, Inc.	
Sunwest Homes, Inc	
Superior Builders And Remodelers	
Sutton Construction, Inc.	
Sw Construction	
Swwe General Building & Contracting Services	
T G Construction	
Taylor Made Remodeling And Construction	
Tech Construction Corp	
The Building Doctors	
The G B Group Inc	
Thornhill Construction	
Timberwolf Log Structures Inc	
Tom Ganley Construction Co Inc	
Toolson Construction Co Inc	
Top Shelf Remodeling	
Total Source Enviromental, Inc.	
Transfield Services Americas, Inc.	
Tri State Professional Services	
True General Contractor	
Turpin Levin Construction, Inc	
Unks Construction, Inc.	
Up And At Em Inc	
Upscale Construction, Inc.	
Utopia Development Inc.	
Valley Steel Construction Fresno	
Vantine Construction	
Velarde Builders Inc.	
Verlin Thomas Electric Inc	
Via Builders, Inc	
Viking Commercial Construction, Inc.	

Villatoro & Munoz Construction, Inc.	
Ward Construction Inc	
We Love Small Jobs	
Welliver Construction	
West Home Service	
Western Construction & Development, Inc.	
Wild Electric	
Williams Family Construction Co	
Wingard Construction, Inc.	
World Class Shows	
Wright Contracting, Inc.	
Wrightbuilt Inc	
Your Home Remodeling & Design	
Zakskorn Construction Company	
Zastrow Construction, Inc.	
Zerlang Laurent General Contractor	

Appendix D: Environmental Compliance Bin Placement Calls

Company Name	Bin Placed?
A M Disposal Co	
Aaa Rubbish Incorporated	
Abe Arens Brothers Environmental Inc.	
Ace Roll-Off Rubbish Service, Inc	
Action Hauling, Inc.	
Adivari Incorporated	
Advanced Waste Solutions, Inc.	
Aecom Technical Services, Inc.	
Aemerge Redpak Services Southern California, Llc	
Aggregate Import Debris Export	
Alameda County Industries, Llc	
Alhambra Environmental Services Inc	
Alliance Environmental Services, Inc.	
Amador Valley Industries, Llc	
Ambert Industries Inc	
American Reclamation Inc	
Apex Waste Systems, Inc.	
Arrow Disposal Services, Incorporated	
Arrow Recycling Solutions Inc	
Ascon Recycling Co	
Atascadero Waste Alternative Inc	
Athens Services	
Atlas Disposal Industries, Llc	
Auburn Placer Disposal Service	
Axis Chemical Management, Inc.	
Bay Counties Waste Services, Inc.	
Benz Sanitation, Inc.	
Bertolotti Disposal, Inc.	
Bin Rental & Canyon Disposal Inc	
Bio Waste Resources Llc	
Biomedical Waste Disposal, Inc.	
Blan S. Debris Removal And Demolition	
Blt Enterprises Of Sacramento, Inc.	
Brittall Environmental Corp	

Burrtec Waste Services Llc	
C & W Enterprises	
C And R Transfer Inc	
C G Minerals And Materials Inc	
Ca Recycling, Inc.	
California Electronic Waste	
California Hazardous Services, Inc.	
California Marine Cleaning, Inc.	
California Waste Recovery Systems, Llc	
California Waste Services Llc	
Cb Tyres Recycling Resources, Llc	
Central Valley Disposal	
City Of Industry Disposal Co	
Clean Harbors San Jose, Llc	
Clean Up America, Inc.	
Coastal Rolloff Service	
Conching Enterprises, Inc.	
Costa Mesa Disposal Inc	
Covanta Long Beach Renewable Energy Corp.	
Crosby & Overton, Inc.	
Curbside, Inc.	
D&S Washout Systems Inc	
Daily Disposal Services, Inc.	
Decon Technologies Inc	
Discount Hauling & Cleanup Service	
East Bay Dischargers Authority	
Easy Roll Up	
Eco Planet Recycling, Inc.	
Ecotech Film Recycling International	
Efr Environmental Services, Inc	
Elder Creek Transfer & Recovery	
Emerald Recycling Llc	
Empire Waste Management Inc	
Evista Industries, Inc.	
Ewaste Disposal Inc	
F.R.S. Environmental, Inc.	
Filter Recycling Services, Inc.	

Freon Free	
Gambi Disposal Inc	
Global Materials Recovery Services Inc	
Hay Road Landfill	
Hp Commodities	
Innovative Waste Control, Inc.	
Innovative Waste Utilization Llc	
John Smith Sanitation	
Junkman Hauling	
Kds Recycling Center	
Kleen Industrial Services Inc	
Kurion, Inc.	
La Refrigerant Recovery, Inc.	
Lightning, Demolition & Hauling	
Liquid Environmental Solutions Management Services Corporation	
Lmc Metals	
M & M Services, Inc.	
Mat Haz Trans Inc	
Mid-State Solid Waste And Recycling Services, Inc.	
Mid-Valley Disposal	
Mill Valley Refuse Service, Inc.	
Miller Environmental	
Molecular Bioproducts, Inc.	
Moorpark Rubbish Disposal Llc	
Mp Environmental Services, Inc.	
New Horizon Trucking Inc	
Nu-Cool Reddigreen	
Oasis Aviation, Inc	
Oasis Nuclear, Inc.	
Ocean Roll Off Services	
Osr Systems Inc	
Paramount Waste Reduction Inc	
Peninsula Sanitary Service, Inc	
Pleasant Hill Bayshore Disposal Inc.	
Progressive Waste Management Inc	
Psc Environmental Services Of Pomona, Lp	
Quality Waste Services	

Rancho Disposal Service, Inc	
Redwood Empire Disposal Sonoma County, Inc.	
Redwood Services, Inc.	
Refuse Specialists, Inc.	
Replanet Llc	
Retriev Technologies Incorporated	
Rob's Roll Off Service Inc	
Rubbish Control Llc	
S & H Disposal Co & Recycling Services	
Safeway Recycling & Recovery, Inc.	
Samex Environmental Services, Inc.	
San Miguel Roll Off Co, Inc	
Selective, Inc	
South Bayside Waste Management Authority	
Star Resources Corp.	
The Earth Technology Corporation Usa	
Thomas Gray & Associates, Inc.	
Tps Technologies Inc.	
United Pacific Waste	
Universal Waste Disposal Company	X
Universal Waste Systems, Inc.	
Upper Valley Disposal Service	
Usa Waste Of California, Inc.	
Valley Vista Services Inc	
Ventura Waste Management Inc	
Ware Disposal, Inc.	
Waste By Rail, Inc.	
Waste Connections	
Waste Management Collection And Recycling Inc	
Waste Recovery Systems, Inc.	
Waste Removal & Recycling	
Wasterasers Llc	
West Valley Mrf Llc	
Western Waste Industries	
Zerep Management Corporation	

Appendix E: HHW Facilities Bin Placement Calls

County Name	Bin Placed?
Alameda	
Alpine	
Amador	
Calaveras	
City of Glendale, Environmental Management Center (EMC)	
Fontana	X
Fresno	
Glenn	
Humboldt	X
Imperial	
Kern	
Kings	
LA Department of Water and Power	
Lake	X
Lassen	
Madera	X
Marin	X
Mendocino	
Modoc	
Monterey	
Napa	
Orange	
Placer	
Plumas	
San Benito	
Santa Cruz	X
Shasta	
Siskiyou	X
Solano	
Sonoma	
Stanislaus	
Sutter	
Tehama	
Trinity	
Tulare	
Tuolumne	
Yolo	
Yuba - Recology	
(Pilot Program Participants Marked)	
Del Norte	X
Santa Clara	X
San Bernardino	X

Appendix F: Retail Store Bin Placement Calls (sorted alphabetically)

*Stores listed as current TRC drop-off sites

Store Name	Bin Placed?
A & B Ace Hardware	
Ace Hardware	
Altadena Hardware	
Alvarado Paint & Hardware Inc.	
American Emperor LLC	
Antioch Ace Hardware*	
Arroyo Grande Kmart*	
Atascadero Home Depot*	
Atascadero Kmart*	
Bayshore Supply	
Berkeley Ace Hardware*	
Bill's Ace Hardware*	
Bonanza	
Brentwood Ace Hardware*	
Brisbane Hardware and Supply	X
Brisco's True Value Hardware*	
Brownies Ace Hardware	
Burlingame Ace Hardware	
Cambria Hardware*	
Cole Hardware	
Culver City Industrial Hardware	
Discount Builders Supply	
Do It Best Corporate Office	
Ellis Ace Hardware	
Encinal True Value Hardware	
Grand Lake Ace Hardware	
Grants True Value Hardware	
Handy Handyman Hardware	
Hasset Ace Hardware	
Hawthorne True Value Hardware	
Hida Tool & Hardware	
Home Depot Corporate Office	
Industrial Hardware	
Kensington Home & Hardware	
Lafayette Ace Hardware	
Markus Supply Ace Hardware	
Max's Hardware Inc.	
Menlo Park Hardware	
Merritt's Ace Hardware	
Miner's Ace Hardware (AG)*	
Miner's Ace Hardware (GB)*	

Miner's Ace Hardware (LO)*	
Miners (SLO) formerly Pac. Home & Garden*	
Montclair Village Hardware	
Nob Hill Hardware	
Oakland Cole Hardware	X
Pagano's Hardware Mart	X
Paintcraft Ace Hardware	
Pastime Hardware	
Peerless Ace Hardware	X
Progress Hardware	
San Francisco Cole Hardware	
San Luis Obispo Costco*	
Saratoga Hardware	
Standard 5 & 8 Ace Hardware	
Standard Plumbing Ace Hardware	
Superior Hardware Supply	
Telegraph Hardware	
This & That	
Truitt & White	
U Save Plumbing & Hardware	
Urban Ore	
Whale Point Marine & Hardware	
Workbench True Value	
(Pilot Store Participants Marked)	
Baueman's Ace Hardware	
Belmont Hardware	
Butcher's True Value Hardware	
Cannings Ace Hardware	
Central Supply Co.	
Central Valley Hardware Co.	
Clovis Ace Hardware	
Clovis Harbor Freight Tools	
Clovis Home Depot	
Clovis Lowe's Home Improvement	
Clovis True Value	X
Cobb's Hardware	
Corona Ace Hardware	
Country Club Ace Hardware	X
Countywide Building Materials	
Crown Ace Hardware - Anaheim Hills	
Crown Ace Hardware - Jurupa Valley	
Crown Ace Hardware - Yucaipa	
De Anza True Value Hardware	
E G Babcock	
Ferguson	
Foothill True Value Hardware	

Fremont Plaza Ace Hardware	X
Fresno Ag Hardware	
Fresno Distributing	
Fresno Harbor Freight Tools	
Fresno Home Depot (E. Kings Canyon Rd.)	
Fresno Home Depot (N. Abby St.)	
Fresno Lowe's Home Improvement (N. Blackstone Ave.)	
Fresno Plumbing & Heating	
Fullerton Ace Hardware	
Harbor Freight Tools	
Home Depot Corporate	
James True Value Hardware	
Johnson's Hardware	
K & L Hardware	
Lake Drive Hardware	X
Madison Hardware	
Mayson Ace Hardware	X
McFadden-Dale Industrial Hardware LLC	
Milano J	
National Hardware Supply, LLC - ACE	X
Norco Ace Hardware	
Rancho Cucamonga Ace Hardware	
Red Ball Hardware	
Sierra Lumber MFR	
SM Hoyt Lumber Co. Home Center	
Squires Lumber Co. Inc.	
Stockton Ace Hardware	X
Stockton Home Depot (Feather River Dr.)	
Stockton Home Depot (Hammer Ln.)	
Stockton Lowe's Home Improvement (Hammer Ln.)	
Stockton Lowe's Home Improvement (Trinity Pkwy.)	
Sunnymead Ace Hardware	
Superior Hardware	
Valley Hardware Inc.	
Woodcrest Ace Hardware	
Yosemite Hardware	

Appendix G: “Recycle, Scratch, Earn” loyalty program for wholesale distributor locations (number of mercury thermostats collected)

Company	City	Type	# of Thermostats
US Air Conditioning Distributors (USACD)	Anaheim	Wholesalers	68
JOHNSTONE SUPPLY-ANAHEIM	ANAHEIM	Wholesalers	42
JOHNSTONE SUPPLY-ANAHEIM	ANAHEIM	Wholesalers	47
US Air Conditioning Distributors, Inc.	Anaheim	Wholesalers	65
Lennox Parts Plus	Bakersfield	Wholesalers	2
Johnstone Supply	Bakersfield	Wholesalers	30
United Refrigeration, Inc.	Buena Park	Wholesalers	40
U.S. Air Conditioning Distributors (USACD)	Burbank	Wholesalers	31
US Air Conditioning Distributors (USACD)	Burbank	Wholesalers	21
U.S. Air Conditioning Distributors (USACD)	Burbank	Wholesalers	37
U.S. Air Conditioning Distributors (USACD)	Burbank	Wholesalers	54
US Air Conditioning Distributors	Burbank	Wholesalers	41
US Air Conditioning Distributors	Burbank	Wholesalers	44
United Refrigeration, Inc.	Carson	Wholesalers	25
US Air Conditioning Distributors (USACD)	Cathedral City	Wholesalers	41
U.S. Air Conditioning Distributors (USACD)	CHATSWORTH	Wholesalers	20
Lennox Parts Plus	Chatsworth	Wholesalers	23
U.S. Air Conditioning Distributors (USACD)	CHATSWORTH	Wholesalers	31
Slakey Brothers	Chico	Wholesalers	72
US Air Conditioning Distributors (USACD)	City of Industry	Wholesalers	36
US Air Conditioning Distributors (USACD)	City of Industry	Wholesalers	44
USACD	City of Industry	Wholesalers	62
US Air Conditioning Distributors (USACD)	City of Industry	Wholesalers	60
USACD	City of Industry	Wholesalers	40
USACD	City of Industry	Wholesalers	25
JOHNSTONE SUPPLY CO	CONCORD	Wholesalers	40
USACD	CULVER CITY	Wholesalers	34
USACD	CULVER CITY	Wholesalers	52
USACD	CULVER CITY	Wholesalers	48
JOHNSTONE SUPPLY	EL CAJON	Wholesalers	31
JOHNSTONE SUPPLY	EL CAJON	Wholesalers	42
JOHNSTONE SUPPLY	EL CAJON	Wholesalers	32
R.E. Michel Company, Inc.	El Cajon	Wholesalers	48
U.S. Air Conditioning Distributors (USACD)	El Cajon	Wholesalers	53
U.S. Air Conditioning Distributors (USACD)	El Cajon	Wholesalers	54
U.S. Air Conditioning Distributors (USACD)	El Cajon	Wholesalers	69
U.S. Air Conditioning Distributors (USACD)	El Cajon	Wholesalers	45
U.S. Air Conditioning Distributors (USACD)	El Cajon	Wholesalers	54

Lennox Industries	El Cajon	Wholesalers	23
U.S. Air Conditioning Distributors (USACD)	El Cajon	Wholesalers	76
R.E. Michel Company, Inc.	El Cajon	Wholesalers	33
Lennox Industries	El Cajon	Wholesalers	20
Johnstone Supply	Escondido	Wholesalers	41
Johnstone Supply	Escondido	Wholesalers	30
US Air Conditioning Distributors	Escondido	Wholesalers	41
U.S. Air Conditioning Distributors (USACD)	Fairfield	Wholesalers	46
SLAKEY BROTHERS/FAIRFIELD	FAIRFIELD	Wholesalers	18
United Refrigeration	Fresno	Wholesalers	7
JOHNSTONE SUPPLY CO	FRESNO	Wholesalers	23
USACD	FRESNO	Wholesalers	35
R.E. Michel Company, Inc.	Fresno	Wholesalers	2
Lennox Industries	Fresno	Wholesalers	1
SLAKEY BROTHERS/GRASS VALLEY	GRASS VALLEY	Wholesalers	36
SLAKEY BROTHERS	GRASS VALLEY	Wholesalers	38
R.E. Michel Company, Inc.	Irwindale	Wholesalers	41
R.E. Michel Company, Inc.	Irwindale	Wholesalers	44
R.E. Michel Company, Inc.	Irwindale	Wholesalers	35
R.E. Michel Company, Inc.	Irwindale	Wholesalers	17
R.E. Michel Company, Inc.	Irwindale	Wholesalers	22
U.S. Air Conditioning Distributors (USACD)	Lake Forest	Wholesalers	39
UNITED REFRIGERATION # D5	Los Angeles	Wholesalers	24
UNITED REFRIGERATION # D5	Los Angeles	Wholesalers	39
JOHNSTONE SUPPLY #328	MERCED	Wholesalers	17
Lennox Parts Plus	Milpitas	Wholesalers	6
U.S. Air Conditioning Distributors (USACD)	Modesto	Wholesalers	53
Johnstone Supply	Modesto	Wholesalers	65
UNITED REFRIGERATION	MODESTO	Wholesalers	51
United Refrigeration, Inc.	Murrieta	Wholesalers	37
U.S. Air Conditioning Distributors (USACD)	NORTH HIGHLANDS	Wholesalers	44
Slakey Brothers	North Highlands	Wholesalers	21
Johnstone Supply	North Highlands	Wholesalers	48
U.S. Air Conditioning Distributors (USACD)	NORTH HIGHLANDS	Wholesalers	32
R.E. Michel Company	Ontario	Wholesalers	24
U.S. Air Conditioning Distributors	Ontario	Wholesalers	48
U.S. Air Conditioning Distributors (USACD)	Oxnard	Wholesalers	67
UNITED REFRIGERATION	OXNARD	Wholesalers	9
Lennox Parts Plus	Oxnard	Wholesalers	32
Lennox Parts Plus	Oxnard	Wholesalers	34
Lennox Parts Plus	Oxnard	Wholesalers	12

U.S. Air Conditioning Distributors	Oxnard	Wholesalers	54
U.S. Air Conditioning Distributors (USACD)	Palm Desert	Wholesalers	52
U.S. Air Conditioning Distributors (USACD)	PASO ROBLES	Wholesalers	19
Lennox Parts Plus	Placentia	Wholesalers	37
Lennox Parts Plus	Placentia	Wholesalers	44
US Air Conditioning Distributors, Inc.	Redding	Wholesalers	10
SLAKEY BROTHERS	REDWOOD CITY	Wholesalers	33
R.E. Michel Company	Riverside	Wholesalers	40
U.S. Air Conditioning Distributors (USACD)	RIVERSIDE	Wholesalers	52
R.E. Michel Company	Riverside	Wholesalers	38
U.S. Air Conditioning Distributors	S San Francisco	Wholesalers	60
Lennox Industries Inc.	Sacramento	Wholesalers	49
Lennox Industries Inc.	Sacramento	Wholesalers	49
JOHNSTONE SUPPLY #140	SALINAS	Wholesalers	51
SLAKEY BROTHERS	SALINAS	Wholesalers	6
UNITED REFRIGERATION	SAN BERNADINO	Wholesalers	1
U.S. Air Conditioning Distributors (USACD)	San Bernardino	Wholesalers	43
JOHNSTONE SUPPLY SAN BERNARDINO	SAN BERNARDINO	Wholesalers	58
UNITED REFRIGERATION	SAN CARLOS	Wholesalers	27
United Refrigeration, Inc.	San Diego	Wholesalers	36
JOHNSTONE SUPPLY CO	SAN DIEGO	Wholesalers	28
Lennox Industries Inc.	SAN DIEGO	Wholesalers	28
JOHNSTONE SUPPLY CO	SAN DIEGO	Wholesalers	54
US Air Conditioning Distributors	San Diego	Wholesalers	49
JOHNSTONE SUPPLY CO	SAN DIEGO	Wholesalers	40
R.E. Michel Company, Inc.	San Jose	Wholesalers	35
U.S. Air Conditioning Distributors (USACD)	San Jose	Wholesalers	57
Johnstone Supply	San Jose	Wholesalers	45
Johnstone Supply	San Jose	Wholesalers	41
Slakey Brothers	San Jose	Wholesalers	20
Johnstone Supply	Santa Ana	Wholesalers	34
Johnstone Supply	Santa Ana	Wholesalers	31
Johnstone Supply	Santa Ana	Wholesalers	42
UNITED REFRIGERATION	SANTA BARBARA	Wholesalers	24
SLAKEY BROTHERS	Santa Cruz	Wholesalers	30
United Refrigeration, Inc.	Santa Maria	Wholesalers	26
SLAKEY BROTHERS	SANTA ROSA	Wholesalers	32
U.S. Air Conditioning Distributors	Santa Rosa	Wholesalers	6
US Air Conditioning Distributors (USACD)	Signal Hill	Wholesalers	22
US Air Conditioning Distributors	Signal Hill	Wholesalers	29
US Air Conditioning Distributors	Signal Hill	Wholesalers	28
US Air Conditioning Distributors	Signal Hill	Wholesalers	54

Johnstone Supply	South San Francisco	Wholesalers	99
US Air Conditioning Distributors (USACD)	Stockton	Wholesalers	39
SLAKEY BROTHERS	STOCKTON	Wholesalers	29
SLAKEY BROTHERS/STOCKTON	STOCKTON	Wholesalers	17
Lennox Parts Plus	Stockton	Wholesalers	1
Johnstone Supply	Stockton	Wholesalers	36
US Air Conditioning Distributors (USACD)	Temecula	Wholesalers	59
Johnstone Supply	Temecula	Wholesalers	26
LENNOX	THOUSAND PALMS	Wholesalers	4
R.E. Michel Company, Inc.	Van Nuys	Wholesalers	22
R.E. Michel Company, Inc.	Van Nuys	Wholesalers	8
R.E. Michel Company, Inc.	Van Nuys	Wholesalers	40
SLAKEY BROTHERS/YUBA CITY	YUBA CITY	Wholesalers	17