

Thermostat Care 2023 Annual Report



Per the
California Health and Safety Code Article 10.2.2
(Mercury Thermostat Collection Act of 2021)

Submitted to
California Department of Toxic Substances Control

Prepared by
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(Product Care)

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1. Introduction

Thermostat Care is a stewardship program established to safely dispose of mercury-containing thermostats to protect human and environmental health in California. The following annual report covers the one-year period from January 1, 2023, to December 31, 2023.

This report includes a detailed account of outreach and educational efforts to support out-of-service mercury-containing thermostat collection efforts, as well as the safe collection and management of out-of-service mercury-containing thermostats. This annual report shall also be posted on the program's website (www.ThermostatCare.org).

1.1 Background

On January 1, 2006, the State of California banned the sale of new mercury-containing thermostats due to public health and safety concerns. California's Mercury Thermostat Collection Act of 2008 required manufacturers to establish a collection, recycling, and disposal program for out-of-service mercury-containing thermostats. The act also required each manufacturer to provide collection bins (hereafter referred to as "containers," which is inclusive of large bins and small pails) to Wholesalers for collection of out-of-service mercury-containing thermostats (hereafter referred to as "mercury thermostats").

Assembly Bill No. 707 (AB707) recast the 2008 Act as the Mercury Thermostat Collection Act of 2021. This new bill required each manufacturer of mercury thermostats or group of manufacturers to on or before March 1, 2022, contract with a qualified third party to develop and implement a convenient, cost-effective, and efficient program for the collection, transportation, recycling, and disposal of mercury thermostats, including public education and outreach. By requiring partnership with a broad range of stakeholders, the Mercury Thermostat Collection Act of 2021 aimed to ensure that everyone who comes into contact with mercury thermostats understands the risks of mercury thermostats, how to dispose of mercury thermostats properly, and the availability of a \$30 incentive to recycle mercury thermostats.

On March 1, 2022, PCA Product Stewardship, Inc. (Product Care) was selected as the aforementioned qualified third party. During 2022, the program was rebranded as Thermostat Care and work focused on three main elements: developing the Program Plan and addendums (including seeking approval by the Department of Toxic Substances Control (DTSC)), addressing/engaging all relevant audiences, and lowering barriers to participation in the program.

1.2 Program Purpose and Goals

The program's purpose is to develop and implement efforts to accomplish the following (as stated in the Program Plan):

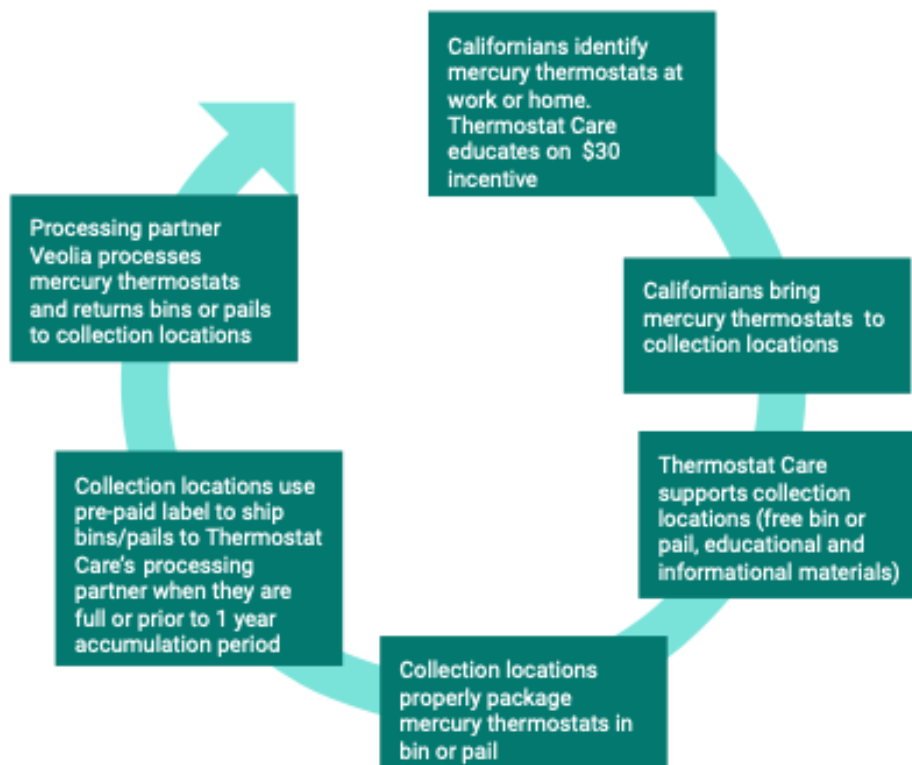
- 1) Collect Mercury Thermostats: Collect, handle, and arrange for the appropriate management of mercury thermostats. This includes:
 - Providing collection containers for mercury thermostat collection at no cost to various audiences, including wholesalers, retail stores, local governmental agencies, contractors, etc.
 - Arranging for pickup and delivery of the collection containers to collection sites or licensed contractors.
 - Safely manage collected mercury thermostats by following all applicable regulations and best practices.
- 2) Ensure Convenient Locations: Ensure the convenience and accessibility of mercury thermostat collection locations statewide by establishing sufficiently-convenient collection methods that are within 15 miles of at least 90% of state residents. In addition, ensure at least one collection location in each county, unless the county does not have any wholesalers required to participate under this act or willing to participate voluntarily.
- 3) Education and Outreach: Develop, implement, and update as necessary a statewide educational and outreach campaign to inform appropriate audiences about the importance of safe recycling and disposal of mercury thermostats, where and how to access mercury thermostat collection locations, and how to access available \$30 mercury thermostat collection incentives.
- 4) Create Informational Materials: Create and distribute informational materials about the program, translated into Spanish, Chinese, Tagalog, Vietnamese, and Korean where any of these languages are spoken by a substantial number of the public to which the materials are being distributed.
- 5) Develop Internet Website: Establish a publicly-accessible internet website for the program.
- 6) Work With Relevant Collection Entities: Develop strategies to work with appropriate audiences to encourage their participation in the collection and proper management of mercury thermostats.
- 7) Provide \$30 Incentives: Provide mercury thermostat collection incentives to consumers and eligible service technicians of no less than thirty dollars (\$30) per mercury thermostat collected, and educate contractors, service technicians, and residents on the availability of the incentives.

2. 2023 Overview

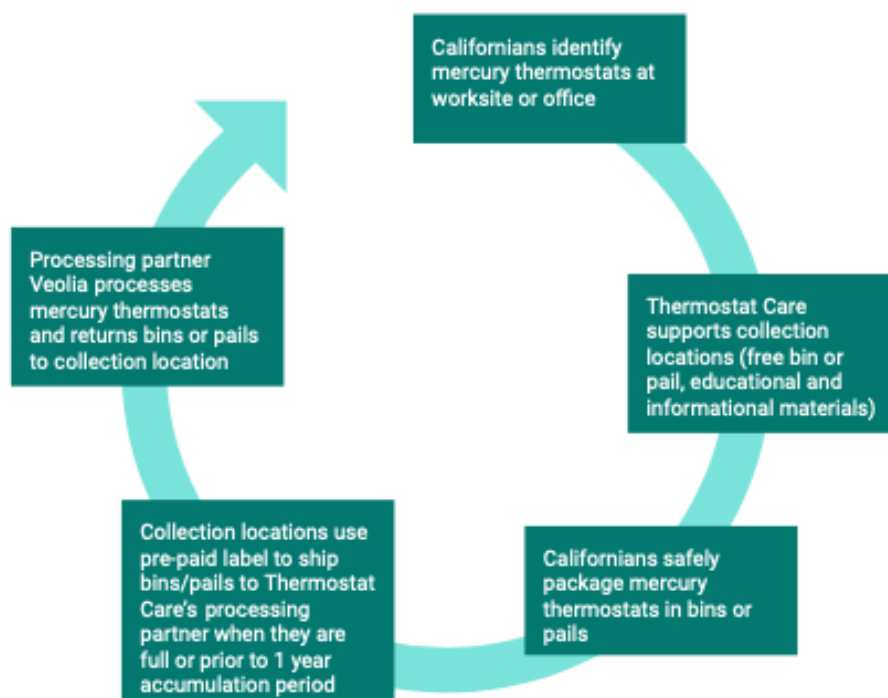
In 2023, Thermostat Care's work focused on three main elements: developing and finalizing the final Program Plan addendum for approval by DTSC, addressing all relevant audiences, and lowering barriers to participation in the program (whether that be safely disposing of a mercury thermostat, becoming a collection location, or promoting Thermostat Care).

Diagrams showing the steps in the collection and management of mercury thermostats are shown below:

Public Collection Location (e.g. retail stores, wholesalers)



Private Collection Location (e.g. contractors)



3. Program Plan Addendums

On June 1, 2022, Product Care submitted the first draft of the Mercury Thermostat Collection Program Plan to DTSC for review and approval and branded the program as Thermostat Care.

Based upon DTSC's feedback, Product Care submitted a revised Program Plan on July 29, 2022, with feedback addressed. On August 26, 2022, DTSC determined the Program Plan to be complete and it was conditionally approved on September 23, 2022. There were a total of five conditions, four of which were addressed before the start of 2023. One remaining amendment (addressing condition 1A) was submitted on March 6, 2023, and approved on April 5, 2023.

3.1 Addendum #4

The following addendum to the Program Plan, addressing condition 1A, was submitted on April 1, 2023, in accordance with Department of Toxic Substances Control Conditional Plan Approval on September 23, 2022.

3.1.1 Condition 1A

Recap of condition:

To encourage consumers to turn in mercury thermostats, incentive payments should be timely, and the status of an individual consumer's incentive payment should be transparent. In the process described in the Program Plan, it could easily take up to 13 months for a consumer to receive an incentive payment. DTSC is concerned that the extended timeframe could decrease the effectiveness of the payment as a mechanism to encourage collection of out-of-service thermostats. For example, the lengthy process might cause complications in delivering payments to consumers whose contact information changes between the time a thermostat is collected and the time the thermostat is verified as a mercury thermostat.

On or before April 1, 2023, Product Care must develop and implement a process or strategies to ensure the effectiveness of the incentive. The process or strategies can be developed in consultation with DTSC and should take into consideration the flexibility of the program to allow for payments to be provided to all consumers who turn in an eligible thermostat.

The following details the development and implementation of processes and strategies to ensure the effectiveness of the incentive.

Beginning April 1, 2023, the program will shorten the accumulation period (amount of time thermostats stay at a collection location) from 1 year to 6 months. The timeline of all required points of contact (including phone calls, reminder emails and/or postcards, and site visits) will be shortened to accommodate this new 6-month accumulation period. Although not required by Universal Waste Regulations, a shortened accumulation period essentially significantly shortens the time between a consumer dropping off a mercury thermostat to receiving their incentive.

To further facilitate the effectiveness of the incentive, consumers are now provided a carbon copy of the incentive form as a form of receipt at the collection location. This form will have a unique number that can assist the consumer in communicating with the program (if need be). This incentive form is also available on the program website so consumers can view it before preparing their mercury thermostat.

Additional information has also been added to the program website to provide and set expectations for consumers on the process of dropping off a mercury thermostat and receiving their incentive payment.

Consumers now have the opportunity to contact the program at Info@ThermostatCare.org to request an update on the status of their incentive payment and/or update their information (including mailing address for incentive payment shipping). Information on how to contact the

program and what information is available is on the program's website, as well as on the incentive form.

Thermostat Care has increased the frequency of reporting from the program's processing partner from twice per month to twice per week to facilitate timely incentive payments. In addition, incentive checks are now processed on a weekly basis instead of on a monthly basis as before.

To increase awareness of the incentive, the program has incorporated information about available incentives in outreach and education campaigns and materials, including but not limited to social media posts and/or advertisements, digital advertising, and community-based organization collaborations.

4. Education & Outreach

4.1 Summary of Education and Outreach

In 2023, Thermostat Care continued measures to comply with all legislative requirements of the program. A summary of the requirements and related compliance measures is included in the table below:

A Summary of Requirements for 2023	Compliance Measures in 2023	Link to Report Section
AB707: Make available collection incentives to consumers and service technicians	Incentives of no less than thirty dollars (\$30) per collected mercury thermostat made available. Customers are educated about the incentives through a variety of methods, including point of purchase materials and program website	Incentive Data
AB707: Collect, handle, and arrange for the appropriate management of out-of-service mercury thermostats	Thermostat Care has a convenient collection network that allows for the return and collection of mercury thermostats and has arrangements in place for the collected mercury thermostats to be appropriately managed.	Handling and Collection Data
AB707: Ensure locations and collection methods are sufficiently convenient in all parts of the state.	Accessibility analysis shows collection locations in every county and within 15 miles of 97.7% of residents.	Appendix Link

Annual report requirements: • The number of mercury thermostats collected in the State during the previous calendar year • The estimated total amount of mercury contained in the collected mercury thermostats • The number of incentives provided to consumers and the total amount of incentives paid to consumers pursuant to the program during the previous calendar year.	• 5,941 mercury thermostats collected • 91.66 estimated lbs. mercury • 72 incentives provided to consumers • \$3,090 incentives provided to consumers	Collection Data
Annual report requirements: A description of education and outreach strategies and elements conducted for each audience group, date and form of education and outreach conducted, and evaluation of the effectiveness of the program and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of the program.	Tactics included outreach to existing/potential collection locations, developing informational materials for all audiences, partnering with related entities, and more. A complete summary can be found in subsequent audience sections, organized by type of audience.	• CSLB • HVAC Contractors • Demo. Contractors • MUDs • HHW • Apt/Prop Assn. • Home-owners • Rural • Retailers • DAC • Gen. Pub • CPUC • CEC
Annual report requirements: Examples of outreach and educational materials used, including scope and medium of online, digital, social, print, broadcast, or other media	A sampling of materials and platforms included printed point-of-purchase materials, online educational webinar, Google Search Ads, and more. A complete summary and examples can be viewed in each audience section as well as in the appendix.	Appendix
Annual report requirements: An accounting of program administrative costs, including the most recent copy of Internal Revenue Service Form 990 for the qualified third party, as well as a description of the qualified third party's expenditures incurred in developing and implementing the program.	See "Accounting" section link for more detailed information.	Accounting
Annual report requirements: Names and locations of all participating mercury thermostat collection locations.	See "Participating Collection Locations" section of appendix	Appendix
Annual Report requirements: The address for the internet website created by the qualified third party pursuant to subdivision (e) of Section 25214.8.11.5 where the annual report may be viewed online.	Once submitted, report will be available on ThermostatCare.org/Reports	Link

Annual Report requirements: A description of how the collected mercury thermostats were managed.	See “Collection and Management” section for more detailed information	Collection/Management
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The following table offers a summary of education and outreach tactics and results completed in 2023 to educate the public and various stakeholder groups about mercury thermostat recycling options in the state of California. This table offers a high-level overview of initiatives, and following this table is a further breakdown of efforts by audience group. In total, over 9 channels were used and garnered over two million impressions, targeted at 14 different audience groups, resulting in widespread reach across the state using a breadth of tactics.

Medium	Results
Google Ads (Responsive Display and Search)	421,017 impressions 55,444 unique users 4,960 clicks
Public Service Announcement	1,286,100 impressions
Facebook	489 followers 4,691 engagements 293,583 impressions 128,515 reach
Instagram	26 followers 180 engagements 4,446 impressions 26,283 reach
Homeowner Association Ads/Content Placements	8,400 households reached
Homeowner Magazine Ads/Content	200,700 households reached
MUD Content Placements {Website promotion, fliers, bill inserts, social media}	1,603,091 electric customers reached
Apartment and Property Management Associations and Organizations {Newsletter insert, webinar, ad}	Estimated reach of 9,486 apartment and property owners

4.2 Audience Strategies

Thermostat Care developed strategies to work with each of the outlined audiences in [Health and Safety Code 20.6.5.10.2.2.25214.8.11.5\(c\)](#) as well as wholesalers and state utilities participating in demand response programs:

1. The Contractors State License Board
2. Heating, ventilation, and air-conditioning contractors
3. Demolition and environmental contractors, and related associations
4. Municipal utility districts
5. Household hazardous waste collection programs
6. Apartment and property management associations and organizations
7. Homeowners
8. Rural districts
9. Retailers
10. Disadvantaged communities, as identified by the California Environmental Protection Agency pursuant to Section 39711, or low-income communities, as defined in paragraph (2) of subdivision (d) of Section 39713
11. The general public
12. The Public Utilities Commission
13. The State Energy Resources Conservation and Development Commission.

Strategies were meant to encourage the audience's participation in the collection and proper management of mercury thermostats as relevant to the unique audience. Each of these strategies and results is detailed in the subsequent audience subsections.

4.2.1 Retailers

A retailer means a business that sells thermostats of any kind directly to a consumer through a selling or distribution mechanism, including, but not limited to, a sale using catalogs or the internet. This audience includes retailers across the state of California and is typically hardware stores.

4.2.1.1 Activity & Results

In 2023, the program focused primarily on conducting outreach to existing retail collection locations, seeking to accommodate the updated 6-month container return timeline (as of April 1st) and ensure partner compliance within the program. Outreach was also conducted to retailers not currently engaged in the Thermostat Care program in an effort to expand the program's promotion and collection-oriented coverage across the state of California, with a special focus on outreach to underserved areas. Promotion of the program via outreach

material placements and the webpage created in 2022 also continued this year. The activity and results of this outreach and promotional work are as follows:

- Maintained and updated the dedicated Retail/Wholesale [landing page](#) on Thermostat Care's website, including uploading new or updated materials relevant to retailers. It should be noted that this landing page is also relevant to wholesaler audience and is reflected in that section as well.
 - 188 unique users
 - 466 unique downloads of available materials
- Conducted outreach to existing retail collection locations. Per the Program Plan, this outreach included up to 3 "miss you" calls, followed by a reminder postcard or reminder email if retailer did not respond to phone calls, and a site visit if retailer did not respond to all previous communications. Phone calls were also conducted to remind retailers of containers kept more than the recommended six months after accumulation start date and to assist partners with container shipment issues. These additional phone calls were not required but helpful to ensure collection location compliance. In total for retailers:
 - 414 phone calls
 - 52 emails
 - 19 reminder postcards
 - 11 site visits were conducted
- Conducted outreach to establish new collection locations and distribute promotional materials. 2023 data related to this outreach:
 - 417 calls
 - 45 emails
 - 17 new collection locations were established
 - 16 locations agreed to display promotional materials (despite not becoming a collection location)
- Developed the following materials to assist retail collection locations in educating their staff and following program guidance and regulations (also applicable to wholesalers audience and indicated as such in the wholesalers section).
 - Universal Waste Regulation Training Manual (Attachment 33)
 - Collection Location Guidelines (Attachment 34) reminding staff of proper maintenance and storage of the mercury thermostats they collect.
 - Collection Location Social Toolkit (Attachment 35), including example social media posts to use promoting themselves as a Thermostat Care location
- Developed an educational tip card specific to retail to assist staff members in the basics of maintaining a collection container and operating as a collection location (Attachment 49).
- In addition to the required five language variations for materials, Thermostat Care also translated "Why Recycle Mercury Thermostats" flier, shelf talker, and window cling to Russian, Armenian, and Hebrew as requested by location to increase awareness and education (Attachment 26).

- Developed a Distributed in-store point-of-purchase materials to 127 collection locations that expressed interest in utilizing in-store materials, including shelf talkers and window clings (Attachments 23, 24) promoting Thermostat Care.
- Conducted 17 calls and 2 emails in an effort to form a Take-Back Center partnership in order to strategically meet and exceed collection location accessibility goals. Take-Back Centers are mostly nonstandard public collection locations (ex: retail stores that don't sell thermostats, libraries, churches, or town halls) and are particularly effective in increasing accessibility to collection locations. One Take-Back Center partnership was formed in 2023 with Trinity County Solid Waste, which resulted in two new public collection locations (Weaverville and Hayfork Transfer Stations).
- Developed a point-of-delivery (PoD) insert for retailers and wholesalers that sell thermostats online (Attachment 20). Partnered businesses that sell thermostats either partially or fully online included the insert along with the shipment of any newly purchased thermostats. 31 phone calls were conducted to relevant businesses that sell thermostats online, resulting in 7 partners accepting these PoD inserts.

Dates and forms of education and outreach efforts for the retailer audience are shown below:

DATES	FORM OF RETAILER EDUCATION/OUTREACH
1/23-12/23	Conducted Potential Location Outreach (to place containers with retailers)
1/23-12/23	Updated Point-of-Purchase Material (to place promotional materials with new and existing retailer locations)
1/23-12/23	Developed Point-of-Delivery Inserts and Conducted Outreach (to retailers that conduct business online)
1/23-12/23	Conducted Existing Location Outreach (including up to 3 phone calls, reminder email or postcard, and site visit to existing collection locations)
1/23-12/23	Maintained Retailer/Wholesaler Web Page (to place new/updated materials)
3/23-12/23	Developed and Distributed Universal Waste Regulation Training manual, Collection Location Guidelines, and Collection Location toolkit
8/23 - 12/23	Established Take-Back Center Partnerships

4.2.1.2 2023 Effectiveness

An evaluation of the effectiveness of the Thermostat Care program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- Potential location outreach proved highly effective in 2023 with 17 new collection locations and 16 new materials-only promotional locations added to the program. The

additional locations and promotional partners increases the robustness of the collection system and awareness of Thermostat Care.

- According to the program's annual survey, 90% of collection partners felt that the Universal Waste Regulation Training manuals which they were sent were effective and helpful in training staff while 95% of respondents felt informed and educated on how to properly collect mercury.
- Outreach to place educational materials was highly successful with nearly 60% of current retail partners requesting educational materials.
- Point-of-Purchase Materials provided value in generating awareness of the program and provided residents with direct links to the Thermostat Care website.
- Through the "Take-Back Center" tactic, the program was able to fill a critical gap in collection location coverage in an area that had limited options for collection locations.
- Created point-of-delivery materials to be included in online orders. The program also successfully conducted outreach to several partners, resulting in seven online retailers accepting materials.

4.2.2 Wholesalers

A wholesaler is engaged in the distribution and wholesale selling of heating, ventilation, and air-conditioning components to contractors who install heating, ventilation, and air-conditioning components, and whose total wholesale sales account for 80 percent or more of total sales. Although not a clearly defined audience as listed in the legislation, wholesalers are a key audience in properly disposing of mercury thermostats. Additionally, wholesalers that sell thermostats are required to participate in the Thermostat Care program per the Mercury Thermostat Collection Act of 2008 §25214.8.14: "A wholesaler that has a physical location in the state shall act as a collection location for out-of-service mercury-added thermostats."

4.2.2.1 Activity & Results

Program efforts in 2023 focused on creating and building strong relationships with wholesaler collection locations through outreach to ensure all California residents and contractors have convenient access to relevant information and collection locations. Outreach and educational activities and results were as follows:

- Developed/updated and distributed the following materials to aid in wholesaler operations (some of which may also be relevant and noted in retail audience section):
 - Universal Waste Regulations Training manual (Attachment 33) and Collection Location Guidelines (Attachment 34) to assist wholesalers in educating their staff on proper storage and handling of mercury thermostats.
 - Reminder postcards (to be distributed to unresponsive wholesaler collection locations) (Attachment 42).
 - A point-of-delivery insert for retailers and wholesalers that sell thermostats online (Attachment 20). Partnered businesses that sell thermostats either partially or fully online would include the insert along with the shipment of any newly purchased thermostats.

- Conducted outreach to existing wholesaler collection locations including 1,353 phone calls and 75 emails throughout the year to share educational materials, offer promotional in-store point-of-purchase materials, remind the location of responsibilities and Universal Waste Regulations, and confirm location and container information (number of containers, accumulation start date, contact information, etc).
- Sent 21 reminder emails and 99 reminder postcards to existing wholesaler collection locations that were unresponsive to 3 “miss you”/check-in phone calls.
- Conducted site visits for 122 wholesalers who were unresponsive to phone calls and reminder email/postcard or who held their container longer than the suggested accumulation period.
- Conducted outreach to expand the network of California wholesaler collection locations and promotional partners with a focus on increasing accessibility of collection locations.
 - Outreach resulted in 6 new wholesaler collection locations, 2 of which are located in a disadvantaged community.
- Through existing location outreach and site visits, Thermostat Care distributed public-facing promotional materials to 175 wholesalers, including 203 shelf talkers, 204 window clings, and 2,095 informational fliers. These materials were offered in 9 languages (English, Spanish, Chinese, Vietnamese, Tagalog, Korean, Russian, Armenian, and Hebrew) to ensure accessibility for all wholesaler customers. Of the 175 wholesalers who received promotional materials, 35% requested non-English materials (61).
- Maintained a mobile-friendly online “Retailer/Wholesaler” landing page that is applicable to wholesale stores. This landing page includes steps for mercury thermostat recycling processes and a resource section with additional materials (e.g., educational materials in multiple languages, Collection Incentive Form, etc). These downloadable materials, as well as some requested printed materials, are available to wholesalers free of charge and shipped free of charge.
- Website data as it relates to this audience (also relevant and noted in retail audience section as both retailers and wholesalers may visit this landing page):
 - 188 unique visitors to the “Retailer/Wholesaler” landing page of ThermostatCare.org
 - 466 file downloads from the “Retailer/Wholesaler” landing page
 - 15 unique QR code scans from created wholesaler materials

Dates and forms of education and outreach efforts for the wholesaler audience are shown below:

DATE	FORM OF WHOLESALER EDUCATION/OUTREACH
1/23-12/23	Conducted Existing Location Outreach (including up to 3 phone calls, reminder email or postcard, and a site visit)

1/23-12/23	Updated Point-of-Purchase Material (to place promotional materials with new and existing wholesaler locations)
1/23-12/23	Conducted Potential Location Outreach
1/23-12/23	Developed Point-of-Delivery Inserts for use with wholesalers that conduct business online, to accompany new thermostats when delivered
1/23-12/23	Maintained Retailer/Wholesaler Web Page (including uploading new/updated materials)
3/23-12/23	Developed and Distributed Universal Waste Regulation Training manual, Collection Location Guidelines

4.2.2.2 2023 Effectiveness

An evaluation of the effectiveness of the Thermostat Care program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- Check-in/“miss you” calls proved to be a successful method for both maintaining compliance and building connections with wholesale collection locations. By performing outreach, Thermostat Care was able to address a range of issues including returning overdue containers, providing replacement shipping labels, addressing material shortages, and answering general questions about the collection process.
- Implementing site visits was highly effective in reaching unresponsive collection locations that had overdue containers.
 - Of the 122 wholesalers visited, 40 received help in preparing their container for shipment and 107 received materials, including Universal Waste Regulations Training manuals (86 locations), promotional materials (59 locations), educational materials (63), and California Consumer \$30 Incentive forms (60 locations). Additionally, 55 had valuable feedback on the program. For example, 42 found promotional materials to be useful as they reduced the number of questions they received from customers, with 11 locations specifically referring to shelf talkers. Meanwhile, many (13) reported the guidance provided during the site visit to be very helpful.

4.2.3 Household Hazardous Waste Collection Programs

Household Hazardous Waste (HHW) Collection Programs are run by an individual county or city in California for their residents. California residents may bring mercury thermostats to HHW Collection Programs, in addition to all forms of household hazardous waste. Many HHW Programs collect mercury and mercury thermostats, whether they participate in Thermostat Care or not. From gathered feedback, the program has learned that some HHW representatives don't see the need to participate in Thermostat Care since they see few mercury thermostats and have more effective ways to manage mercury waste. For example, an HHW would place any collected mercury thermostats along with any mercury thermometers for a waste hauler to pickup.

4.2.3.1 Activity & Results

Thermostat Care continued to expand on HHW outreach and promotional efforts established by the program in 2022, including the co-promotion of local collection events, outreach to place containers with HHW facilities, the participating in the online Household Hazardous Waste Information Exchange (HHWIE) Google Group, and collaborating with other Extended Producer Responsibility (EPR) programs to co-promote collection events. Results from these activities are as follows:

- Maintained and updated the dedicated HHW [landing page](#) on Thermostat Care's website, including uploading all new and updated materials over the course of the year.
 - In 2023, 157 unique users visited this page and made a total of 105 unique file downloads.
- Delivered 300 "Why Recycle Mercury Thermostats" (Attachment 3) fliers to HHWs for partners to educate residents.
- Conducted outreach in an effort to establish new collection locations at HHWs, including 28 phone calls and 18 emails. This outreach resulted in four new collection locations.
- Co-promoted four special collection events/periods in which mercury thermostats were being accepted, including developing tailored outreach materials and advertisements, such as Google Responsive Display campaigns, a social media toolkit, and a custom metal sign.
 - *City of Palmdale HHW* - Customized "Why Recycle Mercury Thermostats" flier and social media toolkit to include this location's address. Fliers were also printed and distributed to this partner.
 - *Yolo County Central Landfill* - Designed and produced a metal sign that advertised this location as a mercury thermostat collection location and the \$30 incentive. They have since posted this sign near their facility's drop-off drive-thru.
 - *Yolo County Central Landfill* - Redesigned to customize "Why Recycle Mercury Thermostats" flier. Fliers were also printed and distributed to this partner.

- *San Benito County Integrated Waste Management* - developed and operated Google Ads campaign to promote this location's collection event, generating 153,383 impressions and 1,915 clicks to the event landing page.
- Partnered with EPR organizations PaintCare, the Mattress Recycling Corporation, and the Battery Recycling Corporation to include mercury thermostats as one of the forms of waste being highlighted and collected at a rural collection event hosted by San Benito County Integrated Waste Management (note: this information is also relevant and noted in the disadvantaged and low-income communities audience).
- Throughout the year, the program monitored and participated in the HHWIE Google Group. This group, which is widely used by HHW facilities in the state of California to communicate with each other, holds semiannual meetings and frequently exchanges information through the online forum. In order to maintain the program's connection with its HHW partners, Thermostat Care actively monitored and participated in the forum, attended meetings, and occasionally promoted current program initiatives. In 2023, Thermostat Care:
 - Sent 3 email communications to the HHWIE group advertising the services the program offers HHW facilities and ameliorating confusion regarding Universal Waste Regulations.
 - Presented in person during the September 7, 2023 HHWIE meeting in Culver City about Thermostat Care.
- Attended the annual CalRecycle Used Oil & Household Hazardous Waste Conference on February 8-10 in Sacramento, whose audience primarily included HHW facility representatives.
 - Operated a booth (Attachment 28) in which program representatives engaged with conference attendees and provided relevant materials (some of whom were current collection locations with questions, some of which were not but curious about the program).
 - Presented (Attachment 29) on mercury thermostat safe disposal history, introducing the Thermostat Care program, Product Care and EPR efforts.
 - Conducted follow-up correspondence with conference attendees who had questions and/or conversations with Thermostat Care team members.

Dates and forms of education and outreach efforts for the HHW audience are shown below:

DATE	FORM OF HHW EDUCATION/OUTREACH
1/23 - 12/23	Developed and Distributed Informational Materials (to inform both HHW staff and their community regarding the program and mercury thermostats, as-needed)
1/23 - 12/23	Conducted Potential Location Outreach
1/23 - 12/23	Developed Promotional Materials for Events (to provide HHW facilities with customized materials copromoting specific collection events or generic collection periods in which mercury thermostats can be collected)
1/23 - 12/23	Participated in HHWIE Google Group (to distribute information and materials regarding the program over this channel as well as responded to inquiries and participate in discussions)
2/23	Participation and Presentation at Conferences (at the CalRecycle Used Oil & Household Hazardous Waste Conference)
8/23 - 12/23	Coordinated with EPR Program and Events (to have mercury thermostat collection be integrated into their events with HHW facilities in rural, DAC, or low-income areas)

4.2.3.2 2023 Effectiveness

An evaluation of the effectiveness of the Thermostat Care program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- While promotional partnerships (most commonly in the form of digital ad campaigns) with HHWs were ultimately deemed effective, HHW representatives' overfull plates and other priorities caused communication challenges in development of the ads. This may be due to a misunderstanding that they would not need to be involved in any development of ads. Further clarification may be required to help HHWs understand their expectations in the partnerships.
- Although this audience saw a slight increase in the number of containers returned as compared to 2022, the number of mercury thermostats and the amount of mercury collected from this audience decreased. This aligns with feedback from collection locations that noted receiving less mercury thermostats and less overall HHW in 2023 as compared to 2022. Many HHWs in the HHWIE Google group suggested that the uptick in residential participation in 2020 - 2022 may have been due to Covid-19 lockdowns, and participation rates were beginning to level out to pre-covid numbers during 2023.
- Attending and speaking at conferences and meetings for HHW professionals continued to be an effective tactic for engagement with this audience.

4.2.4 Heating, Ventilation, and Air-Conditioning Contractors

This audience refers to the CSLB's licensing classification C-20 "Warm-Air Heating, Ventilation and Air Condition Contractor" under the California Code of Regulations Title 16, Division 8, Article 3. Classifications. HVAC Contractors may encounter mercury thermostats from multiple customers through their work. Some HVAC Contractors choose to hold a private collection container, while others opt to visit their preferred wholesaler collection location.

4.2.4.1 Activity & Results

In 2023, efforts focused on material development and distribution, expanding outreach to new locations and promotional partners, and strengthening existing location relationships. Outreach and educational activities conducted are as follows:

- Conducted outreach to existing HVAC contractor locations with a private collection container, including 472 phone calls and 114 emails to check collection container status, share educational materials, remind the location of container responsibilities and Universal Waste Regulations, confirm location and container information (number of containers, accumulation start date, contact information, etc), and answer any questions the contractors might have.
- Sent 31 reminder postcards to existing collection locations that were unresponsive to 3 "miss you" phone calls and a reminder email.
- Through robust outreach efforts, the program discovered that some existing HVAC contractor collection locations are unlicensed and therefore do not fall under the program's current definition of this audience.
 - Upon further research, the program learned that these locations joined the program prior to the rebranding of the program as "Thermostat Care" in 2022.
 - The program has designated these 10 unlicensed locations as "HVAC service technicians".
 - Although HVAC service technicians are unlicensed, they still encounter mercury thermostats from their customers through their work, and therefore, the program intends to continue existing location outreach to this sub-audience in order to ensure safe collection and disposal of any mercury thermostats they may encounter in their line of work.
- Distributed educational materials to all contractor collection locations, including Collection Location Guidelines (Attachment 34) and Universal Waste Regulations Training manuals (Attachment 33).
- Conducted outreach to expand the network of California HVAC contractor collection locations and promotional partners.
 - Outreach resulted in 4 new collection locations, all of which are located in a disadvantaged community.

- Researched 20 relevant trade associations with media platforms to target for placement of ads/editorial content. Designed 5 unique ads for placement in trade association media platforms (Trade associations are also relevant to “demolition and environmental contractors and related associations” audience).
- Developed a partnership with the Southern California Contractors Association to place ads/editorial content on their platforms (also relevant and noted in “demolition and environmental contractors and related associations” audience section).
- Developed an informational flier for HVAC contractors (Attachment 30) to inform them of disposal reminders and the steps for returning a collection container/ordering a new collection container. To ensure that the material was accessible to more contractors in the state, it was translated into Spanish (Attachment 31). 1,000 copies of this material were printed in English and Spanish, and distributed to all existing and new contractor locations. This material was also made available to contractors through ThermostatCare.org.
- As part of the comprehensive website strategy, in 2022, Thermostat Care created a mobile-friendly contractors landing page that seeks to motivate contractors across California, including HVAC contractors, to participate in the program. The landing page includes several sections that cover best practices for safe disposal and mercury thermostat collection, how to find a nearby drop-off location, and additional mercury handling resources. The “Resources” section includes downloadable materials as well as a link to the EPA’s website on handling a mercury spill. The “Contractors” landing page is relevant to both this audience and “demolition and environmental contractors and related associations” audience. Data related to contractors landing page:
 - 171 unique visitors
 - 89 clicks to download materials

Dates and forms of education and outreach efforts for the HVAC contractor audience are shown below:

DATE	FORM OF HVAC CONTRACTOR EDUCATION/OUTREACH
1/23-12/23	Conducted Existing Location Outreach (including up to 3 phone calls and reminder email or postcard)
1/23 - 6/23	Designed an Informational Material in English and Spanish (for contractor partners informing them of disposal reminders and the steps for returning a collection container/ordering a new collection container)
6/23 - 8/23	Conducted Outreach to Potential Collection Locations (with a focus on increasing accessibility)
7/23	Printed and Published the Contractor Informational Material in English and

	Spanish (on the “Contractors” landing page, and distributed copies in both languages to all existing contractor locations)
8/23 - 9/23	Conducted Online Research of Relevant Trade Associations with Media Platforms (to target for placement of ads/editorial content)
9/23 - 11/23	Designed and Developed Ads/Editorial Content (for placement in trade association media platforms)
12/23	Conducted Outreach to Contractor Trade Associations (to place ads/editorial content in media platforms that reach a significant number of contractors in the state)

4.2.4.2 2023 Effectiveness

An evaluation of the effectiveness of the Thermostat Care program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- During 2023, outreach efforts to HVAC contractors focused on improving upon the baseline that was established in 2022 in regards to existing collection location relationships as well as establishing new HVAC collection locations and promotional partners. These efforts were deemed successful for several reasons. Through robust outreach to all existing locations, the program strengthened its relationship with current program partners, while also educating them about Universal Waste Regulations and the importance of safe disposal practices. All the while, the program established four new collection locations in rural, disadvantaged and low-income communities.
- The “Contractors” landing page on the Thermostat Care website continued to be a successful resource to provide useful information to contractors on how to legally dispose of mercury thermostats, request a collection container, and a map to find the nearest public collection location. The page featured the newly developed safe disposal informational flier for contractors (Attachments 30, 31). Website traffic to the “Contractors” web page increased by 668% from 2022 to 2023 (78 to 599 views), and there were 89 clicks to download materials in 2023.
- Created 5 unique contractor-specific ads for placement in trade association media platforms and contacted 20 contractor trade associations in California, which resulted in developing one new partnership with Southern California Contractors Association (SCCA) to distribute information about safe mercury thermostat disposal practices to their approximately 220 members and affiliates.

4.2.5 Demolition and Environmental Contractors, and Related Associations

Demolition contractors are C-21 licensees through CSLB who raise, lower, crib, underpin, demolish and move or remove structures, including their foundations. In doing so, they must

remove all hazardous waste from structures in order to prepare them for demolition in accordance with all applicable statutes and regulations. Environmental contractors perform various types of environmental construction and remediation tasks for the private and public sectors. Such tasks include promoting green construction practices, reviving land area, and cleaning up hazardous materials. Related associations includes trade associations or groups that contractors may be a part of and view as a trusted source of information.

4.2.5.1 Activity & Results

In 2023, efforts focused on material development and distribution, expanding outreach to new locations and promotional partners, and strengthening existing location relationships. Outreach and educational activities conducted are as follows:

- Conducted outreach to existing demolition and environmental contractor locations with a private collection container (including 48 phone calls and 9 emails) to check collection container status, share educational materials, remind the location of container responsibilities and Universal Waste Regulations, confirm location and container information (number of containers, accumulation start date, contact information, etc), and answer any questions the contractors might have.
- Sent 2 reminder postcards to existing collection locations that were unresponsive to 3 “miss you” phone calls and a reminder email.
- Through robust outreach efforts, Thermostat Care discovered that some existing demolition and environmental contractor locations are unlicensed and therefore don’t fall under the current definition of this audience.
 - These 3 unlicensed locations have been defined as ‘Demolition and Environmental Service Technicians’.
 - Although demolition and environmental service technicians are unlicensed, they still encounter mercury thermostats from their customers through their work, and therefore Thermostat Care intends to continue existing location outreach to this sub-audience in order to ensure safe collection and disposal of any mercury thermostats they may encounter in their line of work.
- Distributed educational materials to all contractor collection locations, including Collection Location Guidelines (Attachment 34) and Universal Waste Regulations Training manuals (Attachment 33).
- Conducted outreach to expand the network of California demolition and environmental contractor collection locations and promotional partners. Outreach included 99 calls and 3 emails, however no new collection locations were established with this audience.
- Researched 20 relevant trade associations with media platforms to target for placement of ads/editorial content. Designed 5 unique ads for placement in trade association media platforms (Trade associations are also relevant to “HVAC contractors” audience).

- Developed a partnership with the Southern California Contractors Association to place ads/editorial content on their platforms (also relevant and noted in “HVAC contractors” audience section).
- Developed an informational flier for demolition and environmental contractors (Attachment 30) to inform them of disposal reminders and the steps to returning collection container/ordering new collection container. To ensure that the material was available to and accessible to more contractors in the state, it was translated into Spanish (Attachment 31). 1,000 copies of this material were printed in English and Spanish respectively, and copies in both languages were distributed to existing collection locations. This material was also made available to demolition and environmental contractors through ThermostatCare.org (also relevant and noted in “HVAC contractors” section)
- As part of the comprehensive website strategy, in 2022 Thermostat Care created a mobile-friendly landing page for “Contractors” that seeks to motivate contractors across California, including demolition and environmental contractors, to participate. The landing page includes several sections that cover best practices for safe disposal and collection, how to find a nearby drop-off location, and “Resources”. The Resources section includes downloadable materials as well as a link to the EPA’s website on handling a mercury spill. The “Contractors” landing page is also relevant and noted in the “HVAC contractors” section :
 - 171 unique visitors
 - 89 clicks to download materials.

Dates and forms of education and outreach efforts for the demolition and environmental contractor and related associations audience are shown below:

DATE	FORM OF DEMOLITION AND ENVIRONMENTAL CONTRACTOR AND RELATED ASSOCIATIONS EDUCATION/OUTREACH
1/23-12/23	Conducted Existing Location Outreach (including up to 3 phone calls and reminder email or postcard)
1/23 - 6/23	Designed an Informational Material in English and Spanish (for contractor partners, informing them of disposal reminders and the steps for returning a collection container/ordering a new collection container)
6/23 - 8/23	Conducted Outreach to Potential Collection Locations (with a focus on increasing accessibility)
7/23	Printed and Published the Contractor Informational Material in English and Spanish (on the “Contractors” landing page, and distributed copies in both languages to all existing contractor locations)

8/23 - 9/23	Conducted Online Research and Created a Database of Relevant Trade Associations with Media Platforms (to target for placement of ads/editorial content)
9/23 - 11/23	Designed and Created Ads/Editorial Content (for placement in trade association media platforms)
12/23	Conducted Outreach to Contractor Trade Associations in California (to place ads/editorial content on media platforms that reach a significant number of contractors in the state)

4.2.5.2 2023 Effectiveness

An evaluation of the effectiveness of the Thermostat Care program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- Outreach proved successful in building on existing collection location relationships. Even though this audience is small as compared to other audience sizes, we were able to successfully reach all active locations in this audience. Through this outreach, the program strengthened its relationship with current collection locations, while also educating them about Universal Waste Regulations and the importance of safe disposal practices.
- Despite significant efforts to expand the network of California Demolition and Environmental Contractor collection locations and promotional partners (99 calls and 3 emails), no new Demolition or Environmental Contractor accepted a collection container. The program did speak with many relevant contractors who expressed coming in contact with a low volume of mercury thermostats, along with a preference to drop off at a wholesaler if they came across a mercury thermostat in their line of work.
- Due to DTSC's Program Modification Plan feedback, 2024 efforts will re-focus on strategies to work with pre-demolition and mitigation specialists and related associations to increase awareness, while still coordinating activities with demolition and environmental contractors to the extent possible.
- The "Contractors" landing page on the Thermostat Care website continued to be a successful resource to provide useful information to contractors on how to legally dispose of mercury thermostats, request a collection container and a map to find the nearest public collection location. The page featured the newly developed safe disposal informational flier for contractors (Attachments 30, 31). Website traffic to the "Contractors" web page increased by 668% from 2022 to 2023 (78 to 599 views), and there were 89 clicks to download materials in 2023.

4.2.6 Rural Districts

Rural districts are defined by the Census Bureau as “any population, housing, or territory not in an urban area,” with urban areas defined as “geographies that have a population of 50,000 or more (referred to as ‘Urbanized Area’) or areas that have a population of at least 2,500 and less than 50,000 (referred to as ‘Urban Clusters’)”. Residents in rural districts may need to properly dispose of a mercury thermostat as they make home updates, demonstrating the significance of accessibility to collection locations throughout rural districts.

4.2.6.1 Activity & Results

Educational and outreach efforts were conducted toward entities in rural districts with a focus on increasing Thermostat Care awareness and proper disposal practices. These efforts focused on engaging potential collection locations to expand the number of collection locations in rural districts. Strategies included outreach to existing and potential rural collection locations, distribution of informational materials in rural districts, and promotion of Thermostat Care and its services to rural residents. Additionally, outreach was conducted to community-based organizations (CBOs) and other extended producer responsibility (EPR) programs to build partnerships in rural districts, disseminate information, and explore opportunities to increase collection locations and improve outreach efforts. Outreach and educational activities conducted are as follows:

- Thermostat Care maintained accessible collection locations throughout 2023, with 97.7% of residents with a location 15 or less miles from their location. Additionally, semiannual compliance checks ensured each county had at least one public collection location. When counties were identified with a low density of collection locations, targeted outreach was conducted to both traditional and nontraditional potential collection locations in that county. In 2023, those counties included Mariposa, Mono, Napa, San Benito, Santa Cruz, and Colusa counties.
- Continued research and outreach to expand the number of collection locations so that residents in rural districts have easily accessible collection locations.
- Established 16 new public-facing collection locations in rural districts through outreach to HHW facilities/programs, retailers, and wholesalers.
- Partnered with two EPR organizations (PaintCare and the Mattress Recycling Council), also noted and relevant in HHW and disadvantaged and low-income communities audiences. These partnerships were leveraged to share information and opportunities to service rural districts and potential collection locations, resulting in co-promotion of 1 collection event (San Benito Recycle Day, 11/4/23).
 - Attended a virtual meeting with EPR partners and San Benito County Integrated Waste Management (SBCIWM).
 - Provided educational fliers (Attachment 3) and 5 mercury thermostat collection containers for SBCIWM to have available for event attendees. After the event, 3 of

the containers were placed at the SBCIWM office for future HHW events and 2 were placed at the John Smith Road Landfill for ongoing collection.

- The program co-promoted the event with a Google Ads campaign (10/26/24 - 11/3/24) (Attachment 43) targeting residents with a focus on homeowners and those interested in home renovation, waste disposal services, home appliances, etc. The campaign earned approximately 153,000 impressions, 1,913 clicks, and a 1.25% click-through rate.
- Conducted outreach to 100 Community Based Organizations (CBOs) serving rural districts, including 174 phone calls and 42 emails, to inform them of Thermostat Care's mission, services, and resources and to explore possible engagement opportunities (e.g., distributing information to residents through CBO communication channels, gathering insight on the community it serves, etc.). This tactic and results are also relevant and noted in disadvantaged and low-income communities section.
 - Sent 35 Thermostat Care Partnership Toolkits (Attachment 44) via email to CBOs interested in learning more about Thermostat Care and potential partnership
- One CBO (Yuba-Sutter Economic Development Corporation) distributed the Thermostat Care Partnership Toolkit to its contacts and shared details on other organizations for the program to connect with. The CBO supports local businesses, organizations, and low-income residents through counseling, workforce development, and networking opportunities.
- Conducted outreach to existing public collection locations in rural districts to update records (e.g., accurate accumulation start date, number and type of containers at collection location, contact name, etc.), provide educational materials to staff, offer public-facing promotional materials, and continue to build relationships with collection location personnel to maintain convenient access for the residents they serve. Outreach included up to 3 phone calls, a reminder email or postcard (if unresponsive to phone calls), and a site visit (if unresponsive to phone calls and email/postcard).

Dates and forms of education and outreach efforts for the rural districts audience are shown below:

DATE	FORM OF RURAL DISTRICTS EDUCATION/OUTREACH
1/23-12/23	Conducted Outreach to Potential Collection Locations in Rural Districts (to place containers, share program materials, and increase convenience for rural residents)
1/23-12/23	Conducted Outreach to Existing Collection Locations in Rural Districts (to update records, provide staff with educational materials, offer public-facing promotional materials, and maintain convenient access for rural residents)
4/23-10/23	Conducted Outreach to CBOs That Serve Rural District Residents (to establish partnerships involving resource sharing and dissemination of program materials)

6/23-9/23	Conducted Outreach to EPR Programs (Also noted in HHW, DAC/Low-income Communities audiences)
9/23-11/23	Co-promoted a Rural District Collection Event Alongside EPR Partners (Also noted in HHW, DAC/Low-income Communities audiences)

4.2.6.2 2023 Effectiveness

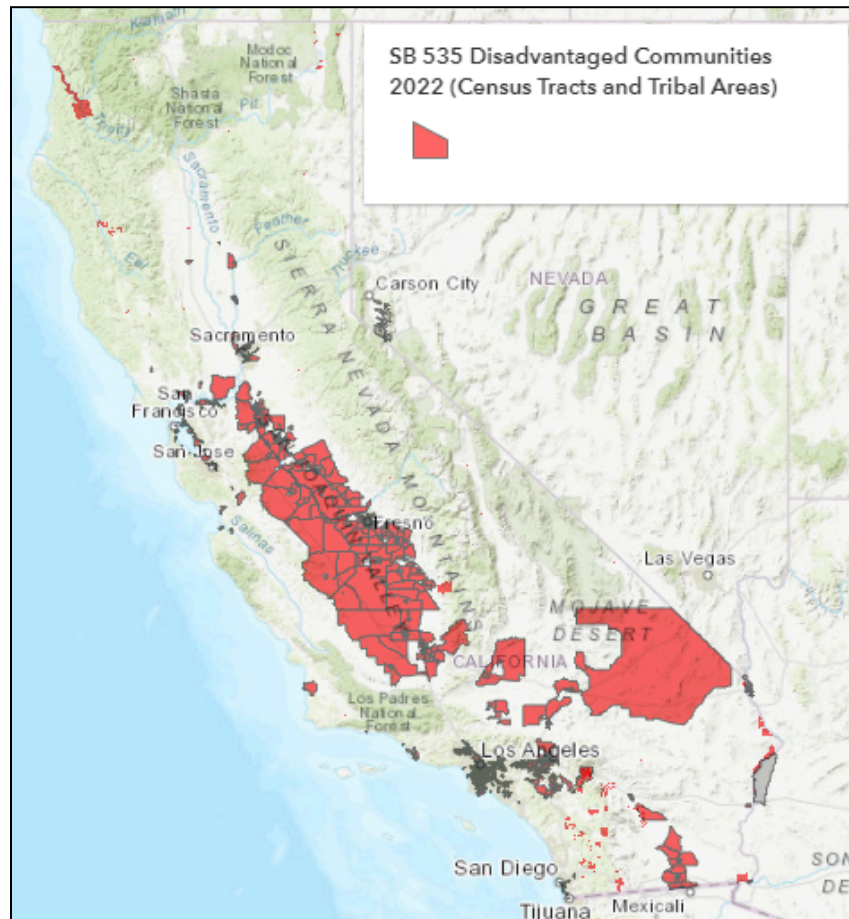
An evaluation of the effectiveness of the Thermostat Care program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- In 2023, Thermostat Care successfully engaged rural districts in the proper disposal of mercury thermostats by expanding collection location availability.
- Newly developed partnerships with EPR programs, as well as the insights and contacts obtained through CBO engagement, may help increase the number of collection locations (including one-off collection events) in rural districts in future years. Additionally, these relationships can be leveraged to distribute additional materials and promote the program further.

4.2.7 Disadvantaged Communities or Low-Income Communities

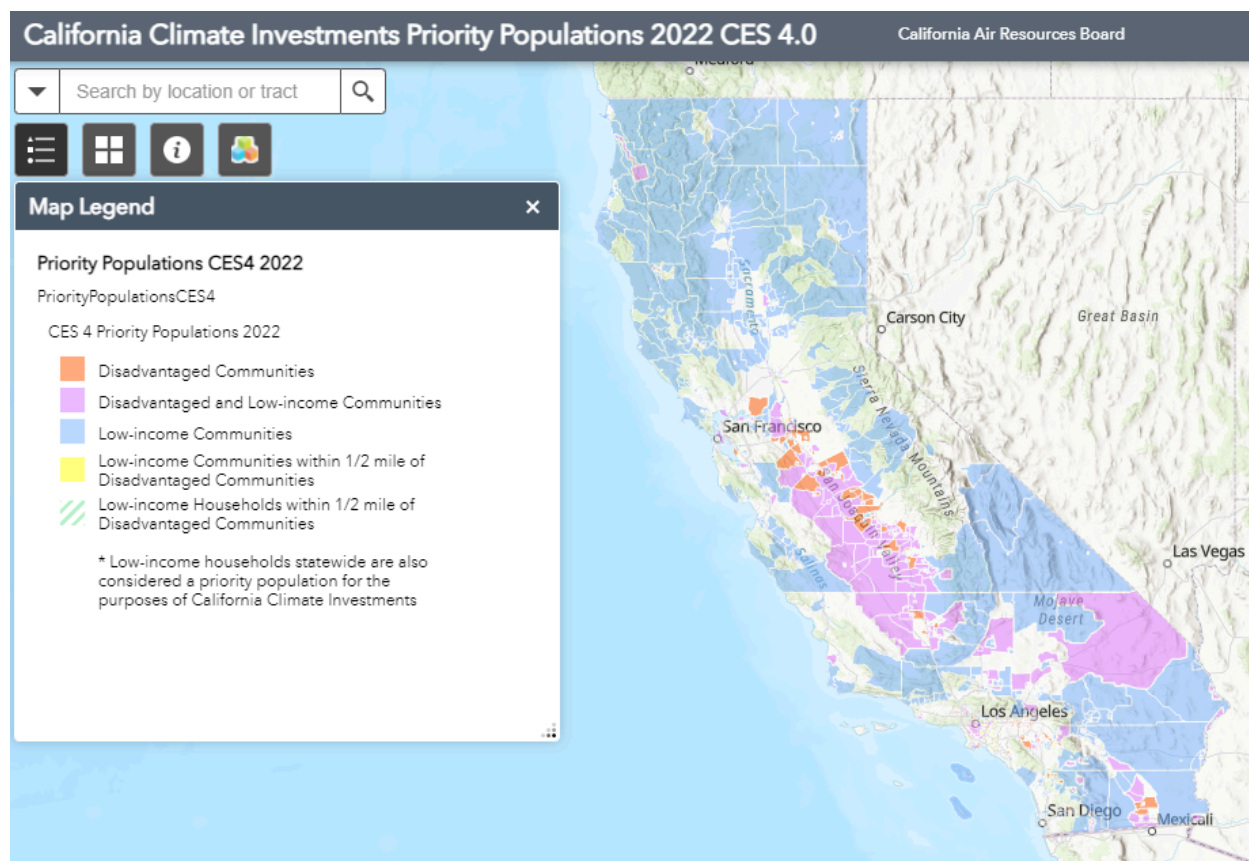
Disadvantaged communities as identified by the CalEPA are depicted on the [SB 535 Disadvantaged Communities Map](#) (oehha.ca.gov). These disadvantaged communities represent the 25% highest scoring census tracts in CalEnviroScreen. CalEnviroScreen is a screening tool used to help identify communities disproportionately burdened by multiple sources of pollution and with population characteristics that make them more sensitive to pollution.

SB 535 Disadvantaged Communities Map



Low-income communities are census tracts with median household incomes at or below 80 percent of the statewide median income or with median household incomes at or below the threshold designated as low income by the Department of Housing and Community Development's list of state income limits. This [California Climate Investments Priority Populations Map](#) (below) was created by the California Air Resources Board and depicts low-income communities in California in 2022.

California Climate Investments Priority Populations Map



Disadvantaged or low-income communities are more likely to have older, mercury thermostats in their buildings and homes. Additionally, they may have historically received less information about proper mercury thermostat disposal and related health concerns due to factors such as language barriers or lack of resources.

4.2.7.1 Activity & Results

Educational and outreach efforts were conducted toward entities in disadvantaged or low-income communities to ensure convenient access to information and collection locations for residents. Efforts focused on establishing and maintaining collection locations, distributing educational materials, and promoting the program's services to residents in these communities. Additionally, Thermostat Care conducted outreach to community-based organizations (CBOs) serving disadvantaged or low-income communities (as well as rural districts, as previously described) to build partnerships, disseminate information, and explore opportunities to increase collection locations and improve outreach efforts. Outreach and educational activities conducted are as follows:

- Established 14 new public collection locations in disadvantaged or low-income communities through outreach to HHW facilities/programs, retailers, and wholesalers.
- Continued research and outreach to expand the number of collection locations to ensure accessibility for disadvantaged or low-income community residents
- Conducted outreach to 100 CBOs serving disadvantaged or low-income communities, including 174 phone calls and 42 emails, to inform them of Thermostat Care's mission, services, and resources and to explore possible engagement opportunities. This information is also relevant and notes in the rural districts section of this report.
 - Emailed 35 Partnership Toolkits ([Attachment 44](#)) to CBOs interested in learning more about Thermostat Care and potential partnership
 - One CBO distributed Thermostat Care materials to its contacts and shared details on other organizations to connect with
 - Yuba-Sutter Economic Development Corporation: supports local businesses, organizations, and low-income residents through counseling, workforce development, and networking opportunities
- Conducted outreach to existing public collection locations in disadvantaged or low-income communities to update records (e.g., accurate accumulation start date, number and type of containers at collection location, contact name, etc.) and remind them of their container responsibilities and Universal Waste Regulations. The focus of the outreach was to prevent collection locations from keeping collected thermostats for more than 6 months after the accumulation start date, consequently delaying the delivery of the financial incentive to residents. Through existing location outreach, public-facing promotional materials were offered and the program continued to build relationships with their personnel to ensure/maintain convenient access to information and collection locations for residents.
- Over 655 non-English materials were placed at 97 locations. Many of these materials are relevant to and mentioned in other audience sections, such as general public, retail and wholesale. Materials include:
 - 42 Spanish shelf talkers
 - 33 Spanish window clings
 - 580 fliers (most of which were in Spanish, with 1-2 in Chinese, Vietnamese, Hebrew, Russian, and Armenian, each).
 - Public service announcement: aired 45 times (in both English and Spanish) through the Cumulus Media Radio Station in San Francisco, resulting in a total 1,066,500 impressions.

Dates and forms of education and outreach efforts for the disadvantaged or low-income communities audience are shown below:

DATE	FORM OF DISADVANTAGED OR LOW-INCOME COMMUNITIES EDUCATION/OUTREACH
1/24-12/24	Conducted Outreach to Potential Collection Locations in Disadvantaged or Low-Income Communities (to increase convenience for rural residents)
1/24-12/24	Conducted Outreach to Existing Collection Locations in Disadvantaged or Low-Income Communities
4/24-10/24	Conducted Outreach to CBOs That Serve Disadvantaged or Low-Income Communities (also relevant and noted in rural districts audience)

4.2.7.2 2023 Effectiveness

An evaluation of the effectiveness of the Thermostat Care program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- Thermostat Care’s focus on researching and conducting outreach to counties with below-average median household income and disadvantaged communities was successful in establishing 14 new collection locations in these communities. This targeted form of potential location outreach not only increased the number of collection locations throughout California, but also directly addressed this audience’s need for accessible collection locations.
- The distribution of non-English materials was an effective tactic to improve engagement with non-English speaking communities, as evidenced by 97 public collection locations requesting over 655 non-English materials.
- In 2023, Thermostat Care outreach to Community-Based Organizations (CBOs) in disadvantaged communities uncovered a misalignment between Thermostat Care’s objectives and the CBOs’ missions. Despite initial challenges in establishing partnerships due to perceived relevance, Thermostat Care recognized an opportunity to reframe the program and its relevance to CBOs. By presenting the program as a resource to facilitate access to smart thermostats and support participation in energy efficiency initiatives, the program aims to align more closely with CBO goals in the years ahead.

4.2.8 General Public

This audience is Thermostat Care's widest-reaching audience and will overlap with many other audiences listed in this report. This audience includes California residents, homeowners, customers of retail stores, residents with access to HHW facilities, consumers, and more who may have a mercury thermostat that needs to be properly disposed of. Communications with this audience were tailored generally instead of to specific individuals, industries, or geographic areas.

4.2.8.1 Activity & Results

In 2023, the primary objectives for this audience encompassed heightening awareness and knowledge regarding the Thermostat Care program, facilitating access to information for consumers to locate nearby collection points for proper disposal of mercury thermostats, promoting the \$30 mercury thermostat collection incentive, raising awareness about the risks associated with mercury thermostats, and providing information on how to identify and safely dispose of them. Outreach and educational activities are as follows:

- In October 2023, Thermostat Care launched an educational awareness campaign targeting the California general public across various platforms:
 - Digital advertisements on Meta and Nextdoor: Selected for their broad reach, these platforms featured static ads (Attachment 45, 46) designed to enhance awareness of the program.
 - YouTube video advertisements (Attachment 47): Designed to quickly engage viewers, capitalizing on short attention spans to maintain interest.
 - Social media on Facebook and Instagram: The campaign included 8 posts (Attachment 48) depicting a California couple's journey through the Thermostat Care program. This storytelling technique helped humanize the campaign, making the process relatable and highlighting the tangible benefits of switching from a mercury thermostat to an energy-efficient smart thermostat. Posts also promoted a partner program, Golden State Rebates. This narrative illustrated the removal and disposal process in an easy-to-understand manner, while also emphasizing the personal and environmental advantages of participating in the Thermostat Care program.
 - Campaign metrics:
 - 132,513 impressions, 1,216 Link clicks, and 472 new Facebook page likes
 - 1,094 new website users during the campaign month
 - 95% of viewers completed the YouTube video
- Developed a media campaign to distribute a public service announcement (PSA) (Attachment 21, [22](#)) to California radio stations with reach throughout Northern and Southern California. This PSA increased general knowledge about Thermostat Care, proper disposal of mercury thermostats, and how to locate a nearby collection location. Radio was selected as the medium to distribute the PSA due to its ability to reach many

California residents (in multiple languages), including those in rural districts, disadvantaged and low-income communities.

- Aired on Cumulus Media station in San Francisco 45 times
 - Reach: San Francisco Bay Area, Greater Sacramento Area, Northern Central Valley, Salinas/Monterey region, Santa Rosa, and the Truckee/Tahoe area
 - Time: August to September 2023
 - Languages: English and Spanish
 - Impressions: 1,066,500
- Aired on 88.5 The SoCal Sound and 88.5 Latin Alt HD3, Northridge, CA 48 times
 - Reach: Greater Los Angeles Area, Inland Empire, Lancaster/Palmdale region, Orange County, and Ventura County
 - Time: August to September 2023
 - Language: English
 - Impressions: 219,600 (88.5 The SoCal Sound and 88.5 Latin Alt HD3 combined)
- Total impressions: 1,286,100
- In 2023, a postcard (Attachment 50) was created as a way to easily distribute informational and educational materials on the availability of mercury thermostat collection incentives. The program disseminated a variety of other materials to enhance audience understanding of the Thermostat Care program. These included a promotional poster, a blog post, and a newsletter blurb. Through these channels, the program aimed to educate and engage the community on the importance of proper thermostat disposal and the benefits of participating in the program.
- Engagement related to educational materials were as follows:
 - 116 file downloads
 - 1,071 pageviews of the “Consumers” landing page of ThermostatCare.org
 - 350 unique visitors to the program’s “Consumers” landing page
 - 10 unique visitors to the program’s “Consumers” landing page via QR code scans
 - 116 downloads of relevant informational materials from the “Consumers” landing page
- Thermostat Care introduced a stacked logo variant (Attachment 16) to enhance the program’s existing landscape logo, optimizing it for use as a profile picture on our social media accounts.
- Social media posts were developed and published on Thermostat Care’s Facebook and Instagram accounts resulting in the following metrics:
 - 489 Facebook followers
 - 3,318 Facebook engagements
 - 26 Instagram followers
 - 180 Instagram engagements
 - 117 Facebook posts and 100 Instagram posts

- Connected with existing partners by following their accounts, including California Public Utilities Commission (CPUC), California Energy Commission (CEC), and the Golden State Rebates program
- Monitored activity and responded to messages received by social media accounts
- Developed co-promotional social media posts with CPUC-sponsored incentive program, Golden State Rebates (Attachment 14, 15)
- Thermostat Care developed an SEO strategy to increase organic search traffic.
- In August 2023, Thermostat Care launched and monitored a Google Responsive Display Ads campaign resulting in:
 - 267,523 impressions
 - 3,045 clicks
 - 1.14% click-through rate
 - 55,444 unique users
 - 4.83 impressions per user
- Thermostat Care launched and monitored Google Search Ad campaigns from August to December 2023 resulting in:
 - 111 impressions
 - 6 clicks
 - 11.99% average click-through rate (CTR)

Dates and forms of education and outreach efforts for the general public audience are shown below:

DATE	FORM OF GENERAL PUBLIC EDUCATION/OUTREACH
1/23-12/23	Developed and Published Social Media Content (across Facebook and Instagram, including engagement with relevant accounts)
1/23-4/23	Developed Public Service Announcement (PSA) Media Plan Conducted Outreach (to place public service announcement)
4/23	Designed Stacked Logo (for social media)
6/23	Revised Social Media Strategy (including two content pillars to boost visual and editorial consistency)
7/23	Developed Google Responsive Display Ad Copy and Google Search Ads
8/23	Published Advertisement (in Lake California HOA's newsletter, with a 4,000 household reach)
8/23-9/23	Cumulus Radio Station Aired English and Spanish PSA 88.5 The SoCal Sound Radio Station Aired English and Spanish PSA

8/23	Published Advertisement (in August edition of <i>The Home Improvement Guide</i> , with a 100,000+ home reach in Northern California)
8/23-10/23	Co-Promoted a Social Media Post with CPUC-Sponsored Incentive Program, Golden State Rebates
8/23-12/23	Launched and Monitored Google Search Ad Campaign
10/23	Launched an Educational Awareness Campaign (to target the California general public across various platforms, including Meta, Nextdoor and YouTube)

4.2.8.2 2023 Effectiveness

An evaluation of the effectiveness of the Thermostat Care program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- In our 2023 campaign, we strategically employed a combination of targeted digital and social media advertising across platforms such as Meta, Nextdoor, and YouTube. This approach was carefully designed to achieve our primary objectives: increasing public awareness about the Thermostat Care program, facilitating easy access to information on mercury thermostat disposal locations, and promoting the \$30 collection incentive. By integrating engaging storytelling on social media, the program successfully made the process of mercury thermostat disposal relatable and understandable for the general public. This multifaceted approach yielded significant results: 132,513 impressions, 1,216 link clicks, and a marked increase in social media engagement. Additionally, the website saw a total of 1,593 visits, with 5,074 total event counts (the number of times a user takes a specific action on the website). These metrics not only demonstrate the interaction consumers had with these digital resources but also affirm the direct impact of the program's activities on meeting its objectives. The depth of consumer engagement through these efforts highlights Thermostat Care's success in enhancing awareness, providing critical disposal information, and incentivizing proper mercury thermostat disposal among California residents.
- The 2023 social media strategy for Thermostat Care underscored its effectiveness in engaging and expanding its audience on platforms like Facebook and Instagram. With the development and publication of 117 Facebook and 100 Instagram posts, Thermostat Care successfully cultivated a dynamic online community, as evidenced by its growth to 489 Facebook followers with 3,318 engagements, and an Instagram audience of 26 followers with 180 engagements. Active monitoring and responsive communication with the audience further enhanced the effectiveness of the social media efforts. The collaboration on co-promotional posts with the CPUC-sponsored Golden State Rebates program notably highlighted the campaign's integrated approach to outreach,

contributing to its overall impact and success in engaging the community and promoting the Thermostat Care initiative.

- The radio PSA campaign, broadcast in English and Spanish across California's key regions, significantly raised awareness and understanding of mercury thermostat disposal. Achieving over one million impressions (1,066,500), the initiative showcased its extensive reach and the program's commitment to inclusivity and accessibility.
- The SEO strategy implemented for the Thermostat Care website in 2023 significantly enhanced the site's visibility and user engagement. With 15,252 total visits and 59,452 event counts, the strategy effectively broadened the reach and impact of the program's online presence. This achievement underscores the effectiveness of the website's comprehensive features, including educational materials, mobile-friendly design, updated collection location information, and multilingual support, in attracting a wide audience and facilitating easy access to vital information.

4.2.9 Homeowners

This audience comprises homeowners, who can play a role in supporting the collection of mercury thermostats by accurately identifying and safely removing and disposing of them within their homes. By being knowledgeable about proper disposal methods, homeowners can ensure that they or their hired contractors can remove the mercury thermostats without posing a risk to themselves or the environment.

4.2.9.1 Activity & Results

Efforts for this audience focused on conducting outreach to reach homeowners in a variety of methods. Outreach and educational activities conducted are as follows:

- The previously created "Consumers" landing page relevant to homeowners was maintained, including updating plug-ins and troubleshooting technical website issues.
 - 350 unique visitors to the program's "Consumers" landing page
 - 116 unique clicks on a link to download materials available on the "Consumers" landing page
- Outreach was conducted to establish relationships with homeowners associations (HOAs), including 186 phone calls and 43 emails to HOAs.
- Outreach resulted in 3 HOAs sharing information about Thermostat Care to their residents:
 - 3 ads (Attachment 41) placed in the Lake California HOA newsletter, which reaches approximately 4,000 households
 - 1 ad placed in the Spring Valley Lake HOA newsletter (Attachment 37), which reaches approximately 4,200 households
 - Printed editorial and educational fliers (Attachment 24, 25) placed in the office of the Rancho Buena Vista HOA, which reaches approximately 200 households

- 3 advertisements (Attachment 17) published in *The Home Improvement Guide*, a homeowner magazine that is distributed to more than 200,700 households across California.

Dates and forms of education and outreach efforts for the homeowners audience are shown below:

DATE	FORM OF HOMEOWNERS EDUCATION/OUTREACH
1/23-5/23	Conducted Outreach to Homeowner Associations and Homeowner Magazines (to place informational materials)
6/23-7/23	Distributed 7 Informational Materials to Homeowner Associations (e.g., "Why Recycle Mercury Thermostats" flier, partnership toolkit, example newsletter insert)
8/23-10/23	Published Print Ad (in monthly editions of <i>The Home Improvement Guide</i> , with a 100,300+ home reach)
9/23-10/23	Published Print Ad (in Lake California HOA's newsletter, with a 4,000 home reach)
10/23	Published Print Ad (in Spring Valley Lake HOA's newsletter, with a 4,200 household reach)

4.2.9.2 2023 Effectiveness

An evaluation of the effectiveness of the Thermostat Care program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- The "Consumers" landing page yielded modest engagement, evidenced by 180 unique visitors and 116 unique downloads of materials. This indicates a baseline level of interest among homeowners in mercury thermostat disposal, though the engagement levels suggest room for increased awareness and action.
- Direct outreach to homeowners associations (HOAs) through phone calls and emails led to partnerships with 3 HOAs, resulting in the dissemination of information via newsletters and educational fliers. This method proved effective in reaching an estimated 8,400 households directly through HOA newsletters, highlighting the potential of leveraging existing community networks.
- The strategic placement of advertisements in *The Home Improvement Guide* magazine effectively broadened the program's visibility, reaching an audience of more than 300,000 homes. This approach leveraged targeted print media to disseminate information about mercury thermostat disposal, demonstrating a successful method for engaging a large-scale homeowner audience.

4.2.10 Contractors State License Board

The California Contractors State License Board (CSLB) was established in 1929 and works to protect California consumers by licensing and regulating the state's construction industry. They serve as the primary entity to license contractors. The CSLB has the potential to ensure that contractors licensed under them know how to collect and properly dispose of unused mercury thermostats during the course of their work.

4.2.10.1 Activity & Results

In 2023, efforts focused on conducting outreach to relevant contacts at CSLB to form a partnership and place informational materials relevant to contractors on their communication channels. Outreach and educational activities conducted are as follows:

- From January to June 2023, an informational material was developed in English and Spanish (Attachments 30, 31) to inform contractors of proper disposal practices and the steps for returning a collection container or ordering a new collection container. The program also planned to place this informational material on CSLB's communication channels (website, newsletter, etc) with the goal of reaching more contractors across the state.
- From June to December 2023, 23 calls and emails to CSLB contacts were conducted. In October, the program successfully formed a partnership with CSLB's Chief of Public Affairs. The program began the initial stages of developing a 1-page newsletter insert that would educate and inform about Thermostat Care in CSLB's newsletter, which is projected to be distributed to an estimated 125,000 CSLB licensees across the state.

Dates and forms of education and outreach efforts for the contractors state licensing board audience are shown below:

DATE	FORM OF CONTRACTORS STATE LICENSING BOARD EDUCATION/OUTREACH
1/23 - 6/23	Developed an Informational Material for Placement on CSLB's Communication Channels ((website, newsletter, etc.) to inform contractors about proper disposal practices and steps for returning collection containers or ordering new collection containers)
6/23 - 12/23	Conducted Outreach to CSLB (including Chief of Public Affairs)
10/23 - 11/23	Developed a 1-Page Newsletter Insert (featuring the program, to be placed in CSLB's January 2024 newsletter)

4.2.10.2 2023 Effectiveness

An evaluation of the effectiveness of the Thermostat Care program and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- The partnership established with CSLB's Chief of Public Affairs and the subsequent placement of a 1-page newsletter insert featuring the program in CSLB's upcoming January 2024 newsletter, was successful in that it is projected to distribute information about the program to approximately 125,000 CSLB licensed contractors across the state.
- This initial placement also sets the stage for future opportunities to partner with CSLB to reach more contractors throughout the state.

4.2.11 Municipal Utility Districts

A Municipal Utility District (MUD) is a type of special district. In accordance with the [California Special Districts Association](#) (CSDA), "special districts are local governments created by the people of a community to deliver specialized services essential to their health, safety, economy and well-being." MUDs have a legislative need to lower energy consumption in the region in which they provide their services. This provides Thermostat Care with an opportunity to forge partnerships with MUDs to provide materials, resources, and processes for mercury thermostat replacement to accommodate for energy and cost-saving alternatives. Additionally, many of the program's efforts augment existing promotions for energy-efficient appliance rebates or incentives provided by MUDs. This section also includes outreach and efforts related to non-municipal utility companies.

4.2.11.1 Activity & Results

In 2023, efforts focused on relationship building and outreach to MUDs, as well as placing materials on MUD platforms in order to boost the program's messaging. Outreach and educational activities conducted are as follows:

- Conducted outreach to MUDs including 73 phone calls and 68 emails to prospective and existing MUDs to include written, electronic, or other promotional materials to educate utility customers/residents about the incentive
 - Resulted in seven material placements for use on MUD communication channels
 - City of Corona (two material placements) - Developed custom bill insert (Attachment 6) and printed and shipped to City of Corona for distribution. Published ThermostatCare.org link and informational/editorial (Attachment 7) content promoting Thermostat Care on website
 - City of Azusa - Published the ThermostatCare.org link, 2 pre-developed promotional graphics, and information/editorial content promoting Thermostat Care on website (Attachment 8)

- City of Healdsburg - Published a social media post (English and Spanish) promoting Thermostat Care (Attachment 10)
- Lassen Municipal Utility District - Published ThermostatCare.org link and informational/editorial content promoting Thermostat Care on website (Attachment 11)
- Sacramento Municipal Utility District - Updated link to ThermostatCare.org and published informational/editorial content promoting Thermostat Care on website (Attachment 9)
- City of Banning - Printed and distributed pre-developed educational fliers (Attachment 12)
 - Material placements generated 81 unique clicks to ThermostatCare.org.
- Established and maintained a total of 14 of MUD partnerships
- Expanded the existing database of MUDs in California, which included conducting online research to locate the contact information for all MUDs in California and information about the MUD's demand response program involving the replacement of thermostats

Dates and forms of education and outreach efforts for the municipal utility districts audience are shown below:

DATE	FORM OF MUNICIPAL UTILITY DISTRICTS EDUCATION/OUTREACH
02/23 - 12/23	Conducted Outreach Via Phone and Email to Existing MUD Partners (to provide rebranded resources and materials)
04/23 - 12/23	Conducted Outreach Via Phone and Email (to form new MUD partnerships)
07/23	Developed a Custom Bill Insert for City of Corona (printed 250 bill inserts and shipped them to City of Corona for distribution)
07/23	Shared an Educational Flier with City of Banning (for their distribution)
08/23	Shared Two Promotional Graphics and the ThermostatCare.org Link with City of Azusa (for placement on their website)
12/23	Shared Social Media Posts with City of Healdsburg in English and Spanish (to promote Thermostat Care on their social media channels)
12/23	Shared ThermostatCare.org Link and Informational/Editorial Content with Lassen Municipal Utility District (for placement on their website)
12/23	Shared ThermostatCare.org Link and Informational/Editorial Content with Sacramento Municipal Utility District (for placement on their website)

4.2.11.2 2023 Effectiveness

An evaluation of the effectiveness of the Thermostat Care program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- Phone and email outreach to MUDs proved to be a successful method for reaching and collaborating with existing and new partners, resulting in 7 material placements. This strategy enabled Thermostat Care to engage directly with utility contacts, facilitating the identification of optimal communication channels for program promotion.
- Amongst the types of promotional materials, Thermostat Care prioritized website information and editorial content in 2023 outreach. The reason being that website material placements are evergreen and therefore continue to generate clicks years after the initiation of the partnership. Across material types, the MUD audience generated 81 unique clicks to ThermostatCare.org.

4.2.12 Apartment and Property Management Associations and Organizations

Apartment and property managers have been an especially difficult audience to reach in previous years, as individual property managers were difficult to contact directly. This updated audience of apartment and property management associations and organizations planned to reach individual property managers indirectly by aligning with trusted resources they actively engage with and trust.

4.2.12.1 Activity & Results

Efforts focused on developing materials and conducting outreach for material placement.

Outreach and educational activities conducted are as follows:

- Established partnerships with the following associations and organizations:
 - Apartment Association of Greater Los Angeles (AAGLA)
 - Berkeley Property Owners Association (BPOA)
 - East Bay Rental Housing Association (EBRHA)
- Developed an editorial piece for AAGLA's print magazine (Attachment 38) to educate an estimated reach of 8,764 AAGLA members about the Thermostat Care program and how to properly dispose of mercury thermostats
- Placed 6 ads in AAGLA's print magazine and e-newsletter (Attachment 41) to educate an estimated reach of 8,764 AAGLA members about the Thermostat Care program
- Presented a virtual webinar (Attachment 40) to educate an estimated reach of 8,764 AAGLA members about the Thermostat Care program and how to properly dispose of mercury thermostats
- Placed 1 ad in BPOA's newsletter (Attachment 37) to reach an estimated 722 members (who manage 7,000 units)

- Placed 1 ad in the “Industry Partner Directory” page of BPOA’s website (Attachment 39) to reach an estimated 722 members (who manage 7,000 units)
- Presented a virtual webinar (Attachment 40) to educate an estimated reach of 722 BPOA members (who manage 7,000 units)
- Created and published editorial content for BPOA’s “Events” web page to reach an estimated 722 members (who manage 7,000 units)
- Developed educational content (Attachment 40) that was presented in-person to 40 out of 700 EBRHA members
- Placed 1 ad in the EBRHA newsletter (Attachment 41) to educate an estimated reach of 700 EBRHA members

Dates and forms of education and outreach efforts for the apartment and property management associations and organizations audience are shown below:

DATE	FORM OF APARTMENT AND PROPERTY MANAGEMENT ASSOCIATIONS AND ORGANIZATIONS EDUCATION/OUTREACH
1/23-5/23	Conducted Outreach to Apartment and Property Management Associations and Organizations (to place ads and editorial materials on their various channels)
5/23	Developed Presentation and Presented at Educational Virtual Webinar for BPOA (to inform property management stakeholders about the program and proper mercury thermostat disposal) Placed an Advertisement in BPOA’s Industry Partner Directory (to increase reach towards property management stakeholders) Created and Published Editorial Content for BPOA’s “Events” Page
7/23	Designed and Published 1 Ad for BPOA’s Newsletter Developed Presentation and Presented at Educational In-Person Event for EBRHA (to inform property management stakeholders about the program and proper mercury thermostat disposal)
8/23	Developed and Published Editorial Content in AAGLA’s Magazine Developed and Published 1 Ad in EBRHA’s Newsletter
9/23	Developed and Published 1 Ad in AAGLA’s Magazine Developed and Published 1 Ad in AAGLA’s E-Newsletter
10/23	Developed and Published 1 Ad in AAGLA’s Magazine Developed and Published 1 Ad in AAGLA’s E-Newsletter Presented an Educational Virtual Webinar to AAGLA Members (to inform property management stakeholders about the program and proper mercury thermostat disposal)
11/23	Developed and Published 1 Ad in AAGLA’s Magazine Developed and Published 1 Ad in AAGLA’s E-newsletter

4.2.12.2 2023 Effectiveness

An evaluation of the effectiveness of the program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- Targeting apartment and property management associations (AAGLA, BPOA, EBRHA) proved to be a successful strategic pivot, facilitating indirect access to individual property managers who were previously difficult to reach, thereby broadening the program's reach within a traditionally challenging audience.
- The strategic approach to expand the program's network resulted in a significant addition of 49 contacts from apartment and property management associations and organizations to the program's database, marking a notable success in broadening outreach potential.
- Partnerships were successfully established with 3 key organizations (AAGLA, BPOA, and EBRHA), which were instrumental in facilitating access to a combined estimated audience of 9,486 members. This collaboration underscores the effectiveness of engaging with well-established associations to leverage their communication channels for program promotion.
 - Through these partnerships, the Thermostat Care program managed to disseminate critical information across various media channels, including websites, newsletters, and magazines. The development and distribution of three types of informational materials through these channels were pivotal in raising awareness about mercury thermostat disposal among a targeted audience.
- The outreach experience revealed that proposing financial contributions for advertisement placements emerged as a highly effective strategy to secure more partnerships. This insight suggests that investments in paid promotional opportunities can significantly enhance the program's ability to engage with potential partners and expand its reach.

4.2.13 Public Utilities Commission

The California Public Utilities Commission (CPUC) is a regulatory agency that oversees privately owned public utilities in the state of California. Its jurisdiction extends to electric power, telecommunications, natural gas, and water companies. The CPUC has a wide-reaching impact and authority in their oversight of private utilities throughout California, including making decisions that directly impact clean energy and energy efficiency initiatives.

4.2.13.1 Activity & Results

In 2023, efforts focused on outreach and relationship building with the CPUC and the rebate programs it operates in an effort to boost Thermostat Care's messaging and program. Outreach and educational activities conducted are as follows:

- Conducted outreach to CPUC contacts including 8 calls and 16 emails to inform them of Thermostat Care's mission, services, and resources and to explore possible engagement opportunities
- Scheduled and attended a meeting with the CPUC Energy Efficiency Program Manager to discuss partnership and share program materials
- Developed and shared 1 social media post (Attachment 14) with Golden State Rebates Program (an incentive program funded by CPUC). Golden State Rebates Program posted it on Facebook and Instagram in September 2023.
- Developed and shared 1 social media post (Attachment 15) promoting the Golden State Rebates Program and tagging CPUC and CPUC-regulated utilities in the post. The post was published in October 2023 to the Thermostat Care Facebook and Instagram accounts.

Dates and forms of education and outreach efforts for the public utilities commission audience are shown below:

DATE	FORM OF PUBLIC UTILITIES COMMISSION EDUCATION/OUTREACH
03/23 - 12/23	Conducted Outreach Via Phone Calls and Emails to CPUC Contacts (to inform them of Thermostat Care's mission, services, and resources and to explore possible engagement opportunities)
09/23	Developed 1 Social Media Post with Golden State Rebate Program (an incentive program funded by CPUC)
10/23	Developed 1 Social Media Post Promoting the Golden State Rebate Program (tagged CPUC and CPUC-regulated utilities in the post)
12/23	Scheduled and Attended a Meeting with CPUC Energy Efficiency Program Manager (to discuss partnership and share program materials)

4.2.13.2 2023 Effectiveness

An evaluation of the effectiveness of the Thermostat Care program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- Initial outreach attempts to the California Public Utilities Commission (CPUC) through phone and email were met with limited success, receiving minimal responses and indicating a lack of interest in partnership opportunities. This feedback prompted a strategic pivot in our program's approach. Recognizing the need for alignment with CPUC's priorities, the program shifted its focus towards collaboration with energy efficiency-focused incentive programs. This strategic realignment marked a turning point in Thermostat Care's engagement with CPUC. The new approach resulted in a significantly more engaged response from CPUC, illustrating the power of aligning with the commission's goals and the effectiveness of adapting strategies based on stakeholder feedback.
- Next year, Thermostat Care plans to participate in digital or in-person meetings or events organized by CPUC. This presents an opportunity to interact with CPUC staff, connect with other utility and energy efficiency programs, and distribute materials to increase awareness about Thermostat Care.
- Thermostat Care will conduct direct outreach to the utilities that CPUC regulates. This form of outreach will mirror outreach conducted to the Municipal Utility District audience, which has proved to be successful. There are 36 Electric Load-Serving Entities (LSEs), including Investor-Owned Utilities, Rural Electric Cooperatives, and Community Choice Aggregators, all of which are regulated by CPUC. Notably, California's two largest electric utilities, Pacific Gas & Electric (PG&E) and Southern California Edison, fall within this category and have supported the program in the past. Rekindling these partnerships, as well as gaining new partnerships with the utilities regulated by CPUC, will offer significant outreach potential.

4.2.14 The State Energy Resources Conservation and Development Commission

The California Energy Commission (CEC), formally the State Energy Resources Conservation and Development Commission, is the primary energy policy and planning agency for California. The CEC sets standards for existing and new building efficiencies. Per the CEC 2019 Energy Code, Chapter 4, when a central energy management control system is not included in the design of the HVAC system in a new or existing building, a thermostat with setback capabilities and direct digital controls (DDC) must be installed. This code signifies that thermostats must be digital, which provides an opportunity for a partnership when Californians are installing new smart thermostats and potentially disposing of mercury thermostats.

4.2.14.1 Activity & Results

In 2023, efforts focused on outreach and relationship building with the CEC in an effort to collaborate and boost Thermostat Care's messaging and program. Outreach and educational activities conducted are as follows:

- Conducted outreach to CEC contacts including 10 calls and 7 emails to inquire about their interest in distributing information about the program on their communication channel(s).
- The Public Advisor of CEC sent an email to CEC staff to discuss the program and shared goals, and opportunities for a partnership with Thermostat Care. The email also included the program's relevant informational materials, a link to the program's website, and additional relevant content. The purpose of the email was to make CEC staff aware of the program and initiate avenues for collaboration

Dates and forms of education and outreach efforts for the California energy commission audience are shown below:

DATE	FORM OF CALIFORNIA ENERGY COMMISSION EDUCATION/OUTREACH
03/23 - 12/23	Conducted Outreach Via Phone Calls and Emails to CEC Contacts (to inform them of Thermostat Care's mission, services, and resources and to explore possible engagement opportunities)
12/23	Developed Email Script for Public Advisor of CEC (to send to staff members to increase their exposure to the program and initiate avenues for collaboration)

4.2.14.2 2023 Effectiveness

An evaluation of the effectiveness of the Thermostat Care program within this audience and the extent to which each element of the planned activities has been successful or could be modified to improve the effectiveness of this program is detailed below:

- Throughout all phone and email outreach to the California Energy Commission, the entity either did not respond or provided a response stating that they do not prioritize a partnership or see partnership opportunities with the program. To improve the relevancy of the program, future outreach efforts to CEC will offer joint materials in collaboration with partnered incentive programs that share a focus on energy efficiency. By aligning the program's efforts with these complementary initiatives, Thermostat Care aims to foster greater synergy and engagement.
- Next year, Thermostat Care plans to participate in digital or in-person meetings or events organized by the CEC. This presents an opportunity to interact with CEC staff, connect with other utility and energy efficiency programs, and distribute materials to increase awareness about Thermostat Care.

4.3 Website

Thermostat Care maintained and updated the program website throughout 2023. The website included the following elements:

- Educational materials in a format that can be easily downloaded free of charge.
- Mobile-friendly interface with landing pages for consumers, contractors, HHW centers, retailers, wholesalers, and program contact information. Each of the landing pages has tailored content relevant to targeted audiences.
- Location information organized by county of all established mercury thermostat collection locations in California. The location information was regularly updated so that members of the public will be able to easily identify the most convenient location.
- Information about \$30 mercury thermostat collection incentives.
- Google Translate plug-in to allow for the site to be translated via a drop-down list of languages.
- Links to the program's social media accounts (Facebook and Instagram)
- To reach the largest number of people in each respective audience type, the website contains features that optimize page ranking in organic search results.
 - Keyword targeting (per audience) - specified diction of ideas and topics that describe the content of the website
 - Metadata - website configurations written into the codebase that state the website's title, description, and associated keywords
 - Backlinks - links on other websites that direct to this website
 - Best HTML practices - utilization of headers, links, and other page elements to indicate website structure and elucidate keywords
 - Accessibility features were also incorporated into the website. These updates included utilizing an accessibility checker to ensure site readers could easily navigate the program's website, updating contrast of website colors and features so that colorblind and visually impaired viewers can easily navigate the program's website, and generally ensuring the program's website aligned with ADA recommendations so that all users can easily navigate and access the program's website.

4.3.1 2023 Website Data Collected

- 15,252 total visits to the ThermostatCare.org website
- 59,452 total event counts/triggers (any action taken on the website, including scrolling, downloading a material, clicking to another page, etc.)
- 350 unique visitors to the "Consumers" landing page
- 116 event counts (any action taken, including scrolling, clicking to download a material, etc.) on the "Consumers" landing page
- 161 unique visitors to the "Contractors" landing page
- 88 clicks to download materials relevant to contractors
- 157 unique visitors to the "HHW" landing page
- 105 unique clicks to download materials relevant to HHWs
- 188 unique visitors to the "Retailer/Wholesaler" landing page

- 466 unique clicks to download materials relevant to retailer/wholesalers
- 5 unique QR code scans from created retailer materials

5. Mercury Thermostat Collection Data

5.1 Collection and Management of Collected Thermostats

Thermostat Care partners with Thermostat Recycling Corporation (TRC) and processing partner Veolia to handle logistics and processing of collected mercury thermostats. Mercury thermostats are collected and maintained in a manner to ensure safe, simple and timely retrieval, efficient collection, and proper management. Any business or facility that would like to participate, whether it be a retail store, contractor, HHW program or other organization, can request a free container by completing the container request form found on Thermostat Care's website. Container requests are fulfilled from Veolia's processing facility in Port Washington, WI and delivered within three weeks. Each container includes a prepaid FedEx shipping label to return the container for processing, a large plastic bag liner for lining the collection container, an envelope that contains three tie wraps to seal the liner and container, one Accumulation Start Date Label, shipping and safety requirements, Universal Waste Regulation Training manual, and Collection Location Guidelines with advice on how to train staff.

Collection locations are advised to collect mercury thermostats, package them according to Universal Waste Regulations, and use the prepaid shipping label (which is in compliance with Universal Waste Regulations) to send to the program's processing partner, Veolia. After the mercury thermostats have been processed, the container is cleaned and automatically returned to the collection location to continue collecting mercury thermostats. At the Veolia processing center, the mercury thermostats are stored and staged in a plastic-lined carton in a storage area for final processing. The containers are dated and processed in the order that they are received. The mercury thermostats collected from the containers are consolidated into a special 55-gallon drum which is labeled and dated in accordance with regulations. The drum is sealed with a band and is only opened when contents are being added to it. Special negative pressure-venting assures any fumes are captured and vented when the drum is opened.

The 55 gallon drums of mercury thermostats are shipped to and retorted at Veolia's Port Washington Mineral Springs facility. The mercury is removed during the retort process. The mercury bulbs are safely removed from the plastic housing and placed into a processing vessel at the workstation. Once the processing vessel is full, the vessel is loaded into the mercury recovery retort oven. If a bulb breaks and the mercury spills, the work area is designed to contain the spillage, and trained operators will clean up and dispose of the mercury. The inventory and processing areas are equipped with special mercury vacuum cleaners that clean up any spillage at the end of each work day.

The post-retort debris consists of broken glass ampules. The debris is tested for residual mercury to document the removal of the mercury to levels below the US EPA Land Disposal Restriction (LDR) levels. The debris is then disposed of as a non-hazardous solid waste at Advanced Disposal Glacier Ridge Landfill, LLC in Horicon, Wisconsin.

5.2 Collection Data

2023 Total Collection Volumes

Total number of mercury thermostats collected	Total number of mercury switches collected	Estimated total pounds of mercury collected	Number of incentives provided to consumers*	Number of other incentives paid**	Total incentive \$ paid to consumers
5,941	14,784	91.66	72	1	\$3,090

* Note that this is the number of incentives received, processed, and provided to consumers during 2023, and does not include mercury thermostats and incentive claims that have been collected at collection locations but have yet to be sent to Veolia for processing.

The following table compares collection data between 2023 and the previous year:

	2022	2023
Incentives paid to consumers	\$1,745*	\$3,090
Estimated pounds of mercury collected	70.2	91.6608
Total bulbs/switches	11,000	14,784

*This also includes \$65 for a property manager incentive (submitted by property managers in 2021 and paid by TRC in 2022)

The increase in incentives paid can potentially be attributed to an improvement in awareness of available incentives, increased levels of engagement with Californians, and/or the increase in pounds of mercury collected.

6. Annual Survey

In accordance with HSC Section 25214.8.13.5 (a-b), Thermostat Care conducted an annual survey of the audience groups listed in Section 25214.8.11.5 (c) to evaluate the effectiveness of the educational and outreach campaign and to obtain collection data engaged in the collection of mercury thermostats. Surveys were conducted May 1-July 1, 2023, following which analysis and reporting of results were completed July 1-September 1. Survey analysis and results were posted to ThermostatCare.org and shared with DTSC on September 1, 2023.

The surveys showed general awareness of the risks associated with mercury exposure, the need to safely dispose, and awareness of the Thermostat Care program was high with the general public, homeowners, retailers, and HHW programs. For certain audiences that don't come directly in contact with mercury thermostats such as the California Energy Commission, the Contractors State Licensing Board, and the California Public Utilities Commission, mercury thermostats did not seem to be a priority or of perceived relevance.

When evaluating the effectiveness of various outreach methods employed in the public education campaign, social media emerged as the most impactful platform. Between 14% and 23% of respondents indicated that they became aware of safe disposal options via social media channels. In-store materials, such as fliers, window clings, and shelf talkers, were the second most effective method, educating 10% to 13% of respondents. Conventional advertisements, including public service announcements and paid ad placements, were the least effective, with only 7% to 8% of respondents attributing their knowledge of safe disposal options to these sources.

A full copy of the survey analysis and results may be found here: [2023 Annual Survey Reporting & Analysis](#)

7. Accounting

7.1 Expenditures

Below is a table and description of the Qualified Third Party's expenditures incurred in developing and implementing the Thermostat Care program, as well as accounting of program administrative costs:

Program Component	Year 2 - 2023
Public Education and Outreach	\$1,063,375
Program Administration	\$135,396
Survey	\$58,477
Reporting	\$42,710
Total	\$1,299,958

Public education and outreach include activities across audiences as described in Section 4 to engage with and educate relevant entities. Program administration includes administrative costs incurred by the Qualified Third Party in managing the Thermostat Care program. Program Support includes administrative and project management costs incurred by the management and operation of the Thermostat Care program.

7.2 IRS Tax Form 990

As required by AB 707, the most recent copy of Internal Revenue Service Form 990 for Product Care is available at the following link: [Qualified Third Party IRS Form 990](#).

8. Appendix

8.1 Participating Collection Locations and Out of Service Mercury Thermostats (MT) Collected at Each Location (by audience)

8.1.1 Retailer Collection Locations (Sorted by County)

Location	Address	City	County	Zip	# of MT collected
Cole Hardware Rockridge	5533 College Ave	Oakland	Alameda	94618	20
Grand Lake Ace Hardware	1221 Grand Ave.	Piedmont	Alameda	94610	0
Laurel Ace Hardware	4024 Macarthur Blvd	Oakland	Alameda	94619	0
Bear Valley General Store	3 Bear Valley Rd.	Bear Valley	Alpine	95422	0
Kirkwood General Store	1501 Kirkwood Meadows Dr	Markleeville	Alpine	96120	0
Jackson Ace Hardware and Garden	520 Sutter Street, Hwy 49	Jackson	Amador	95642	0
Meek's Lumber & Hardware - Jackson	10422 CA-49	Jackson	Amador	95642	0
Ace Hardware	155 S Main St	Angels Camp	Calaveras	95221	0
Arnold Ace Home Center	981 Blagen Rd	Arnold	Calaveras	95223	0
Lake Tulloch True Value Hardware	3505 Spangler Ln Suite 111	Copperopolis	Calaveras	95228	0
Sender's Market Inc	8111 Garabaldi St	Mountain Ranch	Calaveras	95246	0
Sender's Market LLC Valley Springs	72 State Route 26	Valley Springs	Calaveras	95252	0
Close Lumber	333 6th St	Williams	Colusa	95987	0
Antioch ACE Hardware	501 Sunset Dr	Antioch	Contra Costa	94509	0
Oakley Ace Hardware	3100 Main Street, Suite 266	Oakley	Contra Costa	94561	0
Orinda Hardware	56 Moraga Way	Orinda	Contra Costa	94563	0
Pastime Hardware	10057 San Pablo Ave.	El Cerrito	Contra Costa	94530	6
Pittsburg Ace Hardware	125 E. Leland Road	Pittsburg	Contra Costa	94565	0
Do-It-Best Hardware	2514 Cameo Drive	Cameron Park	El Dorado	95682	0

Meek's Lumber & Hardware - South Lake Tahoe	2763 Lake Tahoe Blvd	South Lake Tahoe	El Dorado	96150	0
Mt. Aukum Store	11261 Prospect Dr	Jackson	El Dorado	95642	0
Canyon Fork Ace Hardware	29181 Auberry Rd	Prather	Fresno	93651	0
Coalinga Hardware	109 N 5Th St	Coalinga	Fresno	93210	0
Countrywide Building Materials	19 Fresno St	Fresno	Fresno	93706	0
Fowler Ace Hardware	113 E. Main St.	Fowler	Fresno	93625	0
Fresno AG Hardware	4590 N First St	Fresno	Fresno	93726	0
Golden Valley Ace Hardware	975 E. Manning Ave.	Reedley	Fresno	93654	0
Lowe's	875 Shaw Ave	Clovis	Fresno	93612	1
Lowes	7651 N Blackstone Ave	Fresno	Fresno	93720	0
AlSCO Geyer Ace Hardware	255 N Tehama St	Willows	Glenn	95988	0
Orland Ace Hardware	820 5th St	Orland	Glenn	95963	0
Orland Tires	707 South St	Orland	Glenn	95963	0
Carl Johnson True Value Hardware	3950 Jacobs Ave	Eureka	Humboldt	95501	0
Hensel's Ace Hardware	884 9th St	Arcata	Humboldt	95521	0
Keenan Supply	49 2nd St	Eureka	Humboldt	96021	0
Sunny Brae Ace Hardware	86 Sunnybrae Ctr.	Arcata	Humboldt	95521	0
Desert Paints	623 Main Street	El Centro	Imperial	92243	0
Holtville Ace Hardware	123 E 5th St	Holtville	Imperial	92250	0
J&B Materials	350 W Olive Ave	El Centro	Imperial	92243	0
Ace Hardware	10405 Main Street	Lamont	Kern	93241	0
Floyd's General Store	2020 S. Chester Ave	Bakersfield	Kern	93304	0
Wattenbarger Do-It Center	1616 N Chester Ave	Bakersfield	Kern	93308	0
Corcoran True Value Hardware	1140 Chittenden Ave	Corcoran	Kings	93212	0
Lemoore True Value Hardware	217 W D St	Lemoore	Kings	93245	0

Ervin's True Value Hardware	735 Skyline Blvd	Avenal	Kings	93204	0
S&R Farm Supplies	944 Skyline Blvd #1819	Avenal	Kings	93204	0
Tractor Supply Co	15930 Dam Rd, Unit C	Clearlake	Lake	95422	0
Seventh and Union Hardware Inc.	1622 W 7th St	Los Angeles	Los Angeles	90017	0
Anawalt Malibu Hardware & Supply	3730 Cross Creek Rd	Malibu	Los Angeles	90265	0
Ken's Ace Hardware	303 S Diamond Bar Blvd	Diamond Bar	Los Angeles	91765	1
L B Johnson Ace Hardware	3600 Slauson Ave	Maywood	Los Angeles	90270	0
Merritt's Hardware	1302 N Hacienda Blvd	La Puente	Los Angeles	91744	0
San Dimas Ace Hardware	201 W Bonita Ave	San Dimas	Los Angeles	91773	6
Eno's Hardware	1001 N Lake St	Madera	Madera	93638	0
General Builders Supply	1808 Howard Rd	Madera	Madera	93637	0
Sierra Supply	5255 CA-49 N	Mariposa	Mariposa	95338	0
Marin Ace	180 Merrydale Road	San Rafael	Marin	94903	0
Livingston True Value Hardware	321 2nd Street	Livingston	Merced	95334	0
Corner Store	600 Main St	Cedarville	Modoc	96104	0
High Country Lumber	243 Sierra Manor Rd	Mammoth Lakes	Mono	93546	0
Greenfield True Value	136 El Camino Real	Greenfield	Monterey	93927	0
Platt Electric Supply	2009 Morlan Dr	Napa	Napa	94558	0
Lake Almanor Ace Hardware	417 Main St	Chester	Plumas	96020	0
Mountain Building Supply	1947 Lee Rd.	Quincy	Plumas	95971	0
Mountain Hardware and Sports	282 Bonta St.	Blairsdene	Plumas	96103	0
Plumas Ace Hardware	184 W Sierra Ave.	Portola	Plumas	96122	0
Twain Harte Lumber & Hdwe	22956 Twain Harte Dr	Twain	Plumas	95383	0
Ace Hardware	66550 Pierson Blvd	Desert Hot Springs	Riverside	92240	0

ThermostatCare

Palm Desert Ace Hardware	74058 Highway 111	Palm Desert	Riverside	92260	0
True Value Hardware	1260 4th St	Hollister	San Benito	95023	0
Boulder Bay Station	39212 Big Bear Blvd	Big Bear Lake	San Bernardino	92315	0
Cedar Glen Trading Post	28946 Hook Creek Rd.	Cedar Glen	San Bernardino	92321	0
K & L Hardware	26091 East Baseline	San Bernardino	San Bernardino	92410	0
Center Hardware & Supply Co	3003 3rd St	San Francisco	San Francisco	94107	0
Cole Hardware	956 Cole St.	San Francisco	San Francisco	94117	5
Cole Hardware Downtown	70 Fourth St.	San Francisco	San Francisco	94103	0
Cole Hardware North Beach	627 Vallejo St.	San Francisco	San Francisco	94133	0
Cole Hardware Russian Hill	2254 Polk St.	San Francisco	San Francisco	94109	0
Discount Builders Supply	1695 Mission St	San Francisco	San Francisco	94103	0
Fredericksen Hardware & Paint	3029 Fillmore St	San Francisco	San Francisco	94123	0
Progress Hardware	724 Irving St.	San Francisco	San Francisco	94122	1
Standard 5 & 10 Ace	3545 California St	San Francisco	San Francisco	94118	0
Universal Electric Supply Co	68 Converse St	San Francisco	San Francisco	94103	0
Lockeford Ace Hardware	18960 N Highway 88	Lockeford	San Joaquin	95237	0
Brisco's True Value Hardware	1005 El Camino Real	Arroyo Grande	San Luis Obispo	93420	0
Hewitt Hardware	428 S Main St.	Templeton	San Luis Obispo	93465	0
Lowes	2445 Golden Hills Rd.	Paso Robles	San Luis Obispo	93446	0
Miner's Ace Hardware	510 Atascadero Rd.	Morro Bay	San Luis Obispo	93442	0
Miner's Ace Hardware	1056 W. Grand Ave.	Grover Beach	San Luis Obispo	93433	0
Miner's Ace Hardware	1080 Los Osos Valley Rd.	Los Osos	San Luis Obispo	93402	0
Miner's Ace Hardware	2034 Santa Barbara Ave.	San Luis Obispo	San Luis Obispo	93401	0
Miner's Ace Hardware	553 W. Tefft St.	Nipomo	San Luis Obispo	93444	0
Miner's Ace Hardware	9370 El Camino Real	Atascadero	San Luis Obispo	93422	0

Miner's Ace Hardware (AG)	186 Station Way	Arroyo Grande	San Luis Obispo	93420	0
Brisbane Hardware and Supply Inc	1 Visitacion	Brisbane	San Mateo	94005	2
Brownies Ace Hardware	1563 Polk St	San Francisco	San Mateo	94109	0
Hassett Ace Hardware	282 Woodside Plaza	Redwood City	San Mateo	94061	4
Blossom True Value Hardware	1297 W El Camino Real	Mountain View	Santa Clara	94040	3
Bruce Bauer Lumber & Supply*	134 San Antonio Cir	Mountain View	Santa Clara	94040	2
Hassett Ace Hardware	875 Alma St	Palo Alto	Santa Clara	94301	0
Scarborough Lumber and Building Supply	20 El Pueblo Rd	Scotts valley	Santa Cruz	95066	0
Hovis Ace Hardware	37113 Main St.	Burney	Shasta	96013	0
Bassett Station	100 Gold Lake Rd	Sierra City	Sierra	96125	0
Sierra Hardware	305 Main St	Downieville	Sierra	95936	0
Dollar General	15 Telco Way	Etna	Siskiyou	96027	0
Dunsmuir True Value Hardware	5836 Dunsmuir Ave	Dunsmuir	Siskiyou	96025	0
Ramshaw Ace Hardware	328 Mt Shasta Blvd	Mt Shasta	Siskiyou	96067	0
Gate Depot	17526 CA-12	Sonoma	Sonoma	95476	0
Oakdale Ace Hardware	1010 E F St	Oakdale	Stanislaus	95361	0
Richland Ace Hardware	2531 E Whitmore Ave Suite Z	Ceres	Stanislaus	95307	0
Meek's Lumber and Hardware	1414 Colusa Hwy,	Yuba City	Sutter	95993	0
Bidwell Appliance	327 Walnut St.	Red Bluff	Tehama	96080	0
Lake Almanor Ace Hardware	417 Main St	Chester	Tehama	96020	0
Los Molinos Ace Hardware	7930 State Highway 99e	Los Molinos	Tehama	96055	0
McCoy's Ace Hardware & Farm Supply	2060 South Avenue	Corning	Tehama	96021	0
Red Bluff Ace Hardware	22690 Antelope Blvd	Red Bluff	Tehama	96080	0
Tractor Supply Co. - Red Bluff Distribution Center	249 S Main St	Red Bluff	Tehama	96080	0

Valley West Ace Hardware	20639 Gas Point Rd	Cottonwood	Shasta	96022	0
Rancho Tehama Mercantile	17597 Rancho Tehama Rd	Corning	Tehama	96021	0
Ewing Irrigation & Landscape Supply	2321 S K St	Tulare	Tulare	93274	0
Nelson's Ace Hardware	2230 W Walnut Ave	Visalia	Tulare	93277	0
Ace Hardware of Thousand Oaks	1934 E Avenida De Los Arboles	Thousand Oaks	Ventura	91362	0
Ace Hardware	663 W Channel Islands Blvd	Port Hueneme	Ventura	93041	0
Dollar General	16669 Willow Glen Rd	Brownsville	Yuba	95919	0
Foothill Hardware (Ace Hardware)	13860 Willow Glen Rd.	Oregon House	Yuba	95962	0
Coast Hardware Do It Best*	5028 Hwy 140	Mariposa	Mariposa	95338	1

**This location opted out during 2023.*

8.1.2 Wholesaler Collection Locations

Location	Address	City	County	Zip	# of MT collected
AC Pro	9214 Artesia Blvd	Bellflower	Los Angeles	90706	15
AC Pro	2040 Oceanside Blvd.	Oceanside	San Diego	92054	12
Ac Pro	2192 N. Batavia Street	Orange	Orange	92865	15
AC Pro	12365 Central Ave.	Chino	San Bernardino	91710	46
Ac Pro	2181 Meyers Ave, Suite B	Escondido	San Diego	92029	33
Ac Pro	23456 South Pointe Blvd, Suite B	Laguna Hills	Orange	92653	43
Ac Pro	3060 E. La Palma Avenue	Anaheim	Orange	92806	18
Ac Pro	9216 Eton Ave	Chatsworth	Los Angeles	91311	28
AC Pro	13230 Evening Creek Dr. South	San Diego	San Diego	92128	21
AC Pro	1622 Illinois Ave., Unit 18 & 19	Perris	Riverside	92570	15
Ac Pro	1751 Malborough Avenue	Riverside	Riverside	92507	23
Ac Pro	7606 Garden Grove Blvd	Westminster	Orange	92683	38

Ac Pro	1402 N. Magnolia Ave	El Cajon	San Diego	92020	27
Air Cold Supply - A Ferguson Enterprise	1346 S. Claudina Street	Anaheim	Orange	92805	32
Air Cold Supply - A Ferguson Enterprise	13500 Saticoy Street	Van Nuys	Los Angeles	91402	23
Air Cold Supply - A Ferguson Enterprise	2751 Durahart Street	Riverside	Riverside	92507	17
Air Cold Supply, A Ferguson Enterprise	26999 Industrial Blvd.	Hayward	Alameda	94545	4
Allied Refrigeration	199 S. Marshall Street	El Cajon	San Diego	92020	5
Allied Refrigeration	2175 Adams Avenue	San Leandro	Alameda	94577	36
Allied Refrigeration	1211 E. Edinger Avenue	Tustin	Orange	92780	227
Allied Refrigeration	917 Mc Garry St.	Los Angeles	Los Angeles	90021	26
Allied Refrigeration	2300 E. 28th Street	Signal Hill	Los Angeles	90755	4
Allied Refrigeration	3650 Holdrege Avenue	Los Angeles	Los Angeles	90016	42
Allied Refrigeration	15558 Cabrito Road	Van Nuys	Los Angeles	91406	21
American Refrigeration Supplies, Inc.	145 11th Street	San Francisco	San Francisco	94103	5
American Refrigeration Supplies, Inc.	1501 Pomona Road, Suite 102	Corona	Riverside	92880	3
American Refrigeration Supplies, Inc.	2703 5th Street, Suite 7	Sacramento	Sacramento	95818	4
Baker Distributing Co.	3020 SOUTH KILSON DRIVE	SANTA ANA	Orange	92707	21
Baker Distributing Company	149 UNION AVENUE	Bakersfield	Kern	93307	25
Cfm Equipment Distr., Inc.	890 Service Street, Suite G	San Jose	Santa Clara	95112	3
Coast Appliance Parts	5916 Kester Avenue	Van Nuys	Los Angeles	91411	5
Daikin Comfort	1225 N. KRAEMER BLVD	ANAHEIM	Orange	92806	14
Ferguson	26470 Summit Circle	Santa Clarita	Los Angeles	91350	12
Ferguson Heating & Cooling	640 Ayon Avenue	Azusa	Los Angeles	91702	8
Ferguson Heating & Cooling	11244 Playa Court	Culver City	Los Angeles	90230	4

Ferguson Heating & Cooling	1224 NORTH MARSHALL	EL CAJON	San Diego	92020	44
Ferguson Heating Cooling	605 E. Cerritos Avenue	Anaheim	Orange	92805	3
Ferguson Heating Cooling	9401 Oso Avenue	Chatsworth	Los Angeles	91311	63
Geary Pacific Supply	16665 Arminta Street	Van Nuys	Los Angeles	91406	8
Geary Pacific Supply	4365 Jetway Court	North Highlands	Sacramento	95660	4
Geary Pacific Supply	1161 W. Bradley Avenue	El Cajon	San Diego	92020	18
Geary Pacific Supply	1200 E. Cerritos Avenue	Anaheim	Orange	92805	42
Geary Pacific Supply	16037 Foothill Blvd	Irwindale	Los Angeles	91702	72
Geary Pacific Supply	6421 Box Springs Blvd	Riverside	Riverside	92507	35
Geary Pacific Supply	16665 Arminta Street	Van Nuys	Los Angeles	91406	12
Geary Pacific Supply	8711 Airport Road	Redding	Shasta	96002	8
Goodman Dist. 706	5160 Richton St, Suite A	Montclair	San Bernardino	91763	18
Goodman Distribution	23021 Normandie Avenue	Torrance	Los Angeles	90501	14
Goodman Distribution	2425 Auto Park Way, Suite 200	Escondido	San Diego	92029	4
Goodman Distribution	9440 Lurline Ave	Chatsworth	Los Angeles	91311	27
Goodman Distribution	20035 E. Walnut Drive	City of Industry	Los Angeles	91789	19
Goodman Distribution Inc. 768	16150 STAGG STREET	VAN NUYS	Los Angeles	91406	16
Goodman Distribution, Inc 764	18085 EUCLID STREET	FOUNTAIN VALLEY	Orange	92708	18
Goodman Distribution, Inc.	8825 WASHINGTON BLVD. STE 400	ROSEVILLE	Placer	95678	10
Goodman Distribution, Inc.	3562 Ruffin Road	San Diego	San Diego	92123	1
Goodman Distribution, Inc.	315 Cloverleaf Drive	Baldwin Park	Los Angeles	91706	28
Goodman Distribution, Inc.	1900 Compton Ave Suite 102	Corona	Riverside	92881	11
Goodman Distribution, Inc.	3633 Lenawee Ave. Ste 180	Los Angeles	Los Angeles	90016	20
Goodman Distribution, Inc.	1070 COMMERCIAL STREET STE 103	SAN JOSE	Santa Clara	95112	2

Goodman Distribution, Inc.	3334 San Fernando Rd, Suite 102	Los Angeles	Los Angeles	90065	13
Gow Supply Company	1492 Egbert Avenue	San Francisco	San Francisco	94124	23
Heating & Cooling Supply, LLC	685 N. Poplar Street	Orange	Orange	92868	41
Heating & Cooling Supply, LLC	14742 Raymer Street	Van Nuys	Los Angeles	91405	11
Heating and Cooling LLC	5357 E. Home Avenue	Fresno	Fresno	93727	0
Heating Cooling LLC	7321 Roseville Road, Suite 10	SACRAMENTO	Sacramento	95842	1
Hirsch Pipe & Supply Co., Inc.	7521 Garden Grove Blvd	Garden Grove	Orange	92841	3
Hirsch Pipe & Supply Co., Inc.	1011 N. Gower St.	Hollywood	Los Angeles	90038	2
Hirsch Pipe & Supply Co., Inc.	12024 Sherman Way	North Hollywood	Los Angeles	91605	1
Howard Industries	8855 WASHINGTON BLVD	CULVER CITY	Los Angeles	90232	115
JM's Refrigeration	1061 F St	Wasco	Kern	93280	3
Johnstone	2810 Temple Avenue	Long Beach	Los Angeles	90806	44
Johnstone Supply	2750 La Mirada Drive	Vista	San Diego	92081	100
Johnstone Supply	520 E. Dyer Road	Santa Ana	Orange	92707	30
Johnstone Supply	1903 FRIENDSHIP DRIVE	EL CAJON	San Diego	92020	250
Johnstone Supply	518 E BALL ROAD	ANAHEIM	Orange	92805	83
Johnstone Supply	19005 Parthenia Road	Northridge	Los Angeles	91324	130
Johnstone Supply	2130 "V" STREET	Bakersfield	Kern	93301	15
Johnstone Supply	42655 Rio Nedo	Temecula	Riverside	92590	55
Johnstone Supply	11725 Inglewood Ave.	Hawthorne	Los Angeles	90250	58
Johnstone Supply	1000 El Sobrante Rd.	CORONA	Riverside	92879	14
Johnstone Supply	1445 San Mateo Avenue	South San Francisco	San Mateo	94080	32
Johnstone Supply	25027 Anza Drive	Valencia	Los Angeles	91355	35
Johnstone Supply 098	200 TALMADGE DRIVE	SANTA ROSA	Sonoma	95407	20
Johnstone Supply 140	1528 Moffett Street	SALINAS	Monterey	93905	12

Johnstone Supply 328	1755 GROGAN AVE	MERCED	Merced	95341	15
Johnstone Supply Co	4320 PACIFIC HWY	SAN DIEGO	San Diego	92110	21
Johnstone Supply Co	23211 DEL LAGO DRIVE	LAGUNA HILLS	Orange	92653	36
Johnstone Supply Co	16147 Avenida Patilla	Irwindale	Los Angeles	91702	16
Johnstone Supply Co	1985 Arnold Industrial Way, Unit B	CONCORD	Contra Costa	94520	17
Johnstone Supply San Bernardino	584 Inland Center Drive	SAN BERNARDINO	San Bernardino	92408	11
Johnstone-Commerce	9143 Perkins Street	Pico Rivera	Los Angeles	90660	21
Johnstone-Santa Barbara	740 Cacique Street	Santa Barbara	Santa Barbara	93103	29
Johnstone-Ventura	5960 VALENTINE ROAD 3	VENTURA	Ventura	93003	20
Lennox	2539 Mercantile Drive, Suite 2	Rancho Cordova	Sacramento	95742	3
Lennox Industries Inc.	3410 SAN FERNANDO ROAD, UNIT 5	Los Angeles	Los Angeles	90065	12
Lennox Industries Inc.	1021 Striker Avenue	Sacramento	Sacramento	95834	75
Lennox Stores	19801 Nordhoff PI 109	Chatsworth	Los Angeles	91311	18
Lennox Stores	422 S. Abbott Avenue	Milpitas	Santa Clara	95035	1
National Ventilating And Equipment Company	3205 F Street	San Diego	San Diego	92102	5
R. E. Michel Co	1039 E. Lacy Ave.	Anaheim	Orange	92805	35
R.E. Michel Co.	501 Riverside Ave	Paso Robles	San Luis Obispo	93446	4
R.E. Michel Company	2350 Mulberry St	Riverside	Riverside	92501	12
R.E. Michel Company, Inc.	1359 Oakland Road	San Jose	Santa Clara	95112	42
R.E. Michel Company, Inc.	5370 Third Street	Irwindale	Los Angeles	91706	28
R.E. Michel Company, Inc.	1437 Fayette Street	El Cajon	San Diego	92020	23
Refrigeration Supplies Distributor (RSD)	10170 Croydon Way, Suite 1	Sacramento	Sacramento	95827	17
Refrigeration Supplies Distributor (RSD)	1201 Monterey Pass Road	Monterey Park	Los Angeles	91754	77
Refrigeration Supplies Distributor	702 W. 190th Street	Gardena	Los Angeles	90248	73

(RSD)					
Refrigeration Supplies Distributor (RSD)	640 COMMERCE DRIVE	ROSEVILLE	Placer	95678	13
Refrigeration Supplies Distributor (RSD)	2551 Stanwell Drive, Suite A	Concord	Contra Costa	94520	53
RSD	6391 ORANGETHORPE AVENUE	BUENA PARK	Orange	90620	8
RSD	26021 ATLANTIC OCEAN DRIVE	LAKE FOREST	Orange	92630	27
RSD	7332 CONVOY COURT, STE A	SAN DIEGO	San Diego	92111	13
RSD	21727 NORDHOFF STREET	CHATSWORTH	Los Angeles	91311	12
RSD	1705 E Francis Street	ONTARIO	San Bernardino	91761	22
RSD	436 HESTER STREET	SAN LEANDRO	Alameda	94577	45
RSD	285 LAWRENCE AVENUE	SOUTH SAN FRANCISCO	San Mateo	94080	16
RSD	2745 Temple Avenue	Signal Hill	Los Angeles	90755	9
RSD	2890 E CORONADO ST	ANAHEIM	Orange	92806	26
RSD	117 Via Trevizio	Corona	Riverside	92879	18
RSD	14901 RAYMER ST	VAN NUYS	Los Angeles	91405	12
RSD Santa Ana	2100 E. WILSHIRE AVE	SANTA ANA	Orange	92705	6
Rubenstein Supply Company	2800 San Pablo Avenue	Oakland	Alameda	94608	8
Russell Sigler Inc.	3648 E INDUSTRY AVE	LAKEWOOD	Los Angeles	90712	53
Russell Sigler Inc.	804-A RANCHEROS DRIVE	San Marcos	San Diego	92069	7
Sigler Wholesale Distributors	2641 LINDSAY PRIVADO DRIVE	ONTARIO	San Bernardino	91761	7
Sigler Wholesale Distributors	205 S. PUENTE ST	BREA	Orange	92821	29
Sigler Wholesale Distributors	21200 Lassen Street	CHATSWORTH	Los Angeles	91311	20
Sigler Wholesale Distributors	2000 ANCHOR COURT, SUITE B	THOUSAND OAKS	Ventura	91320	25
Sigler Wholesale Distributors	14751 MERIDIAN PARKWAY	RIVERSIDE	Riverside	92518	4
Sigler Wholesale Distributors	21200 Lassen Street	CHATSWORTH	Los Angeles	91311	33
Sigler Wholesale Distributors	229 LITTLEFIELD AVENUE, SUITE 4	SOUTH SAN FRANCISCO	San Mateo	94080	2

Slakey Brothers	12277 LOMA RICA DRIVE SUITE E	GRASS VALLEY	Nevada	95945	4
Slakey Brothers	1001 OATES COURT	MODESTO	Stanislaus	95358	16
Slakey Brothers	2460 BATES AVENUE	CONCORD	Contra Costa	94520	1
Slakey Brothers	1480 Nicora Avenue	San Jose	Santa Clara	95133	7
Slakey Brothers	2608 Chanticleer Avenue	Santa Cruz	Santa Cruz	95065	50
Slakey Brothers Yuba City	545 BOYD STREET	YUBA CITY	Sutter	95991	19
Trane	21720 Wilmington Ave., Suite 308-309	Long Beach	Los Angeles	90810	7
Trane Company	15551 Red Hill Avenue, Suite C	TUSTIN	Orange	92780	4
Trane Supply	20450 E. Walnut Dr. N	Diamond Bar	Los Angeles	91789	4
U.S. Air Conditioning Distributors (USACD)	9836 Alburdis Ave.	Santa Fe Springs	Los Angeles	90670	46
U.S. Air Conditioning Distributors (USACD)	1100 Chestnut St.	Burbank	Los Angeles	91506	39
U.S. Air Conditioning Distributors (USACD)	1233 N. 5th Street	San Jose	Santa Clara	95112	11
U.S. Air Conditioning Distributors (USACD)	550 Del Norte Blvd	Oxnard	Ventura	93030	70
U.S. Air Conditioning Distributors (USACD)	235 E. Avenue K-10	Lancaster	Los Angeles	93535	46
U.S. Air Conditioning Distributors (USACD)	2225 Colby Avenue	Los Angeles	Los Angeles	90064	16
United Refrigeration	3120 PASEO MERCADO, STE. 101	OXNARD	Ventura	93036	33
United Refrigeration	1848 E. Griffith Way	Fresno	Fresno	93726	34
United Refrigeration	1123 LONE PALM AVENUE	MODESTO	Stanislaus	95351	9
United Refrigeration	904 COMMERCIAL STREET	SAN JOSE	Santa Clara	95112	3
United Refrigeration	933 WASHINGTON STREET	SAN CARLOS	San Mateo	94070	23
United Refrigeration, Inc.	41573 Cherry Street	Murrieta	Riverside	92562	15
United Refrigeration, Inc.	1920 E. McFadden Avenue	Santa Ana	Orange	92705	10
United Refrigeration, Inc.	41573 Cherry Street	Murrieta	Riverside	92562	8

United Refrigeration, Inc.	77670 Springfield Lane, Suite 5A	Palm Desert	Riverside	92211	2
Us Air Conditioning Distributors (USACD)	9250 OWENSMOUTH AVENUE	CHATSWORTH	Los Angeles	91311	51
Us Air Conditioning Distributors (USACD)	7628 Sepulveda Blvd.	Van Nuys	Los Angeles	91405	76
Us Air Conditioning Distributors (USACD)	2751 Temple Avenue	Signal Hill	Los Angeles	90755	95
Us Air Conditioning Distributors (USACD)	16900 Chestnut Street	City of Industry	Los Angeles	91748	88
Us Air Conditioning Distributors (USACD)	2531 S. Alameda St.	Vernon	Los Angeles	90058	14
Us Air Conditioning Distributors (USACD)	2100 Chicago Ave.	Riverside	Riverside	92507	58
Us Air Conditioning Distributors (USACD)	3333 ORANGE GROVE	NORTH HIGHLANDS	Sacramento	95660	7
Us Air Conditioning Distributors (USACD)	2455 Teepee Drive	Stockton	San Joaquin	95205	14
Us Air Conditioning Distributors (USACD)	27470 Colt Court	Temecula	Riverside	92590	16
Us Air Conditioning Distributors (USACD)	1238-A Simpson Way	Escondido	San Diego	92029	11
Us Air Conditioning Distributors (USACD)	1995 Fairway Drive	San Leandro	Alameda	94577	13
Us Air Conditioning Distributors, Inc. (USACD)	1304 S. Claudina Street	Anaheim	Orange	92805	28
Us Air Conditioning Distributors, Inc. (USACD)	1250 N. Marshall Avenue	El Cajon	San Diego	92020	56
Us Air Conditioning Distributor (USACD)	16950 Chestnut St.	City of Industry	Los Angeles	91748	51
Us Air Conditioning Distributor (USACD)	495 MARQUITA AVENUE	PASO ROBLES	San Luis Obispo	93446	10
W.W. Grainger, Inc.	1151 E. Columbia Ave	Riverside	Riverside	92507	7
Wholesale Solutions	720 Sixth Street	Napa	Napa	94559	4
Us Air Conditioning Distributors (USACD)	1 North Calle Cesar Chavez	1 North Calle Cesar Chavez Suite 13	Santa Barbara	1070	0
Us Air Conditioning Distributors (USACD)	1002 Industry Way	El Centro	Imperial	92243	0
W.W. Grainger, Inc.	101 S. Rice Ave	Oxnard	Ventura	93030	0

Lennox	1010 Winding Creek Road	Roseville	Placer	95678	0
W.W. Grainger, Inc.	10137 S. Norwalk Blvd	Santa Fe Springs	Los Angeles	90670	0
Refrigeration Supplies Distributor (RSD)	10170 Croydon Way Suite 1	San Jose	Santa Clara	95112	0
Sigler's	1037 N. MARKET BLVD	SACRAMENTO	Sacramento	95834	0
Refrigeration Supplies Distributor (RSD)	1050 Commercial Street	San Jose	Santa Clara	95112	0
W.W. Grainger, Inc.	1050 W. Walnut St	Compton	Los Angeles	90220	0
W.W. Grainger, Inc.	10804 S. La Cienega Blvd	Inglewood	Los Angeles	90304	0
Gianelli's Appliances & Supplies	10855 Folsom Blvd	Rancho Cordova	Sacramento	95670	0
American Refrigeration Supplies	1086 Kraemer Place	Anaheim	Orange	92806	0
Western Nevada Supply	10990 INDUSTRIAL WAY	TRUCKEE	Nevada	96161	0
Refrigeration Supplies Distributor (RSD)	110 EAST MAIN STREET	EL CENTRO	Imperial	92243	0
Daikin Comfort	1101 OATES COURT	MODESTO	Stanislaus	95358	0
Refrigeration Supplies Distributor (RSD)	1121 Lone Palm Avenue	Modesto	Stanislaus	95351	0
United Refrigeration	1134 E. Dominguez Street	Carson	Los Angeles	90746	0
Ferguson	1144 West Avenue L12	Lancaster	Los Angeles	93534	0
Lennox	1155 E. North Ave.	Fresno	Fresno	93725	0
Baker Distribution	11636 Tuxford Street	Sun Valley	Los Angeles	91352	0
Heating & Cooling LLC	11661 RIVERSIDE DRIVE	LAKESIDE	San Diego	92040	0
Slakey	1190 WESTERN STREET	FAIRFIELD	Solano	94533	0
Slakey	1190 Western Street	Fairfield	Solano	94533	0
Slakey	1200 INDUSTRIAL STREET	REDDING	Shasta	96002	0
Heating & Cooling LLC	12140 Magnolia Ave	Riverside	Riverside	92503	0
Hajoca Corporation	12334 Denholm Drive	El Monte	Los Angeles	91732	0
Daikin Comfort	12520 Business Center Drive	Victorville	San Bernardino	92395	0

Allied Refrigeration	1256 Price Avenue	Pomona	Los Angeles	91767	0
United Refrigeration, Inc.	1265 W. McCoy Lane	Santa Maria	Santa Barbara	93455	0
W.W. Grainger, Inc.	12871 Western Ave	Garden Grove	Orange	92841	0
Lennox	1320 South Allec Street	Anaheim	Orange	92805	0
Hirsch Pipe & Supply Co., Inc.	1330 S. Atlantic Blvd.	Los Angeles	Los Angeles	90022	0
W.W. Grainger, Inc.	1334 Dayton St.	Salinas	Monterey	93901	0
W.W. Grainger, Inc.	1335 Tuolumne St	Fresno	Fresno	93706	0
American Refrigeration Supplies	1337 Walker Ln	Corona	Riverside	92879	0
United Refrigeration	134 NOPALITAS WAY	SANTA BARBARA	Santa Barbara	93103	0
AC Pro	13409 Garvey Ave.	Baldwin Park	Los Angeles	91706	0
W.W. Grainger, Inc.	1360 Rollins Rd.	Burlingame	San Mateo	94010	0
Lennox	13668 Valley Blvd	City of Industry	Los Angeles	91746	0
Refrigeration Supplies Distributor (RSD)	1376 STEALTH STREET	LIVERMORE	Alameda	94551	0
Johnstone Supply	1384 14th Street	Oakland	Alameda	94607	0
Johnstone Supply	1384 14th Street	Oakland	Alameda	94607	0
Johnstone Supply	1497 Zephyr Ave	Hayward	Alameda	94544	0
Heating & Cooling LLC	139 N. Sunset	CITY OF INDUSTRY	Los Angeles	91744	0
Gensco	1400 SOUTH HIGHWAY 49	JACKSON	Amador	95642	0
Coast Appliance Parts	1404 29th Street	Bakersfield	Kern	93301	0
American Refrigeration Supplies	1405-2 Granite Lane	Modesto	Stanislaus	95351	0
Johnstone Supply	1433 Venice Blvd.	Los Angeles	Los Angeles	90006	0
AC Pro	149 Village Court	San Dimas	Los Angeles	91773	0
Refrigeration Supplies Distributor (RSD)	16626 Arminta St.	VAN NUYS	Los Angeles	91406	0
Hirsch Pipe & Supply Co., Inc.	14949 Oxnard St.	Van Nuys	Los Angeles	91411	0

Sigler	15041 Bake Pkwy Suite L	Irvine	Orange	92618	0
Ferguson	15220 Anacapa Road	Victorville	San Bernardino	92392	0
Facsco	1528 N Thesta St.	Fresno	Fresno	93703	0
Hassler Heating And Air Conditioning	1537 South 56th Street	El Cerrito	Contra Costa	94530	0
R. E. Michel Co.	155 W. Victoria Street	Long Beach	Los Angeles	90805	0
W.W. Grainger, Inc.	1554 Brookhollow Dr. Suite A	Santa Ana	Orange	92705	0
Sigler's	15612 East FIRST ST	IRWINDALE	Los Angeles	91706	0
Coast Appliance Parts	15700 S. Broadway	Gardena	Los Angeles	90248	0
Baker Distributing / Watsco	1601 Cummins Drive	Modesto	Stanislaus	95358	0
Watsco	16253 Ornelas Street	Irwindale	Los Angeles	91706	0
CFM Equipment Distributors, Inc.	1644 Main Avenue	Sacramento	Sacramento	95838	0
United Refrigeration	16606 Schoenborn St	North Hills	Los Angeles	91343	0
AC Pro	170 N. Daisy Ave.	Pasadena	Los Angeles	91107	0
Toro Aire, Inc.	1708 Mahalo Place	Rancho Dominguez	Los Angeles	90220	0
Hirsch Pipe & Supply Co., Inc.	1717 19th St.	Santa Monica	Los Angeles	90404	0
Smardan-Hatcher Co.	17273 Mt. Hermann St.	Fountain Valley	Orange	92708	0
Standard Appliance Co	1733 Sanguinetti Ln # C	Stockton	San Joaquin	95205	0
United Refrigeration	1736 Janelli Court	Visalia	Tulare	93292	0
CFM Equipment Distributors, Inc.	1744 South Pearl Ave.	Fresno	Fresno	93721	0
Us Air Conditioning Distributors (USACD)	17615 CATALPA STREET	HESPERIA	San Bernardino	92345	0
Lennox	1790 Iowa Avenue	Riverside	Riverside	92507	0
Specialty A/C Products	185 mason circle suite A	concord	Contra Costa	94520	0
Daikin Comfort	1890 N. Marshall Ave. Suite 109	El Cajon	San Diego	92020	0
Johnstone Supply	1900 Blue Gum Avenue	Modesto	Stanislaus	95358	0

Sigler's	1920 MARK COURT SUITE 100	CONCORD	Contra Costa	94520	0
Allied Refrigeration	19220 Normandi Ave.	Torrence	Los Angeles	90502	0
Allied Refrigeration	1928 Don Lee Place	Escondido	San Diego	92029	0
Gensco / Slakey Brothers	19450 INDUSTRIAL DRIVE	SONORA	Tuolumne	95370	0
Daikin Comfort	25948 Business Center Drive	Redlands	San Bernardino	92373	0
Western Nevada Supply	200 BELLA WAY	SUSANVILLE	Lassen	96130	0
Ferguson	200 E Trimble Rd. STE 90	San Jose	Santa Clara	95131	0
Sigler's	206 S. PUENTE ST	BREA	Orange	92821	0
Johnstone Supply	2132 Aviation Drive	Upland	San Bernardino	91786	0
Watsco	2138 ZANKER ROAD	SAN JOSE	Santa Clara	95131	0
Western Nevada Supply	2141 JAMES AVENUE	South Lake Tahoe	El Dorado	96150	0
Allied Refrigeration	2170 Commerce Avenue	Concord	Contra Costa	94520	0
Refrigeration Supplies Distributor (RSD)	2208 EAST MCKINLEY AVENUE	FRESNO	Fresno	93703	0
Gensco / Slakey Brothers	2215 KAUSEN	ELK GROVE	Sacramento	95758	0
Appliance Parts Center	222 E. 8th Street	National City	San Diego	91950	0
Lennox	2221 Eastman Avenue	Oxnard	Ventura	93030	0
Trane	2222 KANSAS AVE.	RIVERSIDE	Riverside	92507	0
United Refrigeration	2225 Auto Park Way	Escondido	San Diego	92029	0
Pace Supply	224 MEYERS STREET	CHICO	Butte	95928	0
Lennox	2250 Micro Place Suite 100	Escondido	San Diego	92029	0
Us Air Conditioning Distributors (USACD)	22572 Shannon Circle	Lake Forest	Orange	92630	0
W.W. Grainger, Inc.	2261 Ringwood Ave.	San Jose	Santa Clara	95131	0
Hajoca Corporation	2275 S. Carmelina Ave	Los Angeles	Los Angeles	90064	0
Karnair HVAC Supply	2279 LA CROSSE AVENUE	COLTON	San Bernardino	92324	0

W.W. Grainger, Inc.	2288 Pike Ct.	Concord	Contra Costa	94520	0
Daikin Comfort	2295 Gibson Street	Bakersfield	Kern	93308	0
Slakey Brothers(Gensco)	2301 Park Avenue	Chico	Butte	95927	0
Slakey Brothers(Gensco)	2301 Park Avenue PO Box 1126	Chico	Butte	95927	0
Hirsch Pipe & Supply Co., Inc.	23023 Normandie Ave.	Torrance	Los Angeles	90501	0
Winsupply	2320-C Ramada Dr.	Paso Robles	San Luis Obispo	93446	0
Hirsch Pipe & Supply Co., Inc.	2343 San Fernando Rd.	Los Angeles	Los Angeles	90065	0
Sigler's	2345 LOS ANGELES STREET	FRESNO	Fresno	93721	0
Refrigeration Supplies Distributor (RSD)	2350 LEXINGTON STREET	SACRAMENTO	Sacramento	95815	0
Heating & Cooling Supply	2401 E. Brundage Lane	Bakersfield	Kern	93307	0
Watsco	241 Market Place	Escondido	San Diego	92029	0
Slakey Brothers/S. San Francisco	242 Shaw Road	S. SAN FRANCISCO	San Mateo	94080	0
American Refrigeration Supplies	245 Sutton Place	Santa Rosa	Sonoma	95407	0
Hirsch Pipe & Supply Co., Inc.	24583 Redlands Blvd	Lima Linda	San Bernardino	92354	0
W.W. Grainger, Inc.	2501 Stagecoach Rd.	Stockton	San Joaquin	95215	0
Us Air Conditioning Distributors (USACD)	25064 Anza Dr.	Valencia	Los Angeles	91355	0
Lennox	25217 Rye Canyon Road	Valencia	Los Angeles	91355	0
Us Air Conditioning Distributors (USACD)	2539 Teller Road	Newbury Park	Ventura	91320	0
Gensco / Slakey Brothers	2540 TEEPEE DRIVE	STOCKTON	San Joaquin	95208	0
American Refrigeration Supplies	255 Harbor Way	South San Francisco	San Mateo	94080	0
Ferguson	2570 Conejo Spectrum st.	Thousand Oaks	Ventura	91320	0
Us Air Conditioning Distributors (USACD)	258 Sutton Place	Santa Rosa	Sonoma	95407	0
Baker Distribution	26008 Business Center Drive	Redlands	San Bernardino	92374	0
Daikin Comfort	2601 Teepee Drive	Stockton	San Joaquin	95205	0

Coast Appliance Parts	2606 Lee Avenue	South El Monte	Los Angeles	91733	0
Daikin Comfort	2620 East Byrd Avenue	Fresno	Fresno	93706	0
United Refrigeration	2626 SOUTHPORT WAY	NATIONAL CITY	San Diego	91950	0
Us Air Conditioning Distributors (USACD)	2670 E. BYRD AVE	FRESNO	Fresno	93706	0
AC Pro	27230 Madison Ave.	Temecula	Riverside	92590	0
Air Cold Supply - A Ferguson Enterprise	2750 S. Towne Avenue	Pomona	Los Angeles	91320	0
Johnstone Supply	2790 E. Cherokee Road	Stockton	San Joaquin	95205	0
Slakey Brothers	2845 DUKE COURT	SANTA ROSA	Sonoma	95407	0
AC Pro	2875 Cherry Avenue	Signal Hill	Los Angeles	90755	0
Refrigeration Supplies Distributor (RSD)	2882 Teepee Dr	STOCKTON	San Joaquin	95205	0
Us Air Conditioning Distributors (USACD)	291 Harbor Way	S San Francisco	San Mateo	94080	0
Hirsch Pipe & Supply Co., Inc.	2920 E. Miraloma Ave.	Anaheim	Orange	92806	0
R. E. Michel Co.	2921 Whipple Road	Union City	Alameda	94587	0
Lennox	299 Goddard Street	Irvine	Orange	92618	0
Refrigeration Supplies Distributor (RSD)	30-571 Front Street	Thousand Palms	Riverside	92276	0
CFM Equipment Distributors, Inc.	301 9th St.	Modesto	Stanislaus	95351	0
Us Air Conditioning Distributors (USACD)	301 9th Street	Modesto	Stanislaus	95351	0
Heating & Cooling LLC	301 S. 9TH STREET	MODESTO	Stanislaus	95351	0
United Refrigeration	3018 ALVARADO STREET	SAN LEANDRO	Alameda	94577	0
Daikin Comfort	3018 Alvarado Street	San Leandro	Alameda	94577	0
Trane	3026 N Business Park Ave	Fresno	Fresno	93727	0
Geary Pacific	3026 N. Business Park	Fresno	Fresno	93727	0
Us Air Conditioning Distributors (USACD)	3035 Crossroads Drive	Redding	Shasta	96003	0

Keller Supply	3055 Cross Roads Drive	Redding	Shasta	96003	0
Lennox	30575 HILL ST.	THOUSAND PALMS	Riverside	92276	0
Allied Refrigeration	306 S. Ninth Avenue	City of Industry	Los Angeles	91746	0
Us Air Conditioning Distributors (USACD)	3062 E. Inland Empire Blvd	Ontario	San Bernardino	91764	0
Heating & Cooling LLC	30715 FRONT ST	Thousand Palms	Riverside	92276	0
Daikin Comfort	30720 Gunther Street	Thousand Palms	Riverside	92276	0
W.W. Grainger, Inc.	310 E. Ball Rd	Anaheim	Orange	92805	0
United Refrigeration	3101 Gilmore Avenue	BAKERSFIELD	Kern	93308	0
Coast Appliance Parts	312 E. Tulare Street	Visalia	Tulare	93277	0
Johnstone Supply	31240 La Baya Drive	Westlake Village	Los Angeles	91362	0
R. E. Michel Co.	3130-2 Skyway Drive	Santa Maria	Santa Barbara	93455	0
Slakey Brothers	3201 Orange Grove Avenue	North Highlands	Sacramento	95660	0
Heating & Cooling Supply, LLC	321 Irving Drive	Oxnard	Ventura	93030	0
Gensco	321 ORANGE AVENUE	SAND CITY	Monterey	93955	0
Coast Appliance Parts	3260 E. McKinley	Fresno	Fresno	93703	0
Bacsko	330 East 19th Street	BAKERSFIELD	Kern	93305	0
Johnstone Supply	3301 Orange Grove Avenue	North Highlands	Sacramento	95660	0
Hirsch Pipe & Supply Co., Inc.	3317 W. Jefferson Blvd.	Los Angeles	Los Angeles	90018	0
Refrigeration Supplies Distributor (RSD)	3355 McMaude Place	Santa Rosa	Sonoma	95407	0
Gensco	3395 ARDEN ROAD	HAYWARD	Alameda	94545	0
United Refrigeration	3421 N. San Fernando Road Suite E-F	Los Angeles	Los Angeles	90065	0
Sigler's	3424 N San Fernando Rd Suite 100	Los Angeles	Los Angeles	90065	0
Allied Refrigeration	34660 Date Palm Drive	Cathedral City	Riverside	92234	0
Hirsch Pipe & Supply Co., Inc.	3530 E. Anaheim St.	Long Beach	Los Angeles	90804	0

Ferguson	3550 LA CRUZ WAY BRANCH 1893	PASO ROBLES	San Luis Obispo	93446	0
Trane Supply	3565 Corporate Court	San Diego	San Diego	92123	0
Ferguson	36283 Plaza Drive	Cathedral City	Riverside	92234	0
Trane	3631 SAN FERNANDO ROAD	GLENDALE	Los Angeles	91204	0
Baker	3645 Standish Ave	SANTA ROSA	Sonoma	95407	0
Jefferson Supply Company	365 W Sierra Ave	Portola	Plumas	96122	0
Heating & Cooling LLC	3650 N. INDUSTRY Avenue	LAKEWOOD	Los Angeles	90712	0
Pace Supply	3676 Old Hwy 44 Drive	Redding	Shasta	96003	0
W.W. Grainger, Inc.	3691 Industrial Blvd	West Sacramento	Yolo	95691	0
Us Air Conditioning Distributors (USACD)	39-312 Leopard Street Suite 100	Palm Desert	Riverside	92211	0
W.W. Grainger, Inc.	3900 Easton Dr	Bakersfield	Kern	93309	0
Heating & Cooling LLC	3970 Home Avenue	San Diego	San Diego	92105	0
American Refrigeration Supplies	399 S. Arrowhead Avenue	San Bernardino	San Bernardino	92408	0
Refrigeration Supplies Distributor (RSD)	402 W 35th St g	National City	San Diego	91950	0
Daikin Comfort	4020 Nelson Ave. Suite 100	Concord	Contra Costa	94520	0
Daikin Comfort	40222-A LaQuinta Lane Suite 101	Palmdale	Los Angeles	93551	0
Allied Refrigeration	404 S. I Street	San Bernardino	San Bernardino	92410	0
United Refrigeration	4060 EAST AIRPORT DRIVE	ONTARIO	San Bernardino	91761	0
Lennox	4090 Pike Lane B	Concord	Contra Costa	94520	0
Refrigeration Supplies Distributor (RSD)	4131 Latham Street	Riverside	Riverside	92501	0
Daikin Comfort	41670 Reagan Way	Murrieta	Riverside	92562	0
Johnstone Supply	42033 6th Street West	Lancaster	Los Angeles	93534	0
Ferguson	429 MADERA ST.	SAN GABRIEL	Los Angeles	91776	0
R. E. Michel Co.	43137 Business Park Drive	Temecula	Riverside	92590	0

United Refrigeration	4330 ROSEVILLE ROAD	North Highlands	Sacramento	95660	0
Refrigeration Supplies Distributor (RSD)	43300 BUSINESS PARK DR. A102	TEMECULA	Riverside	92590	0
Slakey Brothers(Gensco)	4333 NORTH EFFIE STREET	FRESNO	Fresno	93726	0
Johnstone Supply	435 N. BURKE	VISALIA	Tulare	93292	0
Trane	4380 Warehouse Court	North Highlands	Sacramento	95660	0
Coast Appliance Parts	4408 Twain Avenue	San Diego	San Diego	92120	0
W.W. Grainger, Inc.	444 Doolittle Dr.	San Leandro	Alameda	94577	0
Indio Cooling & Heating Supply	45-100 Golf Center Pkwy	Indio	Riverside	92201	0
Ferguson	4652 E Brickell St	Ontario	San Bernardino	91761	0
Daikin Comfort	4750 Lang Ave.Bldg 786D	McClellan	Sacramento	95652	0
Wholesale Outlet, Inc	4920 RALEY BLVD	SACRAMENTO	Sacramento	95838	0
Kings County Pipe (Empire Supply Co., Inc.)	500 E. Sixth St.	Hanford	Kings	93230	0
Ferguson	5005 Raley Blvd Suite A	Sacramento	Sacramento	95838	0
United Refrigeration	510 E. Rancho Vista Blvd.	Palmdale	Los Angeles	93550	0
Western Nevada Supply	515 S. Main Street	Bishop	Inyo	93514	0
Lennox	5160 Richton Street Suite H	Montclair	San Bernardino	91763	0
Daikin Comfort	525 PARK AVENUE SUITE A	SAN FERNANDO	Los Angeles	91340	0
Refrigeration Supplies Distributor (RSD)	527 BRUNKEN AVENUE	SALINAS	Monterey	93901	0
United Refrigeration	5345 THIRD STREET	IRWINDALE	Los Angeles	91706	0
R. E. Michel Co.	5405 East Home Avenue Suite 107	Fresno	Fresno	93727	0
Watsco	5449 E. Lamona Avenue	Fresno	Fresno	93727	0
CFM Equipment Distributors, Inc.	5650 Imhoff Dr. Unit J	Concord	Contra Costa	94520	0
Johnstone Supply	5658 E. CLINTON AVE.	FRESNO	Fresno	93727	0
Hirsch Pipe & Supply Co., Inc.	5680 Kearny Villa Rd.	San Diego	San Diego	92123	0

W.W. Grainger, Inc.	5760 Commerce Blvd.	Rohnert Park	Sonoma	94928	0
AC Pro	591 S. Walnut St.	La Habra	Orange	90631	0
RSD	5910 BOWCROFT STREET	LOS ANGELES	Los Angeles	90016	0
Gensco / Slakey Brothers	601 WORK STREET	SALINAS	Monterey	93901	0
United Refrigeration	6150 Valley View Street	Buena Park	Orange	90620	0
Refrigeration Supplies Distributor (RSD)	621 EAST 21ST STREET	BAKERSFIELD	Kern	93305	0
United Refrigeration	625 S. LINCOLN AVENUE	SAN BERNADINO	San Bernardino	92408	0
Coast Appliance Parts	6250 Cherry Avenue	Long Beach	Los Angeles	90805	0
Heating & Cooling LLC	629 ALPINE WAY	ESCONDIDO	San Diego	92029	0
W.W. Grainger, Inc.	6412 Tupelo Dr. G	Citrus Heights	Sacramento	95621	0
Heating & Cooling Supply, LLC	6510 Sierra Court	Dublin	Alameda	94568	0
Ferguson	6780 Sierra Ct. Unit Q	Dublin	Alameda	94568	0
Ferguson	68 Belvedere St.	San Rafael	Marin	94901	0
Us Air Conditioning Distributors (USACD)	68-713 Perez Road, Building B7	Cathedral City	Riverside	92234	0
Refrigeration Supplies Distributor (RSD)	680 UNION AVE	POMONA	Los Angeles	91768	0
Hajoca Corporation	682 Eugene Road	Palm Springs	Riverside	92264	0
Appliance Parts Distributor	6843 Dublin Blvd	Dublin	Alameda	94568	0
Empire Supply Co., Inc.	700 E. Race Ave.	Visalia	Tulare	93292	0
U.S. Air Conditioning Distributors (USACD)	701 Adell Street	San Bernardino	San Bernardino	92410	0
Allied Refrigeration	702 E. Gish Road	San Jose	Santa Clara	95112	0
Sigler's	7021 Schirra Court Suite A	Bakersfield	Kern	93313	0
Johnstone Supply	7066 Las Postitas Rd. Suite D	Livermore	Alameda	94551	0
Daikin Comfort	7129 Old 215 Frontage Road	Riverside	Riverside	92553	0
Ferguson	7175 Chestnut St.	Gilroy	Santa Clara	95020	0

R. E. Michel Co.	72-110 Corporate Way	Thousand Palms	Riverside	92276	0
Us Air Conditioning Distributors (USACD)	720 Williams Street	Bakersfield	Kern	93305	0
Refrigeration Supplies Distributor (RSD)	724 S. Flower Street	Burbank	Los Angeles	91502	0
Lennox	7301 Meany Avenue	Bakersfield	Kern	93312	0
Sigler's	73605 Dinah Shore Drive 1200L	Palm Desert	Riverside	92211	0
American Refrigeration Supplies	740 E. Hazelton Avenue	Stockton	San Joaquin	95203	0
Johnstone Supply Visalia	751 N Elko St	Visalia	Tulare	93291	0
AC Pro	75220 Merle Drive	Palm Desert	Riverside	92211	0
Johnstone Supply	77524 El Duna Court, Suite H	Palm Desert	Riverside	92211	0
R.E. Michel Company, Inc.	7800 Haskell Avenue	Van Nuys	Los Angeles	91406	0
Hirsch Pipe & Supply Co., Inc.	7811 Deering Ave.	Canoga Park	Los Angeles	92078	0
Allied Refrigeration	7865 Ostrow Street	San Diego	San Diego	92111	0
American Refrigeration Supplies	7874 Ronson Road	San Diego	San Diego	92111	0
W.W. Grainger, Inc.	8001 Raytheon Rd.	San Diego	San Diego	92111	0
Smardan-Hatcher Co.	810 E Mason St.	Santa Barbara	Santa Barbara	93101	0
Us Air Conditioning Distributors (USACD)	815 Chadbourne Road Suite 110	Fairfield	Solano	94534	0
Watsco	824 Cherry St.	Chico	Butte	95928	0
Daikin Comfort	840 N. 10TH ST. SUITE J	SACRAMENTO	Sacramento	95811	0
Daikin Comfort	846 Verdulera St Unit 102	Camarillo	Ventura	93010	0
Geary Pacific	8541 23RD AVE	SACRAMENTO	Sacramento	95826	0
Johnstone Supply	8639 Tamarack Avenue	Sun Valley	Los Angeles	91352	0
Daikin Comfort	7335 East Heil Ave	El Centro	Imperial	92243	0
Us Air Conditioning Distributors (USACD)	8717 Complex Drive	San Diego	San Diego	92123	0
United Refrigeration	8841 Clairemont Mesa Blvd	San Diego	San Diego	92123	0

Johnstone Supply	8871 Muroaka Drive	Gilroy	Santa Clara	95020	0
Fix Air	890 Service Street Suite A	San Jose	Santa Clara	95112	0
W.W. Grainger, Inc.	8930 Winnetka Ave	Northridge	Los Angeles	91324	0
Watsco	899 Industry Way	El Centro	Imperial	92243	0
Ferguson	900 Spreckels Road	Manteca	San Joaquin	95336	0
Hirsch Pipe & Supply Co., Inc.	9004 Benson Ave.	Montclair	San Bernardino	91763	0
American Refrigeration Supplies	910 Justin Avenue	Glendale	Los Angeles	91201	0
Refrigeration Supplies Distributor (RSD)	915 Industrial Avenue Suite 101	Redding	Shasta	96002	0
W.W. Grainger, Inc.	9220 Hyssop Dr.	Cucamonga	San Bernardino	91730	0
Ferguson HVAC Supply	9349 Oso Ave	Chatsworth	Los Angeles	91311	0
Johnstone Supply	940 Wall Street	Redding	Shasta	96002	0
Coast Appliance Parts	948 Colton Avenue	Colton	San Bernardino	92324	0
Daikin Comfort	9621 Oates Dr	Sacramento	Sacramento	95827	0
Heating & Cooling LLC 825	9714 DEERING AVENUE	CHATSWORTH	Los Angeles	91311	0
Daikin Comfort	9834 Alburtis Avenue	Santa Fe Springs	Los Angeles	90670	0
Refrigeration Supplies Distributor (RSD)	9946 W. Nicholas Avenue	Visalia	Tulare	93291	0
Toro Aire, Inc.	320 W. Cerritos Avenue	Glendale	Los Angeles	91204	0
Toro Aire, Inc.	3425 E. La Palma Ave	Anaheim	Orange	92806	0
Toro Aire, Inc.	301 S. California Ave	Beaumont	Riverside	92223	0
Toro Aire, Inc.	12215 Kirkham Rd. #100	Poway	San Diego	92064	0
Baker Distributing Company	695 E Paige Ave	Tulare	Tulare	93274	0

8.1.3 Utility Collection Locations

Location	Address	City	County	Zip	# of MT collected
Anza Electric Cooperative, Inc.	58470 Hwy 371	Anza	Riverside	92539	0

8.1.4 HHW Collection Locations (Sorted by County)

Location	Address	City	County	Zip	# of MT collected
Alameda County Household Haz. Waste Program	5584 La Ribera St.	Livermore	Alameda	94550	0
Alameda County Household Haz. Waste Program	2091 W Winton Ave	Hayward	Alameda	94545	26
Alameda County Household Haz. Waste Program	2100 East 7th Street	Oakland	Alameda	94606	0
Alameda County Household Haz. Waste Program*	2263 Santa Clara Avenue	Alameda	Alameda	94501	75
City Of Fremont PHHWCF	41149 BOYCE ROAD	FREMONT	Alameda	94538	19
Castro Valley Sanitary District	21040 MARSHALL STREET	CASTRO VALLEY	Alameda	94546	0
Delta Diablo HHW	2500 Pittsburg-Antioch	Antioch	Contra Costa	94509	0
Central Contra Costa Sanitary District	4797 Imhoff Place	Martinez	Contra Costa	94553	49
Hambro Wsg	1700 STATE STREET	CRESCENT CITY	Del Norte	95531	0
South Tahoe Refuse Transfer Station	2140 Ruth AVE.	SOUTH LAKE TAHOE	El Dorado	96150	49
County Of Fresno Dept of Public Works	1327 W Dan Ronquillo Drive	Fresno	Fresno	93706	0
Imperial Valley Resource Management Agency	300 S. Imperial Avenue, Suite 6	El Centro	Imperial	92243	0
Bishop-Sunland Landfill	100 Sunland Reservation Rd	Bishop	Inyo	93514	0
Independence Landfill	405 Dump Rd.	Independence	Inyo	93526	0
Lone Pine Landfill	Sub Station Rd	Lone Pine	Inyo	93545	0
Kern County Special Waste Facility	4951 STANDARD ST.	BAKERSFIELD	Kern	93308	9

Lake County Waste Solutions	230 Soda Bay Road	Lakeport	Lake	95453	0
C & S Waste Solutions of Lassen County	471-825 Diane Drive	Susanville	Lassen	96127	0
HHW Signal Hill	5050 Clark Ave.	Lakewood	Los Angeles	90712	0
City Of Culver City - HHW	9770 Culver Blvd	Culver City	Los Angeles	90232	0
City of Palmdale	38250 Sierra Hwy	Palmdale	Los Angeles	93551	7
Madera County Household Hazardous Waste Collection Facility	21739 ROAD 19	CHOWCHILLA	Madera	93610	0
Marin County Household Hazardous Waste Facility	565 JACOBY STREET	SAN RAFAEL	Marin	94901	0
County Of Mariposa	4639 Ben Hur Road	MARIPOSA	Mariposa	95338	0
Mendocino County at Ukiah Waste Solutions	3515 Taylor Drive	Ukiah	Mendocino	95482	0
Mendocino Solid Waste Management Authority	3200 Taylor Drive	Ukiah	Mendocino	95482	0
Billy Wright Landfill	17173 S Billy Wright Rd	Los Banos	Merced	93635	0
Merced County Regional Waste Authority	7040 N. Hwy. 59	Merced	Merced	95348	0
Benton Crossing Landfill	899 Pit Rd.	Crowley Lake	Mono	93546	0
Nevada County H.H.W. Facility	14741 WOLF MTN. RD.	GRASS VALLEY	Nevada	95949	27
Western Placer Waste Management Authority	3033 Fiddymont Rd	ROSEVILLE	Placer	95747	0
City Of Folsom Hazardous Waste	1300 Leidesdorff St	Folsom	Sacramento	95630	0
City Of Sacramento Phhwcf	8491 FRUITRIDGE ROAD	SACRAMENTO	Sacramento	95826	20
County Of Sacramento	4450 Roseville Road	North Highlands	Sacramento	95660	15
City of Elk Grove Special Waste Collection Center	9255 Disposal Lane	Elk Grove	Sacramento	95624	8
San Benito Integrated Waste Management	2301 Technology Parkway	Hollister	San Benito	95023	0
John Smith Road Landfill	2650 John Smith Road	Hollister	San Benito	95023	0
City Of Fontana	16489 Orange Way	Fontana	San Bernardino	92335	0
City Of Highland	27215 BASE LINE STREET	HIGHLAND	San Bernardino	92346	0

San Bernadino County HHW	2824 EAST W STREET, BLDG 302	SAN BERNADINO	San Bernardino	92408	47
City Of San Diego, HHW Transfer Facility	5161 CONVOY STREET	SAN DIEGO	San Diego	92111	31
County Of San Diego HHW Collection Facility, Ramona	324 MAPLE STREET	RAMONA	San Diego	92065	8
San Joaquin County HHW Facility	7850 R.A. BRIDGEFORD STREET	STOCKTON	San Joaquin	95206	31
San Mateo County HHW Facility**	32 TOWER ROAD	San Mateo	San Mateo	94402	9
Chicago Grade Landfill Household Hazardous Waste Drop-Off	2290 Homestead Road	TEMPLETON	San Luis Obispo	93465	0
Cold Canyon Landfill Household Hazardous Waste Drop-Off	HWY 227	SAN LUIS OBISPO	San Luis Obispo	93405	0
Heritage Ranch CSD PHHWCF	870 OSOS STREET	SAN LUIS OBISPO	San Luis Obispo	93401	0
Morro Bay-Cayucos Waste Water Plant Household Hazardous Waste Drop-Off	160 Atascadero Road	Morro Bay	San Luis Obispo	93442	0
Nipomo Household Hazardous Waste Drop-Off	509 Southland Street	Nipomo	San Luis Obispo	93444	0
City Of Carpinteria	5775 CARPINTERIA AVE.	CARPINTERIA	Santa Barbara	93013	0
City Of Lompoc	1585 N. V St.	Lompoc	Santa Barbara	93436	3
City Of Santa Maria HHW Facility	2065 E. MAIN STREET	SANTA MARIA	Santa Barbara	93454	0
Bay Counties Waste Services	301 CARL ROAD	SUNNYVALE	Santa Clara	94089	3
Santa Clara County HHW Program	1555 BERGER DR SUITE 300	SAN JOSE	Santa Clara	95112	0
City Of Redding Solid Waste	2255 ABERNATHY LANE	Redding	Shasta	96003	33
County Of Siskiyou	190 Greenhorn Road	Yreka	Siskiyou	96097	0
Vallejo Materials Recovery Facility & Office	2021 Broadway	Vallejo	Solano	94589	0
Sonoma County HHW - Clean Harbors	500 Mecham Road, Building 5	Petaluma	Sonoma	94952	24
Tehema County Solid Waste Management Agency	20000 Plymire Road	Red Bluff	Tehama	96080	0
Weaverville Transfer Station	173 Tom Bell Rd.	Weaverville	Trinity	96093	0
Hayfork Transfer Station	372 Hayfork Dump Rd.	Hayfork	Trinity	96041	0

Cal Sierra Transfer Station	19309 Industrial Dr.	Sonora	Tuolumne	95370	0
Camarillo PHHWCF	880 Verdulera Street	Camarillo	Ventura	93010	0
Del Norte Recycling Center	111 S. Del Norte Blvd	Oxnard	Ventura	93030	0
Ventura Household Hazardous Waste Facility	336 SAN JON ROAD	VENTURA	Ventura	93001	0
Yolo County Central Landfill	44090 COUNTY RD 28 H	WOODLAND	Yolo	95776	12
Recology Yuba-Sutter Transfer Station and MRF	3001 N LEVEE ROAD	MARYSVILLE	Yuba	95901	0

**This location is the office for the program and not the public-facing location.*

***This location opted out during 2023.*

8.1.5 Contractors Collection Location (Private)

Location	Address	City	County	Zip	# of MT collected
CP Mechanical (formerly: Bayside Heating Air Conditioning)	720 S Amphlett Blvd	San Mateo	San Mateo	94402	8
Synergy Companies	5670 E Clinton Ave	Fresno	Fresno	93727	0
Western Allied Mechanical	1180 O'Brien Drive	Menlo Park	San Mateo	94025	0
A R Heating Air Conditioning	20275 Skypark Dr ste C	Redding	Shasta	96002	0
J R Putman Inc	11330 SUNRISE PARK DR	Rancho Cordova	Sacramento	95742	0
Universal Waste Disposal Company	515 Raleigh Ave	El Cajon	San Diego	92020	0
Bill Howe Plumbing	9085 AERO DRIVE B	San Diego	San Diego	92123	17
Mhs Heating And Air Conditioning	912 S. Andreasen Dr, Suite 103	Escondido	San Diego	92029	0
Seaside Heating & Air Conditioning, Inc.	1359 Rocky Point Dr	Oceanside	San Diego	92056	10
Burgesons Heating & Ac	620 TENNESSEE ST	Redlands	San Bernardino	92374	29
Total Environmental Power Systems	2500 Bisso Lane, Suite 500	Concord	Contra Costa	94520	5
Mds Recycles	2630 Walnut Avenue	Tustin	Orange	92780	0
A-1 Guaranteed	1768 BROADWAY ST.	VALLEJO	Solano	94589	0
Buckley Parnell Heat & Air	5990 DEVECCHI AVE	CITRUS HEIGHTS	Sacramento	95621	0

Randazzo Enterprises, Inc.	13550 Blackie Rd	Castroville	Monterey	95012	1
Mcclelland Air Conditioning	801 Marauder Street	CHICO	Butte	95973	9
Bryant Heating And Air Conditioning	2075 East Villa	Pasadena	Los Angeles	91107	0
Select Acr Inc.	1541 Marlborough Ave	Riverside	Riverside	92507	0
All Air Appliance Masters	34 N. Central Ave	Upland	San Bernardino	91786	0
Lanes Air Conditioning & Heating, Inc.*	648 Montana St.	Monrovia	Los Angeles	91016	0
John Harrison Contracting	1143 W. Lincoln Street	Banning	Riverside	92220	38
M & ES Construction Inc	5 Senisa Way	Irvine	Orange	92614	0
Maki Heating & Air Conditioning, Inc.	105 GUM LANE	AUBURN	Placer	95603	0
Blaine Inc. A/C 1	196 Riggs Avenue	Merced	Merced	95341	0
Reliable Air Conditioning & Heating	5719 Auckland Ave.	North Hollywood	Los Angeles	91601	54
Brody Pennell Heating & Air Conditioning	2718 S ROBERTSON BLVD	Los Angeles	Los Angeles	90034	0
Gibson Heating And Air	1153 Prestige Way	Redding	Shasta	96003	0
Advanced Heating And Air Contractors Inc.	3514 Atwater Blvd., Suite A	Atwater	Merced	95301	0
Air-Ex Air Conditioning Inc.	157 Gentry St.	Pomona	Los Angeles	91767	0
Circulating Air	7337 Varna Ave	North Hollywood	Los Angeles	91605	0
Tommy's Refrigeration Service	8617 S Norwalk Blvd	Whittier	Los Angeles	90606	0
Smith Heating And Air Conditioning	1150 N Filbert St	Stockton	San Joaquin	95202	4
Sierra Recycling & Demolition Inc.	1620 E Brundage Ln Front	Bakersfield	Kern	93307	0
John Burger Heating Air	710 Cooper Ave	Yuba City	Sutter	95991	0
We Care Heating And A/C	41085 Goldengate Circle	Murrieta	Riverside	92562	75
Synergy Companies	2626 West Ln, #100	Stockton	San Joaquin	95205	0
Reliable Energy Management Inc.	6829 Walthall Way	Paramount	Los Angeles	90723	72
Izmirian Roofing & Sheet Metal	229 S Railroad Ave	San Mateo	San Mateo	94401	7
Inter-City Energy Systems	1175 N Del Rio Pl	Ontario	Los Angeles	91764	0

Westside Heating & Ac	2621 Pico Blvd Suite J	Santa Monica	Los Angeles	90405	0
Harry Clark Plumbing	3026 Broadway	Oakland	Alameda	94611	17
Lee's Air Heating and Plumbing (A & P Heating & Cooling Inc.)	3299 Swetzer Road, Suite A	Loomis	Placer	95650	2
Forster Heating	9410 Crater Hill Rd.	Auburn	Placer	95603	3
Palm Desert Air Conditioning Co	42081 Beacon Hill	Palm Desert	Riverside	92211	0
Anthony's Heating And Air Conditioning Inc	41615 Date St Ste 107	Murrieta	Riverside	92562	4
Precise Air Systems	5467 West San Fernando Road	Los Angeles	Los Angeles	90039	24
Air One Air Conditioning Heating & Plumbing	491 Wildrose Ave, Unit C	Colton	San Bernardino	92324	0
Chimney Kraft	700 NORTHCREST DRIVE	CRESCENT CITY	Del Norte	95531	0
Excel Air Corporation	530 Oppen St Suite B	Escondido	San Diego	92029	0
R K M Heating & Ac	6236 Rivercrest Drive, Suite A	Riverside	Riverside	92507	0
Express Heating & Ac	12821A ALCOSTA BLVD	SAN RAMON	Contra Costa	94583	0
Precision Demolition Inc	12125 Cedar Ave	Bloomington	San Bernardino	92316	0
Stephan's Refrigeration	12812 Knott St.	Garden Grove	Orange	92841	0
Temp-Tec Corporation	3769 Old Conejo Road	Newbury Park	Ventura	91320	0
Air and Energy Solutions Inc	558 N Cloverdale Blvd.	Cloverdale	Mendocino	95425	0
Aircooled Heating & Air Conditioning Inc	11301 Road 248	Porterville	Tulare	93257	0
Bob's Air Repair	132 Meyers St. Suite 100	Chico	Butte	95928	0
Dave's Heating & Air Conditioning	16081 Ave 296	Visalia	Tulare	93292	0
Southern California Air Cond	1 North Cesar Chavez St. 13	Santa Barbara	Santa Barbara	93103	61
American Air Conditioning Heating & Solar*	130 Bosstick Blvd	San Marcos	San Diego	92069	58
Cal West Mechanical*	13449 Pumice Street	Norwalk	Los Angeles	90650	6

*This location opted out in 2023

8.1.6 Other Collection Locations (Private) (Sorted by Location Name)

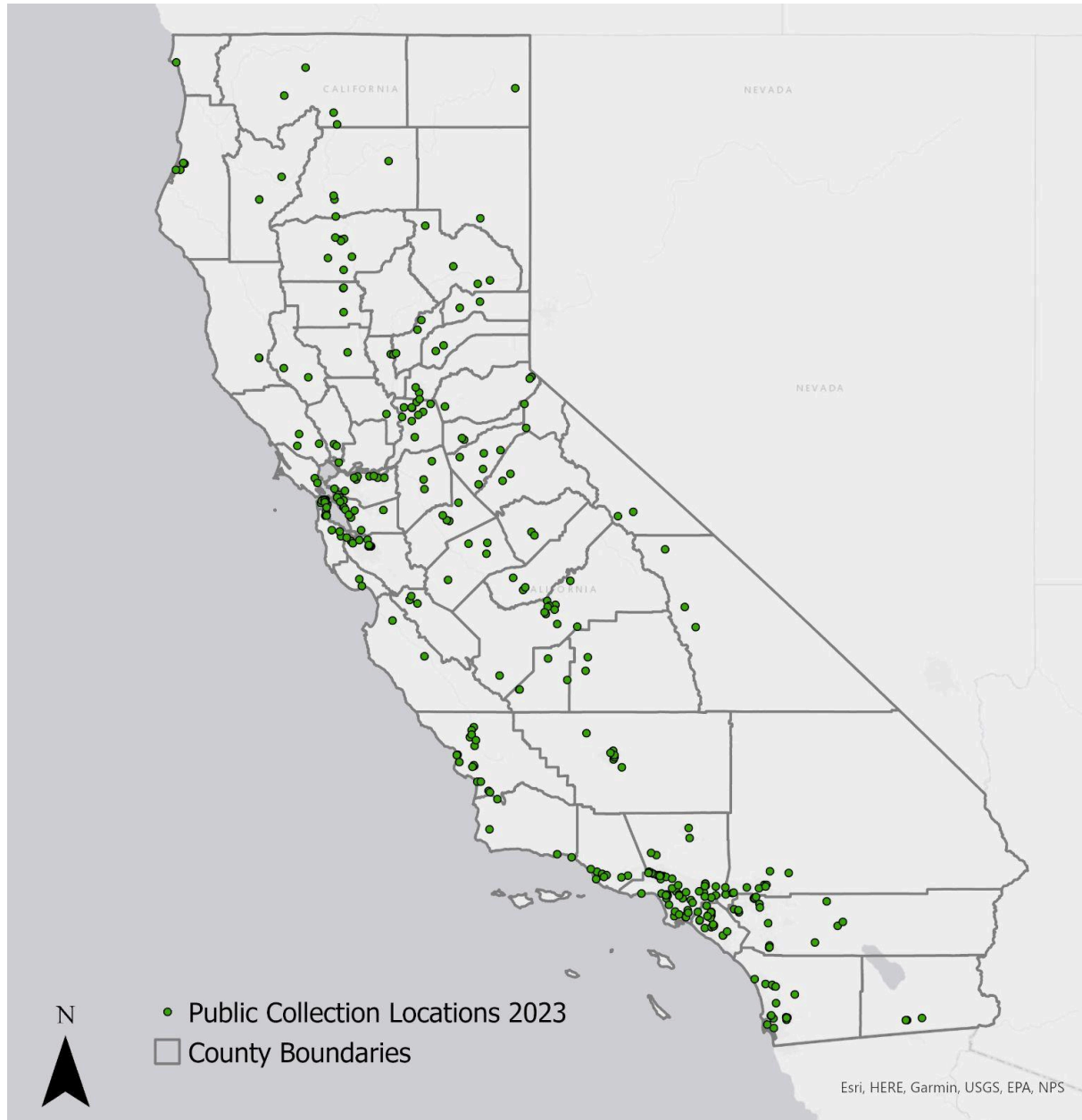
Location	Address	City	County	Zip	# of MT collected
Advanced Energy Center*	741 4th Street	Santa Rosa	Sonoma	95404	1
Environmental Management Technology	1456 S Gage St.	San Bernardino	San Bernardino	92408	0
Grifols Biologicals, LLC	5555 Valley Blvd	Los Angeles	Los Angeles	90032	0
Lido Property Management	731 E. Ball Rd #102	Anaheim	Orange	92805	0
Management Trust	15661 Red Hill Avenue, Suite 201	Tustin	Orange	92606	0
Sullivan Property Management	1231 East Dyer Rd	Santa Ana	Orange	92705	0
Westcliff Properties - Property Management & R.E. Sales	211 N Sycamore St	Santa Ana	Orange	92701	0
Western Management Properties	678 14th St	Oakland	Alameda	94612	0
Union School District	5175 Union Ave.	San Jose	Santa Clara	95124	0
Oxnard Union High School District	1800 Solar Drive	Oxnard	Ventura	93030	0
Santa Maria - Bonita District	708 S. Miller St.	Santa Maria	Santa Barbara	93454	0
Cal Poly Pomona	3801 W. Temple Ave.	Pomona	Los Angeles	91768	0
San Bernardino Valley College	701 South Mount Vernon Ave.	San Bernardino	San Bernardino	92410	0
Biola University	13301 University Drive	La Mirada	Los Angeles	90639	0
Alliant International University	10455 Pomerado Road	San Diego	San Diego	92131	0

**This location is the exception to the "Other" collection locations that are usually private. Also, this location opted out during 2023.*

8.2 Figures Showing Convenience Standard Met

(Convenience standard definition can be found in HSC SEC. 7. Section 25214.8.11.5)

8.2.1 Figure 1a. Map of public collection locations¹

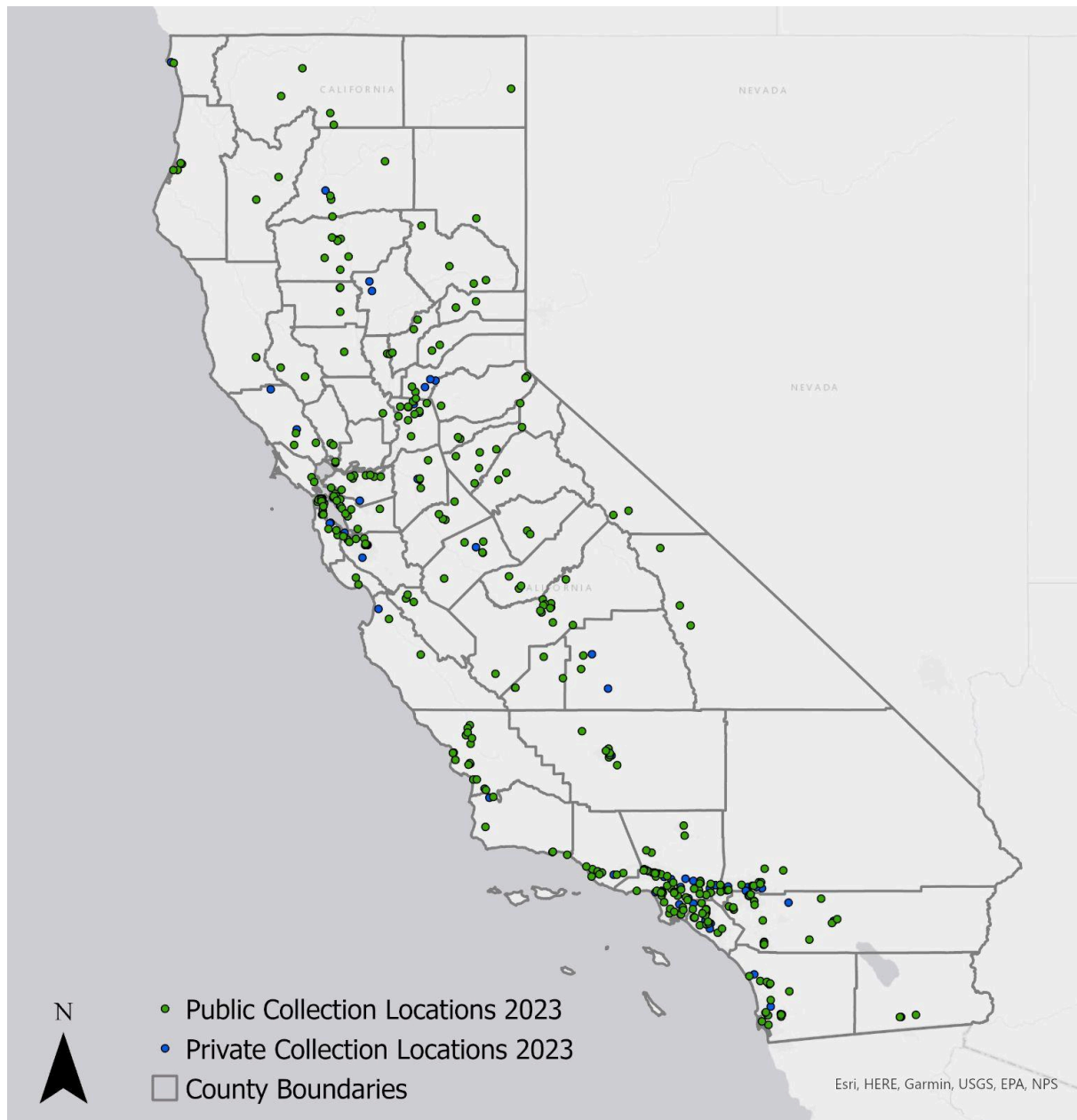


¹ Publicly-accessible collection locations are any location that the public is free to access and drop off their mercury thermostats, such as HHW facilities, Wholesalers and Retailers. Private collection locations are managed by audiences (such as contractors, property managers, utility energy upgrade staff/contractors, school districts, etc.) that take in mercury thermostats from their work where they encounter mercury thermostats either in their internal operations or during services provided to external audiences (e.g., residents, commercial businesses or other organizations).

8.2.2 Figure 1b. Map of public collection locations with 15 mile radius



8.2.3 Figure 1c. Map of all collection locations (public and private)

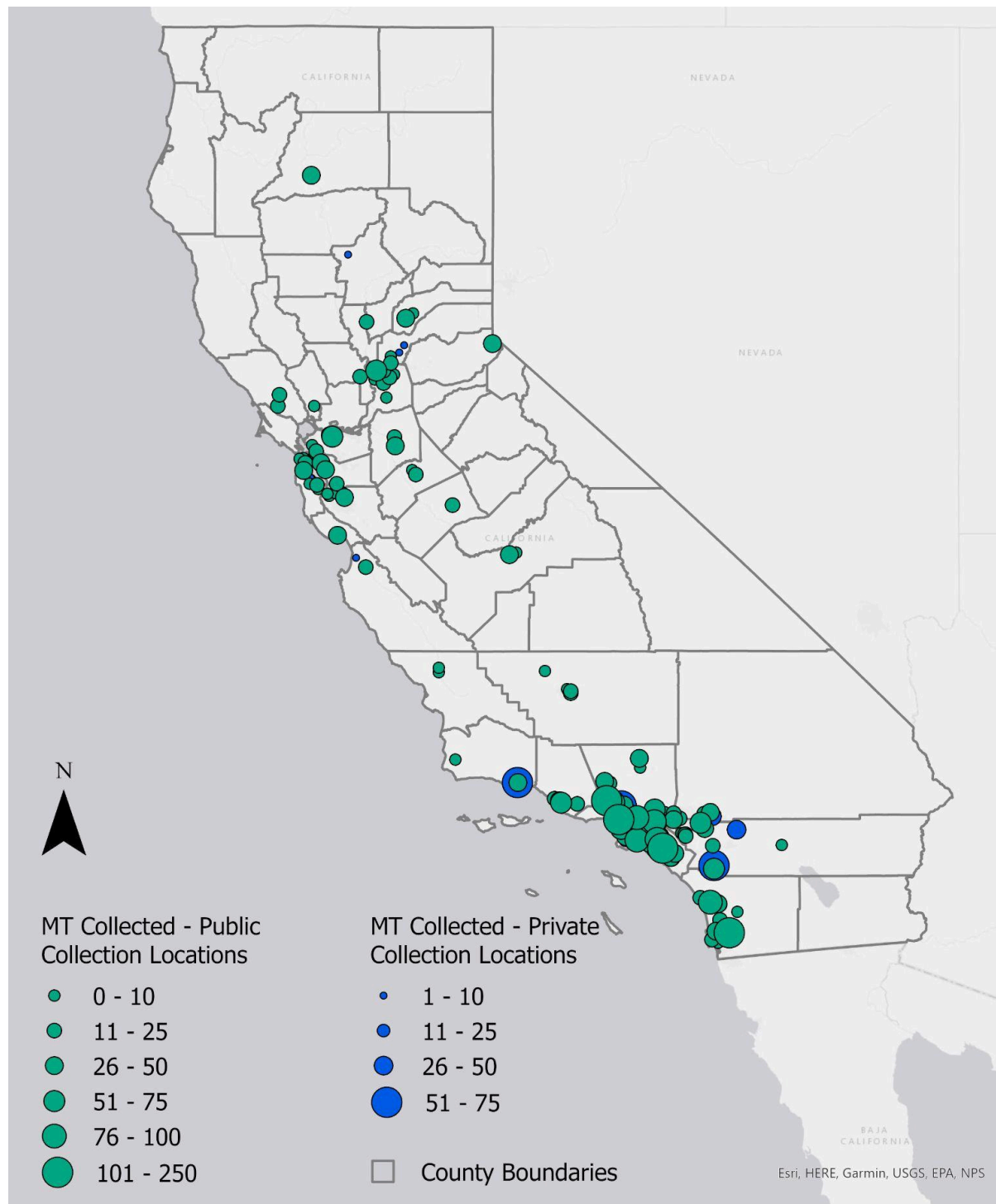


8.2.4 Figure 1d. Map of all collection locations (public and private) with 15 mile radius



8.3 Figures Showing Collection Data

8.3.1 Figure 1e. Map of Mercury Thermostats Collected per Collection Location



8.4 Outreach and Educational Materials

8.4.1 Attachment 1: Program Overview - English (digital)

WHY RECYCLE MERCURY THERMOSTATS



-  Mercury is a potent neurotoxin that can damage the brain and nervous system at very low levels.
-  Mercury can affect a developing fetus by stopping the brain and nervous system from properly functioning.
-  Mercury can cause lowered intelligence, impaired hearing and poor coordination in children.
-  Mercury can bioaccumulate in the tissues of fish, which are then consumed by people.
-  A single gram of mercury can contaminate a 20-acre lake. Mercury thermostats contain approximately 3 grams each.

Find your FREE local drop-off location!

[Find Location](#)



THERMOSTAT FAQ

Q: How do I know if I have a mercury thermostat? A: Mercury thermostats use a lever or dial to control the temperature, while digital thermostats will have buttons and/or a screen.	Q: Why do mercury thermostats need to go to a special collection site? A: If tossed in the trash, mercury can leak into the environment and contaminate water, soil, and harm wildlife.	Q: My older thermostat works fine. Why should I switch? A: While fully intact mercury thermostats are safe, serious health risks can occur if they become broken or damaged.
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8.4.2 Attachment 2: Program Overview - Translated Variations

BAKIT IRERESIKLO ANG MGA MAY MERKURYO NA THERMOSTAT



Ang merkuryo ay isang malakas na neurotoxin na maaaring makapinsala sa utak at sa sistema ng nerbiyo kahit na sa napakababang antas. Ang merkuryo ay maaaring makaapekto sa nabubuong sanggol sa sinapupunan sa pamamagitan ng pagpigil sa pagbuo ng utak at sistema ng nerbiyo. Ang merkuryo ay maaaring sanhi ng kakulangan sa katalinuhan, malabong pandinig at mahinang koordinasyon sa mga bata. Ang merkuryo at maaaring maipon sa mga tisyu ng isda na kinakain ng mga tao. Ang isang gramo ng merkuryo ay maaaring makakontamina ng 20 ektarya na lawa. Ang mga may merkuryo na thermostat ay naglalaman ng halos 3 gramo bawat isa.

Hanapin ang **LIBRENG** lokal na bagsakan nito!

Find Location



FAQ SA THERMOSTAT

T: Paano ko malalaman kung ako ay mayroong thermostat na may merkuryo?

S: Ang mga may merkuryo na thermostat ay gumagamit ng isang lever o dial upang ma-kontrol ang temperatura, samantalang ang mga digital na thermostat ay mayroong mga pindutan at/o screen.

T: Bakit kailangang dalhin sa isang espesyal na lugar ng koleksyon ang mga thermostat na may merkuryo?

S: Kapag ito ay itinaapon sa basurahan, ang merkuryo ay maaaring kumalat sa paligid at makapinsala sa hayop.

T: Gumagana naman ng maayos ang luma kong thermostat. Bakit ko kailangang magpalit?

S: Ligtas pa ang may maayos na thermostat, ngunit, kapag ito ay nasira, maaari itong magdulot ng malubhang panganib sa kalusugan.

ThermostatCare

Tagalog

POR QUÉ RECICLAR THERMOSTATOS DE MERCURIO



El mercurio es una neurotoxina potente que puede dañar el cerebro y el sistema nervioso incluso en niveles muy bajos. El mercurio puede afectar el desarrollo del feto al impedir que el cerebro y el sistema nervioso funcionen correctamente. El mercurio puede provocar disminución de la inteligencia, problemas de audición y falta de coordinación en los niños. El mercurio puede bioacumularse en los tejidos de los peces, y luego éstos son consumidos por las personas. Un solo gramo de mercurio puede contaminar un lago de 20 acres. Un termostato de mercurio contiene aproximadamente 3 gramos.

Encuentra un punto de entrega **GRATUITO**

Encontrar ubicación



THERMOSTATO: PREGUNTAS FRECUENTES

P: ¿Cómo puedo saber si tengo un termostato de mercurio?

R: Los termostatos de mercurio utilizan una palanca o una perilla para controlar la temperatura, mientras que los termostatos digitales tienen botones y/o una pantalla.

P: ¿Por qué los termostatos de mercurio deben ir a un punto de recolección especial?

R: Si se tiran a la basura, el mercurio puede filtrarse al medio ambiente, contaminando el agua, el suelo y dañando la vida silvestre.

P: Mi termostato antiguo funciona bien. ¿Por qué debería cambiarlo?

R: Aunque los termostatos de mercurio completamente intactos son seguros, pueden suponer graves riesgos para la salud si se rompen o dañan.

ThermostatCare

Spanish

为什么要回收水银温度计



汞是一种剧烈的神经毒素，少量即可重创大脑和神经系统。汞中毒会扰乱大脑和神经系统运作，从而影响发育中的胎儿。汞中毒可能损害儿童智力、听力和肢体协调。海洋中的汞可能会在鱼类体内累积，接着为人类所食用。只需一克汞，便可以污染20英亩的湖泊。每个水银温度计内共含有大约3克的汞。

寻找附近的免费回收据点!

寻找据点



温度计相关的常见问题

Q: 我怎么知道我的温度计是否含有汞?

A: 水银温度计通常使用杠杆或转盘来控制温度，而电子温度计则使用按钮或屏幕。

Q: 为什么我需要把水银温度计送到专门的回收据点?

A: 如果将水银温度计直接扔进垃圾桶，极有可能造成重金属外流，进而污染水质、土壤，并危及野生动物安全。

Q: 我原来的水银温度计好好的，有必要换吗?

A: 您可以放心使用完好无缺的水银温度计，但一旦出现裂痕或损坏，请立即更换，否则将有重大安全隐患。

ThermostatCare

Chinese

수은 온도조절기 왜 재활용



수은은 매우 낮은 수준에서도 뇌와 신경계를 손상시킬 수 있는 강한 신경독입니다. 수은은 뇌와 신경계가 제대로 기능하지 못하게 함으로써 성장하는 태아에 영향을 미칠 수 있습니다. 수은은 어린이의 지능장애, 청각장애, 움직임의 조정 부족을 유발합니다. 수은은 물고기의 조직 내에 축적되어서 사람이 섭취될 수 있습니다. 1g의 수은이라도 20 에이커 이상의 호수를 오염시킬 수 있습니다. 수은 온도 조절 장치에는 각각 약 3g이 들어 있습니다..

버릴 수 있는 무료 지역 위치를 찾으세요!

위치 검색



온도조절장치 FAQ

Q: 수은 온도 조절기가 있는 지 어떻게 알 수 있습니까?

A: 온도를 조절하기 위해 수은 온도 조절기는 레버 또는 다이얼을 사용하는 반면 디지털 온도 조절기는 버튼 및/또는 화면이 있습니다.

Q: 수은 온도조절기는 왜 특수한 수거 장소로 가져가야 합니까?

A: 쓰레기통에 버리면 수은이 환경으로 누출되어 수질 및 토양을 오염시키고 야생 동물에게 해를 끼칠 수 있습니다.

Q: 기존 온도 조절기가 잘 작동하고 있습니다. 바꿀까 하는 이유?

A: 온전한 수은 온도 조절기는 안전해도 깨지거나 손상되면 심각한 건강 위험이 발생할 수 있습니다.

ThermostatCare

Korean

TẠI SAO PHẢI TÁI CHẾ BỘ ĐIỀU NHIỆT THỦY NGÂN



- Thủy ngân là một chất độc thần kinh mạnh có thể gây hại cho não và hệ thần kinh ở mức rất thấp.
- Thủy ngân có thể ảnh hưởng đến thai nhi đang phát triển bằng cách cản trở não và hệ thần kinh hoạt động bình thường.
- Thủy ngân có thể gây nên suy giảm trí thông minh, thính giác và khả năng phối hợp kém ở trẻ.
- Thủy ngân có thể tích lũy sinh học trong các mô của cá, sau đó được con người tiêu thụ.
- Một gam thủy ngân có thể làm ô nhiễm một hồ nước rộng 8 héc-ta. Bộ điều nhiệt thủy ngân chứa khoảng 3 gam mỗi cái.

Tìm điểm thu gom Miễn phí tại địa phương!



CÂU HỎI THƯỜNG GẶP VỀ BỘ ĐIỀU NHIỆT

H: Làm thế nào tôi biết được mình có bộ điều nhiệt thủy ngân hay không?

D: Bộ điều nhiệt thủy ngân dùng cần gạt hoặc nút xoay để kiểm soát nhiệt độ, trong khi bộ điều nhiệt điện tử sẽ có các nút bấm và/hoặc màn hình.

H: Tại sao các bộ điều nhiệt thủy ngân lại cần phải mang đến một điểm thu gom đặc biệt?

D: Nếu vứt vào thùng rác, thủy ngân có thể rò rỉ ra môi trường và làm ô nhiễm nước, đất và gây hại cho động vật hoang dã.

H: Bộ điều nhiệt cũ của tôi vẫn hoạt động tốt. Tại sao tôi phải thay đổi?

A: Mặc dù các bộ điều nhiệt thủy ngân khi còn nguyên vẹn hoàn toàn an toàn nhưng vẫn có thể xảy ra rủi ro sức khỏe nghiêm trọng nếu chúng bị vỡ hoặc hư hỏng.

8.4.3 Attachment 3: Program Overview (Print version for physical copies) - English

WHY RECYCLE MERCURY THERMOSTATS



-  Mercury is a potent neurotoxin that can damage the brain and nervous system at very low levels.
-  Mercury can affect a developing fetus by stopping the brain and nervous system from properly functioning.
-  Mercury can cause lowered intelligence, impaired hearing and poor coordination in children.
-  Mercury can bioaccumulate in the tissues of fish, which are then consumed by people.
-  A single gram of mercury can contaminate a 20-acre lake. Mercury thermostats contain approximately 3 grams each.



Scan now to find your **FREE** local drop-off location!
ThermostatCare.org



THERMOSTAT FAQ

Q: How do I know if I have a mercury thermostat? A: Mercury thermostats use a lever or dial to control the temperature, while digital thermostats will have buttons and/or a screen.	Q: Why do mercury thermostats need to go to a special collection site? A: If tossed in the trash, mercury can leak into the environment and contaminate water, soil, and harm wildlife.	Q: My older thermostat works fine. Why should I switch? A: While fully intact mercury thermostats are safe, serious health risks can occur if they become broken or damaged.
--	---	--

8.4.4 Attachment 4: Storage and Shipping Requirements

ThermostatCare

Mercury Thermostat Recycling Storage and Shipping Requirements

Safety Requirements

The storage and transport of waste mercury thermostats is regulated by state and federal authorities. Personnel who manage waste thermostats at your facility should be familiar with proper universal waste management procedures. Certain precautions **MUST BE** taken to protect waste mercury thermostats during storage and transport and to comply with state and federal regulations.

- Do not accept mercury bulbs, liquid mercury, leaking thermostats or any other product that contains mercury. **NOTHING GOES IN THE BIN OTHER THAN WALL-MOUNT MERCURY- SWITCH THERMOSTATS!**
- Strongly encourage your customers to recycle the whole thermostat with the cover attached. However, the cover is not required.
- Mark the bin with the accumulation start date on the provided label.

**FAILURE TO COMPLY WITH TRC POLICIES MAY RESULT IN THE TERMINATION OF
YOUR LOCATION'S PARTICIPATION IN THE PROGRAM**

- At minimum ship the bin within six months of the accumulation start date.

Containers

Check your mercury thermostat recycling collection/shipping container. **Inside you should find the following items:**

- One plastic bag liner for lining the collection box.
- In an envelope attached to the inside are three tie wraps to seal the liner and bin, one Authorized Return Service (ARS) shipping label, and one Accumulation Start Date Label.
- Sealable plastic bags to provide to customers for placement of their mercury thermostats.
- Carbon-backed rebate forms for customers to complete while dropping off their mercury thermostat. Please assist them in completing this form if needed, and provide a completed copy to the customer as a receipt.

To use the recycling container, follow these steps:

1. Unfold the plastic bag liner and use it to line the recycling/shipping container.
2. Monitor collections closely to ensure compliance with state and federal regulations.
3. To prepare to ship, fold the plastic bag liner closed and use the bag tie to seal the bag.
4. Flip the container lid closed, taking care to overlap the "jaws" properly. Secure by placing tie wraps through the holes on each end of the container.
5. Fill in your company name and address on the top of the ARS shipping label.
6. Place the red and white FedEx label inside of the pouch and zip it shut. Apply the sticky side of the pouch directly to your recycling container. Include the collection container with your next outgoing shipment or call the carrier for pickup. Retain the tracking numbers in the event you need to confirm receipt by TRC.
7. The container will be returned empty in approximately 3 weeks.

This document was developed for informational purposes only, and does not represent legal advice. Thermostat Care and TRC expressly disclaim any liability, including but not limited to, consequential or other damages arising out of the use of information contained herein.

8.4.5 Attachment 5: "How to Prepare Your Mercury Thermostat for Recycling"
Flier

HOW TO PREPARE YOUR MERCURY THERMOSTAT FOR RECYCLING



- 1 Ensure your mercury thermostat is not broken or leaking as our drop-off locations cannot accept compromised thermostats.
- 2 While not mandatory, we strongly encourage you to recycle the whole thermostat with the cover attached.
- 3 Using gloves, safely place your unbroken wall-mount mercury thermostat in a sealable bag and seal tightly.
- 4 Complete your \$30 rebate form and staple to your sealable bag. Plastic bags and forms may be available at the collection location for your convenience.

HOW TO HANDLE A BROKEN THERMOSTAT



Do not attempt to dispose of your broken thermostat without first contacting your local health department, municipal waste authority, or your local fire department.



Keep children and pets away from the area during and after cleanup.



Follow your local health department's, municipal waste authority's or local fire department's instructions for proper disposal of any spilled mercury and broken glass.



After cleanup, keep the area well ventilated to the outside by keeping windows open for at least 24 hours.

[Click Here for More Information](#)

8.4.6 Attachment 6: City of Corona - Bill Insert

RECYCLE THIS.



Receive a \$30 mail-in rebate for each mercury thermostat dropped off at a local collection location!

Johnstone Supply 1000 El Sobrante Rd. Corona, CA 92879	RSD 1705 E Francis Street ONTARIO, CA 91761
Goodman Distribution, Inc. 1900 Compton Ave Suite 102 Corona, CA 92881	AC Pro 12365 Central Ave. Chino, CA 91710
Heating & Cooling LLC 12140 Magnolia Ave Unit 71 Riverside, CA 92503	Sigler Wholesale Distributors 2641 Lindsay Privado Drive Ontario, CA 91761
Lennox Industries Inc. 4000 Hamner Avenue Eastvale, CA 91752	United Refrigeration 4060 East Airport Drive Ontario, CA 91761
De Anza True Value Hardware 8616 Limonite Ave. Riverside, CA 92509	Ferguson 4652 E Brickell St Ontario, CA 91761



To download the mail-in rebate form, scan the QR code or visit thermostatcare.org

8.4.7 Attachment 7: City of Corona - Website Blurb

[City Homepage](#)
[My Bill](#)
[Rates/Fees](#)
[Contact Us](#)
[Translate](#)

Utilities Department

[ABOUT](#)
[CUSTOMER CARE](#)
[RESIDENTS](#)
[BUSINESSES](#)
[EFFICIENCY](#)
[CONSTRUCTION](#)

- Water Efficiency

[Business Programs & Rebates](#)
[Education & Outreach - School Programs](#)

+ Landscaping

[No Drugs Down the Drain](#)
[Report Water Waste](#)

Residential Programs & Rebates

[Water Rules & Tips](#)

[Government](#) » [Departments/Divisions](#) » [Utilities Department](#) » [Water Efficiency](#) »

Residential Programs & Rebates

Font Size: [A](#) [A](#) [A](#)
[Share & Bookmark](#)
[Feedback](#)
[Print](#)

The Corona Utilities Department has ongoing programs & rebates to help residents conserve resources and save money!

If you have any questions about any of these resources please email StopTheDrop@CoronaCA.gov or call (951) 736-2234.

Turf Replacement Program

Turf replacement rebates are available at www.SoCalWaterSmart.com. Rebates are available until funds are exhausted. Please visit www.SoCalWaterSmart.com for more information.

Resources/Sample Plans for a California Friendly Garden

- [Residential Parkway Landscape Conversion Guidelines](#)
- [Plant List](#)
- [Water Saving Plants](#)
- [Landscape: Water Efficiency](#)

Other Rebates

Get the most for your conservation dollars by taking advantage of the rebates offered by other utilities:

- [Southern California Edison](#)
- [Southern California Gas Company](#)
- Get \$30 for your mercury thermostat. *Fill out the rebate* and drop off at a collection center near you! *Find a drop-off location!*

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8.4.8 Attachment 8: City of Azusa - Website Blurb

POPULAR LINKS

[Household Hazardous Waste Roundups](#)

[Sharps Disposal](#)

[Mercury Thermostat Disposal](#)

[Universal Wastes-Batteries & Lightbulbs](#)

[Used Oil Recycling](#)

[Unused Prescription Drugs](#)

[Waste Tire Recycling](#)

[Electronic Waste](#)

[Commercial HHW](#)

L & W HOME

ONE TIME PAYMENT

CREATE/MANAGE MY ACCOUNT

WATER CONSERVATION RESOURCES

REBATES

UTILITY PAYMENT ASSISTANCE

Home » Departments » Light & Water » Trash Service » Hazardous Waste Programs » Mercury Thermostat Disposal

MERCURY THERMOSTAT DISPOSAL

Thermostat Care (TC) is a program that helps individuals and businesses in California align with expectations from the California Department Toxic Substances Control (DTSC) to facilitate with the collection and proper disposal of mercury thermostats in California.

TC's offerings to its partners includes a free collection container with pre-paid shipping and a consumer rebate of \$30 for each mercury thermostat collected.

Click [here](#) to find a thermostat collection location near you!

CLAIM YOUR \$30 MERCURY THERMOSTAT REBATE

1.

Remove your mercury thermostat and place it in a clear plastic bag

2.

Find your drop-off location

3.

Print and fill out the rebate form

4.

Take your thermostat and rebate form to your drop-off location

ThermostatCare.org

ThermostatCare

RECYCLE RIGHT!

California residents all qualify for a rebate of up to \$30 per mercury thermostat. Find your nearest drop-off location and learn more here: sga.qrd.by/mud

ThermostatCare

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8.4.9 Attachment 9: Sacramento Municipal Utility District - Website Blurb



Smart thermostats

Save energy automatically when you're away. Smart thermostats can be controlled from anywhere, and some can even program themselves, heating or cooling your home at times that work best with your rate plan.

Please note that SMUD thermostat rebates are not available in stores. To claim the **\$50 instant rebate**, please shop smart thermostats online at [SMUD Energy Store](#).

Get an additional incentive when you join SMUD's [My Energy Optimizer®](#) with your qualifying new smart thermostat.

Thermostat recycling

Have an old mercury thermostat? Remove, replace and recycle!

We've partnered with the [ThermostatCare](#) to give SMUD customers a \$30 rebate for each mercury thermostat you recycle through their program.

[Get \\$30 to recycle your old mercury thermostat](#)

\$50

[Shop now](#)

ELECTRIC VEHICLE INCENTIVES | BATTERY STORAGE INCENTIVES



8.4.10 Attachment 10: City of Healdsburg - Social Media Post (English and Spanish)

**City of Healdsburg** 
3d · 

 Protect Your Home and Health: Say Goodbye to Aging Thermostats! 

Did you know that if your thermostat dates back to before 2006, chances are it contains mercury? Mercury exposure can have serious implications, especially for the nervous system. 

But fret not! Thermostat Care has you covered with essential information and steps to claim a \$30 mail-in rebate for safely disposing of your old mercury thermostat.  Learn more at <https://thermostatcare.org/>

H... See more

**THERMOSTAT
REBATES**

smart thermostat
replacements
and
mercury thermostat
recycling



**REEMBOLSOS
POR
TERMOSTATOS**

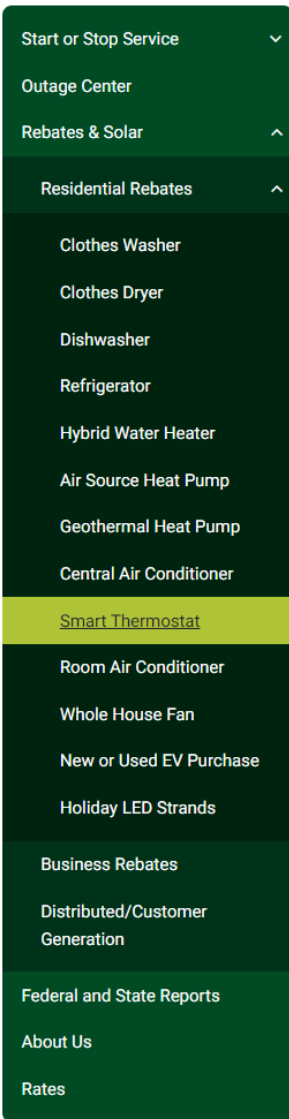
reemplazos con
termostatos
inteligentes
y
reciclaje del
termostato de
mercurio



 Like

 Comment

8.4.11 Attachment 11: Lassen Municipal Utility District - Website Blurb



Smart Thermostat

Offered to Lassen Municipal Utility District (LUMD) residential customers for the purchase and installation of a new, ENERGY STAR certified Smart Thermostat.

Application must be submitted within six months of purchase or installation date.

All rebates are limited to 50% of cost.

Limit of one thermostat rebate per household.

Rebate and conditions

\$50 per unit, to be paid as a credit to the customer's utility account.

- New device must have ENERGY STAR certification
- Smart Thermostat must control Central Air Conditioner, Heat Pump, or Electric Forced Air Furnace.
- Rebate is for the replacement of an existing non-connected, manual, or programmable thermostat only.

Proof of purchase required

Upload your final invoice/receipt using the form below.

If assistance is needed with this application, call 855-516-2105 or email rebate@esgroupllc.com.

"*" indicates required fields

- 1 Eligibility 2 Submit Application

What type of thermostat is the old unit you are replacing? *

- ☐ Manual
- ☐ Programmable
- ☐ Wi-Fi connected (Smart)

Next

Allow 8 to 10 weeks to receive the rebate, if all qualifications are met.

[Rebate Terms & Conditions](#)

Last Update: 12/18/23

Are you replacing an old, mercury thermostat? You may be eligible for a \$30, mail-in rebate. Visit, [Home – Thermostat Care](#) for details.

8.4.12 Attachment 12: City of Banning - Educational Flier

RECYCLE YOUR MERCURY THERMOSTAT



Keep your friends, family, and community safe by properly disposing of your mercury thermostats.



\$30 REBATE

provided per thermostat when you recycle your thermostat at a designated drop-off location!

**Rebates will be mailed by Thermostat Care upon verification of mercury thermostat and incentive form at processing center.*

HOW IT WORKS



1 Place your mercury thermostat in a sealable bag and seal tightly.

2 Print and fill out our rebate form and staple it to your sealable bag.

[Rebate Form](#)

3 Drop off your mercury thermostat(s) at the nearest location.

[Find Location](#)

**Plastic bags and forms may be available at the collection location for your convenience.*

Thermostat Care (TC) is a non-profit (501c6) stewardship organization that facilitates and manages the collection and proper disposal of mercury-containing thermostats.

8.4.13 Attachment 13: MUD Toolkit

COMMUNICATIONS CONTENT
FOR CALIFORNIA MUNICIPAL
UTILITY DISTRICTS

Mercury Thermostat Disposal

Thermostat Care (TC) is a program that helps individuals and businesses in California align with expectations from the California Department Toxic Substances Control (DTSC) to facilitate with the collection and proper disposal of mercury thermostats in California.

TC's offerings to its partners includes a free collection container with pre-paid shipping and a consumer rebate of \$30 for each mercury thermostat collected.

How to use this document:
Copy and paste the text provided and download the images on page 3.



ThermostatCare

Ready-to-use Website & Newsletter Content

Website Blurb

- 1 Want \$30 for each mercury thermostat you have? When you bring a mercury thermostat in with a completed rebate form, Thermostat Care will send you a rebate for \$30 per thermostat. It's that simple! Help us keep our communities and the environment safe, click here to learn more: sga.qrd.by/mud-locations
- 2 Old mercury thermostats are hazardous to people and the environment, so we've partnered with Thermostat Care to bring you \$30 for each mercury thermostat you drop off at our collection center. Simply print a rebate form, place it in a clear plastic bag with your thermostats, and drop them off. Click here to learn more: sga.qrd.by/mud-locations
- 3 Most manually operated thermostats contain mercury and need to be disposed of carefully and properly. Locate a safe and free collection site near you, and learn about the \$30 consumer rebate per mercury thermostat. Find out more at <http://sga.qrd.by/mud-locations>

Newsletter Blurb



ThermostatCare

DOWNLOAD ALL IMAGES

ThermostatCare

Ready-to-use Social Media Content

Facebook/Instagram Posts

- 1 Do you have any old mercury-containing thermostats in your home or place of business? Check out Thermostat Care's zip code tracker to find a thermostat collection location near you: sga.qrd.by/mud-locations #thermostatcare
- 2 Unlimited \$30 rebates? That's right! Bring old thermostats and a completed rebate form to a drop-off location near you and Thermostat Care will send you a check for \$30 per mercury thermostat. Click here to find your nearest collection site: sga.qrd.by/mud-locations #thermostatcare
- 3 We've partnered with Thermostat Care to offer \$30 rebates to any resident who brings us mercury thermostats. Just print and complete a rebate application, place it in a bag with your mercury thermostats and bring them by! Click here to learn more about this free offer: sga.qrd.by/mud #thermostatcare
- 4 With cold weather upon us you might be looking for solutions to stay warm. If you're upgrading your central air system and replacing old thermostats, make sure to recycle them properly -- it's the law! To find local drop-off locations for mercury thermostats and earn cashback in the process, click here: sga.qrd.by/mud-locations #thermostatcare
- 5 With hot weather upon us you might be looking for solutions to stay cool. If you're upgrading your central air system and replacing old thermostats, make sure to recycle them properly -- it's the law! To find local recycling locations for mercury thermostats and earn cashback in the process, click here: sga.qrd.by/mud-locations #thermostatcare

Twitter Posts

- 1 Properly recycling mercury thermostats is the law! Find local recycling locations & earn cashback here: sga.qrd.by/mud-locations
- 2 Do you come in contact with mercury thermostats? You can get a \$30 rebate for each one you collect! Learn more: bit.ly/TRContractors
- 3 There are 350+ mercury thermostat collection sites in CA. Find the nearest one and claim rebates here: sga.qrd.by/mud-locations
- 4 Unlimited \$30 rebates in exchange for mercury thermostats? That's right! Click here to learn more: sga.qrd.by/mud

ThermostatCare

ThermostatCare

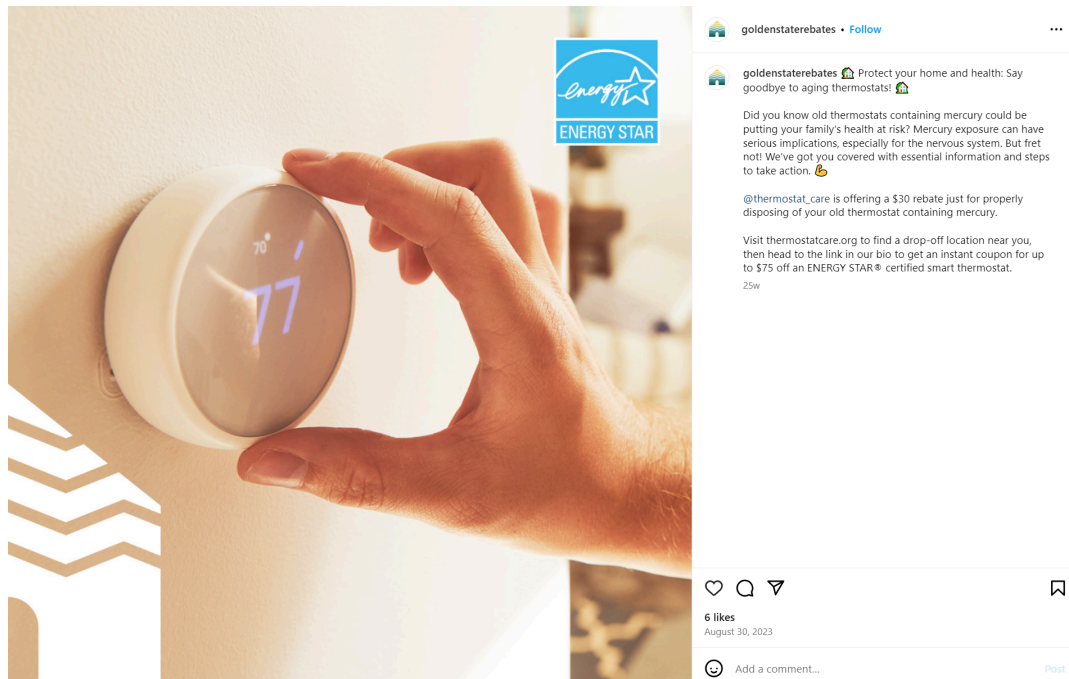
About Us & Contact Information

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

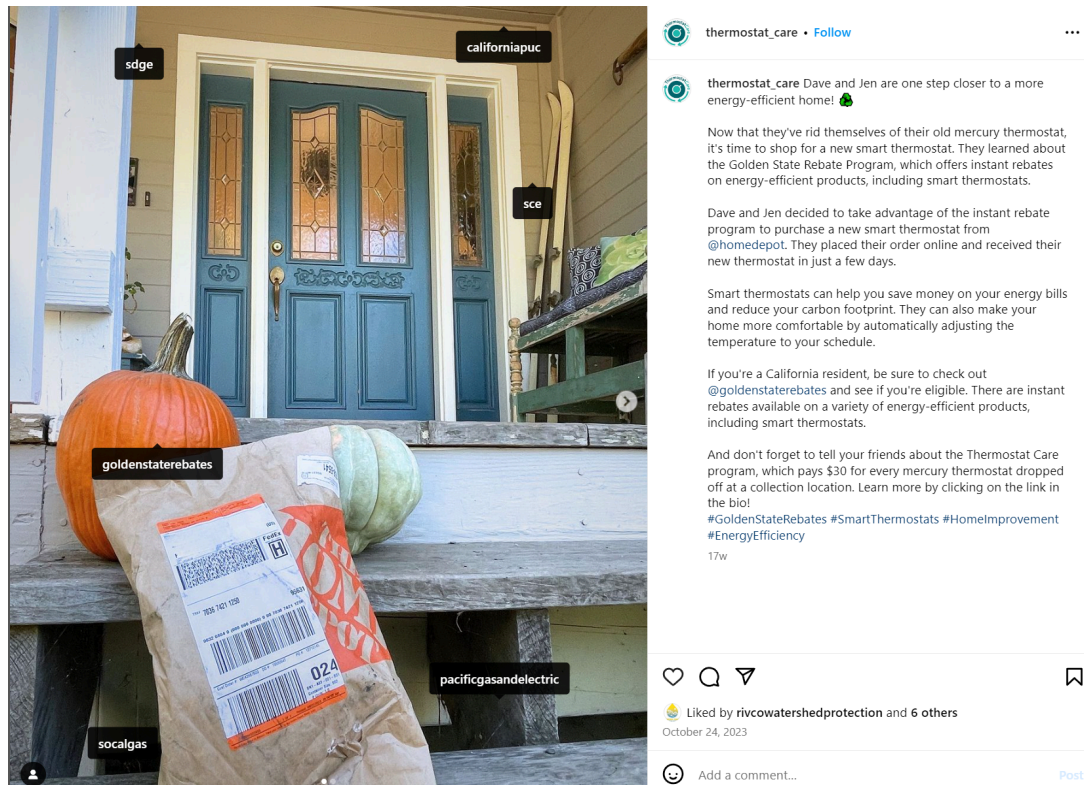
Should you have a question about this media kit, or a special request, please do not hesitate to reach out to your Thermostat Care contact.



8.4.14 Attachment 14: Golden State Rebate - Social Media Post



8.4.15 Attachment 15: Instagram Post (tagging CPUC, utilities, and Golden State Rebate Program)



8.4.16 Attachment 16: Stacked (Circular) Logo Variant



8.4.17 Attachment 17: The Home Improvement Guide Print Magazine Advertisement

• COMPLETE BACKYARDS • DRIVEWAYS
• WALKWAYS • OUTDOOR KITCHENS
• FIREPLACES & BBQs • RETAINING WALLS

BEAUTIFUL PAVERS

20% OFF
ANY COMPLETE PAVERS JOB
Restrictions apply. Call for details.

SPECIAL PRICE \$14 per ft.
Restrictions apply. Call for details.

CALL NOW!
Lic #1076976 **925.521.8452**

BBP PAVERS Inc.

WWW.BBPPAVERS.COM

Keep your family and community safe.

Become a #mercuryfree home today.

Safely dispose of your old mercury thermostats and get a **\$30 mail-in rebate per unit.**

Scan to find the drop-off location closest to you.

Therm@statCare

FV

FUTURE V
REMODELING

- OUR REPUTATION

- Water Drainage Is
- Uneveled Floors &
- Windows & Doors .
- Gaps Between Bric

**EARTHQUAKE RE
FOUNDATION REP
HOUSE LEVELING
HELICAL PIERS**

FALL SPECIAL

UP TO **20**

**HOUSE FOUNDA
+ FREE
INSPEC**

First time customer
With a complete found
Some restrictions
Call for d

f tw

8.4.18 Attachment 18: Container Request Forms



MERCURY THERMOSTAT SMALL PAIL PARTICIPATION FORM

Use this form to order a Thermostat Care small pail(s) for waste mercury thermostats. The container(s) are supplied with everything needed to return out-of-service mercury thermostats to Thermostat Care. Each small pail holds a maximum of 6 thermostats. Thermostat Care assumes all recurring costs to ship and process waste mercury thermostats.

DO NOT INCLUDE ANY OTHER PRODUCT OR MERCURY SWITCHES REMOVED FROM THERMOSTATS IN THE CONTAINER(S). SHIPMENT OF ELEMENTAL MERCURY IS STRICTLY PROHIBITED. DOING SO MAY FORFEIT YOUR PARTICIPATION IN THIS PROGRAM.



Contact Information for Order				
Type (must check one): ☐ Wholesaler ☐ Retailer ☐ Contractor ☐ HHW ☐ Other _____				
Location Name:			Website:	
Address:			City:	State: Zip:
Contact Name:	Phone:	Email:		

Total Number of Small Pails: _____

Collection Location Information (One line per location)						
[TC will publish this information on its website directory of collection locations]						
☐ check if same as above						
Bin Bar Code (TC use ONLY)	# of Containers	Location Name	Collection Container Shipping Address/City/State/Zip [No PO Box]	Contact	Phone #	Email

Email completed form to ContainerRequests@ThermostatCare.org
Questions? Email info@ThermostatCare.org

Revised 10/09/2022

Small pail order form

ThermostatCare

MERCURY THERMOSTAT LARGE BIN PARTICIPATION FORM

Use this form to order a Thermostat Care large bin(s) for waste mercury thermostats. The container(s) are supplied with everything needed to return out-of-service mercury thermostats to Thermostat Care. Each large bin holds approximately 100 thermostats. Thermostat Care assumes all recurring costs to ship and process waste mercury thermostats.

DO NOT INCLUDE ANY OTHER PRODUCT OR MERCURY SWITCHES REMOVED FROM THERMOSTATS IN THE CONTAINER(S). SHIPMENT OF ELEMENTAL MERCURY IS STRICTLY PROHIBITED. DOING SO MAY FORFEIT YOUR PARTICIPATION IN THIS PROGRAM.



Contact Information for Order			
Type (must check one): ☐ Wholesaler ☐ Retailer ☐ Contractor ☐ HHW ☐ Other _____			
Location Name:		Website:	
Address:		City:	State: Zip:
Contact Name:	Phone:	Email:	

Total Number of Large Bins: _____

Collection Location Information (One line per location)						
[TC will publish this information on its website directory of collection locations]						
☐ check if same as above						
Bin Bar Code (TC use ONLY)	# of Containers	Location Name (Number if applicable)	Collection Container Shipping Address/City/State/Zip [No PO Box]	Contact Name	Phone #	Email

Email completed form to ContainerRequests@ThermostatCare.org
Questions? Email info@ThermostatCare.org

Revised 10/09/2022

Large bin order form

8.4.19 Attachment 19: Incentive Form

ADMINISTRATIVE USE ONLY

Hg T-STAT COUNT	
INELIGIBLE T-STAT COUNT	
OTHER PRODUCT (Y/N)	
BIN OR PAIL NUMBER	



CALIFORNIA CONSUMER \$30 INCENTIVE FORM

Form must be completed clearly and in its entirety.

Only intact mercury thermostats are eligible. Mercury thermostats must be sealed in a plastic bag with completed form and dropped off at a participating collection location. A check will be sent to the consumer after processing the mercury thermostats.

Date: ____/____/____

Collection Location: _____ Street Address: _____

City: _____ State: **CA** Zip: _____ Phone Number: _____

Consumer Name (Payable To): _____

Mailing Address: _____
(For Payment)

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

Phone: _____ Email: _____

Physical Address: _____
(where mercury thermostat was removed)

Count of Mercury Thermostats Returned: _____ x \$ 30.00 = \$ _____

(5 thermostats maximum per bag, per form.)

Estimate Due to Consumer

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

"I certify that the mercury thermostats returned for recycling were removed from the place of residence stated above during the course of maintenance or repair in California."

Signature of Payee

Name (Please Print)

Date

Payment is contingent upon receipt of container from collection location.
By law, collection locations are required to return bin once a year for processing.
Retain COPY of this form for your records.

Learn more about the collection process: ThermostatCare.org/Consumers

To Contact: ThermostatCare.org | Info@ThermostatCare.org

8.4.20 Attachment 20: Point-of-Delivery Insert



EARN \$30 BY RECYCLING YOUR MERCURY-CONTAINING THERMOSTAT!

Drop off your mercury-containing manual thermostat at a local collection location and receive a \$30 mail-in rebate.

For more information, how to find your nearest collection location, or to order a contractor collection container, scan this QR code or visit thermostatcare.org.



Disposing of mercury-containing thermostats in regular trash or recycling bins is prohibited and subject to a \$70k fine per thermostat.

8.4.21 Attachment 21: Public Service Announcement (PSA) Script

**THERMOSTAT CARE
RADIO PSA SCRIPT
6/8/21**

TRT: :30 slowly read

AUDIO

VO: DO YOU HAVE MERCURY IN YOUR HOME OR BUSINESS?

IF YOUR THERMOSTAT WAS SOLD BEFORE 2006, IT MAY CONTAIN MERCURY AND POSE A RISK TO YOUR HEALTH AND THE ENVIRONMENT IF IMPROPERLY DISPOSED OF.

AFTER SAFELY REMOVING THE THERMOSTAT, BRING IT TO ANY FREE THERMOSTAT CARE COLLECTION SITE LOCATED ACROSS CALIFORNIA.

CALIFORNIA RESIDENTS ARE ELIGIBLE TO RECEIVE AN INCENTIVE OF \$30!

FOR MORE INFORMATION AND TO FIND YOUR NEARBY COLLECTION SITE, VISIT THERMOSTATCARE.ORG.

TRT: :15 slowly read

AUDIO

VO: DO YOU HAVE MERCURY IN YOUR HOME?

IF YOUR THERMOSTAT WAS SOLD BEFORE 2006, IT MAY CONTAIN MERCURY AND POSE A HEALTH RISK IF IMPROPERLY DISPOSED OF.

FOR MORE INFORMATION AND TO FIND YOUR NEARBY COLLECTION SITE, VISIT THERMOSTATCARE.ORG.

8.4.22 Attachment 22: Public Service Announcement (PSA) Script Translations

THERMOSTAT CARE PSA SCRIPT - VIETNAMESE		
Source	Transcreation	Back Translation
THERMOSTAT CARE RADIO PSA SCRIPT 6/8/22	THERMOSTAT CARE RADIO PSA SCRIPT 6/8/22	THERMOSTAT CARE RADIO PSA SCRIPT 6/8/22
TRT: :30 slowly read	TRT: :30	TRT: :30 slowly read
Audio	Audio	Audio
VO: DO YOU HAVE MERCURY IN YOUR HOME OR BUSINESS?	VO: BẠN CÓ DÙNG THỦY NGÂN Ở NHÀ HAY CƠ QUAN KHÔNG?	VO: DO YOU USE MERCURY AT HOME OR BUSINESS?
IF YOUR THERMOSTAT WAS SOLD BEFORE 2006, IT MAY CONTAIN MERCURY AND POSE A RISK TO YOUR HEALTH AND THE ENVIRONMENT IF IMPROPERLY DISPOSED OF.	NẾU NHIỆT KẾ BẠN DÙNG ĐƯỢC BÁN TRƯỚC NĂM 2006, NÓ CÓ THỂ CHỨA THỦY NGÂN VÀ GÂY RỦI RO CHO SỨC KHỎE CỦA BẠN VÀ MÔI TRƯỜNG NẾU THẢI BỎ KHÔNG ĐÚNG CÁCH.	IF THE THERMOMETER YOU USE WAS SOLD BEFORE 2006, IT MAY CONTAIN MERCURY AND POSE A RISK TO YOUR HEALTH AND THE ENVIRONMENT IF IMPROPERLY DISPOSED OF.
AFTER SAFELY REMOVING THE THERMOSTAT, BRING IT TO ANY FREE THERMOSTAT CARE COLLECTION SITE LOCATED ACROSS CALIFORNIA.	HÃY LẤY NHIỆT KẾ THEO CÁCH AN TOÀN, VÀ MANG NÓ TỚI ĐIỂM THU GOM XỬ LÝ NHIỆT KẾ MIỄN PHÍ Ở KHẮP CALIFORNIA.	SAFELY GRAB THE THERMOMETER, AND BRING IT TO A FREE THERMOMETER CARE COLLECTION SITE LOCATED ACROSS CALIFORNIA.
CALIFORNIA RESIDENTS ARE ELIGIBLE TO RECEIVE AN INCENTIVE OF \$30!	CƯ DÂN CALIFORNIA ĐƯỢC NHẬN KHOẢN TIỀN KHÍCH LỆ LÀ \$30!	CALIFORNIA RESIDENTS RECEIVE AN INCENTIVE OF \$30!
FOR MORE INFORMATION AND TO FIND YOUR NEARBY COLLECTION SITE,	ĐỂ BIẾT THÊM THÔNG TIN VÀ TÌM ĐIỂM THU GOM GẦN BẠN, HÃY TRUY CẬP	FOR MORE INFORMATION AND TO FIND A COLLECTION SITE NEAR YOU, VISIT

VISIT THERMOSTATCARE.ORG.	THERMOSTATCARE.ORG.	THERMOSTATCARE.ORG.
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Vietnamese

Thermostat Care PSA Script - Chinese

Source	Transcreation	Back Translation
THERMOSTAT CARE RADIO PSA SCRIPT 6/8/22	THERMOSTAT CARE RADIO PSA SCRIPT 6/8/22	THERMOSTAT CARE RADIO PSA SCRIPT 6/8/22
TRT: :30 slowly read	TRT: :30	TRT: :30 slowly read
Audio	Audio	Audio
VO: DO YOU HAVE MERCURY IN YOUR HOME OR BUSINESS?	VO: 您家中或公司是否存在 汞？	VO: Whether mercury is present in your home or business?
IF YOUR THERMOSTAT WAS SOLD BEFORE 2006, IT MAY CONTAIN MERCURY AND POSE A RISK TO YOUR HEALTH AND THE ENVIRONMENT IF IMPROPERLY DISPOSED OF.	您在 2006 年前所購買的恆 溫器可能含汞，如果處理不 當，將危害您的健康和環境。	Thermostats you bought before 2006 may contain mercury, which can harm your health and the environment if not handled properly.
AFTER SAFELY REMOVING THE THERMOSTAT, BRING IT TO ANY FREE THERMOSTAT CARE COLLECTION SITE LOCATED ACROSS CALIFORNIA.	安全拆除後，請將其交到加 州免費的恆溫器回收站。	Once it's safely removed, take it to a free thermostat recycling facility in California.
CALIFORNIA RESIDENTS ARE ELIGIBLE TO RECEIVE AN INCENTIVE OF \$30!	加州居民可收到 \$30 獎勵！	California residents could receive a \$30 reward!
FOR MORE INFORMATION AND TO FIND YOUR NEARBY COLLECTION SITE,	請在 THERMOSTATCARE.ORG 查找更多資訊以及附近 回收站的地址。	Please find more information and addresses of nearby recycling stations at

VISIT
THERMOSTATCARE.ORG.

THERMOSTATCARE.ORG.

Chinese

Thermostat Care PSA Script - Spanish

Source	Transcreation	Back Translation
Thermostat Care Radio PSA Script 6/8/22	Thermostat Care Radio PSA Script 6/8/22	Thermostat Care Radio PSA Script 6/8/22
TRT: :30 slowly read	TRT: :30	TRT: :30
Audio	Audio	Audio
VO: DO YOU HAVE MERCURY IN YOUR HOME OR BUSINESS?	¿HAY MERCURIO EN SU CASA O EMPRESA?	DO YOU HAVE MERCURY AT HOME OR IN YOUR BUSINESS?
IF YOUR THERMOSTAT WAS SOLD BEFORE 2006, IT MAY CONTAIN MERCURY AND POSE A RISK TO YOUR HEALTH AND THE ENVIRONMENT IF IMPROPERLY DISPOSED OF.	SI OBTUVO SU THERMOSTATO ANTES DEL 2006, ES POSIBLE QUE CONTENGA MERCURIO. DESECHARLO MAL REPRESENTA UN RIESGO PARA SU SALUD Y EL AMBIENTE.	IF YOUR THERMOSTAT WAS PURCHASED BEFORE 2006, IT MAY CONTAIN MERCURY. IF DISPOSED OF INCORRECTLY, IT MAY POSE A RISK TO YOUR HEALTH AND THE ENVIRONMENT.
AFTER SAFELY REMOVING THE THERMOSTAT, BRING IT TO ANY FREE THERMOSTAT CARE COLLECTION SITE LOCATED ACROSS CALIFORNIA.	DESPUÉS DE QUITARLO CON CUIDADO, LLÉVELO A UNO DE LOS CENTROS DE RECOLECCIÓN GRATUITA QUE HAY EN CALIFORNIA.	AFTER THE THERMOSTAT IS SAFELY REMOVED, BRING IT TO ONE OF THE FREE COLLECTION CENTERS IN CALIFORNIA.
CALIFORNIA RESIDENTS ARE ELIGIBLE TO RECEIVE AN INCENTIVE OF \$30!	¿PUEDE RECIBIR UN INCENTIVO DE \$30 SI VIVE EN CALIFORNIA!	YOU MAY BE ELIGIBLE FOR A \$30 INCENTIVE IF YOU LIVE IN CALIFORNIA.

FOR MORE INFORMATION AND TO FIND YOUR NEARBY COLLECTION SITE, VISIT THERMOSTATCARE.ORG.

EN THERMOSTATCARE.ORG, ENCONTRARÁ INFORMACIÓN Y LOS CENTROS DE RECOLECCIÓN.

FOR MORE INFORMATION AND TO FIND THE NEAREST COLLECTION CENTER PLEASE VISIT THERMOSTATCARE.ORG.

Spanish

THERMOSTAT CARE PSA SCRIPT - KOREAN

Source	Transcreation	Back Translation
THERMOSTAT CARE RADIO PSA SCRIPT 6/8/22	THERMOSTAT CARE RADIO PSA SCRIPT 6/8/22	THERMOSTAT CARE RADIO PSA SCRIPT 6/8/22
TRT: :30 slowly read	TRT: :30	TRT: :30 slowly read
Audio	Audio	Audio
VO: DO YOU HAVE MERCURY IN YOUR HOME OR BUSINESS?	가정이나 회사에 수은 있으신가요?	Do you have mercury at home or at work?
IF YOUR THERMOSTAT WAS SOLD BEFORE 2006, IT MAY CONTAIN MERCURY AND POSE A RISK TO YOUR HEALTH AND THE ENVIRONMENT IF IMPROPERLY DISPOSED OF.	2006년 이전에 판매된 온도계가 있으시다면 안에 수은이 들어 있을 수도 있습니다. 잘못 버리면 사람이 다치거나 환경 오염이 일어날 수도 있습니다.	If you have a thermometer sold before 2006, it may contain mercury. Improper disposal may result in personal injury or environmental pollution.
AFTER SAFELY REMOVING THE THERMOSTAT, BRING IT TO ANY FREE THERMOSTAT CARE COLLECTION SITE LOCATED ACROSS CALIFORNIA.	온도계를 안전하게 수거한 후에 캘리포니아 곳곳에 위치해 있는 무료 온도계 관리 수거처로 가져오시기 바랍니다.	After you have safely collected your thermometer, please bring it to the free thermometer management collection sites located throughout California.
CALIFORNIA RESIDENTS ARE ELIGIBLE TO RECEIVE AN INCENTIVE OF \$30!	캘리포니아 거주자에게는 \$30 인센티브를 드립니다.	California residents receive \$30 incentives.
FOR MORE INFORMATION AND TO FIND YOUR NEARBY COLLECTION SITE, VISIT THERMOSTATCARE.ORG.	자세한 내용과 가까운 수거처 확인온 THERMOSTATCARE.ORG을 참조해 주십시오.	For more information and to find a collection sites near you, please visit THERMOSTATCARE.ORG.

Korean

THERMOSTAT CARE PSA SCRIPT - TAGALOG

Source	Transcreation	Back Translation
THERMOSTAT CARE RADIO PSA SCRIPT 6/8/21	THERMOSTAT CARE RADIO PSA SCRIPT 6/8/21	THERMOSTAT CARE RADIO PSA SCRIPT 6/8/21
TRT: :30 slowly read	TRT: :30 slowly read	TRT: :30 slowly read
Audio	Audio	Audio
VO: DO YOU HAVE MERCURY IN YOUR HOME OR BUSINESS?	VO: MAY MERCURY KA BA SA BAHAY O NEGOSYO MO?	VO: DO YOU HAVE MERCURY AT YOUR HOME OR BUSINESS?
IF YOUR THERMOSTAT WAS SOLD BEFORE 2006, IT MAY CONTAIN MERCURY AND POSE A RISK TO YOUR HEALTH AND THE ENVIRONMENT IF IMPROPERLY DISPOSED OF.	KUNG NAIBENTA ANG THERMOSTAT MO BAGO ANG 2006, POSIBLENG MAY MERCURY AT MAPANGANIB ITO SA KALUSUGAN MO AT SA KAPALIGIRAN KUNG ITATAPON SA MALING PARAAN.	IF YOUR THERMOSTAT WAS SOLD BEFORE 2006, IT MAY HAVE MERCURY AND THIS IS HARMFUL TO YOUR HEALTH AND THE ENVIRONMENT IF DISPOSED IMPROPERLY.
AFTER SAFELY REMOVING THE THERMOSTAT, BRING IT TO ANY FREE THERMOSTAT CARE COLLECTION SITE LOCATED ACROSS CALIFORNIA.	PAGKATAPOS ALISIN NANG LIGTAS ANG THERMOSTAT, DALHIN ITO SA ANUMANG LIBRENG THERMOSTAT CARE COLLECTION SITE SA CALIFORNIA.	AFTER SAFELY REMOVING THE THERMOSTAT, BRING IT TO ANY FREE THERMOSTAT CARE COLLECTION SITE IN CALIFORNIA.
CALIFORNIA RESIDENTS ARE ELIGIBLE TO RECEIVE AN INCENTIVE OF \$30!	KWALIPIKADO ANG MGA RESIDENTE NG CALIFORNIA NA MAKATANGGAP NG \$30 NA INCENTIVE!	CALIFORNIA RESIDENTS ARE QUALIFIED TO RECEIVE AN \$30 INCENTIVE!
FOR MORE INFORMATION AND TO FIND YOUR NEARBY	PARA SA DAGDAG NA IMPORMASYON AT PARA MAHANAP ANG	FOR EXTRA INFORMATION AND TO FIND A COLLECTION

COLLECTION SITE, VISIT THERMOSTATCARE.ORG.	COLLECTION SITE NA MALAPIT SA IYO, BUMISITA SA THERMOSTATCARE.ORG.	SITE NEAR YOU, VISIT AT THERMOSTATCARE.ORG.
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Tagalog

8.4.23 Attachment 23: Shelf Talker Point-of-Purchase Material

 **RECYCLE YOUR MERCURY-CONTAINING THERMOSTAT!**

Drop off your mercury-containing manual thermostat in-store at no cost. Receive a **\$30 mail-in rebate!**

Speak to a sales associate for details.

For more information and how to find your nearest collection location or order your own collection bin if you're a contractor, scan this QR code or visit thermostatcare.org



Disposing of mercury-containing thermostats in regular trash or recycling bins is **prohibited**.

ThermostatCare



English Shelf Talker (for location with container)

 **RECYCLE YOUR MERCURY-CONTAINING THERMOSTAT!**

Drop off your mercury-containing manual thermostat at a nearby collection location for responsible management. Receive a **\$30 mail-in rebate!**

Speak to a sales associate for details.

For more information and how to find your nearest collection location or order your own collection bin if you're a contractor, scan this QR code or visit thermostatcare.org



Disposing of mercury-containing thermostats in regular trash or recycling bins is **prohibited**.

ThermostatCare



English Shelf Talker (for location without container)



請回收含水銀的恆溫器！

商店內免費回收含水銀的手動恆溫器。
您可以收到 **郵寄的30美元回饋金**！

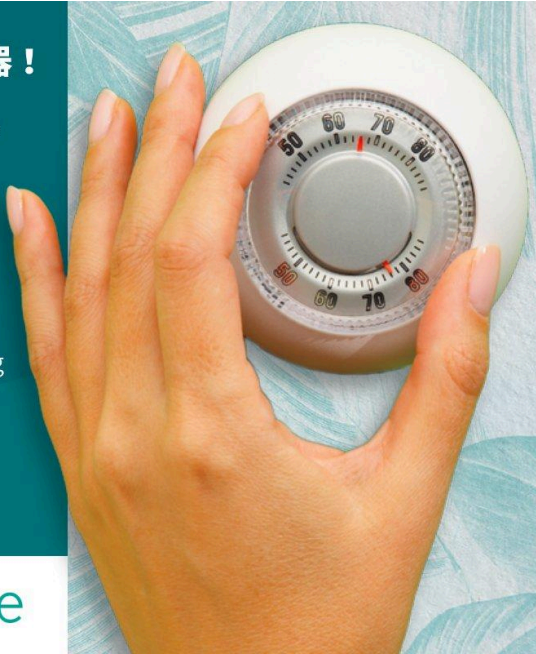
如需更多詳細資訊，請諮詢銷售人員。

如需更多資訊，和了解如何找到距離最近的回收地點，或是訂購您自己的收集桶 (如果您是承包商)，請掃描這個QR碼，或造訪 thermostatcare.org



含水銀的恆溫器**不得**丟棄
在一般垃圾或回收桶中。

ThermostatCare



Chinese Shelf Talker (for location with a container)



請回收含水銀的恆溫器！

商店內免費回收含水銀的手動恆溫器。
您可以收到 **郵寄的30美元回饋金**！

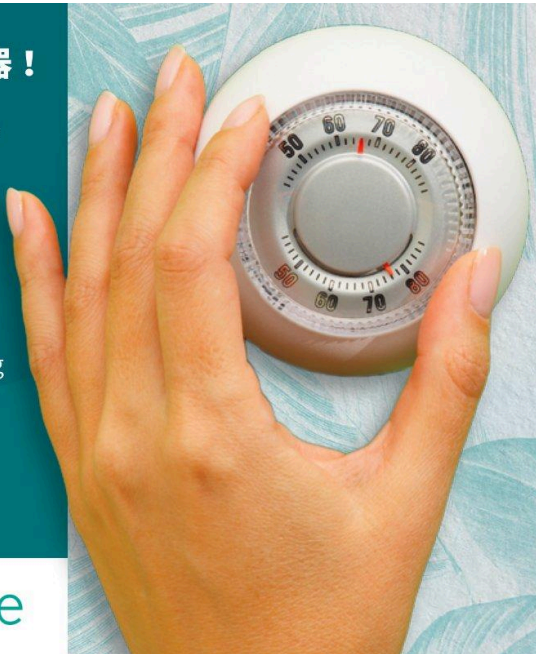
如需更多詳細資訊，請諮詢銷售人員。

如需更多資訊，和了解如何找到距離最近的回收地點，或是訂購您自己的收集桶 (如果您是承包商)，請掃描這個QR碼，或造訪 thermostatcare.org



含水銀的恆溫器**不得**丟棄
在一般垃圾或回收桶中。

ThermostatCare



Chinese Shelf Talker (for location without a container)

ThermostatCare

 **수은이 포함된 온도 조절 장치를 재활용하세요!**

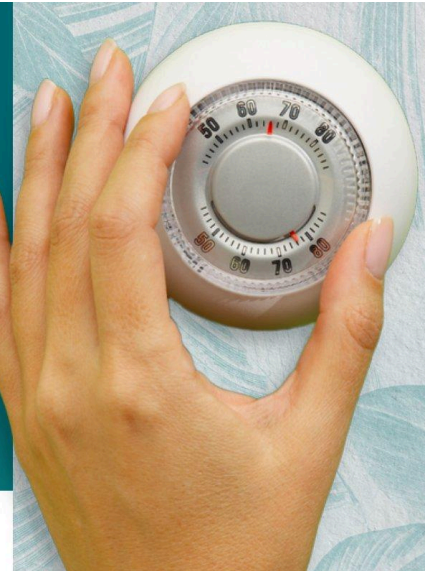
수은이 포함된 수동 온도 조절 장치를 매장에 무료로 반납하세요. **\$30 메일 인 리베이트**를 받으세요!

자세한 내용은 영업 담당자에게 문의하세요.

더 자세한 정보와 가장 가까운 수거 장소를 찾는 방법 또는 하청업체인 경우 수거함을 주문하는 방법을 알아보려면 이 QR 코드를 스캔하거나 thermostatcare.org를 방문하세요.



수은이 포함된 온도 조절 장치를 일반 쓰레기통이나 재활용 쓰레기통에 버리는 것은 금지됩니다.





Korean Shelf Talker (for location with container)

 **수은이 포함된 온도 조절 장치를 재활용하세요!**

책임 있는 관리를 위해 수은이 포함된 수동 온도 조절 장치를 가까운 수거 장소에 반납하세요. **\$30 메일 인 리베이트**를 받으세요!

자세한 내용은 영업 담당자에게 문의하세요.

더 자세한 정보와 가장 가까운 수거 장소를 찾는 방법 또는 하청업체인 경우 수거함을 주문하는 방법을 알아보려면 이 QR 코드를 스캔하거나 thermostatcare.org를 방문하세요.



수은이 포함된 온도 조절 장치를 일반 쓰레기통이나 재활용 쓰레기통에 버리는 것은 금지됩니다.





Korean Shelf Talker (for location without container)

ThermostatCare



¡RECICLE SU TERMOSTATO CON MERCURIO!

Entregue su termostato manual con mercurio en la tienda sin costo. ¡Reciba un reembolso de \$30 por correo!

Hable con un asesor de ventas para conocer más detalles.

Para recibir más información y encontrar su centro de recolección más cercano o hacer un pedido de su propio contenedor de recolección si es un contratista, escanee este código QR o visite thermostatcare.org



*Está **prohibido** desechar los termostatos con mercurio en los contenedores de basura o de reciclado regular.*



ThermostatCare

Spanish Shelf Talker (for location with container)



¡RECICLE SU TERMOSTATO CON MERCURIO!

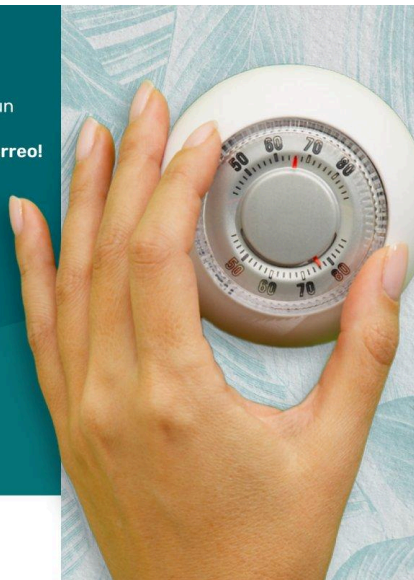
Entregue su termostato manual con mercurio en un centro de recolección cercano para un manejo responsable. ¡Reciba un reembolso de \$30 por correo!

Hable con un asesor de ventas para conocer más detalles.

Para recibir más información y encontrar su centro de recolección más cercano o hacer un pedido de su propio contenedor de recolección si es un contratista, escanee este código QR o visite thermostatcare.org



*Está **prohibido** desechar los termostatos con mercurio en los contenedores de basura o de reciclado regular.*



ThermostatCare

Spanish Shelf Talker (for location without container)

ThermostatCare



I-RECYCLE ANG IYONG THERMOSTAT NA NAGLALAMAN NG MERCURY!

I-drop off sa store ang iyong manual thermostat na naglalaman ng mercury nang walang gastos. Makatanggap ng **\$30 na mail-in rebate!** Makipag-usap sa isang sales associate para sa higit pang detalye.

Para sa higit pang impormasyon at alamin kung paano hanapin ang pinakamalapit mong lokasyon ng pagkolekta o kung paano mag-order ng sarili mong bin sa pagkolekta kung isa kang kontratista, i-scan ang QR code na ito o bisitahin ang thermostatcare.org



Ang pagtatapon ng mga thermostat na naglalaman ng mercury sa mga regular na basurahan o recycling bin ay **ipinagbabawal**.

ThermostatCare



Tagalog Shelf Talker (for location with container)



I-RECYCLE ANG IYONG THERMOSTAT NA NAGLALAMAN NG MERCURY!

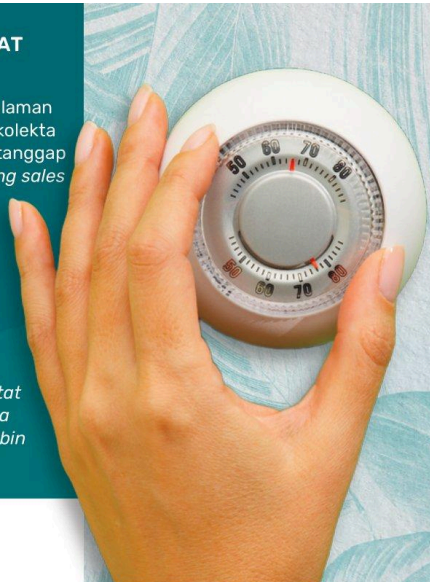
I-drop off ang iyong manual thermostat na naglalaman ng mercury sa isang malapit na lokasyon ng pagkolekta para mapamahalaan ito nang responsable. Makatanggap ng **\$30 na mail-in rebate!** Makipag-usap sa isang sales associate para sa higit pang detalye.

Para sa higit pang impormasyon at alamin kung paano hanapin ang pinakamalapit mong lokasyon ng pagkolekta o kung paano mag-order ng sarili mong bin sa pagkolekta kung isa kang kontratista, i-scan ang QR code na ito o bisitahin ang thermostatcare.org



Ang pagtatapon ng mga thermostat na naglalaman ng mercury sa mga regular na basurahan o recycling bin ay **ipinagbabawal**.

ThermostatCare



Tagalog Shelf Talker (for location without container)

ThermostatCare

**HÃY TÁI CHẾ BỘ ĐIỀU NHIỆT CHỨA THỦY NGÂN CỦA QUÝ VỊ!**

Mang bộ điều nhiệt chứa thủy ngân của quý vị đến cửa hàng mà không mất phí. Nhận **phiếu giảm giá gửi qua đường bưu điện trị giá \$30!** Trò chuyện với cộng tác viên bán hàng để biết thêm chi tiết.

Để biết thêm thông tin và cách tìm địa điểm thu gom gần nhất hoặc đặt mua riêng thùng thu gom nếu quý vị là nhà thầu, hãy quét mã QR này hoặc truy cập trang thermostatcare.org



Nghiêm cấm thải bỏ bộ điều nhiệt chứa thủy ngân vào thùng rác thông thường hoặc thùng tái chế.



Vietnamese Shelf Talker (for location with container)

**HÃY TÁI CHẾ BỘ ĐIỀU NHIỆT CHỨA THỦY NGÂN CỦA QUÝ VỊ!**

Mang bộ điều nhiệt chứa thủy ngân của quý vị đến một địa điểm thu gom gần đó để quản lý một cách có trách nhiệm. Nhận **phiếu giảm giá gửi qua đường bưu điện trị giá \$30!** Trò chuyện với cộng tác viên bán hàng để biết thêm chi tiết.

Để biết thêm thông tin và cách tìm địa điểm thu gom gần nhất hoặc đặt mua riêng thùng thu gom nếu quý vị là nhà thầu, hãy quét mã QR này hoặc truy cập trang thermostatcare.org



Nghiêm cấm thải bỏ bộ điều nhiệt chứa thủy ngân vào thùng rác thông thường hoặc thùng tái chế.



Vietnamese Shelf Talker (for location without container)

8.4.24 Attachment 24: Window Cling Point-of-Purchase Material



Most manual thermostats contain mercury and must go through a proper disposal process. Disposing of them in regular trash or recycling bins is **prohibited**.

Luckily, you can drop it off in-store today at no cost and receive a **\$30 mail-in rebate!** *Speak to a sales associate for more details.*

For more information and how to find your nearest collection location or order your own collection bin if you're a contractor, scan this QR code or visit thermostatcare.org

ThermostatCare

This graphic features a light blue background with a subtle pattern of green leaves. On the right, a hand is shown holding a white, round manual thermostat. On the left, a white rectangular box with a spiral binding on its left edge contains text. At the bottom left is a QR code, and at the bottom right is the ThermostatCare logo.

English Window Cling (for location with a container)



Most manual thermostats contain mercury and must go through a proper disposal process. Disposing of them in regular trash or recycling bins is **prohibited**.

Luckily, you can visit a nearby location to drop off the thermostat at no cost, and receive a **\$30 mail-in rebate!** *Speak to a sales associate for more details.*

For more information and how to find your nearest collection location or order your own collection bin if you're a contractor, scan this QR code or visit thermostatcare.org

ThermostatCare

This graphic is similar to the one above but with a different text message in the white box. It features a light blue background with a subtle pattern of green leaves, a hand holding a white thermostat on the right, a QR code at the bottom left, and the ThermostatCare logo at the bottom right.

English Window Cling (for location without a container)

ThermostatCare



大多數的手動恆溫器都含有水銀，必須經過妥善的處理程序。這些恆溫器**不得**丟棄在一般垃圾或回收桶中。



幸好，您現在可以免費將它們帶來店裡，並且收到郵寄的**30美元回饋金**！

如需更多詳細資訊，請諮詢銷售人員。



如需更多資訊，和了解如何找到距離最近的回收地點，或是訂購您自己的收集桶 (如果您是承包商)，請掃描這個QR碼，或造訪 thermostatcare.org

ThermostatCare

Chinese Window Cling (for location with a container)



大多數的手動恆溫器都含有水銀，必須經過妥善的處理程序。這些恆溫器**不得**丟棄在一般垃圾或回收桶中。



幸好，您現在可以免費將恆溫器帶到附近的地點，並且收到郵寄的**30美元回饋金**！

如需更多詳細資訊，請諮詢銷售人員。



如需更多資訊，和了解如何找到距離最近的回收地點，或是訂購您自己的收集桶 (如果您是承包商)，請掃描這個QR碼，或造訪 thermostatcare.org

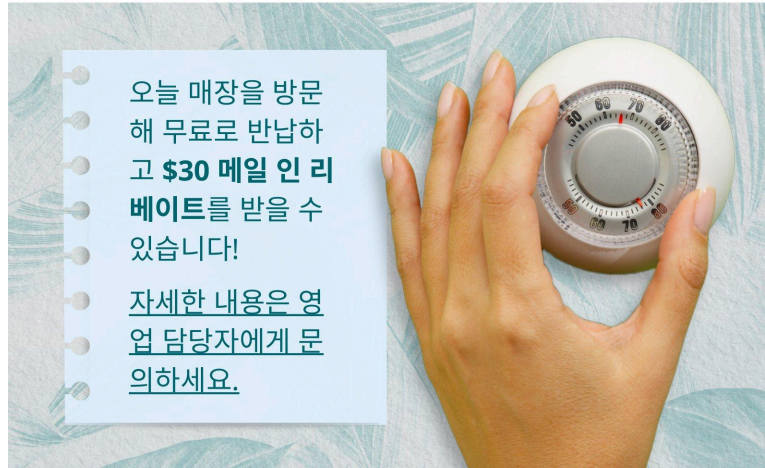
ThermostatCare

Chinese Window Cling (for location without a container)

ThermostatCare



대부분의 수동 온도 조절 장치에는 수은이 포함되어 있으며, 적절한 폐기 절차를 거쳐야 합니다. 일반 쓰레기통이나 재활용 쓰레기통에 버리는 것은 **금지됩니다**.



오늘 매장을 방문
해 무료로 반납하
고 **\$30 메일 인 리
베이트**를 받을 수
있습니다!

자세한 내용은 영
업 담당자에게 문
의하세요.



더 자세한 정보와 가장 가까운 수거 장소를 찾는
방법 또는 하청업체인 경우 수거함을 주문하는
방법을 알아보려면 이 QR 코드를 스캔하거나
thermostatcare.org를 방문하세요.

ThermostatCare

Korean Window Cling (for location with a container)



대부분의 수동 온도 조절 장치에는 수은이 포함되어 있으며, 적절한 폐기 절차를 거쳐야 합니다. 일반 쓰레기통이나 재활용 쓰레기통에 버리는 것은 **금지됩니다**.



가까운 수거 장소를
방문하여 온도 조절
장치를 무료로 반납
하고 **\$30 메일 인 리
베이트**를 받을 수 있
습니다!

자세한 내용은 영업 담
당자에게 문의하세요.



더 자세한 정보와 가장 가까운 수거 장소를 찾는
방법 또는 하청업체인 경우 수거함을 주문하는
방법을 알아보려면 이 QR 코드를 스캔하거나
thermostatcare.org를 방문하세요.

ThermostatCare

English Window Cling (for location without a container)

ThermostatCare



La mayoría de los termostatos manuales contienen mercurio y se deben desechar siguiendo un proceso adecuado. Está **prohibido** desecharlos en los contenedores de basura o de reciclado regular.

A close-up photograph of a hand holding a white, round, manual thermostat. The thermostat has a dial with numbers from 50 to 80 and a red needle pointing to 65. The background is a light blue and green patterned surface.

Afortunadamente, ¡puede pasar a dejarlos en el establecimiento hoy mismo sin costo y recibir un **reembolso de \$30 por correo!** Hable con un asesor de ventas para conocer más detalles.

A square QR code located in the bottom left corner of the flyer.

Para recibir más información y encontrar su centro de recolección más cercano o hacer un pedido de su propio contenedor de recolección si es un contratista, escanee este código QR o visite thermostatcare.org

ThermostatCare

Spanish Window Cling (for location with a container)



La mayoría de los termostatos manuales contienen mercurio y se deben desechar siguiendo un proceso adecuado. Está **prohibido** desecharlos en los contenedores de basura o de reciclado regular.

A close-up photograph of a hand holding a white, round, manual thermostat. The thermostat has a dial with numbers from 50 to 80 and a red needle pointing to 65. The background is a light blue and green patterned surface.

Afortunadamente, ¡puede visitar una ubicación cercana para entregar el termostato sin costo y recibir un **reembolso de \$30 por correo!** Hable con un asesor de ventas para conocer más detalles.

A square QR code located in the bottom left corner of the flyer.

Para recibir más información y encontrar su centro de recolección más cercano o hacer un pedido de su propio contenedor de recolección si es un contratista, escanee este código QR o visite thermostatcare.org

ThermostatCare

Spanish Window Cling (for location without a container)

ThermostatCare



Karamihan ng manual thermostat ay naglalaman ng mercury at kailangang sumailalim sa wastong proseso ng pagtatapon. Ang pagtatapon ng mga ito sa mga regular na basurahan o recycling bin ay **ipinagbabawal**.



Mabuti na lang, puwede mo itong i-drop off sa store ngayon nang walang gastos at makakatanggap ka ng **\$30 na mail-in rebate!** Makipag-usap sa isang sales associate para sa higit pang detalye.



Para sa higit pang impormasyon at alamin kung paano hanapin ang pinakamalapit mong lokasyon ng pagkolekta o kung paano mag-order ng sarili mong bin sa pagkolekta kung isa kang kontratista, i-scan ang QR code na ito o bisitahin ang thermostatcare.org

ThermostatCare

Tagalog Window Cling (for location with a container)



Karamihan ng manual thermostat ay naglalaman ng mercury at kailangang sumailalim sa wastong proseso ng pagtatapon. Ang pagtatapon ng mga ito sa mga regular na basurahan o recycling bin ay **ipinagbabawal**.



Mabuti na lang, puwede kang bumisita sa isang malapit na lokasyon para i-drop off ang thermostat nang walang gastos, at makakatanggap ka ng **\$30 na mail-in rebate!** Makipag-usap sa isang sales associate para sa higit pang detalye.



Para sa higit pang impormasyon at alamin kung paano hanapin ang pinakamalapit mong lokasyon ng pagkolekta o kung paano mag-order ng sarili mong bin sa pagkolekta kung isa kang kontratista, i-scan ang QR code na ito o bisitahin ang thermostatcare.org

ThermostatCare

Tagalog Window Cling (for location without a container)

ThermostatCare



Hầu hết bộ điều nhiệt thủ công đều chứa thủy ngân và phải trải qua quy trình thải bỏ đúng cách. **Nghiêm cấm** thải bỏ vào thùng rác thông thường hoặc thùng tái chế.



May mắn thay, quý vị có thể mang chúng đến cửa hàng ngay hôm nay mà không mất phí và nhận **phiếu giảm giá gửi qua đường bưu điện trị giá \$30!** Trò chuyện với cộng tác viên bán hàng để biết thêm chi tiết.



Để biết thêm thông tin và cách tìm địa điểm thu gom gần nhất hoặc đặt mua riêng thùng thu gom nếu quý vị là nhà thầu, hãy quét mã QR này hoặc truy cập trang thermostatcare.org

ThermostatCare

Vietnamese Window Cling (for location with a container)



Hầu hết bộ điều nhiệt thủ công đều chứa thủy ngân và phải trải qua quy trình thải bỏ đúng cách. **Nghiêm cấm** thải bỏ vào thùng rác thông thường hoặc thùng tái chế.



May mắn thay, quý vị có thể mang bộ điều nhiệt đến một địa điểm gần đó mà không mất phí và **phiếu giảm giá gửi qua đường bưu điện trị giá \$30!** Trò chuyện với cộng tác viên bán hàng để biết thêm chi tiết.



Để biết thêm thông tin và cách tìm địa điểm thu gom gần nhất hoặc đặt mua riêng thùng thu gom nếu quý vị là nhà thầu, hãy quét mã QR này hoặc truy cập trang thermostatcare.org

ThermostatCare

Vietnamese Window Cling (for location without a container)

8.4.25 Attachment 25: Recycle Your Mercury Thermostat Flier

RECYCLE YOUR MERCURY THERMOSTAT



Keep your friends, family, and community safe by properly disposing of your mercury thermostats.



\$30 REBATE

provided per thermostat when you recycle your thermostat at a designated drop-off location!

**Rebates will be mailed by Thermostat Care upon verification of mercury thermostat and incentive form at processing center.*

HOW IT WORKS



- 1 Place your mercury thermostat in a sealable bag and seal tightly.
- 2 Print and fill out our rebate form and staple it to your sealable bag.
- 3 Drop off your mercury thermostat(s) at the nearest location.

[Rebate Form](#)[Find Location](#)

**Plastic bags and forms may be available at the collection location for your convenience.*

Thermostat Care (TC) is a non-profit (501c6) stewardship organization that facilitates and manages the collection and proper disposal of mercury-containing thermostats.

8.4.26 Attachment 26: Materials developed in Russian, Armenian, and Hebrew ("Why Recycle" informational material, shelf talker, and window cling)

מדוע למחזר תרמוסטטים עם כספית

כספית הינה רעל עצבים חזק, העלול להזיק למוח ולמערכת העצבים אפילו ברמות מאוד נמוכות.

כספית עלולה להזיק לעובר מתפתח ע"י מניעת התפקוד הנכון של המוח ושל מערכת העצבים.

כספית עלולה לגרום בילדים לתבונה (אינטליגנציה) נמוכה יותר, לקות שמיעה ופגיעה בקואורדינציה.

כספית יכולה להצטבר בתהליכים ביולוגיים ברקמות של דגים, אשר נאכלים אחר כך ע"י אנשים.

גרם אחד של כספית עלול לזוהם אגם בגודל 20 אקר (80 דונם). בתרמוסטטים המכילים כספית יש בערך 3 גרם בכל אחד.

מצא את נקודת האיסוף חינם המקומית שלך!

ThermostatCare.org

שאלות נפוצות על תרמוסטטים

ש: איך אדע האם יש לי תרמוסטט כספית? ת: בתרמוסטט כספית יש מגוף או חוגה לויסות הטמפרטורה. בזמן שעל תרמוסטט דיגיטלי יהיו כפתורים /או מסך.	ש: מדוע יש לקחת תרמוסטט כספית למרכז איסוף מיוחד? ת: אם משליכים אותו לאשפה, הכספית עלולה לחדור אל הסביבה ולזוהם את המים, את הקרקע, ולפגוע בחיות הבר.	ש: התרמוסטט הישן שלי עובד? לסדר, למה עלי להחליף? ת: אם כי תרמוסטט שלם הינו בסוח לשימוש, אם הוא נשבר או ניזוק הוא עלול לגרום לנזקי בריאות משמעותיים.
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ThermostatCare

רוב התרמוסטטים הידיניים מכילים כספית, וחובה להיפטר מהם בתהליך נכון. אסור להשליך אותם אל האשפה הרגילה או אל מכלי איסוף

למזלנו, אפשר למסור אותו היום בחנו, ללא עלות - ולקבל הנחה \$30 בדרישה בדואר! בקש פרטים נוספים מאחד המוכרים.

למידע נוסף, כולל כיצד למצוא את נקודת האיסוף הקרובה, או כדי לבקש מיכל איסוף עבורך, או הור קבל QR את סרוק את קוד

ThermostatCare

מחזור את התרמוסטט הידיני שלך, המכיל כספית, בחנות - ללא עלות, וקבל הנחה \$30 בדרישה בדואר! בקש פרטים מאחד המוכרים.

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ThermostatCare

Большинство ручных терморегуляторов содержат ртуть и должны быть надлежащим образом утилизированы. Их утилизация вместе с обычным мусором или в обычный контейнер для мусора запрещена.

К счастью, вы можете сдать терморегулятор в магазин прямо сегодня – бесплатно, а также получить скидку в \$30 на пересылку! За подробностями обращайтесь к продавцу.

Чтобы получить дополнительную информацию и узнать о том, как найти ближайший пункт приема на утилизацию или заказать индивидуальную тару для утилизации (если вы подрядчик), сканируйте этот QR-код или посетите

ThermostatCare

ПОЧЕМУ НЕОБХОДИМО СДАВАТЬ РТУТЬСОДЕРЖАЩИЕ ТЕРМОРЕГУЛЯТОРЫ НА

- Ртуть – сильный нейротоксин, который даже в очень низких концентрациях может привести к повреждениям головного мозга и нервной системы.
- Ртуть может отрицательно сказаться на развитии нерожденного ребенка, нарушая нормальное функционирование головного мозга и нервную систему плода.
- Ртуть может вызывать умственную отсталость, нарушения слуха и координацию движений у детей.
- У рыб ртуть может биоаккумулироваться в тканях и затем попасть в организм человека при употреблении рыбы в пищу.
- Один грамм ртути может загрязнить озеро площадью 20 акров. В одном ртутном терморегуляторе содержится около 3 г ртути.

Найдите **БЕСПЛАТНЫЙ** пункт приема в своем районе!

ThermostatCare.org

ԻՆՉՈՒ ՎԵՐԱՄՇԱԿԵԼ ՄՆԴԻԿՈՎ ԹԵՐՄՈՍԱՏՆԵՐԸ

- Մնդիկը հզոր նեյրոտոքսին է, որը կարող է վնասել ուղեղը և նյարդային համակարգը շատ ցածր մակարդակներում:
- Մնդիկը կարող է ազդել զարգացող պտղի վրա՝ դադարեցնելով ուղեղի և նյարդային համակարգի պատշաճ աշխատանքը:
- Մնդիկը կարող է առաջացնել ինտելեկտի նվազում, խոլորային խանգարում և վատ համակարգում երեխաների շրջանում:
- Մնդիկը կարող է կենսակուտակվել ձկան հյուսվածքներում, որոնք հետո սպառվում են մարդկանց կողմից:
- Մնդիկը մեկ գրամը կարող է աղտոտել 20 ակր տարածքով լիճը: Մնդիկով թերմոստատները մոտավորապես 3 գրամ մնդիկ են պարունակում:

Գտեք ձեր ԱՆՎՃԱՐ հանձնման վայրը:

ThermostatCare.org

ԹԵՐՄՈՍԱՏՆԵՐԻ ՀՏՀ

Հարց. Ինչպե՞ս իմանամ, թե արդյոք մոդիկով թերմոստատ ունե՞մ:

Պատասխան. Մնդիկով թերմոստատները ունեն լիակամ թվադասարկում՝ ջերմությունը վերահսկելու համար, իսկ թվային թերմոստատները ունեն կոճակներ և/կամ էկրան:

Հարց. Ինչո՞ւ մնդիկով թերմոստատները պետք է հանձնվեն հատուկ հավաքման վայրում:

Պատասխան. Եթե այն դնեք է մետրոլում արքանիկի մեջ, մոդիկը կարող է արտաճնուել շրջակա միջավայր և աղտոտել ջուրը, հողը և վնասել վայրի բնությունը:

Հարց. Ի՞նչ հին թերմոստատն ընտիր աշխատում է Ինչո՞ւ պետք է փոխեն այն:

Պատասխան. Ամբողջովին ձեռք չալված մնդիկով թերմոստատներն անվտանգ են, քանի որ առողջապահ խնդիրներ կարող են առաջանալ, եթե դրանք կոտրվում կամ վնասվում են:

ThermostatCare

СДАЙТЕ НА ПЕРЕРАБОТКУ РТУТЬСОДЕРЖАЩИЙ ТЕРМОРЕГУЛЯТОР!

Вы можете бесплатно сдать ручной ртутьсодержащий терморегулятор в магазин. Получите **скидку в \$30 на пересылку!**

Подробности можно узнать у продавца.

Чтобы получить дополнительную информацию и узнать о том, как найти ближайший пункт приема на утилизацию или заказать индивидуальную тару для утилизации (если вы подрядчик), сканируйте этот QR-код или посетите

Утилизация ртутьсодержащих терморегуляторов вместе с обычным мусором или в обычный контейнер для мусора запрещена

ThermostatCare

8.4.27 Attachment 27: September HHWIE Meeting Agenda

**City of Culver City
Southern California Household Hazardous Waste Information Exchange**

Thursday, September 7, 2023
9:00am – 1:30pm

Culver City Senior Center
4095 Overland Ave
Culver City, CA 90232

AGENDA

9:00 a.m.	Registration and Continental Breakfast	
9:55 a.m.	Opening Comments	Sean Singletary, EPO Manager
10:00 a.m.	Welcoming Remarks	Yanni Demitri, Director of Public Works
10:10 a.m.	Introductions	All Attendees
10:30 a.m.	ThermostatCare Program	Stephen Groner
10:50 a.m.	Form 303 Insights and Updates and Local Government Designations	Russ Carter, CalRecycle
11:05 a.m.	Pharmaceutical and Sharps Waste Stewardship Program Update	Mary Curry, CalRecycle
11:20 a.m.	Grant and Legislative Updates	Jeffrey Lin, CalRecycle
11:30 a.m.	Processing E-Waste Recyclables	Lori Yalem, Homeboy Recycling
12:00 p.m.	Lunch/Networking	
1:00 p.m.	Hazardous Waste in the Entertainment Industry	Sony Representative
1:20 p.m.	Next Meeting/Closing Remarks	

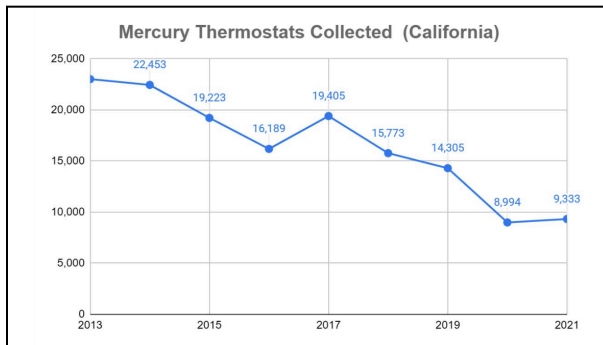
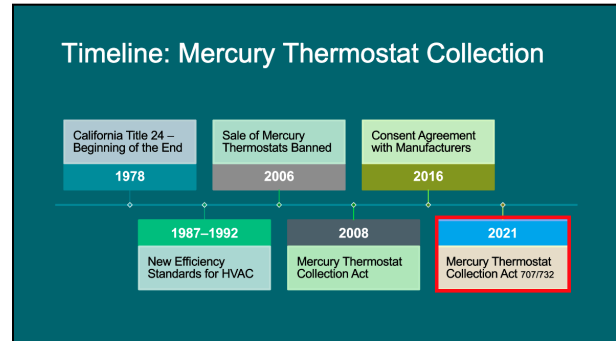
Registration Fee is **\$30** for in-person participants. The fee can be paid by credit card via the [registration form](#). **RSVP on the Registration form or by contacting Wallis Nash** at sustainability@culvercity.org by September 1, 2023. Please email or call Wallis Nash at 310-253-6445 with any questions as well. Vegetarian and vegan option will be available if requested with RSVP.

Parking and Transit Information Attached

8.4.28 Attachment 28: Thermostat Care Promotional Booth (pictured at CalRecycle conference)



8.4.29 Attachment 29: Selected Slides from CalRecycle Conference Presentation



AB 707 Overview

The Mercury Thermostat Collection Act of 2021

Purpose is to "modify the existing mercury thermostat collection program to ensure that the maximum feasible number of out-of-service mercury thermostats get collected for proper disposal as quickly and as cost effectively as possible".

ThermostatCare

Materials to assist in collection

EARN BY RECYCLING YOUR MERCURY-CONTAINING THERMOSTAT!

Drop off your mercury-containing manual thermostat at a local collection location and receive a \$30 mail-in rebate.

For more information, how to find your nearest collection location, or to order a contractor collection container, scan this QR code or visit thermostatcare.org.

Disposing of mercury-containing thermostats in regular trash or recycling bins is prohibited and subject to a \$200 fine per thermostat.

ThermostatCare

Outreach Toolkit

CLAIM YOUR \$30 MERCURY THERMOSTAT REBATE

1. Remove your mercury thermostat and place it in a clear plastic bag
2. Find your drop-off location
3. Print and fill out the rebate form
4. Take your thermostat and rebate form to your drop-off location

thermostatcare.org

ThermostatCare

2022 Summary: HHW Event Coordination

Google Ad Mockups

ThermostatCare

Looking Forward:

April 1, 2023: Annual report due to DTSC

July 1, 2023: Conduct a survey -- evaluate the program's effectiveness across 13 audiences. Survey to be conducted annually through 2028.

Nov 1, 2023: Review survey results - if necessary, make modifications to the outreach program and submit to DTSC.

ThermostatCare

8.4.30 Attachment 30: Safe Mercury Thermostat Disposal for California Contractors (English)

SAFE MERCURY THERMOSTAT DISPOSAL *for California Contractors*



Thermostat Care is a stewardship program specializing in the safe disposal of mercury thermostats. We want to ensure our valued collection location partners are aware of their obligations under Universal Waste Regulations, remain in compliance, and that we answer any questions they may have.

! Key steps and reminders for proper mercury thermostat disposal include:

-  Submit a request for a pail or bin to ContainerRequests@ThermostatCare.org
-  Accept mercury thermostats from customers & ensure they are in a sealed bag
-  NEVER remove the mercury ampule from the thermostat
-  Be knowledgeable about the location of your mercury thermostat container to ensure safe storage of mercury thermostats you collect while working
-  Do not store mercury-containing thermostats for longer than six months
-  If your bin or pail contains thermostats, schedule a FedEx pickup and use the premade return address label to safely send back your container within six months of the first thermostat being included in your container

Thermostat Care takes care of all shipping logistics to ensure regulations are met.

For more information on how to order an *additional collection container* (for a vehicle or second working location), scan the QR code or visit ThermostatCare.org.

Please direct any questions to:

Info@ThermostatCare.org





Disposing of mercury-containing thermostats in regular trash or recycling bins is prohibited by state law and can cause serious harm to our communities and environment. As a collection location partner with Thermostat Care, you can ensure that your business remains compliant with state regulations and protects the health of your community and customers from harmful exposure to mercury, which can occur from improper handling and/or disposal of mercury-containing thermostats.

ThermostatCare

8.4.31 Attachment 31: Safe Mercury Thermostat Disposal for California Contractors (Spanish)

DESECHO SEGURO DE TERMOSTATO DE MERCURIO *para Contratistas de California*



Thermostat Care es un programa de administración especializado en el desecho seguro de termostatos de mercurio. Queremos asegurarnos de que nuestros valiosos socios de ubicación de recolección conozcan sus obligaciones en virtud de las Regulaciones Universales de Residuos, permanezcan en cumplimiento, y que respondamos cualquier pregunta que puedan tener.

**Los pasos y recordatorios clave para el desecho adecuado del termostato de mercurio incluyen:**

-  Envíe una solicitud de un cubo o contenedor a ContainerRequests@ThermostatCare.org
-  Acepte termostatos de mercurio de los clientes y asegúrese de que estén en una bolsa sellada
-  **NUNCA** retire la ampolla de mercurio del termostato
-  Conozca la ubicación del contenedor del termostato de mercurio para garantizar el desecho seguro de los termostatos de mercurio que recolecte mientras trabaja
-  No almacene termostatos que contengan mercurio por más de seis meses
-  Si su contenedor o cubo contiene termostatos, programe una recolección de FedEx y use la etiqueta de dirección de devolución prefabricada para devolver su contenedor de manera segura dentro de los seis meses posteriores a la inclusión del primer termostato en su contenedor.

Thermostat Care se encarga de toda la logística de envío para garantizar que se cumplan las regulaciones.

Para obtener más información sobre cómo solicitar un contenedor de recolección adicional (para un vehículo o un segundo lugar de trabajo), escanee el código QR a continuación o visite ThermostatCare.org.

Por favor dirija cualquier pregunta a:

Info@ThermostatCare.org





La ley estatal prohíbe desechar los termostatos que contienen mercurio en la basura regular o en los contenedores de reciclaje y puede causar daños graves a nuestras comunidades y al medio ambiente. Como socio de ubicación de recolección con Thermostat Care, puede asegurarse de que su negocio cumpla con las regulaciones estatales y proteja la salud de su comunidad y sus clientes de la exposición dañina al mercurio, que puede ocurrir por el manejo y/o el desecho inadecuado de termostatos que contienen mercurio.

ThermostatCare

8.4.32 Attachment 32: Ads/Editorial Content for Contractor Trade Association Media Platforms

! Safe disposal of mercury thermostats can help protect your community from harmful exposure.

Be a part of the solution by partnering with Thermostat Care.

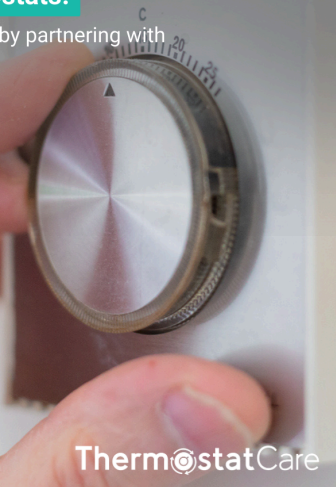


✓ Request your **FREE** collection container today by visiting thermostatcare.org

ThermostatCare

! Your business can protect public health by safely disposing of mercury-containing thermostats.

Be a part of the solution by partnering with Thermostat Care.



✓ Request your **FREE** collection container today by visiting thermostatcare.org

ThermostatCare

! Your business can protect public health by safely disposing of mercury-containing thermostats.

Be a leader in your community by partnering with Thermostat Care.



✓ Request your **FREE** collection container today by visiting thermostatcare.org

ThermostatCare

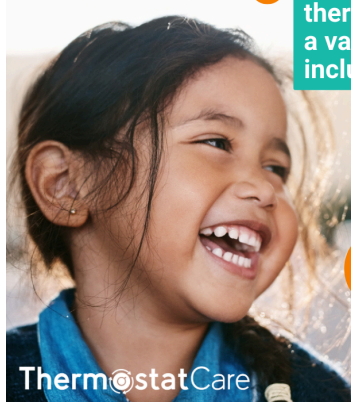
Protect public health for years to come.

Partner with Thermostat Care today.

! Safe disposal of mercury thermostats can prevent a variety of health issues, including:

- Increased blood pressure and heart rate
- Respiratory problems such as shortness of breath

✓ Request your **FREE** collection container by visiting thermostatcare.org



ThermostatCare



Help keep your community safe for years to come.

Partner with Thermostat Care today.

! Proper disposal of mercury thermostats can protect our most vulnerable, including:

- Pregnant women
- Young children

Request your **FREE** collection container by visiting thermostatcare.org

Therm@statCare

8.4.33 Attachment 33: Universal Waste Regulations Training for Thermostat Care Collection Locations (Retailer, Wholesaler, and Contractors)





UNIVERSAL WASTE REGULATIONS TRAINING

A Guideline For Your Staff to be Safe and Compliant

TACKLING THE PROBLEM TOGETHER

Did You Know?
Mercury thermostats are considered universal waste and are subject to certain compliance requirements.

 We want to ensure our valued collection location partners across the state of California are fully educated, aware of their obligations under UWR (Universal Waste Regulations), and remain in compliance.

Please share the following requirements with your staff members.

ThermostatCare 1

WHY WE CARE

 **Did You Know?**
Exposure to a broken mercury thermostat can quickly and easily cause harm those nearby.

Mercury thermostats, if not managed properly, can become a major health concern. Because of mercury's effects, these thermostats must be carefully removed and handled.

-  Mercury is a potent neurotoxin that can damage the brain and nervous system at very low levels.
-  Mercury can affect a developing fetus by stopping the brain and nervous system from properly functioning.
-  Mercury can cause lowered intelligence, impaired hearing and poor coordination in children.

ThermostatCare 2

UNIVERSAL WASTE REGULATIONS YOUR STAFF SHOULD KNOW

 **General Requirements**

- Universal waste such as mercury-containing thermostats can be stored for up to **one year** only. However, **Thermostat Care requests returning within 6 months** for rebate participants to receive their \$30 per mercury thermostat incentive sooner, which is recommended based on feedback.
- Mercury thermostats are not required to be shipped by a hazardous waste transporter.
- Mercury thermostats must be managed in a way that prevents releases to the environment. For example, in a sealed bag inside a sealed bin or pail (which is achieved as a part of the Thermostat Care program).
- Mercury thermostats must be shipped to a permitted hazardous waste facility to be managed, such as the one Thermostat Care partners with and utilizes.
- It is prohibited to dispose of mercury thermostats, dilute, or treat in any way.

ThermostatCare 3

UNIVERSAL WASTE REGULATIONS YOUR STAFF SHOULD KNOW

 **Requirements Continued**

- You must disclose in all applicable business and use permitting applications that mercury is being handled (such as hazardous materials business plans).
- This training must be provided to new employees and redistributed annually.
- You must be knowledgeable about the location of the mercury thermostat container at this business. Location of this location's container: _____
- You must maintain a written record of all personnel who have received either initial or annual training, including names of personnel and date of training. Keep this record for at least 3 years.
- You must identify all hazardous waste generated and generator type. This can be achieved by completing a log of received mercury thermostats. A template is attached for ease of use. This log must be kept on site for 3 years.
- Thermostat Care provides a prepaid shipping label with FedEx Ground. Always ask the FedEx carrier for a "shipping receipt" whenever they pick up your container, which will note information regarding the container's contents. Locations must save the FedEx shipping receipts and keep a log onsite of collections that span 3 years.

ThermostatCare 4

UNIVERSAL WASTE REGULATIONS YOUR STAFF SHOULD KNOW

 **Requirements Continued**

- Keep thermostats in the provided container and keep it closed when not adding thermostats. The provided container is properly labeled with "Containing Mercury Waste" and an accumulation start date sticker (date first mercury thermostat was received), which must be affixed to the outside of the container and written on once a mercury thermostat has been received.
- Ship the collection container within 6 months of the first thermostat regardless of how many thermostats are collected.
- You must ensure that hazardous waste is delivered to a person or facility who is authorized to manage it. For mercury thermostats, this is achieved by sending the collected thermostats to Thermostat Care.

Thermostat Care takes care of all shipping logistics to ensure general regulations are met. All we ask is that if your bin or pail contains mercury thermostats, you send it back within 6 months even if it is not full.

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UNIVERSAL WASTE REGULATION TRAINING LOG

• Must keep this log onsite for 3 years

Location name/address: _____

Date of Training	Printed Name of Trainer/Manager	Printed Name & Signature of Trainee

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MERCURY COLLECTION LOG

• Types of Generators: Household or CESQUWG (Conditionally Exempt Small Quantity Generator).
• Use first row date to update accumulation start date sticker on your container.
• Must keep this log onsite for 3 years

Location name/address: _____

Date received	Description of mercury received	Type of generator	Staff member name/signature
Example 02/01/23	2 mercury thermostats	household generator	Sabrina Baker

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HOW TO HANDLE A MERCURY SPILL



Collection locations should not accept a broken thermostat. If mercury spills while at your location, follow these instructions from the US Environmental Protection Agency:

- 1 Put on gloves
- 2 If there are any broken pieces of glass or sharp objects, pick them up with care. Place all broken objects on a paper towel. Fold the paper towel and place in a sealable bag. Secure the bag and label it as directed by your local health or fire department.
- 3 Locate visible mercury beads. Use a squeegee or cardboard to gather mercury beads into small mercury balls. Use slow sweeping motions to keep mercury from becoming uncontrollable. Take a flashlight, hold it at a low angle close to the floor in a darkened room and look for additional glistening beads of mercury that may be sticking to the surface or in small cracked areas of the surface.

Note: Mercury can move surprising distances on hard-flat surfaces, so be sure to inspect the entire room, including any cracks in the floor, when searching.

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HOW TO HANDLE A MERCURY SPILL



Instructions Continued

- 4 Use an eyedropper to collect or draw up the mercury beads. Slowly and carefully squeeze mercury onto a damp paper towel. Alternatively, use two pieces of cardboard paper to roll the mercury beads onto the paper towel or into the bag. Place the paper towel in a zip locking bag and secure. Make sure to label the bag as directed by your local health or fire department.
- 5 Put shaving cream on top of a small paint brush and gently "dot" the affected area to pick up smaller hard-to-see beads. Alternatively, use sticky tape, such as duct tape, to pick up any remaining small glass fragments (Peel the tape very slowly from the floor to keep the mercury beads stuck to the tape.) Place the paint brush or duct tape in a sealable bag and secure. Make sure to label the bag as directed by your local health or fire department.
- 6 **OPTIONAL STEP:** It is **OPTIONAL** to use commercially available powdered sulfur to bind and absorb the beads that are too small to see.

Note: Powdered sulfur may stain fabrics a dark color. When using powdered sulfur, do not breathe in the powder as it can be moderately toxic. Additionally, users should read and understand product information before use.

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HOW TO HANDLE A MERCURY SPILL



Instructions Continued

- 7 Place all materials used with the cleanup, including gloves, in a sealed bag. Place all mercury beads and objects into the sealed bag. Place the sealed bag outside in a secured area and label it as directed by your local health or fire department. Please email info@thermostatcare.org to inform Thermostat Care of a mercury spill as well.
- 8 Contact your local health department, municipal waste authority, or your local fire department to find out how to conduct proper disposal in accordance with local, state and federal laws.
- 9 After cleanup, keep the area well-ventilated to the outside (i.e., windows open and fans in exterior windows running) for at least 24 hours after your successful cleanup. You may want to request the services of a contractor who has monitoring equipment to screen for mercury vapors.

- Continue to keep pets and children out of cleanup area.
- If sickness occurs, seek medical attention immediately.
- If you have further questions, then please call your local poison control center at 1 (800) 222-1222.

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HOW TO HANDLE A MERCURY SPILL



Instructions Continued

The instructions under "How to Handle a Mercury Spill" are subject to change by the EPA. Please visit the EPA website for the most up-to-date instructions:

Visit the link below for more information.

<https://www.epa.gov/mercury/what-do-if-mercury-thermometer-breaks>

Additional information on handling and disposal of mercury waste may be viewed on the [DTSC website](#).

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ThermostatCare

Thank you for your continued partnership!

We appreciate your participation and efforts in helping to ensure your community remains safe and aware of mercury thermostats.

If you have any questions or need more information, please visit our website below.

thermostatcare.org



Disclaimer: This training material does not constitute legal advice or replace any regulations or laws. Collection location should refer to relevant actual legislation and/or Health and Safety Codes.

PROGRAM OVERVIEW

Thank you for your participation in the Thermostat Care program to keep your community safe from toxic mercury. You're receiving these guidelines because you agreed to be a collection location. It's important that your staff reviews this information and follows the requested expectations to ensure safe collection of mercury thermostats in your community.

On January 1, 2006, the State of California banned the sale of new mercury-containing thermostats due to public health and safety concerns. California's Mercury Thermostat Collection Act of 2008 required manufacturers to establish a collection, recycling, and disposal program for out-of-service mercury-containing thermostats.

Assembly Bill No. 707 (AB 707) recast this as the Mercury Thermostat Collection Act of 2021. This required each manufacturer of mercury thermostats or group of manufacturers to on or before March 1, 2022, contract with a qualified third party to develop and implement a convenient, cost-effective, and efficient program for the collection, transportation, recycling, and disposal of mercury thermostats, including public education and outreach. The Mercury Thermostat Collection Act of 2021 aims to ensure that everyone who comes into contact with mercury thermostats understands the risks of mercury thermostats, how to dispose of mercury thermostats properly, and the availability of a \$30 incentive to recycle mercury thermostats.

Any business or facility that would like to participate, whether it be retail, contractor, household hazardous waste program, or any other organization, can request a free container and Thermostat Care covers the shipping costs to receive the container, as well as send back a new one. There is a mail-in rebate form that consumers can use to receive \$30 per mercury thermostat dropped off at a Thermostat Care collection location as well.

ThermostatCare 5

How Collection Works:

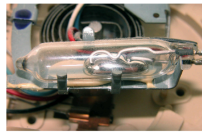
- 1) Collection location orders a collection container (bin or pail) from Thermostat Care
 - If locations need an additional container, let the Program know.
- 2) The collection container(s) is sent to location free of charge
- 3) Californian drops off mercury thermostat(s) to collection location
- 4) Collection location safely puts the mercury thermostat in a plastic bag supplied by Thermostat Care and places it into their Thermostat Care collection container.
- 5) Staff member at collection location offers the consumer to complete the \$30/mercury thermostat incentive form if desired.
- 6) Once the container is full, or within 6 months of receiving your container (whichever comes first), schedule a FedEx Ground pickup to return the container to Thermostat Care free of charge.
 - See "Steps to Collecting Mercury Thermostats" section below for more details on this process.
- 7) Mercury thermostat(s) in the container get processed at our disposal facility
- 8) Incentive payment gets sent via mail to relevant rebate participants

To access more information about Thermostat Care, visit our website (thermostatcare.org) or contact us via email (info@ThermostatCare.org)

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HOW TO DISTINGUISH A MERCURY THERMOSTAT

Thermostat Care will only accept **mercury thermostats**, which are a type of universal waste. According to DTSC, "Universal wastes are hazardous wastes that were determined to pose a lower immediate risk to people and the environment compared to other hazardous wastes. These universal wastes are widely produced by households and many different types of businesses".



According to DTSC, a mercury-added thermostat is a product or device that uses a mercury switch to sense and control room temperature through communication with heating, ventilating, or air-conditioning equipment. As it moves within the glass switch (see right), the mercury opens and closes an electrical circuit, which turns on and off a furnace or air conditioner to maintain a desired room temperature.

Mercury thermostats operate by using a manual dial or knob to control the temperature. Therefore, any digital thermostats (even older ones) do not contain mercury. Mercury thermostats were banned from being manufactured or sold in 2006, so most likely any thermostats purchased 2006 or later do not contain mercury.

Below are some visual examples of mercury thermostats:



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Thermostat Care will accept wall-mounted mercury thermostats, which means it was affixed to the wall. This does not include portable heating, ventilation, and air conditioning (HVAC) units, which are often placed on a window or elsewhere in a home (see right).



Digital thermostats are also not accepted by Thermostat Care, as they do not contain mercury (see below for examples). These have digital sensors to measure temperature in a room. Unlike manual (analog) thermostats, digital thermostats can be identified by the digital display for the settings and temperature. They're also programmable, allowing the user to program a schedule of when they want heating or air conditioning in the room, which often saves energy and money.



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COLLECTION CONTAINER OPTIONS

Thermostat Care offers two different options for collection containers, a bin and pail. Locations can choose either size that works best for their collection frequency and space availability, as well as order an additional pail while their main bin or pail is being sent to the processing facility.

Option 1: Green Bin (Holds up to 100 thermostats)



Option 2: 1 Gallon White Pail (Holds up to 6 thermostats)



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STEPS TO COLLECTING MERCURY THERMOSTATS



Step 1: Order a Container

Order a mercury thermostat collection bin or pail by emailing a completed form to ContainerRequests@ThermostatCare.org. Forms may be found at <https://thermostatcare.org/retailer-wholesaler/>.

What Happens Next?

The requested bin or pail will be sent to you at no charge. If you have any questions during this period, please contact info@thermostatcare.org.



Step 2: Collect Thermostats

Once you've received your collection container, cut the zip tie and open the container to verify that the relevant materials are included. Make sure the container is placed in an area accessible to all employees but out of direct reach from customers.

Ensure that mercury thermostats are individually placed and sealed in provided Ziploc bags. DO NOT remove the mercury ampule from the thermostat. Broken thermostats will not be accepted at drop-off locations.

Assist consumers (not contractors) with filling out a rebate form prior to them dropping off the mercury thermostat to participate in the \$30 per mercury thermostat mail-in rebate. If the consumer completes a form, staple it to the outside of the Ziploc bag that contains their mercury thermostat to keep those items together for processing.

When a mercury thermostat is dropped off, record relevant information in the mercury collection log (included in our Universal Waste Regulation training material, which is provided in your container). This tracking log needs to be kept at your location and covers the collection records spanning three years. When it's the first time a mercury thermostat is collected for this current container, you must place the date it was dropped off on the accumulation date sticker provided – this is the start of your "accumulation period" for that container.

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Step 3: Spread the Word

Let your customers know that they can safely dispose of old mercury thermostats at your location! You can also let them know that they will receive a \$30 mail-in rebate per mercury thermostat dropped off to you. We have developed educational materials that you can display in your store. They are available for download and print through thermostatcare.org/retailer-wholesaler/. If you'd like these materials mailed to you free of charge, contact us via info@ThermostatCare.org. See the next section regarding what these materials look like.



Step 4: Schedule a Pickup

Once the container is full, or 6 months after receiving your first thermostat (whichever comes first), schedule a FedEx Ground pickup to return the container free of charge. Your container was shipped with the pre-paid label already inside. If you misplaced the label, contact info@ThermostatCare.org for a replacement.

To schedule: Visit the FedEx website section to "Schedule a Ground Return Package Pickup" (fedex.com/grd/rpp/ShowRPP.do) or call FedEx customer service to schedule a pickup at 1 (800) 463-3339.

- If calling, the call will be automated, then it will transfer to a customer service representative.
- Schedule the pickup with "FedEx Ground" and not "FedEx Express" (our labels are with "Ground").

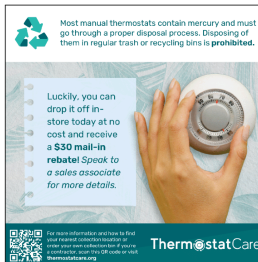
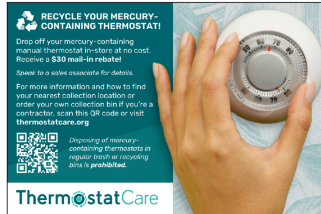
Once a pickup order is received by our processing partner (Veolia), a replacement container will automatically be sent back. If you have any questions about the arrival of your replacement container or would like to order a small pail to have on-hand for mercury thermostat collection while your container is being processed, please contact info@ThermostatCare.org.

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IN-STORE EDUCATIONAL MATERIALS AVAILABLE

Educational materials are available free of charge that you can display in your store (available in various languages). They are available for download and print through thermostatcare.org/retailer-wholesaler/. If you'd like these materials mailed to you free of charge, contact us via info@thermostatcare.org. We currently have materials available in English, Spanish, Chinese, Korean, Vietnamese, Tagalog, Russian, Armenian, and Hebrew. If there are any additional languages that would better support your community's language needs, you're welcome to let us know.

Shelf talker material:
Placed on the shelf where thermostats are sold to communicate to your customers that they can bring their old mercury thermostat to this location.



Window cling material: Sticks to the window at the front of your store to communicate to current and future purchasers of a new thermostat about the free disposal service for mercury thermostats and relevant rebate. Due to this reaching the "future" purchasers, it can help encourage the behavior to upgrade their thermostat at your location. It gives extra value to your store for supporting the health of the community through this accessible service.

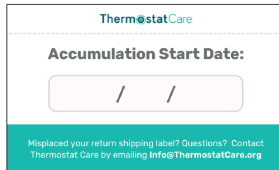
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WHAT TO EXPECT

Ensure staff is aware of the items/supplies that should arrive in your bin or pail when it is delivered. In the event that an item is missing, please reach out to Info@ThermostatCare.org.

Items/supplies Included in Your Collection Container:

- 1 [Storage and Shipping Requirements Infosheet](#)
- 2 FedEx Ground return shipping label and plastic sticky envelope
- 3 One plastic bag for lining the collection container
- 4 Four zip ties to seal the liner and container.
- 5 Accumulation Start Date Sticker - Immediately after receiving the container, please affix this sticker to the outside. When you receive a mercury thermostat, write the date on this sticker to help keep track of when to return:



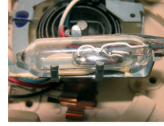
- 6 Universal Waste Regulation Training / Overview
- 7 Plastic bags (to place individual mercury thermostats)
- 8 Printed incentive forms

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HOW TO STORE YOUR COLLECTION CONTAINER SAFELY

Ensure your staff is being safe when handling mercury thermostats by sharing the following steps for proper container maintenance.

- 1 Do not accept loose mercury bulbs (see below), liquid mercury, or leaking thermostats.



- 2 Only accept wall-mount mercury switch thermostats.
- 3 Line the container with the provided plastic liner before placing any mercury thermostats into the container.
- 4 Affix the provided accumulation start date sticker to the outside of the container and write the date you first received a mercury thermostat on the label.
- 5 Ship the container within six months of your accumulation start date (the date you first received a mercury thermostat), regardless if it is full or not (as long as there is at least 1 mercury thermostat in the container). Ensure the liner is sealed with the tie wraps before shipping.



NOTE: Do NOT allow public access to the collection area without supervision. The collection container is not intended for self-drop-off. Do not let customers leave items or place items directly in the collection container without reviewing them with your staff first.

The collection container should be placed in an area that is easy to access for staff only and on relatively flat, solid ground to prevent accidentally dropping the container.

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HOW TO PROPERLY SEND BACK YOUR CONTAINER

Ensure your staff is being safe when handling the return of the mercury thermostat-filled container. Doing so also ensures the safety of our staff members receiving the containers.

- 1 Fold the plastic bag liner closed and seal the bag with the provided bag tie to prepare for shipment.
- 2 Close the container and ensure the container "jaws" overlap properly for a tight close.
- 3 Place tie wraps through the holes on each end of the container to ensure it stays closed during shipping.
- 4 Fill out the shipping label with your business name and address.
- 5 Place the shipping label inside of the pouch, seal it, and apply the sticky side of the pouch directly on the outside of your container.
- 6 Contact FedEx Ground for pickup or include the container in your next FedEx Ground outgoing shipment.
 - To schedule: Visit the FedEx website section to "Schedule a Ground Return Package Pickup" (fedex.com/grd/rpp/ShowRPP.do) or call FedEx customer service to schedule a pickup at 1 (800) 463-3339
 - If calling, the call will be automated, then it will transfer to a customer service representative.
 - Schedule the pickup with "FedEx Ground" and not "FedEx Express" (our labels are with "Ground")



NOTE:

Never overfill the collection container. Your lid should sit flat on top. If the lid does not sit flat, please email us at Info@ThermostatCare.org to immediately receive a second container. All containers are FREE and partners may request as many as they deem necessary.

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HOW TO FILL OUT AN INCENTIVE FORM

There is an incentive available for California consumers to receive a \$30 mail-in rebate per mercury thermostat brought to a Thermostat Care collection location. The financial incentive is offered to help encourage the action of safe disposal. The \$30 amount was introduced with the Mercury Thermostat Collection Act of 2021, which was an increase from the prior \$5 iteration.

Note: Only wall-mounted mercury-containing thermostats qualify for the incentive. See the "HOW TO DISTINGUISH A MERCURY THERMOSTAT" section for more information.

Although your employees won't need to fill out an incentive form, they should be aware of how to do so in case a customer requires assistance or has any questions. Incentive form copies should be provided to anyone who requests (incentive forms are carbon-backed to assist with this). After completion of the form, secure onto the sealed bag containing the thermostat. Without this attached incentive form, we will not be able to mail the \$30 rebate per mercury thermostat to those participating in the disposal service.

All collection locations have been sent incentive forms and bags. Help your customers secure their \$30 per mercury thermostat by teaching your staff how to fill out the incentive form.

See below for the incentive form and information about the responses.

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ThermostatCare

CALIFORNIA CONSUMER \$30 INCENTIVE FORM

Please attach the completed check, and to be verified.

Only when mercury thermostats are eligible. Mercury thermostats must be sealed in a plastic bag with newspaper and sent to the nearest recycling facility. To seal and attach to the form after processing the mercury thermostats.

Date:

Collection Location: Street Address:
 City: State: CA Zip: Phone Number:

Consumer Name (If Possible):

Working Address:
 City: State: CA Zip:

Phone: Email:

Physical Address:
(Where mercury thermostat was returned)

Count of Mercury Thermostats Returned: x \$30.00 = \$
(Maximum \$300.00 per form)

I certify that the mercury thermostats returned for recycling were removed from the place of residence stated above during the course of professional service to the customer.

Signature of Payee: Name (Please Print): Date:

Program is contingent upon 75% removal of TC recycling bins from collection location.
 For new residential locations, bin removal is required to occur within 6 months of program start.

Please attach all other forms for your records.

The ThermostatCare team is not responsible for any loss of data or information. © 2023 ThermostatCare, Inc. All rights reserved.

Leave this top right section blank, to be filled out by Thermostat Care team

Date: Today's date

Collection Location: name of your business
Street Address/City/Zip/Phone - Contact information for your business

Consumer Name/Address/Phone: Customer's information. This is used to process and send their \$30 check.
 Physical address: address where the thermostat was removed

County of Mercury Thermostats: number of mercury thermostats customer is submitting.
Multiply by 30 to determine estimated amount of check.
 Signature/name of Payee: Signature of customer submitting the mercury thermostats

UNIVERSAL WASTE REGULATION TRAINING

A Universal Waste Regulations training material is included in each collection container, but can also be found on the Thermostat Care website at <https://thermostatcare.org/wp-content/uploads/2023/08/UWR-Educational-Training-6-Month-Accumulation-Timeline.pdf>

Thank you for your time reviewing these guidelines and your participation in the Thermostat Care program to support the health of your community.

Questions? Email info@ThermostatCare.org or visit our website thermostatcare.org

8.4.35 Attachment 35: Collection Location Social Toolkit



Collection Location Toolkit

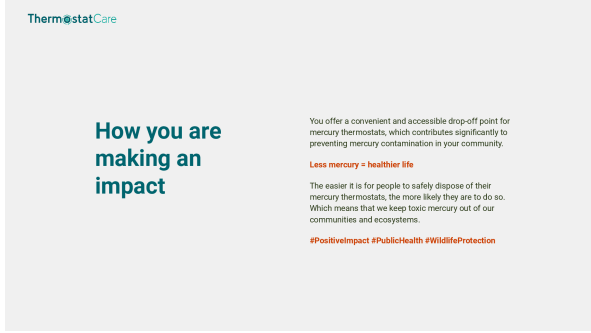
Social media posts that recognize your business for its service to your local community's residents and ecosystems





Being part of the Thermostat Care program, you're doing more than running a business—you're pitching in to keep our California communities clean and vibrant. We see you, and we thank you!

Let's celebrate your efforts and let people know about your positive impact!





Goals of this toolkit

Highlight your business as a steward of your local community

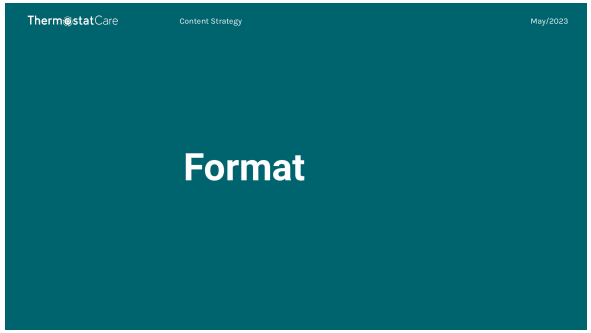
By providing a convenient way for people to safely dispose of mercury thermostats, you are keeping mercury from harming residents and ecosystems.

Encourage people to take a step towards a mercury-free home

Get more residents to participate in the program by spreading awareness about how their favorite local business is also a drop-off location.

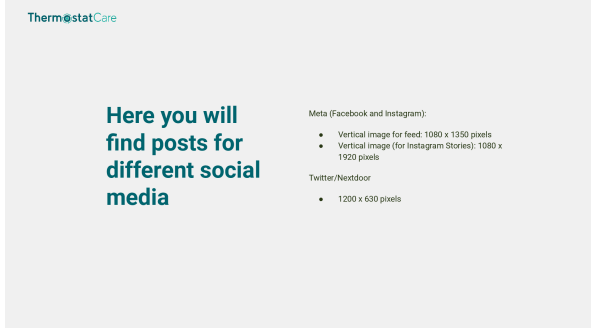
Inspire other businesses to participate

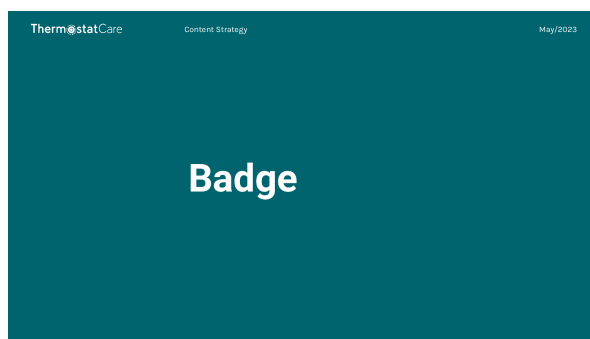
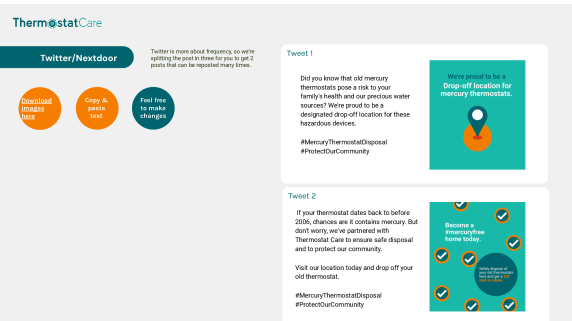
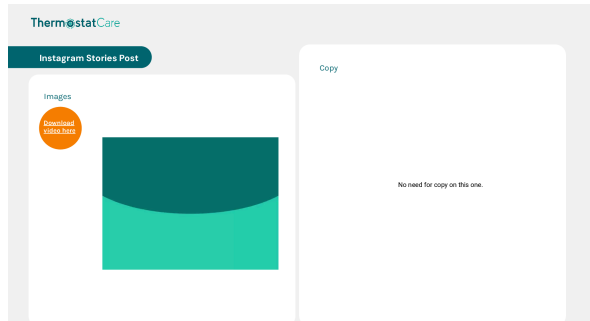
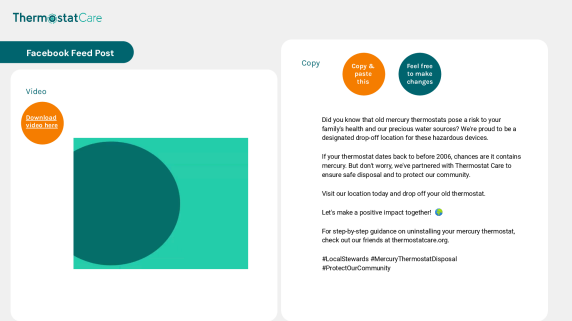
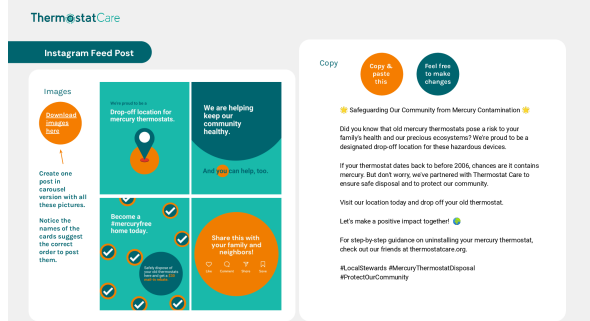
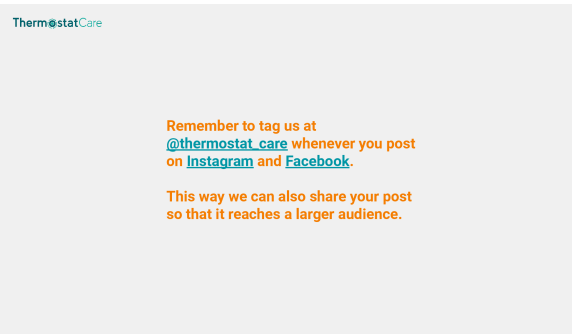
If more public locations join the initiative, we become stronger and meet our goals sooner!





This social media toolkit includes content that you can use on your own social media accounts, to advertise your participation in the program and to showcase your business as a steward of the local environment.





8.4.36 Attachment 36: Thermostat Care Metal Sign at Yolo County Central Landfill



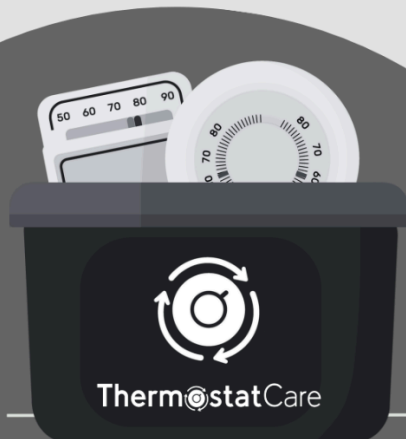
8.4.37 Attachment 37: Ad for Homeowners Associations and Apartment and Property Management Organizations/Associations

RECYCLE YOUR MERCURY THERMOSTAT

Was your property built before 2006?
Your building might contain a mercury thermostat.

Mercury can cause extreme harm
to people and the environment.

Got one? **Mercury thermostats
cannot go in regular trash and must
be properly disposed of. Learn how.**



**Earn a \$30 mail-in
rebate per mercury
thermostat!**

*While supplies last. You may also print your rebate form and package
your thermostat before arriving to the drop-off site if desired.

ThermostatCare

3 EASY STEPS FOR SAFE DISPOSAL

- 1 Place your mercury thermostat in a sealable bag. Seal tightly.
- 2 Locate a nearby drop-off location by scanning the QR code or visiting **thermostatcare.org/locations**
- 3 At the drop-off site, you will be given a bag to package the thermostat and a rebate form to fill out onsite.

SCAN THIS AND
LEARN MORE



8.4.38 Attachment 38: Editorial for Newsletter Placement



Enhancing Safety: Why We Are Removing Mercury Thermostats from California Homes

We all have a role in keeping our community safe.

How many of the homes you manage still have mercury thermostats? This type of thermostat, once a common fixture, poses significant risks to human health and the environment. We will cover the risks of mercury thermostats, relevant legislation in California governing their safe disposal, and how to ensure their safe disposal to protect our residents and communities.

Understanding Mercury Thermostats

Mercury thermostats have long been utilized for temperature control in residential units. However, a few decades ago, we began to understand the risks of mercury thermostats inside peoples' homes and communities.

The potency of mercury is so great that just one gram is capable of polluting a 20-acre lake – and a single mercury thermostat contains around three grams of mercury.

The damage such an event could cause to local wildlife and the health of surrounding communities is immense. When water becomes polluted with mercury, it results in the contamination of fish living in that water. Subsequently, when these fish are consumed by people, people ingest the mercury accumulation into their own bodies.

Learn more at www.thermostatcare.org

2023

ThermostatCare

Another significant risk arises from the inhalation of mercury vapors, which can be released when a mercury thermostat breaks. Once inhaled, mercury can accumulate within the body over time, leading to a range of harmful health effects.

Adverse effects of mercury contamination

Mercury exposure can have adverse neurological effects on humans. Potential effects include:

1. Neurological disorders, including memory loss, cognitive impairment, and developmental delays in children.
2. Cardiovascular system issues, leading to increased risks of heart disease and high blood pressure.
3. Kidney damage and dysfunction.
4. Inhalation of mercury vapors can result in respiratory problems, such as bronchitis and difficulty breathing.

As apartment managers, we have a responsibility to prioritize the well-being of our residents and mitigate potential risks associated with mercury thermostats. And by doing so, we not only take a proactive approach to the health of residents but also to the health of our own families and community.

California's Legislative Actions

California has taken significant steps to address the hazards posed by mercury thermostats. Since 2006, the Mercury Thermostat Collection Act prohibited the sale of new mercury thermostats, so if you have installed thermostats prior to 2006, there is a good chance that it may be a mercury thermostat.

Thermostat Care incentivizes California residents to safely dispose of mercury thermostats by offering a \$30 mail-in rebate for each mercury thermostat safely disposed of at a Thermostat Care drop-off location.

Learn more at www.thermostatcare.org

2023

ThermostatCare

Safe Removal and Disposal

Would you like to safely remove a mercury thermostat or instruct a contractor to do that? Here is a step-by-step guide:

1. Wearing protective gloves, carefully remove the thermostat from the wall and place it inside a sealed clear bag
2. Download, print, and fill out the [rebate form](#) to receive a \$30 mail-in rebate
3. Place the form inside the bag alongside your thermostat
4. Enter your zip code to find the closest drop-off location at thermostatcare.org/locations
5. Take your plastic bag containing the thermostat and rebate form to your closest drop-off location

Upgrading to digital thermostats not only reduce the risk of mercury exposure but also enhances energy efficiency, leading to potential cost savings.

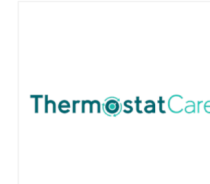
Keep our communities safe

The removal of mercury thermostats from apartment complexes in our area is not only a matter of compliance and environmental responsibility, but also a smart decision for the community's health and well-being. You should be proud to take action and help this mission of making California a safer place for all of us.

8.4.39 Attachment 39: Contact Information Placement on BPOA's Website

Mariana Klover
logout
Contact
Q


About
Calendar
Resources
Content Library
Join BPOA!
Members

 CBRE Capital Markets 555 12th Street, Suite 900 Oakland, CA 94607 Associate Member	 Energy-Smart Homes Associate Member	 Holl Law & Mediation 369 Pine Street, Suite 420 San Francisco, CA 94104 Associate Member	 Intellirent Associate Member	 KW Commercial 2655 Virginia Street Berkeley, CA 94709-1030 Associate Member
 Michael Shepherd Attorney at Law 3542 Fruitvale Avenue #316 Oakland, CA 94602 Associate Member	 Ross Tech & Associates 1000 43rd St., Apt 8 Oakland, CA 94608 Associate Member	 The Law Offices of Alan J. Horwitz 510 Third Street Ste 101 Oakland, CA 94611 Associate Member	 The Prescott Company 638 Webster Street Suite 350 Oakland, CA 94607-4168 Associate Member	 Thermostat Care 100 West Broadway unit 290 Long Beach, CA 90802-4431 Associate Member

1 | 2
NEXT >

8.4.40 Attachment 40: Apartment/Property Management Association/Organization Webinar Presentation for BPOA, AAGLA, and EBRHA (Excerpt)

ThermostatCare

Thermostat Rebate Program

Earn Cash Rewards for Removing Toxic Metals from Your Rental Property

Workshop aimed at Apartment Owners Association May / 2023

ThermostatCare

Did you know that an old gadget on your property could pose a risk to both your health and the environment?



ThermostatCare

ThermostatCare

Overview

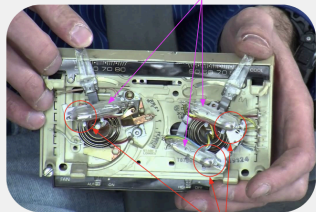
- 1 — Potential Hazards
- 2 — How to Safely Dispose
- 3 — Q&A

ThermostatCare

Potential Hazards

ThermostatCare

Many thermostats purchased before 2006 contain liquid mercury.



Glass bulbs

Liquid Mercury



ThermostatCare

Mercury potential health risks

Cardiovascular effects such as **increased blood pressure** and heart rate.
 Respiratory problems such as **coughing and shortness of breath**.
 Kidney damage and dysfunction.
 Gastrointestinal problems such as **stomach pain, diarrhea, and vomiting**.

ThermostatCare Partnership Toolkit May/2023

Mercury exposure can also have adverse neurological effects on humans, particularly when exposure occurs at high levels or over an extended period.

- Methylmercury exposure** can lead to Minamata disease, a neurological disorder causing sensory disturbances, muscle weakness, and impaired speech and hearing.
- Prenatal exposure** to mercury can result in neurodevelopmental problems, including cognitive deficits, learning disabilities, and delays in language and motor skills.
- Mercury damage to the central nervous system** can cause symptoms like tremors, irritability, memory loss, and difficulty concentrating.
- Chronic exposure to mercury vapor** can lead to peripheral neuropathy, characterized by tingling, muscle weakness, and loss of coordination.
- Mercury exposure** may contribute to behavioral and emotional changes such as irritability, depression, anxiety, and emotional instability.

Get rid of toxic thermostats and **earn \$30 mail-in rebate.**
Per mercury thermostat.

ThermostatCare 285 Product Care Strategy & Tactics May/2023

About Thermostat Care

A program aimed at avoiding mercury contamination risk by collecting and recycling mercury thermostats in California.

How the program works

The program is charged with creating awareness about the issue, getting people to uninstall and drop off their mercury thermostats, as well as the collection, handling and processing of the hazardous mercury waste.

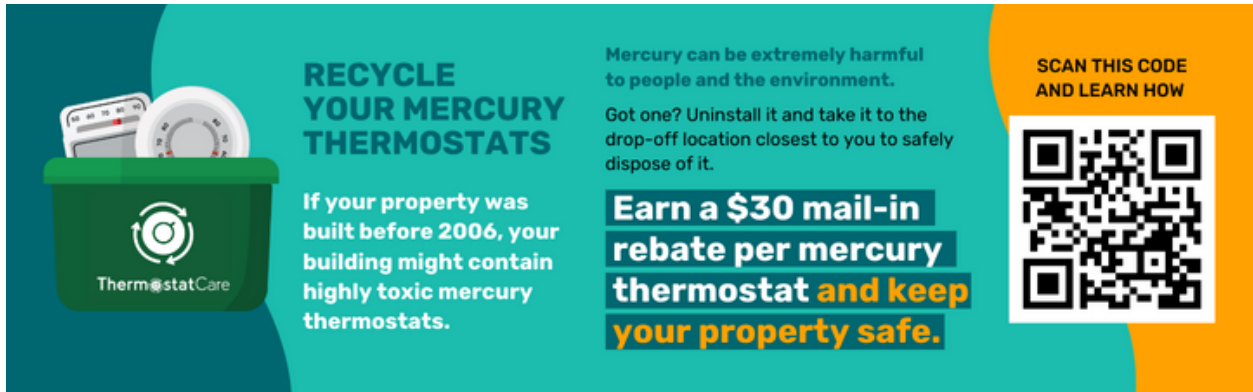
Public Collection Cycle

Private Collection Cycle

ThermostatCare

How to safely dispose

8.4.41 Attachment 41: Ad for Homeowners Associations and Apartment and Property Management Organizations/Associations



RECYCLE YOUR MERCURY THERMOSTATS

If your property was built before 2006, your building might contain highly toxic mercury thermostats.

Mercury can be extremely harmful to people and the environment.

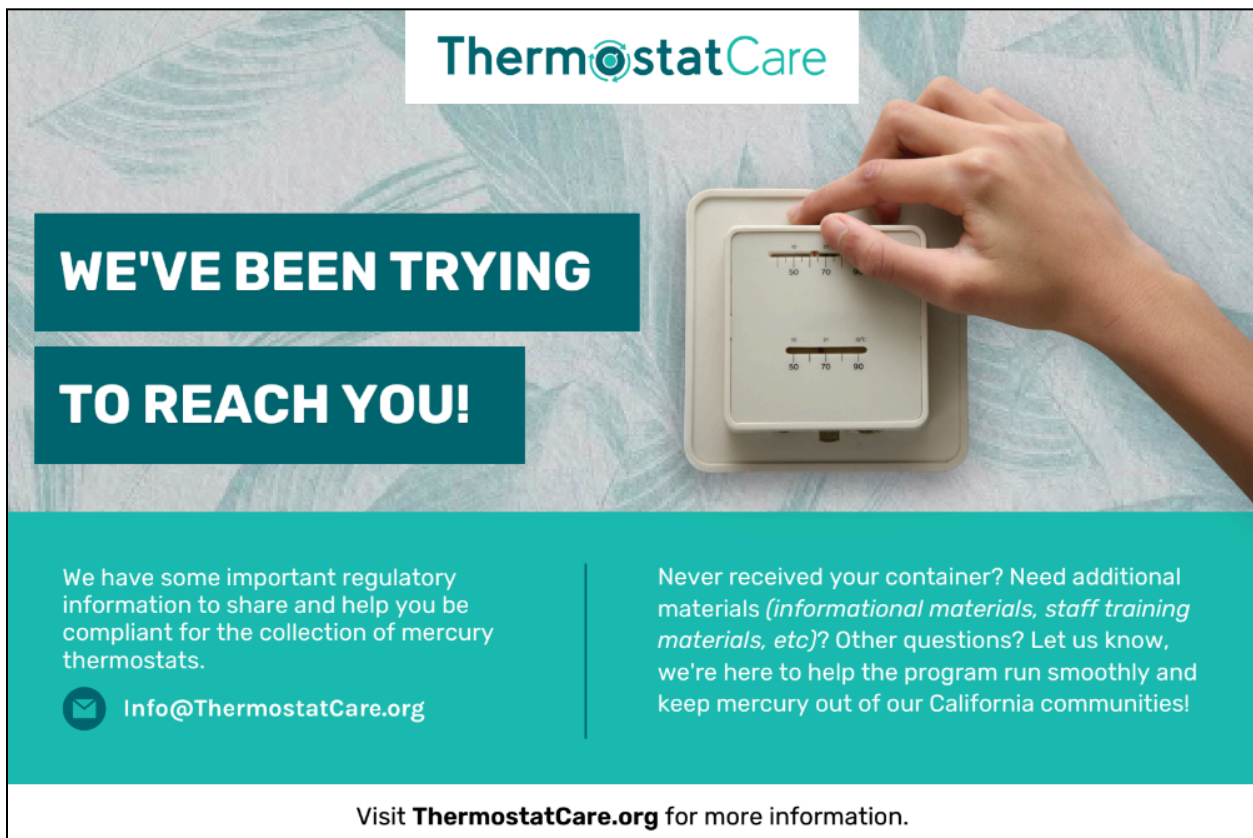
Got one? Uninstall it and take it to the drop-off location closest to you to safely dispose of it.

Earn a \$30 mail-in rebate per mercury thermostat and keep your property safe.

SCAN THIS CODE AND LEARN HOW



8.4.42 Attachment 42: Reminder Postcard



ThermostatCare

WE'VE BEEN TRYING TO REACH YOU!

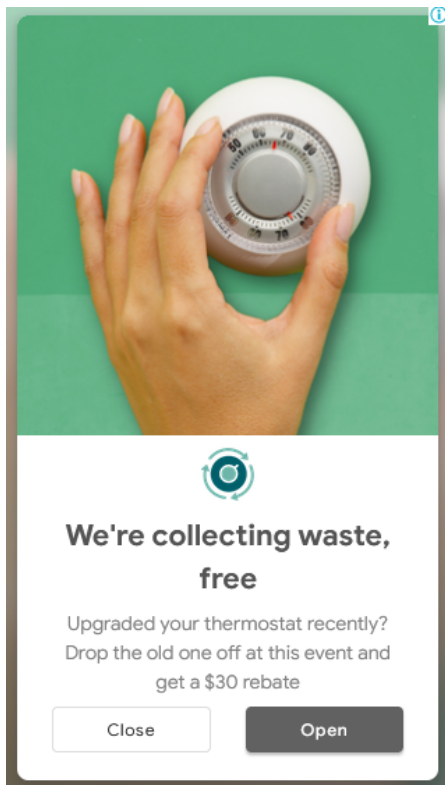
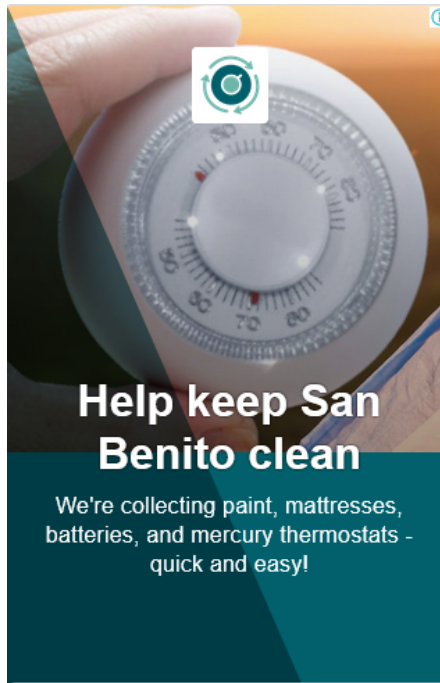
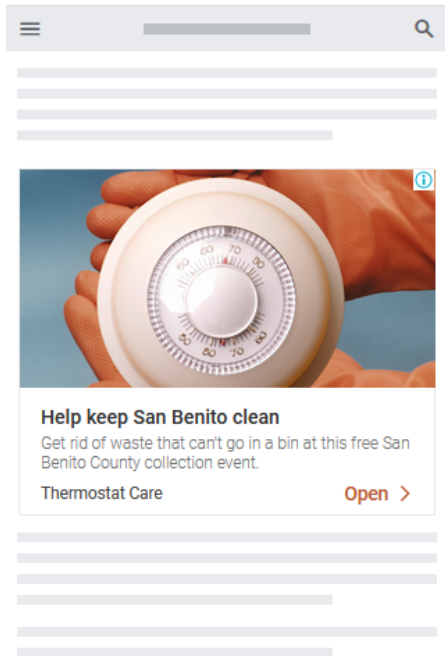
We have some important regulatory information to share and help you be compliant for the collection of mercury thermostats.

 Info@ThermostatCare.org

Never received your container? Need additional materials (*informational materials, staff training materials, etc*)? Other questions? Let us know, we're here to help the program run smoothly and keep mercury out of our California communities!

Visit **ThermostatCare.org** for more information.

8.4.43 Attachment 43: San Benito Recycle Day Google Ads



8.4.44 Attachment 44: Partnership Toolkit

ThermostatCare

Partnership Toolkit

All you need to actively help us keep California communities #mercuryfree

Go promotional campaign@ 2023

ThermostatCare Partnership Toolkit 2023

Index

- 1 — Program Overview
- 2 — Brand Identity
- 3 — Promotional Materials
- 4 — Social Media Posts
- 5 — Blog Post
- 6 — Newsletter Blurb
- 7 — QA

ThermostatCare Partnership Toolkit 2023

Program Overview

ThermostatCare Partnership Toolkit May/2023

Almost all of the non-digital Thermostats purchased before 2006 contain **liquid Mercury**.

ThermostatCare Partnership Toolkit May/2023

If bulbs break, that mercury will leak and the vapor can be inhaled by people or contaminate water.

Each mercury thermostat contains about 8 grams of mercury. One gram of mercury can contaminate a 20-acre lake and end up being consumed by your family in the form of fish.

ThermostatCare Partnership Toolkit May/2023

Most common health issues caused by Mercury exposure

- Cardiovascular effects such as increased blood pressure and heart rate.
- Respiratory problems such as coughing and shortness of breath.
- Kidney damage and dysfunction.
- Gastrointestinal problems such as stomach pain, diarrhea, and vomiting.

ThermostatCare Partnership Toolkit May/2023

Mercury exposure can also have adverse neurological effects on humans, particularly when exposure occurs at high levels or over an extended period.

1. Methylmercury exposure can lead to Minamata disease, a neurological disorder causing sensory disturbances, muscle weakness, and impaired speech and hearing.
2. Prenatal exposure to mercury can result in neurodevelopmental problems, including cognitive deficits, learning disabilities, and delays in language and motor skills.
3. Mercury damage to the central nervous system can cause symptoms like tremors, irritability, memory loss, and difficulty concentrating.
4. Chronic exposure to mercury vapor can lead to peripheral neuropathy, characterized by tingling, muscle weakness, and loss of coordination.
5. Mercury exposure may contribute to behavioral and emotional changes such as irritability, depression, anxiety, and emotional instability.

Get rid of toxic thermostats

and earn \$30 mail-in rebate. Per mercury thermostat.

ThermostatCare Content Strategy May/2023

A4 Promotional Poster

[Download it here](#)

ThermostatCare Partnership toolkit May/2023

All of the materials you find here can be printed and officially used to help spread the word about this project.

ThermostatCare Content Strategy May/2023

A4 Educational Flyer

[Download #1 here](#)

[Download #2 here](#)

ThermostatCare Content Strategy May/2023

A4 Official Incentive Form

[Download it here](#)

This incentive form must be filled out and handed over along the mercury thermostat in a sealed bag.

ThermostatCare Partnership toolkit 2023

Social Media Posts

ThermostatCare Partnership toolkit May/2023

Feel free to post any of these to your social media and edit the captions in a way that aligns with your brand's voice.

We'd love it if you tagged our social media accounts in any of your posts!

ThermostatCare Content Strategy May/2023

Instagram Feed Post

Copy

[Copy & paste](#) [Copy & paste](#) [Copy & paste](#)

[Download image here](#)

Keep your family and community safe.

Did you know that your home may be harboring a hidden danger? Aging thermostats containing mercury could be putting your family's health at risk.

ThermostatCare can help you take action. We'll help you safely dispose of your old mercury thermostat and get a \$30 rebate on your new thermostat.

Join the movement for a mercury-free future and spread the word by sharing this post on your Facebook and family, and share awareness and protect our homes and health!

#MercuryFree #ThermostatCare #SafeLivingEnvironment #MercuryFreeThermostats #FamilySafety #HealthyHomes

ThermostatCare Content Strategy May/2023

Facebook Feed Post

Copy

[Copy & paste](#) [Copy & paste](#) [Copy & paste](#)

[Download image here](#)

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Did you know that your home may be harboring a hidden danger? Aging thermostats containing mercury could be putting your family's health at risk.

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ThermostatCare Content Strategy May/2023

Instagram Stories Post

Copy

[Copy & paste](#) [Copy & paste](#) [Copy & paste](#)

[Download image here](#)

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Did you know that your home may be harboring a hidden danger? Aging thermostats containing mercury could be putting your family's health at risk.

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#MercuryFree #ThermostatCare #SafeLivingEnvironment #MercuryFreeThermostats #FamilySafety #HealthyHomes

ThermostatCare Content Strategy May/2023

Twitter/Nextdoor

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[Download image here](#)

Keep your family and community safe.

Did you know that your home may be harboring a hidden danger? Aging thermostats containing mercury could be putting your family's health at risk.

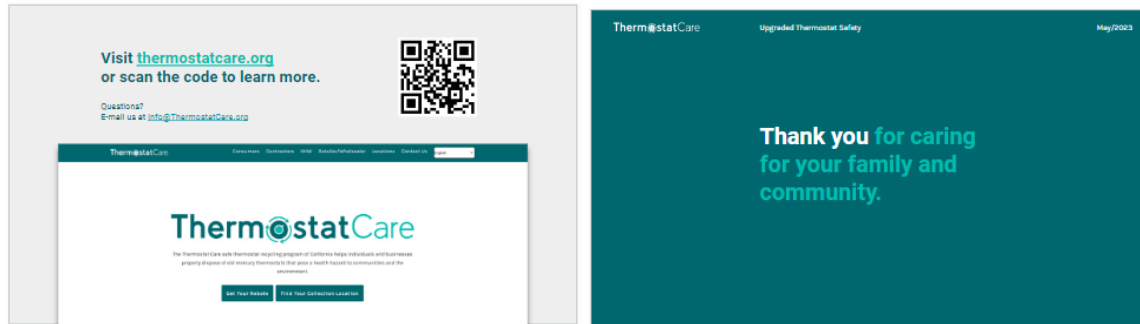
ThermostatCare can help you take action. We'll help you safely dispose of your old mercury thermostat and get a \$30 rebate on your new thermostat.

Join the movement for a mercury-free future and spread the word by sharing this post on your Facebook and family, and share awareness and protect our homes and health!

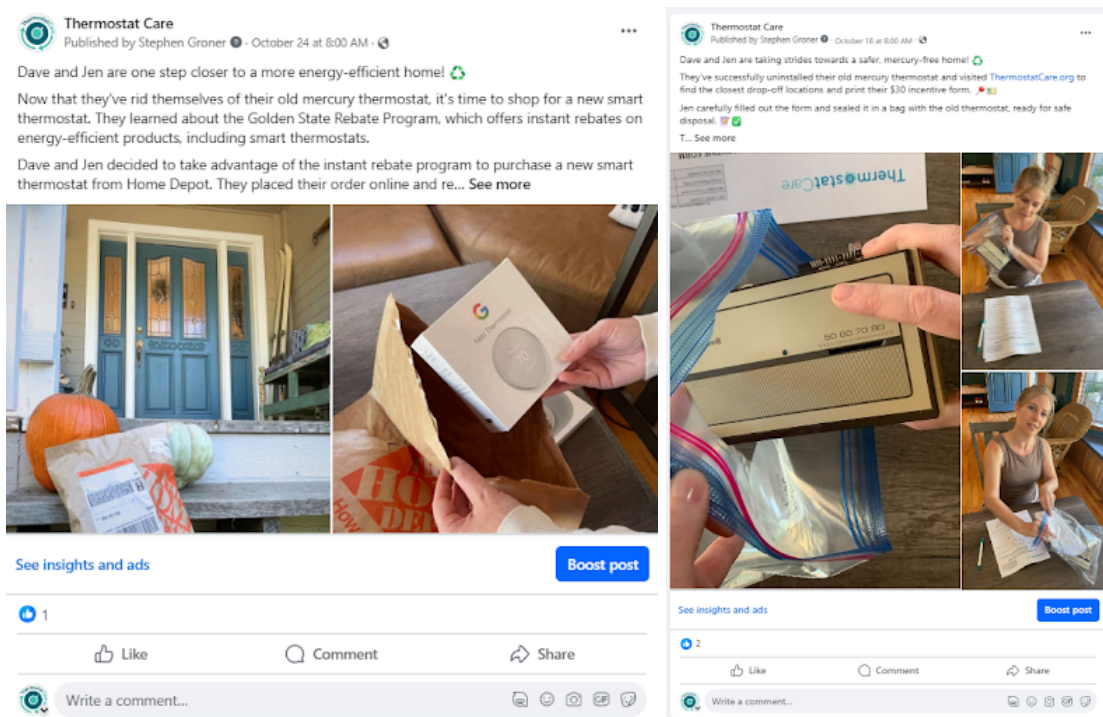
#MercuryFree #ThermostatCare #SafeLivingEnvironment #MercuryFreeThermostats #FamilySafety #HealthyHomes

Therm@statCare Partnership Toolkit 2023 Blog Post	Therm@statCare Partnership Toolkit May/2023 This is a complete article that can be posted just the way it is or adapted to your brand's voice.
Therm@statCare Content Strategy May/2023 Blog post Access full version here Access image here  Get rid of toxic thermostats and earn \$30 mail-in rebate. For mercury thermostats. Protect Your Home and Health: The Threat of Mercury Exposure from Aging Thermostats Customers, we want to be the voice and earpiece of safety when it comes to removing mercury thermostats. These toxic little devices can get into your home and harm you and your family. We want to help you get rid of them safely and earn \$30. Here's how to do it. The Silent Threat: Understanding Mercury Exposure Mercury is a toxic metal that can harm your health. It's found in many products, including thermostats. When a thermostat is broken or disposed of improperly, it can release mercury into the air. This can be harmful to your health and the environment. Health Implications of Mercury Exposure Mercury exposure can lead to a variety of health problems, including neurological damage, kidney failure, and reproductive issues. It can also harm the environment. That's why it's important to get rid of mercury thermostats safely.	Therm@statCare Partnership Toolkit 2023 Newsletter Blurb
Therm@statCare Content Strategy May/2023 Newsletter Blurb Download it here Most thermostats from earlier than 2006 contain mercury, which is highly toxic and can harm you and your family if it breaks. Safely remove it and take it to the drop-off location closest to you. Get a \$30 mail-in rebate per mercury thermostat and keep your whole community safe. At [Company Name], we support the #mercuryfree movement. Find out more at www.thermostatcare.org or scan the QR code.  Keep your family & community safe. Become a #mercuryfree home today. Safe disposal of your old thermostat and get a \$30 mail-in rebate.	Therm@statCare Upgraded Thermostat Safety May/2023 Q&A
Therm@statCare 285 Product Care Strategy & Tactics May/2023 Is the mail-in incentive \$30 per Thermostat? Yes. Every mercury thermostat dropped off grants \$30.	Therm@statCare 285 Product Care Strategy & Tactics May/2023 Are there other ways to get rid of Mercury Thermostats? Not really. Taking it to a drop-off location is the best option. In fact, disposing any sort of mercury in common trash is illegal.
Therm@statCare 285 Product Care Strategy & Tactics May/2023 How long until the rebate is mailed? It can take from 1 to 7 months. After they drop-off a mercury thermostat, it will stay in such location for up to 6 months or until the collection container is full. Once the collection container is sent for processing, it could take a month or so to process your incentive form before the check is mailed to your address. (It used to take 12 months but we have been making efforts to shrink that window!)	Therm@statCare 285 Product Care Strategy & Tactics May/2023 Is it possible to recycle Mercury Thermostats? Not really. This whole program is aimed at making sure they can be safely disposed, which is the best option for the safety of the environment.

ThermostatCare



8.4.45 Attachment 45: Meta Boosted Posts from October 2023 Advertising Campaign



8.4.46 Attachment 46: Nextdoor Ad from October 2023 Advertising Campaign

Feed

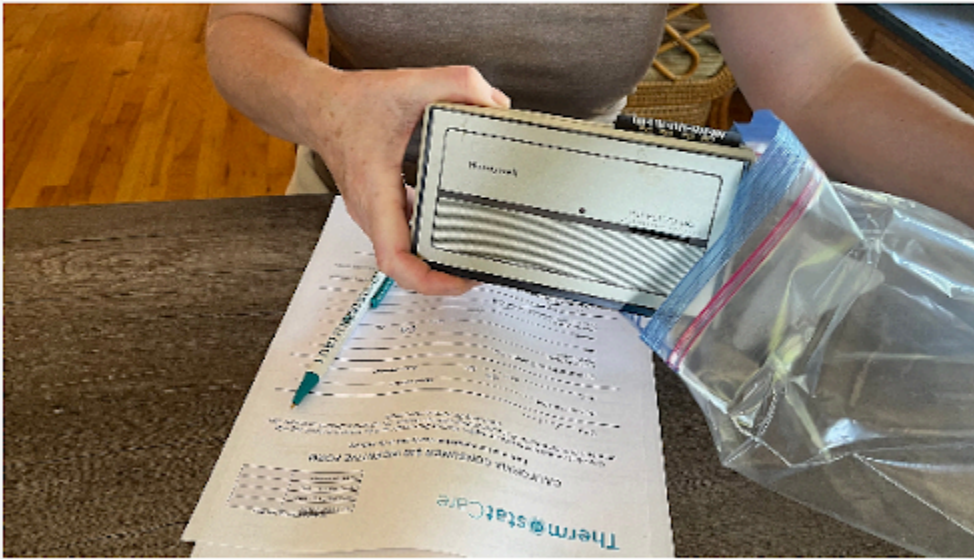
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Thermostat Care
Sponsored

Dave & Jen upgraded their thermostat & got \$30! Your turn?

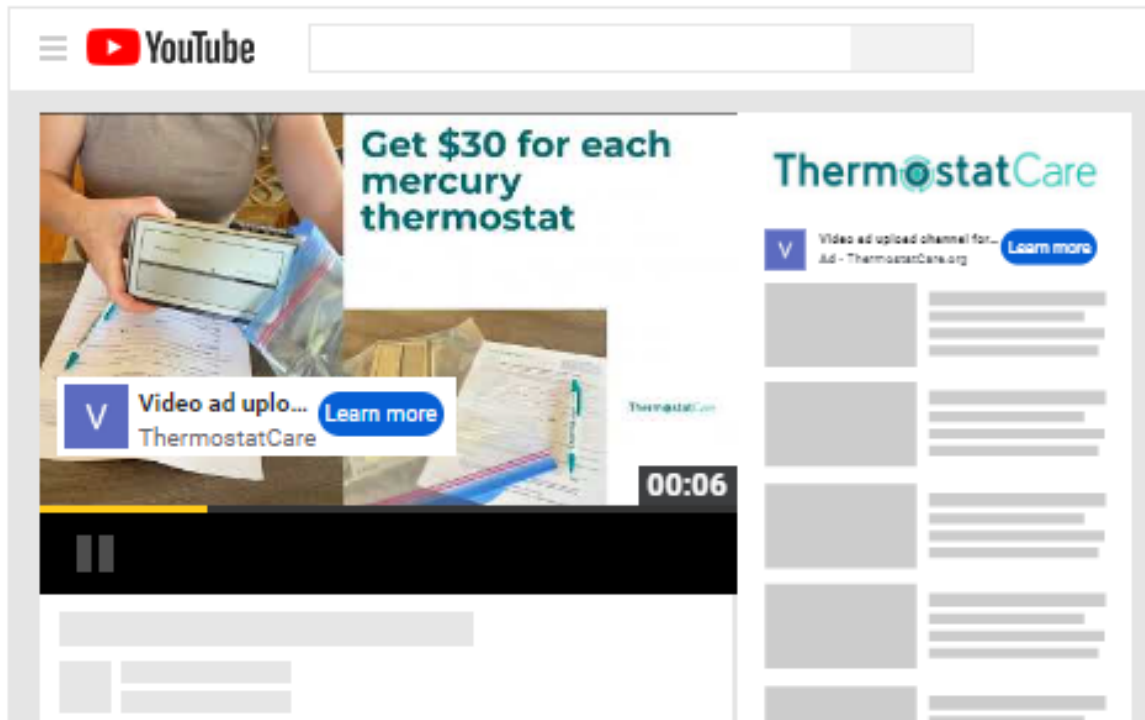
You can drop off mercury thermostats at hundreds of California locations - and get paid.



Find a nearby drop-off spot. Get your \$30!

[Learn more](#)

8.4.47 Attachment 47: YouTube Video Ad from October 2023 Advertising Campaign



8.4.48 Attachment 48: Organic Social Media Posts for the October 2023 Advertising Campaign

Image	Caption
	Jen was scrolling through her phone one day when she came across a startling fact: old thermostats can contain up to 3 grams of toxic mercury. 🤯 Jen was shocked! She had no idea that the thermostat in her own home could be a hidden danger. Mercury is a toxic metal that can harm human health and the environment. Jen immediately started researching how to safely dispose of her old mercury thermostat. She found out about the Thermostat Care program, which makes it easy to safely dispose of old mercury thermostats and get a \$30 mail-in rebate. 🗑️♻️ Jen is now planning to contact Thermostat Care to learn more about their program and how to safely dispose of her old mercury thermostat. She is also considering upgrading to a new smart thermostat, which can help her save money on her energy bills and protect the environment. Is there a spooky mercury thermostat lurking in your home? Visit the Thermostat Care website (link in bio) today to learn more about how to safely dispose of your old thermostat and get a \$30 mail-in rebate. #MercuryFree #ThermostatCare #SmartThermostats #HomeImprovement #EnergyEfficiency #Halloween
	Dave and Jen are getting rid of their old mercury thermostat! 🤯 They were shocked to learn that their old thermostat could contain up to 3 grams of toxic mercury. 😬 That's why they're turning to Thermostat Care, the free program that makes it easy to safely dispose of old mercury thermostats. Participants also receive a \$30 mail-in rebate! 💰 Upgrading to a digital thermostat is a great way to save energy and money on your utility bills. Plus, digital thermostats are more accurate and convenient than old mercury thermostats. Many utilities in California offer incentives to upgrade to more energy efficient devices, including digital thermostats! 💡 And, don't forget to visit the Thermostat Care website (link in bio), so you can learn more about safely disposing of that old 'stat. Out with the old and in with the new! #MercuryFree #ThermostatCare #SmartThermostats #HomeImprovement #EnergyEfficiency



Today is the day for Dave and Jen to uninstall their old mercury thermostat! 🛠️

Mercury is toxic and can harm your health, so it's important to safely dispose of old mercury thermostats.

Dave and Jen learned how to uninstall their mercury thermostat and find a drop-off location at ThermostatCare.org (link in the bio). 🔍✅

Here's how they did it:

- 1) Turn off the power to the HVAC system.
- 2) Remove the thermostat from the wall.
- 3) Label the wires so you can reconnect them correctly.
- 4) Disconnect the wires.
- 5) Remove the old thermostat.

Once the thermostat is uninstalled, place it in a sealed plastic bag, with the completed the \$30 incentive form (link in bio). Then, take it to a participating ThermostatCare drop-off location.

Dave and Jen are now one step closer to a safer and more sustainable home. 🏡❤️

Have you checked your thermostat lately? If it's a mercury thermostat, it's time to say goodbye!

#MercuryFree #SafeDisposal #Thermostats #HomeImprovement



Dave and Jen are taking strides towards a safer, mercury-free home! 🔄

They've successfully uninstalled their old mercury thermostat and visited the Thermostat Care website (link in bio) to find the closest drop-off locations and print their \$30 incentive form. 📍✅

Jen carefully filled out the form and sealed it in a bag with the old thermostat, ready for safe disposal. 📄✅

Their next step? They'll be dropping off the bag at a nearby Thermostat Care location, joining the movement towards a safer and eco-friendly living environment. 🌍👏

Kudos to Dave and Jen for leading the way! Their proactive steps not only elevate the safety of their home but also contribute to a cleaner, greener community. 🏡👏

Ready to join them? If a mercury thermostat is still part of your home, take the leap and make the change. Head over to the Thermostat Care website to find out about safe uninstallation, disposal, and how to claim your \$30 mail-in rebate! 🛠️👏

#MercuryFree #SafeDisposal #Thermostats



Jen dropped off her mercury thermostat today! 🔄

She knew it was important to safely dispose of it, so she took it to her local HHW facility while running errands. It was super easy and convenient. She just dropped it in the Thermostat Care box and she was done!

If you have a mercury thermostat, it's time to say goodbye! Visit the Thermostat Care website (link in bio) to learn more about safe disposal and drop-off locations near your home.

#MercuryFree #SafeDisposal #Thermostats #HomeImprovement

ThermostatCare



Dave and Jen are one step closer to a more energy-efficient home! 🌱

Now that they've rid themselves of their old mercury thermostat, it's time to shop for a new smart thermostat. They learned about the Golden State Rebate Program, which offers instant rebates on energy-efficient products, including smart thermostats.

Dave and Jen decided to take advantage of the instant rebate program to purchase a new smart thermostat from @homedepot. They placed their order online and received their new thermostat in just a few days.

Smart thermostats can help you save money on your energy bills and reduce your carbon footprint. They can also make your home more comfortable by automatically adjusting the temperature to your schedule.

If you're a California resident, be sure to check out @goldenstaterrebates and see if you're eligible. There are instant rebates available on a variety of energy-efficient products, including smart thermostats.

And don't forget to tell your friends about the Thermostat Care program, which pays \$30 for every mercury thermostat dropped off at a collection location. Learn more by clicking on the link in the bio!

#GoldenStateRebates #SmartThermostats #HomeImprovement #EnergyEfficiency



Dave and Jen's journey to an energy-efficient home just hit another milestone! 🌱

They've waved goodbye to their old mercury thermostat and hello to the future with their new smart thermostat. And guess what? The installation was a breeze - easier than expected! 🛠️

With just a few simple steps and a handy user guide, their home was instantly transformed into a hub of energy efficiency and modern comfort. No hassle, no fuss! Who knew that stepping into the future could be so easy? 🏠💚

Smart thermostats aren't just a gateway to reduced energy bills and an eco-friendly lifestyle; they're also a cinch to install and operate. Dave and Jen are living proof! 🧑🏠💡

Feeling inspired? If there's still a mercury thermostat lurking in your space, it's time for a change. Visit the Thermostat Care website (link in bio) to discover how you can safely dispose of it and step into a world of energy efficiency and safe, modern comfort just like Dave and Jen did!

Your greener, cleaner, energy-saving home awaits! 🌞🌿
#MercuryFree #SmartThermostat #EasyInstall



Dave and Jen's thermostat,
Was a spooky sight. 🦋
Mercury inside,
A toxic fright.

Thermostat Care helped,
To safely dispose,
Now they have a smart thermostat,
That saves them dough.

No more mercury thermostat,
Dave and Jen are free,
Their home is safe and sound,
And they're happy as can be.

So if you have a mercury thermostat,
Don't hesitate to act,
Dispose of it safely,
And get a new one, stat!

Happy Halloween! 🎃👻

Is a mercury thermostat lurking in your home? Say BOO and banish it safely! 🦋
Visit the Thermostat Care website (link in bio) today to learn more.
#MercuryFree #ThermostatCare #SmartThermostats #EnergyEfficiency #HappyHalloween

8.4.49 Attachment 49: Educational Employee Tip Card for Retailers



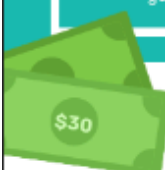
SAFE MERCURY THERMOSTAT DISPOSAL *For Retailers*

As a Thermostat Care collection partner, your location provides a nearby drop-off spot for customers to safely dispose of their mercury thermostats. Thank you for helping to prevent mercury contamination across California!



Mercury Thermostat Collection Steps:

-  Once you've received your collection container, cut the zip tie and open the container to verify that the relevant materials are included. Make sure the container is placed in an area accessible to all employees but out of direct reach from customers.
-  Ensure that mercury thermostats are individually placed and sealed in provided Ziploc bags.
-  Ensure all consumers (not contractors) are filling out a rebate form prior to handing off the mercury thermostat to participate in the \$30 per mercury thermostat mail-in rebate. If the consumer completes an incentive form, place it inside the Ziploc bag with their mercury thermostat to keep those items together for processing.
-  When a mercury thermostat is dropped off in your container, record relevant information in the mercury collection log (included in our Universal Waste Regulation training material, which also comes with each new container sent to your location). This tracking log needs to be kept at your location and covers the collection records spanning three years.
-  6 months after you receive a thermostat, schedule a FedEx Ground pickup.
-  To schedule a FedEx Ground pickup, visit their website (fedex.com/grd/rpp/ShowRPP.do) or call (800) 463-3339. Your container has a prepaid FedEx shipping label and envelope inside to send back free of charge. After the thermostats have been processed, you will receive the same container back. If you do not receive a replacement container within 4 weeks, please contact info@ThermostatCare.org.
-  When the FedEx carrier picks up your container, make sure you receive a shipping receipt from them, which will have information about the container contents. To be in compliance with program guidelines, you must keep a record at your location about the shipments for at least three years.



California consumers who safely turn in their mercury thermostats to your location are eligible for a \$30 mail-in rebate for each mercury thermostat they bring in!



Reminders for Proper Mercury Thermostat Disposal:

- Mercury thermostats must be managed in a way that prevents releases to the environment (e.g., in a sealed bag inside a sealed container)
- NEVER** remove the mercury ampule from the thermostat

For more information on how to order an additional collection container or review our materials, scan this QR code or visit

ThermostatCare.org/retailer-wholesaler/

We appreciate your participation and efforts in helping to ensure your community remains safe and aware of risks associated with mercury thermostats.





8.4.50 Attachment 50: General Public Postcard Handout



One gram of mercury can contaminate a 20-acre lake. Keep California's water safe for generations to come.

✓ Scan QR code to learn more.



ThermostatCare



✓ Thermostat Care cares about California families and communities.

Thermostat Care is a product stewardship program that provides safe disposal options for mercury thermostats throughout the state of California.



✓ 800 Locations and Counting!

Thermostat Care has more than 800 locations throughout the state, where CA residents can drop-off mercury thermostats and receive a \$30 mail-in rebate. 🗑️

Learn more at thermostatcare.org



8.4.51 Attachment 51: Safe Mercury Thermostat Disposal for Retailers Factsheet

SAFE MERCURY THERMOSTAT DISPOSAL *For Retailers*



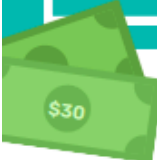
As a Thermostat Care collection partner, your location provides a nearby drop-off spot for customers to safely dispose of their mercury thermostats. Thank you for helping to prevent mercury contamination across California!



Mercury Thermostat Collection Steps:

-  Once you've received your collection container, cut the zip tie and open the container to verify that the relevant materials are included. Make sure the container is placed in an area accessible to all employees but out of direct reach from customers.
-  Ensure that mercury thermostats are individually placed and sealed in provided Ziploc bags.
-  Ensure all consumers (not contractors) are filling out a rebate form prior to handing off the mercury thermostat to participate in the \$30 per mercury thermostat mail-in rebate. If the consumer completes an incentive form, place it inside the Ziploc bag with their mercury thermostat to keep those items together for processing.
-  When a mercury thermostat is dropped off in your container, record relevant information in the mercury collection log (included in our Universal Waste Regulation training material, which also comes with each new container sent to your location). This tracking log needs to be kept at your location and covers the collection records spanning three years.
-  6 months after you receive a thermostat, schedule a FedEx Ground pickup.

To schedule a FedEx Ground pickup, visit their website (fedex.com/grd/rpp/ShowRPP.do) or call (800) 463-3339. Your container has a prepaid FedEx shipping label and envelope inside to send back free of charge. After the thermostats have been processed, you will receive the same container back. If you do not receive a replacement container within 4 weeks, please contact Info@ThermostatCare.org.
-  When the FedEx carrier picks up your container, make sure you receive a shipping receipt from them, which will have information about the container contents. To be in compliance with program guidelines, you must keep a record at your location about the shipments for at least three years.



California consumers who safely turn in their mercury thermostats to your location are eligible for a \$30 mail-in rebate for each mercury thermostat they bring in!



Reminders for Proper Mercury Thermostat Disposal:

- Mercury thermostats must be managed in a way that prevents releases to the environment (e.g., in a sealed bag inside a sealed container)
- NEVER** remove the mercury ampule from the thermostat

For more information on how to order an additional collection container or review our materials, scan this QR code or visit

ThermostatCare.org/retailer-wholesaler/

We appreciate your participation and efforts in helping to ensure your community remains safe and aware of risks associated with mercury thermostats.





8.4.52 Attachment 52: Customized Social Media Toolkit for City of Palmdale HHW



8.4.53 Attachment 53: City of Palmdale "Recycle Your Mercury Thermostat" Flyer

RECYCLE YOUR MERCURY THERMOSTAT



Keep your friends, family, and community safe by properly disposing of your mercury thermostats.



\$30 REBATE

provided per thermostat when you recycle your thermostat at 38250 Sierra Hwy Palmdale, CA 93550

**Rebates will be mailed by Thermostat Care upon verification of mercury thermostat and incentive form at processing center.*

HOW IT WORKS



1 Place your mercury thermostat in a sealable bag and seal tightly.

2 Print and fill out our rebate form and staple it to your sealable bag.

[Rebate Form](#)

3 Drop off your mercury thermostat(s) at City of Palmdale Development Services

**Plastic bags and forms may be available at the collection location for your convenience.*

Thermostat Care (TC) is a non-profit (501c6) stewardship organization that facilitates and manages the collection and proper disposal of mercury-containing thermostats.

ThermostatCare

8.4.54 Attachment 54: Yolo County HHW “Why Recycle Your Mercury Thermostats” Flyer

WHY RECYCLE MERCURY THERMOSTATS



-  Mercury is a potent neurotoxin that can damage the brain and nervous system at very low levels.
-  Mercury can affect a developing fetus by stopping the brain and nervous system from properly functioning.
-  Mercury can cause lowered intelligence, impaired hearing and poor coordination in children.
-  Mercury can bioaccumulate in the tissues of fish, which are then consumed by people.
-  A single gram of mercury can contaminate a 20-acre lake. Mercury thermostats contain approximately 3 grams each.





Nearest Household Hazardous Waste Facility:
Yolo County Landfill
44090 County Rd 28H
Woodland, CA
Fridays and Saturdays
7:30 am- 3:30 pm

THERMOSTAT FAQ

Q: How do I know if I have a mercury thermostat?	Q: Why do mercury thermostats need to go to a special collection site?	Q: My older thermostat works fine. Why should I switch?
A: Mercury thermostats use a lever or dial to control the temperature, while digital thermostats will have buttons and/or a screen.	A: If tossed in the trash, mercury can leak into the environment and contaminate water, soil, and harm wildlife.	A: While fully intact mercury thermostats are safe, serious health risks can occur if they become broken or damaged.

ThermostatCare

8.5 Program Plan Modifications

Per Health and Safety Code section 25214.8.13.5(c), annual survey responses, public comments, and programmatic work were analyzed and a proposed modification plan was submitted to DTSC on November 1, 2023 for its review and approval.

DTSC reviewed and rendered a decision on November 30, 2023 for implementation on January 1, 2024. The Proposed Modification Plan and DTSC's responses are included below:

8.5.1 Modification #1

Audience: Contractors State Licensing Board

Tactic: Partner with the CSLB to Distribute Information and Materials to Relevant Contractors

8.5.1.1 Background/Finding

The [California Contractors State License Board](#) (CSLB) works to license and regulate [44 classifications](#) of contractors across California. It is the sole contractors licensing board in all of California.

Since Thermostat Care's inception in July 2022, numerous efforts have been made to establish a relationship with the CSLB, including researching contacts and CSLB team members, emailing and conducting phone calls with the intent of forging a partnership. The CSLB has been unresponsive to phone and email attempts.

During the 2023 annual survey, several attempts were made both by phone and email to assess the effectiveness of the program's education and outreach efforts. The program had hoped this survey would serve as an opportunity to listen to CSLB's feedback regarding the program's relevancy, but again all forms of communication were not responded to.

With the lack of interest or response from this audience, it may be assumed that they do not see the relevance of a partnership with Thermostat Care.

8.5.1.2 Proposed Update

- a. The program commits to continuing efforts to communicate with and partner with CSLB to fulfill legislative requirements, however, is aware that attempts may be futile based on experience to-date. As such, the program recommends new tactics to reach contractors.
- b. The program plans to refine its approach, targeting contractors directly involved in uninstalling mercury thermostats, using strategies like advertisements and content on trade association platforms. By focusing on these specific California contractors, the program aims to enhance its communication, raise awareness, and further its program

objectives. A comprehensive strategy for this focused contractor engagement is detailed in "Modification #4" that follows.

8.5.1.3 DTSC Response

For the reasons set forth below, do not approve Modification #1. Product Care commits to continuing efforts to communicate with the Contractors State License Board (CSLB). However, Product Care does not identify any changes to their outreach strategies for the CSLB, and instead states that they will target specific California contractors, as discussed in Proposed Modification #4. DTSC staff cannot identify what Modification #1 would change—it appears that Product Care intends to continue its same strategies with the CSLB, while also discussing more with contractors, which is a separate audience with separate tactics. In Modification #1, Product Care strongly indicates that phone calls and emails are not working as forms of outreach to the CSLB. DTSC encourages Product Care to consider other strategies beyond phone calls and e-mails to coordinate program activities with the CSLB, as per their requirements in Health and Safety Code section 25214.8.11.5.(c)(1), such as attending CSLB Board Meetings and requesting to speak. Because no new changes have been proposed, DTSC does not approve Modification #1.

8.5.2 Modification #2

Audience: HVAC Contractors, Demolition and Environmental Contractors and Related Associations, HHW, General Public

Tactic: Develop Informational Materials

8.5.2.1 Background/Finding

During 2022 and 2023, the program has developed quality informational and educational materials. In the approved Program Plan, the program commits to continually develop informational materials without properly considering that existing materials could be sufficient for outreach and education efforts.

8.5.2.2 Proposed Update

- a. The program will continue to utilize the existing informational and educational materials that effectively serve their purposes.
- b. As needed, the program will make updates to materials or create new materials when it will help the program better communicate with each audience.
- c. The program will not create new materials or update existing materials that are effective. This will ensure functional and valuable assets can continue to be utilized. This ensures resources are being efficiently deployed and resources are used to create new assets as needed.

8.5.2.3 DTSC Response

DTSC staff reviewed Proposed Modification #2 (Modification #2) for approval and, for the reasons set forth below, approve Modification #2. In Modification #2, Product Care states that they will utilize the existing informational and educational materials that effectively serve their purposes, and as needed the program will make updates to materials or create new materials when it will help the program better communicate with HVAC contractors, demolition and environmental contractors and related associations, household hazardous waste facilities, and the general public. DTSC approves Modification #2 and encourages Product Care to continue developing and refining materials to better educate each audience.

8.5.3 Modification #3

Audience: HVAC Contractors, Demolition and Environmental Contractors and Related Associations

Tactic: Conduct Outreach to Existing Partners that Have a Collection Container

8.5.3.1 Background/Finding

As described in the Program Plan, outreach will be conducted to existing partners that have a private collection container on a one year accumulation timeline. In Program Plan Addendum 4 to address Condition 1A, development and implementation strategies were outlined “to ensure effectiveness of the incentive.” This addendum stated that “beginning April 1, 2023, the Program will shorten the accumulation period (amount of time thermostats stay at a collection location) from one year to six months. The timeline of all required points of contact (including phone calls, reminder emails and/or postcards, and site visits) will be shortened to accommodate this new six month accumulation period. Although not required by Universal Waste Regulations, a shortened accumulation period essentially significantly shortens the time between a consumer dropping off a mercury thermostat to receiving their incentive.” In 2023, the above listed audiences were included in this increase of check-in frequency despite not being eligible for the \$30 incentive.

Additionally, during 2023 outreach with these audiences, multiple partners provided feedback that they felt the program contacted them too frequently.

8.5.3.2 Proposed Update

- a. As contractors are not eligible for the \$30 incentive, lengthening their accumulation timeline and related check-ins to be on a one year timeline will not negatively affect any consumers receiving their incentive in a timely manner.
- b. The program will continue to check in with existing contractor partners that have a private collection container and encourage their adherence to Universal Waste Regulations. Communicating with these partners on a one year timeline will also increase the quality of these relationships to address their feedback.

- c. This will allow the program to spend additional resources on other communication and education efforts.

8.5.3.3 DTSC Response

DTSC staff reviewed Proposed Modification #3 (Modification #3) for approval and, for the reasons set forth below, do not approve Modification #3.

In Modification #3 Product Care proposes to lengthen the accumulation timeline and related check-ins for contractors who are not eligible for the incentive. While it makes sense to lengthen the timeline based on feedback, DTSC staff cannot approve Modification #3 because Product Care does not describe the updated timeline, nor do they describe a new communication strategy. Without an explanation of what will change, DTSC cannot approve a new accumulation timeline.

8.5.4 Modification #4

Audience: Demolition and Environmental Contractors and Related Associations

Tactics: Create Landing Page Relevant to Demolition and Environmental Contractors, Develop Informational Materials, Conduct Outreach to Place Thermostat Collection Containers and Materials with Demolition and Environmental Contractors, Conduct Outreach to Existing Partners That Have a Container

8.5.4.1 Background/Finding

This audience was newly defined as a part of AB707 Mercury Thermostat Collection Act of 2021. It was thought that this audience prepares buildings prior to demolition, including removing potentially toxic chemicals such as mercury thermostats.

During the 2023 annual survey, the one Demolition and Environmental Contractor respondent reported to rarely come into contact with mercury thermostats in their line of work.

From June to August 2023, Thermostat Care attempted to contact 85 non-partnered Demolition and Environmental Contractors and was successfully able to reach 18. Out of those, it is increasingly rare for any of them to have direct contact with mercury thermostats in their line of work. This reflects the disparity in new container placements between this audience (0) and the HVAC Contractors audience (4), who appear to come into contact with mercury thermostats much more frequently.

Thus far, Thermostat Care has primarily focused on conducting outreach to the Demolition Contractors portion of this audience that typically hold C-21 licenses through the California Contractors State License Board. It has been revealed through this outreach that many C-21 licensed contractors are focused on excavation. Those that are involved in the demolition of existing buildings do not focus on preparing the inside of a building, but instead focus on the

actual demolition of the exterior of the building. Some contacts have suggested looking into mitigation specialists or CSLB-certified contractors that have taken mitigation certifications/additional learning opportunities.

In sum, survey results and direct feedback obtained through conversations with this audience during outreach indicate that this audience may not be as relevant to Thermostat Care's work as originally expected.

8.5.4.2 Proposed Update

- a. The program will refocus efforts in this audience on pre-demolition and mitigation specialists. As gathered from built relationships, these two subcategories of this audience may be more relevant to Thermostat Care's work.
- b. This will allow the program to focus efforts on strategies that more directly lead to increased awareness, such as working with related trade associations that may reach a wider variety of contractors and mitigation specialists.

8.5.4.3 DTSC Response

DTSC staff reviewed Proposed Modification #4 (Modification #4) for approval and, for the reasons set forth below, approve Modification #4. Product Care has a statutory requirement to coordinate program activities with demolition and environmental contractors, and related associations. Since reaching out to demolition and environmental contractors that hold C-21 licenses has been ineffective, DTSC approves Product Care's proposed modification to re-focus efforts on strategies to work with pre-demolition and mitigation specialists and related associations to increase awareness, while still coordinating activities with demolition and environmental contractors to the extent possible.

8.5.5 Modification #5

Audience: Homeowners

Tactic: Conduct Outreach to Homeowners Associations (HOAs)

8.5.5.1 Background/Finding

This strategy was newly defined as a part of the Program Plan development. As originally outlined, this strategy included researching and conducting outreach to HOAs with the hope of distributing informational materials to educate their residents.

During 2023, the program researched and attempted to cultivate relationships with HOAs across the state of California. As determined through this research and outreach, HOAs tend to have a very small reach in terms of the entire population of California (each neighborhood having their own HOA). Therefore, outreach takes much time and resources to conduct. Additionally, the associations are very difficult to reach as most members are volunteers and residents of the

community. When associations have been reached, most do not deem it their responsibility or priority to promote the program or its resources to homeowners.

8.5.5.2 Proposed Update

- a. The program will continue efforts to attempt HOA partnership, focusing on larger associations and those associations located in rural, disadvantaged or low-income communities. However, the extent of the outreach will be minimized in order to focus efforts on tactics and strategies that offer a greater return on investment.

8.5.5.3 DTSC Response

DTSC staff reviewed Proposed Modification #5 (Modification #5) for approval and, for the reasons set forth below, do not approve Modification #5.

In the Program Plan, Product Care commits to conduct outreach to Homeowners Associations (HOAs). DTSC notes that the Program Plan and its addendums were approved in April 2023, eight months ago. There is nothing in the Thermostat Care 2023 Annual Survey Report (Annual Survey) to suggest that this tactic is not working. If Product Care feels that HOAs are not responsive to their current tactics, then DTSC encourages Product Care to consider quantifiable steps to strengthen their HOA tactic, rather than minimize the extent of their outreach. For example, Product Care could target larger HOAs, attend meetings, and/or educate members in person.

8.5.6 Modification #6

Audience: Rural Districts, Disadvantaged or Low-Income Communities

Tactic: Partner With CBOs Serving Rural Districts

8.5.6.1 Background/Finding

This strategy was newly defined as a part of the Program Plan development. As originally outlined, this strategy included researching and conducting outreach to Community Based Organizations (CBOs) with the hopes of distributing informational materials to educate their audiences.

In the program's programmatic efforts, we have learned that many CBOs serving these audiences have extremely limited funding and staff members have overfull plates focusing on their own programming goals. Additionally, CBOs have been reluctant to get involved in work that doesn't directly relate to their organization goals.

8.5.6.2 Proposed Update

- a. Moving forward, the program commits to reaching out 1-2 times per year to identified Community Based Organizations (CBOs) to inquire about potential partnership opportunities.
- b. This will allow the program to focus on more fruitful partnerships such as researching opportunities to partner with indigenous communities across California.

8.5.6.3 DTSC Response

DTSC staff reviewed Proposed Modification #6 (Modification #6) for approval and, for the reasons set forth below, do not approve Modification #6.

In the Program Plan, Product Care commits to partnering with Community Based Organizations (CBO). Again, DTSC notes that the Program Plan and its addendums were approved in April 2023, eight months ago. There is nothing in the Annual Survey to suggest that this tactic is not working. If Product Care feels that CBOs are not responsive to their current tactics, then DTSC encourages Product Care to consider quantifiable steps to strengthen their CBO tactic, rather than minimize the extent of their outreach.

For example, Product Care could work with CBOs to directly reach homes with mercury thermostats and attend CBO conferences to distribute informational materials. This can be helpful for many reasons, including because CBOs have established relationships with many of the communities Product Care is hoping to reach. In Modification #6, Product Care also states that re-focusing away from CBOs will allow them to focus on more fruitful partnerships, such as researching opportunities to partner with indigenous communities across California. The Act requires Product Care to coordinate program activities with various stakeholders, including disadvantaged communities, as identified by the California Environmental Protection Agency pursuant to Section 39711. This definition includes lands under the control of federally recognized Tribes, so Product Care needs to partner with Tribes across California, regardless of its other outreach strategies.

8.5.7 Modification #7

Audience: Retail, Wholesale, Disadvantaged or Low-Income Communities

Tactic: Conduct Outreach to Existing Partners That Have a Container

8.5.7.1 Background/Finding

As outlined in the Program Plan and related addendums, the program has conducted both digital and in-person outreach to existing partners that have a container, including up to three phone calls, reminder emails or postcards, and in-person site visits.

Through the program's work in the past year, virtual outreach (phone calls, emails, postcards) has had a fairly low success rate in reaching collection locations. In the cases where the program was able to successfully contact a collection location digitally, the program has no way of confirming that the location followed through with any recommended actions such as sending a container back or noting the accumulation start date.

Although not required, the program conducted a few in-person quality checks to collection locations. Similar to in-person site visits, these were meant to be collaborative visits seen as a helpful partner to the collection location. They were all received well, and questions or opportunities to educate were highlighted at each visit.

Through the 2023 annual survey and feedback obtained through outreach, collection locations noted that the program contacts them too frequently. Collection locations suggested, in addition to digital outreach, that the program could consider other methods of outreach.

8.5.7.2 Proposed Update

- a. The program commits to encouraging all public collection locations to follow program recommendations (including returning containers six months after accumulation start date) through the use of check-in phone calls, reminder emails, postcards, or site visits.
- b. This flexibility will allow the program to prioritize whichever types of contact are most successful in ensuring collection locations adhere to not only Universal Waste Regulations but all program recommendations as well.
- c. This will also increase satisfaction of collection locations as they will feel a greater sense of customer service and collaboration with the program.

8.5.7.3 DTSC Response

DTSC staff reviewed Proposed Modification #7 (Modification #7) for approval and, for the reasons set forth below, do not approve Modification #7.

Product Care states that they will commit to encouraging all public collection locations to follow program recommendations through the use of check-in phone calls, reminder emails, postcards, or site visits. However, Product Care states that their current communication frequency is not working. If Product Care would like to change their communication strategy, they need to do so in a clearly defined, quantifiable way. DTSC cannot approve a new communication strategy if it is vague and unclear. DTSC has communicated to Product Care in several meetings that collection locations continue to report being surprised by DTSC inspections, having low to no awareness of the Thermostat Care program, and having low to no awareness of universal waste requirements. In Modification #7, Product Care states that from feedback obtained through outreach, collection locations noted that the program contacts them too frequently. It is clear that Product Care's current communications strategy with collection locations is not working. However, Product Care also states that the program conducted a few in-person quality checks

to collection locations. They were all received well, and questions or opportunities to educate were highlighted at each visit. DTSC strongly encourages Product Care to develop a quantifiable communications strategy that includes more in-person site visits. Product Care may conduct these site visits pursuant to the terms of the current education and outreach plan described in the Program Plan. In addition, Product Care should continue with the education and outreach components described in the Program Plan and its addendums.

8.5.8 Modification #8

Audience: General Public

Tactic: Develop a Media Campaign to Distribute a Public Service Announcement

8.5.8.1 Background/Finding

As outlined in the Program Plan, the program has developed a media campaign to distribute a public service announcement. This media campaign primarily focused on traditional media such as public radio stations.

In the first portion of the year, the program attempted to conduct outreach to traditional radio stations to place the Public Service Announcement free of charge. Through programmatic efforts, it was determined that the strategy expended many resources without much of a return. After pivoting to paid radio placements, the program was able to air multiple Public Service Announcements on traditional radio stations, both in English and Spanish.

Traditional media outlets have provided the program the opportunity to reach a broad, wider audience. Through the 2023 annual survey, many audiences noted a high level of understanding of the harms of mercury (82% of General Public) and the availability of safe disposal options for mercury thermostats (73% of General Public).

An area of opportunity for the program in its education and outreach campaign is to educate on where and how to properly dispose of mercury thermostats. Focusing on this level of specificity requires less of a broad approach and instead a more targeted approach where audiences may have more undivided attention.

8.5.8.2 Proposed Update

- a. The program commits to continuing to educate the general public through audio and visual methods. In the coming year, the program will explore additional audio and visual platforms, such as digital streaming services, to reach audiences more effectively and capture their undivided attention.
- b. This will allow the program to focus content on how and where to properly dispose of mercury thermostats, hopefully leading to an increase in awareness of program goals.

8.5.8.3 DTSC Response

DTSC staff reviewed Proposed Modification #8 (Modification #8) for approval and, for the reasons set forth below, approve Modification #8.

Product Care has a statutory requirement to create and distribute a public service announcement promoting the proper management of out-of-service mercury-added thermostats, and a plan for a public service campaign using the public service announcement.

If, through consumer research, Product Care has determined that this public service campaign should be more targeted to educate the general public on where and how to properly dispose of mercury thermostats, using traditional media outlets, then they should do so. Product Care must continue to educate the general public through audio and visual methods as well. Additionally, in the Program Plan, Product Care commits to "Launch an Education and Outreach Campaign to Generate Awareness of the Program." These proposed activities appear to fall within that education and outreach campaign.

8.5.9 Modification #9

Audiences: California Public Utilities Commission, California Energy Commission

Tactics: Partner with CPUC to Combine Outreach and Incentive Efforts, Partner with CEC to Distribute Information About Proper Disposal of Mercury Thermostats and the Program

8.5.9.1 Background/Finding

The program has attempted to contact and forge partnerships with both the California Public Utilities Commission and the California Energy Commission. Throughout all phone and email outreach, the entities either did not respond or provided a response stating that they do not prioritize a partnership or see partnership opportunities with the program.

During the 2023 annual survey, the program once again reached out to both CPUC and CEC, seeking feedback on their reservations and exploring the possibility of a potential partnership. Both CPUC and CEC did not respond to the distributed survey or related communication efforts. This lack of involvement/interest from CPUC and CEC has caused the program to re-evaluate currently outlined strategies and propose alternative solutions.

8.5.9.2 Proposed Update

- a. The program commits to continuing to contact CPUC and CEC through 1-2 emails or phone calls per year in order to upkeep legislative requirements to these audiences with the hopes of a potential partnership or informational exchange opportunity.
- b. Additionally, Thermostat Care proposes conducting direct outreach to the utilities that CPUC regulates. There are 36 Electric Load-Serving Entities (LSEs), including Investor-Owned Utilities, Rural Electric Cooperatives, and Community Choice

Aggregators, all of which are regulated by CPUC. Notably, California's two largest electric utilities, Pacific Gas & Electric and Southern California Edison, fall within this category and have supported the mercury thermostat program in the past. Rekindling these partnerships, as well as gaining new partnerships with the utilities regulated by CPUC, will offer significant outreach potential.

8.5.9.3 DTSC Response

DTSC staff reviewed Proposed Modification #9 (Modification #9) for approval and, for the reasons set forth below, partially approve Modification #9. Health and Safety Code sections 25214.8.11.5(c)(12) & (13) require the qualified third party to develop and implement, and update as necessary, a statewide educational and outreach campaign to inform appropriate entities about the importance of safe recycling and disposal of out-of-service mercury-added thermostats, where and how to access out-of-service mercury-added thermostat collection locations, and how to access available out-of-service mercury-added thermostat collection incentives. It also requires the qualified third party to coordinate program activities with various stakeholders, including The California Public Utilities Commission (CPUC) and The State Energy Resources Conservation and Development Commission (CEC). In Modification #9, Product Care proposes to contact CPUC and CEC through 1-2 emails or phone calls per year. This does not satisfy the legislative requirement to coordinate program activities with the CPUC and CEC, so DTSC does not approve this modification.

Additionally, in Modification #9, Product Care proposes to conduct direct outreach to the utilities that CPUC regulates. DTSC sees the benefit of conducting direct outreach to utilities and encourages Product Care to explore this further. However, DTSC is unclear why Product Care intends to attempt its same communication strategies with the 36 Electric Load-Serving Entities (LSE) it mentions in Modification #9, when Modification #9 also clearly states that these communication strategies have not worked thus far with the CPUC and CEC. DTSC encourages Product Care to develop and implement new communication strategies for the program to be more effective. Particularly, Product Care refers to Pacific Gas & Electric and Southern California Edison. DTSC believes partnerships with these organizations and others could be effective, particularly with regard to rural districts and disadvantaged communities, where there is concern that households will go without heating and cooling once they turn in a mercury-added thermostat (due to delays in receiving the incentive). These partnerships may provide opportunities to educate consumers on the availability of rebates and/or discounts for more modern thermostats. DTSC approves Product Care's proposed modification to conduct direct outreach to the utilities that CPUC regulates but encourages Product Care to be more specific and innovative in its outreach strategies.