

ITEM 19
FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC's Franchise Rule permits a franchisor to provide information about the actual or potential financial performance of its franchised and/or franchisor-owned outlets, if there is a reasonable basis for the information, and if the information is included in the Franchise Disclosure Document. Financial performance information that differs from that included in Item 19 may be given only if: (1) a franchisor provides the actual records of an existing outlet you are considering buying; or (2) a franchisor supplements the information provided in this Item 19, for example, by providing information about possible performance at a particular location or under particular circumstances.

TABLES BEGIN ON NEXT PAGE

TABLE A 2024 Actual Revenue By Month Of 1-800-PLUMBER Operators Who Operated in 2024 and as of December 31, 2024														
# of Territories Serviced		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Top Tier (\$650K+)	A 5 / 5	\$298,120.79	\$818,058.69	\$749,833.49	\$675,809.29	\$808,618.49	\$432,755.34	\$602,410.36	\$659,828.31	\$576,701.28	\$467,760.96	\$714,863.70	\$706,537.65	\$7,511,298.35
	# of Techs	13.0	15.0	14.0	15.0	13.0	13.0	14.0	15.0	16.0	16.0	20.0	20.0	15.33
	B 1 / 1	\$482,069.66	\$509,718.26	\$429,546.63	\$408,818.62	\$458,212.87	\$457,828.70	\$385,994.51	\$363,594.68	\$303,667.83	\$308,909.05	\$411,238.86	\$365,276.86	\$4,884,876.53
	# of Techs	20.0	19.0	18.0	20.0	19.0	15.0	14.0	15.0	14.0	14.0	13.0	12.0	16.08
	C 4 / 4	\$249,786.11	\$276,906.82	\$291,038.98	\$250,078.29	\$278,897.58	\$249,015.65	\$263,230.39	\$245,363.16	\$222,631.33	\$230,420.69	\$129,099.27	\$196,871.31	\$2,883,339.58
	# of Techs	8.0	9.0	9.0	9.0	11.0	8.0	8.0	8.0	7.0	8.0	6.0	8.0	8.25
	D 2 / 2	\$47,090.82	\$43,262.66	\$51,806.67	\$36,883.74	\$57,209.95	\$94,571.44	\$83,339.74	\$75,337.01	\$99,572.61	\$116,507.35	\$74,251.00	\$83,945.37	\$863,778.36
	# of Techs	1.0	1.0	2.0	1.0	1.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	1.67
	E 1 / 1	\$43,449.49	\$48,083.53	\$62,073.64	\$65,135.00	\$84,915.13	\$84,100.87	\$47,508.85	\$66,147.29	\$56,866.83	\$44,885.96	\$71,092.02	\$36,939.46	\$711,198.07
	# of Techs	2.0	2.0	2.0	3.0	3.0	3.0	2.0	3.0	3.0	2.0	2.0	2.0	2.42
	F 2 / 2	\$45,309.20	\$42,402.31	\$20,276.98	\$45,766.28	\$56,637.20	\$37,011.23	\$206,616.62	\$63,036.77	\$78,165.04	\$24,118.00	\$31,372.52	\$36,713.58	\$687,425.73
	# of Techs	2.0	2.0	1.0	2.0	2.0	2.0	2.0	1.0	1.0	2.0	1.0	2.0	1.67
	G 2 / 4	\$37,934.27	\$23,705.93	\$52,427.62	\$47,633.82	\$76,243.37	\$70,725.87	\$81,966.32	\$39,559.61	\$80,808.57	\$49,222.09	\$21,265.06	\$96,121.41	\$677,613.94
	# of Techs	2.0	1.0	2.0	2.0	2.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	2.50
	H 2 / 2	\$67,962.00	\$69,450.88	\$54,662.32	\$67,807.46	\$56,291.08	\$62,327.43	\$21,784.55	\$18,780.05	\$42,253.82	\$40,126.21	\$88,588.94	\$66,249.70	\$656,284.44
	# of Techs	2.0	4.0	3.0	3.0	3.0	3.0	1.0	1.0	2.0	2.0	2.0	3.0	2.42
	I 1 / 1	\$37,396.93	\$40,910.94	\$34,430.73	\$42,791.07	\$65,542.75	\$77,410.32	\$66,240.53	\$63,524.52	\$46,389.91	\$63,172.55	\$57,266.51	\$57,508.97	\$652,585.73
	# of Techs	2.0	3.0	3.0	2.0	3.0	3.0	3.0	3.0	2.0	3.0	3.0	3.0	2.75
Top Tier Average Annual Revenue														\$2,169,822.30
Top Tier Average Technician Per Month														5.90
Top Tier Revenue Per Month/Per Technician														\$30,656.83

TABLE A CONTINUES NEXT PAGE

		# of Territories Serviced	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Upper Mid Tier (\$425K-\$650K)	J	2 / 2	\$34,011.00	\$20,713.59	\$19,894.64	\$27,920.61	\$68,115.95	\$52,912.50	\$121,838.20	\$72,603.05	\$48,531.71	\$43,320.79	\$79,342.68	\$38,315.41	\$627,520.13
		# of Techs	2.0	2.0	1.0	2.0	4.0	4.0	5.0	5.0	3.0	4.0	4.0	3.0	3.25
	K	1 / 1	\$64,175.85	\$27,254.28	\$58,176.83	\$42,109.71	\$29,794.62	\$43,227.68	\$37,691.25	\$33,173.58	\$24,720.52	\$29,640.10	\$30,076.46	\$30,121.98	\$450,162.86
		# of Techs	2.0	2.0	4.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	2.92
	L	1 / 1	\$37,933.56	\$35,511.61	\$36,138.50	\$37,911.91	\$41,757.61	\$53,137.60	\$34,187.61	\$40,226.94	\$58,278.06	\$26,481.04	\$24,529.25	\$29,537.17	\$455,630.86
		# of Techs	2.0	3.0	3.0	3.0	3.0	2.0	2.0	3.0	2.0	2.0	1.0	1.0	2.25
	M	1 / 1	\$41,611.11	\$39,427.71	\$34,315.57	\$28,004.57	\$37,673.38	\$36,415.49	\$48,727.48	\$43,845.85	\$21,491.06	\$43,583.28	\$12,105.64	\$39,595.38	\$426,796.52
		# of Techs	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	1.0	2.0	1.92
	N	2 / 2	\$41,514.90	\$52,867.10	\$12,904.75	\$28,901.56	\$68,867.36	\$32,928.81	\$65,232.44	\$35,011.79	\$13,866.80	\$51,024.66	\$12,113.74	\$13,293.20	\$428,527.11
		# of Techs	3.0	3.0	2.0	2.0	3.0	2.0	3.0	2.0	2.0	1.0	1.0	2.0	2.17
Upper Mid Tier Average Annual Revenue															\$477,727.50
Upper Mid Tier Average Technician Per Month															2.50
Upper Mid Tier Revenue Per Month/Per Technician															\$15,924.25

TABLE A CONTINUES NEXT PAGE

	# of Territories Serviced	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Lower Mid Tier (\$200K-\$425K)	O 1 / 1	\$37,497.80	\$35,625.61	\$33,638.37	\$37,447.41	\$32,685.41	\$12,459.83	\$74,180.49	\$20,701.65	\$14,556.49	\$32,058.63	\$50,694.06	\$27,967.45	\$409,513.20
	# of Techs	2.0	2.0	2.0	2.0	2.0	1.0	3.0	3.0	1.0	1.0	2.0	2.0	1.92
	P 2 / 2	\$38,424.29	\$23,464.00	\$30,869.53	\$24,242.58	\$21,697.59	\$67,495.82	\$45,122.52	\$30,816.23	\$33,331.94	\$5,476.47	\$32,179.80	\$33,114.50	\$386,235.27
	# of Techs	2.0	2.0	2.0	1.0	2.0	3.0	1.0	3.0	2.0	2.0	2.0	2.0	2.00
	Q 2 / 2	\$46,789.02	\$47,948.04	\$35,787.78	\$52,296.18	\$50,962.03	\$26,965.37	\$18,888.40	\$15,689.46	\$9,932.85	\$3,041.25	\$14,301.43	\$30,691.75	\$353,293.56
	# of Techs	3.0	3.0	3.0	3.0	3.0	2.0	3.0	1.0	1.0	1.0	2.0	3.0	2.33
	R 1 / 2	-	-	-	-	\$19,852.13*	\$27,254.30	\$32,553.95	\$18,582.62	\$42,723.46	\$34,083.64	\$57,408.47	\$63,637.89	\$296,096.46
	# of Techs	-	-	-	-	1.0	2.0	1.0	1.0	4.0	2.0	2.0	2.0	1.88
	S 1 / 3	-	-	-	-	-	-	\$789.30*	\$26,917.82	\$53,465.15	\$67,333.84	\$52,867.39	\$61,173.81	\$262,547.31
	# of Techs	-	-	-	-	-	-	1.0	2.0	2.0	2.0	2.0	2.0	1.83
	T 1 / 1	\$28,950.41	\$16,985.48	\$11,425.22	\$32,210.35	\$13,304.51	\$5,182.82	\$18,938.53	\$8,749.49	\$17,138.22	\$22,653.35	\$33,875.68	\$47,393.46	\$256,807.52
	# of Techs	2.0	1.0	1.0	2.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.17
	U 1 / 2	-	\$1,344.51*	\$7,762.28	\$5,646.20	\$12,787.99	\$20,586.58	\$56,973.47	\$18,848.53	\$15,771.32	\$14,519.68	\$16,680.45	\$31,986.56	\$202,907.57
	# of Techs	-	2.0	2.0	1.0	1.0	2.0	2.0	2.0	2.0	2.0	2.0	3.0	1.91
Lower Mid Tier Average Annual Revenue														\$262,000.72
Lower Mid Tier Average Technician Per Month														1.36
Lower Mid Tier Revenue Per Month/Per Tech														\$16,083.63

TABLE A CONTINUES NEXT PAGE

		# of Territories Serviced	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Low Tier (\$0-\$200K)	V	2 / 3	-	-	\$2,076.33*	\$1,291.23	\$22,815.40	\$23,326.19	\$52,960.68	\$14,027.56	\$22,605.00	\$39,287.44	\$9,769.00	\$1,879.00	\$190,037.83
	# of Techs		-	-	1.0	1.0	1.0	1.0	1.0	2.0	1.0	1.0	1.0	1.0	1.10
	W	1 / 3	-	-	-	-	-	-	-	-	-	\$22,898.05*	\$25,029.34	\$32,063.65	\$79,991.04
	# of Techs		-	-	-	-	-	-	-	-	-	2.0	2.0	2.0	2.00
	X	1 / 1	-	-	-	-	-	-	-	\$5,248.34*	\$20,431.37	\$12,498.06	\$19,606.01	\$17,416.67	\$75,200.45
	# of Techs		-	-	-	-	-	-	-	1.0	1.0	1.0	1.0	2.0	1.20
	Y	1 / 3	-	-	-	-	-	-	-	-	-	-	\$14,923.78*	\$36,411.65	\$51,335.43
	# of Techs		-	-	-	-	-	-	-	-	-	-	1.0	2.0	1.50
	Z	1 / 1	-	-	-	-	-	-	-	-	\$1,262.75*	\$16,269.58	\$20,551.84	\$6,790.68	\$44,874.85
	# of Techs		-	-	-	-	-	-	-	-	-	2.0	2.0	1.0	1.67
	AA	1 / 1	-	-	-	-	-	-	-	-	-	-	\$1,729.00*	\$16,576.00	\$18,305.00
	# of Techs		-	-	-	-	-	-	-	-	-	-	1.0	2.0	1.50
											Low Tier Average Annual Revenue				\$64,401.40
											Low Tier Average Technician Per Month				1.12
											Low Tier Revenue Per Month/Per Technician				\$4,775.53

* Denotes a partial month of operation as it was the month in which the franchisee commenced operations.

Table B
2024 Actual Revenue of 1-800-PLUMBER Operators
Who Operated in 2024 and as of December 31, 2024

	No of Total Service Areas Acquired	No of Operational Service Areas	Actual Annual Total Revenue	Total # of Closed Jobs	Average Sales Price of Closed Jobs	High Sales Price of Closed Jobs	Median Sales Price of Closed Jobs	Low Sales Price of Closed Jobs	No./% of Closed Jobs that Met or Exceeded the Avg.
A	5	5	\$7,511,298.35	5291	\$1,419.64	\$157,296.99	\$706.49	\$59.00	1161/21.94%
B	1	1	\$4,884,876.53	3262	\$1,497.51	\$64,979.00	\$375.00	\$6.99	599/18.36%
C	4	4	\$2,883,339.58	2457	\$1,173.52	\$27,792.32	\$499.50	\$16.99	585/23.81%
D	2	2	\$863,778.36	656	\$1,316.74	\$62,000.00	\$458.90	\$30.00	139/21.19%
E	1	1	\$711,198.07	661	\$1,075.94	\$24,744.13	\$459.00	\$10.00	162/24.5%
F	2	2	\$687,425.73	368	\$1,868.00	\$108,365.00	\$570.56	\$38.00	63/17.1%
G	4	2	\$677,613.94	443	\$1,529.60	\$49,308.72	\$349.00	\$67.03	83/18.7%
H	2	2	\$656,284.44	316	\$2,076.85	\$15,270.00	\$1,500.45	\$180.00	113/35.8%
I	1	1	\$652,585.73	601	\$1,085.83	\$1,991.05	\$419.00	\$16.99	149/24.8%
J	2	2	\$627,520.13	453	\$1,385.25	\$27,619.16	\$379.28	\$40.00	93/20.5%
K	1	1	\$455,630.86	428	\$1,064.56	\$17,900.00	\$467.63	\$65.00	99/23.1%
L	1	1	\$450,432.89	835	\$539.44	\$11,741.07	\$242.00	\$41.25	182/21.8%
M	2	2	\$428,527.11	427	\$1,003.58	\$48,664.76	\$410.00	\$50.00	93/21.8%
N	1	1	\$426,796.52	464	\$919.82	\$8,699.44	\$375.00	\$16.99	100/21.6%
O	1	1	\$409,511.90	338	\$1,211.57	\$53,219.80	\$507.32	\$49.00	85/25.1%
P	2	2	\$386,235.37	256	\$1,508.73	\$16,468.00	\$449.75	\$18.00	54/21.1%
Q	2	2	\$353,086.06	861	\$410.09	\$6,031.28	\$186.25	\$10.00	208/24.2%
R	2	1	\$296,096.46	329	\$899.99	\$9,363.76	\$392.84	\$23.59	89/27.1%
S	3	1	\$262,547.31	160	\$1,640.92	\$17,999.99	\$521.44	\$116.00	45/28.1%
T	1	1	\$256,807.52	332	\$773.52	\$5,332.00	\$500.00	\$25.00	100/30.12%
U	2	1	\$202,907.57	234	\$867.13	\$13,815.67	\$300.63	\$16.99	42/17.95%
V	3	2	\$190,037.83	82	\$2,317.53	\$29,101.92	\$600.00	\$59.00	15/18.29%
W	3	1	\$79,991.04	92	\$869.47	\$12,586.58	\$375.75	\$69.00	20/21.74%
X	1	1	\$75,200.45	64	\$1,175.01	\$7,496.34	\$496.64	\$102.70	20/31.25%
Y	3	1	\$51,335.43	62	\$827.99	\$2,710.00	\$527.93	\$119.00	17/27.42%
Z	1	1	\$44,874.85	67	\$669.77	\$6,400.00	\$385.25	\$49.00	17/25.37%
AA	1	1	\$18,305.66	19	\$963.46	\$4,121.02	\$740.09	\$99.00	7/36.84%

Table C 2024 Actual Annual Gross Profits Of Our Affiliated Company 1-800-Plumber Of Pearland		
	\$\$ (Rounded to the Dollar)	% of Total Revenue
Total Revenue	\$2,883,340	
Cost of Sales		
Materials	\$512,505	17.77%
Labor	\$846,208	29.35%
Permits	\$ 9,858	0.34%
Subcontractors	\$152,915	5.30%
Other Job Expense	\$ 12,684	0.44%
Total Cost of Sales	\$1,534,170	53.21%
Gross Profit	\$1,349,170	46.79%
Franchise Costs not incurred by our Affiliate – 1-800-Plumber of Pearland		
Royalty (6% of Total Revenue)	\$173,000	6%
BDF (2% of Total Revenue)	\$ 57,667	2%
Technology Fee (\$100/month)	\$ 1,200	

Table D Systemwide Revenue for past 5 Years		
Year	Systemwide Revenue	Year of year growth
2020	\$9,471,266	
2021	\$15,301,828	61.56%
2022	\$20,343,683	32.95%
2023	\$22,242,453	9.33%
2024	\$25,282,139	13.67%

The below footnotes are an integral part of the above tables and should be read in their entirety for a full understanding of the information contained in the table.

- The term “Total Revenue” as used in this Item 19 means the total of all receipts derived from the operation of the applicable business. It does not include the amount of any taxes imposed by any federal, state, provincial, municipal or other governmental authority directly on sales, nor does it include the amount of any discounts given to customers.
- The term” Cost of Sales” as used in Table C means materials, labor, permits, subcontractors and other job expenses.

- The term “Gross Profits” as used in Table C means Total Revenue minus Cost of Sales.
- The term “Closed Jobs” as used in Table B means the actual jobs that were performed by our affiliate or the applicable franchisee.
- We had 26 franchisees plus our Affiliate, 1-800-Plumber of Pearland, (each on “Operator”) who operated at any time during calendar year 2024 and were operating at the end of calendar year 2024. All of our Operators collectively operated a total of 54 Service Areas, all of which are shown in Tables A and B. Of the franchisees shown in Tables A and B, sixteen acquired more than one Service Area. However, franchisees who acquire multiple Serviced Areas generally agree to initially promote and market in only one Service Area, and agree to an opening schedule for when to begin promoting their business in their other Services Areas. This allows the franchisee to grow and scale into the additional Service Areas. Our Affiliate operates more than one Service Area.
- Table A shows a historic financial performance representation for each of the 27 Operators who operated its 1-800-PLUMBER Businesses in 2024 and was operating as of December 31, 2024. It shows the actual Total Revenue by month and for the entire calendar year 2024 for each Operator. It groups the Operators into tiers, with the Top Tier showing those Operators with annual Total Revenue of \$650,000 or more, Upper Mid Tier showing those Operators with annual Total Revenue of \$425,000 to \$650,000, Lower Mid Tier showing those Operators with annual Total Revenue of \$200,000 to \$425,000, and Low Tier showing those Operators with annual Total Revenue of less than \$200,000. Note that all of the Operators in the Low Tier and three of the seven Operators in the Lower Mid Tier did not operate for the full year, as those Operators commenced operations during calendar year 2024. Months with an asterisk indicator means it was a partial month of operation as it was the month in which the Operator commenced operations.
- Table B shows a historic financial performance representation about our 27 Operators who operated their 1-800-PLUMBER Businesses during any part of calendar year 2024 and were operating as of December 31, 2024. This table shows the number of Service Areas acquired, the number of Service Areas in operations at the end of calendar year 2024, the actual annual Total Revenue of each Operator, the total number of Closed Jobs per Operator, the average sales price of Closed Jobs per Operator, each Operator’s Total Revenue for the highest Closed Job, median Closed Job, and lowest Closed Job, and the number of Closed Jobs and percentage of Closed Jobs that exceeded the average Total Revenue of Closed Jobs for each Operator.
- Tables A and B include the results of Operators who commenced operating during calendar year 2024. They also include the actual results of our Affiliate, 1-800-Plumber of Pearland, as one of the Operators.
- Table C show a historic financial performance representation about our existing Affiliate-owned outlet. Specifically, Table C shows the actual Gross Profits of our Affiliate, 1-800-Plumber of Pearland, for calendar year 2024. It does not show a net profit or expenses other than Cost of Sales. Our Affiliate does not pay us certain fees that a franchisee pays, but Table C shows the amount of those fees had our Affiliate paid those fees to us.
- Since 2011, our Affiliate has operated a business in Pearland, Texas similar to a 1-800-PLUMBER Business being offered in this Disclosure Document. Prior to 2011, our Affiliate operated a residential and commercial plumbing business as an independent operator not affiliated with or of the type of, a 1-800-PLUMBER Business. In 2019, our Affiliate acquired the rights to the territory comprising Sugar Land, Texas from a former franchisee and now operates a 1-800-PLUMBER Business in that territory as well as

the 1-800-PLUMBER Business in Pearland, Texas. But our Affiliate reports the financial results of the two 1-800-PLUMBER Businesses together. We are unable to separate the financial results of the two businesses. As such, Table C show the results of both the Pearland, Texas and Sugar Land, Texas areas combined.

- Our Affiliate operates in a Service Area of approximately 508,900 in population in Pearland, Texas and approximately 484,000 in population in Sugar Land, Texas. We consider Pearland and Sugar Land to be two Service Areas each.

- Table D shows a historic financial performance representation of the Total Revenue generated by all 1-800-PLUMBER Businesses within the entire 1-800-PLUMBER system for each year from 2020 through 2024, together with the system-wide percentage growth.

- We had 26 franchisees plus our Affiliate operating a total of 54 1-800-PLUMBER Businesses as of December 31, 2024. All of those Operators are shown in Tables A and B. There were six franchisees, operating a total of 13 Service Areas, who ceased operations during 2024, none of which who had operated for less than 12 months at the time that they ceased operating.

- Franchisees who own multiple Service Areas report a single Total Revenue number to us based on the collective sales results of all of the franchisee's Service Areas, which is the Total Revenue shown in Tables A and B for each franchisee. Because this information is not reported to us separately for each Service Area, we cannot report these sales on a per Service Area basis.

- Other than Cost of Sales shown in Table C, we do not show any expenses in the above tables. You should review the other Items of this Disclosure Document, including Items 5, 6, and 7, regarding the fees you will be required to pay and the expenses you might incur in operating a 1-800-PLUMBER Business.

- The financial information shown in the tables is taken from the unaudited financial statements of our Affiliate as compiled by us, and of our franchisees as compiled by the reports they file with us through our field management system and point of sale system. The financial statements have not been reviewed or audited by an independent accountant.

- In most cases, the financial information shown in the tables are the actual results attained by the entities shown during the applicable period noted above. However some tables include numbers that are averaged or aggregated from the results of multiple franchisees.

The outlets shown in the tables earned these amounts. Your individual results may differ. There is no assurance you will earn as much.

Written substantiation for this financial performance representation will be made available to you at our company headquarters in Pearland, Texas upon your reasonable request.

Other than the preceding financial performance representation, we do not make any financial performance representations. We also do not authorize our employees or representatives to make any such representations either orally or in writing. If you are purchasing an existing outlet, however, we may provide you with the actual records of that outlet. If you receive any other financial performance information or projections of your future income, you should report it to our management by contacting our franchise administration department at 1331 Broadway Street, Suite J, Pearland, Texas 77581 and (281) 766-8535, the Federal Trade Commission, and the appropriate state regulatory agencies.