

Questions to ask before you sign a service agreement

- How many years have you been in business in the area?
- Would you provide a list of references?
- Is your company currently licensed with the Ohio Department of Agriculture? How long has your company been licensed by ODA?
- What are the terms of your service agreement?
- How do you keep your staff updated on new techniques, regulations and requirements?
- Do you perform inspections before you decide what control measures to use?
- How will my pest problem be treated, how long will the period of treatment be, and what results can I expect?
- How will you monitor the results?
- What will I need to do before and after you visit?

If you have questions about a pest control company, contact:

Ohio Department of Agriculture

Division of Pesticide Regulations
(800) 282-1955

Ohio Office of the Attorney General

Consumer Protection Hotline
(800) 282-0515

Better Business Bureau

Consult the business pages of the telephone book for the office nearest you

If you have questions about a pest problem, contact:

Your County Ohio State University

Extension Office - Look in the county government pages or at <http://ohioline.edu>

C. Wayne Ellet Plant & Pest Diagnostic Clinic at Ohio State University

(614) 292-5006 • <http://ppdc.osu.edu>
Samples of insect pests identified and you receive suggested methods of control.

Do you want to rid your home of cockroaches, ants, spiders, mice, squirrels, termites...?

Choosing a Pest Control Company

Making informed decisions to solve your home's pest problem

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Ohio State University Extension
Pesticide Education Program

Choosing a professional pest control company

- You want the company to solve your pest problems using environmentally sound pest management methods.
- Take your time. Most pest problems in your house can wait a few days for you to choose a professional company. Take the same time and care in choosing a pest control company as finding any professional like a doctor or lawyer.
- Ask friends, neighbors or co-workers for recommendations. Interview more than one company.
- Be an educated consumer. Don't depend on advertising or sales pitches to judge a company's record. Ask for references.

- Inquire with the Better Business Bureau or the Ohio Department of Agriculture to see if any complaints may have been filed against the company. (*see phone numbers on back of brochure*).

The pest control company should be professional and well-trained in using more than one method to manage pests.

Pesticide application is just one part of a total pest management program. The company might also choose to use baits or traps. The company may need to set-up a monitoring program to reduce reinfestation.

Beware of companies that:

- Will not provide a company name, contact people, address and telephone number.
- Try to pressure you into immediately signing a contract.
- Claim to be endorsed by the Ohio Department of Agriculture or other government agency.
- Cannot or will not answer questions you ask in a professional manner. You should feel comfortable asking questions of the technician.
- Unwilling to show you the pest or signs of the pest infestation.
- Refuse to provide a list of pesticides that will be applied and potential hazards to people, pets and environment.
- Do not want to provide details about the application such as the name of the technician making the application, general description of the pest problem or the application rate of the pesticide used.
- Be aware that the lowest price does not always provide the best pest control strategy.

Pest management basics

- Having just a single insect does NOT mean there is a need for spraying or control. Some insects just wander into your house and do not pose a significant problem.
- Become familiar with the pest. Keep a sample for a professional to identify. Proper pest identification is the key to proper control. Information about pests is available through your county Ohio State University Extension office or at <http://ohioline.edu>
- Pesticides are only one tool for pest management. Professional pest control technicians may offer advice to you to possibly reduce reinfestation such as storing food in airtight containers, reducing moisture, plugging entrance holes, etc.

Ohio law requires that pest control companies applying pesticides:

- Be licensed by the Ohio Department of Agriculture and carry liability insurance.
- Keep records of pesticide products used and the application rate.
- In case of an accident, the pest control company MUST report damage to property in excess of \$500.
- The company MUST also report any human illness from the application that requires medical treatment.