

# Structural Pest Control Bulletin

www.ncagr.com/SPCAP/structural

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Steve Troxler, Commissioner

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## Renewals Are Coming

Structural Pest Control renewals have been sent out for the 2013-2014 licensing year. When you receive your renewal package, please review the following: Correct spelling of names, correct address (es) – please include your physical address as well as your mailing address, correct phone numbers. If there are errors, please make legible corrections on the individual forms. If you are missing a form please contact Tammi Hester via email @ tamora.hester@ncagr.gov. If you need additional forms, please go to our website; <http://www.ncagr.gov/SPCAP/structural/forms/index.htm> to find the correct form(s) you are missing.

The cost to renew cards is \$ 40.00 for each Registered Technician Card, \$ 50.00 for each Certified Applicator Card and \$ 200.00 for each Licensee Card for a single phase (P, W, or F) and an additional \$ 75.00 for each additional licensing phase. The Division accepts payment for fees in the form of check or money order. Make payment to NCDA & CS. All cards expire on the 30th of June so make sure your renewal forms are delivered to our office by this deadline. FEES FOR CARDS ARE NOT PRORATED.

Review your transcripts to ensure you have received credits for all the courses you attended. If there are errors or omissions on your transcript, contact Tony May by phone @ 919-857-4138 or e-mail @ [tony.may@ncagr.gov](mailto:tony.may@ncagr.gov). You need to provide date of training, topic of training and name of trainer or sponsor.

If you did not receive your recertification transcripts and require a copy, please contact your Structural Pest Control representative; Tinesha McNeil at [Tinesha.McNeil@ncagr.gov](mailto:Tinesha.McNeil@ncagr.gov) for Companies A-J, and Annette Locklear at [Annette.locklear@ncagr.gov](mailto:Annette.locklear@ncagr.gov) for Companies K-Z and Bruce Terminix.

Please keep your transcript for your future reference. The Division currently has over 4,000 people on our recertification list; thus it is very difficult to assist callers who ask for this information verbally.

There are no Branch Office forms included the renewal package. If you operate a Branch Office you are required annually to notify the Division of the address of each branch and individuals assigned to it. This is done on the Branch Office Registration forms, [http://www.ncagr.gov/SPCAP/structural/forms/Branch\\_Office.pdf](http://www.ncagr.gov/SPCAP/structural/forms/Branch_Office.pdf).

## Regulations Concerning Branch Office(s)

### 02 NCAC 34.0330 BRANCH OFFICE

(a) The licensee shall not establish more than two branch offices in addition to his/her home office.

(b) The licensee shall register each Branch Office with the Division prior to its establishment and at the time of renewal of the license on a form prescribed by the Division.

(c) At a minimum, the licensee shall provide the following information concerning the Branch Office at the time of registration and within 10 days of any change in the information;

- 1 The physical location or address of the Branch Office.
- 2 The mailing address of the Branch Office
- 3 The telephone number of the Branch Office.

4 The location, Branch Office or Home Office, at which records of work and pesticides used shall be stored;

5 An outline of the company organization showing the lines of supervision and responsibility, the credentials of supervisor(s) (education, experience, certification status), percentage of time devoted to supervision, methods and personnel conducting quality control; frequency of visits to the Branch Office and work sites by the licensee; and

6 The names of all employees performing work from the Branch Office.

(d) The licensee shall not establish any Branch Office more than 75 miles from the location of his/her home unless prior approval has been obtained from the Committee to

locate a Branch Office more than 75 miles from the licensee's primary residence.

(e) Requests to operate a Branch Office more than 75 miles from the licensee's primary residence shall be made in writing to the Committee and shall include a plan of supervision in addition to the information in Paragraph © of this rule. At a minimum, the plan of supervision shall include;

1. Complete training program, including a schedule of training;
2. A description of communication capabilities and procedures between the Home Office and Branch Office and between the consumer and the Branch and Home Offices; and
3. A plan to be followed in the event of emergencies such as fire, pesticide spills or other emergency.

(f) If, at any time, the Committee determines that any Branch Office is not being adequately supervised, the Branch Office shall be closed and shall not resume operation nor shall the licensee be permitted to open any new Branch Office until a satisfactory plan of supervision has been approved by the Committee or until the office is made a Home Office.

In an effort to help us help you, please do not call to confirm that we have received your renewals. Renewals will be processed as they are received. If you need a confirmation, we recommend that you send your renewals by certified mail.

The Division is often asked if we issue temporary cards. Due to the renewal period being one of our busiest times of the year, we do not issue temporary cards. Applications are processed in the order they

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## RALEIGH LICENSE EXAM LOCATION

The monthly license/certification exams are administered at the Gov. James B. Martin Building which is located at the N.C. State Fairgrounds. The physical address for the fairgrounds is 1025 Blue Ridge Road, Raleigh, N.C. The most convenient entrance to find this building is located off of Trinity Road through Gate 9. From Blue Ridge Road, turn onto Trinity Road and Gate 9 will be your first entrance to the fairgrounds on your left. After Entering Gate 9, the Gov. James B. Martin Building will be the first building on your right.

## RT Schools, Exam Dates and Locations

### JULY EXAMS

**July 11, 2013 9:30 AM**

#### LICENSE & CERTIFICATION EXAMS

Gov. James G. Martin Building-N.C. State Fairgrounds  
1025 Blue Ridge Road Capacity 50  
919-733-6100

**July 23, 2013-10:00 AM**

#### CERTIFICATION EXAMS ONLY

Cabarrus County Extension Center  
715 Cabarrus Avenue-West  
Concord, NC 28027  
704-920-3310-Directions  
AUGUST EXAMS

### AUGUST EXAMS

**August 6, 2013 9:30 AM**

#### LICENSE & CERTIFICATION EXAMS

Gov. James G. Martin Building-N.C. State Fairgrounds  
1025 Blue Ridge Road Capacity 50  
919-733-6100

**August 21, 2013-10:00 AM**

#### CERTIFICATION EXAMS ONLY

New Hanover County Extension Center  
6206 Oleander Drive  
Wilmington, NC 28403  
910-798-7660-Directions

### SEPTEMBER EXAMS

**\*September 12, 2013 9:30 AM**

#### LICENSE & CERTIFICATION EXAMS

Gov. James G. Martin Building-N.C. State Fairgrounds  
1025 Blue Ridge Road Capacity 50  
919-733-6100

**September 24, 2013-10:00 AM**

#### CERTIFICATION EXAMS ONLY

Cabarrus County Extension Center  
715 Cabarrus Avenue-West  
Concord, NC 28027  
704-920-3310-Directions

### OCTOBER EXAMS

**\*October 1, 2013-9:30 AM**

#### LICENSE EXAMS ONLY

Ballentine Building-  
Conference Room 116  
2109 Blue Ridge Road  
Raleigh, N.C. Capacity 25  
919-733-6100

**October 16, 2013-1:00 PM**

#### Certified Applicator's Exam Only-NCSU

#### PESTICIDE SCHOOL

Forsyth County Extension Center  
1450 Fairchild Drive  
Winston-Salem, NC 27105  
336-767-3557-Directions

### NOVEMBER EXAMS

**November 13, 2013-1:00 PM**

#### Certified Applicator's Exam Only-

#### NCSU PESTICIDE SCHOOL

Wake County Commons Building  
4011 Cary Drive  
Raleigh, NC 27610  
919-250-1100-Directions

**\*November 14, 2013 9:30 AM**

#### LICENSE & CERTIFICATION EXAMS

Gov. James G. Martin Building-  
N.C. State Fairgrounds  
1025 Blue Ridge Road Capacity 50  
919-733-6100

### DECEMBER EXAMS

**December 3, 2013-9:30 PM**

#### LICENSE & CERTIFICATION EXAMS

Gov. James G. Martin Building-  
N.C. State Fairgrounds  
1025 Blue Ridge Road Capacity 50  
919-733-6100

**December 12, 2013-1:00 PM**

#### Certified Applicator's Exam Only-NCSU

#### PESTICIDE SCHOOL

Pitt County Extension Center  
403 Government Circle  
Greenville, NC 27834  
252-902-1700-Directions

### JULY RT SCHOOLS

**July 10, 2013 8:30 AM**

#### RT School

NCDA&CS Ballentine Building  
2109 Blue Ridge Rd Capacity 40  
Raleigh, NC 27607  
(919) 733-6100

**July 25, 2013 8:30 AM**

#### RT School

Burke County Extension Center  
Capacity 40  
130 Ammons Drive Suite 2  
Morganton, NC 28655  
(828) 439-4460

### AUGUST RT SCHOOLS

**August 7, 2013 8:30 AM**

#### RT School

NCDA & CS Ballentine Building  
Capacity 40  
2109 Blue Ridge Road  
Raleigh, NC 27607  
(919)733-6100

**August 22, 2013 8:30 AM**

#### RT School

Pitt County Agricultural Extension  
Auditorium  
403 Government Circle Ste 2  
Capacity: 40  
Greenville, NC 27834  
(252) 902-1710

### SEPTEMBER RT SCHOOLS

**September 4, 2013 8:30 AM**

#### RT School

NCDA & CS Ballentine Building  
2109 Blue Ridge Road  
Capacity 40  
Raleigh, NC 27607  
(919) 733-6100

**September 18, 2013 8:30 AM**

#### RT School

Cabarrus County Cooperative Extension  
Center  
715 Cabarrus Ave-West  
Capacity 40  
Concord, NC 28027  
(704)920-3310

\* License examinations given only at sites identified with an asterisk (\*).

## OCTOBER RT SCHOOLS

**October 2, 2013 8:30 AM**

### RT School

NCAD & CS Ballentine Building  
Capacity 40  
2109 Blue Ridge Road  
Raleigh, NC 27607  
(919) 733-6100

**October 23, 2013 8:30 AM**

New Hanover County Extension Center  
6206 Oleander Drive Capacity 40  
Wilmington, NC 28403  
(910)798-7660

## NOVEMBER RT SCHOOLS

**November 6, 2013 8:30 AM**

### RT School

NCAD & CS Ballentine Building  
Capacity 40  
2109 Blue Ridge Road  
Raleigh, NC 27607  
(919)733-6100

**November 20, 2013 8:30 AM**

### RT School

Guilford County Extension Center  
Capacity 40  
3309 Burlington Road – Barn Kitchen  
Building  
Greensboro, NC 27405  
(336)375-5876

## DECEMBER RT SCHOOLS

**December 4, 2013 8:30 AM**

### RT School

NCAD & CS Ballentine Building  
Capacity 40  
2109 Blue Ridge Road  
Raleigh, NC, 27607  
(919) 733-6100

**December 18, 2013 8:30 AM**

### RT School

Cabarrus County Cooperative Extension  
Center  
715 Cabarrus Ave-West  
Capacity 40  
Concord, NC 28027  
(704) 920-3310

## N.C. Structural Pest Control Committee Announces Case Settlements

**On May 1, 2013 the NC Structural Pest Control Committee approved the following settlement agreements:**

- Brian Yarborough of Bioremediation Services of America Inc. in High Point agreed to pay \$ 10,000.00 for performing and advertising for pest control without a license. Yarborough performed at least 364 treatments without a valid license. He has agreed to not perform any more structural pest control treatments until he receives a license or works under a valid licensee.

- Terry S. Canady of Canady's Service Inc in Lumber Bridge, agreed to pay \$ 1,200.00 for performing insufficient termite treatments. NCDA & CS collected 46 soil samples from properties he treated and 52% were found to be deficient. The treatments have been corrected.

- Kevin J. Snyder of Bugs Etc. Termite and Pest Control in Wilmington agreed to pay \$800.00 for issuing a Wood Destroying Insect Report that failed to note evidence of active powder post beetles and subterranean termites in the crawlspace of a home.

- Paul Stopyra of Clegg's Termite & Pest Control in Greenville agreed to pay \$ 1,500.00 for misapplying a pesticide inside of a residence. Stopyra applied Pyrocyde 300 at a rate several times higher than the label recommended. Clegg's had the residence decontaminated by a third-party business.

- Michael L. Howard of B & G Exterminating Company in Winston-Salem agreed to pay \$ 800.00 for issuing an inaccurate Wood Destroying Insect Report for a residence. The WDIR stated there was evidence of termites and that no control measures were performed. Howard offered to perform treatment. It was later found that there was evidence of previous treatment to the structure and a treatment was not needed.

- Carl Thomas Marley of Van Wal Services of the Carolinas Inc. of Kernersville agreed to pay \$ 700.00 for performing structural pest control work without a structural pest control license. He was doing work on the side while employed by the company with only a registered technician's card.

- Harold G. Kennedy of B & T Pest Control of Beulaville agreed to pay \$ \$1,200.00 for issuing an inaccurate WDIR. The report stated that there were no inaccessible areas and that no evidence of active termites was found. It was later found that the area under the den was inaccessible and that there was extensive termite infestation.

- Kay M. Tilley of Tilley Pest Service of Statesville agreed to pay \$ 800.00 for issuing an inaccurate WDIR and for not performing proper termite infestation treatment. The report failed to indicate termite evidence in the basement of a residence. Records also showed that 80 gallons of termiticide was applied to the structure, although the proper treatment of the structure required 150 gallons of termiticide.

- Kevin Pate of Pate's Pest Control Company in Cashiers, agreed to pay \$ \$1,500.00 for performing structural pest control services with an expired NC Structural Pest Control license. Pate's license expired on July 1, 2011 and inspection of his records showed that he did structural pest control work through June of 2012.

- Greg Pratt of Brown Pest, Inc of Winston Salem agreed to pay \$ 800.00 for advertising and/or performing structural pest control under a company name that is not the same as shown on his Registered Technician Card. Mr. Pratt was using a vehicle that failed to display the name of the company performing pest control services while he and his employees were performing pest control for Brown Pest, Inc. The Structural Pest Control law states that structural pest control company vehicles should clearly show the name of the business doing the work.

- In the same case, David Brown of Brown Pest, Inc, of Winston Salem also agreed to pay \$ 800.00 for failing to display the company name on a service vehicle being used while performing structural pest control work. He also failed to apply for identification cards for two employees.

## Welcome Tony May to the SPC & P Team

We would like to introduce, Tony May, as the newest member to the Structural Pest Control Section. Tony is responsible for additions to the electronic transcripts, review for approval all new and renewal applications for CCU courses, maintaining Structural Pest Control's website, write publications of the Structural Pest Control Bulletin on a quarterly basis and schedule and participate in RT schools. Before joining Structural Pest Control Section, Tony worked for EPM Lawn Care of Cary, NC for 15 years in field and administrative positions. Tony and his wife Ann have been married for 32 years and have three daughters; Olivia – 27 years old living in Chicago, Cecilie –24 years old living in Philadelphia and Sophie – 21 years old a senior at Appalachian State University.

## How to Make Sure You Get the Credit for Courses You Have Attended

It is very important to fill out an attendance roster for each course you attend so that you receive the respective CCUs for the course. The proper procedure for filling out the attendance roster is to print your name legibly as it appears on your card. If your name on the card is Joseph, do not write Joe on the roster. If your card has a sir name such as Sr, Jr, III, please make sure to include this with your name. Also list correctly your License Type (L)number and File (F) number (as it appears on your card) on the attendance roster next to your name. The L type distinguishes an individual by the license they hold; a Licensee has the L type 021-, a Certified Applicator has the L type 081-, and a Registered Technician has the L type 082- (I would like to mention that RT's should NOT sign attendance rosters because they can't receive credits). The next series of numbers on your card comprise your F number which is an independent number for each individual. It is a good idea to have your card with you when taking a course for CCU credit.

Make sure you sign each attendance roster required. In some training you

attend, you may have different speakers and each speaker has their own course approval. You must sign each attendance roster to ensure you get the credit for each class you attend. A good idea would be to find out who is responsible for sending the attendance roster to the Structural Pest Control Division for processing. Tony May is the person who receives all attendance rosters and manually enters your L Type and F numbers with corresponding course numbers, date of attendance and correct CCUs You should keep a record of the training you attend with date of the training, the speakers and topics. Please go on-line from time to time and check your CCUs at <http://www.agr.state.nc.us/aspzine/str-pest/Recert/RTsearch.asp>. If you find an error earlier, it will be easier to resolve. Rosters are processed as they are received and the Web-Site Transcripts are updated on weekends.

If you find yourself in need of taking courses to earn CCUs in a specific phase (P,W,F) to meet recertification requirements but are not able to attend these courses in person, try taking the courses on-line. There are companies who offer on-line CCU approved courses for credit. Contact

information for these companies can be found on the Structural Pest Control Web-Site by going to the page entitled "Licensing & Certification", then click on On Demand Workshops and Seminars 2012-2013. This page will be updated on a regular basis to provide current list of companies offering on-line courses. Please keep in mind you can only get ½ your required credits on-line. If you are licensed or certified in one phase, you are required to get 5 credits in the category you are licensed or certified and 5 credits in anything else. You could only obtain credit for 5 hours of On-Line CCUs. If you are licensed or certified in two phases, you are required to get 5 credits in the categories you are licensed or certified and 5 credits in anything else, for a total of 15 CCUs. You should only get credit for 7 hours of On-Line CCUs. Please keep this information in mind when scheduling your training throughout the year.

If you take a training course more than once within the same 5 year certification period (as stated on your card) you will earn the respective CCU for one of the courses NOT both.

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## Regulations Concerning Branch Office(s)

were received. We do not accept walk-ins, however you may drop off your paperwork in the appropriate box at the entrance of our building located at 2109 Blue Ridge Road, Raleigh, NC. We ask that you wait at least a month before contacting our office regarding your renewals.

Every year, the processing of some renewals will be delayed because Certificates of Insurance that were not forwarded to the Division prior to the expiration date, or when forwarded, the certificate does not include the pollution and contamination endorsement clause. Please ensure your Certificate of Insurance is valid in our system and submit an updated copy if necessary.(General liability includes endorsement CG0157 pesticide and herbicide applicator coverage). Additionally the "Insured" address must be the physical location of your office.