



Structural Pest Control *Bulletin*

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We Have a New Home

What started as an idea to replace aging NCDA facilities, grew into a vision of the future for four divisions: Food & Drug Protection, Standards, Structural Pest Control & Pesticides, and Veterinary. The Connect NC Bond, passed in March 2016, secured the majority of the funding necessary and we broke ground for our new facility in July 2018. After dealing with unexpected challenges, including COVID, we were finally able to move into our new offices on Aug 31, 2021. We are so excited to have a home where all of our SPC&PD employees can be together and we can offer events to assist not only the citizens of NC, but also the NC Structural Pest Control industry. We are now located one block west of our old L.Y. Ballentine Building location. Come visit us at:

The Steve Troxler Agricultural Sciences Center

4400 Reedy Creek Road in Raleigh



Current Structural Pest Control Committee

<p>Patricia Alder NCSU Appointee 919-513-3805 pmalder@ncsu.edu</p>	<p>H. Burns Blackwell G.A. President Pro Tem Appointee (term ends June 2026) 336-621-6212 burns@terminix-triad.com</p>
<p>Phillip G. Clegg Governor Appointee (term ends June 2026) 919-477-2134 philclegg@cleggs.com</p>	<p>H. Allen Langley G.A. Speaker Appointee (term ends June 2026) 704-482-2847 halangley@hhpci.com</p>
<p>Jonathan Lanier—Chairman NCD&CS Appointee 919-707-3010 jonathan.lanier@ncagr.gov</p>	<p>Pierre Lauffer NC DHHS Appointee 919-707-5962 pierre.lauffer@dhhs.nc.gov</p>
<p>Shawn Lucas Governor Appointee (term ends June 2025) 252-315-9962 shwnlcs14@gmail.com</p>	<p>Andy Miller NCD&CS Appointee (term ends June 2023) 919-571-4183 x213 andy.miller@nclbgc.org</p>
<p>William A. Tesh Governor Appointee (term ends June 2025) 336-272-4400 btresh@pestmgt.com</p>	<p><i>Full contact information can be found on our website at: Structural Pest Control Committee</i></p>

Online Exams

Do you have a hard time fitting in-person exams into your schedule?

Would taking exams in a familiar setting alleviate some test anxiety?

If so, you can now take the Certified Applicator exams online 24 hours a day, 7 days a week. Just read the requirements for testing and submit the online exam registration form. You will be contacted in a few days with login information and a 30 day window in which to take your exam. You will get a tentative exam score immediately and confirmation of your score ~2-3 days later. Find out more about our online exams at: [Structural Online Testing](#)

SPC Additions & New Roles

- **Don Daley**— Don joined the Structural Pest Section in May 2021. He fills the *Outreach and Communication Specialist* position formerly held by Michelle Willett. Don previously worked with our NCDA&CS Food & Drug Protection lab and the NCSU EATS lab. Don can be reached at: don.daley@ncagr.gov.
- **Keith Collins**— Keith was hired in August 2021 to fill the West Region 5 inspector vacancy position, which includes 10 counties from Iredell County to Scotland County. Keith has 9 years experience in the Structural Pest Control Industry and he resides in Rowan County. We are glad that Keith has joined our team.
- **Jimmy Hall**— Jimmy retired from his role as the Region 3 field inspector position in August 2022 after 30 years of service for the SPC&PD. We appreciate all his many years of dedicated service to NC consumers and the Structural Pest Control industry. Thank you Jimmy for a job well done and happy retirement.
- **David Propoggio**— In August 2022, David decided to hang up his inspector badge after 23 years in the field and fill the *Licensing and Certification Specialist* position which became vacant with Tony May's retirement. We are excited to have him at our headquarters, however we know that his presence will be missed in the field. David can be reached at: David.propoggio@ncagr.gov

2023 NCPMA Pest Control Technician's School

The NC Pest Management Association is excited to announce the dates for the 2023 PCT school. It will be held from Monday January 23rd to Thursday January 26th. Come network with other pest control professionals, earn CCU credits, learn about new products and equipment, as well as find out about new trends and emerging issues in structural pest control.

Information can be found at:

[2023 NCPMA PCT School](#)

Inspector's Corner (by David Propoggio)

I've often been asked what is the best- and worst-case scenarios I've run across as a Structural Pest Control Inspector. While I'm known to give straight line answers, I ponder this question as to how it's aged over the years. After all, licensees are not often the same individuals as when they first passed their exam, at least not the more experienced ones and sometimes that can be for better or worse.

Let me start by giving you the worst-case scenario. I'd probably tell you in my younger years it would be inspecting a crawl space, both low and wet while the temperature was over 100 degrees. It might have even been one of me exiting a crawl space out of a vent hole since I was the only one able to crawl it and retired Eastern District Supervisor-Ramon Ortiz taking a picture as proof. But as I egress from this position and stand back a bit, I'd have to say the worst-case scenario is the insidious nature of work performed by unlicensed Structural Pest Control Operators.

These investigations can be exhausting, sometimes taking years to complete and to put it mildly, very difficult to put together. One of our Division's higher priorities is to protect health and the environment, so when individuals decide to go "rogue" by performing unlicensed work, the scope and service that licensed Pest Management Professionals must define is out the door. While I dare not discuss the finer details of these cases, the ones affected the most are probably those reading this article right now. After all, you probably remember the day you passed the license exam exclaiming that you never want to do that again! It was hard work and to recognize it, you were then eligible to apply for your license. After shelling out some dollars and getting insurance you finally received that coveted card with a license number belonging solely to the bearer.

While some may wish to run a thousand miles in hot sand rather than having to take that test again, those who perform unlicensed work get to bypass that whole process, never earning their stripes, so to speak. Those stripes you've earned by becoming familiar with a series of tests, albeit very hard, also gave you the tools to better equip yourselves to effectively handle those customer's pest control issues in a safer and more environmentally friendly manner.

Competency is usually lacking with unlicensed operators and shortcuts to treatments abound, but we do what we can to stop these individuals when we're able. While they take resources away from our department, they also take away work you could have serviced. More importantly though is when those unlicensed individuals perform misapplications and harm our citizens, the Pest Control industry takes the hit. If you suspect unlicensed work being performed, please talk to your inspector to determine the best course of action.

As for the best-case scenario. I loved being able to help homeowner and Pest Management Professional's alike. Having a new licensee however, with a new company we are charged with regulating is an opportunity in the making. It gives us the ability to guide them to meet their regulatory obligations while giving them input to grow their business successfully. It may not always happen that way, but there's a totally different satisfaction to watching a company grow on a solid foundation that makes them successful.

I leave you with this: Back in 2019 during the annual NCPMA PCT School, an NCPMA Chair invited a few of us Inspectors into an impromptu board room meeting. Upon making an introduction, he spoke of lifting all boats. I believe the words of this man was something to the effect of: "Don't speak ill of your fellow industry members to a customer. It does a disservice to the entire industry and makes [us] all look incompetent. Talk about what you would do differently to that customer in a positive way and eventually it will raise the standards. That in part will raise all boats."

I've seen it time and time again about some company performing an inspection talking to a homeowner about how this company didn't do something right and it turned out that representative didn't have all the facts to base that assessment on and they wound up eating crow. The homeowner instantly feels a negative opinion about at least one company. Now overlay what the wise man said where the technician would speak of what his company would do without the negative connotation of the previous or current company. The homeowner is then given a choice between 2 competent companies. A plus for the homeowner and elevating the standard within the industry or in other words, "raising all boats".

The More You Know

- ⇒ You have **no more than** 75 days, from the date of hire, to attend RT school **AND** submit a completed RT card application for anyone involved in structural pest control sales, service, solicitation, or estimation. Remember to bring your completed & signed RT Introductory Workbook to RT school with you.
- ⇒ Trainers and companies must both be approved to offer in-house RT equivalency programs. Trainers cannot offer classes for employees of other companies; only employees of the trainer's company will get credit for those programs. For additional information email don.daley@ncagr.gov.
- ⇒ You must submit a new Certificate of Insurance (COI) **yearly** at the time your insurance policy is renewed. The COI must include a statement that "Pesticide/Herbicide Applicator Coverage" and/or "Transit Pollution Coverage" is included in the policy. New/updated insurance information should be submitted to insurance@ncagr.gov.
- ⇒ After successfully completing your CA/license exam(s), you **must** then submit an application for CA/license card, with the necessary fees, to be issued new credentials. Passing exam scores do expire if credentials are not obtained; phase exam scores are valid for 6 months, while the CA core exam score is valid for 12 months.
- ⇒ We are still experiencing difficulties with our credential CCU search page. Any questions concerning your credit obligations should be directed to structuralcredits@ncagr.gov.
- ⇒ Upcoming in-person and online CCU courses can be found at: [Course Calendar](#).

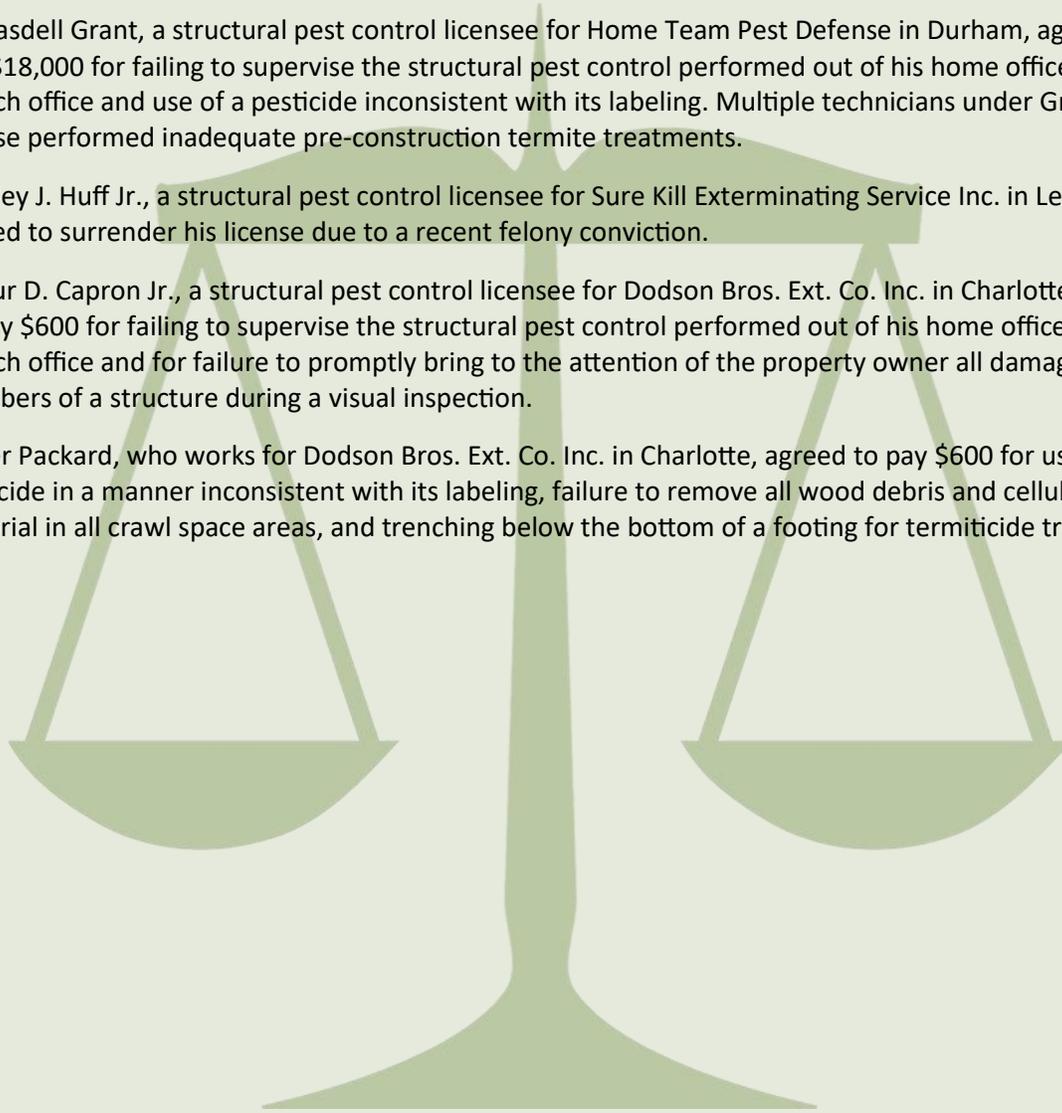
The Chuckle Patch

Where would you put an injured insect? <i>In the Antbalance</i>	What's funny and makes dogs itch? <i>The Flea Stooges</i>
What do insects learn in school? <i>Mothmatics</i>	What's the smartest insect on the planet? <i>The spelling bee</i>
What do you get when you cross a centipede with a parrot? <i>A walkie talkie</i>	What medicine do you give sick insects? <i>Ant-ibiotics</i>
How do fleas travel? <i>By itch-hiking</i>	Why did the bees go on strike? <i>They wanted more honey and shorter working flowers</i>
What has two wheels and flies? <i>A trash bin</i>	

N.C. Structural Pest Control Committee Announces Case Settlements

RALEIGH –The N.C. Structural Pest Control Committee approved settlement agreements for four cases in Davidson, Durham, and Mecklenburg counties at the **March 22, 2022** meeting held in Raleigh, at the Steve Troxler Agricultural Sciences Center. Following are the agreements:

- Wenasdell Grant, a structural pest control licensee for Home Team Pest Defense in Durham, agreed to pay \$18,000 for failing to supervise the structural pest control performed out of his home office and any branch office and use of a pesticide inconsistent with its labeling. Multiple technicians under Grant’s license performed inadequate pre-construction termite treatments.
- Bradley J. Huff Jr., a structural pest control licensee for Sure Kill Exterminating Service Inc. in Lexington, agreed to surrender his license due to a recent felony conviction.
- Arthur D. Capron Jr., a structural pest control licensee for Dodson Bros. Ext. Co. Inc. in Charlotte, agreed to pay \$600 for failing to supervise the structural pest control performed out of his home office and any branch office and for failure to promptly bring to the attention of the property owner all damaged wood members of a structure during a visual inspection.
- Lester Packard, who works for Dodson Bros. Ext. Co. Inc. in Charlotte, agreed to pay \$600 for using any pesticide in a manner inconsistent with its labeling, failure to remove all wood debris and cellulose material in all crawl space areas, and trenching below the bottom of a footing for termiticide treatment.

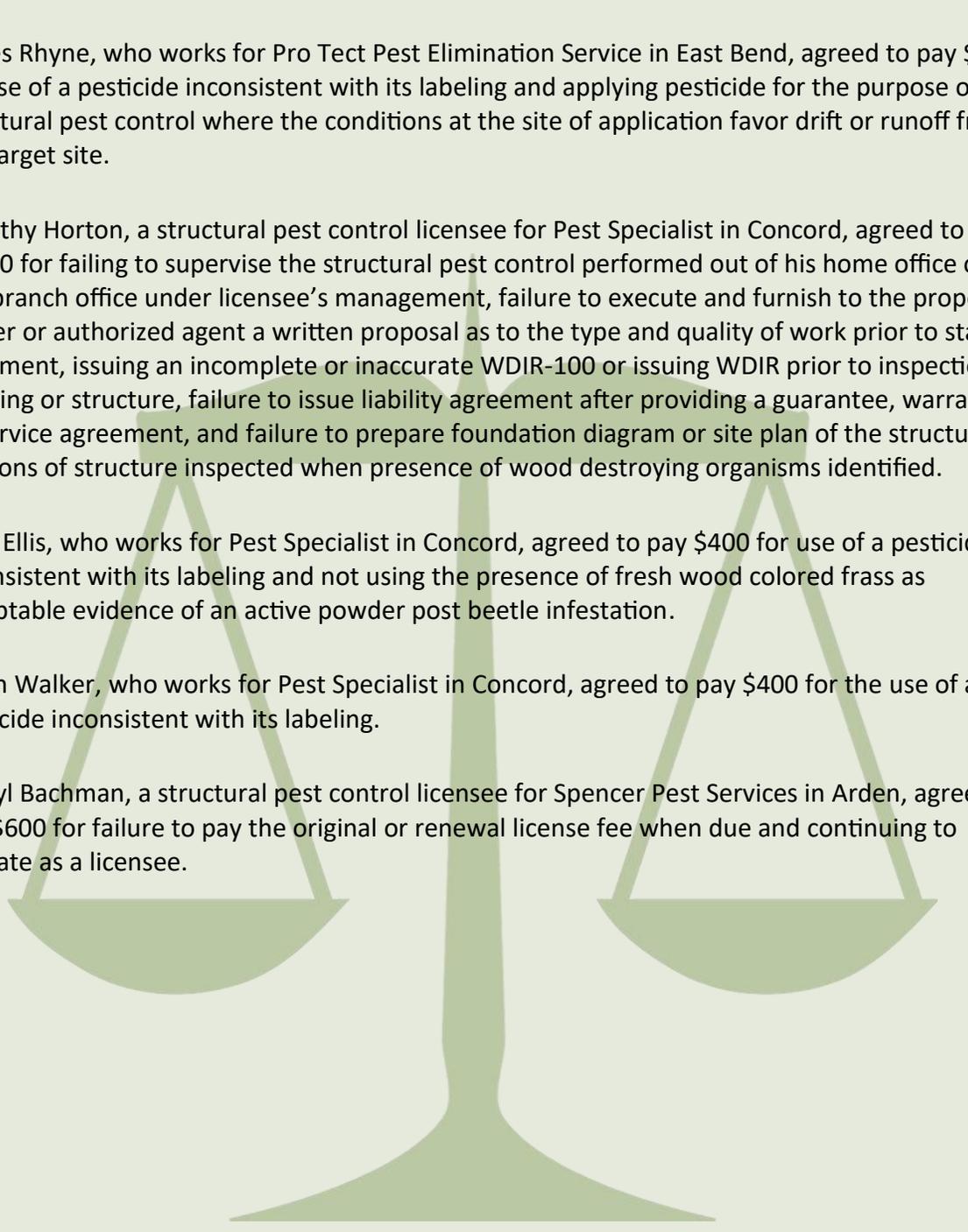


N.C. Structural Pest Control Committee Announces Case Settlements

RALEIGH –The N.C. Structural Pest Control Committee approved settlement agreements for eleven cases in Brunswick, Buncombe, Cabarrus, Robeson, Wake, and Yadkin counties at the **September 20, 2022** meeting held in Raleigh, at the Steve Troxler Agricultural Sciences Center. Following are the agreements:

- Peter Hawkins, a structural pest control licensee for Mosquito Authority/Pest Authority in Raleigh, agreed to pay \$800 for failing to supervise the structural pest control performed out of his home office or any branch office under licensee’s management and use of a pesticide inconsistent with its labeling.
- John G. Sheen, a structural pest control licensee for Reliant Pest Management in Cary, agreed to pay \$600 for failure to pay the original or renewal license fee when due and continuing to operate as a licensee.
- Terry S. Canady, a structural pest control licensee for Canady’s Services in Lumber Bridge, agreed to pay \$1200 for managing any branch office in excess of the number of branch offices that may be managed by a licensee as set forth in the rules adopted by the Committee and failure to pay the original or renewal license fee when due and continuing to operate as a licensee.
- John Dowless, a structural pest control licensee for Strand Termite and Pest Control in Ocean Isle Beach, agreed to pay \$800 for failing to supervise the structural pest control performed out of his home office or any branch office under licensee’s management and use of a pesticide inconsistent with its labeling.
- Johnny Graham, who works for Strand Chemical Company in Ocean Isle Beach, agreed to pay \$400 for use of a pesticide inconsistent with its labeling.
- Richard D. Smith, a structural pest control licensee for Pro Tect Pest Elimination Service in East Bend, agreed to pay \$400 for failing to supervise the structural pest control performed out of his home office or any branch office under licensee’s management, use of a pesticide inconsistent with its labeling, and applying pesticide for the purpose of structural pest control where the conditions at the site of application favor drift or runoff from the target site.

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- James Rhyne, who works for Pro Tect Pest Elimination Service in East Bend, agreed to pay \$400 for use of a pesticide inconsistent with its labeling and applying pesticide for the purpose of structural pest control where the conditions at the site of application favor drift or runoff from the target site.
 - Timothy Horton, a structural pest control licensee for Pest Specialist in Concord, agreed to pay \$1000 for failing to supervise the structural pest control performed out of his home office or any branch office under licensee's management, failure to execute and furnish to the property owner or authorized agent a written proposal as to the type and quality of work prior to starting treatment, issuing an incomplete or inaccurate WDIR-100 or issuing WDIR prior to inspection of building or structure, failure to issue liability agreement after providing a guarantee, warranty or service agreement, and failure to prepare foundation diagram or site plan of the structure or portions of structure inspected when presence of wood destroying organisms identified.
 - John Ellis, who works for Pest Specialist in Concord, agreed to pay \$400 for use of a pesticide inconsistent with its labeling and not using the presence of fresh wood colored frass as acceptable evidence of an active powder post beetle infestation.
 - Devin Walker, who works for Pest Specialist in Concord, agreed to pay \$400 for the use of a pesticide inconsistent with its labeling.
 - Sheryl Bachman, a structural pest control licensee for Spencer Pest Services in Arden, agreed to pay \$600 for failure to pay the original or renewal license fee when due and continuing to operate as a licensee.

Upcoming RT Schools and Exams

RT School Registration - All classes run from 8:30am to 4:30pm

Tues Oct 4, 2022 – RT School Henderson Co. Mtn Research and Ext Center	Wed Oct 26, 2022 – RT School NCDA&CS STASC Complex	Tues Nov 8, 2022 – RT School Guilford Co Cooperative Extension Center
Wed Nov 9, 2022 – RT School NCDA&CS STASC Complex	Wed Nov 16, 2022 – RT School New Hanover Co Cooperative Extension Center	Thur Dec 1, 2022 – RT School Pitt Co Cooperative Extension Center
Wed Dec 7, 2022 – RT School Gaston Co Cooperative Extension Center	Wed Dec 14, 2022 – RT School NCDA&CS STASC Complex	

In-Person License & Certification Exam Registration

Dual License & Certification Exam events start at 9:30am; Certification Exam only events start at 10:00am

Tues Oct 4, 2022 – License & Cert Exams NCDA&CS STASC Complex	Thur Oct 6, 2022 – Cert Exam only Iredell Co Cooperative Extension Center	Wed Oct 12, 2022 – Cert Exam only Pitt Co Cooperative Extension Center
Oct 18-19, 2022 – NCSU Pesticide School & CA Exam Forsyth Co Cooperative Extension Center	Tues Nov 1, 2022 – License & Cert Exams NCDA&CS STASC Complex	Tues Nov 15, 2022 – Cert Exam only Nash Co Cooperative Extension Center
Wed Nov 16, 2022 – Cert Exam only Gaston Co Cooperative Extension Center	Thur Dec 1, 2022 – License & Cert Exams NCDA&CS STASC Complex	Tues Dec 13, 2022 – Cert Exam only Guilford Co Cooperative Extension Center
Tues Dec 13, 2022 – Cert Exam only Wayne Co Cooperative Extension Center	Dec 14-15, 2022 – NCSU Pesticide School & CA Exam Johnston Co Cooperative Extension Center	

Locations

Forsyth County Cooperative Extension Center
1450 Fairchild Rd
Winston Salem, NC 27105

Gaston County Cooperative Extension Center
1303 Dallas-Cherryville Hwy
Dallas, NC 28034

Guilford County Cooperative Extension Center
3309 Burlington Rd
Greensboro, NC 27405

Henderson County
Mtn Horticultural Crop Research and Ext Center
455 Research Drive
Mills River, NC 28759

Iredell County Cooperative Extension Center
444 Bristol Dr, Suite 110
Statesville, NC 28677

Johnston County Cooperative Extension Center
2736 NC Highway 210
Smithfield, NC 27577

New Hanover County Cooperative Extension Center
6206 Oleander Dr
Wilmington, NC 28403

NCDA&CS STASC Complex
4400 Reedy Creek Rd
Raleigh, NC 27607

Pitt County Cooperative Extension Center
403 Government Circle, Suite 2
Greenville, NC 27834

Wayne County Cooperative Extension Center
3114 Wayne Memorial Drive
Goldsboro, NC 27534

