



Structural Pest Control Bulletin

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www.ncagr.gov/SPCAP/structural

Steve Troxler, Commissioner

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WELCOME TO THE NEWEST STRUCTURAL PEST CONTROL COMMITTEE MEMBERS!

The Division would like congratulate Mr. Akshatkumar Patel of Cary and Mr. Billy Tesh of Greensboro on being appointed to the Structural Pest Control Committee. We look forward to working with Mr. Patel and Mr. Tesh! Below is an updated list of current Committee members:

STRUCTURAL PEST CONTROL COMMITTEE MEMBERS APPOINTMENT DATES / AUTHORITY (January 1, 2019)

Committee Member	Appointing Authority
Mr. Jonathan Lanier NC Dept of Agriculture & CS 1001 Mail Service Center Raleigh, NC 27699-1001 919 707-3010 Email: jonathan.lanier@ncagr.gov	Commissioner of Agriculture and Consumer Services
Dr. Michael G. Waldvogel Entomology Department NCSU P. O. Box 7613 Raleigh, NC 27695-7613 919 515-8881 FAX 515-7746 Email: mike_waldvogel@ncsu.edu	Dean of School of Agric. and Life Sciences, Entomology Department
VACANT	Commissioner of Agriculture and Consumer Services (Public Member)
Mr. Akshatkumar A. Patel 121 Brookbank Hill Place Cary, NC 27519 919-455-5949 Email: akshatpatel@hotmail.com	Governor (Public Member)
Mr. Phillip G. Clegg Clegg's Termite & Pest Control P.O. Box 3089 Durham, NC 27715 919-477-2134 Email: PhilClegg@cleggs.com	Governor (PCO Member)

*Continued on next page

Committee Member	Appointing Authority
Mr. William A. Tesh Pest Management Systems, Inc. 424 Prescott Street Greensboro, NC 27401 336 272-4400 FAX 230-0989 Email: btesh@pestmgt.com	Governor (PCO Member)
Mr. H. Allen Langley H & H Pest Control Service 520 East Dixon Boulevard Shelby, NC 28152 704 482-2847 FAX 482-7600 Email: halangley@hhpci.com	General Assembly – Speaker
Mr. Simon D. Shaw PEST X 725 E. Mountain Street Kernersville, NC 27284 336-362-1721 FAX 336-996-1890 Email: simon@pest-x.com	General Assembly – President Pro Tem
Sheila Higgins RN MPH COHN-S NCDHHS, Division of Public Health Mail Service Center 1912 Raleigh NC 27699-1912 Phone: 919-707-5940 Fax: 919-870-4807 sheila.higgins@dhhs.nc.gov	Secretary of NC Department of Health and Human Services



CHECK YOUR CCU CREDITS

Start checking your transcript now, to make sure you are going to have enough credits, and the correct number of years needed to meet your recertification requirements. This should be done before the June 30, 2019 deadline. Please review your transcript to confirm you have received credits for all the courses attended. If there are errors or omissions on your transcript, contact Michelle Willett by email at michelle.willett@ncagr.gov or by phone at 919-857-4160. You will need to provide the date of training, topic of training, and name of trainer or sponsor.

Checking your Continuing Certification Units (CCU's) now will give you more choices in selecting available, approved CCU courses. Waiting until May or June can mean there are not as many selections to choose from.

The following web address will help you find upcoming CCU approved seminars, workshops, and ON-LINE courses:

<http://www.ncagr.gov/SPCAP/structural/licensingcertification.htm>

For in person events, choose the link for **Seminars and Workshops with fixed dates**. For online training, choose the link for **On-Demand Seminars and Workshops**.

Note: Only half of needed CCU's can be taken online. If you need 10 CCU's to be recertified, only 5 of those can be earned by taking online courses. Also, no credit is given for taking the same course over, during the 5-year recertification period.



2019 PEST CONTROL TECHNICIAN'S SCHOOL (PCT)

The North Carolina Pest Management Association kicked off the 69th Annual PCT School on January 27, 2019. The three day event attracted 1008 pest management professionals. There were 21 different courses, giving attendees the opportunity to earn an assortment of CCU credits. State inspectors scanned attendees' badges at each course held during the school and almost 4000 CCU credits were earned by attendees. This year, the PCT School offered 3 new courses that had not been offered before, including a Hands-On Spray School, the NWCOA Bat Standards Course, and an A.C.E. Review Course and Exam. There were 128 individuals who took the Certification Exam at the PCT School this year! The 2020 Pest Control Technician's School is scheduled for January 26-30, 2020. Be sure to preregister later this year.

EXAM REVIEW

For all exam takers who did not pass your certification or license exams:

The Structural Pest Control section offers these folks an EXAM REVIEW session at the end of each month in our large conference room (2109 Blue Ridge Road, Raleigh). Any exam taker is entitled to a review session (60 minutes) per exam taken and not passed. You must schedule review session(s) with Tony May (Tony.may@ncagr.gov or 919-857-4138) and the monthly review sessions are available ONLY to exam takers from previous 2 months of exams. Review sessions run each hour from 9:00 am – 12:00 pm and 1:00 pm – 4:00 pm. This is a self-directed review session in which the exam taker can review their answers to the exam(s) and learn which questions they answered correctly and what their incorrect answers were. This type of review is valuable to exam takers by helping them sharpen their study focus for future exams they will take. There is no charge for review sessions. Check our web site for dates of review sessions.

BE ON THE LOOKOUT FOR RENEWALS

Structural Pest Control renewals will be mailed by May 1, 2019 for the 2019-2020 licensing year. When you receive your renewal package, please review the following:

Make sure all names are spelled correctly and addresses are correct. Please include your physical address as well as your mailing address, and correct phone numbers. If there are errors, please make legible corrections on the individual forms. If you are missing a form, please contact Jacinth McAllister by email at Jacinth.Mcallister@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 need.

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. All cards expire on June 30th, annually, so send in your renewals by this deadline. The Division accepts payment in the form of check or money order. We are unable to accept credit cards at this time. Please remember, branch office registration expires on June 30th, and must be renewed as well. FEES FOR CARDS ARE NOT PRORATED.

If you did not receive your recertification transcripts and require a copy, please contact a Structural Pest Control Representative. Please keep your transcript for future reference. With so many people on our recertification list it is very challenging to assist callers who ask for this information verbally.

Branch Office forms are not in the renewal package. If you operate a Branch office, you are required to notify the Division annually of the address of each branch and the individuals assigned to it. This is done using the Branch Office Registration forms, found at http://www.ncagr.gov/SPCAP/structural/forms/Branch_Office.pdf.

CAUTION! Renewal applications may be denied and returned for the following reasons:

An expired liability insurance certificate. A current certificate must be on file at the Structural Pest Control Office. The certificate must include coverage for pollution and contamination. The insurance expire date is printed on the renewal application.

Incomplete CCU's— If your 5-year recertification period ends this year, all continuing education must be completed for 2019 before renewals are received and processed. Check CCU status at <http://www.ncagr.gov/SPCAP/LicenseSearch.htm>. From the dropdown menu choose Structural Certified Applicator or Structural Pest Control Licensee. Enter either last name, Company, License and/or File number to the search box.

IF THERE ARE ANY ERRORS IN YOUR TRANSCRIPT, PLEASE CONTACT THE TRAINING AGENCY THAT GAVE THE COURSE YOU ATTENDED AND ASK THEM TO SUBMIT A ROSTER TO: michelle.willett@ncagr.gov or fax it to 919-733-9796.



WHY IS THERE A COMPLAINT REGARDING MY WDIR-100?

WDIR request inspections continue to be the leading cause of consumer complaints that the Structural Pest Control Section receives. Wood Destroying Insect Information Reports are not intended to be used as sales tools. They should be utilized as the name states- "Information reports." It is the PMP's responsibility to provide accurate information regarding visible evidence of wood destroying insects found on the actual date of your inspection. Remember that when your WDIR indicates any issues the seller will more than likely call another company to confirm your findings and possibly get another quote. Also, when there is a difference of opinion our Section will normally get a phone call or email requesting an inspection of the structure. An inaccurate WDIR is a secondary deviation and can possibly lead to more regulatory action. Please remember that your company liability increases significantly when an inaccurate WDIR is issued and this could potentially be very expensive for your company.

Take your time and perform a thorough inspection! It is not uncommon for our Field Inspectors to spend several hours inspecting and documenting their findings of the structure. Our Inspectors are sometimes informed by consumers that "the pest control technician was only there for twenty to thirty minutes." This appears to be the primary reason why our inspectors continue to find wood-destroying insect evidence and other issues that are not indicated on an inaccurate WDIR.

Common WDIR issues found by our SPC Field Inspectors:

Inaccessible/obstructed areas:

This information must be clear and precise. There should be no doubt concerning which area of the structure you are addressing.

All evidence of Wood Destroying Insects are not being reported:

Don't stop your inspection after finding initial evidence. Inspect the entire structure!

Accurate location of evidence:

General locations are not acceptable. Your description of the location must be specific to clearly indicate the location of visible evidence of infestation. Example: "In crawl space" is not sufficient but "in floor joists behind front porch" would be a specific location explanation.

Evidence of a prior termite treatment (with no termite evidence):

This is not evidence of termites and should not be listed as such.

Conditions conducive to subterranean termites:

At a minimum, wood to ground contact, cellulose debris, and excessively wet wood as determined by a moisture meter are required to be reported.

If you have any questions about WDIR inspections, please don't hesitate to contact your local Field Inspector or Field Supervisor for guidance.



RT Schools and Exam Dates and Locations

MARCH RT SCHOOLS

March 19, 2019

Mountain Horticultural Crops Research
and Extension Center--8:30 am
455 Research Drive
Mills River, NC
828-684-3562 (Directions)

March 27, 2019

Iredell County Co-Operative Extension
Center--8:30 am
444 Bristol Drive Ste 110
Statesville, NC
704-873-0507 (directions)
919-733-6100 (register)

MARCH EXAMS

*March 8, 2019-10:00 AM Certification Exam Only

Forsyth County Co-Operative Extension
Center
Winston-Salem, NC Capacity 50
919-515-3113 (directions)
919-733-6100 (register for exam)

*March 14, 2019-1:00 PM Certification Exam Only (in association w/NCSU)

Forsyth County Co-Operative Extension
Center
Winston-Salem, NC Capacity 50
919-515-3113 (directions)
919-733-6100 (register for exam)

March 25, 2019-10:00 AM Certification Exam Only

New Hanover County Co-Operative
Extension Center
6206 Oleander Drive
Wilmington, NC Capacity 50
910-798-7660 (directions);
structuralexams@ncagr.gov (register for
exam)

APRIL RT SCHOOLS

April 3, 2019

The L. Y. Ballentine Building--8:30 am
2109 Blue Ridge Road
Raleigh, NC 27607
919-733-6100 Information

April 10, 2019

Pitt County Cooperative Extension Center
--8:30 am
403 Government Circle, Suite 2
Greenville, NC 27834
252-902-1700 (For Directions Only)

APRIL EXAMS

*April 2, 2019-9:30 AM License & Certification Exams

Gov. James G. Martin Building-N.C. State
Fairgrounds
1025 Blue Ridge Road
Raleigh, N.C. Capacity 50
919-733-6100 (directions);
structuralexams@ncagr.gov (register for
exam)

April 17, 2019-10:00 AM Certification Exam Only

Gaston County Co-Operative Extension
Center
1303 Dallas-Cherryville Highway
Dallas, NC Capacity 40
704-922-0301 (directions);
structuralexams@ncagr.gov (register for
exam)

April 24, 2019-10:00 AM Certification Exam Only

Mountain Horticultural Crops Research &
Extension Center
3455 Research Drive
Mills River, NC Capacity 50
828-684-3562 (directions);
structuralexams@ncagr.gov (register for
exam)

MAY RT SCHOOLS

May 7, 2019

The L. Y. Ballentine Building--8:30 am
2109 Blue Ridge Road
Raleigh, NC 27607
919-733-6100 Information

May 14, 2019

New Hanover County Cooperative Extension
Center--8:30 am
6206 Oleander Drive
Wilmington, NC 28403
910-798-7660 (For Directions only)

May 15, 2019

Cabarrus County Cooperative Extension
Center --8:30 am
715 Cabarrus Avenue-West
Concord, NC
704-920-3310 (For Directions only)

MAY EXAMS

*May 1, 2019-9:30 AM License & Certification Exams

Gov. James G. Martin Building-N.C. State
Fairgrounds
1025 Blue Ridge Road
Raleigh, N.C. Capacity 50
919-733-6100 (directions);
structuralexams@ncagr.gov (register for
exam)

May 8, 2019-1:00 PM Certification Exam Only - In Conjunction with NCSU Spray School

Ballentine Building - Large Conference Room
2109 Blue Ridge Road
Raleigh, NC Capacity 30 **PARK BEHIND
CONSTABLE LAB**
919-733-6100 (directions);
structuralexams@ncagr.gov (register for
exam)

May 21, 2019-10:00 AM Certification Exam Only

Wayne County CES Center
3114 Wayne Memorial Drive
Goldsboro, N.C. Capacity 30
919-731-1521 (directions);
structuralexams@ncagr.gov (register for
exam)



RT Schools and Exam Dates and Locations

JUNE RT SCHOOLS

June 5, 2019

The L. Y. Ballentine Building--8:30 am
2109 Blue Ridge Road
Raleigh, NC 27607
919-733-6100 Information

June 19, 2019

Guilford County Center, Barn Kitchen
Building--8:30 am
3309 Burlington Road
Greensboro, NC 27405
336-641-2400 (For Directions Only)

JUNE EXAMS

*June 4, 2019-9:30 AM License & Certification Exams

Gov. James G. Martin Building-N.C. State
Fairgrounds
1025 Blue Ridge Road
Raleigh, N.C. Capacity 50
919-733-6100 (directions);
structuralexams@ncagr.gov (register for
exam)

June 19, 2019-10:00 AM Certification Exam Only

Pasquotank County Co-Operative
Extension Center
1209 McPherson Street
Elizabeth City, NC Capacity 120
252-338-3954 (directions);
structuralexams@ncagr.gov (register for
exam)

June 20, 2019-10:00 AM Certification Exam Only

Iredell County CES Center
444 Bristol Drive
Statesville, NC Capacity 128
704-873-0507 (directions);
structuralexams@ncagr.gov (register for
exam)

JULY RT SCHOOLS

July 9, 2019

Pitt County Center--8:30 am
403 Government Circle, Suite 2
Greenville, NC 27834
252-902-1700 (directions)

July 10, 2019

The L. Y. Ballentine Building--8:30 am
2109 Blue Ridge Road
Raleigh, NC 27607
919-733-6100 Information

July 17, 2019

Gaston County Center--8:30 am
1303 Dallas-Cherryville Hwy
Citizens Resource Center
Dallas, NC 28034
704-922-0301 (directions)

July 24, 2019

Mountain Horticultural Crops Research
and Extension Center--8:30 am
455 Research Drive
Mills River, NC 28759
828-684-3562 (directions)

JULY EXAMS

*July 11, 2019-9:30 AM License & Certification Exams

Gov. James G. Martin Building-N.C. State
Fairgrounds
1025 Blue Ridge Road
Raleigh, N.C. Capacity 50
919-733-6100 (directions);
structuralexams@ncagr.gov (register for
exam)

July 24, 2019-10:00 AM Certification Exam Only

Forsyth County Co-Operative Extension
Center
1450 Fairchild Rd.
Winston-Salem, NC Capacity 50
336-703-2850 (directions) 919-733-6100
(register for exam)

July 24, 2019-10:00 AM Certification Exam Only

Lenoir County Center
1791 Hwy 11 55
Kinston, NC Capacity 50
252-527-2191 (directions) 919-733-6100
(register for exam)

AUGUST RT SCHOOLS

August 6, 2019

The L. Y. Ballentine Building--8:30 am
2109 Blue Ridge Road
Raleigh, NC 27607
919-733-6100 Information

August 7, 2019

New Hanover County Center--8:30 am
6206 Oleander Drive
Wilmington, NC 28403
910-798-7660 (directions)



RT Schools and Exam Dates and Locations

AUGUST EXAMS

***August 6, 2019-9:30 AM License & Certification Exams**

Gov. James G. Martin Building-N.C. State Fairgrounds
1025 Blue Ridge Road
Raleigh, N.C. Capacity 50
919-733-6100 (directions); structuralexams@ncagr.gov (register for exam)

August 28, 2019-10:00 AM Certification Exam Only

Cabarrus County Co-Operative Extension Center
Concord, NC Capacity 50
704-920-3310 (directions) 919-733-6100 (register for exam)

August 29, 2019-10:00 AM Certification Exam Only

Pitt County Center
403 Government Cir, Suite 2
Greenville, NC Capacity 50
252-902-1700 (directions) 919-733-6100 (register for exam)

SEPTEMBER RT SCHOOLS

September 4, 2019

The L. Y. Ballentine Building--8:30 am
2109 Blue Ridge Road
Raleigh, NC 27607
919-733-6100 Information

September 10, 2019

Pitt County Center--8:30 am
403 Government Circle, Suite 2
Greenville, NC 27834
252-902-1700 (directions)

September 18, 2019

Iredell County Cooperative Extension Center--8:30 am
444 Bristol Drive, Suite 110
Statesville, NC
704-873-0507 (directions)

SEPTEMBER EXAMS

***September 4, 2019-9:30 AM License & Certification Exams**

Gov. James G. Martin Building-N.C. State Fairgrounds
1025 Blue Ridge Road
Raleigh, N.C. Capacity 50
919-733-6100 (directions); structuralexams@ncagr.gov (register for exam)

September 25, 2019-10:00 AM Certification Exam Only

Pasquotank County Co-Operative Extension Center
1209 McPherson Street
Elizabeth City, NC Capacity 120
252-338-3954 (directions); structuralexams@ncagr.gov (register for exam)

September 25, 2019-10:00 AM Certification Exam Only

Iredell County CES Center
444 Bristol Drive
Statesville, NC Capacity 128
704-873-0507 (directions); structuralexams@ncagr.gov (register for exam)

OCTOBER RT SCHOOLS

October 1, 2019

The L. Y. Ballentine Building--8:30 am
2109 Blue Ridge Road
Raleigh, NC 27607
919-733-6100 Information

October 16, 2019

Guilford County Center--8:30 am
Barn Kitchen Building
3309 Burlington Road
Greensboro, NC 27405
336-641-2400 (directions)

OCTOBER EXAMS

***October 2, 2019-9:30 AM License Exam Only**

Gov. James G. Martin Building-N.C. State Fairgrounds
1025 Blue Ridge Road
Raleigh, N.C. Capacity 50
919-733-6100 (directions); structuralexams@ncagr.gov (register for exam)

October 23, 2019-10:00 AM Certification Exam Only

Wayne County CES Center
3114 Wayne Memorial Drive
Goldsboro, N.C. Capacity 30
919-731-1521 (directions); structuralexams@ncagr.gov (register for exam)

October 23, 2019 10:00 AM Certification Exam Only

Gaston County Co-Operative Extension Center
1303 Dallas-Cherryville Highway
Dallas, NC Capacity 40
704-922-0301 (directions); structuralexams@ncagr.gov (register for exam)

RT Schools and Exam Dates and Locations

NOVEMBER RT SCHOOLS

November 5, 2019

New Hanover County Center--8:30 am
6206 Oleander Drive
Wilmington, NC 28403
910-798-7660 (directions)

November 6, 2019

The L. Y. Ballentine Building--8:30 am
2109 Blue Ridge Road
Raleigh, NC 27607
919-733-6100 Information

November 13, 2019

Cabarrus County Center--8:30 am
715 Cabarrus Avenue-West
Concord, NC 28027
704-920-3310 (directions)

November 20, 2019

Mountain Horticultural Crops Research
and Extension Center--8:30 am
455 Research Drive
Mills River, NC 28759
828-684-3562 (directions)

NOVEMBER EXAMS

***November 5, 2019-9:30 AM License & Certification Exams**

Gov. James G. Martin Building-N.C. State
Fairgrounds
1025 Blue Ridge Road
Raleigh, N.C. Capacity 50
919-733-6100 (directions);
structuralexams@ncagr.gov (register for
exam)

November 20, 2019-10:00 AM Certification Exam Only

New Hanover County Co-Operative
Extension Center
6206 Oleander Drive
Wilmington, NC Capacity 50
910-798-7660 (directions);
structuralexams@ncagr.gov (register for
exam)

November 20, 2019-10:00 AM Certification Exam Only

Guilford County Center
3309 Burlington Rd.
Greensboro, NC Capacity 50
336-641-2400 (directions);
structuralexams@ncagr.gov (register for
exam)

DECEMBER RT SCHOOLS

December 4, 2019

The L. Y. Ballentine Building--8:30 am
2109 Blue Ridge Road
Raleigh, NC 27607
919-733-6100 Information

DECEMBER EXAMS

***December 3, 2019-9:30 AM License & Certification Exams**

Gov. James G. Martin Building-N.C. State
Fairgrounds
1025 Blue Ridge Road
Raleigh, N.C. Capacity 50
919-733-6100 (directions);
structuralexams@ncagr.gov (register for
exam)

December 11, 2019-10:00 AM Certification Exam Only

Mountain Horticultural Crops Research &
Extension Center
3455 Research Drive
Mills River, NC Capacity 50
828-684-3562 (directions);
structuralexams@ncagr.gov (register for
exam)

December 11, 2019-10:00 AM Certification Exam Only

Cumberland County Center
301 E. Mountain Drive
Fayetteville, NC Capacity 50
910-321-6860 (directions);
structuralexams@ncagr.gov (register for
exam)

Structural Pest Control Committee News

At their January 10, 2019 meeting, the Structural Pest Control Committee discussed the issue of license holders allowing their liability insurance to lapse. Therefore, the Committee directed that the Structural Pest Control and Pesticides Division remind license holders that pursuant to 02 NCAC 34 .0902(c):

“Each applicant for a license in any phase of structural pest control shall show evidence of his financial ability to properly indemnify persons suffering from the use or application of pesticides in the form of a Certificate of Insurance completed by the insurance company with the Division named as a certificate holder.”

This means that you must list the Structural Pest Control and Pesticides Division as a certificate holder on your general liability policy so that the insurance company will notify the Division of any cancellation of the policy. Please list insurance@ncagr.gov as the preferred notification method for the Division.

Please note, listing the Division as a certificate holder does not relieve the licensee from their responsibility under 02 NCAC 34 .0902(g) to provide the Division with notice 10 days prior to any cancellation of the policy, material change in the policy, or reduction of the available coverage under the policy below the minimum requirement limits.

N.C. Structural Pest Control Committee Announces Case Settlements

RALEIGH –The N.C. Structural Pest Control Committee recently approved settlement agreements for cases in Chowan, Mecklenburg and Wake counties at its Jan. 10 meeting in Raleigh. Following are the agreements:

- (Chowan) Earl Bassett III, owner and structural pest control license holder for A-2-Z Pest Control and Wildlife Removal in Edenton, agreed to pay \$400 for performing structural pest control work without a valid license. Bassett’s pest control license lapsed between July 1 and Aug. 17, 2017 and he invoiced nine P-phase pest control accounts during that time.
- (Mecklenburg) Christopher G. Cramer, structural pest control license holder for Cramer Pest Control in Pineville, agreed to pay \$4,000 for performing \$128,825 of structural pest control work from July 1, 2016 to July 14, 2017 without a valid structural pest control license.
- (Wake) Lance Hines, owner and structural pest control license holder for Mayday Pest Control in Holly Springs, agreed to pay \$1,200 for performing a total of \$62,834 of structural pest control services during a six-month lapse in liability insurance. A structural pest control license holder must maintain liability insurance under the N.C. Structural Pest Control Law.

UPDATE ON THE NEW AGRICULTURAL SCIENCES CENTER

Construction on the NC Agricultural Sciences Center is well underway. The steel has started going up and the project is on schedule for completion in late 2020. This 225,000 sq. ft. state of the art laboratory and administrative complex will be our Division's new headquarters, along with the Food and Drug Protection Division, Standards Division, and Veterinary Division. This three-story building is being built on the corner of Reedy Creek and Edwards Mill Roads, in Raleigh.



Front of Agricultural Sciences Center



Rear of Agricultural Sciences Center