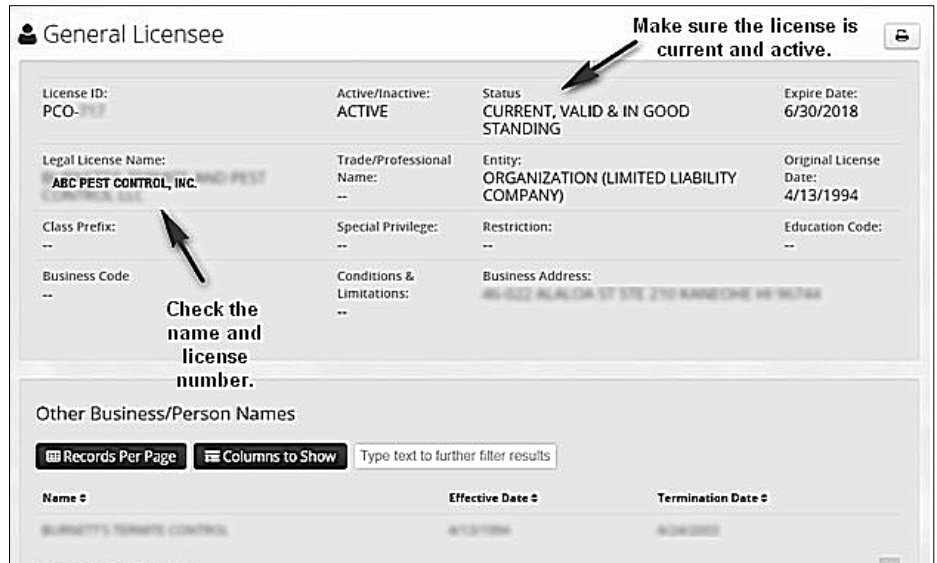


Got bugs? INFORMATION FOR HOMEOWNERS ABOUT PEST CONTROL IN HAWAII

In the State of Hawaii, pest control operators and the field representatives they employ are required to be licensed.

A **pest control operator's license** is required

- (1) To identify pests or infestations,
- (2) To inspect households or structures for pests or infestations,
- (3) To make inspection reports, recommendations, estimates, and bids (either orally or in writing); and
- (4) To enter into contracts or to submit bids to use chemicals or mechanical devices to eliminate, prevent or control infestations of pests or organisms.



General Licensee

License ID: PCO-1234567890 Active/Inactive: ACTIVE Status: CURRENT, VALID & IN GOOD STANDING Expire Date: 6/30/2018

Legal License Name: ABC PEST CONTROL, INC. Trade/Professional Name: -- Entity: ORGANIZATION (LIMITED LIABILITY COMPANY) Original License Date: 4/13/1994

Class Prefix: -- Special Privilege: -- Restriction: -- Education Code: --

Business Code: -- Conditions & Limitations: -- Business Address: 12345 KALANANOLU ST STE 270 HONOLULU HI 96814

Other Business/Person Names

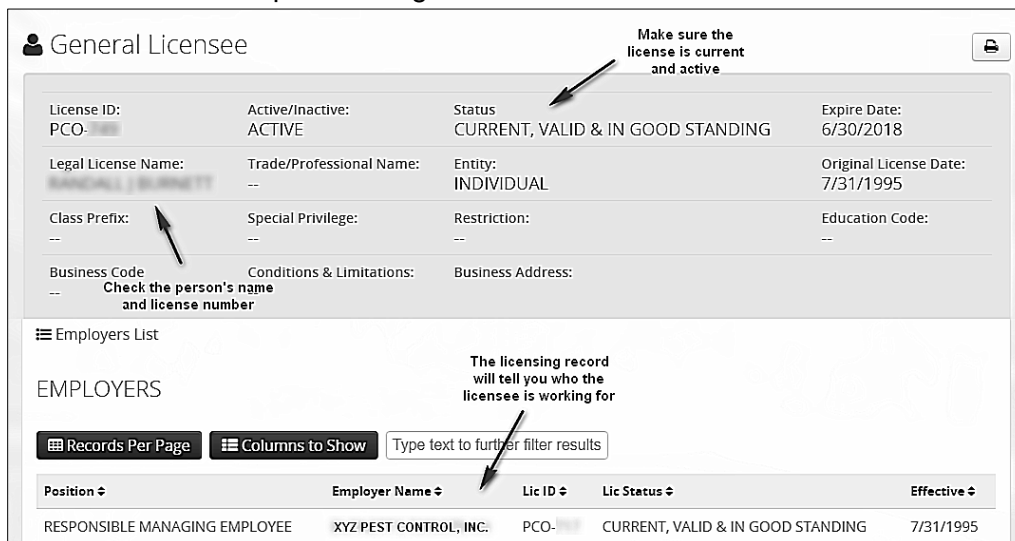
Records Per Page: Columns to Show: Type text to further filter results

| Name | Effective Date | Termination Date |
|------------------------|----------------|------------------|
| ABC PEST CONTROL, INC. | 4/13/1994 | 6/30/2018 |

A **pest control field operator's license** is required

- (1) To secure pest control work,
- (2) To identify infestations,
- (3) To make inspections,
- (4) To submit bids, or
- (5) To sign contracts on behalf of a licensed pest control operator.

Make sure both the company you're dealing with and the field representative you're working with are licensed.



General Licensee

License ID: PCO-1234567890 Active/Inactive: ACTIVE Status: CURRENT, VALID & IN GOOD STANDING Expire Date: 6/30/2018

Legal License Name: XYZ PEST CONTROL, INC. Trade/Professional Name: -- Entity: INDIVIDUAL Original License Date: 7/31/1995

Class Prefix: -- Special Privilege: -- Restriction: -- Education Code: --

Business Code: -- Conditions & Limitations: -- Business Address: 12345 KALANANOLU ST STE 270 HONOLULU HI 96814

Employers List

EMPLOYERS

Records Per Page: Columns to Show: Type text to further filter results

| Position | Employer Name | Lic ID | Lic Status | Effective |
|-------------------------------|------------------------|----------------|-----------------------------------|-----------|
| RESPONSIBLE MANAGING EMPLOYEE | XYZ PEST CONTROL, INC. | PCO-1234567890 | CURRENT, VALID & IN GOOD STANDING | 7/31/1995 |

control operator or field representative is licensed? Call the RICO Consumer Resource Center at **(808) 587-4272** or check online at cca.hawaii.gov/rico/business_online.

Fumigation, general pest, or termite work. As part of the licensing process, individuals are licensed to work in specific areas – **fumigation, general pest control, and termite** - so check license classes and make sure both the company and its field representative are qualified to do the type of work you are hiring them to do.

License Classes

Records Per Page: Columns to Show: Type text to further filter results

| Class Code | Class Type | Effective |
|------------|--------------|------------|
| BR-1 | FUMIGATION | 5/1/2017 |
| BR-2 | GENERAL PEST | 12/14/2016 |
| BR-3 | TERMITE | 12/14/2016 |

In addition to complying with State licensing laws, companies and individuals must also comply with **Hawaii Department of Agriculture (HDOA) regulations** on the distribution and use of pesticides. (Fumigation, for example, can only be performed under the direct supervision of an applicator who is certified by the HDOA in fumigation pest control.) Additional information is available from the Hawaii Department of Agriculture (HDOA), Pesticides Branch at hdoa.hawaii.gov/pi/pest.

Tips on Tent Fumigation

Hire a licensed pest control operator. Remember, a **field operator's license** is required to secure pest control work, to identify infestations, to make inspections, to submit bids, or to sign contracts on behalf of a licensed pest control operator, so check to make sure both the company and its representative are appropriately licensed to perform fumigations. **Confirm** with the pest control operator the fumigation will be performed under the **direct supervision** of an applicator who is certified by the Hawaii Department of Agriculture in fumigation pest control.

Got estimate? Before entering into a contract for fumigation, you should receive both a **written inspection report** and a **written estimate** to review. The written inspection report will include a general description of what was inspected and the location of any visible termite infestations. The written estimate may include the amount of fumigant the company is proposing to use. The fumigant dosage will vary depending on the target pest, the volume of fumigated space, the condition of the tent and its underseal, and even wind speed. *Licensed pest control operators are legally prohibited from applying less than what a pesticide label states.*

What to expect. Tent (or tarpaulin) fumigation typically involves opening operable windows, covering the home with special tarp materials, sealing the bottom edges of the tent to the ground with weights, and then introducing fumigant into the tent. Instruments may be placed to measure fumigant levels. Fans may be used to introduce and distribute the fumigant. After a time, the tent is removed. Operable windows (and possibly doors) are left open to air the space. Fans may be repositioned to clear the fumigant out. After a time, levels are checked in the house. Until final clearance is verified, the house is still considered under fumigation and cannot be reentered until warning signs are removed. Consider moving any wood patio furniture indoors to give it the benefit of fumigation.

People and pets, food and drugs. Hawaii law requires pest control operators comply with the manufacturer's instructions for the fumigant to be used. Typical manufacturer instructions include either removing or wrapping food, drugs, and medicines in special bags, extinguishing any flames, including pilot lights, gas stoves, and gas dryers, and removing any pets and growing plants. Instructions may require special locks be applied to doors to prevent people from entering the premises before it is safe to do so and special signs be posted that include the name of the fumigant being used and the applicator's contact information.

What if I have security concerns? Before. Before the tent is put up, the pest control operator will inspect your home, checking for people, pets, food, plants, etc. You may be asked to unlock all interior doors, storage cupboards, and the like. Ask what the inspection process entails and if you can be present. Remove any valuables, including cash, jewelry, and paperwork with bank account numbers and other personal information on it. Ask if you can hold on to your keys during the fumigation process. (You will need to meet the pest control operator at different times to let him/her in.) **While the fumigant is in the structure.** During the fumigation process, expect to be away from the premises for at least two days. If leaving your keys with the pest control operator, ask who will have access to the home and when. If holding onto your keys, you'll need to go home to let the pest control operator check for fumigant levels, reposition fans, etc. The pest control operator may recommend windows be left open to allow the fumigant to circulate. Ask if a chemical warning agent will be added to the tent to deter persons from entering the house during the fumigation. Consider using rods or wood dowels to close windows part way to help deter burglars from getting in. Consider installing a security camera so you can monitor activity. **During the airing out process.** Windows (and doors) may be left open to allow the fumigant to circulate. If concerned, ask at what distance you can safely wait while the home aerates.

Townhouses, apartments, and condominiums. When fumigating even a single room in a multi-unit structure, manufacturers usually require all of the units of the entire structure be prepared as if the entire structure is being fumigated.

For information about filing a complaint or to report unlicensed activity, call RICO's Consumer Resource Center at **(808) 587-4272** or visit us online at cca.hawaii.gov/rico/. To call Oahu-RICO, dial the following toll-free numbers: Kauai 274-3141, extension 74272; Maui 984-2400, extension 74272; Big Island 974-4000, extension 74272; Molokai and Lanai 1-800-468-4644, extension 74272, followed by the # sign.

This brochure is for informational purposes only and not intended for the purposes of providing legal advice. Information provided is subject to change. Printed material can be made available for individuals with special needs in Braille, large print or audio tape. Submit requests to the RICO Complaints and Enforcement Officer at 586-2666.