

## Jennings, Henry

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**From:** Ian Yates <iyates@alumni.unity.edu>  
**Sent:** Friday, February 21, 2014 1:17 PM  
**To:** Jennings, Henry  
**Subject:** Authorization for Commercial Pesticide Application Services

Good Afternoon Henry,

Here is the proposal of what we believe would be a comparable plan to ensure that customers know that we were continuing their services from season to season.

1. Letter in the second half of December showing customers what services they have scheduled for the upcoming season, with a prepay offer.
2. Second letter in the second half of January that is the same as the first letter.
3. Personal phone call from a Scotts Lawn Service representative stating that we have them set up for the same program as the previous year and offering to make any changes at this time. If no one is home we leave them a message stating that we have them set up for the same program as the previous year and to call to make any changes.
4. Automated phone call; the week that we start our services in the Spring; to all of our customers stating that they are set up for treatments and to expect us to visit their property within the next six weeks or else to call and make changes to their program.
5. Personal phone call from a Scotts Lawn Service representative the night before their first treatment of the season letting them know that we are coming to do their first application of the season.

We can date and time our conversations so that it is reflected onto their account.

We feel that this plan would give our customers adequate notice that they are going to receive the same lawn and landscape treatments as the previous year. We feel that it would also give them many chances to contact us if they would like to cancel or change their services for the upcoming season. Please let me know what ideas the Maine Board of Pesticides would have to help us with this authorization process. We want to be able to meet all of the Boards expectations as well as create an efficient and easy system for our employees and customers.

Since 2008 we typically get 10% of our customers to mail authorization back to us and most of those are prepaying for the service. We hope to be able to come up with a better way to ensure that people do want their pesticide services season after season.

Thank you,

Ian Yates  
Manager - Scotts Lawn Service  
Gorham, ME  
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