

To the Maine Board of Pesticides Control,

Regrettably, we find ourselves in front of the Board for some of the same reasons we entered our last Consent Agreement for. Despite having similar incidents, each incident that occurred was taken seriously, investigated and corrected to attempt to avoid future violations. Each investigation and subsequent violation has provided us with opportunities to better coach and train our Commercial Operators and put processes in place to ensure our notification obligations are met and all of our required licensing credentials are active and valid.

June 5, 2026 – Failure to notify a member of the 2026 Maine Pesticide Notification Registry.

TruGreen's Routing and Scheduling system is equipped with a function to enter the addresses and contact information for members of the Maine Pesticide Notification Registry. TruGreen management has entered all new members of the Notification Registry into the system and members prior to 2026 were in the system already. Once routes are set for the next day, the system is able to generate a report showing when we will be applying within 250 feet of an address from the Notification Registry and provide the address and contact information for those requiring notification. Our failure to notify on 6/5/26 was due to ambiguity on who was responsible for making the notifications. Branch Management is now responsible for making the notifications and since June 5th, they have made and documented 306 contacts to members of the Notification Registry and will continue to make our required contacts going forward.

June 16, 2026 – Treated the incorrect property and failed to post notification signs.

Mustafa Mohammad was directed by our GPS Routing system to treat the incorrect property because a Sales Representative loaded a Grub Control Application for an existing customer incorrectly. Our customer at 948 Cape Rd. added a grub control service to his program, but the sales representative loaded the application for 947 Cape Rd. As soon as TruGreen management became aware of the mistake, the application for 947 Cape Rd. was removed from our system/cancelled and loaded for the correct property at 948 Cape Rd. TruGreen has worked with its sales teams to retrain on the importance of entering the correct address when a new sale is made.

Mustafa and the other Commercial Operators working for TruGreen were also retrained on how to properly post a pesticide application and the importance of posting every pesticide application.

TruGreen maintains that their routing system with GPS is accurate and brings our Commercial Operators to the correct addresses. Despite this confidence, TruGreen continually coaches and trains their Commercial Operators to positively verify they are at the correct property prior to making an application. Commercial Operators are required to verify they are on the correct street and verify that the number on the house matches the number on their Work Order Manifest as well as their tablet before making an application. Commercial Operators are also required to verify that the description of the home on their manifest matches the home they are at. If for any reason a Commercial Operator is unsure about the property they are treating, they must contact their Commercial Master Applicator to help them identify the correct property.

July 7, 2026 – Drift complaint and unlicensed applicator.

On 9/22/26, TruGreen became aware that Abraham Lincoln's license was not active when he performed pesticide applications during April 2026. Upon learning that we had at least one unlicensed Commercial Applicator, TruGreen went through and verified all remaining 11 Commercial Applicators and 3 Commercial Master Applicators hold active licenses for the categories we are required to hold.

Prior to the beginning of each season, TruGreen Regional Management will work with the Branch Management to confirm all employees are properly licensed and verify all licenses are ACTIVE on the Maine Board of Pesticides Control website. During the season as we hire and train new employees, we will have them test for their Commercial Applicator licenses and only allow them to apply pesticides once their license has been confirmed to be active on the Maine Board of Pesticides website.

TruGreen does understand the severity of the violations cited and has promptly retrained and put new processes in place to comply with all applicable pesticide regulations. TruGreen asks that the Board of Pesticides take the corrective actions that we have implemented into consideration when determining their ruling.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Miller", with a stylized, flowing script.

Mark Miller

Northeast Region Technical Manager – TruGreen
518-313-2508