

# THE SPIN

This issue is dedicated to the memory of Frank Muñoz.

WINTER 2024

STRUCTURAL PEST INFORMATION NEWSLETTER



## IN THIS ISSUE



WINTER PESTS



LICENSEE SCOPE OF WORK



ENFORCEMENT UNIT'S  
ROLE FOR CONSUMERS  
AND LICENSEES

**MAILING ADDRESS** 2005 Evergreen St.  
Suite 1500  
Sacramento, CA 95815

**MAIN LINE** (916) 561-8700  
**TOLL FREE** (800) 737-8188

**WEBSITE** [www.pestboard.ca.gov](http://www.pestboard.ca.gov)

### NEWSLETTER COMMITTEE

Kristina Jackson-Duran (Chair), Heather Jackson (Co-chair),  
Derek Enns, Frank Muñoz, Hollie Glassner, Jamie Buchholz,  
Ronni O'Flaherty, Tom Ineichen

### MANAGEMENT TEAM

Sophia Azar, Kathleen Boyle, Melissa Zanetta,  
Melissa Sowers-Roberts



### OUR MISSION

To protect the general welfare of Californians and the environment by promoting outreach, education, and regulation of the structural pest management profession.

After two decades, the Structural Pest Control Board (SPCB) is excited to introduce a fresh new communication platform. We are thrilled to welcome you to the relaunch of the Structural Pest Information Newsletter, conveniently known as the quarterly SPIN.

Over the past 20 years, we've witnessed incredible growth, industry advancements, and evolving needs. The time has come for us to rekindle our connection with you, our dedicated licensees and the informed consumers who care about safeguarding their homes and businesses.

Our commitment is to provide a newsletter that is packed with valuable insights, the latest industry

updates, and content relevant to licensees and consumers in California. SPCB believes in the power of knowledge and shared information as an essential tool for the pest control industry.

Through this newsletter, our goal is to empower you with the information necessary to make informed decisions, remain compliant with the law and regulations, and, ultimately, create a safer California as it relates to the pest control industry.

Your feedback, suggestions, and contributions are invaluable to us as we strive to make this newsletter a reflection of the industry and community it serves. Stay tuned for our upcoming issues, as we continue to provide you with more information about this dynamic industry.

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VERIFY THE LICENSE!

CLICK HERE 



## MISSION

The Structural Pest Control Board's mission is to protect the general welfare of Californians and the environment by promoting outreach, education, and regulation of the structural pest management profession.



## VISION

The Structural Pest Control Board sets the standard as the national regulatory and environmental leader of pest management for consumer protection.



## VALUES

Accountability, Consumer Protection, Professionalism, Service, Transparency.



ASK SPCB A QUESTION AND WE MAY RESPOND IN A FUTURE PUBLICATION!

WHAT DO YOU WANT TO SEE IN THE NEXT ISSUE?

SEND ALL YOUR COMMENTS AND QUESTIONS TO:  
[ASKPESTBOARD@DCA.CA.GOV](mailto:ASKPESTBOARD@DCA.CA.GOV)



## FAQS ABOUT SPCB MEETINGS

### WHO CAN ATTEND?

Anyone can attend a SPCB board meeting. The meetings are open to the public.

### WHAT HAPPENS DURING CLOSED SESSION?

During closed session, SPCB board members discuss and make licensing and enforcement decisions regarding applicants or licensees.

### WHEN ARE SPCB MEETINGS HELD?

SPCB meetings are held three times per year. Please click here for the 2024 dates: <https://pestboard.ca.gov/about/meetings.shtml>

### WHAT IS THE BENEFIT OF ATTENDING AN SPCB MEETING?

Licensees who attend SPCB meetings will have an opportunity to have their voices heard. In addition, licensees will earn continuing education hours. Consumers who attend will be able to educate themselves on the pest control industry.



## MARK YOUR CALENDAR

July 23–24, 2024  
October 8–9, 2024



## SPCB BOARD MEMBERS

The SPCB board is comprised of seven members who serve to make regulatory and enforcement decisions and address important issues voiced by the industry it serves. The Governor appoints two public members and three licensed industry members. The Senate Rules Committee and Speaker of the Assembly each appoint one public member. The current SPCB members are:



### PRESIDENT

Yessenia Anderson, *Public*  
Appointed by Governor



### VICE PRESIDENT

Kyle Finley, *Industry*  
Appointed by Governor



Ankur Bindal, *Public*  
Appointed by Speaker  
of the Assembly



Mark Paxson, *Public*  
Appointed by Governor



John Tengan, *Industry*  
Appointed by Governor



Janet Thrasher, *Industry*  
Appointed by Governor



Vacant, *Public*  
THIS COULD BE YOU

### SPCB MEMBER VACANCIES

SPCB board has one vacancy and is seeking a public member appointment from the Senate Rules Committee. For more information, please visit the California Department of Consumer Affairs (DCA) [Board Member Resource Center](#).



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## A LOOK BACK AT 2023 (Events SPCB participated in.)

### February 8–9—THE TERMITE ACADEMY

- Staff Speakers: Tom Ineichen
- Staff Attendees: Jeff Marang

### March 15—PCOC SILICON VALLEY DISTRICT MEETING

- Staff Speakers: Melissa Zanetta and Frank Munoz

### March 28—U.C. RIVERSIDE PEST MANAGEMENT CONFERENCE

- Staff Speakers: Kathleen Boyle, Tom Ineichen
- Staff Attendees: Steven Smith, Donald Graves, and Steve Winfrey

### June 21–23—2023 PCOC EXPO

- Staff Speakers: Sophia Azar and Tom Ineichen
- Staff Attendees: Heather Jackson

### July 6—ADVANCED IPM CE CLASS

- Staff Attendees: Tom Ineichen

### August 10—SENIOR RESOURCE FAIR

- Staff Attendees: Sophia Azar, Heather Jackson, Kristina Jackson-Duran, Tom Ineichen, Jeff Marang and Hollie Glassner

### October 11–12—U.C. RIVERSIDE FUMIGATION SCHOOL

- Staff Speakers: Kathleen Boyle and Tom Ineichen
- Staff Attendees: Donald Graves, Ron Moss, Steve Winfrey, Steven Smith, Jeff Marang and Derek Enns

### November 7–9—STRUCTURAL REGULATORY TRAINING

- Staff Speakers: Kathleen Boyle
- Staff Participants: Donald Graves, Jeff Marang, Tom Ineichen and Steve Winfrey
- Staff Attendees: Sophia Azar, Heather Jackson and Hollie Glassner

### December 8–9—PCOC BOARD OF DIRECTORS MEETING

- Staff Speakers: Heather Jackson and Kristina Jackson-Duran



## 2024 INDUSTRY EVENTS

- PCOC meetings
- West Coast Rodent Academy
- U.C. Riverside Urban Pest Management Conference
- U.C. Riverside Fumigation School



## A MESSAGE FROM THE SPCB BOARD PRESIDENT

*Yessenia Anderson*

Happy New Year! I hope you had a wonderful holiday season. My name is Yessenia Anderson and I am honored to serve as your new Structural Pest Control Board (SPCB) president.

I am excited to kick-start 2024 with the re-launch of the SPCB newsletter: a place that I hope will become a source of information, education, and connection.

My professional journey spans a career in broadcast news and corporate communications for large health-care based organizations. In addition to serving on the board, I am a proud board member of the B Street Theatre in Sacramento, which is one of Northern California's top professional theaters. I currently serve as the content and media relations manager for the Dignity Health Northern California Division.

My eagerness to serve on the board was born out of my passion for health and wellness and to be a voice for those who don't often have a seat at the table. SPCB's mission is to protect the general welfare of Californians and the environment by promoting outreach, education, and regulation of the structural pest management profession. We have an incredible executive officer, Sophia Azar, staff, and board members who are committed to the success of this board and, subsequently, of this industry. I am confident in this team's ability to meet any challenges head on and deliver on this mission.

My overarching vision is that we continue to grow our presence and create greater understanding and appreciation for the important work carried out by industry members every day. Earlier this year, we underwent a successful **Sunset Review** by the Legislature and finalized a five-year **Strategic Plan**. The goals outlined within that plan touch on the following areas: Licensing, Examinations and Continuing Education; Enforcement; Legislation, Regulations, and Policy; Outreach and Communication; and Organizational Effectiveness.

“

**SPCB's mission is to protect the general welfare of Californians and the environment by promoting outreach, education, and regulation of the structural pest management profession.**

I will be focused on these objectives throughout my tenure. In particular, I plan to be a champion of SPCB and the DCA's strong commitment to Diversity, Equity, and Inclusion. As a first-generation Mexican American immigrant and a woman, I am familiar with the barriers that can exist in carrying and elevating your work—regardless of the profession. It is imperative that we enforce, educate, or create through this lens.

In this newsletter, we will be sharing ways that you can be further involved. Therefore, I ask that you actively participate, collaborate, or engage however you can.

Lastly, I want to express my appreciation for all of your support. I recognize I am no expert in this space, but I am learning and am a devout student. I am lucky enough to learn directly from our past president and now vice president, Kyle Finley, as well as my fellow board members and staff who have industry experience or knowledge of state service. Together, we are dedicated to serving your best interests.

In addition to this newsletter, I would also invite you to follow our social media pages for more exciting information about the board and industry news: **Facebook**, **X**, **LinkedIn**, and **Instagram**.

I look forward to sharing more and connecting throughout the year.

Sincerely,  
**Yessenia**





## IN LOVING MEMORY OF FRANK MUÑOZ

It is with heavy hearts and profound sadness that we share the news of the sudden passing of our dear colleague and friend, Frank Muñoz. Frank began working with SPCB in 2010, initially serving as the Examination Coordinator. By 2012, he progressed his professional journey, taking on the responsibility of Licensing Analyst. In this role, he was responsible for issuing Company Registrations and Operator licenses. In August 2023,

Frank reached a significant career milestone, celebrating 25 years of dedicated public service with the state of California.

Frank was widely respected in the industry, leaving a lasting mark on all who had the privilege of working alongside him. Those who worked with him describe him as **approachable, helpful, kind, and generous**. He played a pivotal role in generating numerous business opportunities for the pest control industry while also facilitating avenues for professional growth. Over the years, his impactful contributions played a crucial role in molding the pest control industry, leaving a lasting imprint on the lives he influenced.

As a family man, Frank extended the **warmth** and care he had for his own loved ones to everyone around him. He treated his colleagues like family, creating an atmosphere of support, camaraderie and **peace** that made our workplace feel like a second home. He would make time after work hours to form purposeful connections with his colleagues usually during happy hour or over a bowl of **menudo**. His **genuine, benevolent, caring, and intentional** approach to conversation were the stepping-stones to his ability to create relationships, to build connections, to make every person feel seen and heard. In the face of challenges, Frank had an incredible ability to maintain his composure. His calm **demeanor, good to go** personality, and **here and now** presence inspired us all to strive for our best and navigate professional waters with grace.

The empty chair, the untouched desk, the silenced voice in meetings serve as stark reminders of the void his absence leaves. As we mourn the loss of Frank, we also honor the unique role he played in our lives, both professionally and personally. Let us carry forward the lessons he taught us about kindness, dedication, and the importance of lifting others up. Frank will be dearly missed, and his legacy will continue to live through us. Our deepest condolences go out to Frank's family and loved ones during this difficult time. May he rest in peace.

If you have a specific memory of Frank or wish to convey your gratitude for his contributions to the industry, please send an email to [PestBoard@dca.ca.gov](mailto:PestBoard@dca.ca.gov). SPCB will share the responses with Frank's family and include them in the Spring 2024 newsletter.

kind  
 generous  
 good to go  
 helpful  
 caring  
 intentional  
 warmth  
 approachable  
 genuine  
 peace  
 here and now  
 dedication  
 approachable  
 generous  
 demeanor  
 intentional  
 ❤️



## WINTER PESTS by Tom Ineichen, SPCB Field Specialist

When it comes to “winter pests” in California, I think most people believe that all pests leave for vacation or go dormant as the weather drives them away. But that probably depends a lot more on where you live in California, for we are as diverse in our geography and weather conditions as we are in our housing and pest exposures. So, whether you live in the far north region or mountain ranges with a full snow load, or at the southern border or beaches with more mild winter temperatures, your expectations of what pests will be trying to snuggle up with you may vary. However, Mother Nature and a pest’s instinct to survive will be the true test of what pests we’re faced with in winter months.

So, what can we really expect? As many can attest, ants and rodents are typically the most common pests to infest our homes in winter months, starting in the fall season. Whether it’s noises in your attic, or the kitchen counter covered with a black crawling mass, many experience the company of these invaders as they seek warmth and shelter from the elements. Some pests such as indoor cockroaches, moths, food (pantry) pests, and bedbugs are unaffected by the change in outdoor weather but may appear to get worse. This is mostly due to the change in our living habits as we raise the temperature in the homes and become more home bound. These pests get more comfortable with humans, their habitat conditions, and will increase in population and sightings. Some pests such as spiders, certain ant species, outdoor cockroaches, earwigs, and flying insects will decrease as they overwinter or appear in a bit of a dormant season. Although some pests can be driven inside from the elements for food and shelter, and if they find a comfortable and suitable habitat inside, can continue a regular presence

of infestation. So, the fall season may drive them inside, but the winter cold in some regions will affect levels of activity, especially pest like fleas, ticks, earwigs, and flies or gnats. If you have any of these pests inside during winter months, it would be unusual and worthy of calling in the professionals for help to find the source of infestation. **Please always check for licensing!**

Whether you’re one who likes to prepare in advance or just like to wait for the potential that may never happen, here are a couple of tips to help protect the castle and the family from these notoriously relentless intruders. Remember, an ounce of prevention is worth a pound of cure, or—in this case—a lot of hassle and money in dealing with unwanted houseguests:

### TIPS FOR WINTER PEST PREVENTION

- **Inspect** eaves, rooflines, roof vents, foundations, and around doors and windows for areas of possible entry.
- **Trim back trees and shrubs** to bar rodents from easy access to roofs, subareas, or external entries like vents.
- **Repair or replace** any areas of rotted wood or large gaps allowing rodents or animals entry.
- **Declutter** basements, attics, garages, and utility rooms to eliminate any potential nesting spots.
- **Repair** loose mortar and replace worn weatherstripping around all windows and doors.
- **Store food in sealed containers** and keep crumbs/food off the floor/ground and remove from yard or around trees.
- **Seal or caulk all cracks or gaps** on the home exterior, including around doors and windows, even small cracks.
- **Store firewood** at least 20 feet from the home and off the ground and covered or enclosed if possible.
- **Clean up loose leaves** or piles close to the home and remove all clutter or possible harborage areas.
- **Remove all water sources** or pooling around the home and keep the home free of water intrusion.
- **Keep gutters covered** with screen/guards and cleaned and free from leaks and clogging.



## LICENSEE SCOPE OF WORK

by Frank Muñoz, Licensing Analyst

California offers several distinct licensing types; each are tailored to serve a specific purpose and uphold the highest standards of competence. These licenses are essential in ensuring the well-being of the industry and the protection of consumers. It is necessary to understand what each type allows its holders to do, as well as the limitations and responsibilities associated with them. Whether you are a licensed practitioner, a business owner, or a concerned consumer, this comprehensive overview will provide you with a clear understanding of the roles and responsibilities associated with each licensing type.

LICENSE TYPE	BRANCHES OF LICENSURE	ALLOWED	NOT ALLOWED
<b>APPLICATOR</b> Entry Level	Branches 2 & 3	<ul style="list-style-type: none"> <li>✓ As directed from a licensed Field Representative or Operator, may apply pesticides, bait, and granules with broadcaster.</li> <li>✓ Place monitoring devices.</li> <li>✓ Provide general information to a consumer pertaining to the treatments or services performed.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Perform any inspections identifying pests.</li> <li>✗ Door-to-door sales.</li> <li>✗ Signing contracts with consumers.</li> <li>✗ Work independently outside a registered company.</li> </ul>
<b>FIELD REPRESENTATIVE</b> Intermediate Level	Licensee can choose one or a combination of Branches: 1, 2, or 3	<ul style="list-style-type: none"> <li>✓ Perform the duties of an Applicator relating to the branch of licensure.</li> <li>✓ Perform inspection in related branch of licensure.</li> <li>✓ Conduct pest control treatments and repairs related to branch of licensure.</li> <li>✓ Door to door sales.</li> <li>✓ Signing contracts with consumers.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Work independently outside a registered company.</li> <li>✗ Supervise daily operations of a registered pest control company, except in the capacity of a Branch Office Supervisor.</li> </ul>
<b>OPERATOR</b> Journeyman Level	Licensee can choose one or a combination of Branches: 1, 2, or 3	<ul style="list-style-type: none"> <li>✓ Same duties as an Applicator and Field Representative relating to the branch of licensure.</li> <li>✓ Qualify up to two companies for business in the State of California.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Work independently outside a registered company.</li> </ul>



### SUGGESTED STUDY MATERIAL FOR EXAMINATION APPLICANTS

**APPLICATOR (BRANCH 2 & 3)**—Suggested Study Materials:  
<https://pestboard.ca.gov/exam/studapp.pdf>

**BRANCH 1**—Field Representative and Operator Suggested Study Materials:  
[https://pestboard.ca.gov/exam/studfr\\_1.pdf](https://pestboard.ca.gov/exam/studfr_1.pdf)

**BRANCH 2**—Field Representative and Operator Suggested Study Materials:  
[https://pestboard.ca.gov/exam/studfr\\_2.pdf](https://pestboard.ca.gov/exam/studfr_2.pdf)

**BRANCH 3**—Field Representative Suggested Study Materials:  
[https://pestboard.ca.gov/exam/studfr\\_3.pdf](https://pestboard.ca.gov/exam/studfr_3.pdf)

**BRANCH 3**—Operator Suggested Study Materials:  
[https://pestboard.ca.gov/exam/studop\\_3.pdf](https://pestboard.ca.gov/exam/studop_3.pdf)

SPCB BRANCHES OF LICENSURE	DESCRIPTION OF BRANCH	OPERATOR*	FIELD REPRESENTATIVE*	APPLICATORS
<b>BRANCH 1</b> —Fumigation	The practice relating to the control of household and wood-destroying pests or organisms by fumigation with poisonous or lethal gases.	<b>X</b>	<b>X</b>	<b>N/A</b>
<b>BRANCH 2</b> —General Pest	The practice relating to the control of household pests excluding fumigation with poisonous or lethal gases.	<b>X</b>	<b>X</b>	<b>X</b>
<b>BRANCH 3</b> —Wood Destroying Organisms	The practice relating to the control of wood-destroying pests or organisms by the use of insecticides or structural repairs and corrections, excluding fumigation with poisonous or lethal gases.	<b>X</b>	<b>X</b>	

\*An Operator and Field Representative may be licensed in one or a combination of Branches.



# GET PAID TO WORK WITH SPCB!

by Kristina Jackson-Duran, Administrative Analyst

For our exams to be considered a valid exam, they require participation from licensees in the industry in the examination development process. Examination development is conducted in a group setting with licensees known as Subject Matter Experts (SME). SME participation is a critical part in the development of each exam. These workshops play a crucial role in maintaining the highest standards of competency and expertise in the pest control industry throughout California. We are committed to continuously improving and ensuring relevancy of each exam.

SME input establishes the minimally acceptable knowledge, skills, and abilities necessary to perform tasks on the job safely and competently. One of the unique features of our workshops is the diverse group of participants they bring together. Licensees from all corners of California converge, creating a dynamic and enriching learning environment. This geographical diversity ensures that examination content is developed with a comprehensive understanding of the challenges faced by pest control professionals statewide. By collaborating with peers from different regions, participants gain insights into best practices and emerging trends that may be region-specific, further enhancing their expertise.

DID YOU KNOW?

**During an exam, examinees can leave comments if they have any questions or concerns about a test question. Comments are reviewed for validity.**

These workshops offer an excellent opportunity to accumulate continuing education hours, which are essential for maintaining pest control licenses. Licensees who attend these workshops are paid a daily per diem and report the experience is enjoyable and rewarding. Check out the testimony of our prior SMEs!

If you are a licensee who is interested in contributing to the industry in a meaningful way, please visit the SPCB's [Examination Development Workshop](#) page for more information.

*I have enjoyed every opportunity working as a Subject Matter Expert. I have participated in multiple SME workshops, with each workshop becoming more cohesive and informative. As an SME, I'm contributing to the integrity and professionalism of the Pest Control industry. My opinion on workshop subject matters, creates correlation between the rules and regulations and hands on work. Everyone from the staff to other participating SME's have been great to work with. I will definitely look forward to participating with upcoming SME workshops.*

—Omari Jones, Field Representative



*The whole process was a memorable experience from beginning to end! The travel booking done on behalf of the board made getting to the workshop a seamless experience, and the compensation was more than fair. I had so much fun networking with other people in the field. I met other branch 2 and 3 technicians, sales staff at pest control offices, and even operators conducting pest control business. My biggest takeaway was learning the behind-the-scenes of getting a person licensed in pest control. It was amazing being able to sit at a table with my peers and discuss our view points on subject matters of examinations. It was fulfilling being heard and knowing that my experience in the field is valued. I have a plan to obtain my Operator's license and participating in this workshop has given me even more confidence because I have a much better understanding on the license process and what is legally required of you as a license holder in pest control.*

—Sophia Rodriguez, Field Representative



## FUTURE WORKSHOPS

**MARCH 12–13, 2024**

Operator Branch 3  
Sacramento, CA

**JUNE 12–14, 2024**

Field Rep & Operator Branch 2  
Occupational Analysis

→ REMOTE

**JANUARY 29–31, 2025**

Field Rep & Operator Branch 2  
Occupational Analysis

→ REMOTE



## WOOD DESTROYING ORGANISMS

by Ronni O'Flaherty, WDO Program Analyst

Wood Destroying Organisms (WDO) are pest or fungi that impact the structural integrity of wood through their normal life cycles. These include carpenter ants, termites, wood-boring beetles, other pests, and also include wood destroying fungus (dry rot). All WDOs can lead to significant structural damage and costly treatments and repairs.

Most lending institutions require homes in California be inspected for WDOs before financing a home loan. In California, all WDO inspections must be performed by a licensed Field Representative or Operator employed by a pest control company registered in Branch 3 and in good standing with SPCB. All California inspection reports must be completed on the [Wood Destroying Organism Report Form \(43m-41\)](#) and filed electronically through the [WDO System](#) within 10 business days.

### NEED A COPY OF AN INSPECTION REPORT?

SPCB requires all companies that perform WDO inspections to report the address of every property inspected or upon which work was performed. SPCB maintains a database containing the date and address of each report. Anyone can request copies of a WDO report on any property in California.

If you're looking for information about whether a WDO inspection report is on record for a specific property in California, you can utilize the [Property Address Search tool](#) to review SPCB's records. This search will help you determine if a WDO inspection has been conducted within the past two years at the property in question.

If a WDO inspection report has been conducted for the property you are inquiring about, you may submit a [Request for Copies of Inspection or Completion Report Form](#). SPCB staff will retrieve the report from the company and provide it to you at no cost.

If you are considering having a WDO inspection performed on your property, you can check the status of the company that you're considering hiring by using the California Department of Consumer Affairs's [License Search](#) or contact the SPCB Enforcement Unit at [pestboardenforcement@dca.ca.gov](mailto:pestboardenforcement@dca.ca.gov), or by calling (916) 561-8708.



Photo courtesy of Dr. Dong-Hwan Choe, U.C. Riverside Department of Entomology; used with permission.



## STRUCTURAL PEST CONTROL BOARD REGULATIONS—PENDING by Heather Jackson, Regulation and Legislation Specialist

### PESTICIDE APPLICATION NOTICE

***(Amend title 16 CCR 1970.4 and add 16 CCR 1970.41, 1970.42 and 1970.43)***

This regulatory proposal encompasses several key changes to existing regulations. First, it introduces a revised Occupants Fumigation Notice and Pesticide Disclosure Form (OFN) through incorporation by reference. The OFN has been revised to align with the language specified in BPC section 8538(a)(1-3) and reformatted to enhance its ease of use and understanding. Additionally, the proposal addresses instances of unclear terminology, making necessary modifications and incorporating various non-substantive edits. It also reorganizes existing requirements by relocating them from subsections b–f into standalone sections, eliminating the need for these subsections.

This regulatory proposal also introduces new or revised requirements, such as mandating the reporting of deaths or serious injuries to the County Agricultural Commissioner in the county where the pesticide application occurred, in addition to the Structural Pest Control Board. It permits electronic notification of post-application pesticide notices for applications related to exterior structures or the interior of commercial, industrial, or single-unit residential buildings, while maintaining existing requirements for multi-unit structures. Lastly, it adds the date of service as a required field on post-application pesticide notices. These changes aim to enhance regulatory clarity and the overall effectiveness of pesticide-related communication and reporting.

### **Public Participation in the Rulemaking Process**

The public may participate in the rulemaking/regulatory process by submitting written comments to SPCB at any regulatory hearing on a rulemaking proposal. When SPCB proposes to adopt, amend, or repeal one of its regulations (title 16, California Code of Regulations, Division 3, commencing with section 8500), the public is provided an opportunity to submit written comments during the noticed public comment period. Written comments may also be submitted to SPCB, either at any public meeting or by submitting them to SPCB by mail, fax, or email to the addresses below.

### **Structural Pest Control Board**

Regulation Program  
2005 Evergreen Street, Ste. 1500  
Sacramento, CA 95815  
Fax: (916) 263-2469  
Email: [pestboard@dca.ca.gov](mailto:pestboard@dca.ca.gov)



*Click for More Information*



## STRUCTURAL PEST CONTROL BOARD LEGISLATION

by Heather Jackson, Regulation and Legislation Specialist

### 2023 SUMMARY OF LEGISLATION | EFFECTIVE JANUARY 1, 2024

#### Senate Bill 813 (Roth)—Chapter 507, Statutes of 2023

##### Structural Pest Control Board

(Amends sections 8520 and 8528 of the Business and Professions Code)

This bill extends the operation of the board and the authority to appoint an executive officer to January 1, 2028.

#### Assembly Bill 307 (Chen)—Chapter 82, Statutes of 2023

##### Structural Fumigation Enforcement Program

(Amends section 8698.6 of the Business and Professions Code)

This bill extends the sunset on the Structural Fumigation Enforcement Program from January 1, 2024, to January 1, 2029.

## ENFORCEMENT UNIT'S ROLE FOR CONSUMERS AND LICENSEES

by Hollie Glassner, Lead Enforcement Analyst, and Derek Enns, Enforcement Analyst

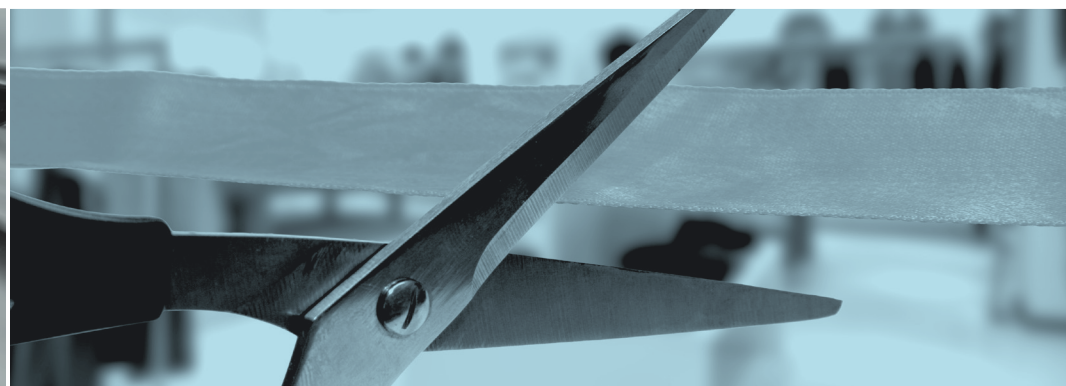
In 1935, Assembly Bill 2382 created “[a]n act to regulate the practice of structural pest control; to create the Structural Pest Control Board; to provide for the registration and licensing of persons engaged in such practice, and for the protection of the public in the practice of structural pest control.”

The Enforcement Unit is staffed with Consumer Service Representatives (CSR) based at SPCB headquarters. Their primary responsibilities involve fielding questions from consumers and licensees and making recommendations for filing formal complaints if warranted. Complaints may be filed by consumers, licensees, and other state agencies. All complaints are reviewed in office and if it is found that the complaint does not fall in SPCB’s jurisdiction, the complaint will be referred to the proper agency.

CSRs are tasked with providing initial support during the beginning stages of the complaint process, gathering relevant information from both parties, and attempting to mediate resolution on the issues raised in the complaint. In cases where mediation is unsuccessful, the CSR may escalate the matter to an SPCB Specialist. The Specialist is responsible for determining if any violation of the SPCB Act has occurred. If a violation has been determined, the Specialist will work with the registered company/licensee to bring the property or structure into compliance or otherwise correct the violation.

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(continued from page 12)

**THE ENFORCEMENT UNIT’S ROLE:**

- Answers questions and concerns from both licensees and consumers.
- Assists complainants and licensees in determining the best course of action towards resolution.
- Refers matters outside of the SPCB’s jurisdiction to the proper agency.

**HOW TO FILE A COMPLAINT?**

**SPCB INVESTIGATES COMPLAINTS INVOLVING:**

- Unlicensed activity within the state.
- Licensee failure to complete a contract.
- Repairs not performed in accordance with trade standards.
- Infections or infestations missed or not reported on an inspection report.

**ACTIONS BEYOND THE SCOPE OF THE ENFORCEMENT UNIT:**

- Mediation between a landlord and tenant.
- Mediation between homeowners and a Home Owners Association.
- Process a complaint after the two years statute of limitations *unless* the case involves fraud or misrepresentation which allows up to four years.

The complaint form and any important information and documents regarding the complaint can be emailed to the Enforcement Unit at [pestboardenforcement@dca.ca.gov](mailto:pestboardenforcement@dca.ca.gov).

This form and supplemental documentation can also be mailed to SPCB at 2005 Evergreen St., Suite 1500, Sacramento, CA 95815.

Once the complaint and all supplemental documentation is received, the Enforcement Unit will begin their investigation.

## NEW COMPANY REGISTRATIONS

Congratulations to the recently licensed pest control companies!

NEW COMPANY REGISTRATIONS   JULY 1—SEPTEMBER 30, 2023			
COMPANY	LICENSE #	CITY	BRANCH(ES) OF LICENSURE
ACTIVATED PEST SOLUTIONS INC	PR 9285	MENIFEE	2 & 3
AEON PEST CONTROL	PR 9267	SAN MARCOS	2
ALLEGIANCE PEST CONTROL INC	PR 9248	NEWBURY PARK	2
BASELINE TERMITE OF RIV/OC	PR 9262	PERRIS	3
BEST PEST & WILDLIFE CONTROL	PR 9310	MISSION VIEJO	2
BROTHERS PEST WORKS INC	PR 9293	SAN DIEGO	2
BROWNY PEST CONTROL INC	PR 9301	PARAMOUNT	2
CAAY PEST MANAGEMENT INC	PR 9274	SIMI VALLEY	2
CMY PEST SOLUTIONS	PR 9277	FAIRFIELD	2
DINO REX PEST CONTROL	PR 9298	CALIMESA	2
DKS PEST CONTROL	PR 9253	TULARE	2
EASTVALE PEST MANAGEMENT	PR 9250	EASTVALE	2
ESPINOZA PEST CONTROL	PR 9297	ARROYO GRANDE	2
EXO PEST SOLUTIONS	PR 9282	SAN JOSE	2
EXTERMINAR PEST CONTROL	PR 9306	INGLEWOOD	2
EZ GOPHERS PEST CONTROL INC	PR 9278	OXNARD	2
FIRST C 13 PEST CONTROL	PR 9316	SALINAS	2
FISHER PEST CONTROL	PR 9303	ROSAMOND	2

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QUICK LINKS

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JOIN OUR EMAIL LIST

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NEW COMPANY REGISTRATIONS   JULY 1—SEPTEMBER 30, 2023			
COMPANY	LICENSE #	CITY	BRANCH(ES) OF LICENSURE
GO FOR IT PEST SOLUTIONS	PR 9264	MILPITAS	2
GOLD COAST PEST CONTROL	PR 9279	VENTURA	2 & 3
GOLD RIVER PEST CONTROL	PR 9302	ROCKLIN	2
GOOD LIFE INSPECTIONS	PR 9312	NORTH HIGHLANDS	3
GROUND FORCE PEST ENVIRONMENTAL SERVICES INC	PR 9315	SAN MARCOS	2
GUARDIAN TERMITE SOLUTIONS INC	PR 9256	WILTON	2 & 3
GUTIERREZ TERMITE CONTROL	PR 9290	NORWALK	3
HEADSHOT PEST CONTROL	PR 9318	AZUSA	2
IZZYS PEST CONTROL	PR 9273	BAKERSFIELD	2
J MAR PEST MANAGEMENT	PR 9265	BAKERSFIELD	2 & 3
JAWS TERMITE AND REPAIR	PR 9263	HESPERIA	3
JUST IN TIME PEST CONTROL	PR 9292	SANTA MARIA	2
LEFT COAST PEST SOLUTIONS CO	PR 9304	MENIFEE	2
LIGHTNING PEST CONTROL	PR 9255	VISALIA	2
LILLER PEST CONTROL	PR 9252	FRESNO	2
M E C TERMITE AND PEST CONTROL	PR 9281	GARDEN GROVE	2
MANNYS EXTERMINATOR COMPANY	PR 9271	RESEDA	2
MARTIN TERMITE & PEST CONTROL INC	PR 9286	VISALIA	2 & 3
MAXX PEST MANAGEMENT	PR 9247	ALPINE	2
MC KEON & COMPANY PEST MANAGEMENT INC	PR 9305	LAGUNA HILLS	2
METHOD PEST MANAGEMENT CORP	PR 9245	MURRIETA	2
MEXICAN ROACH CONTROL	PR 9314	BAKERSFIELD	2
MOSQUITO AND PEST AUTHORITY	PR 9295	MISSION VIEJO	2
NEVER PESTS PEST CONTROL INC	PR 9276	BAKERSFIELD	2
NOTTINGHAM PEST INC	PR 9266	NORTH RICHLAND HILLS	2 & 3
PARKER PEST PRO	PR 9259	MIDDLETOWN	2 & 3
PAYNE LESS TERMITE & RENOVATION	PR 9257	SACRAMENTO	3
PEST ELIMINATORS	PR 9260	NORCO	3
PEST R US PEST SERVICES INC	PR 9251	PALMDALE	2

NEW COMPANY REGISTRATIONS   JULY 1—SEPTEMBER 30, 2023			
COMPANY	LICENSE #	CITY	BRANCH(ES) OF LICENSURE
PEST ELIMINATORS	PR 9260	NORCO	3
PEST R US PEST SERVICES INC	PR 9251	PALMDALE	2
PESTCAL EXTERMINATORS INC	PR 9313	VAN NUYS	2 & 3
PONDEROSA PINES PEST CONTROL	PR 9284	CAMINO	2 & 3
PRO ADVANTAGE PEST CONTROL	PR 9275	WEST COVINA	2
PRO PACIFIC PEST CONTROL	PR 9283	SAN MARCOS	2 & 3
PROPER PEST CONTROL	PR 9270	OAK RUN	2
QUIT BUGGING MEE PEST CONTROL	PR 9308	MADERA	2
REIMER PEST SOLUTIONS INC	PR 9291	CHICO	2
SERVICE PRO PEST MANAGEMENT	PR 9311	MORENO VALLEY	2
SHATTUCK PEST SOLUTIONS	PR 9249	TUOLUMNE	2
SHOGUN PEST CONTROL	PR 9254	EASTVALE	2
SHOO FLY PEST CONTROL INC	PR 9269	WINDSOR	2
SIMPLY RODENTS	PR 9261	SAN JOSE	2
SLOAN PEST CONTROL	PR 9317	FARMERSVILLE	2
SPEKTOR PEST CONTROL	PR 9289	TEMECULA	2
SPIDEXX PEST CONTROL CA INC	PR 9288	ROHNERT PARK	2
START FRESH PEST CONTROL INC	PR 9319	LONG BEACH	2 & 3
TECHNICAL PEST SOLUTIONS	PR 9309	SANGER	2
THE MINUTE MAN	PR 9287	RAMONA	3
TRU FORCE PEST MANAGEMENT	PR 9246	MENIFEE	2
VAL CHEM PEST CONTROL INC	PR 9258	PINEDALE	2 & 3
VALLEY FUMIGATION	PR 9272	FRESNO	1
VALUE INSPIRED PEST MANAGEMENT	PR 9268	ANTIOCH	2
VILLA TERMITE INC	PR 9300	SHERMAN OAKS	3
WEST COAST PEST PROS	PR 9299	TEMECULA	2
WEST VALLEY PEST SOLUTIONS INC	PR 9307	RESEDA	2
WILLIAMS PEST MANAGEMENT INC	PR 9280	LOS OSOS	2
WOLFYS PEST CONTROL INC	PR 9294	SAN DIEGO	2

## CITATIONS AND FINES

by Jamie Buchholz, Administrative Analyst

In lieu of initiating formal disciplinary actions against a licensee for minor or moderate violations, SPCB may issue citations with or without fines. This approach allows SPCB to impose appropriate penalties to licensees without the need to pursue formal discipline to suspend or revoke their licenses. Below are the statistics on the recent violations and total fines assessed.

CITATIONS AND FINES   JULY 1—SEPTEMBER 30, 2023		
VIOLATION	CODE	NUMBER OF TIMES CITED
Failure to file WDOs.	B&P 8516/8518	14
Furnishing a report without making an inspection.	B&P 8641	5
Failure to file monthly pesticide use reports.	B&P 8505.17	4
Engaging in pest control without a valid insurance policy.	B&P 8691	3
Failure to provide pesticide use notice/disclosure.	B&P 8538	2
Using a name style other than what was approved.	B&P 8650	2
Failure to keep records for 3 years.	B&P 8652	2
Failure to file notification of fumigation to the county.	FAC 15204	2
Failure to serve as a qualifying manager to properly supervise employees.	B&P 8506.2	1
Failure to register a Branch Office.	B&P 8509	1
Failure to provide "Notice to Owner" prior to entering into a contract.	B&P 8513	1
Failure to comply with standard requirements for fumigations.	CCR 1970	1
Failure to comply with recommendations for corrective measures.	CCR 1991	1
Failure to provide an inspection report on a form as prescribed by SPCB.	CCR 1993	1
Failure to comply with inspection and/or completion tags requirements.	CCR 1996.1	1
False and misleading advertising.	CCR 1999.5	1
<b>TOTAL VIOLATIONS</b>		<b>42</b>
<b>TOTAL FINES ASSESSED</b>		<b>\$25,810</b>

**B&P:** Business and Professions Code    **CCR:** California Code of Regulation    **FAC:** Food and Agricultural Code

## ADMINISTRATIVE ACTIONS

by Melissa Sowers-Roberts, Disciplinary Specialist

SPCB oversees the structural pest control profession by upholding the mandates of the Structural Pest Control Act. Here is a summary of the recent administrative actions enacted by SPCB in response to violations of the Act by licensees.

While we make every effort to ensure the accuracy of the information provided, we strongly advise obtaining a copy of the action in its entirety, including the terms and conditions, before making any decisions based on this data. You can download the copy through the California Department of Consumer Affairs' online License Search tool at <https://search.dca.ca.gov>.

ADMINISTRATIVE ACTIONS —DISCIPLINE				
NAME AND CITY	LICENSE NO.	ACTION	EFFECTIVE DATE	ALLEGED VIOLATION
ANDREW L. JORDAN BURLINGAME	RA 68380	Probation, 3 years	July 18, 2023	Convicted of crimes substantially related to the qualifications, functions, and duties of a licensee.
LINK RHODES III OAKLAND	FR 65093	Probation, 3 years	July 20, 2023	Convicted of crimes substantially related to the qualifications, functions, and duties of a licensee.
BRANDON P. CANTIN SANTEE	FR 44328	Default Revocation	August 17, 2023	Convicted of crimes substantially related to the qualifications, functions, and duties of a licensee.
ANTHONY NAVA LOS ANGELES	RA 65545 (Branch 3)  FR 61198 (Branch 2)	Default Revocation	August 18, 2023	Failure to comply with the terms and conditions of probation rendered in Statement of Issues No. 2021-21.
DEMETRIUS D. HOWARD SAN FRANCISCO	RA 61276 (Branch 3)  FR 55408 (Branch 2)	Petition to Terminate Probation Early <b>Granted</b>	August 18, 2023	Conviction of crimes substantially related to the qualifications, functions, and duties of a licensee.
EDUARDO SANTILLAN GARDENA	OPR 10743	Petition for Reinstatement <b>Denied</b>	August 24, 2023	Failure to comply with the terms and conditions of probation rendered in Accusation No. 2012-27.

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NAME AND CITY	LICENSE NO.	ACTION	EFFECTIVE DATE	ALLEGED VIOLATION
SHUZHU HUANG <i>EL MONTE</i>	OPR 11395	Petition for Reinstatement <b>Denied</b>	August 24, 2023	Unlawfully engaging in the practice of pest control, falsely representing pest control performed by a registered company, violation of state laws, aiding and abetting the unlicensed practice of pest control, misrepresentation of material fact in obtaining licensure/registration and commission of fraudulent acts.
CALEB J. ALLEN <i>SAN DIEGO</i>	RA 68533	Probation, 3 years	August 24, 2023	Convicted of crimes substantially related to the qualifications, functions, and duties of a licensee.
NORBERT M. CLEAVES <i>DISCOVERY BAY</i>	RA 68527	Probation, 3 years	August 24, 2023	Convicted of crimes substantially related to the qualifications, functions, and duties of a licensee.
STEPHEN S. RAMIREZ <i>PICO RIVERA</i>	FR 60457	Default Revocation	September 23, 2023	Convicted of crimes substantially related to the qualifications, functions, and duties of a licensee.

GLOSSARY OF TERMS	
Accusations	Charges filed against a licensee or company registration alleging violation(s) of the Structural Pest Control Act.
Interim Suspension Order	An Order issued upon petition suspending a licensee or company registration from all or part of their practice of the provisions of the Structural Pest Control Act.
Petition to Revoke Probation	Charges filed against a probationer seeking revocation of their structural pest control license or company registration based upon violation(s) of probation.
Probationary License	When good cause exists to deny a license or company registration, SPCB has the option to issue a conditional license or company registration subject to probationary terms and conditions.
Statement of Issues Filed	Is filed to deny an application of an applicant for the commission of acts, which if committed by a licensee would be cause for license discipline.
Surrender of License	The licensee surrenders their license or company registration to SPCB, subject to acceptance of the surrendered license or company registration by SPCB. The licensee is prohibited from engaging in the practice of structural pest control.
Stipulated Decision	Negotiated settlements waiving an Administrative Hearing.

