



JUN 27 2007

June 21, 2007

Board of Pesticides  
Henry Jennings  
Augusta, ME 04333

Dear Mr. Jennings

In response to the Positive Identification article in "The Buzz", we currently handle identification practices which include using CMP meter numbers, color of homes and description of property landmarks. We take precautions when treating homes by knocking at the door of the home owners and calling them the day before to inform them of an upcoming treatment. We also, use identifying practices of listing the names of connecting streets, avenues, drives etc., and map codes to ensure that we are in the correct area. If our technicians are in doubt that the property may be incorrect they contact the office and we attempt to reach the customer by phone if this fails we wait to treat until we get confirmation that we need to ensure that we are treating the correct property.

We conduct a business that does not use written contracts as our customers do not like being held to a legally binding contract. Our customers have stated very clearly that they enjoy the freedoms that they have to make decisions for treatment on a day by day choice; such as skipping services, canceling or putting their account on hold.

Thank you

Ryan Lyford  
Scotts Lawn Service