

From: TERRAMAGRA, ANTHONY [<mailto:ANTHONYTERRAMAGRA@Servicemaster.com>]

Sent: Tuesday, February 11, 2014 10:26 AM

To: Jennings, Henry

Cc: Dufault, Ed A

Subject: RE: Trugreen Complaint

Hi Henry,

I am writing in response to the complaint filed by Donna Herczeg's. Our conversation was on September 12th 2013 as she said. We were scheduled to do an application on the neighbors lawn that day. We did inform here that we would be coming out. At the time she called into the branch to see what application would be applied. I let her know what would be applied and that if it did in fact rain that day that we would do a natural treatment. In response to her complaints read as follows,

1. I did explain that the MSDS sheets only give information on concentrates and not the diluted forms. It is company policy and approved that our pesticides are diluted 100% from their lethal toxicity, and once diluted they are much safer than a lot of the products used on the market for consumers.
2. Also it states in the pesticide manuals and on the MSDS sheets that reentry to grounds that are sprayed is safe after the pesticide has dried on the surface which takes one to two hours(it takes a half hour to an hour for the dust to settle on a granular applications). I also did state that I have pets and kids that have had no health issues from pesticide use on my property when following these guidelines. She then stated that I was a horrible person for letting my kids and pets on the lawn. I told her I am following all guidelines of the pesticides I am using that are set by the federal and state government, at which point she told me our company is lying and so is the government.
3. I did explain that if the liquid application dries on the surface before the rainfall that there is less chance of leaching and that granular has a tendency to leach more because it does not react until hit with water, which is also stated in the pesticide manuals.
4. I did say that the government agency's have approved the pesticides for use in the correct manor at which point she said the EPA and OSHA are wrong.
5. I called the pesticide board that day to make sure we were doing everything right and I was assured that I was following all state and federal laws.
6. I also did inform her that customers have complained about her harassing them and she should take up her concerns with them because it is their property and we are doing the job that we were contracted to do. Also we are not breaking any laws.

To some up I did not make any claims that were not backed by the federal and state government. All of my employees are well informed of what they are using and any dangers they might pose to the environment. Donna has called in several times and tries to pull people into debating with her on the subject. I myself made the mistake of letting her draw me into the conversation with her. In the future I will follow all guidelines approved by the state and federal government as I always have and I will make sure that all people on the pesticide registry are well informed.

Also my company strives to make sure that we use the safest pesticides possible and does not make any claims that are not true. If we made false claims then we would be facing serious charges. If you need any more information from me please call me at 207-245-7254 or e-mail me.

Sincerely,

Anthony Terramagra