

AIRCRAFT PILOT PEST CONTROL CERTIFICATE PACKET

Contains the following documents:

- Certification Requirements
- Application & Instructions
- Pest Control Aircraft Pilot Statement of Supervision of Apprentice by Journeyman Pilot (PR-PML-010)
- Study Material Source List
- Visa/Mastercard Transaction Form
- Customer Service Survey Form

PEST CONTROL AIRCRAFT PILOT CERTIFICATE LICENSING REQUIREMENTS

Do you need this certificate? You must possess a Department of Pesticide Regulation (DPR) Pest Control Aircraft Pilot Certificate if you operate aircrafts to conduct pest control in California (Food and Agricultural Code section 11901). This includes the following examples: pilots employed by a licensed Pest Control Business, pilots employed by vector control agencies or districts, and pilots who do pest control on their own property (private applicators¹).

Dealer designated agent privilege Under this certificate you may also act as a licensed Pest Control Dealer Designated Agent, which allows you to actively supervise all operations at only one Pest Control Dealer location.

Basic certification requirements The following table illustrates the basic requirements for this certificate:

For...	Requirements include...
Apprentice pilots (entry-level)	<ul style="list-style-type: none"> • Submitting the application and appropriate fees (FAC section 11903 and 11502.5[b]) • Submitting proof of a valid Commercial Pilot’s Certificate issued by the Federal Aviation Administration (FAA), or if spraying your own property, a valid FAA Private Pilot Certificate (FAC section 11901) • Submitting proof of a current FAA medical certificate (FAC section 11901) • Passing required exams (see Examinations section).
Journeyman pilots	<ul style="list-style-type: none"> • Submitting the application and appropriate fees (FAC section 11903 and 11502.5[b]) • Submitting proof of a valid Commercial Pilot’s Certificate issued by the Federal Aviation Administration (FAA), or if spraying your own property, a valid FAA Private Pilot Certificate (FAC section 11901) • Submitting proof of a current FAA medical certificate (FAC section 11901) • Submitting the Pest Control Aircraft Pilot Statement of Supervision of Apprentice by Journeyman form (PR-PML-010) • Passing required exams (see Examinations section). • Certified as an Apprentice Pilot for at least 1 year with at least 150 hours in a fixed-wing aircraft or at least 50 hours in a helicopter applying pesticides while supervised by a certified Journeyman Pilot. (FAC section 11907)

Continued on next page

¹ A person that applies or supervises the application of restricted use pesticides to produce an agricultural commodity or to control plant and turf pests on property owned, leased, or rented by the person or the employer of the person.

Examinations For the Apprentice Pilot Certificate:
You must pass the Laws, Regulations, and Basic Principles and Apprentice Pilot Certificate examinations with a score of 70 percent or higher to obtain the Apprentice Pilot Certificate.

For the Journeyman Pilot Certificate:
You must pass the Journeyman Pilot Certificate examination with a score of 70 percent or higher to obtain the Journeyman Pilot Certificate. You may obtain this certificate one year after passing the Apprentice Pilot Certificate examination.

Exam Schedules

Annual DPR Exam Schedules are revised in December and posted on the website at www.cdpr.ca.gov/docs/license/liccert.htm. Your application must be postmarked by the final filing date listed in the examination schedule in order for your requested month, location, and type of examination(s) to be processed.

Preparing for examinations

To prepare for the examination, it is suggested that you read the appropriate study materials listed on the Suggested Study Material Source List included in this packet. Many of the study materials have practice test questions at the end of each chapter that can help you evaluate whether you know the material well enough to pass the exam. For some categories, DPR has posted Knowledge Expectations on their website that outline the type of information you will be expected to know when you take the examination.

Application fee

The application fee is \$60 for this certificate (Title 3 of California Code of Regulations [3CCR], Code section 6502). This fee is only required once, provided you become certified within one year.

Examination fees

The examination fee is \$50 (3 CCR section 6505) for each examination taken (including reexaminations due to rescheduling or failure to pass). However, if you do not show for your examination(s) and do not reschedule you must again submit the exam fees.

Second-year fee notice

If you pass the required examinations, you may receive a Second-year Fee Notice. This notice will inform you that you have paid for the first year of a 2-year cycle, and that in order to issue your certificate an additional \$45 is required for the second-year fee. The 2-year cycles are illustrated in the table below.

If your last name begins with...	Then your license will...
A through L	Expire on December 31 of even-numbered years (e.g. 2010, 2012, 2014, etc.)
M through Z	Expire on December 31 of odd numbered years (e.g. 2011, 2013, 2015, etc.)

Valid licenses and certificates

A list of valid licenses and certificates may be viewed at www.cdpr.ca.gov/docs/license/currlic.htm.

Certificate duration A new certificate may be valid for up to two years, depending on when you first became certified.

Once you become certified If you are an Apprentice Pilot, you can only conduct pest control activities under the direct supervision of a Journeyman Pilot.

County registration Before you conduct any work, you must register with the County Agricultural Commissioner's office in each county that you intend to perform pest control. Most counties require a fee for registration, which covers one calendar year. For a list of county registration fees, please go to our web site at www.cdpr.ca.gov/docs/license/liccert.htm.

Continuing Education Once you pass the examination(s) and receive your certificate, you must accumulate a determined amount of approved continuing education (CE) hours. DPR will inform you of the number of approved CE hours you are required to complete. After your first renewal, you are required to accumulate at least 20 hours of approved continuing education (CE) every two years before your certificate expires². At least four of the 20 hours must cover the topic of pesticide laws and regulations and at least four hours pertaining to aerial pest control equipment and application techniques (3 CCR sections 6511).

Our office will send you a renewal notice, which will remind you of the required number and topic areas of CE hours. For more information, you can find the following on our website:

- CE requirements www.cdpr.ca.gov/docs/license/conted.htm
 - DPR-approved CE courses www.cdpr.ca.gov/docs/license/classes.htm
-

Renewal fee The renewal fee is \$90 for the 2-year cycle (3 CCR section 6502). We do not prorate your fee if you renew your certificate late. Instead, a late fee is applied.

Late renewal fee A late fee of 50 percent of the total renewal fee will be charged for each license or certificate postmarked after December 31 of the expiration year.

Continued on next page

² Some new certificate holders may require fewer CE hours for their first renewal depending on when the certificate was issued. The number of required CE hours will be specified on your transmittal card when you receive your new certificate.

Miscellaneous fees

The following chart lists possible miscellaneous fees.

Type	Amount	Details
Name change	\$20	<ul style="list-style-type: none"> • You must immediately notify the Licensing and Certification Office in writing (3 CCR section 6508). • You must submit legal documents certifying the name change. • A new license will be automatically issued for all name changes. • The <i>Address Change/Name Change/Replacement Card Form</i> is available on our website at www.cdpr.ca.gov/docs/license/lcforms.htm
Address change	\$20	<ul style="list-style-type: none"> • You must immediately notify the Licensing and Certification Office in writing (3 CCR section 6508). • This fee is only required if you request a new license. • The <i>Address Change/Name Change/Replacement Card Form</i> is available on our website at www.cdpr.ca.gov/docs/license/lcforms.htm
Duplicate	\$20	<ul style="list-style-type: none"> • This fee applies to requests for a duplicate or replacement license. • The <i>Address Change/Name Change/Replacement Card Form</i> is available on our website at www.cdpr.ca.gov/docs/license/lcforms.htm

Name and/or address change fees are waived when a license is reprinted to add a pest control category or to renew.

Timelines for processing applications

DPR may take up to 100 days to complete the processing of your application, in compliance with Government Code sections 15374-15378. Failure to comply with this time period may be appealed to the Agency Secretary, California Environmental Protection Agency, P.O. Box 2815, Sacramento, California, 95814, pursuant to regulations set forth in 3 CCR section 301. Under certain circumstances, the Agency Secretary may order that the applicant receive a reimbursement of filing fees.

Common mistakes

The most common application errors are

- Incorrect fees
- Missing the final filing date
- Not specifying your preferred month, location, and type of examination(s)

You can avoid these errors by reading the application instructions carefully and by mailing your application **before** the final filing date.

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**Our physical
address**

Department of Pesticide Regulation
Pest Management and Licensing Branch
Licensing and Certification Program
1001 I Street
Sacramento, CA 95814-2828

**Our mailing
address**

Department of Pesticide Regulation
Pest Management and Licensing Branch
Licensing and Certification Program
P.O. Box 4015
Sacramento, CA 95812-4015

**For more
information**

You may contact us between the hours of 8 a.m. to 5 p.m. at (916) 445-4038, or
e-mail us at licenseemail@cdpr.ca.gov.

STATE OF CALIFORNIA
**AIRCRAFT PILOT PEST CONTROL
 CERTIFICATE APPLICATION**

DPR-PML-005 (REV. 08/11)
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DEPARTMENT OF PESTICIDE REGULATION
 PEST MANAGEMENT AND LICENSING BRANCH
 LICENSING AND CERTIFICATION PROGRAM
 P.O. BOX 4015
 SACRAMENTO, CALIFORNIA 95812-4015
 (916) 445-4038
 FAX - (916) 445-4033
 Web site: <http://www.cdpr.ca.gov/>

The mailing address you indicate on this application is your address of record for your license/certificate. Therefore it is public information. You may wish to use a post office box in lieu of the physical address as an address of record.

PLEASE READ INSTRUCTIONS ON PAGE 2.

A. Application Type. Check the appropriate box(es).

APPRENTICE NEW APPLICATION - FIRST TIME APPLICATION OTHER (Specify) _____

JOURNEYMAN REEXAMINATION - FAIL OR NO SHOW ON PREVIOUS EXAMS

B. Applicant Information. Please print or type.

NAME (Last)	(First)	(Middle Initial)	PILOT CERTIFICATE NUMBER/EXAM ID NUMBER	HOME TELEPHONE NUMBER ()
MAILING ADDRESS (Number and Street)				WORK TELEPHONE NUMBER ()
(City)	(County)	(State)	(ZIP Code)	CELL TELEPHONE NUMBER ()
PEST CONTROL BUSINESS EMPLOYED BY AND MAILING ADDRESS (If Applicable) (Name, Number and Street, City, State, Zip Code)				EMAIL ADDRESS

NOTE: New Apprentice Pilot Certificate applicants must submit copies of their valid Federal Aviation Administration Commercial Pilot's Certificate and a current appropriate Medical Certificate issued by the Federal Aviation Administration. PLEASE INCLUDE A COPY OF THESE FORMS WITH YOUR APPLICATION.

C. Laws, Regulations and Basic Principles Examination. Exemption. See instructions on reverse.

EXEMPT - Check this box and enter the number from your current license if you are exempt from this examination.

PEST CONTROL ADVISER LICENSE NUMBER	QUALIFIED APPLICATOR LICENSE NUMBER
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D. Examinations. Indicate the examination(s) you want to take by checking the appropriate boxes. See instructions on reverse.

Laws, Regulations and Basic Principles Examination Apprentice Pilot Certificate Examination Journeyman Pilot Certificate Examination

E. Examination Schedule. To complete this section, see Examination Schedule for the month and location. DPR will assign the exam date.

EXAMINATION MONTH	EXAMINATION SITE LOCATION
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F. Reasonable Accommodation.

Check if you need reasonable accommodation to take a written exam.

G. Fees. All fees are non-transferable and non-refundable.

	Amount	# of Exams	Total Amount
New Applicant Fee (First Time Applicant Only)	\$60	---	\$ _____
Examination Fee (New or Reexamination)	\$50	X _____	= \$ _____
Total Fees Due/Enclosed			\$ _____

H. Read Before Signing. During the last three years have you had any administrative, civil, or criminal action taken against you for violation of any State or federal laws or regulations relating to the application or use of pesticides that resulted in disciplinary or in which any disciplinary action is pending?

YES (State explanation below or attach separate page.) NO

I. I declare under penalty of perjury, under laws of the State of California, that the above information is true and correct.

APPLICANT SIGNATURE	DATE SIGNED
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FOR OFFICIAL USE ONLY	PROBLEM	COMPUTER ENTRY DATE
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AIRCRAFT PILOT PEST CONTROL CERTIFICATE APPLICATION INSTRUCTIONS

DPR-PML-005 (REV. 08/11)

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A. Application Type.

▪ **New Application:** If you:

- ✓ Are applying for an Apprentice or Journeyman Pilot Certificate for the first time.
- ✓ Failed to obtain your certificate within 12 months from the first date you scheduled your examination.
- ✓ Failed to meet the renewal requirements by the expiration of your certificate.

*New Apprentice Pilot Certificate applicants **must** submit copies of their valid Federal Aviation Administration Commercial Pilot's Certificate and a current Medical Certificate issued by the Federal Aviation Administration.*

*New Journeyman Pilot Certificate applications **must** have: a) been licensed as an Apprentice and have worked under a Journeyman for a minimum of one (1) year, **and** b) completed a minimum of 150 hours of operation of a fixed-wing aircraft or 50 hours of a non-fixed wing aircraft within the past two (2) years. Submit a completed and signed (by the Journeyman Pilot Certificate holder) "Pest Control Aircraft Pilot Statement of Supervision of Apprentice by Journeyman" form with your application.*

- **Reexamination:** Scheduling an examination on which you failed to obtain a passing score or failed to appear for a previously-scheduled examination.
- **Other:** Any other change, please specify the change.

B. **Applicant Information:** Enter your name, Apprentice or Journeyman Pilot Certificate or Exam Identification Number if applicable, address, email address, home, work, and cell telephone numbers, and current employer (if applicable).

C. **Laws, Regulations and Basic Principles Examination.** Exemption. If you have passed the Laws, Regulations and Basic Principles examination within one (1) year or have a current Agricultural Pest Control Adviser License or Qualified Applicator License, check the "Exempt" box. To qualify for this exemption you must enter the number from your current license. The Qualified Applicator Certificate and Pest Control Dealer's Designated Agent License do not meet the exemption requirements. Structural Pest Control Operators and out-of-state licenses or certificates also do not meet the exemption requirements.

D. **Examinations.** Indicate the examinations you want to take by checking the appropriate boxes. In addition to the Laws, Regulations and Basic Principles examination, each new Apprentice Pilot applicant must successfully pass the Apprentice Pilot Certificate examination before an Apprentice Pilot Certificate is issued. Each new Journeyman Pilot applicant must successfully pass the Journeyman Pilot Certificate examination and submit the required form (see Section A above).

E. **Examination Schedule.** Indicate the examination month and location in the appropriate boxes. This information may be obtained from the Examination Schedule provided with the General Information Packet or from DPR's web site at <www.cdpr.ca.gov>. The Examination Schedule gives the location, schedule, and final filing dates. Your application must be *postmarked* by the final filing date for that location. DPR will assign your exam date.

F. **Reasonable Accommodation.** Reasonable Accommodation will be provided to applicants who need assistance to take a written exam. If you check "Yes", you will be contacted via telephone or mail to make specific testing arrangements.

G. **Fees. All fees are non-transferable and non-refundable.**

New Applicant Fee: \$60

Examination Fee: \$50

A "new applicant fee" is only required when/if you meet the criteria stated above in Section A, Application Type, New Application.

An examination fee of \$50 is required for each examination (including Laws, Regulations and Basic Principles) you are requesting to schedule.

H. **Read Before Signing.** Check appropriate box.

I. **Declaration/Signature Block.** Sign and date your application. Enclose a check, money order or credit card payable to "Cashier, DPR" and mail to: Cashier, Department of Pesticide Regulation, P.O. Box 4015, Sacramento, California 95812-4015.

Failure to complete or provide the requested information may delay the processing of your application.

PEST CONTROL AIRCRAFT PILOT STATEMENT OF SUPERVISION OF APPRENTICE BY JOURNEYMAN

PR-PML-010 (REV. 10/01)

THIS FORM MUST BE COMPLETED SEPARATELY BY EACH JOURNEYMAN PEST CONTROL AIRCRAFT PILOT WHO SUPERVISED YOU AS AN APPRENTICE PILOT.

Section 11907 of the Food and Agricultural Code states: "A journeyman's certificate shall not be issued to the holder of an apprentice certificate until the applicant has served as an apprentice under a certificate issued pursuant to this chapter for one year and until the applicant presents to the Director satisfactory documentary proof consisting of a declaration or affidavit by a holder of a journeyman's certificate attesting to the applicant's completion of not less than 150 hours of operation of a fixed-wing aircraft or 50 hours of operation of nonfixed-wing aircraft within the past two calendar years in pest control activities together with such other evidence as the Director may require."

This is to certify that I, the undersigned, am a journeyman pest control aircraft pilot in good standing with the State of California and

that _____ has served as an apprentice pest control aircraft pilot under my supervision from _____, 20____ to _____, 20____ and has completed _____ hours of operation of fixed-wing aircraft and/or _____ hours of nonfixed-wing aircraft in pest control activities in California.

Under my supervision, the above-named apprentice pilot, while employed by _____ has received training and demonstrated his ability to apply pesticides in the areas checked below.

- 1. Evaluating climatic conditions for suitability. (Knowledgeable of the effects of wind velocity and direction, lapse vs. inversion, time of day, air basin saturation, and other microclimate factors.)
- 2. Assessing the potential hazards from the application to surrounding properties.
- 3. Performing work in a careful and effective (professional) manner.
- 4. Avoiding application when: (a) bystanders may be contaminated; and (b) nontarget animals or property may be damaged.
- 5. Checking to see that the spray equipment is functioning properly before application.
- 6. Preventing substantial drift to nontarget areas: (a) timing of discharge and shut off ; (b) turn patterns relative to adjacent sensitive areas; (c) flight pattern relative to air movement and adjacent sensitive situations; and (d) turns the equipment on late or shuts it off early if there are obstructions (trees, power and telephone lines, or building).
- 7. An awareness of the proper mitigation measures to take when working adjacent to sensitive areas, such as areas next to buildings, residences, livestock, nontarget crops, or waterways. (Buffer zones and/or use and effect of specialized adjuvants.)
- 8. Taking appropriate safety precautions to protect persons on the ground who may be exposed to the pesticide, including but not limited to reconnaissance flights before beginning to spray.
- 9. An understanding of factors that contribute to drift, such as: (a) applicator skills; (b) technique and professionalism; (c) type of aircraft; (d) aircraft equipment specifications (nozzles and booms); (e) applicator procedures (effect of height and high air speed); (f) aerodynamic phenomena effects (wing tip vortices, wake vortex, rebounding, droplet release zones, high pressure vs. low pressure); and (g) droplet dynamics (sizing-vmd, fall time, evaporation shatter).
- 10. Ability to set up and calibrate spray equipment properly.
- 11. Determining suitable equipment and methods to make application. (Recognizes that certain jobs require special equipment and may have to turn down certain jobs if proper equipment is not available.
- 12. An awareness that pilots who operate pest control aircraft shall not transfer, mix or load liquid category one or two pesticides containing organophosphates or carbamates unless a closed system is used.

If a box is not checked above, please attach explanation.

The named apprentice has registered and performed pest control activities under my supervision in the following counties:

I declare under penalty of perjury the foregoing statement is true and correct.

Executed on _____ 20____ at _____, California.

Signed _____
(Journeyman's Signature) (Certificate Number)

(Address) (City, State and Zip Code)

I concur with all of the statements made by the journey man pilot.

Signed _____
(Apprentice's Signature) (Certificate Number)

(Address) (City, State and Zip Code)

SUGGESTED STUDY MATERIAL SOURCE LIST

Pest Control Aircraft Pilot Certificate (Apprentice and Journeyman Pilot)

Studying the suggested study material can make the difference between passing and failing the appropriate examinations. The examinations are based on the study materials listed below. Purchasing the study material is optional as they might be available for loan from public or college libraries. In addition to the sources listed below, some UC Extension/Farm Advisor offices might offer the material for sale. For instructions on prices and ordering the publications see page 2.

Laws, Regulations, and Basic Principles

Study Material	How to Obtain Study Materials
<u>Pest Control Aircraft Pilot Study Guide</u>	<ul style="list-style-type: none"> • Review Online: http://www.cdpr.ca.gov/docs/license/lcpubs.htm • See Source 2 on page 2.
<u>Laws and Regulations Study Guide</u> (2001 Edition).	<ul style="list-style-type: none"> • Review Online: http://www.cdpr.ca.gov/docs/license/lcpubs.htm • See Source 2 on page 2.
<u>The Safe and Effective Use of Pesticides.</u> Second Edition. Patrick J. O'Connor-Marer, 2000.	<ul style="list-style-type: none"> • See Source 1 on page 2.
<u>California Food and Agricultural Code</u> (FAC). FAC division 6, sections 11401-11456 and sections 11501-12408. FAC division 7, sections 12500-12582, 12601-12784, 12801-13102, 14001-14155, 29080-29103.	<ul style="list-style-type: none"> • Review Online: www.leginfo.ca.gov/cgi-bin/calawquery?codesection=fac&codebody=&hits=20
<u>Title 3, California Code of Regulations.</u> Food and Agriculture, division 6, sections 6000-6920.	<ul style="list-style-type: none"> • Review Online: www.cdpr.ca.gov/docs/inhouse/calcode/chapter_.htm

Apprentice Pilot Certification Examination

Study Material	How to Obtain Study Materials
<u>Pest Control Aircraft Pilot Study Guide</u>	<ul style="list-style-type: none"> • Review Online: http://www.cdpr.ca.gov/docs/license/lcpubs.htm • See Source 2 on page 2.
<u>Laws and Regulations Study Guide</u> (2001 Edition).	<ul style="list-style-type: none"> • Review Online: http://www.cdpr.ca.gov/docs/license/lcpubs.htm • See Source 2 on page 2.
<u>The Safe and Effective Use of Pesticides.</u> Second Edition. Patrick J. O'Connor-Marer, 2000.	<ul style="list-style-type: none"> • See Source 1 on page 2.

Journeyman Pilot Certification Examination

Study Material	How to Obtain Study Materials
<u>Pest Control Aircraft Pilot Study Guide</u>	<ul style="list-style-type: none"> • Review Online: http://www.cdpr.ca.gov/docs/license/lcpubs.htm • See Source 2 on page 2.
<u>Laws and Regulations Study Guide</u> (2001 Edition).	<ul style="list-style-type: none"> • Review Online: http://www.cdpr.ca.gov/docs/license/lcpubs.htm • See Source 2 on page 2.
<u>The Safe and Effective Use of Pesticides.</u> Second Edition. Patrick J. O'Connor-Marer, 2000.	<ul style="list-style-type: none"> • See Source 1 on page 2.

HOW TO OBTAIN STUDY MATERIALS**SOURCE 1 – STUDY MATERIAL AVAILABLE AT UNIVERSITY OF CALIFORNIA**

1. Write to: Communication Services
Publications, Agriculture & Natural Resources
University of California
6701 San Pablo Ave, 2nd Floor
Oakland, CA 94608-1239
2. Call: (800) 994-8849 or (510) 642-2431
3. Order Online: www.anrcatalog.ucdavis.edu
4. Visit your local County Farm Advisor's office (University of California Cooperative Extension).

SOURCE 2 – STUDY MATERIAL AVAILABLE AT DPR

1. Write to:
Department of Pesticide Regulation
Attn: Publications
P.O. Box 4015
Sacramento, CA 95812-4015
2. Call: (916) 323-3885
3. The Video/Publication Order Form and publication prices can be found at
<http://www.cdpr.ca.gov/docs/dept/dpr003.pdf>.

Please make your check or money order payable to: Cashier, Department of Pesticide Regulation.

VISA / MASTERCARD TRANSACTION



INSTRUCTIONS:

1. For conducting transactions using VISA or MasterCard only. No other cards are accepted.
2. Complete **ALL** cardholder information.
3. If you have any questions, please call the Licensing and Certification Program at (916) 445-4038.
4. Mail your completed application with this form to the appropriate address below:

Licensees:

Continuing Education Sponsors:

ATTN: Cashier
 Department of Pesticide Regulation
 P.O. Box 4015
 Sacramento, CA 95812-4015

Cashier
 ATTN: CE
 Department of Pesticide Regulation
 P.O. Box 4015
 Sacramento, CA 95812-4015

5. **DO NOT FAX** this form to DPR

NAME OF CARDHOLDER (NAME APPEARING ON THE BANK CARD)											CHECK ONE <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard		TODAY'S DATE	
BANK CARD NUMBER (16 DIGITS)											BANK CARD EXPIRATION DATE		TOTAL AMOUNT OF PAYMENT \$.	
													TELEPHONE NUMBER ()	

SIGNATURE OF CARDHOLDER (NAME APPEARING ON THE BANK CARD)

FOR PAYMENT OF:

NAME OF LICENSEE OR SPONSOR

MAILING ADDRESS (Street or P.O. Box Number)

(City, State, and ZIP Code)

(DEPARTMENT USE ONLY) - ENTERED ON POS BY:	TODAY'S DATE	DATE MAILED	BY
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California Environmental Protection Agency

Customer Service Survey

Our goal is to provide you with the best possible customer service. Your feedback telling us what is going well and what needs improvement is essential to our success to better serve you. We ask that you take a moment to complete the electronic customer service survey form at <www.calepa.ca.gov/Customer/CSForm.asp>. To assure that we receive your comments, please select “Department of Pesticide Regulation” and “Division of Pest Mgmt, Environmental Monitoring, Enforcement & Licensing” on the survey form. If you do not have access to the Internet and our electronic Customer Service Survey form, please feel free to write us at:

California Department of Pesticide Regulation
Pest Management and Licensing Branch
P.O. Box 4015
Sacramento, CA 95812-4015

Thank you for your feedback.