

PLCAA instructs 'Capitol Hill' participants: let legislators know that we will inform customers



■ Some of the public demands that "squirt and split" professional lawn care vanish.

They clamor that they're being exposed to chemicals by profit-hungry chemical lawn application companies. They say that without adequate warning and/or information they can't protect themselves, their children, or their pets from unwanted and potentially harmful chemical exposures.

Their complaints are emotional.

Lawmakers are listening, and acting.

That's why, says the Professional Lawn Care Association of America (PLCAA), the image of a professional applicator cruising into a neighborhood and hosing down lawns with fertilizer and chemical controls—then leaving behind little else other than invoices—must change.

To that end, PLCAA drafted "Customer Right-to-Know Provisions." These provisions were handed out to the 100-plus lawn pros who traveled to Washington D.C. for the third annual "Day on the Hill" gathering this past February.



Sen. Richard G. Lugar (R-Ind.), who owns a farm in Indiana, supported PLCAA's call for sensible pesticide legislation. Bob Andrews, left, PLCAA president, introduced Sen. Lugar to the audience of 130 lawn care pros at the "Day on the Hill" breakfast.

The PLCAA policy statement urges professional lawn applicator companies to provide their customers with a written Customer Service Agreement containing the following information:

- ✓ the property address;
- ✓ number of applications over a 12-month period;
- ✓ general time frame in which chemical product applications will be made;
- ✓ statements informing the customer of the right to be pre-notified one day before products are applied, and to receive information on the products to be applied on the day of application;
- ✓ the annual cost of the basic service;
- ✓ a statement of what additional services may be necessary but are not included in the basic cost;
- ✓ a statement informing the customer of the right to be informed in advance of any price increases for services in subsequent years;
- ✓ the signature of the commercial applicator;
- ✓ the company name, address, telephone number, business registration number and, where applicable, the applicator's state license number.

PLCAA's members also believe that the following information should be provided to customers at the time of an application:

- the brand name or common name of the chemical lawn-product applied,
- the general reason for use as stated on the label,
- the maximum concentration of end-use product and the rate of application,
- any special instructions relating to the use of the lawn by the customer after the application is made, and
- on request, a copy of the product label.

Notification Registry—PLCAA says the idea has worked in seven states and supports creation of a registry in each state. People wanting to be notified prior to nearby chemical applications could sign up for the registry. Applicators, on a regular basis, could be informed of the people signing up for the chemical application registry.

Pre-notification—PLCAA supports a proposal to require commercial applicators to pre-notify the following people one day in advance of intended applications: customers (if applicable); people on the Notification Registry that are adjacent to the customer's property; or an appropriate school authority.

Posting—PLCAA supports national posting requiring commercial applicators and do-it-yourselfers affix a posted marker at the primary point or points of access to a property at the time of chemical application.

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