Sharpening your Edge
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The Challenges of Heat
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Rodenticide Risk Management Label Changes
By Jeff Weier  Page 14
The Nevada Pest Control Association kicked 2011 off with a bang! The attendance at our annual Expo was up 10 percent over last year and our vendor support increased by 30 percent. Thank you to all who participated for a fantastic show. We are sending a strong message that training and education are a priority in Nevada and we have top flight companies to show for it.

Unfortunately, Nevada tops most every list of economic challenges that are affecting the country. These challenges show up in our industry in many different ways. Currently in the Nevada legislature, there are bills being introduced that could have a tremendous impact on the pest control industry. As the NPCA continues to grow, our voice becomes stronger in the pest control community.

On Friday, March 12th, Grady Jones, George Botta, Lee Lawrence, and I traveled to Carson City to defend our position on Assembly Bill 234. This is a bill which “authorizes a health authority to establish a plan for integrated pest management practices in a public accommodation”. It also states that “a plan must prohibit the indoor application of any pesticide during any time when a place of public accommodation is occupied”. The impact this bill would have on our industry is paralyzing. We were able to testify before the committee and the bill has been stopped for the interim. The sponsors of the bill have contacted us and would like us to be involved in developing an amendment that would work for all parties involved. This is very good news because now the NPCA is involved and we can protect our position.

Mark Hutchinson from Critter Control in Reno has also been working overtime with all parties to amend the Trail Safe issue on trapping. After much discussion it appears that our industry will have an exemption from this bill. The industry thanks you.

We will be sending out e-mails to all NPCA members keeping you informed of the development of these issues as they unfold. If you want to get involved and would like to help on preventing these bills from becoming law please contact me or any of your board members. We can always use more help.

I am excited to announce that our Mentoring Program for the NPCA is moving along well. In this program you will learn about behind-the-

Continued on page 19
SHARPENING YOUR EDGE ON THE PESTS  
(CONTINUING FOR THE PAST ISSUE)

By Austin Frishman, Ph.D., B.C.E.  
President  
AMF Pest Management Services, Inc.

At this past Nevada Pest Management Association Convention, I presented a condensed review of my best pest management tips discovered during my 50 years in the field. Here are a few additional examples.

Google It
Before you visit a new account or visit an existing one for a specific pest problem, get on the computer and Google an aerial map of the area. This can greatly help determine why and where the problem is coming from.

Hummingbird Feeders
Hummingbird feeders bring joy to homeowners who use them. They also bring bees, wasps and ants—sometimes enough to drive away the birds you want to see. Obviously, the use of conventional pesticides cannot be used.

Fortunately, here are two products which really work.

For the ants:
Ant Guard, Line Guard, Inc., Elyria, Ohio  
- (888) 324-1889
This device is placed between the hummingbird feeder and the hook holding the feeders. The ants are forced to crawl over the device to reach the food source. Hidden within the device is a small pad containing a repellent pyrethroid. It lasts for months.

For the bees, wasps and large birds:
Bee Guard Fit Feeders, Woodsream Corp. (800) 800-1819

They serve as a screened port that allows the hummingbirds to feed, but keeps the bees out. You want one in each feeding station.

Analysis Paralysis
With all the technology available, you can drown in your own data. Scanning bar codes and beaming results to a satellite back to your office sounds very impressive but the technician may forget to actually look inside the stations. They are focused on inputting the data.

If you want to keep your technicians on their toes and see if they are really checking all of the stations, implement the following. Take five rubber mice. Number them 1, 2, 3, 6, 8. Place them in five different stations. Now explain what you did and have the technicians bring all of the mice back to your office. Do not tell them how many and what account they are in. You can repeat this two or three times a year. It works!

Change in the economy means we have to work SMARTER not HARDER!

Our economy has changed and we have to change with it. These Retreats are designed to help you make the necessary changes to advance in this economy not just stay afloat or be happy to make payroll. It is time for YOU to invest in YOU and LEARN what you need to know to establish a PLAN to move forward.

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Made in the USA!
When I evaluate a company on the first day I like to interview as many people as I can. I will interview service reps, sales reps and office personnel before I meet with the managers and/or owners. I do this to find out, from the employee’s perspective, what is happening here. Every time I do this I get a real idea as to what the good, the bad and the ugly really are.

Being that I do not work there – people usually open up to me and use this opportunity to give honest praise or criticism on the company and its leaders.

Many bosses do not live in the same world as their employees. They believe all is well when it isn’t.

I recall one office (about 15 people there) where at the end of my interview with a tech he said, “Can I ask you a question?” Of course I agreed.

His question was “How do I get rid of roaches?”

Here is a guy who has been a tech for four months. I was taken aback. I asked, “Have you asked your supervisor for help?”

He answered, “Yes, he’s been out at this casino account with me three times in the last two months and they still have roaches. I think they may quit us.”

I spoke to the supervisor who was aware of the problem. Basically he kept baseboard spraying and still had problems.

“I asked, “Have you discussed this with the owner?” He looked nervous when he replied, “I’m afraid if he finds out, he may fire me.”

I met with the owner and supervisor to hash this all out.

In the end, they brought in a good technical trainer who went out in the field with them and changed their services to IPM and took care of the problem. Everyone else had to be retrained and new protocols were implemented.

What was not unusual here was that the boss was unaware of the situation. The communications between the supervisor and boss were not as open as they should have been.

The supervisor was afraid of the owner and was doing the best he could. At one point the supervisor asked the owner if he could attend a few technical meetings or conferences to see what was new in the market. The owner said something like, “I pay you to keep up with the industry – I don’t pay you to attend dumb meetings.”

That was the beginning of their problems. We did straighten all this out.

The bigger problem was that the owner set an unwritten policy that training and learning new ways of doing things was a waste of time. I have seen this in small and medium sized businesses more often than I’d like to admit.

In some companies, they set aside up to 6% of their budget to training. Most companies allocate only 1-2%. That is pretty sad. Some companies budget 10% to advertising and have less than 2% going to training. Ironically, training can reduce callbacks, improve customer retention, bring more sales, increase productivity and reduce complaints, confusion, and potential lawsuits. And yet – it is often overlooked.

One of the main reasons that companies don’t invest more time and money into training is because the owner/manager realizes that training often brings changes – and they don’t want to change things.

To not change is to become stagnant and eventually you will rot. Tough call. Changing ones mind to become more open to change is tough.

The more aggressive and progressive companies that will survive and thrive are the companies that are open to change and believe in ongoing improvements. Those are the companies I like to work with. Changing companies that fight it is what I do most. It is difficult, to say the least – and yet, most satisfying when it works and the boss realizes that he is the invisible enemy he’s been fighting.
As bed bugs continue their resurgence, heat is beginning to become one of the preferred treatment methods to address infestations. Heat in excess of 120°F has been demonstrated to be a weakness of bed bugs and if heat is used properly, it has the ability to eliminate infestations in one treatment. Heat treatments can also be positioned as a greener alternative to traditional treatments. What some fail to realize is that heat treatments are not as simple as turning on the heat and returning at the end of the day to dead bed bugs. With excessive time and effort being spent on heat treatments, callbacks can be devastating. The following are some obstacles to heat treatments that if addressed properly can optimize the effect of structural heat treatments.

Clothes

The issue with clothes is that they provide insulation against heat. If clothes are folded and piled (as in dressers), heat has a difficult time penetrating the piles. If these piles are not addressed they can provide a safe place for bed bugs to hide. In a standard home with limited clutter, treating clothes with the heat created by the treatment may not be an issue. Unfortunately, those familiar with bed bugs know that clutter and bed bugs tend to go hand to hand and in a cluttered home clothes can prove to be one of the most challenging items to deal with. The typical thought process is to use the heat created in the home to heat the clothes by turning the piles periodically. The issue is that many times one doesn’t realize the volume of clothes people have in their home. Finding a place to turn the clothes appropriately can be difficult. In addition, the piles of clothes spread throughout the apartment then present a challenge because the walking space you had in the home to work freely becomes cluttered and difficult to work in. Soon you find yourself tripping over piles of clothes (or the hampers they are contained within) and potentially damaging those items. Unfortunately there is no easy solution to the problem. The best option is to hang the clothes as this increases airflow to the surface of the clothes and provides for optimal heating. If the home doesn’t have enough room to hang all of the clothes, a makeshift line can be hung in the apartment to increase hanging space. If hanging clothes is not an option and turning the clothes manually cannot be done, the client being treated may have to cooperate with recommendations to launder the clothes that cannot be addressed. These clothes should be laundered prior to or during the heat treatment and then stored in a sealed container until the heat treatment is complete.

Points of Contact

Anywhere furniture is touching the floor can create a cold spot that, unless the furniture is moved or lifted, may never warm up to critical temperatures. The same is true for items touching or close to the wall. The airflow behind these items is reduced due to the narrow gap between the item and the wall and those areas can be tough to heat without driving hot air into those areas with a fan. When bed bugs begin to succumb to heat, they typically drop from the items they are walking on. If this happens they may fall into the area where the furniture they just dropped from meets the floor. This may present to the bugs a cold spot to hide in until the heat treatment is complete. All furniture should be moved, turned or tilted to provide optimal heating of all surfaces and contact points.

Concrete Structures

Concrete acts as a heat sink and can take significantly longer to heat. This increase in time can create unprofitable days and painfully long treatments for technicians. Unfortunately, there are few simple options to overcome a concrete heat sink. In some circumstances, concrete walls have been covered by insulating materials (carpet, newspaper, wood, etc…) to prevent the concrete from absorbing the heat. Thin steel and aluminum has also been used to reflect heat away from the concrete walls. One issue with insulating the walls is that if you are using materials attractive to the bugs, the bed bugs can find their way into these insulating materials and they then provide a safe haven for the bugs. The other concern with this option is the time investment to insulate the walls often forces the price of the treatment to an unaffordable level.

If concrete floors are present, leaving carpeting in place (if it exists) may assist with treatment by acting as insulation against

Continued on page 16

DuPont™ Arilon® Insecticide

All your pest control needs in one single product.

DuPont™ Arilon® insecticide is the progressive way to control a diverse range of insect pests in both interior and exterior application situations. Arilon® is the latest non-repellent chemistry, with a mode of action like no other. Studies show that Arilon® provides excellent control of ants, cockroaches and other key insect pest species on a variety of interior and exterior surfaces—and the active ingredient converts to its MetaActive™ form using internal insect enzymes, making Arilon® an environmentally favorable product too. Because of its label versatility and favorable toxicological and environmental profile, Arilon® can be used in a variety of use sites—in and around both household and commercial/industrial locations for more versatile application with fewer treatment limitations.

How Arilon® Works

Target Organisms

Through chemical optimization methods, DuPont scientists engineered the active ingredient in Arilon® to be bioactivated and utilize the insect pest’s own enzymes for metabolic conversion to its MetaActive™ form.

Non-Target Organisms

Because natural enzymes found in insect pests are the key to its biological effectiveness, Arilon® can effectively differentiate between target insect pests and non-target species.

Results You Can Count On

<table>
<thead>
<tr>
<th>Pest Species</th>
<th>Surface</th>
<th>DAT</th>
<th>Mortality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Odorous House Ant</td>
<td>Stainless</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Argentine Ant</td>
<td>Stainless</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>House Cricket</td>
<td>Tile</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>German Cockroach</td>
<td>Vinyl</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>American Cockroach</td>
<td>Vinyl</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Crazy Ant</td>
<td>Wood</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Pharaoh Ant</td>
<td>Wood</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Smokybrown Cockroach</td>
<td>Concrete</td>
<td>2</td>
<td>100%</td>
</tr>
<tr>
<td>Oriental Cockroach</td>
<td>Concrete</td>
<td>2</td>
<td>100%</td>
</tr>
</tbody>
</table>

Results: The surfaces in this chart are arranged in order from the least to most porous of structural surfaces. Despite the surface tested or the insect, DuPont™ Arilon® provides 100% control for many key insect pest species in fewer than 2 days.

Sources: BioResearch; Purdue University; Stine-Haskell Research; and Universiti Sains Malaysia, Penang
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rives@ControlSolutionsInc.com

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Larry King
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Mike Goza
559.232-8696 • Mike.Goza@mgk.com

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Thank you to all the businesses that supported the association at the 2011 Pest Expo.
Nevada Pest Control Association Registration Form

All fields must be completed on the following application. This information will be used for the membership directory. Register online at www.nevadapca.org/memberapp.html

Business License # ____________________________
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For additional member name submissions please contact us at (702) 385-1269.

Association Membership Fee: Principles $150 • Operators $35

Return this application with your check made payable to: Nevada Pest Control Association

Please charge my credit card: • MC • VISA Name on card ____________________________
Credit Card # ____________________________ CVV Code ____________ Exp. Date ____________ Amount: $ ____________
CC Billing Address ____________________________
1 / We acknowledge the purpose of the sponsorship program of the NPCA and hereby agree(s) to the membership and standards.
Signature ____________________________ Date ____________

Please mail or fax form to: NPCA, 5010 S. Decatur Blvd. Suite F, Las Vegas, NV 89118 Phone: (702) 385-1269 Fax: (702) 385-1908

FROM THE ASSOCIATION

Paragon Professional Products
www.paragonprofessional.com
3635 Knight Rd, Suite 7
Memphis, TN, 38118
Steve Dzig
310-995-8160 • sddiaz@paragonpcp.com

PestWest Environmental
www.pestwest.com
4363 Independence Ct.
Sarasota, FL, 34234
Scott Baldwin
480-747-2688 • scott.baldwin@pestwest.com

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www.target-specialty.com
3455 W Lake Mead Blvd.
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Kurt Smith
702-631-7499
kurt.smith@target-specialty.com

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www.univarpps.com
4650 S. Valley View
Las Vegas, NV, 89103
Jason Mayers
702-528-4411
jason.mayers@univarusa.com

Valin Corporation
www.valin.com
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Sunnyvale, CA, 94086
Paul Duggan
408-730-9850 • pduggan@valin.com

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FMOS PRODUCTS

Nevada Pest Control Association News
12

REMEMBER THE ZONE WHERE BED BUGS CEASE TO EXIST

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Bayer Environmental Science
Nebraska-Pest Control Association News
A NEW Wave In Pest Control

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What Does this Mean to PMPs

It is important to understand that the lead agencies of the various states interpret the label language and that manufacturers are not authorized to interpret the label language of their products. Our best information is that EPA does not consider a fence line a building. Buildings need to have a roof and be large enough for a person to enter. By this definition a Porta-Potty or a shipping container would be considered a building. Remember that ultimately the state lead agency for the state in which the application is being made has final say on this interpretation.

An important point to remember is that these restrictions apply to rodent placements, not just bait stations. This means that burrows more than 50 feet from a building cannot be baited.

We do need to think about our rodent control programs in light of these new label restrictions. There are several situations that will be impacted besides fence lines. Dumpster pads or enclosures more than 50 feet from a building cannot have bait stations containing these baits nor can burrows around these pads be baited. If you are currently baiting along railroad rights of way or ditches, this cannot continue under these labels. Telephone junction boxes, cable boxes and cattle feed bunks are also not considered structures.

Beyond the 50 foot restrictions the “only Norway rats, roof rats and house mice” restriction effectively removes the FIFRA 2ee exemption for these products. The 2ee exemption is what allows us to use a pesticide for pests not listed on the label as long as the site is on the label. By using “only” you can only use these rodenticides for the listed commensal rodents.

There are rodenticides available for use on Voles, moles and gophers which do not have commensal rodents on the label. Currently these are not affected by the RRMD measures.

All Rodenticides Affected

These changes are the result of the EPAs Rodenticide Risk Management Decision (RRMD). This decision applies to the following Rodenticides:

1. All 10 rodenticide active ingredients including zinc phosphide, bromethalin, cholecalciferol, warfarin, difacinone, chlorphacinone, bromadiolone, brodifacoum, difenacoum and difethialone.
2. All products which have one or more of the “commensal rodents”, Norway rat, roof rat or house mouse listed on the label.

Products that do not have any of the commensal rodents on the label will not be affected by this decision.

Although Contrac All Weather Blox is the first, all rodenticides we use will have similar restrictions. Manufacturers can produce product with old labels or new labels on them until June 4, 2011. After June 4 they can no longer ship products with the old labels. This means that new labels could appear on other products any time between now and June 4. If the distributors or end users (PMPs) have old label product in their inventories after June 4, they can continue to sell or use them up under the label on the container.

Round the middle of December 2010, a new label began to appear on buckets of Contrac All Weather Blox with a couple of significant changes. First, bait placements are no longer allowed more than 50 feet from a "building". Second, the statement that this product can be used “for control only of Norway rats, roof rats, and house mice” was added. Do these changes only apply to Contrac? What does it mean to PMPs?

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The Challenges of Heat - Continued from page 8

the concrete. If this is the case, you should be cognizant of how close the furniture is to the walls when you are heating the home. In a typical setting where concrete is not present below the carpet, the temperature of the carpet increases at a rate similar to that of the ambient temperature in the room. Therefore when the bed bugs begin to succumb to the heat and fall from the furniture they are walking on, they don't have a long period of time until they die. In a setting where cold concrete floor is below the carpet, the carpet may be cooler than usual and thus increase the time a bed bug has to scatter on the carpet. If this is the case, the bugs may have time to find wall voids and other cold spots which can extend their lives and create the opportunity for the bug to find an area that can be difficult to heat.

Tenants

Just like fumigation, heat leaves no residual behind. Therefore, if the tenants take any belongings with them, the potential for reintroduction exists. This is a danger with any treatment but the amount of money that your clients are spending on heat in an effort to eliminate the problem in as short a time as possible makes preventing this even more of a concern. Be sure to leave behind as many fact sheets as possible to explain to the tenants that anything that can be left in the apartment should be left in the apartment.

Expectations

Although heat is proving to be one of the more effective options available for bed bug treatment, many pest control professionals are finding that it cannot solve every infestation in only one service. When excessive clutter or large infestations are present, these bugs can find cold spots that are simply impossible to address. For this reason, many professionals are incorporating targeted applications of pesticides into their heat treatments in an effort to address wall voids and other areas that prove to be difficult to heat. It is always important to set the proper expectations with your clients as it can save you a headache in the future if a home proved to be too challenging to solve in one treatment.

Gopher Control

T he 100 ft. restriction of the application of aluminum phosphide is coming soon, and now label restrictions are going to hamper the efforts of many PMPs’ gopher control programs. PMPs will be left with baiting, trapping or burrow explosion devices; all of which come with their own limitations. Understanding these techniques can help you overcome failures and minimize retreatments.

Gopher bait blocks vs. seed or pellet baits can offer longer residuals because they don’t become moldy as quickly, and require minimal re-treatments. First generation anticoaguants like Diphacinone offer Vitamin K1 as an antidote, whereas Strychnine doesn’t. Explosion devices aren’t recommended in residential settings. Fire and police departments should be notified. Always be aware that they can cause a fire if not used properly.

Failure in baiting occurs when a gopher’s mound is disturbed. I like to give the example of someone “kicking in your front door”; a gopher may abandon that area or backfill it, because it appears that a predator has entered their tunnel system. Always bait away from the mound, in the main runway. When trapping or using residual products like gopher bait blocks, you should always be 8-12 inches away from a mound in a main run; any holes you make should be covered to keep out light. Gophers are solitary animals and they are continually doing burrow maintenance—thus they will come across your blocks and traps, so your success will be inevitable!

James Rodriguez
J.T. Eaton
(818) 640-4587
Being in the regulatory business means the NDOA must inspect the state's pest control industry. On occasion, we investigate complaints ranging from someone complaining about a "pesticide smell", to allegations of fraud. Complaints involving fraud are some of the most disturbing the department receives. Referred to by some in the NDOA as the "F" word, fraud represents the willful or deliberate act of knowingly tricking or cheating someone out of something. When there is a question of whether or not fraud has occurred, in most cases the NDOA finds that it has not occurred. Instead, there has been a mistake or neglect on behalf of the pest control company to provide a complete service, or the service fell short of a consumer's expectation. For instance the difference can be found in companies who perform wood-destroying pest inspections.

Investigations involving complaints about faulty wood-destroying pest inspections usually reveal that the company performing the inspection did not take the time necessary to perform a good inspection or performed a sloppy one. In either case the inspector ended up missing things that should have been reported. Whatever the reason, the fact that an inspection was actually performed, regardless of how poor it was, does not automatically qualify it as fraudulent. However, when evidence exists that shows no inspection was performed, such as when a "clear" report is issued without the inspector ever inspecting the property, there is little doubt that fraud has occurred. This case can also be made for situations where "clear" reports are issued despite the fact that an obvious pest condition exists, such as a fully visible subterranean termite tube next to a hot water heater. Unscrupulous real estate agents representing the seller (usually not the buyer) may add to the problem by pressuring the inspector to issue a clear report regardless of the condition of the home. Inspectors wishing to maintain their working relationship with these agents may succumb to the pressure and knowingly not report pest conditions that would "fail" a report. In instances such as these, accusations of fraud from upset new home buyers do occur.

When the issue of fraud becomes a concern, it usually magnifies the NDOA's regulatory response. For instance, most fines in Nevada's pest control regulations are based on a monetary range. Depending upon the severity of a violation and whether there are mitigating circumstances, the fine amount can usually be adjusted within the established fine range. Companies which show little regard for their responsibility in providing safe, ethical pest control, or are involved in fraudulent practices, are more likely to receive a fine at the upper end of the monetary scale. Furthermore, when considering the issue of fraud, NRS 555.350.1.b.k, specifically addresses this matter and gives the NDOA the authority to suspend a pest control license for up to 10 days pending a hearing to revoke, suspend or modify the license. In addition to any license suspension or other administrative action against a licensee, fines can also be assessed. When fraud is discovered, depending upon the situation, things can go from bad to worse. This is especially true when lawsuits are involved. Cases involving fraud can be relatively simple for attorneys to prove, especially when an investigation by a state regulatory agency confirms it. Those who commit fraud eventually become the victim of their own crime and end up paying the consequences for their misdeeds.

The confusion between these insects again emphasizes the need for precise identifications to achieve effective pest management and to be accurate with customers. As always samples can be brought to your local NDOA office for identification. A new specimen submission slip is now available electronically and should be on the NDOA web site soon or can be obtained by emailing me at jknight@agri.state.nv.us.

The western boxelder bug (Boisea rubrolineata Barber) and the boxelder bug (Boisea rubrivestis Say). These two species are very similar and are separated by the presence of red veins on the forewing in the western boxelder bug.

The species finally found to be causing the problems were the two spotted milkweed bug (Lygus lineolaris Dallas) and a seed bug (Melanocoryphus lateralis Dallas). Both of these have much wider host ranges and are known from southern Nevada. The milkweed bug can easily be separated from the boxelder bugs and the seed bug by the two large white dots on the end of the forewings. Separating the other two is more difficult. The families are separated based on the number of veins in the wings. This requires a good hand lens or microscope. Although coloration is often misleading boxelder bugs generally have bright red eyes and a red band through the middle of the front wing and this species of seed bug usually has a very visible white edge to the hind margin of the front wing.

These insects cause little or no damage to the host plants they are feeding on. Control of seed bugs is usually accomplished with insecticides. Boxelder bugs can be considered nuisance pests when coming in and out of hibernation (boxelder bugs) and seed bugs are attracted to lights in sometimes huge numbers. Control varies between the three species. Insecticidal soap mixtures can be very effective against all of them.

The conclusion between these insects again emphasizes the need for precise identifications to achieve effective pest management and to be accurate with customers. As always samples can be brought to your local NDOA office for identification. A new specimen submission slip is now available electronically and should be on the NDOA web site soon or can be obtained by emailing me at jknight@agri.state.nv.us.
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