

# Rottler Report

A Seasonal Publication from



WWW.ROTTLER.COM TOLL FREE 1.877.ROTTLER

## Bed Bugs in the News Again

Unless you live beyond the reach of radio, TV or the internet, you're aware of the recent epidemic status of the Bed Bug. These pests have now been found in retail stores, theaters, office buildings as well as hotels, dormitories, homes and other facilities.

Though they don't carry or spread disease, they do bite and become nuisances in homes and businesses.

When you check in to your hotel room, pull back the sheets at the corners of the mattress and look for small apple-seed size bugs. If you see them (or small, dark spots), contact the hotel management for a new room.

Never set your luggage on the bed or chair; rather, use the luggage racks instead.

Upon arriving back home, unpack your suitcase in the garage and immediately wash your clothing. Set your suitcase in the sun for a day or two.

If you suspect bed bugs in your home or business, **call Rottler immediately.**

## Moles Tunneling in Your Lawn?

If your lawn has raised tunnels here and there, the lowly mole is the likely culprit. These strange-looking little creatures cause serious damage to lawns as they seek earthworms and insects, their main diet. Unfortunately, there is no way to prevent them from coming into your yard.

Moles have rounded bodies about 6 inches long covered with soft black or gray fur. They have pointed noses and no external ears, however, they have acute hearing and a highly developed sense of touch at the ends of their noses and tails. Their tiny eyes, covered with skin or buried in fur, are sensitive to changes in light level but provide little visual acuity. Their short, powerful legs and extremely broad front feet are used as shovels and are equipped with enormous digging claws. They can move backwards almost as rapidly as forwards, and most are good swimmers. A single mole can dig about 20 yards of tunnel in a day. Moles are voracious eaters, consuming about half their own weight daily.



### What does NOT work

Nearly everyone has heard of a surefire home remedy for controlling moles. Such cures suggest placing broken bottles, ground glass, razor blades, thorny rose branches, bleaches, various petroleum products, sheep dip, household lye, chewing gum, and even human hair in the tunnel. Other "remedies" include mole wheels, pop bottles, windmills, bleach bottles with wind vents placed on sticks, and similar gadgets. Though colorful and sometimes decorative, these gadgets add nothing to the arsenal of effective mole control methods.

### What DOES work

Unlike other pest control companies, Rottler does NOT charge for each mole caught. Our ongoing mole control program includes UNLIMITED, FREE follow-up visits which means we will return and retreat at no additional charge. Baiting and trapping moles on a regular basis is the most effective way to keep them under control and minimize the damage they cause. More than 1200 lawns in the St. Louis area are protected from mole damage by Rottler.

**Call us today if you suspect moles in your lawn.  
We'll be right out! 314-426-6100**

## The Customer Speaks

*My service technician Will was excellent! He was very patient with me and my fear of wasps. He explained everything to me in a professional, courteous manner. Actually it was his warm personality and sincerity that influenced my decision to proceed with the care of Rottler. He spoke highly of his company and believes in the services you provide. I don't know what I would have done without him. Thank you.*

Deborah  
Florissant, MO

*Adam Perry is our service "friend" – he is like a friend, always caring and responsible and very happy to answer any questions. He even helped me carry in a UPS package this morning. I was pleased to receive the courtesy. Reminds me of times gone by when people looked out for one another and were not afraid to be polite and put themselves out once in a while - very warming and much appreciated.*

Mark & Barbara  
St. Charles, MO

*I like that the service is consistent and always done on time. I don't have to call to ask when they are coming. I also love that Rottler will come back out if I start to see some activity somewhere or when I spot any wasp nests!*

Jason & Sarah  
Chesterfield, MO

# from the president

## The Rottler Difference

One of the most troublesome problems facing the pest control industry is known as callbacks, requests for additional service between regular services. We are very proud of the fact that Rottler's callback rate is much less than the industry average. Why?



Mike Rottler,  
President

There is constant pest pressure on a house as the weather changes and pests look for places to live. Remember, pests like the same things you do – a nice, warm home, good food and plenty to drink! We focus on pest prevention with comprehensive services on an ongoing basis. Our customers have fewer problems because we keep their pest pressure under control.

This does not mean that our technicians treat every time they visit your home. Our inspections can result in the discovery of early signs of potential infestations. Our experienced staff undergoes frequent training sessions so they are up-to-date on the newest pest problems and how to solve them.

Happy employees make for happy customers. Rottler is a family-owned and operated company and is dedicated to keeping our employees happy, so they can provide the best possible service for our customers. In fact, 50% of our current employees have been with the company for four years or longer.

### Top 100

For the 9th consecutive year, Rottler Pest & Lawn Solutions has made Pest Control Technology magazine's Top 100 list of the pest management industry's largest pest management firms. This is made possible by our customers who continue to subscribe to our pest management programs. And we thank YOU for that!

### Upcoming award

Stay tuned for more information. Rottler has been nominated for another significant award to be announced later this fall.

Remember, if we can help you with any pest problem – or if you just have a question, give us a call!

## We want more customers like you!



Refer a friend to Rottler and if they become a program customer, we will give BOTH of you a \$25 credit toward your next service visit! Refer as many people as you like, there's no limit to the amount you can earn! Complete our customer referral form online at [rottler.com](http://rottler.com) or call our office today. Happy referring!

## Have you signed up for FastPay yet?

Now you can make fast and convenient automatic electronic payments – no more checks to write, no more stamps to buy... never miss a payment again. Sign up today and we'll take \$10 off the price of your next scheduled service! Visit [rottler.com](http://rottler.com) and click on FastPay to get started.

# FastPay

Tell us what you think!

Take a moment to complete our customer satisfaction survey and register to win fabulous prizes like dinner for two, VIP tickets to St. Louis sporting events, and more! Visit [rottler.com](http://rottler.com) and click on customer satisfaction to get started.

# Reduce heating/cooling bills AND pests at the same time

Last winter, Rottler began offering an insulation service using a unique product that not only has the potential for reducing your heating and cooling bills, but also kills many major insect pests found in homes. According to the manufacturer, InCide® Pest Control Insulation is effective against cockroaches, ants, silverfish, crickets, earwigs, centipedes, drywood termites and subterranean termites.

InCide® Pest Control Insulation, a fire retardant, energy-saving cellulose insulation derived from recycled newspaper, has superior thermal and air infiltration properties. When installed in attics, it results in up to 40% savings on energy bills compared to conventional insulation.

The Rottler Insulation Team can install InCide® on top of existing attic insulation to increase your home's R-value and lower your heating and cooling costs year round.

As an authorized vendor for Laclede Gas, we can offer 3% fixed financing for credit-qualified customers. In many cases, the amount you save on energy costs offsets the cost of the insulation, so your monthly bill may be less than you are paying now!



**To schedule your free Energy Audit and learn how InCide® can save you money, contact us today at (314)426-6100**

Did you know? A house can lose up to 25% of its heat through poor insulation.

## And the Winner is...



This quarter's customer survey winner is Melinda Nolan of St. Charles, shown with her service technician Adam Perry. She won Cardinals baseball tickets for participating in our customer satisfaction survey. Share your Rottler experience today and you could be our next winner!

## Rottler Superstars



Brandon Piel joined Rottler in March 2008 as a Service Technician. He lives in Overland with his parents and 2 dogs – Ally and Shelby. In his spare time, Brandon enjoys soccer, drag racing, floating, hunting, fishing and anything outdoors.



Jerry McClellan has been a Service Technician with Rottler since August 2006. A resident of St. Charles, Jerry enjoys spending time with his 4 year old daughter Angelia and his girlfriend Jenn. He is a proud supporter of Special Olympics Missouri.



Kevin Neaveill began his career as a Rottler Service Technician back in April 2006. He lives in St. Peters with his girlfriend Tonya and their children Seth, Sean, Mackenzie and Emily. He serves his country in the United States Army Reserves.



PEST & LAWN SOLUTIONS

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# Give us a yell!

ST. LOUIS – ST. CHARLES – JEFFERSON COUNTY  
WESTERN ILLINOIS – COLUMBIA, MO



## ask jay...

featuring advice from our staff entomologist, Jay Everitt

Have a pest question for Jay?  
Visit our pest library at [rottler.com](http://rottler.com)  
and submit your question online.

## “Lady Bugs” Invade Homes

**T**hey may look like the old fashioned lady bugs but in reality, they are known as multicolored Asian lady beetles.

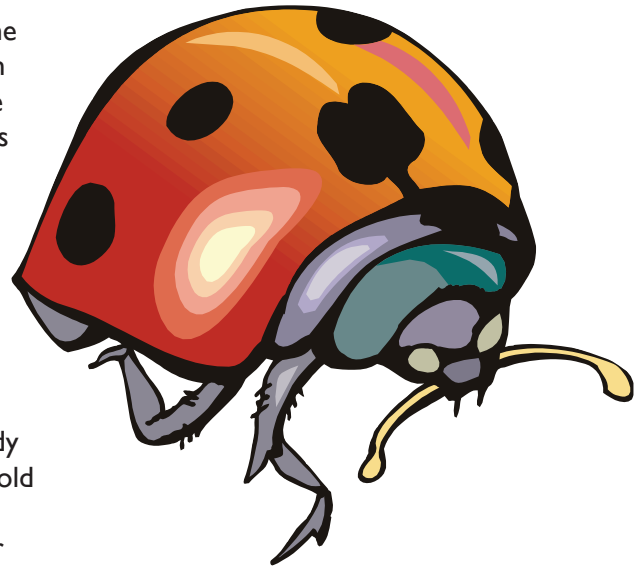
These beneficial insects were imported and released as early as 1916 in attempts to naturally control certain insect pests. The variably colored and spotted lady beetle is an effective, natural control for harmful plant pests such as aphids, scale and other soft-bodied arthropods. Still, their tendency to overwinter in homes and other buildings, sometimes in large numbers, makes them a nuisance.

Unlike insects such as termites and carpenter ants, lady beetles are not structure-damaging pests. They do not chew or bore holes in walls or eat carpet or furniture and they do not lay their eggs in homes.

Lady beetles can enter your home through cracks and crevices, then settle in for the winter inside the walls. Most stay in the wall spaces throughout the winter and become active during warm days of late winter and early spring. In their search for an exit in the spring, they may move into the living areas of your home and become a nuisance.

The best approach to keeping lady beetles from becoming a household nuisance in fall and winter is to prevent them from entering your home in the first place. Caulking exterior cracks and crevices before the lady beetles seek overwintering sites is the best way to keep them out.

If lady beetles have already found their way into your living areas, sweeping and vacuuming are effective methods for removing them.



Remember, Rottler can help with ANY kind of pest problem, including Lady Bugs – give us a call today!

314-426-6100.