



## Environmental Pest Control, Inc.

Hello EPC Customers

Happy New Year! I hope everybody had a safe and happy holiday season.

We would like to thank you for a great 2018 and we look forward to taking care of you and your property in 2019.

We had some big changes happen in 2018 we'd like to bring you up to speed on. Rod and myself bought out our dad Burt who is now enjoying retirement after being in the pest control business since 1967. When this buy out took place we also decided to separate the pest control and insulation businesses. Rod bought me out of Environmental Insulation and Contracting and I bought out his shares of Environmental Pest Control. We do still work out of the same office so our shared customers can continue to receive great service from both companies. My oldest daughter, Katelyn stayed on with the pest control team and is still our office manager.

We also purchased a small pest control company out of Whidbey Island called Bug Doctor Pest Control and were able to expand our service area to all of Whidbey Island and have a technician who lives on the island to service our new customers.

We rebuilt our website, if you haven't visited us online please go take a look at it [www.epestcontrol.net](http://www.epestcontrol.net). We continue to add new content and provide more information to our customers on the industry as well as our business. There is also a link on the home page where you can access a customer portal to view reports, invoices and make payments. This is a great tool for many of our customers.

A couple of years ago we started using a new software program called PestPac which has been great for us. We decided to take an extra step and are in the process of switching all of our accounts to a UPC Barcode system. The barcodes will be placed on the interior of our bait stations and at each service they will be scanned and activity recorded within our system. With doing these barcodes you will notice that our invoices and reports will look different. Our customers with mailed invoices will only be receiving the invoice, if you'd like to receive a detailed service report we can e-mail them or you may log into the customer portal to view them. If you receive an e-mailed invoice you will automatically receive your service report as usual but each bait station will be listed separately with the activity listed after each bait station name.

We have attached a brief survey that we would really appreciate your feedback on. This is a way for us to stay in touch with our customers and improve our skills. We continue to be a full service pest control company offering service to residential and commercial properties including services for rodents, ants, fleas, spider, stinging insects and other general pests. We also offer a product which you can purchase from us that will help keep your septic and drain field in good working order.

If you have any questions please feel free to contact us.

Thank you

Jeff Holmes  
President

# Customer Satisfaction Survey

**Environmental Pest Control, Inc.**

3003 Bennett Drive Bellingham, WA 98225

360-676-5120 [www.epestcontrol.net](http://www.epestcontrol.net)



We are committed to providing great service to our customers and your feedback is the key to our success. We would like to find out from you what we are doing right and what we can work on. We value the opinions of all our customers and can't thank you enough for your support.

Please take a moment to answer the following questions, you can send us your feedback with your next remittance or e-mail us at [contact@epestcontrol.net](mailto:contact@epestcontrol.net)

Name \_\_\_\_\_

Date \_\_\_\_\_

1. How would you rate your overall satisfaction with us?

- a. Very Satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very Dissatisfied

2. How likely are you to recommend our services to others?

- a. Very Likely
- b. Likely
- c. Neutral
- d. Unlikely
- e. Very Unlikely

3. Are there any other services we should offer?

\_\_\_\_\_

4. Please rate us on the following:

(Excellent, Good, Fair, Poor)

- a. Customer Service/Support
- b. Quality of Products/Service
- c. Staff
- d. Price/Value

5. How likely are you to continue doing business with us?

- a. Very Likely
- b. Likely
- c. Neutral
- d. Unlikely
- e. Very Unlikely

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6. How long have you used our service?
- a. Fewer than 6 months
  - b. Between 6 months and 1 year
  - c. Between one year and 3 years
  - d. Between 3 and 5 years
  - e. More than 5 years
7. Have you visited our new website or used the online customer portal? Please include any comments necessary
- a. Yes \_\_\_\_\_
  - b. No \_\_\_\_\_
8. Please suggest how we can improve our services to better serve you.

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**Thank you for your time and your continued business!!**

**Like us on Facebook to keep in touch!**

**[Facebook.com/epestcontrolandinsulation](https://www.facebook.com/epestcontrolandinsulation)**