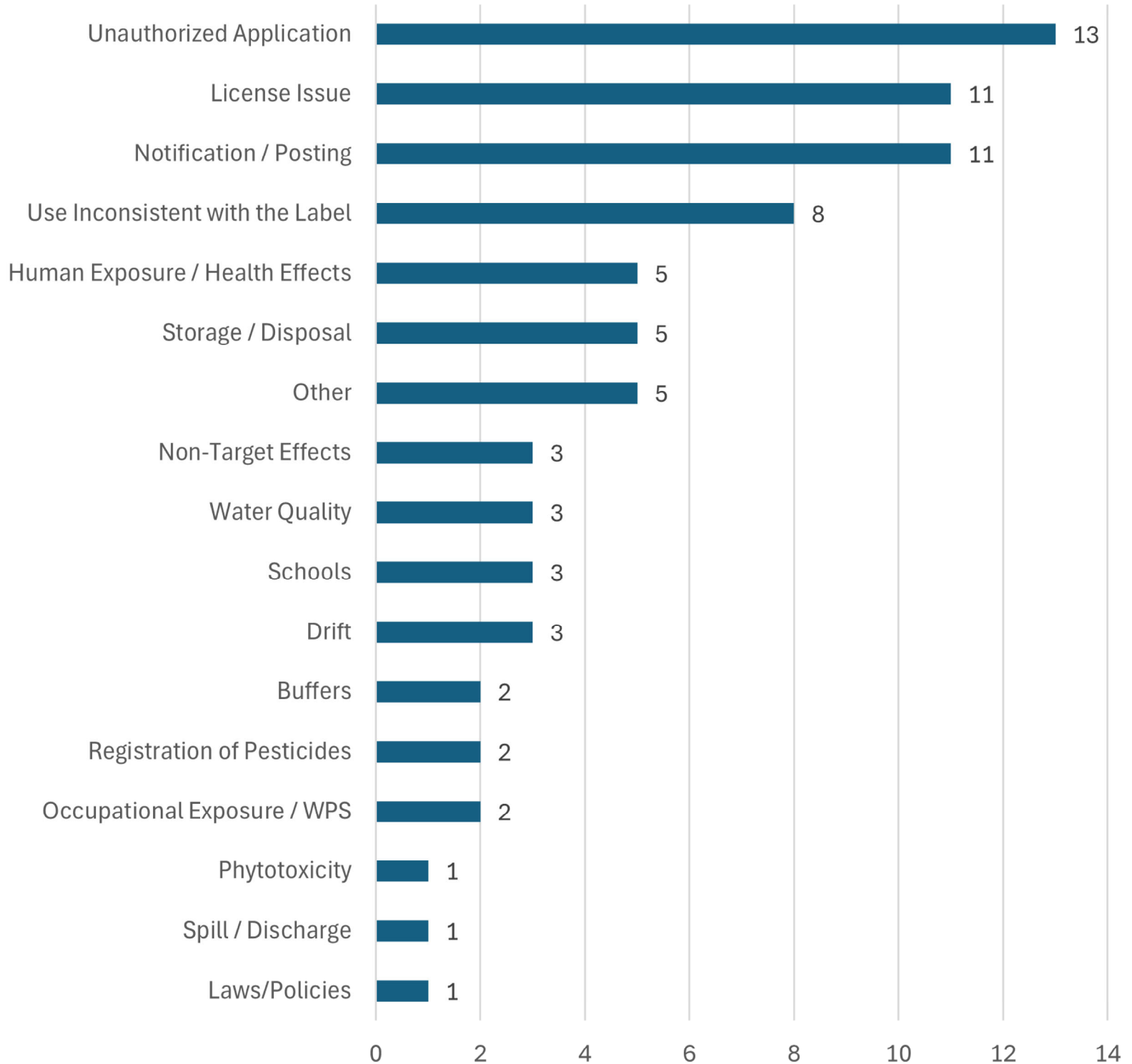


CY 2025 Complaints



Complaint Overview CY 2025

	Topic	Complaint Details
1	Buffers	Email received 7/25/2025. The Maine Warden Service received a call from a concerned citizen about what appears to be an herbicide application along the waters edge in front of a home on Pleasant Lake in Alexander. Witness reports the vegetation is dead and brown.
2	Buffers	Email received 5/30/2025. Email raises concern about broadcast applications of granular turf care pesticides within 25 feet of the high water mark of a water body.
3	Drift	Call received 7/18/2025. Caller is a beekeeper and witnessed an application to a sod field. Conditions were very windy and beehives are located adjacent to application site. Caller is concerned about drift towards the beehives and surrounding homes.
4	Drift	Call received 6/30/2025. Caller had requested notification from applicator company that operates at a property across the road. Caller was not notified prior to application on 6/30/2025. Caller is concerned that pesticide drifted onto their property.
5	Drift	Call received 6/17/2025. Caller witnessed the drift of pesticides during a tick and mosquito application at neighbor's property today around 2pm. Concerned about garden and chickens.
6	Human Exposure / Health Effects	On September 15, 2025, a homeowner called the BPC compliance manager to make a complaint about exposure to what they believe to be a soil fumigant. They live next to a farm field and were outside their house when suddenly several family members, including children, experienced eye irritation and other acute effects. They sent BPC a picture of the fumigation sign post that was on the edge of the field. They said the incident occurred on September 12, 2025.
7	Human Exposure / Health Effects	Call received 7/24/2025. Caller states that they repeatedly smell chemical odors around their home. They believe someone is intentionally spraying chemicals to impact their health.
8	Human Exposure / Health Effects	Apartment complex in Fairfield 50 Mountain Avenue. Unauthorized spraying to kill flies, very strong fumes.
9	Human Exposure / Health Effects	On October 31, 2025, a customer of a pest control company called BPC with concerns about the products applied on their property. They said that they hired the company to treat rodents but they also had applied for bugs. The caller has concerns about the health effects of the products that were applied. They believe the company misinformed them about the safety of the products, which were described as "crysanthemum based." The caller is also concerned about toxicity to wildlife, as they believe there are fewer birds than before. Also, the caller said they found loose rodent poison, believed to be D-con, applied loosely (not in bait stations) in an area accessible to pets and wildlife, which they also found in their house. The company was hired in October 2024, but the caller says they were only given an application record after the July 2025 application.
10	Human Exposure / Health Effects	Call received Monday, 7/14/2025. Caller stated that a pesticide application occurred over the weekend at an adjacent agricultural hay field. Caller felt tingling in lips, dry mouth and when on the the property today. Similar to effects the had when applying round-up 20 years ago. Caller is concerned the application was not done correctly.
11	License Issue	On November 19, 2025, Maine HHS informed BPC that, during their inspection of a hotel, they learned that a pesticide was used by hotel staff to treat cockroaches. The staff did not have a commercial applicator's license, which is required to treat pests in hotels in ME.
12	License Issue	On November 20, 2025, a BPC inspector informed the BPC Compliance Manager of a potential violation observed during the course of inspection RC-150870. While looking through the farm's records, the inspector noticed that on August 22, 2025, a company made an aerial application of about 70 acres of fields in Houlton. However, the company does not appear to have obtained a SCF until September 4, 2025. And the applicator also did not obtain their license until 9/4/2025. The applicator's company is based out of New Gloucester.
13	License Issue	Received 5/15/2025. Restaurant was closed for IHH. Health inspection observed the use of rodent bait in food prep areas.
14	License Issue	Email received on 5/30/2025. The Health Inspection Program issued an IHH to a food truck and found evidence of pest control being performed by the employees.

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15	License Issue	On October 1, 2025, the Maine DHHS sent an email to BPC. DHHS had conducted an inspection of a coffee shop due to a complaint of flies. They found some products used to treat the flies, but they did not know if they were used properly, so they reached out to BPC. The products, which appear to be 25b products, appear to have been applied by staff without a commercial applicator's license.
16	License Issue	Anonymous complaint about an unlicensed pesticide applicator witnessed treating at a Burger King in Brewer. Application date of 7/9/2025 is not certain.
17	License Issue	Anonymous complaint made about a possibly unlicensed applicator treating a restaurant in Brewer.
18	License Issue	On October 7, 2025, BPC received a tip from the EPA R1 tip line. The complaint was from a recently fired employee who witnessed regular pesticide application to lockers to treat bedbugs. No information was provided to employees about what was being sprayed, even when asked. They don't think the application is being done by trained professionals, so its possible that unlicensed commercial applications are taking place. The complainant alleges that employees who asked for information were retaliated against. See attached email for pictures.
19	License Issue	On September 9, 2025, a city of Waterville employee called BPC to ask whether a landlord needed a license to apply pesticides to a tenant's dwelling. BPC confirmed that yes, a commercial applicator license is required. On September 10, the Waterville employee emailed BPC with a formal complaint about the applicator and asking us to follow up directly on the unlicensed application matter. The landlord appears to continue unlicensed applications for cockroach control despite being made aware that they need a license.
20	Non-Target Effects	This call was received on 8/4/2025. The caller is concerned about the lack of notification and non-target effects of a right-of-way herbicide application in front of their home at 6:30 a.m. on 8/4/2025.
21	Non-Target Effects	Call received 6/9/2025. Caller operates a property management company and contracts Turf Doctor for lawncare services at several properties. After an application at two properties in Belfast that occurred on 6/6/2025, the caller is witnessing dead tomato plants and other declining vegetables, as well as dead vegetation underneath highbush blueberries. The caller is concerned about the ability to harvest and consume blueberries this year, and that the company will not tell them what was applied.
22	Notification / Posting	Email received on June 13, 2025. Email from a member of the 2025 Pesticide Notification Registry states an application was made at an abutting property without notification on the morning of June 13, 2025.
23	Notification / Posting	A person on the Notification Registry contacted BPC because they were not notified before a pesticide application occurred on their neighbor's property.
24	Notification / Posting	A person on the Notification Registry emailed BPC to let us know that they were not notified of a pesticide application that occurred on their neighbor's property.
25	Notification / Posting	Call received 8/1/2025. Caller is an apiarist who had requested notification prior to pesticide applications. Caller states they were not notified prior to an application on 8/1/2025.
26	Notification / Posting	Email received on 5/20/2025. Email is from member of 2025 Pesticide Notification Registry. Email states that at 145p on 5/20/2025 they witness an applicator preparing to spray at a neighboring property and were not notified.
27	Notification / Posting	Caller is a member of the 2025 Pesticide Notification registry. They witnessed a pesticide application placard at a neighboring property on the evening of May 12, 2025. Registrant was not notified prior to the application.
28	Notification / Posting	Email received from member of 2025 Pesticide Notification Registry on 7/26/2025. Registry member witnessed application at neighboring property on Saturday, 7/26/2025 at 745a. Applicator claimed to apply organic mosquito pesticide and did not notify registrant or post the treatment site.
29	Notification / Posting	On September 22, 2025, a registry member called BPC because they believe that a commercial applicator has not been providing correct notification to them this year, including no contact prior to an application on September 2, 2025. The address they referenced is 689 River Rd., Brunswick, where the commercial applicator has been applying.

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30	Notification / Posting	On September 4, 2025, BPC received a call from a homeowner living next to a treated field. They said that an aerial application was made on September 1st, but they did only received notification the day before, 8/31/25. They believe they should have had been notified earlier than that.
31	Notification / Posting	Complaint received on August 19, 2025 about an application at a residence where the applicator did not put up a sign, so the homeowner did not know of the application and let their dogs play in the application zone. Ring camera footage and showed the applicator had sprayed the yard while dogs were outside.
32	Notification / Posting	Call received 7/23/2025. Caller witnessed an applicator making a spray application in the parking lot of Hannaford supermarket. Applicator was not wearing PPE and the application site was not posted.
33	Occupational Exposure / Worker Protection Standard	Call received 5/29/2025. The caller witnessed an herbicide application along their road. They are concerned that the applicators were not wearing personal protective equipment such as gloves. They were also concerned that the application was being made from a 4-wheeler driving down the road. The caller was also just a few feet away from the application site (road shoulder), and the spray crew did not immediately communicate to them that they were making a pesticide application.
34	Occupational Exposure / Worker Protection Standard	Anonymous complaint about a commercial applicator applying pesticides at a residence without proper PPE.
35	Other	On December 14, 2025, a BPC inspector noticed a pesticide application posting sticking out of a snowbank next to a business. Given the unusual nature of having an application this time of the year, the inspector suggested that it could warrant an inspection of the business to find out about this application, which according to the post was made on 11/3 at 1:48 PM.
36	Other	Email complaint from a recently former employee concerned about various issues experienced while employed. Concerns includes applications to wrong addresses, improper calibration of sprayers, workers not being told to changed clothes after being soaked by pesticides from leaking equipment. Complaint also included an allegation of management telling workers to falsify wind speed recording in situations where wind speed exceeded allowable limit.
37	Phytotoxicity	On November 13, 2025, BPC received a call from a person that is concerned about a damaged spruce tree on their property. The tree was recently noticed to have some damage of unknown origin. The caller wants to find out if a pesticide was applied to their tree. Several arborists have looked at the tree and not found clear evidence of insect damage. The caller said the town had recently done some work on a row of Arbor Vitaes near the spruce, but the town denied using any pesticides. The caller filed a report with the police, but the police refused to share the report. The spruce damage was first noticed on October 28, 2025. Caller sent some pictures of the damage to BPC. The caller has a sample of the damaged tree in case we want to send that off for testing as well.
38	Registration of Pesticides	On November 12, 2025, the New Hampshire pesticide registrar informed BPC about an unregistered rodent repellent that appears to be sold in Maine. The product webpage says the product " delivers long-lasting rodent deterrence for cars, trucks, RVs, and HVAC systems—while also preventing rust. Infused with peppermint oil and predator scent (undetectable to humans), it repels rodents through scent, taste, touch, and fear. Safe for use on metal, wiring, plastic, paint, and electronics. Lab-tested to be 92% effective."
39	Registration of Pesticides	On or about October 24, 2025, during the course of investigation EC-113857, the inspector learned that a person in Limestone appeared to be selling an adjuvant that was unregistered in ME. The adjuvant is called Aqua-mate from a Texas company called Hydrotex. Sales records would be needed to determine if the product was unregistered and how many times it was sold since the date it became mandatory to register adjuvants.
40	Schools	Call received 6/9/2025. Caller is concerned about a pesticide application on school grounds that occurred Sunday 6/8/2025. Caller is concerned that the bifenthrin application occurred Sunday and children were playing in the treated area on Monday. Caller was also concerned that he application posting signs had been knocked over by the time they witnessed children recreating in the area.
41	Schools	A concerned citizen reported to BPC that they believe a glyphosate product (Makaze) was used at a school in Bangor.

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42	Schools	On October 7, 2025, BPC received an email from a concerned parent regarding a bedbug treatment at the middle school. They believe that notification requirements of Chapter 27 were not followed since they only got one day's notice. They're also concerned about the school and commercial applicator, Ehrlich, following proper IPM procedures and reentry intervals.
43	Spill / Discharge	On August 25, 2025, during a routine inspection, the applicator company informed the inspector of a spill that occurred on August 21, 2025, at the Ashland Sawmill. Approximately 50 gallons were spilled. They had informed Maine DEP a couple of hours after the spill. But they did not mention it to BPC until the routine inspection on August 25th.
44	Storage / Disposal	Anonymous worker complaint about pesticide storage room hvac problem. Room only being ventilated with a fan.
45	Storage / Disposal	Call received. 7/17/2025. Caller responded to a burn site in a potato field. Upon inspection of the burned material it appeared that pesticide containers may have been burned.
46	Storage / Disposal	In August 2025, a former employee of a commercial applicator company submitted a complaint to BPC. They were concerned about storage of pesticides, including bifenthrin, in a tent behind the business. Also, they stated that proper PPE was not issued to applicators.
47	Storage / Disposal	On October 8, 2025, BPC received an email from Maine DEP regarding a burn pile in Caswell, which appeared to include pesticide containers. There were also containers of chloropicrin in a field, improperly stored. DEP did not wish to file a formal complaint but wanted to inform BPC in case there were any pesticide related "red flags."
48	Storage / Disposal	On August 26, 2025, BPC received a call from a person that believes pesticides may have been disposed of on their hayfield. There is a 15ftx20ft area on the hayfield where the vegetation is dead. They do not know when the disposal happened, but suspect it was during the summer since the area looked fine in the spring. They asked BPC to take samples. They also filed a police report but were referred to BPC.
49	Unauthorized Application	Email received 11/7/2025. The caller witnessed their neighbor spraying an aerosol product over the hedge and onto their bird feeder and the side of the house at approximately 6:30 a.m. on November 7, 2025. They believe this was to deter birds from feeding, as they don't like the caller feeding them.
50	Unauthorized Application	Email received 4/25/2025. Email states that the homeowner arrived home late afternoon of 4/25/2025 to find a placard in their yard from Orkin that stated a tick and mosquito control application had occurred on their property. The homeowner does not contract with Orkin or any other pest control company for this service.
51	Unauthorized Application	Call received 8/20/2025. Caller is concerned about herbicide application under the powerlines along their private road/driveway. They were not notified and raspberries they harvest were impacted.
52	Unauthorized Application	Caller alleges that a newly hired person is misrepresenting themselves as having certification and licensing in category 7E when they only have licensing in 3B. There is concern that this misrepresentation may have occurred with the person's prior employers and that if they did not confirm their licensing prior to allowing them to make applications, unlicensed applications may have been made.
53	Unauthorized Application	This call was received on 8/4/2025. The caller stated that a lawn care application, possibly for weed control, was conducted at their property at around 9:00 AM on Monday, August 4, 2025. The caller does not contract with any company for lawn care or pesticide applications. The caller is concerned about their dogs and children entering the treated areas.
54	Unauthorized Application	Email received 6/25/2025. Caller returned home and found a pesticide application placard on their property. Caller does not contract for any services from the company.
55	Unauthorized Application	Call received 6/16/2025. Caller states a neighbor applied an herbicide on caller's property without permission. Dead vegetation extends across property line to within 10 feet of caller's horses.
56	Unauthorized Application	Call received 8/11/2025. The caller states that their landlord entered their apartment this morning, August 11, 2025, around 9:30 a.m. and sprayed a substance all around for roach control. The caller stated that the landlord claims to have used Sniper DDVP.

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57	Unauthorized Application	On September 4, 2025, a homeowner called BPC to report that they found a rodent bait station on their property line. However, they had not requested pest control services. They do not want the bait station on their property and would like BPC to investigate how it got there and follow up with the pest control service company who's name was on a label on the bait station.
58	Unauthorized Application	Call received 6/11/2025. Caller reports that a neighbor sprayed herbicide in a 3 foot swath along both sides of the road and within 30 feet of a waterbody and around the perimeter of the caller's property.
59	Unauthorized Application	On November 3, 2025, BPC received an email from a DACF colleague who had received a complaint from a homeowner. The homeowner reported that there's a row of trees, Thuja Green Giant Arbor Vitaes, between their house and the neighbor's, and several of those trees have mysteriously died. The homeowner asked if there was a way to test the remaining dead trees for pesticides, in case their neighbor may have tried to poison the trees. As many as 25 trees had died. Most of the dead trees have been removed, but 3 dead trees are left. The trees started dying within 3-5 years ago, so the date of incident, if there was one, is unclear.
60	Unauthorized Application	Call received 7/30/2025. Caller returned to their apartment to find a Notice of Pesticide Application sign on their unit door. They were concerned about the notice and contacted the BPC via the phone number on the sign.
61	Use Inconsistent with the Label	On December 5, 2025, BPC received an email from a person alleging that their landlord applied over a hundred mothballs under their home to address rodent problems. The person complained about toxic effects.
62	Use Inconsistent with the Label	Call received 4/8/2025. The caller is concerned that rodenticide bait placed in bait boxes exceeds the maximum rate allowed by the pesticide label.
63	Use Inconsistent with the Label	An individual was seen applying pesticides to a lawn at a community center while a child was present on the lawn.
64	Use Inconsistent with the Label	On September 25, 2025, BPC received an email from Maine Department of Health and Human Services regarding a restaurant they had recently closed down due to health concerns, Chopsticks in Bangor. DHHS said there were many live and dead cockroaches, mothballs in many places, and a milky substance that may be a pesticide. Pictures were shared with BPC. DHHS was concerned that the pesticides may have been applied in a manner inconsistent with the labels, but they are unsure if the pesticide applicator or restaurant staff made the applications. DHHS found a 2024 receipt with the name of a pesticide applicator, but it is unknown if that applicator serviced the restaurant recently.
65	Use Inconsistent with the Label	On August 26, 2025, a tenant emailed a complaint to BPC regarding what they believe to be improper application of rodent bait stations at their townhouse complex. Allegations include unsecured bait stations, a child playing with a bait station, dead wildlife, and more. Date of incident was not specified in the email. See attached email and pictures for more info.
66	Use Inconsistent with the Label	Call received 7/15/2025. Caller is concerned about pesticide applications made on 7/14/2025 just before heavy rain and thunderstorms occurred.
67	Use Inconsistent with the Label	On December 11, 2025, BPC received an email from a person alleging various violations committed by a pest control company. They alleged that a fipronil product was used above the max annual rate. And that fogging applications were regularly recorded as 2 gallons regardless of how much was actually used. They also alleged that the company put stickers on rodent bait stations that included a different type of rodenticide than was actually used. Actual date of any incidents is unknown.
68	Water Quality	On September 19, 2025, BPC received an email from a private well coordinator with the Maine CDC regarding a complaint they received from a homeowner. The homeowner believes their well water has been contaminated by their neighbor's use of lawn chemicals. They do not know if the product is just fertilizer or weed and feed pesticide/fertilizer combo. However, they did indicate that the neighbor's lawn looks "like a golf course" and is free of weeds. They have not noticed any commercial applicators treating the neighbor's lawn. The last know date of the lawn treatment was September 13, 2025.
69	Water Quality	Email received 7/7/2025. Email raises concern about herbicide application along railroad tracks close to Lake Messalonskee with rain forecasted on 7/1/2025