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Cover Story: *Patriot Pest Solutions is a small family-owned business providing effective pest elimination and control with top-notch customer service for both commercial and residential customers in Berks, Chester, Delaware, and Montgomery counties and the Philadelphia Area.*



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PATRIOT PEST SOLUTIONS

Combining the benefits of a small family-owned business with the expertise and knowledge of a larger company.

DENICE & JAMES HARRISON



Denice and James Harrison started their business — Patriot Pest Solutions, LLC — out of their Montgomery County home five years ago. Originally, it was just the two of them: James had 20 years of pest control experience, and Denice had the entrepreneurial experience. It was a match made in heaven.

That match turned into a thriving full-service pest solution company serving both commercial and residential customers in Berks, Chester, Delaware, and Montgomery counties and the Philadelphia Area. In 2013, the Harrisons moved their business out of their home and into a larger facility, and hired additional technicians. Today, Patriot Pest Solutions (PPS) employs five technicians and two customer service representatives to meet the growing needs of their customers.

This year marked another milestone for PPS — their first television commercial. It features Denice narrating, an interview with James, and footage of their daughter and even the family dog — Milo. They finished filming in May, and the commercial began airing in July.

But, don't worry — these "celebrities" aren't taking their new-found fame too seriously; however, Denice says, "Serving people with integrity is something that we do take seriously... very seriously."

Even as the business continues to grow, the Harrisons are committed to providing personal and caring customer service that people expect from a local, family-owned business. They are equally committed to educating their employees and customers, and to providing effective pest elimination and control solutions.

Personal and Caring Customer Service

As Denice says, "When someone chooses a family-owned business, they chose personal service — people who care and want to solve the problem." As a local business owners who are active in the community, it is important to the Harrisons that every customer is completely satisfied with the results of their service. Utilizing proven, state-of-the-art materials and techniques, they treat your home as if it were their own.

Denice says, "When somebody comes to your home, you're opening your door to a stranger — somebody that you don't know — and that can be unnerving. Being a mother, I want to make sure — and do make sure — that I would feel comfortable letting any of our technicians into my home." One way they do that is by requiring all prospective employees to undergo drug testing, background checks, and a driver's license review.

Patriot Pest Solutions also sends each customer an email with their appointment date and time, a picture of the technician who will be coming into their home (including a link to customer reviews of that technician), and the name of the customer service representative who handled their call. Following the service, customers receive another email asking for feedback, so Patriot Pest Solutions can quickly react if there is a need. "Those emails come directly to James or me," according to Denice. She adds, "That feedback is invaluable to us. Although the feedback we receive is very positive, we have made several policy changes based on the information customers have shared with us."



PHOTO BY STYLISH IMAGES PHOTOGRAPHY

James Harrison, Associate Certified Entomologist

Educating Customers - Knowledge is power!

Want to know what kind of ants are plaguing your home? Check out Patriot Pest Solutions' website (www.PatriotPestSolutions.net) where you'll find a full description of the types of ants prevalent in this area – Carpenter ants, Pavement ants, and Odorous ants. Carpenter ants use wood to construct nests and are typically found within moist beams in bathroom walls, under roofing in attic beams, and under subfloor insulation. Pavement ants like greasy foods and can sting when threatened. Odorous ants smell like rotten coconuts when crushed and are easily alarmed. Who knew?

You can also find information about other pests, including: bed bugs, cockroaches, mosquitoes, spiders, stinging insects, and termites. Are you aware that fleas can lay up to 50 eggs at a time, or that

timing is key to eliminating stink bugs? Did you know that there are more than 25 species of ticks in Pennsylvania? Plus you can find information about wildlife. For instance, almost all domestically acquired cases of rabies are attributed to bat bites; groundhogs can ruin foundations with their burrows; and don't ever throw your clothing into your washing machine if a skunk sprays you. There's also plenty of information on mice, moles, opossums, raccoons, rats, squirrels, snakes, and voles.

And the education doesn't stop there! Once you contact Patriot Pest Solutions, one of their Quality Pro certified, state-licensed technicians will come out to your home to inspect your property and determine potential problem areas, point out other areas conducive to future infestations, and share steps you can take to avoid future problems. Then, they create a customized treatment plan for year-round protection.

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COVER STORY

(Continued from page 7)

Customized Approach - Every job is unique!

Patriot Pest Solutions has the expertise to solve any pest problems, and they are more than happy to provide professional advice and a customized approach to any pest control problem. As a Certified Quality Pro Company with the National Pest Management Association (NPMA), all of their technicians are up to date with the latest training and certifications. To earn this certification, Patriot Pest Solutions is required to meet certain criteria and hiring protocols and to maintain those criteria so that they can provide the best and safest pest management service possible. Less than two percent of all companies in the US have achieved this level.

As a GreenPro certified pest control company, PPS strives to preserve our planet and increase awareness for environmentally responsible pest control solutions. Less than one percent of pest control companies in Pennsylvania have earned this certification, which follows Integrated Pest Management (IPM) - a more sophisticated and scientific approach than most exterminators use. For example: instead of applying cheap and toxic pesticides, where appropriate Patriot Pest Solutions will use a better quality, reduced-toxicity product. GreenPro certification ensures that you'll receive smart, effective and environmentally responsible service.

Patriot Pest Solutions is also a Certified Wildlife Professional (through the National Wildlife Control Operators Association), which keeps their technicians up to date with the latest training and certifications to provide you with the safest and most humane wildlife management service possible. And, PPS is a part of the Pennsylvania Trapper's Association, which promotes the humane trapping of wildlife. This wildlife service is just one more thing

that sets Patriot Pest Solutions apart from other pest control services.

Patriot Pest Solutions technicians also participate in weekly in-house training and attend various conventions, meetings (Pennsylvania Pest Management Association), and expos (National Wildlife Expo) throughout the year to keep up with all the latest advances in pest control. James is an Associate Certified Entomologist (one of only thirteen in the entire state of Pennsylvania). The misidentification of a pest can cost thousands of dollars. That doesn't happen with PPS's knowledgeable team. Patriot Pest Solutions' technicians know how to get rid of pests and how to keep them from coming back!

Community Connection

In addition to running a very successful business and raising a daughter, the Harrisons are also very involved with the community. They are active members of the Spring-Ford Chamber of Commerce, the TriCounty Area Chamber of Commerce, and the Perkiomen Valley Chamber of Commerce, and they offer special discounts to fellow chamber members. Denice is an active member of the Spring-Ford Rotary Club. They donate ongoing pest control services to The House, an organization that provides housing and support services to homeless and vulnerable single women in greater Phoenixville, and they have volunteered at many local organizations, including the Salvation Army.

And, what about their name — Patriot Pest Solutions — and their tagline — "Eliminating pests is our patriotic duty"? They are both fitting, since James, his father, and his brother all served in the military. Their military connection is very important to the Harrisons. Denice says, "The name Patriot isn't just a marketing tool, it's a belief system." Patriot Pest Solutions also offers discounts to military families.

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COVER STORY

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This Year's "Hot" Bug

So, what bug is "hot" this year? Bedbugs! A recent CBS News report on the 15 worst-hit cities in the US, indicates that Philadelphia is number two in the nation. Bed bugs were once eliminated completely in the United States. Unfortunately, they have made a comeback over the last ten years. International travel, which allows bed bugs to move from countries that do not combat bed bugs, is blamed for the bed bug resurgence. Additionally, bed bugs have developed resistance to traditional pesticide applications. This resistance has made establishing control more difficult.

Denice shares, "The increase in Bed Bug business has caused us to purchase a second set of heat equipment — the most effective treatment of Bed Bugs."

Bed bugs are apple seed-sized, reddish-brown bugs that feed on human blood at night. Bed bugs are frequently brought home from airports, clothing stores, hotels, movie theaters and used furniture.

Once inside, bed bugs are typically found close to where you sleep. These blood-sucking pests can hide in cracks the thickness of a credit card. PPS technicians frequently find bed bugs in baseboards, bed frames, box springs, cabinets, furniture, headboards, mattresses, night stands, picture frames - even behind electrical plate covers! Bed bugs do not spread diseases, but they do cause discomfort and many sleepless nights.

How do you know if you have Bed Bugs?

- Clusters or rows of red, irritated bite sites. Commonly found on the back, insides of the arms, back of the legs and feet.
- Small blood stains on your mattress or sheets.
- Droppings, shed casings, shed skins and live bed bugs in the creases of furniture.
- A Bed Bug Inspection - Thorough inspection is key to bed bug detection.

Did you know that heat kills all stages of bed bugs? Bed bug heat remediation treatments are an efficient and cost-effective way to eradicate bed bug infestations without the use of pesticides. Heat treatments take only one day and leave no odor or toxic residues behind, making heat the ideal choice for the extermination of bed bugs in both residential and commercial settings. Bed bug heat treatments penetrate walls and permeate every square inch of an infested room, ensuring that it is clean and clear of bed bugs.

All of Patriot Pest Solutions' Quality Pro certified state-licensed technicians have been trained by James, an Associate Certified Entomologists, in bed bug detection. Don't wonder if you have bed bugs, find out for sure by contacting Patriot Pest Solutions for a FREE inspection and estimate on proven solutions to exterminate your bed bug infestation.

It seems the Harrisons have discovered the magic formula that combines the benefits of a small family-owned business with the expertise and knowledge of a larger company. As Denice says, "It's been quite an adventure."

Patriot Pest Solutions, located at 414 W. Main Street in Trappe, focuses on solving your pest or wildlife problems quickly and helping you ensure the problem doesn't return.

Call Patriot Pest Solutions at 610.489.5136 for a FREE no-pressure inspection, and please visit www.PatriotPestSolutions.net for additional information.



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