

Table 1

Pest Control Firms <sup>1</sup>				Percent of customers rating firm "superior" on our survey for...					No. of complaints on file at local gov't consumer offices & (complaint rate)		Estimated charge for 1st treatment of our sample house/period for free follow-up <sup>2</sup>		Estimated charge for treatment after free follow-up period <sup>3</sup>		Checkbook (✓)	
Areas firm serves*		Pests firm treats & business policies**	Overall performance and (number of ratings)	Doing work properly on the first try	Starting and completing work promptly	Letting you know cost early	Advice on service options and costs	No. of complaints on file at local gov't consumer offices & (complaint rate)	Number of complaints on file at BBB and (complaint rate)	Estimated charge for 1st treatment of our sample house/period for free follow-up <sup>2</sup>	Estimated charge for treatment after free follow-up period <sup>3</sup>	For quality	For price	Checkbook (✓)	Checkbook (✓)	
<b>All-Firm Averages</b>				63%	59%	67%	70%	58%								
A T & R Trapping Svc	301-681-3965	DC	hi	94%	82%	88%	94%	94%	0	0	— <sup>4</sup>	— <sup>4</sup>	✓	— <sup>5</sup>		
PO Box 2442, Silver Spring, MD		HC-MC	km	(17)												
A-1 Rid Exterminating	703-780-0724	AX-AC	abcdef	89%	86%	86%	86%	88%	0	0	\$150/	\$80	✓	✓		
2816 Franklin St, Alexandria, VA		FC-LC-PW	ghilmn	(36)							30 days					
Able Termite & Pest	301-460-1676	HC	abcde	96%	92%	96%	95%	89%	0	0	\$155/	\$45	✓	✓		
6626 Gooseander Ct, Frederick, MD		MC-PG	ghilmn	(91)							90 days					
Adcock's Trapping Svc	301-345-0105	AX-AC-DC-FC	hi	83%	73%	78%	87%	80%	0	1	— <sup>4</sup>	— <sup>4</sup>	✓	— <sup>5</sup>		
9215 51st Ave #1, College Park, MD		HC-LC-MC-PG-PW	jk	(55)						(—) <sup>6</sup>						
Allstates Termite Control	703-578-3255	AX-AC-FC	abcdg	60%	63%	69%	65%	66%	0	0	\$125/	\$45		✓		
3543 W Braddock Rd #C3, Alexandria, VA		MC-PG-PW	hilmn	(54)							0 days					
American Pest Control	301-738-2430	DC	abcde	56%	50%	59%	65%	52%	2	2	\$500 <sup>7</sup> /	\$500				
401 N Stonestreet Ave, Rockville, MD		MC-PG	ghilp	(106)					(0.24)	(0.24)	365 days					
American Pest Manage	301-891-2600	AX-AC-DC-FC	abcdef	68%	62%	71%	69%	59%	1	1	\$120-\$200/	\$120-				
6460 New Hampshire Ave, Takoma Park, MD		HC-LC-MC-PG-PW	ghiklmq	(158)					(0.09)	(0.09)	0 days	\$200				
Annihilators	410-465-1778	HC	abcdeg	82%	82%	91%	91%	73%	0	— <sup>6</sup>	\$95/	\$45	✓	✓		
10078 Cobachon Ct, Ellicott City, MD			hiklmo	(11)							30 days					
APCCO	301-949-1023	AX-AC-DC	abcde	64%	64%	68%	76%	68%	0	1	\$235/	\$55				
7158 Brooks Rd, Highland, MD		FC-HC-MC-PG	ghilmn	(74)						(0.12)	0 days					
Atlantic Coast Extermin	703-494-3273	AX-AC	abcdeg	75%	77%	69%	69%	73%	0	0	\$425-\$525 <sup>7</sup> /	\$425-				
13406 Occoquan Rd, Woodbridge, VA		FC-LC-PW	hijlmp	(13)							180 days	\$525				
Benware Termite Control	301-260-1840	DC	b	98%	94%	97%	97%	85%	0	0	— <sup>4</sup>	— <sup>4</sup>	✓	— <sup>5</sup>		
17701 Prince Edward Dr, Olney, MD		MC-PG	lm	(41)												
Best Termite & Pest	301-868-1205	AX-AC-FC-HC	abcdeg	79%	78%	82%	86%	73%	0	0	\$150/	\$65	✓	✓		
7804 Malcolm Rd, Clinton, MD		LC-MC-PG-PW	hijlmp	(73)							0 days					
Better Termite & Pest	703-683-2000	AX-AC-DC-FC	abcdf	61%	61%	70%	67%	59%	1	0	\$250/	Varies				
2647 Duke St, Alexandria, VA		HC-LC-MC-PG-PW	ghilmq	(117)					(0.10)		30 days					
Bob's Termite & Pest Svc	703-497-2225	AX-AC	abcdef	69%	69%	76%	77%	67%	0	1	\$225/	\$225				
12616 Lake Ridge Dr, Woodbridge, VA		FC-LC-PW	ghiklmp	(50)						(—) <sup>6</sup>	0 days					
Bug Busters	703-476-2131	AX-AC	abcdeg	85%	81%	86%	89%	80%	0	0	\$145/	\$145	✓	✓		
PO Box 687, Herndon, VA		FC-LC-PW	ghijlmp	(74)							60 days					
C & M Exterminators	301-779-1515	DC-HC	abcdeg	71%	58%	74%	78%	59%	0	0	\$160/	\$48-\$90		✓		
5507 Landover Rd, Hyattsville, MD		MC-PG	hijlmn	(74)							30 days					
Capitol Beltway Pest	301-657-4480	AX-AC-DC	abcdef	82%	78%	82%	84%	77%	0	1	\$260/	\$150	✓			
5455 Butler Rd, Bethesda, MD		FC-LC-MC-PG	ghijkmn	(165)						(0.12)	90 days					
Central Termite Control	301-947-1500	AX-AC-DC	abcdefg	20%	10%	60%	60%	17%	1	1	\$50/	\$50		✓		
435 E Diamond Ave #D, Gaithersburg, MD		FC-HC-MC-PG	hijklmp	(70)					(0.11)	(0.11)	0 days					

## FOOTNOTES ON PAGE 95.

\*AREAS FIRM SERVES: AX=Alexandria; AC=Arlington Co.; DC=District of Columbia; FC=Fairfax Co.; HC=Howard Co.; LC=Loudoun Co.; MC=Montgomery Co.; PG=Prince George's Co.; PW=Prince William Co. Firms serve all or part of listed areas.

\*\*PESTS FIRM TREATS/POLICIES: a=Cockroaches; b=Termites; c=Fleas; d=Ants; e=Bees, wasps, or hornets; f=Mosquitoes; g=Spiders; h=Mice; i=Rats; j=Moles; k=Squirrels; l=Firm gives free estimates for household pest control jobs; m=Firm claims it practices Integrated Pest Management. If treating cockroaches in a detached, single-family house, firm usually recommends the following schedule for follow-up treatments: n=No follow-up until continued infestation is reported; o=One follow-up visit with additional visits only if continued infestation is reported; p=Regular monthly or quarterly follow-up visits; q=Firm's follow-up visit recommendation varies by job.