

THE SPIN

STRUCTURAL PEST INFORMATION NEWSLETTER



MAY 2026

IN THIS ISSUE



RENEWAL REMINDER



CONTINUING EDUCATION



NEW WDO REPORTING SYSTEM

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OUR MISSION

The Structural Pest Control Board's mission is to protect the general welfare of Californians and the environment by promoting outreach, equitable education, and fair regulation of the structural pest management profession.

The arrival of spring brings with it a welcome reminder to review your license status and prepare for the upcoming renewal cycle. With the June 30th deadline approaching for licenses expiring in 2026, now is the ideal time to get ahead and avoid any potential fines or lapses.

Licenses expiring June 30, 2026, will be able to be renewed online using the new feature in our Online Licensing System (Connect). These tools are designed to make renewing faster, simpler, and more convenient.

This year, Connect will offer a fully online renewal experience. Licensees can complete the renewal application, upload continuing education certificates, and make renewal payments all in one easy to use system. Everything you need for renewal will be available in one place.

Inside this newsletter, you'll find helpful reminders and resources to guide you through a smooth renewal process. Take a moment to review your records, mark your calendar, and **log into Connect** early so you're ready when renewal season opens. We're committed to supporting you every step of the way as we transition to this new online renewal process.

QUICK LINKS

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LAWS AND REGULATIONS

EXAM INFO

CE INFO

QUESTIONS OR COMMENTS

CAREERS

JOIN OUR EMAIL LIST



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VERIFY THE LICENSE!

CLICK HERE 



MISSION

The Structural Pest Control Board’s mission is to protect the general welfare of Californians and the environment by promoting outreach, equitable education, and fair regulation of the structural pest management profession.



VISION

The Structural Pest Control Board sets the standard as the national regulatory and environmental leader of pest management for consumer protection.



VALUES

Accountability; Consumer Protection; Diversity, Equity, and Inclusion; Professionalism; Service; Transparency.



ASK SPCB A QUESTION AND WE MAY RESPOND IN A FUTURE PUBLICATION!

WHAT DO YOU WANT TO SEE IN THE NEXT ISSUE?

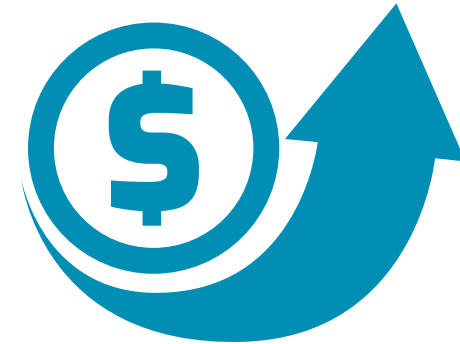
SEND ALL YOUR COMMENTS AND QUESTIONS TO:
ASKPESTBOARD@DCA.CA.GOV

“ YOUR LICENSE IS YOUR RESPONSIBILITY ”



RENEWAL CHECKLIST

- Update records
- Complete your CE hours
- Complete renewal process in Connect



APPROVED REGULATIONS – FEE INCREASE

In 2024, the SPCB identified a budget shortfall caused by rising operational costs, including critical IT upgrades, mandated salary adjustments, and enforcement activities – most of which are beyond the Board’s control. To address this, the Board began a formal fee regulation update in January 2025. After public comment and Board approval, the new fee structure took effect on July 1, 2025.

NEW FEE SCHEDULE

LICENSE TYPE	EXAMINATION FEE	LICENSE FEE	RENEWAL FEE
Operator	\$100	\$150	\$150
Field Representative	\$75	\$45	\$45
Applicator	\$60	\$35	\$35
WDO Report Activity Filing Fee	\$5 per activity		

WDO activities submitted on or after July 1, 2025 (regardless of activity date) will incur the \$5 filing fee.

RENEWAL REMINDERS



RECENTLY MOVED?

Complete the **Request for Change of Address Form** and submit it to pestboard@dca.ca.gov.



CHANGED EMPLOYERS?

Complete the **Transfer of Employment Form** and submit it to pestboard@dca.ca.gov.



CHECK YOUR MAILBOX!

Renewals are now **ONLINE!** A postcard will be mailed to your address of record with a URL that will take you to our "**How Do I Renew?**" page, where you will find the information on license renewal and a link to Connect. If you have not received your postcard by the end of May, please email pestboard@dca.ca.gov with your full name and license type/number to request information on renewing your license.

NOT RENEWING YOUR LICENSE?

Consider canceling your license by submitting a written notice to the Board.

— SAMPLE WRITTEN NOTICE —

Re: CANCEL MY SPCB LICENSE

Dear SPCB,
I, **(licensee, first and last name)—
(license type and number)**, hereby request to cancel my SPCB license immediately.

Thank you,
(licensee signature)

Email your notice to: pestboard@dca.ca.gov

CONTINUING EDUCATION

The pest control industry is always advancing, introducing new technologies, products, and methods. Continuing education (CE) offers licensees the chance to expand their expertise in pest management. For licensees, completing ongoing education is essential to remaining current with industry trends, meeting regulatory standards, and refining skills. The completion of CE hours not only strengthens their knowledge in the industry but is also a requirement for license renewal.

For those renewing by June 30, 2026, CE hours must be completed between July 1, 2023, and June 30, 2026. Any hours completed outside these dates cannot be used for your renewal.

APPLICATOR LICENSE

	Total Hours	Rules and Regs	Pesticide Application and Use	Integrated Pest Management
Branch 2, 3, or 2 & 3	12	4	6	2

Applicator CE courses can be found here: www.pestboard.ca.gov/ce/master_applicator.pdf

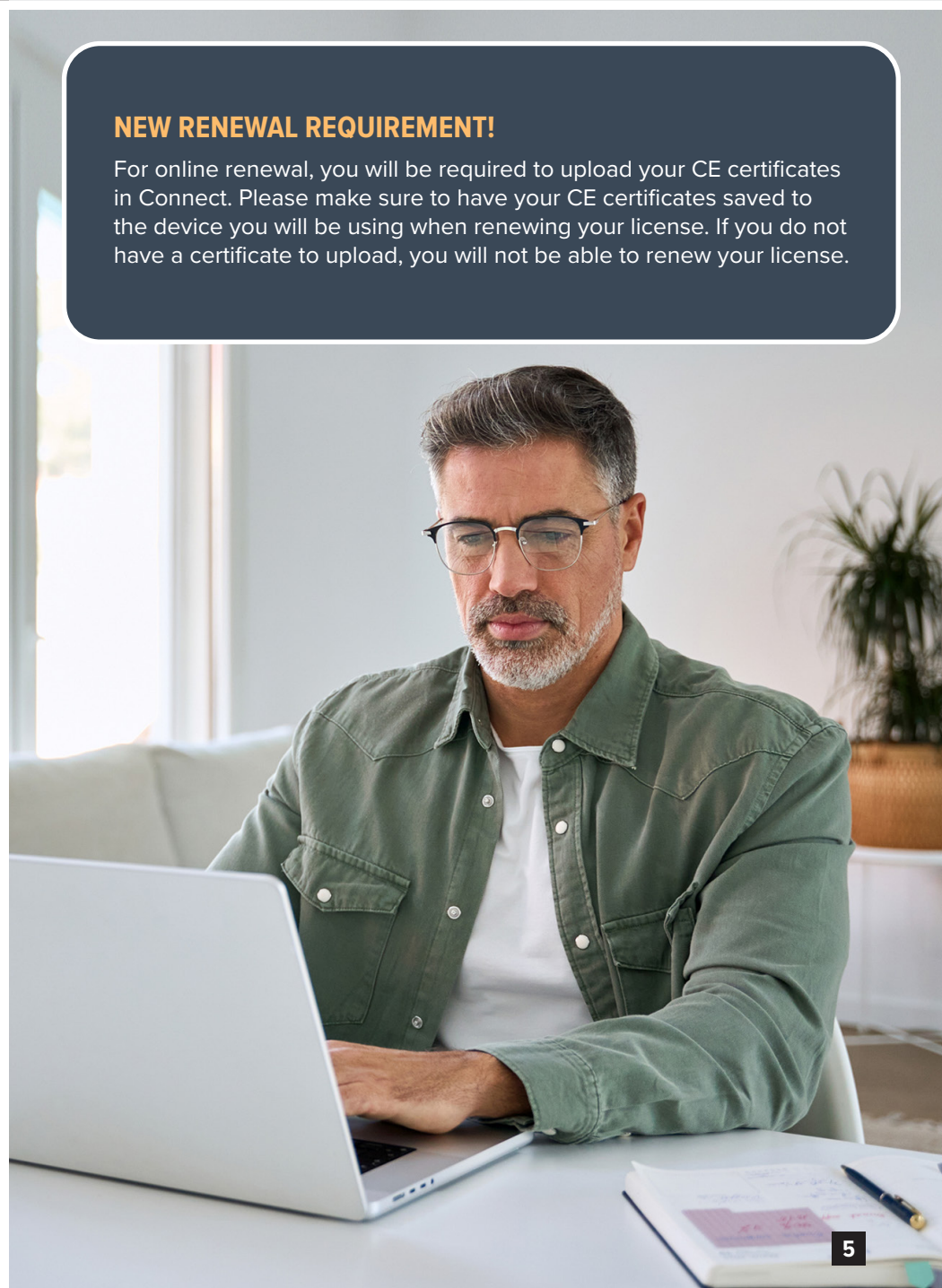
FIELD REPRESENTATIVE AND OPERATOR LICENSES

	Total Hours	Rules and Regs	Technical Branch 1	Technical Branch 2	Technical Branch 3	Integrated Pest Management	General
Branch 1	16	8	4	-	-	-	4
Branch 2	16	8	-	4	-	2	2
Branch 3	16	8	-	-	4	2	2
Branches 1 and 2	20	8	4	4	-	2	2
Branches 1 and 3	20	8	4	-	4	2	2
Branches 2 and 3	20	8	-	4	4	2	2
Branches 1, 2, and 3	24	8	4	4	4	2	2

Field Representative and Operator CE courses can be found here: www.pestboard.ca.gov/ce/ceaa2.pdf

NEW RENEWAL REQUIREMENT!

For online renewal, you will be required to upload your CE certificates in Connect. Please make sure to have your CE certificates saved to the device you will be using when renewing your license. If you do not have a certificate to upload, you will not be able to renew your license.



WHEN, WHERE, AND HOW TO RENEW

WHEN

You can renew starting in May before your license expires in June.

WHERE

Renew through the Online Licensing System (Connect).

HOW

Online Renewal User Guide

- Log in and make sure your license(s) is linked.
- If you don't have an account, [register](#) and [link your license\(s\)](#).
- If you're not eligible for online renewal, a paper renewal will be mailed automatically.
- If your license expires this year and you don't see a "Renew License" button or receive a paper renewal by June 1, [contact us](#) with your name and license number.

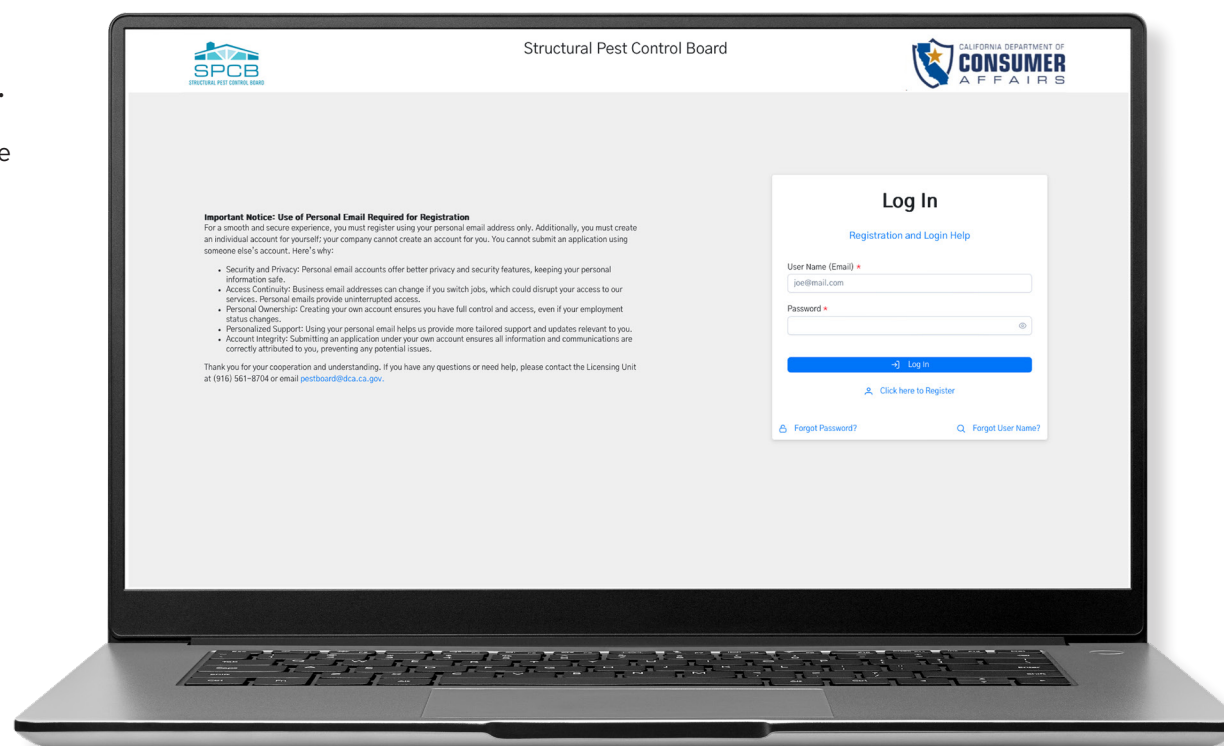
DEADLINES

You must submit your renewal application and payment by June 30 to avoid a delinquent fee.

If you miss the deadline, your license becomes delinquent for up to 90 days, and you'll be required to pay an extra fee.

Your license will not be valid during the delinquent period, and you cannot work until it is renewed.

Licenses not renewed by September 30 will be cancelled.



FREQUENTLY ASKED QUESTIONS – ONLINE LICENSE RENEWAL



Q I tried to register, but I got an error message. Why?

A You already have a Connect account. If you don't remember your username (email) or password, click 'Forgot Username' or 'Forgot Password' to reset them.

Q I no longer have access to the email I used to register. How do I change it?

A **Send us** your current email and the new email you want to use. We'll update your account and email you instructions to reset your password and log in.

Q I just registered for a Connect account and don't see my license listed. What should I do?

A You need to **link** your license(s) in your Connect dashboard.

Q I tried to link my license, but I got an error message. Why?

A The information in your Connect account doesn't match your license record. Your first name, last name, date of birth, and Social Security number must match. Please **send us** a copy of your valid government-issued driver's license or identification card and Social Security card, along with a request to update your records.

Q I created a Connect account for WDO reporting. Do I need a separate account for licensing?

A No. You only need one account for both WDO reporting and licensing. Connect accounts are personal, so never use someone else's account or attempt to link another person's license to your account. If you're not the owner or a shareholder of a company, use a personal email during registration so you never lose access.

Q I linked my license, but I don't see the renewal button. Why?

A Possible reasons:

1. The renewal button is only available during the renewal period (May to September).
2. It's not your renewal year. Check the license expiration date on your Connect dashboard or in the **DCA License Search**.
3. You aren't eligible for online renewal and will receive a paper renewal application in the mail.

FREQUENTLY ASKED QUESTIONS – ONLINE LICENSE RENEWAL *(CONTINUED)*

Q What should I do if my license expires this year, but I don't see a "Renew License" button in my Connect dashboard or I did not receive a paper renewal by June 1?

A If your license expires this year and you do not see a "Renew License" button in your Connect dashboard and you have not received a paper renewal notice by June 1, **contact us**. Include the following information in your email:

- Your full name
- Your license type/number

Q Why can't I update my address or employer during renewal like before?

A Online renewal is only for renewing your license. To update your records, email the completed **Transfer of Employment** or **Change of Address form** to **pestboard@dca.ca.gov**. If you renew without updating your address, your license will be mailed to the old address. You'll then need to submit an **Affidavit of Lost License** to get a new one.

Q Why do I have to upload my CE certificates now?

A In the past, we only asked for CE certificates during audits because we didn't have space to store them. Now that records are stored digitally, all applicants must upload certificates. This makes audits easier and reduces paperwork.

Q My employer wants to renew my license for me. Can I get a paper renewal?

A No. You must renew online using your personal Connect account. If your employer wants to pay, they can use a debit or credit card in the Fee/Payment tab. You will receive a payment confirmation by email.

Q I have an outstanding fine. Can I still renew?

A No. If you have an unpaid fine, you can't renew until it's paid. You also can't renew online. You will receive a paper renewal application. If the renewal and fine isn't paid by September 30, your license will be canceled.

Q My license is on a Family Support hold. Can I renew?

A Yes, but not online. You will receive a paper renewal application. If we receive your application and payment postmarked by September 30, we'll accept it. However, we can't renew your license until the hold is removed.

To clear the hold:

- Call the phone number listed on your license record in **DCA License Search**.
- The release must be emailed to **dca.family.support@dca.ca.gov**.
- If the release has been sent and it's been more than 10 business days, but the hold is still there, call the DCA Family Support Unit at (916) 574-8018.
- Once the hold is removed from your license, email us at **pestboard@dca.ca.gov** so we can make sure your renewal goes through correctly.

NEW WDO REPORTING SYSTEM

The new WDO Reporting System is now up and running, and we're glad to share that so far, the feedback has been encouraging. Users are finding the new features helpful, including the option to add funds with a credit card, better reporting tools, and easier activity tracking. SPCB thanks you for your patience and cooperation as we continue to enhance the system.

The 10-day reporting rule was paused from October 17, 2025 to December 12, 2025 during the transition to the new system. That pause has now ended. SPCB is once again fully enforcing WDO reporting requirements.

If you have not registered and started reporting in the new system, please visit our [WDO Reporting Help webpage](#). Follow the steps to create your account, link it to your company, and begin reporting. If you have trouble registering or linking your company, please email the [WDO Unit](#) or call us at (916) 561-8750. We are happy to help.

Recent Change Regarding Duplicate Activities

Duplicate Activity Identifiers

When the system was first created, SPCB wanted it to capture duplicate activities to stop companies from submitting and paying for the same activity more than once.

When the system was launched in November, it marked anything already submitted as a duplicate. If the exact same activity appeared more than once in the pending queue, it marked all of them as duplicates. These activities could not be submitted or deleted unless the user manually overrode the stop sign warning on each activity.

What Has Changed?

Now, if more than one of the exact same activity is in the pending queue, the system will not mark the original as a duplicate; it will only flag the extra copies as duplicates. The original will stay in the queue with a checkbox next to it. You can submit it without overriding the warning.

This update was made to ensure that activities marked as duplicates have either already been submitted, or that the original activity is still in the queue ready to submit.

A new button called "Delete All Duplicates" has been added. Clicking this button will remove all activities marked as duplicates. You no longer need to override and delete each one individually.

Submitting a True Duplicate Activity

It is rare to file two of the same type of report for the same property on the same day, but it can happen. If it does, make sure both reports are submitted to the WDO Reporting System.

To submit a duplicate report:

1. Click the duplicate indicator (the stop sign icon). It will change to a green thumbs-up.
2. Check the box next to the activity.  
3. Click "Submit Selected."

Manual Entry Improvements

This update is designed for companies that manually enter activities instead of uploading a .txt file from their termite software. The cursor will now automatically start in the date field when you click "Add New," eliminating the need to use your mouse. You can type in each field and use the tab key to move between fields before saving.

After saving, the "Add New" screen will remain open so you can quickly enter another activity. The cursor will return to the date field each time—similar to the old WDO Reporting System.

We hope this enhancement makes manual entry faster and more convenient.

FREQUENTLY ASKED QUESTIONS – WDO REPORTING SYSTEM

Q I get this error when I upload my file:

Error Upload Failed: Your file was not accepted. Please verify that it is a .txt file and matches the PR/BR you are logged in under. If the problem continues, email the file to wdo@dca.ca.gov.

A Most upload problems now happen because someone is trying to upload a PDF of the inspection or completion report. SPCB does not require you to upload the full report. Only certain information from the report is needed.

If you are not using termite software that creates a .txt file, do not upload a file. Instead, click “Add New” and enter the activity information manually.

Q I submitted a WDO activity but made a mistake. How do I fix it?

A You cannot change anything after it has been submitted. Please email wdo@dca.ca.gov with:

- Your company’s PR number
- The submittal number and date of submittal
- A description of what needs to be corrected

Our staff will make the correction and send you a confirmation email. If something needs to be deleted, we will delete it and issue a credit to your account.

Remember: If a report was sent to the consumer with incorrect information, you must send a corrected or supplemental report to the consumer and file it in the WDO System.

Q I have incomplete activities marked with a question mark in my Manage Activities queue. What do I do?

A If an activity has a question mark:

- **To fix it:** Click the pencil icon and edit the activity. The system will show missing information in red.
- **To delete it:** Click the trash can icon.

If you have many incomplete activities and want them deleted at once, email the **WDO Unit** with your PR number and ask us to delete them. You will need to resubmit those activities.

Q I used to receive email notifications in the old system, but I am not getting them now. How do I receive notifications?

A You must sign up for email notifications in the new system.

1. Log into the system.
2. Click “WDO Activity.”
3. Click “Provide Access.”
4. Select your email notification preferences.

If you want to receive low balance alerts, you must:

- Check the box for “Alert on Low Balance – Threshold Alert.”
- Set a threshold amount.

To set a threshold amount:

1. Click “WDO Activity.”
2. Click “Manage Threshold.”
3. Enter a dollar amount.

When your account balance falls below the threshold, you will receive an email alert.



SPCB BOARD MEMBERS

The SPCB board is comprised of seven members who serve to make regulatory and enforcement decisions and address important issues voiced by the industry it serves. The Governor appoints two public members and three licensed industry members. The Senate Rules Committee and Speaker of the Assembly each appoint one public member. The current SPCB members are:



PRESIDENT

Scott Mendenhall, *Industry*
Appointed by Governor



VICE PRESIDENT

Kyle Finley, *Industry*
Appointed by Governor



Mark Paxson, *Public*
Appointed by Governor



John Tengan, *Industry*
Appointed by Governor



Vacant, *Public*
THIS COULD BE YOU



Vacant, *Public*
THIS COULD BE YOU



Vacant, *Public*
THIS COULD BE YOU

SPCB MEMBER VACANCIES

SPCB has three member vacancies and is seeking public member appointments from the Senate Rules Committee. For more information, please visit the California Department of Consumer Affairs (DCA) [Board Member Resource Center](#).