

Before you hire a Nuisance Wildlife Control Operator (NWCO) – Guidelines for the Connecticut Homeowner

The Wildlife Division is often asked to recommend an operator to service a particular problem caused by nuisance wildlife. Current policy requires us to provide the names of at least three operators geographically closest to the problem site. Since we cannot recommend specific operators, answers to the following questions should help guide your decisions in hiring one of Connecticut's NWCOs. Please note that all licensed NWCOs are trained and work under the guidelines established by DEP regulations. They are all private contractors and their specific fees are not regulated by DEP.

- ✓ Does the individual have a current Connecticut DEP NWCO License?
- ✓ Is the individual experienced with the particular problem animal(s)?
- ✓ Does the NWCO carry liability insurance for his/her business activities?
- ✓ If necessary, is the NWCO willing to conduct a thorough site inspection to identify the problem animal(s) and nature of the problem. Is there a fee for the initial site inspection?
- ✓ Will a written estimate or contract be provided? Is it specific to identify payment schedule and all fees to be charged (on a per animal basis, hourly rate or total job), and methods to be used?
- ✓ Has a "Statement of Approved Lethal and Non-Lethal Options" and NWCO Program brochure been provided to you? State law requires that a NWCO provide this brochure to each homeowner.
- ✓ What specific methods (trapping, frightening, exclusion, repellents) will be used by the operator? If repellents will be used, does the NWCO also have the required DEP Pesticide License?

- ✓ If trapping will be conducted, what type of traps (live-capture, kill traps) will be used? How many will be used? How and where on your property will they be placed? Are there any risks to children, non-target animals or pets?
- ✓ Who will be responsible for checking the traps? How often will they be checked? (State law requires that traps be checked within a 24-hour period). If the homeowner agrees to check for trapped animals, will the NWCO be available to remove/release the trapped animal in a timely manner? How can the NWCO best be reached? What type of response can be expected?
- ✓ If control work will be performed during the spring and summer when wildlife are caring for young, what are the recommended options for dealing with potential immature wildlife? What will happen to the young, if they are discovered?
- ✓ What will happen to the animals trapped or removed from your property? Will they be euthanized, relocated to another site, or released on-site? If animals are to be destroyed, what method will be used for euthanasia? **Raccoons, skunks and foxes are recognized as Rabies Vector Species (RVS) and therefore, cannot be relocated to another site.**
- ✓ Will a permanent solution be offered? Will the NWCO perform the necessary structural repairs or exclusion themselves? If not, can they recommend another private contractor/carpenter to complete the work?
- ✓ Does the NWCO offer a written guarantee for work to be performed?