



6641 Doniphan Dr • Canutillo, TX 79835

**Executive Director of Procurement and School Resources
And/or Chief Financial Officer in absence of Executive Director**

**El Paso Independent School District
1014 N. Stanton St.
El Paso, Texas 79902**

Dear Valued Customer,

We appreciate you being a loyal Watson Pest Management customer and want to let you know about some important account updates designed to make your experience with us even easier.

As a reminder, Watson will now be part of the Bug Out brand in your area.

- **Our company name will change from Watson to Bug Out.**
You'll begin to see our new name and brand on our vehicles, technician uniforms, and paperwork.
- **Effective August 28, 2023, our website that you visit for service and information will change to bugoutservice.com.**
- **Customer Service:** A dedicated service team will be available from 8 am to 5 pm Monday through Friday to answer your questions and schedule appointments.
- **Service notifications are coming!** You'll be able to have our system alert you by email or phone call 48 hours ahead of your service appointments. We will no longer call to schedule your appointment.
- **We're updating a number of payment and account self-management processes.**
 - There will be a new online portal to manage your account.
 - Your billing date will not change. If you are set up on AutoPay, you will no longer receive a recurring invoice or statement.
 - However, all customers will receive an invoice to notify you two months prior to any service renewal. Your renewed service will begin upon receipt of payment.
 - Our billing name on credit card statements will appear as Rentokil Bug Out.
 - If you do not have a credit card on file with us, your invoice will be emailed or mailed to you; technicians will no longer deliver invoices.

To help answer any questions you may have, we've created a list of frequently asked questions at bugoutservice.com, About Us. Please visit our website to learn more, or call our customer service line at **855-730-3873** or email us at pestexperts@bugoutservice.com.

As always, we value your business and thank you for your support and patience during our transition.

Sincerely,
Lorraine Torres
Your Watson / Bug Out Management Team

Administrative Finance Changes Summary

Net Pay Terms	Default of 30 Days unless agreed upon otherwise in writing.
Finance Charges	If full payment is not made within 30 days after invoicing, a finance charge is added to the unpaid balance. Finance charges are computed by a periodic rate of 1.5% per month (annual percentage rate of 18%) added to the previous balance after deducting current payments and/or credits appearing on the statement. A minimum late charge of \$1.00 may be imposed.
Company Name	Bug Out, A Rentokil Company
Tax ID#	23-1568350
Remittance Address	Bug Out PO Box 740608 Cincinnati, OH 45274-0608
Payment Options	Payment options remain the same with changes to where to send remittances: • Check: send to address above Residential: • Online Bill Pay: To pay invoices dated on or after August 28, 2023, by credit card or ACH, sign up for Bill Pay by going to texas.bugoutservice.com. Online bill pay can only be set up after you receive your first invoice; information from your invoice will be required. Commercial: • EFT: Contact achsetup@rentokil.com to change the bank account to ensure your account is updated quickly; Any emailed remittance for electronic information should be sent to compar.eft@rentokil.com. • Single-Use Commercial Credit Cards: Contact icecredit.card@rentokil.com to send payments and remittance for virtual and single-use credit cards • One-Time Credit Card Payment: bugoutservice.com/commercial-portal/
Sales Tax Exempt Organizations	Rentokil charges appropriate sales tax unless your current tax document is on file. If you are incorrectly charged sales tax, send you, current tax-exempt document to salestaxdocs@rentokil.com and we'll adjust your account appropriately.
Invoice, Billing and Tax Exemption Support	Tel: 405.495.4300 Email: rpc-eastemars-na@rentokil.com
W-9	Byg Qyt W-9.
Monthly Statements	Statements are available upon request