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Micheal Mertens  
Village Of Willowbrook

Important: Change in resident notices for mosquito control applications and how residents can report nuisance mosquitoes or standing water.

*This year we will begin migrating pre-application notification of night spray mosquito control services from an autodial phone message to text and email.*

Public preference has spoken. They like text and email communications. So this season residents who are on our adult mosquito control night spray notification list are encouraged to go to [www.clarkeportal.com/hotline](http://www.clarkeportal.com/hotline) and select TEXT and/or EMAIL notification.

**How will residents on our notification list be made aware of this change?**

- One **postcard mailing** was made April 30<sup>th</sup>. A second postcard mailing will be made June 5.
- An **autodial message** notifying residents of the ability to sign up for text and email notifications will be made on June 7 and June 13.
- Residents who choose to not receive text and/or email notification **will continue to receive** the recorded autodialer phone message.

**How can you help?**

- **Post this change on your website** with the link to the portal where they can register for these notifications. Template copy is attached.

**How do we know if the resident is within your and our service area?**

- Based on the address a resident enters, we will match their geocode to see if it falls within the boundaries of any night adult mosquito application routes. If it does, then they will be able to register for text or email notification in advance of the application.
- If they do not fall within a spray route, they will receive an email stating they are **not** within a service area. No notification needed.

*Residents now have an easier way to report*

*nuisance mosquitoes and standing water.*

Now, from the landing page of the Clarke Customer Portal ([www.clarkeportal.com](http://www.clarkeportal.com)) residents can access our hotline for reporting standing water and nuisance

Clarke Portal

Please sign in

dmclaughlin@clarke.com

.....

Remember me? - Forgot password?

Login

Do not have an account? - Register

Resident Hotline

Terms of Use Privacy Policy

mosquitoes.

We encourage you post a direct link to this page on your website, [www.clarkeportal.com/hotline](http://www.clarkeportal.com/hotline). It's straight forward. All a resident has to do is enter their name, address and then note what they wish to report: nuisance mosquitoes or standing water, or to sign-up for service notifications for adult night spray applications.

Clarke Customer Care Hotline

Clarke Customer Care Hotline

Clarke

Already registered? Login

Contact Information

First Name

Address

City

Phone

What would you like to do?

Report Mosquito Annoyance

Report Standing Water

Register for Service Notifications

Submit

**We are still taking hotline calls.** Now our hotline (800-942-2555) is answered by an auto-attendant that delivers resident requests to shared email folders monitored by six of our Customer Care associates. Only if we need additional information will a resident receive a return call.

Cordially –

Your Clarke Service Team



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Please help communicate these new options for handling resident requests by posting on your website and social media platforms

#### **WEBSITE / E-NEWSLETTER COPY**

##### **New options for reporting nuisance mosquitoes or standing water.**

Just go to [www.clarkeportal.com/hotline](http://www.clarkeportal.com/hotline) (be sure to make this an active link) to report standing water issues or high mosquito population levels from your laptop or phone.

##### **Do you want to be notified of nighttime adult mosquito applications?**

You can sign up for notifications by going to [www.clarkeportal.com/hotline](http://www.clarkeportal.com/hotline) (be sure to make this an active link). Click 'REGISTER FOR SERVICE NOTIFICATIONS' at the bottom. Complete the information and create your own password, then click 'submit'. Your location will be verified to see if you live along an application route.

#### **SOCIAL MEDIA COPY – 4 suggested posts**

**New options for reporting nuisance mosquitoes or standing water.** Just go to [www.clarkeportal.com/hotline](http://www.clarkeportal.com/hotline) (be sure to make this an active link) to report standing water issues or high mosquito population levels from your laptop, tablet or phone.

#FighttheBite #Mosquitocontrol

Report standing water in your neighborhood online: [www.clarkeportal.com/hotline](http://www.clarkeportal.com/hotline)  
#FighttheBite #Mosquitocontrol

Are mosquitoes bad in your neighborhood? Report it online:

[www.clarkeportal.com/hotline](http://www.clarkeportal.com/hotline)  
#FighttheBite #Mosquitocontrol

Stay in the know on scheduled mosquito control treatments in your neighborhood. Sign up to receive text or email notifications for adult mosquito control night spray applications: [www.clarkeportal.com/hotline](http://www.clarkeportal.com/hotline)