



161 O'Connell Street P.O. Box 72763 Providence, R.I. 02907-0763 / Toll Free 1-888-BLUE BUG / 1-888-258-3284

August 29, 2025

To:
Ron Varone
Jesse Metcalf Building
101 Friendship Street
Providence, RI 02903-3716

Dear Mr. Varone:

We write in response to your request for information regarding our bat treatment services including the emergency bat removal services that we have provided at the Jesse Metcalf Building.

Big Blue Bug Solutions provides emergency bat removal services in accordance with our established procedures and all applicable regulations to ensure prompt, safe, and effective assistance. The specifics of the removal process will necessarily vary based on the type of structure and the location within the structure where a bat was observed. During regular business hours, our standard procedure typically involves same-day response for emergency bat removal requests. Our licensed specialists are trained to respond quickly, assess the situation, and implement safe and compliant removal practices. For requests received after business hours, we do not guarantee immediate service. However, we make every effort to contact a licensed bat specialist and dispatch them to your site if one is available. If a specialist is not immediately available during off-hours, we will prioritize your request and send a qualified specialist as soon as possible, most often first thing the following morning. Please note that emergency bat removal services are handled on a non-warranty, one-time service basis. At this time, Big Blue Bug Solutions does not offer a contracted protection plan for ongoing bat removal services. That said, our team remains committed to providing assistance as quickly as possible whenever a request is made.

Separate from our emergency bat removal services, Big Blue Bug Solutions also offers bat exclusion services which involve modifying one or more parts of a structure to eliminate a bat's means of entry. Our bat exclusion service includes a warranty of our workmanship against bat re-entry, subject to certain standard exceptions such as a different party removing or altering our modifications. We have prepared a proposal for providing a bat exclusion service at the Jesse Metcalf Building and look forward to discussing it with you at your convenience.

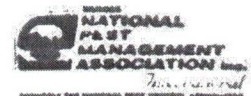
Thank you for choosing Big Blue Bug Solutions.

Sincerely,

Michael Brooks
Wildlife Division Supervisor
Big Blue Bug Solutions



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