A NEWSLETTER FOR EMPLOYEES & FRIENDS OF WRIGHT TREE SERVICE

family tree

WILL NUTTER INDUCTED AS UAA PRESIDENT



Wright Tree Service President Will Nutter was inducted as President of the Utility Arborist Association at the ISA/UAA Annual Conference in

Chicago, Ill., in July 2009. A long-time member of UAA, Will served on its Education Committee for many years before serving as Vice President and then President Elect. "Will's energy and knowledge will help us to push UAA to even greater heights," said UAA's then Executive Director Derek Vannice.

In February, Will led the annual UAA Luncheon, which this year was held at the North American Tree Conference hosted by UAA and ISA Southern Chapter in Savannah, Ga. "My involvement with UAA has been a very rewarding experience," said Will, "and I am certain it will continue to be."

SPECIAL SECTION WRIGHT SERVICE CORP. AWARDS BANQUET

SEE THE SPECIAL SECTION BEGINNING ON PAGE 7 FOR MORE BANQUET DETAILS



INDUSTRY LEADER

Job Planner Josh Wildeboer wrote in to compliment General Foreman Glen Crabtree for positioning Wright Tree Service as the industry leader in the Black Hills region of South Dakota. Josh commended Glen by saying, "With great determination for quality, dependability, safety and much more, he is developing a group of arborists that will benefit Wright Tree, Black Hills Power and the state of South Dakota for years to come."



• Foreman Jeremiah Wildeboer gets into position to start piecing out the tree trunk.

TRAINING DAY



NORTH DIVISION

Courteous and Knowledgeable

A pleased Ameren customer from Hopedale, Ill., wrote in to thank General Foreman Brad Moreland, Foremen Tim Cart and Darrell Campbell and Trimmers Steve Parnell and Adam Maliongas for being courteous, knowledgeable and professional. The customer went on to thank the crews for their concern about the appearance of the trees they trimmed, their excellent clean-up and dedication to safety. "Having been a business owner, I know how important it is to have professional and courteous employees, as they are the face and voice of the business. You can be very sure these men represent your company well."

Appreciation

The Director of Buildings and Grounds for a community school district in Illinois wrote in to show his appreciation to the crews of General Foreman Jim Hudgin who provided and unloaded wood chips for their high school. The Director explained that the high school would benefit greatly from the wood chips, as they had recently planted approximately 120 mature pine trees at the school. "Jim and

his crew have not only done a great job, they are also very pleasant people to deal with," he said. Crew members included Foremen Nick Masini and John Hawkins and Groundmen Dustin Masini and Steven Graff.

Crews working on the LG&E/KU contract enjoyed lunch together during an all day safety training workshop.

Keep up the Good Work

An Ameren Missouri customer called in to let us know our guys are "very professional" and doing "an excellent job" in her area. The customer said to keep up the great work! Congratulations to the crew, Foreman Chad Haynes and Trimmers Brian Nehring and Mike DeClue. The crew reports to General Foreman Dennis Koenig.

Great Job

A satisfied customer in Eureka, Mo., extended a compliment to a crew working in her area. The woman said the crew had done a great job and asked that the forestry supervisors be made aware. Crew members included Foreman Jim Pecoraro and Trimmer Zack Norris. Both men report to General Foreman Dennis Koenig.

Exceeding Expectations

Ameren customers wrote in to thank General Foreman Scot Lay and his crew, including Foreman Mark Schumer, Trimmer Jason Turner and Groundman Chris Adams, for exceeding their expectations with their attention to detail and excellent communication. "We greatly appreciate the result of everyone's effort – they were careful and professional. We hope other Ameren clients enjoy the same outcome. It appears that will be the case if this crew is on their property."

Attaboy!

Foreman Dave President and his crew, including Trimmers Keith Darmody and Kenneth Moore, received high compliments from a customer in Manchester, Mo. The crew reports to General Foreman Dennis Koenig.

Better than Before

The crew of Foreman Kurt Nelson received warm praise from a customer in Genoa, Ill. The customer remarked that the crew did an excellent job on two difficult Norwegian maple trees, a superior job on a hickory tree and made the best of an already disfigured Siberian elm. "The crew cleaned up completely. In fact, the front looked better after they trimmed than before. I would recommend your services, certainly those of this crew, to others." Kurt's crew includes Trimmer Jason Alton and reports to General Foreman Mike Kilday.

Proud to Have Employees Like You

A customer in Pleasant Plains, Ill., wrote to express her gratitude for crews who took the time to stop, remove their hard hats and show their respect for a funeral procession that was passing through. "This was one of the most respectful and courteous things I've ever seen by a very busy work crew. If I could have, I would have stopped right then and there and thanked all those gentlemen for their kindness and respect toward my friend who passed away, even though they did not know him at all. I wish other people could take a lesson from these gentlemen and show this type of respect to others." The crews working under acting General Foreman Bill Glover included Foremen Mark Fox, Jerry Cox, Wade Clark, Jim Heckrodt, Tim Gardner and Dustin Danner and Trimmers Brad King, Pat Ballard, Shawn Whalen, Levi Vincent, Darrel Campbell and Bill Williams.

Thumbs Up

An Ameren Illinois customer wrote a letter extending their appreciation to the Wright Tree Service crews who worked on their property. The customer explained a WTS representative had met with them several times both before and after work was completed to explain what trimming would be necessary, when they would perform the work and to ensure they were satisfied. The customer commended the crews by saying, "I consider that above and beyond good customer service. We are very pleased with their work and their concern as to satisfying us. We give them a 'thumbs up' for the job!" The crews working under General Foreman Brett McCully included Foremen Marvin Miller, Ron Jones, Ervin McCone and Ernest Johnson and Trimmers Ken Kerker, Everett Vinson, Brandon Irons and Scott McCue.

Kudos!

A customer in Decatur, Ill., called to compliment Foreman Darin Grey, Trimmer Alan Mann, Foreman Jason Eckenrod and Trimmer Michael Lynch on their professionalism as they took care of a tree that had grown into a

power line on the customer's property. "The four gentlemen were professional and safety conscientious and I greatly appreciate it. Please let them know somebody does care." The crews work under General Foreman Tracey Mibbs.

Excellent Experience

General Foreman Cesar Bustos and two of his crews, including Foreman Jose Garcia and Ruben Garza and Trimmers Carlos Cruz, Jorge Velez and Michael Holder, received recognition from a Maryland Heights, Mo., resident. The customer wrote that the crews were able to take out a large oak tree without damaging any of their property. "They know what they're doing and are very efficient in what they do." The customer asked that all the men be commended for their service.



ON THE ROAD

The Lone Star Division made the road trip all the way from Texas to Peoria, III., to help with storm work after tornados hit the area. The clean-up efforts covered 16 spans and included 25 dumps of debris and heavy logs. Photos were provided by General Foremen Donaldo Ortega.



A GOOD EXCUSE

Southeast Division General Foreman Aaron Swallow was on his way to fax in his timesheets when he ran into a big problem: a tornado. Aaron provided this photograph to corroborate his story, which Payroll/Billing Specialist Bonnie Strom happily submitted to the newsletter!

LEADING THE WAY WITH SAFETY

At the request of Clark Public Utilities' Safety Manager, Forestry Manager and a Joint Safety Committee member, WTS Division 35 General Foreman Dennis Erspamer gave three 30-minute technical safety briefings to all of the utility's servicemen and overhead linemen. The presentations covered rigging and the safe removal of trees and branches in conflict with overhead facilities. Clark Public Utilities' Forestry Superintendent complimented him, stating,

"Dennis did an admirable job with the presentation, and his command of the topic and extensive expertise was evident. Our thanks to Wright Tree."

A LEAK, A WINTER STORM AND A BIG PROBLEM

A leak in this water tower created a big job for our crews, who cleared the icy lines below during a winter storm. Foremen Ernest Johnson and Ervin McCone worked to clear limbs from the secondary lines running to the 69kV line poles. Meanwhile, linemen worked to break ice off of the poles and cable, and Groundmen Josh Youngren and Brandon McNeill held ropes so broken limbs wouldn't slide off and cause damage to the lines. The crews report to General Foreman Brett McCully.



CENTRAL DIVISION

A Pleasure to Work With — and Lunch With!

A pleased MidAmerican Energy customer wrote in to thank Project Manager Jason Akins and Trimmers Brent Hall and Brannon Hall for the excellent job they did cutting and cleaning up trees on the easement on their property. "Your crews were very cooperative in getting the job done to our satisfaction. It was a pleasure doing business with Wright Tree Service, and we also sent a nice letter to MidAmerican Energy regarding the great job that Wright Tree Service has done for us. We enjoyed serving lunch to you fellows and having someone to eat with us."

Rave Review

The crew of Foreman Hector Armendariz received a rave review from a satisfied OPPD customer who said the crew was efficient, polite and friendly. The customer went on to say, "My wife, Anita, was here while they were working, and she was very impressed. They were careful not to damage any of our new plants growing in the gardens around the yard, and they cleaned up everything. Anita thought a couple of the guys were very good looking too. She is 81, but she still has an eye for a good looking guy." The crew reports to General Foreman Jesus Vetencourt.

Above and Beyond

A customer from Topeka, Kan., wrote in to thank crews in the area for showing what he categorized as "above and beyond the normal level of respect." The customer explained that he had recently attended a funeral for an old friend and fellow firefighter. He was about two miles behind the hearse in the funeral procession when he noticed our crews showing their respect. "They had stopped working and stood with their hard hats over their hearts. Despite the gusty northerly and very cold wind and chill, they stood there unprotected from the elements, not moving and showing respect. The fact that your crew took 10-15 minutes to show respect to my friend and those in the funeral procession while disregarding their own human need to stay warm, I find above and beyond the normal level of respect. Today they represented Wright Tree Service in the highest possible way." Thank you to the crews, Foremen Eric Gustafson and Javier Ascencio and Trimmers Dustin Crotinger and Ivan Jimenez Linares, who report to General Foreman Travis Platt.

DIVISION 45

Safety First

A Consumers Energy customer wrote to express his appreciation for the crews of Mark Pitt, who acted quickly and efficiently to remedy a situation, providing the necessary clearance for power line installation. As the crew worked to remove the necessary outer limbs, they identified there were several "widow-makers," dead limbs and branches on the inner limbs. The customer was pleased that even though this was outside the recommended scope of their work, the crew worked to remove these portions of the tree after recognizing the impending safety risks of the alternative. "What impressed me most by this crew is the fact that they were concerned with safety more so than maintaining status quo. I am extremely grateful to Mr. Mark Pitt [General Foreman], Mr. Cornelius Smith [Foreman] and Mr. Dave Householder [Trimmer] for their quick action, accurate assessment of known and presumed risks, and professional demeanor while on the work site."

Braggin' on Us

A Greenville, Ky., customer called in to do some "braggin' on us." The customer wanted to let Foreman Bobby Pointer and Trimmer Mack Dickerson know he really appreciated their nice attitude, the good job they did and how they cleaned up their mess. Both Bobby and Mack report to General Foreman Rick Thompson.

Outstanding

A pleased customer in Laconia, Ind., complimented Foreman Sergio Herrera and Trimmers Angel Rivera and Felix Romero for their excellent job cutting trees on his property. "The men were professional and did an outstanding job cleaning up after the work." The crew reports to General Foreman Cesar Santos.

Safe and Productive

A certified arborist for Kentucky Utilities complimented the crew of Foreman Pedro Vasquez and Trimmers Juan Gonzalez and Francisco Urbina for their safety and productivity in the field. He observed that the crew wore all of the appropriate safety gear, handled their chainsaw with two hands at all times and placed signs, cones and chocks at the necessary places. "Pedro and his crew did a job to be proud of. I was with them from about 8:00 to 10:00, and observed nothing unsafe or unproductive about the crew." The crew reports to General Foreman Vinnie Pavcovich.

Appreciative Customer

A grateful Lexington, Ky., customer called twice to praise Foreman Tim Woods and Trimmer Miguel Cordova for doing an outstanding job removing his tree while still protecting his landscape. Their General Foreman is Vinnie Pavcovich.

Down to Business

Foreman Victor Torres and Trimmer Marcelo Olais recently impressed an Indianapolis Power and Light customer when they showed up at his request to remove trees that were sitting under power lines on his property. "Wow! This was quick service, but it gets even better! Mr. Torres and Mr. Olais not only cut down the trees, they stacked all the trunks and cleaned up all the small twigs and sawdust." The customer went on to applaud the men, saying they took care of the equipment like it was their own and stayed on task. "There was no monkey business with these guys. They knew what had to be done and did it very effectively. In closing, I just want to say you are very lucky to have these gentlemen representing your companies, and your customers could not expect a better job." The crew reports to General Foreman Miguel Duarte.

SOUTHWEST DIVISION

Quick and Quality Service

An Empire Electric customer wrote in to extend her thanks to the crews who had worked in her neighborhood. The crews worked "in an organized and professional manner," she said, getting the job done quickly, yet carefully. "I appreciate the work they did for me and my neighbors, and I highly commend them for doing such a great job in my neighborhood. I know all the trimming and cleaning we are doing now will benefit us during any future ice storms and high winds." Congratulations to Foreman Wilman Merlos, Trimmer Brian Walker, Foreman Randall DeJager and Trimmer Kenny Edens. Both crews report to General Foreman Curt Cline.

FROM THE HOME FRONT

Sherry Stapleford recently emailed us to share her perspective as the wife of long-time Central Division Foreman David Stapleford. "I feel proud every time I see a truck with the Wright emblem and every day my husband puts his "green" on. To some people, I am sure it doesn't sound like much, but I know how hard they work every day, and I see the pride in a job well done when he comes home at night," she wrote. "I am so proud of those employees who get out in the cold, rain, heat and snow every day to keep us safe and keep the power on. I know that is the opinion of many spouses of Wright Tree Service employees as they send them off to work each day." Thank you, Sherry, for sharing your thoughts. We know our crews couldn't do what they do without the support of their wonderful families!

JUST ANOTHER DAY ON THE ... RIVER?

THESE CREWS DIDN'T LET A LITTLE THING LIKE A RIVER STAND IN THEIR WAY!

Central Division Trimmer Josie Cobb and his General Foreman Cory Edwards took alternative means of transportation to reach this job site. The pair was working a transmission line that was located on two islands in the Mississippi River.

Division 25 Foreman Judd Miller and Trimmers Anthony Aviles, Antolin Morales, Abel Caldera and Travis Jones captained this boat to an

island on the Rock River. When the boat motor failed, the crew grabbed their oars and started to paddle. The crew reports to General Foreman Dan Valdivia.



Josie Cobb 🔺

Anthony Aviles, Antolin Morales, Abel Caldera and Travis Jones

MINNKOTA DIVISION

A Glowing Customer Compliment

A customer in Ham Lake, Minn., called in to praise Trimmer Devin Strom and Foreman Eric Terwey for giving her "the best experience she has ever had with human beings in recent years." The customer is a widow and explained that she had asked three different people she knew to help her remove some trees, but no one had helped. When she saw our crews, she decided to take a chance and asked if they would help remove two trees near her hedge. The customer explained she was amazed that two perfect strangers wouldn't even bat an eye at her request, and they quickly removed the trees and cleaned up perfectly. She described Strom and Terwey as "cuties," and said she hadn't met two nicer young men since the man she married. Congrats to the crew on this glowing compliment, who work under General Foreman Arjan Lighthawk.

Thank You!

An Xcel customer in Minnesota wrote in to thank Foreman Steve Radel and Trimmers Phil Radel and Lewis Remund for their great work in an area cemetery. "They were very courteous, polite and easy to work with. We appreciate all you do for us." The crew reports to General Foreman Dan Hawker.

Courteous Crew

A customer in Lakeland, Minn., commended the crews under General Foreman Bill Schumal for being very courteous and efficient. The customer said he wanted to fully compliment Wright Tree Service. The crews work under Project Manager Bob Lien.

A WIN-WIN SI

In February Wright Tree Service and Empire District Electric held their annual two day safety training on the grounds of Camp Barnabas, a Christian summer camp for special needs children. After training finished each day, Project Manager Jeff East and some of his crew members volunteered their time, working until dark to remove

hazardous trees on the camp property. A representative for Camp Barnabas wrote a letter to thank the crews. "Camp Barnabas is privately funded by donors with huge hearts for these children, and to have these trees removed would have cost the camp a lot

of money. Their service is greatly appreciated by our camp. Knowing that Jeff and his crew offered to take down the trees without payment is a blessing." The crews involved report to

Project Manager Jeff East and Division Manager Tony Gadola.







▲ Safety workshops were instructed by Safety Manager Jim Lorrigan, Safety Supervisors Chad Berlin and Randy Rempe, and General Foremen Greg De-Jager, Curt Cline, Wayne Pinkly, Afton Stanko, Larry Bryant and Jon Cates.

 Training sessions covered loading and unloading heavy equipment, job briefings, chainsaw safety, rigging forces, five step felling using the open face notch, and aerial rescue.

CREW TO THE RESCUE

North Division General Foreman Cesar Bustos received a call one fall day from an Ameren Forestry Supervisor, who explained that another contractor's crew was attempting to trim a tree nearby, and the operator had gotten himself into a dangerous situation. Knowing Cesar was working in the area, he asked if he could help. When Cesar arrived on the scene, the contractor's boom had been extended too far, tilting the machine, causing its safety mechanism to shut off, and ultimately stranding the operator nearly 30 feet in the air. Cesar immediately contacted Foreman Jose Garcia and Trimmer Carlos Cruz to assist. The two promptly arrived, and after securing the scene, Jose went into the air with his life unit. The operator was able to climb into the bucket, and Jose brought them both down safely. **Congratulations to our "crew to the rescue!"**

2011 WRIGHT SERVICE CORP. AWARDS BANQUET

FROM THE TREETOP by Scott Packard, Chairman and CEO



For nearly eighty years, we have built an impressive record of growth, a reputation for excellence and consistent results. 2010 was no exception for our family of companies.

We continued our string of record growth to nine years, adding more than \$100 million in revenue since 2002. But while we enjoyed new growth, we also struggled to maintain the same level of profitability.

And as we were nearing the conclusion of 2010, we lost Brian Timmons and Jason Green to work related incidents. I have never experienced anything remotely as devastating in my professional career, and I hope to never again.

2010 did not necessarily live up to our expectations or to the plan, but I learned many things from that year. I learned we must look beyond the numbers as the only measure of our accomplishments as a company. I learned we must look to the process to better identify what we truly understand about our culture and ourselves. I learned safety is a continuous fight with human nature. I've heard it said that safe behaviors are uncomfortable, inconvenient and slower. I say that's crap. I learned that just because I choose a risky behavior and nothing happens doesn't mean it won't. I learned that the safest risk is the one I didn't take.

To all of you who are part of this great family of companies — Wright Tree Service, Wright

Outdoor Solutions, CN Utility Consulting and Terra Spectrum Technologies – I'm telling you that I am not going to risk it anymore. I hope that my choice will inspire you to do the same.

As we continue through 2011, we have much to be proud of.

At Wright Tree Service, our revenues are up, we have new contracts, and our incident rate is at an all-time low.

At the beginning of the fiscal year, CN Utility Consulting had already earned enough business to triple its revenue. The company started the year with about five employees and today is nearing fifty.

A few years ago, we had an idea to create technology solutions for work flow improvements in the utility sector. From that, Terra Spectrum Technologies was hatched. Today TST has Planner^{VM} software in the field with multiple customers. With many more opportunities on the horizon and new products in development, the future is bright.

And while Wright Outdoor Solutions weathered the worst recession since the Great Depression, the outlook for the 2011 season is stronger than ever. So, if you are in the Des Moines area, call 987-0800 to speak with an account manager today!



JOHN WRIGHT MEMORIAL ARBOR DAY AWARD

Jordan Correa, son of Lone Star Division Safety Supervisor Romeo Correa, was awarded first place and a \$500 U.S. Savings Bond in the Division 1 (Grades 3-5) drawing contest.

John Wisdom Senolos,

son of Mountain States Division Safety Supervisor Chet Morrison, was awarded first place and a \$500 U.S. Savings Bond in the Division 2 (Grades 6-8) essay contest.

> Jordan with parents Romeo and Jennifer, brother Cameron and Scott Packard.





John Wisdom Senolos with father Chet Morrison and grandparents Warmundo and Gloria Subejano.

















Phil Heinz and Mark Frank

Mark J. Frank, 70/Minnkota, Foreman

Phil Heinz, 20/North, Division Manager



▲ James Woodling, Tom Wipf and James Bock

James S. Bock, 70/Minnkota, General Foreman

Robert Steadman, 70/ Minnkota, Foreman Thomas J. Wipf, 10/Central, General Foreman

James L. Woodling, 10/ Central, Workplanner







2011 AWARDS BANQUET

Tracey Yahnke, Dennis Rubitsky, Greg Williams, Bill Glover and Paul Mitchell

Terry Brack, 10/Central, Workplanner William D. Glover, 20/North,

Glen R. Crabtree, 30/Mountain States, General Foreman

Kelly Pettijohn, Nancy Jacobson, Kevin Fitzpatrick and Glen Crabtree

Kevin Fitzpatrick, Home Office, Fleet Manager

Nancy Jacobson, Home Office, Employee Records

Kelly Pettijohn, Home Office, Contract Administrator

Marty Pingel, 20/North, Safety Supervisor

General Foreman Paul A. Mitchell, 10/Central, **General Foreman** John M. Rogers, 10/Central, Workplanner Dennis F. Rubitsky,

10/Central, Trimmer Greg Williams, 10/Central, **Divison Supervisor**

Tracy E. Yahnke, 70/Minnkota, Foreman





Chad Berlin, 50/Southwest, Safety Supervisor

John C. Bigham, 10/Central, Foreman

Cornell Capps, 45/Indy, General Foreman

Tim L. Cart, 20/North, Foreman John Clayton, 45/Indy, General Foreman

Alan R. Dobie, 70/Minnkota, Foreman

Miguel A. Duarte, 45/Indy, General Foreman

Lance P. Edwards, 70/Minnkota, Foreman

Brandon S. Magee, 10/Central, General Foreman

Adrian Oliver, 10/Central, Foreman

Jose Ponce, 30/Mountain States, Workplanner

Steve C. Radel, 70/Minnkota, Foreman

Boyd A. Rasmussen, 70/ Minnkota, General Foreman

Kimberly Starr Self, 60/Lone Star, Workplanner

David Edgar Stapleford, 10/Central, Workplanner

Dale A. Stout, 20/North, General Foreman

Ray L. Wolken, 10/Central, Foreman

Tammy Champlin, Wright Outdoor Solutions, Project Coordinator/Senior Landscape Designer

 Back row: Ray Wolken, John Bigham, Alan Dobie, John Clayton, Boyd Rasmussen, Tammy Champlin, Chad Berlin and Miguel Duarte Front Row: Steve Radel, Jose Ponce, Cornell Capps, Adrian Oliver, Kimberly Self and Brandon Magee



2011 AWARDS BANQUET

SAFETY AWARDS

MOST IMPROVED INCIDENT RATE CENTRAL DIVISION

Safety Supervisor Randy Rempe, Division Manager Jerry Black, Division Supervisor Greg Williams ▼



LOWEST INCIDENT RATE LONE STAR DIVISION

Safety Supervisor Romeo Correa, Division Supervisor Jerry Ledet and Division Manager Tim Bingaman 🔻





Cesar J. Alvarado, 30/Mountain States, Foreman James W. Bannister, 45/

Indy, Foreman Jesus Benavides 45/ Indy, Trimmer John D. Blanton, 10/ Central, Foreman Ernest I. Bone, 10/ Central, Groundman Rick Bonifas, 35/Pacific, **Division Manager** Reves Bonilla, 60/Lone Star, Foreman Jon Robert Brehmer, 20/ North, Foreman Joseph M Brooks, 50/ Southwest, Groundman Nicholas J. Buchholz, 70/ Minnkota, Foreman Michael G. Cain, 20/ North, Trimmer Daniel Joseph Carver, 10/Central, Foreman Sean S. Catron, 70/ Minnkota, Foreman Margarito Cervantes, 10/Central, Trimmer Wade L. Clark, 20/North, Foreman Ricky D. Clendenny, 20/ North, Workplanner Lucas M. Clifford, 50/ Southwest, Foreman Justo Condado, 45/Indv. Trimmer

Ricky E. Cravens, 20/ North, Foreman BobbiJo Davis, Home Office, Clothing & Awards Manager Dennis Dean Home Office, Iseries Administrator/RPG Programmer Gregory L. Dejager, 50/ Southwest, General Foreman Randall G. Dejager, 50/ Southwest, Foreman Pedro C. Delatorre, 10/ Central, Trimmer Mario Diaz, 45/Indy, Foreman Michael R. Dixon, 45/ Indy, Foreman Russell L. Doyle, 20/ North, Trimmer Jefferson R. East, 50/ Southwest, Project Manager Michael R. Finch, 10/ Central, Foreman Tony D. Flory, 50/ Southwest, Trimmer Mark A. Fournier, 70/ Minnkota, Foreman Mark N. Fox, 20/North, Foreman Pedro Fuentes, 60/Lone Star. Trimmer Timothy A. Gardner, 20/ North, Foreman

Matthew A. Hachfeld, 70/Minnkota, Trimmer Steven R. Hale, 20/ North, Foreman Frankie D. Henson, 50/ Southwest, Foreman Erasmo Hernandez, 45/ Indy, Foreman Hernan Hernandez, 10/ Central, Foreman Santos M. Herrera, 60/ Lone Star, Trimmer Jack L. Hill, 50/ Southwest, Foreman Scott D. Hilton, 50/ Southwest, Foreman Vaughn W. Hoffman, 70/ Minnkota, Foreman Arturo Jacome, 45/Indy, Foreman Jarrod W. Johns, 30/ Mountain States, General Foreman Darryl G. Jones 50/ Southwest, Foreman Arron L. Kroner, 10/ Central, Trimmer Wilmer A. Landaverde. 70/Minnkota, Trimmer Chris C. Lemke, 70/ Minnkota, Foreman Arjan S. Lighthawk, 70/Minnkota, General Foreman Ervin D. Mccone, 20/ North, Foreman

Shawn Warren, BobbiJo Davis, Will Ekwall, Mary Donnelly-Glumac, Lora Wicker and Dennis Dean

German Mendoza, 10/ Central, Foreman James D. Mondy, 50/ Southwest, Foreman Craig A. Neblett, 50/ Southwest, Trimmer Russel L. Nichols, 5/Indy, Foreman Anthony R. Ohr, 70/ Minnkota, Trimmer Terry L. Olcheske, 45/ Indy, Foreman Douglas J. Oliver, 10/ Central, Foreman Martin Pantoja B, 45/ Indy, Foreman Wallace B. Payne, 50/ Southwest, Foreman Jerry W. Pinkly Jr, 50/ Southwest, General Foreman Todd Douglas Preator, 10/Central, Foreman Bernardo Pulgarin, 60/ Lone Star. Trimmer Philip M. Radel, 70/ Minnkota, Foreman Marc H. Raleigh, 35/ Pacific, Foreman Kai T. Regnier, 70/ Minnkota, Foreman Ricky D. Richardson Jr, 50/Southwest, Foreman Edward D. Ritter 50/ Southwest, Foreman Scott N. Roberts, 50/ Southwest, Trimmer Bernardo Robles, 30/ Mountain States. Trimmer Jose Carmelo Rodriguez, 30/Mountain States, Workplanner Thomas D. Root, 50/ Southwest, Foreman Santos E. Ruiz. 10/ Central, Trimmer Gilberto Ruiz Garcia, 45/ Indy, Trimmer

Larry L. Saling, 20/ North, Foreman Oscar R. Salmeron, 60/Lone Star, General Foreman Michael Alan Sanders, 10/Central, Foreman Roy Thomas Sandgren, 10/Central Groundman Boldomero S. Santamaria, 45/Indy, Workplanner Jed F. Schweisthal, 70/ Minnkota, Trimmer Rocky Soliz, 50/ Southwest, General Foreman Charles J. Sullivan, 50/ Southwest, Trimmer Randall W. Thomas, 50/ Southwest, Trimmer Efren Vargas, 45/Indy, Trimmer Abimael Velasquez, 45/ Indy, Trimmer Adam D. Velishek, 70/ Minnkota, Trimmer Saul Alexander Ventura, 60/Lone Star, Trimmer Lora Wicker, Home Office, Payroll/Billing Specialist Jesse L. Wonsey, 45/ Indy, Foreman Nicholas M. Wood, 10/ Central, Foreman Gregory Scott Yinger, 35/ Pacific, General Foreman Will Ekwall, Wright Outdoor Solutions, Arbor Foreman Mary Donnelly-Glumac, Wright Outdoor Solutions, Enhancement Foreman Shawn Warren, Wright Outdoor Solutions Account Manager









God Bless

A satisfied Xcel Energy customer wrote in to express his gratitude for the crews that helped keep their lines clear of problems. "God bless and always keep safe," wrote the customer. Crew members included Foreman Robert Steadman and Trimmer Josh Bult. Both report to General Foreman Michael Harris.

Still Good Guys Out There

An Xcel customer in Minnesota recently wrote in to extend his gratitude to the crews of Foreman Mike Laffey and Joel Radel. The customer explained his mother-inlaw had left one day to pick up her daughter who was waiting aboard her special needs bus down at the cul-de-sac. When she backed out from her driveway, she made a wide turn to avoid hitting another vehicle and drove off the road into a snow bank. The car was stuck in the snow bank and next to a tree, trapping the woman inside her car. "The crew took the initiative to shovel out a path through what we all know is very deep snow, to get her safely out of her car. He [Joel] went into the house, got her walker and assisted her back to her house. Then Joel directed one of the crew to drive down to the cul-de-sac to pick up her daughter. Before my mother-in-law knew it, her car was back in the garage and she and her daughter were home safe." The customer explained the experience reaffirmed their belief that good guys are still out there working hard every day. Both crews work under Project Manager Bob Lien and General Foreman Dan Hawker.

Job Well Done

A member of East Central Energy called the cooperative to commend our crews on their professionalism and their willingness to work with him to find a solution to his concerns. The member said he had experienced issues with the previous contractor and wanted to say what a great job Wright Tree Service did and that he hoped ECE would continue to use Wright Tree Service in the future. Congratulations to

Workplanner Erik Omudson. Erik reported to then General Foreman Ken Venzke.

Lending a Helping Hand

Foremen Cassidy Miller and Steve Radel received thanks from a Minnesota resident they had aided during car trouble. The resident was caught in a rain storm, and her tire was hanging from the left side of her car, so Cassidy and Steve came to the rescue. "I owe it to you both for helping me to survive this horrible incident. Many thanks for all you did and taking your time to put me back on the road!" Both Foremen report to General Foreman Dan Hawker.

LONE STAR DIVISION

Making an Impression

General Foremen Jose Romero and Santos Romero and their crews, Trimmers Jose Reves, Martin Meraz, Mario Rivera, Jose Maldonado, Jose Canales

and Santos Corado, earned high compliments from an Oncor customer. "At a time when most people seem to think it is their 'duty' to complain about almost everything, I just want to tell you what a great job the guys from Wright Tree Service did yesterday trimming the trees along the alley at my house. They were courteous, professional, efficient, protective of the property below while cutting limbs, and clearly paying attention to proper safety measures. And, they cleaned up beautifully." Both crews report to General Foreman Imber Hernandez.

High Praise

A customer at the Fort Worth City Manager's office called in to commend the tree crews working in her area. Oncor was happy to

pass the compliment from city hall on to the crews, who work under Project Manager Juan Gonzales and General Foremen Jessie Ortiz, Jose Rodriguez and Donaldo Ortega.

Compliments All Around

A Vice President at Bancorp South in Nacogdoches, Texas wanted to compliment the great job being done by General Foreman Riley O'Quinn and his crews, stating that he was very impressed that every piece of debris and brush had been cleaned up before the crew left the job site. Oncor's Senior Utility Designer sent along the compliment, and added that General Foreman Riley O'Quinn has done much to make her job easier by his effectiveness and efficiency and to pass her compliments along as well.

BRINGING HOME THE GOLD



Project Managers with their Lowest Incident Rate Award

PACIFIC DIVISION

Hearing the Customer

A group of SMUD customers had concerns about the trimming being done at their property and brought them to the attention of Acting General Foreman Chuck Ritter. Chuck worked with a SMUD representative to re-evaluate the situation, and the customer wanted to extend "kudos for excellent public relations skills" to him. Congratulations Chuck!

This photo of Divison 45 Foreman Jamie Hayslip appeared in the Ledger Independent newspaper in Maysville, Ky. Keep up the good work! Photo courtesy of the Ledger Independent

SOUTHEAST DIVISION

Keep Up the Good Work

The vegetation management office of EPB recently commended our crews on a job well done. Their customer remarked that Foreman Bryant Stanfield's crew had done an excellent job after three tornados tore through town. Keep up the good work! The crew included Bryant and his Groundman Wes Sullivan. The crew reports to General Foreman Aaron Swallow.

Bang-up Job

General Foreman Aaron Swallow and his crew received these rave reviews from the vegetation management department at EPB. "Your guys did a bang-up job on a booger of a tree today on Signal Mountain! Great teamwork!"



GIVING BACK

Foremen Mario Diaz and Eduardo Orozco and Trimmers Nathan Carlisle and Vincente Virgen of Division 45 got busy giving back to their community during Angels from the Heart Community Service Day in Indianapolis. The crew trimmed dead wood from a locust tree near a church and removed a large Mulberry tree that was learning dangerously over two houses. They also helped chip up branches brought to them from the community. A community service day organizer wrote us, saying, "I thought it important to bring to your attention the caliber of the character of your organization (Division 45). Again, I thank you and your organization for these most generous community gifts. It shall not be forgotten."

ON THE MOVE

Congratulations to the following employees who were recently appointed, promoted, or certified!

NEW GENERAL FOREMEN

- ▶ Tim Briggs, Division 45
- ▶ Nick Ditta, North Division
- Curtis Edwards, Pacific Division
- ► Greg Frizzell, Pacific Division
- ▶ Jeff Gilmore, North Division
- ▶ Ron Gibson, Division 45
- Ben Harper, Division 45
- Richard Hayslip, Division 45
- James Heckrodt, North Division
- Cliston James, Division 40
- Dennis Koenig, North Division
- ► Garry Rodgers, North Division
- Jose Rodriguez, Lone Star Division
- Martin Sandoval Jr., Lone Star Division
- ▶ Terry Southerland, Division 45
- ▶ Teddy (Ty) Wilson, Division 20

NEW PROJECT MANAGERS

- Shawn Huff, North Division
- Danny McMillen, North Division
- Pete Schmitt, Division 45
- ▶ Ken Venzke, Minnkota Division

NEW SAFETY SUPERVISOR

Adam Barbee, Division 40/45

CONGRATULATIONS

to Safety Supervisor Chet Morrison in the Pacific and Mountain States Divisions for having achieved Certified Tree Care Professional.

MOVIN' IN THE HOME OFFICE

- Sarah Applegate, Risk Administrative Assistant
- Brescia Berg, Corporate Communication Manager
- Becky Bowden, Payroll/Billing Specialist
- Lindsey Cobie, Corporate Communication Coordinator
- Michelle Eggleston, Wright Service Corp. Human Resources and Risk Compliance Supervisor
- Scott Griffin, Programmer, Terra Spectrum Technologies
- Nicole Kelly, Payroll/Billing Specialist
- Jessica King, Wright Service Corp. Payroll/Billing Data Administration
- Donna Lovland, Complex Claims Administration
- KtMarie Scarcello, Accounts Payable
- Sarah Streeter, Accounts
 Payable/Forms and Supplies
- Amy Thompson, Accounts Payable

2010 SAFETY CHALLENGE WINNERS

CEO SAFETY CHALLENGE

Congratulations to the crews who successfully completed this challenge. Nearly **80 percent** of all Wright Tree Service General Foreman and their crews went incident free.

CENTRAL DIVISION (10)

Jesus Vetencourt William Wood Christopher Lenhardt Brandon Magee Travis Platt Tom Wipf Rod Breakfield Mitch Frye Paul Mitchell Kevin Hough Dan Williams

NORTH DIVISION (20)

Danny McMillen – PM Cesar Bustos Jacob Lewis Dale Pewitt Gary Higgins Jason Bryant Tracey Mibbs Samuel Hott Jeff Gilmore Don Parrish Nick Ditta William Glover Brett McCully Scot Lay Rob Bellew Garry Rodgers

DIVISION 25

Marty Clevenger James Hudgin Matt Hardy Ronald Reagan Michael Kilday

MOUNTAIN STATES DIVISION (30)

Jim Swisher Jaime Flores Rocha Joe Weldon OJ Feay

PACIFIC DIVISION (35)

Dave Martinez Dennis Erspamer BJ Forsythe Curt Edwards

SOUTHEAST

DIVISION (40) Aaron Swallow

DIVISION 45 (INDY)

Timmie Baker Steven Ford Chad Fox Chris Poling John Huizenga Terry Southerland John Clayton Miguel Duarte Pete Schmitt Jason Harper - PM Cornell Capps Bill Fox Ken Carman Gary Estel Mark Pitt Bob Kirby Cesar Santos

SOUTHWEST DIVISION (50)

Rocky Soliz Arthur Colbert Rafael Garcia Tom Acker Scott Ogden Chad Luckow Larry Bryant Wayne Pinkly Greg Dejager Curt Cline

LONE STAR DIVISION (60)

Jerry Ray - PM Imber Hernandez Carlos Hernandez Rudis Ventura Juan Gonzales Jose Madriz lose Hernandez Jose Murillo Jesus Ortiz Martin Sandoval Reymundo Hernandez Gustavo Rodriguez Ross Self Oscar Salmeron Riley O'Quinn Kenneth Collins Tony Morales Fidel Alvarez Chris Pratt Billy Jackson Keith McAnear **Rigo Reveles** Benito Huerta Rogelio Huerta

MINNKOTA DIVISION (70)

Marty Campbell Mike Harris Scott Schweisthal Jim Engelke Gene Weiss Jeff Harris Dan Hawker Arjan Lighthawk Jim Bock Bill Schumal Herb Coy Wayne Fancher Boyd Rasmussen

TURKEY SAFETY CHALLENGE

Congratulations to the crews working under 115 of our General Foremen for their success during the Turkey Safety Challenge. That's **94 percent** of all Wright Tree Service General Foreman! Special congratulations to Divisions 40, 60 and 70. All employees in these divisions were successful, completing the challenge with no disqualifying incidents.

CENTRAL DIVISION (10)

Mitch Frye – PM Cory Edwards Roger Farley Bill Wood Brandon Magee Paul Mitchell Tom Wipf Kevin Hough Rod Breakfield Steve Olson Chris Lenhardt Jesus Vetencourt Travis Platt

NORTH DIVISION (20)

Don Parrish – PM Danny McMillen – PM Brad Moreland Cesar Bustos Jacob Lewis Dale Pewitt Bryon Honea Gary Higgins Jason Bryant leff Gilmore Bill Glover Tracey Mibbs Samuel Hott Dale Stout Brett McCully Michael Lay Robert Bellew Gary Rodgers

DIVISION 25

Phil Heinz – DM Shawn Huff – PM Douglas Leaf – PS Marty Clevenger Jim Hudgin Daniel Valdivia Matthew Hardy Ronald Reagan Will Foster Michael Kilday

MOUNTAIN STATES

DIVISION (30) Jim Swisher Jaime Flores Rocha Joe Weldon Orlin Feay Glen Crabtree

PACIFIC DIVISION (35)

Jason Kraack Dave Martinez Dennis Erspamer BJ Forsythe Curtis Edwards

SOUTHEAST DIVISION (40)

Andy Callahan – DS Aaron Swallow

DIVISION 45 (INDY)

Jason Harper - PM Paul Dwight - PM Steve Ford Terry Southerland John Clayton Miguel Duarte Cornell Capps Tim Baker **Miguel Rios** Chad Fox Chris Poling Mike Chadwick Ken Carman Gary Estel Mark Pitt continued

Bob Kirby Bill Fox Vincent Pavcovich Cesar Santos

SOUTHWEST DIVISION (50)

Jefferson East – PM Rocky Soliz Chad Luckow Arthur Colbert Rafael Garcia Michael Blain Tom Acker Jon Cates Wayne Pinkly Gregory DeJager Curt Cline Afton Stanko Scott Ogden

LONE STAR DIVISION (60)

Tim Bingaman – DM Jerry Ledet – DS Romeo Correa – SS Tim Wright – PM Milton Ventura – PM Ken Draper – PM Jerry Ray – PM Juan Gonzalez – PM Rigoberto Reveles Billy Jackson Imber Hernandez Rudis Ventura Jose Hernandez Jose Murillo Martin Sandoval Gustavo Rodriguez

Ross Self

Oscar Salmeron Santos Aguilera Tony Morales Fidel Alvarez Chris Pratt Keith McAnear Jose Lopez Reymundo Hernandez Jose Rodriguez Carlos Hernandez Ventura Kenneth Collins Joel Guitz Benito Huerta Riley O'Quinn Jesus Ortiz

MINNKOTA DIVISION (70)

John Church – DM Roger Hagen – DS Ben Isbell – SS Bob Lien – PM Mike Harris leff Harris Scott Schweisthal Dan Hawker James Bock Boyd Rasmussen Herb Coy Arjan Lighthawk Ira Signalness Jim Engelke Bill Schumal Wayne Fancher Martin Campbell Gene Weiss Ken Venzke

GENERAL Foreman School

Two General Foreman Schools were held in August and November. Congratulations to all participants!

August Attendees ►

Back row: Benito Huerta (Lone Star), Ken Draper (Lone Star), Tom Acker (Southwest), Boyd Rasmussen



(Minnkota), OJ Feay (Mountain States) Middle Row: Mitch Frye (Central), Jose V. Hernandez (Lone Star), BJ Forsyth (Pacific), Mark Pitt (45), Dan Valdivia (25) Front Row: Wayne Fancher (Minnkota), Jesus Ortiz (Lone Star), Herb Coy (Minnkota), Ken Venzke (Minnkota), Matt Hardy (25)

Ken Venzke decided to play a little prank on Donna White during GF School week by throwing her a retirement party! Donna played along and enjoyed her "retirement" cake.



We also celebrated some birthdays during General Foreman School!

August Birthdays

BobbiJo Davis, Alan Mace, Ken Venzke and Mark Pitt



November Attendees

Back row: Dan Apostolico (CN Utility Consulting), Jose E. Rodriguez (Lone Star), Sam Hott (North), Don Parrish (North), Gary Higgins (North), Jim Hudgin (25), Arthur Colbert (Southwest) Front Row: Will Foster (25), Imber Hernandez (Lone Star), Carlos Hernandez (Lone Star), Tim Hanson (Mountain States), Jim Bock (Minnkota), Nick Ditta (North)

FAMILY CLIPPINGS

Joey

Retirement

Congratulations to Lois Ward who retired as S.E.T. Administrative Assistant after working for Wright Tree Service for more than 26 years. We hope you are enjoying retirement!



Meals from the Heartland

Several people in the office lent a helping hand to package Meals from the Heartland. In total, volunteers prepared and packaged 4,490,640 meals for delivery to starving people around the world!

Back row: Kristin Russell, Cindi

Cummings, Ting Zhang, Stephanie Burkman, Lora Stephanie Burkman, Lora Wicker, Cyndi Pannkuk, Brianna Valentine, Cesar Contreras and Scott Packard; Middle row. Kelly Pettijohn, Sarah Andrezet Smortha Applegate, Samantha Mintle and Wendy Eckhart, Front row. Brescia Berg, KtMarie Scarcello, BobbiJo Davis and Jennifer Reinier.







Wedding Bells

Congratulations to Central Division Foreman Lucas Loftin and his wife Margaret, who were married September 18, 2010.

Congratulations also to Corporate **Communication Coordinator Lindsey Cobie** and her husband Josh, who were married October 16, 2010. Best wishes from all of us at WTS!

> Alan Mace, Scott Packard, Kristy Reynolds, Nancy Jacobson, Michelle Eggleston, BobbiJo Davis and Cyndi Pannkuk. 🕨

Stealing the Spotlight Joey Eckhart, son of Wendy Eckhart, Senior

Accountant, stole the spotlight during a fashion show at his daycare. Look out girls ages 6-8, this one's a heart breaker! ►

Graduation **Payroll/Billing Specialist**

Lora Wicker's son Brandon graduated from Marine boot camp on December 10. Congratulations!

Mountain States Division Office Manager Jeannette Riggans' granddaughter,

Andrea, will be graduating from high school this spring. Andrea will be attending the University of Northern Colorado and plans to study anthropology. Congratulations and good luck, Andrea!

Basketball Star

Dominique Smith, daughter of Division 45 Foreman Donnie Smith, was selected to represent team USA in a basketball tournament in the Bahamas. Great job, Dominique, and good luck in your basketball career! ►

A Bunch of Characters

These home office employees got into the Halloween spirit by taking part in our annual costume contest. Clothing and Awards Manager BobbiJo Davis took first place and bragging rights with her wacky "underwear inspector" costume.



Andrea

Dominque Smith UC High School Freshmen has been chosen to represent the United States in an International Basketball Tournament in the Bahamas



Dominque needs sponsorship from individuals and buainess to help dleviate the financial cost of the trip.

YOUR HELP WILL BE VERY MUCH APPRECIATED!

DOMINQUE SMITH 555 W. McElroy St., Morganfield, KY or call (270) 389-1630

Wright Tree Service PO Box 1718 Des Moines Iowa 50306-1718

Babies!

Pacific Division General Foreman Dennis Erspamer and his wife welcomed grandson Tristin Erspamer to the family on August 27. Tristin's proud parents are Dennis' son Jessy and his wife Crystal.

Southwest Division General Foreman Rafael Garcia

and his wife Imelda welcomed a new addition to their family, granddaughter Natalie, on September 12. Rafael and Imelda's son Isaac and daughter-in-law Patricia are the proud parents.

Carlos

Division 45 Workplanner Kyle Shroyer and his wife Jennifer welcomed their son Gabriel Paul into the world on January 26.

Lone Star Division Administrative Assistant Vilma Belloso and her husband Carlos Chavez welcomed their son Carlos Sebastian to their family on September 10.

Вненон





Minnkota Division Foreman Josh Deitz and his wife Brandis welcomed son Brenon to their family on September 3.

Southeast Division General Foreman Aaron Swallow and his wife welcomed their son, Benjamin Daniel Swallow to their family on March 18.







We want to hear from you! If you have news to share, please send your name, title, division, story and digital photo by e-mail to: news@wrighttree.com or by mail to: WTS Newsletter, PO Box 1718, Des Moines IA, 50306-1718.



FAMILY CLIPPINGS



Fleet Manager Kevin Fitzpatrick and his wife Lacy welcomed their new baby girl Emerson Rae to the world on September 10.

lwins

Office Manager Jeannette Riggans welcomed two new grandsons to her family, twins! Clayton and Colton were born August 6, but these weren't the first set of twin grandchildren in the family. Jeannette has another set of 3 year old twin grandsons, Wyatt and Garrett. Congrats on your growing family! V



THE FAMILY TREE IS PUBLISHED EACH SPRING AND FALL