



# Our Family Tree

A Newsletter For The Employees and Friends Of Wright Tree Service

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70  
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## TAPS: We All Know The Haunting Melody...



### ...But Did You Know There Are Words To The Melody?

*“Day is done,  
Gone the sun,  
From the lakes,  
From the hills,  
From the sky.  
All is well.  
Safely rest.  
God is nigh.”*

*Fading light  
Dims the sight  
And a star  
Gems the sky,  
Gleaming bright  
From afar,  
Drawing nigh,  
Falls the night.*

*Thanks and praise,  
For our days,  
Neath the sun,  
Neath the stars,  
Neath the sky,  
As we go,  
This we know,  
God is nigh.”*

*(See accompanying article on the story of Taps on page 3.)*

# News from our **Branch**

## CENTRAL

### ***It Didn't Take Long!***

When WTS took over the greater Des Moines service area for MidAmerican Energy, customers' compliments started appearing in a matter of days. One of the utility's customers in Ankeny IA had this to say about one of the crews: "WTS was in my neighborhood doing tree maintenance along the easement area of my backyard. The workers were very nice and did an excellent job of trimming my tree. They were polite and respectful of my property. Thank you for choosing such a fine company to represent MidAmerican Energy." We would like to add our thanks to **Foremen James Blake and Jeremy Fox and Trimmer Nicholas Rosenboom**. Their **General Foreman is Will Porter**. We also appreciate this comment from MidAmerican Energy's James Puentes to **Division Manager Steve Pietzyk and Division Supervisor Tony Gadola**: "Last time through Ankeny there were a lot of complaints. It's good to see a compliment from there for a change."

### ***"The Compliments Keep Flowing In"***

Thanks to MidAmerican Energy's James Puentes for emailing this comment to **Division Manager Steve Pietzyk and Division Supervisor Tony Gadola**. James was referring to a phone call the utility received from one of its customers in Earlham IA. The customer wanted to compliment **General Foreman Al Garrow, Foreman Darrell Hayden and Trimmer Earl Jackson** for their "excellent and professional job on his trees." MidAmerican Energy's Tom Anderson was also made aware of the commendation and, in his follow up email to Puentes, Anderson added: "The hard work of focusing on the customer and safety will continue to pay dividends."

### ***"Pleasantly Surprised"***

A MidAmerican Energy customer in Des Moines IA phoned the utility, expressing his appreciation and thanks

for the excellent job performed by a WTS crew at his home. "They asked questions of me before performing the job, they were professional, they cleaned up the debris really well and generally did a fantastic job," the customer said. The customer called to let management know how very pleased – and pleasantly surprised – he was with the job. We're pleased, too, but not surprised at the performance of this crew, **Foreman Rick Good and Trimmer Jeremy Smith**. Their **General Foreman is Will Porter**.

### ***WTS To The Rescue!***

A windstorm in the Davenport IA area in late May felled a branch onto a live wire on a MidAmerican Energy customer's property. The customer called the utility and, even though it was Sunday, a WTS crew was dispatched to remove the limb. According to the customer, the crew was prompt in getting to her home and removed the limb without incident. In a follow up letter to the customer, MidAmerican Energy's Quality Coordinator, Theresa Murphy, thanked the customer for her compliments regarding the service she received from both the utility representative who took the call and the WTS crews. **Acting General Foreman Dave Rodman and Trimmers Mike Raygor and Sam Russell** are the deserving crew members.

### ***Bouquets From Bettendorf***

An email from MidAmerican Energy's James Puentes recognizes the good work of **Foreman Scott Dundee** and his crew for a Bettendorf IA customer. "She thought they were extremely nice and polite and wanted us to know about it," James wrote. Assisting Scott were **Trimmers Fabian Gonzales and Randy Hake**. Their **General Foreman is Jim Bruner**.

### ***Picture Perfect Performance!***

A Bettendorf MidAmerican Energy customer contacted the utility "to compliment the men from Wright Tree Service who trimmed our trees. They came in, did the trimming, cleaned up the mess and left our yard picture perfect. We did let them know how

pleased we were and want you to know it, too." And now, everyone from WTS knows it! Good job, **Foreman Nathan Smart and Trimmer Howard Weedon**. Their **General Foreman is Jim Bruner**.

### ***Delighted In Des Moines!***

Corey Phelps of MidAmerican Energy jotted a note to **Foreman Rick Good** about a customer in Des Moines IA who called the utility to compliment the crew for work done on his property. "The customer wanted to thank the crew for the job it did," the note read, "and also for the great cleanup." Rick was assisted by **Trimmer Jeremy Smith**. It's gratifying to see commendations from this area where WTS was recently awarded the contract. Keep up the good work, Rick and Jeremy. Their **General Foreman is Will Porter**.

### ***More Raves For Rick***

When a tree limb accidentally put a "ding" in a West Des Moines IA homeowner's mailbox, **Foreman Rick Good** fixed the damage as best he could and left a note. The homeowner was so taken aback, she called the home office to tell us how impressed she was with Rick's honesty. Thanks, Rick, for handling this situation in such a forthright way!

### ***Mitch's Crew Cleans Up!***

Western Resources representative Mike Horniman emailed **Division Manager Steve Pietzyk** about a Topeka KS customer who had high praise for a WTS crew. The customer called the utility to express his and his neighbors' appreciation for the "good job". According to the customer, the crew worked quickly, was very careful of the property and cleaned up everything when they were done. He didn't remember the names of the crew but, after a little sleuthing by Steve, we learned that **Kevin Rhoads** was the **Foreman** assisted by **Trimmers Andy Perez and Siousia Tupou**. Their **General Foreman is Mitch Frye**. Thanks to Kevin, Andy and Siousia for representing WTS in such a professional manner!





# Front Page News!

The Lansing (MI) Board of Water & Light (BWL) announced its new, three-year contract with WTS on the front page of its March newsletter, BWL PIPELINE. The article points out that East Division Supervisor John Hurst, Safety Supervisor Marty Pingel and General Foreman Paul Forkell have been in Lansing since February, recruiting and training crews. Seven new 2003 International trucks, three buckets and four manuals, and four 2003 Woodchuck chippers have been purchased for the BWL work, according to the article. We welcome BWL to our long list of satisfied utility customers!

## News from our

(continued from page 3)

### Ain't Life Grand, John!

**Foreman John Rogers** became a first-time grandpa in late May. According to John, both mother and child, whose name is Emma Rogers, are doing well. Congratulations, John!

### Happy Birthday, Dustin!

**Foreman Dan McDonald**, and his wife Sally send birthday greetings to their son Dustin who turned 18 in late June. Dustin also graduated from high school this year. Your parents are proud of you, Dustin!

## NORTH

### Joe Chips In!

Dale Konieczka, System Forester for WE Energies, West Allis WI, recently wrote **WTS President/CEO Scott Packard** to praise the cooperation of **General Foreman Joe Schulz** for his work at a new chip bin. "Joe took a leadership role in efficiently completing the landscaping around the new chip bin," the letter stated. "He was resourceful in securing equipment to transport and plant the nursery stock. This was a project unlike 'normal' line clearance work and Joe's initiative is appreciated." Way to go, Joe!

### A Good Deed Rewarded!

In the spring of 2002, the Watertown WI Chapter of the Izaak Walton League enlisted the services of WTS to clear dogwood and assorted softwood trees from a two acre plot on its 160 acre farm. The intent was to establish native grass land to promote nesting cover for migrant water fowl and upland birds. **Division Supervisor Phil Heinz** agreed to the project and **General Foreman Joe Schulz** arranged for a Seppi which **Trimmer Tom Brumm** used to do the mowing. Later Rick Schulte from UAP Timberland applied herbicides to complete this segment of the reclamation. In appreciation, the chapter arranged a pheasant hunt last spring for Phil, Tom and Rick. **Foreman John Bucher**, who is also a chapter member, procured and released the birds. The results: eight roosters with no lost birds. We appreciate this interesting story from

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# BWL PIPELINE

Old program gets brand new start

## Wright Tree Service takes on BWL Vegetation Management Program

March 1st, Wright Tree Service started a three-year contract as the BWL's new tree trimming contractor.

The BWL's program now done a new name, Vegetation Management, and a new look. Prior to startup, Wright Tree Service, which is headquartered in DeMolin, Iowa, purchased all new tools and equipment for the BWL job. The purchase included seven new 2003 International trucks, three buckets and four manuals, and four 2003 Woodchuck chippers. Three company representatives: General Foreman Paul Forkell, Division Supervisor John Hurst and Safety Training Supervisor Marty Pingel out of the Wisconsin, Indiana and Michigan territory offices have been living in Lansing since February 2003 to recruit and train crews for the job. Each has over 30 years experience in the business.

Only six of the 23 new recruits are experienced trimmers. That's because Forkell found some real good character, than experience when he recruited. The new crew range in age from 20 to 28, but it's predominantly a young group. The contract

work and tree climbing may have something to do with that. Forkell said he wanted employees with a good attitude and willingness to learn. Training will take care of the rest. He wanted responsible individuals who will successfully perform their daily job duties. And Forkell said he hasn't been disappointed. "I was worried the first day that nobody would show up," Forkell admitted. "It was 9 below zero. But 24 out of the 25 did. The new recruits trained on equipment and work the first morning and were out on the job site that afternoon."

In addition to skill training and learning about arbor culture and natural pruning techniques, Wright Tree Service is committed to safety. Pingel, who's been assigned to help the crews understand and follow safe tree trimming practices said it's the most important factor at Wright Tree Service. "I won't leave until I'm confident they can handle the job," Pingel remarked.

Employee training consists of both sides and hands on experience. Experienced and

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### Sharing the search for a new General Manager

By Ann Collins  
For the Commission



One of the most important recent tasks for our BWL — the search for a new general manager — is proceeding as planned and on schedule. As you probably know by now, Charles Blocker and Associates has been hired as our search agent. He, together with the BWL team consisting of Mary Dwyer, John Elmker, Mary Sova and Kelly Wilson, has been busy advertising and posting the opening, making job announcements and meeting with you, our employees and retirees, to receive your input on the qualifications of and issues that will face the new general manager. To date, they have advertised in four major print outlets and four newspapers, posted the job on four web sites, and sent direct mail to over 600 members of the American Water Works Association (AWWA) and American Public Power Association (APPA). In addition, they are making calls to many individuals who can help search for qualified candidates.

The team also met with the commissioners to receive their input, and to date, a randomly selected employee-retiree committee will meet with the team for the job and provide their observations and evaluations to the commissioners. In addition, the search will be available for all — employees, retirees, officials and citizens — to file ideas, questions and comments.

I am pleased that you have provided input already. I look forward to your continuing involvement in this most important process. We commissioners know full well you are experts on BWL operations. So please communicate your thoughtful thoughts and recommendations to any of the team, at no cost to us.

The team will compile all the meeting minutes and employee/retiree input and submit them to the commissioners for review. This compilation will be an invaluable help to us in the formulation of questions and development of questions for use in interviewing the finalists.

My guess is that we all are looking for an individual whose greatest capability is to move our organization vigorously forward. In addition,

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For details of Wright Tree Service, visit our website for more information.

### IN THIS ISSUE

Employee representatives named to GR interviewing committee, page 3. Joseph is BWL's newest commissioner, page 3.

Three employees await military orders, page 4. No dangerous cross connections found at BWL production plants, page 5.



**Foreman Steve Kauffeld** who is also the president of the Watertown Chapter. (See picture elsewhere in this issue.) P. S. Phil would do anything to bag a pheasant!

## EAST

### Twister Fixers!

"I wanted to make you aware of something that I'm sure will make your company proud." That's how a letter from Ann Murtlow, President/CEO of IPL, Indianapolis IN started out to **WTS President/CEO Scott Packard**. Ann was referring to the enormous contribution WTS made in a project called "Tornado Turnaround." Last September a tornado tore up a huge area on the south side of Indianapolis. The "Tornado Turnaround" project, held on May 17, attracted 400 volunteers who planted 600 trees in a one-mile radius of the devastated area. **Division Supervisor John Hurst** and 68 other WTS employees were part of the volunteer team. Ann's letter concludes: "Your company was well represented by these employees whose efforts were instrumental in completing the task. Their willingness to give up their time on a Saturday made a huge difference in our community. On behalf of Indianapolis Power & Light Company and the community we serve, thank you." May we add our thanks to John Hurst and the crews that proved once again that WTS is a responsible corporate citizen, no matter where our crews are located.

### Sprucing Up Indianapolis!

IPL gave away 10,000 Norway spruce trees and 500 Sargent flowering crabapple trees at a Flower and Patio Show held recently in Indianapolis. The IPL booth was manned by IPL and WTS people who volunteered their time. **Division Supervisor John Hurst** figured about 20 WTS employees participated, including all of the General Foremen and Work Planners. An internal IPL employee bulletin stated: "A special thanks to the Wright Tree Service people; we could not have done the show without their

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# FROM THE Treetop

## It's Not Easy Being Green

*(This article was written by our former President, the late John R. Wright, for the Summer, 1996, issue of Our Family Tree. It is still very entertaining today.)*

Historically, the green industry has been comprised of those of us who work with and care for trees, lawns and plants. Tree care companies, florists, lawn care firms, landscape architects and nurseries have all counted among the legitimate participants. Most of us have been concerned about the ecology for a long time – even before the environmental awareness trend caught on.

Growing up in the 50s and 60s, I was taught that trees were important living things. My affection has broadened over the years to include all plants – flowers, shrubs, vegetables – anything GREEN!

**Green: A color produced by nature or by mixing blue and yellow paint together.**

This was the only way to get green way back then. That's what I was taught and I assumed it would always be so. No two ways about it.

Boy, was I wrong! I went to a drugstore last week whose front door proudly proclaimed "This is a green pharmacy," along with the logo for recycling. The grocery store is selling white toilet paper but its packaging says it's green. Our town requires us to use brown paper bags for trash that say green on them. The guy down the street calls himself "Green Tree Recycling" and sells firewood – dead firewood.

I could go on. All of a sudden, the green industry is huge. Everything's green, even if

it's not. If your product disintegrates or you have a box for bottles and one for cans, you're green. The green industry now includes people who make things that don't last and things that last forever, if you grind them up and make something else. Of course, the new stuff sells better if you make it green. Green cars are the rage now. So are green furniture and carpet. I hope that doesn't mean avocado appliances are about to stage a comeback.

At first, I was offended. Green had been my personal color for years.

No one else seemed to want it. Now when I say that I am part of the green industry, people think I recycle cans.

Then I realized that all this "greenspeak" was calling attention to what we do for a living. People had become concerned about their trees and were hiring us to take care of them. My personal pride of green ownership has taken a back seat to prudent business judgment. I decided to leave these "Johnny-come-latelys" alone as long as they don't get into the tree business. Maybe what we need are categories of green so we can distinguish tree companies from recyclers, drug stores and toilet paper companies. We could be the "forest green" industry and they could be teal, chartreuse or avocado.



### A Cooperative Effort

*The teacher and first graders at the Northwest Elementary School in Ankeny IA took part in a tree planting on Arbor Day. Standing next to the teacher, left to right, Central Division General Foreman Will Porter, MidAmerican Energy's Jim Young and Corey Phelps, and the two men doing the hard work, Foreman Mike Christianson and Trimmer Jason Nation.*



# News from our

(continued from page 5)

help.” Our special thanks also go out to these dedicated employees.

## SOUTHWEST

### “What A Relief!”

The City Tree Administrator of Miami OK sent a note from a grateful citizen who wrote to compliment WTS for the removal of tree limbs on power lines behind her home. “They were very thorough and professional, even picked up and raked the area of debris. I was very impressed,” she wrote. The note continued: “For some reason, good employees are scarce. Oftentimes they are not appreciated or given credit for their hard work. What a relief to see employees who really do care.”

Those caring employees were **Foremen Casey and Scott PeQueen, Trimmers Terry Alexander and Ryan Butler, and Groundman Travis Hins**. We are proud to have them representing WTS. Their **General Foreman is Aaron Forrest**.

### Pass It On!

“I have already passed along the name of your company and the fine services you provide to others I am in contact with,” read a note from a satisfied customer in Tulsa OK who utilized the residential services of this division. Two other notes, jotted on the invoices, also sang the praises of **Consulting Arborist Pete Burkett, Foremen Warren Hughes, John Byron and Robert Mizamura**. “Even the neighbors are commenting on your work,” the note concluded. We’re happy to see the residential business in this division doing so well – nice work, men!

### Birthdays By The Bunch

**Trimmer Kimberly Self** sends happy birthday wishes to all of her children. Brandon’s birthday was in May; MaKayle’s in June and Cody’s in July. We imagine her **General Foreman** wants to echo her sentiments – his name is **Ross Self**.

### Okays From Oklahoma

A FAX to the home office commended **General Foreman Arthur**



### Tennis Wins - Starlings Lose!

*Although we all love birds, many of us draw the line when you include starlings. These birds rendered one of the tennis courts at the Norwalk Middle School, Norwalk IA almost useless and a health hazard from their perches in some Bradford Pear Trees overhanging the court. After the school had the trees cut down, WTS Controller Terry McGonegle, a member of the school’s Booster Club, got a volunteer group together to have the trees removed. Assisting Terry were MidAmerican Energy’s Otis Crane, General Foremen Will Porter and Todd Reese, Foremen Steve Hanson and Lorimer Christianson, Lorimer’s girlfriend, Rhonda, and some parents and teachers. The huge pile of trees created seven loads of chips which will be used as mulch by the school. According to Terry, the school is planning to plant evergreens next to the tennis court. Thanks to Will for providing these photos.*



### We’re The Cat’s Meow!

*When a frantic Des Moines IA cat owner received no help for her treed cat from the Fire Department, she called our residential tree service company, Wright Tree Care. Foreman Jeremy Kernes rescues the cat from the tree and Foreman Randy Popkes turns the cat over to the grateful owner. (Photos courtesy of Tim Bloomquist.)*

# Branches

**Colbert, Foreman Kenny Johnson and Trimmers James Hammond and Jimmy Hicks.** We don't know what type of work was involved but the individual who sent the FAX said the crew did a great job on her property. "They were very polite," the FAX read, "and worked with me to gain access to a locked gate without me having to miss work." Just another example of WTS going above and beyond – thanks, men!

## MT. STATES

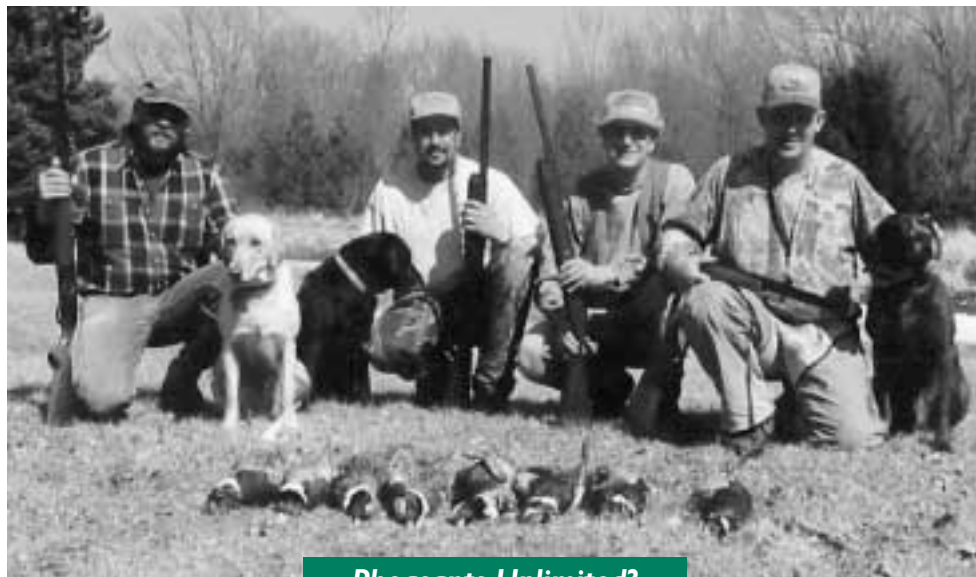
### A Credit To Our Company!

An Xcel customer wrote our Division Office in Denver CO, extolling the professionalism of **Job Planner Chet Morrison**. Recollecting the 35 years she has lived on her three acres on South Boulder Creek, the customer wrote: "During that time, many of our 'power line' trees have been butchered, as well as a lot of unnecessary trimming of nearby trees. Mr. Morrison very patiently worked with us and his crew, visited with us to set a convenient time, explained the Xcel policies and "walked" the power lines with us. He certainly is a credit to your company. Naturally we hope he stays in our district." We thank **Division Manager Kirk Schuster** for sharing this very complimentary letter with us. We join the customer in thanking Chet for representing WTS so superbly. His **General Foreman** is **Frank Cordova**.

### Welcome To The Team!

**WTS Forester Denis Green** extends a warm welcome to the following new employees: **Dan Starr** and **Paul Leadbetter** who will be working in the Conifer Area District with **Foremen Mitch Elwood** and **Steve Baylock**; and **Allen Fish, Chris Yates** and **Don Derby** who are assigned to the Woodland Park District with **Foremen Bill McCormick** and **Foreman Walter Derby**. We join Denis in welcoming these new employees!

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### Pheasants Unlimited?

*Posing after a good day of hunting, left to right, Foreman John Bucher, Trimmer Tom Brumm, Rick Schulte of UAP Timberland and North Division Supervisor Phil Heinz.*



### Does Mom Approve?

*General Foreman Robert Lien, Minnkota Division, and Foreman Jim Devlin cooperated with the University of Minnesota's Raptor Center to band three baby ospreys at a U.S. military base in St. Paul MN. Jim's boom was used to remove the birds from their 40' nest. Left to right, two U of M staff members, Robert, Jim and an unidentified military policeman.*



### A Family Affair

*Foreman Chris Parker, Minnkota Division, and his wife Beth welcome home their new baby girl, Chloe McKenna, born in early May. The Welcoming Committee also included sister Haley and brother Cole.*



# SPECIAL DELIVERY

## News from our

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### MINNKOTA

#### No Doves In Mourning!

A Hastings MN couple submitted a commendation to their local newspaper for its "Applause" column. We don't know if the item ever appeared in the paper but it should have. The couple was thanking a WTS crew for their care in not disturbing a mourning dove nest in one of their boulevard trees. "These men certainly earned the title of tree surgeons as they carefully maneuvered their heavy equipment, chain saws, trimming poles, ropes, chipper and cherry picker around a very determined and protective hen," the couple wrote, concluding, "dad, mom and her three eggs are doing well." Hats off to this very considerate crew: **Foreman Rick Strese** and **Trimmer Ron Stevens**.

#### Praise From Stillwater

When a WTS crew started to clear power lines along a property owner's fence line, he went outside to see "what was going on." He talked to **Foreman Bob Schultz** about what he wanted done and wrote: "Both Bob and his crew were very helpful and thoughtful about the matter. They also cleaned up the street, leaving no mess." Another WTS happy ending, thanks to Bob and the other crew members: **Foremen Pat Franzene, Earl Hall and Jim Neeser**; and **Trimmers Mark Fournier, Garth Gatzke, Herman Ohr, Rafcal Salamancat and Leonel Tabora**.

#### Happy In Hastings!

An Xcel Energy customer in Hastings MN called the utility to comment on how great the neighborhood looks after a WTS crew trimmed the lines. Xcel's Vegetation Management Coordinator, Dennis Fallon, emailed the compliment to **Division Manager Wade Myers** who passed it along to the home office. The crew deserving of this praise were **Foreman Darwin Phillips** and **Trimmer David Slaughter**.



*North Division Manager Don Heyel personally delivered longevity awards to, in picture #1, a five-year award to Reka Minnich and her son Wyatt, the wife and son of Trimmer Paul Minnich who died tragically in a car accident last January. In picture #2, a 25-year award to Foreman Everett Smith; #3, a 20-year award to Trimmer Scott Rice; #4, a 20-year award to Foreman Scott Laux; #5, a 15-year award to Trimmer Jeff McNamara; #6, a 15-year award to Foreman Mark Hengstenberg; #7, a 15-year award to Foreman Barry Bestland; #8, a 15-year award to Foreman John Black; #9, a 15-year award to Trimmer Thomas Bianchi; #10, a 15-year award to Foreman Mike Suprenand. Receiving 10-year awards but not pictured, Foremen John Bucher, Mike Gilbert, Jerry L. Coy, Christopher Goral and Michael Yarnot.*



# Branches

## Glen Gets High Marks . . .

Foreman Glen Crabtree recently visited a fourth grade class in Lennox SD to talk to the students about his career. According to the teacher, "Mr. Crabtree talked about the skills he needs to perform his job. He encouraged the students to work hard and his job enthusiasm was obvious. Wright Tree Service should be proud to have such hard-working, dedicated employees." And we are indeed proud of our employees and especially of Glen for this community service.

## . . . And So Does His Daughter!

Foreman Glen Crabtree sent in this poem by his daughter, Elizabeth, a recent graduate of Lennox High School, Lennox SD:

### Trees

by Elizabeth Crabtree

*Growing endlessly  
Into the sky  
Reaching and reaching  
Way up high*

*Strong and steady  
They do stand  
All over the world  
In dirt, rock and sand*

*With every color out there  
Of every hue  
The sunlight glistens  
Off every drop of dew*

*Houses for all creatures  
Both great and small  
With great arms reaching out  
To catch them when they fall*

*With the seasons  
Change they do  
In the autumn  
Their leaves fall too*

*From year to year  
They are still there  
Standing tall  
Without a care*

(Editor's Note: "Without a care" until WTS trims their branches when they interfere with power lines. Thanks, Elizabeth – we hope you don't mind this plug for WTS.)

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## O-K Gets K-Oed!

Storms and tornadoes have beset Oklahoma this spring, resulting in a brisk business for the residential service in the Southwest Division. Consulting Arborist Pete Burkett sends us these dramatic photos to prove his point. In top photo, left to right, Foreman Bruce Williams and Trimmers Adolfo Alonso and Jeff Glass survey the damage of a fallen limb on a new F-150 pickup truck. "The guy was just sick," according to Pete. Middle photo shows another view of the truck. In bottom photo, a crane had to be used to lift a tree off a house.



## The Wright Equipment For The Job!

General Foreman Dale Venzke is pictured with two new pieces of equipment for the Minnkota Division. Dale's crews will use the Ranger on the right; General Foreman Jeff Harris' crews will use the Polaris on the left.

# BENEFITS

## Consider The Alternative!

*Everyone knows the benefits of taking care of your mouth: stronger teeth, healthier gums and a more attractive smile. What you may not know is that oral disease can potentially lead to other health problems.*

### How to Keep Your Smile Healthy

- 1) Limit sugar and starch. Sugar produces acids that attach to plaque, the sticky film that forms on your teeth. Plaque breaks down tooth enamel and causes decay. To lessen the harmful effects of these acids, try eating a bit of Cheddar, Monterey Jack or Swiss cheese, which will stimulate saliva production.
- 2) Make better snack choices! If you must snack, eat fresh fruits, vegetables and whole grain products. Avoid hard candy and mints that stay in your mouth for a long time. Be sure to drink plenty of water after treats to dilute the acid attack.
- 3) Use fluoride toothpaste. Brush for three minutes at least twice a day and always at bedtime. During sleep, your mouth produces less saliva to dilute bacterial acid. When you brush, use a soft-bristled toothbrush and change it every three to four months – earlier if it is frayed.
- 4) Floss your teeth daily. A toothbrush cannot clean between the teeth, so after that last piece of apple pie, use floss or a dental toothpick.
- 5) Visit the dentist regularly. Twice-a-year visits for professional cleanings will reduce damaging tartar buildup. Identifying small problems early can prevent cavities and gum disease.
- 6) Protect your teeth. Don't chew ice or popcorn kernels. Don't use your teeth as tools. Avoid tobacco – it can cause gum disease.



### How Much Toothpaste is Enough?

In spite of what many people believe, it's not so much the toothpaste that cleans your teeth. It's the effort that you put behind your toothbrush. The American Dental Association recommends that you choose a fluoride toothpaste. But it's also important for children to limit the amount of fluoride toothpaste they use.

Remind your kids that putting a big glob of toothpaste on their brush doesn't mean they do a better job of cleaning their teeth. All they need is a small amount of toothpaste – the size of a pea or the size of the nail of their little finger. The amount of toothpaste recommended for adults is just enough to cover the length of the bristles on the toothbrush. Everybody should brush twice daily and floss once a day.

### Why Visit the Dentist?

Some people think a dental check-up is like standing in line at the bank—a waste of time. But other people realize that even when their teeth aren't bothering them, a visit to the dentist is important. During the exam the dentist checks for signs of tooth decay and oral cancer, examining your tongue, your glands, and the inside of your mouth.

The dentist checks your bite and looks for problems, such as teeth grinding and disorders with the jaw joint. Your dentist or a dental hygienist will clean your teeth to remove the plaque left after you brush and floss. Without regular professional cleaning, this plaque can build up and harm your teeth and gums.

Having regular check-ups is vital in caring for your precious smile. And that's something you can take to the bank!



## S.E.T. NEWS

### Ten More "Graduate" From G.F. Candidate School

*Ten more WTS employees successfully completed the General Foreman Candidate School, March 31 through April 4, at the home office. Back row, left to right, S. E. T. Director Keith Sheriff; Tyson Young, Central; Ron Knutson, Minnkota; Todd Reese, Central; middle row, Jason Smith, East; Troy Heinz, North; Aaron Lorrigan, North; Robert Kappelhoff, Minnkota; Safety Supervisor Marty Pingel; front row, Matthew Thesing, North; Mike Moeller, North; and Terry White, East.*



## News from our Branches

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### “Cannot Say Enough”

Xcel’s Erica Oreskovich sends along another phone message the utility received from a satisfied customer in Stillwater MN. The customer said she “cannot say enough good things about the service.” This well deserved compliment goes to **Foreman Steve Eickstadt** and **Trimmer Mark Lambert**. Excellent job, guys!

### A Belated “Thank You”

**Trimmer John Turner** sends belated thanks to all the people who supported him following the death of his son-in-law last winter. John is especially grateful to **General Foreman Ken Venzke** for contacting him on the job, along with John’s son, **Trimmer John Turner**, and his stepson, **Trimmer Jeremy Turner**, and arranging to take them home when the sad news reached the division office. John also is appreciative of the crew members who picked up the workload in their absence; and to the home office benefits and payroll staff who answered his questions patiently and went out of their way to accommodate him and his family during the crisis. We also send our deepest condolences to John and his family.

### Roger Hagen New Division Manager For Southwest Division



Roger Hagen

**Roger Hagen** is the new **Division Manager** for the **Southwest Division**. Roger joined WTS in 1965, eventually becoming North Division Supervisor, working originally with longtime employee and **Division Manager Gene Olson** and then with **Division Manager Don Heyel**. He left the company in 1995 and returned three years ago where he was most recently a General Foreman in the Central Division.

Roger recalls many stories and conversations he had with WTS founder **John L. Wright** and the late **President/CEO John R. Wright**.

Roger and his wife Patti have four children. Welcome to Tulsa, Roger!

# FROM THE Kitchen

We ran this recipe for a flag cake several years ago. Since then, we have had several requests to repeat it. It seems especially appropriate this year, as we approach the 4th of July, or Independence Day. It's eye-catching and delicious, and sure to impress your family or holiday party guests.

### Patriotic Flag Cake

2 pints strawberries  
1 package (10.75 oz.) frozen Sara Lee Pound Cake, cut into 15 slices.  
1 & 1/3 cup blueberries  
1 tub (12 oz.) Cool Whip whipped topping, thawed

SLICE 1 cup of the strawberries and set aside. HALVE remaining strawberries and set aside. LINE bottom of 9" x 13" baking dish with cake slices. TOP with 1 cup of the sliced strawberries, 1 cup of the blueberries and cover with all the whipped topping. PLACE halved strawberries and remaining blueberries (1/3 cup) on whipped topping to create a flag design. REFRIGERATE until ready to serve.

NOTE: For a “fruitier” taste, add a few extra strawberries and blueberries to the top of the cake before applying the whipped cream topping. But be sure you have enough blueberries and strawberries to make the flag design. (We know there are 50 states but to make the design come out even, we have to content ourselves with 49 blueberries to designate the states.)

ENJOY! And have a happy, safe and satisfying 4th of July holiday!

Here’s a delicious chicken recipe – and you don’t even have to fix a chicken! It’s a great time-saver for a busy summer schedule.

### Chicken Cashew Casserole

2 lbs. sausage  
2 onions, chopped  
1 large green pepper, chopped  
1 small bunch of celery, chopped  
1/2 to 1 cup slivered almonds  
3 pkgs. Lipton's chicken noodle soup (dry)  
1 regular size can of chicken noodle soup with a little water added  
2 cups white or brown rice

Brown sausage, add onion, celery and pepper. Cook a few minutes. Boil 9 cups water, and add soup. Bring to a boil. Add rice, sausage mixture and nuts. Pour into 9" x 12" baking dish and bake 1 hour at 350 degrees. Serves 6 generously.

NOTE: Almonds may be substituted for cashews. Hamburger, or ground round, may also be substituted for sausage.



### Eyewitness Report!

Southwest Division Arborist Pete Burkett and his wife Jill welcomed Joshua Lee into the world on May 15. It was the Burketts' first child. Congratulations, Pete!



### Grand-Father GF!

North Division General Foreman Danny McMillen is celebrating the arrival of his first granddaughter, born May 6. Hailey Noel is the daughter of Danny's daughter Adrienne Rettinghaus and her husband, Jason. Congratulations, Danny!

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Of This Fiscal Year  
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# Family Clippings

News From The Home Office



### Say Hi To Cyndi!

Cyndi Pannkuk recently joined WTS in Human Resources. Cyndi was previously employed with AT&T Broadband. At WTS, Cyndi will be responsible for orders of forms and supplies, as well as helping in S.E.T. She lives with her husband Gary and enjoys biking and gardening. Welcome, Cyndi!



### Ditto For Dale!

Another new WTS employee, Dale Martin is working as a computer programmer. Before joining us, he worked for AmAg, a crop insurance company in Des Moines IA. Dale enjoys hunting, fishing and spending time with his wife Susan. Stop by and say hello to Dale.



### Looking Back!

As Wright Tree Service celebrates its 70th Anniversary, it's a good time to look back and reflect on our past. This picture was taken in the 40s with co-founder John L. Wright at the wheel of the truck. We don't know what the occasion was – but from the looks of the laced-up boots, three of the men were obviously trimmers and perhaps the other three men worked in the office. The other co-founder, John's wife Harriet, and their daughter Celia are also in the picture.



### Ken And Fred Turn It In!

A retirement party in the North Division paid tribute to Foremen Ken Weber and Fred Beck for their years of service with WTS. Left to right, Ken, his General Foreman Wayne Fancher, Fred and his General Foreman Herb Coy. We all wish Ken and Fred many years of happiness!

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