



Our Family Tree

A Newsletter For The Employees and Friends Of Wright Tree Service

VOLUME 10
NUMBER 2
SUMMER, 2004

“Old No. 10” Rejoins The WTS Fleet

The 1940 International Truck Is Totally Restored To Its Original Beauty

The oldest retired Wright Tree Service “employee” was the main attraction for a large group of Central Division and Home Office employees on Saturday, July 4.

The “employee” was a 1940 International Truck, one of the very first trucks used by WTS in the early and mid-forties. “Old No. 10,” as the truck was known, was discovered by an Iowa farmer in northern Iowa, with the company name still faintly visible on the sides. The farmer contacted the late **John R. Wright** who brought the truck to Des Moines to have it restored as a part of Wright Tree Service history. After John passed away in 2002, **WTS President/CEO Scott Packard** continued the restoration process.

The truck’s unveiling came before a company picnic at the Home Office. Later on, the vehicle made its public debut in the West Des Moines Independence Day parade, decorated in red, white and blue, with an appropriate display of miniature power poles and artificial trees erected on the flat bed.

Gary Mathern, owner of Classic Carriage Works in Des Moines, did the restoration on the truck, a process that took over five years to complete. “The main reason this took so long was trying to locate the parts for the truck,” Mathern said. “We wanted to duplicate the original as much as possible, but finding replacement parts for a 64-year-old vehicle wasn’t easy.” A copy of a service manual for International vehicles of that time period helped a great deal. Mathern said he located various parts from all across the United States – and Canada!

“Old No. 10” has been restored to its original splendor both inside and out, painted the traditional WTS colors and sporting a polished mahogany truck bed. Scott Packard, who drove the truck in the parade, reported that it performed admirably. Mathern began restoring antique vehicles in 1963 as a hobby. In 1977, he incorporated as a business. He also does collision work, remarking “I still have to eat,” but antique auto restoration is his first love.

“Old No. 10” will be used only for special occasions. Otherwise, it will reside at the Home Office, reflecting on the many memories it secretly holds from its long, loyal years of service in a bygone era.



Restorer Gary Mathern hands the keys to President/CEO Scott Packard.



Welcoming “Old No. 10” back to WTS, Bob Myers (in cab), back row, left to right, Scott Packard, Stacey Kies, Terri Smart, Cindy Reavis, Linda Wright, Wendy Eckhart, Celia Wright and Jerry Black; front row, left to right, Lois Ward, Todd Reese, Craig McCoy, Shawn Blanchard, Will Nutter and Steve Pietzyk.



Decorated with red, white and blue bunting, “Old No. 10” joins the West Des Moines Independence Day Parade.

CENTRAL

Doug And Dean Come Through Again!

MidAmerican Energy District Forester Denny Haack emailed us about a phone call he had received from one of their utility customers. The customer said "she felt compelled to call MidAmerican and let us know what great people we have working for us." She was referring to **General Foreman Doug Hansen** and **Foreman Dean Davolt** who were assigned to her neighborhood for maintenance tree trimming. According to Denny, the lady said the gentlemen who came to her home were courteous, well dressed and professional. "These calls from customers mean a great deal to me," Denny wrote – and they mean a great deal to us also! Thanks, Doug and Dean, for doing your job the Wright way.

Denny sent us another email regarding one of the utility's customers in Bettendorf IA. WTS crews were involved in right-of-way clearing of a transmission line crossing the customer's property. The customer told Denny how impressed he was with the quality of the work done on his property and the professionalism displayed by WTS crews doing the work, singling out **General Foreman Jim Bruner** for special praise. Thank you, Jim, for eliciting this wonderful commendation.

Short And So Sweet!

It's music to our ears! A MidAmerican Energy customer in Cordova, IL phoned the utility's Sandy Larson who forwarded this brief message to MidAmerican's James Puentes: "Customer pleased with tree trim order completed by Wright Tree Service. They took care of the problem and cleaned up the yard nicely." Thanks for sharing this with us, James, and for identifying the crew. Take a bow, **Foreman Steve Richey** and **Trimmer Jim Martin**. Their **General Foreman** is **Jim Bruner**.

Thanks For The Memory

"If my memory is correct, this is the third or fourth time this month that customers have gone out of their way to commend the work and customer relations skills of these two men." That's how MidAmerican Energy's Corey Phelps summed up an email to MidAmerican's James Young who passed along this praise to us. Corey, who had received two calls the day before he sent this message, said the customers attested that the crew did a good job of trimming, cleaned up all the debris and they were nice people to talk with. **Foremen Charles Dock** and **Terry Harris** were these customer-pleasers. Their **General Foreman** is **Will Porter**.

Complaints To Compliments!

"This is quite a change for us in the Iowa City IA area. Compliments instead of complaints!" That was the email received by **General Foreman Doug Hansen** from MidAmerican Energy's James Puentes. The job James was referring to concerned one of the utility's customers in Coralville IA. The customer had phoned the utility just after a WTS crew left her home. She wanted MidAmerican to know that the crew was excellent. They had downed a dead tree on her property that was surrounded by three lines and "each branch landed right where it needed to," the customer stated. She also said the crew was professional, did outstanding work and cleaned up everything. Doug's crew at the receiving end of this praise is **Foreman Charles Boesenberg** and **Trimmers Salvadore Orona** and **Ryan Johnson**.

A Local Call

A MidAmerican Energy customer in West Des Moines IA called the home office to express his satisfaction with a WTS crew who had worked on his property. The customer reported talking to them and was pleased with the way they explained what they were doing. The customer also added they were nice and professional. **Foreman Chad Hollingshead** and **Trimmer Rick Bates** made up the crew that put this customer's mind at ease. Their

General Foreman is **Todd Reese**.

We Regret To Report

Foreman Terry Brack's father died in early May. According to the obituary, Terry's father was the last survivor of thirteen brothers and sisters. We extend our sincerest condolences to Terry and his family.

NORTH

Doubleheader!

Division Manager Don Heyel had the pleasure of presenting five-year service and five-year safety awards to **Foreman Rich Lemke** and **Trimmer Joe Stevenson**. Rich and Joe have not had one incident in their entire career with WTS. Congratulations to Rich and Joe for making safety a priority. Their **General Foreman** is **Herb Coy**.

Hurray For Herb!

WE Energies' Dale Konieczka emailed **WTS Operations Manager Wade Myers** to express his appreciation for **General Foreman Herb Coy's** assistance. Herb, along with an Asplundh representative, worked over a weekend to line up the necessary crews to staff the utility's forestry storm response. According to the email, the two men "exceeded my expectations and were patient with frequent changes." Thanks for the extra effort, Herb!

Survey Says... Satisfaction!

WE Energies, in its continuing effort to determine customer satisfaction, requested that two of **General Foreman Joe Schultz'** crews drop off survey cards in a New Berlin WI area where WTS had been trimming. Returning a phone call from one of the surveyed customers, System Forester Jeff Treu was greeted with praise. According to the customer, the crews "were a top elite group, great people and that WE Energies should be proud of them." Jeff and Joe both visited the crews to thank them for a job well done. They were **Foremen Todd Lyles** and **Mike Euteneier** and **Trimmers Craig Jensen, Dave Kieffer** and **Craig Lyles**. Our heartiest thanks go out to these men, too.

More Good News!

A New Berlin WI customer of WE Energies phoned the utility to report how pleased he was with the forestry work done on his property. The customer specifically mentioned his appreciation of the “extra attention” he received from **Acting Foreman Jon Davies’** crew, **Foreman Chris Goral**, who did the permit work, and WE Energies Forester, Joel Ozer. Jon’s crew was made up of **Trimmers Shawn Grant** and **Pat Schultz**. Our thanks to all for generating this praise. Their **General Foreman** is **Joe Schulz**.

Using All The Wright Words!

“Outstanding! Excellent! Fantastic!” Those were the words a WE Energies customer used to describe the service he received from a WTS crew. We thank the utility’s system forester, Jeff Treu, for passing along the customer’s comments.

The crew was courteous, very efficient and answered all of the customer’s questions in taking down three pine trees on his property, according to Jeff. **Foreman Rick Reed’s** crew deserves all the credit. Their **General Foreman** is **Joe Schulz**.

Wright To The Rescue!

Escalating complaints over power outages in South Milwaukee WI required some immediate spot trimming. WE Energies called in **General Foreman James Sweeney** to take care of the problem. Dennis Duda of WE Energies surveyed the area after the trimming and had this comment: “I happened by the area that was trimmed yesterday. Not only was it done but it was done well!” Thanks, James, for this fast action and to your excellent crews: **Foremen Rob Belden, John Block, Jake Meyer** and **Bill Weber**; and **Trimmers Mike Hebert, Jason Miller, Jeff McNamara** and **Dale Simek**. The permit work was performed by **Foremen Jay Allen** and **Barry Bestland**.

DIVISION 45

The Other Indy Race

While Buddy Rice was winning the

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MidAmerican Energy And WTS Team Up For Arbor Day Project

Every year around Arbor Day, the Forestry Department at MidAmerican Energy carries out an Arbor Day project for a local community. This year the project took place at Oviatt Elementary School in Norwalk IA.

WTS General Foreman Todd Reese and Tom McLaughlin of the Norwalk Community School District set some goals for the project. Two trees that were causing a traffic hazard were removed. A storm-damaged tree in the power line to the school was also cleaned up. Finally, on Arbor Day, April 30th, a Spring Snow Crab tree was planted at the school to honor the arrival of a new group of students.



In top photo, Foreman Jason Dix (in bucket) and Trimmer Aric Hollingshead (not pictured) remove the trees causing the traffic problem. In middle photo, Jim Young of MidAmerican Energy (left) and General Foreman Todd Reese prepare to plant the tree. In bottom photo, one of the students helps fill in the hole. Corey Phelps from MidAmerican Energy and Trimmer Ricky Bates also assisted in the project.



Five Southwest Crews Honored By AEP Texas North

AEP Texas North Company recently honored recipients of the “Crew of the Quarter” awards at a WTS/AEP annual training day. Each quarter, the crew that shows the best safety record, best production, best crew audit scores and best attitude, are rewarded for their achievements. Crews received “Crew of the Quarter” shirts and were taken to dinner by their AEP Forester and General Foreman.

Congratulations to each “Crew of the Quarter.” First quarter recipients were **Foreman Leonardo Ponce** and **Trimmer Noel Lopez**; second quarter, **Foreman Lucko Self** and **Trimmer Leisha Self**; third quarter, **Foreman Jim Bushue** and **Trimmer Aaron Hendrix**; and fourth quarter, **Foreman Bill Welsh**. Richard Karber, AEP Texas North Forester, said, “All of these crews have done a terrific job for AEP this year. We have worked a safe, productive year. It has been a pleasure working with these crews!”

After the quarterly awards were presented, a “Crew of the Year” award was given out to the one crew that contributed the most to the program overall. The winner of this prestigious award was **Foreman Jim Bushue** and **Trimmers Aaron Hendrix** and **Tom Adams**. “Jim and his crew have done an excellent job of getting us down the R-O-W safely this year. They are an asset to the AEP Texas North’s program,” said Karber.

After the training day, Karber stated: “The Wright Tree Service crews have worked hard this year. It is hard to pick award winners when the whole group is exceptional”.



Flanked by AEP Forester Richard Karber, left, and General Foreman Ken Draper, left to right, Jim Bushue, Tom Adams and Aaron Hendrix.



Taking part in the AEP/WTS training day, top row, left to right, Leisha Self; Dale Holleman, Aaron Hendrix, Tom Adams, Ken Draper, Clay Beaver, Jim Bushue and Noel Lopez; bottom row, left to right, Richard Rodriguez, Bryan Kelsey, Lucko Self, Richard Karber and Leonardo Ponce.

News from our Branches

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rain-shortened Indianapolis 500 on May 30, there was also a second race – a race against time to restore power to customers of Indianapolis Power & Light Co. following devastating tornadoes. John Haarlow, the utility’s Vice President/Power Delivery, wrote **WTS President/CEO Scott Packard**, extolling the work of the WTS crews. “Wright Tree Service played an integral part in our restoration efforts,” the letter stated. “Once again during an emergency situation, you provided great service in order to help us restore our system. Your efforts are to be commended for the fine work in supporting our field people and responding to our customers who were affected by the power storms. I would also like to acknowledge the extra work performed by WTS in helping our community with extensive clean-up needs caused by these tornadoes.” We appreciate your letter, John, and commend all of our crews who represented WTS so admirably in this restoration and clean-up effort.

The Extra Mile

“They went the extra mile.” That’s how a Consumers Energy customer in Holt MI summed up his impression of a complicated tree removal by WTS on his property. The customer described the job like this: “This tree was a difficult task because of wires and a building close by. There were flowers and shrubs close to the tree. There had to be much rope work done and a mistake could cause a lot of damage. This crew was very careful not to damage the property. It is refreshing to see that there are people that care about others. These people are true professionals. Consumers Energy is fortunate to have these dedicated individuals. They went the extra mile.” To which we can only add one word: WOW! This exemplary crew was made up of **Foremen Ron Carman, John Kelley, Kenneth Mier** and **Trimmer Paul Kreps**. Their **General Foreman is Terry Strayer**. We want to thank **General Foreman Paul Forkell** for forwarding this letter to us and asking that we publish it in *Our Family Tree*. We’re only too happy to fulfill your request, Paul.

SOUTHWEST

A Big OK From Okmulgee!

An East Central Electric customer in

Okmulgee, OK wrote a note to the utility extolling one of **General Foreman Arthur Colbert's** crews. "Thank you for sending the two young men to trim our trees," the note started. "They did a fantastic job and were so professional. They really knew how to do their job without doing any damage. We appreciated the excellent job they did. Fantastic!" The "two young men" the customer was referring to were **Foreman Scott Ogden** and **Trimmer Dewey Horse**. Thank you, Scott and Dewey, for representing WTS so admirably!

Nightmare In Dallas – 1,000,000 Outages!

Brenda Pulis, Vice President/Electric Operations for TXU Electric Delivery, Dallas TX, wrote **WTS President/CEO Scott Packard** a glowing commendation for our help in storm restoration efforts in early June. "The homes and businesses affected by this series of storm cells would have experienced much longer outage durations without the resources of Wright Tree Service," the letter stated. "The damage inflicted on our facilities by high winds and severe lightning is estimated to be the largest single storm event in the recorded history of TXU Electric Delivery. As a result of your immediate response to our need, service was restored as efficiently and quickly as possible. We appreciate your 'can-do' attitude and the technical, professional and craft skills you brought to us for this restoration effort and the caring spirit your people brought to our customers." Thank you, Brenda, for these words of praise and thanks to the crews who made these words possible.

Send In The Pros!

A pastor in Wagoner OK emailed Mike Wellner, Systems Forester for AEP, regarding a trimming job on his property by WTS. Mike, in turn, emailed the pastor's laudatory email to **Division Manager Roger Hagen**. The pastor wrote: "I really appreciated the crew working with me to save the biggest part of the weeping willows around the lagoon. I thought they would get frustrated at my requests, but not once did they show an attitude of frustration or disgust – in fact, just the opposite. Several times they carried their equipment a good distance rather than take a chance of leaving deep ruts in our lawn with their truck. They even cleaned everything up and gave me the woodchips. They cut the larger logs for

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FROM THE **Treetop**

By Keith Sheriff, S.E.T. Director

On April 6, 2004, Wright Tree Service employees were challenged to "Spring into Safety" by having an accident-free quarter from April through June. Each division was also challenged to be accident-free during two randomly selected weeks during the quarter. The reward for working accident-free during the random two-week period was a \$25 gift certificate from Wal-Mart for each employee. If the division worked accident-free for the entire quarter, each employee would receive an additional \$75 gift certificate.

Normally we average more than one accident per working day. As of June 30, 2004, thirty-three accidents have been reported for the sixty-four working days in the quarter, a decrease in accidents of almost fifty percent.

Southwest and Mountain States were the only divisions to report no accidents during the entire challenge quarter! This qualifies each employee for a \$100 gift certificate, along with our congratulations. The weeks of April 26 and May 24 were randomly selected as the two-week challenge period. Employees did not know the dates of these two weeks. In addition to Southwest and Mountain States, North and Central Division remained accident-free, earning their employees a \$25 gift certificate.

Unfortunately, two divisions experienced accidents during the two challenge weeks.

On October 1, 2003 employees were challenged in the annual "Turkey Challenge" to work the first two weeks of our fiscal year accident-free. A total of 1,138 turkey coupons were awarded to employees in five of our six divisions. Southwest Division had a



motor vehicle accident on the last day of the challenge.

A true and excellent exhibition of team spirit seems to come through during a challenge period. Attitude, responsibility, and performance are extremely focused on working safely. Safety rules and guidelines are re-examined and implemented on a daily basis.

Complacency vanishes. Employee awareness is evidenced by frequent inquiries as to how they are doing. Employees talk about safety and the challenge frequently, which indicates their interest in working safely is a primary priority. Apparently, no one wants to rob the others of their possible recognition and reward. Serious injury or death can result from the simplest

mistake or a shortcut, if it goes wrong.

What you might not do for yourself in being extra cautious, you might do for your fellow employees, maybe not so

much for the reward, but so that you will not be singled out as the unsafe employee during a challenge. Being singled out as the unsafe worker can give you a very lonely feeling. Hospitals and cemeteries are lonely places too.

As an individual and as a team player, it is important to carry the "spirit" of each safety challenge into every workday – not just limit it to specifically designated weeks or quarters for turkeys, Wal-Mart certificates, or some other reward. Working safely requires as much skill as the ability to trim trees.

Hopefully, each of you will continue to treat every workday as a "Safety Challenge," with the reward possibly being your life.

"Hopefully, each of you will continue to treat every workday as a 'Safety Challenge,' with the reward possibly being your life."



Anything But Bore-ing!

General Foreman Paul Forkell, Division 45, informed us of a huge removal project in St. Joseph MI called the Emerald Ash Bore Project. It involved the removal of about 6,000 Ash trees infected with the Emerald Ash Beetle by WTS and other tree companies. The area, some of which was on state land, had to be left virtually clean of any debris with special attention given to endangered plants and wildlife. It was very wet in spots and some of the trees had to be dragged 500' or more. Paul is very proud and pleased with everyone's efforts in spite of these conditions. Top row, left to right, Jake Akins, Chris Poling, Dan Smith and Paul Kreps; middle row, Todd Ganton, Chad Fox, Ron Carman, Adam Hampton, Luke White, Ken Mier and John Kelley; bottom row, Brian Stone and Roger Morford. In addition to Paul, Division Manager John Hurst also had a major role in this project.



"Was This In Our J

East Central Electric of Okmulgee OK called on WTS to clear a downpour flooded the roadway so the brush had to be swim for General Foreman Arthur Colbert (above) and t



They're Real Cut-ups!

Four Division 45 men, competing in cross-cut saw competition against Lansing MI foresters, won first place in a special Arbor Day event. Left to right, "Coach" Pete Baker (Lansing Utility Forester), "Sawyers" Dave Ice and Kent Moore and "Oiler" Aaron Lorrigan.



In Memoriam

Our condolences to the family of Central Division Foreman Asa Mapes who died last April. Asa is shown here with his wife, Veronica, their daughter, Savannah, and their two sons, Asa and Mathue.



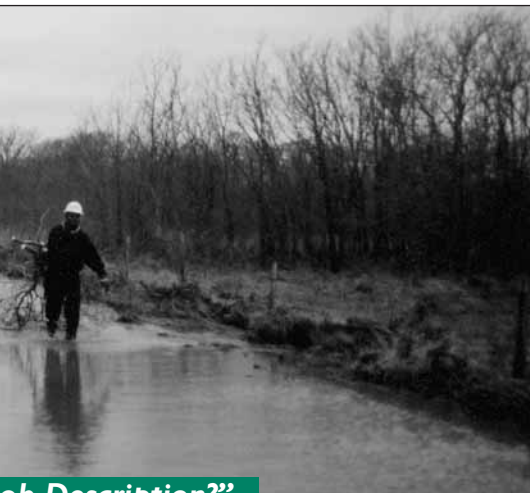
Just Call Him "Jr."

Congratulations to General Foreman Miguel Duarte, Division 45, and Sandra on the birth of their baby boy Miguel, born in early March.

Another Stork Stop

Congratulations to Foreman Jim Miller-Forrest and his wife Natalia who welcomed Dominic to the world in early April. Dominic is their fourth child.





Job Description?"

clear a line the utility wanted to re-energize. Then dragged to the chippers on dry land – an unexpected the five crews required for the job.



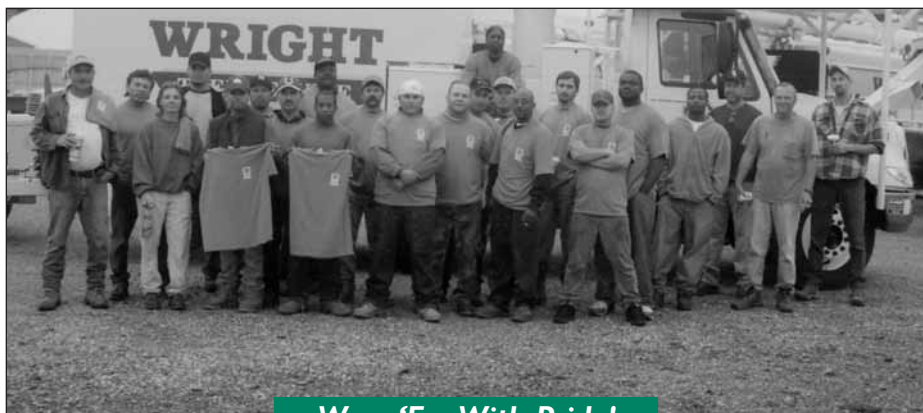
Squeaky Clean!

General Foreman John Clayton, left, Division 45, along with Safety Supervisor Marty Pingel and S.E.T. Director Keith Sheriff (neither pictured) presented awards to John's crews that were inspected by OSHA without receiving a citation. Front row, left to right, Jose Arguello, Rene Gomez, Emiliano Campechano, Hugo Del Carmen, Eugene Prieto and Jose Anaya; back row, left to right, Larry Gadd, Ulices Sanabra, Wayne Adams, Matt Owens, Cornell Capps, Jason Carter, Justo Condado and Donnie Richey. Not pictured: Marcus Bowling. The crews received certificates and T-shirts that were imprinted "OSHA Inspected, Citation Free."



Plenty To Gobble Up!

Trimmer Michel Foulks' first bow kill ever was an impressive one – a 26 1/2 lb. turkey. Michel who works in the Central Division, bemoans he's still waiting for his first deer.



Wear 'Em With Pride!

General Foreman Joe Beilke, North Division, presented T-Shirt safety awards for the first quarter to these deserving crew members: left to right, Kevin McPartlin, Richard Bustos, Cecilia McLaughlin, Eric Moreno, Ed Luna, Juan Trejo, Alfonso Landa, Delwin Williams, David Bryant (behind Delwin), Chris Alexander, Carlos Martinez, Jeremy Hunt, Armando Sanchez, Juan Rodriguez, Anthony Matthews, Kingsley Lemon (on truck), Anthony Matthews, Ray Moravec, Darryl Worthby, Willie Lake, Andy Nelson, John Surkamer and David Kline.



Impressive!

Central Division Foreman Mike Christianson has been accepted as a proctor for ISA certification exams. Mike is also an ISA Certified Arborist and an ISA Certified Tree Worker.

Private Stock!

Job Planner Tim Frink, Minnkota Division, has built seven different Class C/street rods from the ground up, including this 1940 Chevy. He displays his cars at shows and has won several trophies. On a nice day, he might even drive one to work.



BENEFITS

We Care About Your Health

Hidden Ways to Help Your Heart

The good news about heart disease – the #1 killer – is that a healthy heart is within everyone's reach. You already know some of the rules: Consume less fat. Eat fruits and vegetables. Keep blood pressure and cholesterol levels in check. But there are more ways to boost heart health, including some you probably didn't know:

Don't Skip Breakfast *Fact: Most heart attacks occur between 7am and noon – possibly because the cells that help blood to clot, called platelets, are stickiest then. Eating breakfast appears to make platelets less sticky...and less likely to clump together and block a vital artery.*

Cut Sweets *Sugar is not directly related to heart disease. But cutting back limits empty calories in your diet and helps leave room for heart-friendly fiber and nutrients. This includes empty calories like soda pop.*

Meet the "Bs" *You may have heard about the "antioxidants" – vitamins C, E and beta-carotene – which appear to slow plaque formation in the arteries. Now there's evidence that folic acid, a B vitamin, and vitamins B6 and B12 may help prevent heart attacks. You'll get all three "Bs" from a balanced diet.*

Lighten up *People who overreact to stressful situations appear more likely to have heart trouble. Example: In one study, people whose blood pressure and heart rate jumped the most during frustrating tests were also most likely to have reduced blood flow to the heart.*

Ask about aspirin *Aspirin has been shown to protect the heart by preventing clot formation. But don't start taking aspirin regularly without your doctor's approval. Besides its many side effects – like stomach irritation – long-term aspirin use may present other potential dangers, like risk of bleeding into the brain.*

Quit smoking *Smoking doesn't just affect your lungs. Fact is, you'll cut your risk of heart attack by 50-70% within five years if you quit. Amazing: At that point, ex-smokers have about the same risk of heart attack as people who never smoked.*

Get off the couch *Sedentary living – not high cholesterol – is the single biggest factor in heart attack deaths. But you don't have to run marathons. Just 30 minutes of moderate physical activity three times a week delivers the benefits of regular exercise. So walk briskly. Climb stairs. Play actively with kids. Live longer!*

Are you getting your "5"?

Research shows that most people eat an average of three servings of fruit and vegetables a day. That's far short of the 5-9 daily servings recommended. Ideas: Add fruit to cereal at breakfast...snack on raw vegetables instead of potato chips...sip 100% juice instead of coffee, tea or soda. When baking, exchange 1/2 cup applesauce for 1/2 cup oil. On the go – make a quick smoothie using fresh or frozen fruit.

News from our Branches *(continued from page 5)*

firewood and left it for our use. I always thought you guys would show up without saying anything, butcher everything and leave without any explanation – like the city of Wagoner does. You all surprised me. If you have a hot spot, I'd recommend you send these guys from Wright Tree Service." This considerate crew consisted of **Foremen Matthew Silkey, Jack Down and Jorge Delgado and Trimmer Rockford Miller.** We're proud of you and your **General Foreman Mark Fuhrman.**

Trimmed Just Wright!

A lady who lives in Council Hill OK wrote the home office about how much she appreciated the concern by one of **General Foreman Arthur Colbert's** crews in clearing a line in her "beautiful oak tree." "They were very nice and wanted to trim the tree so it would be out of the power lines and yet keep it looking as good as possible," she wrote. High fives to **Foreman Albert Johnson and Trimmer Jimmy Hicks.**
Editor's Note: The lady also wrote that Arthur stayed to see that the work was done to her satisfaction but we bet that wasn't necessary.

Bragging Wrights?

"She bragged on our tree trimming crew (WTS) and the good job they did near her home today." That's how Jill Fitzgibbon of the City of Miami OK Utilities described the happiness of one of its utility customers. The crew was extremely polite and did a wonderful job, even raking the area, according to Jill's report. One of **Division Manager Roger Hagen's** crews, including **Trimmer Terry Alexander and Groundman Adrian Pruitt,** were the reasons for this person's delight.

MT. STATES

Spoiling The Customers?

WTS Job Planner Chet Morrison sent a note to **General Foreman Tom Wipf,** telling him his crews "are spoiling the Boulder customers." Chet had received a phone call from a Boulder resident, complimenting one of Tom's crews. "They were very thorough, efficient and extremely cautious in the way they cleared the power lines," the note read. "That has not been my experience with crews in the past."

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S.E.T.

16 Attend General Foreman Candidate Schools



Two General Foreman Candidate Schools were held this spring at the home office. Attending the first session were, top picture, left to right, General Foremen Maynard Lowe, Div. 45, Wes Langford, Central, and Jason Harper, Div. 45; Foreman Brandon Magee, Central; General Foreman Steve Janousek, Minnkota; Safety Supervisor Randy Rempe; General Foreman Ray Flick and Foreman Jason Davis, Central; and S.E.T. Director Keith Sheriff. Second session, bottom picture, left to

right, Safety Supervisor Jim Lorrigan; General Foremen Chris Neyhart, North, and Terry Strayer, Div. 45; Foreman Bill Wood and General Foreman Andrew Boyer, Central; General Foreman Gene Weiss, Minnkota; General Foreman Wes Bagby, Central; Foreman Charlton Jackson, North; General Foremen Will Porter and Cory Edwards, Central; and S.E.T. Director Keith Sheriff. Rempe and Lorrigan assisted Sheriff in moderating the sessions.

Tulsa Residential Teams Up With Des Moines

On May 1, Wright Tree Care in Des Moines joined forces with Tulsa OK Residential Tree Care to form one operating unit. **Linda Wright, President** of Wright Tree Care, oversees both operations from her Des Moines office, with **Pete Burkett, Manager** of Tulsa residential services. **Sarah Frock** is the **Receptionist** in Tulsa and provides clerical support. Tulsa Residential now has 13 employees and continues to grow.

Climbing For The Stars!

Our congratulations to Tulsa's **Bruce Williams** who placed third overall in tree climbing competition sponsored recently by the Oklahoma Arborist Association in Tulsa. In the individual events, Bruce was first in speed climb and first in aerial rescue.

Bruce excelled in other competition, along with **Mike McFarland** of Des Moines. At the ISA Midwest Tree Climbing Championships, held in Springfield MO, Bruce took third in the work climb and Mike placed fourth in throw ball. Congratulations to Bruce and Mike for these outstanding achievements.

New Employees Join The Team

In Tulsa: **Jon Herring, Dustin Olden** and **Paul Phillips**

In Des Moines: **Will Ekwall, Clint Nereim** and **Eric Spaed**
Welcome aboard!

Atten-shun!

Karen Minor, Wright Tree Care **Office Manager and Secretary**, reports that her son Ben has graduated from high school and plans to attend U.S. Air Force boot camp to become a military police officer.

Kudos From Customers

In Des Moines:

A customer called to say how happy she was with the job done on her storm-damaged tree. She said Wright Tree Care "was the only company that was professional" and she felt "very comfortable" working with us. Hats off to **Erick Clark, Brian Conrad** and **Mike Cook!**

"You can't even tell they were here" is

the way another customer described her satisfaction about the job done by **Brian and Wayne Kautzky**, "except that the tree is gone." Thanks, Brian and Wayne, for the neat disappearing act.

Andy Klindt and **Brian Van Diest** can take full credit for these words of praise from a happy homeowner: "Your workers did a great, neat job and I would recommend your company to anyone. Your workers were terrific! Very good on cleanup, too."

The Ankeny School District uses Wright Tree Care for its tree pruning and always pronounces the work "a great job!" **Brian Conrad, Jeremy Kernes** and **Brian Van Diest** earn an "A+" for their efforts.

In Tulsa:

A busy woman in Tulsa wrote that she wanted "to take the time to say that the job done at my house by **Mark Harwick** and his crew was terrific! I am contracting to have more work done at my rental property." Mark's professional crew was **Adolfo Alonzo, Bill Bishop** and **Jascon Stinchcomb**.

Manager Pete Burkett shares this letter from a very satisfied customer: "It is very important to me when I receive such a fine job to commend the company and the man in charge for a job well done. . . I am a lady trying to make my first home nice (and have had some problems with other companies who did not do all that they promised)... the work that Bruce, Adolfo and Steve performed yesterday speaks volumes about your company and you. I am telling all my friends, neighbors and business associates to be sure and only use Wright's for any tree service." The word is spreading fast! Thanks, Pete, and crew members **Adolfo Alonzo** and **Bruce Williams**.

News from our Branches

(continued from page 8)

To **Foreman Jose Palacio** and **Trimmer Terri Guild**, we hope you keep 'em spoiled! Thanks for making a great impression on this customer.

More Bouquets From Boulder

We thank **WTS Work Planner Chet Morrison** for sending along this commendation. A utility customer called the Boulder office to express his approval of a tree trimming job by WTS. The customer continued: "The man in charge was very accommodating, intelligent and personable - it was a pleasure dealing with him. You have a good man." Of course, we already knew that - he's **Foreman Tim Gonzales** who was ably assisted by **Trimmers Juan Aguilar** and **Lorenzo Delgado**. Their **General Foreman** is **Tom Wipf**.

MINNKATO

To Catch A Thief

General Foreman Ken Venzke sent us this fascinating story on how a former WTS employee was caught "with the goods":

"Late last winter **Foreman Ben Isbell**, upon unpinning and opening up his truck, discovered he was missing all his chainsaws and climbing gear. We immediately came to the conclusion that this was an "inside job" as the thief knew the whereabouts of the spare key and how to unpin a truck. In early April Ben reported that he and **Trimmer Jake Sabin** noticed Stihl chainsaws and climbing gear in the back of a former employee's pickup. We notified the police but they informed us that they personally had to catch the guy with the gear and could not issue a search warrant because the evidence was only hearsay. WTS immediately became WTSI ('I' for Investigators).

"After a call to **Division Manager John Church**, we decided on a plan of action. **Trimmer Ryan Braford**, who had done undercover police work in the past, would begin a stakeout at the suspect's home. After about an hour, Ryan spotted the thief loading up our gear and driving off for private work. When he stopped for gas, Ryan called the Duluth Police Department and within minutes our friend was facing four officers, guns drawn. Quick verification of the serial numbers on the saws was all the proof that was needed. **General Foreman Gene Wiess** and Ben were contacted to ID the items still

missing and a search warrant at the thief's residence uncovered the remaining stolen equipment. Our friend is now facing a three-to-five year sentence. At the direction of John Church, WTS treated 'our detective team' to a fine meal as a reward for their efforts. They were Ben Isbell, Jake Sabin, Ryan Braford, and Gene Wiess.

"Although employee theft is one on the most serious problems we have to overcome, I believe if all of our employees take a little more pride and realize that they themselves are the ones being robbed, it will send a message to any potential thief that we are all watching – so beware!"

Thank you, Ken, for sharing this with us. We commend you and your sleuths for solving this robbery and taking this pro-active stance against employee theft.

Way to Go, Steve!

General Foreman Steve Janousek was the subject of an email to **Division Supervisor John Sanford** from David Auchter, Right-of-Way Forester for East Central Energy. "I'd like to compliment Steve Janousek for the job he has done thus far in overseeing ECE projects for WTS," the email began. "Steve gives great attention to quality, communication and public relations which are all extremely important to us. Steve's supervision produced the very first project for any contractor on ECE's system that did not require remedial work after we did our inspection." David also commends Steve's positive attitude and his continuing update on all issues. The email concludes: "Steve is an asset to Wright Tree Service and is building good relations with East Central Energy." Thanks, Steve, for representing WTS so superbly.

Ya'll Come – And They Did!

Xcel Energy's Lyle Newburg was overjoyed at the response to the first annual Northern Lights Lineman's Rodeo. In a letter to the home office, Lyle, who was also chairman of the event, reports that nearly 60 participants from five different utilities competed before an estimated crowd of 500 spectators. The turnout "far exceeded our expectations," Lyle wrote and he expects an even greater showing next year. Wright Tree Service was one of the rodeo sponsors.

Another Arm Patch For Ken

General Foreman Ken Venzke has qualified to be an ISA Utility Specialist.

(continued on back page)

FROM THE Kitchen

This recipe came from an old magazine article about the late Katharine Hepburn and has been passed along from friend to friend through the years. One of the persons who tried the recipe had this comment: "It is apparently her family's recipe. If there were no other reason to admire Katharine Hepburn, this pan of brownies would be enough to make you worship her." That might be a stretch – but let us know if you agree.

Katharine Hepburn's Brownies

1. Melt together 1 stick butter and 2 squares unsweetened chocolate and take the saucepan off the heat.
2. Stir in 1 cup sugar, add 2 eggs and 1/2 teaspoon vanilla, and beat the mixture well.
3. Stir in 1/4 cup all-purpose flour and 1/4 teaspoon salt. (In the original recipe, 1 cup chopped walnuts is added here as well.)
4. Bake the brownies in a buttered and floured 8-inch-square pan at 325 F for about 40 minutes.

You can cut these brownies into squares, once they have cooled, then eat them out of the pan, but it is so much nicer to pile them on a fancy plate, from which people are going to eat them with their hands anyway.

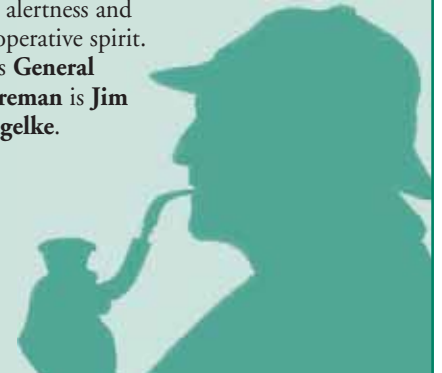
If you want to smarten up your act, you can put a square of brownie on a plate with a little blob of whipped cream and a scattering of shaved chocolate.

Minnkato's Randy Sterry Helps Xcel Customer Identify Slick Scam Artist

Foreman Randy Sterry was contacted by a customer that he had previously visited on behalf of Xcel Energy. The customer, an elderly woman in Roseville MN, asked Randy if he remembered a man at her door at the same time he had been there. Randy recalled the man standing in her entryway.

The man was a member of a scam artist team that was bilking elderly homeowners for unneeded roof repairs. The woman, who had already paid \$7,500 for the phony repair work, asked Randy to visit the police department and help identify the man. Randy agreed and recognized the crook from the mug shot file. In a followup article in the *Minneapolis Star Tribune*, the five men involved in the scheme were arrested and the police confiscated \$60,000 in cash, jewelry and vehicles.

It is likely the victimized woman will get her money back, thanks to Randy and another citizen who provided the police with a license plate number from the van the gang was using. We thank Xcel Energy's Dennis Fallon for providing us with this interesting report and commend Randy for his alertness and cooperative spirit. His **General Foreman is Jim Engelke.**



Family Clippings

News From The Home Office

Meet Our New Home Office Employees



Chad Cline has joined our IT staff. He previously worked for CDS for two years in desktop support. He is also studying for his second degree in Computer Network Administration at the American Institute of Business. Chad lives in Prairie City with his girlfriend, Heather. He enjoys photography and outdoor activities.



Rebecca Chiodo is in our Payroll Department. A native of Pennsylvania, she lives in Des Moines with her husband, two pet cats and a horse. A frequent mover, Rebecca once lived in Africa. In her free time, she likes "horsing around" and working for her church, Heartland Christian Fellowship.



Cindi Cummings works in Accounts Payable. Prior to coming to WTS, she worked at Midland Power for 28 years. Cindi has three grown children and in her spare time she enjoys taking care of her five grandchildren. Cindi who resides in Grand Junction IA, likes to quilt and work in her garden.



Angie Jorgensen is another new face in our Accounts Payable Department. A Des Moines native, she formerly worked in Payables/Payroll for Helena Chemical in Des Moines. Angie and her husband John have three children. They live in Pleasant Hill IA and enjoy boating, jet-skiing and camping.



"I Do - I Do!"

John Margeson, Vice President/Business Development, has a new daughter-in-law, Jess (nee Vinson) who married son Matt last January. The wedding took place in Macon GA and the couple now resides in Auburn AL.

California Dreaming!

As you read this, Receptionist Donna White is visiting her grandchildren in California. Donna and husband Jim are also planning a trip to Germany in October.



News from our Branches

(continued from page 11)

Ken, already an ISA certified arborist for three years, has also been named a certified tree inspector through the Minnesota Department of Agriculture. According to Ken, the course for this latter certification provided valuable information on oak wilt and Dutch elm disease, two tree disorders which are commonly misdiagnosed.

Silver Anniversary Celebration

General Foreman Jeff Harris and his wife Sylvia celebrated their 25th wedding anniversary in May with a trip to Las Vegas. Congratulations, Jeff and Sylvia!

Well Done!

General Foreman Bob Nelson has just been named an ISA Certified Arborist. Congratulations, Bob, on this fine achievement!

The Results Are In!

967

EMPLOYEES QUALIFIED FOR THE SAFETY INCENTIVE AWARD

During The Second Quarter Of This Fiscal Year (1/04-3/04)

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