



Our family tree

Saluting Branches



By Ken Venzke, Division Manager

In early May 2018, Will Nutter, president and COO of Wright Tree Service (WTS), contacted the management team to inform us of an organization called Saluting Branches. I can speak for myself and members of Division 25 in saying that we

hadn't heard of it.

Saluting Branches is a nonprofit organization founded in 2013 by Rainbow Treecare out of Minnesota dedicated to recognizing and honoring our veterans. The focus and goal of Saluting Branches is to make our veterans' final resting place a beautiful and safe environment for all who visit national veterans cemeteries. Each September, volunteer professionals and members of the community donate their time, energy and skills to perform landscape and tree work at the cemeteries in preparation of Veterans Day. Participants volunteer on the same day in different locations around the U.S. and Mexico, which makes the event unique and unifying.

The work consists of removing dead limbs and trees, pruning shrubs, removing potentially dangerous overhanging branches and, in some cases, raking and picking up tree debris. Volunteers coordinate efforts and tasks with direction from the site leader, who ensures that all work is performed in a safe manner.

After learning about Saluting Branches, I wanted employees in our division to have the opportunity to volunteer for the great cause. However, there was not an approved veterans cemetery in the eastern part of our division listed on the website. I reached out to Brandon Hughson, a representative of Saluting Branches, who let us know that if we could get a site identified, we could be signed up for the event. Once a site is listed on the website, members of the public can also sign up to volunteer.

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ESPAÑOL?**

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NEW, ON THE MOVE & CERTIFIED

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

NEW

- ▶ Roy Adams, General Foreman (GF), Division 55
- ▶ Wilton Adams, GF, Division 55
- ▶ Jennifer Blount, Payroll and Billing Specialist, Corporate Office
- ▶ Valerie Connell, Payroll Scanning Assistant, Corporate Office
- ▶ Juan Contreras, Payroll and Billing Specialist, Corporate Office
- ▶ Nick Fox, Division Manager, Division 55
- ▶ Pat Hardel, GF, Central Division
- ▶ Londa Hodson, Payroll and Billing Specialist, Corporate Office
- ▶ Ranferi Lopez-Garcia, Safety Supervisor, Lone Star Division and Division 80
- ▶ Amanda Parker, Payroll and Billing Specialist, Corporate Office
- ▶ Jacob Porter, Payroll and Billing Specialist, Corporate Office
- ▶ Cody Smith, GF, North Division
- ▶ Jane Swigert, Payroll and Billing Specialist, Corporate Office
- ▶ Kimberly Townsend, Payroll and Billing Specialist, Corporate Office
- ▶ Donald Watson, Safety Supervisor, Divisions 45 and 65

ON THE MOVE

- ▶ Juan Arellano, GF, Southeast Division
- ▶ Clint Balderson, GF, North Division
- ▶ Jesse Bullis, GF, Minnkota Division
- ▶ Jared Dailey, GF, Division 25
- ▶ Nate Demby, GF, Central Division
- ▶ Derek Dickey, GF, North Division
- ▶ David Edwards, GF, Division 25
- ▶ Brian Emerit, GF, North Division
- ▶ Tayler Farmer, GF, Southeast Division
- ▶ Brandon Friend, GF, Division 25
- ▶ Patrick Gambino, GF, Division 45
- ▶ Yancy Goggin, GF, North Division
- ▶ Christopher Holmes, GF, Southwest Division
- ▶ Bryon Honea, Project Manager, North Division
- ▶ Tyler Joehlin, GF, Division 65
- ▶ Marvin Johnson, GF, Southwest Division
- ▶ Nate Johnson, Safety Supervisor, North Division
- ▶ Phillip Kelley, Senior Safety Lead, Central Division, Division 25, Pacific Division, Division 45 and Division 65
- ▶ James Linenberger, GF, Mountain States Division
- ▶ Josh Phillips, GF, Pacific Division
- ▶ Addie Pieters, Payroll and Billing Administrator, Corporate Office
- ▶ Jeff Polvado, GF, Division 45
- ▶ Josue Becerril Ramos
- ▶ Joel Rendon, GF, Division 85
- ▶ Wayne Roach, GF, Southwest Division
- ▶ Macey Simmons, Payroll and Billing Supervisor, Corporate Office
- ▶ Ben Smith, GF, North Division
- ▶ James Son, Safety Supervisor, Division 65
- ▶ Chris Spicer, GF, Pacific Division
- ▶ Antonio Mark Tojas, GF, Division 45
- ▶ Joe Weldon, Division Supervisor, North Division
- ▶ Jamie Wieben, Payroll and Billing Supervisor, Corporate Office
- ▶ Tyler Wood, GF, Pacific Division

CERTIFIED

New International Society of Arboriculture (ISA)

Certified Arborist®

- ▶ Wade Bliss, Foreman, Division 45
- ▶ Michael Collins, Foreman, Division 65
- ▶ Dustin Hardin, GF, North Division
- ▶ Tyler Joehlin, GF, Division 65
- ▶ Trevor Lorencz, Work Planner, Division 65
- ▶ Carl Speaker, GF, North Division
- ▶ Andrew Spreeman, Foreman, Division 65
- ▶ Jason Yost, GF, North Division



New ISA Certified Utility Specialist™

- ▶ Joe Weldon, Project Manager, North Division



From the Treetop Tree Climbing Competitions



By Adam Larson, Regional Manager

I was first introduced to the International Society of Arboriculture (ISA)'s International Tree Climbing Championship (ITCC) in 2002 in Minnesota.

I attended as an observer and remember being surprised and overwhelmed at the knowledge, gear, speed and talent displayed at the event.

Climbers flew up the trees, moving safely and strategically between branches, trying to gain as many points as possible before time ran out. The crowd of arborists, families and judges watched from below, occasionally shouting words of encouragement and support to the competitors. Everyone in attendance was excited to be there. As an added bonus, the events are family-friendly and often have opportunities for children to safely climb trees using a child-sized saddle.

The next year, I attended as a competitor. I learned a lot from the judges and other competitors. In the following years, I was able to participate in various ITCCs as an assistant judge, head judge, promotor, bucket truck provider and financial sponsor.

During the competition, climbers participate in five preliminary events, which are scored using a point system. The climbers with the highest combined points move on to the master's challenge round. Each of the five events test the different skill sets required for professional tree climbing. The five preliminary events are work climb, aerial rescue, throw line, belayed speed climb and ascent.

I recommend anyone in our industry to get involved in ITCC. These events help us to stay knowledgeable about the industry, push us to test our skills against our peers and allow us to make friendships with people from all walks of life. The events are also a great place to learn more about climbing and arboriculture from other arborists, because although it is a competition, it is also an environment that inspires comradery and support. If you want to get involved, I strongly recommend reaching out to your safety supervisor for more information. All WTS safety supervisors are required to attend at least one ITCC event per year, so they serve as a great internal resource to help guide you on participating. You can also talk to your GF or visit ITCC-ISA.com.

Safety Education & Training

TRAINING TOOLS SPOTLIGHT:

Employee Onboarding for Success



**By Brandon Magee,
Safety Supervisor**

During your first day on the job, did you ask yourself, “what am I getting myself into?” I asked myself that question several times. A new job is full of the unexpected, no matter what industry you’re in. In this industry, especially when you’re new to the vegetation management field, the first few months are filled with training and getting acclimated to the new role and your crew. Unfortunately, most jobs don’t come with a how-to guide!

All too often in life we are given responsibility and are tossed the keys with no directions or set destinations. It is a sink or swim experience. Sure, you might learn a lot by getting thrown into a situation, but is that setting your employees up to fail?

At WTS, we take a different approach. I was fortunate enough to be invited to assist during a new employee orientation in Division 65. I learned a lot during the experience that I was able to put to good use when Central Division was awarded a new contract and more new employees needed an orientation to the company.

One of the toughest challenges we faced was the hiring and orientating of new and seasoned employees and informing them of the policies, procedures and expectations for their job roles.

We made sure that the interactive orientation would give new employees the tools they need to be successful at WTS. I explained the expectations we have to be safe, efficient, and professional and covered information about approved work methods (AWMs), accident and injury procedures, and safe equipment use. I also provided an Electrical Hazard Awareness Training (EHAT) and quiz, demonstrated job briefings, included some background information on tree identification, and showed several WTS safety videos.

A key element for engagement during orientation is providing hands-on training. I have found that the information is better retained when you keep the group involved and interested. We trained on several topics, including:

- Chipper safety and use
- Approved knots and hitches
- 5 step felling plan/roping and rigging
- Chainsaw safety and inspecting safety features

I believe the orientation process is crucial for our new employees. If we invest in them, explain our expectations and let them know they have the backing of the entire company, they will work hard to be the safest and most efficient employees they can be.

Special thanks to Josh Wildeboer, Lucas Loftin, Cory Edwards, Lance Even, Scott Dundee, Wes Tregilgas and Brian Christensen for the help and support through the orientation process.

OUR VISION

- ▶ WTS will continue to be recognized by utilities as providers of the highest levels of quality, service, responsiveness, reliability and value.

OUR MISSION

- ▶ To enable gas and electric utilities to provide reliable service to their customers by ensuring that transmission and distribution lines are clear of vegetation.
- ▶ To provide attractive value appreciation to our employee owners.
- ▶ To provide team members with an environment that enables them to achieve their personal and professional goals.
- ▶ To make a positive difference in the communities we serve.

OUR VALUES

- ▶ **SAFETY** It is our highest concern.
- ▶ **INTEGRITY** We abide by the highest ethical standards.
- ▶ **QUALITY** Our service is mission critical to our clients.
- ▶ **TEAMWORK** It is how we operate.
- ▶ **INNOVATION** We deliver creative solutions for our clients.
- ▶ **FAMILY** It is our foundation; it is who we are.



SUBMIT A SAFETY SUGGESTION! At Wright Tree Service, safety is our number one value.

If you have a safety suggestion, compliment, concern or general comment, we invite you to submit it to our safety suggestion box. Find it online at www.wrighttree.com, or use your smartphone to open the QR code on the left. The code will direct to the safety suggestion box, allowing you to submit your suggestion easily from your mobile device.

GF School

GF School is a weeklong program where WTS employees participate in a variety of trainings and hands on exercises to build a solid foundation and be more effective at their position. The goal of GF School is to educate and train our GFs to build a strong and productive workforce.

In April, 14 employees gathered at the corporate office in West Des Moines, Iowa, for GF School. Congratulations to all participants!



▲ (Left to right) Back: Julio Morales (Southeast Division), Gary Higgins (North Division), Arthur Colbert (Southwest Division), Cole Adams (Division 55), Juan Hernandez (Division 45), Clint Balderson (North Division), and Chris "Dustin" Holmes (Southwest Division). Front: Marco Lopez (Southeast Division), Ben Rakeshaw (WTS of the West), Dan Klien (North Division), Scott Addington (Division 45), Salvador Torres (Division 45), Phillip Kelley (Senior Safety Lead), Tyler Wood (Pacific Division), and Chad Miller (Pacific Division).

Challenge Coins

Through the Challenge Coin program, Wright Tree Service's CEO, president, vice presidents of operations, and safety and risk managers recognize employees with special coins when they go above and beyond in exhibiting our company's values.

CEO COINS

► Marketing and Communications Specialist, **Maryna Rath**, Corporate Office



FALL TURKEY SAFETY CHALLENGE

The 2018 Fall Turkey Safety Challenge took place October 21 – November 10. During the challenge, WTS employees submitted over 400 hazard submissions from crews in every division.

The challenge theme, "Identify the Hazard," highlighted the importance of being aware of your surroundings and communicating those hazards to the people around you. The hazard submissions were split into four hazard categories; traffic control, out of service, large machinery and small tools.

We look forward to the future of our safety culture at Wright Tree Service and will continue to look at feedback from our employees to guide opportunities and the safety challenge process to increase safety awareness and culture.

Saluting Branches

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We partnered with FirstEnergy Potomac Edison Forestry to identify the Rocky Gap Veterans Cemetery near Cumberland, Maryland. From there we reached out to the cemetery's head caretaker for permission and then relayed his willingness to accept help back to Brandon. We were able to add the site to Saluting Branches' list of 53 approved locations across North America.

We worked with the head groundskeeper to coordinate the 10 community volunteers who joined our group of nine employees. FirstEnergy partnered with us and paid for the employees' time while we donated equipment and lunch for the team. We completed the work safely in one day, working 11 hours. Although no one in our group is a veteran, we all had a sense of pride and accomplishment knowing we had helped honor the brave men and women who have served our great nation.

The 2019 Saluting Branches event will happen on September 18 and I highly encourage everyone to volunteer. This opportunity is not only for arborists and landscaping professionals. Please spread the word to your community organizations.

To volunteer, visit the Saluting Branches website (salutingbranches.org), reach out by email at info@salutingbranches.org, or call 1-844-922-1151. In 2018 there were 53 sites in 37 states and Mexico; let's aim to have even more sites in 2019 and make this year's event a huge success. If there isn't a site close to you listed on the website, you can identify a veterans cemetery and contact Saluting Branches to add a site.

News from the Branches

CENTRAL DIVISION

"The crew that worked on the trees near my house was fantastic. They cleaned up all the limbs and debris when they were done. Thank you for doing a good, professional job."

An Edgerton, Kansas, resident complimenting several crew members

"Your crews have been working in my area for several months and are not only good at what they do, they are also very polite. The area they are currently working in leaves them no choice but to occupy our driveway. We have aging parents in hospice, so we have a lot of traffic in and out of our driveway. They never hesitate to stop and move. They also never, not once, have complained or made us wait. Your crew members are top notch and so incredibly patient. I want to thank you and them for doing a good job and not adding any stress to our already crazy life."

An Omaha Public Power District (OPPD) customer complimenting GF Bill McDowall, Work Planner Tom Anderson, Foreman Paul Delgado and Jose Martinez, and Trimmers Colt Richardson, Eric Williams and Ryan Worthey

"I observed a group of WTS employees going above and beyond the line of duty to support a woman who was stuck in the middle of the road. They helped her to push her vehicle around the corner so that she was safe and out of traffic. Thank you!"

An OPPD customer complimenting several crew members

"I wanted to share a story about some of the amazing employees you have. While waiting at a red light, I witnessed three of your employees assist a stranded motorist in a busy intersection during rush hour traffic. They pushed the car up a hill in order to move it off the busy street. It brought tears to my eyes to witness such a kind act. It is rare in this

day and age to see this level of kindness. You definitely have some of the good guys working for you."

An OPPD customer complimenting several crew members

NORTH DIVISION

"Cody Dunn and his crew treated us with great respect and courtesy. The customer service was excellent. He was very polite and kind to my family including my nosy dog. The crew's professionalism was of the highest degree. They took my opinion into account and offered me options of how they could complete the clearing work without harming my property."

An Ameren customer complimenting GF Nick Lorenz, Foreman Cody Dunn and Trimmer Cody Autry and Groundman Aaron Minx

"I am thankful for your crew's voluntary actions to take down a large dead oak tree that was ready to block a road and destroy a power line. I commend the actions of the great team that voluntarily came to finish taking down the old giant tree after completing the required job. I am a disabled veteran of the Army Reserve and unable to use a chain saw or ax anymore due to shoulder surgery. The men volunteered to split up giant parts of the tree and pile it up in a better place in my yard. I am a very thankful veteran for the hard work and kindness for this volunteerism on my behalf. I fed the men dinner and said thanks. They refused any money for the extra help. I am giving 5 stars for exceptional service. Many thanks to WTS for dedicated and thoughtful professionals. All along our one lane gravel road we are raving about awesome service and work the crew performed to keep us safe and our power on."

An Ameren customer complimenting Project Manager Rob Bellew, GFs Chris Lorenz, Nick Lorenz, Mike Mitchler, and Matt Rayfield, Foreman Cody Dunn, Justin Dunn, Charles Kitchell, and Darryl Poertner, and Trimmers Clayton Lorenz and Donovan Turpin

NORTH DIVISION

Saving Carl

Trimmer Chaim McMilin was helping an elderly friend, Carl, put away groceries when Carl suddenly experienced heart issues and fell to the floor, unresponsive and not breathing. Chaim immediately sprang into action and called 911. Chaim then began chest compressions with the help of the 911 operator until the paramedics arrived. The paramedics were able to stabilize Carl and take him to the hospital, where he was able to recover.

"I saved a man's life thanks to the training I received through this company and being in the right place at the right time," Chaim said.

Good job for being your Brother's and Sister's Keeper – even outside work!



DIVISION 25

A Swift Rescue

While working to restore power after a storm, Foreman Scott Gerster, Work Planner Joseph Dean and Groundman Mischa Hoffman witnessed two young children fall through the ice on a nearby pond. Joseph and Mischa rushed to the pond and were able to get the children safely out of the pond, which was about three feet deep, while Scott went to get their father. The children were taken inside and wrapped in blankets. The WTS employees changed into dry clothes and then worked to restore power so the children could warm up.

Thank you for being Brother's and Sister's Keepers, Joseph, Mischa and Scott!

Volunteer Spotlight

The TREE Fund honored President and COO Will Nutter in December. ▶

Volunteer Spotlight: Will Nutter

Please join us in celebrating Wilbur Nutter of Wright Tree Service as our outstanding volunteer in December. Will has been a TREE Fund Trustee since 2015 and is currently a very active member of our Audit and Finance Committee and Development Committee. Will is a true champion of TREE Fund, long advocating for us within the tree care and vegetation management industries. He was instrumental in securing a ten-year partnership with Wright Tree Service, an important collaboration that helped endow the John Wright Memorial Scholarship Fund that supports a national annual scholarship for arboriculture students. Thank you, Will, for the many things you do for TREE Fund!



SOUTHEAST DIVISION

Hurricane Response

WTS deployed 112 employees to the Southeast to help with restoration following Hurricane Michael in October 2018.

GF Joey Williams, Foremen Javier Cantu, Mathew Fearing and Johnny Walls, Trimmers Austin Reed and Gary Zjenert and Groundman Daniel Lannum ▼



"The WTS crew working in my area did a fantastic job! They were very cordial, explained what they were doing, and cleaned up when they were finished."

An Ameren customer complimenting GF Nathan Wallen, Foreman Steve Pope, and Trimmers Tanner Cox, Kyle Hogan, Dallas Trone and Mike Vetterli

"Thank you for doing an excellent job and cleanup on our pine trees today! Stay warm."
An Ameren customer complimenting several crew members

"Dan and Brian came to my property to cut a tree down. Dan was so nice, friendly and professional. I appreciate that so much. Good for you WTS for having such good employees that are polite and did such a great job! Thank you for your services."

An Ameren customer complimenting GF Carl Speaker, Foremen Brian Maberry and Dan Hople

"The employees working in my neighborhood are doing a great job. They always answer my questions and have been kind enough to stop their trucks and the noise for me and my special needs dog when I go for a walk. Thank you!"

An Alton, Illinois, resident complimenting several crew members

"Rusty, Zach and Kwintin did an excellent job while working at my home. They were quick and professional, cleaned up well and did a good job being safe. I was very impressed."

A Godfrey, Illinois, resident complimenting Foremen Rusty Henline and Zach Porter, and Trimmer Kwintin Garner.

DIVISION 25

"Recently, Bryan was a site supervisor and equipment operator on a clean-up project in my area. Bryan and his crew did a good job, had a strong work ethic and a desire to do things well. Bryan displayed exemplary communications skills during our conversations, and I found him to be one of the most polite young men I have met in recent memory."

A First-Energy customer complimenting Foreman Bryan Carter and several crew members

"In December, I contacted WTS to discuss a concern I had about recent tree work on my property. Guy immediately contacted me, and we met later to review my concerns. At that time, he scheduled a clean-up crew to come to my property. Guy is a man of impeccable integrity. He was honest and honored all our scheduled phone calls, meetings and work agreements. I sincerely appreciate it. Thank you."

A First-Energy customer complimenting GF Guy Miller.

"I watched a WTS crew trim a large tree at my neighbor's house. I am very impressed with their work ethic and cleaning up after themselves. Great job!"

A First-Energy customer complimenting several crew members

MOUNTAIN STATES DIVISION

"I am very impressed not only by the excellent work done by the WTS crew but by the courtesy displayed by the gentlemen. Not only did I receive a call informing me when they would arrive, but Charlie Nadeau came to the door and introduced himself when they arrived and informed me when they were leaving. They trimmed the trees carefully and cleaned up and hauled away all fallen branches. Mr. Nadeau and Kenneth Peek are to be complimented for their work and their courtesy. Thank you."

A Black Hills Energy customer complimenting Foreman Charlie Nadeau and Trimmer Kenneth Peek

"The crew members that worked on my property did a great job. They were very nice, very careful and had good customer service."

A Black Hills Energy customer complimenting several crew members

"I want to commend two of your employees: Matt Cole and Bryan Prosser. I have never before met two such professional and hard, safe working men. They always show up on time and have remained cheerful though a hot Wyoming summer."

A Wheatland Rural Electric Association customer complimenting Foreman Matt Cole and Trimmer Bryan Prosser.

"One of the WTS crews was working in the alley behind my house. The crew members did a good job and were very helpful. Thank you!"

An Xcel Energy customer complimenting GF Jamie Flores, Foreman Jose Lujan and Trimmer Donovan Rodriguez

PACIFIC DIVISION

"I would like to compliment two of your employees, Richard and Wayne, who have been working as a two-man bucket crew in our area. Recently, when I noticed a tree rotted and threatening one of our electrical lines, I notified the crew. They said they would take a look and if possible take care of the problem ASAP. That is exactly what they did, pulling off a nearby job, with company permission, and addressing the problem. Since then, they have been clearing on our stub line, which services several residences and doing a superb job, all the while interacting very positively with all the neighbors. These two are excellent representatives of your company and we appreciate it. Thank you!"

A Lane's Electric customer complimenting Foreman Richard Erevia and Groundman Wayne Cooper

"The crew working on my property had a great work ethic. WTS was contracted by the city to trim around power lines. These guys didn't do the usual lopsided trim job leaving our trees looking ugly. They are true arborists and shaped the trees beautifully. They also used a leaf blower to clean up all debris when they were done. 5 stars!"

A Milton, Washington, resident complimenting Trimmers Brett Beerbower and Mike Griffiths, and Groundman Walter Keller, Mary Miles and David Mullen

"A crew lead by Foreman Fred Rose came and do some trimming and tree removal in our backyard, where a hot power line wire was really close to some of the tree branches."

My husband and I were both so impressed by how understanding, patient and professional these men were. We have a garden that is very special to us and they were so careful not to trample or destroy the many plants. The clean-up was just great. Thank you!"

A Tacoma Power customer complimenting Foreman Fred Rose, and Trimmers Mike Griffiths and Nate Lazzaretto

"I'd like to compliment the arborists that worked at my house. After they pulled up in the morning, they very politely requested that we move our vehicles from under the trimming area. Then they removed a dead tree limb below the power lines and then carefully picked up and cleaned the street, tree lawn strip and sidewalk. Thank you!"

A Pacific Power customer complimenting several crew members

DIVISION 45

"Your employees were very kind and courteous! They did a great job cleaning up the brush from under the tree and cutting the logs into 6-foot pieces.

Jena and the crew were great to work with and removed the tree in a timely and safe manner! Everyone involved did a great job."

A Duke Energy customer complimenting GF Juan Hernandez, Foreman Robert Dunlap, Work planner Jena Folk, and Trimmer Demetrius Easley

"My husband and I want to applaud you for your excellent home service! The genuine face-to-face communications, timely return phone calls, consideration for surrounding environment, and clean-up done by your crews were all amazing! We can't thank you enough for your professionalism!"

A Duke Energy customer complimenting several crew members

"There has been a WTS crew working in our neighborhood the past few days removing tree limbs from power lines. They have been so professional and courteous. I wanted to take a moment and commend them for their job well done!"

A Duke Energy customer complimenting Foreman Sean Kovatch, and Trimmers Brian Freeman, Ebon Gonzalez, Pedro Condado, Eli Parra, Erick Parra and Jake Skaggs

DIVISION 45

Hurricane Michael

In October 2018, Hurricane Michael slammed into the Florida coast with record breaking winds causing catastrophic damage. Duke Energy dispatched WTS crews to some of the most damaged areas in the Florida panhandle. Ten crews from Indiana, led by GF Chad Hirtzinger, were assigned to the Panama City area.

Six days after the hurricane hit, three of the crews from Indiana were dispatched to one of the hardest hit areas – the city of Port St. Joe, east of Panama City. The devastation was beyond anything they had seen before.

While surveying the work area, Senior Foreman Ed Hill was approached by an elderly woman asking if they were from FEMA. Very emotionally, she went on to explain that she was there with a gentleman that was bed-ridden and that they couldn't evacuate. Her house was still standing but was moved off of its foundation, a very hazardous situation. She said the WTS crew were the first people they had seen since the storm hit. She told the crew that her house didn't have any power or a way to contact anyone and they also didn't have food and were almost out of water.

There was no cell service in the area, so the crew couldn't contact authorities to alert them that a rescue was needed. Instead, Ed told her they would stop at the Lighthouse Church staging area where FEMA was stationed and alert them of their location.

Before leaving the area, all three crews gathered up all their water, ice, FEMA lunches and any other snacks they had on their trucks to give to the couple. The woman was very appreciative and thanked them profusely.

Thank you, Foremen Josh Bennet, Ed Hill and Dave Mills and Trimmers, Jordan Brown, Shawn Hines and Jason Prince for being your Brother's and Sister's Keeper.

DIVISION 45

Meritorious Achievement Award

Project Manager Dan Smith was awarded a Meritorious Achievement award for his hard work and volunteerism by the Indiana Arborist Association (IAA). In addition to being a multi-term member of the IAA Board of Directors, Dan has volunteered his time at Arbor Day events, career fairs, Saluting Branches events and more. Congratulations, Dan!



"I want to extend a huge thank you to one of your crews working today. We had a funeral today, and when we arrived for the service your crew was on the edge of the parking lot working. However, when the service was over they all stopped and stood in reverence during our final procession and during the bell ringing. Thank you to your crew for their reverence and respect for people they never knew."

A Fort Wayne, Indiana, resident complimenting several crew members

SOUTHWEST DIVISION

"The two WTS crews that completed tree work in my area went above and beyond. The crews were very polite, accommodating, and did a great job cleaning up. They left the trees looking aesthetically pleasing regardless of how much they had to cut off and left me fire wood upon my request."

An Oklahoma Gas & Electric customer complimenting Foremen Aaron L. Goldman and Nick Henderson, and Trimmers Charles Avery, Christopher Henderson, Jason M. Kamalakis and Ever Marquez

DIVISION 65

Dale Carnegie

In December, GF Wes Carter completed the Dale Carnegie program. While in the program, he had perfect attendance and received two breakthrough awards. His son, Tristin, gave a speech during the ceremony about how proud he was of his dad. Congratulations, Wes!

Wes Carter with his wife Ashley, son Tristin and daughter Jaylee. ▼



"I'd like to recognize and compliment GF Scott Ogden and his crew for efficiently and steadily trimming the trees in the right-of-way in my neighbor's yard behind my house. I asked Mr. Ogden several questions, pointed out some large dead limbs in a tree next to my property and inquired about the work they intended to accomplish. Mr. Ogden was very cordial, patiently listened to me, thoroughly answered all of my questions, explained his crew's safety mindedness, and clearly showed me his exceptional customer service attitude."

A Public Service Company of Oklahoma customer complimenting GF Scott Ogden, Foremen Roman Iwanski and James Nicholas, and Trimmers Scott Agler and David Haddox.

LONE STAR DIVISION

"A few days ago, I issued a complaint on the WTS website. I received a call from Romeo today and he was polite and professional. His crew came by and cleaned up the sawdust that was left behind. Thank you!"

An Oncor customer complimenting GF Romeo Correa

DIVISION 65

"Your company did extensive work for DTE in the neighborhood where I live. The crew members worked in this area for many weeks clearing branches away from power lines, sometimes working in horrible weather conditions. They did such a great job and were very knowledgeable, professional and polite. I had been concerned about the weed trees behind my home and was unsure about how anyone would be able to clear them. Then WTS came in and made quick work of it all. I am so grateful for what they did. Thank you!"

A DTE Energy customer complimenting Foreman Jose Bocanegra and several crew members

"I want to tell you what a great crew you have working for you. I asked them if we could use the limbs they cut for firewood. They stacked the limbs behind the garage and did a great job cleaning up all the brush. My tree and the neighbor's tree behind us both look great. They worked hard the entire time they were at my house. They nice friendly and efficient. I was very impressed with them. Thank you for a great job!"

A DTE Energy customer complimenting several crew members

"I submitted a complaint the previous day about the numerous branches and such left in my yard after trimming was completed for Detroit Edison. To my surprise, Dominick from WTS was at my door this morning to speak with me and look over the yard. He told me that he would put in a work order and that a crew would arrive to clean up the branches. It may not be today, but soon. Well, when I arrived home late this afternoon, the crew had a cleaned up the branches. The job was complete. Thank you for the quick, impressive service. Dominick was very courteous. Many, many thanks."

A DTE Energy customer complimenting Foreman Dominick Segretario Jr. and several crew members

"I am thrilled with the work WTS did on my property today. The employees were hard working and an did excellent job."

An Ypsilanti, Michigan, resident complimenting GF Kyle Lagow, Trimmer Trevor Greenwald and several crew members

"I'm quite pleased with the recent tree trim service. The supervisor was professional and accommodating on the explanation of what needed to be done, and the job was done thoroughly. The crew members packed the trimmed wood that was going to be picked up neatly and closed my gates. They always used safety cones when parking in the street and all employees had reflector vests, hardhats and safety glasses on. They were very professional and serious about their job."

A DTE Energy customer complimenting several crew members

"Yesterday, WTS trimmed my sycamore tree in my backyard. I appreciated them asking if they could use my driveway to access the tree better. When I came home, they had moved all my breakable garden decor. While they were working on the tree behind my house, they asked me if I wanted them to move the items back. They had taken a photo to remember where the items were. I told them not to move the items back and thanked them for helping me gather the items for storage. The guys did a wonderful job on my tree and even cleaned up the area by my driveway where there was a pile of leave I had not yet taken care of."

A Lansing Board of Water & Light customer complimenting GF David Locke and several crew members

MINNKOTA DIVISION

"The WTS employees working in my area treated me and my property with respect, left my property in good condition and performed quality work. They were also professional, friendly and courteous."

A Blue Grass Energy customer complimenting Foreman David Wallace and Trimmer Rick Crook and David Wallace

"Your crew has been working on our street for the last couple weeks trimming trees. They have been hard workers even with the cold. They are very polite and respectful to traffic and have done a fantastic job of stacking the cut trees and shredding the small branches. They make sure that the roadside and yards are cleaned up and look great. They are an awesome crew you have, be proud of them."

A Connexus customer complimenting several crew members

"The crew working in my neighborhood is doing a great job! They did an excellent job cleaning up and were very polite."

A Hugo, Minnesota, resident complimenting several crew members

"The crew that worked on my property was outstanding. I was very impressed with how careful they were with my picket fence and property and wanted to make sure they are recognized."

A Rochester Public Utility customer complimenting GF Jeff Harris, Foremen John Fiek and Erik Herberg, and Trimmers Chris Gruber and Jashua Momany

DIVISION 85

"Nate, Micah, Joel and all the crew are doing a great job. I am very satisfied with their work."

A Cobra Energy Services employee complimenting several crew members.

"I have had the pleasure of working alongside Wright Tree Service. Every employee has been so helpful, especially Joel Rendon and his crew. Joel is always willing to help, and his kindness has not gone unnoticed. Thank you!"

A Cobra Energy Services employee complimenting GF Joel Rendon and several crew members

"I am a biologist for Puerto Rico Power Authority working on environmental remediation. I work with Raul Lopez and his crew often. They are a professional and team orientated crew. I have had an excellent experience working with them. Thank you for your services here in Puerto Rico!"

A Puerto Rico Power Authority employee complimenting GF Raul Lopez and several crew members

DIVISION 85

Christmas in Puerto Rico

In December, 55 WTS employees participated in gifting Christmas presents to people in Puerto Rico. They helped by donating money, wrapping gifts and distributing them around the community.

Project Manager Ever Acosta, GFs Rogelio Arredondo, Nathaniel Demby and Raul Lopez, Foremen Jose Aparicio, Juan C. Bonilla, Ricardo Calderon, Juan R. Canales, Luis Cerna, Mario V. Cerna, Hector Correa, Oscar Guevarra Fuentes, Luke Miller, Juan Monteagudo, Jose Morales, Jose Cerezo Perez, Ever Qunitanilla, Jose Quintanilla, Josue Bercerril Ramos, Jovet Vasquez Ramos and Joel Rendon, and Trimmers Alejandro Hernandez Alamanza, Orlando Gonzalez Aparicio, Manuel Deya Arroyo, Jose Rodriguez Asad, Raul Ayala De La Rosa, Eduardo Camacho, Carlos Castro, Gabriel Carril, Kelvin Colon Clausells, Jose Montes Cordero, Jose Bahamon Damian, Luis Lao Diaz, Noe Fuentes, Andrew Garcia, Alexis Hernandez, Jose Quesada Lao, Rodolfo Lopez, Luis Cuevas Maldonado, Carlos Naveira-Rivera, Adain Perez, Juan Quintanilla, Luis Rodriguez Ramirez, Jose Velez Ramos, Gerson Ronda, Kevin Ronda, Arturo Roman Santiago, Cesar Santiago, Pedro Omar Santiago, Miguel Santiago-Beltran, Miguel Lopez Santos, David Rodriguez Scott, Marco Soto, Micah Stateman and Oscar Chavez Zalaya.



MINNKOTA DIVISION

Brother's and Sister's Keeper

On the morning of February 5, 2019, Foremen John Fiek and Erik Herberg witnessed an elderly woman fall on the ice while walking to her mailbox. They helped her up and walked her safely back to her house. Way to be a Brother's and Sister's Keeper, John and Erik!

MINNKOTA DIVISION

UAA Coin

The UAA sent WTS this coin and thank you note for being a silver sponsor for the Wisconsin Safety Summit in 2018.



In Remembrance

Larry Bryant
Bobby Lee Feck

STORM RESPONSE

"I cannot comment on the actual hands on work. However, we have a crew staying at our hotel in Carroll, Iowa. They are the kindest, most friendly group of guys. We enjoy talking with them all when they pass through our lobby. They always have a smile on their face and wave or say hello. We are all going to miss Simon and his wonderful group of guys from Houston when they have to leave mid-December! We are blessed to have gotten to know these men. Thank you!"

A Carroll, Iowa, resident complimenting several crew members

"I passed your crews driving through Kentucky on I-75. Thank you for helping out when winter

throws the south a curve ball! Good job. May God keep your crews safe."

A Corbin, Kentucky, resident complimenting several crew members

"We saw a fleet of trucks from your company today heading to Florida for the hurricane and wanted to say thank you."

A Dayton, Ohio, resident complimenting several crew members

"I saw your convoy of trucks headed to Florida this morning on the 10. Thank you! My prayers and appreciation are with your company and the employees!"

A Moss Point, Mississippi, resident complimenting several crew members

"Hurricane Michael devastated Panama City, Florida where I live. The day after the storm, many of us felt very helpless. I was encouraged to see so many people from out of town who were working so diligently to help us during this difficult time. I saw many workers from WTS that were here. Thank you!"

A Panama City, Florida, resident complimenting several crew members

WRIGHT TREE SERVICE OF THE WEST



"Your employees are awesome and very informative! Thank you for your service."

A Pacific Gas and Electric (PG&E) customer complimenting several crew members

"The men that worked on my property were wonderful. They were extremely competent, very polite and went above and beyond what I expected of them."

A PG&E customer complimenting Foreman Adrian Estrada and Trimmer Dyrin Deeds

"On our commute home yesterday, we saw a convoy of your beautiful trucks on Hwy 99. They were all driving in the slow lane together, respectfully allowing traffic in and out of the convoy to either enter or leave the highway. I have to say it was an impressive sight. Thank you! We were happy you were here."

A PG&E customer complimenting several crew members who drove to California to help with restoration after the wildfires