

News from our Branches
(continued from page 3)

explain the need to cut down my tree and asked permission to do so. I explained that this tree had a great deal of sentimental value and asked if could be trimmed, rather than removed. He pointed out the problems with trimming vs. removal but said he would do his best to see if it could be saved." Bottom line: the crew agreed to save the pine and, when they were done, "the tree looked excellent and all the debris was cleaned up," according to the customer. The letter concludes: "What impressed me most was the manner in which the job was handled. The crew was truly concerned with my wishes and it was clear that they wanted to make this a win situation. They were very polite and professional and all the work was done in a very timely manner with all promises kept." Another example of going above and beyond the line of duty! Thank you, **Foreman Bob Gray and Trimmer Dan Jackson** for the superb way you handled this job. Their **General Foreman is Ken Venzke.**

NORTH

Diaper Derby!

Trimmer Ed Koester and his wife Tanya are enjoying a new baby boy, David Lawrence, born in January. Congratulations, Ed and Tanya!

The Results Are In! 960

EMPLOYEES QUALIFIED
FOR THE SAFETY
INCENTIVE AWARD

During The First Quarter
Of This Fiscal Year
(10/03 - 12/03)

Family Clippings

News From The Home Office

Ray Crittenden, Longtime Home Office Employee, Passes Away

Ray Crittenden, 63, passed away on January 3 of this year. He had been with Wright Tree Service for 37 years. Ray was a computer programmer for the company for the latter part of those years, becoming a valuable resource and "information center" for employees working with him in WTS' ever-expanding computer technology programs. Ray lived in Woodward IA with his wife Dorothy who survives him. Other survivors include three daughters, two sisters, five brothers, five grandchildren and one great grandchild. Ray will be missed by all who worked with him over the years. Our sincere sympathy to Ray's wife and family.



Ray Crittenden



The Grinch Loses Again!

IT Director Mark Radar, left, and Vice President John Margeson enjoy the antics of the Grinch, a.k.a. **President/CEO Scott Packard**, and two elves, **HR Records Administrator Cyndi Pannkuk** and **Systems Analyst Dale Martin** at the WTS annual Christmas party.



And Baby Makes Three!

Stacy Kies, Financial Assistant, and her husband Jeremy have their first baby, a girl named Tiffani, who was born in mid-February. Congratulations to the new parents!

Editor's Note: Because of space constraints, we had to eliminate "From The Kitchen" in this issue. Please continue to send in your recipes.



Our Family Tree

A Newsletter For The Employees and Friends Of Wright Tree Service

VOLUME 10
NUMBER 1
SPRING, 2004

Southwest, North Divisions Win Safety Incident Awards For 2003

Heyel's Division Snares "Most Improved Incident Rate; Hagen's Division Captures "Lowest Incident Rate"



After being awarded the "Most Improved Incident Rate" trophy at last year's annual meeting, the Southwest Division made a repeat visit to the podium this year by winning the "Lowest Incident Rate" award at the Annual Meeting on March 5 at the Marriott Hotel in West Des Moines IA. The award for the "Most Improved Incident



Rate" went to the North Division. Left photo, left to right, **President/CEO Scott Packard**, **Southwest Division Manager Roger Hagen** and **S.E.T. Director Keith Sheriff**. Right photo, left to right, **Scott Packard**, **North Division Manager Don Heyel** and **Safety Supervisor Marty Pingel**.



President/CEO Scott Packard expresses his gratitude to Foreman Dennis Jacobs for his longevity and presents him with a special gift for his 35 years of service.

Minnkota Division's Dennis Jacobs Honored For 35 Years Of Service

When **Foreman Dennis Jacobs** came to work for WTS in 1966, his salary was \$1.87 per hour. Working part-time until he finished high school, he was hired by Bill Ripka, Minnkota's Division Supervisor at that time – and Dennis' uncle.

Dennis has worked primarily in the Minnesota area for Xcel Energy, formerly Northern States Power. Dennis and his wife Debby have two daughters, Jennifer, 23, and Jessie, 20, both in college. When Dennis retires – but not for a while yet – he plans to do some traveling and hunting. His **General Foreman is Scott Schweisthal**. Congratulations, Dennis, for 35 years of service to WTS. You are a loyal, valuable employee!

If you have access to the Internet, you can visit us at: <http://www.wrighttree.com>

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Email: spackard@wrighttree.com

printed on recycled paper



News from our Branches

CENTRAL

Our Reputation Precedes Us!

A MidAmerican Energy customer in Des Moines IA wrote the utility's District Forester, Jim Young, expressing her complete satisfaction with "the professional and careful trimming" recently completed on her property. "Wright contacted me to set an appointment to discuss what needed to be done," the customer wrote. "They arrived promptly and I talked over what options were available with **General Foreman Will Porter**. Will's crew – **Foreman Rick Good** and **Trimmer Jeremy Smith** – handled the work and did a fine job. I was impressed with the crew's friendliness and attention to detail. Wright Tree Service has the reputation of caring about the integrity of the trees they work on and they certainly proved that at my house. I hope you will continue to use them to contract your tree work." And so do we, of course. This is an excellent example of how to handle a job. Thank you, Will, Rick and Jeremy.

From Butchers To Beauticians!

"Wright Tree Service did a great job in comparison to that Ohio company that "butchered" the trees last year," wrote a MidAmerican Energy customer from Des Moines IA. The customer wanted us to know how pleased he was with the crew's work, noting that the crew visited with him to explain the project. Take a bow, **Foreman Chad Hollingshead** and **Trimmer Rickey Bates**. Their **General Foreman** is **Todd Reese**.

Raves For Another Reese Crew!

Foreman Frank Hunter and **Trimmer Craig McCoy** received high marks from another MidAmerican Energy customer in Des Moines IA. The customer

called Wright Tree Care, our residential affiliate, to express her satisfaction. "They even stacked the wood as I wanted it," the customer noted. **Todd Reese** is their **General Foreman**.

Happy New Year!

Groundman Leland McMahon and his wife Susan welcomed Brandon Dean into the world in early January. Congratulations to the McMahons!

An Early Valentine

Trimmer Chad Luckow's wife Gloria presented him with a baby girl the day before Valentine's Day. Baby Ruby is the Luckows' third child. Chad and Gloria also have a son Jason and another daughter Susan.

Fire Rescue Squad

Foreman/Trimmer Terri Kremer wants to thank her **General Foreman Ray Flick** and her crew members "for reaching into their pockets due to a recent fire at my home. They got together and showed me my friends and co-workers do care." Terri also wants to thank **Trimmer Pete Gordon's** wife Danelle for her contribution. We're sorry for your misfortune, Terri, and delighted with this response.

SOUTHWEST



Ain't She Sweet!

Congratulations to **Sarah Frock** on the birth of her baby girl, Cherokee Taylor, in mid-January. Sarah is the **Receptionist** in our Southwest Division office in Tulsa OK.

FORTY-FIVE

A Budding Poet Laureate?

Trimmer Luke White composed this poem "for all the true people of the world:"

*"I wish for you November days,
A walk alone in dawn-struck haze.
The feel of dew beneath your feet,
The morning breeze against your cheek.
The freshness of a newborn day,
Virgin trails to mark your way.
The smell of pine, so strong and pure,
The sound of wilderness in your ear.
The sunrise, orange, your eyes behold,
Your cleansing thoughts and dreams untold.
I say don't be afraid to all my friends.
Lay down your head when your workday's done.
Know your Father's always there;
Give Him all your daily cares.
You're not alone, you never were –
God is with you, His love is pure."*

Thank you, Luke, for sharing this poem with us.

P. S. Luke also tells us that he has "the best recipes on earth." Here's one of them (and we think he's serious): Boil four chipmunks on high, skin off, for about 15 minutes. Then chill them overnight. Take meat off bone and serve with crackers and cold beer.

MT. STATES

Xcel-lent Work!

James Downie, Director of Vegetation Management, Xcel Energy, emailed the Denver Division office and the home office with some great news. Apparently a huge storm with winds up to 123 mph hit the western metropolitan area of Denver CO in early March, knocking down trees, billboards,

semi-trailers, mobile homes, etc. Although some outages occurred, no major distribution feeders were affected for extended periods of time. "This storm would have been an entirely different story," James wrote, "without your dedication in maintaining the trees from our distribution system. Excellent work! We greatly appreciate the job you do for Xcel Energy." And we greatly appreciate getting this report. Thank you, James, for your kind words.

MINNKOTA

A Thanksgiving To Remember!

General Foreman Jeff Harris sends us this report on this last Thanksgiving Day: "It seems we only remember things if they don't go as planned or normal, and my Thanksgiving last year was anything but normal. My youngest daughter Katie had to do community service for NJHS (National Junior Honor Society) and she decided to help out on Thanksgiving at a homeless shelter. My wife had to work on Thanksgiving and my parents go to Arizona as soon as it starts to get cold. As long as I had to take Katie into St. Paul MN, I decided to volunteer my time also, along with oldest daughter Amy. Our day started at 6:00 a.m. Katie served breakfast to the homeless and Amy and I cut pumpkin pies for the next two hours. It was interesting to help and to see how food in this quantity is prepared. We made instant mashed potatoes out of 25 pound boxes, using a whisk the size of a boat ore to stir the potatoes. I made one kettle of gravy, 30 gallons at a time, and I still had to make more gravy. We used convection ovens that would cook forty gallons of green beans in eight minutes. Most of the food we prepared went to elderly shut-ins, and the shelter

FROM THE

Treetop

By Scott Packard, President/CEO

The conclusion of our 70th year in business reminded me of an old adage of March – "In like a lion, out like a lamb" with one glaring distinction – we entered and exited with the heart of lions.

We can be proud of our successes in 2003, not just by measuring sales or profitability, but by the expansion and retention of those we serve – our customers.

We were able to expand our role with MidAmerican Energy, Indianapolis Power & Light, Ameren and Xcel Energy, as well as fostering new and renewed relationships with Lansing Board of Water & Light, Commonwealth Edison, Consumers Energy, Empire Electric and Kansas City Power & Light to name a few.

In many regards 2003 was truly a remarkable year for our company and the outlook for the future remains encouraging. We continue to aggressively pursue the marketplace for opportunities that will best

opened its doors to anyone who wanted to come in for a Thanksgiving meal. I encourage anyone to spend the holiday helping the homeless and shut-ins. My daughters and I signed up for Christmas and we will be helping again this Thanksgiving." Thank you, Jeff, for sharing this wonderful experience with us!

"Went Out Of Their Way"

Erica Oreskovich from Xcel Energy emailed this compliment from a St. Paul MN customer who was high in praise of a crew's trimming work in St. Paul MN. The customer said the crew "went out of their way" to

showcase our strengths. Our reputation in the industry continues to reflect our core values of integrity, innovation, value and customer service beyond expectations. This, in no small part is a direct reflection of the principles each of us brings to the workplace everyday.

At our recent annual meeting and banquet we recognized 85 employees for their dedication and service to Wright Tree Service. In this group 10 individuals received awards for service in excess of twenty years!

Our company cannot achieve greatness without the tireless dedication and commitment to excellence of these men and women. As they passed a milestone of service, it is appropriate we honor and recognize this achievement.

They have chosen this path not from circumstance or luck, but a conscious choice to be great. It was of their choosing.

This newsletter is dedicated to them.

do a great job. She also added they were very courteous and professional, answering all her questions to her satisfaction. Needless to say – but she said it – she was very impressed, and so are we with **Foreman Matt Ohr** and **Trimmers Doug Knops** and **Ron Stevens**. Their **Project Manager** is **Robert Lien**.

Delighted In Duluth!

"When someone does an exceptional job, I feel compelled to take the time to thank them." That is how a Minnesota Power utility customer began his letter to the home office. The letter continued: "Your supervisor stopped by my home to
(continued on back page)

2004 ANNUAL MEETING PHOTO REVIEW



Special guest Gene Olson, who worked for WTS for over 50 years, led the guests in prayer before the banquet. Gene was Division Manager for the North Division before his retirement.



President/CEO Scott Packard congratulates General Foreman Mike Harris, Minnkota Division, on 30 years of longevity.



Scott Packard thanks Jay Allen, North, for twenty years of service to WTS. Another North Division 20-year man, Kevin Jung, was unable to attend.



Scott Packard paid tribute to these five 15-year honorees at the meeting. Top row, left to right, Tim Leiser, Central, Packard and Rick Hanson, Wright Tree Care; bottom row, Julie Chapman, Home Office, David Knapp, Minnkota, and Michelle Eggleston, Home Office. Jeff Peters, North, and Darrell Schmitt, Minnkota, were unable to attend.



Shown with Scott Packard, employees with 10 years of service, top row, left to right, Mark Barber, Southwest, Packard, Warren Hughes, Southwest; bottom row, left to right, David Knapp, Minnkota, Donna White, Home Office and Jeffery Rhodes, Southwest. Knapp also qualified for his 15-year award this year. Not pictured: Tim Bingaman and David Elder, Southwest; and Bill Aldridge and Jeremy Kernes, Wright Tree Care.



Six 25-year veterans were honored at the Annual Meeting. Shown with Scott Packard, left to right, Jeff Harris and Daniel Hawker, Minnkota, Kirk Schuster, Mountain States, Packard, Doug Vondal, Central, John Ruppert and Dale Venzke, Minnkota.



Will Nutter, left, Vice President/Division Operations and Michelle Eggleston, Benefits Administrator, visit with Minnkota Division's 35-year honoree Dennis Jacobs.



Obviously having a good time, left to right, Sally Black and her husband, Jerry, Central Division Manager; Steve Pietzyk, Operations Manager, and his wife, Cassie.



Southwest Division Manager Roger Hagen and special guest Ruth Marienau are all smiles at the Annual Meeting. Ruth worked for WTS for 35 years before retiring in 1993.



President/CEO Scott Packard was presented with a special gift in honor of his five years of longevity – an Elvis Presley Teddy Bear!

THERE'S SAFETY IN THESE NUMBERS!

569 Employees
Achieve Accident
FREEdom For Up To
Nine Straight Years!



209 Employees CENTRAL DIVISION

Roberto Alvarez
Heath Bengford
Noel Caceres
Donald Clubb
Danny Copp
Jason Crawford
Scott Dundee
Kevin Elliott
Francis Flory
Bruce Fuchs
Jerrad Garrett
Russell Gayer
Ernest Geoffroy
Patrick Giesler
Daniel Griswold
Phillip Gustafson
William Haggard
Jon Hanson
Stan Jones
Juan Linares
Paul Mitchell
John Moore
Matthew Nelson
Alanis Reyes
Joseph Roberts
Brian Ruud
Steve St. John
Max Stevanov
Larry Swan
Charles Thompson
Carlos Valentin
Michael Venditti
Doug Vondal
Bryan Waetzig
Howard Weedon
John Willits

NORTH DIVISION

Robert Anderson
Nathan Berge
Barry Bestland
Thomas Bianchi
Terrence Billing
John Bodamer
Thomas Brumm
Joshua Cook
Jerry Coy
Mike Ellis
Seth Erickson
Bo Fotouhi

Pete Gaal
James Germann
R. Scott Gietzel
Michael Gilbert
Stephen Hollister
Brian Hummer
Daniel Johnson
Mark Jones
Robert Kresse
Clint Lashley
Mitchell Lillie
John Luebke
Donald Martin, Jr.
Luke Marty
Wayne Marty
Kyle McCorkle
Brett McCully
Jeffrey McNamara
Rahn Mihelich
Keith Miller
Marvin Miller
Randrup Miller
Mike Moeller
Mike Price
Joseph Pulera
Keith Resch
Daniel Richmond
John Seeber
Colby Stacey
Nate Irving Stone
Dale Stout
Sean Sturnot
Steve Swenson
Robin Troxel
John Woythal
Jeremiah Yanke
Michael Yarnot
Joel Zolecki

MT. STATES DIVISION

Reynaldo Alcaraz
Stephen Baylock
Jose Blanco
Pedro Delgado
James Dolson
Jordan Durand
Mitchel Elwood
Jose Flores
Keith Gallegos
Jaime Garcia-Torres
Leopoldo Hernandez
Brent Hunter
Jason Kamalakis
Stanley Len
Joseph Martinez
Jonathan McCormack
Jesus Ramirez
Alvaro Valenzuela

DIVISION FORTY-FIVE

Modesto Abad
Rene Abad
Apolinar Arguello
Edgar Arriola
Audie Barnes
Javier Barrientos
Benjamin Bunton

Mario Cabrera
Emiliano Campechano
Cornell Capps
Anastacio Caracas
Jason Carter
Manuel Castro
Pedro Cruz
Victor De La Cruz
Israel Del Carmen
Benjamin Doyle
Hermilo Duarte
Cary Eads
Rick Eddelman
Steven Ford
Roberto Francisco
Chad Gallien
Manuel Gonzalez
Marcos Hernandez
Miguel Hernandez
Sergio Hernandez
Melanie Hurst
Benito Juarez
Florencio Martinez
Leonides Martinez
Margarito Martinez
Elias Mijangos
Carlos Moreno
Jesus Morrieta
Nathan Morrison
Eduardo Orozco
Federico Orozco
Roldan Padilla
Armando Palmero
Thomas Patrick
Bernardo Perez
Eugenio Prieto
Ronald Reynolds
Ivan Rodriguez
Baldomero Santa Maria
Jason Smith
Randall Thompson
Miguel Tiaz
Victor Torres

SOUTHWEST DIVISION

Tom Acker
Ervin Ashlock
Larry Bear
Peter Burkett
Ronnie Elmore
Michael Hall
Aaron Hendrix
Warren Hughes
Billy Rex
Kimberly Self
Stanley Sisk
William Welsh

MINNKOTA DIVISION

Larry Bingham
Jorge Campos
Keith Christianson
David Diaz
Steven Eickstadt
Ross Fleischaver
Mark Flood
Arnulfo Flores

Patrick Franzene
Tim Frink
Reyes Garcia
Garth Gatzke
Douglas Harshman
Allen Hedtke
Ivan Hernandez
Curt Houle
Bobby Isaacson
Ben Isbell
Mark Lambert
Damion LaPrairie
Anthony Lendt
Steven Ford
Roy Lockard
Roy Manson
Justin Montey
Michael Nelson
Aaron Olheiser
Chris Parkis
Darwin Phillips
Landon Poppens
Robert Reemts
Scott Ruzicka
Dillon Schultz
Robert Schultz
William Schumal
Lawrence Sorensen
William Sorensen
Geoffrey Spina
Timothy Sullivan
David Swanstrom
Leonel Tabora
Lowell Thorson
Joe Tijerina
Jason Truempler



110 Employees CENTRAL DIVISION

Jason Akins
Bobby Bailey
Travis Barker
Chad Behnke
Corey Booge
Matt Brown
Doug Buffington
Marcus Cornett
Richard Crane
Jason Davis
Dean Davolt
Wardell Dicus
Jerod Droge
Adam Ellis
Jacob Fruh
Randy Grell
Mike Hasse
Chris Hensley
Mark Jaquith
Ryan Johnson
Terri Kremer
James Maley

Patrick McDonald
Kyle Nelson
Michael Parsons
Mark Peterson
Michael Raygor
Sam Russell
Chuck Stoll
Bryan Turpin
Caleb Weber
William Wood

NORTH DIVISION

Robert Belden
James Bock
Dave Denny
William Glander
William Hillier
Tim Hohulin
Craig Jensen
Ronald Jones
Craig Lyles
Todd Lyles
Steven Mathews
Boyd Rasmussen
James White

MT. STATES DIVISION

Luis Castillo
Alan Coan
Michael Coffey
Thea Leasure
James Mahaffey
Jose Ponce
Fernando Sanchez

DIVISION FORTY-FIVE

Elmer Adams
Rigoberto Aguilar
Jose Arguello
Salvador Avalos
Marcus Bowling
Albino Bruno
Charles Cook
Fernando Custidiano
Ruben Custidiano
Ramon Diaz
Francisco Duarte
Anthony Feller
Ron Forrest
Larry Gadd
Enrique Graf
Arnaldo Graneros
Hector Gutierrez
Jason Harper
Aspen Herring
Welden King
Guadalupe Lopez
Donald Lovell
Fredy Martinez
David Miller
Mario Olivares
Gilberto Perez
James Reynolds
Donnie Richey
Ulises Sanabra
Robbie Stanton

SOUTHWEST DIVISION

Terry Alexander
Adolfo Alonso
William Cook
Jack Down
Robert Elmore
Jeff Glass
Richie Moreno
Casey Pequeen

MINNKOTA DIVISION

Jacob Burgener
Shane Camozzi
Pedro Castillo
James Devlin
Lonnie Frank
Arthur Gilliland
Mark Grundman
Timothy Hanson
Marlin King
Ted L'Allier
Jesse McManigle
Richard Nelson Sr.
Matthew Ohr
Joel Radel
Darrell Schmitt
Norman Shultz
Antonio Soto
John Turner
Brent Watzel
Gene Weiss



84 Employees CENTRAL DIVISION

Justin Bennett
John Bigham
Charles Boesenberg
Jason Dale
Kenneth Einfelt
Michel Foulks
Jerry Holder
Darin House
Jess Hout
Shawn Huffman
Ben Jacobs
Brad Keen
Tim Kisner
David Maurer
Jeremy McColley
Issac McNow
Geoff Miller
Travis Patterson
David Rodman
David Stapleford
Frank Weeks
Robert Wilson
Ray Wolken
James Woodling

NORTH DIVISION

George Anderson

Kevin Bednarski
John Carne
Tim Cart
Mauro Castillo
Jeremy Cobbs
Dan Epkins
Jeffrey Gilmore
Mike Hebert
Larry Hoskins
Trevor Jacob
Jakob Meyer
Brian Morin
Lawrence Nickel
Michael Orzel
Michael Ostendorf
Loren Pruitt Jr.
Duane Reich
Richard Reinel
Shawn Salmon
Dale Simek
Kevin Simmering
Debora Spoerke
Brian Steinke
Brandon Swiggum
Matthew Thesing
William Wallen
William Weber
Troy Webster
Duane Westhafer

DIVISION FORTY-FIVE

Charles Baker
Hughie Capps
Hugo Del Carmen
Steven Denton
Charles Gadd
Matt Hendrickson
David Parker
Terry Rich

MT. STATES DIVISION

Jaime Gonzalez
Denis Green
Scott Schreiter

SOUTHWEST DIVISION

James Bushue
Bill Childress
John Childress
Dale Holleman
Noel Lopez
Jerrod Main
Rockford Miller

MINNKOTA DIVISION

John Brezinsky
Jay Callahan
Richard Crowell
Alan Dobie
James Engelke
Sergio Limon
Robert Nelson
Steve Radel
Ronald Royal
John Ruppert
Jim Sieverding
Randy Workman



46 Employees CENTRAL DIVISION

John Atwood
Wes Bagby
Kevin Becker
Philip Boesenberg
Jeremy Buckholtz
Damon Burkhardt
Jonathon Cates
Aaron Cox
Cory Edwards
Tim Graham
Luke Grove
Chris Lenhardt
John Mains
James Martin
Kevin Rhoads
Dan Roberson

NORTH DIVISION

Brian Bennett
Jamie Bradway
Bret Chochoious
Christopher Finch
Kenneth Hermanson
George Hess
Tim Monn
Jay O'Laughlin
Randy Reynolds
Ernest Troxell
Thomas Winters

MT. STATES DIVISION

Guadalupe Bustos-Mendoza
Kathleen Chytka
Luis Maldonado
Benedicto Moran
Manuel Rodriguez
Joe Valdez

SOUTHWEST DIVISION

Michael Blain
Gary Claborn
Jimmy Hicks
Kevin Landers
Chad Rose
Leisha Self
Robert Self

MINNKOTA DIVISION

Carl Braatz
Steven Janousek
Brian King
Clinton Klukas
Randy Sterry
Ronald Stevens

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29 Employees

CENTRAL DIVISION

Jeff Adams
Lance Even
Frank Haller
Shawn Huff
Michael Jud
David Lenning
Asa Mapes
Danny McDonald
Travis Platt
Todd Powers
Scott Swisher

NORTH DIVISION

Gregory Arndt
Ross Boelk
John Bucher
Jerry L. Coy
Jonathon Davies
Harold Heider
Troy Jacob
Richard Lemke
Dale Panas
Joseph Stevenson
James Witucki
Bruce Wuchterl

MT. STATES DIVISION

David Jenson
Bernal Joel Ojeda
William Sutherlin

SOUTHWEST DIVISION

Leonardo Ponce
Lucko Self

MINNKOTA DIVISION

Keith Gummeringer



23 Employees

CENTRAL DIVISION

Earl Barlow
Patrick Boyd
Andrew Boyer
Jim Campbell
Fabian Gonzalez
Jason Martin
Jason Mohr
Larry Peterson
Gary Randolph
John Rogers
Robert Selhaver

NORTH DIVISION

Michael Collins
Michael Euteneier
Brian Marion

MT. STATES DIVISION

Jorge Alcocer
Abel Bernal Flores
Jose Alfredo Rodriguez

SOUTHWEST DIVISION

Larry Elliott
Mathew Silkey
Richard Soweka
Juan Valle

MINNKOTA DIVISION

Todd Discher
John Nyberg



11 Employees

CENTRAL DIVISION

Terry Barrett
Lawrence Eisermann
Lavernon Wright

NORTH DIVISION

Allan Bienemann
Kevin Jung
David Thomas
Tim Weber

MT. STATES DIVISION

Tim Jennings
William McCormick

SOUTHWEST DIVISION

James Bennett

MINNKOTA DIVISION

Brian Dempsey



16 Employees

CENTRAL DIVISION

Terry Brack
Steve Richey
Dennis Rubitsky
John Waring

NORTH DIVISION

Jay Hafemeister
Michael Kuhrt
Peter Nowicki
Dennis Wiese

MT. STATES DIVISION

Steven Bond

Roberto Lozano, Jr.
Tobin Wood

SOUTHWEST DIVISION

Mark Barber
Jeff Rhodes

MINNKOTA DIVISION

Byron Stahl
Robert Tyson
Tracy Yahnke



41 Employees

CENTRAL DIVISION

Bobby Bumgardner
Lawrence Cowan
James Kamp
Mark Moomey
Jeffery Neis
Doug Sibold
Tyson Young

NORTH DIVISION

Jay Allen
John Block
David Cash
Christopher Goral
Mark Hengstenberg
William Johnson
Steven Kauffeld
Scott Laux
James Panure
Jeff Peters
Scott Rice
Everett Smith
Mike Suprenand
Gerald Vincent
Steven Zach

MT. STATES DIVISION

Mark Nelson

SOUTHWEST DIVISION

David Elder
George Fields
Albert Johnson
Kenneth Johnson

MINNKOTA DIVISION

Gaylen Ackerman
Jay Bult
Marcus Doppler
Mark Frank
Keith Gugel
David Hanson
Robert Hanson
Daniel Hawker
Lester Imker
Dennis Jacobs
Mike Laffey
Richard Nyhus
Keith Alan Smith
Robert Steadman

2003 Longevity Awards



Dennis Jacobs Minnkota

30 YEARS

Mike Harris Minnkota

25 YEARS

Jeff Harris Minnkota
Daniel Hawker Minnkota
John Ruppert Minnkota
Kirk Schuster Mt. States
Dale Venzke Minnkota
Doug Vondal Central

20 YEARS

Jay Allen North
Kevin Jung North

15 YEARS

Julie Chapman Home Office
Michelle Eggleston Home Office
Rick Hanson WTC
David Knapp Minnkota
Tim Leiser Central
Jeff Peters North
Darrell Schmitt Minnkota

10 YEARS

Bill Aldridge WTC
Mark Barber Southwest
Tim Bingham Southwest
David Elder Southwest
Warren Hughes Southwest
Jeremy Kernes WTC
David Knapp Minnkota
Jeffery Rhodes Southwest
Donna White Home Office

5 YEARS

Jason Akins Central
Roberto Alvarez Central
Wes Bagby Central
Tom Bertrand Central
Jerry Black Central
Carl Braatz Minnkota
Russ Burk Central
Jonathan Cates Central
Bill Childress Southwest
Bret Chocholous North

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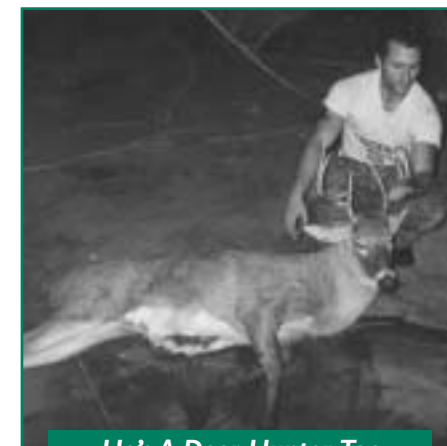
Have Crews – Will Travel!

General Foreman Al Garrow, Central, wants to acknowledge and thank these crew members from the Des Moines and Waterloo areas for helping out General Foreman Bill Glover in the Audubon County area.



No, Kids – It Wasn't Smokey!

General Foreman Jeff Harris, Minnkota, bagged a 250 lb. black bear in the Minnesota Bear Hunt, his second in four years.



He's A Deer Hunter, Too

Trimmer Luke White, Division 45 – the guy with the chipmunk recipe (See News from the Branches) – prepares to fill his freezer.



Too Big To Wrap!

General Foreman Doug Hansen, Central, sends us this picture of son Dillon, who shot this impressive buck on Christmas Day.



We're In The News!

Clearing in Waukesha WI (North) for American Transmission Co., Foremen James Bock, Boyd Rasmussen and Rick Reed; and Trimmers Jeremy Cobbs, Dave Kasch, Randy Miller and Troy Webster. Picture appeared in the Milwaukee Journal Sentinel. Joe Schulz is their General Foreman.



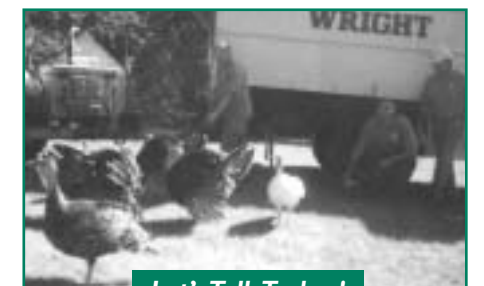
Looking Ahead

General Foreman Al Garrow, Central, waist high in snow, was mounting sprayers on trucks at the Des Moines IA garage, preparing for the MidAmerican Energy spray season.



Like Father, Like Son

Trimmer Craig Jensen, North, and his son Christian caught "a lot of walleyes," according to Craig, while ice-fishing this winter near Eagle River WI.



Let's Talk Turkey!

Foreman Jerry Coy, Sr. and Trimmers Tom Brumm and Ed Koester, North, are joined by a bunch of turkeys at break time.

BENEFITS

What You Should Know About The Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act (HIPAA) was signed into law on August 21, 1996, offering new protections for millions of American workers that improve portability and continuity of health insurance coverage.

HIPAA Protects Workers and Their Families By:

- Limiting exclusions for preexisting medical conditions (known as preexisting conditions).
- Providing credit against maximum condition exclusion periods for prior health coverage and a process for providing certificates showing periods of prior coverage to a new group health plan or health insurance issuer.
- Providing new rights that allow individuals to enroll for health coverage when they lose other health coverage, get married or add a new dependent.
- Prohibiting discrimination in enrollment and in premiums charged to employees and their dependents based on health status-related factors.
- Guaranteeing availability of health insurance coverage for small employers and renewability of health insurance coverage for both small and large employers.
- Preserving the states' role in regulating health insurance, including the states' authority to provide greater protections than those available under federal law.
- Improving disclosure about group health plans.

Preexisting Condition Exclusions

- The law defines a preexisting condition as one for which medical advice, diagnosis, care, or treatment was recommended or received during the six-month period prior to an individual's enrollment date (which is the earlier of the first day of health coverage or the first day of any waiting period for coverage).
- Group health plans and issuers may not exclude an individual's preexisting medical condition from coverage for more than 12 months (18 months for late enrollees) after an individual's enrollment date.
- Under HIPAA, a new employer's plan must give individuals credit for the length of time they had prior continuous health coverage, without a break in coverage of 63 days or more, thereby reducing or eliminating the 12-month exclusion period (18 months for late enrollees).

Creditable Coverage

- Certificates of creditable coverage must be provided automatically and free of charge by the plan or issuer when an individual loses coverage under the plan, becomes entitled to elect COBRA continuation coverage or exhausts COBRA continuation coverage. A certificate must also be provided free of charge upon request while you have health coverage or anytime within 24 months after your coverage ends.
- Certificates of creditable coverage should contain

information about the length of time you or your dependents had coverage as well as the length of any waiting period for coverage that applied to you or your dependents.

- If a certificate is not received, or the information on the certificate is wrong, you should contact your prior plan or issuer. You have a right to show prior creditable coverage with other evidence – like pay stubs, explanation of benefits, letters from a doctor – if you cannot get a certificate.

Special Enrollment Rights

- Are provided for individuals who lose their coverage in certain situations, including on separation, divorce, death, termination of employment and reduction in hours. Special enrollment rights also are provided if employer contributions toward the other coverage terminates.
- Are provided for employees, their spouses and new dependents upon marriage, birth, adoption or placement for adoption.

Discrimination Prohibitions

- Ensure that individuals are not excluded from coverage, or charged more for coverage offered by a plan or issuer, based on health status-related factors.

Disclosure Requirements

Plans are required to:

- Furnish a summary of any "material reduction in covered services or benefits" generally within 60-days after the change has been adopted by the plan.
- If an insurance company is used by the plan, list in the summary plan description (SPD) the name and address of the insurer, the services it provides, and an explanation of whether benefits under the plan are guaranteed under an insurance contract or policy.
- Include in their SPD information about where participants and beneficiaries can get assistance or information from the Department of Labor about their rights under ERISA, including rights under HIPAA.
- The disclosure rules also provide guidance on the use of electronic media (e.g., email) to furnish covered workers with required group health plan disclosures.

If you have questions regarding HIPAA and your benefits provided by WTS, please contact **Michelle Eggleston** at 1-800-882-1216. For questions regarding benefits under LINECO, please call 1-800-323-7268 and for TIC International call 1-877-423-9155.

S.E.T.



Up To The Task

Left to right, S.E.T. Director Keith Sheriff, Foreman Mike Laffey, Minnkota, Safety Supervisors Randy Remppe and Jim Lorrigan, General Foreman Scott Schweisthal, Minnkota, Foreman Danny Arvidson, Division 45, Foreman Bill Reese, Central, Foreman Brian Bennett, North; General Foreman Terry Strayer, Division 45, General Foreman Will Porter, Central, Safety Supervisor Marty Pingel, Foreman Nick Fox and General Foreman Tom Wipf, Mtn. States, General Foreman Danny McMillen, North, and General Foreman Mark Fuhrman and Foreman Michael Blain, Southwest.

The Wright Tree Service Task Force membership is made up of a General Foreman and a Foreman from each division. The group is responsible for reviewing and making changes, as needed, to existing Approved Work Methods and Policies, as set forth in the Wright Tree Service Foreman's Manual,

and also for the development and writing of new work methods and policies. Task Force XX met for two days in late January at the Des Moines office. Several changes were made at the meetings and these will be mailed within a month to all field management.

Good News . . . Sad News

The good news: **Safety Supervisor Randy Remppe's** son, Robert, married Lisa Brim on Valentine's Day. The sad news: the next day Robert left for an 18-month tour of duty in Afghanistan. We pray for Robert's safe return and a lifetime of happiness with Lisa.

2003 Longevity Awards, 5 Years (continued from page 8)

John Church	Minnkota
Gary Claborn	Southwest
Walter Derby	Mt. States
Lance Even	Central
Mark Flood	Minnkota
Bruce Fuchs	Central
Pat Giesler	Central
Jaime Gonzales	Mt. States
Tim Graham	Central
Luke Grove	Central
Frank Haller	Central
Doug Hansen	Central
Allen Hedtke	Minnkota
Sean Hegarty	Central
Shawn Huff	Central
Steve Janousek	Minnkota

Mike Jud	Central
Ray Kane	North
David Kasch	North
James Klukas	Minnkota
Richard Lemke	North
Chris Lenhardt	Central
Noel Lopez	Southwest
Aaron Lorrigan	Div. Forty-Five
James Mahaffey	Mt. States
John Mains	Central
Jakeb Meyer	North
Issac McNow	Central
Robert Nelson	Minnkota
Travis Platt	Central
Todd Powers	Central
Scott Packard	Home Office
Ron Royal	Minnkota

Fernando Sanchez	Mt. States
Robert Schultz	Minnkota
Lucko Self	Southwest
Robert Self	Southwest
Ross Self	Southwest
Lawrence Sorensen	Minnkota
William Sorensen	Minnkota
Geoffrey Spina	Minnkota
Ron Stevens	Minnkota
Joe Stevenson	North
Scott Swisher	Central
Darrell Thomas	Central
Charles Thompson	Central
William Weber	North
Troy Webster	North
William Welsh	Southwest
James Witucki	North