

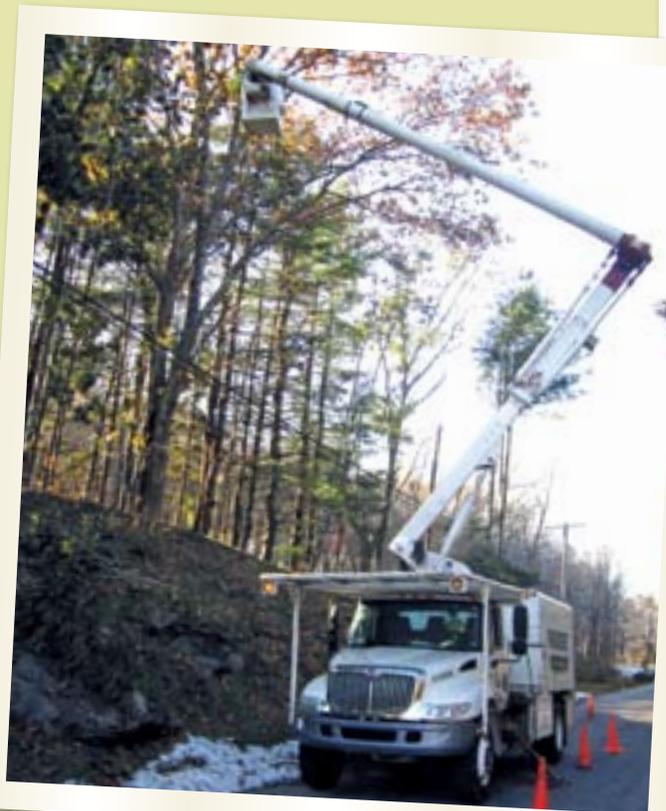
Our family tree

NEWS FROM THE BRANCHES

STORM ALFRED

After early, bitter winter storms ravaged the East Coast in October, Wright Tree Service crews went out to help resolve the overwhelming outages caused by debris hanging on power lines. A total of 300 Connecticut Light & Power crews and 600 crews from out of state, many from Wright Tree Service, assisted in cleanup efforts, helping to restore power to thousands of Connecticut residents.

More on page 2



SPECIAL SECTION

AWARDS BANQUET HIGHLIGHTS

SEE THE SPECIAL SECTION
BEGINNING ON PAGE 7

Wright
SERVICE CORP.



STORM ALFRED

WESTAR ENERGY

Travis Platt, Project Manager • Chad Berlin, Safety Supervisor • Jon Bigham, General Foreman • Roger Farley, General Foreman • Brandon Magee, General Foreman • Paul Mitchell, General Foreman • Roberto Alvarez, Foreman • Javier Ascencio, Foreman • Matt Cole, Foreman • Brandon Combes, Foreman • Francis Flory, Foreman • Bruce Fuchs, Foreman • Scott Greene, Foreman • Eric Gustafson, Foreman • Hernan Hernandez, Foreman • Mark Huxman, Foreman • Hector Linares, Foreman • Stan Jones, Foreman • Steven Lee, Foreman • Juan Linares, Foreman • Jose Lopez, Foreman • Josh Root, Foreman • Santos Ruiz, Foreman • Ruben Adame, Foreman • Matt Somers, Foreman • James Woodling, Foreman • Tyler Armstrong, Climber • Kevin Anderson, Climber • Oscar Angel, Climber • Brian Bedolla, Climber • Cesar Bedolla, Climber • Fransisco Bedolla, Climber • Jordan Born, Climber • Jason Chapman, Climber • Ted Cherry, Climber • Roger Lee Farley, Climber • Harold Fischer, Climber • Philip Lacey, Climber • Aldo Leal, Climber • Robert Mock, Climber • Scott Moorshead, Climber • Bryan Mowery, Climber • Jose Lopez, Climber • Firmin Oro, Climber • Raymond Teachey, Climber • Eduardo Saldana, Climber • Savador Saldana, Climber • Francisco Sanchez, Climber • Mike Tran, Climber • Dakota Wiggins, Climber

KCP&L

Travis Platt, Project Manager • Chad Berlin, Safety Supervisor • Bill Wood, General Foreman • Kevin Hough, General Foreman • Carlos Baca, Foreman • Carlos Torres, Foreman • Dan Adcox, Foreman • German Mendoza, Foreman • Mike Sanders, Foreman • Oscar Lopez, Foreman • Paul Reynolds, Foreman • Shawn Addox, Foreman • Tim Acker, Foreman • Todd Preator, Foreman • Aaron Goad, Climber • Arron Kroner, Climber • Brian Dalbey, Climber • Cory Wagoner, Climber • David Carpenter, Climber • Gene Greer, Climber • Hector Florido, Climber • Joe Pound, Climber • Magdiel Salas, Climber • Matt Frye, Climber • Nathan Flax, Climber • Ray Maggard, Climber • Ron Kobel, Climber • Shawn Breakfield, Climber

LG&E AND KU

Earl Simmons, Safety Supervisor • Tim Briggs, General Foreman • Earl Day, Foreman • John Pointer, Foreman • Donald Smith, Foreman • Olvin Vasquez, Foreman • Ricky Hayden, Climber • Nathan Johnson, Climber • John Stanley, Climber • Casey Wallace, Climber

CONSUMERS ENERGY

Bob Kirby, Project Manager • Earl Simmons, Safety Supervisor • Ken Carman, General Foreman • Mike Benbow, Foreman • Jose Bocanegra, Foreman • Jake Perry, Foreman • Brandon Seaman, Foreman • Zach Thiel, Foreman • Richard Denter, Climber • Scott Leslie, Climber • William Woodmansee Jr, Climber

Best He's Seen

In Bethel, Conn., a local police officer called in to help with traffic control near an area where then Division 45 Manager John Hurst had a crew working. The officer exclaimed how he had worked for more than 30 years in the area and Hurst's crew was one of the best he had seen. He said he appreciated their concern for safety and their attention to the project.

Great to See You

The small town of Southbury, Conn., was pleasantly surprised to see WTS crews after the winter storm left branches hanging and debris scattered about. Residents said the crews worked hard to clean up the area, working into December.

One resident complimented the crews of General Foreman Mark Pitt, saying "Thank you for all your efforts and professionalism."

Compliments also went to the crews of Foremen Josh Lewis and Jake Perry. According to another customer in the area, these crews did "an amazing job" on the maintenance work down his driveway. Both crews worked under General Foreman Keith Jackson while on storm.

To the Rescue

A customer in New Fairfield, Conn., called in to thank Wright Tree Service for coming to Connecticut's aid. "I wanted to extend my thanks because they came to the need of Connecticut, and it was awesome to see everyone working together." Special thanks to all of our storm crews!

Highway Help

A crew of General Foreman Mark Pitt traveled from Michigan to Lakeville, Conn., to answer a call for help. A highway had several branches and debris hanging

on power lines, which had caused extended power outages. The crews were described as "professional, courteous and doing a terrific job" preventing future destruction of the wires with their careful and meticulous work.

Going the Distance

A customer took some time to write and say how excellent all the crews were that came all the way from Michigan to Connecticut to clean up branches and underbrush after the snowstorm. He said he appreciated them letting him keep the wood chips on his property to spread in his pine forest and "make it look like a well-kept estate!" He exclaimed, "They all could not have been nicer, and I was amazed to learn that they were trained arborists." Crew members included Trimmers Herb Gamble, Michael Nieto, David Jaeger, Scott Cross, Tony Coburn, David McGormack, and Foremen Jerry Trivette Sr., John Nieto, John Bonsall, Cornelius Smith, Matt Allen and Joe Szeve. Crew members report to Mark Pitt, General Foreman and Acting Project Manager for Connecticut crews.

Helping Hands

A United Illuminating customer in Stratford, Conn., called to praise one of the crews who helped her family during the October snowstorm. She had posted a sign in her front lawn that read, "UI PLEASE HELP," and the crew answered the call. She described them as "fantastic" and "hardworking," and continued on to say, "They deserve above and beyond recognition for the excellent service they provided in my yard that day!" The crew included Foremen Matthew Somers and Jeff Adams, and Trimmers John Rooney, Manuel Solorzano, Scott Moorshead and Alejandro Lopez Negrete.

OUR NEW HOME OFFICE

The New Wright Service Corp. Headquarters

In March, we packed up, said goodbye to Valley Junction and our home office of more than 40 years, and moved into our new headquarters at 5930 Grand Avenue in West Des Moines, Iowa. We're now only a few miles away from our sister company, Wright Outdoor Solutions, and we have plenty of room to grow!

Just in the Nick of Time!

Just a little over a month after we moved offices, a storm blew through Valley Junction, tearing a large piece of the roof off our old home office building. Luckily, the building was vacant, and no one was injured! ▼



Rocky Palmer and Jim Lorrigan ▲



Back Row (Left to Right): Marna Falcone, Bonnie Strom, Kristie Ortiz, Jessica King, Kristy Reynolds, Erin Schweers, Vickie Mangold. Front Row (Left to Right): Lauri Hast, Nicole Kelly, Karen Widen, Becky Widen, Cindi Cummings ▶



Kelly Pettijohn and Sam Mintle ▼



GETTING THE JOB DONE!

A Wright Tree Service crew deals with rain and traffic as they prune trees around Westar lines. This photo by Mike Yoder appeared in the *Lawrence Journal World* last December.



HOME OFFICE

Teamwork

A big thank you to Payroll/Billing Specialist Bonnie Strom. Bonnie's dedicated hard work shines in her team being able to rely on her to help them out. A utility employee recently commented, "Thank goodness Bonnie does such a great job, or I'd probably be out of one by now!"

Kind Words

After receiving some help from Vice President of Administration Julie Chapman, Wright Tree Service retiree Denis Green expressed his appreciation of Wright Tree Service and staff like Julie. Denis explained his job with Wright Tree Service was the most satisfying one he'd ever held, and that it was his pleasure to work with OJ Feay under the supervision of Kirk Schuster with the support of administration. He added, "It is staff like you, Julie, who have responded to questions while I was employed by Wright, and even now that I have retired, have demonstrated their interest in present and past employees."

CENTRAL DIVISION

Unexpected Appreciation

Over the holiday season, a funeral procession passed three Wright Tree Service trucks near Des Moines. A couple that was a part of the procession wrote to describe how "every one of the crew members removed his hat and placed it over his heart as the procession passed." She wrote, "They had no idea who [the deceased] was, but stopped

for a moment to pay their respects." The crews included Foreman Ruben Saldana, Groundman Dakota Wiggins, Foreman Mark Huxman, Groundman Shawn Green and their General Foreman Paul Mitchell, as well as Foreman Javier Vidales and Trimmer Oscar Angel and their General Foreman Brandon Magee. "Our hats off to the caliber of people that work for your company!"

Thanks for Working Safe

A customer in Topeka, Kan., wrote in to thank Wright Tree Service for always putting safety first. "Your trucks have cones around them when on the job, and your people always have safety gear on. That's what I call putting safety first."

Compliments to the Team!

A customer in Ozawkie, Kan., wrote in to praise General Foreman Roger Farley, Foreman Nathan Flory and Trimmer Josh Sutton for their removal of a 70 foot tree from a difficult place in his yard. As the customer watched, he said the crew worked together "systematically" and "safely" to remove the tree. "We could see that they were very safety conscious and very skilled. Their attention to detail was evident in the way they communicated and listened to each other to remove the tree competently and safely," he said. The customer described the effective teamwork made his family feel like they were "in good hands." "We were very pleased by their professional teamwork. Nathan and Josh are certainly fine representatives of the Wright company."

Taking the Extra Step

A Wright Tree Service crew recently cared for a very large tree that had split and was resting on open wires and trees in a neighbor's yard. The customer wrote in to say the Groundmen did a nice job of cleaning up the debris and piling it in their yard and that they were professional and worked safely, yet efficiently. Congratulations to Foreman Brian Louderback and Trimmer Austin Ogle. Both men report to General Foreman Roy Wolken.

Special Thanks

A phone call from a Prairie Village, Kan., customer praised the exceptional work Wright Tree Service crews did along the power lines near a busy golf course. "They were very courteous in dealing with the traffic and are safety conscious and professional," he described. Excellent work! The crew consisted of Foremen George Gorton and Shawn Showalter, Trimmers Cory Wilson and Seth Pendleton, and Groundmen Brian Dalby and Blain Stewart.

NORTH DIVISION

Heroic Act

On Monday, March 26, while trimming in a residential area, Foreman Eduardo de Leon and his crew noticed a customer nearby grabbing an electrical service line. Quickly, Trimmers Michael Holder and Theodore Herrington reacted and began running towards the customer to get his attention. At this time, General Foreman Cesar Bustos also arrived on the scene. They explained the immediate danger and advised the customer not to attempt any line repairs or cleanup and to contact the utility

for electrical service line repairs. The customer thanked both Holder and Bustos for explaining the danger to him. What an act of heroism!

Special Thanks

A note was received recently about the outstanding work Wright Tree Service is doing in Missouri. The customer said, "The tree trimmers have been very professional and have done a great job pruning the area."

Preserving a Little History

A rural property owner in Princeton, Ill., wanted to commend a crew from Wright Tree Service on the professional job they did. He said they were very gentle with his 100 year old maple in the front yard and did not radically alter its appearance as he had seen happen to other trees over the years. "I realize the tree's days are numbered, but I wanted to keep it as long as possible due to its historic nature. It has grown there longer than there have been rural power lines out to the area," he said. Thanks to the Foreman, Pat Weston and Trimmer John Schmitt.

Appreciation

An Ameren Missouri customer called to express his appreciation for the great work provided by Wright Tree Service. "They were the nicest gentlemen," he said. "One employee even found my wallet and returned it. I usually call to complain, but I wanted to call today to compliment!" Deserving of praise are the crews of General Foreman Cesar Bustos.

FIRE RESCUE

Early the morning of Thursday, December 29, Foreman D.J. Hart and Trimmer Cody Weaver were retrieving gear from their trucks when they noticed flames coming from a house across the street. Noting the immediate danger at hand, Hart called for another Wright Tree Service crew, which included Foreman Bill Fornshell and Journeyman Colton Beams. Hart alerted the men, who had been working just down the street, to the fire and instructed them to call 911.

While Fornshell called 911, the other three ran to the house, where they learned that four residents had made it out safely but two more were still trapped inside. Instinctively, Hart and Beams attempted to enter through the front of the house, but after only a few moments inside, they were overcome by the smoke and had to retreat outside. Once outside, they learned the two residents were trapped in a back room of the house. Hart and Beams then ran to the back of the house, broke a window and called for the stranded residents, but got no response.

Meanwhile, Fornshell continued to direct the fire department to the scene, Weaver alerted nearby residents to evacuate, and both men tried to move the victims to safety. When Hart and Beams returned to the front of the house, they found the elderly woman and her son had escaped through a side door. The woman was lying at the end of the driveway, struggling to breathe. Hart picked her up and moved her to safety and oxygen. The crew members continued to secure the scene and aid EMTs until further help arrived.

According to battalion Chief Fred Schneller, the actions of the Wright Tree Service crews saved lives that day. "They saw something that needed done and did what they could do. They didn't just stand here twiddling their thumbs; they stepped up and helped and alerted us to the fire."

POWER ON!

Recently, a fireman in the St. Louis, Mo., area posted a video on YouTube about the work that Wright Tree Service had done for Ameren UE's Power on Program, designed to help keep power lines clear of debris. Check out the video he posted and the great things he had to say about Wright Tree Service!



Scan this QR code with your smartphone to view this video.



© Photos by Luke

VOLUNTEER DAY

On Saturday, February 25, Wright Tree Service assisted the Mathews-Dickey Boys & Girls Club with a volunteer work day project. Including three family members of two General Foremen, 22 people committed to help. The crews used three 70-foot lift trucks, one ATAB and three bucket trucks with chippers to complete the work in less than a day. Volunteers included Joel Rivera, Filimon Morales, Juan Moldonado, Jose Garcia, Dale Pewitt, Dustin Pewitt (14 year old son of Dale), Joe Pewitt, Chris Lorenz, Dustin Hart, Tony Gordon, James Ehlenbeck, Matthew Finley, Ricky Cravens, Luke Knight, Nicholas Henderson, Rob Bellew, Judy Bellew (wife of Rob), Jayden Davis (grandson of Rob), Kenneth Parker, Byron Hartssock and Dennis Koenig.

The youngest member of the Wright Tree team, Robert Bellew's grandson Jayden, age 4. ▶



IMPORTANT INTERVENTION

In February, a Wright Tree Service crew intervened when a private contractor ignored the risks associated with a dangerous tree removal. The private contractor was attempting to cut down a tree that was too close to the power lines when the tree became caught in the lines and broke the flyer, causing the lines to catch on fire. Noticing the fire, a nearby Wright Tree Service crew, including Foreman Ulysses Miranda and Trimmer Michael Holder, responded to the scene of the incident. In route, Miranda contacted General Foreman Cesar Bustos and alerted him to the accident.

Unaware of the obvious risks of falling lines, the private contractor continued to piece the tree, trying to free it from the power lines. During this time, Holder attempted to signal the private contractor and alert him to the hazards. The private contractor's response to this was unwelcoming and defensive, and he started to argue with both Miranda and Holder. Shortly thereafter, the fire department, police, and Bustos arrived at the scene. Holder briefed Bustos on the situation, and at the request of Bustos, Holder and Miranda began to secure the scene to protect the bystanders that had gathered too close. After being notified by Bustos of the situation, an Ameren lineman arrived on the scene and began his restoration work.

The situation seemed under control, but after speaking with police, the private contractor returned to the scene, ignoring the caution tape set up by the Wright Tree Service crew. Bustos approached the contractor and asked that he wait until the scene was secured before continuing his work. Hearing this, the contractor became confrontational and refused to cooperate. Witnessing the argument, the contractor's boss approached his worker and asked that he discontinue his work, so the Ameren crew could restore power.

In this situation, the private contractor ignored several safety measures including proper falling techniques and risk identification. With the help of the Wright Tree Service crew, the scene was secured, proper authorities were notified and the private contractor was kept out of harm's way.

2012 WRIGHT SERVICE CORP. AWARDS BANQUET



FROM THE TREETOP by Scott Packard, Chairman and CEO

2011 reminded me of the old adage for March, "In like a lamb, out like a lion."

We began the year with the worst financial performance in our history; that was the lamb part. But as we approached spring, we began to claw our way back. By August, we had regained our footing and were poised to have a very respectable year, one that conquered several adversities. Then, we got a bit of help from a lady named Irene and finished the year out like a lion, posting the second best year in company history.

As we embark on our 80th year in business, we have a lot to be thankful for. While much of our nation is still struggling to recover from the recession, we are growing. This year marked our 10th year in a row of record revenue. We created more than 200 new jobs and formed new, valuable business partnerships. Just a few months ago, we embarked on a new venture with Sustainable Environmental Consultants that will turn wood waste into reusable products for the utility and construction industries.

The outlook for 2012 is solid for all four of our companies. Wright Tree Service will be adding distribution crews to complement our transmission work in Oklahoma, Texas, Indiana and Michigan. We will also expand into Louisiana, Arkansas, and the perennial favorite, Kentucky, as well as return to Lansing Board of Water and Light and Oklahoma Gas and Electric Properties. Finally, we have secured new work with Pacific Gas and Electric in California and Austin Energy in Texas.

CN Utility Consulting is fast becoming a force to be reckoned with in their market segment, adding three new large contracts this year and welcoming leadership from our industry associations to solidify our reputation as the "go-to" company for industry

knowledge and expertise. Revenue is already up nearly 20 percent over the last year.

Terra Spectrum Technologies continues to develop and is a vital part of our overall strategy. Our VMSuite software is gaining momentum, with new deployments in the works, and a partnership with New Zealand based Surveylab and their ikeGPS product will help establish us as a leader in cutting edge workflow solutions for our industry.

Wright Outdoor Solutions is starting spring in the best financial position in company history, setting up the 2012 season strong. As their new jingle says, "Winter. Spring. Summer. Fall. Wright Outdoor will do it all!"

But best of all, Wright Outdoor Solutions has a new neighbor. After 40 plus years hanging out in Valley Junction, it was time to say goodbye to a place that saw this great company grow from very humble beginnings into an industry leader. We've grown from a one-man, one-city, one-saw operation out of John L. Wright's pick-up truck to a 30 state operation with more than 2,500 employees. But when the only spot left for a desk was a closet, we knew we had outgrown our home office. So on March 8, we packed up and moved a little further west to our new offices on Grand Avenue, just up the street from Wright Outdoor Solutions. It's a bittersweet goodbye to Valley Junction, but we will still be represented, since a six-man crew started on the circuit covering that area the week we left!



AWARDS BANQUET

STANDING OVATION

A unique award was bestowed upon Wright Tree Service at this year's banquet by Lone Star Division Safety Supervisor **Romeo Correa**. Romeo presented Chairman/CEO Scott Packard with a flag that flew on a C-130 Combat mission over Shindand AB Afghanistan in support of Operation Enduring Freedom. The flag was flown for Wright Tree Service as a token of appreciation for support of Technical Sargent Correa as a civilian employer. Romeo received a standing ovation from those in attendance at the banquet for his service to the country, and the flag is now proudly on display at the home office. ►



TCIA HEROISM AWARDS

Each year, the Tree Care Industry Association recognizes heroic acts. This year Wright Tree Service had two crews who received the honor.

► *Dan Williams accepted the award for his and Philip Westfall's heroic actions.*

►► *Cesar Bustos accepted the award for his, Jose Garcia's and Carlos Cruz's heroic actions.*



TCIA PROFESSIONAL COMMUNICATIONS AWARD

The Tree Care Industry Association also recognizes Marketing and Communications. This year, Marketing and Communications Manager Brescia Berg and Specialist Lindsey Cobie received a Professional Communications Award for the Wright Tree Service newsletter. Sally Cooper Smith and Robin Wastaney from Wright Tree Service's design agency Cooper Smith and Company were also recognized. ►



JOHN WRIGHT MEMORIAL ARBOR DAY AWARD

SAMANTHA WARD,
DRAWING WINNER

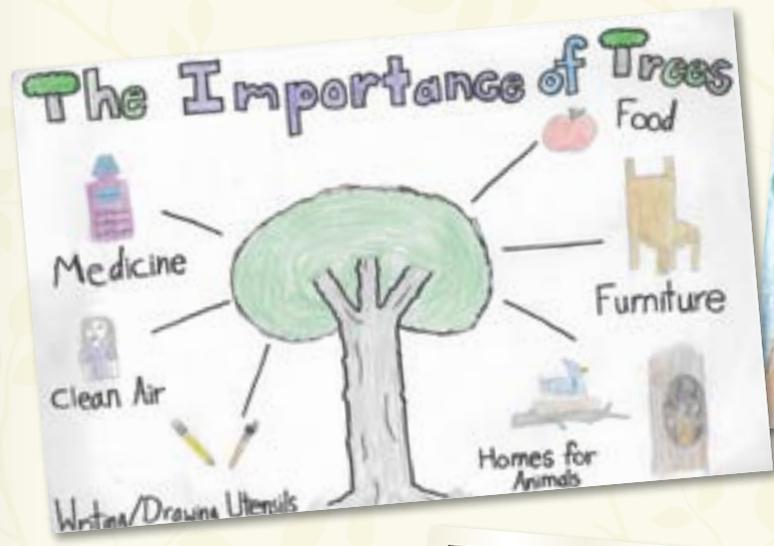
TYLER SIMON,
ESSAY WINNER

Samantha Ward, granddaughter of retired Home Office employee Lois Ward, was awarded first place and a check for \$500 in the Division 1 (Grades 3-5) drawing contest. ▶

Tyler Simon, grandson of Central Division Safety Supervisor Randy Rempe, was awarded first place and a check for \$500 in the Division 2 (Grades 6-8) essay contest. ▶▶

Jordan Gough, granddaughter to Wright Tree Service Division 40 Groundman Phillip "Woody" Salter, earned second place in the drawing contest. ▼

Reagan Hurst, granddaughter to Wright Tree Service Regional Manager John Hurst, earned third place in the drawing contest. ▶



Joel and Mya Radel



Angela and Jeff Kirby



Kait Foster, Corey Hurst, Chris Ehrenberg, Kristen Evers

SAFETY AWARDS

**MOST IMPROVED
INCIDENT RATE
PACIFIC DIVISION**

**LOWEST INCIDENT RATE
CENTRAL DIVISION**

Deserving crews from the Central and Pacific Divisions ▶



◀ Central Division



LONGEVITY AWARDS

35 YEARS

Larry Bingham
70/Minnkota, Foreman

Mike Laffey
70/Minnkota, Foreman

30 YEARS

Jim Lorrigan
Home Office, Safety Manager

Scott Schreiter
30/Mountain States, Foreman

25 YEARS

Ken Venzke
70/Minnkota,
Project Manager

20 YEARS

Gaylen Ackerman
70/Minnkota, Foreman

James Bennett
50/Southwest, Foreman

Edgar Koester
70/Minnkota, Trimmer

Scott Ogden
50/Southwest, General Foreman

Mark Rader, Home Office,
IT Manager

15 YEARS

Jason Akins
10/Central, Foreman

Todd Discher
70/Minnkota, Trimmer

Kenneth Draper
60/Lone Star, Project Manager

Tim Jennings
30/Mountain States, Foreman

Marlin King
70/Minnkota, Foreman

10 YEARS

Matthew Brown
10/Central, Foreman

Frederick Clark
50/Southwest, Foreman

Nick Fox
35/Pacific, Project Manager

Timothy Hanson
30/Mountain States,
Project Manager

Jason Harper
45/Indy, Project Manager

Ivan Hernandez
70/Minnkota, Foreman

Ernest Johnson
20/North, Foreman

Mark Jones
20/North, Foreman

Ronald Jones
20/North, Foreman

Roy Manson
70/Minnkota, Foreman

Herman Ohr
70/Minnkota, Foreman

Matthew Ohr
70/Minnkota, Foreman

Victor Pena
30/Mountain States,
Foreman

Joel Radel
70/Minnkota, Foreman

Shane Churchill
Wright Outdoor Solutions,
General Manager

Glenna Walker
Wright Outdoor Solutions,
Enhancement Foreman

► Ken Venzke, 70/Minnkota,
Project Manager



▲ Mike Laffey, 70/Minnkota, Foreman

▼ Jim Lorrigan, Home Office, Safety Manager





▲ Mark Rader, Edgar Koester, Gaylen Ackerman, James Bennett

▶ Marlin King, Ken Draper, Todd Discher, Jason Akins

▼ Back row: Tim Hanson, Ronald Jones, Jason Harper, Ernest Johnson, Ivan Hernandez, Herman Ohr; Front Row: Matthew Ohr, Shane Churchill, Joel Radel, Matthew Brown



LONGEVITY AWARDS

5 YEARS

Cuahtemoc Alcauter Bucio
45/Indy, Trimmer

Jorge Alfaro
45/Indy, Foreman

David Alvarez
60/Lone Star, Foreman

Ron Anderson
70/Minnkota, Foreman

Nicholas Antonin
50/Southwest, Foreman

Hector Armendariz
10/Central, Foreman

Anthony Berghold
50/Southwest, Foreman

Peter Bork
70/Minnkota, Foreman

Eddie Briley
50/Southwest, Foreman

Cesar Bustos
20/North, General Foreman

Jose Carrizalez
60/Lone Star, Trimmer

William Castillo
50/Southwest, Foreman

Brandon Combes
10/Central, Foreman

Jerry Cox
20/North, Foreman

Jose Cruz
60/Lone Star, Trimmer

Alan Dees
50/Southwest, Foreman

Jack Doyle Jr
20/North, Trimmer

James Ehlenbeck
20/North, Foreman

Brian Emert
20/North, Foreman

Julian Estudillo
45/Indy, Trimmer

Jose Flores
60/Lone Star, Trimmer

Nathan Flory
10/Central, Foreman

William Fox
45/Indy, Foreman

Jeffery Fredrickson
70/Minnkota, Trimmer

Peter Fredrickson
70/Minnkota, Trimmer

Moris Fuentes
50/Southwest, Foreman

Armando Gracia
30/Mountain States,
Foreman

Beau Grant
20/North, Trimmer

Bruce Gratzner
20/North, Foreman

James Heckrodt
20/North, Trimmer

Carlos Hernandez Ventura
60/Lone Star, General
Foreman

Moris Herrera
60/Lone Star, Foreman

Paul Hillebrandt
70/Minnkota, Trimmer

Lee Hillesheim
70/Minnkota, Trimmer

Raymond Holliday
50/Southwest, Foreman

Keith Jackson
45/Indy, General Foreman

Jose Jimenez
60/Lone Star, Trimmer

Christopher Knight
10/Central, Foreman

Dennis Koenig Jr
20/North, Foreman

Jamie Kozlowski
50/Southwest, Trimmer

Matthew Kroening
70/Minnkota, Trimmer

Gelacio Lara
60/Lone Star, Foreman

Javier Lara
60/Lone Star, Foreman

Buddy Lichlyter
50/Southwest, Foreman

Ivan Jimenez Linares
10/Central, Trimmer

Jose Lopez
10/Central, Foreman

Isidro Lucas
50/Southwest, Foreman

Victor Maldonado
45/Indy, Trimmer

Darlin Martinez
60/Lone Star, Trimmer

Ryan McClain
50/Southwest, Foreman



▲ Jesus Vetencourt, Lindsay Wasson, Will Porter, Cesar Bustos, Bonnie Sue Strom

William Mcdowall III
10/Central, General Foreman

Brian Mcmanus
70/Minnkota, Foreman

Juan Mercado
60/Lone Star, Trimmer

Mark Mercer
70/Minnkota, Foreman

Wilman Merlos
50/Southwest, Foreman

Tracey Mibbs
20/North, General Foreman

Annette Milner
45/Indy, Administrative
Assistant

Carmelo Miranda
70/Minnkota, Trimmer

Erik Molina
60/Lone Star, Trimmer

Jesus Morrieta
45/Indy, Foreman

Yaimar Oro
10/Central, Foreman

Edward Pacholke
70/Minnkota, Trimmer

Osby Pendleton
10/Central, Foreman

John Pentecost, 35/Pacific,
Foreman

Shawn Quaintance
70/Minnkota, Trimmer

Jeannette Riggans
30/Mountain States,
Administrative Assistant

Pablo Rivas
60/Lone Star, Trimmer

Jorge Rodriguez
60/Lone Star, Trimmer

Jose Rodriguez
60/Lone Star, General
Foreman

Rigoberto

Rodriguez
60/Lone Star, Trimmer

Victor Rodriguez
60/Lone Star, Trimmer

Michael Roll
20/North, Foreman

Jose Romero
60/Lone Star, Foreman

Joshua Root
10/Central, Trimmer

Carlos Salmeron
60/Lone Star, Trimmer

Emilio Salmeron
60/Lone Star, Trimmer

Juan Sanchez III
50/Southwest, Foreman

David Sanders
50/Southwest, Trimmer

Cesar Santos
45/Indy, General Foreman

Dennis Scharffbillig
70/Minnkota, Trimmer

Douglas Seaman
70/Minnkota, Foreman

Brad Shearer
70/Minnkota, Foreman

Jeremy Shrum
50/Southwest, General
Foreman

Cornelius Smith
45/Indy, Foreman

Levi Spratt
10/Central, Foreman

James Staubs Jr
70/Minnkota, Foreman

William Stauff
70/Minnkota, Trimmer

Charles Terrell
45/Indy, Trimmer

Erik Terwey
70/Minnkota, Foreman

Terry Trew Jr
10/Central, Foreman

Terry Trew Sr
10/Central, Trimmer

Emmett Trudeau
70/Minnkota, Trimmer

Juan Valdovinos
10/Central, Foreman

Rafael Varela V
60/Lone Star, Trimmer

Jose Violante
60/Lone Star, Foreman

Dustin Walton
50/Southwest, Foreman

Cindi Cummings, Home
Office, Payroll/Billing
Specialist

Bonnie Sue Strom, Home
Office, Payroll/Billing
Specialist

Jesus Vetencourt, Home
Office, Project Manager

Will Porter, CN Utility
Consulting, Director of
Consulting Services

Lindsay Wasson, Wright
Outdoor Solutions, Project
Coordinator

SAVE THE DATE! MARK YOUR CALENDARS! THE 2013 BANQUET IS SCHEDULED FOR FRIDAY, MARCH 8.

MOUNTAIN STATES

Kudos

An Xcel Energy customer wrote in to commend Wright Tree Service for caring for their neglected trees. The trees had sprouted many years ago and over time had grown invasive. After a WTS crew removed the trees and treated the roots to prevent further sprouting, the customer wrote, "Our backyard looks the best it ever has since we moved here nearly 13 years ago!" Congratulations to Foreman Tim Jennings and Trimmer Jonathan Padilla. Both men report to General Foreman Jarrod Johns.

High Regards

The Mayor of Newcastle, Wyo., recently wrote us a letter about how thrilled he was after Wright Tree Service contracted with Black Hills Power and Light to prune some trees and brush around the power lines. He said he was very impressed with the professionalism and teamwork that the crews displayed and many residents in the city also noticed a significant amount of precaution to maintain everyone's safety.

Outstanding

A Black Hills Power and Light customer wrote in to thank a Wright Tree Service crew for their work. "The job they did was outstanding, and when they were done, the area was cleaned up." The customer also went on to say the crew of young men was "very polite." The crew included Job Planner Josh Wideboer, Foremen Rodney Boadwine III, Eric Emery and Jeremiah Wildeboer, and Trimmers Jeremy McBride, Dale Silbernagel, Zachery Sirigano, Curtis Simon, Jesse Duncan and Leslie Lyle.

What You Can Expect

An impressed customer in Denver appreciated the work that Foreman Nick Casillas, Trimmer Jaime Casillas, and Groundmen Francisco Martinez and Roberto Araujo did at his house. He said, "They did a really great job and did everything exactly as I requested. Thanks so much for doing an exceptional job!" The crew reports to General Foreman Jaime Flores.

Top of the Line

An Xcel Energy customer wrote in to comment on a Wright Tree crew that Project Manager Joe Weldon had on the job at a local high school. He commended the crew on the incredible work they did to remove a tree without tearing anything down or slapping the feeders together. "They were probably the best tree crew I've ever seen!" he said. The crew consisted of Foremen Abel Bernal and Benedicto Moran, Trimmers Bernardo Robles and Antonio Bernal, and Groundmen Giovanni Lopez and Lee Lucas.

Dedicated Work

An appreciative Xcel Energy customer wrote to thank the crews of General Foreman Jaime Flores. "Thank you for all of your dedicated work in keeping our houses and power lines safe during this winter season of snow and ice."

PACIFIC DIVISION

Practice Tree Removal

"Personal and professional thanks to you and to Wright Tree Service!" said an email from a Folsom City arborist after a Wright Tree Service crew hosted a practice tree removal session at a local park and cleaned up all of the leftover large branches and trunk sections. "Wright has been

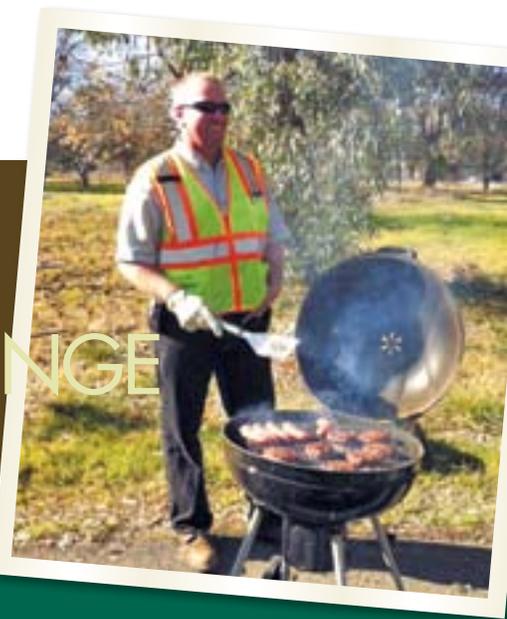
the best company as far as training their employees, enforcing safety measures, communicating about their plans and practicing quality workmanship," he said. He noted that while it can be especially hard to make customers happy while complying with all of the rules and codes, Wright Tree Service has completed a huge task of major clearance work with very few complaints. "Thanks for working with the communities of the Sacramento area, helping to keep the city clean and neat, and greatly reducing potential hazards," he said.

Passing By

A recent passerby in Reno, Nev., had this to say, "I had the pleasure of passing a convoy of your trucks and a van going into Reno, and I just wanted to tell you I have never seen a more organized and polite grouping of vehicles in my life." He appreciated how each of the vehicles was safely spaced while traveling at the proper speed limit. "Just a nice thing to see! Thank you."

SAFETY CHALLENGE

General Foreman Greg Yinger cooking lunch for the crew that won a monthly safety challenge in November. ▶



ALL IN FOR SAFETY

Foremen Dave Devries and Dan Bosik proposed a unique safety challenge to their crews last October: they would continue growing their beards every day their crews worked safe. By the end of December, the beards and crews were going three months strong!



◀ Dave Devries
Dan Bosik ▶



SAFETY FIRST

For this group of employees working on the AEP contract, safety matters. From January 5, 2011 to January 5, 2012 and counting, they have worked hard as a team to go more than a full year without any incidents! Way to go!

▲ Back row, left to right: Steven Ford (General Foreman), Chris Hudson, Jeffrey Mitchner, Timothy Bailey, Michael Bennett, Brian Fox, Robin Marshall. Middle row: Larry Allen, John Daniels, Joseph Reynolds, Christopher Dixon, Robert Jackson, Jose Rodriguez, Jason Harper (Project Manager). Front row: Arturo Sarrelano, Hermene Patlan, Aurelio Rodriguez, Delfino Rodriguez.

SAFETY DAY IN LEXINGTON, KY.

LG&E and KU Energy put on a live line safety demonstration for our tree crews in Lexington, Ky., earlier this spring.



DIVISION 45

Good Work

An appreciative customer in Kentucky wanted to recognize the great work a crew did safely and efficiently removing not one, but two large trees in his backyard. He said the trees were very difficult to get to, but the crew did a great job getting them down and cleaning up all the debris.

Couldn't Be More Pleased

A Kentucky Utilities customer wrote in to thank Foreman Efrén Vargas and Climbers Miguel Fierro and Juan Gonzalez for removing a cherry tree that had grown dangerously close to the power lines on her property.

"The men from Wright Tree Service were very professional, and I could not have been any more pleased with them." The crew reports to General Foreman Vinnie Pavcovich.

That A Boy!

A LG&E and KU Energy customer called in to congratulate Foreman Carroll Nichols and his crew for doing an excellent job taking down a dead tree that had been hanging over a three phase line that feeds into a dialysis center. Congrats to Carroll and his crew, who report to General Foreman Tim Briggs.

SOUTHEAST DIVISION

A Very Pleased Neighborhood

A customer from Goodwater, Ala., recently gave exceptional marks to a Wright Tree Service crew after they pruned some trees in her neighborhood. She said the crew came in after a storm had left debris hanging on power lines and after talking with several of her neighbors, she said they all seemed very pleased with the work. Foreman Ryan Harbison and Trimmer Dewayne Brown earned the remarks and report to General Foreman Walter Calvin.

Wonderful Job

After a crew pruned some low lying debris near a customer's home in Mountainbrook, Ala., she wrote in to compliment them. Deserving of praise are General Foreman Buster James, Foreman Jeremy James and Groundman Shawn Green. "All were professional and very, very nice!" she said.

Bragging Rights

A gentleman in Weaver, Ala., called in to give the crew in his neighborhood bragging rights. He was thrilled with the effort that the team displayed. "Not only did they work incredibly hard the week they were in my neighborhood, but they showed a great deal of professionalism. I have lived in Weaver all my life, have multiple properties there and am relieved to have a tree company that does a great job," he said.

Respectful

A customer in Chattanooga, Tenn., emailed the home office to say, "Those Wright guys out here are very respectful and do a wonderful cleanup. I have never seen a company have such generous employees. These guys went above and beyond; it looked like they were never there." The customer went on to explain it was a very cold day in February, yet the crews still worked very hard. Great work!

Quality Customer Service

A distribution line clearing specialist with Alabama Power recently passed along a compliment from a customer in Birmingham. "She was very complimentary of Work Coordinator John Thornberg and Foreman Michael Moody," the specialist said. The customer explained it was nice to see men who knew what they were doing. They explained the job to the customer beforehand and then completed the job as they had described. "I too appreciate the job they are doing and felt like you needed to hear I'm not the only one noticing the quality customer service." Both men report to General Foreman Jeff Johnson.

SOUTHWEST DIVISION

Professional and Kind

A City Utilities customer was very pleased with the crew pruning on her property. She said General Foreman Jason Yelton, Foreman Manual Beraza and Trimmers David Ramey and William Garrison were professional and kind. "We appreciate the work that Wright Tree Service is doing for the utility and the professionalism that is shown in your work," she said.

Great Job

A customer in Ozark, Mo., called in to let us know Foreman Brad Chan, and Trimmers Dustin Elliott and Jeremy Tinsley did a great job trimming on her property. Congratulations to the crew! All crew members report to General Foreman Wayne Pinkley.

LONE STAR DIVISION

Fabulous

An email received from a customer in Dallas, Texas, praised the "fabulous job" that General Foreman Rudis Ventura's crew completed. She worried about how her treasured trees would look after the crew pruned them and expressed her concern to the crew, who pruned what they were required to along the lines in the alley but preserved the side that faced her house. She greatly appreciated the care the crew demonstrated, and even her neighbors were pleased. Congratulations to Foremen Jose Luna and Jose Mejia, Trimmers Agustin Romero, Bernardo Pulgarin, Immer Sorto, Jose Valladares, Jose Fuentes and Rommel Ventura, and Groundman Eliazar Gonzalez.

Professional Service

It seems you just cannot beat Wright Tree Service's professional quality! Crews consisting of Foremen Baldomero Carrillo and Ramon Huerta, Trimmers Juan Melendez, Rafael Garcia and Julio Sanchez, and Groundmen Miguel Rivas and Hector Mendez in Fort Worth, Texas, received high remarks for their excellent work and exceptional, professional quality service.

Appreciation

A customer called to say just how great the Wright Tree Service crew working with General Foreman Jesus Látigo Ortiz was. The crew recently operated in Weatherford and Peaster, Texas. The customer, who operates his own tree service business, said he knows firsthand the importance of safety and that these crew members took it seriously and did their job right. "They were professional, their PPE was all in place and they did a great job!"

WRIGHT TREE'S GOT TALENT

Division 45 General Foreman Chad Fox was in need of a tailgate for one of his crew's trucks, so when Trimmer Tim Messner offered to help cut the tailgate down to size, Chad happily accepted! Tim took the piece home and carved the Wright logo into it, and his wife painted the logo. Tim said his hobby was making signs and he was happy to lend their talents to make the truck not only DOT compliant, but also look good!



Above and Beyond

An Oncor customer called in to compliment the crews of General Foreman Tony Morales. The customer explained the crews did a wonderful job on his trees, going above and beyond what they had to do and making sure to clean up everything. Congrats to Tony and his crews!

Eased Pain

A customer in Runaway Bay, Texas, had his trees pruned and was quite concerned with the outcome. But to his surprise, it was a "much less painful" experience because of General Foreman Donald Ortega and his crew. He said the crew was right on time, showed him how the trees would be cut and seemed to understand his wish for "no middle of the limb cuts." Great job!

Snickers and Soda

Some Red Oak, Texas, customers are extremely happy with their pruning results after a crew spent one and a half days clearing the lines on both sides of their street. "No more worries about weather forecasts with high winds or wet conditions," they wrote. "We have now moved the candles into the garage, since they are no longer needed." Since the crews left, they have not experienced any outages or blinks; the neighborhood can now see more clearly, since what they called the "jungle," has been cut back very nicely. The customers said the Wright Tree Service crew was professional, clean and efficient when they came through the neighborhood, going beyond the "call of duty," by pruning tree limbs below the other communications lines. And best of all, the customers gave the crew Snickers and Cokes the next day as a special thanks for their services.

MINNKOTA DIVISION

Special Thanks

General Foreman Arjan Lighthawk and Division Manager John Church spent the day together inspecting tree work done on some cable lines. As they ended the day, a customer stopped John to tell him how much he appreciated working with Arjan. "He's a good man, and you need to keep him around," he said. The customer explained Arjan was very respectful of his property and his opinion on the clearing. He said that he felt like Arjan really cared about the outcome of the work and he was happy to have worked with him.

WHERE'S WALDO? CAN YOU FIND THE WRIGHT TREE SERVICE HI VIS?

It may be hard to see, but this is a picture of 150 employees sent to work on some federal land, on a project that had to be completed by March 1. It took nine days straight, from sunup to sundown!



ON THE MOVE

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

NEW GENERAL FOREMEN

- ▶ Nick Antonini, Southwest Division
- ▶ Nathan Carlisle, Division 45
- ▶ S. Lance Clements, Southwest Division
- ▶ Rick Clendenny, North Division
- ▶ Chad Davis, Division 45
- ▶ Michael Duke, Southeast Division
- ▶ Ron Horn, North Division
- ▶ Jorge Lopez, Lone Star Division
- ▶ Chris Poling, Division 45
- ▶ Billy Rex, Southwest Division
- ▶ Jeff Rhodes, Southwest Division
- ▶ Chuck Ritter, Pacific Division
- ▶ Aaron Still, Pacific Division

NEW PROJECT MANAGERS

- ▶ Dan Smith, Division 45
- ▶ Joe Weldon, Mountain States Division

NEW SAFETY SUPERVISOR

- ▶ Paul Mitchell, Central Division

NEW DIVISION MANAGERS

- ▶ Greg Williams, Central Division
- ▶ Nick Fox, Minnkota Division

NEW REGIONAL MANAGERS

- ▶ Jerry Black, Southwest and Lone Star Divisions
- ▶ John Hurst, Southeast Division

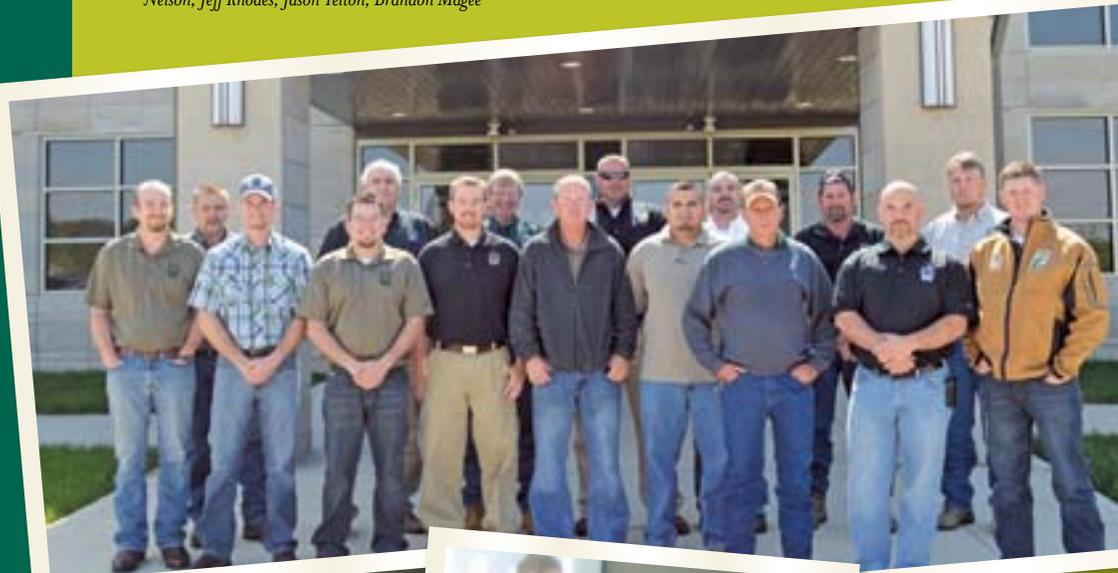
MOVIN' IN THE HOME OFFICE

- ▶ Marna Falcone, Payroll/Billing Specialist
- ▶ Sue Fangman, Accounts Payable Coordinator
- ▶ Adam Goldsmith, Junior Network Administrator
- ▶ Bailey Monahan, Subsidiary Accounting Assistant
- ▶ Jessica Myers, HR/Risk Coordinator
- ▶ Deanna Schulze, Drug & Alcohol Compliance Administrator
- ▶ Erin Schweers, Payroll/Billing Assistant Supervisor
- ▶ Roberto Tello, Help Desk Analyst
- ▶ Becky Widen, Payroll/Billing Specialist

GENERAL FOREMAN SCHOOL

General Foreman School was held for the first time at our new home office in April. **Congratulations to all the participants!**

Back Row (left to right): Chuck Ritter, Dan Smith, Jeff Johnson, Bill McDowall, James Bannister, Scott Hoyt and Cory Edwards; Front Row (left to right): Wesley Williams, Gavin Thompson, Ever Acosta, Rick Clendenny, Walter Calvin, Aaron Nelson, Jeff Rhodes, Jason Yelton, Brandon Magee



◀ It was a rough day on the job for Aaron Nelson.

NEW SAFETY SUGGESTION BOX

At Wright Tree Service, safety is our number one priority. If you have a safety suggestion, compliment, concern or general comment, we invite you to submit it to our new safety suggestion box.

Find it online at www.wrighttree.com or use your smartphone to open the QR code on the right.

The code will direct to the safety suggestion box, allowing you to submit your suggestion easily from your mobile device.



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

FAMILY CLIPPINGS



Adelina Ruth Thomas

Programmer Brian Thomas and his wife welcomed Adelina Ruth Thomas into the world on January 23.

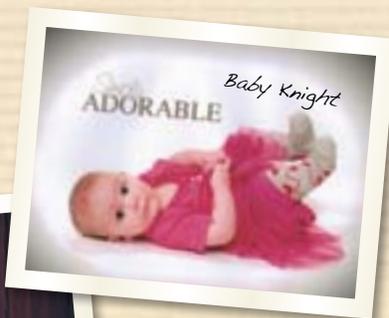
Payroll/Billing Specialist Bonnie Strom's daughter stopped by the home office on Valentine's Day with the Chamber Chorus she is a part of at Hoover High School. They performed "Wise Men" by Elvis Presley – a wonderful surprise!



Donna

Donna White had fun with some friends from her church recently on a trip to Hawaii. Between being semi-retired and working as "Girl Friday," she has also found time to travel to California, Hawaii and Arizona this year!

Central Division Foreman Chris Knight and his fiancée, Ashley, gave birth to a daughter, Aivah Dian, born October 19, and the happy couple was married on November 26.



Baby Knight

Southwest Division Foreman John Childress' daughter Jessica Childress graduated from Haskell Indians Nations University in Lawrence, Kan., with her associate degree and will return in August to complete her bachelor's degree in Education and Counseling. Son John graduates from Kellyville High School in May and also plans to attend Haskell in August.



The Bedolla crew

Central Division Trimmer Cesar Bedolla wrote in to say he works safely every day for the sake of his family! The Bedolla crew at home includes Cesar's wife Claudia and children Withney, Kimberly, Antonio, Cutzi Auralu, Dafne, and Zaira. What a great bunch!



Knight Wedding

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

