

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.*



A NEWSLETTER FOR
EMPLOYEES & FRIENDS OF
WRIGHT TREE SERVICE

SPRING 2013

Our family tree

Lone Star Division General Foreman Donaldo Ortega submitted this photo of dozens of Wright Tree Service trucks and crews gathered in a New Jersey parking lot one day while preparing to continue their storm restoration work. ►

Back to the Basics

By Rocky Palmer, Risk Manager

We've crossed the halfway point in 2013 already, and I can't help but ask myself, "How can we get back to the basics?" In this industry and on the job, we have a lot to think about. Often times, we get so caught up in those things that we forget to focus on the basics — most importantly, the basics of safety:

- Perform a hazard assessment of the work area before beginning your day.
- Assume all power lines are energized.
- Drive defensively and use signs and cones when parked.
- Always use two hands when operating a chainsaw.
- Contact your supervisor if you think a situation is too dangerous.
- Remain within speaking distance of a co-worker when working within 10 feet of a power line.
- Never drop or fell a tree or limb until you have looked to see the area is clear.
- Use your personal protective equipment (PPE) at all times.

Here at Wright Tree Service, our culture of safety remains our biggest focus. We have invested in an elaborate Safety Education and Training program, with nine safety supervisors on staff. Part of our culture of safety is using the basics to guide how we function as an individual and as a team on a daily basis. This makes Wright Tree Service a stronger and healthier operation. Each one of us has a job to do and a family to go home to. Going back to the basics can ensure that we can do both of those each and every day.

Whether you're at home, in the car, or up in the bucket truck, many of these basics of safety are applicable. When those basics are at the forefront and you act upon them, everyone around you benefits.

We all know that mistakes will happen. The 2013 Spring Safety Challenge was successful, but not completely without incidents. As we placed that extra special focus on safety over the three weeks of the challenge, we were focusing on the basics. It is something that must be done each and every day. Thank you for your effort during the challenge, today, and in the future!



STORM TEAM HURRICANE SANDY 2012

After Hurricane Sandy ravaged the East Coast in October, 81 Wright Tree Service crews made the trip to New York and New Jersey to help restore power. *Read more on page 4.*

¿USTED PREFIERE LEER ESTA REVISTA EN ESPAÑOL?



Esta en nuestra
página de internet!
Escanee el código
QR con su teléfono
inteligente o

dirijase a www.wrighttree.com y
haga clic en Newsletter.

SPRING SAFETY CHALLENGE

TARGET ZERO

Congratulations to the 133 General Foremen listed below and their crews for successfully completing this year's challenge with zero incidents. That's almost 93 percent of our General Foremen and their crews! These employees have demonstrated that with the right safety culture and determination, they can achieve Target Zero and go home safe.

Special acknowledgment goes to Divisions 25, Pacific, Southeast, and Wright Tree Service of the West for completing the challenge with zero disqualifying incidents! The Regional Manager, Division Managers and Supervisors, Project Managers and Safety Supervisors in these divisions are commended for their leadership in safety.

CENTRAL DIVISION

Mitch Frye – Project Manager • Travis Platt – Project Manager
Roderick Breakfield • Roger Farley • Kevin Hough • Jerry Hoyt
Chris Lenhardt • Lucas Loftin • Brandon MaGee • Bill McDowall
Steve Olson • Daniel Williams • Thomas Wipf • Ray Wolken
Bill Wood

NORTH DIVISION

Rob Bellew – Project Manager • Jason Bryant • Cesar Bustos
Nick Ditta • Jeff Gilmore • Gary Higgins • Bryon Honea
Ron Horn • Sam Hott • Scot Lay • Jacob Lewis • Chris Lorenz
Brett McCully • Tracey Mibbs • Brad Moreland • Don Parrish
Dale Pewitt • James Smock • Dale Stout

DIVISION 25

John Hurst – Regional Manager • Ken Venzke – Division Manager
Jason Harper – Project Manager • Steve Ford • Jayson Foreman
Ronnie Gibson • Angel Rodriguez

MOUNTAIN STATES DIVISION

Joe Weldon – Project Manager • OJ Feay • Jarrod Johns
John Pentecost • Jaime Flores Rocha • James Swisher

PACIFIC DIVISION

Rick Bonifas – Division Manager
Shane Tennison • Gavin Thompson • Shawn Woody

WRIGHT TREE SERVICE OF THE WEST

Rick Bonifas – Division Manager • BJ Forsythe – Project Manager
Jeramie Socey • Robert Spittler • Aaron Still

SOUTHEAST DIVISION

Jeff East – Division Manager • Anthony Brown • Cesar Martinez
Aaron Swallow • Joe Singley • Brian Walker

DIVISION 45

Ever Acosta • Gordon Adams • Matt Allen • Tim Baker
James Bannister • Ken Carman • Miguel Duarte • Chad Fox
Cesar Garcia • John Huizenga • Keith Jackson • Fred Parker
Mark Pitt • Chris Poling • Doug Royal • Terry Southerland
Joey Williams

SOUTHWEST DIVISION

Afton Stanko – Division Supervisor • David Aguilar • Nick Antonini
Rolando Bautista • John Bedsworth • Michael Blain • Larry Bryant
Sie Camacho • Stephen Clements • Arthur Colbert • Rafael Garcia
Jesus Garza • Randall DeJager • Marvin Johnston • Scott Ogden
Jackie Pendergrass • Wayne Pinkly • Jeff Rhodes • Jeremy Shrum
Rocky Soliz • David Trevino • Jason Yelton • Eloy Zapata

LONE STAR DIVISION

Ken Draper – Project Manager • Juan Gonzalez – Project Manager
Milton Ventura – Project Manager • Tim Wright – Project Manager
Santos Aguilera • Fidel Alvarez Raul Alvarez • Mike Clark
Kenneth Collins • Joel Guitz • Imber Hernandez • Jose Hernandez
Michael Hernandez • Reymundo Hernandez • Benito Huerta
Billy Jackson • Joel Lopez • Jose Lopez • Antonio Morales
Riley O'Quinn • Donaldo Ortega • Jesus Ortiz • Thomas Plummer
Rigoberto Reveles • Gustavo Rodriguez • Oscar Rodriguez
Oscar Salmeron • Ross Self • Jose A. Suarez
Carlos Hernandez Ventura • Rudis Ventura

MINNKOTA DIVISION

Bob Lien – Project Manager • James Bock • Martin Campbell
Fran Cherek • Herb Coy • Jason Dorow • Jim Engelke • Jeff Harris
Michael Harris • Dan Hawker • Boyd Rasmussen • Bill Schumal
Scott Schweisthal • Ira Signalness

Challenge Coins

Recently, Wright Tree Service implemented a Challenge Coin program where the 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.

Those deserving of the recognition since the program's inception include:

CEO COINS

- **Jose Luna**, Lone Star Division, for a heroic aerial rescue.
- **Bill Schumal**, Minnkota Division, for his initiative in promoting safe workplace practices through the "Drop Zone Struck-By Elimination Plan."
- **Tim Bingaman** and **Jerry Ledet**, Lone Star Division, for outstanding customer service to Oncor.
- **Brescia Berg**, **Cesar Contreras**, **Kevin Fitzpatrick**, **Jeff Kirby**, **Alan Mace** and **Kristy Reynolds**, Corporate Office, for their leadership during the March water damage disaster.

SAFETY COINS

- **Dennis Stillman**, Southwest Division, for his outstanding open-faced notch while felling a hackberry tree.
- **David Coffelt** and **Bill Leonard**, Southwest Division, for their professional attitudes and for caring for the job site set-up, work area and equipment.

VICE PRESIDENT COINS

- **Joey Williams** and **David Tabor**, Division 45, for being among the first responders to the scene of an accident near a worksite, where they blocked off traffic, recommended medical care and assisted a sheriff.

Approved Work Methods

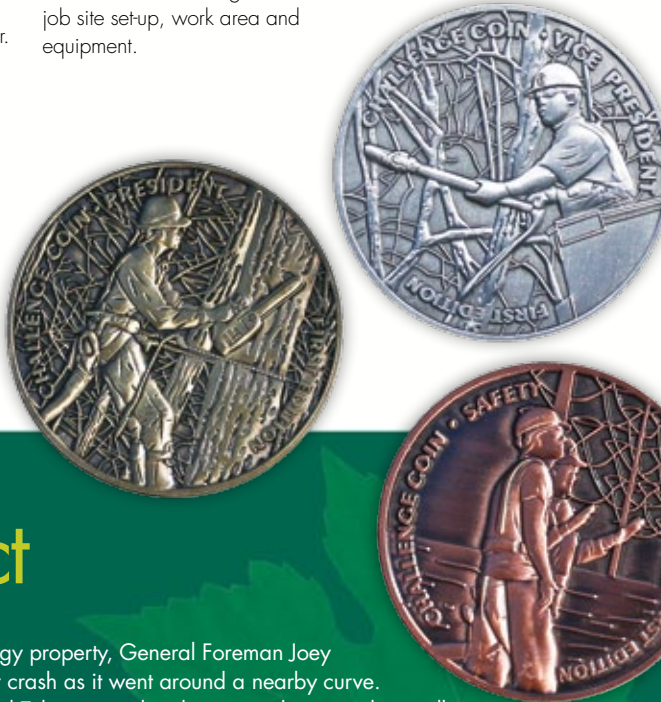
Nine employees from Wright Tree Service were invited to join Task Force XXIII, held December 4-5 at the corporate office. The group worked to develop new approved work methods (AWMs) and update a few existing ones. These AWMs will be published in the next Foreman's Manual upgrade.

"The members of Task Force XXIII held a great wealth of knowledge and experience from around the company," said Jim Lorrigan, Safety Manager. "This group worked very hard to accomplish the tasks presented to them."

The Task Force consisted of North Division General Foremen Adrian Oliver and Jake Lewis; Division 25 General Foreman Jayson Foreman; Mountain States Division General Foreman Glen Crabtree; Southeast Division General Foreman Erik Sveum; Division 45 Safety Supervisor Nathan Carlisle; Southwest Division Supervisor Afton Stanko; Minnkota Division Project Manager Boyd Rasmussen; and Minnkota Division Trimmer Pete Weber.

Heroic Act

While working on Blue Grass Energy property, General Foreman Joey Williams and his crew heard a car crash as it went around a nearby curve. When Joey and Workplanner David Tabor arrived at the scene, they saw the small SUV had flipped and come to rest on its side. Since the overturned vehicle was in the center of the road on a curve, Joey and David positioned their vehicles at both ends of the curve and blocked off traffic in order to avoid another accident. After a sheriff's deputy arrived at the scene, Joey and David assisted him by continuing to block traffic until the vehicle was cleared from the road. Both boys in the vehicle refused medical attention, but after seeing the accident, Joey and David encouraged one of the boys' mothers to have them seek medical attention to be sure. Once the wreck was clear, the sheriff's deputy thanked Joey and David for their assistance.



Hurricane Sandy Response

A total of 81 Wright Tree Service crews were sent to the East Coast to respond to Hurricane Sandy in October. The crews headed New York and New Jersey to work on Central Hudson Gas & Electric, National Grid and PSE&G properties. They were there for two weeks. The crews were released from contracts with utilities in Illinois, Indiana, Michigan, Missouri and Texas, including Lansing Board of Water & Light, Indianapolis Power and Light, Ameren Illinois, Ameren Missouri, Consumers Energy, Oncor Electric, and City Utilities of Springfield, Missouri.

STORM TEAM HURRICANE SANDY 2012

Matt Alan • Jose Alvarez • Jose Antonio • Joe Aquino • Kyle Bales • Clint Barlow
Roberto Barrious • Jesus Benavides • Sergio Benitez • Anthony Berghold
Bob Bowers • Ryan Boyce • Jeremy Bradley • Dan Brown • Freddy Calbillo
Joey Campos • Ken Carman • Mickey Carman • Wesley Carter
Ethan Cheeseman • Rick Clendenny • David Coffelt • Justo Condado
Victor Condado • Romeo Correa • Sid Crawford • Rodolfo Cruz • Eutiquio Cruz
Buford Cummings • Doug Cummings • Danny Daniels • Derek Rhodes
Donald Hart • Donald Euler • Dustin Dubbins • Hugo G. Escobar
Carlos Espinoza • Bryan Fleischauer • Nicholas Flores • Victorino Flores
Pedro Fuentes • Max Gaines • Joel Galaviz • Ricky Galvan Jr. • Edgar Garcia
Christian Garcia • Eric Garcia • Jeff Gilmore • Charles Glad • Justin Goble
Caleb Gomez • Rene Gomez • George Granter • Windell Griffin
Milton Gusman • Rigoberto Guzman • Heldt Hadanek • Dustin Hall
James Hance • Brian Harbison • Ben Harper • Andrew Dale Harris
Bob Hemmen • Jose V. Hernandez • Juan Herrera • Chris Hoffman
Christopher Holmes • Joe Huff • Mike Humphries • Travis Inman • Jose Jimenez
Armando Jimenez • Josh Justus • Donny Kane • Terry Kane • Daniel Kirkwood
James Lawrence • Curtis Leitch • William Leonard • Jorge Liquez • Jose Lopez
Jorge Lopez • Nick Lorenz • Ladd Love • Sam Lozano Jr. • Luke Durso
Martin Mancilla • Jeffrey Manning • Simon Martinez • Robert Martinez
Rifino Martinez • Darlin Martinez • Santos Martinez • Dennis Martinez
Fermin Martinez • Charlie Miller • James Miller • Johnathan Mills • Victor Molina
Juan Moreno • Tommy Morris • Justin Morris • Marcos Navarrette • Jonathan Neal
Aaron Nelson • Gerardo Nunez • Regulo Ocastro • Marcelo Olais • Allan Olivo
Nate Olson • Pedro Osorio • Kenny Parker • Jacob Perry • Dale Pewitt
Domingo Picena • Mark Pitt • Chris Poling • Leonardo Ponce • Enrique Puebla
Scott Querio • Rodrigo Quinones • Richard Ramey • Santos Resendis
Alejo Resendis • German Resendis • Joaquin Resindis • Jose Reyes • Raul Rivas
Edwin Rivas • Raul Rivera • Clayton Roberts • Wyatt Roberts • Gary Rodgers
Gustavo Rodriguez • Oscar Rodriguez • Manual Rodriguez • Alfonso Rodriguez
Victor Rodriguez • Jorge Rodriguez • Juan Rodriguez • Jose Romero
Bradley Rouse • Gilberto Ruiz • Chris Saling • Eder Sanchez • Kelly Saylor
Caleb Searease • Lucko Self Jr. • Chris Selover • Jose Serrano • Leonard Sheldon
Jeremy Shrum • Salvador Silva • Felipe Silva • Tyler Simmons • Tom Smith
Rocky Soliz • James Son • Matthew Stevens • Charles Terrell • Zach Theil
John Tracy • Jerry Trivette Sr. • Miles Vanvalkenberg • Santos Velasquez
Jose Velasquez • Milton Ventura • Rodolfo Villatoro • Ricardo Villegas
Ben Wickersham • Vicente Zalvala • Fermin Zamudio • Santos M. Zetino
Gerardo Ziniga • Leobardo Zunija

Lone Star Division crew members working in Maywood, New Jersey, get ready to remove a tree that landed on a power line, causing an outage. ▶

North Division crews released from Ameren Illinois gather together for a photo while working to restore power. ▼



◀ Lone Star Division General Foreman Oscar Rodriguez sent in a photo of what he was seeing while cleaning up the aftermath of Hurricane Sandy.

Safety Supervisor Romeo Correa sent in a picture that captured several Wright Tree Service Lone Star Division crew members who worked on Hurricane Sandy restoration. ▼



"I just want to say thank you for sending your folks to New Jersey to help with the damage from Sandy. We were out of power for six days when three of your trucks showed up, cut a few trees off the power line, and let PSE&G turn our power back on. They were quick, they were professional, and they did not want coffee. On behalf of my neighbors and myself, I want to express our appreciation for your folks coming here to help us out after the storm."

"Thank you! Your crews just came by and did an amazing job! I want to thank you for your help."

- New York City, New York

"The morning after Sandy, a Wright Tree Service truck showed up to clear a tree that was on the power line. I don't remember the names of all the gentlemen working, but they were very professional and helpful. I offered to get them some drinks and food, and a neighbor tried to give them some money for the same, but they refused all offers. I wanted to write to you to express my gratitude."

"I saw your trucks heading up I-270 today, and it was really cool to see your company getting ahead of the storm heading into the east. Godspeed."

- Columbus, Ohio

"I just wanted to write and say thank you to your company. I live in South Jersey, and as I was driving on I-295 South this morning to go into work, I passed about 10 of your company's trucks. My family and I were fortunate enough during this hurricane to not have any severe damage. But I do know plenty of people who are without power because of huge downed trees and in need of your services. Thank you again and be sure to give every one of your employees who contributed to this relief an extra bonus!"

"Thanks for coming to Ashford Drive in Syosset, New York, and getting trees off power lines. We now have electricity back. Your workers should be commended. Thanks again!"

"I would like to send a big thank you for your workers that came to New Jersey to help clean up from Hurricane Sandy. Between thousands of fallen trees and the devastated shore areas, we appreciate all the out-of-state workers that have come to help. We are Jersey strong, and we will be back!"

"I saw your fleet of trucks in Lindsen, N.J., and wanted to say thank you so much for helping us get our state back in order."

"Thank you for sending crews to help with tree clean up after Hurricane Sandy. I saw your trucks in northern New Jersey. While most of my town now has power, there are still areas where it has not yet been restored. As an Iowa State University graduate and a participant in RAGBRAI this year (I was even in West Des Moines!), I appreciate that your staff came 1,000 miles to help."

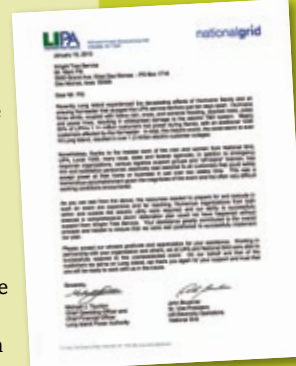
"I want to take this moment to thank your crews for working in my neighborhood in Long Island

by pruning those trees so a local electric company can get our power on. It has been off for 13 days now. Though I didn't talk to any of your crew members, I wanted to thank you and would like to applaud your efforts."

"I was driving home through a village called Muttontown and came over a hill to see at least 15 of the Wright Tree Service trucks lined up down Route 106, around the corner and up a side street. Our area looks as though it has been ravaged by hundreds of tornadoes, knocking down trees and power lines. It was an emotional feeling to see the sacrifice your people have made to 'Wright' our aftermath, and for that, I am truly grateful. It is a humbling experiencing to see what Mother Nature can do, and one is grateful for the small things. We have many here who are struggling with the loss of their homes, let alone no power, so I am truly blessed. The sight of the Wright staffers is proof that we are all one family, and it was kind of our Iowan cousins to lend a hand! Please let everyone know how much we appreciate their time, effort and sacrifice." ▼

Sincere Gratitude

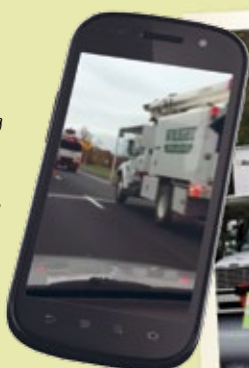
Two utilities, Long Island Power Authority and National Grid, wrote a joint letter to Wright Tree Service thanking us and others for the work done within their service territories after Hurricane Sandy. "Our ability to successfully execute a comprehensive storm restoration plan could not have happened without support from Wright Tree Service. Your assistance greatly contributed to the overall process and helped to ensure that we were well positioned to successfully implement our plan. Please accept our sincere gratitude and appreciation for your assistance. Working in partnership with your organization and others, we at LIPA and National Grid were able to successfully respond to this unprecedented event. On our behalf and that of the customers we serve on Long Island, we thank you for your support and trust that you will be ready to work with us in the future."



Nemo Response

In February, 10 Wright Tree Service bucket crews were released to respond to Winter Storm Nemo, including Division 45 Supervisor Cory Kobernick and General Foreman Wesley Williams, and 10 employees from LG&E and KU Energy property, as well as Division 45 General Foreman Terry Southerland and 10 employees from Indianapolis Power and Light property. They departed for New York to stage and wait for the storm. Though the power outages that were expected to result from Nemo did not occur, they were ready!

A passerby in Greenwich, Conn., sent video footage of our trucks driving down the highway, heading east to help with Hurricane Sandy. "Thank you in advance for all that you do!" he said. ►



From the Treetop

By Wade Myers, Vice President of Operations



Traditionally, we use this space to inform you of the growth and performance of our company, and I can tell you we have achieved consistent growth that has positioned us to be successful in our industry for years to come. But as I reflect back on the last few years, I can't help but think of the cultural growth our company has seen. It wasn't that long ago that our service territory stopped at the Rocky

Mountains to the west and the Ohio River Valley to the east. Today, we are seeking opportunities everywhere, with no boundaries to hold us back.

With this growth, we have been able to enjoy a whole new world of experiences, and some challenges, too. We have employees in Northern California and Oregon working in redwoods and Douglas firs at heights above 200 feet while employees in Florida are working with palm trees. Our crews might be working alongside apple, orange or grapefruit orchards as well as vineyards and oceanside communities. I have also seen our crews working near wildlife including elk, buffalo, eagles and alligators. These things are in contrast to the oaks, maples, and cottonwoods, and deer, turkey and cattle that I had become accustomed to seeing on my visits with crews.

Our crews in Oregon and Washington work in wet weather for months at a time, while their counterparts in the South work in 100 plus degrees for months at a time. Crews in the Black Hills of South Dakota and the Rocky Mountains of Colorado will be working in areas devastated by mountain pine beetles, while crews based near the east and south coastlines continually respond to devastating storms.

These situations have presented enjoyable challenges for me these past few years, and I have continually watched our crews rise up and meet them. As a company, we can not only expect our new employees to adapt to us. We also have to learn from them in order to succeed and grow. We have learned a lot from our employees, especially in these new areas, and in my opinion, it has made us a much better company. I know that I personally have grown, and I am excited for the next challenge to arise.

As we continue to grow, we will continue to evolve and adapt, but we will always be Wright Tree Service ... a growing family!

NORTH DIVISION

In Memory

Beau E. Grant

Wright Tree Service sends our deepest sympathies to the family of our late North Division Foreman Beau Grant, 33, who passed away on Thursday, December 27, 2012. Beau was born in Peoria, Ill., on June 16, 1979 and worked for Wright Tree Service for 6 years.

ON THE MOVE

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

NEW GENERAL FOREMEN

- ▶ Adrian Oliver, Central Division
- ▶ Jason Smock, North Division
- ▶ Robert Spitler, Pacific Division
- ▶ Shawn Woody, Pacific Division
- ▶ Gordon Adams, Division 45
- ▶ Matt Allen, Division 45
- ▶ Brandon Dillon, Division 45
- ▶ Jayson Foreman, Division 45
- ▶ Pedro Hernandez, Division 45
- ▶ Angel Rodriguez, Division 45
- ▶ Doug Royal, Division 45
- ▶ Joey Williams, Division 45
- ▶ Jack Pendergrass, Southwest Division
- ▶ Jeremy Shrum, Southwest Division
- ▶ Erik Sveum, Southwest Division
- ▶ Thomas Plummer, Lone Star Division
- ▶ Fran Cherek, Minnkota Division
- ▶ DeWayne Pfau, Minnkota Division

NEW PROJECT MANAGERS

- ▶ Travis Platt, Central Division
- ▶ Boyd Rasmussen, Minnkota Division

NEW SAFETY SUPERVISOR

- ▶ Nathan Carlisle, Division 25, Southeast Division, and Division 45

NEW DIVISION MANAGER

- ▶ Ken Venzke, Division 25

NEW ISA CERTIFIED ARBORISTS

- ▶ Javier Vidales, Foreman, Central Division
- ▶ Rick Bonifas, Division Manager, Pacific Division
- ▶ Michael E. Blain, Foreman, Southwest Division

MOVIN' IN THE CORPORATE OFFICE

- ▶ Emily Hamby, Payroll and Billing Specialist
- ▶ Jennifer Heilman, Payroll and Billing Specialist
- ▶ Crystal Ruth, Payroll and Billing Specialist
- ▶ Bonnie Strom, Assistant Payroll and Billing Supervisor
- ▶ Melissa Swanson, Payroll and Billing Specialist

CENTRAL DIVISION

GF Spotlight

An article by General Foreman Aaron Swallow was published in the General Foreman's Corner section of the January/February issue of Utility Arborist Newslines. Swallow's article, "Hiring – A Candidate's Adaptability is Key," discussed how hiring for character and integrity, will result in a safe, productive employee.



CENTRAL DIVISION

Fast, Efficient, and Friendly

A MidAmerican Energy customer wrote in to express how delighted she was with the work of Foreman Ruben Saldana and Trimmer Luis Santacruz. "They were fast, efficient, friendly, and did a great job with trimming and cleanup." This crew was under the supervision of now Project Manager, then General Foreman, Travis Platt.

Overwhelmed by Professionalism

A Topeka, Kan., man wrote to *The Topeka Capital Journal* expressing his appreciation of our employees' professionalism and talent. "Wright Tree trucks have been inundating neighborhoods to trim trees away from the utility lines. While I had some reservations at first, I was soon overwhelmed by the professional way the trimmers went about their work." He went on to say that they explained their purpose and responded to the concerns of each homeowner. Congratulations to all our deserving crews!

NORTH DIVISION

Courteous and Industrious

General Foreman Dale Pewitt, Foreman Brian Harbison, and Trimmer Lucas Raith were commended by a couple in Dittmer, Mo., for their "courteous and industrious" work. "They were always cognizant of what needed to be done, and did it very well," said the couple. "They represent your company very well."

A Good Outcome

General Foreman Cesar Bustos, Foreman Orlando Garcia and Eder Torres, Trimmer Kenneth

Mange, and Groundman Jose Rodriguez were given high compliments for a job completed at Oak Grove Cemetery in St. Louis, Mo. An Oak Grove employee said that this was the first time Wright Tree Service has worked on their property, and the first time they have been pleased with the outcome. "They recognized that we have a business to run and left our grounds in good shape," he said. He also was very impressed by the courteous and professional demeanor of the entire crew.

I Will Recommend Them to Everyone!

"I just wanted to let you all know they are doing an excellent job, and I will be recommending them to everyone I know!" This is what one customer from Wataga, Ill., wrote to us after a successful pruning project was completed on her property. General Foreman Jason Smock's crew, consisting of Foreman Jack Hinson and Trimmer Brandon McNeill, waited until the winter freeze had set in to begin work on this customer's lane. She said they were "nothing but polite" and very respectful by not destroying her lane with the heavy trucks.

MOUNTAIN STATES DIVISION

Polite and Professional

An Xcel Energy customer from Evans, Colo., called to compliment Job Planner Joe Valdez on his polite and professional manner. "He took time to explain the process and had very good customer relations," said the customer. Joe's General Foreman is Jarrod Johns.

Dedicated to Success

Congratulations to General Foreman Jarrod Johns, Foreman Tim Jennings, Groundman Nick Mitchell, and Job Planner Joe

Valdez for their excellent work on a customer's property in LaSalle, Colo. The customer wrote in to tell us what a pleasure it was to work with this crew, especially Joe Valdez. "You are very lucky to have him as an employee," he said.

DIVISION 45

A Respectful Job

A Consumers Energy customer called to say how much he appreciated the great job that Wright Tree Service did on his property. He said that the trimmers "did a very respectful job on the tree" and that he "really appreciated their efforts." The crew members deserving of this compliment are Foreman Gareth Stanley and Trimmer Ronald Burrow, both under the direction of General Foreman Mark Pitt.

Something Extra

A crew working on Louisville Gas and Electric Company property received commendations for their workmanship. "It's quite something to meet fellows not only capable, but considerate and honest as well," wrote the customer. She wanted to give special thanks to the employees for spreading wood chips in her pasture, helping her small band of elderly horses stay healthy throughout the winter. Thanks are due to General Foreman Miguel Duarte, Foreman Edgar Vasquez and Trimmer Francisco Hinojoza.

Above and Beyond

An Indianapolis Power and Light customer sent comments on the exemplary service provided by General Foreman Ben Harper on his property in Beech Grove,



DIVISION 45

WHAT A HOOT

In October, Trimmer Rigo Guzman and Groundman Kelly Saylor were pruning a tree when Kelly noticed an owl having trouble landing near the area where the two men were working. Kelly held up his pruner, and the owl landed on it. Kelly then safely moved the owl to a branch, but not before Rigo snapped this picture!

MOUNTAIN STATES DIVISION

Thank You!

A thank you from the Rocky Mountain International Society of Arboriculture (ISA) said, "We would like to express sincerest gratitude for Wright Tree Service's sponsorship of the 2012 ISA Conference and Trade Show. It was another great conference thanks to your involvement, and we wouldn't be able to do it without you. Thank you again for joining us!"



Ind. "He and the crew arrived, and Mr. Harper stayed the entire time to make sure the trimming was done to my satisfaction," he wrote. "He went above and beyond what would have been expected of a supervisor. Mr. Harper is a professional in every sense of the word."

Lights and Mistletoe

A Wright Tree Service crew overseen by Division Supervisor Cory Kobernick and General Foreman Vinnie Pavcovich worked in conjunction with LG&E and KU Energy to mount lights and decorations on a tree for a winter event. Dubbed "Lighting on the Lawn," the event took place at Ashland, a national historic landmark and the estate of Henry Clay.

Special Thanks

A customer of Blue Grass Energy called in to compliment General Foreman Joey Williams, Foreman Filiberto Sanchez, and Trimmers Fidel Angel Sanchez, Richard Simmerman, and Christopher West. He was very pleased with the completed work and was especially grateful for the great cleanup.

Another Satisfied Customer

"The crews did everything I asked and did not make a mess out of my hay field. That is why I am sending my feedback." These remarks are from a rural customer of Blue Grass Energy. He was very pleased with the work done throughout his farm and the time taken to answer all of his questions. "They acted in a very professional manner," he said. Congratulations to General Foreman Joey Williams; Foremen Filiberto Sanchez and Jose Ruiz; Trimmers Fidel Angel Sanchez, Valentine Ramos, and Deo Salomo; and Groundmen Emiliano Aguilera and Devin Lynn.

A Wonderful Experience

A Lansing Board of Water and Light customer was very impressed with the professionalism and thoughtfulness demonstrated by crew members while pruning a tree at her home. The crew explained the entire process and even cut back a limb that was obstructing her vehicle. She said that it was a wonderful experience. General Foreman Chris Poling's crew includes Foreman Jeff Sheppard and Trimmer Ashley Theil.

Excellent Work

A crew under the direction of General Foreman Miguel Duarte was congratulated by an LG&E and KU Energy customer for their excellent work pruning trees on the customer's property. Congratulations to Miguel's crew, Foreman Cesar Martinez and Trimmer Erick Fonseca.

SOUTHWEST DIVISION

Job Well Done

Wright Tree Service crews recently completed a pruning project at Austin Energy's office location, and the utility was very pleased with the finished product. "Special thanks to Joe Rodriguez Jr. for extra consultation on trees at generators. The end result is an open and inviting facility for safety and security," the customer wrote. The crews, under the direction of General Foreman Eloy Zapata, consisted of Foremen Jose Felix Hernandez, Otoniel Vasquez, and Jose Ochoa; and Trimmers Armando Gonzalez, Adrian Lopez, Pedro Salinaz, Silverio Perez, Reynaldo Conejo, and Adan Cruz.

Quick Planning

The City of Austin's Watershed Protection Department thanked Wright Tree Service crews for their quick planning and work on a job, which allowed them to begin a project of their own on time. Working on this project were Foremen Hector Morales de la Cruz and Fredis Medina, Trimmers Daniel Norberto Rodriguez and Juan Sanchez Rodriguez, and Planner Joe Rodriguez Jr., supervised by General Foreman Eloy Zapata.

Ensured Everyone's Safety

"Thanks for helping us with the tree on top of the electric line. Mr. Rodriguez and his team did a fabulous job and ensured everyone's safety. I highly recommend the work." These words are from an Austin Energy customer who wrote in to thank those responsible for the excellent work. The crews deserving of this praise are Workplanner Joe Rodriguez, Foreman Otoniel Vasquez, and Trimmers Pedro Salinaz and Silverio Perez. The crew is under the direction of General Foreman Eloy Zapata.

Trust

A customer called in to express his trust in Workplanner Alejandro Reyes. "My trees are kind of my babies, but I trust Alejandro and know that he will make sure they do a good job," he said. The customer also commented on Alejandro's polite and courteous manner. He is directed by General Foreman Jeremy Sanchez.

LONE STAR DIVISION

Gratitude

A San Angelo, Texas, customer wrote in to express his gratitude to a crew, writing, "They went above and beyond the call of duty while dealing with mulching of brush on my property. All three were very personal and professional. I just wanted to say thank you for a job well done."

Taking Time

General Foreman Joel Guitz was recently complimented by a customer from Palestine, Texas, for his wonderful customer care. The email read, "Joel did a wonderful job pruning trees and taking the time to explain the work and trim the trees carefully to the customer's satisfaction."

DIVISION 45

In Memory

Alan Carroll

Wright Tree Service sends our condolences to the family of Alan Carroll. Alan was an electrical engineer manager for our customer, Lansing Board of Water and Light in Lansing, Michigan. Alan passed away on February 8, 2013 at the age of 49.

LONE STAR DIVISION

On the Road

Project Manager Ken Draper captured this shot of Trimmers Dalton Draper and Jimmy Davis, and Foremen Kenneth Cummings and Chad McMillen on their way to a job in Graham, Texas. They are towing a tracked Geo Boy, skidder bucket, tractor, and a (not pictured) Jarraff along with them.



This picture catches the Jarraff, operated by Robert Cunningham, hard at work on the jobsite.



Extended Stay

Last summer, Wright Tree Service crews were on assignment for seven weeks in an area around Palestine, Texas. While there, they stayed at a local Holiday Inn Express. The General Manager called in, saying "Your crews were courteous, polite, well-mannered, and quiet. Most guests had no idea that WTS crews were even staying here." He also welcomed WTS back anytime!

Exceptional Professionals

"Mr. Jorge Lopez and his crew have been exceptional professionals of their trade. They were willing to do whatever was needed to finish their job, and left the work sites in better condition than what they had found them! It was such a pleasure to have these professionals at my home." This endearing message is for Foremen Hugo Garcia and Rene Hernandez;

Trimmers Rafael Morales, Juan Vasquez, Jose Mendez, Jose Luis Macedo and Ruben Macedo Sanchez; and Groundman Liborio Landaverde. Their General Foreman is Jorge Lopez.

Outstanding Service

A customer of Oncor Electric wrote in to compliment Foremen Raymond Vig and Jose Sandoval; and Trimmers Pedro Osorio, Jorge Benitez, Heleodoro Gonzalez, Benito Sanchez, Alexander Ruiz, and Frank Rodriguez on their excellent work at his property. "I wish to commend the crew that trimmed our tree line for an outstanding service. They paid close attention to all vegetation and removed limbs and branches from our area," he said. This crew is under the direction of General Foreman Michael Hernandez and Project Manager Martin Sandoval.

LONE STAR DIVISION

Out on a Limb

Project Manager Ken Draper snapped Jose Sisneros (foreground) and Manuel Flores Ramos (background) in action pruning these 120- to 130-foot-tall giants. Their General Foremen are Tony Morales and Oscar Rodriguez.



Can you find the climbers?

MINNKOTA DIVISION

Minnesota Nice ►

Foreman Gerald Rieger and Trimmer Josh Linz were recently thanked by a Minnesota resident after they helped her escape a distressing winter travel situation. She wrote, "Your guys helped push my car up a hill as the roads turned to ice during a miserable morning commute. Many thanks to these fantastic guys, as traffic was gridlocked. They helped to avoid inevitable accidents!" It was later mentioned by General Foreman Bill Schumal that this was yet another example of "Minnesota Nice."

A Job Well Done

A Nodak Electric Cooperative customer wrote in, thanking Job Planner Brad Shearer, Foremen Jake Knudson and Brian Ricke, and Trimmers Nate Erickson and Brad Gilletly. While pruning near the customer's farm, a truck inadvertently tracked mud onto his lawn and gravel



Extra Effort Recognized

"Please let them know what a great job they did, and I will tell everyone I know if they need a great job done to call your company." These words are from an Xcel Energy customer in response to a project completed by Foreman Allan Dobie and Trimmers Todd Discher and Jon Hornback, under the direction General Foreman Dan Hawker. While removing a large honey locust, the customer asked if she could keep the wood in 12 inch logs for personal use. She wrote that not only did they comply with her wishes but also stacked

the wood in a cord style and cleaned up their work area.

"There is a lot of snow here, and I am sure it was not easy to get all of it cleaned up, but they did an awesome job," she said.

Impressed

A customer with Rochester Public Utilities (RPU) wrote in to say how impressed he was with the work of Foremen Jeff Born and Jess Paulson, and Trimmers Brian Albers and John Fiek, under the direction of General Foreman Jeff Harris. They were very friendly and courteous as they collaborated to remove a large elm tree that was obstructing RPU distribution lines.

◀ Good Samaritan

General Foreman Jeff Harris was in the right place at the right time. In early February, Jeff came across a vehicle accident on snow- and ice-covered roads. Jeff and three other good Samaritans stopped to aid the injured passengers, along with emergency personnel.

Gaining Trust

General Foreman Tracey Mibbs, Foreman Chris Rilea, Journeymen Jared Smock and Mike Booth, and Trimmer Kyle Brady were complemented for a great job while working on an easement for Xcel Energy. "[Tracy] was very easy to work with and made a very unpleasant situation [better]," the customer wrote. "I would like to request that he is assigned to our house in the future."

Stress Free

While working for RPU, Foremen Jacob Hanson and Nick Risler earned some praise from a local resident. She called in, stating that Jacob and Nick were "outstanding, extremely nice, and tried to make it as stress-free as possible." This crew is under the direction of General Foreman Jeff Harris.

Hard Work

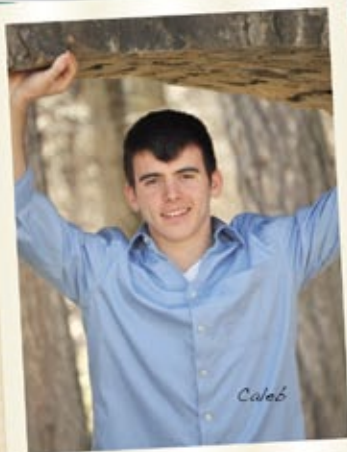
A customer wrote in while several crew members were outside her house working on her property. "As I write this email, your men are outside trimming branches from our tree that was damaged during the ice storm here in Sioux Falls, S.D. They have been working so hard. I see your trucks all over town. I wanted to personally thank you for doing this for us. I just think your guys are awesome and are working so hard to bring our city back to normalcy. Thank you for all of your hard work and effort." These words are for Foreman Allan Dobie and Trimmer Jon Hornback under the direction of General Foreman Dan Hawker, and Foreman Vaughn Hoffman and Trimmer Justin Kimball under the direction of General Foreman DeWayne Pfau.

LONE STAR DIVISION

Another Grateful Customer

"Just a quick note to say thank you for sending the crew to take out the big cottonwood tree in my yard. It was a challenge, but the men from Wright did a wonderful job." These words came from a satisfied Oncor Electric customer in Arlington, Texas. Congratulations to the crew members under the direction of Project Manager Juan Gonzalez.





Our Little Angels

Foreman Leonardo Ponce and Maria Serrano wrote in to let everyone know how proud they are of their "little angels," Thalia and Alexander. ▼



Congratulations Grads!

Payroll and Billing Assistant Supervisor

Bonnie Strom's daughter Ann will graduate from Hoover High School and Central Academy with a grade point average above 4.0 and with advanced classes. At the same time Ann graduates high school, she will also be graduating from Des Moines Area Community College with her liberal arts degree. Ann will attend the University of Northern Iowa this fall on a full

scholarship, double majoring in elementary and early childhood education. Best wishes and congratulations!

Payroll and Billing Data Administrator

Becky Widen's son Caleb will be graduating from Perry High School in May and will go on to attend Simpson College, where he will play football and major in exercise science. Best of luck, Caleb!

Mountain States Division Office Manager

Jeannette Riggans's granddaughter Morgan will graduate from Weld Central High School in Keenesburg, Colo., this spring. Morgan took classes during high school and will also graduate from Aims Community College in May with a Certified Nursing Assistant certificate. Morgan plans to attend Front Range Community College in the fall to continue her education to become a Registered Nurse. Way to go, Morgan!

A Wild Trip!

Minnkota Division Foreman Earl Hall, an 11 year employee with Wright Tree Service, summited Mount Kilimanjaro in Tanzania on December 27 with his grandson Dane, who turned 16 while on the plane on the way to Tanzania! Earl and Dane climbed the highest mountain in Africa in seven days and experienced heavy rainfall. The two traveled with Carol Hall, Earl's wife, and Liza Hall, Earl and Carol's daughter, who lives in Rwanda. Their trip included a safari in Ngorongoro and the Serengeti, where they saw many animals, including a leopard, a zebra, a giraffe, lions, baboons, elephants, monkeys, and the Great Wildebeest migration. ▼▼



On the Ice

Pacific and Mountain States Divisions Safety Supervisor

Chet Morrison visited an ice rink in Westminster, Colo., with his son and saw **Foreman James "Andy" Burns** resurfacing the ice with a Zamboni. James gave Chet and his son a ride and tour of the operation. James works part time on Saturdays at the rink. He is actually a former semi-pro hockey player! ▼





Wright Tree Service
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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 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.

FAMILY CLIPPINGS

Babies!

Southwest Division

Foreman Michael E. Blain

and his wife welcomed their son Clayton Michael Blain. His General Foreman (and grandpa to Clayton) is Michael R. Blain. All in the family!

Division 25 Workplanner

Clayton Gifford and his wife Rachel welcomed daughter Clara Ann Louise on September 28.

Division 25 Project Manager Jason Harper

and his wife Kristen were excited to announce the arrival of their baby boy, Samuel Miles, on December 7, 2012 at 10:59 p.m. Sam weighed 7 pounds and was 20 inches long. Sam joins very proud 5-year-old brother Jackson.

Division 35 Foreman

Nathan Alexander and his wife Adriana welcomed a baby girl on October 28, 2012 at 3:48 a.m. Aubrey Channa was 8 pounds, 9 ounces.



Valuable Employee Retires

◀ **Ed Pacholke** is retiring from Wright Tree Service at the age of 66. "Ed is one heck of a worker. Pat Franzen and his manual crew will miss Ed," wrote Project Manager Bob Lien. Ed will not be relaxing or lying around, however. He has plans to start his own tree service to keep in shape. Thank you for your dedication to Wright Tree Service, Ed, and best wishes for the future!

We want to hear from you!

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

Our Family Tree is published each spring and fall.