



Our Family Tree

A Newsletter For The Employees and Friends Of Wright Tree Service

VOLUME 8
NUMBER 2
SUMMER, 2002



Sub-Par Weather!

Remember last January?

*They were playing golf in Eureka, KS
when the big ice storm hit.*

*Obviously the greens keeper at
this course didn't even have time to
take down the flags. The photo appeared
in the Eureka Herald.*

News from our

CENTRAL

"A Welcome Sight!"

An Olathe, KS KPL customer wrote what "a welcome sight" it was to see WTS trucks in his neighborhood following the worst recorded ice storm in the Kansas City area's history last winter. "I was one of 285,000 customers, an estimated half-million people inconvenienced," the customer wrote, "but I was fortunate in that there was no damage to my house." The area was without power for 3 1/2 days, according to the letter.

Keeping The Stork Busy!

General Foreman **Tim Leiser** reports that **Foreman Tyson Young** and **Trimmer Santiago Gonzalez** have both enjoyed a blessed event recently. Santiago and his wife Shigemi welcomed a baby boy into the world in March. His name is Ebenezer and he has a two-year-old brother Isaiah. Tyson and his wife Kerri are enjoying their newborn Emma Jean who was born in April. Emma Jean has two brothers, Ty and Tanner. Tim and his wife Christy also had a baby boy in March and here's a picture of Timothy Joseph "T.J." Leiser along with his proud papa.



NORTHEAST

A Three-Peat!

General Foreman **Barry Bestland** forwarded a compliment to the home office regarding one of his crews, **Foreman Howard Robinson** and **Trimmer Brent Seibert**. A WE Energies' Milwaukee customer had phoned the utility, singling out Howard and Brent as hard workers, very polite – and "they did a fantastic cleanup job." The customer watched them trim trees on three properties and commented they did quality work on all three. "It's good to hear positive comments from our customers," Robert Owens of WE Energies wrote in an email to Barry; "pass my thanks on to the crew and tell them to keep up the good work." Robert, we're only too happy to pass on compliments like this – good job, Howard and Brent!

Never A Doubt!

Dale Konieczka of WE Energies forwarded an email from one of the utility's customers in Greenfield, WI to **General Foreman Barry Bestland** about "an excellent job" performed by one of his crews. "The whole process from the beginning to the end was very efficient and there was never a doubt about what would be done and how it would be accomplished," attested the customer. The **Permit Coordinator** was **Jeff McNamara** and **Foreman Tony Vincent**, **Trimmers Kelly Graham**, **John Rauschenbach** and **Dale Simek** made up the crew. We thank you for proving once again "the best surprise is no surprise," especially when it comes to tree trimming at a residence.

Praise From Peoria

A CILCO customer wrote Terry Tate who works in the Department of Forestry for the utility about how much she appreciated the fine and careful tree trimming on her property in Peoria. The customer took the time to find out the crew's names. They were **Foreman Randy Pintar**, whose **General Foreman** is **Danny McMillen**, and **Trimmer David Drake** who works under **General Foreman Jerry Alton**. "My compliments and thanks to both of them," the letter concluded. You made a great impression on this customer, Randy and David, and a great impression for Wright Tree Service.

More Applause From Peoria

Two of **General Foreman Danny McMillen's** crews were "very nice and did a great job," according to another CILCO customer. **Foreman Randy Reynolds** and **Trimmer Eric Lavino** made up one crew; the other crew was **Foreman Rich Wright** and **Trimmer Jon Hunter**.

They Said It Couldn't Be Done - But We Did It!

General Foreman Jeff Wood wishes to thank all the crews who did the reliability work in the metro Milwaukee area. "All the work and then some was completed on time," Jeff wrote. "Nobody thought we could get all the work done by April 1st but we did it. Great job to everyone – keep up the good work." Jeff also has words of praise for the crews who did the right-of-way work, also in metro Milwaukee. "We got a lot of

work done for American Transmission Co. in a short period of time. Both jobs looked great and A.T.C. was very pleased," Jeff wrote. And may we add our thanks, along with Jeff's, to all who worked so hard.

St. Jude Approves!

WTS Coordinator Mike Suprenand should be commended, according to Craig Woyak, Project Manager for WE Energies, for "being so well organized and having obtained signed permissions" for some tree trimming and removals at St. Jude's Church in Wauwatosa, WI. Apparently the pastor of St. Jude's had second thoughts after giving permission for the work. After the utility eased the customer's concerns, Craig commented in an email: "In this case, the forestry work was not coded on the order but Forestry made sure they had documented permission to do the work that was identified as being necessary in the field." Thanks to **General Foreman Jeff Wood** for keeping us posted on Mike's excellent attention-to-detail.

More Wins In Wauwatosa!

A WE Energies customer in Wauwatosa, WI phoned the utility to express her gratitude and satisfaction with the work of a WTS crew. **Coordinator Mike Suprenand** had contacted the customer initially and she was very pleased with his explanation of the work that needed to be done. However, on the day **Foreman Doug Thomas** and his crew showed up to do the work, she was still apprehensive. Doug took the time to again explain the scope of the work. In her phone call, the customer commented how pleased she was with Doug's patience in answering all of her questions and how impressed she was with his attitude and politeness. She also appreciated the efficiency and neatness of the crew and how well they cleaned up the yard when they were finished. The crew was made up of **Trimmers John Carne** and **Mike Czaicki**. **Jeff Wood** is their **General Foreman**.

WE Energies received compliments for three more crews of **General Foreman Jeff Wood**. All three of the utility's customers praised the crews for their safe working habits, their courtesy and for "a wonderful job." "I never realized what a tough job they have," commented one customer. The

Branches

crews included **Foremen Mike Kuhrt and Doug Thomas**, and **Trimmers John Carne, Mike Czaicki, Brian Marion, Matt Pawlak, Sean Sturnot and Ryan Tebo**.

We Hope So, Too!

A customer in New Berlin, WI concluded his letter to Jeff Treu, WE Energies' Assistant Forester, with this comment: "I hope that WE Energies will not only continue to use Wright Tree Service, but also pick other subcontractors with the same high standards when performing services on their behalf." The letter begins: "I take a lot of pleasure with the appearance of my yard. Wright Tree Service recently did some trimming on the trees in my yard and some of the trees required heavy cutting-back. I am writing to tell you the job they did was outstanding. Not only do the trees look professionally pruned, the condition they left my yard in was much better than I expected. I fully expected to come home to a yard littered with leaves and twigs to be picked up and hauled to the dump. I guess I was more surprised than pleased to find this not to be the case. People are more than willing to complain when they don't receive the service that they expect. I feel it is just as important to let someone know when I get service above my expectations."

We thank Jeff for forwarding this letter to **General Foreman Joe Schulz**, complete with a note to Joe, thanking his crew for their "great work." Jeff noted that the customer takes great pride in his property and added "you obviously take pride in your work. It's a pleasure to work with you and to share this nice compliment, too." The crew at the receiving end of this great commendation includes **Foremen Dan Davies and Chris Goral**, and **Trimmers Shawn Grant, Dave Kasch and Craig Lyles**. High fives to all!

Good Friday In-Deed!

General Foreman Joe Schulz reported that one of his mower operators, **Trimmer Tom Brumm**, volunteered his time and WTS supplied the mower to create a food plot for the Izaak Walton League property near Watertown, WI. The field was choked with red willow and small brush and, thanks to Tom, it was an open field

three hours later. The plan is to foliar spray the field this year to kill off the brush and turn it over next spring and plant the vegetable garden. Tom did the work last Good Friday. "Tom is a real asset to our company," Joe wrote – and we would heartily agree!

More Tidings of Joy From Treu!

Assistant Forester Jeff Treu, We Energies, shares this praise he received for one of **General Foreman Wayne Fancher's** crews. "Thanks to all of the WTS employees involved for doing a fine job the "Wright Way," Jeff's email to Wayne stated. "Your excellent job of representing Wright Tree Service and WE Energies was commended by the customer. The removal of the dead and dying ash trees next to the primary lines improved the appearance of the property and will help us maintain reliable service to the area. Please accept my thanks for your work." The customer's compliment was phoned in by the caretaker of the property. "I want to extend our appreciation to you and your crews for the outstanding work they did," the customer said. "The men went above and beyond in clearing trees from the wires. They were all very professional, not only in communicating what needed to be done, but in carrying it out. Our property truly looks better now than before, and our thanks go out to the men involved." **Steve Hollister** was the **Permit Coordinator**; the crew was made up of **Foremen Jerry Coy and Kevin Jung**, and **Trimmers Jay O'Laughlin and Rick Reinel**.

Hats Off To Capps!

An Indianapolis Power and Light Co. customer wrote our home office, praising the work of **General Foreman Cornell Capps** and his crew. "He (Cornell) has been most helpful and considerate in answering my questions and maintaining a professional attitude," the customer wrote. "I always like to make sure that quality help is recognized and acknowledged for a job well done. I spoke with Melanie at your local office and she was as delightful and helpful as Mr. Capps." So hats off to you, too, Melanie. **Melanie** is the **Administrative Assistant** at the WTS office in Indianapolis and the daughter of **Project Manager John Hurst**.

SOUTHWEST

Take A Bow, Jim!

Matt Grubisich, Regional Urban Forester for the Texas Forest Service, wrote **Safety Supervisor Jim Lorrigan** to thank him for his involvement in a Tree Care Workshop in the Permian Basin. A total of 85 people from different cities and counties, along with landscape and tree care professionals, were present. "Your presentation on chain saw safety and pruning around power lines was wonderful," Matt wrote. "Your expertise and guidance are a great asset to this region (Abilene, TX). As the Permian Basin continues to deal with difficult tree issues, it is heartening to know that there are folks who are willing to contribute their time and talent to community education." Congratulations on this tribute, Jim, and thanks for representing WTS so superbly!

Branching Out!

On April 1, **Division Supervisor Scott Bloch** announced that Wright Tree Service will offer residential tree service in the Southwest Division. In a newspaper article announcing the service, Scott commented: "Personally, I find this end of the business very rewarding because of the good we're able to do educating our customers and the long-term relationships we are able to build with them." A certified arborist, Scott has been with WTS for twenty years. In the article he also reminded the readers: "Trees are just like a car or a house. They must be maintained to get full benefit. Most people don't hesitate to hire a professional to repair or perform maintenance work on their car or home. Homeowners should give the same attention to their trees." Best wishes for success to Scott in this new undertaking!

Coming In August...

Trimmer Tommy Kelley and his wife Sharon are looking forward to the birth of their second child in August. Since they named their firstborn Michael Jordan Kelley, can we assume the second child will be "Shaquille O'Neal Kelley" if it's a boy?

(continued on back page)



FROM THE **Treetop**

By Keith Sheriff
S.E.T. Director



The front half of the car.



The rear half of the car.

The side of the car.



Sometimes pictures can say more than any words I could put on paper. These pictures were forwarded to me by one of our customers. The line crew said the 16-year-old driver was standing outside the car when the police got there. The front of the car was about 60 feet front the rear.

The driver obviously survived because he wore a seat belt. When asked if our employees use seat belts, I get an occasional "Yes," but more frequently I get answers such as the following: "I don't think about it, when I get in the vehicle;" "Someone was trapped in the car and died because they couldn't unfasten the seat belt;" "It's not cool;" "None of us use them;" "Even if I did have a wreck, the truck is big enough to not allow me to be seriously injured."

It's time to reevaluate our thinking about seat belts. Let's start with some facts. We are averaging one motor vehicle accident

every two weeks in Wright Tree Service, Inc. We have had accidents involving other cars, trucks and trains. Our vehicles have smashed into, rolled over, backed into, run over, been unable to pass under, and been hit by, almost everything imaginable. We have never had a serious injury when the employee was kept in the seat with a seat belt. What makes the beltless driver or passengers believe they are immune to being thrown from the vehicle and seriously injured or killed? We wear sunglasses to protect our eyes, sun screen to protect our skin, boots to protect our feet, gloves to protect our hands, but we do not wear a seat belt to protect our life.

In July 1998, **Mike Malfatti, General Foreman** in Sioux City, Iowa, was crossing a rural, uncontrolled intersection, when he was struck on the passenger door by a loaded grain truck. He was killed when his head slammed into the passenger door. He was not wearing a seat belt.

I have personal knowledge of another tragedy. A car pulled out in front of a lady and she hit it, but it was only a glancing blow. Her airbag deployed and then immediately deflated as it is designed to do. The car continued on and hit a large tree. She flew through the windshield and was killed. She was not wearing a seat belt.

We will be doing a survey in the next few months to determine how many of our employees wear seat belts. Please be honest with this survey and help us be able to report 100% usage. Wearing a seat belt is the law in every state. Buckle up and live.

BENEFITS

You Can Run, But You Can't Hide

High-calorie beverages are everywhere, and they're growing in size, along with America's waistlines. In the past, a "family size" bottle of Coke was 26 ounces. Today at the gas station, you can get 44 ounces of soda in one serving. A "Double Gulp" at 7-11 convenience stores holds 64 ounces of soda – that's eight

Because of its high-calorie composition, soda is one of the highest contributors to obesity of all junk foods. But weight gain isn't the only consequence parents need to think about. Diets heavy on soda can contribute to other health problems:

- **Tooth decay.** Though the high sugar content of soda may be an obvious cause of cavities, the acids found in soft drinks are known to dissolve tooth enamel, making teeth more prone to cavities.

You

Are What You.. Drink

cups! To stay healthy and keep hydrated, you still need to drink six to eight 8 oz. glasses of water per day. You can stay on top of it and keep your waistline in check with these tips:

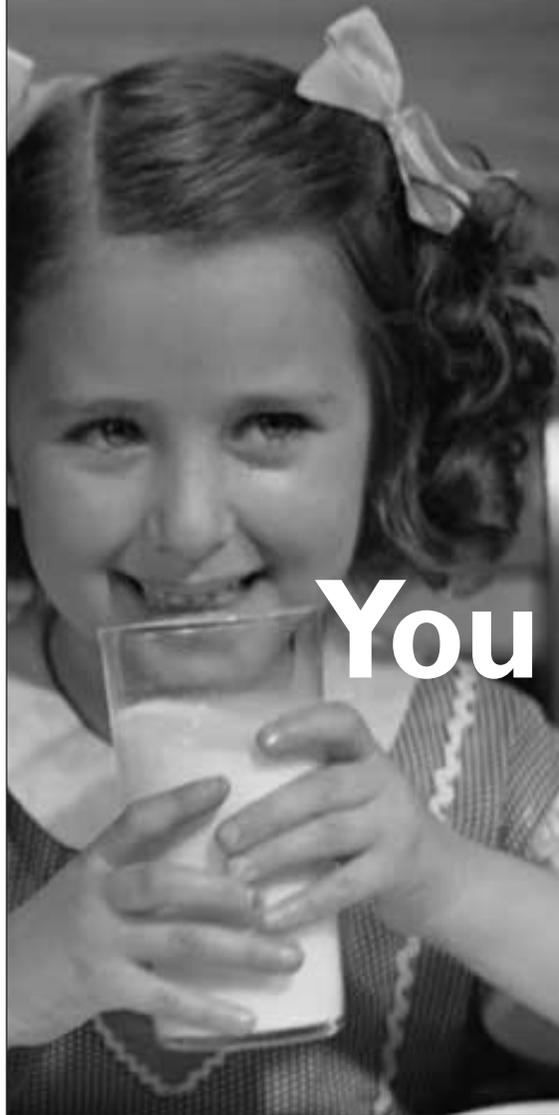
- Drink water instead of high-calorie beverages.
- Order smaller drink sizes. At most restaurants, even a "kiddie" serving is 12 oz.
- Order your drink with ice. You'll get less beverage, but also fewer calories.
- If you have to have a soda,

try the diet version. With any caffeinated beverage, watch your intake.

- Instead of taking your waiter up on that refill of soda, order water or a diet soda instead.
- Watch the alcoholic drinks. They're high in calories, plus they tend to dehydrate you.
- Don't drink high-calorie beverages to satiate hunger. You won't feel satisfied and will probably end up eating more to compensate.
- Don't eliminate healthy beverages like orange juice and low-fat milk from your diet. The nutrients found in these drinks are worth the calories.

What Are Your Kids Drinking?

Americans drank a total of 15 billion gallons of soda in 1998, or an average of 585 cans per person annually, according to an article published in the *Washington Post*. But when it comes to children, the statistics become even more alarming. According to a recent study, children who drink soft drinks at this rate are at a 60 percent greater risk of becoming obese than other children.



It's hard to say no to the free refills of pop or super size drinks. But did you know that each refill of a large non-diet soda contains about 250 calories? By the end of dinner, you could have consumed 750 calories – and that's just what you drank! To find out about how these calories contribute to weight gain, and how to avoid too many, read on – you'll be surprised at the importance of monitoring your beverage intake.

Separating "Fat" From Fiction

Contrary to popular belief, calories aren't found only in sugary drinks like soda and chocolate shakes. They're also found in fruit juices, wine, milk and tea. Like solid foods, every drink you consume contains calories that your body needs to keep active. The calories contained in solid foods leave you with a feeling of satisfaction; however, calories found in beverages don't leave you feeling full. This is because the calories found in drinks leave your stomach so quickly that your brain doesn't have the time to recognize them. So even though you've had enough, your stomach allows you to consume even more.

The chart below lists the number of calories found in popular beverages:

Beverage	Calories
Water or seltzer	0
Diet soda (20 oz.)	5
Coffee with one liquid creamer	30
Tea, with two packets of sugar	50
V8 Juice (11.5 oz)	70
Milk, fat free (8 oz.)	90
Beer, light (12 oz.)	100
Milk, whole (8 oz.)	180
Snapple Lemonade (16 oz.)	240
Coca-Cola, 7-Up, root Beer (20 oz.)	250
Beer, regular, draft (22 oz.)	280
Big Gulp, Coca-Cola (32 oz.)	300
Eggnog (8 oz.)	340
Dairy Queen Misty (32 oz.)	440
McDonald's chocolate shake, large	720



SHE DIDN'T PLAN ON THIS!

In the picture to the left, Work Planner Aspen Herring, Northeast Division, was taken by surprise when she was presented with a Certificate of Recognition by Indianapolis Power & Light "for her hard work and determination in seeing that the job gets done." Rick Deer Manager of Delivery Operations for IPL, made the presentation. Aspen is married to General Foreman Chad Berlin; her General Foreman is Paul Forkell.

SADDLE UP!

"Women In Hard Hats," a job fair to promote women in non-traditional jobs, was recently held by WE Energies. Representing WTS at the job fair were Safety Supervisor Marty Pingel and General Foreman Joe Schulz, from the Northeast Division.

In right hand photo, Marty gives final instructions to the young lady in the saddle. According to Joe, the line never ended and neither did the smiles for three hours.



READY FOR ACTION!

A new all-terrain track vehicle with a Hi-Ranger is on the job in the Minnkota Division. Pictured with the new equipment are, left to right, Trimmer Gary Deppe, Foreman Tracy Yahnke and Trimmer Carl Braatz. Jeff Harris is their General Foreman.



MOW 'EM DOWN!

Foreman Roger Stahl, left, and Operator Keith Gugel are ready to work for Xcel Energy in the Minnkota Division with this new Geo Boy Mower. Their General Foreman is Dale Venzke.



COMING ON STRONG!

Foreman Terri Kremer, Central Division, is a very proud mom! Pictured above are her son, Allan, whose relay team placed eighth in the Illinois junior high state track meet, and her daughter, Johanna, who took second place in the 100-meter low hurdles. Allan and Johanna represented Annawan Jr. High, Annawan, IL. Johanna was also the first place winner in the Americanism Essay Contest.



LAY DOWN THE RUBBER!

A new rubber-tired Berko Mower is also part of the Minnkota fleet of equipment. Foreman Todd Desher, left, and Operator Jesse McManigle are ready to tackle the brush. Dale Venzke is their General Foreman.

Be Prepared!

By Jim Lorrigan, Safety Supervisor
Southwest/Mountain States Division

Last week I read an East Texas newspaper article titled, "Tree Trimmer Killed In Chain Saw Accident." The article goes on to say that a 29-year-old tree trimmer was killed when the chain saw he was using struck him in the face. He had been working as an independent worker and had just been hired that morning. He was up about 75' in the tree and was dead when the rescue workers finally lowered him to the ground.

Here is a man who will never get to go home and see his wife and kids again. What a terrible waste of a life and what a horrible way to die - bleeding to death alone at the top of a tree.

The article did not state what exactly happened. But you can bet it was one or more of several factors. Was he properly trained? Was he operating the saw with one hand? Did he have good body positioning before starting the cut? Did he have enough experience for this type of work?

Finally, why were his co-workers not able to rescue him sooner, administer first aid, and possibly save his life?

So when I say "Be Prepared," I mean just that. Do your pre-job surveys, have a second set of climbing gear on site, practice your aerial rescues at least once a month, be trained in first aid and CPR, and also ask yourself - "What would I do if my co-worker got hurt?"

The life you save one day could be your partner's.

The Results Are In!

843

EMPLOYEES QUALIFIED FOR
THE SAFETY INCENTIVE AWARD

During Second Quarter Of
This Fiscal Year
(1/01/02 - 3/31/02)

FROM THE Kitchen

Summertime meal planning and preparation calls for quick, easy and tasty recipes. Here are two summer salads that fit all of these requirements. We're sure you'll like both of them and - better yet - so will your family!

ICE CREAM SALAD

- 1 - 6 oz. pkg. lemon Jello
- 1 & 1/2 cups boiling water
- 1 qt. vanilla ice cream

Stir until smooth and chill until set, using a 9" x 13" pan.

Top with mixture of:

- 1 6 oz. pkg. lemon Jello
 - 1 lg. pkg. frozen strawberries
 - 1 & 1/2 cups boiling water
- Chill until firm.

JELLO DELIGHT

- 1 pkg. lemon Jello
- 2 cups miniature marshmallows
- 1 cup pineapple juice
- 1 egg
- 1 Tbsp. butter
- 1 small can crushed pineapple
- 2 bananas
- 1/2 cup sugar
- 2 Tbsp. flour
- 1 cup whipped cream

Make Jello as usual and fold in fruits and marshmallows. Let set until firm. For the topping, cook pineapple juice, sugar, egg, flour and butter until thick. Allow to cool and fold in whipped cream. Spread over Jello and let set overnight.

News from our Branches

(continued from page 3)

MT. STATES

XCEL-lent Jobs!

Foreman Rod Maxwell and his crew were complimented by an Xcel Energy customer in a phone call to the utility "for the great job they did on her tree." The customer also wanted Xcel Energy to know "what pleasant people they were to work with, too." **General Foreman Frank Cordova** was also commended by Xcel Energy "for his help in getting trees removed on a project at the Valmont Generating Station." Both Rod's and Frank's good work was publicized in an Xcel newsletter called Vegetation Management. We also want to recognize and thank Rod and Frank for their professionalism in representing WTS.

MINNKOTA

Erica Oreskovich with Xcel Energy Forestry received a very pleasant voice mail from a St. Paul customer who stated how pleased he was with the tree trimming done by **Foreman Mark Flood** and **Trimmer Roy Manson**. Erica thoughtfully emailed the message to their **General Foreman Bob Lien** and **Division Manager Wade Myers**. Erica also emailed a voice mail message from Mike Higgins, City of Lakeville forester. Higgins was high in praise of **General Foreman Scott Schweisthal**, **Foreman Dan Hawker** and **Trimmer Nicholas Muffelman** for their excellent work in trimming some boulevard trees. We echo Erica's comment: "It's great to receive messages like these. Thanks again for your hard work."

A third email from Erica extolled the work of **Foreman Darwin Phillips** and his crew, **Trimmers Mark Grundman**, **Herman Ohr**, **Matthew Ohr** and **Walter Power**. This crew was trimming on a hot spot in a St. Paul, MN neighborhood and one of the utility's customers phoned in to express her appreciation for the excellent service she received. The crew's **General Foreman** is **Scott Schweisthal**.

Family Clippings

News From The Home Office



Atten-SHUN!

WTS President Scott Packard's son, Kyle, has just completed his freshman year at The Citadel in Charleston, SC where he was honored with the Iron Mike Award for physical prowess. Kyle also received the Sons of the American Revolutionary Award for leadership. Our congratulations, Kyle, on these remarkable achievements!

Here Today, Gone Tomorrow!

WTS Receptionist Donna White recently returned from a trip out west. Donna attended a friend's wedding in Tucson, AZ and then flew to Canyon Lake, CA for a visit with her son, Mike, his wife Barbara and her two grandchildren. Donna and husband Jim will travel to Italy in September with a group from their church. In addition to Rome, the trip includes visits to Florence and Venice, according to Donna.

Our Condolences!

We extend our deepest sympathies to **Nancy Jacobson, Division Accounting**, whose mother passed away recently.

Our Congratulations!

Payroll Supervisor Lori Ordal is a new grandmother. Allison Lorraine was born in April to her daughter, Leisa, and her husband, David Boles.

Pass-Along Praise

Jodi Corrow, Customer Service Representative for Minnesota Power and Light Co., emailed Bob Hendrickson, Area Forestry Line Clearance Supervisor for the utility, with this welcomed message: "I just wanted to pass on a note regarding the WTS crews in the Pine River area. I have worked with them in the past and have had to deal with them again recently and am very pleased whenever I need to talk with **General Foreman Ken Venzke**. He always returns phone calls if I don't get him right away and is always professional and friendly. Besides all that, the men on the crew do a very good job. It makes my job easier to be able to work with people like this!" Ken shares with us the crew that worked on this project in Pine River: **Foremen; Marlin King** and **Norm Shultz** and **Trimmers Scott Derosier**, **Adam Johnson**, **Josh Kellen** and **John Turner**. Thank you, Jodi, people like these make our job easier, too!

Knapp Wins In Vegas!

Foreman Dave Knapp and his team members received third place honors in the World International Dart Tournament held in early May at Las Vegas, NV. The South Dakota team is known as the Hotspot Log Throwers. Way to throw, Dave!

Knot-Tying Time

Trimmer Chris Parkis and Beth Underberg were recently married in Omaha, NE. Our best wishes to the newlyweds!

J. D. Is Certified

Division Supervisor John D. Sanford is now a Certified Arborist of the International Society of Arboriculture. Congratulations, J. D., on achieving this distinctive honor!

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

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