



# Our Family Tree

WINTER 2004  
VOLUME 10  
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*A Newsletter for the Employees and Friends of Wright Tree Service*

## "AND, IF YOU CAN DO IT FOR A DAY, WHY NOT ALWAYS?"

**T**here is a similar theme throughout each of these well-known quotes – the act of giving itself is what gives true pleasure and satisfaction. Oftentimes, the best gift may not be a package gaily wrapped in red, green or gold ribbon. Its price may be small – or may cost nothing at all. The true gift you give might simply be spreading joy where there is darkness in

*"As the purse is emptied,  
the heart is filled."*  
– Victor Hugo

*"The joy that you give  
to others is the joy that  
comes back to you."*  
– John Greenleaf Whittier

someone's life... helping a friend, family member – or even a stranger – in need. It could be a bundle of homemade cookies or candy... a pair of mittens... a food basket.

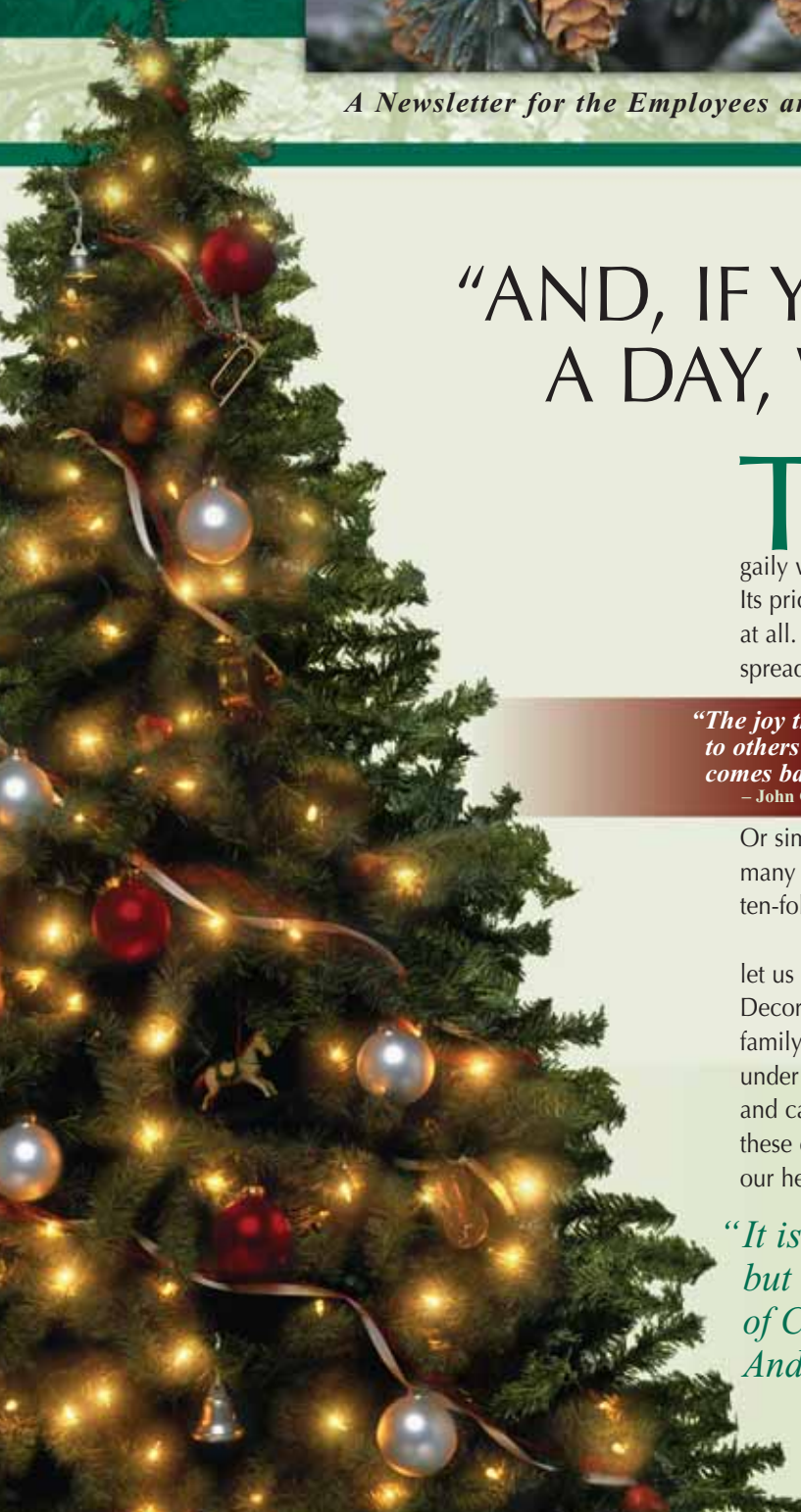
Or simply being there in a time of crisis and sadness. There are so many ways to give happiness and receive in our hearts and souls ten-fold of what we give.

As we approach this holiday time, let us enjoy our Christmas traditions: Decorated trees, our favorite foods, our family and friends – all the beautiful packages beckoning to us from under the trees...and certainly, the wonderful music of church choirs and carolers. But let us look again at the verses printed here and live these coming days with the true meaning and spirit of these words in our hearts:

*"What is a true gift?  
One for which nothing  
is expected in return."*  
– Chinese proverb

*"It is a good thing to observe Christmas Day...  
but there is a better thing than the observance  
of Christmas Day. And that is keeping Christmas.  
And, if you can do it for a day, why not always?"*

– Henry VanDyke





# News from the Branches

## CENTRAL DIVISION

### Porter Report

We're grateful to **General Foreman Will Porter** for this report regarding his crews: Ten crews drove to Lake Placid FL in two days, arriving hours before Hurricane Frances pounded across Florida. They assisted Glades Electric Cooperative and Lewis Tree for two weeks after the storm. There were no injuries and even the four old trucks and six new trucks made the long trip without a major breakdown. *(More hurricane news elsewhere in this issue, including the names of all the crews who served in Alabama and Florida.)*

### Kudos From Kansas!

Sandy Cummings, a dispatcher for Westar Energy, Topeka KS commended WTS in an email to Westar Forester Mike Horniman: "I just wanted you to know how much easier all the storms have gone as far as tree trimmers because every time we needed them, someone was there. Wright's does a great job for us and I am sure it's because of your good work efforts." The email was signed by Sandy and all of the Topeka dispatchers. Mike replied to Sandy: "As I am sure your boss would say, good people make the boss look good. I am fortunate to have conscientious crews and supervisors from Wright Tree Service." Mike was kind enough to send the email to **Central Division Manager Jerry Black** who made sure it appeared in *Our Family Tree*. Thanks to all the WTS Westar crews for their great response when the dispatchers call.

### Delighted In Des Moines

A MidAmerican Energy customer in Des Moines IA called the home office to express her satisfaction with one of **General Foreman Will Porter's** crews. The customer said they did a very nice job of trimming her trees and cleaning up the yard. The crew that evoked this praise was made up of **Foreman Chris Parkis** and **Trimmer David Meyer**.

### Humming In Cumming

Assistant Forester Corey Phelps of MidAmerican Energy had a real task on his hands. Twenty-nine trees on a customer's property in Cumming IA died due to a new water line installation and many of the tree were interfering with the utility's lines. Corey called in WTS and two of **General Foreman Todd Reese's** crews handled the job superbly. The customer called the utility and reported the crews were courteous, well-mannered, cleaned up the debris and did an overall professional job. The crews were made up **Foremen Jason Dix** and **Donnie Glick** and **Trimmers Angel Acevedo, Jose Andrade, Aric Hollingshead** and **Kelly Thompson**.

### Looking Good In The Neighborhood!

MidAmerican Energy's Dennis Haack forwarded us this email from Brenton Sprague, also from MidAmerican Energy: "I drove north on through Orion (IL) this morning as the tree crews were trimming the circuit on the west

side of Orion on Route 150. It was pleasant to see both flaggers with all their PPE on and smiles on their faces interacting with vehicles in a friendly fashion and the trucks entirely coned and everyone working. That crew was on the ball and a great representation for MidAmerican Energy." Congratulations to this crew, whoever you are.

### Happy With Hansen

Juanita Dalton of MidAmerican Energy emailed James Puentes, also of MidAmerican, commending **General Foreman Doug Hansen**. Juanita wrote: "I have, once again, enlisted the help of Doug Hansen for trimming. And, once again, Doug was right there. He always takes care of whatever issue our substation has with trees or vegetation control, and has even asked me about an issue before I get to him. I just wanted to take the time to say something since we so often just hear negative comments." In his email back to Juanita, James said: "Thanks for the compliment. Doug does a great job and his crews lead the company in the number of compliments we get from customers. That's tough to do anywhere, let alone Iowa City." Thanks for copying us, James, on this high praise for Doug and his crews.

### No Charge For Watching

A MidAmerican Energy customer in Des Moines IA called the home office to report that she and her husband spent all day watching a WTS crew cut down two large trees in their backyard. "The men are wonderful and are doing a great job," according to the customer. "They are very kind and work well together." **Foremen Robert Allen, Charles Dock** and **Rob Philipsen** are the men who kept this couple entranced for a day, while doing "a great

job." Their **General Foreman** is **Will Porter**. Another MidAmerican Energy customer in Des Moines IA called the home office just to say that **Foreman Chris Parkis** and **Trimmer Dave Meyer** "did a really great job." **Will Porter** is also their **General Foreman**.

### More Pass-Along Praise

Jennifer Schnerre, Quality Coordinator for MidAmerican Energy, passed along a compliment from a Davenport IA customer who was impressed "with the wonderful job a WTS crew had done trimming branches around the lines in my yard." The message eventually made its way to Dennis Haack of MidAmerican who passed it on to us. According to Dennis, this customer-pleasing crew was made up of **Foreman Chuck Boesenberg** and **Trimmers Randy Jones** and **Tom Moore**. **Doug Hansen** is their **General Foreman**.

### Happy To Help

A Des Moines IA woman was lost with a van full of kids. Fortunately there was a WTS crew working in the area who, according to her, were super nice, helpful and gave her directions. The lady called the home office to tell us that we have a great group of men working for us which, of course, we already knew. **Foremen Chris Parkis** and **Rob Philipsen** and **Trimmer Nate Pexa** were the helpful crew. Their **General Foreman** is **Will Porter**.

### Stork Stop!

**Foreman Chris Lenhardt** and his wife Tiffany welcomed a new baby girl into the world, Chiera Savannah, in late August. Congratulations, Chris and Tiffany!



## NORTH DIVISION

### Bouquets From Brookfield

WE Energies Jeff Treu received a phone call from a Brookfield WI customer who wanted to express his satisfaction with a WTS crew "who did a wonderful job on my property." The customer had a chance to talk with the crew and attested they were very polite. He mentioned he had a sprinkler system and the crew took the time and extra effort not to damage it. Jeff wanted to thank everyone involved for getting the job done and leaving a "very satisfied customer," too. The thanks belong to We Energies Assistant Forester Mike Hummer, **WTS Foreman Rick Reed** and **Trimmer David Kash**.

### We're Firefighters, Too?

A Palmyra WI resident noticed a fire had started in a tree behind his garage. He called the fire department who called the utility who called WTS to take down the tree branches causing the problem. In an email to WTS, the customer said: "First, let me thank your firm for being so prompt in getting here. Your company went the extra mile to take care of the problem, not only behind my garage but also behind the neighbors on both sides as well. I never realized what a dangerous situation we had here until your men told me that the trees were still smoking when they were trimming them back. My entire backyard was filled with branches but by the time they left, you couldn't even

tell they had been here. I appreciate their efforts in cleaning up the debris. They worked until 6:30 p.m. to finish the job." Take a bow, **Foremen Bret Chocholous, Jerry Coy II and Mike Gilbert;** and **Trimmers Nate Berge and Jim Witucki**. Their **General Foreman** is **Herb Coy**.

### Appreciates Skilled Workers!

An Ameren Power Company customer in Imperial MO wrote the utility's forester, Mike Ellengerger, about how pleased he was with work performed by Mike and WTS in his area. The letter stated: "I have been a tradesman through my working career. I appreciate skilled, hard-working people and the results they get. You and Wright Tree Service have performed a great service for us. Always courteous and always working to their fullest ability, these guys were a pleasure to work with. My neighbors are happy now their electric service is not in danger." High fives to **General Foreman Dale Pewitt, Foreman Scott Lay** and **Trimmers Terry Kane and Ken Kirk**.

### Heyel Team Wins

It was a beautiful day for the 12th Annual North Division Golf Outing at the Meadow Springs Country Club in Ft. Atkinson WI so **Division Manager Don Heyel** had no excuse for not winning it – so he did, along with his trusty partner (and excellent golfer) Rick Schulte of UAP Timberland. Second place honors went to **Foreman John Block** and WE Energies Bob Kozelek. Bob also won the

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# From the Treetop



By **Scott Packard**  
President/CEO

*(President/CEO Scott Packard sent this letter to every employee from Wright Tree Service who answered the call for help in Alabama and Florida following the devastating hurricanes.)*

In the history of Wright Tree Service, we have always responded to the aid of our fellow Americans when Mother Nature unleashes her fury. Normally our Midwestern roots have limited our exposure to the usual assortment of tornadoes, ice storms and high winds.

This time was different. Prior to the Labor Day weekend, we received a request to send aid in anticipation of the impending hurricane (Frances) that was to hit Florida. Before you could finally come home, hurricanes Ivan and Jeanne paid a visit - and many of you stopped off in Alabama to aid others in need.



As a member of the "2004 Storm Team," I would like to extend my personal appreciation for a job well done and done "Wright." As a direct result of your efforts, the people of Florida and Alabama can begin their recovery from the devastation caused by these storms. We received many calls and letters extolling your efforts – by all accounts you exhibited the professionalism, integrity and character that made me proud. You performed this work under harsh and extreme conditions with no injuries. This is no small feat, and is an accomplishment that deserves commendation and recognition.

To honor your service, I have enclosed a certificate and a t-shirt commemorating the events. Once again, thank you!

Very truly yours,

Scott D. Packard  
President/CEO



# Benefits

## FRIDAY, DECEMBER 24, IS ENROLLMENT DEADLINE FOR FLEXIBLE SPENDING ACCOUNT

A Flexible Spending Account (FSA) is a government-approved way for employees to set aside money in an account for reimbursement of non-covered medical and dependent care expenses. Whatever amount is elected for a flexible spending plan is nontaxable.

It is now Open-Enrollment time for the Flexible Spending Account. The plan allows you to set aside money, through payroll deduction, to use

for uninsured health care and dependent care expenses, planned for the upcoming year. One of the biggest advantages is that it increases your take home pay since you pay expenses with tax-free dollars instead of after-tax dollars.

Any union or non-union employee who has worked to the first of the month following 90-days of service may enroll. Employees enrolled in 2004 must re-enroll for 2005.

Please take some time

to review your medical and dependent care expenses, and determine how the plan might benefit you, before making your decision. Anyone who needs a flex enrollment form, or has questions about the plan, should contact Michelle in the Des Moines office.

You do not have to be enrolled in the company health insurance program to participate in the Flexible Spending Account. The plan year begins on January 1, 2005, and is based

on checks dated in 2005, regardless of when the hours are worked.

The form must be received in the Des Moines office by December 24, 2004.

If you incur expenses such as medical deductibles, office visit co-pays, eye exams, dental expenses (including orthodontia), or any dependent care expenses so you can work or attend school, you should consider enrolling in the Flexible Spending Account.



*Our thanks to General Foreman Jim Engelke, Minnkota Division, for sending us this picture of some WTS crewmen working in Florida. They are, on truck, left to right, Brad Despot, Ricky Olson and Earl Hall; bottom row, left to right, Jim Dufour, John Marx, Jim Goffin, Marc Doppler, Tracy Yahnke, Lonnie Frank, Cory Kobernick, Tony Soto, Tim Sullivan, Gary Deppe and Ross Fleischauer.*



*Kevin Patton, a Data Analyst on the ComEd project in Chicago, and his wife, Stephanie, have a new daughter, born in late September. Her name is Reagen Mackenzie.*



*Foreman Jim Bushue, Southwest Division, recently retired after serving WTS for over 25 years. A retirement party was held for Jim at the Regency Inn in Abilene TX. Ken Draper was Jim's General Foreman.*



*General Foreman Mark Fuhrman, Southwest Division, and Forester Mike Wellner of AEP teamed up to clean up a park in Tulsa OK. In the grapple, Foreman Mark Downs; in the bucket, Foreman Matt Silkey; on the ground, left to right, Fuhrman, Foreman Shaun Decker, Groundmen Chris Rohde, Kirk Thompson, Kenneth Cooper, Kwatee Cox and Trimmer Rockford Miller. Mark wants to thank Wright Tree Care for loaning the grapple for this special project.*



*General Foreman Jim Swisher, Mountain States Division, nailed this mule deer in September with a 50 cal. Black powder. The 5 x 5 measured 29 7/8" spread and over 200 Boone & Crockett.*



# To All Electric Crews: Thanks for Watt you did!

Space Provided by Florida Outdoor Advertising Association



[www.FLThanksYou.com](http://www.FLThanksYou.com)

*This outdoor bulletin expressed the thanks of all the Florida utilities to the companies, in state and out of state, who helped restore power following the devastating hurricanes. These are the employees of Wright Tree Service to whom this tribute is dedicated:*

Gaylen Ackerman  
Daniel R Adcox  
Timothy J Aker  
George A Anderson  
Carlos A Baca  
Rickey L Bates  
Joseph J Bayer  
Brian R Bennett  
Jesse E Bergerhofer  
Joshua A Bergerhofer  
Larry Bingham  
Jerry Black  
James P Blake Jr  
Shawn D Blanchard  
David L Bowman  
Thomas L Brumm  
Larry D Bryant  
Jay F Bult  
Tim L Cart  
Lorimer E Christianson  
Larry W Colegrove  
Danny L Copp  
Herbert B Coy  
Jerry Coy  
Glen R Crabtree  
Daniel R Davies  
Jonathon J Davies

Gary D Deppe  
Bradley T Despot  
James W Devlin  
Jason R Dix  
Charles M Dock  
Marcus L Doppler  
James D Dufour  
James Engelke  
Michael R Euteneier  
Christopher T Finch  
Ross E Fleischauer  
Lonnie H Frank  
Mitchell J Frye  
R Scott Gietzel  
Michael J Gilbert  
Jeffrey A Gilmore  
James J Goffin  
Keith D Gummeringer  
Earl R Hall  
Terry L Harris  
Michael J Harris  
David J Hegwood  
George C Hess  
Billy J Higgins  
William Hillier  
Kevin J Hough  
Corey L Hower

Heath W Huff  
Trevor G Jacob  
Daniel L Johnson  
Ernest L Johnson  
Ronald D Jones  
Mark Jones  
Kevin J Jung  
Robert J Jupina  
Robert K Kappelhoff  
Steven E Kauffeld  
Kevin R Ketchmark  
Clinton J Klukas  
James J Klukas  
David A Knapp  
Cory M Kobernick  
Robert W Kresse  
Michael R Kuhrt  
Matthew J Lancot  
Scott Laux  
Jody L Lewis  
Robert M Lien  
Chad J Luckow  
John W Mains  
Jonathan E Marx  
Brett G McCully  
Danny McMillen  
Issac McNown

David L Meyer  
Mike D Mibbs  
Marvin L Miller  
Keith E Miller  
Wayne S Mitchell  
Timothy E Monn  
Matthew D Mullanix  
Adrian T Oliver  
Richard L Olson  
Mark T Parker  
Jeff A Parkerson  
Chris A Parkis  
Donald R Parrish  
Matthew E Pegg  
Nathan J Pexa  
Troy A Phillips  
Shon E Plate  
Landon E Poppens  
William H Porter  
Keith E Resch  
Paul R Reynolds  
Randy L Reynolds  
Scott R Rice  
Daniel M Richmond  
Nicholas M Rosenboom  
Ronald L Royal  
Jarod M Rues

Jim Sieverding  
Kevin L Simmering  
Jeremy C Smith  
Keith A Smith  
Antonio Soto  
Dale A Stout  
Timothy J Sullivan  
Mike J Suprenand  
David D Thomas  
Nick E Thompson  
Kelly M Thompson  
Levi J Trenary  
Ernest E Troxell  
Kenneth A Tucker  
Gerald A Vincent  
Rusty K Walker  
William O Wallen  
Duane E Westhafer  
Dennis M Wiese  
Daniel B Williams  
Teddy T Wilson  
Thomas R Winters  
Bruce W Wuchterl  
Tracey E Yahnke





*Strangers you were when you reached  
communities; brothers and sisters you  
No mosquitoes, swamps, lightning or h  
your willingness to work tirelessly to  
To you who saw our need and who  
own dwellings to help restore ou*





*and our battered highways, byways and  
we were upon returning to your homes.  
hot and humid days deterred you from  
restore normalcy to our daily lives.  
left the comfort and safety of your  
urs, we remain forever grateful.*





# Going Home

## An Atlantan Thanks The Wright Tree Service Hurricane Crews

// A couple of days ago, in ultimate and absolute glorious sunshine, after the departures of Frances and Ivan, I was traveling north on I-75 just north of Atlanta. I rode along for awhile with an entire fleet of Wright Tree Service trucks that, to me, must have been 'going home.' It was obvious that they had been on a mission that only heroes volunteer for – to head south across miles and states to traverse the un-traversable and do what they could to repair the devastation that only people in the wrath of natural disasters can understand.

"The guys in this crew are automatically exceptional – yes, because no one wakes up in the morning actually having a desire to leave their families to go and work, to really work hard, in a land that appears to be a war-torn country after the wrath of a hurricane. These crews of yours, though, there was something else, something different about them. It could have been any one thing, but it wasn't. It was all of it put together. They drove together, in a line (single file like when we were sweet and in grammar school) – at a respectable speed I might add – but the big picture was the sheer size of the trucks and the number in the fleet that really made a statement.

"And everything was clean, so very clean. Not only the trucks, but the crews as well. They were neat and looked kind, and exhausted – but not ragged or frazzled. Perhaps it was just a wash of tired relief to be headed north, I don't know. They were handsome and humble, and they were proud. The only thing out of place was probably the one thing most in place: their laundry bags in the back of the trucks. Because they were going home. Maybe they were just passing through and they thought they were just driving down a road, but for this one girl in Atlanta, they represented one thing that we can't get enough of amidst these treacherous days, and that is Pride. So thank you, guys. For the feeling you gave me, for renewing my spirit in the kindness of mankind, and for everyone else on your difficult journey that couldn't say thank you. I sure hope you guys get this, because I wouldn't have sent it if I didn't really think you all deserved it. You should all be applauded. It is no wonder that your firm, like ours, is over seventy years old. Congratulations on a job well done."

Jamie Broadhurst  
Atlanta, GA 30339



# S.E.T. News

## Thanksgiving Challenge Weeks A Success!

Only four accidents in four weeks! Normally we have five reported each week. This is a remarkable achievement. Congratulations!

Mountain States has yet to report an accident in this fiscal year starting October 1, 2004. They have received turkey coupons and the bonus \$50.00 gift card. Congratulations to Mountain States for maintaining a perfect record so far this year.

Division 45 and Central Divisions worked accident-free during the first two weeks of October. They have received turkey coupons. Both Divisions went accident-free until October 19. Congratulations to Central and Division 45 for a great effort.

We must work together to attain an accident-free work place. We do not want to lose a life or suffer a severe disabling injury, so get prepared for the next challenge. Although we did very well during the Thanksgiving Challenge, we did not have an accident-free company. Each incident that occurs could be a serious, disabling accident. If you want help from the S.E.T. Department or your Safety Supervisor, just ask for it. If we prepare well enough, we can have more accident-free months.

## Could These Accidents Have Been Avoided?

**NORTH DIVISION**, Don Heyel, Division Manager  
Chris Neyhart, General Foreman

**Dean Dickson was stepping down off the bucket ladder, slipped and sprained his ankle, at 8:00 a.m. on October 4, 2004.**

Jim Sweeney, General Foreman

**Barry Bestland jumped out of the back of the chip box and sprained his left ankle, at 7:30 a.m. on October 11, 2004.**

**MINNKOTA DIVISION**, John Church, Division Manager  
Mike Harris, General Foreman;

**John Ruppert was bent over cutting tree limbs and felt pain in his back. The injury occurred on Wednesday, October 6, 2004.**

**SOUTHWEST DIVISION**, Roger Hagen, Division Manager  
Arthur Colbert, General Foreman

**John Schuman was struck by a tree limb on the back of his right leg causing a contusion, at 10:00 a.m. on October 7, 2004.**

## From The Mailbag...

**Safety Supervisor Marty Pingel** received a superb commendation from Clifford Petty, Safety & Training Coordinator for Indianapolis Power & Light Co. In his email to Marty, Petty said, "You do an outstanding job representing Wright Tree Service and you have definitely earned our trust." Take a bow, Marty.

**Safety Supervisor Randy Rempe** has a new granddaughter, Abigail Rose, born in late July. She is the daughter of Robert and Lisa Rempe. Although in Afghanistan, Robert was able to be on the phone with Lisa during the delivery.



*S. E. T. Director Keith Sheriff presented awards to WTS crews that were inspected by OSHA without receiving a citation. The award included a certificate of recognition and a T-shirt that said "OSHA Inspected, Citation Free."*

*In top photo, from Minnkota, left to right, Scott Ruzicka and John Brezinsky; in second photo, also from Minnkota, left to right, Gene Weiss, Rick Loushine, Jon Johannessen, Carlos Miller, Tim Koivisto, Norman Schultz, David Mahlberg, Carl Marlbert and Bob Gray (not pictured, Tim Hanson, Stan Ketola, Jake Bergener, Joe Kidwell and Mike Vogt); in third photo, from Division 45, left to right, Matt Fetty, Chad Jackson, Joseph Duvall, Ron Truitt Jr. and Maynard Lowe; in fourth photo, also from Division 45, left to right, Maynard Lowe, Joseph Wilson, Mike Cole, James Downing, Greg Eby, Jerry Trivette, Jr. and, in front, Dan Arvidson; in fifth photo, from North, left to right, Randy Reynolds and Keith Sheriff (not pictured, Vaughn Pierson). Keith Sheriff wants to commend the safety supervisors for their training efforts.*





*Landscape Crew Foreman David Jenson, Mountain States Division, shows off his son Corey on the shores of Lake Michigan. Corey, who worked with his dad for a couple of summers, joined the Navy in August and is currently an airman at Great Lakes IL.*



*Trimmer Trevor Jacob, North Division, and Angela were married in late September. Angela had a few anxious moments while waiting Trevor's return from Florida but the wedding took place on the scheduled date.*



*Over 70 people turned out for the annual Minnkota Division picnic this year. General Foreman Steve Janousek watches the kids scramble for the goodies after the breaking of the piñata.*



*Foreman Bill Reese, Central Division, and his wife Bette are new grandparents of a boy, Braedon Cael Layman. Grandpa Bill and Braedon enjoy some quiet time together. The baby was born to daughter Liz Layman and husband in early October.*



*General Foreman Ken Venzke, Minnkota Division, was "volunteered" by his daughter to teach tree identification to her 10th grade Natural Resources class. They worked on identifying 30 different tree species native to Minnesota. "Hopefully I inspired some future employees," commented Ken.*

*It's a boy for Foreman Bill Elkins, Southwest Division, and his wife Leslye. Collen Ryan was born in mid-September, weighing in at 5 lbs., 14 oz.*

## News from the Branches

*(continued from page 3)*

closest to the pin competition. **Foreman Jay Hafemeister** smacked the longest drive; Ryan Stroeder of Best Truck sank the longest putt; and, repeating his feat from last year, **Foreman Jamie Watkins** won shortest drive honors. **Foremen Tom Brumm and Jerry Coy** registered the highest team score.

### Lawn Mower for Sale?

A LaCrosse WI couple, customers of Vernon Electric Cooperative, wrote a letter of praise for a WTS crew. "When they started trimming in our coulee," the letter said, "my husband asked if they needed a place to dump the wood chips. They offered to dump off what extra chips they had throughout the summer. Having this amount of chips enabled us to get rid of the grass in our yard so we don't have much to mow any more. The chips also make for a great mulch around all the native flowers and grasses we have planted. Thanks again for having such a great crew to work in our area." **Foreman Steve Matthews and Trimmers Jerry Lasko, Dan Thorgerson and Jay Voss** were the crew that earned this praise. Their **General Foreman** is **Troy Heinz**.

mutilates trees, it is a joy to drive the streets of Lansing and see how your efforts to maintain trees give the citizens a beautiful gift. In the spring of this year, a tree in front of my house needed trimming and your staff (WTS) not only did a wonderful job to maintain the integrity of the tree, but they also recovered and reconnected a piece of my squirrel feeder that they found in the melting snow. Thanks and congratulations on being named Tree Line USA Utility." Our congratulations, too, to Lansing's Board of Water & Light. The crew commended here, **Foreman Gerald Correll and Trimmers Dan Burwell and Rodney Riley**, was one of the crews that helped the utility achieve this honor. Their **General Foreman** is **Aaron Lorrigan**.

### More Praise From Lansing

A Board of Water & Light customer in Lansing MI called the utility to compliment the crew for the fantastic job done in her area. The two crews who were involved included **Foremen Jason McCormick and Jason Seaman**; and **Trimmers Ramiro Arellano, Romeo Carbajal, Elias Garza, Aaron Gibson and Alfonso Rodriguez**. Their **General Foreman** is **Aaron Lorrigan**.

### The Voice Of Experience

A Consumers Power customer in Jackson MI emailed the utility about how delighted he was with WTS. "When I arrived home to let them know where my well and septic were," the customer wrote, "their bucket truck was broken. The boom was up and they blew an O-ring, making it impossible to lower it. So they called in another crew and worked as a team to remove my tree. This was no easy

*(continued on page 11)*

## DIVISION 45

### Thankful We Don't Mutilate Trees!

A customer of the Board of Water & Light in Lansing MI wrote the utility "to express my appreciation for your company's efforts to 'work with nature' with regards to the way you trim trees. Having spent the last 15 years in Norfolk and Portsmouth VA where the power company literally





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task as I worked for three years trimming myself. There were a lot of things in the way and nothing was damaged. The crew was courteous and professional – it was a job well done!” Pats on the back are in order for **Foremen Roy Ehrig and Chad Fox**; and **Trimmer Paul Kreps**.

## SOUTHWEST DIVISION

### “Obviously Pros”

A customer of East Central Electric in Oklahoma called the home office to report on the “outstanding and professional job” that **Foreman Scott Ogden** and his crew did on her property. “They are obviously pros,” the customer attested, “and they were very safety conscious.” Well done, Scott – and please pass our thanks along to your crew.

## MINNKOTA DIVISION

### A Clean Sweep!

An Eveleth MN customer of Minnesota Power & Light wrote the utility’s office in Duluth MN, full of praise for work done by a WTS crew on his property. According to the letter, the crew removed a large birch tree next to the customer’s residence which was leaning toward the power line. “The crew did a very professional job in removing this huge tree,” the customer commented. “All of the personnel were very courteous and took great care not to damage our residence. We were particularly impressed when they took the time to sweep the sawdust off of our roof and clean the yard of all

debris. Your company has hired a very professional contractor to remove trees and branches that may be encroaching on power lines.” WTS is proud of **Foreman Tim Hanson’s** crew, too.

### Frostproof, Not Hurricane Proof!

A Frostproof FL couple took the time to write Xcel Energy in Sioux Falls SD to thank the utility for “coming to our rescue after Hurricane Frances.” The couple, of course, was referring to a WTS crew that traveled to Florida to help restore power after the hurricanes. The letter stated: “We want to thank your crew for coming to our rescue after Hurricane Frances. They worked hard cutting trees and limbs away from power lines so that electricity could be restored to us. This was our second major hurricane in three weeks. We were without power both times. God bless them for coming so far to help those in need.” This well deserved praise was earned by **Foreman Glen Crabtree** and **Trimmer Larry Bingham**. Their **General Foreman** is **Mike Harris**.

### Tears Of Happiness

A Little Falls MN customer of Minnesota Power & Light phoned the utility to thank them “for the wonderful job WTS did on her elm tree infected with Dutch Elm disease.” She was so thankful, according to the report, that she was in tears. The customer also said how polite the crew was and how grateful she was that the crew stacked the wood for her.

# From the Kitchen

*It’s the holiday season and bright, festive color is everywhere! Here are two recipes that are very colorful, easy to make, and a delicious treat for friends – and family, too.*



### Christmas Appetizer Wreath

2 tubes (8 oz. each) refrigerated crescent rolls  
1 package (8 oz.) cream cheese, softened  
1/2 cup sour cream  
1 tsp. dill weed  
1 tsp. garlic powder  
1 & 1/2 cups chopped fresh broccoli florets  
1 cup finely chopped celery  
1/2 cup finely chopped sweet red pepper  
Celery leaves

Remove crescent dough from packaging (do not unroll). Cut each tube into 8 slices. Arrange in a circle on an ungreased 14" pizza pan. Bake at 375 degrees for 15-20 minutes or until golden brown. Cool for 5 minutes before carefully removing to a serving platter; cool completely.

In a small mixing bowl, beat the cream cheese, sour cream, dill and garlic powder until smooth. Spread over wreath; top with broccoli, celery and red pepper. Form a bow garnish with celery leaves. Makes 16 servings.

### Candied, Brandied Cranberries

*If you like cranberries, you'll love this recipe!*

Place 1 lb. cranberries in a shallow baking pan in a single layer. Sprinkle with 2 generous cups of sugar. Cover tightly with heavy foil and bake 1 hour at 350 degrees. Cool. Mix in 4 tablespoons of brandy, more or less, to taste. Sprinkle with sugar before serving.



# Wright Tree Care News

By Linda Wright, President  
Wright Tree Care

## It's Been A Very Good Year!

Wright Tree Care, the residential arm of Wright Tree Service in Des Moines IA and now in Tulsa OK, is wrapping up a very good year. After a slow start because of a difficult winter, business really took off! With the addition of the Tulsa office, we had our best year ever by far. We look forward to a good winter, with tree work already booked into February.

Tulsa came on board May 1st, and brought along a great group of people who have proven to be a tremendous asset. **Pete Burkett** is Tulsa manager and in charge of sales, and **Dale Hughes** has assumed the operation responsibilities. **Sarah Frock**, administrative assistant for the office, has proven to be an invaluable source of information and in getting things done. **Ralph Conner**, sales manager here in Des Moines, has spent a great deal of time in Tulsa working with Pete, and introducing us to people we should know. **Rick Hanson**, manager of tree care operations, and **John Griffiths**, plant health care manager, have also spent time in Tulsa helping with sales and training.

## A few interesting facts:

- Wright Tree Care has 12 ISA (International Society of Arborists) certified arborists on staff, with a few more testing in December. This expertise lets us continue to provide excellent, leading edge service to our clients.
- From our Brite Ideas franchise, holiday light sales and installations have quadrupled this year, thanks to the hard work of John Griffiths and his capable crew, **Wayne Kautzky** and **Ryan Burlingame**.
- **Mike McFarland** and **Eric Speed** headed to Tulsa to lend a hand after a bad storm hit the area there. **Mark Harwick** and **Adolfo Alonzo** from Tulsa returned the favor by coming to Des Moines to help us meet a deadline for a large project. It's really great to be able to share.
- We've begun a limited program using Cambistat, a growth regulator for trees with limited root zone areas, such as parking lot or planter trees, trees too close to houses, etc. Completed testing on some other new products has also resulted in increased sales and satisfied customers.

# Family Clippings



*Receptionist Donna White and husband Jim took a side trip from their church-sponsored trip to Germany to visit their foreign exchange student in Munich, Volker Buttermann. Left to right, Donna, Volker, Jim, Volker's wife Alex, and Ray Keables, a friend of the Whites.*



*Meet Jeff Marshall who has joined our IT staff. Jeff has been working as a programmer since 1994, most recently for McCleod Technologies. Jeff and his wife Sarah have two boys, Ryan and Jerad. Jeff is an avid reader, plays softball and roots for the Pittsburgh Steelers.*



*U. S. Senator Charles Grassley enjoys a cup of coffee while touring the home office last fall with President/CEO Scott Packard.*



*President/CEO Scott Packard has been named to the Board of Directors of the Tree Care Industry Association (TCIA). Scott will serve a three-year term.*



*Halloween brought out a variety of costumes for the party at the home office. Front row, left to right, Mark Rader, Donna White, Terri Smart, Wendy Eckhart and Kelly Pettijohn; back row, left to right, Cindi Cummings, Cyndi Pannkuk, Angie Jorgensen, Stacey Kies, Kristy Reynolds, Julie Chapman and Michelle Eggleston.*

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

**WRIGHT TREE SERVICE • P.O. Box 1718 • DES MOINES, IA 50306 • 515-277-6291**