



Our Family Tree

WINTER 2005
VOLUME 11
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A Newsletter for the Employees and Friends of Wright Tree Service

"I WILL HONOR CHRISTMAS IN MY HEART AND TRY TO KEEP IT ALL THE YEAR."

That simple sentence was written nearly 150 years ago by a very famous English author, Charles Dickens. It was a quote from Tiny Tim, a young crippled boy in one of Dickens' most famous stories, "A Christmas Carol". Burdened by his own physical limitations, abject poverty and the times he lived in, Tiny Tim was nonetheless determined to fill others with what the Christmas spirit meant to him.

Each of us has our own feelings about Christmas. Certainly, for little children, it's bright lights, Santa Claus, a festively-decorated Christmas tree, brightly-wrapped packages and lots of attention. For most of the rest of us, Christmas has a more practical side. We think about all the preparation it takes to make the holiday happy and meaningful. And we are grateful we have the freedom and opportunities to carry on with our own traditions, whatever they may be.

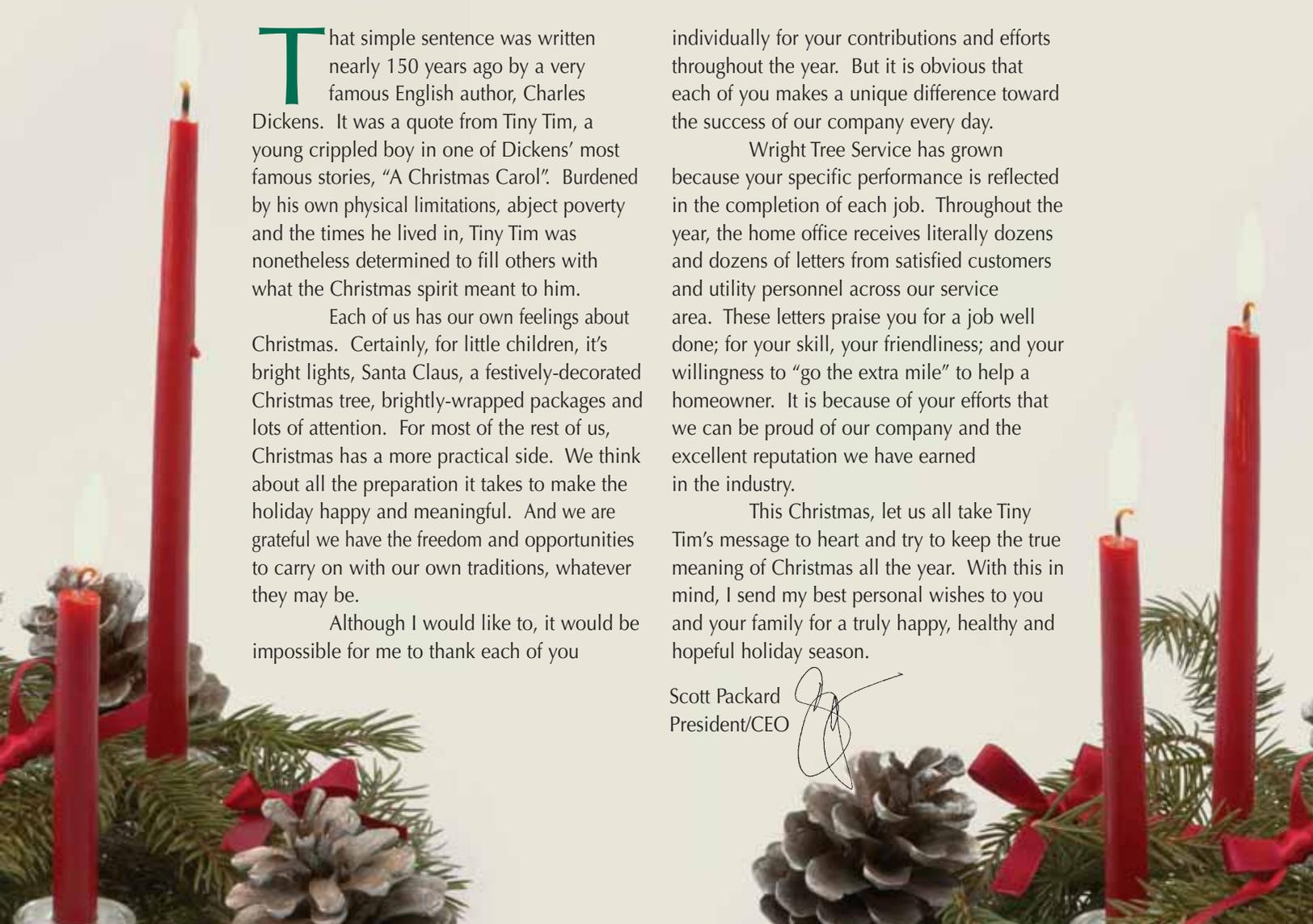
Although I would like to, it would be impossible for me to thank each of you

individually for your contributions and efforts throughout the year. But it is obvious that each of you makes a unique difference toward the success of our company every day.

Wright Tree Service has grown because your specific performance is reflected in the completion of each job. Throughout the year, the home office receives literally dozens and dozens of letters from satisfied customers and utility personnel across our service area. These letters praise you for a job well done; for your skill, your friendliness; and your willingness to "go the extra mile" to help a homeowner. It is because of your efforts that we can be proud of our company and the excellent reputation we have earned in the industry.

This Christmas, let us all take Tiny Tim's message to heart and try to keep the true meaning of Christmas all the year. With this in mind, I send my best personal wishes to you and your family for a truly happy, healthy and hopeful holiday season.

Scott Packard
President/CEO



News from the Branches

CENTRAL DIVISION

No Fence Offense

A MidAmerican Energy customer from Waukee, IA phoned the home office to report on a tree removal performed by **Foreman Rob Philipsen** and **Trimmer Jeremy Smith**. "They even had a fence to work around and did not damage it at all," the customer said. "The tree was on my property and the crew did such a good job, the whole tree fell into my yard and not the neighbor's." The same crew was cited by a Norwalk, IA customer for "doing a great job" and for their friendliness. Nice work, Steven and Jeremy. Their **General Foreman** is **Will Porter**.

Short And Sweet

Jim Puentes, Manager/Forest Services for MidAmerican Energy, emailed us about a phone call received by one of the utility's customers who just wanted to let Jim know what a good job a WTS crew did at his home. Thanks, **Foreman Doug Vondal** and **Trimmer Mike Foulks** for making a good impression. Their **General Foreman** is **Doug Hansen**.

Good Samaritans

While on their way to work in Des Moines, IA, **Foreman Rob Philipsen** and **Trimmer Jeremy Smith** were driving behind a pickup truck. When the driver

turned the corner, a load of brush tipped out of the truck. Rob and Jeremy stopped, gathered the brush together, chipped it and put it back in the truck. Rob and Jeremy naturally refused payment from the driver who reported this good deed to the home office. Way to go, Rob and Jeremy! Their **General Foreman** is **Will Porter**.

Above And Beyond

A WTS crew, trimming trees for MidAmerican Energy in a Davenport, IA neighborhood, was approached by "the man next door" who asked the crew if they could trim off a branch in his yard. The crew cut short its lunch break and accommodated the man who praised the crew for its courtesy in his email to the utility. Thanks to MidAmerican's Dennis Haack for providing this story to us and hats off to **Foreman Randy Jones** and **Trimmers Zack Alberts, Ryan Johnson** and **Kurt Schneckloth**. Their **General Foreman** is **Doug Hansen**.

Double Delight In Des Moines

Theresa Murphy, Quality Coordinator for MidAmerican Energy, emailed us commendations from two Des Moines customers. One expressed her pleasure with the

tree trimming on her property, remarking how cooperative the crew was when she requested a little further trimming. The other customer was equally pleased and wanted the crew to know how happy she was. **Foreman Chad Luckow** and **Trimmer Andre White** get the credit for these two compliments. Their **General Foreman** is **Will Porter**.

Highway To Happiness?

MidAmerican Energy's Theresa Murphy provided us with the names of a WTS crew that was complimented for a line clearing job on a highway in Madison County, IA. Take a bow, **Foreman Bill Reese** and **Trimmer Earl Jackson**. Their **General Foreman** is **Will Porter**.

A Matter Of Necessity

A couple in Basehor, KS, a Westar Energy customer, bemoaned the fact that a group of fifty-year-old trees had to be removed from their property because of the trees' proximity to power lines. In their letter to the utility, the couple stated they "really hated to give up the trees because of the great shade they provided in the summer" but realized the necessity, recalling the power outages of two years ago because of ice storms. "The crew was remarkable to watch," the couple wrote. "They worked in 90-100 degree heat and cleaned up when they were done, leaving the cut logs behind at our request." The letter concluded: "Please express our gratitude to the crew from Wright Tree Service for a job well done." Hats off to **Foremen Mark Owens,**

Francis Flory and their crews for helping this couple through a traumatic situation. Their **General Foreman** is **Roger Farley**.

More Bouquets From Basehor

Another Westar Energy customer from Basehor, KS has good things to say about **Foremen Mark Owens, Francis Flory** and their crews. In a letter to the home office, the couple wrote, "We had some trees cut down and Mark and Francis were very nice. They were considerate and picked the best route to get to our trees in the backyard. They cleaned up the yard and explained things that were happening. The whole crew was very considerate." Please accept this praise, Mark and Francis, and pass it on to your crews. Their **General Foreman** is **Roger Farley**.

Attention To Detail!

A Westar Energy customer in Lawrence, KS took the time to get the names of the three crews who worked in her neighborhood. In her letter to the home office, she wrote: "We are writing to express our thanks and appreciation for the excellent service our neighborhood received from your company. Your crews were very courteous and friendly. They explained what they needed to do. They made sure we were not inconvenienced in any way and they left the area very clean. Everyone was highly impressed and very satisfied with the level of professionalism shown by your crews. A lot of

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companies these days talk about customer service but never provide it. Your crews gave us excellent customer service. They are the best." Then the customer identified **General Foreman Roger Farley, Work Planner/Foreman John Rogers; Foremen Russell Burk, Jeremy Fry, and Mark Owens; Trimmers Dan Griswold, John Houston, Darryl James and Loubie Wilks; and Groundmen Brent Coker and Josh Penrod.** We concur with the writer: You guys are the best! Congratulations on this excellent commendation.

A First Class Act!

In an email to the home office, a Knoxville, IA couple pays tribute to a WTS crew for the respect they paid to a funeral procession. The couple wrote: "During the procession to the cemetery, the crew stopped what they were doing and held their hard hats to their chest as the parade of cars went by. Many people were so impressed by this gesture and respect. If possible, please let them know our family was very grateful." We are only too happy to relay this to the crew, along with our deepest admiration. **Dennis Williamson** was the **Foreman, Joseph Fee** was the **Trimmer** and **Nathan Dailey** was the **Groundman.** Their **General Foreman** is **Wes Langford.**

Thanks From Nick

Foreman Nick Thompson of Baldwin City, KS wants to thank all the guys at the Dodson Yard for their support during his recent illness. Hope you're 100% now, Nick!

Surprise Wedding Guests

You'd think a wedding at sunset in a gazebo at a city park in Ottawa, KS would be romantic enough for **Foreman Michael Finch** who married Stephanie Lynn Smith in early September. Not so – a live monarch butterfly release marked the end of the ceremony. P.S. The butterflies were shipped from New Orleans just before Hurricane Katrina hit (we wonder if the butterflies realized how lucky they were). Best wishes, Michael and Stephanie.

A Round Of Applause

A MidAmerican Energy customer in Winterset, IA emailed the utility, applauding **Foreman Bill Reese** and **Trimmer Earl Jackson** for their courtesy. Although the utility had an easement on the customer's property for line clearing, the WTS crew asked the customer for permission to enter his property. A class act, Bill and Earl! Their **General Foreman** is **Will Porter.**

Another Certified Arborist!

Congratulations to **General Foreman Ray Flick** on being named a Certified Arborist.

NORTH DIVISION

An A+ For WTS
Division Supervisor Phil Heinz

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From the Treetop



By **Jim Lorrigan**
Safety Supervisor

Wright Tree Service Answers The Call Again!

I was shocked to see first hand the effects that hurricane Katrina had on the Mobile, Alabama area. Houses leveled, trees and lines down, and boats stacked where they didn't belong were just some of the sights we saw. The local people were very grateful we were there. I couldn't begin to count the times I heard, "Thank you" and "God bless you for helping us".

I want to personally thank our guys who stepped up to the plate and went above and beyond their normal scope of work to represent Wright Tree Service in a courteous and professional manner. Leaving their families



The lines are cleared, the brush is piled neatly at the roadside ready for pickup and a Wright Tree Service crew heads for home.

to help other families in need is an inconvenience, but very rewarding to all. It is obvious that Wright Tree Service arborists are more than just guys who trim trees.

I saw a couple of crews assist a home owner by pulling his truck off of his lawn after it tried to sink away. I saw a crew give away a half case of water to a family who hadn't had any electricity or running water for days. I even saw a crew give away their lunch to an abandoned, homeless dog. I'm sure there were many more acts of kindness that I didn't see.

I hope all Wright Tree Service employees are as proud of themselves as I am for all the good they have accomplished. It's very gratifying to be involved in a convoy of trucks and an organized team of arborists that pull into a neighborhood that welcomes you and is so grateful to have you there as you begin doing what needs to be done. Good job, and keep up the good work!

Wright Tree Care News

By Linda Wright, President
Wright Tree Care

It's Been A Very Good Year!

Wright Tree Care has completed our most successful year ever! All three locations – Des Moines, Tulsa and Kansas City – were profitable and show potential for further growth. We added trees crews in all locations and the fertilization and diagnostics program in Tulsa is really growing.

Good service is the name of the game! We receive dozens of letters and phone calls praising the work and professionalism of our personnel. Below are a few of the comments –

- The Kansas City Manager has received several calls complimenting our crews on their excellent work and customer relations. Thanks go to **Foreman Mike Vermillion, Steve Wampler** and **Robert Tolley**.
- A Tulsa customer wrote: "The crew did a superb job. They took great care not to damage surrounding plantings and cleaned up everything. Thanks for a job well done." Nice going, **Robbie Mizamuro, Jan Haring** and **Adolfo Alonao**.
- More praise from Tulsa: "**Foreman Aaron Forrest** and **Mike Worthington** were professional, performed the work expertly and safely, and cleaned up superbly."
- A Des Moines customer also had high praise: "Linda, I talked with you around 2 p.m. on Sunday about a tree on my house and by 4 p.m. you had a crew and equipment on the job. That's what I call rapid response! Your employees are skilled, caring, concerned – the kind of people you like to have around when you have a disaster. With **Foreman Chad Sutherland** and **Steve Proctor** running the show, you knew everything was going to be okay. I enjoy telling people how quickly you responded and you can be assured that I'll continue my private PR campaign in your behalf."

Merry Christmas! Our Christmas light business is booming this year. We're up to about 75 customers. We have a new program which allows us to take a picture of the client's home, apply a wide variety of decorations and lighting, and print off or email the recommendation. It's really a hit and has been a great help with sales. Next year – Tulsa!

Foreman Josh Suckow and his family had just moved to Gulfport, MS to be near his wife's family when Hurricane Katrina hit. They lost just about everything but managed to leave the area and move back to Des Moines and Josh has rejoined Wright Tree Care. Welcome back!

Congratulations to **General Foreman Mike Overcash**, Kansas City, MO who recently became a Certified Arborist.

News from the Branches | DIVISION 45

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shares this heart-warming story concerning a school in Bolingbrook, IL. Our crews unknowingly parked their trucks in an area where the students play at recess. When the assistant principal asked how long the work would take, they volunteered to move the trucks so the students could enjoy recess. "I didn't even have to ask them to relocate," the assistant principal wrote. "They volunteered! I am so grateful to them for treating us this way." The considerate crews were made up of **General Foreman Joe Beilke; Project Manager Dennis Nelson; Foremen Kevin McPartlin, Joe Pulera** and **John Surkamer; Trimmers Chris Alexander, Cecelia McLaughlin, Juan Rodriguez** and **Jerry Willis;** and **Groundman Mike Svec**. Thanks to all of you for making this great impression!

Gratitude From The Deep South

"I have never seen two nicer crews. They worked in the hottest temperatures, removing large trees from the power lines next to my house. They were very knowledgeable and very kind also." Those were the grateful words in a letter received at the home office from Chickasaw, AL. The **Project Manager** was **Dennis Nelson** and the **General Foremen** were **Charlie Jackson** and **Chris Neyhart**. We hope Dennis, Charlie and Chris will pass along our thanks to the other crew members whose names we do not have.

Hooray From Hurst!

Foreman Linda Hurst passes on a commendation she received from an IPALCO customer who called the Indianapolis office to express her gratitude. The customer wanted to give a "big thanks" to **Work Planner Jim Reynolds** who explained the proper method of tree trimming and removal. She also remarked how the crew removed every branch and leaf from her yard. We regret we did not receive the names of the crew members so we're asking their **General Foreman Francisco Duarte** to relay our appreciation.

An Elk Hunt Honeymoon?

Foreman Darin "Dee" Minder recently married Jennifer Hawk in Lainsburg, MI. The couple took an elk hunt honeymoon at Thunder Bay Resort and are planning a June "hog roast" reception in Parma, MI. Hog roast? Guess they don't expect to do much elk hunting.

SOUTHWEST DIVISION

A Poster Of Praise!

The Cookson Hills Electric, OK went all out by designing a "poster letter" covering the remarks phoned in by one of its utility customers. Such words as "FABULOUS," "COURTEOUS," "VERY PROFESSIONAL," and "WENT THE EXTRA MILE" were featured in large, bold type, along with a specific comment in which the customer expressed his appreciation that the crew worked around his fence and took great care around the

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A grateful Southerner emails the home office:

"I just wanted to offer my thanks to the gentlemen and ladies of Wright Tree Service. While traveling to the Mississippi coast from my house in Alabama to help my parents after Katrina, I passed many of your folks heading south to help. Although I did not see where they ended up, I want them to know that their willingness to leave the comfort of their home and family to help us out is deeply appreciated. Thanks very much."

We salute these employees of Wright Tree Service who left their homes and families to help our neighbors in the south recover from Hurricanes Dennis, Katrina, Rita and Wilma:

Anthony W. Adams
Santos N. Aguilera
J. R. Alanis-Negrete
Ruben Almanza
Jose Rodolfo Alvarez
Agustin M. Arreola
Zachary K. Bailey
Timmie J. Baker
Darrell K. Banks
James W. Bannister
James R. Bare
Edward J. Barnard
Rodney D. Barnett
Lucas Barron
Joseph P. Beilke
Robert P. Bellew
Juan R. Belmares
Genner Bernal
John C. Bigham
Tim Bingaman
Juan Blanco
Reyes Bonilla
Nathen A. Bonogofsky
Roy A. Bowen
Leslie C. Bowen
Andrew P. Boyer
Craig Bradley
Matthew C. Brown
Branden K. Bryan
Noel Caceres
Jose Camacho
Cirilo Canales
Luis Cano
John M. Chesher
James D. Clark
Donald E. Clubb
Tony J. Coburn
Chad W. Coffman
Michael D. Cole
Michael J. Collins
Jason M. Crawford
Travis L. Cron
Edwin B. Cruz
Jose Y. Cruz
Martin Delarosa
Jose G. Delarosa
Victor M. Diaz

Virgil L. Dickson
Anthony D. Dishong
Nick L. Ditta
Jerod S. Droge
Randy L. Eason
Ronald J. Ehsam
Jeffery F. Emme
Carlos Escobar
Jose M. Escobar
Omar Escobedo
Noe Estudillo
Roger L. Farley
Roger D. Feinauer
Miguel V. Fierro
Armando V. Fierro
Juan L. Flores
Francis Flory
Fernando Forero
Jamie R. Foster
Chad M. Fox
Jeremy L. Frye
Bruce A. Fuchs
Jose Fuentes
Lorenzo Fuentes
Pedro Fuentes
William A. Gadola
Rafael Garcia
Rene L. Garcia
Luis Garcia
Randy E. Gayer
Russell A. Gayer
Jeffrey A. Gilmore
Jose E. Gomez
Roberto H. Graciano
David W. Granzow
Larry Greenwood
Daniel K. Griswold
Howard L. Guimbellot
Milton R. Gusman
Eric S. Gustafson
William H. Haggard
Jon D. Hanson
Brian S. Harbison
Justin H. Hartge
Miguel C. Hernandez
Santos M. Herrera
Jose T. Herrera

Abe L. Hopkins
Ronnie J. Horn
John M. Houston
Shawn Huffman
John M. Huizenga
Jeremy C. Hunt
Travis Hurst
Vernon R. Jackman
Charlton A. Jackson
Darryl W. James
Jared Jeffries
Stan H. Jones
Benito Juarez
Donald L. Kane
Timothy A. Kline
Scherril L. Kline
Cory M. Kobernick
Daniel S. Krein
Robert W. Kresse
Timothy E. Ladwein
Alfonso Landa
Doyle W. Lee
Christopher Lenhardt
Shawn M. Lettau
Dorsey A. Levy
Jacob S. Lewis
Juan R. Linares
Ramiro Lopez
Donald Lovell
Maynard E. Lowe Jr
Edgar J. Luna
Jose G. Machado
Brandon S. Magee
Daniel Martinez
Sean T. Matusik
Jordan A. McCarter
Wallace A. McClenny
Kelly G. McFarlan
Alvaro Mejia
Harold E. Miller
Lance A. Milligan
Paul A. Mitchell
Matt D. Mizer
Michael R. Moody
Robert E. Moon
Eric Moreno
Scott A. Murphy

Israel Navarro
Daniel A. Nave
Jeffery V. Neis
Dennis D. Nelson
Christopher Neyhart
Rodney L. Nichols
Francisco F. Nunez
Mark I. Owens
Scott A. Page
Jeff A. Parkerson
Anjel Perez
Ariel Perez
Joel S. Perez
Thomas M. Petruszak
Dale W. Pewitt
Peter K. Phipps
Rogelio Pinzon
Travis D. Platt
Chris A. Poling
Jesse C. Pollard
Joseph Pulera
Barnardo V. Pulgarin
Jay D. Reed
Carlos M. Resendiz
Kevin E. Rhoads
Pedro A. Rivas
Robert G. Roberts
Jeff A. Rocznik
Salvador Rodriguez
Efrain A. Rodriguez
John M. Rogers
Jose N. Romero
Jose B. Romero
Christopher D. Saling
Larry L. Saling
Oscar R. Salmeron
Roberto E. Salmeron
David A. Salmeron
Wilfredo Sanchez
Armando Sanchez
Devin M. Satterlee
Christopher L. Schaffer
Wesley A. Schroeder
Anthony H. Schwarz
Timothy W. Secrease
Kimberly S. Self
Ross R. Self

Reymundo Serrano
Scott R. Shaw
Ryan P. Sheley
Kevin L. Simmering
Tyler J. Simmering
Daniel K. Slover
Justin M. Snyder
David R. Somervill
Max Stevanov
Chris J. Taipalus
Vicente Torres
Hugo A. Torres
Victor Torres
Jorge J. Tovar
Juan Trejo
Troy W. Upshaw
Teodoro Uribe
Raul Varela
Ehren Vargas
Homberto Vargas
Wilmer Vasquez
Abimael Velasquez
Rudis A. Ventura
Francisco A. Ventura
Milton N. Ventura
Carlos F. Ventura
John C. Verwey Jr
Levi F. Vinson
John C. Vitiritti
Gale L. Walters
James G. Walters
Glen A. Waszak
Jonathan A. Watts
Steven M. Waxmonski
Terry White
Loubie A. Wilks Jr.
Delwin L. Williams
Gregory Williams
Mark T. Williams
Jerry B. Willis
Ray L. Wolken
Jesse L. Wonsey
William A. Wood Jr.
James L. Woodling



*Cleaning up after Hurricane Katrina
Foreman Jason Crawford, Trimmer
and Jon Hanson, and Groundman*

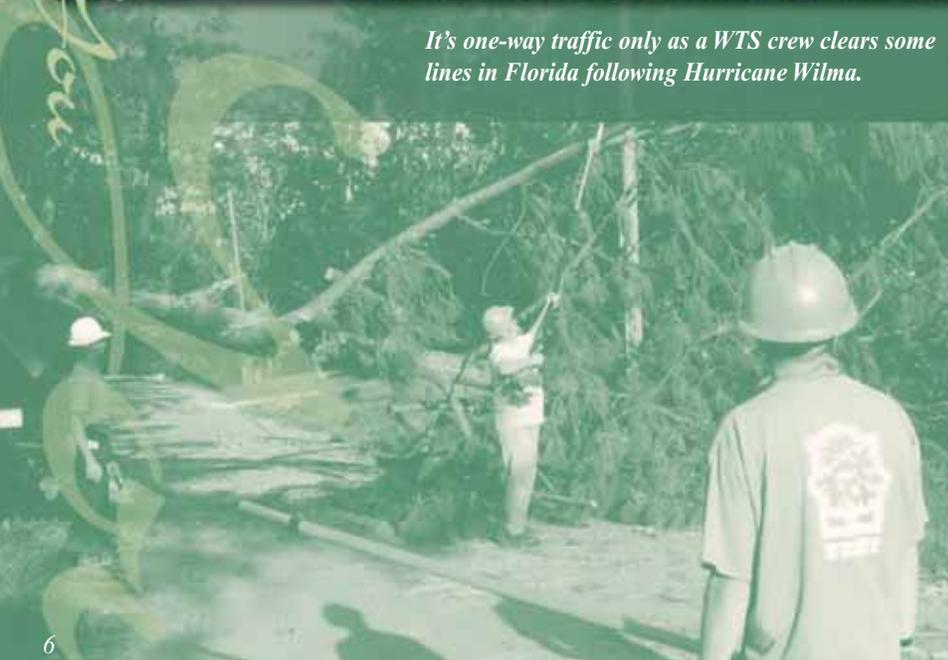


*It's one-way traffic only as a WTS crew clears some
lines in Florida following Hurricane Wilma.*

Thank You



*This boat
inland from*





*a, left to right,
s Rodney Nichols
Michael Moody.*



Left to right, Trimmers Rogelio Pinzon, Reymundo Serrano, Juan Flores and Juan Trejo came across this "victim" of Hurricane Wilma.



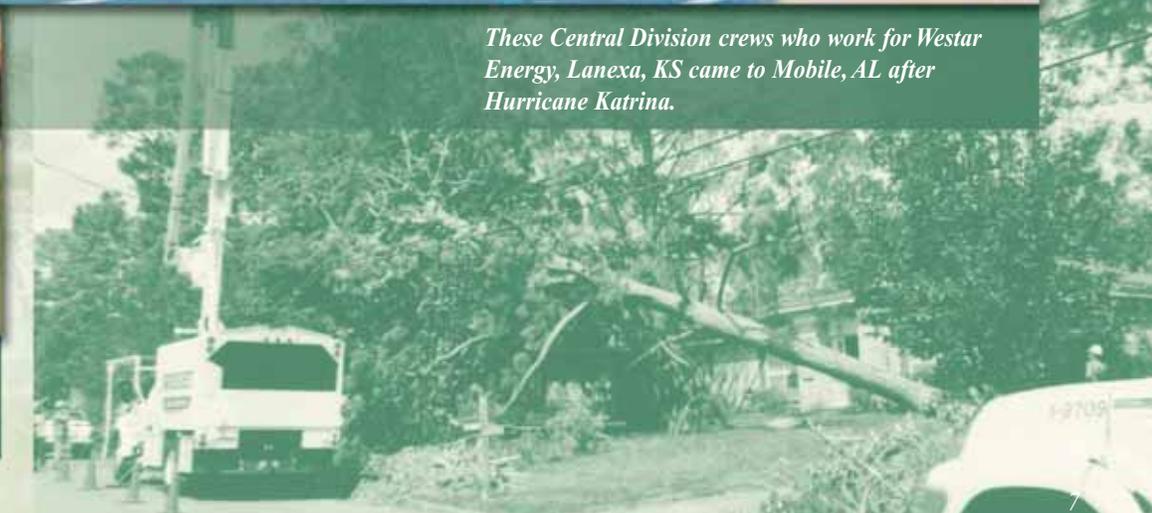
Editor's Note: Thanks to General Foreman Greg Williams and Trimmer Juan Flores for providing these excellent photos.



These Central Division crews who work for Westar Energy, Lanexa, KS came to Mobile, AL after Hurricane Katrina.



t, powered by Hurricane Katrina, "sailed" on the gulf at Mobile, AL.



1-9709



While line clearing for a new transmission line in Emporia, KS, this Central Division crew notched and dropped this huge cottonwood tree. Left to right, Trimmers Scott Green and John Moore; Foreman Robert Wilson; Trimmer Javier Vidales; Foreman Scott Swisher; Trimmer Omar Escobedo; and Groundman Dan Kanuk. Foreman Max Stevanov took the picture. Their Foreman is Tim Leiser.



While some crews were mopping up after hurricanes in the south, Minnkota Division crews were battling an early snow storm up north – a 12 incher in Minot, ND. We thank Foreman John Brezinski for the pictures.



When a hawk was caught in a street light in Des Moines, IA, Wright Tree Care came to the rescue. With the help of a DNR employee, Foreman Mike Cook got the hawk down safely – with the TV cameras rolling. The hawk has been released at a wildlife refuge.



Central Division's Project Manager, Mitch Frye, received an exceptional letter of thanks from a cemetery in Kansas City, MO for the "phenomenal" trimming and cleanup work by WTS. Hats off to Foremen Tim Aker and Richard Kowalski; Groundmen Mark Johnson and Nathan Larrabee; and, of course, Mitch.



Foreman Virgil Dickson, North Division, attended his son Christopher's graduation from boot camp at Ft. Benning, GA. Christopher is planning on a military career.



Congratulations to Central Division Manager Jerry Black on the birth of his new baby girl, Grace Violet, who was born in October.



Coral Keller, wife of Foreman Jason Keller, Division 45, has her handsful with their new baby, Xavier, who was born last August.

S.E.T. News

Three Divisions Win Thanksgiving Challenge! Only Four Accidents Reported During Contest Period

By Keith Sheriff, S.E.T. Director

Division 45, North and Mountain States Divisions have won the 2005 Thanksgiving Challenge. Their employees received a \$15.00 Gift Card from WalMart to buy their Thanksgiving turkey. Mountain States went on to have an accident-free month. These employees also received an additional \$50.00 Gift Card for WalMart. Thank you all for accepting this challenge and doing your best to be accident-free.

We had only four accidents reported during Thanksgiving Challenge, October 3 -15. Normally we have more than one reported each day! This is a great record. A little preparation and concentration on working safely can go a long way. Many of you said that you could work the week accident-free, because you work many weeks accident-free. But it is difficult to have everyone work accident-free the same week. We did not quite make our goal, but we came very close. Congratulations!

The numbers of accidents and their severity have been decreasing over the last few years. However, last year we had some very serious accidents. We must continually improve our safety record before someone loses a limb or a life. So get prepared for the next challenge. If you want help from the S.E.T Department or your supervisor, just ask for it. If we prepare well enough, we can have an accident-free challenge.

Could These Accidents Have Been Avoided?

MINNKOTA DIVISION: Bobby Isaacson was attempting to drive around another WTS truck and struck it, causing damage to both trucks, including the headache rack and climbing box. Estimate of damages is \$1,300.00. Ken Venske is the General Foreman.

SOUTHWEST DIVISION: Ed Briley cut a limb that was 8" in diameter and 20' long, it bounced back and pinned his left leg between the log and the crotch of the tree, causing a fracture to his leg. Marvin Johnston is the General Foreman.

CENTRAL DIVISION: Dan Carver was tied into a tree and made a cut on a limb. The limb fell and struck the chain saw, pushing it down onto his lower left leg causing a laceration. Mitch Frye is the General Foreman.

Chris Schulz was cutting a limb out of a box elder tree. The limb fell and got caught in his buck strap, causing a strain to his left knee from the pressure. Tim Leiser is the General Foreman.



Congratulations to Mark Nelson, Foreman, and Guadalupe Bustos, Trimmer. They passed an OSHA inspection on August 8, 2005 in Aurora Colorado. O. J. Feay assisted the crew during the inspection, while General Foreman, Tom Wipf was on vacation. Working in compliance with the regulations keeps Wright Tree Service in good standing with our customers and presents a good image of the industry, but more importantly it helps ensure that our employees will not be injured. Thank you Mark, Guadalupe, O.J. and Tom. From left to right they are Mark Nelson, Tom Wipf, Guadalupe Bustos, and OJ Feay.



Foreman Mark Altom, left, and Trimmer Roy Bradley, Mountain States Division, participated in the Utah Chapter Climbing Jamboree in September in Ogden. Congratulations to Mark for coming in third and to Roy who placed sixth. Thanks to Safety Supervisor Nick Fox for the picture.



Wright Tree Care now offers residential outdoor lighting for Christmas in Des Moines, IA and next year will offer this same service in Tulsa, OK.

CARBS: Choosing Them vs. Losing Them

If you haven't already noticed, the latest low-carb craze is sweeping the nation. Fast food restaurants are cashing in on bunless burgers. You can order a low-carb beer. You can even find low-carb bread and more at the grocery store. There's good reason for this no-carb revolution. Put simply, people are losing weight by cutting out carbs and in some cases, living on fat and protein. Popular diets such as Atkins and the Zone have fueled much of this revolution. However, most nutritionists agree there's a much healthier and tastier way to cut carbs than to adhere to a low- or no-carb diet. Rather, the key to optimal health is in choosing the right types of carbohydrates.

What are Carbs, Anyway?

Carbohydrates provide your body with fuel, and food rich in whole-grain carbs are a good source of essential vitamins and minerals. Carbohydrates come from a wide array of foods, and in a variety of forms, mainly sugars, fibers, and starches. The digestive system converts most digestible carbohydrates into glucose (blood sugar), because cells are designed to use this as a universal energy source. When glucose molecules pass into the bloodstream, the pancreas releases insulin, a hormone that activates cells to absorb it.

The main theory behind low-carb diets is that carbohydrates promote insulin production, which leads to weight gain. So, if you reduce your intake of carbohydrates,

you'll shed extra pounds. The Atkins diet — one of the more popular low-carbohydrate diets — initially limits carbohydrates to 20 grams a day. By contrast, the National Academy of Sciences' Institute of Medicine recommends that most adults consume at least 130 grams of carbohydrates each day.

Research has shown that diets such as Atkins do help with short-term weight loss, but the long-term effects are still unknown. Among the long-term health risks associated with low- and no-carb diets are increased cholesterol, risk of osteoporosis and bone loss, kidney problems, and gallstones.

Classifying Carbs: The Glycemic Index

Weighing in on the whole carbohydrate debate is the glycemic index, a system for classifying carbohydrates. The glycemic index questions many of our old assumptions about carbohydrates by measuring how fast and how far blood sugar rises after eating foods that contain carbs. For example, white bread is digested almost immediately to glucose, causing blood sugar to spike rapidly. So, white bread is classified as having a high glycemic index. On the other hand, brown rice is digested more slowly, causing a lower change in blood sugar, and a lower glycemic index.

When a food is highly processed, which means the fiber-rich outer bran and the vitamin- and mineral-rich inner germ are removed, what's left over is the endosperm, which is mostly starch. Highly

processed foods generally have a high glycemic index. High glycemic index foods cause quick and strong increases in blood sugar levels. This fuels a process that eventually signals the brain to send out hunger signals long before you are truly hungry. Eating another high glycemic snack causes the cycle to repeat itself. This cycle leads to excessive snacking and in turn, high calorie diets. Diets filled with high glycemic index foods have been linked to an increased risk for both diabetes and heart disease. Lower glycemic index foods have been shown to help control type 2 diabetes.

The fine points of the glycemic index are complex and rely on a number of variables, but one message is clear: Whenever possible, replace highly processed grains, cereals and sugars with minimally processed whole-grain foods. A few examples are below.

Instead of white bread....
Choose 100 percent whole-grain bread.
Instead of corn flakes.....
Choose whole-grain breakfast cereals.
Instead of white rice.....
Choose brown rice.
Instead of a potato....
Choose beans or legumes.
Instead of white spaghetti.....
Choose whole-meal spaghetti.

Carb Basics: Good vs. Bad

You can have your carbs and eat them, too. You just have to know how to choose the right kind.

Good Carbs:

- High in nutrition
- Low in added sugar and additives
- Minimally processed
- Help control blood sugar and insulin levels

Examples: Fresh fruits and veggies, beans and legumes, 100 percent whole grain breads and cereals

Bad Carbs:

- Little or no nutritional value
- High in added sugar, salt, and other ingredients
- Highly processed
- Escalates blood sugar and insulin levels

Examples: Refined grains, such as white bread, white rice, and refined breakfast cereals; chips, donuts, cookies

25 "SuperCarbs"

Carbs that boost the immune system, keep you fuller longer, and help you perform your best:

Apples	Kiwifruit
Artichokes	Legumes
Avocados	Oatmeal
Beets	Onions
Berries	Oranges
Broccoli sprouts	Pineapple
Brown rice	Red pepper
Bulgur wheat	Romaine lettuce
Cabbage	Sweet potatoes
Concord grape juice	Tomatoes
Garlic	Wheat bran
Greens	Winter squash
	Yogurt

Source: Maggie Greenwood Robinson, Good Carbs vs. Bad Carbs

Sources:
Walter C. Willett, M.D., and Patrick J. Skerrett, Newsweek, Jan 19 '04.
Harvard School of Public Health, HYPERLINK "http://www.hsph.harvard.edu" www.hsph.harvard.edu

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News from the Branches

(continued from page 4)

shrubs and flowers, making sure they were not damaged. The utility sent the poster to **General Foreman Scott Ogden** who passed it along to us. Thanks, Scott, and thanks, too, to your excellent crew, **Foreman Jason Blalock** and **Trimmer Jeff TeeHee**.

MINNKOTA DIVISION

A Good Deed

Fletcher Johnson, an Xcel Energy Forester, forwarded a report about a WTS crew that cut some wood for a youth camp in Minneapolis, MN. The camp director emailed Fletcher, expressing his appreciation for the volunteer project. "Thank you very much for setting us up with Wright Tree Service," the email read. "The crew cut plenty of wood for the year ahead. Thanks for making this possible. We really appreciate your support." Thanks to **General Foreman Jim Engelke** and **Foremen Earl Hall** and **Ricky Olson** for following through on this worthwhile project.

A Trip Down Memory Lane

Kim Tonsager, the daughter of Dean Ennis, a former WTS employee, emailed the home office in search of a qualified tree trimming company in Northfield, MN for some residential work. Dean worked for WTS back in the 50s, starting out in Des Moines, IA and ending up in Faribault, MN. His daughter mentioned how he took such pride in his work, always referring to his

competitor as a "butcher." Unfortunately, the "butcher" got a trimming project on the street where Dennis lived and he had to look at the poor workmanship every day. Ennis eventually moved to Colorado where he maintained a golf course. His daughter now is looking for a company to take care of her trees.

President/CEO Scott Packard emailed **Division Manager John Church** with the hope that he could recommend a company to Kim.

"Where's Our Shotgun?"

General Foreman Jim Engelke passes along this interesting item. While **Foremen Jim Dufour** and **Earl Hall** were doing some cleanup in a rural area, a six-point buck came running across a field and leaped between the truck and the chipper without missing a stride.

MT. STATES DIVISION

Onward And Upward

We join **Forester Denis Green** in congratulating **Walter Derby** who was recently promoted to **Foreman** on the Hayman Fire Crew for Intermountain Rural Electric.

A Name To Live Up To!

Trimmer Rigoberto Sandoval is bursting with pride over the birth of his baby girl, America.

From the Kitchen

*Happy Holidays!
Here are two timely recipes, both of which can be made in advance of your holiday entertaining – or just for the family to enjoy.*



Yuletide Layer Bars:

Perfect to serve with coffee when friends drop in.

- 1/2 cup butter or margarine
- 2 1/2 cups graham cracker crumbs
- 1 1/2 cups chopped nuts
- 1 1/2 cups Hershey's Mounds flaked coconut
- 1 3/4 cups (10 ozs.) Nestle Toll House holiday shapes and morsels
- 1 can (14 ozs.) Eagle sweetened condensed mild

Preheat oven to 350 degrees. Melt butter in 13 x 9 inch baking pan in oven. Remove from oven and sprinkle graham cracker crumbs over butter. Stir well; press onto bottom of pan. Sprinkle with nuts, coconut and shapes and morsels. Pour sweetened condensed milk evenly over top. Bake for 25-30 minutes or until light golden brown. Cool completely in pan on wire rack.

Fresh Brisket:

This is delicious and makes the best sandwiches – the perfect "quick fix" for this hectic holiday season!

Trim off fat from a piece of fresh brisket. Cover with Accent, garlic salt, coarse ground black pepper. Sprinkle one envelope of Lipton's onion soup (dry) on top of brisket. Cover tightly with foil. Bake at 225 degrees for 9 & 1/2 hours – mostly overnight for convenience. Lift out of broth and rewrap in foil. Chill. (Broth can be saved for other uses.)

Family Clippings



The home office takes Halloween seriously as witnessed by these zany creations. Left to right, Kristy Reynolds, Kelly Pettijohn, Angie Jorgensen, Teri Smart, Shanna Cox and BobbiJo Davis.



Meet BobbiJo Davis, top, who joined WTS last April and works in Accounts Payable. BobbiJo enjoys spending her free time with her husband and volunteering for Heart Connection. Lora Wicker came on board in September and works in Payroll. Lora and her husband have two children, a 13-year old son and a 6-year old daughter. Lora is a "soccer mom" and also enjoys outdoor activities.



You've talked with her on the phone but have you ever wondered what Cindy Reavis looked like? Now you can put her smiling face with her name. Cindy, who has been with WTS for 18 years, is Claims Administrator and Drug and Alcohol Compliance Administrator. Her job includes handling all drug screenings, as well as workman's comp, auto and general liability claims. Cindy and her husband Morris have four children: stepson Shane; sons Jamie and Jeff; and daughter Ashley. The Reavises also have a 16-month-old grandson, Gunner. Cindy enjoys her spare time reading and watching sporting events.

In the next issue, we'll feature another employee who is in contact with most of the work force throughout the WTS territory.

New Home Office Promotions



Bob Myers to Executive Vice President of Operations



Will Nutter to Senior Vice President of Operations



Wade Myers to Vice President of Operations



Steve Pietzyk to Vice President of Operations



Kristy Reynolds to Payroll Billing Manager



Cyndi Pannkuk to Administrative Assistant to President/CEO Scott Packard



While on an Alaskan cruise vacation with her husband Jim, Receptionist Donna White opted to go glacier walking while Jim fished for salmon.

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

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