



# Our family tree



## What a Winter!

To all the power and tree crews:

**THANK YOU!!! THANK YOU!!!!**

**THANK YOU!!!!**

If you could see our social media pages you would see that you are our heroes. We know that y'all have left home, traveled a great distance and worked long hard hours to help our community. We hope you know how grateful we are. Many of us in this community are military so we understand leaving home to serve a greater good. Please know as you continue to work in our area and return home your efforts here are praised and we are grateful. Please continue to be safe both here and on your return trip home. Our power is not worth one person getting injured over.

**GOD BLESS EACH AND EVERY ONE OF YOU.**

▲ (Left to right) Groundman Gary Patton, Lead Foreman James Lesley, Foremen David Hunt and Dean Shelton, Groundman Jonathan Wells, Foreman Dennis Rushing, Groundman Ed Turner, Foreman Robert Holton, Groundmen Jesse Jones and Joseph Brockett, Foreman Mike Day, Groundman Robert Underwood, Trimmer John Miller, Groundman Drake Dean, Foreman Vince Scenna, Trimmer Bill Gulsby, Foreman Brian Wilson, General Foreman Brian Walker, and Foreman Billy Fitzsimmons

◀ This flyer was brought to the mall in Augusta, Ga. The flyer was hung up to thank the crews for their hard work during the ice storm!

It may not look like it, but in late January, Pensacola, Fla., experienced freezing temperatures that caused a dangerous ice storm, the first Pensacola and surrounding areas have seen in decades. Wright Tree Service crews responded to numerous power outages that were caused by the ice storm and were commended for their hard work and dedication to restoring power in a matter of days.



Look for this icon to find more winter storm stories inside!

¿USTED PREFIERE  
LEER ESTA REVISTA  
EN ESPAÑOL?



Esta en nuestra página de internet! Escanee el código QR con su teléfono inteligente o dirijase a [www.wrighttree.com](http://www.wrighttree.com) y haga clic en Newsletter.

## NEW, ON THE MOVE & CERTIFIED

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

### NEW

- ▶ Marcos Barrios, General Foreman, Southeast Division
- ▶ Nicole Barth, Accounts Payable Lead, Corporate Office
- ▶ Laura Carroll, Accounting Manager, Corporate Office
- ▶ Romeo Correa, Project Manager, Lone Star Division
- ▶ Scott Dundee, General Foreman, North Division
- ▶ Alison Funck, Payroll and Billing Specialist, Corporate Office
- ▶ Sarah Kern, Payroll and Billing Specialist, Corporate Office
- ▶ Allison Knox, Payroll and Billing Specialist, Corporate Office
- ▶ Ryan Manson, General Foreman, Southeast Division
- ▶ Chuck Ritter, General Foreman, Wright Tree Service of the West
- ▶ Jonathon Walker, General Foreman, Southeast Division

### ON THE MOVE

- ▶ Randy Brown, General Foreman, Division 25
- ▶ Chad Chaney, General Foreman, Division 25
- ▶ Keith Christianson, General Foreman, Minnkota Division
- ▶ Silverio Fernandez, General Foreman, Southwest Division
- ▶ Jesus Fuentes, General Foreman, Southwest Division
- ▶ Jeff Gilmore, Safety Supervisor, North Division
- ▶ Billy Hashman, General Foreman, Division 25
- ▶ Nick Henderson, General Foreman, North Division
- ▶ Curt Hirtzinger, General Foreman, Division 45
- ▶ Kechun Jackson, General Foreman, Southeast Division
- ▶ Justin Lawhorn, General Foreman, Division 25
- ▶ Kyle Maupin, General Foreman, Central Division
- ▶ James Taylor Osborne, General Foreman, Division 45
- ▶ Jaime Reyna, Project Manager, Southwest Division
- ▶ Nick Risler, General Foreman, Minnkota Division
- ▶ Martin Sandoval Jr., General Foreman, Lone Star Division
- ▶ Jose Luis Serrano, General Foreman, Division 45
- ▶ Erik Sveum, Safety Supervisor, Southeast Division and Division 45
- ▶ John Walker, General Foreman, Southeast Division

### CERTIFIED



#### New ISA Certified Arborists

- ▶ Christopher Lorenz, General Foreman, North Division
- ▶ Jason Scott, General Foreman, North Division



#### New ISA Certified Tree Worker Climber Specialist

- ▶ Pedro Delgado, Trimmer, Lone Star Division



#### New ISA Certified Arborist Utility Specialists

- ▶ Jason Dorow, General Foreman, Minnkota Division
- ▶ Dave Horn, General Foreman, Minnkota Division
- ▶ Boyd Rasmussen, Project Manager, Minnkota Division

### OUR VISION

- ▶ Wright Tree Service will continue to be recognized by utilities as providers of the highest levels of quality, service, responsiveness, reliability and value.

### OUR MISSION

- ▶ To enable gas and electric utilities to provide reliable service to their customers by ensuring that transmission and distribution lines are clear of vegetation.
- ▶ To provide attractive value appreciation to our employee owners.
- ▶ To provide team members with an environment that enables them to achieve their personal and professional goals.
- ▶ To make a positive difference in the communities we serve.

### OUR VALUES

- ▶ **SAFETY** It is our highest concern.
- ▶ **INTEGRITY** We abide by the highest ethical standards.
- ▶ **QUALITY** Our service is mission critical to our clients.
- ▶ **TEAMWORK** It is how we operate.
- ▶ **INNOVATION** We deliver creative solutions for our clients.
- ▶ **FAMILY** It is our foundation; it is who we are.

## From the Treetop

By Will Nutter, President and COO



Safety is one thing that has truly started to evolve over the past several years. It is not a fad or buzzword – people are taking it seriously. It was not long ago that the attitude around safety from several of our utility customers was, “that’s your business.” That is definitely not the model we work with today when it comes to safety and our customers.

Wright Tree Service (WTS) and our customers both have skin in the game now. We are both measuring safety; it is in the key performance indicators (KPIs) or dashboards for our client as well as measured internally. It is often in the language of our contracts or special conditions, or it is outlined in the expectations we communicate to our customers that safety be the highest priority of every job.

Like most successful outcomes, safe operations start with a true partnership between WTS and our customers. We establish benchmarks based on historical data or standards that we both agree upon, and then we jointly set a course to achieve or improve upon them. We involve each other in our businesses to seek out improvements, learn from each other’s experiences, and understand exactly what is driving the numbers and behaviors and how to make adjustments if needed. We review all incidents from both parties in hopes that we learn something that may prevent the next occurrence for either one of our companies.

Over the past several years, WTS and several partners have jointly reduced the severity and quantity of incidents by being willing to identify and do something about the things that were affecting safety. Some of the things we have identified include turnover, production vs. safety, the perception that WTS and utility management are only interested in good numbers (not the individuals doing the work), and the true cost of incidents to everyone involved.

So the next time you hear the word safety or something related to safety, think about where you fit into the partnership and how you may be able to improve it for your crew, your company, and your industry – and truly be a Brother or Sister’s Keeper.

### SUBMIT A SAFETY SUGGESTION!

**Safety is our number one priority.** If you have a suggestion, compliment, concern or general comment, please submit it to our safety suggestion box. Find it online at [www.wrighttree.com](http://www.wrighttree.com), or use your smartphone to open the QR code on the right. The code will direct to the safety suggestion box, allowing you to submit your suggestion easily from your mobile device.





# Safety Education & Training

## TRAINING TOOLS SPOTLIGHT: Division Safety Committees

By Chad Berlin, Safety Supervisor

The Southwest Division has created four safety committees that involve all work groups in our operation area. The purpose of our safety committees is to promote the goal of zero harm to all employees while improving the safety culture of Wright Tree Service.

The committee is made up of one person from each general foreman's team, and they are selected by their peers in the field to represent their concerns and ideas for making operations safer. We rotate the representatives periodically. The committees meet in person once per month; we have two in Missouri and one each in Oklahoma and Texas.

During the safety committee we:

- Review the company incident rate and our division incident rate, to communicate how we are doing as a group and individually
- Discuss safety topics or issues in the field
- If there have been any incidents within our division, collaborate to figure out a solution

that can be communicated to all of our employees

- Discuss new or updated safety information from the corporate office or division office
- Share ideas or concerns to improve communication and raise awareness of hazards in the workplace and at home

We also have a session called "What You Do" where a committee member identifies with their work group where an incident could occur in their area and how they could mitigate it.

Each Monday following the meetings, the committee members have a stand down with their crews to discuss the highlights of the meeting in an effort to improve communication and reach our goal of zero harm while improving the safety culture.

I would personally like to thank all of the committee members who have worked hard at communicating our division's safety message and helped to make the safety committee a success!

## Have You Seen Our New Safety Video?

Our new safety video "Safety: Our Highest Priority" is now on the website! Check it out at [www.wrighttree.com](http://www.wrighttree.com).



## Challenge Coins

Through the Challenge Coin program, Wright Tree Service's CEO, president, vice presidents of operations, and safety and risk managers recognize employees with special coins when they go above and beyond in exhibiting our company's values. Those deserving of the recognition since October include:

**CEO COINS** In honor of their heroic acts, the following Wright Tree Service crews were awarded CEO coins. These crew members also received Tree Care Industry Association (TCIA) Heroism Awards. See page 5 to read more.

- ▶ General Foreman **Scot Lay**, Foreman **Adam McClain**, Trimmers **Matthew Fox** and **James Miller**, Division 45, and Groundman **Lloyd Brinkley**, North Division
- ▶ Foreman **Wyatt Parker**, Division 45, Safety Supervisor **Ben Isbell**, and Trimmers **Brian Smith** and **Garrhett Gretzinger**, Minnkota Division
- ▶ General Foreman **Joey Williams** and Work Planner **David Tabor**, Division 45

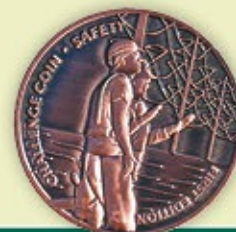
### VICE PRESIDENT COINS

- ▶ General Foreman **Gavin Thompson**, Foreman **Rivers Marshall**, and Trimmers **Jason Burr** and **Tyler Wood**, Pacific Division, for their excellent work in Eugene, Ore. The crew worked on a very difficult job and maintained excellent safety practices and crew communication.



### SAFETY COINS

- ▶ General Foreman **Ronnie Gibson**, Division 25, for his persistence and quick thinking to help a coworker to the hospital when he experienced a potentially fatal heart attack.
- ▶ Foreman **Juan Sanchez III**, Southwest Division, for submitting a great safety suggestion.
- ▶ General Foreman **Kevin Christenberry**, Division 25, who assisted an elderly woman who had fallen, until emergency personnel arrived.
- ▶ Foreman **Erik Herberg**, Minnkota Division, who helped a young boy whose tongue was stuck to a light pole in sub-zero temperatures. See page 20 to read more.
- ▶ General Foreman **David Trevino**, Foreman **Jose Diaz**, and Trimmers **David Trevino Jr.** and **Luis Rivera**, Southwest Division, for helping a man who had a heart attack and contacting emergency services. See page 18 to read more.



# Turkey Safety Challenge

## Congratulations

to the 134 general foremen listed below and their crews for successfully completing this year's challenge with zero incidents. That's almost 90 percent of our general foremen and their crews! These crews have demonstrated that with the right safety procedures and determination, they can work incident free. All corporate office staff members also completed the challenge successfully, with zero workplace incidents.

**Special acknowledgement goes to the Pacific Division, Wright Tree Service of the West, and the Lone Star Division** for completing the challenge with zero disqualifying incidents division-wide. Congratulations to the regional manager, division managers and supervisors, project managers and safety supervisors in these divisions for their leadership in safety.

### **CORPORATE OFFICE** All Employees

**CENTRAL DIVISION** Roderick Breakfield · Lance Even  
Roger Farley · Mitch Frye · Project Manager · Kevin Hough  
Jerry Hoyt · Chris Lenhardt · William J. McDowall III  
Adrian Oliver · Steve Olson · Aaron Swallow · Daniel Williams  
Thomas Wipf · Bill Wood

**NORTH DIVISION** Rob Bellew · Project Manager · Jason Bryant · Cesar Bustos · Nick Ditta · Jeff Gilmore · Nick Henderson  
Gary Higgins · Bryon Honea · Ron Horn · Sam Hott · Scott Lay  
Chris Lorenz · Brett McCully · Don Parrish · Dale Pewitt · Jason Scott · Jason Smock · Dale Stout · Joe Wewer

**DIVISION 25** Eric Davidson · Michael Fisher  
Jayson Foreman · Ronnie Gibson · Clayton Gifford · Mark Pitt  
Angel Rodriguez

**MOUNTAIN STATES DIVISION** Glen Crabtree  
Jaime Flores Rocha

**PACIFIC DIVISION** Rick Bonifas · Division Manager  
Shane Tennison · Gavin Thompson · Shawn Woody

**WRIGHT TREE SERVICE OF THE WEST**  
Rick Bonifas · Division Manager · BJ Forsythe · Project Manager  
Jeramie Socey · Robert Spittler · Aaron Still

**SOUTHEAST DIVISION** Anthony Brown · David Mullins  
Joe Singley · Erik Sveum

**DIVISION 45** Ever Acosta · Matt Allen · James Bannister  
Ken Carman · Brandon Dillon · Chad Fox · Cesar Garcia · Ben Harper  
Pedro Hernandez · Robert Kirby · Project Manager · Cory Kobernick ·  
Division Supervisor · Todd Mills (AGF) · Fred Parker  
Anel Rivera · Doug Royal · Jose Serrano Hernandez · Dan L. Smith ·  
Project Manager · Terry Southerland · Joey Williams

**SOUTHWEST DIVISION** Thomas Acker · Favian Aguilar  
Nick Antonini · Rogelio Arredondo Jr. · Michael Blain · Larry Bryant  
Sie Camacho · Stephen Clements · Arthur Colbert · Rafael Garcia  
Jesus Garza · Dusten Hall · Jose Felix Hernandez · Juan Martinez  
Scott Ogden · Wayne Pinkly · Alejandro Reyes · Jaime A. Reyna  
Jeremy Shrum · Rocky Soliz · David Trevino · J. Santos Valazquez  
Jason Yelton · Eloy Zapata

**LONE STAR DIVISION** Santos Aguilera · Fidel Alvarez  
Raul Alvarez · Tim Bingaman · Division Manager · Mike Clark  
Kenneth Collins · Juan Gonzalez · Project Manager · Joel Guitz  
Carlos Hernandez · Imber Hernandez · Reymundo Hernandez  
Walmer Hernandez · Jose Hernandez · Milton Ventura · Project  
Manager · Benito Huerta · Billy Jackson · Jerry Ledet · Division  
Supervisor · Jorge Lopez · Jose Lopez · John Chad McMillon  
Antonio Morales · Riley O'Quinn · Donaldo Ortega · Jesus Ortiz  
Thomas Plummer · Rigoberto Reveles · Gustavo Rodriguez  
Oscar Rodriguez · Oscar Salmeron · Martin Sandoval · Ross Self  
Jose A. Suarez · Rudis Ventura · Tim Wright · Project Manager

**MINNKOTA DIVISION** James Bock · Marty Campbell  
Fran Cherek · Herb Coy · Jason Dorow · Jim Engelke · Wayne Fancher  
Jeff Harris · Michael Harris · Dan Hawker · David Horn  
Bob Lien · Project Manager · Brad Moreland · Boyd Rasmussen ·  
Project Manager · Scott Schweisthal · Bill Schumal · Brad Shearer  
Joseph Taylor

During this year's Turkey Safety Challenge, special attention was paid to three main topics. Risk Manager Rocky Palmer shared one focus per week:

- **Become a true professional arborist**
  - Work with customers in a professional manner
  - Complete specialized training and certification
  - Promote the proper techniques and processes supported by the American National Standards Institute (ANSI)
- **Remember that struck-by injuries** are some of the most severe, but also most avoidable injuries in our industry. Follow the policies and procedures in place.
- **Keep in mind vehicle-related incidents** can be costly and tragic. Follow the speed limit and stay aware of roadway conditions.

Corporate office employees participated in the challenge this year, as well, and Division Manager Ken Venzke shared some tips for them:

- **Watch for farming equipment** on the road during the fall harvest season
- **Be on the lookout for deer**, as they move around more during fall harvest
- **New teenage drivers are out and about** this time of year. Be prepared for drivers who don't know all of the rules!



# News from the Branches

## CORPORATE OFFICE

"Vickie always has billing done accurately and on time. When Vickie is out of the office, Bonnie is on top of it and never misses a beat. Thank you for your timely submittal of invoices!"

**An OPPD customer complimenting Payroll and Billing Specialist Vickie Mangold and Assistant Payroll and Billing Supervisor Bonnie Strom**

## CENTRAL DIVISION

"I appreciate the excellent job your employees did. They were professional, very friendly and very dedicated to their job."

**A Bellevue, Neb., resident crediting General Foreman Bill McDowall, Foreman Adan Mejia, and Trimmers Dustin Baker, Andrew Gomez and Kevin McDowall**

"It is people like Pedro that make our day!"

**A Bellevue, Neb., resident complimenting Foreman Pedro Cepeda (General Foreman Bill McDowall)**

"Foreman Corey Wilson was so personable and helpful and alleviated my concerns instantly. It means a lot to me to have a detailed explanation of what is being done, plus courtesy – it seems rare these days."

**A Kansas City Power & Light (KCPL) customer in Prairie Village, Kan. Other crew members involved include General Foreman Ray Wolken, Project Manager Mitch Frye, Trimmer Roger Farley, and Groundman Lance Jones.**

### CENTRAL DIVISION

**"The crew was wonderful. They communicated with us about everything they were doing and were absolutely professional and respectful. We just can't tell you what a great impression they made. They did a first-class job!"**

**An Ameren customer complimenting General Foreman Cesar Bustos, Foreman Manuel Ybarra, and Groundmen Zachary Swan and Camerino Rodriguez**

"When the crew first showed up, I was introduced to everyone on the team. General Foreman Tommy Pearson went out of his way to make sure everything was set up in the area I thought would provide the least amount of noise to our building (a business). The crew was accommodating and left the site in pristine condition. You have a group of professionals on that team."

**A KCPL customer. Other crew members involved include Foreman Ruben Saldana Adame, Trimmer Pedro Saavedra and Groundman Robert Rose.**

"It warms my heart to know that we still have people who take the time to investigate something that doesn't look right."

**A Carbondale, Kan., resident. She lost her wallet, and Foreman Bruce Fuchs returned it to her.**

"Kudos to them. They were very professional."

**A customer in Topeka, Kan., complimenting Foremen Alejandro Lopez and Ramiro Cervantes, Trimmers Martin Perez, Gonzalo Perez and Margarito Cervantes, and Groundman Dustin Eakes**

"I want to express my gratitude. They cleaned up very well and went above and beyond."

**An Omaha Public Power District (OPPD) customer impressed by General Foreman Bill McDowall, Foremen Omar Bernal, Jose Martinez and Luke Miller, and Trimmers Brandon Baker, Luis Hernandez, Tyler McGinnis, Jeff Pintore, and Ismael Rivera**

## NORTH DIVISION

"This letter is to express my gratitude for the professionalism, courtesy and outstanding assistance shown for the services received."

**An Ameren customer impressed by General Foreman Scot Lay, Foreman Ricky Schell, Trimmer Mike Lewis and Groundman Kyle Richardson**



### CENTRAL DIVISION ▲

## In the News

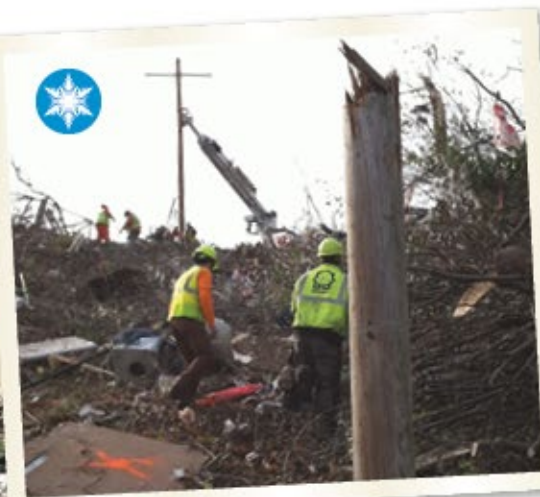
In March, Project Manager Travis Platt and Division Manager Greg Williams were featured in a *Utility Products* article, "A Helpful Solution to Trimming Trees Along Utility Line Rights of Way." The article describes the new, efficient piece of equipment being used by the Central Division: a new compact trimmer, the VMLogix Kwik-Trim. "The Kwik-Trims definitely make us more competitive," Platt said. "We can move much faster than other contractors still using the traditional way of climbing."

### NORTH DIVISION

## Storm Work

Crews in the Pekin, Ill., area on Ameren property worked long and hard hours in November after a large tornado swept through the city, unleashing powerful winds and uprooting trees. Crew members involved in restoring this area include General Foreman Dale Stout, Foremen Dustin Hardin, Mark Jones, Tim Monn, Paul Parziale and Jared Teegarden, and Trimmers Ryan Buley, Nathan Johnson, Eric Maney, Jeremy Nixon, Kyle Nixon and Sean Tracy.

◀ Paul Parziale and Eric Maney cleared tree debris around poles after the tornado hit.





## NORTH DIVISION

# Happy Retirement!

Safety Supervisor Marty Pingel is retiring from Wright Tree Service after more than 13 years as a safety supervisor, and 29 years as a general foreman, foreman and trimmer.

Marty was recognized for his service at the Wright Service Corp. Annual Awards Banquet and by Ameren. Division 20 employees also had a cookout for him!

Ameren Corporate Safety Manager Tom Dyson (left) recognized Marty for his outstanding efforts working with Ameren for 10 years. ▼

**"Marty was instrumental in getting Division 45 started back in the early 2000s. He also helped train hundreds of employees in Indiana, Michigan and Kentucky. Everyone loved him! Thank you, Marty, for making a great impact on our company. You are a remarkable individual."**

—Scott Packard ▼



Marty Pingel and Scott Packard



Division 20 employees and Marty



## DIVISION 25

# Good Samaritan

General Foreman Kevin Christenberry was working with his crew in Springfield, Ohio, on March 17 when he heard a faint yelling noise coming from the back of a residential house. The noise grew louder as Kevin approached, until he spotted an elderly woman lying in a muddy area on the ground. He jumped to her aid, and she said that she had been stuck for almost an hour. The woman also said that she had been pushing her medical-alert necklace, but it seemed to be broken. Soon after, Kevin heard first responder sirens approach, so he kept the woman comfortable until they arrived. Great work, Kevin!

## NORTH DIVISION, CONTINUED

"Wright Tree Service is in our neighborhood often, and I'm optimistic that a company with your reputation will take good care of us and the trees that are a big part of our lives."

A Springfield City Utilities customer

"The guys that came out were respectful, courteous and efficient."

A resident on Ameren property commending General Foreman Scot Lay, Foreman Sarhank Ali, and Groundmen Dominic Lumetta and Dan Pitchford

## DIVISION 25

"Foreman Mariano Cruz and his team worked with me to address all of my concerns, and did their job skillfully and carefully."

An AEP customer. Others involved include Foreman Dennis Vanwormer and Trimmers John Cheeseman, Nathan Cheeseman and Matt Paletis.

## MOUNTAIN STATES DIVISION

"My parents had a tree limb hanging on a power line in their backyard, and the crew did a wonderful job with it. They also helped clear several damaged limbs. I appreciate the kindness your crew extended."

A Black Hills Power customer complimenting Foreman Jeremiah Wildeboer and Trimmers Levi Munns and Jason Osborn (General Foreman Glen Crabtree)

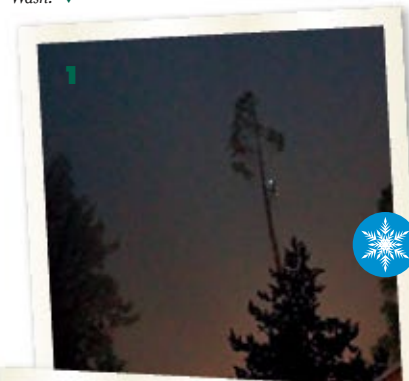
"I want to offer my personal thanks to each and every one of you for the tremendous effort and dedication during one of the greatest storm restoration efforts in our history. The cooperation, dedication, creativity and persistence demonstrated by all of you was nothing short of incredible!"

Black Hills Corporation CEO David Emery sharing his thanks with crew members involved in storm restoration work during an October storm named "Atlas Hammer." Crew members include General Foreman Glen Crabtree, Trainer Joshua Wildeboer, Job Planner Jeremy McBride, Foremen Ben Beebe, Josiah Decker, Nathan Erickson, Cody Petersen, Dewayne Plau, Tanton Rosencranz, Scott Schreiter, Dale Silbernagel and Paul Stabile, Trimmers Ben Baker, Colt Cookson, John Gullickson, Les Lyle, Chuck Moad, Levi Munns, Tim Nutley, Jason Osborn, Eric Roesler and Jeremy Tarr, and Groundmen Hector Juarez, Chad Schwenn, MacGregor Walker and Jordan Wilson.

## PACIFIC DIVISION

Photos from a February ice storm in Eugene, Ore.

1. Trimmer Tyson Ludwig working in an 80-foot tall Cedar tree. 2. Foremen Kyle Richardson and Josh O'Conner, Journeyman Tyler Wood and Trimmer Luke Zeman working on a hazardous silver maple tree that was destroyed in the storm. 3. Foremen Kyle Richardson and Tyler Wood working on a row of elm trees. 4. Foremen Ryan Hansey and Kyle Richardson, and Journeymen Josh Larson and Tyler Wood working alongside an 80-ton crane to safely remove a large willow leg off of a secondary line and apartment building. 5. Foreman Ryan Hansey and Journeyman Josh Larson removing large sycamore tops off of a feeder. 6. Foreman Gary Jones, Apprentice David Austin, and Trimmer Chris Marlowe in Toutle, Wash. 7. Foreman Sione Ngauamo removing a hazardous fir tree in Vancouver, Wash. ▼





"Gavin really worked nicely to find a perfect fit in both of our schedules. Their truck was already there before we were to meet and they worked quickly. They quickly grasped the nature of the job, easily identifying the branches that needed to be worked on. Jason and Kyle provided safety on the ground, and clearly communicated what they were going to do. Jason gave extra effort to make the proper cut. This quality of work goes above and beyond what most people are accustomed to, and I really appreciate it."

**A Sperry Tree Care ISA Certified Arborist writing in to thank General Foreman Gavin Thompson, Foreman Kyle Richardson, and Trimmer Jason Burr**

"They were very professional and did a wonderful job on a removal in our backyard."

**A Eugene Water and Electric Board (EWEB) customer complimenting Foreman Joe Bickel and Trimmer Zack Pittenger (General Foreman Gavin Thompson)**

"Thank you for a job well done! I appreciate the service you provide and want to give a shout out to the department for helping keep the lines clear and reducing outages!"

**An EWEB customer calling in to commend all crews working during the ice storm**

"Wright Tree Service has proven to be an excellent addition. Wright has been there to meet and exceed our expectations. They work safe, respect our customers and maintain the professionalism that anyone would appreciate!"

**Clark Public Utilities complimenting Division Manager Rick Bonifas, General Foreman Shawn Woody, Foremen Scott Barnes, Alan Doney, Dennis Erspamer, Paea Ngaumo and Sione Ngaumo, and Trimmers Bill Chambers, John Eisman, Adam Haagen, Lars Kysar, Ryan Lande, Brian Schmaltz and Jayson Setera**

## WRIGHT TREE SERVICE OF THE WEST

"Chris and Curtis did an awesome job! They were professional and efficient."

**A Pacific Gas & Electric (PG&E) customer complimenting Foreman Curtis Rogers and Climber Clint Woods (General Foreman Jeramie Socoy)**

## SOUTHEAST DIVISION

"Mike and Vince came and did an excellent job. Very polite and professional!"

**A Gulf Power customer in Pensacola, Fla., complimenting Foremen Mike Day and Vince Scenna**

"All crews I've come in contact with from Wright Tree were professional and courteous. Foreman Jeff Wallace went above and beyond to make sure we were satisfied."

**A Clay Electric Cooperative customer**

"General Foreman John Walker took the time to help my family during a vehicle emergency. We were stranded because of a dead battery, and John helped get our vehicle started. Thank you!"

**A Clay Electric Cooperative customer**

"I appreciate the great job you all did during the storm clean up. There was extensive damage to EPB's system and 27,000 customers without power from thousands of fallen trees and branches. Power was restored in three days. That could not have been done without each one of you and your group's hard work and professionalism working around the clock!"

**George Morgan, Manager of Vegetation, EPB**

## DIVISION 45

"I want to give a heartfelt thank you for traveling to Michigan to help my friends and family in Lansing during their power outage. You are so appreciated!"

**A customer in Sanford, Mich.**

"Thank you for coming to Michigan! So many of my relatives and friends benefited from your service and sacrifice over the holidays."

**A customer in Dimondale, Mich.**

"Thank you for the way you treat people with respect. I have come in contact with many employees and they were great."

**A customer in Lansing, Mich.**

"I'm writing to compliment the way your employees treated me and their skill in the trees. They were very courteous and wonderful listeners."

**An homeowner on LG&E-KU property praising Foreman Fidel Sanchez and Trimmers Nicolas Carreno, Miguel Carreno and Marcos Juarez (General Foreman Cesar Garcia)**



### MOUNTAIN STATES DIVISION

## In the News

Foreman Jeremiah Wildebore was quoted in an article, "Rapid City Adapts to Record Breaking Cold," published in the *Rapid City Journal* on Dec. 7.

"Friday was an 'extra socks kind of day,' according to Jeremiah Wildebore, foreman for Wright Tree Service, as he prepared to trim tree limbs on 38th Street. If their truck starts, Wright employees know they'll be working, he said. Once running, the trick is to keep the truck going to prevent the hydraulics on the lift bucket from freezing."

### PACIFIC DIVISION

## Triple Tie In

Chris Marlowe clears a tree that was damaged from a storm off of a transmission line. This photo was taken on Cowlitz Public Utilities District property in Washington.



DIVISION 45

## In the News

An article by General Foreman Earl Simmons was published in the November/December issue of *Utility Arborist Newsline*. Simmons article, "Working Emerald Ash Borer Trees Safely: Educate, Assess, Blueprint," discussed the hazards of the Emerald Ash Borer and the best ways to educate and plan how to deal with it.



DIVISION 45

## Lighting on the Lawn

Wright Tree Service again sponsored Ashland's annual event, "Lighting on the Lawn." This event is in the national historic landmark of the Henry Clay Estate in Lexington, Ky. The crew helped replace lights to make their 100 foot live spruce tree come to life. Thanks to Foreman Marcelo Ventura Hernandez, and Trimmers Armando Bobailla and Carlos Rodriguez. The crew's general foreman is Ever Acosta and division supervisor is Cory Kobernick.



"So many people today forget not only to be a professional, but also to have compassion for others. I would like to thank you for helping us move wood chips and doing a good job on our trees."

**A customer in Jackson, Mich., praising Foreman Shawn Parker and Trimmer Gilbert Miller**

"Foreman Marcelo Ventura did a really good job! He was professional and pleasant to talk to. Thank you!"

**A customer in Smithville, Kent.**

"I had lots of good reports of work ethics, and the crews serviced the needs of IPL's line crews. Project Manager Dan Smith and Division Manager John Church did an excellent job in the morning safety stand down, which resulted in no accidents. This was remarkable."

**An IPL customer**

"Thank you to all who came and helped in the Lansing and surrounding areas. Through the long, cold and miserable conditions from the ice and snow storm, God bless you all."

**A resident of Grand Ledge, Mich.**

"They did a great job taking down the tree and cleaning up after!"

**A customer on LG&E-KU property crediting General Foreman Cesar Garcia and his crew, Foreman Mauricio Gutierrez Alvarado and Trimmers Mario Cordova, Mario Antunez Varela and Salvador Villa**

"You guys are doing a fine job! The guys were respectful of my property, and I appreciate your service. I look forward to you coming out here again."

**A customer on Blue Grass Energy property commending Work Planner David Tabor and General Foreman Joey Williams**

"The crews accommodated and placed the wood where I wanted. They did a great job and were extremely patient."

**A customer on LG&E property complimenting Foreman Fidel Sanchez (General Foreman Cesar Garcia)**

*Walter Rodriguez working in the Michigan ice storm* ▶

## SOUTHWEST DIVISION

On March 20, Foreman Jose Diaz and Trimmers David Trevino Jr. and Luis Rivera were finishing up a job when Jose saw someone collapse in the yard nearby, sit up, and then lay back down. The crew ran to the man to ask if he was okay, and while he was unable to answer, they could see that he was breathing. David Jr. searched the yard and called inside the open door of the resident's home to see if anyone was there, but received no answer. At that time, the man began gasping for air, so David Jr. called 911. He then notified his general foreman, David Trevino Sr., while Luis ran to flag down emergency services.

When David Sr. arrived, he directed the crew to check again for anyone inside the home. The mother of the man answered the second call and gave David Jr. permission to begin CPR. He performed CPR until the emergency services arrived and took the man to the hospital. A paramedic later updated the crews to tell them the man was breathing on his own, but the woman called the corporate office a couple of weeks later to share that her son had died.

**An AEP Texas customer**

"I want to take a moment to recognize your crew for the outstanding professionalism that they exhibited during the ice storm in Antlers, Okla., December 6 -9. Rafael Garcia and Tom Akern's crews were a pivotal asset in getting roads cleared and clearing trees off the power lines. It was the greatest honor to be able to work alongside such hard workers, who were doing what was needed to get the job done safely and efficiently. Also, special thanks to Safety Supervisor Chad Berlin: I don't know what I would have done without your help!"

**CN Utility Consulting Consulting Utility Forester Cassandra Kuennen, "awed" by the service of General Foreman Rafael Garcia and Tom Acker's crews. Tom Acker's crew included Foremen Chuck Bradley, Steve Ebsen, Michael Goodwin, Robert Page and Damon Richard, and Trimmers Cody Morgan and David Young. Rafael Garcia's crew included Foremen Moris Fuentes, Martin Maldonado, Elmer Salinas, Brian Switzer, Juan Sanchez III and Leonel Velasquez, and Trimmers Manuel Camacho, Nathan McClellan, Pedro Salcido and Gilbert Valdez Sr.**





SOUTHWEST DIVISION

# In the News

Trimmer Pedro Salinas-Martinez was featured in a local Austin newspaper when a storm blew through Central Texas on April 7. The storm caused several power lines and outages for 12,000 people. ►



## LONE STAR DIVISION

"You were very clear in describing the work required and how it would be done. You were very courteous and conscious of our desire to be present during the process. When the work was done, the cleanup left the work area in good condition."

**An Oncor customer complimenting General Foreman Donaldo Ortega and his crew, Foreman Alvaro Mejia, and Trimmers Angel Martinez, Joshua Cantu and Alan Ayala**

"You guys all did an excellent job. Also, Freddy and John were very professional."

**A customer on AEP property complimenting General Foreman Jaime Reyna's crew, Foreman Alfredo Rodriguez and Work Planner Juan (John) Gonzales**

"On behalf of all of us, I want to express my gratitude to all your employees who worked tirelessly on our behalf in the December ice storm. After being without power for three days, I cannot tell you what a cheerful sight it was to see Wright crews."▼

**An Oncor customer**



**Several crew members were complimented by AEP Texas customers. Crew members deserving credit include Foremen Johnny Hargrove, Jaime Reyna Sr., Alfredo Rodriguez and Ruben Rodriguez, and Trimmers Luciano Gonzales, Evencio Macario, Sanos Reyna and Eduardo Vela. All crew members are under the direction of General Foreman Jaime Reyna.**

"I appreciated how clean Jaime, Luciano, Santos, Ruben and Johnny left my property after their job was done."

"I loved the way Johnny and Luciano left my trees and that they cleaned up very well after."

"They were very professional and cleaned up well. A job well done to the crew!"

"Johnny and Luciano were very professional, courteous and cleaned up very well!"

"Johnny and Ruben were very professional when they approached us at the work site!"

"Alfredo and Eduardo did an amazing job and were very professional."

"Luciano, Johnny and Ruben were very careful with my plants and sprinkler system. I loved the end results when their work was done."

"They did a wonderful job when they mowed the ROW. They were very professional."

▲ An ice storm swept across the Hugo, Texas, area in mid-December, which prompted a storm call for several Wright Tree Service crews. Crews deserving a "job well done" for working during the ice storm include (left to right): Trimmers Gilbert Valdez Sr. and Nathan McClellan, Foremen Leonel Velasquez, Martin Maldonado and Elmer Salinas, Trimmers Pedro Salcido and Manuel Camacho, Foremen Brian Switzer, Moris Fuentes and Juan Sanchez III, and General Foreman Rafael Garcia.

**"Wright Tree Service is a great company! Foreman Jose Flores Tamez did great work!"**

**An AEP customer complimenting General Foreman Silverio Fernandez and Roy Arredondo's crews, specifically Jose**

"We are pleased with the work done. The trimming was done properly, there were no branches left behind, and they treated the neighborhood with respect. The crew also showed professionalism."

**An Austin Energy customer commending the excellent work done by General Foreman Eloy Zapata, Work Planner Domingo Robledo, Foreman Ivan Reyes, and Trimmers Reynaldo Conejo-Pizano and Silverio Perez**



Paris/Sulphur Springs, Texas area, December 2013

LONE STAR

## Safety First!

General Foreman Jesus Ortiz noticed a homeowner close by his work site in the Kennedale, Texas, area who was pruning trees. The homeowner was using a non-insulated bucket and was less than one foot away from the 7.2kV primary. Jesus quickly called his project manager, Juan Gonzalez, to notify him of this dangerous situation. Juan arrived a few minutes later and noticed the homeowner was about three inches away from the primary line. He signaled for him to get down. The homeowner was not aware the lines were engaged, so Juan explained the hazardous situation to him. Oncor System Forester Jeff Quinters was contacted and approved the crews to prune the homeowner's tree away from the power line, since it was on the same feeder. The homeowner was very thankful of Juan and Jesus' actions to prevent a possible fatal incident.



## Happy Retirement!

Minnkota Division Journeyman Keith Gugel retired from Wright Tree Service after more than 29 years with the company. For most of Keith's career with Wright Tree Service, he worked on Xcel Energy property and was very dependable and hard working.

"Our company gives a sincere thanks to Keith for his outstanding career," said General Foreman Ira Signalness. Thank you for your dedication to Wright Tree Service, Keith, and best wishes!

### MINNKOTA DIVISION

## "A Christmas Story" Moment

On Jan. 9, Foreman Erik Herberg became a hero in one young boy's mind. The temperature was 10 degrees below zero that morning, and Erik just finished his first job of the day when he heard a muffled sound, asking if he could help. Erik noticed a young boy and went over to him only to see that he had put his tongue on a light pole and was stuck to the pole. Erik calmed the young boy down and asked what apartment he lived in so he could go get some warm water. Erik was able to find the boy's mother and then went back to calm the young boy. He then poured the water over the boy's tongue. The boy's tongue was released from the pole safely!

## MINNKOTA DIVISION

"The workers paid very good attention to safety even as far as coming to my door to ask me to move my vehicle, as there was a slight chance of it being damaged. They were very polite, and the cleanup work was excellent. They deserve an 'attaboy' for their work."

**A Xcel Energy customer commending Foremen Marc Doopler and Mark Frank, and Journeyman Jed Schweisthal (General Foreman Scott Schweisthal)**

"Job Planner Ryan Johnson really impressed me with his knowledge and professional manner in dealing with customers. It is evident that Ryan is skilled in interaction with customers and represents Wright Tree Service in a very positive way. He is the kind of professional every team needs."

**An Anoka County park supervisor in Andover, Minn.**

"You did a great job trimming the walnut tree I requested. I appreciate your hard work!"

**A Rochester Public Utilities customer complimenting General Foreman Jeff Harris, Foreman Jeff Born, and Trimmer Brian Albers**

"Your crews worked on our trees around high voltage lines. They did a great job and worked well together. They left the yard looking better than when they came!"

**An American Transmission Company customer**

"The crew so nicely stacked the wood they cut down – that was above and beyond."

**A Xcel Energy customer impressed by General Foreman Dan Hawker, Job Planner Mike Laffey, Foremen Phil Radel and Mark Yahnke, and Trimmers Lee Hillesheim, Lewis Remund and Dave Woltz**

"I wanted to drop a note of thanks and appreciation for the excellent tree service we had. Randy was prompt and very helpful. The superb trimming crew arrived as scheduled and did an amazing job!"

**A Xcel customer praising Foreman Arnulfo Flores, Job Planner Randy Sterry, and Trimmer Corey Berger (General Foreman Scott Schweisthal)**



▲ Minnkota Division Foreman Jeff Born took this picture on Connexus Energy property Feb. 21 after a winter storm!

◀ Journeyman Scott Wilson continues to work hard in a bucket lift during a blizzard! Forest Lake, Minn., got one foot of snow that day!

## In Memory



Wright Tree Service sends condolences to the family of the late Jorge Campos, who

was a foreman in the Minnkota Division. Jorge started working for Wright Tree Service in 2003 as a member of a chipping crew and was promoted two years later. "Jorge was excellent. He was dependable, hardworking and a joy to be around. He will be deeply missed by all," said his general foreman, Scott Schweisthal.

"The crew listened to my concerns and assured me of the job. I was pleased with the service they provided, and they treated my property with respect."

**An Xcel Energy customer impressed by Job Planner Brian King, Foreman Tom Vogel, and Trimmer Anthony Germain (General Foreman Bill Schumal), General Foreman Jim Engelke, Foremen Ricky Olson and Kai Regnier, and Trimmers Casey Engelke, Joe Lindell, Nick McManus, and Jim Patten**

"A very special THANK YOU to all of those who worked well into the night and this morning to restore power. I realize first hand that every effort is being made to restore power as soon as possible."

**A Connexus customer thanking Job Planner Ryan Johnson and Foremen Jeff Born and Cory Pepin (General Foreman Jeff Harris)**