



Our family tree

Leaders in Training

For more than 10 years, Wright Tree Service (WTS) has held its week-long biannual General Foreman School (GF School), which gives field employees the opportunity to gather together and experience hands-on training about their role as a leader of the company. Although the program has grown in both number of attendees and number of topics, the goal is always to provide valuable information on how to be an effective manager and leader while learning current industry best practices and regulations.

"There's so much to bring back to the field after the week is over," said Minnkota Division GF Bill Schumal, who has worked for WTS for 13 years and has attended GF School twice. "There's always room for improvement and always something to learn."

The program is held in the spring and fall at the corporate office in West Des Moines, Iowa, and combines a showcase of presentations, training and demonstrations that affect their job. The presentations are conducted by corporate office employees and outside sources. Some topics include drug and alcohol compliance, information technology, workplace behavior, internal goals, verbal communication skills, customer service and hiring procedures. Several local Department of Transportation (DOT) officers, policemen and equipment manufacturers presented about safety-related issues and inspection processes.

"It's helpful to gain tips directly from experts we wouldn't normally be in contact with," said Schumal. Attendees also meet corporate office staff who they interact with on a daily basis but have never met face-to-face. *continued on page 14*



▲ GF School in session at the corporate office in West Des Moines, Iowa



◀ Wright Service Corp. (WSC) HR Generalist Julie Leigh and WTS GF Nick Henderson during an office barbeque

¿USTED PREFIERE LEER ESTA REVISTA EN ESPAÑOL?



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NEW, ON THE MOVE & CERTIFIED

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

NEW

- ▶ Kevin Abler, Payroll and Billing Specialist, Corporate Office
- ▶ Sara Formanek, Accounts Payable Clerk, Corporate Office
- ▶ Al Garrow, GF, Southeast Division
- ▶ Tammy Lawrence, Accounting Manager, Corporate Office
- ▶ Jessica Olson, Payroll and Billing Specialist, Corporate Office
- ▶ Ethan Rutter, Payroll and Billing Specialist, Corporate Office

ON THE MOVE

- ▶ Jason Brown, GF, Southwest Division
- ▶ Eloy Zapata Cabrera, GF/Work Planner Supervisor, Southwest Division
- ▶ Ignacio Cardenas, GF, Southeast Division
- ▶ Jon Cates, Project Manager, Southwest Division
- ▶ Kevin Christenberry, GF, Division 25
- ▶ Eric Davidson, GF, Division 25
- ▶ Roger Garrison, GF, Southeast Division
- ▶ Kevin Gilliam, GF, Division 25
- ▶ Rigoberto Guzman, GF, Division 45
- ▶ Curt Hirtzinger, Safety Supervisor, Division 45
- ▶ Charles Shannon Keen, GF, Southeast Division
- ▶ Matt Lenhart, GF, Minnesota Division
- ▶ David Locke Jr., GF, Division 45
- ▶ Emanuel Lopez, GF, Mountain States Division
- ▶ Ryan Manson, Project Manager, Southeast Division
- ▶ Robert McCoy, GF, Central Division
- ▶ Mark Pitt, Project Manager, Division 25
- ▶ Alejandro Reyes, Project Manager, Southwest Division
- ▶ Kyle Richardson, GF, Pacific Division
- ▶ Jose Rodriguez, GF, Lone Star Division
- ▶ Scott Smith, GF, Mountain States Division
- ▶ James Standlee, GF, North Division
- ▶ Doug Thacker, GF, Division 25
- ▶ Samuel Thacker, GF, Division 25
- ▶ Chris Wilson, GF, Southeast Division

CERTIFIED

New International Society of Arboriculture (ISA) Certified Arborists®

- ▶ John Bedsworth, GF, Southwest Division
- ▶ Troy Heinz, GF, Minnesota Division
- ▶ Marvin Miller, GF, North Division
- ▶ Tommy Pearson, GF, Central Division
- ▶ John Tracy, GF, North Division



New ISA Certified Arborist Utility Specialist™

- ▶ Nathan Carlisle, Safety Supervisor, Division 25 and Division 45



From the Treetop



By Kevin Fitzpatrick, Fleet Manager

It is amazing how far we've come in the evolution of utility vegetation management (UVM) equipment and the industry as a whole.

At the corporate office, there is a picture of Wright Tree Service founder John L. Wright taken after World War II, with his employees and their work vehicles. Primitive in nature and limited in use, this equipment includes international flatbeds with custom-made wood boxes, a few surplus army jeeps and a burial vault hauler repurposed for hauling logs. Fast forward to 2015 and take a look at the equipment we use now. We now have cutting edge over-center lifts, back yard lifts, spray rigs, self-feeding chippers, boom trimmers and right-of-way mowers. This is quite a difference from what they were using during the company's humble beginnings!



While technological advances and improved safety features allow us to be more productive and reduce incidents, it comes with challenges. Because the equipment is more complex, they require more maintenance, inspections and potentially more time in repair shops to ensure reliability.

As we purchase and deploy new equipment into the field, we continue to develop training methods and systematic procedures to simplify their use and increase operator's knowledge of them. We also conduct our own internal training on existing equipment, require aerial lift inspection classes, and as a result maintain strong relationships with manufacturers. This is important for mitigating issues before they occur and preserving the equipment we rely on every day when we have crews traveling and working in the field.

It is essential to be our Brother's and Sister's Keeper. Our equipment also plays a crucial role in ensuring every employee's safety. To be truly vested in our safety culture we must be knowledgeable about proper operating procedures, diligent in our maintenance and thorough when inspecting.

Rewind back to the photo of John L. Wright. At that time, some of their main equipment focuses were on the maintenance of box trucks and inspecting hemp ropes. Today, maintenance and inspections are much more advanced, but in the end, have the same result and the same expectation. We all want to go home injury-free after a safe and productive day, and we expect all of our co-workers to want the same.

OUR VISION

- ▶ WTS 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.

Safety Education & Training

TRAINING TOOLS SPOTLIGHT

Compliant vs. Committed: What's the Difference?

By Nathan Carlisle, Safety Supervisor

Have you heard the quote “Integrity is doing the right thing, even when no one is watching?” Too often, we are willing to take shortcuts to shave off a few minutes of a task. Many times, we are only compliant with rules and procedures when a supervisor is present.

Daily tasks that are small and tedious are often when workers fall short of performing proper safety procedures. Having a commitment to safety requires us to not only being compliant with regulations on the clock but to also keep safety top of mind when we go home after a day of work. It needs to be a lifestyle.

As a safety supervisor, I oversee WTS employee-led safety meetings in various locations across the U.S. Employee-led safety meetings are when crew members conduct a presentation about a topic to their peers. During these routine safety meetings, I always ask crew members to define “compliant” and “committed.” I also ask them to raise their hands if they are committed to being safe. Typically, everyone in the class raises their hands.

In effort to really show the difference between *compliant* and *committed*, I start with a series of questions. I first ask, “By a show of hands, who is going to mow their lawn this weekend?” Most hands go up. I then ask, “Who will wear eye protection while mowing their lawn?” Fewer hands shoot up. Next question: “Who will wear eye AND ear protection as you mow?” Very few hands rise, signifying that almost no one plans to wear ear protection while they mow their lawn.

From there, I explain that being committed to safety carries beyond the work day. At home, safety practices should be followed just as much as at work. We wear eye and ear protection when working on the jobsite – why not at home? The next step after being compliant with safety practices is to be *committed* to safety as well.

Most workers have been persuaded that eye protection is an immediate safety benefit. Persuasion of using ear protection, however, is a little harder because most consequences aren’t noticed until years later when people start experiencing hearing loss.

Unfortunately, it might take a catastrophic event to occur in someone’s life to alter their mindset. Taking precaution is the key to prevention. When I first began working as a tree trimmer, I witnessed a co-worker get hit in the head with a hanger that we had been working around for several hours that day. I directly saw the result – that my 23-year-old friend was badly injured, paralyzed and in a coma for six months. Eighteen years later, he remains paralyzed. From the moment of the accident, I can assure you that everyone who witnessed the accident was convinced that safety precautions are imperative.

I believe that we don’t go to work with the intention of hurting ourselves or others, and you really have to work hard to get injured with every safety measure we have in place (job briefings, Brother’s and Sister’s Keeper, and our safety challenges). And still, we take short cuts. We might breeze through a job briefing and sign the forms without thinking about being *committed* to safety; instead we’re more concerned about being *compliant*. A commitment to safety and to all our procedures is key to preventing injuries.

At what point do you rise from not only being compliant but also becoming committed? I hope it doesn’t take an injury to convince you to take the next steps toward your commitment to safety. Act now and stay focused every day, you will be on your way to not only being compliant but committed to safety for yourself, your family at WTS and your family at home.

Have You Seen Our New Safety Video?

Our new safety video called "Drop Zone Safety Awareness: Pruning & Felling" is now on the WTS website! Check it out at www.wrighttree.com. This video is the second video in a series of safety videos that WTS will release. Stay tuned for a third video to be released in 2016!

**DROP ZONE
SAFETY
AWARENESS:
PRUNING &
FELLING**

SUBMIT A SAFETY SUGGESTION!

Safety is our number one value. If you have a suggestion, compliment, concern or general comment, please submit it at www.wrighttree.com. You can also use your smartphone to open the QR code below. The code will direct you to the safety suggestion form, allowing you to submit your suggestion easily from your mobile device.



continued from cover

Although the program has "GF" in the title, project managers, safety supervisors and others have participated. Risk Manager Rocky Palmer explains that it is essential for there to be a rotation among company leaders to ensure everyone is kept up to date, but also finds it important for employees to participate in the program multiple times.

"Laws and regulations are always changing," said Palmer. "With new technology and equipment quickly emerging, there are countless ways to work safer and more efficient."

Congratulations to all April GF School participants! We look forward to the next GF School in October.

▲ APRIL GF SCHOOL

(Left to right) Back: Chuck Ritter (Pacific Division), Kevin Gilliam (Division 25), Curt Hirtzinger (Safety Supervisor, Division 45), David Locke (Division 45), Cecilio Dominguez (Lone Star Division), and John Tracy (North Division). Middle: Bill Schumal (Minnkota Division), Nick Henderson (North Division), Johnathon Walker (Project Manager, Southeast Division), Nick Risler (Minnkota Division), Brian Crowe (Lone Star Division), Diego Saucedo (Division 45), Noah Killion (Central Division), and Matt Lenhart (Minnkota Division). Front: Tommy Pearson (Central Division), Doug Thacker (Division 25), Phillip Williams (Division 25), Tarry Barkley (Southeast Division), Robert Kirby (Division 45), Jeffrey Wallace (Southeast Division), Jose Serrano (Division 45), and Felix Hernandez (Southwest Division).

Challenge Coins

Through the Challenge Coin program, WTS chief executive officer, 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 are listed below.

CEO COINS

Several employees also received Tree Care Industry Association (TCIA) Heroism Awards. See page 4 to read more.

- ▶ Payroll and Billing Specialist **Sarah Kern**, Corporate Office
- ▶ Safety Supervisor (Retired) **Randy Rempe**
- ▶ Foremen **Erik Herberg** and **Jess Paulson** and Trimmers **John Fiek** and **Adam Lobitz**, Minnkota Division
- ▶ Former Job Planner **Nathan Jones**, Mountain States Division
- ▶ GF **Kevin Christenberry**, Division 25
- ▶ Foremen **Andy Burns** and **Paul Dill** and Trimmer **Raul Serrano**, Mountain States Division
- ▶ GF **Jesus Ortiz** and Project Manager **Juan Gonzalez**, Lone Star Division

SAFETY COINS

- ▶ Trimmer **John Benson**, Division 25
- ▶ Safety Supervisor (Retired) **Randy Rempe**, Central Division
- ▶ Safety Supervisor (Retired) **Marty Pingel**, North Division



Turkey Safety Challenge

OCTOBER 12 – NOVEMBER 1, 2014

CONGRATULATIONS to the 143 GFs and leaders for successfully completing this year's challenge with zero incidents. That's nearly 91 percent of our crews! These crews have demonstrated that with the right safety procedures and determination, they can work incident free. All corporate office employees also completed the challenge successfully, with zero workplace incidents.

Special acknowledgement goes to the North Division, Southeast Division, and Wright Tree Service of the West 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 · Dustin Crottinger · Mitch Frye · Kevin Hough · Noah Killian · Chris Lenhardt · Brandon Magee · Kyle Maupin · William J. McDowall III · Adrian Oliver · Steve Olson · Thomas Pearson · Thomas Wipf · Ray Wolken

NORTH DIVISION Rob Belle · Jason Bryant · Cesar Bustos · Rick Clendenny · Nick Ditta · Scott Dundee · Phil Heinz · Nick Henderson · Gary Higgins · Bryon Honea · Ron Horn · Sam Hott · Chris Lorenz · Marvin Miller · Don Parrish · Dale Pewitt · Jason Scott · Jason Smock · Dale Stout · John Tracy · Joe Wewer

DIVISION 25 Chad Chaney · Kevin Christenberry · Michael Fisher · Steve Ford · Jayson Foreman · Ronnie Gibson · Tim Gilbert · Kevin Gilliam · Billy Hashman · Justin Lawhorn · Mark Pitt · Brad Shearer · Doug Thacker · Samuel Thacker · Phillip Williams

MOUNTAIN STATES DIVISION Glen Crabtree · Brandon Gray · John Pentecost · Jaime Flores Rocha · Jim Swisher

PACIFIC DIVISION Gavin Thompson · Shawn Woody

WRIGHT TREE SERVICE OF THE WEST BJ Forsythe · Chuck Ritter · Jeramie Socey · Robert Spittler · Aaron Still

SOUTHEAST DIVISION Tarry Barkley · Anthony Brown · Jeff East · Roger Garrison · Marc Gunter · Krechun Jackson · Ryan Manson · Josh Morgan · Erik Sveum · Brian Walker · Johnathon Walker · Jeffrey Wallace · Chris Wilson

DIVISION 45 Ever Acosta · Earl Day · Brandon Dillon · Cesar Garcia · Rigoberto Guzman · Pedro Hernandez · Cory Kobernick · Dave Locke · James Osborne · Vinnie Pavcovich · Doug Royal · Diego Saucedo · Jose Serrano Hernandez · Dan L. Smith · Terry Southerland · Erik Sveum · Joey Williams

SOUTHWEST DIVISION Thomas Acker · David Aguilar · Favian Aguilar · Rogelio Arredondo Jr. · Jose Juan Arreguin · John Bedsworth · Michael Blain · Jason Brown · Larry Bryant · Sie Camacho · Jon Cates · Arthur Colbert · Adrian De La Rosa · Silverio Fernandez · Jesus Tony Fuentes · Rafael Garcia · Jesus Garza · Juan John Gonzalez · Jose Felix Hernandez · Shawn Huff · Marvin Johnston · Juan Martinez · Scott Ogden · Alejandro Reyes · Jaime A. Reyna · Jeff Rhodes · Jeremy Shrum · James Standlee · Afton Stanko · David Trevino · J. Santos Valazquez · Jason Yelton · Eloy Zapata

LONE STAR DIVISION Santos Aguilera · Fidel Alvarez · Raul Alvarez · Mike Clark · Brian Crowe · Cesilio Dominguez · Joel Guitiz · Carlos Hernandez Ventura · Imber Hernandez · Jose Hernandez · Reymundo Hernandez · Benito Huerta · Jose Lopez · John Chad McMillon · Antonio Morales · Riley O'Quinn · Donald Ortega · Jesus Ortiz · Rigoberto Reveles · Gustavo Rodriguez · Oscar Salmeron · Martin Sandoval Jr. · Ross Self · Jose A. Suarez · Tim Wright

MINNKOTA DIVISION Marty Campbell · Jason Dorow · Jim Engelke · Wayne Fancher · Jeff Harris · Dan Hawker · David Horn · Matt Lenhart · Bob Lien · Boyd Rasmussen · Nick Risler · Scott Schweisthal · Joseph Taylor

UNWANTED 10

During the 2014 Turkey Safety Challenge, Risk Manager Rocky Palmer sent out messages to employees that were focused on topics related to safety, including the "Unwanted 10." The "Unwanted 10" list includes 10 unsafe acts and 10 unsafe conditions that need to be prevented while working on a jobsite. Rocky also put a strong focus on the importance of driving and how to eliminate driving fatalities.

Some unsafe acts include:

- Unauthorized operation or use of equipment
- Failure to secure or tie down equipment against unexpected movement
- Failure to wear personal protective equipment

Some unsafe conditions include:

- Close clearance and congestion hazards
- Defective tools and equipment
- Lack of adequate guards or safety devices

Driving fatalities:

According to the National Safety Council, automobile accidents account for 36,300 fatalities each year in the U.S. Driving fatalities are huge but often preventable. Some tips to avoid driving incidents include using a spotter; making sure to be constantly mindful of distractions; paying close attention to any drivers around you; being a defensive driver and not an offensive one.

Rocky stresses the importance of identifying these various unsafe acts and unsafe conditions. By familiarizing yourself with these concepts, a majority of incidents can be eliminated.

2015 SPRING SAFETY CHALLENGE The 2015 Spring Safety Challenge starts Sunday, May 24 and goes until Saturday, June 13. While employees should stay focused on safety all year long, these safety challenges are a way to put an extra special focus on safety.

CORPORATE OFFICE

In Memory



Wright Tree Service sends our condolences to the family of the late Cindi Cummings, who passed away on December 12, 2014.

Cindi was a payroll and billing specialist and worked for Wright Tree Service for almost 10 years. She was a remarkable person and valued employee. Cindi left a legacy of humor, perseverance, loyalty, generosity and great strength. "During Cindi's many years of dedication to Wright Tree Service, she was extremely hardworking and took great pride in everything she did," said Payroll and Billing Manager Kristy Reynolds. "She had stellar work ethic and was a very talented person."



Wright Tree Service sends our condolences to the family of the late Jeremy Priester, who passed away on January 1, 2015.

Jeremy was a payroll and billing specialist, and is greatly missed by all. Jeremy enjoyed spending time with his family, was an avid car lover and loved racing. "Jeremy was a very pleasant person to be around," said Payroll and Billing Manager Kristy Reynolds. "He was extremely smart and had a great sense of humor."

CORPORATE OFFICE

In the News

President and Chief Operating Officer Will Nutter was appointed to a three-year term to sit on the TREE Fund Board of Trustees. Congratulations, Will!

News from the Branches

CORPORATE OFFICE

"Your schedules are demanding, but at the end of each month you step up and deliver by getting your company's information quickly in the system!"

Gulf Power complimenting Payroll and Billing Specialist Alyssa Miller

"Vickie has outstanding consistency and we never need to worry about coming close to deadlines with her great work."

An Omaha Public Power District (OPPD) customer complimenting Payroll and Billing Specialist Vickie Mangold

"The extra effort you put in to be accurate and timely is very much appreciated!"

An American Electric Power (AEP) customer complimenting Payroll and Billing Specialists Sarah Kern and Ethan Rutter

NORTH DIVISION

"I want to commend your fine employees who showed such professionalism and teamwork in removing dead tree branches in another tree over or around our power lines. My admiration and gratitude go out to the crew members for a difficult job done well despite the rainy conditions."

An Ameren customer in Decatur, Illinois, complimenting GF Joe Wewer, Foremen Ian Parrish, Ben Wickersham and Dustin Gregory, and Trimmers Caine Cloe, Pat Monaghan and Jacques Fomera

"The crew was very professional, courteous and clean."

An Ameren customer complimenting Foreman Brian Emert and Trimmers Matt Hance and Ian Koenig

"The whole crew did a great job. No complaints!"

An Ameren customer complimenting GF Cesar Bustos and Foremen Filimon Morales, Jose Rodriguez and Chuck Ward



On Display

The original 1940s WTS number 10 truck was the main feature of a March Hy-Vee suppliers meeting at Hy-Vee Hall in Des Moines, Iowa. ▼

Heroes of the Heartland

◀ As a sponsor of the Red Cross, Chairman and Chief Executive Officer Scott Packard presented two Heroes of the Heartland awards at a ceremony on April 10. Heroes of the Heartland acknowledges people in central Iowa who have given back to the community in heroic ways.



CORPORATE OFFICE

Happy Retirement!

Payroll and Billing Supervisor Karen Widen retired from Wright Tree Service in March. Karen started with the company in 2002 and has worked with every division.

"We greatly thank Karen for her many contributions to the company. Her steadfast dedication and loyalty was unmatched, and her dedication was vital in the company's success," said Payroll and Billing Manager Kristy Reynolds.

Thank you for all you have done for Wright Tree Service, Karen. Best wishes!



CENTRAL DIVISION



Central Division Safety Supervisor Randy Rempe retired from Wright Tree Service after working for the company for 40 years. Randy started as a trimmer in Omaha, Nebraska. After, he worked in Kansas, Colorado, Minnesota, and most recently, Iowa. Before becoming a safety supervisor, he was a general foreman for contracts with Northern States Power Company and Interstate Power.

"Randy took with him a great wealth of knowledge and experience along with the passion and self-motivation it takes to be a great employee. He will be missed, and we wish him the best of luck," said Safety Manager Jim Lorrigan.

NORTH DIVISION

Light the City

On November 22, Foremen Bob Pearson, Edwin Kozel and Mike Roll – with a bucket truck in tow – spent the day getting in the holiday spirit. They lit up the city of Peoria, Illinois, with holiday lights!

NORTH DIVISION

School Appreciation

Elementary school students in Ferguson, Missouri, showed their gratitude to GF Cesar Bustos and Foremen Apolinar Galeana, Eduardo De Leon, Joel Rivera and Eder Torres for clearing shrubs and helping the school look nice. The students sent the crew drawings with thank you messages. ▼

CENTRAL DIVISION

Fire Extinguished

Foreman Shawn Adcox and Groundman Adam Herrelson found a pile of debris on fire, and the fire spread to the backyard of the house. The two retrieved a fire extinguisher from their truck. Since the gate to the area was locked, Adam jumped the fence to extinguish the fire. Without Adam and Shawn's swift and heroic actions, the house was saved and only suffered minimal damage.



DIVISION 25

On the Stage: Spreading the Safety Message

Division Manager Ken Venzke gave a presentation at a Utility Arborist Association (UAA) Regional Meeting in Charlotte, North Carolina, on November 4. The presentation was titled "Job Behavior Observation: Improving Jobsite Safety with Mobile Technology."

Ken highlighted the process of job behavior observations, which are primary tools used to measure performance and encourage safe behavior on the jobsite. He gave this presentation to a packed room of more than 50 people!

DIVISION 25

Dale Carnegie Graduates

Project Manager Mark Pitt and GF Jayson Foreman graduated from the Dale Carnegie Immersion Seminar in February.

Both graduates received a "Breakthrough Award," and Mark also received an "Outstanding Performance Award." Congratulations Mark and Jayson!



Jayson



Mark

DIVISION 25

A "Hands-On" Presentation

Each week, three to four crew members develop a safety topic to present to their team in Division 25. The presentations get very creative! Trimmer Dustin Taylor and Foreman Tim Bailey created a model display and presented on proper procedures when working around traffic. Great work, Dustin and Tim!



Dustin and Tim

Foreman Ben Beebe rescues Trimmer Justin Nielson in a climbing rescue demonstration ▶

MOUNTAIN STATES DIVISION

Serious Training

GF Glen Crabtree and Black Hills Power have been working together to grow and develop individuals into top-notch line clearance arborists. During a training day, the employees learned various climbing, clearance, and safety techniques.

GF Josh Wildeboer walks through rigging techniques with Trimmer Matt Pietz ▶



DIVISION 25

"The crew was wonderful. Everyone was careful and conscientious."

An AEP customer complimenting GF Doug Thacker, Foreman Kalum Cox, and Trimmers Jon Benson and Cody Chapman

"I met with Joe after I received a notice on my door where he explained the work they were planning to do. Much to my surprise, the crew showed up in less than ideal weather to do the job and stuck with it through the week. The men I spoke with were all extremely polite, friendly and proficient at their work. Your crews and company deserve an 'attaboy' for a job well done."

A FirstEnergy customer complimenting GF Joey Taylor, Foremen Tim Cheshire and Robert Malone, and Groundmen William Miller and Timothy Roberts

"The crew did a great job of taking down the trees in the right-of-way while protecting the fruit trees in my orchard from damage. They even dropped off a load of wood chips that I requested to use for mulching!"

A Duke Energy customer complimenting GF Ron Gibson, Foreman Christ Arthur, and Trimmers Lovel Couch, Chris Collier, Jesse Schwartz, Caleb Pedersew, Cory Allison and Micah Detwiler

"Your safety culture shows! I drive by a Wright Tree Service staging area daily and see the employees dressed in safety gear and holding meetings. It's amazing as a commuter to see your safety values."

A community member in Oakland, Maryland, complimenting several crews

"A crew working outside my yard did a great job. They even let me know what they would be doing, and I appreciated it!"

A Duke Energy customer complimenting GF Ron Gibson and Foremen Troy Sanders, John Mimms, Larry Eggleston and Steve Eggleston

MOUNTAIN STATES DIVISION

The crews continue working hard to help ensure safe and reliable service to Black Hills Power customers by reclaiming the right-of-way through the removal of extensive overhang. ▼



"I would like to compliment Josh Wildeboer on his professionalism while working together to provide tree trimming training locations!"

A Rapid City Area School District employee complimenting GF Josh Wildeboer

"While cutting down a dead tree on our property, the crew was very professional and polite throughout their time here."

An Xcel Energy customer complimenting Job Planner Pedro Delgado, Foreman Jorge Alcocer and Trimmer Jesus Devora

"It was apparent that extensive training and follow-up has taken place on utilizing the new command and response method. Keep up the good work!"

Xcel Energy Supervisor Nick Fox complimenting crews members for implementing a new command and response method taught the week prior. Crew members include Foremen Bernardo Robles, Antonio Bernal, Benedicto Moran, Ivan Munoz, Emanuel Hernandez and Jorge Alcocer, Trimmers Jesus Devora, Atanacio Adame, Joseph Jimenez, Jose Delgado, Ian Canterbury and Jose Pena, and Groundman William Johns

"Thank you for a job well done!"

An Xcel Energy customer complimenting Foreman Antonio Bernal, and Trimmers Emanuel Hernandez and Ian Canterbury

WRIGHT TREE SERVICE OF THE WEST

Several Pacific Gas & Electric customers wrote in to compliment Foreman Josh Black and Trimmer Nic Flenniken. Here are four compliments submitted with kudos to their hard work:

"The crew did a great job and made little impact when removing a big, older tree."

"Nic and Josh did a good job. They cut limbs away from the lines and kept my tree shape still looking fine. I appreciate it. Thank you!"

"The crew did some tree trimming around overhead wires at my home. They were very professional and courteous and did a superb job. This was the best job I have seen in my 40 years of living here. Thank you very much!"

"The crew was professional and courteous. They did a great job."

SOUTHEAST DIVISION

"Jacob and the entire crew were professional and courteous. They went above and beyond to help me."

A Georgia Power customer complimenting Foreman Jacob Hurst, Trimmers Connor Wiggins and Dereke Sharp, and Groundmen Brandon Mullins and Cody Evans

"I was very happy with the great customer service I received."

An EPB customer complimenting Foreman Nathan Postelle and Trimmer Fred Miller

"The crew was very nice and did an excellent job!"

A Georgia Power customer complimenting Foreman Eldren Jones, Trimmer Saul Asmitia, and Groundmen Ian Getachew and Michael Brown

"Omar and Jackson were excellent with the customers. They are great guys, and I was pleased with their customer service."

An EPB customer complimenting GF Krechun Jackson and Foreman Omar Granados

"Tyrone and Darren are good, hardworking young gentlemen. I loved my experience with Wright Tree Service."

A Middle Tennessee customer complimenting Groundmen Tyron Teasley and Darren Valens

"Chris and the crew were very professional, courteous and worked diligently to remove my tree."

An EPB customer complimenting Foreman Chris Deforest and Trimmers David Boone and Daniel Webb

"I appreciate the work Brian accomplishes each time he works with our customers."

Gulf Power complimenting GF Brian Walker

DIVISION 45

"The crew has gone above and beyond the call of duty to clear trees. I'm very pleased with their work."

A Blue Grass Energy customer complimenting Foreman Jose Rincon, Trimmer Robert Boyd and Groundman Bryan Allen

"Each member I spoke to was courteous, kind and even funny! The cutting they did is invisible, leaving my landscape almost exactly as it was before. I couldn't be happier. Well done!"

A Lansing Board of Water and Light (LBWL) customer complimenting GF Dave Locke, Foreman John Cheeseman and Trimmer Chris Hoffman

"Thank you. You were excellent!"

A Blue Grass Energy customer complimenting GF Joey Williams and Job Planner John Haney

"I was very pleased with the work your guys have done."

A Blue Grass Energy customer complimenting General Foreman James Stump, Trimmer Robert Boyd and Groundman Bryan Allen

SOUTHEAST DIVISION

Look Up

GF Brian Walker was visiting a transmission crew off Highway 399 in Florida when he spotted a Blue Angels Fat Albert. He was able to capture the sight!



SOUTHEAST DIVISION

Clay Shoot

In November, Division Manager Jeff East, GF Brian Walker, and Vice President of Operations Steve Pietzyk attended the 2nd Annual Gulf Power Clay Shoot for America's Heroes. WTS also sponsored the event. They had a blast! ▼



Our family tree

MINNKOTA DIVISION

No Cross Zone

A foreman in Fargo, North Dakota, developed this simple, but thoughtful method for pedestrian control on his jobsite as he and his crew were working near the state's university. To prevent students from walking through the cones and into a potentially dangerous area, he barricaded the sidewalk. ▼



MINNKOTA DIVISION

In the News

Trimmer Ben Baker is shown in a series of photos on Argus Leader's website cutting branches down during the cold winter in Sioux Falls, South Dakota, on January 9. Below is one of the photos. ▼



▲“I was so impressed at the speed and professionalism demonstrated yesterday when your staff took down an ash tree on my property!”

A Louisville Gas and Electric Company (LG&E) customer complimenting Foreman Jose Veragara and Trimmers Mohamed Rodriguez, Efen Gonzales and Felix Rivera

“The crew was very polite and communicative. They did a good job and have no complaints from me.”

A LG&E customer complimenting Foreman Ismael Saucedo and Trimmers Mark Williams and Benito Rodriguez

“Wright Tree Service did a fantastic job with the clean-up after the snow storm.”

A Blue Grass Energy customer complimenting GF Joey Williams, Foremen Arvin Coleman and James Stump, and Trimmers Jonathan Pevley, Devin Lynn, Bryan Allen and Johnny Denny

MINNKOTA DIVISION

Minnesota Crews

Crews hard at work during a chilly December in St. Paul, Minnesota!

▲“The men represented your company in a safe and professional manner. Wright is first class in my mind.”

A representative from the Polar Bear Plunge in Indianapolis complimenting Trimmers Dan Torres, Victor Torres, Victor Menchac and Domingo Cobain

SOUTHWEST DIVISION

“My neighbor and I were impressed with Ranferi's professionalism, politeness and genuine care for his work .”

An Austin Energy customer complimenting Job Planner Ranferi Lopez

“I was pleased with the customer service and overall tree work.”

A City Utilities Springfield customer complimenting crews

LONE STAR DIVISION

“The crew was cordial and helpful. I was very impressed with the way it was handled. I appreciated that the trees along the entire line were trimmed and that you went above and beyond my request.”

An Oncor customer complimenting GF Reymundo Hernandez, Foremen Miguel Hernandez and Roman Cubilla, and Trimmers Narciso Marquez, Ricardo Cazarez, Genaro Martinez and Juan Chamu

“Juan was true to his word and did a wonderful job in helping me preserve a little of our early American history.”

An Oncor customer complimenting Project Manager Juan Gonzalez

“The crews accomplished the work in a prompt, professional manner and were as polite as could be. I could not have had a more pleasant experience.”

An Oncor customer complimenting GF Rudis Ventura and his crews

“Jesus made a great effort to contact me prior to beginning work to explain what work needed to be done and was very friendly and professional while doing the job.”

An Oncor customer complimenting GF Juan (Jesus) Gonzalez

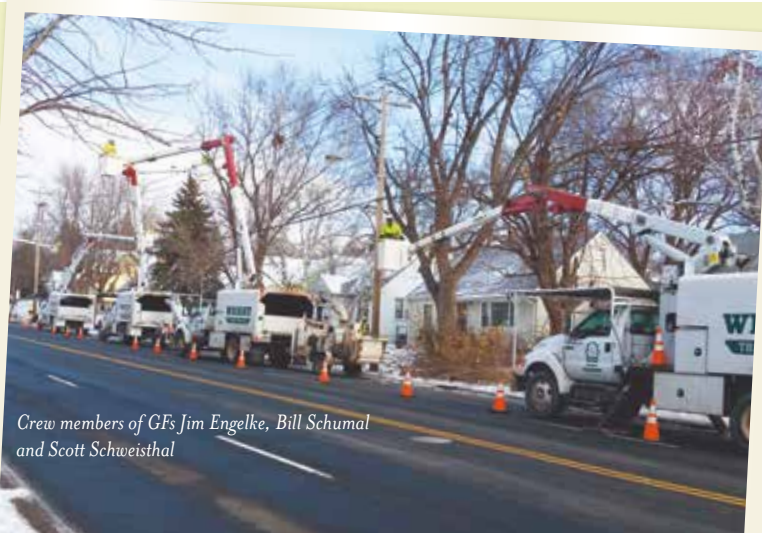
MINNKOTA DIVISION

“They did a good job and thank you for pruning the trees. I appreciate it!”

A Connexus Energy customer complimenting Job Planner Cory Pepin, GF Jeff Harris, Foreman Justin Bittner and Trimmer Tyler Lafferty

“They have been careful, respectful, friendly and professional. They have not only done a nice job of assuring their own safety but also that of the public as we come and go while they perform their aerial antics.”

An Xcel Energy customer complimenting GF Jim Engelke, Foreman Ricky Olson and Trimmers Jim Patten, Jaegar Breitkreutz and Chad O'Brien



Crew members of GFs Jim Engelke, Bill Schumal and Scott Schweisthal