



Our family tree

Respect the Power Lines

According to the Tree Care Industry Association, 39 percent of all tree worker fatalities are caused by electricity, making it the leading cause of tree worker fatalities. In April, Wright Tree Service (WTS) trimmers working on Xcel Energy property observed electrical safety demonstrations performed by Connexus Energy at the Xcel Energy facility in Whitebear Lake, Minnesota.

Connexus Energy developed the demonstration program and the company's high-voltage safety demonstration trailer to help increase electrical hazard awareness and to educate about what precautions need to be taken when dealing with electrical conductors. These demonstrations are routinely conducted by Connexus and shared with utility line clearance workers as well as the general public so that everyone is aware of the potential dangers of contacting a power line.

During these demonstrations, Terry McAlpine, the public safety administrator at Connexus Energy, and Tim White, a Connexus Energy lineman, identified the dangers associated with a live power line. Below are two examples Terry and Tim demonstrated.

1 An insulated rod was used to guide a metal ladder into the live power line. As the ladder made contact, it sparked. The same reaction was demonstrated with a tree limb. Both examples show that the electric current will have the same reaction no matter the object you come in contact with.

2 This demonstration featured a human dummy wearing holey rubber gloves holding a hot dog. The dummy used the hot dog to touch the live line and within seconds, caused sparks and violently burned the hot dog. The hot dog served as an example of how our skin would look after an encounter with a live power line, showing the potential dangers of working around power lines and the consequences of not taking proper precautions.

WTS is focused on finding new training opportunities and ways to continue to keep our employees safe.



▲ Live line demonstration conducted by Connexus Energy

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NEW, ON THE MOVE & CERTIFIED

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

NEW

- ▶ Elisa Boekhoff, Payroll and Billing Specialist, Corporate Office
- ▶ David Gomez, Safety Supervisor, Lone Star Division
- ▶ Oscar Grisham, GF, Southwest Division
- ▶ Dave Hatton, GF, WTS of the West
- ▶ Nick Lorenz, GF, North Division
- ▶ Beth Rasmussen, Payroll and Billing Specialist, Corporate Office
- ▶ Hannah Schabillon, Payroll and Billing Specialist, Corporate Office
- ▶ Anndrea Streepy, Payroll and Billing Specialist, Corporate Office
- ▶ Charles Wright, GF, Southeast Division

ON THE MOVE

- ▶ Joe Bickley, GF, WTS of the West
- ▶ Jeremy Bond, GF, Division 25
- ▶ Luis Burgos, GF, Southwest Division
- ▶ Rafael Cisneros, GF, WTS of the West
- ▶ James Cooper, GF, Mountain States Division
- ▶ Nate Demby, GF, Mountain States Division
- ▶ Wilman Merlos, GF, Southeast Division
- ▶ Aly Miller, Payroll and Billing Data Administrator, Corporate Office
- ▶ Charles Nix, GF, WTS of the West
- ▶ Jose Ochoa Suarez, GF, Lone Star Division
- ▶ Jose Perez, GF, Southwest Division
- ▶ Adam Pritts, GF, Division 25
- ▶ Kevin Rhoads, GF, Division 45
- ▶ Chuck Ritter, Project Manager, WTS of the West
- ▶ Eliodoro Silva Rodriguez, GF, Southwest Division
- ▶ Vince Scenna, Work Planner/Coordinator, Southeast Division
- ▶ Luis Trejo, GF, North Division
- ▶ David Tyndal, GF, Southeast Division
- ▶ Jesus Ventencourt, Division Manager, Division 80

CERTIFIED

New International Society of Arboriculture (ISA)
Certified Arborist®

- ▶ Nathaniel Carpenter, Work Planner, Southwest Division



From the Treetop



By Jim Lorrigan, Safety Manager

I started with WTS 35 years ago, and as you can probably imagine, it was a much smaller company. Safety was talked about and expected but not nurtured and demanded as it is now. In some of the areas I worked, things like traffic control were almost seen as an option rather than mandatory, whereas now it's second nature. Hi vis (high visibility) clothing, written job briefings and tailgate meetings were unheard of. Free climbing was not only expected but was encouraged, as it was an industry standard. One would clip a single action snap and rope to their saddle and climb up to the top of the tree, tie in and then start work – sometimes with climbing spikes and sometimes without. A lanyard held the big saw to the saddle if the work got too big for the handsaw. Was this a better time to be working? Not really. Was it more dangerous? Yes.

Even though we had fewer safety guidelines to follow years ago, there was less turnover and employees stayed in the business for a longer period of time, therefore creating a more experienced workforce. The position of a line clearance tree trimmer was more stable, I believe, because the electric utilities did not change contractors every few years. Today, safety supervisors spend a lot of time ensuring our more inexperienced workforce receives the necessary training to do their job safely and efficiently.

In my career, I have seen many good changes made to the industry. WTS has made it a priority to put our employees' safety and well-being first by enforcing all of our approved work methods (AWMs) and empowering our safety supervisors to be constantly on the lookout for any AWMs in need of upgrading so that we're up to date with industry and environmental changes.

That being said, all of these changes, policies and AWMs can't protect everyone. It is known that every individual is responsible for his or her own safety. We can instruct our employees on how to do a specific task safely, but at the end of the day, the decision to do so later on is up to them. Many of our incidents are preventable if we only stop and think before we act.

Our Safety Education and Training department is always seeking ways to encourage employees to stop and think before acting in order to stay safe on the job. This year, we've rolled out flexible photo holders that velcro into a hardhat with the slogan, "WHY I WORK SAFE TODAY." This encourages our employees to put a photo inside their hardhat of the person or reason that drives them to work safe every day. No matter the reason, a constant reminder might be all it takes to make the right decision when it comes to safety.

Together, we can help make this an even greater and safer company. Stay safe.

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

The Building Blocks of a Safety Leader

By Paul Mitchell, Safety Supervisor

Many people are surrounded by co-workers who are willing to help them learn their trade. I've had the luxury during my career to learn from hundreds of guys around the country, and I've seen safety leaders of all different experience levels, personality types and titles. This led me to ask, "What makes a safety leader successful?" Over the years, I've studied every detail of these individuals to try to figure out what it is they have that makes them successful. One day, it hit me; it is as simple as the ABC building blocks I played with as a kid.

Attitude One afternoon, several years ago, while interviewing prospective employees who would be working in a specific division of our company, the division manager of that division told me he was specifically looking for employees with great attitudes. In the end, we hired employees of all different ages and backgrounds, but the one commonality they shared was their positive attitude. As I watched these employees progress in their careers, you could clearly see they wanted to learn, work hard, and succeed as a team. They listened and put any suggestions leadership gave them into action. I made several return trips to work alongside these guys in the years after they were hired. Each time, I saw their skill level increase exponentially, and the one thing that I can attribute that to is their positive attitudes. One year later during a return trip, I was asked to take the utility client around to visit crews for a day. Not only were we his safest group, we were now his most efficient. His first question to me was, "What are you doing different?" My answer: "We hired positive attitudes!"

Behavior At a point in my career with WTS, I filled in as a project manager for a couple months. Before starting, the division manager gave me a list of expectations, which consisted of spending time with the GFs in the area, as well as crews and the division manager himself. As I spent time with him, I found that he was leading by example; he spent a large chunk of

time with his employees, learning and helping them. Together, we encouraged each GF to do the same with their crews. We saw improvements in safety within that division that still last today. I see our successful crews nationwide using this simple behavior. At any level, this helps create a positive, safe working environment. Lead with your behavior!

Conviction While working as a job planner, I was having a conversation about safety with my division manager and division supervisor. They brought up the fact that if we could make safety cool, we could get more employees on board. We knew that wasn't always possible. While our AWMs are in place to ensure everyone makes it home to their families safely, it isn't always cool. Employees must also follow the Brother's and Sister's Keeper motto by looking out for each other. It takes both courage and conviction for someone to speak up when they see something they don't think is right. Just as important as the courage to speak up, is the conviction it takes to listen to those concerns. Speaking up and listening are both equally important. We focused on this as a division and within two years had the lowest incident rate in the company. We got where we wanted by having conviction!

Is that all it takes to be a safety leader? Is it that simple? These are the three attributes that stand out as I look at our safety leaders company wide. These are three traits that I try to live up to daily. I know if I do, I will help myself and those around me get home to our families and friends safely. I will continue to keep an open mind and a positive **attitude**, so I can continue to learn from my co-workers. I will continue to lead by example with my **behavior**. I will continue to let my **conviction** drive me to work safely and insist those around me to do the same.

With that being said, I challenge you to do the same!



SUBMIT A SAFETY SUGGESTION! At Wright Tree Service, safety is our number one value.

If you have a safety suggestion, compliment, concern or general comment, we invite you to submit it to our safety suggestion box. Find it online at www.wrighttree.com, or use your smartphone to open the QR code on the left. The code will direct to the safety suggestion box, allowing you to submit your suggestion easily from your mobile device.

Challenge Coins

Through the Challenge Coin program, WTS'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 May include:

CEO COINS

- ▶ Division Manager **Jesus Vetencourt**, Controller **Jon Hicks**, Subsidiary Controller **Jen Reinier**, Core Business Systems Manager **Bill Rapp** and Senior Systems Accountant **Wendy Eckhart**, Corporate Office
- ▶ Division Supervisor **Jerry Ledet**, Lone Star Division



SAFETY COINS

- ▶ Foreman **Eddie Collins** and Trimmers **Justin Henson** and **Anthony Ison**, Division 25
- ▶ Foremen **John Miller** and **Kevin Bush** and Groundman **Calvin Sellers**, Southeast Division
- ▶ Trimmer **Mike Rhodes**, Foreman **Taylor Davidson** and **Shawn Jenkins**, Division 25



Nathan Carlsle, Justin Henson, Eddie Collins, Anthony Ison and Jim Lorrigan ▼



GF School

GF School is a weeklong program held twice a year – once in the spring and once in the fall. Employees from WTS participate in trainings and presentations to learn more about various elements that affect their jobs as employees of the company, such as accounting, safety, risk, human resources processes and procedures, payroll, bids and contracts, fleet, marketing and communications, and more. Several corporate office employees and departments present throughout the week to provide each attendee with information to help them do their jobs.

GF School was held at the Glen Oaks Country Club in West Des Moines, Iowa, in October this year. Congratulations to all participants!



▲ (Left to right) Back: Oscar Grisham (Southwest Division), Samuel Thacker (Division 25), Robert McCoy (Central Division), Joe Bickel (WTS of the West/Division 37), Jose Rodriguez (Lone Star Division) and Marty Campbell (Minnkota Division). Front: Marvin Miller (North Division), Larry Bryant (Southwest Division), David Gomez (Lone Star Division), Al Garrow (Southeast Division), Charles Wright (Southeast Division), Favian Aguilar (Southwest Division), Rigoberto Guzman (Division 45), and Daniel Thacker (Division 25).

Corporate DOT Audit Award

Through the Corporate Department of Transportation (DOT) Audit Program, Risk Manager Rocky Palmer recognizes employees with branded duffle bags when they have successfully completed a random DOT audit on a WTS truck and have received written documentation from a DOT officer. Those deserving of the recognition this fiscal year include:

- ▶ **Kelby Anschutz**, Groundman, Central Division
- ▶ **Jeff Born**, Foreman, Minnkota Division
- ▶ **Ty Buehler**, Trimmer, WTS of the West
- ▶ **Christopher Carter**, Foreman, WTS of the West
- ▶ **Nate Demby**, GF, Central Division
- ▶ **Jose Guerrero**, Foreman, Mountain States Division
- ▶ **Daniel Kennan**, Trimmer, Division 25
- ▶ **Eric Riggs**, Foreman, WTS of the West
- ▶ **Vincent Scenna**, Foreman, Southeast Division



Spring Safety Challenge

SPRING SAFETY CHALLENGE

Congratulations to the 134 GFs and leaders who successfully completed the challenge with zero incidents. That is about 93 percent of our crews! These crews have demonstrated that with the right safety culture, focus and determination, you can work incident-free and go home safe. All corporate office staff members also completed the challenge successfully, with zero workplace incidents.

Special acknowledgement goes to the Central Division, Pacific Division, Southeast Division, Southwest Division, and Minnkota Division for completing the challenge with zero disqualifying incidents division-wide. Another special shout-out goes to the Southeast Division for going incident-free two safety challenges in a row.

CENTRAL DIVISION Brandon Magee · Chris Lenhardt · Cory Edwards · Daniel Williams · Greg Williams · Kevin Hough · Lance Even · Mitch Frye · Noah Killion · Paul Mitchell · Ray Walken · Robert McCoy · Roderick Breakfield · Steve Olson · Tom Wipf · Thomas Pearson · William J. McDowall III

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

DIVISION 25 Doug Thacker · Eric Davidson · Jayson Foreman · Joseph Taylor · Justin Lawhorn · Kevin Christenberry · Kevin Gilliam · Mark Pitt · Michael Fisher · Phillip Williams · Ronnie Gibson · Samuel Thacker · Steve Ford

MOUNTAIN STATES DIVISION Emanuel Hernandez Lopez · Jaime Flores Rocha · Jarrod Johns · Jim Swisher · Joe Weldon · John Pentecost · Scott Smith

PACIFIC DIVISION Gavin Thompson · Kyle Richardson · Shane Tennison · Shawn Woody

WRIGHT TREE SERVICE OF THE WEST
Jeramie Socey · Robert Spittler

SOUTHEAST DIVISION Al Garrow Jr. · Anthony Brown · Brian Walker · Charles Keen · Chris Wilson · Erik Sveum · Ignacio Cardenas · Jeff East · Jeffrey Wallace · Johnathon Walker · Ryan Manson · Tarry Barkley

DIVISION 45 Brandon Dillon · Cesar Garcia · Dan L. Smith · Dave Locke Jr. · Diego Saucedo · Doug Royal · Erik Sveum · Ever Acosta · James Osborne · Jose Serrano Hernandez · Ken Carman · Pedro Hernandez · Rigoberto Guzman · Robert Kirby · Terry Southerland · Vinnie Pavcovich

SOUTHWEST DIVISION Afton Stanko · Alejandro Reyes · Arthur Colbert · Chad Berlin · David Aguilar · David Trevino · Eloy Zapata · Favian Aguilar · J Santos Velazquez · James Standlee · Jason Brown · Jason Yelton · Jeff Rhodes · Jeremy Shrum · Jesus Garza · John Bedsworth · Jon Cates · Jose Felix Hernandez · Joseph Easton · Larry Bryant · Rafael Garcia · Rogelio Arredondo Jr · Scott Ogden · Sie Camacho · Silverio Fernandez · Thomas Acker · Tony Gadola

LONE STAR DIVISION Antonio Morales · Benito Huerta · Brian Crowe · Carlos Hernandez Ventura · Cesilio Dominguez · Donaldo Ortega · Fidel Alvarez · Gustavo Rodriguez · Imber Hernandez · Jesus Ortiz · John Chad McMillon · Jose A Suarez · Jose E Rodriguez · Morales · Jose Hernandez · Jose Lopez · Juan Gonzalez · Martin Sandoval · Martin Sandoval Jr · Milton Ventura · Mike Clark · Oscar Rodriguez · Oscar Salmeron · Reymundo Hernandez · Rigoberto Reveles · Riley O'Quinn · Ross Self · Rudis Ventura · Santos Aguilera

MINNKOTA DIVISION Ben Isbell · Bill Schumal · Bob Lien · Boyd Rasmussen · Dan Hawker · David Horn · Jason Dorow · Jeff Harris · Jim Engelke · Ira Signalness · Matthew Lenhart · Marty Campbell · Michael Harris · Nick Risler · Scott Schweisthal · Wayne Fancher

CORPORATE OFFICE All employees

Take Safety Home

During the 2015 Spring Safety Challenge, Risk Manager Rocky Palmer sent out weekly messages to employees who were focused on the challenge theme, "Take safety home." The goal was to motivate employees and crews to keep safety top of mind by sharing our company's successes and challenges each week.

During this challenge, there were a lot of storms which increased work hours, potentially causing more fatigue. In addition, during the summer months, employees typically take on more tasks outside of work as well, including family activities, vacations, etc.

Training is only part of the solution to reduce risk; employees also need to take care of themselves personally. Make sure to get enough sleep, stay focused on the task at hand, and again, follow your training provided.

New Safety Video in Production!

Our new safety video "Contact with Power Lines and other Energized Conductors" is still in production. In October, this third safety video was filmed in Pikeville, Kentucky, and will have appearances from crew members in Division 25. Look for the video on the WTS website, www.wrighttree.com. In the meantime, you can view the first and second safety videos!



CORPORATE OFFICE

In Memory



Wright Tree Service sends our condolences to the family of the late Ruth Ann Marienau, who passed away on August 9, 2015.

Ruth worked for Wright Tree Service for 38 years as a controller and secretary and retired in 1994.

CORPORATE OFFICE

In the News

President and Chief Operating Officer Will Nutter was interviewed, along with past presidents of the Utility Arborist Association (UAA), for the June issue of *Transmission & Distribution World* in an article titled "Words of Wisdom." Past presidents commented on key issues in vegetation management during their presidential term as well as challenges the association faced at the time and today.

During Will's term in 2011, a big obstacle was finding the right staff to build a strong and successful organization. Another key issue at the time was the organization's focus on safety, eventually leading to the creation of a safety committee with members from every major contractor across the U.S.

Will also authored an article in the July/August issue of the *Utility Arborist Newsline*. The article was a UAA Safety Committee update on the traction and exposure the committee has gotten since it was established. Their two biggest connections have been through the UAA Facebook page and various Safety Summits held throughout the U.S.

News from the Branches

CORPORATE OFFICE

The original 1940s WTS number 10 truck was featured in a fall display at the Hy-Vee grocery store in Waukee, Iowa ▶

"Thank you for your patience due to all the trials that come with any new procedure. Please extend my gratitude to your department for all their help."

Louisville Gas and Electric and Kentucky Utility Company (LG&E-KU) complimenting Payroll and Billing Specialist Alison West

"Vickie did a great job with our latest storm billing, and we appreciate her thoroughness in her billing process."

Kansas City Power and Light Company (KCP&L) complimenting Payroll and Billing Specialist Vickie Mangold

"Vickie provides our company excellent service!"

A customer complimenting Payroll and Billing Specialist Vickie Mangold



CENTRAL DIVISION

"They were careful, tidy, and worked hard for the whole neighborhood."

A KCP&L customer complimenting Foreman Vincent Willis, and Trimmers Andy Godsy and Seth Lewis

"Dave and Nate kept me well-informed. The crew treated me well and I'm satisfied with their work."

A MidAmerican Energy customer complimenting Foremen Andrew Harden, Gustavo Lopez, Dave Meyer and Nathan Pexa

CENTRAL DIVISION

Annual Training Day



On October 15, crews attended an afternoon training conducted by Omaha Public Power District (OPPD) Foresters John Buckley, Mike Norris, Dave Walsh and Andy Clark. Training consisted of the grounding of electrical conductors, identifying hazardous utility poles, tree identification and work planning. Safety Supervisor Paul Mitchell presented on roadside setups and aerial inspections. Attendees included Vice President of Operations Steve Pietzyk, Regional Manager Jerry Black, Division Manager Greg Williams, Division Supervisor Cory Edwards, General Foremen Bill McDowall and Bob McCoy, and all work planners and crew members.



“These men were very courteous with us. They showed extreme concern and were very methodical in the manner in which they did their job.”

A KCP&L customer complimenting Foremen Shawn Adcox and Tony Baker

“Chris is an honest, hard-working employee with good old-fashioned manners. He has an amazing sense of integrity and character.”

A KCP&L customer complimenting GF Chris Lenhardt

“Please accept my grateful thanks for doing your job right and for leaving our neighborhood better off. This was possible with your professionalism and attention to every aspect of the clearing process.”

A KCP&L customer complimenting Foreman Ruben Saldana, and Trimmers Corey Williams and Aaron Finn

“I wanted to express high regards and complete satisfaction to Wright Tree Service for taking care of the trees in my area. I really wanted to commend the crews for such good service!”

An OPPD customer complimenting several crew members

“The crew was working very hard and really paid attention to safety.”

An OPPD customer complimenting GF Bob McCoy, Foreman Hector Armendariz, and Trimmers Gabriel Lopez and Chris McDowall

In June, WTS and Wright Outdoor Solutions employees attended the ISA Midwestern Chapter Tree Climbing Competition at Hanscom Park in Omaha, Nebraska. More than 200 men competed.

(Left to right) Edgar Garcia, Ryan Burlingame, Tom Anderson, Jose Martinez, and Chad Sutherland ▼



NORTH DIVISION

“They did a fantastic job and were very polite.”

An Ameren customer complimenting GF Chris Lorenz, Foreman Steve Hale and Trimmer Kenny Parker

“They were very professional, polite, courteous and really good guys. They went above and beyond with their work.”

An Ameren customer complimenting Foreman Steve Hale, Trimmers Kenny Parker, Windell Griffin and Zach Elledge, and Groundman Levi Lawson

“The whole crew did a great job. No complaints!”

An Ameren customer complimenting Foreman Filimon Morales and Trimmer Jose Rodriguez

“The crew did an awesome job and were so polite! My yard looks better than it did before.”

An Ameren customer complimenting GF Bryon Honea, Foremen Nate Polson and Josh Straukas, and Trimmers Roger Crow and Aaron Unsicker

“The crew was so nice. They were courteous and cleaned up everything that was cut.”

An Ameren customer complimenting Foreman Ulysses Miranda and Trimmers Jose Morales and Raul Morales

In July, Ameren and several of their customers complimented crews in Illinois, following a storm. Here are two compliments submitted with praise for their hard work:

“Crews went above and beyond their everyday tasks. Every tree hazard scenario was present, which required good job briefings, good communication, and planned executions of work and patience to do the job safe. I’m thankful for their help!”

“I just want to say thank you so much for the help that has been given to Quincy after the storm. You guys have made Quincy feel normal again, by cleaning up as much debris as possible. Thank you. Thank you.”

NORTH DIVISION

Raising the Flag

On August 8, GF Nick Ditta, and Foremen Aaron Crawford and John Kerst hung an American flag from two bucket trucks in Danville, Illinois, for the Midwest Veterans Association benefit concert. The annual concert raises money for homeless veterans.



NORTH DIVISION

Saluting Branches

GF Don Parrish, Foremen Wade Clark and Kyle Adams, and Trimmers Joel Borst and Doug Karaffa took part in Saluting Branches, an initiative that provides services and care in veteran cemeteries. Crew members volunteered to prune trees at a cemetery in Springfield, Illinois.



NORTH DIVISION

Community Garden

In June, Project Manager Rob Bellew, GF Chris Lorenz, Foremen Adam McClain, Brian Harbison, Caleb Secrease and Matt Rayfield, and Trimmers Charles Moyer and Derek Hampton volunteered at the Kramer & Hand Law Firm’s community garden. The garden is the first of its kind in Hillsboro, Missouri. The crew cut down trees and cleared overgrowth on the half-acre plot of land.



NORTH DIVISION

Clearing Way

Project Manager Rob Bellew, Foremen Filimon Morales and Jason Heddy, Trimmers Rodrigo Perez, Jose Rodriguez, Jorge Velez, Juan Maldonado and Carlos Cruz, and Groundmen Jerome Mills and Chris Gillera volunteered their service at Greenwood Cemetery in St. Louis, Missouri, in September. They cleared a road in a section of the cemetery that had lacked maintenance for several years. The road was extremely overgrown and had several large trees blocking access to about a third of the cemetery grounds. "We cannot thank Wright Tree Service enough for the hard work that was done, as well as your kindness, generosity and dedication to our community."

Pastor Walter Hilton also called to thank the crew again and stated, "They were so kind, safety conscious and did a fabulous, fabulous job." ▶



"They were courteous, professional and did a great job cleaning after themselves."

An Ameren customer complimenting GF Chris Lorenz, Foreman Zack Norris and Trimmer Don Robbins

"The crew was amazing! They were fast, polite and very respectful. They even took the time to explain everything."

An Ameren customer complimenting GF Nick Henderson, Foreman Ulysses Miranda, Trimmer Jose Morales and Groundman Aaron Lancaster

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

An Ameren customer complimenting GF Brian Emerit and Foreman Matt Hance

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

An Ameren customer complimenting Foreman Filimon Morales and Trimmer Jose Rodriguez

"The men were professional, courteous and did a great job."

An Ameren customer complimenting Foremen Shaun Thompson and Jeremy Todd

"The crew did a wonderful job. I was very pleased with how pleasant and courteous they were. They answered all of my questions and they made me feel more at ease."

An Ameren customer complimenting GF Nick Henderson, Foreman Russell Cooke, Trimmer Stu Bogie and Groundman Manny Luna

"The crews are working hard and doing an excellent job. They are doing even better than last year."

An Ameren customer complimenting Foremen Brian Emerit, Matt Hance and Derek Aubuchon, Trimmer Marcos Navarrete, and Groundman Levi Lawson

"Both Gary and Scot are great workers and remarkable people. Their attitude and performance toward their work and their customers are superb. They are polite, efficient, worked safely and cleaned up the area after they finished their work."

An Ameren customer complimenting Foremen Garry Rodgers and Scot Lay

"Your workers were polite, professional and did a great job cleaning up. They went above and beyond their job duties. They even cleaned up branches that were on the ground before they came. I would recommend them to anyone."

An Ameren customer complimenting Foreman Robbie Hamer, and Trimmers Raul Morales, Jason Ingram and Jason Heddy

DIVISION 25

"I recently started working at Wright Tree Service and it is the most professional place that I have ever worked. The management is great. Taking this job was definitely the WRIGHT choice for me."

Foreman Joshua Meade complimenting Wright Tree Service and its management

"The crew that was at my house was very professional and my yard looks amazing!"

An American Electric Power (AEP) customer complimenting GF Doug Thacker, Foreman Nate Stattler, and Trimmers John Benson and Tim Kyle

"The crew did an outstanding job. I was very impressed with the work. They even took time to blow the sawdust off my driveway."

An AEP customer complimenting GF Doug Thacker, Foreman Bruce Benson, and Trimmers Tim Kyle and John Benson

"The gentlemen working nearby know what they are doing, especially when it comes to safety! I have been watching them work the past couple of days and I'm happy to say there are some good working young men in your company. They have worked hard since being in the area."

An AEP customer complimenting GF Daniel Thacker and several crew members

NORTH DIVISION

Right Place, Right Time

While Foreman Dustin Gregory and Trimmer Jerry Ellis were on a jobsite during a routine mowing project, they saw an elderly man trip and fall about a block away. They immediately went to his aide, picked him up and helped him to his feet. He was shaken, but okay. The next day, his daughter contacted Dustin and Jerry to thank them for their helpful act.

DIVISION 25

Employee Presentations

Each week, three to four crew members develop a safety topic to present to their team in Division 25. In Kentucky, Foreman Melvin Hayton and Trimmers Jason Canada and Brandon Hackney presented on "Tree Identification and Characteristics." ▶



Jason Canada, Melvin Hayton and Brandon Hackney

In West Virginia, Safety Supervisor Nate Carlisle presented a five-step felling plan. ▶



"I would like to thank David for being so nice and taking the time to speak with me about the work being done."

A Duke Energy customer complimenting Foreman David McCann

"The workers have gone to great lengths to clear the branches away from the power lines. All of the workers have been very respectful of our property and they have done everything they can to have as little impact as possible on the property. They have been friendly, polite and did a terrific job!"

A FirstEnergy customer complimenting Project Manager Brad Shearer and several crew members

MOUNTAIN STATES DIVISION

"I was backing out of a narrow road to let your trucks through. I did not look behind me to see where I was going and I backed into a deep ditch. Your men helped me get out. I am grateful to them. They went beyond the call of duty. Thanks very much!"

A resident complimenting Foreman Reyes Rodriguez and Trimmer Michael Robertson

DIVISION 25

Storm Crews

Several crews under Project Manager Mark Pitt and GFs Kevin Gilliam and Doug Thacker worked incident-free for five days on a storm at the end of June in the Fort Wayne, Indiana area. The crews received several compliments from AEP. ▼



DIVISION 25

High Voltage

Regional Manager John Hurst was interviewed, along with other industry experts, for a cover story article titled "High Voltage" in *Tree Services* magazine. The article provided information on tree care and explored utility line clearance work. John provided details on the hazards of utility line clearing, safety requirements and the training Wright Tree Service provides its employees. ▶



DIVISION 25

Safe Contractor Award

Foreman Eddie Collins received the AEP Safe Contractor Award for the month of August by AEP West Virginia. Eddie was nominated for assisting a gentleman who had crashed his car over an embankment. He was also recognized for perfect performances on several safety audits.



(Left to right) Daniel Thacker, Division Manager Ken Venzke and Eric Davidson ▼

DIVISION 25

Diverting Traffic

On June 2, GF Eric Davidson, Foreman Shawn Jenkins and Taylor Davidson, and Trimmer Mike Rhodes were headed to a jobsite when they came upon an individual who had struck a deer while riding a motorcycle. The crew took action by aiding in the control of traffic upon the arrival of the first responders. The South Bend Fire Department Chief wrote a letter saying that this act provided an additional measure of safety for the first responders by slowing and diverting traffic. This voluntary act allowed the police officers and firefighters to stabilize and transport the motorcyclist in a safer manner.

(Left to right) Mike Rhodes, Chad Griggs of AEP, Taylor Davidson and Shawn Jenkins ▼



DIVISION 25

To the Tree Guys

◀ GF Doug Thacker and his crew found this funny note attached to a tree

DIVISION 25

Fire Extinguished

While driving, Foreman Robert Dunlap and Trimmer Sam Rizzo noticed smoke coming from a pickup truck's under carriage. Once they got the driver's attention, they pulled over and used their fire extinguisher to put out the fire.

MOUNTAIN STATES DIVISION

Revitalization of Parkfield Lake Park

In April, Safety Supervisor Chet Morrison, Project Manager Joe Weldon, and GFs Jim Swisher, Jarrod Johns, and Jaime Flores partnered with Xcel Energy and Denver Parks and Recreation to plant 50 trees and mulch flower beds at Parkfield Lake Park in Denver, Colorado. ▼



MOUNTAIN STATES DIVISION

Good Samaritans

In June, a truck was almost submerged in the South Platte River after an accident. The driver was unable to get out before the truck went into the water. A good Samaritan swam to the truck to pull the driver out and they swam to shore. GF Jaime Flores, Foreman Mario Leal and Trimmer Luis Duron pulled over to stop and help pull both men out of the river. The rescue was on various news sources in Denver, Colorado.



Joe Weldon and Kirk Schuster ▲

MOUNTAIN STATES DIVISION

Day of Service

On September 12, Division Manager Kirk Schuster and Project Manager Joe Weldon participated in the 5th Annual Xcel Energy Day of Service. They volunteered their time to help clean up garden and flower beds at the Boys and Girls Club located in Brighton, Colorado.

“Tony and Ryan have been wonderful to work with and made every effort they could to make our trees look as good as possible, while still clearing the power lines. They took the time to listen to my concerns and work with me. They are a wonderful representation of your company.”

An Xcel Energy customer complimenting Foreman Tony Whitney and Trimmer Ryan Tovar

“The crew did excellent work and provided great service. I was very impressed!”

An Xcel Energy customer complimenting GF Jarrod Johns, Foreman Tony Whitney and Trimmer Ryan Tovar

“The men did such a professional job and cleaned up really well. Thanks for such quality work.”

An Xcel Energy customer complimenting Foreman Cory Rodes and Trimmer Wilman Daniel Gonzalez

“A big snow storm left two large broken branches resting on our power line. Worried that we’d lose power, I called customer care and asked if someone could come out and remove the branches. Although they said someone would probably not come out that day, Wright Tree Service did. They cleared the branches and more!”

An Xcel Energy employee complimenting crews for their storm work

“Andy and Raul were great. They did an amazing job and are very hard workers. People like them make your company great.”

A Xcel Energy customer complimenting Foremen Andy Burns and Raul Serrano

“Thank you so very much for removing the tree from our property. You saved us a headache and funds we will use to continue to make a difference in the lives of girls in the Denver metro area.”

Girls Inc. of Metro Denver thanking GF Jaime Flores and crew

WRIGHT TREE SERVICE OF THE WEST

“Just called about getting chips delivered. Everyone I spoke with was very polite and responsive. I was immediately connected to the person who could help me. They seemed like a class act.”

A resident complimenting several crew members

“The crew did an excellent job. They were polite, professional and extremely concerned about safety.”

A Pacific Gas and Electric (PG&E) customer complimenting Foremen Josh Black and Brandon McDonald, and Trimmers Tyler Pasquini and Brian Zeck

SOUTHEAST DIVISION

“Shannon did a great job. The crew went above and beyond, cleaning everything up.”

A North Georgia Electric Membership Corporation (NGEMC) customer complimenting GF Shannon Keen and crew members

“The crew was very accommodating. They did a great job!”

A Gulf Power customer complimenting GFs Brian Walker and Chris Wilson, Foremen Dennis Rushing, Jesse Jones and Andrew Curtis, Trimmers Julio Plaza, Drake Demerest, Russell Morris, Brandon Robinson, and Robert Williford, and Groundmen Sean Buck, Anthony Showers and Holden Moore

“I’m very pleased with the way the crew handled the cleanup this morning.”

A Gulf Power customer complimenting GF Chris Wilson and several crew members

“Thank you for the quick response. The employees were very professional.”

A Gulf Power customer complimenting Foreman Larry Barkley, and Trimmers Noe Garcia and Kenneth Holcolombe

“I am so impressed with your guys. They have never left a mess. They are doing an awesome job making our county look good and helping to ensure we have minimum power outages. Keep up the great work!”

A Georgia resident complimenting several crew members

“Darren and Jared worked together and trimmed the trees without any problem. Darren is a great communicator, thinker and he cares about the process. I was amazed at how quickly they did their job. Great clean up, people skills and professional results!”

A Middle Tennessee Electric Membership Corporation customer complimenting Foreman Darren Valens and Trimmer Jared Mahaffey

DIVISION 45

“The crew had to take down a very difficult tree. They were clean, efficient and did a great job.”

A LG&E-KU customer complimenting Foreman Jose Garcia, and Trimmers Mark Williams and Jose Figueroa

“Wright Tree Service did an amazing job in our area today! They were polite, answered questions and cleaned up all the debris with the highest level of professionalism. They worked like a well-oiled machine.”

Lansing Board of Water and Light (LBWL) customer complimenting Foreman Mauricio Gutierrez, and Trimmers Edwin Ortiz, Luis Cervantez and Johnny Avila

“The crew cut down trees that I didn’t think could be cut down without major problems, but they did it. All of the trash and debris was stacked up and cleared for easy removal.”

An LG&E-KU customer complimenting GF Cesar Garcia, Foreman Mauricio Gutierrez, and Trimmers Irvin Rodriguez, Felix Romero and Pablo Garcia

DIVISION 45

High Remarks

Louisville Gas and Electric Company and Kentucky Utility Company (LG&E-KU) sent a letter to share an interesting discovery about the crews under GF Taylor Osborne. Since January 1, 2015, the crews have passed every safety audit. There have been no recordable incidents or near misses. Their customer satisfaction score was well above the company average. The entire LG&E-KU wanted to thank Taylor and his crews for embracing the culture of safety, customer satisfaction and reliability.

SOUTHEAST DIVISION

Safety Summit

Safety Supervisor Erik Sveum, Work Planner Vince Scenna, GFs Jeff Wallace and Carey Tyndal, Foremen Dennish Rushing, John Miller and John Zwart, and Trimmer Shane South attended the UAA Florida Safety Summit. President and Chief Operating Officer Will Nutter served as a facilitator.



SOUTHEAST DIVISION

Clay Shoot

In May, Division Manager Jeff East, Project Manager Ryan Manson, and GFs Andy Brown and Brian Walker took part in the Georgia Power Clay Shoot. Proceeds from the event support Electric Kids, an organization supporting families and children of employees who have passed away or have been injured on the job.

Jeff East, Andy Brown, Brian Walker and Ryan Manson ▶



DIVISION 45

Right Place, Right Time

GF John Clayton, and Foremen Jesus Pulido, Adalberto Cruz and Mauricio Gutierrez were working on a property when they found an unconscious man lying near a creek. They called 911. The EMTs said that the crew may have saved the man’s life.

DIVISION 45

Volunteering in Indianapolis

In April, Safety Supervisor Curt Hirtzinger, Foreman Wayne Adams and Trimmer Amilcar Melindez volunteered with the Indiana Arborist Association member companies to assist the City of Indianapolis, State of Indiana and Indianapolis Downtown Inc. with tree pruning at Monument Circle, a historical landmark located in downtown Indianapolis.



SOUTHWEST DIVISION

Sign of Respect

Several family members of the late Betty Owens called and wrote letters to the Wright Tree Service corporate office to thank crew members in Missouri for their kind gesture. During the funeral procession, the crews stopped traffic in both directions to allow the procession to go through. As they got closer, they noticed that every crew member stopped working, held their hats over their hearts and stood attention. "It was the most incredible act of respect we could have ever encountered."

MINNKOTA DIVISION

Biker Down

While clearing a right-of-way, a cyclist came up to Foreman Erik Herberg and asked if he had a first aid kit. Erik followed the cyclist about a quarter of a mile down the trail to find a woman who had gone over her handlebars and was scraped up pretty bad. He treated the injured cyclist and bandaged her up. Everyone was grateful for Erik's help!

MINNKOTA DIVISION

Accident Assistance

While driving, Foreman Erik Herberg and Trimmer Adam Simon witnessed two cars colliding near an intersection. They pulled over to make sure everybody was okay and stayed until the authorities arrived. Both drivers were happy for their assistance.

SOUTHWEST DIVISION

"They were extremely competent and did an outstanding job."

A Cookson Hills Electric Cooperative customer complimenting GF Scott Ogden, Foremen James Stults, Fred Clark and Robert Kilpatrick, and Trimmers Clifton Ross, Abernathy Glass and Sean Dodson

"The crew was very hard working and did a fabulous job. They far exceeded my expectations!"

An AEP customer complimenting GFs David Trevino and Favian Aguilar and their crews

"My son was at his babysitter's house, watching some of your employees cut down a few trees next door. My son really enjoyed watching them work and the employees took a picture with my son after giving him a hard hat. He calls it his "tree hat" and wears it often. Very sweet of them!"

A City Utilities of Springfield customer complimenting GF John Bedsworth, Foremen Jared Blevins and Tanner Hixson, and Trimmers Randall Thomas and Jason Haden

LONE STAR DIVISION

"Domingo was professional, courteous, polite and provided helpful suggestions and alternatives that were acceptable to both the owners and the city."

An Austin Energy customer complimenting GF Domingo Robledo

"A power outage was identified and a trimming crew was called. I was impressed with the rapid response time of the crew. My power was restored thanks to the leadership and crew coordination by Rigoberto. He returned with his crews the next two days until the entire service line was properly trimmed and debris was cleaned up."

An Oncor customer complimenting GF Rigoberto Reveles and several crew members

LONE STAR DIVISION

Letter of Thanks

WTS received a letter about the work that was done on a customer's property. The letter mentioned that the crews were the best tree trimming crews he has seen in a long time. The crews were very professional, courteous and worked very hard. The crews always had safety in mind, whether they were working on the ground or up in the trees.

"I want to thank all the workers who cut all the limbs away from the utility lines in my backyard and neighborhood this week. These men worked hard and did the work with a smile. They all worked as a great team."

An Oncor customer complimenting Project Manager Juan Gonzalez and several crew members

MINNKOTA DIVISION

"It was very difficult to imagine cutting down my beautiful old cataba tree, but Cory kept me informed of the process. We agreed to try and save the tree by trimming it first. When Jeff and Jeremy came to do the work, Jeff worked very hard to make me happy. They are hard workers, extremely safety conscious, aware, and courteous."

A Connexus Energy customer complimenting GF Jeff Harris, Foremen Jeff Born and Cory Pepin, and Trimmer Jeremy Reid

"Matt provided efficient and courteous service. He removed a large hanging branch from our yard that had created a serious hazard. It is rare that a public utility worker or a contractor working on behalf of the utility displays a spirit of service to match what was shown by Matt."

An Xcel Energy customer complimenting Foreman Matt Ohr

"These men were very professional, informative and helpful. They explained my options and taught me a few things about caring for trees. Very nice experience all around."

An Xcel Energy customer complimenting GF Dan Hawker, Foreman Lee Hillesheim and Trimmer Cassidy Miller

"I appreciate the work performed at my property! They did an excellent job, were very courteous and professional."

An Xcel Energy customer complimenting Foremen Jed Schweisthal and Ivan Hernandez

A job well done by Project Manager Juan Gonzalez, GF Jose Rodriguez, Foremen Gerardo Nunez, Victor Rodriguez and Ubaldo Garcia, Trimmers Enrique Pasillas, Martin Mijaves, Daniel Villa and Jose Gonzalez, and Groundmen Adrian Pasillas, Jesus Chaparro, Jesus Gonzalez, Jesus Rivera and Samuel Dias.