

# Our family tree



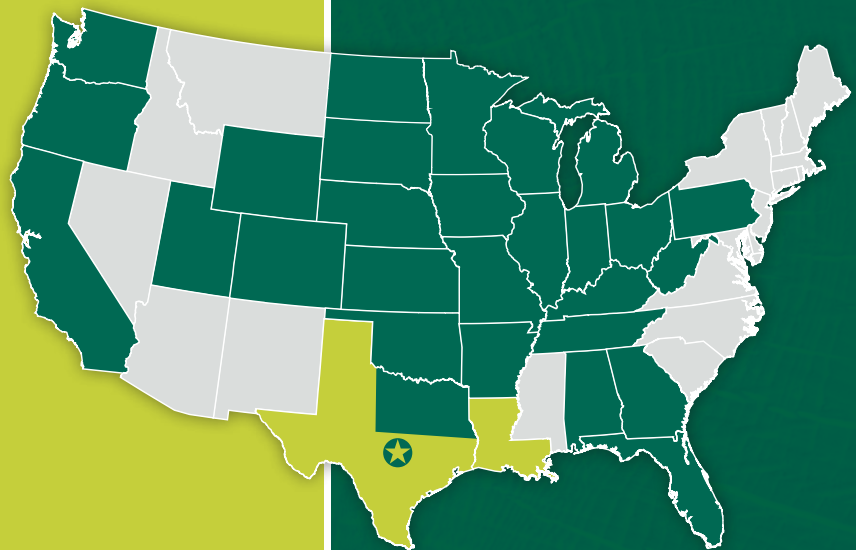
## Welcome, Division 80!

Toward the start of the fiscal year, Wright Tree Service (WTS) executed a plan to restructure our territory in the southern area of the U.S., which covered our Southwest Division. This restructuring created a new division that we're very proud to welcome to the company, called Division 80.

Historically, Southwest Division had a rich history of sustained growth and employee development, having been part of the professional career of many in the WTS management team. At one point, Southwest Division was responsible for a service territory covering projects in five states.

Division 80 now resides in what used to be the Southwest Division's service territory, covering projects in Texas and Louisiana. The division office is located in Austin, Texas, and we're proud to welcome a new division manager, Jesus Vetencourt, who is a tenured employee with WTS.

The mission for our newest division is to continue to provide the excellent service that WTS is known for in our industry, provide the safest and most engaging work environment for our employees, and continue to expand and grow in the area.



### **DIVISION 80**

Division Office:  
Austin, Texas  
Division Manager:  
Jesus Vetencourt

### ¿USTED PREFERE 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

- ▶ Mary Beth Caboth, Payroll and Billing Specialist, Corporate Office
- ▶ Raphael Garza, Accounts Payable Clerk, Corporate Office
- ▶ David Gomez, Safety Supervisor, Lone Star Division
- ▶ Wendy Matthews, Payroll and Billing Specialist, Corporate Office
- ▶ Susan Nguyen, Payroll and Billing Specialist, Corporate Office
- ▶ Juan Nieto, GF, Division 25
- ▶ Jennifer Rasmussen, Payroll and Billing Specialist, Corporate Office
- ▶ Meghan Rooney, Payroll and Billing Specialist, Corporate Office
- ▶ Samantha Schmidt, Payroll and Billing Specialist, Corporate Office
- ▶ Steve Smedley, GF, WTS of the West

### ON THE MOVE

- ▶ Thomas Bermudez, GF, Division 45
- ▶ John Bigham, GF, Division 45
- ▶ Rocky Brashear, GF, Division 25
- ▶ Luis Burgos, GF, Southwest Division
- ▶ Ron Carman, GF, Division 45
- ▶ John Cheever, GF, Central Division
- ▶ James Cooper, GF, Mountain States Division
- ▶ Andrea Courtney, Payroll and Billing Supervisor, Corporate Office
- ▶ Lindsay Cox, Payroll and Billing Supervisor, Corporate Office
- ▶ Glen Crabtree, Project Manager, Mountain States Division
- ▶ Randall Dejager, GF, Southwest Division
- ▶ Nate Demby, GF, Mountain States Division
- ▶ Marshall Duncan, GF, Southwest Division
- ▶ Larry Drumm, GF, Division 25
- ▶ Marshall Duncan, GF, Division 80
- ▶ Sue Fangman, Payroll and Billing Specialist, Corporate Office
- ▶ Arnulfo Flores, GF, Minnesota Division
- ▶ Roberto Hinojosa, GF, Division 45
- ▶ Bob Kirby, Division Supervisor, Division 45
- ▶ Wilman Merlos, GF, Southeast Division
- ▶ Michael Mitchelar, GF, North Division
- ▶ Douglas Oliver, GF, Central Division
- ▶ Adam Pritts, GF, Division 25
- ▶ Domingo Robledo, GF, Division 80
- ▶ Cole Soper, GF, Division 45
- ▶ Francisco Trejo, GF, Division 25
- ▶ Luis Trejo, GF, Division 25
- ▶ Joseph Valdez, GF, Mountain States Division
- ▶ Jesus Ventencourt, Division Manager, Division 80
- ▶ Jeremiah Wildeboer, GF, Mountain States Division
- ▶ Joshua Wildeboer, GF, Mountain States Division
- ▶ Tom Wipf, Project Manager, Central Division
- ▶ Teddy Wilson, GF, Central Division
- ▶ Nathan Wallen, GF, North Division

### CERTIFIED

New International Society of Arboriculture (ISA) Certified Arborist®

- ▶ Curt Hirtzinger, Safety Supervisor, Division 45



New ISA Certified Master Arborist®

- ▶ Erik Sveum, Safety Supervisor, Pacific Division and WTS of the West



## From the Treetop



**By Phil Heinz, Division Manager, North Division**

*With more than 40 years with Wright Tree Service, we say farewell to Phil Heinz as he retires in the fall. In this edition of From the Treetop, Phil shares his insights with us one last time.*

### Starting at Wright Tree Service

It seems like just yesterday that I was hired by WTS as a fill-in on a Wisconsin Power and Light property for a few weeks. After my second week on the job, the GF at the time, Roger Hagen, asked me if I was interested in a foreman position. I responded with an emphatic, "No thanks, I won't be here that long." Forty years later and I'm still with the company!

### Company culture is strong

WTS was a good company when I first started and is an even better company now. Not many companies can say that after being in business for nearly 90 years. At WTS, philosophies have not changed very much since I first signed on. In the beginning, we were a family-owned company and everyone was treated like family. Now, we are an employee-owned company, and family is still at the forefront of who we are. Thank you, John Wright.

### Changes over the years

Everyone always asks what has changed in the past 40 years, and my answer usually centers on line clearance equipment. However, I'd say the biggest change that has taken place is our attitude toward incidents. Back in 1975 when I first started working for WTS, incidents were commonplace. Now, outages and incidents drive us (as well as our customers) crazy.

When I became a manager on ComEd property in 1992, our incident rate was around 20. With no formal safety department, we started our own safety team within the division. ComEd funded the cost of the two trainers that we used. As a result, our incident rate dropped to around 12. The incident rate stayed around the 10-12 range for the next couple years. I remember telling John Wright that it was impossible to get a division that large under an incident rate of 10. I stand corrected and thankfully those attitudes have gone away!

### Safety is contagious

Today, we have a great safety department and leadership team that really cares about the well-being of our employees. This past year, our company achieved the lowest incident rate in our history. We no longer have the attitude of "accidents happen." Now when there are incidents, there is an intense investigation to find out the root cause, and what steps can be taken to prevent it from happening again. This is shared not only within the division but throughout the company on our weekly safety calls. Over the past 40 years there have been many changes but none better than our attitude toward incidents! It all starts at the top, and when the top truly believes that we can be safe, the trickledown effect takes place and everyone buys in!

### 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

# How to Build and Maintain a Safety Culture

By John Pentecost, General Foreman

Building and maintaining a safety culture can be challenging, especially in an industry that requires efficiency in order to be successful. A big misconception is that safety slows down our production. This mindset and attitude is an issue that comes up on a daily basis.

At WTS we have made it a mission to equip our employees with the knowledge and skill set to allow employees to work safely. Sadly, there are people in our line of work who do not make it home. We have several programs in place to help our employees understand the importance of safety and put an extra focus on what it means to work safe each and every day.

Getting things done quickly and getting things done right are often two different things. This is a key factor in identifying a strong safety culture. I continually review with my crews that safety and efficiency lead to productivity. I encourage my foremen to utilize crew strength. Rushing through a task does not always mean the job gets done quicker, especially if an incident occurs. This concept can often times be challenging for employees to understand. We strive to hold our foremen accountable when crew members are not being efficient with their time. We spend time training

our crews on efficient work practices and how that integrates into working safe. A key piece of this puzzle is having strong leadership and assistance from a disciplined GF. I do everything I can to uphold this responsibility as a GF.

A great idea to really hone in creating a positive safety culture is by creating a mission statement or mantra that is specific to your yard/show up. Many companies have a mission statement or a phrase that helps them focus in on what is important. It gives meaning to what that company does and what that company believes in. The mission statement in my yard is "No tree is worth someone getting hurt." I tell my employees this weekly. Yes, the work must get done, but at the end of the day, my yard's success is measured on how many people go home with no injuries.

Building a safety-based culture has its challenges, and there will be those employees who will push back or think they are above safe work practices. Yet despite these difficulties, it is our responsibility to steer our yards toward one common goal – being safe. Nothing makes me happier at the end of the day than knowing that I'm sending all of my employees home to their families.

## Identifying Faulty Electrical Equipment Hazard

A Division 80 crew was performing maintenance trimming on an Austin Energy property in March. While completing the morning job briefing, Foreman Joaquin Resendiz noticed it looked as if the guy wire was attached to one of the posts on the transformer. At this point, he reached out to GF Marshall Duncan. After taking a look, Duncan decided to contact the utility since they suspected the guy wire was energized. A trouble shooter was dispatched to the location and confirmed the guy wire was in fact energized. He removed the wire that had "welded" itself to the post and reconnected it. Duncan and Resendiz were awarded safety coins for doing a thorough job briefing, spotting the issue and being confident enough to make the call that something didn't look right.

### 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](http://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.



# TURKEY SAFETY CHALLENGE OCT. 11-31

**Congratulations to the 135 GFs and leaders who successfully completed the challenge with zero incidents. That is about 91 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 North Division (20), Southwest Division (50), Lone Star Division (60), Minnkota Division (70), and Division 80** for completing the challenge with zero disqualifying events division-wide.

**Another special shout-out goes to Southwest Division, Minnkota Division and Division 80** for going incident-free two safety challenges in a row and winning the additional surprise prize!

## CENTRAL DIVISION

Roderick Breakfield · Lance Even · Mitch Frye · Kevin Hough  
Noah Killion · Chris Lenhardt · Brandon Magee · William J. McDowell III  
Steve Olson · Thomas Pearson · Daniel Williams · Tom Wipf · Ray Wolken

## NORTH DIVISION

Rob Bellew · Jason Bryant · Rick Clendenny · Nick Ditta · Scott Dundee  
Jeff Gilmore · Phil Heinz · Nick Henderson · Gary Higgins · Bryon Honea  
Ron Horn · Sam Hott · Chris Lorenz · Nick Lorenz · Marvin Miller  
Don Parrish · Mathew Rayfield · Jason Scott · Jason Smock · Dale Stout  
John Tracy · Joe Wewer

## DIVISION 25

Jeremy Bond · Chad Chaney · Eric Davidson · Brandon Dillon · Steve Ford  
Ronnie Gibson · Kevin Gilliam · Justin Lawhorn · Adam Pritts · Brad Shearer  
Joseph Taylor · Daniel Thacker · Samuel Thacker · Luis Trejo

## MOUNTAIN STATES DIVISION

Nate Demby · Jarrod Johns · John Pentecost · Scott Smith · Jim Swisher

## PACIFIC DIVISION

Kyle Richardson · Shane Tennison · Shawn Woody

## WRIGHT TREE SERVICE OF THE WEST

David Hatton · Jeramie Socoy · Robert Spitler

## SOUTHEAST DIVISION

Al Garrow Jr. · William Merlos · David Tyndal · Brian Walker  
Jeffrey Wallace · Chris Wilson · Charles Wright

## DIVISION 45

Ken Carman · Cesar Garcia · Rigoberto Guzman · Jose Serrano Hernandez  
Pedro Hernandez · Bob Kirby · Dave Locke Jr. · James Osborne · Kevin Rhoads  
Doug Royal · Diego Saucedo · Dan L. Smith · Terry Southerland

## SOUTHWEST DIVISION

Thomas Acker · John Bedsworth · Chad Berlin · Jerry Black · Jason Brown  
Larry Bryant · Arthur Colbert · Joseph Easton · Tony Gadola · Rafael Garcia  
Scott Ogden · Jeff Rhodes · Jeremy Shrum · James Standlee · Afton Stanko

## LONE STAR DIVISION

Santos Aguilera · Fidel Alvarez · Raul Alvarez · Tim Bingaman  
Jerry Black · Mike Clark · Kenneth Collins · Romeo Correa · Brian Crowe  
Cesilio Dominguez · David Gomez · Juan Gonzalez · Joel Guitz  
Carlos Hernandez Ventura · Imber Hernandez · Jose Hernandez  
Reymundo Hernandez · Benito Huerta · Jerry Ledet · Jose Lopez  
Chad McMillon · Antonio Morales · Riley O'Quinn · Donaldo Ortega  
Jesus Ortiz · Rigoberto Reveles · Gustavo Rodriguez · Jose E. Rodriguez  
Morales · Oscar Rodriguez · Oscar Salmeron · Martin Sandoval Jr.  
Martin Sandoval · Ross Self · Jose A. Suarez · Milton Ventura  
Rudis Ventura · Tim Wright

## MINNKOTA DIVISION

Marty Campbell · Jason Dorow · Jim Engelke · Wayne Fancher  
Tim Hanson · Jeff Harris · Michael Harris · Dan Hawker · Ben Isbell  
Matthew Lenhart · Bob Lien · Travis Platt · Boyd Rasmussen · Bill Schumal  
Scott Schweisthal · Ira Signalness

## DIVISION 80

David Aguilar · Favian Aguilar · Rogelio Arredondo Jr. · Chad Berlin  
Jerry Black · Luis Burgos-Cruz · Sie Camacho · Jon Cates · Jose Felix  
Hernandez · Silverio Fernandez · Jesus Garza · Oscar Grisham · Jose Jasso  
Perez · Jose Ochoa-Suarez · Alejandro Reyes · Eliodoro Silva Rodriguez  
David Trevino · Jesus Vetencourt · Eloy Zapata-Cabrera

## CORPORATE OFFICE

All employees



## Promoting Safety: One Pie at a Time

A Division 25 GF developed his own "mini challenge" with his crew during the 2015 Turkey Safety Challenge. Each morning he challenged his crews to stump him with a safety question. On the days he missed, he received a pie in the face. This was a great way to incorporate teamwork, safety and fun!

We encourage all of you to create "mini challenges" with your crews to add a fun twist to challenges as well as between challenges.



## Thanksgiving Turkey Drawing Contest

After the 2015 Turkey Safety Challenge was completed, we rolled out a new contest to help get our families involved and engaged in safety during the Thanksgiving holiday with the Thanksgiving Turkey Drawing Contest. Each participant traced their hand, decorated their paper turkey and included a safety slogan to inspire their family members to work safe. Each division was awarded a winner for each age group and received a Dairy Queen gift card so they could celebrate their family focus on safety.

**We would like to congratulate the following division winners:**

### NORTH DIVISION

Age Group: 2-7 Years of Age  
**Jose Luis Morales Correa**, wife Leslie and son Adan

### MOUNTAIN STATES DIVISION

Age Group: 8+ Years of Age  
**Josh Wildeboer**, daughter Emma and son Hunter

### DIVISION 45

Age Group: 2-7 Years of Age  
**James "Taylor" Osborne** and son James "Gabriel"

### LONE STAR DIVISION

Age Group: 2-7 Years of Age and Age Group: 8+ Years of Age  
**Oscar Rodriguez**, wife Hilda, daughter Evelyn and son Leopoldo

### DIVISION 80

Age Group: 2-7 Years of Age  
**Jon Cates** and son Loudon

Age Group: 8+ Years of Age  
**Juan Espinosa** and daughters Adrianna and Sofia

### CORPORATE OFFICE

Age Group: 8+ Years of Age  
**Sarah Kern**, husband Zachary and son Colten

**We would also like to have special recognition for the Overall Grand Prize Winner** of the Thanksgiving Turkey Drawing Contest, who scored highest on presentation, originality and creativity

— **Jose Luis Morales Correa** (North Division), his wife Leslie and son Adan. Congratulations and thanks for your submission! ▼



## 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 various 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 corporate office in West Des Moines, Iowa, in May this year. Congratulations to all participants!



## 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 last October include:

### CEO COINS

- ▶ GF **Eric Davidson**, and Foremen **Shawn Jenkins** and **Mike Rhodes**, Division 25
- ▶ Groundman **Adam Herrelson**, Central Division
- ▶ Foreman **Eddie Collins**, Division 25
- ▶ Risk Manager **Rocky Palmer**, Corporate Office
- ▶ Division Manager **Rick Bonifas**, Pacific Division

### SAFETY COINS

- ▶ GF **Marshall Duncan** and Foreman **Joaquin Resendiz**, Division 80
- ▶ Trimmer **Jim Poore**, Division 25
- ▶ Trimmer **Daniel George**, Division 25



### ▲ SPRING GF SCHOOL

(Left to right) Back: Adam Pritts (Mountain States Division), Randall DeJager (Southwest Division), Roger Farley (Central Division), Kevin Rhoads (Division 45), Nathan Wallen (North Division), Joseph Easton (Southwest Division), Kyle Richardson (Pacific Division), Ron Carman (Division 45), Ty Wilson (Central Division) and Alejandro Reyes (Division 80). Front: Chad Berlin (Safety Supervisor, Southwest Division and Division 80), James Cooper (Mountain States Division), Francisco Trejo (Division 25), Wilman Merlos (Southeast Division), David Tyndal (Southeast Division), Mike Mitchelar (North Division), Nick Lorenz (North Division) and Josh Wildeboer (Mountain States Division).

CORPORATE OFFICE

## Worker Retention Panel

WTS President and COO Will Nutter participated in a panel discussion at the ISA Southern Chapter Conference in March. Will, along with three other industry leaders, engaged audience members in a discussion about worker retention issues facing the industry today and various tactics that can be used to minimize turnover. ▼



CENTRAL DIVISION ►

## On the Stage

Risk Manager Rocky Palmer gave a presentation at the Midwestern Chapter ISA Annual Conference in Kansas City, Missouri, on February 4. The presentation, titled OSHA 1910.269, covered the general industry standards for electric power generation, transmission and distribution and electrical protective equipment.

CENTRAL DIVISION

## Career Day

GF Daniel Williams was asked to attend career day at Marais des Cygnes Valley High School on March 24. Daniel spoke with students about a career with WTS and the importance of what the company does.

Marais des Cygnes Valley High School students ▼



# News from the Branches

## CORPORATE OFFICE

"You have done great work adapting to the new system!"

American Electric Power (AEP) Texas complimenting Project Coordinator Ethan Rutter

"Thank you for doing a great job and all of your hard work in making sure the billing is prompt and accurate."

Oncor complimenting Payroll and Billing Supervisor Melissa Swanson, and Payroll and Billing Specialists Kristie Ortiz and Susan Nguyen

"I wanted to take the time to thank you for your timely efforts and hard work."

Gulf Power complimenting Payroll and Billing Supervisor Andrea Courtney

## CENTRAL DIVISION

"Your employees are all very nice! They are hard working men. Keep up the good work with your company."

A Kansas City Power and Light (KCP&L) customer complimenting Foreman German Mendoza, Trimmer Ryan Silvers and Groundman Kenny Friends

CENTRAL DIVISION

## Community Garden

"I want to express my thanks for the efficient and friendly service rendered by your company and especially Tommy Pearson. The crew cleared trees on land that will soon provide free fruit for inner city residents. Thank you again for the great service to myself and the community."

A KCP&L customer complimenting GF Tommy Pearson, Foreman Eduardo Saldana, Trimmer Pedro Saavedra and Groundman Marco Ponjavic

A few days later, a group of volunteers planted 40 fruit trees at the community garden for residents to enjoy for free.

"I am so impressed with your company! A nice gentleman advised us that our power would be off for a couple of hours while they were working on trees by a power line. While they were working, I noticed one of them carefully moving some garden statues I have in the backyard, carefully placing them at a safe distance, and later moved it all back. I am impressed with the safety and consideration given to us. Thank you for going above and beyond!"

A KCP&L customer complimenting Foremen Shon Showalter and Manuel Beraza, Trimmers Aaron Johnson and Cody Stamper, and Groundmen Charles Foster and Alonzo Gallegos

"Your crews were obviously well trained, equipped and motivated to work together and get the work accomplished quickly. Regular verbal emphasis on safe work practices was overheard which speaks highly of the training and the continued emphasis from field supervisory personnel."

A KCP&L customer complimenting GF Tommy Pearson, Foremen Ruben Saldana and Blake Firestone, Trimmers Aaron Finn and Jesus Saldana, and Groundmen Thomas Harmon and Issac Lechner



▲ (Left to right) Back: Marco Ponjavic, Tommy Pearson and Trimmer Aaron Finn. Front: Groundman Boone Tyler



"I was having problems with my lawn mower and Andy fixed the issue. He was professional, courteous, and went above and beyond."

**A KCP&L customer complimenting Trimmer Andy Godsy**

"The crew did a fantastic job. They were polite and I appreciate that they cleaned up everything that was cut down."

**A Westar Energy customer complimenting Foreman Jose Oliveras and Trimmer Jose Rivera**

"I wanted to thank Wright Tree Service for providing wood chips for the park. It makes a big difference in accessibility and maintenance. We'll be including Wright Tree Service on the sponsorship board at the park."

**A Westar Energy customer complimenting several crew members**

"Thank you for the excellent tree trimming in my area."

**A Westar Energy customer complimenting several crew members**

"Your crew has done a wonderful job cleaning up the tree branches around electric lines. They went above and beyond by cleaning leaf litter. As a company, you should be proud to have such good crews. Thank you for doing such a nice job."

**A Westar Energy customer complimenting GF Jason Brown, Foreman Ricky Richardson and Trimmer Josh Good**

"The crew did an excellent job clearing the trees in my alleyway!"

**A Westar Energy customer complimenting Foreman Douglas Umana and Trimmers Rodolfo Lopez and Samuel Sanchez**

## NORTH DIVISION

"Your division's accomplishments do not come easily and require ongoing focus and engagement by your company's leadership, local management and employees. Ameren truly appreciates this overall effort and congratulates you on your award."

**Ameren complimenting North Division on their WTS Lowest Incident Award and safety performance**

"I would like to let you know what an excellent job your men did cutting the branch away from my power lines. I feel a lot safer in my home now. They were very polite too!"

**An Ameren customer complimenting Foreman Ben Anderson and Trimmer Casey Lamb**

"I would like to say thank you to your crews working on my street. They were respectful and kept the noise to a minimum."

**An Ameren customer complimenting Foreman Jim Smith and Trimmers Casey Lamb and Ben Smith**

"I want to thank Sam, Charlie and Brad for the wonderful job they did trimming my trees and cleaning up my yard! They were very polite and professional."

**An Ameren customer complimenting GF Sam Hott, Foreman Charlie Hurt and Acting Foreman Brad Staats**

"The crew was friendly, professional and thorough during their yard clean up. It was a great experience."

**An Ameren customer complimenting GF Nick Henderson, Foreman Jim Ehlenbeck, and Trimmers Ryan Clayton and Dave Barnhart**

"I want to express my appreciation for the outstanding work done by one of your crews. They were attentive to my meeting needs, courteous and left my property free from debris."

**An Ameren customer complimenting GF Nick Henderson, Foreman Russell Cooke, Trimmer Jason Ingram and Groundman Manuel Luna**

"The crew was polite and were very careful with the trees and the land. I am very impressed!"

**An Ameren customer complimenting Acting GF Matt Rayfield, Foreman Jesse Eckhoff and Groundman Jason Williams**

"They were the nicest bunch of guys, very courteous, respectful and professional."

**An Ameren customer complimenting Foremen Jeremy Todd and Stephen Stephens, and Trimmers George Sanders and Steven Graves**

"We appreciated the crew's professionalism, efficiency and expediency in finishing the job. We especially appreciated their courtesy of keeping us informed of their presence and progress. It was a pleasant and positive experience."

**An Ameren customer complimenting Foremen Scott Strawbridge and Robert York, and Trimmers Jarod Pruitt and Elmer Moore**

"Kudos to the great job your crews have done clearing tree limbs from the power lines in my neighborhood. I'm sure this preventative maintenance will ensure there will be no power disruptions. They have been very diligent in clearing overgrown areas. I am truly appreciative of their hard work. Thank you!"

**An Ameren customer complimenting GF Joe Wewer, Foreman Patrick Monaghan, and Trimmers Jaden Edwards and Jeremy Nailer**

"Wright Tree Service is exceptional. The crews did an awesome job and were very professional!"

**An Ameren customer complimenting Foremen Ulysses Miranda and Jason Heddy, Trimmers Jose Morales, Raul Morales, Ryan Clayton and Manny Luna, and Groundmen Jorge Morales and Aaron Lancaster**

### CENTRAL DIVISION

## In Memory

Wright Tree Service sends our condolences to the family of the late Oscar Elfren who passed away on April 16, 2016. Oscar worked for Wright Tree Service for 21 years prior to retiring. He worked in Kansas, Oklahoma, Missouri and Wisconsin clearing brush and trees under power lines.

### NORTH DIVISION

## In Memory



Wright Tree Service sends our condolences to the family of the late Adam Maliongas, who passed away on April 2, 2016. Adam worked at

Wright Tree Service as a trimmer. "Adam was a loving father, a fantastic friend and an overall amazing person. Adam had an infectious personality that spread positivity in any situation. He was an avid outdoorsman and baseball enthusiast. He will truly be missed," said friend and CN Utility Consulting Technical Applications Supervisor Brian Sprinkle.

### NORTH DIVISION

## Rolling Car

In April, Foreman Jason Dana and Trimmer Cole Graham were leaving a jobsite and witnessed a vehicle swerve into the side of a ditch on a curved road. As the driver came back on the highway, she overcorrected her turn causing her vehicle to barrel roll three times. In the midst of her roll, the driver was ejected from the vehicle through the open driver side window. The men drove over to make sure the woman was okay, shut off her car, checked for fuel leakage, stopped traffic, and stayed with the woman until paramedics arrived.

**DIVISION 25**

## Driving Safety

Division Manager Ken Venzke and Safety Supervisor Nathan Carlisle presented on driving safety at the Utility Arborist Association Ohio Safety Summit in Akron, Ohio. During their session, Ken and Nathan identified common risks during every day driving and plans to mitigate those risks. ▼



**DIVISION 25 ▲**

## Herbicide Safety

In April, GFs Chad Chaney and Daniel Thacker and their crews took part in herbicide application training. Representatives from their herbicide vendor, Crop Protection Services, helped conduct the safety session.

**DIVISION 25**

## Dale Carnegie Graduate

Project Manager Brandon Dillon graduated in December from the Dale Carnegie Immersion Seminar.

Brandon received a "Breakthrough Award" on the first day of the course and was voted in the top three of his class for "Overall Performance." Congratulations Brandon!

Ken and Brandon ►



"I just wanted to say how nice and polite the men were. They cleaned up everything and I would have never known they were here."

**A Kirkwood Electric customer complimenting Foreman Robert Hemmen, Trimmer Daniel Slover and Groundman Lester Cain**

"Your crew is doing one of the best jobs I've seen in the past 37 years. I was very impressed that they took the time to rake the debris up."

**A Menard Electric customer complimenting Foreman Tim Monn and Trimmer Chris Monts**

## DIVISION 25

"Kudos to Adam for doing a great job in my yard. He was very professional, particular and a great communicator."

**An AEP customer complimenting Foreman Adam Firestone**

"Adam and his crew trimmed and removed several trees on my property and I could not have asked for a nicer group of guys. They did their work quickly and safely. They cleaned up so well that it was cleaner after they finished their work."

**An AEP customer complimenting Foreman Adam Firestone, and Trimmers Larry Kline and Marcus Parker**

"I saw your men cutting a cottonwood today and they did a great job. You should all be proud of the hard work they did."

**An AEP customer complimenting Foreman Chad Slavings and Trimmer Josh Heminger**

"I just want to say thank you guys for cutting down our tree and then coming back and cutting it up. The crew was very professional!"

**An AEP customer complimenting Foreman Cody Chapman and Trimmer John Wesner**

"I have seen many trees get taken down, but never have I seen such a great team! They did an awesome job and were very thorough. They worked very hard, were organized and made sure everything was done right."

**An AEP customer complimenting Foreman Bruce Benson, and Trimmers Jeremy Savoia and Tim Kyle**

"The crew has done a great job cleaning up the debris from the work they have done these past two weeks."

**An AEP customer complimenting Foreman Tim Kyle and Trimmer Russell Kyle**

"You did an excellent job. The wood was cut and stacked, and the limbs and debris were cleaned up. You couldn't even tell that a crew was there. The employee that contacted me was friendly and answered all of my questions in a clear and precise manner. Great job all the way around."

**A FirstEnergy customer complimenting Foreman Coree Phares, and Trimmers Michael Delawder, Bryan Corbin, William Dunham and Brandon Bowman**

"I love working for WTS and I could not have asked for a better GF."

**Foreman Donald Riggs complimenting WTS and GF Larry Drumm**



**DIVISION 25**

## Giving Back

Four students at Blackberry and Southside Elementary schools celebrated Christmas early, thanks to some employees in Division 25. GF Daniel Thacker and his crews decided they wanted to help some kids over the holidays, so they contacted the local family resource center to find out what they could do to help. The group raised funds and donated gifts, surprising the students and their families. Presents and money were donated by 16 employees. Giving back boosted morale and the men could not be more proud. This went over so well that they will make this a tradition. The act of kindness was featured in a weekend edition of their local newspaper, *Appalachian News-Express*.

▲ Daniel Thacker, Foreman Josh Christian, and Trimmers John Bailey, Lawrence Wilkerson and Ricky Runyon



"I am extremely grateful for your crew's help after my mother had fallen and hit her head. I wanted you all to know how touching this was and the work you are doing is appreciated. To go above and beyond the call of duty is amazing!"

**An Ohio resident complimenting Safety Supervisor Nathan Carlisle, GF Justin Lawhorn, Foreman Richard Maynard and Groundman Aaron Neighbors**

## MOUNTAIN STATES DIVISION

"The workers were quick, safe and cautious. To see these employees take their job seriously and take care of their team members and the property around them was a nice change."

**An Xcel Energy customer complimenting GF Emanuel Hernandez, Job Planner Juan Sanchez, Foremen Jesus Sosa, Jose Herrera and Gerardo Gonzalez, Trimmer Jose Alvarenga, and Groundmen Ricardo Reyes, Felipe Rangel, Victor Hernandez, Samuel Hernandez and Juan Palomares**

"I have been pleasantly surprised that the crews are taking the tree, the customer's care, and health into account in my neighborhood. They are doing the line clearance that is needed and not butchering the tree. I want to say, 'Well done, Wright!' and your work is noticed and appreciated."

**An Xcel Energy customer complimenting GF Emanuel Hernandez, Foremen Bernardo Robles, Daniel Leal and Jesus Sosa, Trimmers Jose Luis Sausedo and Luis Herrera, and Groundmen Marco Esquivel and Julio Martinez**

"I want to give kudos to the crew working in our neighborhood. We are thrilled with the job they are doing. They are professional, courteous, and are doing a thorough job clearing trees and limbs away from the power lines. We very much need and appreciate the job they are doing."

**An Xcel Energy customer complimenting Job Planner Nicolas Rodriguez, Foremen Juan Sanchez, Jesus Sosa, Gerardo Gonzales, Jose Herrera, Daniel Leal and Bernardo Robles, Trimmers Jose Soto, Albertico Castro, Luis Herrera, Jose Alvarenga and Jose Luis Sausedo, and Groundmen Julio Martinez, Carlos Lagunas and Marcos Esquivel**

"Two men were working on the road, fixing a trail I walk every day. When I approached them, they were respectful, friendly and answered all of my questions. They did a great job fixing the road!"

**A Colorado resident complimenting Foreman Raul Serrano and Groundman Ben Martinez**

"The lot behind my yard has accumulated a lot of trash and branches over the past thirty years. Today, Raul and Ben were cleaning the

lot out. They are doing a fantastic job! They were nice, friendly and explained everything that was going on."

**A Colorado resident complimenting Foreman Raul Serrano and Groundman Ben Martinez**

"A crew noticed I was having trouble with my lawn mower, so they came over to help me out. I'm very appreciative and thankful for their help!"

**A Colorado resident complimenting GF Joe Valdez, Foreman Gill Meza and Groundman Michael Reed**

"I allowed your crew to access their job site via my property this morning. They were very respectful, professional and cleaned up after their job was complete."

**An Xcel Energy customer complimenting Foreman Jaime Gonzalez, and Trimmers Tonino Alvarenga and Pedro Pinto**

"WTS continues to provide for Xcel Energy. A dangerous tree was identified and with the quick response and help by WTS, the tree was addressed. Thank you for exceptional work and continued commitment in helping us keep the lights on!"

**Xcel Energy complimenting WTS and the Mountain States Division**

"The crew did a great job. They were very helpful and gracious."

**A Black Hills Power customer complimenting Foreman Lenny Stabile, and Trimmers Lance Gould and Ryan Ghare**

## PACIFIC DIVISION

"Your team is truly excellent. They were not only considerate and polite when accessing my backyard for service, but they cleaned up the area. They went the extra mile when it was not expected in anyway. From blowing off my back patio to picking up and disposing leaves along with the debris they cut. A big thank you to your company and your crew!"

**An Eugene Water and Electric Board (EWEB) customer complimenting GF Gavin Thompson, Foreman Luke Ziemann, and Trimmers Chad Andrews and Colten Wilcut**

"Juan and the team did a great job trimming the branches in my backyard. They knocked on our door the day before to advise us of their work and the morning of the job to let us know they were going to begin the work. They moved the fallen branches from our yard and were very safe and professional."

**An EWEB customer complimenting GF Gavin Thompson, Foreman Juan Delgado and Trimmer Tyson Ludwig**

### PACIFIC DIVISION

## A New Friend

GF Shawn Woody met a new friend while working in November. ▼



"The employee was courteous and very thorough. The resolution far exceeded my expectations."

**An EWEB customer complimenting Foreman John Stiner**

"Since joining the family three years ago, I have been treated with the utmost respect and courtesy. I am proud to be a brother's and sister's keeper and represent WTS."

**Foreman Jered Rusher complimenting WTS**

"My mom had passed and the trees in her yard needed to be trimmed away from the power lines. Your crew was very efficient, professional, personal, respectful and accommodating. They left the yard in pristine condition, and the trees as well. Sincere thanks and gratitude from my family for restoring safety with grace and tenderness to our mom's home and neighborhood."

**A Cowlitz Public Utility District (PUD) customer complimenting Foreman Willy Erickson, Trimmer Lucas Hair and Groundman Brent Waldrop**

WRIGHT TREE SERVICE OF THE WEST

## In Memory



Wright Tree Service of the West sends our condolences to the family of the late Kenneth Arlen Williams who passed away on December 30, 2015. Kenneth was hired as a groundman in 2012 and promoted to a foreman in 2014. He worked on a distribution system in Northern California.

WRIGHT TREE SERVICE OF THE WEST

## Above and Beyond

Foremen Clint Woods, Ben Rakestraw, Jared Daoro and Curtis Rogers, and Trimmers Jeff Bittle and Michael Caldwell stopped to help when they noticed a single car accident in a rural area. A truck had gone off the road and was wedged against a tree. While another passerby called 911, the crews made sure the scene was safe. The crews stayed at the scene to assist the driver, directed traffic, and secured the truck. The crews helped extract the driver from his truck once emergency personnel arrived. ▼



"I want to express my extreme gratitude. I was very impressed with the crew's professionalism and courtesy."

**A Tacoma Power customer complimenting Foreman Rick Parker, Trimmer Sean Whittemore and Groundman Ed Hathaway**

## WRIGHT TREE SERVICE OF THE WEST

"Your employees were courteous, informative and business-like. I would recommend them to anyone who values top performing employees that mirror their ethics and reputation."

**A Sacramento Municipal Utility District (SMUD) customer complimenting several crew members**

"Your employee was polite, patient and thoroughly professional. He carefully trimmed our trees and did beautiful work."

**A SMUD customer complimenting a crew member**

"Your employees were working across the street and the truck was very loud while we were having a small prayer service. Without hesitation, the workers paused their work when I asked them to give us 10 minutes of silence. This moment really meant a lot."

**A SMUD customer complimenting several crew members**

## SOUTHEAST DIVISION

"Because of your hard work, I did not lose power during this week's storm and I'm very grateful. I wanted the guys to know how appreciated I am of their hard work."

**A Nashville Electric Service (NES) customer complimenting Foremen John Brown, Gary Norwood and Omar Granados, Trimmer Justin Verkamp and Groundman Chris Miller**

"The crew was friendly, professional and did a wonderful job."

**An NES customer complimenting Foreman Gary Norwood and Trimmer Justin Verkamp**

"Your men took down a tree for NES that was in our power line. They were friendly, professional and did a great job. I want to thank WTS for having good men to provide service."

**An NES customer complimenting Foreman Gary Norwood and Trimmer Justin Verkamp**

"Drew has been trimming my trees and he has been doing a wonderful job. I was very impressed with his service."

**An NES customer complimenting Foreman Drew Curtis**

"I have a koi pond underneath one of the trees that was cut. Darren studied the tree and came up with a game plan. No branches landed in the pond. Darren is a great communicator, thinker, and he cares about the process. Great clean up, people skills and professional results."

**A Middle Tennessee Electric customer complimenting Foreman Darren Valens**

SOUTHEAST DIVISION

## Clay Shoot

In November, WTS sponsored a shooting station at the 3rd Annual Gulf Power Clay Shoot for America's Heroes. Division Manager Jeff East, Administrative Assistant Jamie East, GF Brian Walker, Gulf Power Line Clearance Specialist Eric Garrett and Technical Sergeant Will McLaughlin, United States Air Force 1st Special Operations Squadron participated together during the event. Nearly \$80,000 dollars was raised to benefit the organization, Building Homes for Heroes, a military charity that builds and modifies homes to help returning wounded veterans rebuild their lives.



▲ (Left to right)  
Back: Jamie East,  
Jeff East, Eric  
Garrett and Tech.  
Sgt. McLaughlin.  
Front: Brian Walker



## DIVISION 45

"I was very impressed by the overall professionalism, courtesy and cleanliness of your people. If it hadn't been for the neatly stacked pile of wood and a little bit of sawdust left in my yard, you would never have known that they were ever here. Kudos on a job well done."

**A Louisville Gas and Electric (LG&E) customer complimenting GF Cesar Garcia, and Trimmers Francisco Carrasco, Francisco Hinojoza, Felix Romero and Johnny Avila**

"The group that did the work was fast, efficient, courteous and very kind. They did great work and I was very impressed with their clean-up of the debris."

**A LG&E customer complimenting GF Diego Saucedo, Foreman Jose Garcia, and Trimmers Mark Williams and Jose Figueroa**

"I see these men all the time. I want them to know that they are doing a great and safe job."

**A Indianapolis Power and Light (IPL) customer complimenting several crew members**

"I would love to thank the three workers in my neighborhood last week. They were working across the street from my house when my husband slipped on a patch of ice on our porch. They immediately went to his rescue, picked him up and put him back in our house, offering to call an ambulance. They were definitely angels in my neighborhood that day!"

**An Indiana resident complimenting several crew members**

"I was very impressed with the crew's professional work. My yard looked immaculate. The crew never stopped working and I am definitely pleased with the job that was done."

**A Lansing Board of Water and Light (BWL) customer complimenting GF Dave Locke, Foreman John Adrianson, Trimmer Alex Shepherd and Groundman Emilio Flores**

"The crews have been working in our area for several weeks. They are some of the hardest working people I've seen. They are all courteous and very helpful. The crews were so professional going about their work and I've had the most pleasant experience."

**A Lansing BWL customer complimenting several crew members**

"I have been impressed with your crew throughout their entire process. When I'm home, someone always comes to tell me what is going on. He was always professional and made sure that my needs were met. Piles of brush have been neatly put together and out of the way."

**A Lansing BWL customer complimenting Foreman Jay Huntley and crew members**

"The crew did a great job. I am very impressed with how quickly they got the work done and what an excellent job they did with cleaning the debris and saw dust."

**A Lansing BWL customer complimenting Foreman Tyler Joehlin, and Trimmers Victor Pennell and Nate Olson**

"Residents are really appreciative of the way our electric company is proactive when it comes to winter weather. Wright Tree Service employees are out trimming and cutting trees to keep our electricity going without interruption. Not only did they do a great job, but they were professional and always cleaned up after themselves."

**A Tri-County Electric Cooperative customer complimenting Trimmer Dominique Whitley and Groundman J Ruddock**

## SOUTHWEST DIVISION

"We received professional service that was much appreciated. All of the limbs and debris were removed just as they said it would."

**A City Utilities of Springfield customer complimenting Foremen Tyrel Harmon and Jared Blevins**

"John not only picked up the branches that were left by WTS but also the rest of the limbs in our yard, swept the back deck, front porch and driveway. Thank you very much for the speedy service, super friendly attitude, and going above and beyond!"

**A City Utilities of Springfield customer complimenting GF John Bedsworth**

## LONE STAR DIVISION

"I wanted to say thanks on behalf of my neighborhood. We haven't lost power since the crews have been on the case even with the bad rain we've had these last two weekends. We appreciate this kind of service!"

**An Oncor customer complimenting GF Tony Morales, Foremen Rodolfo Cruz, Salvador Contreras and Jose Anaya, and Trimmers Roque Gallegos, Salvador Ruvacaba, Martin Castro, Rafael Verara, Manuel Flores, Luis Silva, Alberto Martinez, Brian Moralizes, Luis Campos, Marco Rangel and Santiago Muñoz**

"They were great to work with! Jose came out a couple of weeks prior to doing the work and discussed what would be done and when. The crew was very prompt, polite, and respectful to me, my family and the property!"

**An Oncor customer complimenting GF Jose Lopez, Foreman Pedro Catano and Trimmer Roberto Barrios**

## DIVISION 45

### Power Restored

A WTS truck is shown during a news report on LEX18 in Lexington, Kentucky, covering storm power outages in May. GF Ever Acosta, Foreman Santiago Lopez, and Trimmers Luis Marrero, Abel Alegria and Luis Espinoza assisted Kentucky Utilities in cleaning up trees and restoring power.



## DIVISION 45

### To the Rescue

A driver in Lansing was T-boned in the middle of the intersection. WTS employees stopped and made sure the driver was okay before leaving. The driver wrote a compliment saying, "The men were so nice and helpful."

MINNKOTA DIVISION

## In the News

GF Ira Signalness wrote an article published in the January/February issue of the *Utility Arborist Newsline*. The article titled "Welcoming the Rapid Changes in Regulations, Technology, and Equipment as a General Foreman" covered the various responsibilities and tasks GFs face on a day-to-day basis.

LONE STAR DIVISION

## New Ride

In November, GF Benito Huerta had to use a new mode of transportation to complete storm work. Benito used a canoe to get to trees that needed to be trimmed to get the power back on. ▼



"These guys did an awesome job! Our electricity was restored by 6:30 a.m. on Monday. That would not have happened without WTS there 24/7 to clear the path. Thank you so much."

**An Oncor customer complimenting Project Managers Tim Wright, Romeo Correa and Imber Hernandez, and several crew members**

"I am very impressed with how professional they are, how they set up for safety and then clean up. This year's crews were fantastic."

**An Oncor customer complimenting GF Raul Alvarez, Foreman Mark Martin, Jacob Kamras, Roberto Sanchez and Jesus Barco, Trimmers Robert Suniga, Alberto Lopez, Fernando Zuniga, Daniel Vasquez and Christopher Welsh, and Groundmen Donald Johnson, Javier Guzman and Antonio Barco**

"The crew responded very quickly. They were nice and professional."

**An Oncor customer complimenting Project Manager Juan Gonzalez, GF Jesus Ortiz, Foreman Jose Soto, and Trimmers Ismael Reyna and Jose Vargas**

"So thankful for the crew who came out and trimmed trees that were blocking our power lines. They worked quickly and were very cautious of our items in our yard. They cleared and cleaned up all branches. What a great company!"

**An Oncor customer complimenting GF Martin Sandoval Jr. and crew**

"I wanted to say how impressed I am with the skills these men have and their attention to safety. The trees look terrific. I'm so happy they did a beautiful job. Prior to starting, they introduced themselves, surveyed carefully prior to cutting, and surrounded the trees with cones. Just a professional job all around!"

**An Oncor customer complimenting GF Martin Sandoval Jr., Foreman Martin Rocha and Hugo Garcia, Trimmers Uriel Hernandez and Valentine Morales, and Groundmen Daniel Ortiz, Arthur Garza, Juan Mendez and Rodrick Mathis**

"Jose was very courteous and explained what he was doing very clearly. I am very pleased with his work."

**An Oncor customer complimenting GF Jose Rodriguez**

"The team was very kind and courteous. Their attention to detail and safety were impeccable. The work and clean up was precise and absolutely perfect. I commend the team for excellent customer service."

**An Oncor customer complimenting GF Raul Alvarez, Foreman Mark Martin, Trimmer Robert Suniga and Groundman Donald Johnson**

## MINNKOTA DIVISION

"I wanted you to know that Ryan did a fabulous job in less time than expected. Everyone at the Red Barn Theatre is happy. Thank you guys as well!"

**A Red Barn Theatre employee complimenting Project Manager Boyd Rasmussen and crew members**

"Your company did an excellent job. The crew was friendly and went above and beyond what I had expected."

**An Xcel Energy customer complimenting Foreman Dewayne Pfau and Trimmer Justin Kimbal**

"The crew members were so courteous and professional. My kids were fascinated by the work that was being done."

**An Xcel Energy customer complimenting Foremen Todd Shultz and Dewayne Pfau, and Trimmers Norman Shultz and Michael Waage**

"I asked one of your men to take a whole tree down rather than a couple of branches. When I arrived home from work, the tree was nicely cut down and piled away from the fence like I requested. I really appreciate it! Great work, you guys!"

**An Xcel Energy customer complimenting GF Mike Harris, Foreman Ben Baker and Trimmer Jon Skogen**

"Wright did an excellent job trimming the trees and cleaning up."

**A Rochester Public Utilities customer complimenting GF Jeff Harris, Foreman Erik Herberg and Jess Paulson, and Trimmers John Fiek and Adam Simon**

## DIVISION 80

"The men's attention to detail and courtesy was outstanding! Service with a smile goes a long way!"

**An Austin Energy customer complimenting GF Felix Hernandez, Foreman Erasmo Garcia, and Trimmers Raymundo Sanchez and Andrew Lopez**

"Thank you to Domingo for his expert and professional tree limb removal. He spoke with me before the work was scheduled and showed me the work that would be done. He went into detail and was truly concerned about keeping the beauty of my tree. He was friendly and easy to talk to."

**An Austin Energy customer complimenting GF Domingo Robledo**

"I want to thank everyone for their help last weekend during storm restoration. Our entire work group didn't have any incidents and that is a huge compliment and something to be proud of."

**An AEP customer complimenting GFs Jose Jasso, Oscar Grisham, and Jesus Garza and their crews**