



Our family tree

We SALUTE to Safety

This spring, Wright Tree Service (WTS) challenged all employees to a contest to develop a mnemonic technique that would help our climbers remember the proper tools and equipment needed to climb a tree.

We were overwhelmed by the number of entries received. The creativity and originality put into each entry was beyond our expectations. It was great to see our people work together to produce a safety focused message that we can share with the entire company and hopefully the entire industry.

After thorough review of all entries by our panel of judges, we SALUTE our winners from the Fleet Department: Kevin Fitzpatrick, Alan Mace, Matt Lair, Stephanie Burkman, Bill Glover and Lacy Fitzpatrick. You can find a graphic that represents their submission to the right. A big congratulations and thank you to the Fleet Department for their creativity and dedication to our company's safety culture!

As you can see in the graphic, the acronym SALUTE stands for safety, attitude, landing, uniform, time and equipment.

We are rolling this safety initiative out in stages to all divisions across WTS and WTS of the West as a reminder to follow these steps before you climb. Stay tuned for more information about how we will be incorporating this into our company's safety program going forward.

In an effort to continue building our strong safety culture, we have rolled out a new safety e-blast called "SALUTE to Safety." This email will include important messages and reminders. This email will continue to evolve and will share different messages in each edition. We hope that it will be a way to spread positive safety messages and continues to build our safety culture.

We are rolling this safety initiative out in stages to all divisions across Wright Tree Service and Wright Tree Service of the West as a reminder to follow these steps before you climb.

- ✓ **SAFETY** Review the job briefing before you climb.
- ✓ **ATTITUDE** Be a leader by following the rules.
- ✓ **LANDING** Ensure the drop zone is clear and communicated to all.
- ✓ **UNIFORM** Wear all of the proper PPE.
- ✓ **TIME** Take the time to stay focused until the job is done safely.
- ✓ **EQUIPMENT** Use the proper tools that fit the job.

¿USTED PREFIERE LEER ESTA REVISTA EN ESPAÑOL?



Esta en nuestra página de internet! Escanee el código QR con su teléfono inteligente o dirijase a www.wrighttree.com y haga clic en **Newsletter**.

NEW, ON THE MOVE & CERTIFIED

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

NEW

- ▶ Natalie Bohling, Payroll and Billing Specialist, Corporate Office
- ▶ Shannon Ford, Payroll and Billing Specialist, Corporate Office
- ▶ Ashley Mefferd, Payroll and Billing Specialist, Corporate Office
- ▶ Simon Montero, GF, Central Division
- ▶ Haruko Nakata, Payroll and Billing Specialist, Corporate Office
- ▶ Juan "John" Nieto, GF, Division 25
- ▶ Samantha Schmidt, Payroll and Billing Specialist, Corporate Office

ON THE MOVE

- ▶ Favian Aguilar, GF, Lone Star Division
- ▶ Tim Bailey, Work Planner, Division 25
- ▶ Rocky Brashear, GF, Division 25
- ▶ Kenneth Brinkley, GF, Division 25
- ▶ Kevin Brown, Work Planner, Division 25
- ▶ Wesley Carter, GF, Division 45
- ▶ Rick Clendenny, DM, North Division
- ▶ Anndrea Courtney, Payroll and Billing Supervisor, Corporate Office
- ▶ Randall Dejager, GF, Southwest Division
- ▶ Sue Fangman, Administrative Assistant, North Division
- ▶ Heriberto Heredia, GF, Division 80
- ▶ Cory Kobernick, DM, Southeast Division
- ▶ Chris Lenhardt, PM, Mountain States Division
- ▶ David Locke, GF, Division 45
- ▶ Martin Lomeli, GF, Central Division
- ▶ Ryan McCulloch, Work Planner, North Division
- ▶ Joshua Meade, GF, Division 25
- ▶ Darrell Pardoe, GF, Division 25
- ▶ Jeremy Parish, GF, North Division
- ▶ Bill Ratcliff, GF, Division 25
- ▶ Shawn Ratliff, GF, Division 25
- ▶ Matthew Rayfield, GF, North Division
- ▶ Kevin Rhoads, GF, Mountain States Division
- ▶ Martin Rocha Jr., GF, Lone Star Division
- ▶ Ismael Rodriguez, Work Planner, Division 80
- ▶ Jason Son, GF, Division 45
- ▶ Daniel Thacker, PM, Division 25
- ▶ Genel Torres, GF, Division 80
- ▶ Joe Weldon, PM, North Division

CERTIFIED

New International Society of Arboriculture (ISA) Certified Arborist®

- ▶ Bryson Bedwell, Foreman, North Division
- ▶ Joel Bernet, Foreman, North Division
- ▶ Wesley Carter, GF, Division 45



From the Treetop



By Brian McBairty, Regional Manager, Division 25 and Southeast Division

I recently started with Wright Tree Service in August 2016. Prior to joining the team, I worked for a significantly larger company for the majority of my career. As I was making the transition, I knew a lot of the processes and procedures would be similar regardless of the size of the company – climbing techniques, drop zone rules, job briefings, tie-in policies, just to name a few. There is a safe way to conduct our business, and we all strive to follow this. But there was one thing that stood out and really confirmed that I had made the right choice joining the Wright Tree Service family – and this was our company’s culture and the personality of the team.

I quickly learned that having a great company culture isn’t just reserved for the big Google, Walt Disney and Apples of the world. In fact, I am learning that having this same solid culture on a smaller scale has a much bigger potential to having a positive impact on the business as a whole. There are a number of items that make up a positive company culture, but the ones that stood out to me the most were employee loyalty, brand and reputation, employee recruitment, and attracting new business.

- **Employee Loyalty:** From the most tenured team members all the way to the field level who only have a few years in the business, the message has been consistent. We are committed to creating value in our business and this is what brings our customers back.
- **Brand and Reputation:** We may not always hear it, but the word gets out to customers, vendors and employees in the industry about how we run our business. Simply said, having a strong brand and positive company culture maintains our positive reputation.
- **Employee Recruitment:** I work closely with some of the newer divisions in the East and I have learned that a big part of their start-up and continued success consists of recruiting local candidates. These employees are ones that did not have prior industry experience and had to be trained from the beginning. Without a solid and positive company culture, this would not be possible. Considering the growth opportunities over the next few years, I am excited for what the future will bring. Companies that take culture seriously are able to successfully recruit top candidates by marketing this attribute. This attracts people who will thrive in the organization and will turn away others who may not be a good fit.
- **Attracting New Business:** Having a solid and positive company culture not only helps recruit top talent, but it also contributes to our success attracting new business. As we treat our employees with respect, they are likely to treat our customers with respect. Again, after visiting multiple areas over the last few months, I have noticed that the employees’ vision, product and understanding of our company’s culture is consistent. This will help attract new business and continue to solidify our position in the marketplace as a “contractor of choice” throughout the industry.

In summary, I learned on day one that Wright Tree Service is committed to both their employees and the company’s success alike. This has been reinforced over and over again and I am proud to be on the team.

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

Welcoming the Rapid Changes in Regulations, Technology and Equipment

By Ira Signalness, General Foreman



There are many factors that come into play for utility arborists. The hazards while working near and around the power grid can make our side of the industry challenging, and in some cases, dangerous if work is not performed properly.

One thing I find that never seems to be a concern with our position as general foremen (whether it is on transmission, distribution, or both) is the variety of responsibilities and tasks that challenge us day to day. When it comes to managing people and equipment, it can be difficult to “stick to a plan.”

One of our largest utilities (and the utility I exclusively work for) is Xcel Energy in the Minneapolis-St. Paul metropolitan area. We have been working closely on both sides of the table with Xcel to introduce several new features to our operations, including:

- The use of new equipment such as compact trimming saws
- Computers in GF and work planner vehicles
- Electronic reporting and laser rangefinder tools
- The use of LiDAR

Quite possibly the most significant change has been the increased use of LiDAR on our transmission grid. Much of this use is not only suggested but now required on North American Electric Reliability Corporation’s (NERC) system to audit and confirm compliance that we as utility arborists help our utilities achieve.

It is very easy, and almost natural, to want to reject change when you are accustomed to the way things used to be. Many times, my natural reaction when it comes to introduction of new technology may be negative. It is easy to view new tools as “another watchdog” or “another responsibility” or “another thing I have to learn.” Instead, it’s more beneficial to step back and understand what new technology brings and how it can positively impact you and your company.

The LiDAR system is a great example of new technology that utilities and contractors can use to their advantage. In the past, measuring was done through rangefinders, measuring tape, or aerial visual inspection (with no real measurements) to comply with guidelines. LiDAR improves this process by using reflective light through lasers to measure distances in a 3-dimensional environment. This is often done on the NERC system (voltages equal or greater than 200,000 volts) by use of helicopter on the power grid. Through the use of LiDAR, we have virtually and infinitely increased the ability to audit clearances on every inch of every line that this is required.

In order to be successful in our industry, it is important to welcome new challenges and changes. We must adapt to this ever-changing industry and embrace innovative ideas and discoveries. This positive attitude will keep our industry moving in the right direction.

General Foreman Ira Signalness wrote this article on the understanding of what new technology brings and how it can positively impact a company. This article was originally published in the Utility Arborist Newsline’s January/February 2016 issue.



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 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

- ▶ GF **Al Garrow**, Division 45
- ▶ Retired Human Resources Records Clerk, **Nancy Jacobson**, Corporate Office

PRESIDENT COINS

- ▶ GF **Scott Smith**, Mountain States Division
- ▼ *Scott Smith and President and COO Will Nutter*



▲ *Left to Right: Fleet Project Manager Alan Mace, Fleet Specialist Bill Glover, Fleet Administrator Stephanie Burkman, Fleet Project Manager Matt Lair and Fleet Manager Kevin Fitzpatrick. Not pictured: Fleet Support Lacy Fitzpatrick.*

SAFETY COINS

- ▶ GF **Scott Smith**, Mountain States Division
- ▼ *Safety Manager Jim Lorrigan and Scott Smith*



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 October this year. Congratulations to all participants!



▲ *(Left to right) Back: Matt Rayfield (North Division), Wesley Carter (Division 45), Domingo Robledo (Southwest Division), Jeremy Parish (North Division), David Hatton (WTS of the West), Corey Wilson (Central Division), John Bigham (Central Division), and Scott Ogden (Southwest Division). Front: Rudis "Rudy" Ventura (Lone Star Division), Jose Jasso Perez (Division 80), Joe Valdez (Mountain States Division), Charles Nix (WTS of the West), Kenneth Brinkley (Division 25), Juan Nieto (Division 25), James Son (Division 45), Bill Ratcliff (Division 25), Roberto Hinojosa (Southeast Division), and Martin Rocha Jr. (Lone Star Division).*

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:

- ▶ **Damon Allen**, Foreman, Southeast Division
- ▶ **Dillon Anthony**, Foreman, Southeast Division
- ▶ **Rigo Arregoita**, Foreman, Division 25
- ▶ **Carl Braatz**, Foreman, Division 70
- ▶ **Shannon Britt**, Groundman, Southeast Division
- ▶ **Andrew Craig**, Trimmer, Central Division
- ▶ **Nate Demby**, Foreman, Central Division
- ▶ **Drake Demerest**, Trimmer, Southeast Division
- ▶ **Aaron Hallead**, Trimmer, North Division
- ▶ **Antonio Henriques**, Trimmer, Central Division
- ▶ **Shawn Johnson**, Foreman, North Division
- ▶ **Mirzet Klinac**, Groundman, Central Division
- ▶ **Daniel Long**, Foreman, Central Division
- ▶ **Justin Long**, Trimmer, North Division
- ▶ **Christopher Pardee**, Foreman, Southeast Division
- ▶ **Vaughn Pierson**, Foreman, North Division
- ▶ **William Rogers**, Foreman, Southeast Division
- ▶ **Troy Sanders**, Foreman, Division 25
- ▶ **Shon Showalter**, Foreman, Central Division
- ▶ **Justin Siruta**, Foreman, Mountain States Division
- ▶ **Ricky Slone**, Foreman, Division 25
- ▶ **Gene Weiss**, Foreman, Division 70
- ▶ **Jeff Ziebell**, Foreman, Central Division



SPRING SAFETY CHALLENGE

TOMORROW IS YOUR REWARD
FOR WORKING SAFE TODAY.
MAY 22-JUNE 11



Congratulations to the 153 GFs and leaders who successfully completed the challenge with zero incidents. That is about 94 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.

A special acknowledgement goes to Mountain States Division (30), Pacific Division (35), Southeast Division (40) and Southwest Division (50) for completing the challenge with zero disqualifying events division-wide.

Another special shout-out goes to Southwest Division for going incident-free three safety challenges in a row and winning the additional surprise prize! Each crew member received a WTS camo hat for their accomplishment. Congratulations to everyone in Southwest Division! These crews have demonstrated that with the right safety culture, focus and determination, you can work incident-free and go home safe.

CENTRAL DIVISION John Bigham · Roderick Breakfield · Luis Burgos-Cruz · Lance Even · Roger Farley · Kevin Hough · Noah Killion · Stephen Lee Jr. · Chris Lenhardt · Brandon Magee · William J. McDowall III · Robert McCoy · Douglas Oliver · Thomas Pearson · Jose Jasso Perez · Jordan Sutherland · Corey Wilson · Teddy Wilson · Tom Wipf · Ray Wolken · James Woodling

NORTH DIVISION Rob Bellew · Jason Bryant · Nick Ditta · Scott Dundee · Nick Henderson · Gary Higgins · Ron Horn · Sam Hott · Chris Lorenz · Nick Lorenz · Marvin Miller · Michael Mitchelar · Don Parrish · Jeremy Parish · Jason Scott · Dale Stout · John Tracy · Nathan Wallen · Joe Wewer

DIVISION 25 Chad Chaney · Eric Davidson · Brandon Dillon · Larry Drumm · Steve Ford · Ronnie Gibson · Justin Lawhorn · Juan Nieto · Brad Shearer · Daniel Thacker · Doug Thacker · Samuel Thacker · Francisco Trejo

MOUNTAIN STATES DIVISION James Cooper · Glen Crabtree · Jarrod Johns · Emanuel Hernandez Lopez · Jaime Flores Rocha · Kirk Schuster · Scott Smith · Joe Valdez · Joe Weldon · Jeremiah Wildeboer · Joshua Wildeboer

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

WRIGHT TREE SERVICE OF THE WEST Joe Bickel · Rafael Cisneros · David Hatton · Chuck Ritter · Jeramie Socey · Steven Smedley · Charles Nix

SOUTHEAST DIVISION Jeff East · Ryan Manson · Wilman Merlos · Brian Walker · Jeffrey Wallace · Chris Wilson · Charles Wright

DIVISION 45 Ever Acosta · Tomas Bermudez · Ken Carman · Ronald Carman Jr. · Wesley Carter · Chad Fox · Cesar Garcia · Al Garrow Jr. · Rigoberto Guzman · Jose Serrano Hernandez · Pedro Hernandez · Roberto Hinojosa · Bob Kirby · Dave Locke Jr. · Kevin Rhoads · Doug Royal · Cole Soper · Terry Southerland · Dan L. Smith · Joey Williams

SOUTHWEST DIVISION Thomas Acker · John Bedsworth · Larry Bryant · Arthur Colbert · Randall Dejager · Joseph Easton · Tony Gadola · Rafael Garcia · Scott Ogden · Jeff Rhodes · Afton Stanko

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

MINNKOTA DIVISION Jason Brown · Marty Campbell · Jim Engelke · Wayne Fancher · Arnulfo Flores · Tim Hanson · Michael Harris · Matthew Lenhart · Boyd Rasmussen · Bill Schumal · Scott Schweisthal · Ira Signalness · Dustin Walton

DIVISION 80 Favian Aguilar · Rogelio Arredondo Jr. · Eloy Zapata-Cabrera · Sie Camacho · Jon Cates · Silverio Fernandez · Jesus Garza · Oscar Grisham · Jose Felix Hernandez · Domingo Robledo Jr. · Eliodoro Silva Rodriguez · David Trevino

CORPORATE OFFICE All Employees

SPRING SAFETY CHALLENGE



Safety Rap

Division 45 GF Al Garrow was inspired to write a safety rap to increase engagement throughout the challenge. At first, his crews were hesitant to get involved, but as time passed, they really started getting into the spirit. We shared their video across all divisions and found that the spirit was contagious. We would like to thank Al and his crew members for going above and beyond during the challenge.



SAFETY RAP LYRICS

We're talking PPE, that's what we need.
It will keep us safe from our head to our toes.
PPE is the way to go.
We're talking PPE.

We're talking signs, cones and chocks.
Protects me, our crews, and our trucks.
We're talking signs, cones and chocks.
Protects me, our crews, and our trucks.

We're talking safe work practices doing it Wright.
Keeps us coming back safe after work each night.

We're talking PPE, that's what we need.
We're talking signs, cones and chocks.
We're talking safe work practices doing it Wright.
Keeps us coming back safe after work each night.

GF SAFETY SECRETS

Every Wednesday during the Spring Safety Challenge, we highlighted advice from top performing GFs who have gone incident free for many years. We wanted to recognize these individuals for their strong commitment to safety and learn from their tips, tricks and tools of the trade. We have provided a brief description of the messages shared by GFs Scott Ogden, Fidel Alvarez and Arthur Colbert.



GF **Scott Ogden** from Southwest Division has been working with WTS for over 24 years. He strongly encourages others to lead by example. If you treat your crews with respect, they will respect you. He teaches his crews to be professional, to never take shortcuts, and to always have a positive attitude and willingness to learn. With safety as the top priority, he takes great pride in crediting his crew for his low incident rate.



GF **Fidel Alvarez** from Lone Star Division has been working with WTS for seven years. He achieves zero incidents by never turning a blind eye to unsafe behavior. If he sees someone not working safe or following an AWM, he coaches them on the proper way to perform the task. His crews are a big reason why he has gone incident-free year after year. They value the Brother's and Sister's Keeper motto by looking out for the safety of their co-workers. They also value their families so they can go home safely each day.



GF **Arthur Colbert** from Southwest Division has been working for WTS for 24 years. While there are many things that make him a successful GF, he feels the most important things are communication, quality crew visits and daily safety stand downs. He takes his job very seriously, strives to go by the book, and doesn't take or allow shortcuts.

Have You Seen Our Newest Safety Video?

Our newest safety video called "Electrical Hazard Awareness" is now on the WTS website! Check it out at www.wrighttree.com. This video is the third video in a series of safety videos that WTS has released. Stay tuned for a fourth video, "Fall Hazard Awareness," to be released in 2017!



Hurricane Matthew

By Curt Hirtzinger, Safety Supervisor

As utility line clearance tree trimmers, we are always on call in case of a catastrophic emergency such as Hurricane Matthew. On October 5, 2016, WTS crews from Kentucky, Oklahoma, Tennessee, Michigan and Indiana were dispatched to one of the 11 main staging sites throughout damaged areas along Florida's east coast. More than 15,000 utility and line clearance workers were staged and ready, anticipating an estimated prediction of 1.5 million outages statewide.



WTS employees contracted by Nashville Electric Service (NES) returning home after long days and hours from the Hurricane Matthew relief

After Hurricane Matthew made its path up Florida's east coast, it left behind 976,440 customers without power. WTS crews worked 16 hours a day for eight days in efforts to restore vegetation related power outages in Florida and Georgia. WTS crews communicated well with linemen on grounding procedures and PPE was worn without fail. All crews did a great job of identifying and mitigating all hazards on their jobsites.

The primary goal of WTS storm response crews was to clear the site, conductors, and other hardware of trees and other vegetation as safely and quickly as possible so that the utility line workers and engineers can access the area to repair damage and restore power. This means there was a lot of debris in the form of felled trees, and brush in and around the storm sites. WTS crews did everything to ensure that large logs and brush were stacked in such a way the roads and driveways were safe and clear for the customers and workers involved.

I would like to personally thank every employee involved for working safely and productive in a time when many potential hazards were involved. Hearing the Florida Power and Light (FPL) supervisors say, "Those Wright guys get the job done," is a reflection of our core values.

HURRICANE MATTHEW BY THE NUMBERS

- 167 total WTS personnel
- 32 of those traveled to Georgia to support Georgia Power afterward
- 21,976.50 hours with Florida Power and Light
- 3,023 hours with Georgia Power
- 24,999.50 total man hours
- 78 vehicles and equipment used

INTERESTING FACTS

"A major hurricane has not impacted this area in 118 years, since October 2, 1898. There is NO local living memory of the potential of this event," warns the National Weather Service in Jacksonville, Florida in a briefing.

The amount of rain that fell in the southeast was equivalent to 13.6 trillion gallons of water, a volume equivalent to 75 percent of the Chesapeake Bay.

Indiana Division 25 employees traveled to Georgia to help Georgia Power with storm restoration efforts after spending time in Florida to support FPL. ▼



"Thank you to the group of men from your company who helped us out in the aftermath of Hurricane Matthew. They have been working so hard to get the tree damage removed in my yard. Thank you so much for helping us in this terrible time."

"I can't tell you thank you enough for helping our state get back on its feet after the storm. Knowing that your company helped make our roads and communities safer holds a special place in my heart. Thank you again a million times over."

"Thank you for assisting in relief efforts for Hurricane Matthew!"

"I wanted to give kudos to your company after seeing a convoy of vehicles headed to Florida."

"We were blown away by these guys. They were the most considerate, hardworking guys I have had the pleasure to watch. Upon arrival, they formed a plan and went right to work. We had no worries with the Wright crew on our side. Thank you for sending such a wonderful group of gentlemen to help us after Hurricane Matthew."

An Edgewater, Florida, resident complimenting GF Joey Williams and Foreman Paul Marlowe



CORPORATE OFFICE

Congratulations, Will!

President and COO Will Nutter received the Utility Arborist Association's (UAA) Silver Shield Safety Champion Award in August. The award recognizes individuals who perpetuate and inspire safety wherever they go. These front line safety champions influence and promote safety culture at every turn. The awardee understands the importance of safety and improves the system. Congratulations, Will!



CORPORATE OFFICE

Pink Mulligan

In August, WTS sponsored a hole at the first annual Susan G. Komen Iowa Pink Mulligan Golf Tournament. VP of Operations Wade Myers, Regional Manager Jerry Black, WSC Controller Jon Hicks and VP of Operations Steve Pietzyk participated with 27 foursomes in a best ball format. WTS provided logo'd bags for all participants. The event helped raise nearly \$8,000 in additional funds for breast cancer research, education, screening, treatment and support services.

(Left to right) Wade Myers, Jerry Black, Jon Hicks and Steve Pietzyk ▼



News from the Branches

CORPORATE OFFICE

To thank their payroll and billing specialist, Alison West, for all of her hard work, Southeast Division GF Robert Hinojosa delivered chocolates to her while visiting the corporate office for GF School in October.

Alison and Robert ▼



"They cleaned up the best I have ever seen. Every single person on the crew was polite and very nice. They did an awesome job!"

A Westar Energy customer complimenting Foreman Jeremy Vancil, Trimmer Norman Trevolt and Groundman Ralph Ballinger

"I want to commend the crew for their respectful behavior, professional cutting skills and careful attendance to my flowers, fence and property. They did a beautiful job trimming the tree and I cannot express my gratitude enough!"

A Westar Energy customer complimenting Foreman Hector Jimenez, and Trimmers William Wilson and Francisco Bedolla

"The crew has been great to work with, cleaned up and protected my property from damage. I have a renewed appreciation for the utility and tree service crews."

A Westar Energy customer complimenting Foremen Devon Roets and Victor Cabrera, and Trimmers Brandon Knight, Michael Robertson and Kashif Wilson

CENTRAL DIVISION

"They did a great job and explained the work that was being done. They were very courteous and professional."

An OPPD customer complimenting several crew members

"The crew has been in our neighborhood for two weeks and are undoubtedly the hardest working guys I have seen. They are always polite, considerate of the property and thorough on the job. They clean up the debris and haul away remnants each afternoon."

A Board of Public Utilities customer complimenting GF Corey Wilson, Foreman Scott Gray, Trimmer Gene Greer and Groundman Chris Oden

"Your employees were courteous, knowledgeable, and hard working. These guys put service back into customer service. Thank you Robert, Vance and Mark for your hard work."

A Westar Energy customer complimenting Work Planner Robert Potarf, Foreman Vance Morse and Trimmer Mark Engel

"The crew did an awesome job and didn't leave a mess. I was very impressed!"

A Westar Energy customer complimenting GF Corey Wilson, Foreman Vance Morse and Trimmer Mark Engel

"Luis Burgos did a very good job on our street. He and his fellow workers were thorough and friendly."

A Westar Energy customer complimenting GF Luis Burgos and crew members

"Luis took a look at my request, scheduled a time to come back and remove the tree in question, and did so! He delivered on everything he said he would. The crew was on time and courteous. Luis even came back to follow up with me!"

A Westar Energy customer complimenting GF Luis Burgos and crew members

"The crew did a wonderful job on my trees. The supervisor addressed my concerns and made sure I understood what the crew would be doing to the trees. They went the extra mile."

A Westar Energy customer complimenting GF Luis Burgos, Foreman Alfredo Perez and Trimmer Jose Flores

"I was very impressed with the crew members who worked on our trees. They were polite, took all of the branches to the front curb and left the backyard just as they found it. After finishing the job on our

block, they chipped all of the branches and raked up every last piece from the street.”

A Westar Energy customer complimenting Foreman Douglas Umana and Trimmer Rodolfo Lopez

“I’m very pleased with your speedy response and professionalism. The crew was very polite and respectful. They worked very hard all day trimming the trees in my backyard. They raked the yard and cleaned it so well that I couldn’t even tell they were here!”

A Westar Energy customer complimenting GF Luis Burgos, Foreman Douglas Umana and Trimmer Rodolfo Lopez

“They have done a wonderful job. They were professional and kind. I can’t believe how easy they made it for me!”

A Westar Energy customer complimenting Foreman Alfredo Perez and Trimmer Jose Flores

“I wanted to let you know what a great job the crew did. I really appreciate all of the hard work they put into keeping the lines clear.”

A Westar Energy customer complimenting Foreman Alejandra Hernandez, Trimmer Dalton Bevan and Groundman Edgar Macias

“I am very happy with the work that was done. The crew was very professional and knowledgeable.”

A Westar Energy customer complimenting GF Teddy “Ty” Wilson and acting GF Sam Tuschhoff

“The crew was extremely polite and patient. They even showed my mother where they would be and what they planned to do.”

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

“The men did an excellent job trimming the backyard trees from around the electrical lines. They did their best at following my wishes while following company requirements. Thank you for such fine workers.”

A Westar Energy customer complimenting Foreman Jose Aparicio and Trimmer Jose Morales

“The crew trimming trees in my area did a fantastic job and I was very happy with them!”

A Westar Energy customer complimenting Foreman Jose Aparicio and Trimmer Jose Morales

“The crew informed me of what they were doing and they did a good job trimming. They were courteous and cleaned the debris up. They made the experience very pleasant.”

A Westar Energy customer complimenting Foreman Yaniel Zayas and Trimmer Antonia Terrazas

“The tree cutting done in my backyard was a very cooperative and good experience. They respected my wishes and were very careful. It looks great.”

A Westar Energy customer complimenting several crew members

“I was impressed with their customer service, as they visited with me before they started work and let me know their plans. I was also impressed with their attention to detail and craftsmanship - they were careful with the limbs they cut and thought about how the tree would look. They did a great job.”

A Westar Energy customer complimenting several crew members

“You guys did a great and quick job of getting the tree that broke off into the power lines!”

A Westar Energy customer complimenting Foreman Victor Cabrera and Trimmer Simon Fajardo

“I would like to bring your attention to the professional service provided by your crew. The two men have shown themselves time and time again to be different than others. The driver did an excellent job communicating with us about what work they planned to do on our property and seemed genuinely concerned with our satisfaction with their work. They accomplished more in a single day of work by themselves than most crews would have. They are commended for their strong work ethic.”

A Westar Energy customer complimenting Foreman Jamie Kozlowski and Trimmer Will Blankenship

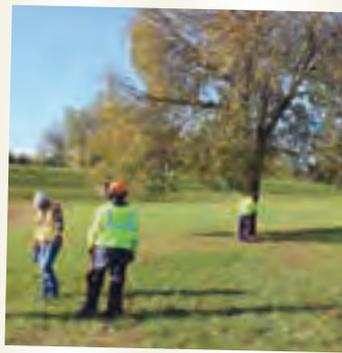
“Chris went above and beyond. He was very professional and understanding. I commend him for his work ethic.”

A Westar Energy customer complimenting Project Manager Chris Lenhardt

CENTRAL DIVISION

Chainsaw Safety Training

Safety Supervisors Paul Mitchell and Ben Isbell did a chainsaw safety training with City of Des Moines employees in October. The day included a presentation on chainsaw safety followed by five step felling and drop zone safety. The training concluding with hands on practice in notching and felling trees. ▼



CENTRAL DIVISION

WTS in Action

WTS employees spent a day with OPPD in October at the OPPD Arboretum doing tree removals and beautification work. The work will help keep the trees healthy and maintain a reliable electrical system. Employees received safety training and had the opportunity to practice their craft and arboricultural skills. The training day was featured on OPPD’s micro website, *The Wire*.

Source: OPPD *The Wire* ▼ ▶



NORTH DIVISION

Happy Retirement!

North Division Division Manager Phil Heinz retired from Wright Tree Service after working for the company for 40 years. Phil started as a fill-in journeyman trimmer and was asked if he was interested in a foreman position. His reply, "No, I won't be around that long!" Forty years later, and Phil had worked as a trimmer, foreman, general foreman, supervisor and lastly as the division manager for the North Division. In September, employees gathered for a retirement cookout to celebrate Phil's retirement. Thank you to Phil for his service with Wright Tree Service and for all he's done!

(Left to right) Back row: Foreman John Ditta, GF Jeremy Parish, Work Planner Terry Koser, and GFs Jason Scott, Nate Wallen, Ron Horn, Sam Hott, Scott Dundee, Gary Higgins, Joe Wewer, Nick Ditta and John Tracy. Front row: GFs Jason Smock, Jason Bryant, Bryon Honea, Marvin Miller and Don Parrish, Division Manager Phil Heinz, GFs Chris Lorenz, Nick Lorenz and Michael Mitchlear, newly appointed Division Manager Rick Clendenny, and Project Manager Rob Belleu. ▼



"Wright has been doing work on my road and I would like to commend the crews for their safe driving."

An Abilene, Kansas, resident complimenting several crew members

"I wanted to thank the guys who pulled the branches out of the backyard and trimmed the limbs around the electrical lines. The men were nice and professional, representing the name of Wright Tree Service well."

A Kansas City Power and Light (KCP&L) customer complimenting GF Tommy Pearson, Foremen Ruben Saldana and Oscar Lopez, Trimmers Jesus Saldana and Bryan Matt, and Groundman Boone Tyler

"I wanted to thank Shawn for cutting the trees on our street today. He went above and beyond to make sure my dad was happy how the trees were cut."

A KCP&L customer complimenting GF Tommy Pearson and Foreman Shawn Perry

"We were pleased with the care they took in keeping debris in our yard and not damaging our neighbor's wall. We wanted management to know we appreciated their work. The crew did a safe job in non-ideal conditions. This is a project we've been trying to complete for years and we're glad Ray was able to schedule the job."

A KCP&L customer complimenting GF Ray Wolken, Foreman Michael Spillman and Trimmer Jimmie Oxley

"I wanted to thank the crew for working through the night to restore power to the neighborhood. They worked very hard and I'm very appreciative."

A KCP&L customer complimenting GF Ray Wolken, Foreman Mike Spillman, Trimmer Jimmie Oxley and Groundman Dakota Snow

"I wanted to compliment the flagger and crew working in Shawnee, Kansas. The sign warning

of the closed lane was placed well in advance of the lane closure. I was impressed how the employees were concerned about keeping drivers and themselves safe."

A resident complimenting GF Ray Wolken, Foreman Brian Louderback and Groundman Charles Foster

NORTH DIVISION

"I would like to share my appreciation for the crew. My family had suffered a loss of a loved one and was in the procession. When we passed the crew, they stopped what they were doing, took their hats off and stood in respect. That meant so much to me and my family."

A Springfield, Illinois, resident complimenting Foremen Wade Clark and Dan Hutchison, and Trimmers Doug Karaffa and Kris Furness

"We were traveling in a funeral procession today and I wanted to let you know how impressed I was to see your workers stop and stood by the road with their hats removed. Job well done and it will not be forgotten. It made a big impression!"

A Flanagan, Illinois, resident complimenting several crew members

"Your team has been trimming trees in Griggsville and they are the nicest people. They are the most polite and professional group of people. I was very impressed!"

A Griggsville, Illinois, resident complimenting GFs Jason Bryant and Nate Wallen, and several crew members

"The crew was great! They did a terrific job."

An Ameren customer complimenting GF Jason Bryant and Foreman Jeremy Todd

"The crew did a wonderful job in trimming the trees and cleaning up."

An Ameren customer complimenting Foreman Manuel Barra, Trimmer Jorge Velez and Groundman Jerome Mills

NORTH DIVISION

Saluting Branches

On September 21, employees took part in the Second Annual Saluting Branches event, Arborists United for Veterans Remembrance. The event contributed to the safety, health and beauty of the urban forest at 34 veteran cemeteries across the United States. There were more than 1,400 volunteers from 300 companies and organizations who contributed to the estimated \$1.4 million dollars in arboriculture services donated.

(Left to right) GF Don Parrish, Foreman Tim Monn, Trimmer Daniel Krajec, Foreman Wade Clark and Trimmer Doug Karaffa ▶



“Marvin was quick to respond and was very understanding. He’s a great employee!”

An Ameren customer complimenting GF Marvin Miller

“I would like to compliment your company on its customer service. I had called about one of my trees and the next day, Jason was at my home to talk to me about my concerns. He was very knowledgeable, polite and put an ease to any concerns I had.”

An Ameren customer complimenting GF Jason Scott

“Friendly and polite. They cleaned up after they finished their work. Good job!”

An Ameren customer complimenting Foreman Brandon Irons and Trimmer Joe Smith

“These guys are doing a very fine job. They are polite, courteous, and do not leave a mess when they complete their work for the day. They are accommodating when we need to get out of our area. If they need to work close to our house, they let us know what they are doing and how long it’ll take.”

An Ameren customer complimenting Foremen Brian Harbison, Donny Kane, Chris Saling and Scot Lay, Trimmers Bill Ray, Armon Barajas, Scott Oermann, James Bufka and Josh Ash, and Groundman Clayton Lorenz

“I initially had concerns when crews arrived at my home, but they were dismissed after a courteous conversation with Nick. The team was exceptional and I’m a very satisfied homeowner.”

An Ameren customer complimenting GF Nick Henderson and Foreman Jason Heddes

“I was impressed with your men today. They were very professional and their hard work is appreciated.”

An Ameren employee complimenting Foremen Robert Yette and Ian Parrish, and Trimmers Jeremy Nailer and Richard Roberts

“The crew I talked to was professional, courteous and answered all of the questions I had.

A St. Louis, Missouri, resident complimenting Foreman Matt Hance, and Trimmers Marcos Navarrete and Derek Dickey

“The men were some of the most polite and conscientious young men I’ve come across.”

A Menard Electric customer complimenting Foremen Aaron Unsicker and Chris Monts, and Trimmers Zabian Morris and John Parrish

DIVISION 25

“Juan was quick to respond and very helpful.”

An American Electric Power (AEP) customer complimenting Juan Nieto

“Your team has been clearing trees and limbs from our area and are doing a fantastic job! We’ve had the job of watching the workers and it has been a pretty neat experience seeing what they do. Our two young girls and I talked with them and they were so respectful. Their hard work and dedication to this job is evident!”

An AEP customer complimenting several crew members

“The entire crew showed up at my house and dug up the head and repaired the line and replaced the sprinkler head. They refused to take anything for their hard work and dedication. They ALL should be commended for OUTSTANDING customer service. They went above and beyond what I expected of them.”

An AEP customer complimenting Foremen David Jaeger and Tim Kyle, and Trimmers Robert Holbert, Mack Kirkpatrick and Russell Kyle

“The crew went above and beyond with work and clean up. They did an excellent job.”

An AEP customer complimenting GFs Larry Drumm, Foreman Phil Latour, and Trimmers Kevin Eggert and Daniel Beeman

“After seeing a flag hanging on my house and confirming I was a veteran, Donnie shook my hand and thanked me for serving our country. And the crew did a great job with their work. I was very impressed with the company.”

An AEP customer complimenting Foreman Donnie Riggs and Trimmer Tommy Gibson

“Donnie was a wonderful employee. He went above and beyond what we asked him to do. He made sure everything was nice and clean.”

A Peace Montessori School employee complimenting Foreman Donnie Riggs

“While looking at areas for a project, a crew member stopped us from entering the work zone because one of us did not have the appropriate PPE. He offered PPE and reminded us of the distances we needed to be from the equipment and

NORTH DIVISION

In Memory

Wright Tree Service sends our condolences to the family of the late Tom Petruszak who passed away on September 3, 2016 while rescuing someone who was drowning in Lake Michigan. Tom worked with the company for more than 10 years in Illinois.

NORTH DIVISION

Kerst to the Rescue

Trimmer John Kerst noticed a police officer standing in a right-of-way (ROW) where an underground transformer was arcing and sparking. At that point, the open secondaries began to pop and spark. John began to yell at the police officer to get out from under the power lines. The officer ran across the street as the trimmer called the utility to report the situation. Moments later, the secondary burnt down and landed where the police officer was previously standing. A woman came out of her house in a panic, grabbed a water hose and ran toward the burning transformer to spray it. John was able to stop her before she could make the situation worse. John helped mitigate a very serious situation and potentially saved two lives in the process.

NORTH DIVISION

Energized Conductors Demonstration

On October 18, Safety Supervisors Jeff Gilmore and Nate Carlisle, CNUC Technical Applications Supervisor Brian Sprinkle, and Ameren Forestry Supervisor Dae Schenck presented at the Illinois Arborist Association’s Annual Conference. The presentation focused on working near energized conductors and included a demonstration.

(Left to right) Brian Sprinkle, Dave Schenck, Nate Carlisle and Jeff Gilmore. ▶



DIVISION 25

In Memory

On August 16, Division Manager Ken Venzke's father, Dale Venzke, passed away. Dale was a previous Wright Tree Service employee who had been with the company for more than 35 years.

"I had the pleasure of getting to know Dale in the early 80s when I moved to Minnesota," President and COO Will Nutter reminisces. "I had only been in the business for about three or four years, and most of my experience was on the distribution side of things. I was asked if I could help oversee the transmission crews in the metro area, and Dale's crew was one of the first crews I worked with. It was a true pleasure working with Dale and seeing his dedication to his crew as well as Wright Tree Service. He had a willingness to work with me and help me learn more about transmission work. Dale maintained that dedication throughout the remainder of his years with the company, and I know that many of our employees have and are still benefiting from Dale's wisdom, commitment and dedication to doing the job safe and doing the best job for the company and our customers. On behalf of the entire Wright Tree Service family, our thoughts are with Ken and his family."

drop zones. He went through the briefing with us and did an excellent job and was very detailed. The property owner was present and said that he was very impressed by the crew's professionalism, hard work ethic and how well they cleaned up his property. We commended the crews for their dedication to professionalism and commitment to providing the best customer experience."

An AEP employee complimenting GF Francisco Trejo, Foreman Armando Ortiz, and Trimmers Manuel Duis and Ronnie Pyne Manuel, Armando, Ronnie and Francisco ▼



"I wanted to thank you and the crew for the remarkable job that was done on my property. The crew was very professional."

An AEP customer complimenting GF Steve Ford, Foremen John Labrie and Arthur Sarellano, and Trimmers Aaron Overbey and Walter Bambaren

"I met one of your employees at the store. I didn't catch his name but I wish there were more people with his kind of attitude."

A New Castle, Pennsylvania, resident complimenting a WTS employee

"If we had questions, they were more than happy to answer. They stacked the wood and cleaned up all of the debris. The men were very polite, courteous and efficient."

A FirstEnergy customer complimenting Foreman Ernie Miller and Tim Roberts, Trimmer Logan Riggelman, and Groundmen Michael Roberts and Chris Crabill

PACIFIC DIVISION

"The crew did a great job. They contacted me ahead of time, were professional and did a great job cleaning up."

A Cowlitz Public Utility District (PUD) customer complimenting GF Shawn Woody and crew

"The crew was working along a highway when a serious auto accident occurred in close proximity to the crew's work zone. The crew immediately stopped working, cleared equipment from the roadway, and began flagging for first responders. They continued to help until the scene was clear. Their effort was appreciated!"

"Grays Harbor PUD appreciates the crew's quick thinking and wherewithal in a difficult situation. Great job guys!"

Oakvill Fire Department Lieutenant Ken Shively and Grays Harbor PUD complimenting Foreman Dario Vargas, Trimmer Michael Kelly, and Groundmen Joshua McClain, James Kruger and Austin Neary

DIVISION 25

Dale State Veterans Home

On May 6, a group of 14 employees did a volunteer project at the South Dakota Veterans Home in Hot Springs. It was a big project for the group and appreciated by the veterans and employees as four of those who volunteered are veterans.

The facility is home to local veterans and the employees volunteered their time and services, valued at an estimated \$10,000 of work. The Rapid City Journal wrote a story about the work that was done by WTS. Governor Dennis Daugaard wrote a letter stating, "Your generosity, and that of your team, has not gone unnoticed. I appreciate this good deed for our veterans and their home."

Volunteers include: Project Manager Glen Crabtree, GF Jeremiah Wildeboer, Foremen Andrew Kennedy (veteran), Matthew Pietz, Levi Munns, Ben Beebe, Dale Silbernagel (veteran), Paul Reuter (veteran) and Jason Osborn (veteran), and Trimmers Lance Gould, Brandon Erwin, Duran Harris, Jack Griffith and Carney Wang. ▶



DIVISION 25

Trees for All

In October, Xcel Energy offered 200 trees to their Aurora, Colorado, customers through the Energy-Saving Trees Program for the first time. Volunteers from WTS and Asplundh were on-site to help with trees and provide advice to customers on proper tree planting and care. The customer response and turnout was fantastic. ▼

WRIGHT TREE SERVICE OF THE WEST

"I wanted to thank the crew for gently pruning my red maple as requested. I really appreciate it. They were a nice crew!"

A Pacific Gas and Electric customer complimenting Foreman Shane Moore and Trimmer Shawn McNeeley

"The crew provided great customer service, were very professional and did a great job."

A Sacramento Municipal Utility District customer complimenting several crew members

While working the area, a Humboldt, California, resident snapped a shot of an employee climbing a tree in their neighborhood. ▶



SOUTHEAST DIVISION

"The crew was great. They cleaned up after they finished the job and I really appreciate the job they did."

An NES customer complimenting Foreman Gary Norwood, and Trimmers Danzel Johnson and Luke Miller

"They assured me that they would treat my tree as if it was their own. They did just that and I don't have to cry this time! The two men were extremely polite and just wonderful guys. Thank you for hiring such great workers that care about people."

An NES customer complimenting Trimmers Justin Verkamp and Luke Miller

"Just wanted to post how thoroughly professional this company is. Justin, Omar and Gary's crews all were courteous, polite and (most of all) extremely good at what they do. Always kept me informed of what they were doing and, if they had to leave for some reason, always informed me that someone would be back to finish up. Can't recommend these crews highly enough."

An NES customer complimenting Foremen Omar Granados and Gary Norwood, and Trimmer Justin Verkamp

"The crew did a very good and efficient job cutting six trees in our front yard. A few days later, a crew came to pick up the large trunks. They were very quick and impressive. We appreciate them all and the professional job they did."

An NES customer complimenting Foremen Omar Granados and Jesse Jones, Trimmers Daniel Noe and Justin Verkamp, and Groundman Charles Williams

"This was a tough, dangerous job and they did it very well. There were power lines, houses, fences, landscaping, vehicles and curious neighbors to be considered every minute. One crew member helped in all sorts of ways and paid close attention. Another was doing the trimming and was an expert with the chainsaw. An employee picked up the brush and was on the ball at all times while another piled up the limbs and watched out for pedestrians. They were a great bunch of guys and worked well together."

An NES customer complimenting GF Charles Wright, Foremen Omar Granados and Jarol Forte, and Trimmers Orlando Hardy and Justin Verkamp

"I appreciated the consideration of your workers. All of them were very kind to my children who were watching and playing outside at the time. Their courteous and polite service is much appreciated!"

An NES customer complimenting Foremen Jason Lewis and Darren Valens, Trimmers Simon Harknett and Billy Robinson, and Groundmen Dustin Wilson and Brandon Greer

"Each of these men were so professional and informative while trimming limbs on our property. They always let us know when and why they were trimming. Thank you for hiring such nice and polite young men. They are an asset to your business."

A Gulf Power customer complimenting Foreman Chris Pardee, and Trimmers Willie Wilkerson and Julio Plaza

"Thank you for the quick response and customer service. I appreciate all of your efforts."

A Gulf Power employee complimenting Work Planner Vince Scenna

"The crew was extremely professional and engaging. They took the time to share what they were doing. You have a great group of men working for WTS."

A Louisville Gas and Electric (LG&E) customer complimenting GF Pedro Hernandez and several crew members

Honoring 9/11

On September 11, in memory of the terrorist attacks that occurred in New York City in 2001, Regional Manager John Hurs's church hung an American flag between two WTS trucks, measuring 20 feet by 38 feet. This display in Bloomington, Indiana, caught the eye of many. Residents stopped and took pictures. ▼



SOUTHEAST DIVISION

Clay Shoot

In November, WTS sponsored a shooting station at the 4th Annual Gulf Power Clay Shoot for America's Heroes. Gulf Power's Eastern Transmission Field Technician Courtney Conring, Transmission Team Leader Will Avery, Central Forester Buck Lowery, and WTS GF Brian Walker participated together during the event. The money raised from the shoot benefited Building Homes for Heroes, a military charity that builds and modifies homes to help returning wounded veterans rebuild their lives.

*(Left to right)
Courtney Conring,
Brian Walker, Will Avery
and Buck Lowery*



DIVISION 45

Woldumar Nature Center

In June, WTS joined James Clark Tree Service and Woods Arbor Solutions to partner with the Arboriculture Society of Michigan and provide a day of service trimming the trees surrounding the Woldumar Nature Center. The work made their surrounding areas safer and more beautiful. This was the first of several tree projects all companies will be helping with, and it's also the first of several projects to spruce up the nature center's surroundings. ▼



DIVISION 45

Storm Restoration Efforts

In July, WTS crews were featured in footage from a news story on Channel 10 WILX in Lansing, Michigan, about storm restoration efforts in the area. WTS worked with Lansing Board of Water and Light (BWL) to clear trees and restore power. More than 600 wires and 14 utility poles were knocked down, resulting in 12,000 customers without power.

DIVISION 45

"I wanted to reach out and thank the excellent volunteers you contributed for the Indianapolis Power and Light (IPL) day in the Parks. We enjoy working with your year after year and are so appreciative of the great work you do. By allowing your team to come out and work alongside of us, you help us beautify the parks and leave them looking in great condition. Not only that, but you certainly go above and beyond to make sure that our needs are covered. Dan, I really enjoy working with you and appreciate all of your assistance. The team this year was no exception. Mike, David, Cory, Aaron, Rodney, Victor, Tim, Martin and Jason helped clear out 2.5 acres of invasive honeysuckle and ended with nearly three 30-yard dumpsters of chipped material. They helped us complete the project and were great to work with."

An IPL employee complimenting Project Manager Dan Smith, Work Planner David McCann, Foremen Mike Franklin, Victor Torres and Jason Moore, and Trimmers Cory Allison, Aaron Autry, Rodney Warriner, Tim Hall and Martin Ponce

"Many thanks to WTS for the great work and clean up done at our house."

A Kosciusko Rural Electric Membership Corporation (KREMC) customer complimenting Work Planner Corey Olcheske and several crew members

"It's great to walk into a utility and consistently receive verbal and hand delivered compliments from customers about our work force. I couldn't be more proud of the hard work and effort Corey and crews are putting toward their work along with going the extra mile. Job well done!"

A KREMC employee complimenting Work Planner Corey Olcheske and several crew members

"When an issue arises, it is met head on and handled quickly and efficiently. We were especially impressed with the assistance in helping educate the team about our new system. Your team has done a fantastic job and we greatly appreciate the effort and hours required to make sure everyone is happy."

Lansing BWL employees complimenting WTS field and corporate office employees

"I have to say how impressed I have been throughout the entire process. Every time I've come home, someone has come to talk to me and let me know what was going on. My fence gates are always closed and bricks are put back in place with care. Piles of brush have been neatly put together and out of the way. Thank you so much for the work you have completed and the professional manner in which everyone in the entire organization conducted themselves."

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

"Al drove to my house and went over the work that was going to be done. He was very helpful and professional."

A DTE Energy customer complimenting GF Al Garrow

LONE STAR DIVISION

"These polite, professional personnel are extraordinary. They tried to maintain the integrity of the trees. Raul was fantastic in talking us through the procedure."

An Oncor customer complimenting GF Raul Alvarez, Foremen Jesus Barco and Brian Bentley, Trimmer Alberto Lopez, and Groundman Antonio Barco

"The men did an outstanding job! They were very polite and professional."

An Oncor customer complimenting Foreman Victor R. Rodriguez, Trimmer Jesus Gonzalez, and Groundmen Jesus Chaparro and Emilio Montesino

"They were very professional and put my trimmed limbs neatly on my driveway. I did not hear them when they came so they had to take my gates off the hinges to enter the backyard and alley which they did and then put them back. Thank you for a job well done. You can be very proud of the crew as I am proud for such a good crew and grateful for a job well done."

An Oncor customer complimenting Foreman Ramon Huerta, Trimmers Rafael Garcia, Miguel Rivas and Humberto Gomez, and Groundman Luis Castro

"I wanted to let you know how professional and courteous the crew was. I really appreciated their hard work and care."

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

“Romeo and a crew were about to clear trees near the cemetery while a service was being held. He spoke with me and expressed his desire to not hinder the service with the sounds from the equipment. I thanked him for his kindness and respect for the service and appreciation for the family in their time of sadness and loss. It is a pleasure to see this in a young man who represents himself and his company in such a respectful manner.”

An Arp, Texas, resident complimenting Project Manager Romeo Correa

“I wanted to say thanks for the great job you and your crew did. We were very impressed with the courtesy of you and all members of your group. The professionalism shown in taking the safety and protection of individuals and property into consideration was noticed by not only us but other neighbors. We were kept advised on what was going to happen and why and asked to communicate if we had any questions. Your good work was surely noticed!”

An Oncor customer complimenting GF Jose Hernandez, Foremen Manuel Garcia and Eric Garcia, and Trimmers Pedro Fuentes, Oscar Aguilera and Jose G. Canas ▼

MINNKOTA DIVISION

“Wright Tree Service was absolutely fabulous to work with. The gentlemen did all that we asked of them and truly did a wonderful job!”

A Connexus Energy customer complimenting Foreman Jeff Born, Jeremy Reid and Brett Thornblad, and Trimmer Rob Schewe

“Thank you for the excellent service and follow up.”

A Rochester Public Utilities (RPU) customer complimenting Foremen John Fiek and Erik Herberg, and Trimmers Adam Lobitz, and Nile Bear

“I was extremely impressed with the job that the guys did removing the tree branches. I couldn’t believe the response time and how quickly the work was completed with no damage.”

An RPU customer complimenting GF Jeff Harris, Foremen John Fiek and Erik Herberg, and Trimmers Thomas Alexander and Andrew Loth

“They have done an exceptional job. They have been very courteous and conscientious. They provide a good service to the city and the consumer.”

An RPU customer complimenting GF Jeff Harris, Foremen John Fiek and Erik Herberg, and Trimmers Adam Lobitz and Andrew Loth

LONE STAR DIVISION

Happy Retirement!

At the end of July, GF Riley O’Quinn retired from Wright Tree Service after being with the company for more than seven years. Riley worked under Romeo Correa on the Oncor contract.



MINNKOTA DIVISION

WTS Safety Summit

On September 21, WTS, Connexus Energy and Xcel Energy held a safety summit in Saint Paul, Minnesota. President and COO Will Nutter gave a presentation on "Safety as a Value" and Xcel Energy's Wes Tregilas spoke about the physics, forces and trigonometry involved with rigging using ropes and its mechanical advantage. A Connexus arc demonstration showed how electricity can arc from an energized distribution line into conductive objects such as aluminum ladders, tree branches, and tools. The demonstration also showed the dangers of any contact with secondary or house voltage.



"I wanted to acknowledge how much we appreciate the time, effort and patience your staff provides our customers to deliver on our promise to 'set the standard for service.' Job well done!"

An RPU employee complimenting GF Jeff Harris and crews

"WTS did a great job trimming the trees by my house and backyard!"

An RPU employee complimenting GF Jeff Harris and several crew members

"Your crew removed the tree and was very respectful of my property causing no damage. Thank you!"

An RPU customer complimenting Foreman Justin Bittner and Trimmer Jon Schwochert

"Matt, Curt and crew did a FABULOUS job. They were concerned for our safety and protecting our yard and the rest of the trees when they were working. It was a high labor job with two crews and an Xcel Energy lineman here for nearly four hours. Thanks to the crew for AGAIN helping to get our power restored."

An Xcel Energy customer complimenting Foremen Matt Ohr and Curt Kuehn, and Trimmers Sergio Mirafior, Joe Fetzek, Willmer Landaverde, Reinier Perez, and Jorge Julio

"A Wright Tree Service crew came out this morning because my pine tree was leaning on top of the Xcel wires due to Tuesday's storm. They had the power crew shut down the power and the tree crew went to action and did a wonderful job, professional and respected my gardens surrounding the tree as much as possible. They were excellent at what they do best. I thank them. Without their professional work ethics and skills, my tree could have taken the entire neighborhood power down for days. Thanks guys. Keep up the good work. P.S. Neighbors pitched in and we had all the debris gone in less than three hours."

An Xcel Energy customer complimenting GF Scott Schweisthal and Tony Ohr, Foreman Josh St. George, and Trimmers Eric Palmateer and Juan Morales

"These guys are fantastic! They are so respectful and doing an outstanding job. They cut down the awful brush so quickly."

An Xcel Energy customer complimenting Foremen Adam Velishek and Jake Schwiesthal, and Trimmer Joe Burton

"A crew came to my door to alert me that they would be cutting a tree in the back. I asked them to give me a minute to let the dog out back. They greeted my dog and even left fire

logs. I am very thankful for that and I wanted to let you know how awesome your team was!"

An Xcel Energy customer complimenting several crew members

"I showed a crew a tree in my yard that was dangerously close to taking out the lines from the pole to my house. I came home to see the whole thing was taken care of! They even cut up the wood and stacked it neatly next to my shed. This really made my day and restored some faith in humanity."

An Xcel Energy customer complimenting several crew members

DIVISION 80

"I was most appreciative of the professionalism you and the crew displayed this morning as trees were trimmed. You contacted me promptly and gave me the opportunity to visit with them before they started the job. I wanted to compliment you for the way you were able to explain the project, respect our community's concerns and coordinate everything so successfully. The crew did an excellent job of minimally pruning by hand and used pruning compound on every cut. One employee was especially dedicated and worked very hard to deliver excellent results. This was a hard job and required great skill and care on his part."

A representative of the Liberty Park Homeowners' Association Board complimenting Work Planner Jenny Fajardo, GF Rogelio Arredondo and several crew members

"I was very happy and thankful with the help from your crew."

An Austin Energy customer complimenting GF David Aguilar, Foreman Servando Ortiz Mireles, and Trimmers Ranferi Lopez and Freddie Hernandez

"We were able to have a discussion with David and his crew about saving our tree from being cut back so much. I appreciate the attitude that David and his crew had when working with us on our tree. Thanks so much for listening to us about our tree and your willingness to work with us on a solution."

A City of Austin Utilities customer complimenting GF David Aguilar and crew members

"Many thanks to you, Eloy, and the crew for a very fine job of "making safe" the tree problem at our property. I am very grateful for your excellent service and help."

A City of Austin Utilities customer complimenting Work Planner Ryan Ebbert, GF Eloy Zapata, Foremen Reynaldo Conejo and Ivan Reyes, and Trimmers Ramiro Alcaraz, Hector Morales De La Cruz and Alexis Lopez