



Our family tree

Listening to Your Safety Conscience



By Scott Smith, General Foreman (GF), Mountain States Division

Recently, I was reviewing a new jobsite with two of my job planners. I dropped them off on opposite sides of the street to scope out the area, and we planned to meet up at the end of a cul-de-sac. Meanwhile, I received a phone call, so I pulled over. While I was on the phone, I noticed something move across the right mirror in my peripheral vision. I looked again, but didn't see anything. After I finished my phone conversation, I was getting ready to pull forward but I had a feeling that something wasn't right. I removed my seatbelt, exited the truck and did a 360 degree walkaround. That's when I found, under the front of my pickup, a small child hiding. Had I ignored the feeling that I had as I prepared to pull ahead, my life would have changed forever, as well as my family and the family of the child.

Anyone who has ever been half way up a tree, preparing to top it off has probably had this same feeling. You can ask yourself, "Have I followed my training up to this point?" Or, "What's the worst that can happen?" You can hope you have a co-worker keeping an eye on you to do the right thing promoting our Brother's and Sister's Keeper philosophy. That gut feeling serves as a reminder to stop, think and refocus on what you should be doing to stay safe.

At Wright Tree Service we are given an extraordinary amount of training – whether we realize it or not. That training is to help us make good choices as we go about our day-to-day activities. After all, who is responsible for an employee's safety? Ultimately, we are the person responsible for our own safety, but our Brother's and Sister's Keeper philosophy helps enhance our safety.

Remember, everyone on every jobsite has the authority to step up and say "something doesn't look right here" or "that's not the way we were trained." Do you want to go through life saying, "I could have saved a life today, but instead I chose to look the other way?"

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teléfono inteligente o dirijase a
www.wrighttree.com y haga
clic en **Newsletter**.



NEW, ON THE MOVE & CERTIFIED

Congratulations to the following Wright Tree Service (WTS) employees who were recently appointed, promoted and certified!

NEW

- ▶ Mike Allen, GF, Pacific Division
- ▶ Brandon Burke, GF, Pacific Division
- ▶ Jason Chumbley, GF, Lone Star Division
- ▶ Rigoberto Espinosa, GF, Division 80
- ▶ Tony Feldman, GF, Pacific Division
- ▶ Royce Fewkes, GF, Pacific Division
- ▶ Chris Gaston, GF, Division 25
- ▶ Dave Gonzales, Work Planner, Mountain States Division
- ▶ Mike Herbert, GF, Pacific Division
- ▶ Debra Kobernick, Field Administrative Assistant, Southeast Division
- ▶ Randy Locklair, GF, Division 55
- ▶ Marcelo Nunez, GF, Central Division
- ▶ Brad Moreland, GF, North Division
- ▶ Fernando Perez, GF, Division 25
- ▶ Jessica Potrzeba, Payroll and Billing Specialist, Corporate Office
- ▶ Mauricio Rodriguez, GF, Division 80
- ▶ Tyler Sorensen, GF, Pacific Division
- ▶ Steve Stevens, GF, Pacific Division
- ▶ Marco Ybarra, GF, Division 80

ON THE MOVE

- ▶ Dallas Adams, Work Planner, Division 25
- ▶ Nick Buchholz, Work Planner, Minnkota Division
- ▶ Rick Bonifas, Regional Manager, Pacific Division and WTS of the West
- ▶ Jesse Bullis, Work Planner, Minnkota Division
- ▶ Ron Carmen, Project Manager, Division 45
- ▶ Ryan Ebbert, GF, Division 80
- ▶ Juan Espinosa, GF, Division 80
- ▶ Daniel Favorite, GF, Division 25
- ▶ Chad Hirtzinger, Work Planner, Division 45
- ▶ Mark Jann, GF, Division 25
- ▶ Shawn Jenkins, GF, Division 25
- ▶ Mike Kosciusko, Work Planner, Division 25
- ▶ Kyle Lagow, GF, Division 45
- ▶ Robert Malone, GF, Division 25
- ▶ Charles Nix, GF, Pacific Division
- ▶ John Pentecost, Project Manager, Mountain States Division
- ▶ Jose Sanchez, GF, Division 45
- ▶ Chris Selover, GF, Division 45
- ▶ Ira Signalness, Safety Supervisor, Minnkota Division
- ▶ David Tabor, GF, Southeast Division
- ▶ Erik Terwey, GF, Minnkota Division
- ▶ Doug Thacker, Project Manager, Division 25
- ▶ Gavin Thompson, Project Manager, Pacific Division
- ▶ David Tyndal, GF, Southeast Division
- ▶ Darren Valens, GF, Division 25
- ▶ Hector Vasquez, GF, Division 45
- ▶ Jeff Wallace, Safety Supervisor, Southeast Division
- ▶ Shawn Woody, GF, Pacific Division

CERTIFIED

New International Society of Arboriculture (ISA) Certified Arborist®

- ▶ Perry Banta, Foreman, Division 45
- ▶ Jake Perry, Foreman, Division 45



From the Treetop



By Jerry Black, Regional Manager, Southwest Division, Lone Star Division, and Division 80

I'm quickly approaching two decades working for our company, and I would

like to use this opportunity to reflect on a concept I care deeply about: diversity of ideas. Whether you have been with us for a week or 30 years, we can all agree that our company has experienced multiple positive changes in the last few years. One of those changes is related to the diversity of backgrounds and ideas now shaping the future of our company at all levels and the industry in general.

When someone mentions the word diversity, the thought that often comes to mind is related to race or creed. At work, I focus on interpreting diversity as our ability to listen and act based on ideas provided by all employees, independent of background, role or tenure.

As a regional manager for WTS, I work with a team of almost 800 employees who are providing services to our clients in five states. We have experienced stability and success, fueled primarily

"DIVERSITY: the art of thinking independently together."

— Malcolm Forbes

by a robust safety culture. This culture is in large part the result of understanding that a team of this size and geographic dispersion can only function if our employees feel that their ideas can drive change and influence our policies. If a new employee feels empowered to share their ideas about safety, methods or policies in the manner that I would as a manager, the result is a much stronger culture. As a company that offers a financial stake in the company through our profit sharing plan called the Employee Stock Ownership Plan, a culture driven towards our continued success benefits employees not only through a positive work environment, but in a sharing of the rewards of the hard work they put in.

To wrap up my message, I leave you with a challenge: our company has provided me with the opportunity to work in an environment where my ideas are heard and valued; I hope you feel the same way. If you play a role where you can help provide the same opportunity to others, I challenge you to do it every day; it makes us a better and stronger company.

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

Maintaining a Safe Work Zone with Traffic Control

By Jeff Gilmore, Safety Supervisor, North Division



Every day we face many potential hazards associated with our job, and vehicular traffic is at the top of the list.

Combine vehicular traffic with distracted driving and you have a recipe for disaster. We must do everything we can to keep our workforce safe. This can be done by knowing when and how to set up the proper flagging operation to control traffic flow. While the requirements for the flagger, in general, change from state to state, when it comes to Temporary Traffic Control (TTC), it is common to follow the Manual on Uniform Traffic Control Devices (MUTCD). I advise that you check with your local government agencies to make sure you are aware of their laws and are within their compliance.

The first question to ask when setting up a jobsite along the roadway is, “Do I need to set up TTC?” The answer is obvious when working in a no passing zone, on a hill or along a winding road. But what about a roadway where you can see both ways? This is where you need to make a decision. The MUTCD states that if traffic can self-regulate, TTC is not needed. This means if traffic can see in both directions and safely maneuver around your jobsite, then flaggers are not needed to control flow. We work every day without using TTC, but I would give this advice: if there is any doubt about

The first question to ask when setting up a jobsite along the roadway is, “Do I need to set up TTC?”

the safety of your crews, by all means use the proper TTC. The one constant between all states is OSHA, and according to OSHA regulations, we must provide a safe work environment. If this cannot be done without the use of TTC, then the decision has been made for you.

Now, let’s talk TTC. I like to look at a flagging operation as having three lines of defense.

1. Advance Warning System (AWS)

Three signs must always be present: “Work Ahead,” “Lane Closure”, and “Flagger.” Signs must be in this order and spaced 10 feet for every mile per hour. The flagger sign is always placed closest to the work zone, keeping in mind that inadequate sight distance from the AWS to the flagger is the leading cause of flagging accidents.

2. Flagger

The flagger is not only responsible for his/her own safety, but the safety of the entire worksite. Flaggers should always stand on the shoulder of the road, face traffic and shall use paddles when flagging. Some advice I always give is never stop a tractor trailer first because traffic coming up

behind cannot see around and may try to go around. Another is motorcycles; unlike semis, motorcycles tend to blend in with the surroundings and may get ran into.

3. Buffer Zone

The buffer zone is an 80-100 foot coned area between the flagger and first piece of equipment. This zone has two purposes. The first being the safety of everyone involved. If a car isn’t paying attention and goes by the flagger, they will start hitting cones before they hit the equipment. We also use the buffer zone for emergency vehicles. If responding to a call, the buffer zone can be used to clear an open lane of traffic.

Unfortunately, there is no easy solution on how to solve traffic issues faced daily. Hopefully, by using some of the tips mentioned above, it will make your TTC safer. Remember, signs and paddles are a must, and extra cones can be used to gain additional attention. Be aware of your surroundings and keep in mind that there are distracted drivers on the road that could potentially harm you, so set up your jobsite so that you eliminate every hazard possible along the way.



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

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

Challenge Coins

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

CEO COINS

- ▶ President and COO **Will Nutter**
- ▶ Multimedia Production Coordinator **Brenna Paukert**, Corporate Office
- ▶ (Retiree) Division Manager **Phil Heinz**

Phil Heinz and CEO Scott Packard ▼



- ▶ (Retiree) Regional Manager **John Hurst**
- ▶ Foreman **John Kerst**, North Division

GF School

GF School is a weeklong program held throughout the year. 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. Congratulations to all participants!

(Left to right) Back: Arnulfo Flores (Minnkota Division), Robert Malone (Division 25), Steve Stevens (Pacific Division), Carlos Cisneros (WTS of the West), Nick Ditta (North Division), Stephen Lee (Central Division), Nate Demby (Mountain States Division), Sam Hott (North Division), and Frank Archuleta (Safety Supervisor, Mountain States Division). Front: Jim Engelke (Minnkota Division), Luis Burgos (Central Division), Kyle Lagow (Division 45), Ken Carman (Division 45), Joel Guitz (Lone Star Division), David Tabor (Southeast Division), Rocky Brashear (Division 25), Marco Ybarra (Division 80), and Jason Chumbley (Lone Star Division). ▼



FALL HAZARD
AWARENESS



Have You Seen Our Newest Safety Video?

Our newest safety video called "Fall Hazard Awareness" is now on the WTS website! Check it out at www.wrighttree.com/safetyvideos. This video is the fourth video in a series of safety videos that WTS has released.

Turkey Safety Challenge

Oct. 16 – Nov. 5

Congratulations to the 149 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.



A special acknowledgement goes to Central Division (10), Mountain States Division (30), Wright Tree Service of the West (37), Southwest Division (50) and Division 80 for completing the challenge with zero disqualifying events division-wide.

Another special shout-out goes to Southwest Division for going incident-free four safety challenges in a row and Mountain States Division for two safety challenges in a row, winning the additional prize!

CENTRAL DIVISION John Bigham · Roderick Breakfield · Luis Burgos-Cruz · Cory Edwards · Lance Even · Roger Farley · Mitch Frye · Kevin Hough · Noah Killian · Stephen Lee Jr · Martin Lomeli · Brandon Magee · Robert McCoy · William J McDowall III · Paul Mitchell · Simon Montero · Marcelo Nunez · Douglas Oliver · Steve Olson · Thomas Pearson · Dustin Walton · Daniel Williams · Greg Williams · Corey Wilson · Teddy Wilson · Tom Wipf · Ray Wolken · Jim Woodling

NORTH DIVISION Jason Bryant · Nick Ditta · Scott Dundee · Nick Henderson · Gary Higgin · Bryon Honea · Ron Horn · Sam Hott · Nick Lorenz · Marvin Miller · Michael Mitchelar · Jeremy Parish · Don Parrish · Matthew Rayfield · Jason Scott · Jason Smock · Dale Stout · Nathan Wallen · Joe Weldon · Joe Wewer

DIVISION 25 Keith Brinkley · Chad Chaney · Eric Davidson · Brandon Dillon · Larry Drumm · Steve Ford · Chris Gaston · Ronnie Gibson · Justin Lawhorn · Joshua Meade · Juan Nieto · Darrell Pardoe · Bill Ratcliff · Doug Thacker · Francisco Trejo

MOUNTAIN STATES DIVISION James Cooper · Glen Crabtree · Jaime Flores Rocha · Emanuel Hernandez Lopez · Jarrod Johns · Chris Lenhardt · Paul Mitchell · Kevin Rhoads · Kirk Schuster · Scott Smith · Joe Valdez · Joshua Wildeboer · Jeremiah Wildeboer

PACIFIC DIVISION Kyle Richardson · Shane Tennison · Gavin Thompson

WRIGHT TREE SERVICE OF THE WEST Joe Bickel · Rafael Cisneros · Benny Forsythe · David Hatton · Charles Nix · Larry Ratliff · Chuck Ritter · Steven Smedley · Robert Spittler

SOUTHEAST DIVISION Ever Acosta · Cesar Garcia · Pedro Hernandez · Roberto Hinojosa · Vinnie Pavcovich · Diego Saucedo · Brian Walker · Jeffrey Wallace · Joey Williams · Charles Wright

DIVISION 45 Ronald Carman Jr · Wesley Carter · Chad Fox · Al Garrow Jr · Rigoberto Guzman · Dave Locke Jr · James Son · Cole Soper · Terry Southerland

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

LONE STAR DIVISION Favian Aguilar · Santos Aguilera · Fidel Alvarez · Raul Alvarez · Mike Clark · Kenneth Collins · Brian Crowe · Imber Hernandez · Carlos Hernandez Ventura · Reymundo Hernandez · Walmer Hernandez · Benito Huerta · Jose Lopez · John Chad McMillon · Antonio Morales · Jesus Ortiz · Rigoberto Reveles · Martin Rocha Jr · Jose E Rodriguez Morales · Oscar Rodriguez · Oscar Salmeron · Martin Sandoval Jr · Ross Self · Jose A Suarez · Rudis Ventura · Tim Wright

MINNKOTA DIVISION Martin Campbell · Wayne Fancher · Arnulfo Flores · Michael Harris · Jeff Harris · Dan Hawker · Matthew Lenhart · Bob Lien · Boyd Rasmussen · Bill Schumal · Ira Signalness

DIVISION 80 David Aguilar · Rogelio Arredondo Jr · Sie Camacho · Jon Cates · Marshall Duncan · Silverio Fernandez · Jesus Garza · Oscar Grisham · Heriberto Heredia · Jose Felix Hernandez · Jose Jasso Perez · Alejandro Reyes · Domingo Robledo Jr · Eliodoro Silva Rodriguez · Genel Torres · David Trevino · Jesus Vetencourt · Eloy Zapata-Cabrera

CORPORATE OFFICE All Employees

Turkey Safety Challenge

SAFETY
SECRETS

SOUTHWEST
DIVISION



New This Challenge: Safety Tailgate Contest

This contest was developed to provide office employees with safety topics to spark conversations with field employees during the challenge. Employees from the corporate office recorded their interactions and shared them during the safety challenge recap meetings each week. It was a great opportunity for corporate office employees to understand the obstacles and hazards field employees experience and ways they can help educate and communicate safety with those employees throughout the year.

GF Safety Secrets

Each Wednesday during the Turkey Safety Challenge, Southwest Division crew members shared their tips, tricks, and tools for staying safe at work and at home. Prior to the Turkey Safety Challenge, the Southwest Division stayed incident-free for three consecutive challenges. Individuals were recognized for their outstanding commitment to safety both on and off the job. This week's video features two general foremen in the Southwest Division.

GF **Larry Bryant** has been working for Wright Tree Service for more than 20 years. While in the field, he follows and enforces company policies and regulations with his crews. He always keeps safety above production. Larry says his safety practices at work have also translated into an attitude toward safety at home.

GF **Randall DeJager** has been working for Wright Tree Service for 11 years. He stays safe on the jobsite by staying focused on his surroundings and always paying attention to what's coming toward him. At home, Randall instills those same practices in his daily life.



Foreman **Frank Saunders** has been with Wright Tree Service for 10 years. He takes safety very seriously at work by keeping good communication with his coworkers. At home, Frank stays safe by not texting while driving.

Foreman **Buddy Lichlyter** stays safe at work by evaluating his surroundings before entering them. In addition, he lets his trimmer know when he is entering the work zone. At home, Buddy always wears ear plugs while mowing the lawn to stay safe.

Foreman **Marvin Johnston** has worked for Wright Tree Service for 11 years. He stays safe at work by wearing a harness while in a bucket truck. Marvin also stays safe by wearing a harness at home during hunting season to keep himself safely secured in the tree stand.

Trimmer **Dave McCorkle** has been working for Wright Tree Service for nine years. To stay safe at work, Dave evaluates his surroundings including everything around him. At home, Dave stays safe by wearing safety glasses while doing yard work and working on his vehicle.



Tailgate Safety Contest

DESCRIPTION
The purpose of this contest is to encourage office employees to communicate with field employees on safety during the challenge and beyond. A list of May tailgate safety topics are provided to spark safety conversations. Recording sheets are enclosed in this packet. During each week of the challenge (5/7 - 5/13, 5/14 - 5/20, 5/21 - 5/27) you will need to reach out to at least one field employee and ask them about an May tailgate safety topic from the provided list and record your interaction.

CONTEST RULES
We encourage you to reach out to more than one field employee each week of the Spring Safety Challenge. However, only one interaction enters you into a drawing during the weekly update meetings (May 15, May 22 and May 29). You must submit your sheet at noon on the Friday of each week of the challenge (May 12, May 19 and May 26) to be eligible for the drawing. During each weekly update meeting, we will choose three winners who will receive \$20 in Wright Bucks.

Here are some example questions that you can ask employees:
1. Can you recall any of the May tailgate safety topics?
2. What were your takeaways from any of the topics?
3. When did you discuss the tailgate with your crew?

Turkey Safety Challenge

Oct. 16 - Nov. 5

THE GOAL
To work incident-free

THE PRIZE
\$30 check

EXTRA PRIZE
If your entire division has zero disqualifying incidents for two or more safety challenges in a row, employees will receive an additional surprise prize!

Divisions eligible to receive the extra prize this fall include:
Aiming for 2 in a row: Mountain, Steep Division, Pacific Division and Southwest Division
Aiming for 4 in a row: Southwest Division

SAFETY SECRETS
Keep these secrets to stay safe. Only use safety secrets from 1 time in the Southwest Division. It's time to help get safety top of mind!

Be your brother's and sister's keeper during the challenge and beyond! Stay safe!

Expected on all birds. Stay safe!

News from the Branches

CORPORATE OFFICE

"I worked for Wright Tree Service from 1985 to 1998, and have been involved with safety ever since. To this day, I follow and promote the related lessons learned about safety from Wright Tree Service. Since 1998, I've been a safety manager and still reference the important methods used to motivate and train employees to be safe and go home at the end of each work day."

A former employee complimenting WTS

CENTRAL DIVISION

"Your crew that came to clear away branches deserve a great review. They did an excellent job on my tree and also cleaning up the area. They were very hard workers and I wanted to let you know that they are awesome."

An Omaha Public Power District (OPPD) customer complimenting several crew members

"The guys working on my property today were very nice and cleaned up after themselves. They came to the door to let me know they had to go up in the yard to trim some trees that were obstructing power lines. They seemed to work pretty quickly and cleaned up all that they had taken down. We have a fire pit area and the scraps that they raked up (kindling wood) they took it to the area that they have some wood setting. I thought that was very nice. My kids will appreciate that very much. They won't have to go around searching for sticks so we can have a campfire this weekend."

An OPPD customer complimenting GF William McDowall III, Foremen Juan Valdovinos, Hector Armendariz, Victor Ibarra and Boyd Ray

"I wanted to tell you how pleased I was with your trimming. I was afraid I'd lose my tree. The crew listened to my concerns and spoke with me about what they were going to trim and why, and they did a marvelous job trimming. I wanted them to know how much I appreciated their hard work and willingness to listen."

A Westar Energy customer complimenting GF Roger Farley, Work Planner Brandon Combes, Foreman Kevin Anderson and Trimmer Todd Wools

"I wanted to take the time to compliment the crew that worked on my trees. The employees were very professional and courteous. They explained to me what was about to happen and the climber was awesome. Thank you to the whole crew!"

A Westar Energy customer complimenting several crew members

"These gentlemen noticed that one of our two new puppies was escaping out from under the corner of our chain linked fence. First, they tried to simply return the puppy to the yard, but when the puppy continued to get out, they took extra measures. They took the time to knock on my door to ask permission to move a piece of scrap wood we had in the yard up against the weak spot in the fence. I'm exhausted and overwhelmed at home, and the last thing I needed today was to hunt for a lost puppy in the cold wind. These two men took 10 minutes from their day to help me out, and asked permission to do so before they did it. My faith in humanity is again restored!"

A Westar Energy customer complimenting two crew members

"You guys do an excellent job. Keep up the good work."

A Westar Energy customer complimenting WTS

"They were very courteous and professional. A job well done. They did their best to keep the trees as nice as possible."

A Westar Energy customer complimenting several crew members

"The team that trimmed a huge tree in my yard was exceptional and very professional. I was impressed by the safety practiced and by the excellent cleanup after trimming. Timing was great since we have a predicted ice storm arriving in two days. Thanks."

A Westar Energy customer complimenting Foreman Jeremy Vancil, and Trimmers Mark Nichols and Douglas Willard

"They are very professional and do a great job. I'm glad your company is doing the work. Thank you very much."

A Kansas City Power and Light (KCP&L) customer complimenting several crew members

CENTRAL DIVISION

Kansas Arborist Training

In January, Foreman Oscar Lopez received his diploma for completing the Kansas Arborist Training Course. Congratulations, Oscar!

GF Tommy Pearson and Oscar ▶



CENTRAL DIVISION

Tree Crew's Number 1 Fan

In January, a couple of crews were working across the street from Division Manager Greg Williams' home. His five year old son, Easton, idolizes the tree crews. He sat on his bike and watched them work until they finished up. As his mom, Administrative Assistant Tracy Williams, asked the men if Easton could get a picture with them, he ran inside looking for his little toy chainsaw. Easton couldn't find his toy chainsaw, so he brought a pencil and book to get their autographs. Both Tracy and Easton wanted to thank the guys for being such good sports and allowing them to take a few minutes of their time.

(Left to right) Trimmers Austin Ogle and Ramiro Lopez, Groundman Ferman Hernandez, Foreman Aldo Leal, and Trimmer Scott Sweetwood with Easton ▼



"These guys were hard workers and did a good job. They were very conscientious. I'm very happy with their work and they worked hard all day."

A KCP&L customer complimenting several crew members

"I want to thank you again for such a fabulous job with regard to communication and power outage, getting the job done right, and cleanup. Your team is the BEST! I appreciate your professionalism."

A KCP&L customer complimenting GF Tommy Pearson, Foremen Shawn Perry and Oscar Lopez, Trimmer Salvador Saldana, and Groundmen Daniel Briscoe and Boone Tyler

"We wanted to let you know how impressed we were with Tommy and Peter, who introduced themselves politely, did the tree clearing and cleaned up afterward. It's hard to find good workers but these two are hardworking and worth holding on to."

A KCP&L customer complimenting GF Tommy Pearson and Trimmer Peter Saavedra

"I spoke with Scott and was impressed with his professional attitude and willingness to explain how they are concerned about the homeowner's response to them working around and on their property. I would like to pay you and the crew a compliment on their attitude, and their work."

A Board of Public Utilities customer complimenting Project Manager Mitch Frye, GF Corey Wilson, Foremen Scott Gray and Gene Greer, and Groundman Chris Oden

"After Christmas, the tree trimming crew from Wright Tree Service came and cleaned up my trees along the power lines on my property. Mitch came out prior to them doing their work. I just wanted to pass on that their crew did a great job and they were very careful and conscious of where they were driving on the property in order to minimize making any significant ruts. I really appreciate their sincerity and letting me know their plans throughout the time they were on my property."

I appreciate what they did and how they did it."

A Board of Public Utilities customer complimenting Project Manager Mitch Frye, Foreman Scott Gray, and Trimmers Marko Ponjavic and Ryan Skiles

"The crew is doing an outstanding job with the work they are performing. Scott and the crew are very courteous, are careful with customer's property, do a great job with the clean up and make sure everything is as it was before they arrived. Most of the time, the contracted workers do not take time to interact with the homeowners but this crew did a good job with that. Having this type of a crew that does a great job and take pride in their work is a testament to the type of employees Wright hires."

Thank you for the great job you are doing with the tree trimming/removal. It is long overdue and hopefully with the work you are doing it will eliminate some of the power outages we have had from tree damages in our area. Be sure you give a big thumbs up to Scott for the great job he is doing. I appreciate it immensely."

A Board of Public Utilities customer complimenting Foreman Scott Gray, and Trimmers Marko Ponjavic and Nick Williams

NORTH DIVISION

"I want to thank the crews working in Concord. I was part of a funeral procession that passed by where WTS was working. The crew put down their signs and removed their hard hats as a sign of respect. I am very appreciative of your crews' respect."

An Ameren customer complimenting Foremen Thurman Ackley, Willie Monroe and Alan Speaker, and Trimmers Nolan Longley, Jeremy Mason, Joe Owens and Kyle Wallace

"Your guys trimmed along the power lines on my place and they did a great job. They even gave me some tips."

An Ameren customer complimenting Foreman Tim Cart and Trimmer Joseph Reinholdt

"The crew did a really good job clearing the tree branches from the power lines."

An Ameren customer complimenting Foreman Thurman Ackley and Trimmer Roy Mielke

"The crew did an amazing job!"

An Ameren customer complimenting several crew members in the Canton area

"The men who trimmed my tree out of the power lines were really nice and did a really good job trimming and cleaning up!"

An Ameren customer complimenting Foreman Mark Gansz and Trimmer Joe Owens

"The crew you have working on our street are very courteous and kind young men. They have been very respectful. So many times, people only share the bad things, it is nice to share the good. You have some great people working for you."

An Ameren customer complimenting several crew members

"We had trees trimmed out here in Buffalo recently and they were the nicest men we could have ever asked for. We thought we were going to have to get all our grandchildren out here to rake and clean up but they didn't leave any mess at all. I tell you, it was a big shock when your employee first said what they were going to have to cut and I needed a minute to catch my breath from it. He was really patient with me. He said he would move his equipment and call his boss and then we could discuss it some more. He told me why they needed to do it where they would grow right back. It was just very well done. They worked hard – it was more than a day's work and they didn't waste a minute."

A Menard Electric customer complimenting Foremen Aaron Unsicker and Trimmer Zabian Morris

NORTH DIVISION

Work of Art

In March, GF Mike Mitchelar, Trimmers Jose Rodriguez and Evaristo Morales, and Groundman Andrew Jones received a work of art from a little fan. "It's an awesome day when you get one of these given to you. We definitely appreciated it and we still keep it in the truck," said Andrew.



DIVISION 25

"Just wanted to drop a note of thanks to the tree trimming crew that worked on my place this fall. They took down several trees, then cut and stacked everything for firewood. Several of the pieces were too long for my splitter, but they went back and cut these again for me. They also chipped a lot of the branches into two large piles that we used for winter mulching. All in all, very professional and courteous and willing to work with me."

An American Electric Power (AEP) customer complimenting GF Juan Nieto, Foreman Kenneth Rontheaux, and Trimmers Josh Bryant, Amanda Conrad and Nick Reeves

"In November, I watched Mike give Deven some very professional training. Juan can be proud of these men. All of the crew members here are examples of Juan's efforts."

An AEP customer complimenting GF Juan Nieto, Foreman Mike Hanley and Trimmer Devin Ott

"Your crew did a great job. They were very professional, and worked in cold and snowy conditions. They were very easy to talk to and respectful to our concerns."

An AEP customer complimenting several crew members under GF Juan Nieto

"I could not have asked for a better, more polite group of men to do the work these men did. They picked up all the rubbish and debris and the wood they cut was left stacked up in nice, neat piles. I did not have to pick up any trash, food wrappers or plastic bottles after they left. Each day they took with them what they brought on the property. It was amazing to watch the man in the bucket maneuver his way around the tree he was working on. What talent! For those of us who live in this area, we seem to think we are the first ones to lose power if the power is to be lost. From what I can see, the cutback performed will help so much. Many thanks to Joe Potter and Justin Sparks for all they did. I could not have been more pleased with their performance. Thank you, Wright Tree Service, for your professional and prompt crew."

An AEP customer complimenting GF Juan Nieto, Foreman Joe Potter and Trimmer Justin Sparks

"Gil did a great job protecting both the transformer pole and our prized magnolia tree at the same time. Thanks, Gil and Wright!"

An AEP customer complimenting Foreman Gil Hernandez

"The crew did a good job with the tree cutting and trimming, but the care they took while on our property is what I appreciated. The crew moved decorative items in the yard to protect them from being damaged and was careful around other trees in the yard that were not being removed or trimmed. The crew was very courteous as they came and left the house, and accommodated us to the best of their ability to not block our drive. Our road is narrow and has some blind spots due to a hill but the crew took great measures with signage, cones and traffic controllers to keep everyone safe. Please pass along our thanks for a job well done."

An AEP customer complimenting GF Fernando Perez and several crew members

"The crew did a beautiful job, and were very polite and considerate! I'm very happy!"

An AEP customer complimenting Foreman Trent Shelton and Groundman Casey Cramer

"The men did a good job. They cleaned everything up and had good communication with us. They were very courteous. Richard and Steven took the time to explain what needed done and assured me that everything would be cleaned up just as good if not better than when they arrived."

A FirstEnergy customer complimenting Foremen Richard Maynard and Steven Bell

"They were without doubt the most professional group of men we have had dealings with in this area for a while. They are to be commended for the job they did. They were friendly, made sure the area they were working in was clean, and left just like it should be."

A FirstEnergy customer complimenting Foreman Eric Miller, and Trimmers Doug Baker and William Miller



DIVISION 25

Distinguished Service Award

On January 24, former Regional Manager John Hurst received the Distinguished Service Award during the Indiana Arborist Association (IAA) Conference in Indianapolis, Indiana. This award is presented to the individual who has given themselves over the years to benefit the IAA and ISA. The board members felt that John deserved this award as he introduced hundreds of people to the field of utility arboriculture. Almost every utility company and line clearance tree company in the state of Indiana has an employee that has worked with, knows, or worked under John. In addition, many people in the industry in the state has reached out to John for advice on multiple topics and he was always willing and happy to help. There was a standing ovation after John gave his acceptance speech, a great gesture of respect that he has earned over the years.

John with 2016 IAA President, Daniel Perry ▶



DIVISION 25

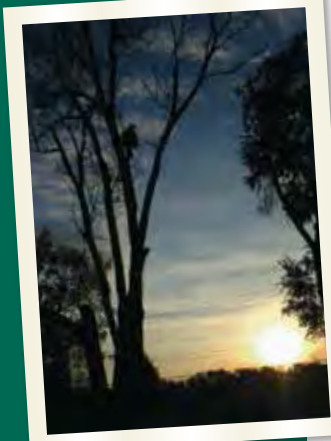
Dale Carnegie Graduate

◀ In December, GF Samuel Thacker graduated from the Dale Carnegie Immersion Seminar. Samuel earned the "Highest Award for Achievement," an award voted on by the class. There is only one person from every graduating class who is given this honor. Congratulations, Samuel!

MOUNTAIN STATES DIVISION

A Day in the Life

Ever wonder what a day in the life of a WTS employee could be like? Project Manager Glen Crabtree snapped a picture of Foreman Ben Beebe climbing one sunny February morning in Rapid City, South Dakota.



MOUNTAIN STATES DIVISION

Brother's and Sister's Keeper Event

In February, WTS employees were invited to a Black Hills Energy (BHE) brother's and sister's keeper event that featured motivational speaker Chad Hymas. Chad was involved in a serious accident leaving him a quadriplegic. He is one of the leading safety speakers in North America delivering his safety message in a unique, humorous style. After the event, Project Manager Glen Crabtree said, "It was a great event. I would recommend everyone to attend one of Chad Hymas' events."



MOUNTAIN STATES DIVISION

"Just wanted to let you know that James and his crew came to our home yesterday and removed all the branches and logs near our driveway. Thank you and James for responding to my request."

An Xcel Energy customer complimenting GFs James Cooper and Emmanuel Hernandez, and several crew members

"I am 71 and was shoveling the wet, heavy snow off my driveway when Julio stopped and did the rest! I was so grateful!"

An Xcel Energy customer complimenting Trimmer Julio Muñoz

"One of your crews trimmed back a maple in my yard. The gentleman who knocked on my door to notify me they would be working was polite and professional. He asked if he could access the backyard and checked in before he did to make sure my dog wasn't out. I was glad to see they didn't butcher the tree and only removed what was necessary. I would have never known Wright was there if I wasn't home that day. Great work!"

An Xcel Energy customer complimenting GF Kevin Rhoads, Foreman Jorge Alcozer and Trimmer Ricardo Montes

"Glen Crabtree visited us today regarding tree trimming along the power lines. He was the first representative from the power company to respectfully articulate a plan for trimming. He was knowledgeable, professional and made us feel comfortable with the trimming plan. I would certainly allow Mr. Crabtree and any crew he directed back on my property without hesitation. Mr. Crabtree is a great representative for your company."

A BHE customer complimenting Project Manager Glen Crabtree

"I want to say thank you to the crew who was trimming our trees. What a great crew of young men! They were all very friendly to speak with and were courteous and

knowledgeable of their jobs. I felt bad for them when the temperature went well into the negative mark, but they pursued and got the job done. They were conscientious about cleaning everything up. Thank you again!"

A BHE customer complimenting GF Josh Wildeboer, Foreman Ben Beebe, Trimmers Carney Wang and Dustin Valasek, and Groundman Riley Mercer

PACIFIC DIVISION

"Wright Tree Service was working across the street from my home. Before they left, they knocked on my door to tell me that I had left my car door open and the back window down. It had started to rain and this was above and beyond the call of duty. I am very grateful that Wright Tree Service hires quality people. Thank you so much for your service and for hiring very kind individuals."

A Eugene Water and Electric Board (EWEB) customer complimenting several crew members

"My neighbor must be having some work done cause you guys are parked outside. I wanted to take a moment to congratulate this crew for thoroughness and thoughtfulness on our street. I witnessed them sweeping up every little stick that fell on the streets and driveway, etc. It's a small thing, but leaving the site as good or better than it was found is exactly what builds a company's good reputation. I'd run outside and thank them myself but it's cold and windy and rainy and why not tell the bosses instead. Great job to this crew today. Give them a small bonus!"

After an ice storm caused 20,000 EWEB customers to lose power, EWEB tweeted out a compliment to WTS and several crew members via Twitter

"Along with support from outside crews, we'd like to give a HUGE shout out to Wright Tree Service for their invaluable help during this event."

A Eugene, Oregon resident complimenting Foreman John Stiner, Trimmer Shawn Harlan and Groundman Thane Moretti

◀ (Left to right) Back: Foreman John Gullickson, Trimmers Carney Wang, Kolton Reuter and Brandon Erwin, Foreman Colt Cookson, and Trimmers Zach Erickson and Justin Finuf. Third Row: Foreman Ben Beebe, GF Jeremiah Wildeboer, Foreman Dale Silbernagel and Matthew Pietz, GF Josh Wildeboer, Trimmer Trent Huisken, Foreman Paul Reuter, and Trimmer Ryan Ghire. Second Row: Trimmers Brenton Romey and Dusk Curington, Project Manager Glen Crabtree, Trimmer Paige Furchner, Foreman Lenny Stablen, and Trimmers Dustin Valasek and Lance Gould. Front: Foreman Andy Kennedy, Work Planner Jeremy McBride, Black Hills Energy Vegetation Manager Brent Bolzenius, Speaker Chad Hymas, Foreman Justin Nielsen and Chad Schwenn, and Trimmer Levi Munns.

WRIGHT TREE SERVICE OF THE WEST

"The promptness with which you addressed this issue was very impressive. We have discussed the issue with your local representatives and the crews can use our parking lot any time they need to do so."

Salyer Volunteer Fire Department complimenting several crew members

"I wish to acknowledge two of your workers that worked on and around our property this week. They were very courteous to me and took the time to tell me what they had to do. They both worked super hard on a job that wasn't easy and when finished, they left everything cleaned up perfectly. I thank you for having these men working for you and that I was lucky enough to have them work on the creek and the fallen trees around that area."

A Pacific Gas and Electric (PG&E) customer complimenting Foreman Jacob Woody and Trimmer Cameron Anderson

"Excellent and professional service. Thank you!"

A PG&E customer complimenting several crew members

"I wanted to thank the three Wright Tree Service employees who were in my neighborhood. My car wouldn't start and I asked them if they had jumper cables. They could see I was alone with my daughter and worried, so they not only asked a neighbor who was standing outside if we could borrow cables, but they helped jump my car and even stayed with it so I could keep it running and safe as I walked down the block to return the cables. They were so incredibly kind to a person in need, and I thought that deserved some recognition. They represented your company well."

A PG&E customer complimenting several crew members

SOUTHEAST DIVISION

"Wright recently completed right-of-way work on my property and it was a great experience. From the first contact with the supervisor before the work began to the daily contact with the team lead and the entire team; it was a great experience. Every time I had a question or concern, they were responsive and provided answers. Everyone I spoke with took time

to explain what they were doing and what their procedures were. They were careful to clean up on a daily basis and leave the jobsite in an excellent condition. While there has been incidental transmission line right-of-way work done over the years on my property, this was the most intense work that required my interaction with the crews and everything was pleasant. Thanks to all involved."

A Gulf Power employee complimenting GF Brian Walker, Foremen Dennis Rushing and Holden Moore, Trimmers Julio Plaza and Willie Wilkerson, and Groundmen Jason Ellis, DeMario Hilliard and James Kohls

"Your company cleared tree branches, limbs and undergrowth at our property recently. The foreman was very nice, and the workers complied with my request and were very careful not to cut too much and to work with our trees to leave them as symmetrical as possible. I would like the crew to know we appreciate the good work they did, and I would like to thank them for doing such a good job."

A Nashville Electric Service customer complimenting Foreman Omar Granados, and Trimmers Avery Wallace, Luke Miller, Danzel Johnson, Chris Miller and Terrence Dean

"They did an excellent job trimming the trees around the transformer and lines. I am so happy! I really appreciate the trimming."

A Louisville Gas and Electric customer complimenting GF Ever Acosta, Foreman Uriel Vargas and Trimmers Jesus Hernandez and Felix Olivera

"The crew you have doing the work were excellent. From the young man who told us what needed to go right down to the ones who cut, removed, ground and sprayed. Awesome job! They made the whole process easy."

A Gulf Power employee complimenting Foremen Holden Moore and John Zwart, Trimmers Nicholas Clark and Shane South, and Groundman James Kohls

"I was wanting to extend my gratitude toward a couple of your employees that I had the privilege to meet. Kevin Bush and Willie Wilkerson stopped and went out of their way to assist my daughter who was in a single vehicle wreck, they made sure she was okay and helped me once I arrived in getting her car out of the ditch. They were very professional and polite. I have done some research on the company and wanted to thank you all and thank the gentlemen who helped. Your company has some very fine young men working for you."

A Pensacola, Florida, resident complimenting Foreman Kevin Bush and Trimmer Willie Wilkerson

WRIGHT TREE SERVICE OF THE WEST

Stepping in at the Right Time

GF Charles Nix and his crews were staying at a hotel when he heard someone running down the hall saying someone had been shot. As Charles was going to his door to see what was going on, someone began loudly knocking on a door. Charles opened the door to his room to see a man knocking on multiple doors. The man was pale, covered in sweat and appeared to be on drugs. The man was saying things that did not make sense to Charles. By then, the front desk employee, who was much smaller than the man, had come upstairs to tell the man to go to his room or that she should would call the cops. The man gave her a glare and did not take that message well, so Charles made a point to position himself between the man and front desk employee. Another guest opened his door and told the man that his room was across from his, yelling at the occupants of that room to let their friend in. After some time, the door to the man's room swung open and five people ran out of the room. The employee let the man know that his room was now open and that he could go in. At that point, he lunged at the employee, grabbed her arms and picked her up. Charles reacted by restraining the man to get him away from the employee and told him to settle down. The employee called the cops who were able to detain the man after several tries.

SOUTHEAST DIVISION

Dale Carnegie Graduate

In November, Division Manager Cory Kobernick joined a select group of award winners in the Dale Carnegie course called Skills for Success. Cory earned the "Outstanding Performance Award." In December, Cory participated in another session and received the "Breakthrough Award." These awards are voted on by the class members. Congratulations, Cory!

DIVISION 45

"All of our guys out here have given 110 percent, from the GFs to the trimmers. I personally just wanted to say what a great job everyone did. We accomplished a great deal in a short period of time."

GF James Son complimenting several crew members after completing storm work in Michigan in March

"All of the crews here did an amazing job. Everyone worked as a team keeping everyone safe and productive while restoring power. I heard nothing but compliments from the lineman and field staff. Thank you for all of the help."

"Excellent work to all of the crews who supported our restoration efforts last week! We are extremely fortunate to have Wright Tree as our partners. Thank you for your hard work and dedication. We cannot thank you enough."

"Please pass on our appreciation, specifically Ron, James, Ken and Chris. They all keep positive attitudes in spite of the headaches that storms bring."

Lansing Board of Water and Light (BWL) complimenting Project Manager Ron Carman, GFs Ken Carman, Chris Selover and James Son, and their crews for their storm restoration efforts in March

"The crew has been working very hard throughout the day. My wife is amazed at the high-energy contrast with certain other work efforts she has witnessed since her arrival in Michigan. Nevertheless, it didn't stop three crew members from taking a few minutes to help me dig my car out of an impossible snow and ice mess at the end of my driveway this morning. If it were not for them, I would have been late for work and missed an important meeting with my boss. I want to sincerely thank these crew members for their kindness and their muscle. The next time I need tree work, I will think of them and Wright Tree Service."

A Lansing BWL customer complimenting GFs James Son and Ken Carman, and Trimmer Eric Allen

"Your guys did some tree trimming for DTE today. They were courteous and explained what they would be doing. They asked about relevant issues."

A DTE Energy customer complimenting several crew members

"The crew did a wonderful job. I was very impressed and they were extremely respectful of my property. They took time out to do everything properly and neatly and worked hard from start to finish!"

A Lansing BWL customer complimenting several crew members

"The crew leader this morning was great. He provided information about where the cuts need to happen and the likely long-term effects on the tree."

A DTE Energy customer complimenting Foreman Mike Collins

"I saw a convoy of your trucks in Belleville, Michigan, to help with our recent storm and I wanted to say thanks!"

A DTE Energy customer complimenting crew members in the Belleville area

"We were really impressed with the hard work that Tim, Josh, and Jeff did at my neighbor Ruth's house today. They were very efficient, friendly, courteous and good listeners. And even cleaned up after themselves."

A DTE Energy customer complimenting Foreman Tim Haas, Trimmer Joshua Dishneau and Groundman Jeff Boone

"I was very pleased to get a phone call not long after voicing my concern. He was courteous and understanding, and then thanked me for my thoughts! My view of Wright Tree Service has risen much higher."

A DTE Energy customer complimenting GF Al Garrow

"Your crew took down two trees in my backyard and trimmed several more. I appreciate that they did not cut off more than was necessary. They were polite and respectful at all times. Thank you for your work."

A DTE Energy customer complimenting several crew members

"We cannot say enough positive things about their care and thoroughness in their work, and their care for our and neighboring properties they worked on. The crew even repaired the fence gate to our backyard without mentioning that to us. Rest assured, if we are asked to recommend a tree service, your company will be at the top of our list."

A DTE Energy customer complimenting several crew members

"Just wanted to thank the team for the mulch they dumped today. They are a very friendly, hardworking team!"

A DTE Energy customer complimenting several crew members

SOUTHWEST DIVISION

"The tree trimmers working in our town did an excellent job on our extremely large sycamores in the electrical line."

An AEP customer complimenting several crew members

LONE STAR DIVISION

"I was very happy with the tree trimming!"

An Oncor customer complimenting several crew members

"These guys were at my house this morning finishing up a job they started Saturday night for an emergency as they were cutting down limbs. An employee noticed we had started to cut and stack the wood ourselves, and pointed to our fire pit. As they removed limbs, they cut the wood and threw them on our pile. That was awesome. Thank you guys so much."

An Oncor customer complimenting GF Cesilio Dominguez, Foreman Benito Sanchez, and Trimmers Joh Graves and Edgar Nieto

"The employees were very professional, courteous and friendly, and the task was completed in a timely manner. Even my neighbors commented how pleasant the men were."

An Oncor customer complimenting Project Manager Imber Hernandez and several crew members

"Special thank you to Martin Sandoval Jr. and his crews that cut down two large trees in our front lot that were in the power lines. They were professional, efficient, and did excellent work and cleanup."

An Oncor customer complimenting GF Martin Sandoval Jr., Acting Foreman Frank Rodriguez, Foremen Hugo Garcia and Nick Lara, and Groundmen Macario Allday, Aaron Cantu and Marcos Vargas

"I was very happy with the crew that worked in my neighborhood. They were very polite and tidy."

An Oncor customer complimenting Project Manager Juan Gonzalez, GF Oscar Rodriguez, Foremen Erik Estrada and Jorge A. Rodriguez, Trimmers Alfonso Rodriguez and Felipe Rojas, and Groundmen Ruben Gallegos, Gerardo Martinez and Segundo Portillo

"The men were the most professional and positive workers sent to assist with my problem."

An Oncor customer complimenting Foreman Victor Rodriguez, Trimmer Jesus Gonzalez and Groundman Jesus Chaparro

"Javier Lava and Juan Herreva were remarkable young men and did a great job!"

An Oncor customer complimenting Foreman Javier Lara and Trimmer Juan Herreva

MINNKOTA DIVISION

"I'm writing you to tell you about the excellent tree clearing job that was done on my property. They cut down and trimmed the trees they said needed to be done, cleaned up the trimmings and left the logs piled. They were very professional and friendly, and knew what they were doing. I was glad to see they were wearing hearing protection! I would like to see them get a good pat on the back for a job well done!"

A Connexus Energy customer complimenting GF Cory Pepin, Foremen Brett Thornblad and Ron Anderson, and Trimmers Austin Lynch and Ron Anderson Jr.

"I want to compliment the crews on a fantastic job. They had to clear out a fence line and I was very pleased with their quality of work."

A Barron Electric Cooperative customer complimenting Project Manager Boyd Rasmussen and several crew members

"The crews working yesterday did a super job. The guys were respectful of the property and I appreciated their extra effort."

A Barron Electric Cooperative customer complimenting Work Planner Nick Buchholz, Project Manager Boyd Rasmussen, Foreman Mike Kansier, Acting Foreman Alan Leis, and Trimmers Tanner Rundhaug and Kyle Youngman

"The employees performing the work around our neighborhood were professional and courteous."

A Barron Electric Cooperative customer complimenting Project Manager Boyd Rasmussen and several crew members

"The job foreman from Wright Tree Service was exceptionally professional and polite, as well as the entire crew! They worked very neatly and were very polite whenever I had question. I was very impressed with their quality of work and how neat they left my backyard when the job was completed. I communicated mainly with Phil Radel, but all of your employees were polite and courteous in answering my questions and concerns. I wasn't happy about the loss of my trees, but these guys made the transition a lot easier!"

An Xcel Energy customer complimenting Foremen Phil Radel and Lee Hillesheim, and Trimmers David Woltz, Cassidy Miller and Lewis Remund

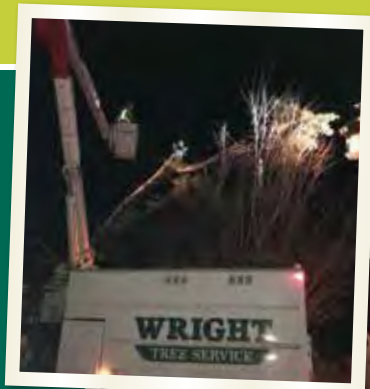
"I was very satisfied with the work done by the men. It was amazing to watch. They were very professional and did not leave any mess. Their customer service was outstanding."

An Xcel Energy customer complimenting GF Bill Schuman, Foremen Chris Plan and Derek Williams, and Trimmers Cesar Alvarado, Dylan Buschette, Julio Fuentes and Travis Holm

MINNKOTA DIVISION

A Day in the Life

Crews contracted by Connexus Energy enjoyed working through a 60 degree day in the middle of February in Forest Lake, Minnesota!



MINNKOTA DIVISION

East Central Energy Outage

In March, a large white pine uprooted and was burning in the conductors. The tree was precariously laying on the primary line and was poised to demolish an East Central Energy transformer pole along with more damage to private property. Wright Tree Service was there to assist and below is a summary from East Central Energy.

"After listening to the system control operator and talking to our linemen, my first reaction was to turn down this request. A tree in this position, in the dark, threatening private property, it sounded like a bad idea to put a tree crew into this situation. Soon it became obvious that our line crews had exhausted every other option. Your work planner, Rick Abear, was not the first phone call I made, but Rick was the ONLY one to pick up my call. Rick listened carefully to the information that I was passing along about the situation and within minutes called me back with a solution. He had arranged for a foreman, Jason Bittner, and himself to mobilize a Wright Tree truck from our neighbor, Connexus, which was closer to the outage site than the trucks they had on our system. By midnight, they were at the site, assessed the situation and formulated a plan, and worked closely with our line crews until 3 a.m. to safely remove the tree. Power was restored to several households facing the prospect of a much lengthier outage as temperatures fell to 18 degrees. I want to commend both Rick and Jason for being available and responding in a professional manner in our time of need. This was a very difficult tree to remove. Their strong performance should put a smile on everyone's face and is a wonderful reflection on the Wright Tree Service organization. I want more people on our system like Rick and Jason. Please be sure they get thanked and recognized appropriately for their efforts."

"A climbing crew performed pruning work in our backyard to enhance power line clearance. The crew was very professional and cleaned the site well. The foreman was very thorough in answering my questions. Because of safety issues, there was a large branch over the power line that the climbing crew was not able to remove. The foreman explained that another Wright crew would come with a treaded bucket rig to perform the remaining pruning. The bucket crew was headed up by Derek Ullman and arrived at our backyard to complete the pruning work on a large silver maple. Again, the foreman and crew were very professional and cleaned up the site well. Both the climbing crew foreman and Mr. Ullman explained that their job was to ensure adequate power line clearance through the use of "best pruning practices." The trees on my property are large and I have attempted to keep up by having professional pruning performed by a local arborist certified tree service. The Wright crews that worked on my property used the same diligence and skill that my regular tree service does. I thank Wright Tree Service for taking such good care of my property."

An Xcel Energy customer complimenting Foreman Derek Ullmann and several crew members

"The crew was very respectful, courteous, and displayed fantastic customer service skills."

An Xcel Energy customer complimenting several crew members

"I want to compliment them on the professional job they did. The trees were neatly trimmed and there was no sign of any branches left on the ground. They stacked any larger logs for us in a pile for future use which we greatly appreciated."

An Xcel Energy customer complimenting several crew members

"I have to say that we were totally impressed with the work the crew completed. The work

ethics and safety standards they followed were superb. They worked very hard that day even though everyone has been a little worried about the size of our tree. Stephen carefully planned around the weather to insure a dry/safe environment for the crew to work in. The tree looks fantastic and our yard was cleaned up and looking even better than it did before they arrived! Again, thank you and your staff for the great work you are doing here in Rochester. Everything is looking great around town and the staff always seems to be working hard."

A Rochester Public Utilities (RPU) customer complimenting Central Division GF Stephen Lee, Foremen Matt Cole and Hernan Hernandez, Trimmers Francisco Bedolla and Kevin McDowell, and Groundmen Hector Marulanda and Derek Spencer

"Just a note to express an appreciation for the courtesy and workmanship of Wright Tree Service when they came to clear the problem branches in our neighborhood."

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

DIVISION 80

"I called to request a meeting before any work was done on my property. Someone from the company was still in the neighborhood and came to talk with me immediately. I requested to be on site for the actual work. I was told to expect a phone call Monday morning with information about when the work would take place. I received that call on Monday morning and met with Roy about an hour later. I explained my concerns about trimming my beautiful trees. Roy was patient, listened and explained what was going to happen. He decided to have representatives from the Google team to participate in the conversation. The tree trimming took place with a lot of respect for the trees, my requests

and a lot of patience from the whole team. I felt that I was heard and was confident the team was going to honor my request to the best of their ability. What I had expected might perhaps be a stressful morning became a rather unexpected, pleasant experience. I just wanted to give a shout out to everybody and say thank you for listening and caring."

An Austin Energy customer complimenting GF Roy Arrendondo Jr., Foremen Ever Quintanilla and Douglas Umana, and Trimmers Rudy Lopez and Jose Castillo

"Please pass on my sincere appreciation for the job your crews did clearing the right-of-way behind my house this week. To a person, every member of the crew has been courteous, friendly, and professional. I am a retired safety professional and was impressed with their consistent safe practices and attention to detail. They plan their work, communicate, and work as a team to get the job done safely and efficiently. Their cleanup at the end of each day is better than mine and I am pretty particular. All the members of the team deserve recognition."

An AEP customer complimenting GF Juan Espinosa, Foremen Luis Cerna, Horacio Rubio and Hermenegildo Palacios, and Trimmers Rodolfo Lopez, Joshua Luciano, Imer Canton, Joel Rendon, Raul Lopez and Marco Soto

"Your men have been clearing out a creek on my street for three days. They did a fantastic job and no debris was left. They were very polite, considerate, personable, and told us what was going on (that the tree cuttings would be chipped up by day's end, etc.) and were as unobtrusive as possible to be. They were especially hard workers who were quick and efficient at their job. Thank you for sending them to do the work."

An AEP customer complimenting GF Juan Espinosa, Foremen Luis Cerna, Horacio Rubio and Hermenegildo Palacios, and Trimmers Rodolfo Lopez, Joshua Luciano, Imer Canton, Joel Rendon, Raul Lopez and Marco Soto