



Our family tree

Safety and Training Find Common Ground



**By Codie Anderson,
Safety Manager of WTSCA**

It has been almost a year since ArborCare joined the Wright Tree Service (WTS) family in May of 2019. In that time, we have seen how remarkably similar tree work (and tree workers) in the United States and Canada can be. Stories shared from both sides of the border share a common theme: the trees get bigger and the drop zones get smaller every time they are told! Despite the similarities, there are a few key differences too. Utility tree work in Canada is highly regulated in many areas. Some provinces have their own certification programs for trimmers, and some adopt a regional certification. What is almost universal is the extensive training and certification required before a worker is deemed competent to lead work in proximity to energized conductors.

Alberta, Saskatchewan and Manitoba require certification as a UTT (Utility Tree Trimmer) or UTW (Utility Tree Worker) in order to run a line-clearance crew. The difference between a UTT and a UTW is that a UTT can work at heights (climbing or running an aerial), while a UTW is restricted to work completed from the ground – slashing (felling) or running a mow crew. The interesting part is they both must complete the same two-week course. All candidates require a minimum of 1,200 hours on the

job before they can attend the program. Graduates must then complete a total of 2,400 hours of work under a UTT or UTW in order to be eligible for certification. The UTT requires at least half of those hours to be work at heights, while the UTW's hours can all be accumulated on the ground. Three days of training are required every five years to renew.

In British Columbia, there is a mandatory apprenticeship for trimmers. Apprentice candidates must complete a six-week training program before they are permitted to trim or remove trees under the direction of a Certified Utility Arborist (CUA). They have to accumulate 2,378 hours of on the job training under a CUA and complete another two-week training program before they can be declared certified and eligible to run a crew. This certification never expires.

Regardless of where in the country you work, ongoing proof of competency is a growing concern. Even the renewal process in Alberta doesn't take the place of job observations, performance reviews, and regular on-the-job training. Earning your UTT or CUA certificate doesn't necessarily mean you know everything, any more than earning a driver's license guarantees everyone is always a good driver. Good work habits, a willingness to learn, and a strong safety culture like we enjoy at WTS are common denominators of great trimmers and great companies no matter which side of the border you are on.



¿USTED PREFERE LEER ESTA REVISTA EN ESPAÑOL?

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

OUR VISION

▶ Wright Tree Service 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 everyone's responsibility — we each own it.
- ▶ **INTEGRITY** We abide by the highest ethical standards.
- ▶ **EXCELLENCE** We continually strive to exceed our customer's expectations — and our own expectations.
- ▶ **TEAMWORK** It is how we operate and hold each other accountable.
- ▶ **INNOVATION** We anticipate our clients' needs and we deliver creative services & solutions.
- ▶ **FAMILY** It is our foundation; it is who we are.

From the Treetop Company and Personal Growth



By Greg Williams, Regional Manager

As I begin my 25th year as part of the team at WTS, I have been thinking about the changes I've seen in our company and the industry over the last quarter century. I began my career as a groundman on a manual crew in Kansas with no realization of what the future would hold for myself or WTS at the time. I was very fortunate to be surrounded by great teachers at an early stage of my career who quickly became more than just coworkers, they became friends and soon grew into an extension of my own family. In 2005, the company began to grow rapidly creating new and exciting opportunities for myself and anyone willing to step up and take on the challenges that existed with the expansion into new areas and new labor markets. As a company, we have continued to set new records with growth year after year for the past 15 years and largely maintained the same family values we held paramount as a small company.

I have thought many times over the years about why some companies continue to grow, while others falter and fade away. I believe success is a result of flexibility. Companies and employees who adapt to changes in their industry tend to grow while rigid companies and employees that refuse to adapt will crack under the strain. As a company grows, it must change and those changes are only possible when employees take on new challenges, expand their capabilities, cultivate new behaviors and entertain new ideas. In short, a company only grows when the people inside it grow first.

With Wright Service Corp. (WSC) University, General Foreman (GF) School, Project Manager/Supervisor School and continued improvement of our Safety, Education and Training (SET) team, I believe we are laying the foundation for continued growth and success for our company for generations to come. It is an exciting time as I watch our future leaders continue to develop and see them rise up to meet the challenges we face on a daily basis, armed with the information and tools they need to meet those challenges head on.

People have asked me on many occasions, "What has been the most rewarding part of your career?" The greatest reward I have gotten from this journey is watching the personal growth of the people around me, seeing them achieve things they never thought were possible and seeing that translate into company growth and success. If we do not challenge ourselves and those around us, we will never truly know what we can do as individuals and a team.

New, On the Move & Certified

Congratulations to the foremen and above who were recently appointed, promoted and certified!

NEW

Central Division

- Foremen
 ▶ Jordan Bertholf
 ▶ Grant Bunce
 ▶ Anthony Clark
 ▶ Ernest Fallor
 ▶ Jermaine Goffin
 ▶ Trent Harner
 ▶ Orlando Hernandez
 ▶ John Hodgden
 ▶ Jaime Jimenez
 ▶ Joshua Johnson
 ▶ James Knodel
 ▶ Guerrero Moreno Jr.
 ▶ Dustin Nelson

North Division

- GFs
 ▶ Paul Parziale
 ▶ Robert Slover
 Foremen
 ▶ Andrew Coontz
 ▶ David Evans
 ▶ James Norvell
 ▶ Todd Smith
 ▶ Tyler Stelbrink
 ▶ Jerome Zimmer III

Division 25

- Foremen
 ▶ Yoernis Aldana
 ▶ James Bachtel
 ▶ Ronnie Bentley
 ▶ Charles Butler
 ▶ Dale Campbell
 ▶ Andrew Denavich
 ▶ Orlando Galarza
 ▶ Michael Giannini
 ▶ Steven Greenman Jr.
 ▶ Michael Grubb
 ▶ Christopher Keaser
 ▶ David Mathers
 ▶ Nicholas McPherson
 ▶ Wesley Metz
 ▶ Duane Magnet
 ▶ Zachary Oblisk
 ▶ Dominic Santin
 ▶ Darrian Tiggett

Pacific Division

- GFs
 ▶ Edward Pell
 ▶ Christopher Willes
 Work Planners
 ▶ Clifford King
 ▶ John Parker
 ▶ Frederick Underhill
 Foremen
 ▶ Buck Adair
 ▶ Kyle Aumiller
 ▶ Zackary Baldwin
 ▶ Kevin Becker

- ▶ Shawn Behunin
 ▶ John Burns
 ▶ Jaeger Hernandez
 ▶ Daniel Higgins
 ▶ Tony Linn
 ▶ Tyson Malae
 ▶ Johnny Mankins
 ▶ Daniel Manzo
 ▶ Walter Miles
 ▶ Shawn Moore
 ▶ Derek Neil
 ▶ Dustin Neil
 ▶ Stewart Parnell
 ▶ Lane Pell
 ▶ James Penney
 ▶ Robert Peterson
 ▶ William Roberts
 ▶ John Rochefort
 ▶ Russell Stone
 ▶ Logan Trammell
 ▶ Mathew Warden
 ▶ Phil Western
 ▶ Travis Willes
 ▶ Matthew Williams

Southeast Division

- Foremen
 ▶ Carlos Aguilar
 ▶ David Alameda
 ▶ Edison Caraballo Surita
 ▶ Bill Gilbert
 ▶ Jonathan Gill
 ▶ William Hernandez
 ▶ Timothy Masters
 ▶ Miqueas Morales
 ▶ Ricardo Ortega
 ▶ Juan Penafior Jr.
 ▶ Douglas Pewitt
 ▶ Steven Rellias
 ▶ Gabriel Reyes
 ▶ Ricardo Robles
 ▶ Pablo Saez
 ▶ Roman Sizemore
 ▶ Channing Spaulding
 ▶ Juan Vallejo
 ▶ Tanner Wheeldon

Division 45

- GFs
 ▶ Manuel Ramos
 Foreman
 ▶ Brett Baldridge Jr.
 ▶ Justin Dewey
 ▶ Gervis Dubon
 ▶ Anthony Dykema
 ▶ Daniel Gragido
 ▶ Daniel Greene
 ▶ Esteban Marroquin
 ▶ Juan Perez
 ▶ Ruben Serrano
 ▶ Travis Smith
 ▶ John Snow

Southwest Division

- Foremen
 ▶ Emiliano Aceval
 ▶ Eddie Dominguez
 ▶ Marcus Grant
 ▶ Jose Rojas

Division 55

- GFs
 ▶ Ezequiel Herrera
 ▶ Alberto Reyes
 ▶ Liam Sanchez
 ▶ Devon Santiago
 Work Planners
 ▶ Joseph Becker
 ▶ Ryan Birtsch
 ▶ Jay Ivey
 ▶ Matthew Miller
 ▶ Gary Thacker Jr.
 Foremen
 ▶ Oldrin Aguirre
 ▶ Jorge Alfonso
 ▶ Edgar Aviles
 ▶ Slavik Castro
 ▶ Theresa Cerf
 ▶ Joel Constante
 ▶ Adalberto Diaz
 ▶ Randall Gilstrap
 ▶ Dionnys Guilarte
 ▶ Henry Guilarte
 ▶ Zephaniah Heath
 ▶ Yoeldys Hernandez
 ▶ Kendall Kincaid Jr.
 ▶ Daniel Legra
 ▶ Marlon Marcos
 ▶ Donald Martin
 ▶ Christopher Morgan
 ▶ Timothy Morgan
 ▶ Carlos Morilla
 ▶ Arturo Ortiz
 ▶ Israel Pagan
 ▶ Feliorkis Pardo
 ▶ Joey Pitts
 ▶ Delbert Pressley Jr.
 ▶ Teomar Quinones
 ▶ Ronald Rakes
 ▶ Felix Ramire
 ▶ Pedro Ramirez
 ▶ Adrian Reyes
 ▶ Miguel Rodriguez
 ▶ Jerry Stringfellow III
 ▶ Eicnar Valdes

Division 65

- GF
 ▶ Jesse Atwell
 Work Planner
 ▶ Jennifer Frasl

Division 80

- GF
 ▶ Jesse Atwell
 Work Planner
 ▶ Jennifer Frasl

Lone Star Division

- Foremen
 ▶ Jose Marquina
 ▶ Kevin Williams

Division 65

- GFs
 ▶ Yoan Espino
 Work Planners
 ▶ Charles Ackerman III
 ▶ Krystyn Alberto
 ▶ Samantha Hayes
 ▶ Amber Levis
 Foremen
 ▶ Aureliano Benitez
 ▶ Jorge Blanco
 ▶ Dario Davila
 ▶ Asdrubal Dieguez
 ▶ Omar Duran
 ▶ Gustavo Garay
 ▶ Ramiro Garay
 ▶ Luis Garcia
 ▶ Juan Granados
 ▶ Juan Granados
 ▶ Eirilberto Ramos
 ▶ Anderson Ramos
 ▶ Ruben Rodriguez
 ▶ Yusniel Rodriguez
 ▶ Riley Rubio
 ▶ Eli Tadeo
 ▶ Daniel Tapia
 ▶ Hugo Trejo

Division 80

- GF
 ▶ Jesse Atwell
 Work Planner
 ▶ Jennifer Frasl

Safety, Education & Training

- Safety Supervisor
 ▶ Reggie Copes
 ▶ Kristian Schultz
 ▶ Mark Smith

Corporate Office

- Contract Administrator
 ▶ Michelle Pfantz
 Payroll & Billing Specialists
 ▶ Lea Bauman
 ▶ Denise Bierma
 ▶ Joel Daniel
 ▶ Whitney Dostal
 ▶ Lisa Fedeler
 ▶ Elizabeth Hargrave
 ▶ Darla Helt
 ▶ Christy Klobnak
 ▶ Tonya Salvucci
 ▶ Samantha Steiner
 ▶ Tony Stickle
 ▶ Nathan Watson

ON THE MOVE

Central Division

- Regional Manager
 ▶ Greg Williams
 Foremen
 ▶ Joe Alaniz

North Division

- Project Manager
 ▶ Nate Johnson
 GFs
 ▶ Mike Booth
 ▶ Keith Craney
 ▶ Derek Walker

Division 25

- Project Manager
 ▶ Jeremy Parish
 GFs
 ▶ Jacob Braude
 ▶ Chadwick Carver
 ▶ Christopher Mason
 ▶ Stefano Rueben

Mountain States Division

- GF
 ▶ Dale Sukverbagek

Pacific Division

- GFs
 ▶ Derek Bedford
 ▶ Avery Pollock
 ▶ Skyler Ramble
 ▶ Lyle Rauh
 ▶ Josh Sparks

CERTIFIED



New International Society of Arboriculture (ISA)

Certified Arborist®

Central Division

- GF
 ▶ Samuel Tuschhoff

North Division

- GFs
 ▶ Keith Craney
 ▶ Brian Emert
 ▶ Yancy Goggin
 ▶ Toby Lindstrom
 Foreman
 ▶ Ashley Pippin

Southeast Division

- Project Manager
 ▶ Jeffery Wallace
 GFs
 ▶ Damon Allan
 ▶ Christopher Blount
 ▶ Matt Cline
 ▶ Pablo Rios
 ▶ Felix Romero Jr.
 ▶ Wesley Smith
 ▶ Wesley Williams

Division 45

- Project Manager
 ▶ Salvador Torres
 GFs
 ▶ Nate Carlisle
 ▶ Josh Dobbs
 ▶ Joel Quiroz
 ▶ Eulises Rodriguez
 ▶ Nathaniel Stattler

Southwest Division

- Project Manager
 ▶ Jack Hill
 GF
 ▶ Dewey Fare

Division 55

- Division Supervisor
 ▶ Paul Mitchell
 GFs
 ▶ Nicholas Begner
 ▶ Anderson Nieves Campis

Lone Star Division

- GF
 ▶ Juan Cerna

Division 65

- Project Manager
 ▶ Scott Marsh
 GFs
 ▶ Amelia Archie
 ▶ Nathan Dillon
 ▶ Socas Espino
 ▶ Dylan Marsh
 ▶ Ron Smith
 ▶ Cory Van Kuren

Minnesota Division

- GFs
 ▶ Rafael Cerrato
 ▶ Tony Ohr
 ▶ Josh Wildeboer

Division 80

- GFs
 ▶ Jesse Atwell
 ▶ Joel Rendon
 ▶ Matthew Woodyard

Safety, Education & Training

- Safety Supervisor
 ▶ Juan Arellano-Miranda
 ▶ Nate Dillon
 ▶ Chris Lorenz

Corporate Office

- Payroll & Billing Supervisors
 ▶ Brandy Blakeney
 ▶ Chelsea Medearis

RETIRED

- ▶ Jim Engelke
 ▶ Mike Harris
 ▶ Dan Hawker
 ▶ Scott Schweistahl

Division 80

- Foreman
 ▶ Jennifer Frasl
 Trimmer
 ▶ Joshua Mann



New ISA Certified Utility Specialist™

Pacific Division

- GF
 ▶ Joshua O'Connor
 ▶ Shawn Woody

Minnesota Division

- GF
 ▶ Derek Williams

Project Manager/Supervisor School

In January, the first WTS Project Manager/Supervisor School took place at the corporate office in West Des Moines, Iowa. The new training focuses on continual training for employees above the GF level, helping those that receive promotions succeed in their positions.

Seven WTS employees attended the first Project Manager School.

Congratulations to all participants!



▲ (Left to right) Back row: Project Manager Chuck Ritter, Division Supervisor Cory Edwards, GF Corey Wilson and Project Manager Brad Shearer. Front row: Project Managers David Tabor, Tim Hanson and Ron Carman.

Safety Education & Training

GF School

GF School is a weeklong program where WTS employees participate in a variety of trainings and hands on exercises to build a solid foundation to be more effective in their position. The goal of GF School is to educate and train our GFs to build a strong and productive workforce.

In November 2019, 23 WTS employees and two Wright Outdoor Solutions (WOS) employees gathered at the corporate office in West Des Moines, Iowa, for GF School.

Congratulations to all participants!

GF school attendees working as a team to balance a chainsaw between two chairs. ▶



▲ GF school attendees receiving aerial lift training outside the corporate office.



▲ (Left to right) Fourth row: Sherrill Sales Phillip Hoffmann, Senior Safety Lead Warren Williams, GFs Eloy Zapata, Joe Wewer, Matt Pregon, Patrick Gambino, Chad Hirtzinger and Alex Cerrato. Third row: GFs Tyler Byington, Shawn Perry, Dave Edwards, Nathan Quist and Matt Lenhard, WOS Arbor & PHC Operations Manager Chad Sutherland, and GFs Nick Rohrbaugh and Guy Miller. Second row: GF Pete Ortiz, WOS Arbor GF Joshua Appletoft, and GFs Kyle Richardson, Mario Hernandez Romero, Jeff Rhodes, Nate Dillion, Matt Cary, Safety Supervisors Brandon Magee and Emmanuel Hernandez, and GF Jose Jasso. First row: GF Pedro Hernandez, Senior Safety Lead Phillip Kelley, GFs Brian Emert and Joel Guitz.

TRAINING TOOLS SPOTLIGHT:

Growth in Safety & Training



**By Wes Tregilgas,
Safety Manager**

The SET field team has grown in many ways over the past year. We are working to create a more active and cohesive

SET team, so every crew in every division has access to the same level of safety training. We have added new team members from within and outside the company, while increasing each SET employee's training skills.

With 19 team members, 2020 will be a key year for the SET team to increase their skills and certification development. The SET team leadership will provide a lot of in-house training and development for team members, while also getting trainings from third party organizations. Some states may have additional requirements for licenses or credentials, which the local Safety Supervisor would need to have as well.

Each SET team member is required to have the following third-party credentials:

- ISA Certified Arborist
- ISA Utility Specialist
- CTSP Certified Tree Care Safety Professional
- TRAQ Tree Risk Assessment Qualification
- Certified Trainer flagger/ traffic control
- First Aid & CPR Trainer
- Dale Carnegie Course
- OSHA 30 Certified
- Pesticide Applicators credential
- CDL Driver License
- Fluent in Spanish

Because a large percentage of WTS employees are native Spanish-speakers, we believe it is important for the SET team, as trainers, to become fluent in order to better communicate. If a team member is not fluent in Spanish, they must remain enrolled into a Spanish language fluency program.

In order to create a more cohesive team, we have also modified the clothing for the SET team. You

may only see one or two of our team members at a time, but all of our outfits will look similar, and we will perform the same activities and trainings.

The SET team is a great place to develop and grow in capability and contribution at a rapid rate. We work hard so we can effectively teach WTS employees to work safely. We are proud of the culture we have created within the team and the progress we see toward reaching our team's performance goals every day.

Over the years, several SET team members have found new positions on the operations side of WTS. By having these former members working in a leadership capacity with the company, they've been able to utilize the skills they learn and pass on the skills and information to those around them.

If you would like to learn additional skills, have a desire to train others and are passionate about seeing others succeed in this Industry, please email me at wregilgas@wrighttree.com.

Photos taken in December 2019 during a SET team training event in New Orleans, Louisiana. The tree is a Southern Live Oak [Quercus virginiana] located in Audubon Park named the Tree of Life. ▼



CURRENT LIST OF SET TEAM MEMBERS:

Safety Manager

- ▶ Wes Tregilgas

Senior Safety Leads

- ▶ Phillip Kelley
- ▶ Warren Williams

SET Technical Trainer

- ▶ Kristian Schultz

Safety Supervisors

- ▶ Juan Arellano-Miranda
- ▶ Chad Berlin
- ▶ Brian Christensen
- ▶ Reggie Copes
- ▶ Nate Dillon
- ▶ Emanuel Hernandez-Lopez
- ▶ Ranferi Lopez-Garcia
- ▶ Chris Lorenz
- ▶ Brandon Magee
- ▶ Jon McCormack
- ▶ Tony Perez
- ▶ Ira Signalness
- ▶ Mark Smith
- ▶ Erik Sveum
- ▶ Don Watson



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 September include:

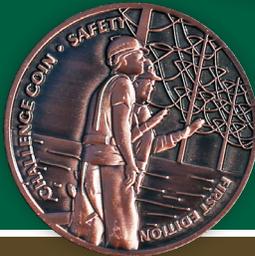
CEO COINS

- ▶ Retiree, **Mike Harris**, Minnkota Division
- ▶ Retiree, **Dan Hawker**, Minnkota Division
- ▶ Retiree, **Terry McGonegle**, Corporate Office
- ▶ Retiree, **Alan Mace**, Corporate Office
- ▶ Payroll & Billing Manager, **Alison West**, Corporate Office



SAFETY COIN

- ▶ Trimmer, **Justin Jackson**, Lone Star Division



Safety Video

In September, we filmed our next safety video with local crew members in Detroit and Lansing, Michigan. This safety video will walk through various rescue situations. Thank you to everyone involved in filming!



2019 HOLIDAY SAFETY CHALLENGE SECURING YOUR SAFETY DECEMBER 1 - 21, 2019



The 2019 Holiday Safety Challenge took place between December 1 – 21, 2019. During the challenge, 802 employees from 14 divisions submitted 1,814 hazard submissions. Great job, Wright Tree Service!

The challenge theme, Securing Your Safety, highlighted the importance of being aware of your surroundings and mitigating potential hazards before an incident could take place. The field hazard submissions were split into three categories: Tie-in, Tie-off & Rigging/Lowering Points, Life Support & Securement Equipment Inspection, and DOT Pre-trip Inspection.

With our new challenge platform, Award Force, participants could upload up to 3 photos with each submission, edit submissions and resubmit before each deadline, and view examples of good and bad entries.



PARTICIPATION

Awarded to the division with the highest percentage of employee participation during the challenge.

Winner: Division 25:
87.68% participation

HAZARD SUBMISSIONS

TIE-IN, TIE-OFF & RIGGING/ LOWERING POINTS

- 1st Place:** Division 65: James Adrianson, Matthew David, Rodricus McDuffey, Megan Walter and Jordan Williams
- 2nd Place:** Division 25: John Miller
- 3rd Place:** North Division: Rob Lawlyes

LIFE SUPPORT & SECUREMENT EQUIPMENT INSPECTION

- 1st Place:** Division 25: Travis Mongold
- 2nd Place:** Division 25: Zach Barnhart and Dustin Richards
- 3rd Place:** Division 25: Chris Gaston

DOT PRE-TRIP INSPECTION

- 1st Place:** North Division: Jacob Propes
- 2nd Place:** Central Division: Christopher Henderson
- 3rd Place:** North Division: Samuel Gatley and Trever Taylor

We look forward to the future of our safety culture at WTS and will continue to look at feedback from our employees to increase safety awareness and culture.

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 you to the safety suggestion box, allowing you to submit your suggestion easily from your mobile device.



News from the Branches

CENTRAL DIVISION

"I am impressed with the work the crews did in my area. I appreciate the thorough job they did."

Every lineman complimenting Foremen Joshua Johnson and Paul Reynolds, Trimmers Cody Church and Matthew Sessions, and Groundman Dakota Beers

"The crew approached me when I was in my yard to explain what they were going to do to the trees. They were very polite, respectful, and respectfully dressed even though they were working outside."

Every customer complimenting Foreman Brian Louderback and Groundman Randy Spillman

"I want to let you know what a pleasant experience it was for us to have your crew working on our property. Everyone on the crew was helpful, informative and professional. No one wants to have their trees clipped; it is necessary for having electricity. The gentlemen working in my yard did a fantastic job. They let me know exactly what they were going to do and let me know exactly what to expect. Thank you for a job well done."

Every customer complimenting several crew members

"Our large maple tree was dying. The crew that came to trim is the best! They went above and beyond what I expected and were very professional."

Every customer complimenting several crew members

"Your crew was courteous and did a good job trimming a large mulberry tree in my backyard away from power lines today."

Every customer complimenting several crew members

"The young gentlemen who came to my door and worked on my property were very nice and polite."

ITC Midwest customer complimenting Foreman Devin Dixon and Trimmer Todd Vander

"Sometimes I take for granted that the WTS crews we have on our property are always doing a good job. The problem, which is really not a problem, is that WTS does a fantastic job each and every day we have them on our property! I honestly could not be any happier with the internal customer service as well as the external customer service. I think you guys work hard to set the standard and, from what I see on a daily basis, you are the standard in our industry and the majority of the time you are above it! Thank you for being a part of what we do!"

Kansas City Board of Public Utilities employee complimenting GFs Roger Farley and Corey Wilson

"Tommy Pearson was a true professional with excellent customer service. He quickly returned my call, was at my residence within 20 minutes and had a crew out to address the problem within a two-hour window. Incredible! Nice work, Tommy and WTS!"

KCP&L customer complimenting GF Tommy Pearson

"I was very pleased with the crew that worked on my property. They did an extraordinary job, and were polite, professional and very hard workers. This was the best tree service I had ever had, and they made sure he was happy with the work."

MidAmerican Energy customer complimenting Foremen Ignacio Navarrete and Jeremy Sharpe, and Trimmer Jaycob Barreiro

CENTRAL DIVISION

Girl Scout Cookies

In Weeping Water, Nebraska, President & COO Will Nutter's niece's daughter stopped a crew with GF Tom Anderson, Foreman Paul Delgado and Trimmer Mike Frostrom to give them some Girl Scout cookies.



CENTRAL DIVISION

Promotion



Greg Williams was promoted to Regional Manager of WTS's Central Division in January. Greg has worked for WTS for 25 years, starting in 1995 as a groundman and working his way up to Foreman, GF and Division Supervisor before moving into his most recent position as Division Manager.

Congratulations, Greg!



CENTRAL DIVISION

Flory Backhoe, Inc. Acquisition of Assets

In March, WTS expanded services in the Midwest after acquiring the assets of Flory Backhoe, Inc., a Kansas-based excavation company founded in 1999. Additional services in the Midwest include right-of-way (ROW) preparation and restoration, utility installation in housing developments, agricultural conservation, and residential excavation.

We welcome our newest team members to the Wright Tree family, Operations Manager Blaine Flory (left) and Project Manager Mark Flory (right). ►

“WTS employees have been working in my neighborhood for the past several days. They worked in my backyard to cut down tree / branches that posed a potential risk to the power lines. I am very impressed with the crew. They are professional, extremely capable and super nice people! I couldn't be happier with them! They listened to my concerns about a large wind chime set I have hanging from one of the lower branches of an elm tree in my backyard and assured me they could definitely work around it. I'm not surprised that MidAmerican has chosen to work with such a straightforward, capable, and responsible contractor as WTS.”

MidAmerican Energy customer complimenting several crew members

“Chris did a great job on my property today and I wanted to make sure he was recognized. He was also extremely nice!”

Omaha Public Power District (OPPD) customer complimenting Work Planner Chris Druce

“I was very pleased with the work that WTS did in my area. They were very polite and did a really great job.”

OPPD customer complimenting several crew members

“WTS trucks have been passing in front of my home. I would like to praise your drivers on their driving behavior. There are many vehicles, private and commercial, that use the country road in front of my house on a daily basis. Your vehicles pass going either below or close to the speed limit. This is truly a rare occurrence as most drivers drive over the speed limit. I appreciate it!”

Shelby Energy customer complimenting several crew members

NORTH DIVISION

“WTS employees Darin and Bob were at my house to cut down a tree. They did a great job of getting it down and cleaning up the debris. Great job, WTS!”

Ameren customer complimenting Foreman Darin Gray and Trimmer Robert Davis

“The crew working in my neighborhood has been great! I really appreciate their courteous professionalism. Please extend a big thank you to them and let them know that they are appreciated! They treated my yard like it was their own. Any business would be lucky to have these hardworking professionals.”

Ameren customer complimenting several crew members

“I'd like to express my gratitude to the crew. The WTS crew handled a hazardous situation methodically and professionally to the point where the linemen were impressed as well. Wright also stuck around so the linemen could get the line back up and yet still finished in a timely manner while opening up the work area. Well done!”

Ameren employee complimenting Foremen Jason McClelland and Thatcher Rodmaker, and Trimmers Jeremy Curry and Karson Westcott

“Andrew and Scott were here recently on behalf of Ameren. They did a great job of removing branches that were threatening our power lines. They were fast, friendly, thorough and careful. Thanks for hiring and sending out good people.”

Ameren customer complimenting Foreman Andrew Siemsen and Trimmer Scott Reel

“Thank you to the crews working in my neighborhood. As the funeral procession for a loved one passed them, they all stopped, removed their hats and stood and waited for the entire line of vehicles to pass. It was heartwarming to know that there are still people who show respect for others in their time of sorrow and loss in the world we live in today. Please know that not only the family noticed but all that attended commented positively on their actions.”

Ameren customer complimenting several crew members

“WTS listened to me and understood my concern about a treacherous tree hanging over my power line, which they cut down. They were a wonderful crew of hardworking young men! Thank you so much.”

Ameren customer complimenting several crew members

DIVISION 25

“The crew working in my area has been so productive and polite. Upon our request, they returned to cut logs into lengths we could use to process for our wood stove. They took pride in their work and we appreciate that.”

American Electric Power (AEP) customer complimenting several crew members

“Bradley showed that there are still good people out there. I lost my wallet in November while hunting. Bradley found my wallet while working and went out of his way to contact me to return it. I cannot thank him enough for the good deed.”

Fort Ashby, West Virginia resident complimenting Work Planner Bradley Davis

“We were traveling to a cemetery for the burial of a special friend as we came upon one of your trucks working. When they realized it was a hearse passing, they stopped working and took off their hard hats. It was very moving to see. Thank you.”

Hagerstown, Maryland, resident complimenting several crew members

“I had just laid my eight-month-old daughter down for a nap when I noticed the tree crew outside near my house. I ran outside and told your crew, and they took it upon themselves to forgo the chainsaws and use their hand saws. They then came back later and cleaned up the debris to avoid making noise while she took her nap. I would like to say thank you from the bottom of my heart. It meant the world to me and I hope you all have a very happy day. Thank you.”

Louisville, Ohio, resident complimenting several crew members

“Josh was very nice and helpful. Thank you!”

PPL Electric customer complimenting Trimmer Josh Mann

MOUNTAIN STATES DIVISION

“The WTS crews did an awesome job!”

Black Hills Energy customer complimenting GF Nathan Quist, Foreman Scott Page and Trimmer John Williamson

“Kudos to the great work that was done in my area. Each experience we have with WTS is a pleasant one and work is always outstanding. Thank you!”

Black Hills Energy customer complimenting several crew members

“The crew trimming around the power lines on my property did a great job. They were friendly, polite, explained what they were going to do and cleaned up. Before they even started trimming, they put a piece of plywood over the playhouse in my yard so they did not damage it. Thank you for doing such a good job.”

Xcel Energy customer complimenting Work Planner Juan Sanchez, Foremen Jose Herrera and Bernardo Robles, Trimmers Jose Alvarega and Benito Gonzalez, and Groundman Emmanuel Garcia

“The crew did a phenomenal job. They gave us a day's notice as requested, explained what they were doing and why, and cleaned everything up. They were very personable and polite. Thank you for the good job.”

Xcel Energy customer complimenting Work Planner Gerardo Gonzalez-Castaneda and Trimmer Jorge Lopez

PACIFIC DIVISION

“Thank you to the crew working around my property. I realized after they left that they blew the leaves from the front of our house all the way into a pile on the side of the road. They certainly didn’t need to go out of their way to do that extra work. Thank you!”

Eugene Water & Electric Board customer complimenting several crew members

“Your crew did a great job. They were very professional and did a great job with cleaning up.”

PacifiCorp customer complimenting several crew members

“The crew in my area is the best. They’re doing a great job making sure the power lines are clear. They’re also very professional.”

Portland General Electric customer complimenting several crew members

SOUTHEAST DIVISION

“Hector and Ryan had excellent customer service. They cleared the area around the power lines in an excellent manner and left my property clean. WTS has two outstanding employees. Thank you for their service.”

Clarksville Department of Electricity customer complimenting Foreman Hector Martinez and Groundman Ryan Mosley

“The crew was friendly and did good work.”

Louisville Gas & Electric customer complimenting several crew members

DIVISION 45

“The crew members were really friendly! They were efficient and even took time to stack the wood I wanted to keep.”

AEP customer complimenting Foreman Troy Arnold and Trimmer Joshua Johnson

“The crew that came to my property did a great job. They cleaned up, went above and beyond, and were overall fantastic.”

AEP customer complimenting several crew members

PACIFIC DIVISION

Christmas Parade

GF Kyle Richardson and his family participated in the 2019 Yelm Christmas Parade in Yelm, Washington.

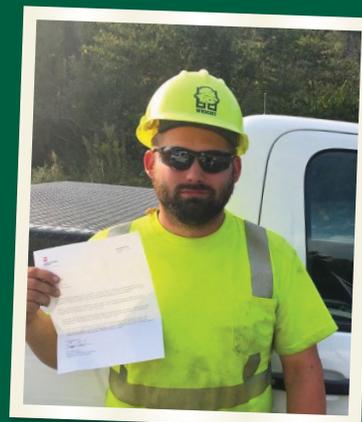
GF Kyle Richardson with his wife, Katy, and daughters Kayden, Bethany and Hadley. ▶



SOUTHEAST DIVISION

Safe Contract Employee of the Month

Trimmer Ronnie Hamilton was recognized as Appalachian Power Company (APCo)’s Safe Contract Employee of the Month in May 2019. Congratulations, Ronnie – you earned it!



DIVISION 45

Good Samaritan

GF Nate Stattler was on his way to a job site when he noticed a small Honda SUV had gone off the road, ripping out a guy wire and pulling the service drop insulator out of a pole barn in the process. This caused the fuse to blow at the pole and power to be interrupted at the house across the street. He immediately stopped his truck by the front yard and got out to help the young lady that had the accident. He checked the surroundings to make sure no wires were down that could cause harm to the young lady or himself.

When he approached the car, the 17-year-old girl was trapped inside. Not knowing what was wrong, he asked her if she could get out. She informed him that the door would not open. He was able to pull the door open. He immediately asked if she was ok and had her turn the car off because he didn’t know if anything was leaking from the vehicle. Thankfully, she was not injured and was able to get out of the car. She told him she had hit her head on the windshield and her mom was on her way. The neighbor was already on the phone with emergency personnel.

Once he knew the girl was okay, he called a forester to inform him of the outage and then called DDC to report the hardware damage. When the girl’s mom showed up, Nate told her what he knew, and stayed until the emergency personal showed up just in case they needed help.

Great job being a Brother’s and Sister’s Keeper, Nate!

"Your crew came out to cut a tree that was too close to the power line. The entire time, Darrell didn't stop working. We watched him put all of the cones up, walk up and down the property line trimming what was needed beneath the power line and pick up numerous branches. He even picked up our trash can that had tipped over after being emptied at the end of our driveway. That wasn't asked of him and he had no clue we were even watching him. As a mom of a toddler and having a long driveway on top of it being a very cold windy day, I really appreciated that! I can almost guarantee that wasn't in his job description. As for the rest of the crew and the job itself, the tree looks great and the yard was spectacular and nearly spotless after they left!"

AEP customer complimenting Foreman Darrell Pearson and several crew members

"I am very impressed with the work your company has been doing in our neighborhood. They have all been so polite and helpful, and clean up has been thorough."

AEP customer complimenting several crew members

"I wanted to give my compliments to your crew. I was concerned when I saw how many branches were being trimmed and I asked them to stop their work. Juan immediately had his crew stop and offered to contact GF Salvador and request him to come to the site, to which I agreed.

While we were waiting for Salvador to arrive, Juan asked me if I would be willing to talk through my concerns. I was able to tell him that I was concerned about the health of trees with so many of the limbs being taken off. My brother, an arborist, has told me that trees with many wounds often don't survive. Juan explained the work order to me and showed how carefully the work planner, Jim Voss,

considers which trees to trim, how much and when. He also told me that oak trees fair better if they are cut in the cold weather. I was grateful that he explained this to me!

Juan showed a very calm and professional demeanor. He listened and acknowledged my concerns and he called in a superior to handle the situation because he had an honest interest in resolving the problem amicably. I greatly admire this response, and many people could learn such graces from this man!

When Salvador arrived on-site, we talked through all of my concerns. Salvador was just as calm and professional as his colleague, Juan. We discussed the options, of which he was willing and able to request that the before mentioned trees be cut down, so as not to cause us, or the client, DTE any future issues.

One day later, they came back to complete the agreed upon work. Both Juan and Salvador came back personally to make sure that everything was satisfactory. I am honored and humbled to have met such decent, hardworking men! You are extremely fortunate to have them working for your company."

DTE Energy customer complimenting Work Planner Jim Voss, GFs Yoan Socas Espino and Salvador Torres

"The crews in my area did an awesome job!"

Indianapolis Power & Light (IPL) resident complimenting several crew members

"The young men who were out to trim the trees in my neighborhood were so professional and considerate. They were careful to pick up all the small limbs that dropped into the yard and were very polite when I asked them not to lean on the fence in doing so. I just wanted to commend them on their level of service!"

IPL customer complimenting several crew members

"I would like to thank WTS for such a professional job removing my ash tree. Sean and his crew went above and beyond to make sure I was happy with how they cleaned up the area around the tree. Thank you for caring."

Duke Energy customer complimenting Foreman Sean Kovatch and several crew members

SOUTHWEST DIVISION

"A tree in my yard was marked to be trimmed due to a concern of limbs possibly damaging the electrical wire running to the main utility pole. Before it was trimmed, I discovered an animal had chased a cat up the pole. It sat on the very top of that pole crying and scared and I had no idea on how to get the cat off the pole safely. I called the utility and asked if the tree trimmers could possibly come that morning to trim the tree and also see if the cat would come down from the pole. In just a short time the WTS truck arrived at my house. Mitch and Kody devised a quick plan if the cat decided to jump or fell off the pole. They started to raise the bucket lift, and the noise scared the cat enough to climb down the pole unhurt. Mitch and Kody said they had never experienced this type of situation before but were ready and willing to do what was needed to help me. I'd like to thank them for their extra effort and willingness to help out in an unusual situation."

City Utilities of Springfield customer complimenting Foreman Mitchell Lee Brown and Groundman Kody Zyan Stanley

"Great work! A tree branch had fallen onto my main power line after a storm. This crew took great care in being safe and clearing the line. They were very respectful and courteous."

Oklahoma Gas & Electric customer complimenting several crew members

DIVISION 55

New Employee Training

WTS held a new employee training class in South Carolina with GF Doug Oliver instructing and Foreman Eric Hofmeister demonstrating. The class went in-depth on safety principles while on the ROW and described the five steps of tree felling. The demonstrations included knots, notches and proper site set up.

Thank you for teaching safety, Doug and Eric!



“Your crew did such a nice job. They were very polite, nice and took their time even with the cold day. We are very pleased with the work we did.”

Liberty Utilities, Empire District customer complimenting GF Randall DeJager, Foreman Jeffrey Burwell and Trimmer Dalton Hill

“The experience I had with your crews over three weeks was entirely positive. My job was to coordinate the crews, inspect their work and communicate and resolve any issues with the GF. Your crews were all hard working, thorough and professional. They worked very well with our customers. They adapted very quickly to a rather unusual project and the quality of their work was excellent. I would like to especially compliment Joel. He was personable and professional and communicated with me on a daily basis as needed. At all times I felt confident that the project was in great hands. These guys work together great as a team. They will be welcome back here next time we need additional crews. Please pass along my thanks to Joel and his guys for a job very well done.”

City Utilities of Springfield employee complimenting GF Joel Rendon and several crew members

LONE STAR DIVISION

“The WTS crews did a fantastic job! They were on time, worked hard all day and cleaned up every branch and twig they removed from our easement. We were especially impressed that the crew thought enough to move our statue of the Virgin Mary out of harm’s way. Thank you.”

Oncor customer complimenting Foreman Benito Huerta and several crew members

“Thank you to the crew for taking care of the trees around our building. They did a great job and were very easy to work with. They did just what we asked and left the area looking good!”

Oncor customer complimenting Trimmer Brandon Ross Self and several crew members

“Your tree crew did a very good job on my trees and were thoughtful and respectful while here today. They did a very good cleanup job.”

Oncor customer complimenting several crew members

“The crew came out to trim and top a tree that was on my property and branches were hanging over the power line. They were all very respectful and very nice and took extra care not to damage my yard or any of the plants. Thank you so much for the service you provide.”

Oncor customer complimenting several crew members

“WTS came out and trimmed a tree in my area and they did a great job.”

Oncor customer complimenting several crew members

“I wanted to say that y’all did an outstanding job and I was wowed that you chopped the ones on the other side of my fence. I am truly satisfied with what a great job you did. Awesome job. Ten stars for you!”

Oncor customer complimenting Foremen Jose R. Álvarez and Jose Dimas Romero, Trimmers Joaquín Menjivar, Ángel Moreno, José Ramírez and Mario Rivera, and Trainee Jose Rodriguez

DIVISION 65

“WTS crews are doing a really great job in my area, especially Warren.”

Consumers Energy employee complimenting Trimmer Warren Wright Jr.

“The WTS crew in my area was respectful and professional. Eric is a quality employee! You could not have anyone better to represent your company or take care of his crew. Thank you to the crew for their safety procedures, skill and teamwork, and their respect for nature and personal property. It was amazing to see how they worked together so precisely and carefully around the garden to take down a tree in the power lines. Just one man and his crew with the right attitudes and skills can make everything better. Thank you and compliments to your company and crew!”

DTE customer complimenting GF Eric Bagalay and several crew members

“By chance, I was able to meet Dave and his crew performing utility tree trimming in our area. I asked Dave about some ruts left in my yard that I wouldn’t be able to mow over. He was polite, professional, and handled it absolutely well. I want to acknowledge David and his crew for doing a hard and necessary work with professionalism.”

DTE customer complimenting Work Planner Dave Strickland and several crew members

DIVISION 65

Michigan Tree Climbing Competition

Multiple WTS employees participated in the Michigan Tree Climbing Competition in September 2019, including GF Lisa Bagalay, Foremen Jacob Forella and Dillon Rose, and Trimmer Brandon Logiudice. Lisa and Dillon placed in the competition.

Project Manager Ron Carman’s son, Bryant, also participated in the kids climb and was quoted in Record-Eagle, a local news site.



▲ GF Lisa Bagalay and Foreman Dillon Rose.

“I think (I was) 40- or 50- or 12 foot high,” Bryant said.

Secured in a harness, helmeted and under the watchful eye of professional tree climbers, 6-year old Carmen made it about 15 ft up an oak tree.

“I kepted going up on top and when I landed on the branch standing, it feels like I was a tree worker – so much like I was a tree worker.” Carman said excitedly.

▼ Project Manager Ron Carman’s son, Bryant.



DIVISION 65

MiCareer Fair

On November 8, 2019, WTS exhibited equipment and a virtual reality tree-trimming exercise at the MiCareer Quest Southeast event in Detroit, Michigan. More than 11,000 students from six counties in Michigan attended the interactive event to learn more about different occupations.

(Left to right) WSC Information Security Assurance Analyst Taylor Erickson, Foremen Mike Coates, Alex Keller and Kevin Spearman and Work Planner Ashley Thiel. ▼



“A WTS crew was working near our house. They were great about communicating what they were doing, when they needed to be on our property and cleaning up. They were very professional and friendly!”

Hillsdale Board of Public Utilities customer complimenting several crew members

“You recently sent a team to my area to do some trimming on behalf of our power company. I was worried about the safety of my car, but the guys did an amazing job navigating their bucket truck carefully around our cramped parking lot and making sure that no cars were in harm’s way while they were trimming. They were also very patient with a nervous car-owner hovering around, and they let me get my car out of the way! They also did a nice job with clean up – no debris / branches left behind, so when they left you couldn’t even tell that tree-trimmers had been there (except for the trimmed trees, of course!) Thank you for doing such a great and careful job!”

DTE Energy customer complimenting GF Sean Parker and several crew members

MINNKOTA DIVISION

“WTS crews were in my area to trim trees around two high power electrical lines. The guys were awesome. Your crew members were fantastic! Very safety conscious. Did an excellent job!”

Connexus Energy customer complimenting Foreman Justin Bittner and Trimmer Kyler Sempel

“I want to thank the crew that trimmed my trees. They did a wonderful job and I appreciated the cleanup.”

Connexus Energy customer complimenting Foreman Justin Bittner and Trimmer Andrew Bainville

“I’d like to express my gratitude to a couple of your men. When they were here doing storm damage restoration, they went above and beyond. We had trees that were blocking our tornado and fire siren, and they helped us out by trimming those. They didn’t have to do that, but they did it to help us out and keep us safe. We appreciate it very much.”

Mayor of Carhage, South Dakota, complimenting Foreman Joshua Bult and Trimmer Cole Steen

“Ryan and Kinsey helped out on some limbs intruding on the power line. They were very polite and efficient. It was fun to watch them work!”

Xcel Energy customer complimenting Foreman Ryan Fredrickson and Trimmer Kinsey Fink

“I want to recognize the fine work your crew performed while removing tree branches on my lot. We have had too many power outages and are most happy to see this work done. The crew was very professional, polite and openly communicated the work they wanted to do. They are a credit to this tree service.”

Xcel Energy customer complimenting Foreman Dylan Buschette and Trimmer Peder Brevig

“I loved the crew. They had fast and safe execution and worked hard to clean up. They were even nice enough to leave the big logs for me as requested. I wish you did residential jobs – I would recommend anytime.”

Xcel Energy customer complimenting several crew members

CORPORATE OFFICE

“I just wanted to take the time to express my appreciation for Ann. Having her on our team has made a huge difference, and I truly appreciate her cooperative spirit and the attention to detail. She’s always a pleasure to work with and has a broad knowledge of the contracts she covers for our division. As a leader you’re always trying to surround yourself with great talent, and I can say you have definitely achieved that with Ann.”

Division supervisor Afton Stanko complimenting Payroll & Billing Specialist Ann Trimble



WRIGHT TREE SERVICE OF THE WEST

News from the Branches

Compliments sent to Wright Tree Service of the West.

WTS OF THE WEST

“David and John came to trim trees on my property. They both did an excellent job. I was very pleased with their work.”

Pacific Gas & Electric (PG&E) customer complimenting Foreman David Gonzales and Trimmer John Faulkner

“A WTS of the West crew was removing hazardous trees. They were the most polite, professional and accommodating utility tree crew that has been here since the Carr fire. They showed great respect for my property and were quick and efficient. Wish all crews would take note of their performance. Thanks, guys!”

PG&E customer complimenting Foreman Brandon Smith and Trimmer Nathaniel Peterson

“WTS of the West was cutting and trimming trees on my property today. They finished and left, but immediately came back to tell me that my water pump was spraying everywhere. They turned the water off and reconnected my pipe to the pump. Thank you so much! I really appreciate the help.”

PG&E customer complimenting several crew members

NEW, ON THE MOVE & CERTIFIED

NEW

GFs

- ▶ Martin Acevedo
- ▶ John Cummings Jr.
- ▶ Yordanis Herrera
- ▶ Justin Moench
- ▶ Martin Rivera
- ▶ Alberto Vergara

Foremen

- ▶ Erick Asin
- ▶ Fernando Ayala
- ▶ Joel Batista
- ▶ Osmely Breffe
- ▶ Alex Chavez
- ▶ Giorkis Correa
- ▶ Jaime Garcia
- ▶ John Dero
- ▶ Rafael Diaz
- ▶ Armando Espinoza
- ▶ Patrick Evans
- ▶ David Gonzales
- ▶ Yusnaldi Gonzalez
- ▶ Fernando Granados
- ▶ Yuniervis Hernandez
- ▶ Maykell Herrera
- ▶ Ranel Laureano
- ▶ Carlos Martinez
- ▶ Emilio Medina

- ▶ Yadier Mora
- ▶ Yunier Perez
- ▶ Waymon Radford
- ▶ Yasdiel Reina
- ▶ Leodan Rodriguez
- ▶ Edwin Rodriguez
- ▶ Rafael Roque
- ▶ Eldis Roque
- ▶ Yudisney Ruiz
- ▶ Lazaro Soto
- ▶ Mark Telemchuk
- ▶ Yohanis Valdes
- ▶ Rene Viamonte
- ▶ Osmani Zayas

ON THE MOVE

Division Supervisor

- ▶ Carlos Cisneros
- Project Manager
- ▶ Ben Rakestraw

GFs

- ▶ Luis Cisneros
- ▶ Yordanis Collazo
- ▶ Alberto Herrera
- ▶ Justin Moench
- ▶ Ricardo Rivera



WRIGHT TREE SERVICE OF CANADA

NEW, ON THE MOVE & CERTIFIED

NEW

Accountant

- ▶ Taehee Kim, CPA
Division Supervisor
- ▶ Steve Kerr
GFs

Utility Tree Trimmers

- ▶ Ureil Giraldo
- ▶ Ryan Hohnstein
- ▶ Keegan Lane
- ▶ Ashton Martin
- ▶ Jessie Wintonyk

Utility Tree Workers

- ▶ Caleb Donahue
- ▶ Frank Laboucan

Arborist

- ▶ Luke Oliver

CERTIFIED



New International Society of Arboriculture (ISA)

Certified Arborist®

- ▶ Nathan Blackie
- ▶ Chad Winger

Special Thanks

WTSCA would like to extend a special thank you to Project Manager Bryon Honea for joining the team for some safety training, reporting, tracking, structure, team building, and mentoring in early March to help WTSCA with its Fortis Alberta start up.

Bryon also wanted to thank GF Dustin Brandon. He said, "Dustin has some great manager skills. I can see why you hired him. He is handling the utility very well and is building the relationship there. He is very professional with the utility and the men. He has a ton of values that will set this project up to win."

Thank you, Bryon from everyone in Canada.

News from the Branches

Compliments sent to ArborCare, a division of Wright Tree Service of Canada.

ARBORCARE

"A crew came out today and trimmed and shaped our crab apple tree. Honestly, they did the best job that anybody has ever done on that tree. They were super a friendly, courteous, efficient and hardworking group. I truly can't say enough good things about them and the work they did. Kudos also to Sebastian in the office made sure the job was done to our satisfaction and again super courteous and efficient. We've been ArborCare customers for years and this completely pleasant experience reinforces our commitment to them."

Customer complimenting GF Chris Paterson, Inside Sales Team Lead Sebastian Maas and several crew members

"We are very pleased, as always, with the work provided by ArborCare. We have used ArborCare for many years and they are polite when you speak to them on the phone, honest and reliable. They will tell you how long it will take to come to do the pruning and call you before they arrive. Thank you for another great job."

Customer complimenting Crew Lead Wayne Fleury and several crew members

"We are very impressed with your crews' professionalism, safety and clean up. We will definitely recommend you."

Customer complimenting Crew Leads Nathan Blackie and Steven Baugerud, and several crew members

"City of Regina wants to thank the team at ArborCare for the great work this winter. 1,500 trees were pruned safely and to the residents and cites expectations. Brad was fantastic to work with and a true professional. Looking forward to the team coming back in the fall."

City of Regina complimenting acting GF Brad Ward and several crew members

"The crew was very quick and efficient and did an overall great job."

Customer complimenting Crew Lead Josh Moule and several crew members

In Memory

Nicholas Brown passed away on February 17, 2020.