



Our family tree

WRIGHT TREE SERVICE

Building Company Culture with Human Resources & Marketing

By Katie Long, HR Recruiter & Katie Moehn, Senior Marketing and Communications Specialist

A recruiter's dream is finding the answer to the question, "How did you hear about us?" In today's economy, with the lowest unemployment rate in decades (according to the U.S. Labor Department), we have more jobs available than we have people to fill them, which can be a blessing and a curse. Employees are comfortable in their current roles so, as recruiters, we have to actively seek out potential candidates that may not be happy with their current position, manager, or company in the future.

When they decide to start looking at other opportunities, we need job seekers to think of us. Often, we focus on recruitment marketing which refers to the strategies a company uses to find, attract, nurture and engage passive talent by reinforcing the employer brand. This can include posting ads in industry publications, flyers on job boards, posting on social media, and being active participants at career fairs. As potential candidates continue to see a logo multiple times in different locations, it starts to build brand recognition for the company — meaning they recognize it by the logo.

Marketing and human resources (HR) departments traditionally have separate job functions with marketing



focusing on the consumer and HR communicating with employees. However, the lines between marketing and HR are blurring because, although they have different audiences, they both have similar objectives.

"Just as organizations compete for customers by differentiating product value, they too must compete for talent by differentiating the employee experience," Erik Samdahl, the vice president of marketing for the Institute for Corporate Productivity, wrote in a Forbes blog post. "A critical piece of this differentiation is employer

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NEW, ON THE MOVE & CERTIFIED

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

NEW

Corporate Office

Payroll and Billing Specialists
April Archuleta-Sams
Brandy Blakeney
Kayla Fairlie
Lindsey Fisher
Sarah Hale
Reece Kriener
Melissa Quitevis
Erica Thompson

Division 25

General Foremen (GFs)
Huber Dominguez
Christopher Mason
Yodelis Nunez

Pacific Division

GFs
Dennis Van Arsdale
Daniel Williams

Division 45

GFs
Gordon Adams
Gualberto Espino
Dale Hamman

Southwest Division

GFs
Marcotulio Quiche
Juan Rodriguez Reyes

Division 55

GFs
Christopher Binkley
Tyler Byington

Safety Supervisor

Warren Williams

Division 65

GFs
Harry Ellison
Richard Ellison
Matthew Yats
Andrew Zeigler

Division 80

GF
Agapito Pete Ortiz

ON THE MOVE

Corporate Office

Payroll and Billing Administrator
Sarah McFadden

Payroll and Billing Supervisors
Kelsie Ketchum
Addie Pieters

Central Division

GFs
Simon Montero
Shawn Perry
Richardo Ramirez

Project Manager
Lance Even

North Division

GF
Toby Lindstrom

Division 25

GFs
Mario Hernandez
Doug Rakes

Mountain States Division

GF
Oscar Duarte

Southeast Division

Division Supervisor
Ever Acosta

GF
Tyler Kirkpatrick

Southwest Division

GFs
Joshawa Arnold
Marcotulio Quiche

Lone Star Division

GF
Jeff Polvado

Division 65

GFs
Mike Collins
Clyde Davis
Harry Ellison

Project Manager
Richard Ellison

Division 80

GF
Allen Olivo

CERTIFIED



New International Society of Arboriculture (ISA) Certified Arborist®

Central Division

Foreman
Luis Cisneros

GF
Nate Demby

North Division

GF
Clinton Balderson

Pacific Division

GF
Joshua O'Connor

Southwest Division

Foreman
Dewey Fare

Division 65

Foreman
Kyle Schultz

GF
Sean Parker



New ISA Certified Utility Specialist™

Division 65

Foreman
Samuel Valdes

From the Treetop

Internationalization of Wright Tree Service



By Jesus Vetencourt, Vice President of Canadian Operations

O Canada! This year marks the start of the internationalization of Wright Tree Service (WTS). On May 24, 2019, we started offering our services in the Canadian market when our company completed the acquisition of ArborCare Tree Service, a vegetation management and tree care services company founded in 1983 based in Calgary, Alberta. Post-acquisition, ArborCare became Wright Tree Service of Canada. The ArborCare name will remain when providing residential and commercial services. We currently offer our services in Western Canada, with our Canadian headquarters located in Calgary, Alberta, and satellite offices in Edmonton, Alberta and Vernon, British Columbia.

These last few months we have been working to integrate the ArborCare team to our culture and brand identity with excellent results. Our team is experienced and knowledgeable, some of them with more than 20 years of experience in the industry. I have no doubts WTS's Canadian team will work hard to continue to deliver on the promise of our reputation: provide services with integrity and the highest level of customer service.

It is our reputation that in part made this expansion to Canada possible. Our Canadian customers only have to look south of the border to understand what our company is made of. It is also a testament to the hard work that all employees perform year-round, especially our crew employees. On behalf of the new team in Canada, thank you for helping us make this possible.

On a personal note, 13 years ago I was offered the opportunity to join our company as an inexperienced crew member in Omaha, Nebraska. I have worked in Nebraska, Iowa, Texas and now Canada, all the while I was given multiple opportunities to learn our trade and cultivate experience. I thought to mention this because our company has been experiencing rapid expansion, creating multiple career advancement opportunities for our team members across the United States and now Canada. We have programs for training and development that can help you advance if you are willing to take on additional responsibility. I invite you to take advantage of this great period in our company's history; it could be you that help us expand to the next market.

Safety Education & Training TRAINING TOOLS SPOTLIGHT: Safety During Storm Work

By Jim Engelke, GF

I started working for WTS in 1979 during a recession, which meant if I wanted to work I had to be open to change. In 13 months, I moved to five different states; Iowa, Wisconsin, New Mexico, South Dakota and Minnesota. I have worked as a groundman, trimmer, foreman and am currently a GF. I even ran a spray crew for a while. One thing that's helped me as a general foreman is all the different jobs I've had and all the equipment I've been around. My advice to crew members is to try to learn as much about as many things as you can. Having this knowledge helps you be open to change.

I was able to gain a lot of experience doing a variety of different things while moving around. Even though I've now been in the St. Paul, Minnesota, area for about 20 years, I get to travel to interesting places while doing storm restoration work.

So far in my career, I've worked restoration for five different hurricanes, four ice storms and a few fires in California. The work is difficult, but there's nothing like the satisfaction that comes from helping people. Right after Hurricane Frances hit Florida in 2004, my crew and I were working all day in a neighborhood clearing vegetation and debris from the utility right-of-way (ROW). The utility linemen were working right behind us to rebuild the power lines. We finished as the sun went down and, once everybody was safe and clear of the wire, the linemen clicked in the final fuse, lighting the entire neighborhood. It was very satisfying seeing the impact my work had on restoring power to a neighborhood.

Storm restoration work is also a good opportunity to learn faster than you would on a normal jobsite. The first hurricane or storm you go into is always a learning process. Do not be afraid to ask questions and listen to the people around you.

Even the experienced storm restoration crew members can learn something new in every emergency situation. Everyone has knowledge and experience to share, so as long as you listen to other people's ideas you can come up with a very good plan and gain new skills.

The more time you have to plan and get to a safe place before a storm hits, the better. However, you still need to be as close to the storm as possible without risking safety in order to be ready to respond. I once had to drive into the outer layer of Hurricane Irma, which hit during fall 2017, to get to a hotel. Our choice was either to drive into the hurricane or turn around and drive three states north to reach a hotel with vacancy.

There is a lot of planning and strategizing that goes into a successful restoration project. First, you have to know what work conditions to expect. Generally, with hurricanes and ice storms, there is debris and tree limbs down and the power lines are not active, so you have a pretty clear path to cut vegetation from. However, when working on fire restorations, the utility could have the power lines back up before you start working and hazardous trees could still be standing. The power's back on, but the hazard trees still have to be mitigated, so you have to be very cautious and aware of the work you're doing.

You also have to have a primary communications plan and a backup communications plan. In today's world, technology and the internet provide a true advantage for storm work. However, if you depend on technology too much, it will be difficult to carry out a safe plan once the storm hits. In Texas, during restoration for Hurricane Ike in 2008, we had cell phones, but service wasn't reliable. We ran into a problem
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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 everyone's responsibility — we each own it.
- ▶ **INTEGRITY** We abide by the highest ethical standards.
- ▶ **QUALITY** Our service is mission critical to our clients.
- ▶ **TEAMWORK** It is how we operate and we 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.

Company Culture

(continued from page 5)

brand — your organization's story, the message communicated about its reason for existing, its purpose and what it aspires to be."

Our marketing and HR departments recently developed recruitment videos for WTS to do just that — bring our company's culture to life!

By working together, we were able to align our goals and develop videos that speak to our audience. We interviewed our employees to get real, candid answers to the many questions focused on why they like their job. Every answer was a little bit different, but they all related back to our culture.

We produced two recruiting videos — a general video highlighting our culture and a "Day in the Life" video describing each job role within the company. The likelihood of losing employees shortly after they are hired increases if they don't have a full understanding of their job roles and expectations prior to accepting the position. According to statistics provided by LinkedIn's Ultimate List of Employer Brand Statistics, job candidates trust a company's employees three times more than the company to provide credible information on what it's like to work there. With our collaboration, we plan to see a higher retention rate by educating our applicants using candid responses from company employees who participated in our recruiting video.

This project is just the start of a shift in our strategy to leverage the talents of both departments to work together on company initiatives.

To view the videos, please visit
www.wrighttree.com/careers.

Safety

(continued from page 7)

because the backup batteries for the service towers were being slowly drained, and the towers lost their energy. We weren't able to communicate with our phones at all, so we had to find different ways to communicate and check in with each other.

Since all the crews were going to work in different locations, we kept tabs on where each crew was going to be working each day. We also created rallying points and check in times, so we would know that everybody was safe and accounted for.

When WTS responded to the aftermath of Hurricane Maria in Puerto Rico, the check in/check out process was intensified. I arrived on the island at the end of February 2017 and spent 20 weeks cutting vines away from downed power lines and navigating through steep mountains and narrow, winding roads. Housing options were limited, so we stayed in rooms on a barge guarded by security. We were able to keep tabs on everyone's whereabouts because we had to check out when we left the barge and check in when we returned.



It was difficult being away from our families on an isolated island, but the Puerto Rican people were very friendly. In Puerto Rico, Sunday is reserved for family. However, it was very common for crew members to be invited into people's homes for lunch on Sunday. Getting to know the people living on the island was the best part of being there.

Storm restoration can be very challenging and the only way to get through it successfully and safely is by taking care of each other. One of my favorite sayings is that, "it's a marathon, not a sprint." You have to get to the finish line, and the way to do that is by looking out for each other, having plans and back up plans, and staying safe.

Challenge Coins

Through the Challenge Coin program, Wright Tree Service'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 April include:

CEO COINS

- ▶ Fleet Administrator, Stephanie Burkman, Corporate Office
- ▶ Fleet Transportation, Brock Cain, Corporate Office
- ▶ Foreman, Chad Coon, North Division
- ▶ Fleet Manager, Kevin Fitzpatrick, Corporate Office
- ▶ Fleet Specialist, Bill Glover, Corporate Office

- ▶ Fleet Supervisor, Matt Lair, Corporate Office
- ▶ Fleet Project Manager, Alan Mace, Corporate Office
- ▶ Marketing and Communications Assistant, Hanna Peters, Corporate Office
- ▶ Trimmer, Brandon Walsh, North Division



Spring Safety Challenge

The 2019 Spring Safety Challenge was the most successful safety challenge yet! Between May 12, 2019 and June 1, 2019, 1,304 employees from all 14 divisions sent in 2,866 hazard submissions.

2019 SAFETY CHALLENGE
SPRING INTO ACTION
MAY 12 - JUNE 1



The challenge theme, "Spring into Action," highlighted the importance of being aware of your surroundings and being ready to respond at all times. The hazard submissions were split into three categories; Driving Hazards, Hazard of Your Choice, and At-Home Hazards.

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.

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 at their position. The goal of GF School is to educate and train our GFs to build a strong and productive workforce.

In April, 16 employees and in July, 25 employees gathered at the corporate office in West Des Moines, Iowa, for GF School. Congratulations to all participants!

(Left to right) Back: James Cooper (Mountain States Division), Nate Johnson (Safety Supervisor), Markus Allison (Division 55), Cody Smith (North Division), Justin Lawhorn (Division 25), Kenny Garrison (WTS of the West), Yancy Goggin (North Division), Jim Engelke (Minnkota Division), and Jeff Polvado (Lone Star Division). Front: Eric Davidson (Division 45), Justin Henson (Southeast Division), Juan Miranda (Southeast Division), Jake Standlee (Southwest Division), Jason Bryant (North Division), Rodney Hartline (Division 45), Mike Bell (Division 25) and Aaron Anderson (Pacific Division).

(Left to right) Back: Jason Scott (North Division), Adam Pritts (Division 25), Derek Williams (Minnkota Division), Robert Malone (Division 25), James Linenberger (Mountain States Division), Jorge Huerta (Lone Star Division), Edwin Ruano (Lone Star Division), and Jose Suarez (Division 80). Middle: Jackson Estes (WTS of the West), Christopher Spicer (Pacific Division), Kevin Brown (Southeast Division), Joey Williams (Southeast Division), Doug Oliver (Division 55), Chris Gaston (Division 25), Scott Ogden (Southwest Division), Chris Lorenz (North Division), David Suarez (Division 80). Front: Lacy Fitzpatrick (Training and Development Specialist), Shawn Woody (Pacific Division), Josh Phillips (Pacific Division), Jesus Garza (Division 80), Brandon Friend (Division 25), Yodelis Nunez (Division 25), Phillip Kelley (Senior Safety Lead), Felix Hernandez (Division 80), Not pictured: William Tomlinson (Central Division).



Corporate DOT Audit Award

Through the Corporate Department of Transportation (DOT) Audit Program, Director of Risk Management Rocky Palmer recognizes employees with branded duffel bags when they have successfully completed a random DOT audit on a WTS/WTS of the West truck and have received written documentation from a DOT officer. Those deserving of the recognition since last fall include:

Central Division

GF
Markus Allison

Foremen
John Blanton
Victor Chavarria
Christopher Clark
James Jackson
Gabriel Lopez

Trimmer
Ignacio Sanchez-Navarrete

North Division

Foreman
Derrick Nevitt

Pacific Division

Foreman
Michael Oswald

Wright Tree Service of the West

Foremen
Caulen Hensley
Kellem Kirk
David Phillips

Trimmer
Cody Sefton

Southeast Division

Foremen
Jacob Hurley
David Martin
Dustin Morrison
Chris Pardee
Willie Wilkerson

Trimmer
James Kohls Jr.

Division 55

Foreman
Ryan Batchelder



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.

News from the Branches

CENTRAL DIVISION

"Two gentlemen from WTS cut down a tree for us and we couldn't have asked for a nicer crew to do the job. They were thorough and went above their usual duty. They were also professional in every way and even cleaned up the area around the tree they removed. Kudos to these two young men!"

Kansas City Power and Light (KCP&L) customer complimenting Foreman Magdiel Salas and Groundman Jeremy McNurlin

"I want to thank the crew members for being accommodating with the noise from the chipper, especially as it bothers my special needs daughter, and being extremely nice, and explaining everything that would take place with her tree. She really appreciates all that they're doing."

KCP&L customer complimenting Foreman Braden Benskin and Groundman Chris Schmitt

"WTS did a wonderful job and they took great care around on-going construction. They were also very personable. Thank you."

KCP&L customer complimenting Foreman Aaron Johnson and Max Adams and several crew members

"Thank you for trimming our tree that was exposed to electrical wires. The tree was near a toddler play area behind my house. Thank you!"

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

"WTS worked on my property for a day. I have never met a group of guys that were more professional and pleasant."

OPPD customer complimenting GF Robert McCoy and several crew members

"Thank you for your crews prompt service and going beyond my expectations to remove a large locust tree in my yard, which had limbs within a very short distance of the power lines. The tree was too close for the local tree trimming crew to do anything with. WTS exceeded my expectation. The GF came from another location in town to actually work with the crew until the job was done. The foreman and groundman worked to clear the brush and also cut the trunk of the tree into manageable pieces so I could get someone to haul off the pieces. Thank you for going beyond the minimum to do what I deem a job well done!"

Westar Energy customer complimenting GF Robert Potarfi, Foreman Shannon Feck, and Trimmer Derek Hurlburt

Saluting Branches

On September 18, 60 WTS employees across the U.S. participated in the 5th Annual Saluting Branches Day of Service. Saluting Branches is a non-profit organization that organizes volunteer tree and landscape care for U.S. veteran cemeteries. Each volunteer donated over 10 hours to beautifying the cemeteries.



Executives

Wade Myers, Senior Vice President
Steve Pietzyk, Vice President

Central Division

Oscar Lopez, Foreman
Brandon Magee, Safety Supervisor
Nicholas New, Trimmer
Tommy Pearson, GF
Paul Reynolds, Foreman
Matthew Sessions, Trimmer
John Speight, Trimmer
Greg Williams, Division Manager

North Division

Rob Bellow, Project Manager
Lester Cain, Groundman
Sam Gately, Trimmer
Sam Hott, GF
Darryl Liggitt, Trimmer
Nick Lorenz, GF
Caleb Secrease, Foreman
Trevor Taylor, Trimmer

Division 25

Jean Almonte, Trimmer
Shane Cherry, Foreman
Chris Gaston, GF
Travis Hammons, Trimmer
Travis Mongold, Foreman
Adam Pritts, GF
Scott Romig, Foreman
Jason Stutenroth, Foreman
Dakota Taylor, Foreman
Ken Venzke, Division Manager

Southeast Division

Ever Acosta, Division Supervisor
Cameron Burgess, Trimmer
Jonathan Denny, Foreman
Devin Lynn, Foreman
Juan Miranda, GF
Julio Morales, GF
Larry Mullins, Foreman
Michael Mullins, Trimmer
Vinnie Pavcovich, Project Manager
David Tabor, Project Manager
Joey Williams, GF

Southwest Division

Dewey Fare, Foreman
Rex Myres, Trimmer
Thomas Root, Foreman
Jacob Trantham, Foreman
Derrick McDonald

Division 65

James Adrianson, Foreman
Ron Carman, GF
Josh Cutsinger, Trimmer
Richard Huntley, Foreman
Zack Huntley, Foreman
Tyler Joehlin, GF
Brad Johnston, Trimmer
Rodricus McDuffey, Foreman
John Moravik, Trimmer

Minnkota Division

Tyler Armstrong, GF
Arnulfo Flores, GF
Jeff Harris, GF
Tim Hanson, GF
Bob Lien, GF
Travis Platt, Division Manager
Derek Williams, GF



NORTH DIVISION

"A WTS crew was trimming trees in the area and took the initiative to trim some dead branches off of my tree as well. I have been concerned about the limb for a while but was not able to afford the cost to have it trimmed. This unexpected blessing was an overwhelming act of kindness. Thank you, Ameren and WTS for the service!"

Ameren customer complimenting GF Jeremy Parish, Foreman Stephen Shonkwiler, and Trimmer Daniel Lunny

"The crew working on my property did a beautiful job. They were courteous and careful. They watched out for each other and made sure nothing was damaged while they were working. They worked hard all day, even through the heat. Keep up the good work!"

Ameren customer complimenting GF Matt Rayfield, Foreman Russell Cook, and Groundman George Lopez

"Thank you for your help with our tree removal. Everyone was super helpful in getting the roads cleared and everything cleaned up! Thanks again."

Ameren customer complimenting several crew members

"Your crew did such a great job. You can't even tell in my yard that they trimmed trees. They cleaned up the mess very well. Thank you."

Ameren customer complimenting several crew members

"I saw two WTS employees helping during a car crash. They did an amazing job handling the situation, putting the car fire out and coordinating efforts until the fire department and police arrived."

Chesterville, Illinois, resident complimenting Foreman Chad Coon and Trimmer Brandon Walsh

NORTH DIVISION

Arbor Day

On April 26, 2019, WTS celebrated Arbor Day with the students of Duschene Elementary School in Florissant, Missouri. WTS employees helped teach the children about the importance of nature and how to plant a tree.



NORTH DIVISION

Quick Thinking

A crew witnessed a minivan fail to navigate a curve in the road and hit a utility pole while they were working nearby. The impact of the crash caused the utility pole to snap and the primary wire to fall to the ground. The crew immediately called 911, and after noticing downed wires under the van, instructed the driver to stay in the car. The crew also taped off the area and used traffic cones to block traffic. Great job!



NORTH DIVISION

Good Samaritans

In May, Foreman Chad Coon and Trimmer Brandon Walsh witnessed a car hit a school bus and catch on fire. Chad and Brandon turned on the emergency lights in their truck and parked in the middle of the road to stop oncoming traffic and prevent further incidents. They then stepped out of the vehicle, grabbed two fire extinguishers and rushed to begin to try to control the fire. Chad also checked on the school bus full of children to make sure everyone was alright and able to get to safety. When the police and fire department arrived, one responder commended Chad and Brandon and told them, "You guys probably just saved a life here today." Great job, Chad and Brandon!



NORTH DIVISION

Big Rig Petting Zoo

In May, WTS GFs Dan Klein and Derek Steinseifer participated in a Big Rig Petting Zoo in Peoria, Illinois, where over 400 children had the opportunity to climb inside the bucket of a WTS bucket truck.



DIVISION 25

Dale Carnegie

GF Corey Olsecheske was awarded a Dale Carnegie Highest Achievement Award. Congratulations, Corey!

▼ GF Corey Olsecheske and Project Manager Mark Pitt



"I was sitting on my porch with my newborn grandchild watching your crew trim a tree near a power line. One of your workers walked over to tell me that he was going to start the chipper and that the noise may disturb the baby. That was very polite and considerate! He is a credit to your company. The crew also appeared to be very efficient, put up the safety signage and cleaned up the street when they were finished."

Kirkwood Electric customer complimenting several crew members

DIVISION 25

"We had a great experience with WTS. The crew was very mindful of making our trees look nice. They also asked us to look and verify that it looked O.K., which was much appreciated. When they were finished, they took the time and cleaned up any debris."

American Electric Power (AEP) customer complimenting Foreman Patrick Hutchinson and Trimmers Ryan Lohr and Brandon Powell

"My father-in-law recently passed away, and when the funeral procession passed our crews, the crews stopped what they were doing, took their helmets off, and put them to their chest as the procession went through. I wanted to pass along my appreciation of this moment."

Findlay, Ohio resident complimenting several crew members

"The crew working near my property was very informative and are doing an excellent job."

Hagerstown, Maryland resident complimenting Foreman Lee Crites, Trimmer Jeremy Thomas, and Groundman Craig Ritchie Jr.

"Darrel Pardoe made an agreement with me to cut down a pine tree that was missed when the WTS crew was trimming trees in my yard. He did what he said he was going to do, when he said he was going to do it, and did a nice job. Thank you."

Pennsylvania Power and Light (PPL) customer complimenting GF Darrell Pardoe

"While driving on the highway, I saw a WTS crew working, and one of the flaggers seemed to be really enjoying what he was doing. I really appreciated his attitude. His positivity made my day."

PPL customer complimenting several crew members

MOUNTAIN STATES DIVISION

"Big thank you to the crew for removing a tree a couple houses down from my property. I walked over to ask them about removing a couple of branches from my tree and 15 minutes later the branches were cut off, chipped and gone. Amazing crew and company!"

Black Hills Energy customer complimenting several crew members

"Thank you to the crew that worked on my property. What a great group of guys they were!"

Black Hills Energy customer complimenting GF Nathan Quist, Foremen Dillon Daoust and Dave Gonzales, and Trimmers Ryan McCab and Nathan Snell

"The crew members working in my neighborhood were very professional in explaining what they were doing. They cleaned everything up, leaving the area without a mess and worked safely. Thank you."

Black Hills Energy customer complimenting GF Nathan Quist, Foremen Mike Cheshire, Dillon Daoust, David Gonzales, Chris Keller, Ryan McCabe, and Charles Nadeau, and Trimmers Kevin Dale, Dan Tittl, Scott Page, Nathan Snell, and John Williamson

"Crews have been working in my neighborhood and I wanted to give them a shout out for being such a friendly and personable group. They explained everything they were doing, did an incredible job and left zero mess! Color me impressed!"

Black Hills Energy customer complimenting several crew members

"The WTS employees that worked on my property were great. They were very professional, and explained they needed to do to the trees around the power lines. Great job!"

Xcel Energy customer complimenting Foreman Jorge Alcocer and Trimmer Giovanni Lopez

"The crew working on my property did a great job for me. Thank you!"

Xcel Energy customer complimenting GF Emanuel Hernandez, Foreman Jose Herrera, Trimmers Jose Alavarenga and Eduardo Lira and Groundman Guadencio Santos

"I wish to thank Jose and Leo for the excellent job they did while working to remove the trees from the power lines at my house. They did an excellent job. They cleaned the area after they were finished and completed everything, they told me they would do. A job well done. Thank you."

Xcel Energy customer complimenting Foreman Jose Rodriguez and Trimmer Leopoldo Flores

PACIFIC DIVISION

Brother's and Sister's Keeper

On May 7, Foremen Rondo Harrison and Craig Oswald were driving home from work when they noticed a few cars parked on the side of the interstate looking at a car that was in the field next to the interstate upside down. Rondo notice what appeared to be someone laying in the brush. Rondo and Craig rushed to the victim and, after assessing that he should not be moved and did not need CPR, talked to him until emergency services arrived.

Great job being your Brother's and Sister's Keeper, Rondo and Craig!

"I had an emergency situation in which a tree was leaning on my power lines. The WTS crew came out at 7:30 p.m. on a Friday and were so professional and polite. The lead did a good job of explaining everything that was taking place."

Xcel customer complimenting several crew members

PACIFIC DIVISION

"Jessy Rodriguez and his team are the most patient, kindest and most understanding people I've ever worked with. We had several issues, and Jessy took care of everything with a smile!"

PacifiCorp customer complimenting Foreman Jessy Rodriguez and several crew members

"The crew members that came to my home were awesome. They were very respectful and did a great job. They had to climb my trees, which isn't an easy task, and they even cleaned up sticks that fell after the last storm. It really made my day, because I am a widow and I really appreciate that kind of service. Thank you."

Rocky Mountain Power customer complimenting several crew members

"WTS's crew has done a great job at our house. Michael was a strong team leader and Peter was a valuable resource. Both were extremely knowledgeable, professional, and courteous. Our trees were topped perfectly, and all of the debris cleaned up completely with the help of Luke. We cannot say enough positive things about our experience with this crew. Thanks!"

Tacoma Power customer complimenting Foreman Michael Griffiths, Trimmer Peter Cooper and Groundman Luke Massie

"Special thanks to the crew for quickly responding to our request for a tree removal. We greatly appreciate your time and services!"

Tacoma Power customer complimenting Foreman Michael Guerrero and Trimmers Ben Barnes and Jared Wright

SOUTHEAST DIVISION

"I would like to thank you for the hard-working guys that were just on my property. I had specific instructions where they could place their heavy equipment, and they did just what I asked. I met their supervisor as I was leaving my farm and advised him of a job well done. The last time this work was completed some years ago I had a lot of damage to fix due to another contractor, this time I was very

pleased with the outcome. These guys were very polite and understanding. Thank you!"

Blue Grass Energy customer complimenting several crew members

"The crew members working in my area are very nice, hardworking, and polite men. I'm very excited that they are the ones doing the work behind the houses."

Blue Grass Energy customer complimenting several crew members

"Two WTS employees completed tree trimming services on the trees near the power lines behind my house. Their work was outstanding! Hector Martinez explained exactly why and how the trim was required and they worked diligently, precisely and carefully. When they were done, they hauled all the debris away. Thank you for hiring such fine workers!"

Clarksville Electric Company customer complimenting Trimmer Hector Martinez and Groundman William Whitney

"Thank you for being so sweet and getting the job done so quickly!"

Gulf Breeze, Florida resident complimenting Foremen Clayton East, Ace Echelle, and Robert Serena, and Trimmers CJ Echelle, Colton Gunter, Derek Long, SA Salas and Gayn Simmons

"I want to thank the team for sharing and helping us both on our path to zero harm. I appreciate your openness, honesty, and willingness to communicate so that we both can get better. Also, I want to thank the crew that helped save a utility pole."

Kentucky Power employee complimenting GF Chad Chaney, Foremen Jonathan Jude and Ricky Slone, and Trimmers John Bailly, Matthew Ellis, and Nicholas Mitchell

"I had a wonderful experience with WTS employees. They very friendly and respectful to my property."

Kentucky Power customer complimenting several crew members

"The crew who trimmed branches on my tree were courteous, efficient, and friendly. They worked quickly and explained what they were and were not allowed to trim."

LG&E customer complimenting GF Juan Miranda, Foreman Carlos Ixcoy, and Trimmers Jeremy Bowling and Sergio Perez

SOUTHEAST DIVISION

Good Catch

A WTS crew noticed a large hazard on one of the utility's poles while completing a job briefing. The crew immediately reported it to the utility's forester. Great job, everyone!



SOUTHEAST DIVISION

Magazine Feature

Project Manager Daniel Thacker and GF Samuel Thacker were quoted in the June issue of *Utility Products* magazine in an article titled, *Alternative Herbicide Application Methods for Dormant-Season Treatments*. Congratulations, Daniel and Samuel!



SOUTHEAST DIVISION

International Tree Climbing Competition

◀Elizabeth Wallace, daughter of Safety Supervisor Jeffery Wallace participated in the Kid's Climb during the 2019 International Tree Climbing Competition in Knoxville, Tennessee.



DIVISION 55

Duke Energy Challenge Coin

Project Manager Paul Mitchell was awarded a Duke Energy Cardinal Vegetation Rules Challenge Coin on Wednesday, August 14, 2019. Duke Energy Director of Vegetation Management said, "Paul; I'd like to say thank you for your hard work and dedication, your leadership and the CVR challenge to your folks shows your value in our safety culture and for that reason I'd like to present you with a Duke Energy CVR Challenge Coin. Paul, you are an outstanding leader and I'm proud to have you on our team. I look forward to your continued growth and footprint within our territory."

Congratulations, Paul!

"WTS successfully removed two dead trees in a nearby park. Part of one tree had already fallen across the power lines, causing loss of electric to our members. I spoke to WTS concerning these trees, and soon the crews arrived to remove the trees. They did so without any incident. Great job! Thank you to these men and WTS. These men are well trained in their profession."

Employee from Shelby Energy complimenting Foremen Gerardo Diaz, Walter Ocegüera and Gerardo Ventura and Trimmers Julio Arias, Ruben Carillo Lopez, Oscar Garcia, Arturo Martinez and Rolando Rodriguez

"The crew that came out and trimmed my trees were very polite, accurate, cautious and took the time to answer my questions. They were also nice to my dog and were very professional. They were an absolute pleasure to have on my property."

Pensacola, Florida, resident complimenting GF Brian Walker, Foreman John Zwart, Trimmer Jack Nielsen, and Groundman Jeff Wilson

DIVISION 45

"Your crew did an excellent job taking down a tree that was dangerously leaning over power lines due to wind damage. Thanks for the prompt service. Your crew was very professional."

AEP customer complimenting several crew members

"The crew I saw working was doing an excellent job. Thank you!"

AEP customer complimenting several crew members

"Salvador Torres arrived at my house to discuss a large tree that was basically weighing down the power lines to our house, and we feared the tree would fall on the lines during a powerful storm. Salvador was extremely professional, knowledgeable, and listened to our concerns. Even though it was getting late on a Friday before a holiday weekend, he quickly got together a team to come and cut down most of the tree so as to remove the concern of pulling down the power lines and doing other structural damage to our property. In addition, the men who did the actual work were fabulous! They completed a very difficult job and were extremely hard-working and brave!"

Indianapolis Power and Light (IPL) customer complimenting GF Salvador Torres and several crew members

"The crew working in my neighborhood is the most amazing and professional people. They were tasked with removing a huge tree near the power lines, and they were careful to not damage the two fences, 44' trailer or garage near the tree. They did a great job!"

IPL customer complimenting several crew members

SOUTHWEST DIVISION

"Your crew members were very polite and nice young men. I compliment your company on having such fine personnel working for you."

Liberty Utilities, Empire District customer complimenting GF Randall DeJager and Foreman Isidro Lucas

"There was a tree on my property that was dying and endangering the near-by power lines. The two gentlemen that worked on the job were very polite, courteous and efficient."

Liberty Utilities, Empire District customer complimenting Foreman Ed Briley and Trimmer Logan Davidson

"You have an exceptional crew of workers. They work hard and clearly take pride in what they are doing. Roy and Joel do a wonderful job of making sure everything is done correctly."

Oklahoma Gas and Electric customer complimenting Foreman Rowdy Joel Bomgren and Trimmer Lee Roy Thompson

DIVISION 55

"Thank you for your caring consideration of our requests when you began your job of trimming our trees under the power lines. We are pleased with the results!"

Delta-Montrose Electric customer complimenting GF Tyler Kirkpatrick, and Foremen Joey Maestas and Douglas Stone

"WTS has been doing some work in my area. I want to compliment you on what a great crew you have. They went above and beyond what I am sure is in their job description. They moved a swing set, covered a sandbox, and moved toys to make absolutely sure nothing was damaged, and upon leaving, they put everything back in its place down to the toys in the sandbox. They have done an exceptional job cleaning up all debris as well. I appreciate that great group of guys and the great job they have done."

Duke Energy customer complimenting Foremen Ryan Batchelder, Ricky Cleveland, James Stewart, and Trimmer Michael Porter



(Left to Right) Safety Supervisor Warren Williams, Division Manager Nick Fox, Duke Energy Director of Vegetation Management Steven Pryor, Duke Energy VP of Transmission Buddy Rogers, Project Manager Paul Mitchell, Duke Energy Sr. Director of Vegetation Management Ron Adams, and Duke Energy Vegetation Management Specialist Jaime Cox.

LONE STAR DIVISION

"Juan from WTS informed me that a few of my trees would need to be trimmed near the power lines in my yard. The tree trimming crew did an outstanding job! They used pruning sealer on some of the larger live oak branches that were cut back to keep insects and disease from penetrating into the tree. Thank you!"

Oncor customer complimenting Work Planner Juan Cerna, Foremen Ramon Huerta and Luis Luna, Trimmers German Huerta, Miguel Rivas and Julio Sanchez, and Groundmen Alex Huerta and Antonio Huerta

DIVISION 65

"Thank you, your workers and your company for the treatment I have received during the process of having my tree cut due to its closer proximity to power lines. When I was informed of the tree work, I was very concerned about how much of my tree was going to be impacted. Even when I was told that the impact was not going to be very bad, I was skeptical. When Jay and Josh arrived to trim my tree, they were careful with both me and my tree. They were respectful of my property, kind, and kept reassuring me that they would do all they could to save as much of the tree as they could. While bringing in the heavy equipment, Jay even managed to miss the kernels of grain I leave on the driveway to feed the squirrels. I was impressed. When they were done, they immediately cleaned the area and left, taking the extra wood with them so I didn't have to haul it away. Your company and crew went out of your way to make the process as painless as possible."

Board of Water and Light customer complimenting Foreman Richard "Jay" Huntley and Trimmer Joshua Vustsinger

"Your employees were courteous and very efficient. They cleared trees near the power lines and then came back the next day to remove all the debris. It was such a clean result by the time they left. Thank you. Your crew definitely gets my support."

DTE Energy customer complimenting several crew members

"The WTS crew members working in my yard were professional and polite. One WTS employee asked if I had any concerns and we talked about getting a bucket into my yard. Great job!"

DTE Energy customer complimenting several crew members

"The four crew members that came to my

property went out of their way to be careful of my tree and my new landscaping and plants. They were so nice and worked hard to be accommodating. Thank you!"

DTE Energy customer complimenting Foreman Clayton Musson, Trimmers Lucas Blaszczyk and Dustin Hollingsworth, and Groundman Dustin Sharp

"Thank you for hiring the nicest guys. One of the WTS crews has been working hard in my yard for the past day, and they went out of their way to bring my trash can in for me and were kind to my dog. Thank you again!"

DTE Energy customer complimenting several crew members

"The crew that worked on my property were extremely professional, efficient and polite. They worked the entire time they were on my property. They did an outstanding job."

DTE Energy customer complimenting Foremen Tim Haas and Donavon Ward, and Groundman James Wade

"The crew members were very diligent and completed the job without moving anything. I could tell that they took their job seriously and were considerate of my feelings. I am really with the crew. Thank you."

DTE Energy customer complimenting several crew members

"The crew working in the area I live was absolutely wonderful. They were professional, very helpful and all-around good guys."

DTE Energy customer complimenting several crew members

MINNKOTA DIVISION

"WTS did an amazing job on my property even though they were working throughout the snow and cold. Thank you!"

Connexus Energy customer complimenting Foreman Richard Leight Jr. and Trimmer Kyler Sempel

"Thank you for the quick response to left behind trimming debris. The crew was polite and had great service."

Xcel Energy customer complimenting several crew members

"On my daily commute to work, I pass by a WTS crew working in the area and would like to compliment the company on the work that is being done. It looks really nice. The crew members are trimming the brush and taller trees in a way that makes them look healthier, and they clean up the debris when they are done. The crew members are clearly marked and take precautions to keep themselves and the drivers safe as they work. Great job!"

Xcel Energy customer complimenting several crew members

LONE STAR DIVISION

Tree Removal

A crew in Texas removed multiple trees that were interfering with power lines. After the crew completed the work, the owner of the property called and commented on a job well done. Great job!



"Two WTS employees removed a large portion of a dead elm tree from my yard. I really appreciated their courtesy and professionalism. They did a great job. Thank you!"

Xcel Energy customer complimenting Foreman Adam Velishek and Trimmer Joseph Fetzek

DIVISION 80

"The crew was very professional, courteous and provided all necessary information. They cleaned the area up as if they were never here! Great job."

AEP customer complimenting several crew members

"I was very pleased with the work that was done on my property. I really appreciated the communication from Domingo, who was supervising the work. After the crew was done, all the trees looked well, and the crew cleaned up the debris."

Austin Energy customer complimenting Work Planner Domingo Robledo and several crew members

"We were very pleased with the work that Santos Romero did. He was very conscientious with our concerns and made sure that the crew did a fantastic job."

Tri-County Electric customer complimenting Foreman Santos Romero and several crew members

"The crew that came on my property did a great job and had an awesome work ethic. I am a retired supervisor, and it was good to see the team work and effort the crew put into the work."

Victoria, Texas, resident complimenting several crew members

WRIGHT TREE SERVICE OF THE WEST



NEW, ON THE MOVE & CERTIFIED

NEW

GFs
Angelo Gaeta
Arlen Garrison
Brian Ramey
Enrique Valencia Gomez

ON THE MOVE

GFs
Matt Cole
Doug Dickson
Enrique Gomez

News from the Branches

Compliments sent to Wright Tree Service of the West.

WTS OF THE WEST

"The crew was super polite and very hard working."

Modesto Irrigation District customer complimenting several crew members

"Brandon and his crew worked through tough weather conditions and got the work done and done right. They also cleaned up when they were done."

Pacific Gas & Electric (PG&E) customer complimenting Foreman Brandon Smith and several crew members

"Our gas and electric company had WTS remove a number of trees from my property. These trees have been a problem to both myself, and the power company due to the number of power lines in which they interfered. Before the crew took the trees down, they met with me and explained exactly how they would proceed. Throughout the entire process, they continued to question whether they could change anything to make the removal

of these trees less of an inconvenience on myself and my neighbors. Your crews showed a remarkable consideration to all the neighbors on this street. It was amazing to watch them remove these trees. I was very impressed with the precautions taken to ensure a safe job. Your safety representative visited the job quite a few times as well. Great job!"

PG&E customer complimenting Foremen Sean Neely, Eric Riggs and Jacob Woody, and Trimmers Nate Hicks, Issac McCovey

"Thank you for doing a great job at our property! The crew went above and beyond."

PG&E customer complimenting several crew members

"I've been driving by a WTS crew each morning for a couple of weeks, and the crew flaggers always have a genuine smile and wave to drivers as they pass through. I appreciate the bits of joy they bring each morning. Their work is professional, appreciated and noticed."

PG&E customer complimenting several crew members

News from the Branches

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

ARBORCARE

"I was very impressed with the professionalism and knowledge of the crew who did the trees. They explained how trees can only be cut down so much or else the tree will die or compromise the 80° slope. They worked hard – didn't see anyone taking cigarette breaks. Above my expectations. Prune was excellent. I thank you so much and we'll be sure to recommend you."

Customer complimenting several crew members

"We have 22 trees in our yard and have used ArborCare for years to spray our trees and shrubs. We also have used them four times to trim and prune our trees over the past decade or so. The latest opportunity was last week. They cut 4-6 feet off each of our 11 spruce trees that line the back of our property. They cut down a 45-foot spruce and trimmed and pruned two other trees in our yard. From the person who came out and gave us a quote to the office staff scheduling

the visit, to the crew itself, the work was outstanding! Additionally, the person scheduling the work was able to expedite our request and fit us into their schedule when they were in the area. Every area of the job was expertly managed. Every single time that we have employed them they have done an exceptional job. From booking to scheduling to working on the actual job they are professional, courteous and very responsive. We cannot recommend them highly enough!"

Customer complimenting Arborists Brad Ward and Hank Obradovich

"The tree removal crew from ArborCare were friendly and efficient! They removed three evergreens that were more than 40-years-old. They dropped them perfectly! I will definitely recommend ArborCare in the future. Thanks for a job well done!"

Customer complimenting several crew members



NEW, ON THE
MOVE & CERTIFIED

NEW

GF
Simon Stowell

CERTIFIED

**New International
Society of Arboriculture
(ISA) Certified Arborist®**

Crew Leaders
Hayden Paige
Cameron Tufts

GF
Simon Stowell

**New ISA Board Certified
Master Arborist®**

Outside sales
Corrine Winfield

**New Professional Vegetation
Management Association
Certified Utility Tree Worker**

Crew Leader
Cameron Tufts



WTS Expands to Canada

At the end of May, members of our executive team traveled to Calgary, Alberta, to celebrate our new partnership with ArborCare Tree Service and transition to WTS. Chairman and CEO Scott Packard had the honor of raising our company flag in Canada for the first time!

Members of the WTS management team traveled to Calgary to tour the company's newest facility and have a quarterly meeting in July. Pictured behind the group is the first official WTS truck in Canada.



Tree Climbing Competition

Wright Tree Service and ArborCare sponsored the Masters' Challenge and Aerial Rescue events at the ISA Prairie Chapter Tree Climbing Competition that took place on August 24 and 25 in Lethbridge, Alberta.

Safety Manager Codie Anderson was an active member of the set-up team and an event judge for both days of the competition.

Newcomers Crew Leader Morgan Packman placed 10th, Crew Leader Josh Moule placed 18th, and Crew Leader Hayden Paige placed 22nd. They were coached and mentored by GF Chris Paterson. Morgan won "Top Rookie" for the climbing competition.

"I would like to thank Samantha and the entire team at ArborCare in Calgary. We had a tree that needed to be taken down and a short timeline to execute. Sam kept me informed and gave superb service all through the process. From giving me a quick quote, to helping navigate the teams to take the tree down, to suggestions for a new tree and making sure all went well. She was top notch! The team who took down our huge tree was amazing – speedy, polite, tidy and helpful. The teams who took out the stump, and then planted the new tree were like magical angels – no mess, tree looks perfect and a perfect job. Customer service gave me good communication on when our job was being done, and Sam spearheaded the entire job. Thank you to all! We are so very happy and even though we were already long-time clients of ArborCare, we will continue to give you business and recommend others to trust the team with their yard, trees and work. Awesome experience!"

Customer complimenting Outside Sales Samantha Richard and several crew members

"I was very pleased with the whole process. The representative that came out to look the place over was prompt, knowledgeable and friendly. I received the quote the same day. The office called, let me know when the crew would be there and they showed up as expected. Again; polite, friendly, knowledgeable, efficient, cleaned up well and were careful not to damage my place. I would recommend ArborCare to anyone."

Customer complimenting several crew members

"Great experience! The crew that came out was highly skilled. They removed a huge poplar in the backyard where they climbed it and pieced it down, very impressive to watch. They offered many other services which was nice and not offered by some other quote. Very professional estimates."

Customer complimenting several crew members

"ArborCare responded immediately to an emergency I had a couple months back. The staff that answered the phone was very kind and helpful. The staff that came out to my place were friendly. They were at my place within an hour from when I had called. I am grateful for their kindness and generosity."

Customer complimenting several crew members

"ArborCare did a tree removal for me and they did a great job. Efficient, cleaned up after themselves and were extremely friendly. Considering how extreme their jobs are I think we need to appreciate the work they do. Thanks, ArborCare! I will be recommending to family and friends."

Customer complimenting several crew members

"Thank you ArborCare for doing such an awesome professional job of pruning my very scary poplar shelter belt. It was a big, dirty project, and Wayne and crew did a fantastic job. I highly recommend them and look forward to seeing them in the fall for some additional tree work."

Customer complimenting Crew Leader Wayne Fleury and several crew members

"I just want to say thank you for the wonderful job everyone did on our trees! It looks amazing, really opened up the yard and is so much safer for the grandkids."

Customer complimenting several crew members



"Fast and very professional. They did a great job and once the cleanup was done you wouldn't even know they were here. I would highly recommend them and the price was reasonable for the work that was done."

Customer complimenting several crew members

