

# Our family tree



## WRIGHT TREE SERVICE

## Storm Response Across the Company

2020 is proving to be a record year for the frequency of extreme storms and natural disasters in North America. So far, over five million acres have burned in California, Washington and Oregon due to wildfires; 11 hurricanes have made landfall in the United States and a rare Derecho storm unexpectedly hit the Midwest. When disaster strikes, Wright Tree Service (WTS) personnel jump into action to clear the way for power lines. Each natural disaster has its own unique difficulties and ways to respond.

### Derecho

**Greg Williams, Regional Manager**

On Monday, August 10, much of Iowa was impacted by a Derecho with wind speeds up to 120 mph. This caused widespread tree damage for hundreds of miles along and north of I-80. Within an hour of the event, we received calls to mobilize local and off system crews to respond to the major storm event still unfolding across the state. We were able to immediately mobilize 60 crew personnel toward the hardest hit locations to begin restoration efforts, as our management team began calling around to other utilities and divisions within WTS in the Midwest to assess available resources in close proximity to Iowa. Within 24 hours, we were able to secure resources from Kansas, Nebraska, Illinois, and Minnesota and amassed a total of 325 crew personnel assisting in restoration at the height of the storm event. The crews working on this restoration event worked in extreme heat for 16 hours, a day, for up to 19 consecutive days before returning home to rest.

Unlike other major storm events such as hurricanes, when you have days of warning leading up to the catastrophic event, these

unforeseen wind storms require a quick and largely unplanned response effort. Response efforts like this emphasize the ability of an organization to quickly work together as a team and assess the needs and available resources. It requires year-round communication with our field personnel and customers to continually maintain an understanding of flexibility and preparation.

### Hurricanes

**Joe Partridge, Division Manager**

It has been a busy year for hurricanes and tropical storms in the United States. WTS crews from across the country have helped respond to storms in the Southeast. So far this year, we have responded to five hurricanes and two tropical storms in the Southeast – and hurricane season isn't over yet.

Generally, hurricane season begins in early June and ends in late November. When a tropical storm or hurricane shows up on the radar, the utility company contacts us to begin preparing our response. Responding to tropical storms is different from other events because we normally have advance notice of when and where it's likely to make landfall. However, even with the advanced notice, we have to move quickly to respond effectively. Our goal is to station crews as close as safely possible to the storms anticipated path before the storm hits so we are there to begin restoration efforts as soon as it passes. We

pay close attention to the storm in case it changes its path and we have to have our crews head in a new direction.

To successfully respond to storms as an organization, we have to make sure our employees are prepared and able to work safely. Responding to storms is stressful; crews spend long periods of time away from their families and work long days. That's why it's important for each employee to be a Brother's and Sister's Keeper and look out for one another.

### Wildfires

**Frank Archuleta, Risk Project Manager**

In 2020, wildfires have ravaged millions of acres across the Western United States, including over four million acres in California alone. Hot, dry, windy conditions, ideal for wildfire ignition and spread came early to many areas this year and have persisted into the fall. During these times of extreme fire danger, it is important that managers and work crews have the training and tools necessary to work safely on emergency clean up and routine maintenance work.

*Learn more about wildfires on page 23*

### ¿USTED PREFIERE LEER ESTA REVISTA EN ESPAÑOL?

Esta en nuestra página de internet! Escanee el código QR con su teléfono inteligente o dirijase a [www.wrighttree.com/employee\\_resources](http://www.wrighttree.com/employee_resources) y haga clic en Newsletter.



## NEW, ON THE MOVE, CERTIFIED & RETIRED

### NEW

#### Central Division

##### Operations Managers

- Christopher Fjermestad
- Blaine Flory

##### Project Manager

- Mark Flory

##### Administrative Assistant

- Joetta Sommer

##### General Foremen (GF)

- Rusty Ecord

##### Foremen

- Kyle Chapman
- Brock Dakin
- Mason Durkes
- Robert Erickson
- Jacob Jackson
- Carson Jones

#### North Division

##### Foremen

- David Evans
- Larry Hartwick
- Todd Smith
- Tyler Stelbrink

#### Division 25

##### Foremen

- Timothy Earl Gilpin
- Florentino Juarez
- David Mathers
- Jose Melendez Hernandez
- Mitchell Moore
- Ramon Ramos Enamorado
- Yannier Reyes Suarez
- Angel Rivera Benitez
- Yusbel Torres Tamayo

#### Pacific Division

##### Administrative Assistant

- Dana Nault

##### GF

- Jonathan Geyer
- Daniel Whisler

##### Foremen

- Buck Adair
- Forrest Boel
- Michael Gurule
- Austinn Howard

- Tony Linn
- Tyson Malae
- Roman Maldonado
- Mark Manzanares Jr.
- Sean Meeks
- Kache Moosman
- Derek Neil
- Dustin Neil
- John Parker
- Lane Pell
- James Penney
- Robert Peterson
- William Roberts
- Frederick Underhill
- Phil Western
- Travis Willes
- Matthew Williams
- Cheyenne York

#### Southeast

##### Foremen

- Cris Basilio Jr.
- Aaron Briley
- LB Brown
- Ronnie Camel
- Michael Ferrer-Pagan
- David Jenkins
- Julio Mejia Valencia
- Ronald Osburn Jr.
- Kenneth Owen
- Luis Rivera Rodriguez
- Andrew Roberts Riches

#### Division 45

##### GF

- Scott Carrick
- David Gamble
- Ryan Peck

##### Foremen

- John Ara Fitterling
- Joseph Baker
- Daniel Greene
- Abran Herrera
- Eli Mendez
- Thomas Nieman
- Dana Shanabarger

#### Southwest Division

##### Foremen

- Filiberto Avila Jr.
- Luis Garcia
- Cristian Perez
- Alejandro Sigala

#### Division 55

##### Work Planner

- Brennon Ibert
- Matthew Jones
- Matthew Miller

##### GF

- Darrin Salvador

##### Foreman

- Leonard Adams
- Jacob Constance
- Jeremiah Contreras
- Kendall Durham
- Zephaniah Heath
- Jose Ortiz Adorno
- Ethan Owens
- Roberto Pacheco
- Orlando Pulido
- Paul Putman
- Charles Robinson
- Nehemias Rodriguez

#### Division 65

##### Foreman

- Miguel Mayorga
- Llan Moran Rivera
- Jason Walbecq

#### Division 80

##### Work Planner

- Brian Dunlevy

##### Safety Supervisor

- Bob Bennett

#### Corporate Office

##### Payroll & Billing Specialists

- Denise Morales
- Abby Muller

## ON THE MOVE

#### Central Division

##### Division Manager

- Cory Edwards

#### North Division

##### GF

- John Ditta

#### Division 25

##### GF

- Jon Hamm
- Don Wolfe

#### Mountain States Division

##### GF

- Andrew Partipilo

#### Pacific Division

##### Field & Administrative Supervisor

- Carli Forsythe

##### Project Manager

- William Tomlinson

##### GF

- Jon Geyer
- Jim Herndon
- Josh O'Connor

#### Southwest Division

##### Project Manager

- Jeff East

##### GF

- Kyle Driggers
- Matthew Fearing
- Horace Dean Shelton

#### Division 45

##### GF

- Jeremy Coomer
- Ryan Peck
- Jason Pierson
- Andrez Rangel
- Jorge Velez

#### Southwest Division

##### GF

- Guillermo Martinez Ochoa

#### Division 55

##### Project Manager

- Markus Allison
- Tyler Byington

##### GF

- Ryon Birtsch
- Scott Moorshead
- Jerry Stringfellow
- Gary Thacker

#### Division 65

##### Project Manager

- Andrew Zeigler

##### GF

- Lisa Bagalay
- Chris Fulk
- Mike Soper

#### Division 80

##### GF

- Ruben Gonzalez

## CERTIFIED

New International Society of Arboriculture (ISA)  
Certified Arborist®

#### North Division

##### GF

- Benjamin Smith
- Derek Steinsiefer
- Derek Walker

##### Trimmers

- Ryan Cheek
- John Mose



#### Division 35

##### Work Planner

- Edward Woody

#### Division 37

##### GF

- Jackson Estes

##### Trimmer

- Jose Valdovinos

#### Division 65

##### GF

- Matthew Yats

## RETIRED

- Mickey Carman
- John Clayton
- Dale Clink
- Mariano Gonzalez
- Gary Harris
- Mark Jann
- Kelly Pettijohn
- Kirk Schuster
- Todd Ziehm

## FROM THE TREETOP

# Turning a Waste Source into a Resource

**Shannon Lux, Sustainable Environmental Consultants Operations Manager and Greg Williams, WTS Regional Manager**

After a vegetation management service trims a tree, the trimmings can either be recycled or dumped in a landfill. There are various ways that wood chips can be given a second life. WTS donates wood chips for use in communities throughout the country, such as parks, trails or zoos, who use chips as animal bedding. When requested, WTS also gives wood chips to homeowners.

However, organic landscaping is not the only option to salvage tree trimmings. A more environmentally sustainable way to recycle wood chips is by manufacturing Filtrex® SiltSoxx™. WTS and Sustainable Environmental Consultants (SEC) partnered together to create a path for tree trimmings to be reused as SiltSoxx, an erosion control device, diverting organic matter from landfills which reduces those greenhouse gas emissions from being related into the atmosphere.

### **What is SiltSoxx and why does it matter?**

SiltSoxx is generated from a tubular nylon casing containing wood chips used to filter water runoff and control erosion on construction sites and other disturbed areas. It's used in locations where vegetation is ultimately going to be established. The wood chips in the SiltSoxx have the ability to chemically bind some of the invisible contaminants in water and slow the runoff to minimize soil disturbance as vegetation grows.

Maintaining water and soil integrity around construction sites has far-reaching impact on the environment. Construction sites have compliance regulations to minimize the environmental disturbance of projects and fines can be issued if sites are not maintained properly. Sedimentation of waterways is a large environmental

concern due to its impact on water quality and aquatic life locally and downstream.

For example, the Gulf of Mexico's hypoxic zone is a result of sedimentation and nutrient pollution from upstream urban and rural point and nonpoint source pollution.

Although there are other erosion control products, SiltSoxx is the most environmentally sustainable option that outperforms all other devices, like silt fence, in keeping more sediment and contaminants from entering our water bodies. Silt fence is a petroleum-based plastic product instead of being generated from a majority of repurposed organic matter like SiltSoxx, is the complete opposite – It is an additional pollutant that ends its life in a landfill. According to a 2017 EPA report, almost 20% of landfill volume resulted from plastics, a figure that has been increasing greatly over the last few decades. One mile of silt fence is equivalent to generating 8,244 tons of CO2 equivalent in its lifetime, whereas one mile of 12-inch SiltSoxx with filter media prevents 369 tons of CO2 equivalent.

SEC became a certified manufacturer of SiltSoxx in 2009. From 2016 to present day, SEC has manufactured about 26,000 cubic yards or 8,826 pallets of SiltSoxx, and their yearly average has steadily increased over the past 5 years. That is over 6,500 tons of organic matter or 1,733 chipper trucks full. WTS has established a goal to continue to repurpose organic matter waste. They've concentrated their efforts in areas where there are not opportunities to donate wood chips for organic landscaping, thus reducing the waste going to landfills. Both companies hope to

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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.





continue growing this partnership for a sustainable future.

Currently, WTS is doing land excavation for rights-of-way (ROW) in the Midwest. As crews pull out trees and prepare the way for utility poles, soil is loosened up. During this process, SiltSoxx are being installed along creek banks, waterways and anywhere poles may be set or there is major soil disturbance. In some cases, the SiltSoxx installed for ROW construction contain wood chips cut from the utility's existing ROW.

#### How is a SiltSoxx made?

As part of the partnership between WTS and SEC, WTS chips the wood trimmed from trees on ROW to be the correct size for SiltSoxx. They then dump the chips at one of SEC's SiltSoxx manufacturing sites, located in Topeka, Kansas, and Austin, Texas. The majority of the wood chips reused in SEC's SiltSoxx come from trees WTS trims on ROW in a 25-30-mile radius around the manufacturing site.

SEC inspects the chips to ensure they meet specifications and removes vines and larger materials. Once the wood chips are approved, they are placed into the SiltSoxx material. SEC

manufactures three different sizes of SiltSoxx; 8"x160', 12"x100' and 18"x50'. Once completed, they are placed on pallets to be shipped to the designated location for onsite install.

SiltSoxx has a 2- to 5-year life span depending on site conditions and rain events. Once the site is stabilized, which is typically when 70% of vegetation is established, the contractor can cut the SiltSoxx open and spread the chips around the site to add organic matter to the soil. The remaining SiltSoxx material can then be disposed of. SiltSoxx creates less material to dispose of at the end of a project than other erosion control materials, such as silt fence, straw waddles or excelsior logs.

In order for SEC to remain a Filtrexx certified manufacturer, they are annually required to submit a wood chip sample from each manufacturing location to Filtrexx, which tests for the following requirements:

- PH level is between 5.0 and 8.0
- Less than 60% moisture content
- 99% of particle sizes pass through a 2" sieve and a maximum of 60% pass through a 3/8" sieve
- Inert or foreign man-made material is less than 1% by dry weight

The wood chips are also tested for any harmful pollutants, like fecal coliform. Pursuing the environmentally responsible ways of reusing and recycling brush, rather than just dumping brush in landfills, helps offset some of the pollution created by using vegetation management equipment, leading towards a smaller carbon footprint. Using SiltSoxx on construction sites, near waterways and around utility poles is one of the many ways the vegetation management industry can positively impact the environment.

If you're interested in learning more about SiltSoxx, visit [sustainableenviro.com](http://sustainableenviro.com).

#### References

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LeBlanc, Rick. "Polypropylene Recycling - An Introduction." *The Balance Small Business*, [www.thebalancesmb.com/an-overview-of-polypropylene-recycling-2877863](http://www.thebalancesmb.com/an-overview-of-polypropylene-recycling-2877863)

# TRAINING TOOLS SPOTLIGHT

## Do You Really Know the Ropes?

By: Wes Tregilgas, Safety Manager



After leading multiple breakout sessions on rope inspection at Utility Arborist Association (UAA) Safety Summits, there were a few large industry knowledge gaps discovered that are critical and can be closed with training in the field. Rope is such a commonly used tool in our industry for so many applications. To know the exact outcome using it, one must first fully understand the type and characteristics of the rope they are going to use.

I have asked the audience, "How do you know what day, before the day, your rope breaks?" Because that is the day the rope needs to be decommissioned, before unexpected failure. No one in the UAA Safety Summit sessions could really answer this although everyone had raised their hands to witnessing a rope breaking while in use. The rope manufacturer has a clear definition of when a rope should be retired based on inspection and known use. The problem with our industry is we do not track enough of the required rope use history to be able to effectively determine this much of the time even though the knowledge of what to visually inspect for is fairly common.

When the UAA audience was asked what rope one is climbing on, the answer was often climbing rope. When they were asked what rope one uses for rigging, I was told a bull rope or rigging rope. Though these titles generally describe the use, it does not describe what the rope really is. So, when you are out in the field, ask what type of rope someone is climbing or rigging with, who makes it, what is the name of the rope, diameter, strength rating and percent of stretch?

If they can articulate to you these things, then the knowledge to put together a good plan, within the limitations of their rope tool, is off to a good start.

**Rope Name/Construction Type:** If the name or type of rope construction being used is not identified, there is not a way to properly inspect it. Rope can have the strength portion on the outside fibers, inside fibers or a combination of both. Without knowing the name of the rope and construction there is no way to determine if the rope has truly been compromised in its strength visually and safe to use.

**Rope Characteristics:** If we are setting up rigging in a tree, and cannot identify the type of rope and characteristics of the rope being used, then there isn't any way to determine the manufacturer's strength ratings, the working load limit, potential elongation in the rig and how it should be used. A rope will only go to the maximum breaking strength one time, so if we want to know whether or not we can predict an outcome using a rope, we have to know what the parameters are we must work within. Without a working load limit understood, there is no way to safely determine what size piece of wood should be cut or how much dynamic movement it can be allowed to have.

Just because a rope does not break during use does not mean it has not been critically compromised or damaged. When a rope has taken on an unexpected load or force beyond the working load limits, it needs to be decommissioned regardless of what it looks like during visual inspection. The rope manufacturers define this

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## CONGRATS GRADUATES

Congratulations to the following WTS employees who graduated from the Wright Service Corp. (WSC) Leadership, Education and Development (LEAD) Program this past spring. This two-year company-sponsored program provides a comprehensive perspective of our family of companies, a platform for cross-company networking and the tools to enhance leadership potential.



**Welsey Carter**  
Project Manager



**Carlos Cisneros**  
Division Supervisor



**Romeo Correa**  
Project Manager



**Chad Fox**  
Division Supervisor



**Chris Gaston**  
General Foreman



**Jeff Gilmore**  
Division Manager



**Jack Hill**  
Project Manager



**Curt Hirtzinger**  
Project Manager



**Bryon Honea**  
Project Manager



**Ron Horn**  
General Foreman



**Jeremy Parish**  
Project Manager



# Our family tree

## LET'S BEE FRIENDS

### North Division

Together with Ameren and a local beekeeper, WTS employees were able to safely relocate a hive of bees to a safe location. We commend everyone involved for their hard work and dedication to safety and the environment.



Pictured is GF Damon Muscarella. Not pictured from our crews are Safety Supervisor Chris Lorenz, Foreman Tyler Bechtold, Journeyman Jacob Hutchens and Trimmer Robert Noll.



in their warnings with the ropes they sell. Once a rope has taken on forces outside of the working load limits, it no longer has the strength it was designed to operate in and begins to permanently weaken. This is described as "cycles to failure."

In the ANSI Z133-2017 Standard it states that the recommended maximum load for rigging ropes is a factor of 5, or 20% of maximum breaking strength listed by the rope manufacturer. For life support and fall protection it is a factor of 1 or 10% of maximum breaking strength listed by the rope manufacturer.

Listed below are three great resources at no cost I use for identifying types of rope and understanding more about rope inspection in the field:

#### 1. Rope Guide Poster from Sherrilltree

This full color electronic PDF or wall poster version shows all the different manufacturers' rope products for both climbing and rigging with inspection and maintenance guide pictures. This is a great resource to matching a rope in the field with the name and manufacturer's specifications. Contact a Sherrilltree customer service or sales representative to obtain one.

#### 2. Samson App for Rope Inspection and Retirement Criteria

This is an iPhone/iPad only app located in the Apple store. This app is easy to use and shows pictures of rope conditions one can match up to their



own and see what is recommended and what should be looked for when inspecting rope while in the field.

#### 3. Rope User's Manual: A Guide to Rope Selection, Handling, Inspection and Retirement

This is a comprehensive 56-page full color electronic book found on their website ([www.samsonrope.com](http://www.samsonrope.com)) under Resources Tab/Technical Documents/General Resources.

Join me in sharing this needed knowledge about the ropes our teams use in the field so their work plans are sound, within the parameters to operate safely and can provide predictable results!



#### SUBMIT A SAFETY SUGGESTION!

At WTS, 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](http://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.

## 2020 SUMMER SAFETY CHALLENGE

August 30 – September 12



# SUMMER SAFETY CHALLENGE

The world has changed dramatically in the last year – that's why we decided to host a two-week 2020 Summer Safety Challenge focused on "What Changed for You?". 532 employees participated in the challenge, sharing the many different ways COVID-19 has impacted them.



◀ "I have been following all the guidelines put forth by the CDC, Ameren, and Wright Tree Service. Masks have become an everyday way of life. It's become second nature to grab my mask and put it on before talking to customers during door

knocks and putting it on as I climb into the truck to go to the next jobsite. If it's possible to social distance, then I keep at least 6 ft away from coworkers and wash my hands on a regular basis." - Shaun Thompson, North Division

"September 5th, was one of the most important days of my life: my wedding day! While it was a beautiful and happy day, it still was not all that we had imagined. Pictures most certainly look quite different than expected. My bridesmaids and I had to stagger our hair/makeup appointments and had to wear masks for the hour we were in salon chairs. Masks were also required at the church for our ceremony for all of our guests, the preacher, our bridal party, and even my father and I as he walked me down the aisle." - Nicole Barth, Corporate Office ▶



▲ "The precautions we have to take are for protecting ourselves, our families and our coworkers. We have learned how to battle COVID-19 by watching the safety orientation video and reading the regulations provided by the board of directors of WTS. Since the beginning of the pandemic hit, truck crews changed show up times to accommodate smaller employee gatherings. Job briefing and tailgate training have been handed over to a single person to disseminate the information."

- Rebecca Haught, Division 55



## CORPORATE DOT AUDIT AWARD

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

### NORTH DIVISION

Project Manager  
• Bryon Honea

### DIVISION 25

Trimmer  
• Ryan Bortner

### SOUTHEAST DIVISION

Work Planners  
• Teddy Green  
• Holden Moore  
Foremen  
• Jeff Carlisle  
• Eddie Collins  
• Alekzander Echelle  
• Bill Gilbert  
Trimmer  
• Russell Morris

### SOUTHWEST DIVISION

Trimmer  
• Charles Davidson

### DIVISION 55

Foreman  
• Edgar Rivera Aviles  
Trimmer  
• Jorge Serrano Melendez

### MINNKOTA DIVISION

Foreman  
• Michael Nelson



## FEEDING THE ZOO

### North Division

WTS has partnered with Ameren to donate browse to the Scovill Zoo in Decatur, Illinois. The Mulberry browse, which includes vegetation such as twigs, leaves and young shoots that are a good source of substance for animals, is used to feed Mona-Sasha and Jack, the resident Bactrian Camels. Throughout the year, nearby crews have also delivered and donated truckloads of recycled mulch to the zoo to help cover paths for animal exhibits.

A special thank you to crews in Illinois who help support their community zoos!



Foreman Robert Yette and Trimmer Jeremy Curry

## NEWS FROM THE BRANCHES

### CENTRAL DIVISION

#### Evergy

"I wanted to recognize a great experience I had with a WTS crew. There was a hazardous tree removal that was in close proximity to intersecting three phase conductors. My team showed up to haul away the debris and caught the end of the job. They still had a large lead to remove over the wires and then get the 40" trunk down below the neutral. There was landscaping and a fence below it all. The crews were incredible. They all worked in tandem perfectly and the job was completed with precision. All pieces were controlled to the ground and placed in the clear. The level of safety and efficiency was very impressive. The homeowner was equally impressed. She was extremely worried about the hazard tree in her yard. She said the crews showed up, set up and explained the job to her. They were polite, articulate and very professional. She called them heroes. Job well done!"  
GF Tommy Pearson, and Foremen Oscar Lopez, Paul Reynolds and Austin Ogle

"I would like to compliment the crew that trimmed back my pin oak which is scheduled for removal. It was an enormous job as is evidenced by the size of the piles of limbs in my yard. The crew was terrific and made certain I would be able to reach my flower beds and bird feeders. You are fortunate to have such competent, hard-working employees. Thank you so much."  
Foreman Josh Peterson and Trimmer Gurmaro Reyes

"They were very pleasant and professional. They're all wonderful and did a fabulous job."  
Foreman Josh Peterson and Trimmer Gurmaro Reyes

"The crew members on my property did a wonderful job and were very polite."  
Foreman Yoni Revera

"The two employees working in my area did such a great job. They cleaned up all debris and were very courteous."  
Foreman James Emery and Groundman Zach Harrison

"The crew was here to trim limbs and trees around utility lines. They did a good job with that, but I have two specific compliments. First, my fiber line loop came detached from the house when a branch fell and hit it. No damage to the line, but as soon as the branches above it were cleared, they came straight to the house and reattached everything, nice and tidy. Second, they were very thorough picking up limbs from my yard. I was impressed

they were picking up even very small ones."  
Several crew members

"Two trimmers came to clear the power lines. They were quick and helpful in answering questions about the condition of my other trees. They had a good sense of humor as we talked trees."  
Several crew members

"The crew that worked on my property did an awesome job!"  
Several crew members

"The crew members trimmed and cleared trees very fast. They were very polite and respectful and even moved my trash container (it was trash day) up to my house! Very nice job!"  
Several crew members

"We just want to highly commend the crew that came out to remove tree limbs hanging over the power lines in our backyard. We appreciated the skill level, respect and careful consideration for our property and that of our neighbors' property. They worked so hard in the heat and humidity in an efficient and methodical manner. Thank you to the whole team at WTS for helping us take care of this issue regarding the limbs and power lines. We were very pleased with the service."  
Several crew members

#### Westar

"Your crew did such a good job and made my tree look nice. They were very careful with my shrubs and items near the tree and did a good job cleaning up."  
Several crew members

"The crew was amazing. They did a real good job and very safety cautious."  
Several crew members

#### KCP&L

"They were extremely nice, neat and helpful. I wanted to be sure to let you know what a great crew you have. We have been here for 28 years and have not always had the best experience when having our trees trimmed. We really appreciated the job they did."  
Several crew members

#### MidAmerican Energy

"Two WTS crews came to my house a couple weeks ago to clear the tree limbs out of power lines. Both crews were here together, and they did the most awesome job. I owned my own company for 33 years and had substantial crews working for me



and I don't think any of them were ever better. In fact, after meeting your employees, I thought about trying to hire them and going back into business. But being retired, and knowing crews, they were as they come. Hats off to the crews! They were hard workers. Thank you."

Foremen Jared Pickett and Yoni Rivera, and Trimmers Ezekiel Clardy, Mark Ponce and Ty Williams

"I had a very pleasant visit with Travis and Grant. They were very nice and considerate gentlemen. They were contacted to do some trimming on a tree at our neighbor's house. She has been moved to a home, so no one is there. They wanted to make sure it was ok to do the work and to let someone know they were there. Kudos and great job!"

Foreman Grant Bunce and Trimmer Travis Robinson

"The crew working for the power company did a great job for me. I was very happy with them!"

Foreman Guerrero Moreno Jr. and Trimmer Mario Melgar

"Your employees did a wonderful job removing a large ash tree in my yard. They demonstrated safety and ethics throughout the job."

Several crew members

"They were removing material around the support wires for the utility company. They did an excellent job on the whole job and we really appreciated it. The cleanup was great."

Several crew members

## NORTH DIVISION

### Ameren

"I wanted to compliment how pleasant your employees were and what a great job they did. The cleanup was fantastic. Your workers are just really impressive. Everything they told me they were going to do along my property, they did. It looks great. Good job! Thank you very much."

Foremen Andrew Siemsen and Greg Watts, and Trimmers Cole Lancaster, Jon Langelier, Scott Reel and Preston White

"Not only did they have awesome services, but they went above and beyond. They came to our house to trim trees near the power lines. I asked them if they had time to cut down the trees. They called their boss and immediately got to work. They've been doing amazing work and I wanted to give them a 5/5-star rating."

Foreman Tracy Bunton and Trimmer Curtis Thomas

"I just wanted to say how professional your employees were that did preventative work on our street. They came to our door to let us know they would have our road closed off in case we needed to move our cars. They did a great job on our road of removing limbs and cleanup. Thank you so much."

Foreman Jesse Graves and Trimmer Rob Noll

"Thank you to the crew. They did an excellent job."

GF Jorge Velez, and Trimmers Steven Murray, Jacob Warren and Ashton Woods

"I just wanted to let you know how impressed we were today with two of your manual crew members; Zack and Frankie. They were working on a large hazard removal and we were there to observe them setting it up with a fiddle block and taking it all the way down. I was really impressed with how Frankie ran the process, but both he and Zack were explaining to the other crew members what they were doing and why. This was a great example of Foremen being Foremen. I really appreciate the attention they gave to the entire process. Great job by WTS!"

GF Brian Emert, and Foremen Frankie Elledge and Zach Elledge

"We had a branch that had broken off during a recent storm and it had fallen on the service line and was dangling above our pool. The crews that came out from WTS were very professional and did a fantastic job getting this branch down. Had this branch fallen, it would have ruined our pool."

Because of the fast response time from WTS, we will be able to enjoy the pool without having to worry about a huge branch falling on us."

Trimmers Beau Bragg, Terry Richards & Nick Steinseifer

"Thank for the good work completed by WTS as they took down several extremely tall pine trees close to power lines in my back yard. Thatcher, foreman, Josh and Jeremy, high climbers, Shane and Jeremy all worked hard to complete the job. They were polite, skilled and brave. Thank you!"

Trimmers Jeremy Curry, Shane Edwards, Jeremy Nailer, Thatcher Rodmaker and Josh Wewer

"The crew from WTS, Russ and John, did a wonderful job. I spoke with them prior to the start of their trimming. We talked about how the tree could be trimmed to both accomplish the results needed and still leave the tree aesthetically pleasing. Then they checked with me afterwards to be sure I was pleased with how it looked. I really appreciated that!"

Foreman Russell Cooke and Trimmer John Vanderfeltz

"I couldn't be happier with my service from WTS! The employees were very professional. They worked safely and hard in a timely manner. Thank you."

GF Damon Muscarella, Foremen Tyler Bechtold and Devin Muscarella, and Trimmer Josh Halley

### City Water, Light & Power (Springfield, Illinois)

"The crew that the city hired to trim trees in the alley behind my house were professional, thorough and hard working. Nice job."

Trimmer Jake Brandon

## DIVISION 25

### AEP

"Irving and Patrick were very polite and did a great job on my property. Thank you."

Foreman Patrick Hutchinson & Trimmer Irving Ramos



## KEEPING THE LIGHTS ON

### North Division

A job well done by a crew in Illinois who helped ensure the power stayed on in an assisted living facility by safely removing a high-risk tree with codominant stems. Codominant stems with included bark (trees that have two or more branches emerging from the same area of the tree trunk) have a high potential for risk. When there are signs of the trunk splitting, as with this Pin Oak (*Quercus palustris*), failure is imminent.

Left to right: Foremen Thatcher Rodmaker and Dylan Trudeau with Journeyman Jeremy Nailer

Not pictured: Foreman Robert Yette, Trimmer Jeremy Curry, and Journeyman Cody Danison

## BROTHER'S AND SISTER'S KEEPER

### North Division

On July 14, Acting Foreman Jeremy Curry and Trimmer Cole Kidwell were finishing cleaning up when Jeremy heard a woman faintly yelling for help. They followed the sound and located an elderly woman that had fallen and was unable to get up. When the woman fell, she hurt her arm and one of her legs. Jeremy and Cole were able to get the injured lady to her feet and helped her to her door. She told them she was on the ground for about 15 minutes before they found her. She did not want medical attention. Towards the end of the day, they returned to check on her. She thanked them for helping her and said he was bruised but okay.

Good job being Brother's and Sister's Keepers, Jeremy and Cole!

"AEP sent a team from your company to take down a tree that was damaged from a storm that was compromised. From the onset these guys were extremely courteous, efficient and definitely knew what they were doing! The team that did the work on my property gets five stars! Thanks guys; great job." Foremen Christian Camacho, and Trimmers Jonathan Ayes, Omar Cabrera, Elliot Castro, Luis Lugo, Manuel Martinez and Jonathan Perla

### FirstEnergy

"I had to write to express how incredibly impressed I am with the team who removed one tree and trimmed others on my property for the electric company. Top notch! They were polite, personable, professional and proficient. Thanks to everyone on the team." Foreman Troy Winkler, and Trimmers Jason Self and Brandon Snyder

"We were in a funeral procession and when we drove by the WTS crew stopped working and stood with their hats off and heads bowed. What a very nice gesture to the families that are grieving and see this!" Several crew members

"Your employees have been exceptionally courteous, polite and accommodating. They are hard workers, true professionals and you should be proud to have them employed in your business." Several crew members

### PPL Electric Utilities

"The crew that came out to my house to trim my tree back from the power lines were incredibly professional and did an amazing job. I had the opportunity to speak to the crew leader briefly and he was awesome. In the high temperatures we are currently experiencing (80 degrees by 9 a.m.), I am incredibly thankful for the work that they performed and the professionalism that they exhibited. Your company is very fortunate if all your crews are like this, and kudos to you for hiring folks like this to represent you in the field!" Several crew members

## MOUNTAIN STATES DIVISION

### Black Hills Energy

"I had a great experience with James and the crew removing my trees. They had a big job to do and went above and beyond getting it done. They were very polite and kind, which is a big plus. I had a big branch hanging over my mobile home power line that they trimmed back as well before it broke and caused damage. I would recommend them any day for their services. A big thank you again for the outstanding job." GF James Linenberger, Foremen Chris Keller and Scott Page, and Trimmers George Hebert, Nathaniel Snell, Dan Tittl and Jeremy Woodson

"The crew was extremely friendly and helpful. What a credit to your company. They did a tremendous job of cutting the stumps close to the ground and cleaned up the area around the stumps. It was as if they vacuumed the area, as there were no chips or branches to be seen. What a professional job. We are so happy with the quality of your personnel and crews. What a credit to your company." Several crew members

"Charlie and Jake did such an amazing job! They were so friendly and quick and cleaned up very well!" Several crew members

"We again had a great relationship with some of your employees. A crew came and removed a tree that had been trimmed in the past and was in the ROW. They were an amazing crew, hardworking, focused, informative, extremely polite and very professional. They were cautious of the power lines and the house, which we appreciated. What an asset to your company. Once again, they did an amazing job of cleaning up the area." Several crew members

"Your employees working in my neighborhood were excellent at their job and showed nothing but respect and concern to the owners. We could tell their hearts are into their work. They are doing a great justice for your company." Several crew members

### Xcel Energy

"The crew did a stellar job. Tree looks great. Thank you." GF Jaime Flores, Foreman Walter Robles, and Trimmer Jose Alvarenga

## PACIFIC DIVISION

### Pacific Power

"Your employees came out to trim and cut down two of our trees. They were very professional, fast and good." Foreman Jarron Ellis and several crew members

"The young men that worked on my property today did a great job! They did over and above their specific job and it was very much appreciated!" Several crew members

### Portland General Electric

The crew was very courteous and helpful in allowing school buses to get around them on a narrow road, for the purpose of delivering meals to students at home. Foreman Johnny Mankins and Trimmer Jacob Wassom

"My four-year-old autistic granddaughter was visiting at my home. She has severe sensory issues with regard to mechanical sounds among other things. I was concerned because your guys were getting closer to my house and I knew it would affect her in a bad meltdown. I informed one of the guys about my problem. My granddaughter was going to go home in a couple of hours and they, without hesitation, pulled up and started working down the road and told me that they would come back after my granddaughter was gone. I just wanted to thank them and let them know how much it meant to me. To some autistic children, some sounds are quite painful." Foreman Kevin Becker, Trimmer Zack Shroyer, and Groundman Megan Barnhiser and Jesse Tyson

"I wanted to give a shout out to the crew who worked on my tree and my neighbor's tree. They were very informative, polite, hardworking and did a great job cleaning up after themselves! You can tell that they take pride in what they do!" Several crew members

### Rocky Mountain Power

"We had a crew come to perform the task of trimming trees near power lines. We were impressed with the foreman, Mr. Chase



Larsen. Not only was he and the crew very professional, but they went the extra mile to explain what would be done to our cherry tree and that actually, trimming it would help the growth of the tree. The tree survived their work and won't be threat to the power lines. Thank you for the service you provide and for hiring such industrious personnel." Foreman Chase Larsen and several crew members

"The gentlemen who came to our house to clean up the trees around our power lines were not only professional, they were kind and a pleasure to talk to. They left our patio and carport cleaner than when they arrived. I'm grateful for the men who worked so hard to make our backyard a safer place to be. Thank you!" Several crew members

"A crew came to our property to remove a tree that had interfered with power lines. They were very professional and did a great job. The area was totally cleaned up when they were through, and they left a pile of fireplace size logs neatly stacked. Their work was impeccable, and I would like to commend them on a job well done." Several crew members

"The crew who came to trim my trees did the best job I have seen in over 30 years living here. The trim job was beautiful, they didn't leave a single leaf to clean up and they were pleasant and professional. Thank you." Several crew members

#### Tacoma Power

"Chad and his crew were courteous, timely and well-organized professionals. Thank you." Foreman Chad Parker and Trimmers Robert McLaughlin and Ken Mills

## SOUTHEAST DIVISION

#### CDE Electric Company

"The crew that worked in my yard were such professional, hard workers. My yard had vines that were taking over the yard and they cut them all down so much cleaner excellent. Thank you." Foreman Franklin Rellias, and Trimmers Ronnie Hogue and David Trotter

#### Gulf Power

"The crew that trimmed the tree in my yard was great, very professional very polite and worked awesome together to get the job done right. Thanks for a great job!" Work Planner Holden Moore, Foremen Alekzandr Echelle, Marcus Hires, James Kohls, Derek Long and Russell Morris Jr., Trimmer Russell Morris Sr., and Groundman Aaron Watkins

#### Kentucky Utilities

"Your crews did a good job and were very polite when I asked them about their

work. They did a good job on the tree they trimmed near our house." Foreman Edison Caraballo, and Trimmers Luis Guillermo Rivas and Kenneth Igor Lopez

#### LG&E

"Mark Williams came expediently to fix our fence and was polite, helpful and did a great job. Thanks, Mark!" GF Mark Williams

## DIVISION 45

#### AEP

"I wanted to let you know how wonderful your crews were. They did wonderful job, were polite and cleaned up." GF Ryan Peck, Foreman Anthony Dykema and Trimmer Darian Brown

"The crew that removed trees in my yard had added two trees to the job at the last minute that were not documented. Sam removed those stumps as well and did an excellent job. He was professional and efficient! Thanks." Foreman Sam Rizzo and several crew members

"Four employees came up to my house this morning to take down a tree that was marked by the electric company. These guys did a great job taking things down. It was great to see the communication they had with each other to be safe. They cleaned everything up very well and we appreciate that. Thank you for a great awesome job." Foremen Zachary Brown and William Reynolds, and Trimmers Travis Dekine and Richard McIntyre

"One of your crews spent several days on my property trimming many trees around our power lines. I wanted to compliment Ryan and his crew on their helpfulness, friendliness, hard work, courtesy, professionalism, advice and cooperation. They work awfully hard, often in heat and extreme conditions, and they are truly a credit to your organization. Thank you!" GF Ryan Peck and several crew members

"Your crew was fantastic. They cut and trimmed carefully, and never hit our fence. One large dying tree next to the fence was particularly difficult to remove. One trimmer climbed 60' or higher to cut it down from the top, section by section." Several crew members

#### Indianapolis Power and Light (IPL)

"I have lived in my house for 46 years and have had a lot of trimming done at my house that borders railroad property. I must say I was impressed with the quality of work done by the WTS crew. The day they were to arrive I had member of the crew, Eduardo, come to the door saying they would be at my residence that day. What a pleasant young man Eduardo was to have that easy conversation with. It was

a 90-degree day and having worked outside during the summer myself during my college years, I knew how stifling the weather was. I took out some water for them and they were so appreciative. After they left my area, Eduardo rang my bell again and thanked me for the water. We talked a little more and he was so happy to have this job and the benefits that your company offers. Thank you for treating your employees so well and great job from Hector's crew. I hope all of your crews are as professional and pleasant as this one was for me." GF Hector Vazquez and several crew members

"The crew that came were very careful putting their truck in our backyard. They explained what they were doing, communicated with the IPL crew on site and then thanked us when they left. They were super friendly the whole time and were true professionals. They gave top shelf service. You have a great crew and should be proud as these guys were awesome representatives of your company." Several crew members

## SOUTHWEST DIVISION

#### AEP

"Bryan is an asset to your company. He and his crew did an excellent job clearing trees under power lines on our property. This is the first positive experience we've had with anyone working on or under the lines." GF Brian Walker, Foreman Jose Aguilar, and Trimmers Logan Davidson, Cody Miller and Michael Taylor

## QUICK THINKING

#### Pacific Division

On May 28, GF Skyler Ramble witnessed a car accident during morning traffic. He quickly jumped into action to ensure safety and secure the scene. He called 911, blocked traffic with his truck, set up safety cones and attempted to make contact with the two drivers. One of the drivers was unresponsive and did not have a pulse, so Skyler and another witness decided it was life imperative to move the driver and give them chest compressions until the paramedics arrived and took over. The paramedics were able to revive the driver and take them to the hospital.

Great job securing the scene and helping to save a life, Skyler!

## GOOD SAMARITAN

### Southeast Division

While working on storm restoration after Tropical Storm Cristobal, GF Jeff East helped a nearby civilian who had collapsed from cardiac arrest. With the help of others, Jeff was able to perform CPR until EMTs were able to stabilize the man and get him to the hospital. A job well done to Jeff and the others who helped save a life!

### City Utilities of Springfield

"Some employees from WTS were cleaning out the trees near the power lines in our backyard. They went above and beyond as far as being polite and keeping us informed regarding their work. In addition, we had two branches hanging dangerously from a recent storm, and they cleared those out. That means a lot to us because our kids can go out in the backyard again. Thank you so much!" GF Dewey Fare, Foreman Christopher Holmes and Trimmer Esau Lee

### OG&E

"I can't say enough about your employees! They were not only professional, but respectful and friendly. They shared with me what I could expect of them. They have been working hard on a huge growth of trees since this morning. They are not only cutting them down but are also removing them from my yard and the surrounding area. Thank you, gentlemen! I will see sky again and feel more confident in the storm season knowing these trees will no longer be touching on power lines. Thank you, too, to OG&E for hiring them as the contractor to handle this delicate work!" Foreman Samuel Carreno, and Trimmers Jeremiah Williams, Ruben Marroquin Arriaza and Enrique Guijarro

"I wanted to compliment a young man by the name of Charles Baker on his awesome customer service and hard work! He was so polite and informative." Trimmer Charles Baker

"Great service! The crew was courteous and respectful of our property. The tree brush was stacked orderly. The crew explained why it is necessary to leave the large pieces behind. And the yard was left immaculate.

Kudos to the crew. Thank you." Several crew members

## DIVISION 55

### Duke Energy

"We were in a traffic jam on a two-lane road. It was pouring rain. We could tell there was some sort of accident but there were no emergency vehicles yet. WTS workers were nearby and started to safely direct traffic. We were impressed that they took it upon themselves to get soaking wet and help people. This speaks volumes in the type of employees you hire."

GF Jerry Stringfellow, Foreman Nehemias Cruz, and Trimmers David Battle and Edgar Rivera

### Tampa Electric Company

"WTS did an excellent job. I wanted to let you know how happy I was with the job the crew did." GF Tyler Kirkpatrick and Trimmer Cameron Lasley

## LONE STAR DIVISION

### Oncor

"We had a tree uproot next to our house that was leaning near power lines. There's very limited access to the tree and pole. We called Oncor and they came to assess, then called Tim at WTS who immediately came to look at it. He told us exactly what needed to be done and that he and his crew would be back in the morning to climb the tree. There truly are no words to describe the expertise and knowledge necessary to climb to the top of a tree with a chainsaw, and cut and drop branches with the help of the ground crew, in such a fashion to not do any damage to surrounding privacy fences or decks. This crew went above and beyond, and I cannot thank them enough! They are heroes in my book because with the upcoming storms, if that uprooted tree would have fallen, the result could have been catastrophic. Thank you for everything!" GFs Tony Morales and Tim Wright, and Trimmers Francisco Munoz and Eutiquio Cruz

"Thank you for the quick and professional service. The crew was on top of it and made sure everything was the way the found it." GF Brian Crowe, Foreman Brandon Glenn, and Trimmers Chandler Bailey, Bobby Tubbs and Justin Jackson

"Your crew was really nice, professional and did an amazing job! The easement behind my property looked like a forest and I feel safer with the overgrown trees cleared away from the power lines! It was really bad and it's so clean now." Several crew members

"Your crews are amazing! They did an excellent job of finishing what Oncor started when our electricity went out.

They thoroughly cleaned up the mess that was in my backyard and even raked to get the small pieces up. You should be very proud of these hardworking individuals. Your crews did a great job clearing the tree from the utility line. They worked nonstop for hours and were very meticulous in cleaning up the branches. Great job!" Several crew members

## DIVISION 65

### DTE Energy

"My wife and I want to let you know how pleased we are with your company. Your employees spent a full day yesterday and another two hours today clearing a power line between our house and our neighbors. They cut the branches, chipped them, raked the area and stacked logs. I spoke to them several times yesterday and found them all to be pleasant and courteous. Job well done!" Foremen Rafael Dominguez and Carlos Solorzano

"A crew worked in our back yard in Ann Arbor, Michigan. They were friendly, and I admire how hard and safely they worked. My compliments!" GF Christopher Fulk, Foreman Phill Proshek and Trimmer Larry Aldridge

"Your employees are hard workers and did a great job in pouring rain. They made space for the utility to access the power lines for repairs. Thanks!" Foreman Adam Levis and Trimmer Vince Rhodes

"The gentleman that were working on my property did a great job. They were very hard working." Foremen Duane Burdick and Aaron Carr, and Trimmers Edward Grable and Sean McKenzie

"I allowed the crews to park on my property during their cutting season. Because of heavy equipment parking on damp/wet ground, I was left with numerous very long, deep ruts. When I tried to do my first mowing of the year, it was so bumpy that I even lost a hearing aid. I called DTE and asked for help. They were very polite and said they would have someone call. After the next few bumpy mowings, I again called and within a short time, two gentlemen came to do the work. I was extremely impressed with the two men who came to fix the problem. They were polite, efficient and a pleasure to work with. I would like to commend Charles Emmons and Ted Doan on a job very well done. Mr. Emmons was extremely attentive and anxious to make sure I was more than happy. After several loads of dirt, he was still not satisfied that the job was complete.

At this point he brought another load and it was installed and smoothed. I am more than happy. These men are a great public



representation of your company and I so appreciate the work that was done and the men who accomplished it."

Foreman Charles Emmons and Trimmer Ted Doan

"I am sending kudos to some of your caring and considerate employees. I am disabled. My husband went into cardiac arrest on June 24 and was hospitalized. On June 30th, I was hurrying to get to the hospital. I tried to take a shortcut to get into my minivan but got halfway in and halfway out. I couldn't pull myself the rest of the way in, so I decided to get back out and start over. When my outside foot hit the gravel driveway, it slipped and down I went. I couldn't stand up by myself and my phone was too far in the van door and kept yelling, "help me" and waving as cars drove past. No one stopped to help me. I saw a WTS truck coming up the road, I yelled again and this time the truck passenger heard me and had the driver pull over. They tried to pull me up, but I couldn't help them, so they called another employee who was working very nearby for assistance. He came and two pulled me and one was lifting me. They got me up, but I was very dizzy. I had a walker nearby and they used it for me to steady myself. They waited until I said I was okay and then helped me get into my van and waited until they were sure I was okay. WTS should be very proud of employees who go out of their way to help others in need. Thank you."

GF James Newman, Foreman Steven Fuller, and Trimmers Leandro Dablemont and Gage Lance

"We had a limb on our power line, and we called DTE to report it. They said it would be 5-7 days before we could expect someone out to remediate the issue. Not even 24 hours later a WTS truck was in front of our house ready to fix our problem. Not only was the foreman courteous and friendly, he was expedient and even spotted and removed a tree limb that was also dangling above the power line. Thank you."

Foreman Adam Meloche and Trimmers Lucas Blaszczyk and Hunter Miller

"WTS came to clean up a fallen tree on a wire. The two workers who did the job were professional, courteous and did a great job! I appreciated how careful they were not to damage surrounding vegetation."  
Several crew members

"The crew that came out today was very pleasant and professional. They took care of the trees growing into the power lines,

*Continued on page 22*

## RETIREMENTS



### Division Manager Kirk Schuster

*Mountain States Division*

Division Manager Kirk Schuster retired on September 30 after 42 years of service with the WTS family.

Kirk held many operations positions in the company, starting in 1978 on a crew in Nebraska where he did landscape and tree work. He's seen

many changes but says one thing that has remained constant is that we are all still family.

"It has been an honor to be a part of the Wright Tree family for 42 years. I have had the privilege of working for and with so many great people over the years. The level of commitment and the pursuit of excellence from the team is what makes this company great. The principles of honesty and integrity are what built this company, and that tradition continues today. I will greatly miss the camaraderie among our management group as well as the field employees," says Kirk.



Kirk was presented with a WTS bucket truck as a token of appreciation during a dinner celebrating his retirement.



### Contract Administrator Kelly Pettijohn

*Corporate Office*

Contract Administrator Kelly Pettijohn retired after 35 years of service with the WTS family. Her retirement was effective on September 30.

Kelly started working for WTS in 1985 in the accounts payable department. After 90 days, she moved to the payroll and billing department, later becoming a payroll and billing supervisor and serving as a financial assistant. She held her most recent title of contract administrator since 1999.



### GF John Clayton

*Division 45*

GF John Clayton retired on September 30 after 20 years of service with the WTS family.

John has worked as a transmission work planner, distribution GF and filled in as project manager throughout his career. He has also had the privilege of onboarding many great employees during his time with the company. A fun fact about John is that he has worked on the same property for 40+ years and could tell you the pole numbers of any address on the grid.

John plans on traveling the USA in his motorhome, spending time with family and continuing to pursue his love for fishing trips with his brother.

**Thank you all for your many years of service! You will always be part of the WTS family.**

# Our family tree

cut low them enough that it will be a while before there will be a problem again, and did not leave any mess at all. Thank you!"  
Several crew members

"I was visited by your crew. They used a bucket truck to access a difficult tree in my back yard. They were careful, took their time and practiced safe procedures. Neighbors and I were impressed with their ability. Thank you."  
Several crew members

"I wanted to issue a compliment to some workers who have taken care of some major tree issues in our yard. They did a

really excellent clean up job after quite a major tree cutting in a ROW."  
GF Chris Posten, and Foremen Dante Borio & Mark Hudson

"I am writing express how extremely pleased I was with the crew DTE sent to my home to trim the trees located along the powerlines at the back of my lot. I was introduced to each crew member. The gentlemen comprising the crew were outstanding. I was impressed by their professionalism and their willingness and ability to effectively communicate to me how they would trim the trees. They were also very professional in the execution of their work. In fact, their work was excellent and considerably better than I had expected, and better than any private tree trimming service I have engaged in the past. They are a group of hard-working men who deserved to be recognized by both DTE and WTS for their professionalism and a job well done.  
Foreman Dillon Rose, Trimmers Austin Edington, Jeremy Jacques and Christian Nederveld

"WTS cleaned up a significant amount of tree branches and other debris that we had begun to pile up. A very special shout out to the crew that took the time and initiative to help clear all if out! Thank you. You guys are awesome."  
Several crew members

"I want to thank the crews that came out to cut down a great big elm tree on my property. They were exceptionally professional and great to work with. The dead tree was hanging over power lines and needed to be cut down to prevent damage. The two-day project was well managed by Phil and his team and I can't begin to thank you enough for the quality service. I really appreciated Phil's calls in advance to let me know when his team were on their way. Thanks again."  
Foreman Phillip Proshek and several crew members

## Lansing Board of Water & Light

"I had five pine trees that were marked for removal from my backyard. The crew arrived shortly after 8 a.m. and by 4:15 p.m. they had knocked out four trees. They cleaned up, were professional and methodical in their work. They were gone around 4:45. They then came back the next day and got set up to take down the last tree. It was close to 70-foot-tall and, in between wires that lead to my house. I would watch in awe of how precise they were all working together. Not once did I worry about them doing their jobs. By noon, the job was done. They made the final cuts on the last log, cleaned up and were all finished by 2:30. My father was a

tree trimmer. I smiled several times just watching them, and the smell of sawdust brought back sweet memories. You have a great bunch of guys in the crew that felled my trees. I applaud them."  
Foreman Chris Kirk and Trimmers Javin Frost, Corbin Priesman, Kyle Wenger and Brad Woodman

"Both my husband and I were pleased with the team that trimmed and removed our trees. The work that they did was impressive. They made sure we and they were safe and took the time to communicate what was being done and planned to be done. The work was done well. Thank you!"  
Foreman Dennis Coderre, Trimmer Jonathan TenHove and Groundman Gabe Potter

## MINNKOTA DIVISION

### Xcel Energy

"We had called our utility company about a tree we partially cut down through a private tree company and, due to the power line placement, were unable to completely remove. We experienced great service from the crew sent out to assist in clearing the limbs surrounding the utility lines. He was kind and courteous and made sure to keep our lower vegetation intact."  
Several crew members

## DIVISION 80

### Austin Energy

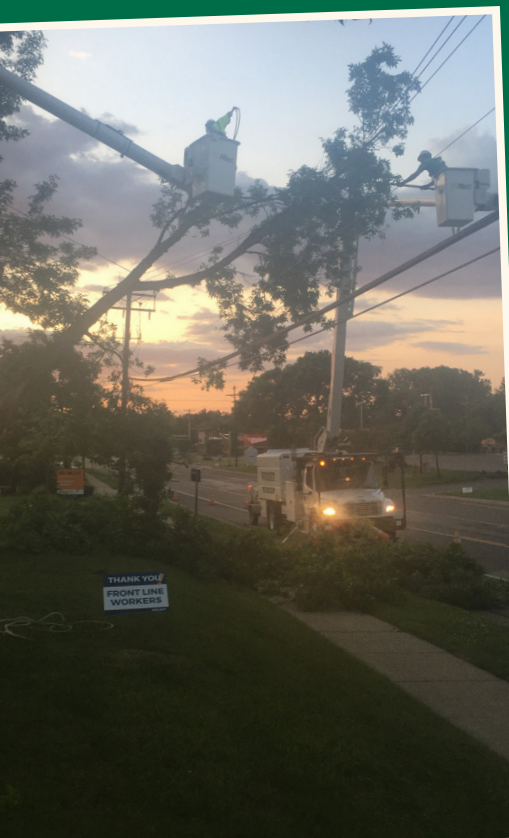
"I needed my trees cut back from the power lines so my arborist can prune safely. Kymberli Herron met with me and did a very thoughtful assessment of our tree needs, being careful and respectful of my desire to preserve as much of our live oak as possible. I was extremely happy with the work proposal that was drawn up and look forward to having the work done. Very professional team!"  
Work Planner Kymberli Herron

"I was very impressed with the crew. Jose was a very hard worker, polite, courteous and cautious. Thank you!"  
Foreman Rafael Rios and Trimmer Jose Valdez


## STORM SNAPSHOT

### Minnkota Division

Photo taken by Project Manager Timothy D. Hanson while working on storm restoration.



## FOLLOW US ON SOCIAL MEDIA!

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 Wright Tree Service



# Storm Response

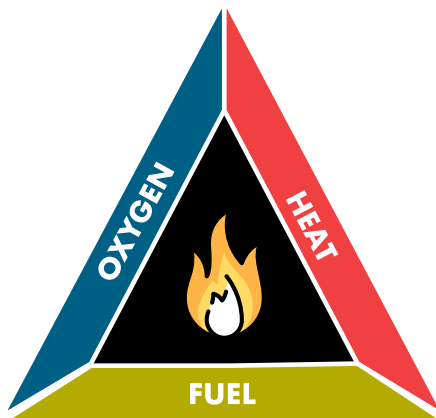
(Continued from page 9)

As in all other aspects of utility line clearance work, situational awareness is one of the keys to safety when dealing with wildfire hazards. Maintaining an awareness of current and changing conditions and surroundings and modifying work activities and behavior accordingly is what keeps employees safe.

In addition to maintaining situational awareness, it is important that employees working in these areas have the tools and training to identify and mitigate hazards, and to understand that some situations may occur in which there is no way to work safely.

Working safely in areas with elevated fire danger begins with understanding the potential for a wildfire ignition to occur, and the potential for spread and growth after and ignition has occurred.

Wildfire ignition is based on the wildfire ignition triangle. ▼



## HEAT, FUEL AND OXYGEN

These are the three elements that are necessary for a fire to occur.

Ignition sources (heat producing items) include things such as hot mufflers, utility power lines and sparks thrown by chainsaws.

Fuel sources are normally dry vegetation but can include anything dry enough to catch on fire including trash that has built up on the job site.

Identifying and separating ignition

sources from fuel sources is the key to preventing accidental wildfire ignitions.

It is important to remember that most wildfire ignitions (around 85%) have human-related causes. This can be a carelessly thrown cigarette, a downed power line or dragging trailer safety chains that are throwing off sparks. We must be as alert for wildfire ignitions that have non-WTS related causes, as we are for those that may be started by employees during daily activities!

Wildfire spread after ignition is based on the wildfire behavior triangle.

## FUEL, WEATHER AND TOPOGRAPHY

These are the elements that determine how a fire will behave after an ignition takes place: Fuels are the same as in the fire ignition triangle. ▶

## WEATHER; WIND, RELATIVE HUMIDITY AND TEMPERATURE

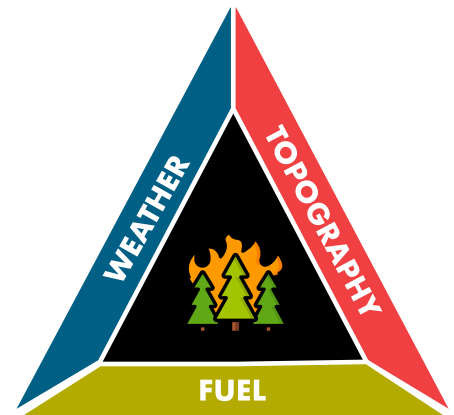
Wind is the greatest factor affecting wildfire spread. Strong dry winds can push a fire, dry out surrounding fuels and serve as an oxygen supply.

Relative humidity and temperature: The hotter and dryer it gets, the easier a fire can start and spread.

Terrain issues include steep slopes and narrow canyons. A 10 degree increase in slope can lead to a doubling in the rate of spread of a fire. Steep terrain makes it difficult for crews to use escape routes to quickly flee from a fire. Narrow canyons can act like chimneys and channel heat that can lead to rapid fire spread.

Identifying and documenting these conditions, identifying and mitigating ignition and fuel sources and having the tools to suppress any accidental wildfire ignitions as quickly as possible are what keeps crews safe while performing any kind of work in areas with elevated fire danger, allowing them to complete their essential roles. The WSC Wildfire Safety and Prevention

Plan is designed to give managers and employees the tools and understanding to work safely and prevent accidental wildfire ignitions in areas with elevated fire danger. Understanding and documenting the elements that make up the two fire triangles helps give us the necessary situational awareness to work safely in areas with elevated fire danger.



## THE PROGRAM HAS THREE PARTS:

### 1. The WSC Wildfire Safety and Prevention Plan

The wildfire safety and plan documents the goals of the program, the steps necessary to ensure job site safety and serves as a reference guide for employees and managers.

### 2. Fire Briefing

The fire briefing helps crews stay safe by documenting job site wildfire conditions, ignitions and fuel sources, and the necessary fire tools needed onsite.

### 3. Wildfire Training

Wildfire safety is ultimately based on identifying, documenting and mitigating the job site conditions that can lead to and affect job site wildfires, as well as having the proper tools and training to suppress any accidental wildfire ignitions that may occur. Training managers and crews to understand wildfire hazards helps keeps employees safe while working in areas with elevated fire danger, and allows them to complete their essential tasks.

## STORM COMPLIMENTS

*Compliments were submitted to the company by various members of the public after storm events. Thank you to all the employees that participated in restoration efforts.*

### DERECHO

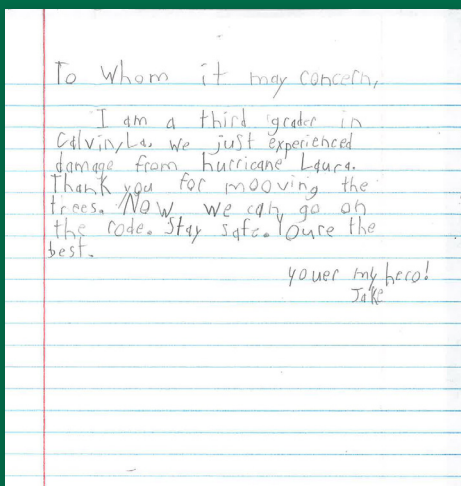
#### MidAmerican Energy

"You have the most amazing employees working for you who are helping us out here in Iowa City after the derecho storm. When I saw them show up, I said, 'Here are our heroes!' and they said, 'No, the linemen are.' Well, my husband was a lineman, but in emergency situations the tree crews are the first responders! They made sure we knew what to expect and then did an amazing job at maintaining the integrity of our yard, flowers and peach tree. They were so considerate and personable. Thank you to their humble heroes!"

*Foreman Matt McQuilling and Trimmer Evin Lowe*

"One of your crews came to help us get our tree removed during Derecho. We had not had power for six days and I want to say how wonderful and nice they were during a difficult time. We wanted to let you know we appreciate their service."

*Foremen Brian Louderback and Michael Spillman, Trimmer Cody Stamper and Groundman Jordan Felix*



*Thank you letters from third graders in Calvin, Louisiana*

"I met two of your employees working on derecho storm restoration. My parents had their electricity restored on Friday afternoon but in a bad timing issue, the electricity went out again and your guys were in ear range of my dad! They saw us all standing in the drive and walked down the street to check what was up. We told them the electricity had gone out again and they explained while they couldn't guarantee anything, they'd be happy to call into a supervisor contact and alert them to the issue. 30-50 minutes later, our electricity was back on! If that wasn't good enough, this morning they stopped to check in and asked my dad if everything turned out okay! You've hired some great employees who took the time to check on some older retired residents dealing with the results of crazy weather!"

*Several crew members*

### TROPICAL STORM ISAIAS

"I wanted to say a quick thanks for sending your crews out to Connecticut to help with the storm damage. A couple of your trucks took down some dangerous limbs overhanging the lines running to my house and above where my kids play. Very professional and great group of guys. Made my day after a hectic week to get some help and talk football and families with your crew. Was the highlight of a rough week. Thanks very much from Connecticut."

*Foremen Brandon Hough and Mike Spillman, and Trimmers Daniel Detwiler, Garrett Sledd and Cody Stamper*

"I am writing on behalf of your terrific team from Kansas. They arrived on my property late this evening to clear a huge tree with live wires blocking access anywhere for five days. I spoke with Sidney, who was kind enough to get permission from the electric company to clear/cut serious hanging branches over the power lines at the front of our property – another accident about to happen. They moved with dispatch and great expertise, besides being friendly, upbeat and

Saw many of y'all's trucks in Louisiana this morning on west bound on I-12. Just wanted to say thank you for supporting us during this storm. We pray y'all stay safe while you work! ❤️

*Thank you messages on Facebook from Louisiana residents during Hurricane Laura*

Someone posted yall are in Louisiana to help with the hurricane.

Thank you. It is so great to see people helping people. Yall are a blessing.

extremely polite. They went the extra mile at the end of a long day. Enormous thanks and kudos for the job well done."

*Foremen Sidney Fish and Nate Flory, and Trimmers Michael Dietrich and Andrew Lickteig*

### HURRICANE LAURA

"Wanted to compliment your crew who shared a hotel with us in Texarkana, Arkansas, en route to responding/supporting Hurricane Laura. Your employees were professional, courteous, friendly and represented your company well. Not to mention, your trucks looked sharp smartly parked and perfectly aligned in the hotel parking lot. We wish them well in their response. Thank you for what you do."

*Several crew members*

"I just wanted to send a HUGE thank you to all your servicemen who are down in Louisiana helping with storm clean up after Hurricane Laura. I live in Noble, Louisiana, and work at a nursing facility in Many, Louisiana. On my way in to work this morning, I counted 21 of your trucks headed into town. Our state appreciates so very much the help we are getting from across the United States. Laura was devastating to our community, and to see strangers coming in and helping, means so much. Thank you for sending your employees, who have to be away from their families, to help us. The kindness and generosity you are showing will never be able to be repaid. However, it is people like you, who are able to make this difficult time more bearable!"

*Several crew members*





WRIGHT TREE SERVICE OF THE WEST

## News from the Branches

Compliments sent to Wright Tree Service of the West.

### PACIFIC GAS & ELECTRIC

"We recently had some trees cut down. The six WTS crew members were all very professional and worked efficiently. They left the area very clean when they left, and they were a very nice bunch of guys. Thank you."

**Foremen Jacob Milenewicz and Chad Von Berg, and Trimmers Chance Baker, Travis Gonzalez and Jorge Rodriguez-Gonzalez**

### NEW, ON THE MOVE & CERTIFIED

#### NEW

##### Foremen

- ▶ Adam Dixon
- ▶ Allen McDonald
- ▶ Arturo Ortiz

##### Administrative Assistant

- ▶ April Shelly

#### ON THE MOVE

##### Field & Administrative Supervisor

- ▶ Carli Forsythe

##### PM

- ▶ Julius Uehlein

##### GF

- ▶ Brian Bynum

"I don't normally do this, however, am taking the time to acknowledge the work done by WTS in the removal of trees in our and our neighbor's yards. I would like to thank the GF, Martin. He visited twice and maintained phone contact regarding scheduling and the work to be done. It was so nice to have in-person contact. The crew was on time, pleasant and courteous. They followed all safety standards - cones, signs, PPE and face masks due to COVID. They were knowledgeable and efficient in their work and went the extra mile, cutting wood into manageable pieces for me, which was much appreciated. Their cleanup was excellent. The yards looked great when they left."

**GF Martin Rivera, Foremen Rafael Corrales Diaz and Yoan Hernandez, and Trimmers Rolando Gil Perez, Yiris Rodriguez and Ixce Vidal**

"Your employees did a great job. They listened, reacted and did the required work, not only to provide the necessary safety requirements but also to help maintain the tree's form. That is not merely a minor concern to me. Plus, they were kind enough to leave me a load of shredding to use as mulch that I have been after for months and months. CNUC's management was also on the job. They listened and helped out as needed. Please keep this crew together and keep them on the job."

**Foreman Noe Ramirez and several crew members**

"A WTS crew was working in our area along the power lines. We showed them a very large branch that was hanging close to the lines. They went out of their way to fix the problem. They even mulched, raked up the area and blew the road clean. Great job!"

**Several crew members**

"I recently had an issue with my power line which PG&E promptly fixed. They also called for a tree trimming crew who also showed up very promptly. The crew did an excellent job, were very professional and made everything safer for my family. I appreciate their dedication, professionalism and care. A big thank you on behalf of myself and my family."

**Several crew members**

### SMUD

"I wanted to let you know what a wonderful job the crew did on my property. Your employees listened to me and did more than the top, so it looks so much better. They even saved a bird's nest!"

**Several crew members**



## WRIGHT TREE SERVICE OF CANADA & ARBORCARE

# News from the Branches

Compliments were submitted to ArborCare and Wright Tree Service (WTS) of Canada by various members of the public and we'd like to commend the following individuals.

"The pruning crew arrived bright and early this morning and were quick, efficient and considerate of all our gardens. Thank you so much for great service and please convey our thanks to the crew! Great job!"

**Crew Lead Ben Ruether and crew members Cade Purinton and James Sinclair**

"Chris and his guys came out, and trimmed and shaped our crabapple tree. Honestly, they did the best job that anybody has ever done on that tree.

Super friendly, courteous, efficient, and hardworking group. Truly can't say enough good things about them and the work they did. Kudos to Sebastian in the office who 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."

**General Foreman (GF) Chris Paterson, Inside Sales Team Lead Sebastian Maas and several crew members**

"Very professional. Friendly courteous service while maintaining COVID restrictions. Quick turnaround after very reasonable price quote. Very pleased and would definitely use again!"

**Crew Lead Brad Ward and crew member Jasper Rhodes**

"Great service!"

**Crew Lead Levon Russell and Arborist Leah Gurba**

"Our adventure with ArborCare has been very pleasant. Terry came by promptly to quote the work we wanted done, and then again to re-quote the work once we had changed our minds about what exactly we wanted to have done. When the day arrived for the trees to come down, the guys came and went and were awesome!"

We had four Swedish Aspens removed because the trees were being compromised due to canker. ArborCare had to access to the trees via a bucket truck from the back lane, but the drop zone for most of the branches was our established backyard.

Given the height of the work, the guys were as careful as they could be of the surrounding plantings, and cleaned up the yard as well as we could have asked for.

They were pleasant to have around, and represented ArborCare very professionally."

**Crew Lead Levon Russell, Arborist Leah Gurba and Sales Manager Terry Richard**

"I had some trees pruned by ArborCare and I have to say they did a terrific job. The contractors were very professional, and they listened and provided advice on how our tree could be shaped to our liking. I was amazed at how they rappelled up the trees and used their remote bucket for better access. The job was done quickly, and their rate was very competitive. Exceptional work!"

**Crew Lead Simon Richards and crew member Ryan Osbourne**

"I would like to give ArborCare a top rating for their services as well as for being compassionate to stressed out pet owners. Our little kitty managed to climb up a massive tree in our backyard. She had been up there for 12 hours and overnight. She was very scared and wouldn't stop crying. When I reached out to ArborCare early this morning, they came within an hour. Thank you to Wayne and his climbing skills, and to the other employees involved in our kitty rescue. Truly professional and top-notch individuals at this company. We are very grateful. I will not hesitate to recommend them to anyone not just for animal rescue but any arbor-related issues."

**Arborist Wayne Fleury and several crew members**

## NEW & CERTIFIED

*Congratulations to the following WTS of Canada employees who were appointed and certified since our last issue!*

### NEW Arborist

▶ Simon Richards

### AR Administrators

▶ Marie Siemeufo  
▶ Tali Wilson

### Certified Utility Tree Trimmers

▶ Jim Knowles  
▶ Kyle Markin  
▶ Tyler Roland  
▶ Corey Trotz

### CERTIFIED

New International  
Society of  
Arboriculture  
Certified Arborist®

▶ Chris Gamache,  
Operations Manager





"Very impressed with this crew. The city outsourced them to do our boulevard elm trees, and they did a fabulous job. From parking notices in a timely way, to fixing the last crew's shoddy work, attention to detail and safety, and the best cleanup we've had in over 30 years. I would recommend their work to anyone, and they're going to be my first call in the future. Great job!"

**Several crew members**

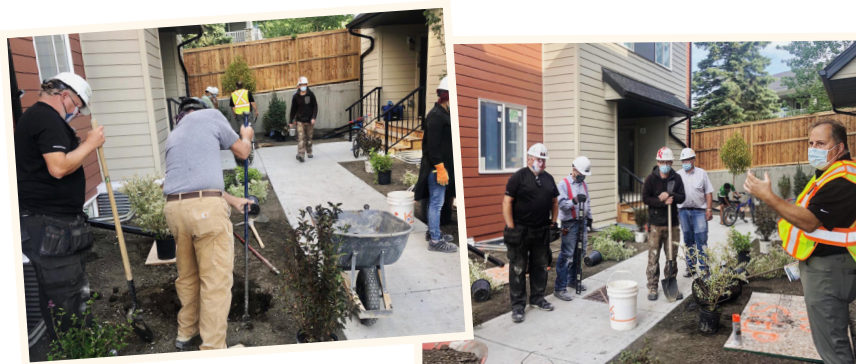
## SASKPOWER

"We had some trees cut down and we can't say enough good things about the crew that did this. They did an amazing job on the clean-up and were very quick and adept at getting the trees down. Great job!"

**Several crew members**

## HABITAT FOR HUMANITY

In August, ArborCare partnered with Habitat for Humanity Southern Alberta and donated trees for one of their projects. Habitat volunteers and staff planted them under the watchful eye of a master arborist. The process and transformation is always amazing! We love how these trees helped make these houses become a home.



## EFFICIENTLY GRINDING AWAY AT STUMPS



ArborCare recently purchased a Fecon Stumpex to work with the City of Edmonton. The Stumpex allows the crew to reach the depth that the city desires for their replanting program with

minimum debris in high traffic areas. With thousands of stumps to grind, we have shown tremendous efficiency and safety utilizing the specialized equipment. We successfully completed 800 stumps around the city in July and August and have another 1,000 booked for October. Special thanks to Scott MacKeigan on his expertise in operating the equipment.

## TREE TRANSFORMATION

Wow, what a difference! Check out this spruce removal by Arborists Connor Rehberg and Leah Gurba.



## CROSS-BORDER STORM RESPONSE

In September, we sent employees and equipment to Oregon to aid WTS as they responded to the unprecedented wildfires, a new milestone for our Canadian operations as this mobilization represents our first-ever cross-border storm response. WTS of Canada's Andy McLellan served as the project manager and Spectrum Resource Group's Jesse Bazergui was the GF on the crew.



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