



Our family tree

Celebrating 85th Anniversary

By Will Nutter, President and COO

When I joined Wright Tree Service (WTS) in 1982 we were just a 49 year old company. To a 19 year old kid from rural Nebraska, it seemed like a very old company at the time. John L. Wright had recently passed away and there were rumors that Wright was for sale. WTS had less than 350 employees and was mainly a Midwest company, working in about 10 states.

It was at this point in 1982 that John R. Wright took control of the company from both a leadership and ownership perspective. He took the company off the market and pioneered our growth in the UVM market and telecommunications industry. For those of us working for Wright at the time it gave us a sense of stability, a clear direction for the company, and opportunities for advancement.

John R. was always very confident in his operational leadership team and made an effort to attend meetings with our customers. At an early age and the start of my management career, I got a glimpse of his leadership and his love of this company. It was easy to want to work for John and be part of the company; to do your best, knowing that you were part of something. Even though John owned the company, we all felt we were part of his family and contributing to the success of WTS. *(continued on page 18)*



Celebrating
85
YEARS
WRIGHT TREE SERVICE
SINCE 1933

¿USTED PREFIERE
LEER ESTA REVISTA
EN ESPAÑOL?

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



NEW, ON THE MOVE & CERTIFIED

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

NEW

- ▶ Ryan Blankenship, Staff Accountant, Corporate Office
- ▶ Javier Cantu, GF, Southeast Division
- ▶ Carli Forsythe, Administrative Assistant, Pacific Division and WTS of the West
- ▶ Larissa McBroom, Payroll and Billing Specialist, Corporate Office
- ▶ Marcelo Mendoza, GF, Division 80
- ▶ Erin Murphy, Payroll and Billing Specialist, Corporate Office
- ▶ Josue Palacios, GF, Division 80
- ▶ Macey Simmons, Payroll and Billing Specialist, Corporate Office
- ▶ David R. Suarez Napoles, GF, Division 80
- ▶ Wes Tregilgas, Safety Manager

ON THE MOVE

- ▶ Aaron Anderson, GF, Pacific Division
- ▶ Ever Acosta, Project Manager, Southeast Division
- ▶ Tyler Armstrong, GF, Minnesota Division
- ▶ Eric Bagalay, GF, Division 65
- ▶ Jason Brown, GF, Southwest Division
- ▶ Kevin Brown, GF, Southeast Division
- ▶ Wesley Carter, GF, Division 65
- ▶ Luis Cerventas, GF, Southeast Division
- ▶ John Church, Regional Manager, Divisions 45 and 65
- ▶ David Dunn, GF, Pacific Division
- ▶ Shannon Ford, Payroll and Billing Supervisor, Corporate Office
- ▶ Chad Fox, Division Supervisor, Division 65
- ▶ Rafael Graneros, GF, Division 45
- ▶ Mauricio Gutierrez, GF, Southeast Division
- ▶ Timothy Gust, GF, Lone Star Division
- ▶ Dustin Hardin, GF, North Division
- ▶ Justin Henson, Work Planner, Southeast Division
- ▶ Josue Herrera, GF, WTS of the West
- ▶ Jorge Huerta, GF, Lone Star Division
- ▶ Charles Kemplin, GF, Division 65
- ▶ Bob Kirby, Division Manager, Division 65
- ▶ Dan Klein, GF, North Division
- ▶ Raul Lopez, GF, Division 80
- ▶ James Newman, GF, Division 65
- ▶ Scott Marsh, GF, Division 65
- ▶ Guy Miller, GF, Division 25
- ▶ Sean Parker, GF, Division 65
- ▶ Vinnie Pavcovich, Project Manager II, Southeast Division
- ▶ Chris Posten, GF, Division 65
- ▶ Nathan Quist, GF, Division 55
- ▶ Ben Rakestraw, GF, WTS of the West
- ▶ Jeni Rasmussen, Payroll and Billing Manager
- ▶ Alexis Santos, GF, Southeast Division
- ▶ Carl Speaker, GF, North Division
- ▶ Jose Suarez, Division Supervisor, Division 80
- ▶ Ashley Thiel, GF, Division 65
- ▶ Gavin Thompson, Division Manager, Pacific Division
- ▶ Matthew Woodyard, GF, Division 80
- ▶ Jason Yost, GF, North Division
- ▶ Jeff Ziebell, GF, Central Division

CERTIFIED

New International Society of Arboriculture (ISA)

Certified Arborist®

- ▶ Richard Abear, Foreman, Minnesota Division
- ▶ Jack Hill, GF, Southwest Division
- ▶ Nathan Johnson, GF, North Division
- ▶ David Locke, GF, Division 65
- ▶ Damon Muscarella, GF, North Division
- ▶ Christopher Pardee, Foreman, Southeast Division
- ▶ Salvador Torres, Foreman, Division 45
- ▶ Jeff Wallace, Safety Supervisor, Southeast Division



New ISA Certified Utility Specialist™

- ▶ Christopher Coleman, Foreman, Pacific Division



From the Treetop



By Wes Tregilgas, Safety Manager

I often drive by newly developed subdivisions and notice several large trees at the entrances planted with a spade truck. Recently, one of these new plantings caught my eye. The trees were big enough to look like they had already been growing there quite a while.

As I looked closer, the trees were healthy and showed they had been given much care and investment to reach their size. What I also noticed about many of these plantings is that the trees were in a mound of clay dirt piled up from excavations around the subdivision, with nearly one-third of the root mass still above ground level, leaving roots exposed with no irrigation or mulching.

The tragedy is that these trees had full potential to continue to grow into large, prominent specimens at this subdivision entrance, providing beauty for years and years to come. But the planting soil they were in and the lack of after-care would only bring about decline, disease and ultimately death in a very short amount of time. Even worse, these trees are strong enough to survive their circumstances just long enough to surpass their one year replacement warranty, then die and leave the new owners with the full loss.

I am sad to see the efforts and investments of growers, nurserymen and arborists who cultivate these trees to what they are now, just to see it thrown away, planted into an environment with no chance of success.

One of the most critical tasks of successfully planting or transplanting any tree is identifying and preparing the new planting site, thus ensuring that the soil is capable to continue to provide for the roots long after its start. The best of trees, perfectly uprooted and transported, have been lost because the soil, environment and care given to the transplanted tree was not suitable to keep it healthy and growing.

I joined WTS in October of 2017 and have found its soil and environment to be rich with nutrients to afford me the ability to grow immensely from it. I am thankful for all of you who play a part in making my transplant here successful. A toxic environment and poor soil condition would have made it impossible for me to grow and provide growth for this company. I encourage everyone to be a part of the process, to continue to make the soil of WTS rich and fertile for others to come along and contribute to this great, growing organization.



Safety Education & Training

TRAINING TOOLS SPOTLIGHT:

SAFETY ACROSS THE BORDER:

SAFETY IMPLICATIONS WHEN TRAVELING TO AN UNFAMILIAR LOCATION



By Chad Berlin, Safety Supervisor

Being in a strange place can give a person a whole new perspective on several things — personal life, mental health, physical well-being, new levels of stress, and the ability to adapt to a new environment and workloads. While working in a new area, it is important to learn how to communicate with the locals, especially with a language barrier, but is just as important to learn the species of trees and the types of animals

in the area. While working in Puerto Rico, receiving supplies has been challenging and getting to some of the work sites has been a whole new experience – encountering unfamiliar terrain, repelling over the side of mountains, and some of us even received training on how to be flown into jobsites hanging from a rope 75 feet below a helicopter and lowered down to the site.

The one thing that remains the same, home or away, is our safety culture and values.

At WTS, safety is and always will be our highest concern. But while in Puerto Rico focus on personal safety was heightened even more. Traveling to another country pushed us outside of our comfort zones, providing opportunities for growth in our career and networks. It can be an exciting new adventure but can also be very lonely. We are in a new place, missing our family and friends. For our mental health, we need to get out once in a while, but never venture off alone and always tell others where we are going. When out and about in public, we try to blend in with the locals. Try to learn their customs and dress as they do.

Working abroad has provided once in a lifetime experiences, allowing us to adapt and grow as individuals and leaders. These adventures have led to a heightened sense of safety that we will bring home with us.

Have You Seen Our Newest Safety Video?

Our newest safety video called “Proper Jobsite Setup” is now on the WTS website! Check it out at www.wrighttree.com/safetyvideos.



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

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



Challenge Coins

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

CEO COINS

- ▶ **Jim Lorrigan** (Retiree)
- ▶ Foreman **Alex Carr**, North Division
- ▶ Trimmer Paul Dunklau, North Division
- ▶ Trimmer **Jeremy Nailor**, North Division
- ▶ Trimmer **Joshua Wewer**, North Division

SAFETY COINS

- ▶ Work Planner **Mauricio Gutierrez**, Southeast Division
- ▶ Regional Manager **Rick Bonifas**, Pacific Division and WTS of the West
- ▶ Division Manager **Kirk Schuster**, Mountain States Division

Celebrating 85th Anniversary

(continued from page 15)

WTS's success continued to grow throughout the years and in 2001, John made the decision to pass on his title and responsibilities to Scott Packard, our current Wright Service Corp. President and COO. Nearly a year later, John approved an Employee Stock Ownership Plan (ESOP), effectively transferring ownership of the company to the employees. It had to be bittersweet for John R. to sell his family's business, thinking back to what John L. and Harriett Wright started in 1933. Now celebrating 85 years, I think they would look back and be proud of our accomplishments and how our employees have carried out their legacy.

What started as a one man crew, has since grown to a multi-building corporate campus on Grand Avenue in West Des Moines, with 4,000 employees in forty plus states and Canada, and operations restoring power to millions after hurricanes impacted the US and Puerto Rico.



What started as a one man crew, has since grown to a multi-building corporate campus on Grand Avenue in West Des Moines, with 4,000 employees in 40 plus states and Canada and operations restoring power to millions after hurricanes impacted the US and Puerto Rico. Imagine how our growth has exceeded the initial dream. One company grew into a family of six.

So where do we see ourselves tomorrow, five years from now, or even another 85 years? I believe we have grown way beyond John L. and John R. Wrights' original vision for the company, and look forward to exceeding all of our expectations for what the next 85 years bring!



Turkey Safety Challenge



The 2017 Turkey Safety Challenge had a new format and was unique to all previous safety challenges. As we progress to make the challenge an opportunity for training and development and a way to engage employees in our safety culture, we looked to return “Back to the Basics” for this particular challenge.

With that in mind, the focus was on three separate training and awareness items:

1. The WTS Orientation video
2. Tailgate Training Overview facilitated training
3. The UAA Safety First video

Many employees felt that getting back to the basics was beneficial:

“I liked that the challenge focused on getting back to the basics. I know that mastering the basics is not the silver bullet for safety, but it provides a good foundation on which to layer new skills, and I feel like it's often overlooked as a necessity for success.”

– Anonymous employee

Another unique item to the challenge was that all of the challenge elements were delivered to general foremen through a curriculum in Wright Service Corp. University (WSCU). Unlike any other challenge, the attendance log was digital. This allowed general foremen to review topics with their crews online and submit everything needed for attendance electronically. The idea behind this was to make things easy and streamlined so everything in regard to the challenge could be located in one place. There were mixed reactions on digitizing some of the challenge elements but as we progress as a company it is a learning experience utilizing and leveraging technology where it makes sense.

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

CORPORATE OFFICE

Happy Retirement!

At the end of 2017, former Safety Manager Jim Lorrigan retired from WTS after being with the company for more than 36 years. Jim began his career with WTS filling in for another employee. When the employee returned, Jim was offered a trimmer position in Milwaukee, Wisconsin, with a new crew. Two months later, he was offered a position as a foreman in upper Michigan on a new contract. Jim worked his way up to a general foreman, safety supervisor and most recently, safety manager.

During the 2017 WSC Annual Awards Banquet, Jim was acknowledged for his years of service where he had some kind words to say about his time with WTS. Jim said, "I've worked under some great role models such as Gene Olson, Roger Hagen, Keith Sherriff and Will Nutter, taking away some great experiences and lessons from each of them. I am now and have always been proud to be part of such an outstanding organization."

On November 29, the safety, education and training (SET) team gifted Jim with a custom-made saw artwork and plaque that stated, "The SET team and WTS employees thank you for your commitment to their safety and training development. Your investment

working to create new procedures and initiatives will have a lasting impact to the safety of everyone at WTS."

Best wishes on your retirement, Jim!



News from the Branches

CORPORATE OFFICE

"You do a great job for us. It's nice having a high level of confidence in your group. Pass that on to your bosses."

An American Electric Power (AEP) customer complimenting Corporate Office Payroll and Billing Specialist Sarah Kern and the Payroll and Billing Department

"I can't praise Alison and Jamie enough for their outstanding work on my invoices these last several months. There's no comparison. Your billing is always spot on. I appreciate how much Alison and Jamie pay attention to the details and look forward to continued accurate invoicing success!"

A utility forester complimenting Payroll and Billing Supervisor Alison West and Payroll and Billing Specialist Jamie Wieben

CENTRAL DIVISION

"I want to compliment the crew for doing a wonderful job. They were very courteous and polite."

An Omaha Public Power District customer complimenting Foremen Omar Bernal and Tom Patton, and Trimmer Gabriel Lopez

"Thanks for your service. You have some wonderful young men working for your company."

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

"I wanted to say what a great job the guys in my neighborhood were doing. They were very communicative through the whole process including letting me know when they were leaving."

A KCP&L customer complimenting Foremen Alex Higbie and Groundman Levi Fountain

NORTH DIVISION

"Because of the remote and hilly topography on which my property is located, and the need for your crews to utilize our one-mile private gravel road in order to access the easement, surprise visits by a fleet of large trucks can be very problematic, especially during the winter tree trimming season. I have communicated this to your local crew supervisor, and the response he has put in place has been outstanding. The level of understanding for the access limitations, and respect he has practiced regarding communicating his crew's timetables for needing to access to my property has not only expedited the ability of his crew to accomplish the job by giving me advanced notice to clear the off-easement private road of parked vehicles, but also gives me a heads up to keep my dogs inside when your personnel are expected to be on my property. Without this advanced communication, it is quite probable that if a crew showed up when no one is home, they wouldn't be able to access the easement via our private road, which would make access to the easement by large trucks difficult, if not impossible. The supervisor is a true professional, and should be considered a highly valued asset to your company. I would specifically like to compliment the entire crew who did some work with a bucket truck during their most recent visit. It is very reassuring to have such trustworthy professionals coming onto my remote property. The advanced communication, expedient manner in which they accomplished the work, and high level of clean up they did when finished, speaks

CENTRAL DIVISION

Congratulations, Eduardo!

Foreman Eduardo Saldana successfully completed the Kansas Arborists Association Training Program. This week-long program is designed to educate and train potential or existing tree maintenance workers, park managers, ground maintenance personnel and administrators to learn about proper tree care. Way to go, Eduardo!

Caption: (Left to right) Marley, Cristal, Jimena, Eduardo and Santiago ▶



volumes about your company's professionalism and ability to carry out the work you are contracted to do. Well done! I must also compliment your people who answer the phones and then direct the inquiry to the proper person. On the two occasions that I've contacted your headquarters, I have received a call back by the appropriate person within minutes, and my inquiries have been properly dealt with immediately without need to play phone tag with the wrong personnel. This respect for my time is very much appreciated.

An Ameren customer complimenting GF Nick Lorenz, Foreman Caleb Secrease and Mike Cain, Trimmers Clayton Lorenz, Mike Johnson and Josh Neuberry, and Receptionist Abby Hinrichs

"The crews were very considerate and excellent in accessing my yard and taking care of all the brush and limbs that were needed to be cut! They provided excellent communication and service in making sure the fences and gates were replaced correctly to keep my dogs safe and secure after their work. And they also did an exceptional job cleaning my yard after their work! I highly recommend this crew and Wright Tree Service for tree work!"

An Ameren customer complimenting GF Damon Muscarella, Foremen Rob York and Tim Zini, and Groundmen Jarrod Pruitt and Aaron Bushrow

"Dustin and the crew did a nice job taking down a walnut tree and it solved a lot of problems."

An Ameren customer complimenting Foremen Dustin Hart, Ian Parrish and Alex Carr

"Within a half hour of my email, Chris was knocking on my door. He was very courteous and helpful. Your firm has gone up several levels of respect in my eyes. Thank you!"

An Ameren customer complimenting GF Chris Lorenz

"Robert, Don, Rob and Joe cut down trees interfering with power lines and chipping brush in front of our house. They went above and beyond for us. They were extremely nice and represented your company in a very positive way. You are fortunate to have these men working for you."

An Ameren customer complimenting Foreman Robert York, and Trimmers Rob Noll, Don Dorste and Joe Magurany

"The men that trimmed the trees in the front of our property did a great job. The safety that they showed tells me that they know their job, and the cleanup was great. Good job!"

An Ameren customer complimenting Foreman Rob York and Trimmer Josh Halley

"Your employees are hardworking, kind and very professional. I just wanted you to know what good service they provide."

An Ameren customer complimenting Foreman Tim Ross and Trimmer Curtis Barber

"Yesterday, the utility had Wright Tree Service trim the trees along the road that adjoins my property. This road is in a wooded area making their task hard work. They showed up early each day, worked hard through the day and left the area very clean. I spoke with two employees and they were polite and professional. I feel the entire crew deserves recognition for a job well done as they proved to be an asset to Wright Tree Service here in Missouri."

An Ameren customer complimenting Foremen Donny Kane, Chris Saling and Cody Dunn, and Trimmers Cody Autry, Scott Oermann, Chris Hartigan and Stu Bogie

"They did a wonderful job. They cleaned up everything very well like they had never been here. I appreciate all of the work they did."

An Ameren customer complimenting Foremen Vaughn Pierson and Branden Rogers, and Trimmers Matt Moore and Scott Stewart

NORTH DIVISION

Operation Feed the Zoo

WTS and Ameren have partnered with local zoos in Peoria and Decatur, Illinois, to provide tree branches and logs, commonly known as browse, for the animals. Zoo animals eat hundreds of pounds of browse every single day.



These logs were delivered to the rhino exhibit at the Peoria Zoo. ▶

On Arbor Day, the Scovill Zoo in Decatur, Illinois invited the media to discuss the browse donation and partnership with Ameren and WTS. Representatives from Ameren, WTS and the City of Decatur were all in attendance.



Howler monkeys, camels and many other animals were shown in the news coverage as they are vegetation type of animals. It's an important part of their diet.

NORTH DIVISION

Christmas in Peoria

On November 18, GF Marvin Miller, Foremen Ernest Johnson and Bradley Jefford, and Trimmers Andrew Peppels and Samuel Gatley volunteered to work most of the day in the rain on their own time to decorate the light poles for the City of Peoria.

(Left to right) Ernest Johnson, Andrew Peppels, Samuel Gatley and Bradley Jefford ▶



DIVISION 25

Car Wreck Assistance

On March 9, Foreman Dustin Richards, Trimmer Daniel Dillie and Groundman Jeremy Montgomery came across a terrible car accident where the car had flipped over on its roof. Someone had already called emergency services, so the crew took over the scene. Jeremy went over to the car and found the woman lying on the roof with her legs pinned. He took her hand and reassured her everything would be alright to keep her calm. Daniel did everything he could to make sure the woman was as comfortable as possible including gathering any loose clothing he could find to cover the woman up so she wouldn't freeze. Dustin took charge of traffic to prevent another wreck from occurring. EMS eventually arrive to the scene. The woman is okay and wanted to thank the crew for helping her.

DIVISION 25

"I wanted to let you know how pleased we were with the crews that you sent to perform work for the utility. No one likes to have their property clear cut, but your crews did a great job. They knew they had a difficult job to do, and of course it takes priority over what the owner wants. They were more than willing to work with us, where possible, to make small adjustments and were respectful of our concerns. In all of our conversations with your crews, they were friendly, professional, respectful, listened to us, and did a good job of cleaning up after they had cleared an area. We hope that you will let your crews know that at least one family noticed their good work and good manners, and appreciated their efforts."

A FirstEnergy customer complimenting Work Planners Mike Kosciuszko and Grant Uber, Foremen Timothy Lutz and Chad Booher, Trimmers Daniel Dillie and Albert Owoc, and Groundmen Jeremy Montgomery, Patrick Hicks

"Thank you for following up. I was very pleased with the results."

A FirstEnergy customer complimenting several crew members

MOUNTAIN STATES DIVISION

"The crew did an excellent job. They went above and beyond."

An Xcel Energy customer complimenting GF Emanuel Hernandez and Foreman Juan Sanchez

"Just wanting to let you know that Kevin was polite, friendly, very professional and listened to our concerns on trimming our tree for Xcel Energy. Not only did Kevin and his crew perform a superior job on trimming our tree around the power lines, they were very courteous and respectful to our property. It was a pleasure."

An Xcel Energy customer complimenting GF Kevin Rhoads, Foreman Willman Gonzalez, and Trimmers Roberto Vicente and Isaac Rodriguez

"Wright Tree employees and trucks were out doing line clearance work and they have been doing a wonderful job. Thank you."

An Xcel Energy customer complimenting Foreman Jorge Alcocer, and Trimmers Ricardo Montes and Giovanni Lopez

"The two guys you had working at my house today were the very best I have ever had doing work on my property. They knocked on the door and told me that they would be working on the trees along the power lines. I asked them some questions about the work they were going to do. I got all of the answers to my questions and they did what they told me they were going to do. They were very polite and respectful about my property. They cleaned everything up. You couldn't even tell that anyone had been there."

An Xcel Energy customer complimenting Foreman Mario Rivera and Groundman Federico Calderon

"I'm writing to praise the care with which the men who have been doing tree work on behalf of Xcel have proceeded over the last few days. When the workers arrived, I explained my worry, and one of them kindly offered to bring in a bucket truck to trim the tree in question, rather than trimming it from the ground. When the bucket truck arrived and the trimming was done, it was done so carefully that I couldn't tell any work had been done."

An Xcel Energy customer complimenting GF Kevin Rhoads, Foremen Daniel Gonzalez and Jaime Gonzalez Jr., and Trimmers Roberto Vicente, Isaac Rodriguez and Nick Tatro

"I first dealt with David regarding tree trimming and tree removal in our area. He was very conscientious and informative as to what would be happening and when. The crew came a couple of weeks ago and worked very hard on a stormy, windy day. They too, were very professional and polite. Please pass on my appreciation for their hard work."

A Black Hills Energy (BHE) customer complimenting Foremen David Gonzalez and John Dero, and Trimmers William Scott, Waylan Hedine and John Teter

"We are very pleased with the service and courtesy of the crew that did the tree trimming. We are pleased with the end results. The crew from Wright Tree did a great job of doing what they had to do for the clearing process and was very considerate of our concerns for preserving our trees as much as possible."

A BHE customer complimenting Foremen Charles Nadeau, Michael Whetstone and Patrick Evans, and Trimmers Christopher Hinman, Kenneth Peek and Steven Forsythe

MOUNTAIN STATES DIVISION

Ready for Work

An Xcel Energy employee snapped this photo of the WTS vehicles and employees getting ready to leave for the day. ▼



MOUNTAIN STATES DIVISION

New Artwork

The Mountain States Division office got an upgrade in décor in February. GF Scott Smith's son, Brandon Smith, worked on this metal artwork for two weeks in school and at home. A junior in high school, Brandon based this piece off of his dad's business card. The artwork measures at four by four feet. Great work, Brandon! ▶



"The guys went above and beyond, and did extraordinary work."

An Xcel Energy customer complimenting Foreman Jesus Sosa and Trimmer Ricardo Reyes

“The crew that worked at my home were professional, courteous, bright and respected my home. They cut trees near and around the power line and improved the look of my property. This crew cares about the work they do and did it very well. I want to make sure that I thanked them for all their work. What a great crew with great attitudes.”

A BHE customer complimenting Foremen Patrick Evans and Christopher Keller, and Trimmers Christopher Hinman and Steve Forsythe

“Patrick Evans, Dillon Doust, Chris Keller, Chris Hinman, Joe Castaldo, and Ryan McCabe; Thank you so much for your professional, courteous, and friendly service while clearing the power line right of way on my property. The exceptional customer service you delivered was a breath of fresh air and greatly appreciated! Thanks again, God bless and stay safe!”

A BHE customer complimenting Foremen Patrick Evans, Dillon Daoust and Christopher Keller, and Trimmers Christopher Hinman, Ryan McCabe and Joseph Castaldo

“I was very pleased with the work your crew completed on my property. I have personal experience as well as professional experiences from property management with tree work and can say they did an excellent job and much better than I expected. They completed the work in a timely manner and considering they are contracted by a utility company, I was impressed by their conscientiousness with cosmetic trimming as well as the cleanup. My experience with past companies was not good and can honestly say I would hire your crew for personal work if needed. Also, driving around the area, I am impressed with the work I’ve seen completed by your crew.

A BHE customer complimenting Foremen John Dero and Matthew Cole, and Trimmers William Scott, Waylan Hedine, John Teeter, Nathan Lovell and Scott Page

PACIFIC DIVISION

“Great job clearing the trees on our property from the power lines. Very respectful crew and they listened to our concerns as property owners.”

A PacifiCorp customer complimenting several crew members

“They did a great job trimming the trees. They had great customer service and were nice and helpful.”

A PacifiCorp customer complimenting Foreman Chris Coleman and Trimmer Mike Hoffman

“I wanted to commend and compliment the men who came to trim some trees. They explained the service they were going to do and this was the best service I’ve ever had in 35 years. They left it very clean and picked up after themselves. They did a tremendous job. The trees are beautiful.”

A PacifiCorp customer complimenting several crew members

“A team of your workers came to our place to work on the power lines. Jim was fantastic and very kind. He answered every question we had with a smile and was very patient in his explanations. What a credit this team was to your company!”

A PacifiCorp customer complimenting Trimmer Jim Morton and several crew members

“Thanks to the local crew for the load of chips. Much appreciated. Fellows had a great attitude. Much, much appreciated.”

A PacifiCorp customer complimenting Foreman Fred Hannah and Trimmer Mark Rodriguez

“I was very impressed with Chad and thankful he got the job done the way we talked about. The rest of the crew did a great job and a nice job cleaning up.”

A PacifiCorp customer complimenting Foremen Chad Miller and Thuan Truong, and Trimmer Colin McDermott

“I was in a car accident where an impaired driver crashed into me and drove off. Two Wright Tree Service employees, Juan Delgado and Jason Burr, were on their lunch break nearby and witnessed the accident. Mr. Delgado came over to check on me and provided me his name and Mr. Burr’s name to be witnesses. Mr. Delgado was kind, helpful, polite and respectful. This Good Samaritan act is rare these days. These employees are exemplary of your good service and reputation.”

A Eugene, Oregon, resident complimenting Foreman Juan Delgado and Trimmer Jason Burr

“I want to thank you and the crew. They did a fantastic job cleaning up everything in the yard. They were very careful to place cones on the fragile plants and kept my patio clean. They were very professional. I deeply appreciate all of their fine work.”

A Eugene Water and Electric Board customer complimenting Foreman John Stiner, and Trimmers Sean Thompson, Blake Anderson, Jake Landstra and Bailey Gleason

WRIGHT TREE SERVICE OF THE WEST

“Awesome crew working on our street today. The crew was well synchronized and are doing a great job!”

A Truckee Donner PUD customer complimenting several crew members

“Your crews are really great out here. I appreciate how well they do on the job and even more importantly, how safe they act on the job. They are thorough and never cut corners. We are really appreciative of them.

A Truckee Donner PUD employee complimenting several crew members

“Thanks, your guys were very careful and friendly to our kids and they did a great job around the yard.”

A Sacramento Municipal Utility District (SMUD) customer complimenting several crew members

“Had a tree that was improperly planted too close to the house. Wright came out, gave me an estimate and told me when they will return to grind it down. They were on time, quick, and did an expert job! They came back later and trimmed my overdue trees on the other side of the house.”

A SMUD customer complimenting several crew members

“Excellent work and your crew members are always very polite and non-intrusive. Thank you for all the hard work you put in to maintain our trees in Sacramento.”

A SMUD customer complimenting Foreman Raul Soto and Trimmer David Gutierrez

SOUTHEAST DIVISION

“Your employees are currently doing work in my neighborhood. I would like to tell you that you a great group of employees working for you. The safety that they take before attempting a job is amazing and overwhelming. I work a company where safety is number one and I see that in your company also. Again, you have a great group of men. I met one of the employees today, Chad, who was very nice and professional. Great job.”

An AEP customer complimenting GFs Chad Chaney and Josh Meade, and several crew members

SOUTHEAST DIVISION

Boxwell Boy Scouts

In April, GF Charles Wright, Foremen Matthew Cline and John Brown, and Trimmer Richard Goss completed volunteer work at the Boxwell Boy Scouts Reservation. The group drove two trucks down on a Friday evening to start work on a few trees. The next day, although it was a frigid 38 degrees and snowing, the group performed 37 removals ranging in size from 4 inches diameter at breast height (DBH) through 36 inches DBH. The WTS employees had a safety meeting that morning with the rangers and some Eagle Scouts overseeing the safety aspect for the children. The group made sure everyone spectating and helping with the brush stayed more than 400 feet away at all times until someone from WTS gave the all clear. The employees had no problems at all with everyone abiding by the rules which made their job go very smoothly. There were close to 200 scouts in attendance. When the group arrived at the Chow Hall for lunch, they were greeted by a standing ovation. "It was nice and showed how appreciative everyone was for what we were doing," says Charles. "At the end, everyone thanked us again and the senior ranger said he would get us some merit badges and hoped that he would see us again in the future."



"I have worked on many large construction jobs in many parts of the world, but have seldom, if ever, watched a crew that worked so very well together. They have won my gold medal!"

A Gulf Power customer complimenting GF Brian Walker, Foremen John Zwart, William McLendon and Chris Pardee, and Trimmers Shane South, Jacob Nester and Julio Plaza, and Groundman Travis Sells

"Thank everyone on the team that came out today. In the cold sleet and snow, they did a professional and timely job of trimming our tree."

A Louisville Gas & Electric customer complimenting GF Mauricio Gutierrez, Foreman Juan Bustillo, and Trimmers Jose Arredondo and Jose Bautista

They handled the job the best of anyone. "I would like to express my gratitude to your employees who were escorting a convoy of equipment across the bridge. They had the common courtesy to close the bridge while their convoy crossed. My hat is off to these gentlemen."

A Versailles, Kentucky, resident complimenting GF Joe Williams, Foremen Ricky Gipson, Billy Bowles, Rick Flinders, Melvin Lister and Christopher Burchfield, Trimmer Jonathan Pevley, and Groundman Matthew Flinders

"I was involved in a hit-and-run automobile accident and Mauricio witnessed this accident. He led police to the hit-and-run driver. Mauricio went above and beyond, and was extremely helpful to me and the authorities. I wanted to make sure Mauricio's superiors were aware of his exemplary actions."

A Louisville, Kentucky, resident complimenting GF Mauricio Gutierrez

DIVISION 45

"I have lived here in this house for more than 30 years and in that time had several services come out and trim trees, and I have to say your guys were by far the best. Not only were your guys professional and very good at what they were doing, everyone worked very well together as a team, always helping each other out, never arguing. It seemed every one of them was enjoying their job. They said it was their last job of the day, but they performed like it was their first. I'm a supervisor at my company and I can't tell you how difficult it is to find guys like this who enjoy their job. I would love to have a few more men like the ones you have. It was a real pleasure to watch them work. They did a very good job with the trees. It looks great back there now."

An AEP customer complimenting GF Juan Nieto, Foremen Mark Smeltzer and Richard Aguilera, and Trimmers Paris Ollie Ray, Austin Shely, Travis Cook and Jeremy Preston

"I would like to thank you for sending the crew to take care of the ditch behind my house. That is what makes your company stand up on customer service. Please let your crew leader know of the best work done and again, thank you sincerely for your great commitment."

An AEP customer complimenting Foreman Davin Kitson and Trimmer Ryan Pruitt



DIVISION 45

Honoring our Veterans

On November 10, Project Manager Dan Smith, and Foremen Todd Mills and Hugo Torres helped Tabernacle Christian School honor our veterans. With the assistance of two of the WTS trucks, a large Garrison flag was displayed at the front entrance of the school where it could be seen from the state highway. The local radio station in Martinsville, Indiana, mentioned the flag and trucks numerous times throughout the day and encouraged the community to drive by to see the huge display. Tabernacle Christian School Administrator Kenny Roll wrote in a letter saying, "We appreciate your continued support through the years as we endeavor to honor our men and women who have served our country. Thank you again for allowing your trucks and men to help us honor our veterans."

SOUTHWEST DIVISION

"I really appreciated Jason and Mike who gave me a call after I voiced my concerns. I really appreciated their professionalism and timely response. Thank you so much!"

A City Utilities of Springfield customer complimenting GF Jason Brown and Acting GF Mike Banks

LONE STAR DIVISION

"I recently needed to have a 'make ready' done so another company could work on a tree in my backyard. The best part of that experience was working with one of your employees, Juan Carlos Cerna. He met me at my house on a Saturday (on time) to evaluate the situation and get the work scheduled. It was set for the following Wednesday, and he explained that if weather caused a delay that they would do their best to be there on Thursday. Well, rainy weather did cause a delay, but Juan called me first thing Wednesday morning to say that the crew would be at my house on Thursday. They arrived Thursday morning at 7:30. Well, some people would say that is customer service to be expected. However, you don't always see that so much anymore. Mr. Cerna was professional, and beyond that, very nice and dependable. I think his supervisor should be made aware because he is an asset to your company. Thank you!"

An Oncor customer complimenting Foreman Juan Cerna

"Two of your men were behind our house working when the city worker showed up to mow and a funeral was about to happen. The guys stopped working, took off their hats and backed out from behind my house. They stayed away until the funeral was done. I have the deepest respect for these two men for the family of the deceased. Thanks for having such respectful men working at your tree service."

An Oncor customer complimenting several crew members

"When Oncor left a message about tree trimmers coming out, I called immediately to warn of my current, dangerous driveway entrance and eroded, steep incline of the driveway itself. I was impressed with the common sense (which isn't so common these days) with which your crew walked the driveway before trying to get their trucks up here. The climb is challenging to say the least. It took two visits on consecutive days to get

the job done, but they did it with courtesy and competence."

An Oncor customer complimenting several crew members

"We didn't have power for about 36 hours. Your crews came to our neighborhood and trimmed the trees back. About six hours later, we had electricity. We are so grateful they came and worked through the cold, miserable night and helped us get power restored. Thanks again. We really appreciate your team doing their part to get our electricity back on!"

An Oncor customer complimenting several crew members

"We had a terrible ice storm and the crews spent all day trimming trees for the power company. They even raked after. The hard working men did a wonderful job."

An Oncor customer complimenting several crew members

"The crews were very professional. They did an awesome job directing traffic at numerous locations. They did a nice job of paying attention and helping out the drivers."

An Oncor customer complimenting Project Manager Milton Ventura, GFs Carlos Hernandez, Santos Aguilera, Rigo Reveles, Esequiel Mendoza and Jose Hernandez, and their crew members

"As I pulled into a residence to check on the work, an elderly customer came out to ask if there was a problem. I told her, 'No. I was just checking on the trim.' She smiled and just started praising you guys. She talked about what a wonderful job your crew had done, how courteous you all were, and how professional and helpful you were including the little extra cleanup. I just wanted to pass along the thank you from the customer who you made extremely happy and from myself also. Thanks for the work you all do with no complaints."

An Oncor employee and Oncor customer complimenting Foreman Daniel Mendoza, and Trimmers Simon Arredondo, Jose Villegas and Carlos Alberto

DIVISION 65

"Wright Tree Service was trimming trees. Amelio left his name and number so my parents could contact him if everything hadn't been removed. He was very polite and respectful to my parents. We were impressed that he was so professional. Your company is lucky to have a guy like him. We appreciate him and hope great things for his future. Thanks so much."

A DTE Energy customer complimenting GF Amelio Archie

"Mike and the men that took down a pine tree in my backyard are nothing less than FANTASTIC! The tree, which was well over 30 years old, was located in a very bad and dangerous spot due to wires. These men worked hard and together to get the job done. Mike was great to deal with and I could sense his respect for his crew. Wright Tree Service is very fortunate to have these men with the company!"

A DTE Energy customer complimenting GF Mike Cooks, Foremen Robert Navarre and Jeff Massey, and Trimmers Jason Chaney and Chad Aines

"Samuel and Ian were professional tree trimmers and tremendous PR for your company. Initially, I was enraged that they were here to cut my trees; however, Samuel was the most calming, caring tree person that I have ever dealt with. After speaking with him, I gave the go ahead. Great PR! Great job!"

A DTE Energy customer complimenting Foreman Sam Meyer and Trimmer Ian Tucker

"Your crew has been in my neighborhood for quite some time tackling what seems to be a monumental task. Your employees are always polite and considerate. I'm certain they take lots of grief from some neighbors, but never have I heard them be disrespectful. I've watched them work and all I can say is that what they do, even in horrible weather conditions, is amazing."

A Lansing Board of Water and Light (LBWL) customer complimenting Trimmers Brian Mazur, Mike Son Jr, John Hooper and Justin Jones, Groundman Lincoln Nunez, and Groundwoman Kaitlyn Voss

"My partner and I greatly appreciate the tree cutting going on to protect residents from power outages. Outages from limbs falling in recent years were a regular occurrence in our area. I also writing to commend the thoughtfulness of the tree service employees. They are taking down an 80-year old oak tree in our backyard without any damage to our landscaping. I'm so impressed with their brave and careful work."

A DTE Energy customer complimenting Foreman Paul Bovan, Trimmer Josh Cutsinger and Groundman Brad Johnson

"Your crew was here several weeks ago to remove one of our trees on behalf of DTE. Their work so far has been excellent! Thanks!"

A DTE Energy customer complimenting several crew members

MINNKOTA DIVISION

"I want to thank your employees who picked up my trash can and the trash that spilled after the snow plow knocked it over. That was very thoughtful and greatly appreciated."

An Xcel Energy customer complimenting several crew members

"I just wanted to thank the crew who work for Wright Tree Service. They happened to drive by (probably on their way to work) and noticed that my teenage daughter had backed her car out of the driveway into a snowbank and was stuck. They took time out of their day to offer their assistance and help dig/push her car out. If it was not for them, the car would still be stuck. We greatly appreciated their help and would hope they could get acknowledged for their kind deed. I would like to extend a heartfelt THANK YOU!"

A Xcel Energy customer complimenting several crew members Foreman Ricky Olson and Jacob Volkmann, and Trimmer Douglas Chapman

"I wanted to send a quick note about one of the exemplary Wright employees I had contact with last week. I manage the Minneapolis Clean Energy Partnership. With that, I am out a lot with external stakeholders and need to know firsthand what happens in the field. Jesse made a special trip to the tree trimming site, explained the entire process to me from start to finish from customer management to tree growth management to safety protocols. This type of information is invaluable when it comes up in conversations with stakeholders and I appreciate the time. Jesse and his crew were wonderful to work with and had great interaction with the customer as well."

An Xcel Energy employee complimenting Work Planner Jesse Bullis, Foreman Bob Hanson and Trimmer Zachary Hoernemann

"I want to express my appreciation for the very talented Wright Tree crew who removed a large dead oak from my property. The tree was close to a power pole and primary wire in my backyard. They were able to access the difficult location and remove the tree safely. Arnulfo was patient, professional and responsive through many conversations. The entire crew was conscientious and professional."

An Xcel Energy customer complimenting GF Arnulfo Flores and several employees

"The crews and specifically, David, went above and beyond in their clearing and is the best I've seen in my 50 years of living here. We

discussed my lilacs and plum trees ahead of time and saved the lilacs for transplanting."

A Barron Electric Cooperative customer complimenting Foreman Dave Wallace and several crew members

"The crews are doing a great job. I'm very happy with your service."

A Barron Electric Cooperative customer complimenting Foreman Dave Wallace and Trimmer John Wise

"We wanted to express to you how impressed we are with your company. We corresponded with Joe, and he was so caring and polite to make sure the job was done right. Thank you again to you and your employees. They are awesome to work with."

A Barron Electric Cooperative customer complimenting GF Boyd Rasmussen and Foreman Joey Sanwald

"I saw a crew clearing power lines near my house. I asked if I could have some of the chips. I have a difficult driveway, and Sean and Juan did a great job of putting chips where I wanted them without tearing up my yard. They were courteous and smiled the whole time. Thank you, Wright Tree."

A Dakota Electric customer complimenting Foreman Sean Carton and Trimmer Juan Rodriguez

DIVISION 80

"I just wanted to say that Joel was a complete professional. He spoke with ease and knowledge about his work, making me feel comfortable to allow his men to work on my property. Thank you."

A Google Fiber customer complimenting Work Planner Joel Rendon

"Your crew worked in our yard yesterday. Excellent job including working around our owl house which currently has an occupant. Thank you. Kudos to the crew."

A Google Fiber customer complimenting Work Planner Joel Rendon, Foreman Horacio Rubio and Trimmer Rudy Lopez

"The crew was great and did a nice job. They were very good at communicating with me and they were very friendly."

A Google Fiber customer complimenting Work Planner Joel Rendon and several crew members

"Joel did a great job. He was very nice, had very good communication with me, and was very accommodating."

A Google Fiber customer complimenting Work Planner Joel Rendon

"Joel was very nice and helpful. He did a great job with the customer service aspect and was very respectful."

A Google Fiber customer complimenting Work Planner Joel Rendon

"Joel did an excellent job and he did a very good job explaining everything to me. He was very polite and made the situation comfortable for me to let the crew into my backyard. He did an overall great job and had good customer service."

A Google Fiber customer complimenting Work Planner Joel Rendon

"Joel came to my home and couldn't have been nicer. He was very helpful and communicative. He offered to talk to his supervisor about changing the plan for my trees. He was a fine representative of the company."

A Google Fiber customer complimenting Work Planner Joel Rendon

"Joel provided great customer service. He was very kind and informative."

A Google Fiber customer complimenting Work Planner Joel Rendon

"The crew did a great job trimming and they were very efficient. It took them no time at all."

A Google Fiber customer complimenting Foreman Luis Cerna, and Trimmers Rudy Lopez and Joshua Cartagena

MINNKOTA DIVISION

Field Maintenance

In November, WTS employees volunteered their time and equipment to clear branches at the Parkway Little League Baseball Field. The organization gave WTS a shoutout on the homepage of their website stating, "The work they performed was impeccable. They were efficient, professional and when gone, they left zero debris for us to clean up. Without Wright Tree Service, this work would have taken days and most likely, would not have been done. We recommend their services to all area businesses and families. Again, we want to send them a huge thank you!"

