



Your pipeline to Miller news and information **August 2011**

## Waco to replace 5,000 lines without service interruption

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Things have picked up for Jake Duncan, superintendent and his crews in Waco, Texas. Approximately five thousand service lines need to be replaced by insertion or direct burial for Atmos by August 2012. An interesting twist to the project specifications is the requirement of a meter bypass on all services meeting the correct criteria. Before construction began this past March, many preparations had to take place.

Crew members had to pass a minimum of five different OQ tests just to be able to be trained on the meter bypass. The actual bypass procedure involves 64 steps, all which can be completed within 8-15 minutes, depending on experience. The procedure may seem cumbersome, but the benefits are rewarding. "It's really neat to be able to replace customers' lines without interrupting their service," said Jake, "I can see where this would really come in handy during the winter. It benefits the customer and the gas company - they don't have to go back and relight."

The project itself has its challenges as well. Up to this point, ninety-five percent of the service lines have been under pavement. The City of Waco does not allow any type of debris on the streets, so dump trucks have been brought in to haul away debris immediately

upon removal. The work is also being performed on narrow residential streets, and in some cases the paving repair contractors are right behind the crews making final road repairs. This makes for a crowded work space and a temporary inconvenience to the home owners, but enables us to complete the work faster and allow the home owners to return to their normal routines.

"We are pretty compacted out here," Jake said "but probably the most difficult task has been... (continued on page 4)



Pictured above are some of the crew members in Waco, TX performing the meter bypasses. The actual bypass is pictured to the left.

## WINS implementation on Transmission project yields great improvement



During 2010, Miller transmission crews worked for NiSource Gas Transmission and Storage (NGTS) on multiple pipelines across six states on a project known as the Wireline Project. Due in large part to our project performance and supervision, we were awarded the contract again with a projected volume in 2011 of double what we performed in 2010 and involving as many as nine crews this year.

In an effort to improve the accuracy and timeliness of billing and budget tracking, Miller personnel chose to

present NGTS with our Workforce Information Network System (WINS), a program which has greatly impacted our distribution construction productivity. This was a new undertaking as our Transmission division had not previously utilized WINS due to the complex non-repetitive nature of pipeline work.

“This has been a major cooperative effort among many people in the WINS department, cost accounting, invoicing and the transmission division to get this up and running,” said Larry Woods, business development manager. “Considerable time also went into training the foremen in the field on WINS.” The results have been significant. WINS has allowed us to partner with our customer to improve accuracy by electronically capturing billable crew hours instead of doing so manually on paper. It has also improved

the timeliness of our invoicing process.

“It’s not just for our benefit,” said Larry. “NiSource has enjoyed significant improvement in budget tracking since all of the data is available real-time through our customer performance metrics website, which shows them up-to-date budget information on the cost of each dig site for the entire project.” They also appreciate that it makes their process of approving our invoices more streamlined. When the foreman enters the data correctly, the invoice is correct and reflects the same information when NiSource double checks it online with the customer performance metrics website. It’s a WINS-win for everyone.



## Gearing up to take quality to the next level

By Dennis Lapp, Director of Quality Assurance/Quality Control

Our Operation Impact initiative calls for us to make continuous improvements across the organization to increase productivity and reach best in class status.

One of the tools that we can use to help us in our journey to improve is the quality evaluation. We are in the process of putting together a quality evaluation program now and you will be seeing the results of this effort in the coming weeks as we roll it out across the company and our evaluators visit jobsites.

The evaluation will help drive customer satisfaction and is a proactive way of

determining how well we do at adhering to their standards. It is also a good tool for us to identify areas where we are strong so we can share best practices across the organization.

We also want to use the evaluation process to help our crews to clearly understand the details of the standards our customers want us to follow. When an evaluator comes to a job site and completes the evaluation form they will spend a few minutes collaborating with crew members to drive improvements. This is the opportunity to reinforce the good things that are being done, talk about areas where we can do better, and clarify any questions that may arise about exactly what the customer’s

procedures say we must do in order to comply with their standards.

Our customers look at Miller Pipeline as being the best in the business and they depend upon the good work that is done by all Miller people to help them satisfy their customers. The evaluation program we will be rolling out will help us do that job even better. So when you see the quality evaluator come to the job site and start asking questions and observing how things are done, be helpful to them. They are working to make us better. We want to stay ahead of the competition in regard to quality, and we know that you do too!



## Integration creates career advancement opportunity

Calvin Leasure came to Miller Pipeline in 2009 with a degree in radiation/ environmental protection and 15 years experience in the field of safety. In April of 2011 he was serving a dual role (part laborer and part safety coordinator) when he received a call asking if he was ready to become a full-time safety coordinator.

“It was explained to me that Minnesota Limited had been acquired and I had the opportunity to transfer and become a full-time safety coordinator,” said Calvin. “It was a great next step for my career.”

Calvin took the job and joined Minnesota Limited where he underwent extensive training for his new position. He became a certified OQ trainer and spent a significant amount of time job shadowing other safety coordinators.

Today, Calvin serves as a safety coordinator for both Miller Pipeline and Minnesota Limited transmission projects. Over the next year, Miller Pipeline’s transmission business segment and Minnesota Limited will integrate to form a single transmission division.

“I look forward to the companies becoming fully integrated,” said Calvin. “There are some things that Minnesota does a little better and some things that

Miller does better. When we put the two together and take the best of each, we will be unstoppable.”

“What will really make this integration work is how similar the people are,” said Calvin. “We all value quality, integrity and customer service, but first and foremost, it’s safety. The expectation is to do a good job, make a good living, and be safe doing it so at the end of the day you’re home with your family.”

**“There are some things that Minnesota does a little better and some things that Miller does better. When we put the two together and take the best of each, we will be unstoppable.”**



Calvin Leasure (right) started in Miller Pipeline’s division and just recently, transferred to Minnesota Limited to pursue a career advancement opportunity.



## Clarissa Hendershot joins HR

Clarissa Hendershot has been named Human Resources Administrative Assistant, to replace Niki Rocha. Clarissa joined Miller Pipeline in March of 2008 as a HR Intern. Since then she has held other positions including Accounting Administrator and most recently Accounts Payable Administrator. Issues Clarissa can assist you with are as follows:

- Employment verification
- MVR’s & background checks
- New Hire Orientation
- Unemployment matters
- Benefits Administrator
- Tuition Assistance Program
- Scholarships (Vectren, DW Miller, DCA)
- Administers leave policies
- Years of service awards
- Retiree awards

## Meet your risk management department

The risk management department manages Miller’s risk exposure and handles all automobile, general liability/property damage, theft and vandalism, and worker’s compensation claims. Our risk team is fairly new, as both Gerry and Brittany began employment with us within the last two months. Please offer them a warm welcome.

### Get to know the team

**Gerry Neuner**  
Risk Manager

**Describe the perfect day:**

A day when the fax machines are down. Just Kidding! A day on the golf course.

**Brittany Cayce**  
Risk Assistant

**People would be surprised to know:**

I played the trumpet in sixth grade.



Gerry Neuner (Left)  
Brittany Cayce (Right)

In the Trenches is a Miller Pipeline employee publication produced in-house on a monthly basis. To submit story ideas, comments or for other inquiries, please contact Casey Clark at (317) 295-6406, casey.clark@millerpipeline.com or Kim Lyon at (800) 428-3742 ext. 166 or kim.lyon@millerpipeline.com

## All you need to know about: Heart Attacks

As the health care landscape evolves, preventive health is becoming much more important - Miller Pipeline recognizes this trend and has embraced an approach to help keep our employees aware of the benefits of being healthy. We will be focusing on different aspects of basic health through an assortment of topics relevant to our work atmosphere.



\*Information provided by: Advanced Worksite Solutions

### What is a heart attack?

A heart attack occurs when the blood flow that brings oxygen to the heart muscle is severely reduced or cut off completely, damaging the heart muscle.

### Did you know?

- About every 34 seconds, someone in the United States has a heart attack
- Some heart attacks occur suddenly - the "movie heart attack" - but most start slowly with mild pain and discomfort
- Eating fish once a week can decrease your chances of a heart attack by 52%

### What do I do if I think someone is having a heart attack?

Minutes matter! Fast action can save lives - don't wait more than 5 minutes to call 9-1-1 or your emergency response number if you suspect a heart attack.

### Warning Signs:

1. **Chest discomfort** - usually in the center of the chest, can last a few minutes or can go away and come back
2. **Discomfort in other areas of the upper body** - one or both arms, back, neck, jaw or stomach
3. **Shortness of breath** - with or without chest discomfort
4. **Other signs** - may include breaking out into a cold sweat, nausea or light headedness

### Risk Factors:

- Increasing age
- Male gender
- Heredity
- Smoking
- High cholesterol
- High blood pressure
- Physical inactivity
- Obesity and over-weight
- Diabetes
- Stress
- Diet and nutrition

## Waco to replace 5,000 lines without service interruption con't

(continued from page 1) finding the right qualified people for this type of work." With temperatures soaring over the 100s for over seven weeks straight, the heat has played a major factor in hiring and retaining crew members. "I would like to personally thank our fleet personnel, crew members, invoicing department, and all involved with their help and

patience with this tremendous task," said Jake.

Overall, this has been a new learning experience for everyone involved. The crews have replaced over one thousand services to date, and will continue rising to the challenge to complete the remaining four thousand services.



Many materials go into the meter bypass process. Everything pictured to the left is used in the 64 steps it takes to perform the bypass.

## Safety scorecard

COMPANY STATS	RECORDABLE INCIDENT RATE	LOST DAY INCIDENT RATE	LOST DAY SEVERITY RATE	PREVENTABLE ACCIDENT RATE	# REPORTABLE ACCIDENTS
2011 Goals	3.00	0.75	22.50	3.00	
2011 Rates	2.59	0.96	17.77	2.98	6
<b>GOAL TRACKING</b>	<b>Ahead by 0.41</b>	<b>Behind by 0.21</b>	<b>Ahead by 4.73</b>	<b>Ahead by 0.02</b>	

INSIDE THE NUMBERS: While we did have eight (8) OSHA Recordable Injuries in July, we also worked over 421,000 hours. When you take that into account, it actually wasn't too bad of a month. We also trimmed our "Preventable Accident Rate" down and got under our goal by only having three (3) Preventable Accidents while working that many hours. The one negative last month was that four (4) of our Recordable Injuries were lost time cases.