



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

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Wetlands add element of difficulty to a recent CIPP project

Starting a job in a protected wetlands area is not an easy task, as one Miller Pipeline CIPP lining crew recently experienced. The first 1500 feet of a 9000 foot lining job for Baltimore County was completed in three shifts around the clock to prevent the disturbance of the wetland surroundings. To further complicate the project, specifications did not allow equipment to get close to the inversion point, so all materials were carried by hand. This required an intricate pre-job plan which addressed all the issues of this particular installation including the proper safety protocol given the unusual parameters of this project.

An access road was built to the edge of the wetlands to get the crew as close as possible. The sewer main being rehabilitated was active at the time and required a set up of 1500 feet of 8-inch plastic bypass pipe. The bypass pipe

materials were capped on both ends and floated across a creek. The execution of this line segment was also complicated with the jet truck setting on a state overpass fifty feet above the manhole.

Once the sewer had successfully been bypassed, the crew then had to carry all the materials for a 10-inch, 1500 foot CIPP liner across the wetlands to the inversion point. In addition to carrying the materials, the crew had to scale a 30-inch concrete pipe protruding from the ground to get across a creek. They then carried the materials up 20 feet of scaffolding so it could be hooked up and inverted.

"I am very proud of the men who worked on this project as they worked tirelessly to complete the installation on schedule and avoid further disruption to nearby homeowners," said Matt Callahan, east coast area manager.



The map to the left depicts the job area outlining the wetlands, the bypass pipe route, and the state overpasses where the jet truck had to set fifty feet above the manhole.

Operation Impact success stories: Red-Green Report spurs collaboration

Less than two years ago, Miller Pipeline began Operation Impact- an initiative aimed at identifying and overcoming obstacles to productivity to maximize performance for the betterment of

customers and employees. Today, an incredible amount of success has been achieved. To share the success stories with you we launched an Operation Impact Success Story series. Each

month features a success story from the field in our newsletter and in video format on the Miller Hub. To access the Hub, go to millerpipeline.com and login as an employee.

Operation Impact Initiative: Red-Green Report

Goal:

To provide real-time productivity feedback so everyone knows where we stand compared to the target.

How does it work?

Comparing actual production to the set targets, this report lets foremen know how their crew is performing. For simplicity purposes it is color coded- green means target was met while red signifies the goal was not achieved.

As told by Chad Davis, Superintendent, Evansville, IN

“I had a crew that had eight 10-inch low pressure retirements to make. The foreman and I discussed the productivity expectations before the job started. After the second day, we weren’t hitting the established targets, so I went out and visited the jobsite.

While out visiting I noticed that the crew was using the saw to make a cut before each retirement. Together with the inspector and crew, we decided to change the plan, mark all the retirements and finished all of the sawing that day.

At the end of the day, since we were done with all the cuts, we never had to take the saw truck back out on the job

again, which saved us a couple hours every morning.

Receiving notification of the problem through the Red-Green Report enabled us to identify the problem, collaborate to come up with a solution, change the plan and hit the target.”



Miller Pipeline moves to new digs in Bladensburg, MD

Miller Pipeline moved into a new facility in Bladensburg, MD at the end of May. The new space will house employees from both our Gas Construction and Municipal Services Divisions. “The location of the facility is ideal for our WSSC work with the hope of increasing our efficiency and responsiveness to our customer. Also, being able to share the space with the gas distribution team out East makes it a real win for the entire organization,” said Chris Schuler, general manager of municipal services. Now Miller Pipeline’s 28th facility, the land is approximately 22,300 square feet and the building is

8,662 square feet.

Once a granite company’s office space, the facility is comprised of eight offices, a conference room, a reception area with granite floors and counters, a kitchenette, and enough warehouse space to park all the sewer cleaning equipment and boilers indoors through winter. Centrally located in the middle of the Washington Suburban Sanitary Commission’s (WSSC) territory, this new building boasts the potential to reduce mobilization, allowing for quicker response times to any last minute issues or emergencies. The gas distribution Washington Gas work will also benefit from this location as it is very near the DC/Maryland state line.



The new office in Bladensburg, MD was once owned by a granite company. The facility will be shared by the east region municipal services and gas construction divisions.



Anniversary Milestones reached second quarter 2011

Congratulations! Thank you for your dedication and commitment to our continued success!

5 years

Jason Besecker, Foreman, OH
Dustin Brown, Mechanic, IN
William Bureson, Jr., Operator, Trans.
Michael Chester, Foreman, MD
Bryan Dalton, Foreman, OH
Robert Harris, Laborer, KY
George Holsinger, Laborer, Transmission
Fredrick Martin, Foreman, TX
Christopher Mejean, Welder's Helper
Richard Milligan, Laborer, IN
Daniel Moore, Foreman, OH
Kenneth Morgan, Laborer, OH
Beeman Morrison, Mechanic, OH
Frank Rick, Supervisor, PA
Kingsley Scott, Laborer, MD
Edward Sheeler, Foreman, MD
James Stinson, Laborer, KY
Michael Sweigart, Foreman, PA
Derek Wright, Operator, AL

10 years

Randy Bragg, Laborer, IN
Moises Diaz, Laborer, Citizen's Gas
Ryan Dillon, Operator, IN
Becky Dyson, WINS Field Support, IN
Sarah Frazier, Coordinator, IN

10 years (con't)

Frank Hill, Jr., Laborer, KY
Aaron Houston, Foreman, Citizen's Gas
Phillip Irwin, Laborer, IN
Byron McPherson, Foreman, AL
Larry Moore, Foreman, MS
Brad Parks, Operator, Citizen's Gas
James Riley, Operator, OH
Willie Washington, Foreman, AL
Jon Wrin, Laborer, IN

15 years

Dustan Addison, Foreman, OH
Darrell Myers, Foreman, KY
James Hale, Laborer, IN
Rick Halstead, Foreman, OH

25 years

Mark Ebert, Operator, Citizen's Gas

30 years

Jerry Briner, Superintendent, IN

35 years

Denny Griffin, Foreman, KY
Blake Hollingsworth, Superintendent, IN

Marcellus Shale Fast Facts

Below are some facts on how the Marcellus Shale has effected the natural gas industry in the past year.

- ***“The Marcellus Shale is the second largest natural gas reserve in the world. Underneath the Marcellus Shale lies another source of natural gas, the Utica Shale, which according to the Department of Environmental Protection’s Burea of Oil and Gas Management “is potentially as productive as the Marcellus Shale, maybe even more so.”***

(James Lowenstean, the Daily Review)

- ***“According to the Pennsylvania Department of Labor and Industry report, nearly 48,000 people have been hired in the last year by industries related to drilling in the Marcellus Shale. Nine thousand of them were hired in the first three months of 2011, and the rate of hiring is accelerating.”***

(Donald Gilliland, The Patriot-News)

- ***“U.S. natural gas and oil reserves ended in 2010 with the strongest combined annual growth in five years.”*** (Ernst & Young LLP)

Many predict that shale will become the game-changing resource of the decade. By some estimates, there's 1,000 trillion cubic feet in North America alone-enough to supply the nation's natural gas needs for the next 45 years. Miller Pipeline continues to seek opportunities to position ourselves as a key player in this market.

The Loop improves confidential communication



Maintaining high standards means conducting business ethically and legally. Adhering to these standards

remain anonymous. With the help of our parent company Vectren and *The Network* (an independent reporting service), we've improved the process for reporting this type of concern. The system has been revamped so that a case number is generated allowing employees to communicate in confidence about the issue with *The Network*, a third party service provider. Your concern will be documented and relayed to Miller Pipeline, all the while keeping your identity confidential.

Reflective of this change, beginning July 1, The Loop will have two different avenues for submitting information- one that is for confidential matters and another for questions or suggestions. The Miller Hub “Loop” page will be updated with new web links and phone numbers on the first of July and updated “Loop” posters will be shipped to all facilities later in the month.

helps us protect the reputation for excellence and integrity that we've built as a company. Our employee feedback program, The Loop, makes it convenient for employees to share suggestions, ask questions or confidentially report an issue.

Typically a concern involving an unethical, illegal or unsafe matter should be discussed with a manager or supervisor. In some instances however, an employee may prefer to

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

What you need to know about: Smoking Cessation

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.



What is it?

Smoking is the inhalation of smoke, fire and toxic substances into the lungs and releasing of nicotine (an addictive drug) into the body. Once you are addicted it is very hard to quit, your body and wallet pay a very high price. Smoking over the years has been illustrated as tough, chic, sophisticated, or even glamorous. The truth is its NOT! It begins damaging your body with the first puff. Over the past twenty five years smoking has decreased, but continues to be popular within social environments.

Did you know?

- There are 52 MILLION Americans who are cigarette smokers.
- 400,000 people in America die every year due to smoking related illnesses.

*Information provided by: Advanced Worksite Solutions

Five Step Program to Quitting:

1. Get ready
2. Get a support system
3. Learn new skills and behaviors
4. Get medication and use it correctly
5. Be prepared for a relapse or difficult situations.

Smoking effects on the body:

- Decreased sense of smell
- Premature aging
- Gum disease
- Impotence
- Weakened immune system
- Cancer
- Poor circulation
- Osteoporosis
- Cataracts
- Birth defects
- Stroke

Employee Care Fund quarterly update

Miller Pipeline created the Employee Care Fund to extend a helping hand to our employees in need. In 2003, the company put aside \$15,000 earned through a cost saving initiative with the idea of providing assistance to employees who were experiencing financial burden due to unfortunate circumstances. Today the fund is kept alive by employee contributions and fundraisers. It is

managed by a committee of employees who review circumstances and decide how to distribute the funds.

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|------------|----------------|---------|
| 1. Health | Ohio | \$1,500 |
| 2. Health | DC | \$500 |
| 3. Fire | Pennsylvania | \$1,500 |
| 4. Tornado | Alabama | \$1,500 |
| 5. Health | South Carolina | \$1,500 |
| 6. Health | Indiana | \$1,500 |
| 7. Health | Virginia | \$1,500 |



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	2.09	0.60	4.47	3.28	4
GOAL TRACKING	Ahead by 0.91	Ahead by 0.15	Ahead by 18.03	Behind by 0.28	

INSIDE THE NUMBERS: May was an average month for us. We had five (5) "OSHA Recordable Injuries" and three (3) "Preventable Vehicle Accidents". Some trends that were noticed included: most of our injuries involved employees getting struck by moving objects or placing body parts in pinch points; and all of our vehicle accidents involved our employees striking parked vehicles. Although average is not horrible... it will not get us to "Best in Class".