



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

Safety Excellence Award Winners

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Harrisburg-PA won our annual "Safety Excellence Award" for large areas by working 83,120 hours and going incident free. Franklin-IN won the award for mid-sized areas by working 55,234 hours and going incident free. Reading-PA won the award for small areas by working 34,873 hours and going incident free. Each employee received a shirt or jacket, and one employee from each area got a 1-week paid vacation! Congratulations to all employees from these areas for their excellent safety performance in 2010!

Although these three areas earned the awards, some other areas need to be recognized for great performance last year as well. Louisville, Indianapolis and Toledo exceeded all of their safety goals in 2010. Midwest Transmission, Northern IN, Fredericksburg-VA, Clarksville-IN, Upper Peninsula-MI, Manufacturing, WEKO Seal, OH North (BP), Fort Worth-TX, and Little Rock-AR not only exceeded their goals in 2010, but finished the year incident free. Thanks and congratulations to all of these areas for a successful year!



Harrisburg, PA



Reading, PA



Franklin, IN

Operation Impact success stories: Pre-job plan

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 are going to launch an Operation Impact Success Story series.

Each month we will feature 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: Pre-job plan

Goal:
To make sure jobs are shovel-ready before the crew arrives onsite.

How does it work?
The pre-job plan is basically a checklist to ensure a smooth transfer of job information from superintendent to foremen and crew. It provides a list of things that need to be addressed beforehand so they do not cause delay or interruption at a later time.

As told by Jim Wilson, Superintendent, Dayton, Ohio

We were preparing to complete a job for Columbia Gas of Ohio that called for us to move a service on a small bar downtown Columbus. During pre-job plan I met the inspector out on the site and asked her where we were going to put the service. Her response was "alongside the building." Because the bar was a small brick building in an old part of town I questioned whether or not the property alongside the bar belonged to the owner. Come to find out, it was private property and there were plans to install a flower planter in that space as part of a downtown beautification project.

Completing the pre-job plan prompted us to discover this before we installed the service. We were then able to come up with a better solution, which saved a significant amount of time and money for both Miller and Columbia Gas



Jim discusses placement of a service on a bar in downtown Columbus, OH with Columbia inspector Bob Cook

Restoring water supply to 70,000 acre Navajo farm

The Navajo Agriculture Products Industry (NAPI) supports a Navajo farming community just outside of Farmington, New Mexico. The Navajo farmers grow mainly alpha sprouts, popcorn, and pinto beans across a 70,000 acre farm. In this dry, arid part of the country, the Navajo Dam provides water to the farm through a comprehensive irrigation system. Recently, NAPI discovered a leak in one of their system's 210-inch siphons.

The leak could not be repaired externally because of the mere depth of the excavation, the extreme cost associated with external repair and the demand for irrigation. Miller Pipeline had previously completed two successful WEKO-SEAL

installations in their system 25 years ago. Once again they chose Miller Pipeline's WEKO-SEAL as the method of repair.

Equal to the seals we installed 25 years ago, at 210 inches in diameter this is the largest size seal we have installed to date. Crews had to erect scaffolding to properly install the WEKO-SEAL into the large concrete poured-in-place pipe.

"We had to expedite the repair as quickly as possible and get the system back in service because of the high demand for water," said Terry Bell, WEKO-SEAL product manager. "A seven man crew completed the installation in two days time," Bell added. "NAPI was pleased that we were able to respond

and complete the repair in a schedule that fit their needs."



Technicians install a WEKO-SEAL into a 210-inch pipeline. Login to the Miller Hub to see more photos from the project



IN SEARCH OF EXCELLENCE

Leadership Conference 2011

"We are going to relentlessly chase perfection, knowing full well we will not catch it, because nothing is perfect. But we are going to relentlessly chase it, because in the process we will catch excellence."

- Vince Lombardi

Inspired by Vince Lombardi's quote, the 2011 Leadership Conference was themed In Search of Excellence. "We've had much success growing our business over the past few years- but we can't stop there, said Doug Banning, CEO. "Our goal to be 'Contractor of Choice' is more than being the contractor everyone wants to work with; it's being the contractor that no one wants to work without."

Managers from across the country were challenged to identify process improvements and grow as leaders. Among the topics discussed were: Miller Pipeline's five-year strategy, achieving best in class performance, providing effective feedback, lean concepts, and situational leadership. Guest speaker Shawn Patterson, Senior VP of distribution operations at Nisource, gave a presentation which received rave reviews and helped our group to better understand a customer's perspective.

Perhaps one of the most powerful segments of the meeting was the hour dedicated to Operation Impact success stories. The Corporate Performance Team, a team of individuals from across Miller's geographic footprint lead by Denny Norman, V.P. of Corporate Performance, has rolled out initiatives in support of Operation Impact including the daily huddle, red/green report and the pre-job plan. During this hour managers shared stories which demonstrated how using these tools have helped them be more efficient and effective at their jobs.

"One of the most important concepts reinforced at the meeting is the idea that we are all on the same team," said Banning. "Many times we view ourselves as belonging to a department or a particular area. By broadening that sense of belonging to include the entire Miller Pipeline team we gain additional resources and an ability to work better together."



Greg Lindholm, Larry Shaw, Adam Stevens and Kevin Miller participate in a pipeline competition which demonstrated the concepts of lean.



High Five



Good luck and kudos to Anthony George, son of James George, Superintendent, Kentucky. Anthony has been invited to participate in the Down Under Sports Tournament for football in Australia this summer.

Operation Impact Expands

Given the success of Operation Impact, we are expanding the initiative to all functional areas. Our administration team, including Accounting, Human Resources, Risk Management and DOT Compliance, has identified goals to help us reach best in class. The driver is the same as it was when the initiative began in the field- identify and overcome obstacles to productivity to maximize performance for the betterment of our customer and employees.



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

Anniversary Milestones reached first quarter 2011

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

5 years

Tod Anderson, Operator, AL
Eric Barnes, Laborer, IN
Matthew Carwile, Laborer, KY
Dylan Conrad, Laborer, IN
Matt Dill, Welder, IN
Daniel Gurtowski, Foreman, PA
Gus Gusler, Superintendent, FL
John Hollenbeck, Laborer, IN
John Kelly, Superintendent, NJ
Larry Nidey, Laborer, IN
William Sheeler, Mechanic, MD
Troy Wallace, Foreman, IN
Richard York, Foreman, KS

10 years

Gene Chappell, Assembler, IN
Gary Decker, Operator, OH
Charles Goode, Foreman, KY
Denny Hewson, Laborer, IN
Robin Lawson, Foreman, KY
Ricky Schaaf, Foreman, KY
Victor Smith, Foreman, KY
Carl Vaught, Operator, IN
David Webber, Laborer, IN

15 years

Alvaro Aguirre, Foreman, IN

25 years

Emy Belich, Contract Admin, IN
Willard Hodges, Foreman, IN
Paul Lee, Welder, IN
Marlin May, Fabricator, IN
Terry Smith, Laborer, KY

30 years

Benjamin Baughman, Superintendent, IN
Randall Lance, Tool Inventory Asst., IN
Keith Miller, VP of Transmission, IN

Miller Pipeline employees look out for each other

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

Today, company sponsored fundraising events and employees' personal contributions through payroll deduction keep the fund alive. Right now employees are donating \$2,000 a month with \$2 or \$5 being the average gift. Last year the fund provided

employees with over \$19,000 in assistance. Thank you to all who contribute. Below is a summary of the funds distributed during the first quarter of this year.

1. Accident	Indiana	\$850
2. Health	Indiana	\$650
3. Fire	Ohio	\$1,000
4. Health	Virginia	\$750
5. Fire	Indiana	\$1,500
6. Health	Indiana	\$750
7. Health	Ohio	\$1,500

Give help

Payroll deduction offers a convenient way for you to make a contribution. For example, you can choose to give \$1.00 per pay period and each week it will be automatically deducted from your check. You can also hold fundraising events to collect money. Call (800) 428-3742 if you would like to make a one time donation, turn in money from a fundraising event, or sign-up for payroll deduction. The payroll deduction form can also be found on the Miller Hub under the forms heading.

Get help

To be considered to receive assistance, a fellow employee must nominate you. If you know of someone who has a qualifying situation and could use the assistance, go to the Miller Hub and fill out the Employee Care Fund nomination form. Once you submit your referral, it will be turned over to the committee for review and a funding decision will be made within a week.

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	
2010 Rates	1.72	0.00	0.00	3.44	1
GOAL TRACKING	Ahead by 1.28	Ahead by 0.75	Ahead by 22.50	Behind by 0.44	

INSIDE THE NUMBERS: We had three (3) "Recordable Injuries" in February. One resulted in a broken nose and another was a severely sprained wrist that involved 24 restricted days. While three injuries doesn't sound like a lot for a company our size, it still means that three people got hurt, which is three too many in our opinion. Also, our one-and-only injury in January ended-up requiring surgery and time-off in March. We had four (4) "Preventable Vehicle Accidents" in February. Of our accidents so far this year, 44% are backing accidents.