



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

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Employees in Columbus, Ohio took spring cleaning to a whole new level this month when they transformed their shop as part of our Operation Impact Initiative to identify and overcome obstacles to productivity. Lead by Scott Miller, VP of Ohio and Denny Norman, VP of Corporate Performance, they partnered with Vermeer to undergo a 5S event to organize their workspace.



What is 5S you ask? It is a process and method for creating and maintaining an organized, clean, high-performance workplace.

5S stands for:

1. Sort- segregate and discard
2. Set in order- arrange and identify
3. Shine- clean daily
4. Standardize- revisit frequently
5. Sustain- motivate to sustain

work for productivity improvements. Everyone's hard work will result in improved overall performance by enabling standard operations, perfect quality, visual control, and waste identification, while at the same time promoting employee satisfaction and safety. In fact, there is a version of the 5S program called 6S, in which the sixth "S" stands for Safety.

"The before and after pictures are impressive, said Denny. "What was even more impressive was observing the pride, ownership and commitment of Scott Miller, Chad Lowe and the entire team. Without question, they will sustain this improvement and I am confident that their quality and productivity will improve."

This is the first step of a long journey that encompasses lean construction, (Continued on page 3).

With workplace organization as the foundation, this 5S event laid the ground

Natural disasters in South Region hit home



As reported in the news across the country, storms ravaged the southern region of the United States on the night of April 27th. One hundred seventy-three tornadoes in one storm system tore through Alabama, Mississippi, Georgia, Tennessee and Virginia, resulting in hundreds of deaths and thousands of homes and businesses torn apart. "We were really fortunate," said Russ Ferrell, south region operations manager. "We didn't lose anyone, or any family members in the storms. We had one employee lose his home and a few others with damage to their property, but we escaped the majority of the damage." As one can imagine with destruction this devastating, utility companies have had their hands full. Miller crews assisted Alagasco with clearing roads of debris and trees so they could get to the regulator stations. Crews have also been providing Alabama Power with the assistance they needed to restore service

to people's homes, whether it be cutting down damaged trees or replacing power poles. "It looks like a bomb went off down here," said Greg Moore, supervisor. "The news coverage doesn't do this justice...entire towns are gone, completely gone." At one particular residence the assistance Miller crews provided involved using two 4-wheel drive backhoes to remove a tree stump that had been uprooted. "The roots were wrapped around the service and pulled the gas lines loose," Moore said. "I've never seen anything like it. The root ball itself was about eight feet around." As the rubble is slowly getting cleaned up, repairs have started trickling in. In a few cases, crews had to run a new tap from a split line where the house on the right had only minor roof damage, and the house on the left was gone. Our employee who lost his home in the tornados was in the house with his family the night of the storms. They had three big trees on their property - all of which ended up inside the home, one wall away from where the family was taking cover. "This is a lesson learned to never take tornado sirens lightly," said Moore. "Their family was very lucky to emerge unharmed despite the damage done to their home." The employee care fund committee approved a donation to provide support to the family.



Miller crews assisted Alabama Power with removing uprooted trees from properties where gas service needed to be restored.



Path of tornado: diagonal brown line



before

after

Pictures from Google Maps depict the eerie sights of the tornado's path of destruction on April 27th.

Integration Update



It's been a little over a month since we released the announcement about the Minnesota Limited acquisition. Until now we have been very focused on administrative tasks associated with the closing, but now we are shifting gears and beginning to evaluate how we can work best together. We are currently in the process of determining

how to share expertise, equipment, facilities, subject matter experts and best practices. To make sure you stay informed during the process, we've created a webpage on the Miller Hub that is dedicated to sharing updates and answering your questions. To access the page, go to millerpipeline.com and login as an employee. After logging in, hover your mouse over the "news & info" option and select "integration update" from the pop-up menu. We'd also like to encourage employees to submit questions they might have about the integration to The Loop. Here is a sample of the type of information that is currently available on the webpage, login to read the rest.

Why did Miller Pipeline and Minnesota Limited join forces?

The combination of Miller Pipeline and Minnesota Limited will help us continue to grow within our industry and meet the new and changing demands of our customers, particularly in the new, rapidly-developing shale market. Together we can offer a more comprehensive infrastructure solution.

What does the organizational structure look like?

Our parent company, Vectren, has made the strategic decision to create an infrastructure services business segment. This business sector houses both Miller Pipeline and Minnesota Limited. An umbrella company, yet to be named, has been developed to oversee and coordinate the activity of the two companies. In 2012, we will consolidate Miller Pipeline and Minnesota Limited into a single transmission division.



Extreme makeover: shop edition (cont)

(Continued from page 1). productivity and quality of work. We experienced great success with this event and we plan to

keep the momentum going. Expect to see more of this type of activity featured in future newsletters.



High Five

Used oil area



Before



After

Workbench



Before



After

Storage



Before



After

Fabrication area



Before



After

Congratulations

Congratulations and kudos to Lake High School's Hillary West who has signed a National Letter of Intent to play softball at division one school University of Akron. She is a three-year letter winner in softball, and a four-year letter winner in soccer. Academically, she is ranked 17th in her class and will receive an Honors Diploma. She is interested in studying physical therapy or possibly solar energy systems at Akron. Hillary is the daughter of Bob West, laborer out of Toledo, Ohio. Congratulations to Hillary and we wish you great success!

A sincere thanks

To Whom it may concern,
I work at Monroe Central School in Indiana. A couple of girls from the school are hosting a Walk-A-Thon for St. Jude's Research Hospital. Each of us set a personal goal to meet. My goal was only \$150.00 but with my family almost deceased, I was really worried about meeting that goal. On May 3rd I asked my husband (a foreman in Cincinnati, OH) if he would bring my sponsor form to see if anyone would be willing help me out a little. I wasn't expecting much (maybe \$10-\$20 at the most); with all the rain, the economy like it is, and the gas prices, money is hard to come by but every cent would be greatly appreciated. My husband asked if someone could maybe say something at the Safety Meeting. I did not expect what came next. My husband brought home a list of 55 men, and \$128.01. You have one heck of a group of guys in Cincinnati. Thank you so much! I am truly impressed and will remember this forever!

--Lawona Goodman

**For a 5S event to be successful,
it requires a passion and commitment to be best in class**

If you have a suggestion for a 5S event in your area, contact your manager or Denny Norman at 317-293-0278 ext 419.

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: Blood Pressure

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.

Like Miller Pipeline, many other organizations are discovering that healthy employees make for more productive employees, which leads to greater business outcomes - in our case, even better results for our customers. One of the most tragic things about many serious health problems is that they are preventable. Many problems that start as small health issues - the kind we all tend to ignore - can turn serious if they go undetected and untreated.



What is it?

The force of blood pushing against the walls of the arteries as the heart pumps blood, also known as hypertension.

What do those numbers mean?

120/80 mm Hg

Systolic - the top number. It is the pressure against your blood vessels while the heart is beating.

Diastolic - the bottom number. It is the pressure against the blood vessels when the heart is not beating.

Did you know?

- 1 in 3 adults in the United States has high blood pressure
- Called "The Silent Killer" there are usually no symptoms and during the a-symptomatic time, damage can be done to the heart, blood vessels, kidneys, and other parts of the body

*Information provided by: Advanced Worksite Solutions

Risk Factors for High BP:

- Age
- Heredity (including race)
- Gender (males at higher risk)
- Overweight/obese
- Smoking
- High Cholesterol
- Diabetes
- Physical Inactivity

Ways to control risk factors or reduce your risk:

- Exercise
- Maintain healthy weight
- Manage stress
- Healthy food intake with fruits and vegetables, reducing salt intake
- Avoid smoking
- Limit alcohol intake
- If on medications, take as directed
- Know what your numbers are!!

What is normal Blood Pressure?

Category	Systolic		Diastolic
Normal	Less than 120	and	Less than 80
Prehypertension	120-139	or	80-89
High Blood Pressure			
Stage 1	140-159	or	90-99
Stage 2	160 or higher	or	100 or higher
Hypertensive Crisis	Higher than 180	or	Higher than 110

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	1.73	0.58	7.10	3.65	4
GOAL TRACKING	Ahead by 1.27	Ahead by 0.17	Ahead by 15.40	Behind by 0.65	

INSIDE THE NUMBERS: We only had three (3) "Recordable Injuries" in April, but one of them involved an employee nearly getting their finger amputated! So it was a month of low frequency but high severity for injuries. Regarding vehicle accidents, we did not improve our poor driving performance. We had eight (8) "Preventable Accidents" in April. Please follow the Smith System when behind the wheel!