



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

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East Coast gets pounded by Mother Nature

Mother Nature shook the east coast on August 23 as millions of Americans were jolted by the most powerful earthquake to hit the region in decades. The earthquake, which hit at 1:51 p.m. ET, measured 5.8 and frightened many, but didn't claim any lives.

"When the earthquake happened I was sitting at my computer," said Joanne Cejner, Office Manager, New Jersey. "At first I felt a weird sensation in my spine and then I started to hear a rustling sound in the ceiling. At this point I didn't realize it was an earthquake and thought maybe animals had gotten into the building. It wasn't until I got up and put my hand on the door frame and felt movement that I realized it was an earthquake."

In York, Pennsylvania, Ryan Warnick and his crew were on the jobsite when

the earthquake hit. "It was surreal," said Ryan. "The ground shook and we all looked up at each other like- did that really just happen?"

Besides startling people, the earthquake also put a great amount of strain on cast iron pipelines which in turn caused leaking bell joints. Columbia Gas of Pennsylvania had inspectors work around the clock for two days straight to ensure the integrity of the infrastructure. As a result, Ryan and his crew received multiple work orders to help with repairs.

Before there was time to deal with the aftermath of the earthquake, along came hurricane Irene. When the hurricane roared ashore in New Jersey and along parts of the East Coast, the storm killed people, destroyed homes, ruined belongings and caused unprecedented flooding. (continued on page 3).



All the pipe in our York, PA yard washed into one big pile resembling "a giant game of pick-up sticks."



More than 4.5 million homes and businesses along the East Coast reportedly lost power, and at least 18 deaths were blamed on the storm.

Laying the groundwork for improved drilling productivity

In our mission to be 'best in class', we recognize how imperative it is to improve efficiencies, eliminate waste within the work place and ultimately create job satisfaction for our employees. Recently, we initiated a major project to enhance our directional boring productivity through a Kaizen event. "Kaizen" means 'continuous improvement' and something we as a company believe to be of upmost importance. Using setup reduction methods and workplace organization as the foundation, this event has laid the groundwork for increased productivity of our directional bore process.

The goals of the event were determined as follows:

- create 'standard' work for all crews;
- increase productivity within crews by 25%;
- eliminate the non value-added steps

- in the boring process;
- communicate the improvements to our peers and
- train all affected employees on the new standard.

Three different boring crews were observed on location in Indianapolis. The crews' performances were analyzed by noting the time, length of the bore and processes used to complete the work.

By breaking down the techniques and work flow of the different crews,

directional boring 'best practices' were identified, 'standard' work was established and will be able to be shared with other directional boring crews across the company. This

should lead to significant savings within our organization.

A big thank you to everyone involved with this Kaizen event: Citizen's Gas for allowing us to analyze our crews on their jobsites, Vermeer for partnering and training us on 'continuous improvement' techniques, the Miller field personnel for participating in the event, and the Miller Operations crews for allowing us to observe them during the work day. Together we can improve, and together we will succeed.



Miller Pipeline employees participated in a Kaizen event surrounding improving efficiencies and eliminating waste within our directional boring processes.

Performance Excellence Award: Duke Energy Audit



Miller Pipeline's Performance Excellence program was designed as a vehicle for customers, supervisors, the public and fellow

co-workers to express appreciation to our employees. Last month, we received a submission on behalf of Ted Goodman's crew working in Cincinnati, Ohio.

Duke Energy sent their Operations Manager, Safety Director and three auditors in from North Carolina to survey a Miller Pipeline jobsite on the outskirts of downtown Cincinnati. The crew was

replacing a 16-inch steel line along a busy four-lane road. The crew had strict time restraints on when they could work, as the jobsite was near the industrial side of Cincinnati. Ditches were covered with plates most all of the time, and the crew had to be cognizant of semi trucks and people entering and exiting all around them.

The audit came back crystal clean. At the debriefing after the audit, Miller Pipeline was told this crew "knocked it out of the park". "What they saw today is what they are going to see every time," said Ted Goodman, foreman. Raleigh Isaacs, compliance specialist explained, "We showed them our Daily Huddle book, incident packet, how we prepared for the job, our protection plan for the public, traffic plan and pre-trip inspection records."

Duke Energy left the jobsite extremely pleased and impressed with this crew; they told our team it was the best jobsite visit they had ever seen and would consider Miller Pipeline to be "way above par". "This set up isn't anything out of the ordinary for us," said Raleigh. "We are just trying to make sure everyone makes it home safely at the end of the day."

How to nominate:

1. Fill out a Performance Excellence nomination paper form located in one of the displays in your office. Mail it to the main office. -OR-
2. Fill out an electronic Performance Excellence nomination form located on our website: millerpipeline.com
 - Login as an Employee
 - Under the 'News and Information' tab, select Performance Excellence
 - Fill out the appropriate boxes for the individual(s) you would like to nominate
 - Press 'Submit' when finished

*Nominees will receive a T-shirt and certificate within 1-2 weeks.



Unique location poses unique challenges



Crews have been working months now on a jobsite located smack dab in the middle of Ohio State University's campus. While

the hustle and bustle of the student life is different and fun for the crews working in the area, many unforeseen challenges had to be addressed to keep the crews on schedule. The job site is located in the heart of student housing; approximately eighty percent of the houses are fraternities, sororities and student rentals. Miller crews are installing 20,000 feet of main and 1,000 services. Installation of the main is currently complete and they are now working on the services. "The main installation didn't have too many challenges," said Joe Sheffler, supervisor. "Parking was an issue at the beginning, but we just rented smaller equipment to fit in the tight spaces."

The real challenge arose when crews began working on installing the services. "We had to rent four large message boards to alert the students when and where we would be working," said Joe. A good parking spot is hard to come by in the area, so students were removing the paper and even metal signage put

up by our employees warning them of the possibility of being towed. "We also had numerous cones missing from our job sites every morning," Joe explained. "Then we started seeing the missing cones inside the student's houses and out on the porches!" Apparently collecting street signs and cones is a fad among young people. Crews have also experienced some trouble with contacting the homeowners in order to move the meters from inside the houses to the outside. Students are in class most of the day and return only sporadically to their homes.

"Although we have had a few challenges with working around student housing on a college campus, the students have been very interested in the work our guys are doing," Joe said. "They ask a lot of questions and are very polite when interacting with our guys." Work is expected to be completed by the end of the year.



East Coast gets pounded by Mother Nature (cont)

(continued from page 1) Our York, Pennsylvania yard flooded with 3.5 feet of water. "All the pipe washed into one big pile," said Ryan Warnick, foreman. "It looked like a giant game of pick-up sticks." Crews were laid off for three days while the weather calmed down and we got things back in order.

In some areas pipelines flooded because pressure from the saturated

ground was greater than the pressure inside of the gas main. Our crews were shut down for two weeks while the gas companies took care of getting water out of the gas mains and getting their customers back on line.

For now, most everything is back to normal and residents would like for it to stay that way. Hopefully mother nature agrees.

Picture perfect picnics!

Below are a few pictures from this year's company picnics hosted locally by each of our office locations!



Bryan Andres and his family enjoy a picnic lunch at their local park in Clyde, MI



Employees at the Pana, IL office partake in some camaraderie while munching on catered picnic food.



The Columbus Zoo provided hours of entertainment for our employees at the Hilliard, OH office. A dancing polar bear was the highlight of the day!

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 third quarter 2011

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

5 years

Jonathan Barnett, Laborer, OH
 Jeff Benge, Laborer, AL
 Randy Berlekamp, Operator, OH
 Steven Blackburn, Laborer, OH
 Joseph Bylina III, Foreman, PA
 Casey Clark, Communications, IN
 Jason Coen, Operator, OH
 Michael Cogdill, Laborer, OH
 Cleveland Crosby, Laborer, MS
 Paul Dalton, Laborer, OH
 Andy Druin, Operator, IN
 Craig Englebach, Foreman, PA
 Wayne Hunt, Laborer, OH
 Phillip Kane, General Foreman, NJ
 Francis Miller, Laborer, NJ
 Johnny Mitchell, Foreman, PA
 Kevin Moncrief, Laborer, MS
 Aaron Morgan, Foreman, IN
 Donald Partee, Welder's Helper, OH
 Nicholas Rapp, Laborer, OH

5 years (cont)

Robert Ryan, Laborer, IN
 Danny Shipley II, Laborer, IN
 Bobby Shoults, Laborer, MS
 Connor Stroup, Laborer, Directional Bore
 Othniel Torres, Foreman, NJ
 Anthony Vasquez, Technician, FL
 Erick Velazquez, Foreman, NJ
 Travis Wilke, Laborer, IN

10 years

Cynthia Barton, Laborer, OH
 Ronald Barton, Foreman, OH
 Mark Dyson, Foreman, OH
 Wayne Holt II, Laborer, KY
 Nora Mannor, Dispatcher, OH
 Joseph Moorman, Operator, OH
 Gregory Poston, Foreman, OH
 Loren Willey, Laborer, OH
 Leslie Wilson, Foreman, OH

15 years

Tom Alexander, Operator, Transmission
 Stephen Spencer, Foreman, OH
 Michael Williams, Operator, Citizen's Gas

20 years

Charles Brock, Welders Helper, KY
 Brian Smith, Foreman, KY

25 years

David Biggs, Foreman, Directional Bore

30 years

Roy Reese Sr., Foreman, IN

35 years

Mark Skinner, Welder, Citizen's Gas

Giving back to the communities in which we live, work and play

This year, the corporate office worked hand in hand with Habitat for Humanity to build a home for a deserving couple in downtown Indianapolis. Approximately 40 volunteers from Miller Pipeline dedicated hours of their time and energy one day to paint, nail, insulate and build a section of the house for the family. The house was

completed with the help of numerous other organizations a month later. "It was really rewarding to be a part of this experience and help a family who is less fortunate," said Larry Shaw. "I would volunteer my time again in a heartbeat." Login to the Miller Hub to see the rest of the pictures from the event.

Miller Pipeline encourages community involvement in all the locations we work. If you would like to help organize an event for your area, contact Casey Clark at 317-295-6406.



(pictured left) Volunteers from Miller Pipeline worked for a day with Habitat for Humanity.

(pictured above) The completed house at the ribbon cutting/dedication ceremony.

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	2.61	0.90	25.67	3.10	6
GOAL TRACKING	Ahead by 0.39	Behind by 0.15	Behind by 3.17	Behind by 0.10	

INSIDE THE NUMBERS: After the month of August we fell behind on our goals for "Lost Workday Severity Rate" and "Preventable Accident Rate". The reasons for this were that we had a total of seven (7) Preventable Vehicle Accidents, and many of our lost time injuries that occurred in prior months continued to rack-up more lost time. We are very close to each of our goals but need to improve our performance a little bit in order to end the year on target.