



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

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WEKO-SEAL travels to Israel!

Mekorot Water Company owns and operates two parallel running conduits bringing more than 7 million Israeli's their drinking water. Miller Pipeline was approached in the fall of last year by Engel Engineering, an Israel design firm, to repair their large square conduits. The water system was in shambles – over 20 joints per conduit were leaking. The engineering firm informed Miller that Israel expects a seismic, catastrophic event every 10-15 years. It had been 15 years since the last event – a 7.2 magnitude earthquake that shook the region in 1995; they wanted to make sure their water system could withstand forces of nature – if something happened within the next few months the pipes would rupture, leaving Israel cut-off from their drinking water supply. A recent inspection of the fairly new conduits indicated serious signs of deterioration and leaks. Their search for viable repair options included Miller's WEKO-SEAL, an internal joint seal which ensures a non-corrodible, bottle-tight seal around the full inside circumference of virtually any pipe-joint area.

After a visit from the engineering firm, Mekorot Water Company placed the project out to bid to its local contractors. Along with Gili & Yoel Azaria LTD, the contractor who won the bid in Israel, Miller was contracted to provide materials for the multi-million dollar

rehabilitation project that required all repairs to be made in a two-week window. Miller had been given three-weeks to fabricate all the materials and deliver to Israel. A vulcanizing machine was purchased to custom fit the seals on-site. "Because this job was going to take place overseas, it was important the water company had the flexibility to size the seals on-site – minimizing any issues with manufacture," said Terry Bell, product manager. "Another element that makes this job so unique and challenging is that all of the measurements were metric, and the drawings were in Arabic. Most of the preparation involved translations back and forth through email to ensure we were providing the correct materials. It was definitely a one of a kind experience" said Terry. Quentin Leahigh, WEKO-SEAL technician, was sent to Israel to complete a demonstration for the crews and (continued on page 3)



Pictured above is the demo WEKO-SEAL Quentin Leahigh installed for Mekorot Water Company. This particular seal was located inside an old bomb shelter.

Human Resources is on the Hub!

In support of Miller Pipeline's principles, values, vision and mission, it is the Human Resources' mission to support the total operation in meeting its goals. The Human Resources department will provide the following quality services to the employees of Miller Pipeline:

HR MISSION STATEMENT

- Recruitment of qualified individuals;
- Retention of valuable employees;
- Training, development and education to promote individual success and increase overall value to the organization and to ensure customer satisfaction;
- Inspire and encourage a high level of employee morale through recognition, effective communication and delivering constant feedback;
- Responsible for promoting ethical and legal conduct in personal and business practices;
- Establishing, administering and effectively communicating sound policies, guidelines and procedures that treat

employees with dignity and equality while maintaining company compliance with employment, labor laws and corporate directives.

The department now has a tab on the Miller Hub to provide you with easy access to information.

HR Contacts

An HR directory with contact information for each individual who currently works in the Human Resource Department. Pictures along with a brief description of each person's core job duties will help you put a face with a name and know who to contact for what.

Job Listings

Employees have expressed that receiving information on job openings is at the top of their list. For this reason, our current openings with method(s) to apply will be posted on the Job Listing page. Miller Pipeline is dedicated to assisting

employees with reaching their professional goals through internal promotion and transfer opportunities.

Additional Benefits

Each Miller employee can receive any of the additional benefits listed on the benefits page. You can find information on Voluntary Life Insurance, Vectren Stock, Employee Care Fund, and Education Assistance. You will find links to required forms for each benefit if you are interested in enrolling.

Employee Assistance Program

Miller Pipeline's employee assistance program offers support and free counseling sessions for personal problems that could potentially have a negative effect on job performance.

This is a brief sampling of the type of information you will find on the HR tab. Go to millerpipeline.com and login in check it all out!

Performance Excellence program promotes employee appreciation

Miller Pipeline is a great company because we have a lot of great people working and excelling in their jobs day in and day out. We feel it is extremely important to recognize the achievements of our employees, so we are asking for help in giving recognition where recognition is due. The Performance Excellence Award was designed as a way for customers, supervisors, the public and fellow co-workers to express appreciation to our own employees. If one of your crew members, fellow co-worker, or supervisor goes above and beyond to get a project done or satisfy a

customer, they should be recognized for it. Anyone can nominate any employee for outstanding work at any time during the year. The nominee(s) will receive a copy of the nomination, a certificate signed by the president and a Performance Excellence T-shirt. All nominations are reviewed by a committee on a monthly basis and acts which involve extreme heroism will be identified and appropriate recognition will be determined. Last year we gave out 442 Performance Excellence Awards, which was a 16% increase from 2009. Recognition for performance can go a long way.

The Performance Excellence committee also voted on a new message for the back of the shirts. The shirts will be Miller Yellow and feature the quote, "Excellence is not a skill; it's an attitude". This short but simple quote exemplifies what Miller Pipeline as a company believes. Everyone can attain excellence in one form or another. Check back to *In the Trenches* as we will be featuring an outstanding new nomination each month.



A year of change

If there was one word to describe 2010 from the perspective of the Distribution Contractors Association (DCA), it would be “change.” When Miller Pipeline’s President, Kevin Miller took the reigns as DCA’s president there was a transition in the staff leadership of the organization. Executive Vice President Dennis Kennedy retired after 20 years of service to the DCA. Last January, Rob Darden stepped into that role, new to the construction industry but a veteran in association management. This transition of leadership created lots of opportunities for change.

“Being new to the industry could have been a huge disadvantage for me, but Kevin took me under his wing and really helped me understand the industry he grew up in. With his support, mentorship and leadership we achieved several notable accomplishments in 2010,” said Darden. “Even in these tough economic times, membership in the association grew as did participation in our events”.

“This past year the DCA developed a new five-year strategic plan which includes objectives and operational tactics to help DCA grow both internally and externally. Additionally, the goals of working committees were evaluated and redefined and the association’s bylaws

were reviewed and updated. At Kevin’s prompting, a handbook was developed to help guide future DCA leaders on the operations of the organization.”

“Maintaining an excellent working relationship with all three crafts of organized labor is always a key objective of the association. We started the year with a new five-year agreement with the United Association (UA), and this past summer our labor committee signed a five-year agreement with the Laborers Union (LIUNA). Both agreements should benefit many of our members.”

“I’d like to extend a sincere thank you to Kevin for all of the effort he put forth to make these achievements possible,” said Darden. “He’s been great to work with, and has become a good friend. I’ve even improved my golf game with his help! I’m very proud of what we have been able to accomplish this year.”



Rob Darden (left) and Kevin Miller (right)

The association also provides signatory members with a labor relations service, negotiating collective bargaining and national distribution agreements.



High Five

I’d like to thank all of my coworkers for their kind words, prayers and donations when my son had his sledding accident. I’m happy to share that he is doing much better now. Thanks again for all of your support!

- Al Aguirre, Foreman, Indiana

WEKO-SEAL travels to Israel! (con’t)

(continued from page 1) actually assist with project installations; he has been there for the past three weeks.

The job involves repairing and reinforcing all of the joints along the pipe by hydro lacing two to three inches of the dead concrete, and then resurfacing with new concrete before laying the WEKO-SEAL. Over 3,000 holes had to be drilled every 8-inches for the anchors around the 12x12-foot and 9x10-foot square culverts. Metal plates are then being placed on top of the WEKO-SEAL to maintain alignment and accommodate expansion of the conduit in the future. Crews have been working 24-hours straight in order to meet the 2-week completion deadline. “Quentin has done an excellent job at representing Miller Pipeline and our WEKO-SEAL,” says Terry, “They are extremely pleased with how he has helped them restore their water system, and we certainly appreciate everyone in our fabrication and shipping departments for contributing to the success of the project.”

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 is the DCA?

Founded in 1961, DCA serves as a link between its members and government agencies, organized labor, and other industry organizations. The association tracks governmental issues affecting distribution contractors, and keeps members informed of the latest developments on the industry’s regulatory and legislative fronts with monthly and on-line newsletters and updates.

Miller possesses resources to address industry issues

A pipeline explosion in Allentown, Pennsylvania earlier this month left five people dead, two homes entirely leveled and an additional 55 buildings damaged. Miller crews were onsite the morning following the explosion and have been putting in long hours ever since.

“Everyone is on the scene including Pipeline Safety, DOT, OSHA, the Governor and the press,” said Paul Hasenzahl, superintendent. “Our crews remain focused on the work that needs to be done.” Miller is busy performing service terminations and renewals, bell joint encapsulations, purging and investigating all leak calls. Our vacuum excavation services are being used to expose the broken main as officials don’t want to chance further damaging the main with a backhoe bucket.

“Transporting natural gas by pipeline is the safest way to move that energy,” says Carl Weimer, executive director of the Pipeline Safety Trust, an advocacy group in Bellingham, Wash.

“Still, every nine or 10 days on average someone ends up dead or in the hospital from these pipelines. More needs to be done for safety,” he says.

The blast comes in the wake of the worst natural gas pipeline catastrophe in a decade -- an explosion and fire in San Bruno, Calif., on Sept. 9 that killed eight people and destroyed 38 homes.

The string of natural gas explosions since the San Bruno accident include:

Fairport, Ohio. Nine buildings were destroyed and others damaged in this small town on Lake Erie near Cleveland when a natural gas line malfunctioned Jan. 24 and filled homes with gas. Residents were evacuated and survived.

Philadelphia. A gas line blast killed a worker for the city-owned gas company, injured six and flattened cars and buildings Jan. 18.

Wayne, Mich. Two furniture store employees were killed and the owner seriously injured Dec. 29 in the Detroit suburb when the gas line apparently exploded.

The biggest cause of accidents is excavations that disturb gas lines, although ice, corrosion and faulty equipment also cause problems, according to the Transportation Department, which regulates pipelines.



Miller crews responded the morning after the Allentown explosion to assist with the aftermath

The challenge of ensuring pipeline safety is compounded by the sheer enormity of the nation’s natural gas network. The Pipeline and Hazardous Materials Safety Administration says the U.S. has more than 2 million miles of pipelines — enough to circle the earth about 100 times.

Potential safety threats have grown as the pipeline network has expanded and age takes its toll on existing infrastructure. More than 60 percent of the nation’s gas transmission lines are 40 years old or older. Most of them are made of steel, with older varieties prone to corrosion. The more problematic pipes are made of cast-iron.

The Pipeline Safety Act of 2002, passed after the terrorist attacks of Sept. 11, 2001, was the first effort in years to improve pipeline safety. “It added on-site inspections for the first time,” Weimer says. “Standards were improved in 2006 and Congress could tighten rules again this year when the law is considered for renewal,” Weimer says.

The services we provide our customers are specialized and not without risk. That’s why OQ training, safety and quality are of upmost importance. Our customers are dealing with a lot of issues and we are here to help with the expertise and quality people necessary to handle post accident situations.

* Source: USA Today, February 2011

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	0.78	0.00	0.00	3.92	1
GOAL TRACKING	Ahead by 2.22	Ahead by 0.75	Ahead by 22.50	Behind by 0.92	

INSIDE THE NUMBERS: We only had one (1) “Recordable Injury” in January, but it was a severe knee injury that may require surgery and involve lost time. While we have definitely had much worse months than this, it’s still not the start to a new year that we were hoping for. In addition, we had five (5) “Preventable Vehicle Accidents” and one (1) of them was a “Reportable Accident” which is shown to our customers. Overall, we have some room for improvement.