



Miller Pipeline

**great people
delivering
customer-focused,
quality-driven,
utility solutions**

Our Mission

- Quality construction, maintenance, rehabilitation services and products to utility, municipal, communication and industrial customers throughout North America;
- A high standard of excellence;
- Total customer satisfaction through value, innovation, reliability, dedicated service and financial strength;
- A fair return to our stockholders; and
- A safe, secure, growing environment for the benefit of our employees and community.

Miller Pipeline

experience. hard work. integrity.



Since 1953 Miller Pipeline has been leading the pipeline industry with experience and an admirable list of core capabilities and customer-centered solutions. Miller is headquartered in Indianapolis, Indiana, and has offices throughout the country to provide a local resource for our customers.

We currently maintain more than 400 crews of skilled, professional employees, many of whom have been with the company their entire careers.

As a recognized leader in the industry, much of our success and longevity can be attributed to the quality of work we provide our customers and the professional and stable leadership at all levels within the company. The values and principles of a family-run business on which the company was originally founded, remain today as a cornerstone of our commitment to quality and value-added service.

Our commitment to innovative thinking, technical expertise, and dedication to excellent customer service has led us to be regarded as a premier and well-respected national contractor among clients and competitors alike.

Our ongoing focus on research and process improvements, and our reinvestment into the latest high-tech equipment allow us to ensure our customers receive the most cost-effective and value-added products and services available in a safe and efficient manner. Last but not least, we have never taken our employees for granted. We know they are the backbone of our existence.

services

no job is too big or too small.

Gas

- Distribution
- Main and service installations
- New, replacement and rehab
- Directional drilling
- Cathodic protection
- Distribution stations/fabrication
- Vacuum excavation
- External and internal joint repair
- Joint repair product sales
- Transmission
- Extensions
- Relocation
- PE pipe expertise

Transmission

- Pipeline construction
- Replacement and relocation
- Integrity management
- Station and terminal work
- Cathodic protection

Wastewater

- Internal lining systems
- Pipe bursting
- CCTV
- Point repairs
- Manhole rehab products
- Internal joint sealing

Water

- Mainline and service installation
- New/Rehab
- Directional drilling
- HDPE pipe expertise
- Internal joint sealing

Vacuum Excavation

- Gas line rehab
- External joint sealing
- Utility verification/daylighting
- Cathodic protection
- Anodes/Test Stations/Fault Finding
- Service renewals and terminations

Telecommunications

- Trenching
- Directional drilling
- Manhole installation
- Fiber optic installation
- Verification and daylighting

Nuclear

- Internal joint sealing
- Internal lining installations
- Pipe assessment services
- Certified coating applications
- Corrosion prevention and maintenance
- UT testing
- Video inspections



Whether it's highly congested urban areas or backwoods rural environments, we bring time-tested skills and a high standard of excellence to every job.



Qualifications

Safety, compliance and training specialists, located at each of our regional offices, educate and evaluate our employees to ensure they meet or exceed industry standard OQ requirements.

Miller Pipeline meets the requirements of the Federal D.O.T. Operator Qualification Regulation by evaluating and qualifying our workforce to the protocols and methodologies of OQ solution providers such as Veriforce, NCCER (National Center for Construction Education and Research), I.T.S. (Industrial Training Services) and MEA's Q41 Consortium (Midwest Energy Association).

Additionally, we maintain a favorable audit status as one of the few National Accredited Assessment Centers under NCCER.

Safety

In our business, safety means everything. That's why at Miller Pipeline, it's also our first priority. We take steps to protect not only our employees, but also the customers and the communities we serve. Beyond strictly adhering to federal and state regulations, our safety program also incorporates extensive review and training, job site monitoring and positive recognition of our employees for their safe performance and input.

Partnerships

Our Performance Contract Partnership option is a business relationship model that offers mutual benefits. Through these strategic partnerships, Miller Pipeline and our customers openly share information and responsibility. By achieving identified performance targets, we are both rewarded with the most efficient utilization of crews, increased productivity and significant cost reduction.



commitment

what it takes to satisfy our customers

Customer Focus

Our capabilities enable us to partner with our customers from concept to completion. From providing a 24-hour customer service hotline to exceptional cleanup and site restoration, we take great pride in meeting customer needs and exceeding expectations every step of the way. Throughout our history, Miller Pipeline has experienced much success in customer satisfaction and, perhaps not surprisingly, customer retention. Our customers recognize the inherent value in doing business with a company that is focused on their needs, not just the bottom line.



Technology

We manage our information systems to increase internal efficiencies as well as provide external links and services to our customers. Access to our Operator Qualification (OQ) and Department of Transportation (DOT) records are available through our web site. Customers can also review productivity information and opt for electronic invoicing.



Experienced Management

From our executives to our field supervisors, Miller Pipeline brings a wealth of knowledge and experience to every project. Our management team is accessible and dedicated to finding the best solutions to meet customer needs.



Technical Support

Our broad knowledge and experience with pipeline repair and replacement techniques enable us to evaluate projects and make recommendations which often result in alternative cost-saving solutions. Miller Pipeline technical support personnel work closely with customer representatives to achieve the most desirable results possible.

Environmental Stewardship

Miller Pipeline embraces the responsibility to protect environmental quality for our business partners and the communities we serve. In the field, rigorous restoration procedures ensure minimal environmental impact and return affected sites to pre-construction conditions or better. Furthermore, our aggressive fleet maintenance and replacement schedules reduce pollution and emissions.



Industry Involvement

As a leader in our field, Miller Pipeline plays an active role in several industry associations. Our representatives also lobby to improve regulatory actions, legislative initiatives and labor relations as well as formulate labor agreements.

people

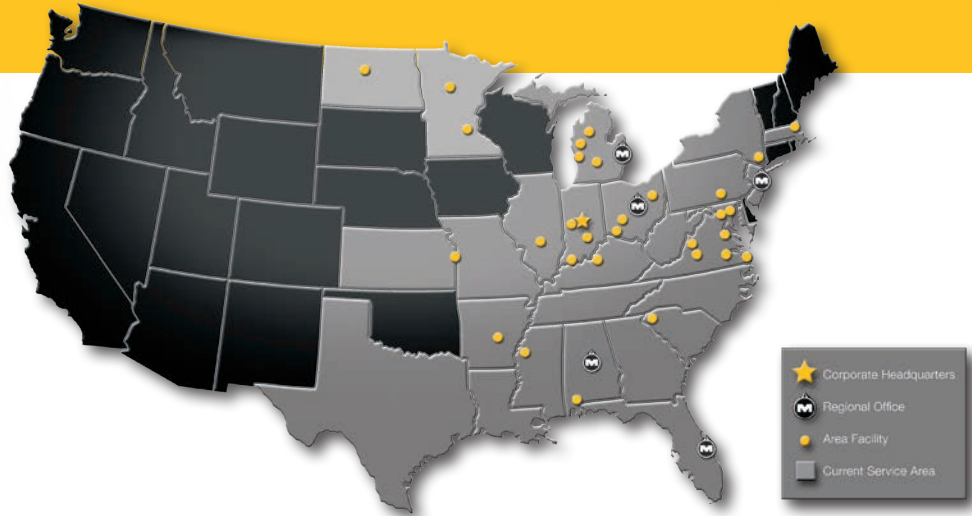
our most valuable asset



Miller Pipeline was founded in 1953 by Don W. Miller. Known as a hardworking, ethical man, Don understood early on that treating customers with honesty and integrity would lead to success in the contracting business. His philosophy of “do the right thing” on each and every job, and in each and every situation has carried through the years and throughout the company. Leading by example created an impressive corporate culture that exists today. Our employees are

good people who take pride in their company and ownership in their work. They appreciate the open-door policies of management where concerns are listened to and dealt with fairly and in a timely manner. They enjoy being treated like family where safety is such a primary concern. And, Miller Pipeline employees know their jobs inside and out, committed to delivering on our longstanding promise of quality work and our unique brand of outstanding customer service.

Miller Pipeline is one of the nation's premier natural gas distribution, transmission pipeline and utility contractors. We provide a comprehensive range of pipeline contracting and rehabilitation services for natural gas, liquids, water and wastewater pipelines. Specialty products and services for the industrial and telecommunication industries are also offered. With our corporate headquarters in Indianapolis, Indiana, and area facilities throughout the country, our steadily expanding geographic footprint enables us to ensure the availability of local resources and expertise to support your project. Our representatives will be glad to discuss your pipeline needs. For further information, or to arrange an on-site inspection, please contact us.



Corporate Headquarters

P.O. Box 34141
8850 Crawfordsville Road
Indianapolis, IN 46234
Toll-Free: 800-428-3742
Tel: 317-293-0278
Fax: 317-293-8502

Regional Offices

Ohio Operation
4990 Scioto Darby Road
Hilliard, OH 43026
Tel: 614-777-8377
Fax: 614-771-5651

New Jersey Operation
378 Whitehead Avenue
South River, NJ 08882
Toll-Free: 800-524-1002
Tel: 732-238-2151
Fax: 732-238-2265

Michigan Operation
6318 Lapeer Road
Clyde, MI 48049
Tel: 810-985-5204
Fax: 810-985-5209

Alabama Operation
3611 Industrial Parkway
Birmingham, AL 35217
Tel: 205-849-5331
Fax: 205-849-5311

Florida Operation
727 Cheston Street
New Smyrna Beach, FL 32168
Toll-Free: 866-423-6621
Tel: 386-423-6621
Fax: 386-423-6627



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millerpipeline.com