

To the Village of Hanover,

At Miller Pipeline, our Core Values of Safety, Quality, Reputation, and Commitment guide every aspect of how we operate. These values shape not only how we work internally as a company, but also how we serve our clients and support the communities where we perform work every day.

Throughout the Hanover Waterline Project, our team has remained focused on delivering critical infrastructure improvements while working to minimize disruption to residents, businesses, and travelers throughout the area. As with many large-scale infrastructure projects, evolving field conditions and unforeseen construction challenges have required ongoing adjustments to installation methods, scheduling, and restoration activities.

As construction has progressed, we understand there have been concerns regarding roadway conditions, dust control, traffic impacts, and temporary restoration efforts in certain areas of the project. We recognize the importance of maintaining safe and accessible conditions for the community during active construction and continue to evaluate opportunities to improve the overall experience for residents and motorists while work is ongoing.

In response, Miller Pipeline has implemented enhanced temporary restoration efforts throughout portions of the project corridor. This includes mobilizing additional restoration resources and utilizing upgraded temporary surface restoration methods, including flowable fill base material and temporary asphalt, to provide more stable and reliable driving surfaces as final restoration activities continue.

We also want to address the use of Horizontal Directional Drilling (HDD) on the project. HDD remains a preferred installation method whenever feasible because it helps reduce surface disruption and community impacts. However, varying and unpredictable subsurface conditions encountered throughout portions of the project have required the construction team to continually evaluate and adapt installation methods to maintain project progress, safety, and system integrity.

To support these efforts, Miller Pipeline has committed additional personnel and specialized resources to the Hanover Waterline Project, including:

- Additional open trench specialists from Wisconsin to support waterline installation activities
- Additional restoration crews from Northern Ohio to accelerate roadway and surface restoration efforts
- Additional HDD crews and support resources from West Virginia to maximize HDD opportunities where conditions allow
- Consultation and operational support from experienced HDD crews in Florida and Minnesota with expertise in sandy and unstable soil environments

Miller Pipeline remains committed to working collaboratively with the Village of Hanover, project stakeholders, and the community throughout the remainder of this project. Our focus continues to be on improving communication, addressing challenges proactively, and delivering infrastructure improvements that will serve the residents of Hanover for years to come, in the best-in-class way we do business.

Thank you,

Mike Seifert
Construction Manager

Lukas Phillips
Superintendent

Jacob Bulter
General Foreman

Colt Schaeffer
Foreman