

**For more information contact:**

Doug Sheridan

713-529-9450

doug.sheridan@epresearch.com

### **ENERGYPOINT RESEARCH RELEASES NEW SURVEY MEASURING CUSTOMER SATISFACTION IN THE OIL PATCH**

#### **Providers Large and Small Make Their Mark in Inaugural 2005 Equipment & Materials Survey**

HOUSTON, May 2005 – When it comes to satisfying customers in the oilfield equipment sector, some of the best performers are not necessarily the largest or most well known, according to newly released results from EnergyPoint Research, Inc.'s 2005 Wellsite / Drilling Equipment & Materials Survey.

This report is the first of EnergyPoint Research's *MarketPartners*® Update series that is published as a snapshot review of results from ongoing independent oilfield surveys to supplement and complement the company's comprehensive biennial reports.

The second quarter report reflects ratings from EnergyPoint surveys completed between April and June and indicates ratings of both oilfield products and services continue to fall from the low levels registered in 2007 and 2006.

"However, the rate of the decline does appear to lessening, suggesting the possibility of a ratings bottom in coming quarters," said Doug Sheridan, founder and managing director of EnergyPoint Research.

"Geographically, ratings in international markets showed greater levels of weakness, while U.S. & Canadian markets showed signs of stabilization, at least for now."

As cited in the survey, Sheridan said suppliers need to address customer frustrations with what they see as an absence of the requisite tenets for successful supplier-client relationships. "Today's customers spend hundreds of billions annually with suppliers, yet all too often the suppliers' energies are focused on their own internal priorities rather than on the needs of clients," he said.

***About EnergyPoint Research, Inc.***

EnergyPoint Research provides independent research regarding the oil and gas industry's satisfaction with the products and services it purchases and utilizes. Founded in 2003, the company offers oil and gas industry professionals and their employers opportunities to provide confidential feedback in important areas to oilfield product and service providers through objective and independent evaluation processes. For more information regarding EnergyPoint Research, visit its website at [www.energypointresearch.com](http://www.energypointresearch.com).

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