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### **ENERGYPOINT RESEARCH ANNOUNCES FIRST-EVER NATURAL GAS MIDSTREAM CUSTOMER SATISFACTION SURVEY RESULTS**

#### **MarkWest and Copano Outrank Larger Peers**

HOUSTON (April 2006) – EnergyPoint Research recently published results from its customer satisfaction survey covering domestic natural gas midstream service providers. Known for its benchmark surveys of oilfield product and service providers, this is EnergyPoint’s inaugural survey covering providers of natural gas gathering, processing, and NGL-related services. In a sector most often thought to be dominated by large integrated players, small regional providers exhibited strong performance as MarkWest and Copano Energy captured the top two spots in the survey.

Results from the survey were culled from more than 790 evaluations completed by 188 respondents at 175 natural gas producers from April 2005 through March 2006. The overall ratings varied widely with top-rated suppliers enjoying strong ratings, while companies ranking at the bottom suffered some of the lowest scores recorded in any EnergyPoint survey.

“Although the midstream is a highly developed sector in many ways, certain complexities of the business, as well as its past history as a function traditionally residing within E&P companies, tends to cause customers to rate midstream providers relatively low compared to other types of industry suppliers,” says Sheridan. “This year’s survey results should prove to be a vital tool for midstream suppliers looking to better understand and serve the needs of its customer base.”

The survey’s top-rated provider was Englewood, Colorado-based MarkWest, which scored well across a range of service categories. The company ranked first in gathering and processing as well as among companies operating in the Arkansas-Louisiana-Texas area. Meanwhile, Houston-based Copano Energy achieved especially strong marks for its back office functions, while coming in as runner up behind MarkWest in the key category of gathering and processing.

The survey was underwritten and conducted independently by EnergyPoint Research with the goal of providing impartial information as to which providers are succeeding at satisfying customers. “EnergyPoint's driving goal is to offer the industry a standard for measuring customer satisfaction across sectors, categories and regions,” says Sheridan. “We feel the Midstream Survey will be a valuable addition to our growing suite of surveys.”

*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 ratings and 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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