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### **ENERGYPOINT RESEARCH RELEASES THIRD QUARTER 2008 TRENDS**

#### **Reveals Integrated Service Providers Struggling with Customer Satisfaction**

HOUSTON (October 15, 2008) – In its third quarter 2008 MarketPartners® Update issued this week, EnergyPoint Research revealed a continued downward trend in customer satisfaction ratings through its ongoing independent monitoring of customer satisfaction in the oil and gas industry.

EnergyPoint Research, Inc., an independent market research company that measures customer satisfaction in the oil and gas industry, focused its quarterly report on the service, professionalism and overall customer satisfaction of the industry's three largest integrated service providers – Baker Hughes, Halliburton and Schlumberger.

“Today's global oilfield service suppliers fall short in generating any real enthusiasm from their clientele toward their products and services,” said Doug Sheridan, founder and managing director of EnergyPoint Research. “Our data suggests these suppliers continue to struggle to understand the ingredients needed to engender customer devotion during periods of very high activity.”

Sheridan stated that global oilfield suppliers tend to focus more on technological prowess and geographic reach, and less on flexibility, responsiveness and accountability to their customers.

EnergyPoint's surveys compile the comprehensive opinions and perceptions of purchasing decision-makers and influencers concerning the selection of major oilfield product and service suppliers. Ratings and performance is measured by the ability of these suppliers to meet customer needs over time.

EnergyPoint Research's third quarter customer satisfaction survey results show that Baker Hughes' scores have deteriorated significantly as the company has embarked on a strategy to broaden its capabilities and global reach over the last couple of years. Additionally, only 48.7 percent of survey evaluators indicated they were highly likely to reuse its services in the next 24 months.

Conversely, Halliburton has effectively maintained its service and professionalism ratings over the last several years and scored a 66.7 percent in terms of respondent's intentions to reuse its services in the next year. Schlumberger, which has historically registered lower customer satisfaction ratings, nevertheless registered 64.1 percent of evaluators as stating they would likely reuse its services in the next 12 months.

"While we note that differences in contractual obligations and supplier size could have influenced the results of the intention to reuse to some degree, we doubt these factors explains the entirety of the gaps," said Sheridan.

*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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