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**MARKWEST ENERGY, WILLIAMS AND SUNOCO LOGISTICS  
POST PEER-LEADING CUSTOMER SATISFACTION RATINGS  
IN ENERGYPOINT RESEARCH'S 2013 MIDSTREAM SERVICES STUDY**

***Survey Respondents Indicate Providers of Midstream Natural Gas and NGL Services  
Competing Effectively in Crude-related Categories and Regions***

HOUSTON (May 15, 2013) – Today EnergyPoint Research announces that MarkWest Energy, Williams and Sunoco Logistics captured the top three rankings, respectively, in the EnergyPoint Research's 2013 Midstream Services Customer Satisfaction Survey. The biennial survey is the leading independently conducted benchmark study focusing on the oil and gas industry's satisfaction with midstream service providers.

Overall, first place in the survey was again won by MarkWest Energy, which also took the top honors in EnergyPoint's last midstream survey conducted in 2011. The Denver-based company's strong showing was led by first-place rankings in several key categories, including onshore gas gathering, project development and operations. The company also took top honors in both the fast-growing Appalachian Basin / Marcellus and Ark-La-Tex regions.

Doug Sheridan, managing director of EnergyPoint Research, commented: "Midstream services within the domestic U.S. remains one of the most dynamic and hotly contested segments within the oil and gas industry. MarkWest Energy's commitment to quality and customer service, exemplified by this year's survey results, continues to resonate with customers, who are progressively looking for more reliable operations and deeper project-development capabilities from midstream service suppliers."

Midstream Services is one of five major oil- and gas-supply segments rated as part of EnergyPoint Research's industry-wide benchmark studies. This year's survey consisted of over 800 in-depth evaluations by qualified professionals at more than 200 customers of domestic oil and gas midstream service providers. The survey succeeds a similar midstream study conducted and published by EnergyPoint Research in 2011, as well as other biennial surveys dating back to 2006.

Runner-up Williams, which rated third overall in EnergyPoint Research's 2011 survey, saw its ranking boosted in part by a first-place ranking in the area of systems and administration. The company also posted strong marks in personnel and corporate capabilities. Sunoco Logistics, a newcomer to the survey this year, rounded out the survey's top three overall and captured the number one ranking in onshore crude gathering and in the Mid-continent region. Other providers placing first in at least one category in the survey include:

- CenterPoint Energy Field Services in gas compression;
- DCP Midstream in gas processing and treating;
- Eagle Rock Energy in gas and NGL purchasing;
- Energy Transfer in the Texas Intrastate region;
- Enterprise Products in NGL fractionation, offshore crude gathering and transportation, the Onshore Gulf Coast, and the Gulf of Mexico;
- Kinder Morgan in gas transportation;
- ONEOK in gas storage and the U.S. Rockies;
- Plains All American in crude storage and terminaling, and crude transportation;
- Targa Resources in NGL transportation and storage and in the Permian Basin region.

Other midstream service providers rated in the survey, listed alphabetically, include Anadarko Midstream / WGP, Atlas Pipeline, Buckeye Partners, Crosstex, Enbridge, Enogex and Regency Energy Partners.

For the first time, this year's survey included ratings for oil-related categories such as crude transportation and storage & terminaling. "Sustained price signals in oil markets, along with successful transference of horizontal drilling and shale-related completion techniques, have resulted in significant activity in crude-producing regions of the U.S.," said Sheridan. "Many midstream suppliers who previously specialized only in natural gas- and NGL-related services have, in some cases out of necessity, transitioned well to providing crude-related services as well."

A total of 19 major domestic U.S. midstream service suppliers received the minimum number of evaluations needed to be included in the survey's final rankings. Suppliers were evaluated in various areas, including total satisfaction, pricing and contract terms, operations, project development, service and professionalism, personnel, systems and administration, and corporate capabilities. They were also evaluated across multiple natural gas and crude oil service segments and producing regions.

For categories and suppliers in which ratings existed, 2011 ratings were included in the final 2013 category-winner calculations at lesser weightings. In no case were these historical ratings assigned a weighting of more than 20 percent for the purposes of calculating 2013 final category winners.

Visit EnergyPoint Research's web site at [www.energypointresearch.com](http://www.energypointresearch.com), or contact the firm at [info@epresearch](mailto:info@epresearch) or +1.713.529.9450, for more information concerning the survey and EnergyPoint Research's suite of detailed research products and services related to the survey.

**About EnergyPoint Research, Inc.**

Headquartered in Houston, Texas, EnergyPoint Research is a market research and information services firm focused exclusively on the oilfield supply sector. Founded in 2003, the firm is the leading publisher of comprehensive and independent customer satisfaction surveys for the global oilfield. The firm's customer satisfaction ratings and rankings, along with its Seal of Excellence, are recognized standards throughout the oil and gas industry. For more information concerning EnergyPoint Research, its surveys, promotional seal licensing program, or research subscription services, visit the company's website at [www.energypointresearch.com](http://www.energypointresearch.com) or contact the firm at [info@epresearch.com](mailto:info@epresearch.com) or +1.713.529.9450.

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