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**CUSTOMER SATISFACTION DECLINES WHEN INDUSTRY PROSPERS
CITES ENERGOPPOINT RESEARCH SURVEY**

Oilfield Suppliers' Ratings Dip Lowest in Mid 2008

HOUSTON (February 2009) – The last several years of prosperity for the oil and gas industry took its toll on customer satisfaction ratings, according to a special report just released by EnergyPoint Research. Since EnergyPoint began tracking customer satisfaction in the upstream oil and gas industry in 2004, its surveys registered the lowest scores in mid 2008 across multiple drivers of overall satisfaction and customer loyalty.

EnergyPoint Research is an independent market research company based in Houston that conducts surveys on an ongoing basis that measure the comprehensive opinions and perceptions of decision-makers and influencers that impact the selection of major oilfield products and services. Customers regularly respond to EnergyPoint's online surveys and provide evaluations of oilfield suppliers in different categories of the industry. Managing Director Doug Sheridan said the tracking of customer satisfaction is an important indicator for an industry that spends hundreds of billions annually on purchases of products and services.

Based on findings from thousands of customer evaluations of oilfield suppliers since 2004, EnergyPoint's independently developed ratings show a steady downslide in customer satisfaction when compared to the rise of the Oil Service Index (OSX), a closely followed measure for tracking the stock prices of publicly traded oilfield equipment and service suppliers.

“Ironically, but not surprisingly, this low point in customer satisfaction comes at a time when the Oil Service Index reached its historic peak,” said Sheridan. “No doubt the industry was pressured, but the respondents to our survey nonetheless cited a failure to remain flexible and responsive to meeting customers’ needs. Accordingly, they may remember this underperformance for some time.”

Service suppliers struggled the most in their ability to apply lessons learned, with additional erosion cited in the maintenance, condition and quality of field equipment. The four service-side companies with the weakest levels of customer satisfaction for the period were Basic Energy Services, Expro International, Nabors Industries and Patterson-UTI.

“What makes the ratings decline in these attributes so significant is that they are all drivers of overall satisfaction and customer loyalty,” said Sheridan. “The largest declines in the last several years have occurred in areas that mean the most to oilfield suppliers.”

On the oilfield equipment side of the industry, the largest declines in satisfaction were related to delivery and quality control. Complaints from survey respondents included over-promising on delivery schedules and producing equipment that did not meet or failed to perform at expectations. Heading the list of equipment makers that received lower scores in these areas were Aker Solution, Hydril, National Oilwell Varco, Tesco and VetcoGray.

In some good news for the industry, Sheridan cites only mild deterioration in customer satisfaction in the all-important area of health, safety and environmental.

Sheridan said that while some decline in customer satisfaction can be expected during times of rapid and extended growth, it is both the severity and the depth of declines registered from 2004-2008 that is so striking.

The report’s findings are based on more than 8,000 customer evaluations of suppliers of oilfield suppliers distributed industry-wide via EnergyPoint’s recently launched Online Portal. For a copy of the *MarketPartners*® Special Report on Customer Satisfaction during the Industry’s Up Cycle, or more information concerning the company’s surveys or data, visit the company’s web site at www.energypointresearch.com.

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 and its surveys and data, visit its website at www.energypointresearch.com.

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