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**WELL-COMPLETION PRODUCT AND SERVICE SUPPLIERS FINISH HIGH
IN INDEPENDENT CUSTOMER SATISFACTION SURVEY**

Lufkin Industries Leads Category Ratings

HOUSTON (December 1, 2009) – Well-completion products and services receive high marks in customer satisfaction, with the category outperforming many other industry segments since 2006, according to EnergyPoint Research’s third-quarter survey on customer satisfaction in the oil and gas industry.

EnergyPoint is an independent research company that conducts surveys throughout the year to measure the comprehensive opinions and perceptions of purchasing decision-makers and influencers concerning their satisfaction with major oilfield products and services.

“The industry has witnessed significant advancement in well-completion technologies and processes, and customers are responding favorably,” says Doug Sheridan, managing director of EnergyPoint. “In a theme we’ve seen before, the results also suggest customers tend to be more pleased with suppliers that specialize in specific segments within the category. Consequently, we find certain smaller companies consistently receive higher marks than some of the more integrated players.”

According to the survey data, the highest customer satisfaction ratings were awarded to companies involved in casing and tubing installation, followed by packers and artificial lift. The lowest customer satisfaction ratings in the category were marked in hydraulic fracturing and sand control, although Sheridan notes that these ratings are still respectable.

“We are observing that customers still desire greater performance and consistency across product and service lines,” says Sheridan. “The preference in the category of well-completions is for products and services that are fit-for-purpose and compatible-by-design. Additionally, industry suppliers should understand that purchasers want greater access to technical resources and support than they seem to be receiving currently.”

The companies currently rating highest in customer satisfaction in the category are Texas-based Lufkin Industries and the Frank's companies. Integrated players garnering more modest, but nonetheless consistent, results include Baker Hughes, Halliburton, Schlumberger and Weatherford.

A copy of EnergyPoint Research's 3rd Quarter *MarketPartners*® Report is available online at www.energypointresearch.com. The report is based on more than 10,000 customer evaluations of suppliers of oilfield products and services, including more than 2,500 evaluations in the category of well completions, via EnergyPoint's 2004 - 09 independent 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 firm offers oil and gas industry professionals and their employers opportunities to provide confidential ratings and feedback in important areas to oilfield product and service suppliers through objective and independent evaluation processes. For more information regarding EnergyPoint Research and its surveys and data, visit the company's website at www.energypointresearch.com or contact the company at info@epresearch.com.

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