

For more information contact:

Judi Martin, jm group
713-299-5619
jmartin@jmghouston.com

**STUDY SHOWS CUSTOMER SATISFACTION DESPARITIES
IN DRILLING-RELATED SERVICES**

Drilling Fluids Providers Enjoy Strong Marks

HOUSTON (August 17, 2010) – According to EnergyPoint Research’s third-quarter report on customer satisfaction in the oil and gas industry, suppliers with limited exposure to directional drilling and measurement-while-drilling (MWD) segments tend to rate higher with customers for drilling-related services than those with greater levels of such exposure. M-I SWACO and BJ Services rated particularly well in the survey.

EnergyPoint Research is an independent research firm based in Houston, Texas that conducts surveys throughout the year to measure the comprehensive opinions and perceptions of purchasers, decision-makers and influencers concerning their satisfaction with suppliers of oilfield products and services to the industry.

“Considerable attention has traditionally been given to the role drilling contractors play in executing today’s wells. Yet, there exist other drilling-related services that play equally impactful roles,” commented Doug Sheridan, Managing Director of EnergyPoint. “Interestingly, we find significant ratings disparities across various drilling-related service categories. Lower ratings for directional drilling and measurement-while-drilling, which have undergone rapid growth in this latest cycle, stand out as noteworthy findings.”

According to the report, lower ratings for directional drilling and measurement-while-drilling can, at least in part, be explained by the fact that both categories have undergone relatively rapid uptake as of late, impacting suppliers’ ability to provide stronger levels of service. In addition, directional drilling and measurement-while-drilling are drill-string related services, which typically require greater interaction and coordination with third-parties and other external factors.

Sheridan added, “From a high-level perspective, survey results indicate drilling-related services as a whole are generally well-regarded by customers. In fact, since 2004, the category’s customer satisfaction scores have outperformed those of both contract drillers and EnergyPoint’s broader index of oilfield products and services.”

The companies currently rating highest in customer satisfaction in the five separate drilling-related service categories tracked in EnergyPoint’s surveys are:

- Drilling Fluids – M-I SWACO
- Fishing – Smith International
- Cementing – BJ Services
- Directional Drilling – Smith International
- Measurement-While-Drilling (MWD) – Schlumberger

A copy of the EnergyPoint Research 3rd Quarter 2010 *MarketPartners*® Report is available online at www.energypointresearch.com. The report is based on more than 12,000 customer evaluations of suppliers of oilfield products and services via EnergyPoint’s 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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