

**2005
CUSTOMER
SATISFACTION
SURVEY**

**WELLSITE / DRILLING
EQUIPMENT & MATERIALS**

MarketPartners[®]
Report

2005 CUSTOMER SATISFACTION SURVEY

WELLSITE / DRILLING EQUIPMENT & MATERIALS

SURVEY DESCRIPTION

This report summarizes results from one of the most unique customer satisfaction surveys on manufacturers of wellsite / drilling equipment and materials ever conducted. It is based on opinions collected through 1,295 evaluations completed from October 2004 through March 2005 by 229 respondents at 107 exploration and production (E&P) companies, drilling contractors and upstream consultants worldwide. All respondents indicated having "significant experience" in selecting or utilizing wellsite / drilling equipment and materials. A total of 28 companies received the minimum number of evaluations required to be included in this report.

PRODUCT CATEGORIES

For purposes of the survey, a company is considered a wellsite / drilling equipment and materials provider if it manufactures and sells products in any of the survey's eleven product categories. These categories, which are further defined on page 6, include:

- Drill Bits
- Downhole & Directional Drilling Equipment
- Drilling Materials
- Rig & Drilling Equipment
- Fluids & Chemicals
- Completion Equipment & Materials
- Oil Country Tubular Goods (OCTG)
- Wellheads & Trees
- Production Equipment
- Artificial Lift Equipment
- Offshore & Subsea Equipment

AREAS OF EVALUATION

Survey respondents rated companies on an overall basis as manufacturers of wellsite / drilling equipment and materials as well as by product category, region of use, well type and application (see page 3 for additional details regarding survey content). Companies were also rated on each of the following product and manufacturer attributes:

- Pricing
- Performance & Reliability
- Engineering & Design
- Availability & Delivery
- Quality of Personnel
- Post-sale Support
- Corporate Capabilities

SATISFACTION SCORES

All satisfaction scores in this report, unless otherwise noted, are derived from 1-to-10 point rating scales used in the survey, with 1 indicating respondents are "Very Dissatisfied" and 10 indicating they are "Very Satisfied." After the data were reviewed, cleansed and sorted by EnergyPoint Research, ratings were totaled and rescaled such that the top-rated company in a category received a score of 100 and all other companies received their percentage of the top score.

PRODUCT ATTRIBUTE RATINGS

The letter rating applied to each product and manufacturer attribute on page 5 corresponds to the quartile into which the company falls versus its listed peers for that particular attribute. An "A" indicates the company ranked in the top quartile for that attribute, while a "D" indicates the company placed in the bottom quartile. Each attribute rating is based on results from at least three underlying attribute-related questions. See item 7 on page 3 for specific attribute-related questions.

PURPOSE & SCOPE

This report is intended to provide readers with independently gathered information regarding customers' satisfaction with the wellsite / drilling equipment and materials they purchase and utilize. The scores and ratings contained in this report reflect only the expressed opinions of persons who chose to complete the survey. Nothing contained in this report should be construed to constitute any kind of recommendation on the part of EnergyPoint Research or survey participants.

BEHIND THE RESULTS

MANUFACTURERS & RESPONDENTS

Respondents chose from an overall list of 73 companies identified by industry participants and EnergyPoint Research as major well-site / drilling equipment and materials manufacturers and selected others not included in the list through a “write-in” feature of the survey. Based upon information provided by respondents and gathered by EnergyPoint, a breakdown of the resulting pool of evaluations is provided below.

<u>Respondent Type</u>	<u>No. of Evaluations</u>	<u>% of Evaluations</u>
Supermajor	302	23.3%
Major	246	19.0%
Large Independent	91	7.0%
Independent	144	11.1%
Small Independent	84	6.5%
National Oil Company (NOC)	96	7.4%
Drilling Contractor	253	19.5%
Upstream Consultant	73	5.6%
Other	6	0.6%
 <u>Role in Selection of Products</u>		
Primary Decision-maker	594	45.9%
Contributor to Process	593	45.8%
User of Products Only	108	8.3%
 <u>Years of Upstream Experience</u>		
0 – 4	68	5.4%
5 – 9	112	8.6%
10 – 19	288	22.2%
20 – 29	551	42.5%
30 +	276	21.3%
 <u>Headquarters of Respondent’s Company</u>		
U.S. & Canada	878	67.8%
Outside of U.S. & Canada	417	32.2%
TOTAL	1,295¹	100.0%

SAMPLE SIZES

Results for companies that received 12 or more evaluations in the area of overall satisfaction as manufacturers of well-site / drilling equipment and materials are included in this report. This minimum, and the corresponding minimum of seven evaluations (except where otherwise noted) for product category, customer type, region of use, well type, and application was set in an effort to help reduce uncertainty in scores and rankings due to sampling error. EnergyPoint does not maintain that the survey or this report includes all companies that could be viewed as major manufacturers of well-site / drilling equipment and materials. Inclusion in or exclusion from the survey or this report is not intended to reflect a company’s market share or prominence in any category of oilfield products or services.

DESIGN & DEVELOPMENT

The survey was designed, managed and funded on an independent basis by EnergyPoint Research to facilitate the collection of customers’ opinions regarding well-site / drilling equipment and materials manufacturers. EnergyPoint was not hired to perform the survey or publish this report by any provider or purchaser of oilfield products or services. In developing the survey, EnergyPoint worked with industry professionals to develop questions focused on the attributes believed to impact customers’ satisfaction with well-site / drilling equipment and materials. To help facilitate both participation and confidentiality, the survey was conducted primarily through a secure, state-of-the-art web-based platform.²

¹A total of 1,092 evaluations were completed on the 28 manufacturers included in this report. ²Approximately 5% of evaluations were completed via mail or phone.

SURVEY CONTENT

Below is a **summary outline** of the survey upon which the results in this report are based.

1. Confirm your **name, company, title, job function** and **years of upstream experience**.
2. Indicate your **role in the selection of wellsite / drilling equipment and materials** within your company (Primary Decision-maker, Contributor to Process, User of Products Only, or Other).
3. Indicate the **type of company** for which you work (Supermajor, Major, Large Independent, Independent, Small Independent, National Oil Company, Drilling Contractor, Upstream Consultant, or Other).
4. Indicate where your company is **headquartered**.
5. On a 1-to-10 scale, where 1 = "Least Important" and 10 = "Most Important," indicate the **level of importance** you assign to each of the following when selecting or evaluating wellsite / drilling equipment and materials manufacturers: Product Pricing, Performance & Reliability, Engineering & Design, Availability & Delivery, Quality of Personnel, Post-sale Support and Corporate Capabilities.
6. Indicate the **wellsite / drilling equipment and materials manufacturers** with whom you have *significant experience* and would like to evaluate (companies in **bold** are those included in this report).

ABB Vetco Gray

Aker Kvaerner / Maritime Hydraulics

Alfa Laval

Ambar Lone Star

Baker Hughes

Balmoral Marine

BJ Services

Bohai NKK Drill Pipe

Cabot

Carbo Ceramics

Caterpillar

Control Flow

Cooper Cameron

Cummins

Datalog Technology

Davis-Lynch

Delmar

Derrick Equipment

Dow Chemical

Dril-Quip

EMD (Electro-Motive)

Expro Group

FESCO

FMC Energy Systems

Gardner Denver / OPI

Grant Prideco / ReedHycalog

Halliburton

Hanover Process Equipment

Harbison-Fischer

Hitec Products

Hydril

Liebherr

Lone Star Technologies

Lufkin Industries

Maverick Tube

M-I SWACO

Nabors (Ryan / Canrig / EPOCH)

Nalco

NATCO

National Oilwell

Newpark Drilling Fluids

Norton Proppants

NQL Tools / DPI

NS Group / Newport & Koppel Steel

Oceaneering

Oil States International

Omron IDM Controls

OMSCO / Shawcor

Pason Systems

Petron

Precision Drilling

Precision Tube Technology

Robbins & Myers (R&M)

Rowan (LEWCO / OEM)

Schlumberger

Scientific Drilling

Seatrax / SEAKING

Smith International

Stewart & Stevenson

Subsea 7

Sumitomo Pipe & Tube

Technip-Coflexip

Tenaris

Tesco

Tetra Technologies

US Steel

V&M Tubes / Vallourec & Mannesmann

Varco International

Varel International

Vicinay

Weatherford International

W-H Energy Services

Wood Group

Other (specify) _____

7. Using a 1-to-10 scale, where 1 = "Very Dissatisfied" and 10 = "Very Satisfied," indicate **your satisfaction** with the wellsite / drilling equipment and materials of each company you selected in the following areas:
 - a. **Product Pricing:** i) general price levels, ii) price competitiveness versus competitors, iii) prices paid for quality received (overall value).
 - b. **Performance & Reliability:** i) ability to perform to specifications and expectations, ii) durability and length of life, iii) adequacy of in-house quality controls and inspection processes, iv) health, safety and environmental features and performance.
 - c. **Engineering & Design:** i) degree to which products and upgrades are value-adding; ii) technical soundness and sophistication of products; iii) ease and cost of installation, operation and maintenance of products.
 - d. **Availability & Delivery:** i) degree to which products are delivered on time and as ordered; ii) adequacy of inventory held by company and / or its distributors; iii) geographic coverage of company and its distributors.
 - e. **Personnel:** i) quality, reliability and responsiveness of sales personnel and representatives, ii) quality, reliability and responsiveness of technical personnel, iii) quality, reliability and responsiveness of field personnel.
 - f. **Post-sale Support:** i) accountability, flexibility and responsiveness after sale, ii) strength of product warranties and guarantees, iii) availability, cost and quality of replacement parts and refurbishments.
 - g. **Corporate Capabilities:** i) overall capabilities and resources of company, ii) depth and breadth of company's product offerings, iii) quality and availability of product performance data and documentation.
8. Indicate your **overall satisfaction** with the wellsite / drilling equipment and materials manufacturers you selected. Also, indicate your satisfaction with these companies' products for the specific **global regions, product categories, well types** and **applications** for which you utilize them.
9. How likely would you be to **recommend this company's wellsite / drilling equipment and materials** to others (1 = "Very Unlikely" and 10 = "Very Likely")?
10. Please provide any **additional comments** you have regarding the company or this survey.

2005 CUSTOMER SATISFACTION SURVEY

WELLSITE / DRILLING EQUIPMENT & MATERIALS

Scores & Rankings

Overall Rank ¹	Company (Headquarters)	No. of Evaluations	Overall Score ²	RANK BY Global Region ³		RANK BY Customer Type		RANK BY Well Type	
				U.S. & Canada	Other Global Regions	Multinationals & Large NOCs ⁴	Independents ⁵	Onshore	Offshore
1	Davis-Lynch (Pearland, Tx)	12	100.0	1	–	–	3	1	–
2	Vallourec & Mannesmann (Boulogne, France)	13	97.1	–	2	1	2	2	1
3	Lufkin Industries (Lufkin, Tx)	17	95.1	3	–	6	1	3	–
4	NATCO Group (Houston, Tx)	15	94.1	5	–	–	6	4	–
5	Smith International (Houston, Tx)	48	93.9	2	3	3	4	6	4
6	Grant Prideco (Houston, Tx)	37	91.1	4	4	2	13	8	10
7	M-I SWACO (Houston, Tx)	37	89.9	6	7	7	7	5	12
8	Baker Hughes (Houston, Tx)	106	88.4	14	9	4	14	13	3
9	FMC Energy Systems (Houston, Tx)	34	87.9	7	6	9	12	10	2
10	Halliburton (Houston, Tx)	124	87.8	12	9	10	11	14	7
11	Gardner Denver (Quincy, Ill)	15	87.6	18	–	14	9	22	–
12	Dril-Quip (Houston, Tx)	22	87.0	9	1	7	15	–	5
12	Wood Group (Aberdeen, Scotland)	30	87.0	10	–	16	8	15	–
14	Derrick Equipment (Houston, Tx)	17	86.4	8	11	20	5	–	–
14	Schlumberger (Paris, France / New York, NY)	130	86.4	15	8	12	16	17	8
16	Tenaris (Luxembourg)	15	85.3	11	16	11	–	15	11
AVERAGE			85.2						
17	Hydril (Houston, Tx)	30	85.1	16	12	13	–	9	6
18	BJ Services (Houston, Tx)	76	85.0	17	5	15	10	20	9
19	ABB Vetco Gray (Houston, Tx)	42	81.6	23	15	19	18	11	16
20	Precision Drilling (Calgary, Alberta)	12	81.4	–	–	17	–	22	–
21	Scientific Drilling (Houston, Tx)	15	81.1	12	–	5	–	18	–
22	Cooper Cameron (Houston, Tx)	56	80.1	19	14	22	17	7	13
23	Weatherford International (Houston, Tx)	82	79.9	22	13	18	20	21	15
24	Caterpillar (Peoria, Ill)	15	77.7	21	17	20	–	19	–
25	National Oilwell (Houston, Tx)	43	77.6	19	19	23	19	12	14
26	Expro Group (Reading, U.K.)	12	71.0	–	20	24	–	–	–
27	Aker Kvaerner (Lysaker, Norway)	13	69.9	–	18	25	–	–	18
28	Varco International (Houston, Tx)	24	69.0	24	21	26	21	24	17

¹In the case of ties, companies are listed alphabetically. ²Derived from the average ratings received in the areas of "Overall Satisfaction" and "Willingness to Recommend." ³By location of wellsite, with ratings extrapolated from "Total Satisfaction" ratings based on respondents' indications of regional usage. ⁴Vallourec & Mannesmann, Lufkin Industries and Gardner Denver rankings in this category are based on a total of six evaluations each. ⁵Independents (includes upstream consultants) and national oil companies with estimated annual production of 150,000 BBOE / d or less. A dash indicates a company does not provide products in the category or did not receive the minimum number of evaluations needed to be included in the report.



2005 CUSTOMER SATISFACTION SURVEY

WELLSITE / DRILLING EQUIPMENT & MATERIALS

Attributes & Commentary

Attribute Rankings^{6,7}

Overall Rank ¹	Company (Headquarters)	Attribute Rankings ^{6,7}							Commentary & Analysis
		Pricing	Performance & Reliability	Engineering & Design	Availability & Delivery	Personnel	Post-Sale Support	Corporate Capabilities	
1	Davis-Lynch (Pearland, Tx)	A	A	A	A	A	A	A	Not the largest player in the oilfield, but D-L's focused approach to its business and its commitment to meeting the needs of customers made a big-time impression on respondents.
2	Vallourec & Mannesmann (Boulogne, France)	A	A	A	A	A	A	A	It looks like this French-German joint venture is doing everything right. Its tubular goods were particularly popular with respondents operating outside of the U.S. and Canada.
3	Lufkin Industries (Lufkin, Tx)	C	A	A	A	B	A	A	Respondents from North American independents drove Lufkin's lofty scores. The quality and availability of its product performance data and documentation received especially high marks.
4	NATCO Group (Houston, Tx)	B	A	A	A	A	A	A	Its ability to design, manufacture and sell value-adding wellsite processing equipment propelled this company to all-star status. Products are standouts in the area of HSE features and performance.
5	Smith International (Houston, Tx)	A	A	A	A	A	A	A	These guys may be the best big oilfield products and services company on the planet when it comes to pleasing customers. Received rousing applause for its "outstanding" post-sale service.
6	Grant Prideco (Houston, Tx)	A	B	A	B	A	A	B	GP's drill bits and OCTGs carried favor with respondents at larger companies. Benefited from stout ratings in such specialized applications as horizontal / directional and high-H ₂ S wells.
7	M-I SWACO (Houston, Tx)	B	B	B	A	A	A	B	At least part of its appeal with customers lies in the geographic coverage of its distribution system. High-pressure / high-temperature applications seem to bring out the best in its products.
8	Baker Hughes (Houston, Tx)	C	B	B	B	B	C	B	BH finished 1 st among the "big-three" suppliers in last year's services survey, and it repeats the feat again in this year's products survey. A favorite among respondents at multinationals.
9	FMC Energy Systems (Houston, Tx)	B	A	A	B	A	B	B	Offshore products played a major role in FMC's impressive overall standing. The company's quality control and inspection processes rated among the best of all companies covered in the survey.
10	Halliburton (Houston, Tx)	C	B	B	A	B	B	A	Received credit for stocking items respondents need and for its scope of product offerings and geographic presence. Relatively lackluster drill bit ratings belie an otherwise competitive showing.
11	Gardner Denver (Quincy, Ill)	B	B	C	C	D	B	C	A favorite among drilling contractors, particularly when it comes to products performing to specifications and expectations. The ease and cost of operation of its products also a positive.
12	Dril-Quip (Houston, Tx)	B	C	B	C	B	B	C	Offshore and international markets proved to be this Texas-based company's bright spots. Kept multinationals smiling with the reliability and responsiveness of both its office and field personnel.
12	Wood Group (Aberdeen, Scotland)	A	C	C	B	B	B	C	Despite its global footprint, Wood seems to have figured out how to succeed locally. A standout in the area of pricing, especially as seen by respondents at independents and regionals.
14	Derrick Equipment (Houston, Tx)	C	C	B	B	B	C	C	Results suggest Derrick's solids control and related equipment is at the head of the pack in the eyes of many drilling contractors, who as a group proved to be very tough graders indeed.
14	Schlumberger (Paris, France / New York, NY)	D	B	B	B	B	B	A	Captured high marks as a technical "leader" despite somewhat underwhelming ratings when it came to special applications. Again received credit for the breadth of its offerings and capabilities.
16	Tenaris (Luxembourg)	A	B	B	C	C	C	B	This group has the globe covered, and its competitive pricing and strong product performance ratings buoyed its standing. Some expressed frustration with product availability, however.
AVERAGE									
17	Hydril (Houston, Tx)	C	B	C	C	C	C	D	BOPs and related equipment can be big-ticket items, and Hydril certainly sells its fair share. Favorable reviews of its well control products more than offset lower ratings for OCTG products.
18	BJ Services (Houston, Tx)	B	C	C	B	C	B	C	Those using BJ's products outside of North America were markedly more enthusiastic than those inside the U.S. and Canada. Could its relatively strong performance offshore be the difference?
19	ABB Vetco Gray (Houston, Tx)	C	C	C	C	C	C	B	Vetco Gray's split from ABB should provide a fresh opportunity to refocus the organization on certain customer concerns, including its approach to product parts and refurbishments.
20	Precision Drilling (Calgary, Alberta)	B	D	D	D	D	C	D	It's too early to tell if Precision's growing portfolio of products can ride the coattails of its contract drilling business, which helped it land a No. 1 rating in EPR's 2004 Wellsite Contractors Survey.
21	Scientific Drilling (Houston, Tx)	A	D	D	B	C	C	D	Although lagging in a number of important attributes, multinationals rate the company highly when it comes to pricing. Results primarily reflect product usage in the North American onshore market.
22	Cooper Cameron (Houston, Tx)	D	C	C	D	C	D	B	Enjoyed strong ratings in its completion and production product lines despite weaknesses in key product and manufacturer attributes. Its aftermarket solutions are viewed as "costly" by some.
23	Weatherford International (Houston, Tx)	D	D	D	C	C	D	C	Some seem unconvinced Weatherford's past acquisitions have been fully integrated. Nevertheless, the company received the fourth largest number of evaluations in the survey.
24	Caterpillar (Peoria, Ill)	D	A	C	D	D	D	D	Let's be clear: the performance and durability of Caterpillar's products was not a problem. Rather, respondents' gripes appear to center more around its pricing and aftermarket support.
25	National Oilwell (Houston, Tx)	D	D	D	D	D	D	C	Lower scores from decision-makers who've utilized the company's products outside of North America hurt its overall ranking. Fared better in certain individual product categories.
26	Expro Group (Reading, U.K.)	D	D	D	D	D	D	D	Some see it as trailing in the area of product engineering. With its more narrow scope and focus, Expro received the minimum number of evaluations to be included in this report.
27	Aker Kvaerner (Lysaker, Norway)	C	D	D	D	D	D	D	The company has its work cut out for it as it squares off with a heady group of competitors. The ability to offer integrated systems and solutions should help it stay in the game, however.
28	Varco International (Houston, Tx)	D	D	D	D	D	D	D	This venerable equipment maker has room for improvement in a number of areas. Some taking a wait-and-see approach regarding its recently-completed merger with National Oilwell.

¹First Quartile = "A," Second Quartile = "B," Third Quartile = "C," Fourth Quartile = "D." See page 3 for questions underlying attribute grades. ⁷The ratings and other information included in this report should not be construed as making any assertions or conclusions regarding any company's financial condition or compliance with any applicable laws or regulations.

2005 WELLSITE / DRILLING EQUIPMENT & MATERIALS SURVEY

SATISFACTION RANKINGS BY PRODUCT CATEGORY

Number of evaluations shown in parentheses

DRILL BITS	WELLHEADS & TREES	ARTIFICIAL LIFT	OFFSHORE & SUBSEA EQUIPMENT
1 Smith International (38)	1 Cooper Cameron (34)	1 Lufkin Industries (12)	1 Schlumberger (11)
2 Baker Hughes (60)	1 FMC Energy Systems (27)	2 National Oilwell (8)	2 Halliburton (9)
2 Grant Prideco (24)	3 Dril-Quip (13)	3 Schlumberger (36)	3 Dril-Quip (16)
4 Halliburton (37)	4 Wood Group (21)	4 Baker Hughes (26)	4 FMC Energy Systems (12)
	5 Baker Hughes (11)	4 Halliburton (20)	4 Hydril (9)
	6 ABB Vetco Gray (26)	6 Weatherford International (26)	6 Baker Hughes (8)
	7 Halliburton (12)		7 ABB Vetco Gray (26)
	8 Weatherford International (7)		8 Cooper Cameron (23)
	9 Aker Kvaerner (8)		9 National Oilwell (7)
			10 Varco International (8)
DOWNHOLE & DIRECTIONAL EQUIPMENT	DRILLING MATERIALS	PRODUCTION EQUIPMENT	COMPLETION EQUIPMENT & MATERIALS
1 Smith International (14)	1 Davis-Lynch (8)	1 Lufkin Industries (9)	1 Cooper Cameron (11)
2 Halliburton (53)	2 Halliburton (45)	2 NATCO Group (13)	2 FMC Energy Systems (9)
3 Scientific Drilling (12)	3 Schlumberger (33)	3 National Oilwell (11)	3 Baker Hughes (79)
4 Baker Hughes (59)	4 Smith International (16)	4 Cooper Cameron (10)	4 Wood Group (8)
5 Schlumberger (65)	5 BJ Services (16)	5 Baker Hughes (41)	5 ABB Vetco Gray (7)
6 Weatherford International (15)	6 Baker Hughes (39)	6 Halliburton (39)	5 Hydril (7)
	7 Weatherford International (40)	7 ABB Vetco Gray (12)	7 Halliburton (96)
		8 Schlumberger (37)	8 Smith International (8)
		9 Weatherford (27)	9 Schlumberger (85)
			10 BJ Services (37)
			11 Weatherford International (55)
OIL COUNTRY TUBULAR GOODS	FLUIDS & CHEMICALS	RIG & DRILLING EQUIPMENT	
1 Vallourec & Mannesmann (13)	1 M-I SWACO (30)	1 Smith International (7)	
2 Dril-Quip (8)	2 Halliburton (81)	2 Hydril (10)	
3 Grant Prideco (21)	3 Schlumberger (55)	3 Derrick Equipment (13)	
4 Schlumberger (15)	4 BJ Services (46)	4 Weatherford International (8)	
5 Baker Hughes (21)	5 Baker Hughes (51)	5 Gardner Denver (8)	
6 Tenaris (13)		6 Caterpillar (12)	
7 Halliburton (19)		7 Cooper Cameron (11)	
8 Weatherford International (13)		8 National Oilwell (19)	
9 Hydril (11)		9 Varco International (14)	

PRODUCT CATEGORY DEFINITIONS

Drill Bits	PDS diamond bits, natural diamond bits, insert and tri-cone steel tooth bits, air application bits, and core bits.
Downhole & Directional Drilling Equipment	Drill collars, drilling jars, stabilizers, reamers, mud motors, turbodrills, steerable motors, directional drilling and downhole MWD / LWD equipment and systems, fishing tools, and related equipment and materials.
Drilling Materials	Centralizers, float/guide shoes, collars, stage cementing tools, jars, plugs, scratchers, baskets, hangers, and related materials and equipment.
Rig & Drilling Equipment	Top drives, tongs, iron roughnecks, drawworks, BOPs, flow and safety valves, rig floor equipment, cranes and hoisting equipment, mud pumps and solids control equipment, prime movers, SCR controls, rig controls and instrumentation, and related equipment. Includes both onshore and offshore equipment, as well as land-based integrated rigs.
Fluids & Chemicals	Drilling fluids, completion and workover fluids, production chemicals, flow assurance fluids, specialty fluids and chemicals, lubricants, and related products.
Completion Equipment & Materials	Perforating guns, packers and packer equipment, proppants, sand screens, intelligent completion sensors and controls, and related materials and equipment.
Oil Country Tubular Goods	Drill pipe, coiled tubing, casing, expandable casing, production tubing, flowlines, and connections.
Wellheads & Trees	Wellheads, production trees, chokes, flow control valves, safety valves, and related equipment.
Production Equipment	Separators, heaters, treaters, dehydrators, actuators, valves, flow control equipment, and related equipment.
Artificial Lift	Pumping units, sucker rods, gas and hydraulic lift, electric submersible pumps (ESPs), plunger lifts, progressive cavity pumps, velocity strings, and related equipment.
Offshore & Subsea Equipment	Subsea BOPs, subsea wellheads and trees, drilling and production risers, flex/stress joints, manifolds, flowlines, umbilicals, jumpers, connectors, control systems, ROVs, mooring equipment, and related equipment.

2005 WELLSITE / DRILLING EQUIPMENT & MATERIALS SURVEY

SATISFACTION RANKINGS BY WELL TYPE & APPLICATION

Number of evaluations shown in parentheses

ONSHORE WELLS

- 1 Davis-Lynch (9)
- 2 Vallourec & Mannesmann (8)
- 3 Lufkin Industries (15)
- 4 NATCO Group (12)
- 5 M-I SWACO (18)
- 6 Smith International (36)
- 7 Cooper Cameron (32)
- 8 Grant Prideco (21)
- 9 Hydril (15)
- 10 FMC Energy Systems (19)
- 11 ABB Vetco Gray (20)
- 12 National Oilwell (25)
- 13 Baker Hughes (73)
- 14 Halliburton (94)
- 15 Tenaris (8)
- 15 Wood Group (24)
- 17 Schlumberger (96)
- 18 Scientific Drilling (10)
- 19 Caterpillar (9)
- 20 BJ Services (51)
- 21 Weatherford International (60)
- 22 Gardner Denver (8)
- 22 Precision Drilling (7)
- 24 Varco International (8)

OFFSHORE WELLS

- 1 Vallourec & Mannesmann (8)
- 2 FMC Energy Systems (18)
- 3 Baker Hughes (47)
- 4 Smith International (25)
- 5 Dril-Quip (16)
- 6 Hydril (13)
- 7 Halliburton (57)
- 8 Schlumberger (67)
- 9 BJ Services (29)
- 10 Grant Prideco (19)
- 11 Tenaris (10)
- 12 M-I SWACO (16)
- 13 Cooper Cameron (33)
- 14 National Oilwell (15)
- 15 Weatherford International (30)
- 16 ABB Vetco Gray (27)
- 17 Varco International (12)
- 18 Aker Kvaerner (8)

HORIZONTAL / DIRECTIONAL WELLS

- 1 Wood Group (12)
- 2 Hydril (14)
- 3 Smith International (33)
- 4 Grant Prideco (20)
- 5 M-I SWACO (20)
- 6 Halliburton (78)
- 7 Derrick Equipment (8)
- 8 FMC Energy Systems (14)
- 9 ABB Vetco Gray (13)
- 10 Baker Hughes (69)
- 11 Schlumberger (78)
- 12 Tenaris (9)
- 13 Scientific Drilling (10)
- 14 National Oilwell (16)
- 15 BJ Services (28)
- 16 Weatherford International (44)
- 17 Gardner Denver (7)
- 18 Dril-Quip (8)
- 19 Cooper Cameron (21)
- 20 Precision Drilling (9)
- 21 Varco International (12)

UNDERBALANCED / MANAGED-PRESSURE WELLS

- 1 Hydril (13)
- 2 Smith International (14)
- 3 ABB Vetco Gray (7)
- 4 M-I SWACO (9)
- 5 Wood Group (8)
- 6 Halliburton (44)
- 7 Baker Hughes (31)
- 8 Cooper Cameron (12)
- 9 Schlumberger (44)
- 10 National Oilwell (12)
- 11 BJ Services (17)
- 12 Weatherford International (24)

HEAVY CRUDE WELLS

- 1 Baker Hughes (21)
- 2 Weatherford International (12)
- 3 Halliburton (22)
- 4 Schlumberger (19)
- 5 ABB Vetco Gray (8)

COALBED METHANE WELLS

- 1 Baker Hughes (9)
- 2 Halliburton (23)
- 3 Schlumberger (17)
- 4 Weatherford International (8)

HIGH-PRESSURE / HIGH-TEMPERATURE WELLS

- 1 M-I SWACO (12)
- 2 Wood Group (12)
- 3 Smith International (22)
- 4 Grant Prideco (12)
- 5 Hydril (12)
- 6 Derrick Equipment (7)
- 7 National Oilwell (13)
- 8 Halliburton (54)
- 9 Baker Hughes (41)
- 10 Schlumberger (51)
- 11 Weatherford International (26)
- 12 Cooper Cameron (18)
- 13 Varco International (9)
- 14 ABB Vetco Gray (16)
- 15 BJ Services (23)
- 16 FMC Energy Systems (12)

HARSH CLIMATE / HARSH ENVIRONMENT WELLS

- 1 Smith International (17)
- 2 Grant Prideco (10)
- 3 Tenaris (7)
- 4 M-I SWACO (9)
- 5 Hydril (11)
- 6 FMC Energy Systems (10)
- 6 Wood Group (8)
- 8 National Oilwell (10)
- 9 Halliburton (36)
- 10 Baker Hughes (25)
- 11 Schlumberger (37)
- 12 ABB Vetco Gray (13)
- 13 Weatherford International (19)
- 14 Cooper Cameron (16)
- 15 BJ Services (13)
- 16 Varco International (7)
- 17 Dril-Quip (10)

HIGH H₂S WELLS

- 1 Grant Prideco (8)
- 2 Smith International (12)
- 3 Halliburton (31)
- 3 Hydril (7)
- 3 M-I SWACO (7)
- 6 Baker Hughes (24)
- 7 ABB Vetco Gray (14)
- 8 Cooper Cameron (17)
- 9 Schlumberger (35)
- 10 Weatherford International (19)
- 11 National Oilwell (10)
- 12 BJ Services (14)

ABOUT ENERGYPOINT RESEARCH

OUR FOCUS

EnergyPoint's objective is to provide independent research regarding upstream companies' satisfaction with the oilfield products and services they purchase and utilize. We offer upstream professionals and companies opportunities to provide comprehensive and **confidential** feedback to oilfield product and service companies through objective and independent evaluation processes. In return for participating in our surveys, respondents and their employers receive **complimentary survey results** in the form of EnergyPoint's *MarketPartners*® Reports.

UPSTREAM MARKETPARTNERS® PROGRAM

Through our *MarketPartners*® Program, EnergyPoint regularly surveys significant cross-sections of experienced upstream participants involved in the selection and utilization of oilfield product and service providers. Survey participants range from managers at some of the world's largest energy companies to field personnel at smaller regionals and independents. For more information on EnergyPoint Research and our *MarketPartners*® Program, go to www.energypointresearch.com.

SURVEYS & REPORTS

To help ensure that our research is both relevant and timely, EnergyPoint's surveys focus on the products, services, market segments, applications, and geographic regions purchasers of oilfield products and services tell us are most important. We design our surveys to measure satisfaction by service and product attribute, customer and provider type / size, product and service category, geographic region, well type and application, respondent title / experience and other appropriate measures. We offer survey results to producers and product and service providers in two separate forms:

MARKETPARTNERS® REPORTS — Through our Upstream *MarketPartners*® Program, EnergyPoint provides complimentary survey results to all survey participants and their employers in the form of our *MarketPartners*® Reports. These high-quality reports are designed to **set a standard** for market-based evaluations in the upstream sector and provide useful information regarding the performance of oilfield product and service providers.

DETAILED MANAGEMENT REPORTS — EnergyPoint also publishes comprehensive reports designed for use by managers and decision-makers at oilfield products and service companies. These proprietary reports, for which EnergyPoint charges a fee, contain **detailed results** from our surveys plus **insightful analysis** designed to assist companies in identifying and responding to the **specific factors** customers consider when assessing their satisfaction with vendors. By providing information that is both comprehensive and consistent with the data presented in our *MarketPartners*® Reports, EnergyPoint believes it helps to foster improvements in vendor product and service quality.

CONFIDENTIALITY

EnergyPoint takes great care to maintain high levels of **confidentiality** and **anonymity** related to the data it collects. While individuals' and companies' aggregated responses are included in EnergyPoint's various published reports related to the 2005 Wellsite / Drilling Equipment & Materials Survey, the names and the specific responses of individual respondents and their employers are not divulged.

LEARN MORE

To learn more about EnergyPoint Research and our commitment to the upstream sector, visit the company's website at www.energypointresearch.com. You may also e-mail us at marketpartners@epresearch.com or call us at 713.529.9450.

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EnergyPoint

RESEARCH

P.O. Box 132049
Houston, TX 77219
713.529.9450

www.energypointresearch.com



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