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**ENERGYPOINT RESEARCH ANNOUNCES 2014 OIL & GAS  
MIDSTREAM SERVICES CUSTOMER SATISFACTION SURVEY RESULTS**

***MarkWest Energy Claims #1 Rating in Six Categories, Including Total Satisfaction;  
Sunoco Logistics, Williams, Plains All American and Enterprise Products Round Out Top Five;  
EnergyPoint Achieves 10-year Mark in Publishing Independent Ratings***

HOUSTON (July 2, 2014) – EnergyPoint Research announces that MarkWest Energy rated first in Total Satisfaction in the 2014 Oil & Gas Midstream Services Customer Satisfaction Survey. The Denver-based company also won top honors in five additional survey categories, including Operations, Gas & NGL Purchasing, NGL Transportation & Storage, Appalachian Basin – Marcellus and Ark-La-Tex. This is the third consecutive survey in which MarkWest has captured the top ranking, and the first since EnergyPoint began conducting the survey on an annual basis.

“This year’s survey results reflect a North American midstream supplier base that’s busily building out the necessary infrastructure for E&P companies to produce and market hydrocarbons more quickly and efficiently,” commented Doug Sheridan, managing director of EnergyPoint Research. “The reconfiguration and growth of the midstream sector is a significant development within the industry, one driven by the steadfast resurgence in domestic crude production.”

The independent survey, which has been conducted on five occasions since 2003, is part of EnergyPoint Research’s series of benchmark studies focused on the oil and gas industry’s satisfaction with the products and services it purchases and utilizes. Suppliers were evaluated across various areas such as total satisfaction, pricing and contract terms, operations, project development, personnel, systems and administration, and corporate capabilities. Respondents also evaluated suppliers across multiple midstream service segments and domestic producing regions.

Sunoco Logistics, which rated second overall, placed first in the category of onshore crude gathering. Third-ranked Williams displayed a strong presence as well, placing first in gas processing and treating, project development, systems and administration, and in U.S Rockies & SJ Basin. Plains All American rated fourth overall and first in crude storage and terminaling, as well as in crude transportation. Enterprise Products earned the fifth spot overall, along with top accolades in offshore crude gathering and transportation, gas storage and NGL fractionation.

Other companies ranking first in at least one category in the survey include:

- DCP Midstream in Permian Basin;
- Energy Transfer in gas transportation, Texas Intrastate and the Onshore Gulf Coast;
- ONEOK in the Bakken/Dakotas;
- Regency Energy Partners in gas compression, onshore gas gathering and the Mid-continent;

EnergyPoint Research recently marked its 10th anniversary as the only provider of independent customer satisfaction research and ratings to the oil and gas industry. During the last decade, expectations and drivers related to customer satisfaction have evolved as industry customers have increasingly looked to suppliers for expertise across all phases of their business. Sheridan noted, “The shift in available experience and skills associated with the industry’s aging workforce, and the manner in which suppliers have responded, has further enhanced the relevance of our closely watched surveys.”

A total of 18 suppliers received the minimum number of evaluations needed to be included in this year’s final rankings. The survey’s results were based on in-depth evaluations from hundreds of qualified professionals at customers of domestic midstream service providers. Suppliers were rated primarily on their performance over the 24-month period ending May 31, 2014. For those categories and suppliers in which ratings existed, 2011-12 survey scores were included in the final category-winner calculations at lesser weightings than for the current period. In no case were the earlier period’s ratings assigned a weighting of more than 20 percent for purposes of calculating final 2014 category winners.

Other suppliers included in the final survey results are listed below, alphabetically:

- Anadarko Midstream / Western Gas
- Atlas Pipeline
- Buckeye
- Eagle Rock Energy
- Enable Midstream
- Enbridge
- EnLink Midstream
- Kinder Morgan
- Targa Resources

“EnergyPoint’s survey results continue to reveal a relatively broad range of customer satisfaction across suppliers serving the midstream oil and gas sector. The good news is that the companies doing things right on behalf of customers – by investing in their assets, capabilities and people – are growing at rates above the industry average,” said Sheridan. “The invisible hand of the market remains alive and well as customers continue to direct business to those suppliers that demonstrate strong customer focus on a consistent basis.”

For more information concerning EnergyPoint Research’s surveys or its suite of research products and services, please visit the company’s web site at [www.energypointresearch.com](http://www.energypointresearch.com) or contact the firm at [info@energypointresearch.com](mailto:info@energypointresearch.com) or +1.713.529.9450.

### **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 industry end users and suppliers, through its independent surveys, opportunities to provide, gather, analyze and understand customer ratings and feedback in areas important to the industry and its stakeholders.