

CUSTOMER CONNECTION

APRIL, 2006

INSIDE THIS ISSUE:

NGC 8200	1
POWERHELP	2
WELLHEAD AUTOMATION SOLUTIONS	2
ELECTRONIC BOARD REPAIR SERVICE	3
UPCOMING EVENTS	3
2006 CONFERENCE SUCCESS	4
THE GIFT OF LIFE	4
WHAT'S NEW IN CUSTOMER SERVICE	4

ANNOUNCING THE NGC 8200

A co-worker asked recently how we were able to come up with such a phenomenal product as the just released NGC 8200 on-line natural gas Chromatograph. He said it was a serious question, and I have since given it a lot of thought. The NGC is truly far ahead of its competition and this did not happen by mere chance, even though, "Chance always favors the prepared and diligent mind".

Many things had to come together to produce the NGC that we have today. Most of these things, upon reflection, were not too hard to figure out. Most even sound cliché when said. But, they must be said. That is: People who work hard; People who care about their customers; and who work very hard; people who all wanted to design and produce something that would be a "cut above the rest". Of course, a little inspiration, a little good planning and organization were needed. A little sound engineering, a little testing of concepts, some goal setting and some vision about where we needed to go also. But, mostly, it was hard work, good people, and not quitting!

We tend to be fairly customer focused here at Totalflow. Our customers have ended up being our friends, and no one likes to let a friend down. Whether it is simply a late delivery, or the design of a new product, no one likes to let a

friend down. This is true of the NGC. We held many meetings with customers about the way the Model 8000 is used. We made a survey to determine what the users would recommend be built into a new unit. Also, some of us are members of the work groups of our industry organizations such as AGA,

processor was chosen so that versatility and usability would be enhanced. The digital display to give the field hand gas quality information without a laptop PC was because the industry had asked for this. The small size and simplicity was designed in to make the cost of installation as low as possible.



GPA, API, etc. We try to stay ahead of the industry trends, where this is possible.

So, when we came out with the finest on-line GC for natural gas quality and heating value, it was on purpose. The fact that it is cost effective enough to be economic on many more meter stations than previously thought possible was not by accident. Having the look and feel of a multivariable transmitter and being able to fit on nearly any gas measurement site was also on purpose. The 32 bit pocket PC type GC controller was chosen so that the unit would be leading edge in our industry for a long time to come. The 32 bit analytical

But we were very pleasantly surprised by just how well the unit has performed in our testing. The industry leading repeatability could not be determined until units had been built! The fact that it can readily detect NC5 at 5 ppm was not known until units were built. The fact

that the Alpha test units (field mounted) have worked for over a year could not have been known, until the year had passed!

Needless to say, we are more than a little excited about this new product. To find out more about why we are excited, contact your local Totalflow representative. To answer the original question of how did we come up with such a phenomenal product? "There are a lot of good people who have worked tirelessly for years to make this NGC 8200 happen. And, they can do it again. Just turn them loose!

POWERHELP

ABB Totalflow customers now have a new avenue for contacting technical support for any non-critical support issues. By sending an email to Totalflow technical support at totalflowsupport@us.abb.com, a support case is created in PowerHelp and directed to an ABB Totalflow service technician.

PowerHelp is a call management software package that is used to track technical support cases. A customer sends an email to totalflowsupport@us.abb.com and this email is directed into the PowerHelp Software. From there the email evolves into a case and is assigned a case number. This case contains the customer information, the

problem details, the product information, and any communications transactions. Once the case has been created it is directed to an ABB Totalflow service technician. The assigned technician can then work directly with the customer on getting the problem resolved and the case closed.

One of the many features of PowerHelp is that it allows the technician and customer to communicate via email and all correspondence is kept and tracked inside the case itself. This ensures that all information is included under one case number and it does not get lost. In addition, all the information stays with the case even after it has been resolved and closed.

This new service is beneficial to Totalflow customers by allowing them to submit non-critical issues via email to the technical support department. The customer can then receive the PowerHelp case number and updates via email. Any communication between the service technician and the customer is logged for easy access.



WELLHEAD AUTOMATION SOLUTIONS

Chemical Injection is a key element in the efficient operation of a production well. Exact amounts of chemical, measured in as little as quarts per day, are required to correctly treat a well. These chemicals are expensive, costing several thousand dollars a barrel. Better control of the chemical injection pump could save thousands of dollars each year in chemical costs and help maintain high production efficiency and increased revenue.

The ABB Totalflow XSeries Flow Computers and Remote Controllers are now available with a Chemical Injection Pump Control capability. The application allows the pumper to enter the amount of chemical required per day and the injection rate for each pump stroke. The chemical tank reservoir level can be monitored and level alarm and shutdown setpoints are field adjustable. A pulse from the chemical flowmeter can be accepted as an

input. Trending of the injected chemical and the XSeries measured gas production can also be used as a tool to determine the optimum chemical volume amount.

Use of the Totalflow Chemical Injection Pump Control Application will improve production operation and efficiency.

Benefits:



Precise Injection of Chemical: Each pump stroke is accumulated to indicate the exact amount of daily chemical injection.

Costs Savings: Better control eliminates waste caused by chemical over-injection; fewer trips by personnel to the well site to adjust pump speed or to monitor chemical tank levels.

Increased Revenues: Better chemical control should insure improved well performance and increased production; review of chemical trends and gas production trends aid in production field management.

Alarm Monitoring: Remote monitoring of pump failure and chemical tank reservoir.

If you would like to review your chemical injection pump control application, give Totalflow a call at (918) 338-4888 and ask for Project Support.

ELECTRONIC BOARD REPAIR SERVICE

In 2003, ABB Totalflow began a repair service on selected electronic boards that have been moved to service status. Prior to this program, we offered exchanges that allowed the customer to return a repairable equivalent electronic board for a reconditioned one.

This new service will allow customers to return specific electronic boards for repair and has the following advantages:

- Repair cost less than exchange pricing
- ABB's factory repair using functional tests designed by engineers who developed the hardware
- Standard 5-business day repair (not including shipping time)
- Automated testing of all electronic board circuitry
- Retain existing level of safety certification on electronic board
- Only ABB approved repair parts used
- Electronic board updated to latest hardware and software revision, if required
- Three tier pricing structure means lower repair cost
- Completed repair form stating what work was performed returned with repaired electronic board
- If your electronic board cannot be repaired, you can apply the level one (test fee) toward the purchase of a replacement electronic board

General Repair Policies

- Customer required to call Totalflow Order Entry for return authorization number. The number will be provided with a "TR" suffix indicating "Totalflow Repair". Call 1-800-442-3097 option 1.
- Standard 5-business day repair if repairable. Repair time does not include shipping time.
- Maximum 5 boards returned per order.
- Customer pays return shipping costs and ABB pays outbound UPS ground (US only) shipping cost. International shipments billed to customer.
- 90 day warranty on all repairs.
- Repairs are currently limited to items listed in "Repair Price List".

UPCOMING EVENTS

TRADE SHOWS

April 17-19
Acadiana Flow Measurement

April 19-21
Entelec

April 21
Michigan Petroleum Conference

May 2-3
ISA Automation West 2006

May 9-12
Automation World

May 16-18
ISHM

May 22-26
Coalbed Methane Symposium

June 1-2
Coalbed Methane

June 6-9
Northeast Gas Association

June 11-14
TGA

July 12-13
IOGA

July 18-20
SGA

T11—XSeries XFeatures
June 6 (Bartlesville)
July 11 (Bartlesville)

T13—NGC 8200
May 16 (Bartlesville)
August 1 (Bartlesville)

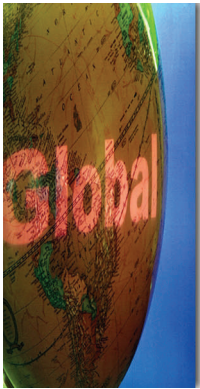
T15—SCADA Vision Administrator
June 12 (Bartlesville)

TRAINING

T1—Basic Flow Computer
July 25 (Midland)

T2—WinCCU Basic
August 1 (Midland)

T5—Btu 8000 Transmitter
June 20 (Bartlesville)
August 8 (Bartlesville)



TECHNICAL CONFERENCE A SUCCESS

The 2006 Totalflow Global Technical Conference was a big success with total attendance of 228 attendees. There were 84 different companies represented as well as 11 different countries. A total of 90 people registered to win a free training class of their choice and the winners were Larry Langrill of Targa and Kevin Walker of Tuscarora. The winner of the door prize was Gene Herron of Atmos Energy.

ABB TOTALFLOW GIVES THE GIFT OF LIFE

"We all expect blood to be there for us, but barely a fraction of those who can give do. Yet sooner or later, virtually all of us will face a time of great vulnerability in which we will need blood. And that time is all too often unexpected. From its beginning, the American Red Cross has formed a community of service, of generous, strong and decent people bound by beliefs beyond themselves. The honor, spirit, and re-

sources of the American people comes forth with neighbors helping neighbors in need - during earthquakes, floods, fires, storms - and also for the deeply personal and often quiet disasters that require a gift of blood." (www.redcross.org)

ABB Totalflow sponsors a blood drive on site every 6 or 7 weeks to encourage employees to donate by making it as convenient as possible. Since August 2000, ABB To-

talflow employees and their families have donated 754 pints to the American Red Cross to help save lives.



To find out where you can donate blood to save a life, please visit the American Red Cross at www.givelife.org or call (800) GIVE-LIFE.

WHAT'S NEW IN CUSTOMER SERVICE

TECHNICAL BULLETINS

- 136 - XSeries Flow Computers Configuring Quad AO Modules

SOFTWARE UPDATE

- Customer using WinCCU 6.02

Issue: Configurable reports not functioning.

Solution: A new registry email notification was sent to all current license holders of 6.02. If you did not receive your update, please contact Order Entry or Technical Support at

(800) 442-3097 to receive the free update.

ABB INC.
TOTALFLOW
PRODUCTS

7051 Industrial Blvd.
Bartlesville, OK 74006
Phone: 918-338-4888
Fax: 918-338-4699

WWW.ABB.COM/TOTALFLOW

ABB