

CUSTOMER CONNECTION

NOVEMBER, 2005

A BETTER COMMUNITY

INSIDE THIS ISSUE:

A BETTER COMMUNITY	1
WELLHEAD AUTOMATION SOLUTIONS	2
WHAT'S NEW IN CUSTOMER SERVICE	2
UPCOMING EVENTS	2
NEW PRODUCT	3
SOMETHING TO KNOW	3
NEW PHONE SYSTEM	4

Sooner is the most used and popular park in Bartlesville, OK. The city currently has four regional and twelve satellite parks. In the fall of 2001, ABB Totalflow started a community



Sooner Park in 2001

project to improve and beautify the Turkey Creek area in Sooner Park. The community project was completed in the fall of 2005 with the hard work and dedication of the ABB Totalflow employees. Public Works Director for the City of Bartlesville, Ed Gordon, believes the project is a principal reason for a renewed interest in the park. The enhancements to the park have reduced routine maintenance significantly and dramatically increased usage for wedding receptions, company picnics, and family reunions.

The final stage of the project required excavating the banks to a level which allowed volunteers to build a concrete bag wall topped with sandstone. The creek was drained with the assistance of the City of Bartlesville providing the backhoe and operator. A small team of ABB Totalflow employees stacked 900 bags of concrete on the creek bottom to begin the wall and a week later an-

other team finished the wall by applying a sandstone and mortar cap. Gravel screenings from the local quarry were used to backfill between the earth banks and bag wall, then spread in an even path 7 feet wide a few inches above the calculated water level.

With preliminary work completed, materials ready for delivery, team leaders selected, and teams formed; a company-wide workday was scheduled. Meetings were held to explain the construction methods and a list of necessary tools was distributed. A Food

Services Team was created to cook and serve lunch to the entire crew and a Support Team was responsible for clearing away trash, providing cold drinks, and taking over for tired team members.

Weather delayed the project temporarily but then everyone from ABB Totalflow came together to build 280 linear feet of 7-foot wide sidewalk along the creek using sandstone and mortar. Eleven teams consisting of seven workers leveled, raked, and shoveled screenings, selected appropriate rocks, and applied mortar. Several "mini" projects were initiated as sections of walkway were completed. Two sandstone pads for park benches were created and an expanded walkway apron was laid with rebar, wire, sandstone, and mortar. A stepped platform was created in the water to attract small fish which will delight

small children. Finally a repair team was deployed to make repairs on past phases of the project that have seen wear and tear since construction. Bob Rutledge, General Manager of ABB Totalflow, reset the center stone on the dam to raise the water level to its intended height. Today, the pump is on and all sections of Turkey Creek are full of water. The music of running water can be heard again.

According to Ed Gordon, Sooner Park has been voted best of Bartlesville in the Examiner Enterprise readers' choice



Sooner Park in 2005

award for the last three years. This is due, in part, because of the interactive water feature installed by the employees of ABB Totalflow. "Our parks in the city are a quality of life resource for all to enjoy. The quality of these parks is dependent upon the vision of those who use the parks or are a part of our community. The ABB Totalflow project has spurred others in the community to get involved with vision and sweat. Can't wait to see what will happen next!"

2006 GLOBAL TECHNICAL CONFERENCE

February 21-23

Tulsa Marriott
Southern Hills

Email:

bartlesville.usiny@us.abb.com

for more information.

WELLHEAD AUTOMATION SOLUTIONS

The ABB Totalflow LevelMaster has provided accurate liquid level monitoring solutions for oil custody transfer in oil field tanks at well sites for many years. The Totalflow LevelMaster provides level accuracies of 0.1 -inch through the use of matching sine wave technology. When two floats are used on a single sensor, the level measurement of two fluids can be achieved along with the measurement of fluid temperature.

Totalflow has now combined the LevelMaster's high accuracies and reliable performance with the programmable ease of the Totalflow XSeries Electronic

Flow Computers and Remote Terminal Units to offer an **Electronic Run Ticket** option. With



the use of Totalflow's Oil Custody Transfer Application, the **Electronic Run Ticket** provides an electronic capture of all liquid movement from any tank. Trending of both oil and water levels, fluid temperature,

and optional density and BS&W are available to provide an accurate measurement of oil and water transfer. Local and remote automatic detection and monitoring of tank filling, sales transfer, leaks, or theft are made possible with the Totalflow family of software solutions including PCCU, WinCCU, SCADAvision, and TF.NET Web Systems.

If you need help with reliable custody transfer of your oil and water, call ABB Totalflow at (918) 338-4888.

WHAT'S NEW IN CUSTOMER SERVICE

TECHNICAL BULLETINS

128 - Testing for sample flow on a Btu 8000.

129 - Btu 8000 flash update procedure.

130 - Manual peak find and calibration of a Btu 8000.

132 - microFLO flash 2101048-021 enhancements.

133 - 6400/6700 error code 32768 when installing new XIMV spare part.

SOFTWARE UPGRADES

BtuMMI 4.19 Update

PCCU 4.57 Update

UPCOMING EVENTS

CONFERENCES

February 21-23, 2006
Global Technical Conference
Tulsa, OK

TRAINING

December 5-9, 2005
Flow Computer Unit (FCU)
Bartlesville, OK

December 12-16, 2005
XSeries/XFeatures
Bartlesville, OK

2006 Global Technical Conference

During the week of the conference, there will be a FREE training class on Tuesday (Feb. 21st) and Friday (Feb. 24th). Topics to be announced at a later date.

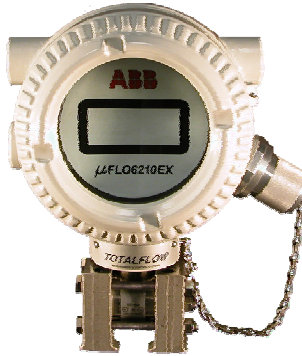
NEW PRODUCT—XFC6200EX

We are excited to introduce our new explosion proof orifice gas flow computer; the XFC6200EX.

This unit is a single meter run design focused on Division 1, differential meter sites. The XFC6200EX can operate on 9 to 30 VDC. This allows the unit to be powered by existing 24 VDC systems that may already be in your Div 1 area. If existing power is not available, an optional enclosure (6270 OEU) is available to house the charger, battery, and radio if needed.

The 6270 OEU must be installed in a Div 2 or General Purpose area. This device has many of the same expandable features that are

common among the other members of the XSeries family. It has three communica-



tions ports (1 local, 2 remote). One AI, one DO, and one DI are available on the termination board.

XSeries applications can be instantiated such as IEC 1131, Operations, and Holding Registers. Multiple AGAs can be instantiated. This allows multi-tube capabilities when utilizing the Div 1 modbus multivariable transmitter along with the XFC6200EX. Up to eight tubes are possible.

If you are in need of a small, accurate (.075%), Division 1 explosion proof meter with XSeries capabilities, this is your solution.

Call ABB Totalflow at (918) 338-4888 for more information.

2006 Global Technical Conference
Feb. 21 - 23

Opportunity to learn about our products/services and network with Totalflow users.

Provides tips and tricks of the trade.

SOMETHING TO KNOW

Communication is the fine art of transferring information from one intelligent object to another intelligent object via a medium that is readily understood by both objects. We all communicate each day in some form – the email, the birthday card, the look, the sneer, the jester, the kind word, a fax, a balloon we float, a bottle in the sea – unlimited ways. Our real world of measurement, automation, control, and monitoring also requires communication of process information or data. One such form of communication for process data is Modbus.

Modbus was introduced in 1979 by Modicon for use with their PLC's

(programmable logic controllers). Modbus, in fact, is a Protocol which by definition is a messaging structure designed for the purpose of “communicating” between intelligent devices. The Modbus protocol has become one of the most widely used network protocols in industrial manufacturing and is available in many hundreds of end devices. It is most often communicated as an RS232 or RS485 signal but is also used in Ethernet systems. You can find this protocol being used in natural gas and oil, buildings, factories, transportation and energy.

ABB Totalflow is well acquainted with Modbus communication requirements.

Our XSeries of Flow Computers and Remote Terminal Units are easily configured to



accept Modbus inputs from any device. One Totalflow instrument currently available as a Modbus device is our ABB Multivariable Transmitter. This transmitter offers pressure, differential pressure and temperature

measurement in one single Modbus device. Its high accuracy (0.075%) and ease of use provide a reliable and convenient solution for doing natural gas flow measurement at a multi-tube orifice meter site.

If you have a need for multiple measurement devices at any location, then a Modbus instrument may be your answer. If you need help implementing that device, then give ABB Totalflow a call at (918) 338-4888 and let one of our solution experts be of help. And that's Something to Know.

NEW PHONE SYSTEM

A new phone system has been installed at ABB Totalflow which will benefit employees as well as customers. One of the advantages of this system is the PhoneManger software that allows employees to see their call history and interact with the phone system through their computer. The software is an electronic form for personal speed dial directories, caller ID history, and automatic phone mail message selection through the computer. Once the software is fully functional an employee will be able to see (through the speed dial section) other employees that are currently on the phone, out of the office, or busy with other tasks.

With email alerts set, employees will receive an email allowing them to see the phone number of the caller that has left a message. This function is beneficial for employees that travel so they know they have phone mail messages and can prioritize to make effective use of their time.

More reliable wireless phones are a benefit for service technicians in the Bartlesville office. The phones have better coverage and better quality which should mean fewer dropped calls and better phone reception for those calling in from noisy locations or poor cell phone connections. Customers calling technical



support or customer service will now know what position he/she is within the hold queue. The issue of delayed voicemail is no longer a problem with the new phone system.

Technical Support Phase 2

The second phase of imple-

mentation will allow remote call center participation. Field offices will have an option to join the call center to provide additional coverage during peak call periods. Integration of the call center database (Powerhelp) into the phone system will make it possible to pull up the customer's company information while the phone is ringing.

This will automate and streamline our ability to process and maintain the call center database. We can also use the integration to allow customers to reference a current call center ticket prior to being transferred to a call center agent.

The new phone system was evaluated and selected based on customer feedback about how we could improve our service level to you. Once the phone system is completely implemented customers will experience more effective and efficient responses to questions and inquiries, and employees will be able to monitor calls and respond

Customer Service 800 Number

(800) 442-3097 Domestic
(918) 338-4880 Int'l

- Option 1 - Order Entry
- Option 2 - Technical Support
- Option 3 - Training
- Option 4 - NA
- Option 5 - Sales

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TOTALFLOW
PRODUCTS

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