

CUSTOMER CONNECTION

OCTOBER, 2006

FACTORY FOCUS: ABB TOTALFLOW

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The following article was published in "The ABB Spirit" which is an internal ABB newsletter for employees and families of ABB North America.

Located in Bartlesville, Oklahoma, ABB Totalflow has a long and successful history supplying natural gas measurement and automation systems throughout the world.



The company's products are in particular demand during this era of rising energy prices.

ABB Totalflow serves the natural gas production and transportation segments with technologies including flow computers, remote terminal units and controllers, chromatographs, and Windows-based software systems. Among the most popular applications is measurement of gas at "custody transfer" points along shared pipelines or collection points, where ownership of the natural gas changes hands. Both the quantity and quality (energy content) of the gas must be carefully documented for cost tracking.

The ABB devices are designed to operate in harsh environments such as natural gas drilling fields or along pipelines that may span hundreds of miles. Since electric power is often unavailable, many devices operate on batteries that are kept charged using solar panels. The ABB Totalflow team also provides turnkey solutions span-

ning field equipment, communications, software systems, installation and commissioning.

The original Totalflow got its start in 1982 as part of Applied Automation Inc. (AAI), then a subsidiary of Phillips Petroleum Company. AAI was acquired in 1988 by Germany's Hartmann and Braun, who later merged with Eltag Bailey. Totalflow joined the ABB family in 1999, separating from divested portions of the AAI business and moving soon after into a new 68,000 square foot facility in Bartlesville. Today, ABB Totalflow employs about 150 at its Bartlesville headquarters, with branches in Texas, California and Kansas.



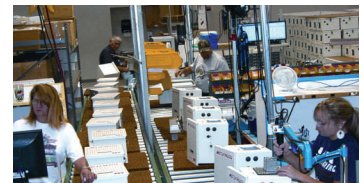
Despite the various ownership changes, a number of original employees remain today and the team spirit in ABB Totalflow is often cited by both employees and visitors. "Although we're used to being part of a larger company, the family atmosphere is still very evident," says Teri Wickware, who handles marketing communications at ABB Totalflow. "Our team is proud of its role in contributing some very specialized products and services to ABB's broader ABB capabilities."

Around Bartlesville, which is still

heavily influenced by Conoco-Phillips and its oil-industry peers, the ABB Totalflow team supports the local community to help make it a better place to live and raise a family. Over the past few years, employee volunteers have renovated a local park, installing rock walkways, landscaping, and waterfalls.

The local unit also has a strong track record in health and safety, recently earning special recognition by the US Occupational Safety and Health Administration (OSHA). The agency's SHARP award is presented to small employers who demonstrate exceptional achievements in worksite safety and awareness programs.

As this issue goes to press, ABB Totalflow is launching an important new product for the natural gas industry. This NGC 8200 online gas chromatograph is available as a stand-alone product or as a hybrid device combining flow



Assembling ABB Totalflow products are (left to right) Joyce Fisher, Jim Weaver, Terry Rogers and Jacinda Moore.

computer and gas chromatograph in one unit. This is an industry first *total energy meter* for the natural gas sector, and is expected to drive significant market demand.

NGC 8200 Training

The training schedule for the New NGC 8200 Natural Gas Chromatograph (T13) is as follows:

December 5, 6, & 7

Cost for the 3-day class is \$800 per student.

Call (800) 442-3097 option 3.

LIFE CYCLE STATEMENT FOR THE FOLLOWING TOTALFLOW ELECTRONIC COMPONENTS

The products listed below are becoming difficult to manufacture due to part obsolescence issues.

- ABB P/N: 2012803-004, CB-180 Flow Computer Motherboard (128K X 8K memory)
- ABB P/N: 2012803-005, CB-180 Flow Computer Motherboard (1 Mbyte memory)
- ABB P/N: 2015189-006, 6400 Flow Computer Motherboard, General Purpose/Class 1 Div. 2
- ABB P/N: 2015189-005, 6400 Flow Computer Motherboard, General Purpose/Class 1 Div. 1
- ABB P/N: 2015333-003, 6400 Flow Computer Motherboard, Class 1 Div. 1
- ABB P/N: 2015333-002 and 004, 6400 Flow Computer Motherboard, General Purpose/Class 1 Div. 2
- ABB P/N: 2015382-003, CB181 Flow Computer Motherboard, General Purpose/Class 1 Div. 2
- ABB P/N: 2015382-005, CB181 Flow Computer Motherboard, Replacement 6600 Enclosure, Class 1 Div. 2
- ABB P/N: 2017245-001, RTU Motherboard, RS485
- ABB P/N: 2017245-002, RTU Motherboard, RS232

The electronic components that are referenced above have been replaced with third generation (XSeries and microFLO) products with the

following exceptions:

- 2015333-003 6400 Flow Computer Motherboard, Class 1 Div. 1 – We currently do not have a replacement board to cover a Class 1 Div. 1 application. We will continue to support this product through our electronic board repair service.
- 2015189-005 6400 Flow Computer Motherboard, Class 1 Div. 1 – We currently do not have a replacement board to cover a Class 1 Div. 1 application. We will continue to support this product through our electronic board repair service.
- 2012803-004 and 005 6600 Flow Computer Motherboard, Class 1 Div. 1 – We currently do not have a replacement board to cover a Class 1 Div. 1 application. We will continue to support this product through our electronic board repair service.
- 2015382-002 6700 Flow Computer Motherboard, Class 1 Div. 1 – We currently do not have a replacement board to cover a Class 1 Div. 1 application. We will continue to support this product through our electronic board repair service.

These electronic components are now beginning the “Limited” phase as described in the “ABB Totalflow Product Life Cycle Policy” described below. This is due to the lack of availability of a certain electrical components used to manufacture/repair the above stated ABB products. ABB will offer a “Last Buy” opportunity for these electronic assemblies. This last time purchase for any of the products listed above will be available for 60 days from

the date of this letter.

Even though we have a life cycle policy, Totalflow is committed to support obsolete products and to provide attractive upgrade packages. ABB will continue to offer exchanges and repairs on all electronic boards referenced within this document for the foreseeable future until at such time when key components can no longer be purchased.

ABB Totalflow Product Life Cycle Policy

ABB’s Totalflow Measurement and Control systems are designed for continuous evolution. It is ABB’s goal to protect our customers’ hardware and software investment (i.e. products and associated software) beyond the life-cycles of the products.

ABB will not “Remove from Active Sale” any product or “family” of products until equivalent replacement or upgrades to those products are available. Exceptions to this may occur if components or technologies needed are no longer available to ABB. Once a product has been removed from active sale it is in the “Classic” phase. In this phase, ABB will continue to repair or exchange hardware to maintain customer products. Products will continue to be supported by ABB for at least 7 years from the start of the Classic phase, although exceptions to this may occur if components or technologies needed are no longer available to ABB.

At least 6 months prior to any “Manufacturing End” declaration, ABB will announce a “Last Buy” opportunity (except in cases where there is a direct form, fit and function replacement). It is the intention of ABB Totalflow to provide support for as long as there are significant customer needs after the “Manufacturing End” through field service, repair and by making replacement spares (new or refurbished modules) available.

SCADA VANTAGE

ABB's Oil and Gas SCADA System, SCADA Vision, has been renamed to be SCADA Vantage™. SCADA Vantage™ builds on the success of SCADA Vision and includes many new features and applications.

SCADA Vantage™ is a distributed, real-time, data acquisition and control system. In addition to supporting day-to-day operations, SCADA Vantage™ enables high-level corporate functions through the widespread distribution of real-time and historical information.

Totalflow has had success in providing SCADA Vantage Systems for Oil & Gas applications including:

- Well Site Automation (Gas Flow Measurement, Pump Control, Water Production)
- Compressor Monitoring and Control
- Gathering System Management, including Balancing & Allocation of production
- Plant Control
- Tank Level Monitoring

SCADA Vantage™ is capable of hosting applications that link real-time and transactional business systems and is a single source for operational, engineering, and business information. Design goals realized in SCADA Vantage™ include:

- Reducing client operating costs
- Maximizing production
- Enabling client to gain marketing advantage
- Avoiding dependence on specialists
- Lowering maintenance costs
- Improving performance and ROI
- Industry standards
- High availability through a distributed architecture & multiple levels of redundancy
- Security - Multiple levels (users, zone, and location)

In addition to providing complete solutions from the wellhead to the control room to the web, ABB can integrate existing hardware as well as existing SCADA systems into a single corporate automation and information system.

NEW STAFF POSITION AT TOTALFLOW

We are pleased to introduce Gary Bowden, our new Quality Manager. Gary, a native Oklahoman, reports to Bob Rutledge, our general manager.

Gary came to Totalflow from Nordam and has several years of experience in Quality Control and Assurance. He has been involved in the

quality inspection of pollution control burners for the oil industry and quality control for the manufacture and repair of aircraft components.

Gary has training in Six Sigma which is a disciplined, data-driven approach and methodology for eliminating defects in a process. Another area of expertise for

Gary is Lean Manufacturing or the elimination of all waste in a manufacturing process.

Gary brings to Totalflow experience with developing, implementing and maintaining quality systems to various recognized standards such as ISO9001 and ISO9000:2000, and regulatory requirements both civil

and foreign.

Gary will be a definite asset to the ABB Totalflow family creating an effective quality program.



PARKING LOT EXPANSION UPDATE

In the last newsletter, we mentioned the parking lot expansion to add over 100 new spaces. This project is now complete making access to ABB Totalflow much easier for both customers and employees.



2007 TECHNICAL CONFERENCE

The 2007 Totalflow Global Technical Conference will be held on February 20-22 at the Tulsa Marriott Southern Hills in Tulsa, Oklahoma. There is no enrollment fee for the conference and the only cost to attendees is travel and hotel accommodations.

We view the conference as a forum for three-way communication from Totalflow to our customers, from our customers back to us, and our customers networking with each other.

The conference is not limited to

Totalflow customers. In fact, we always have attendees who are 'considering' Totalflow as well. All in all, approximately 250 customers, potential customers, and representatives from around the world attend the conference.

Breakout sessions are offered to provide more detailed training and various listening posts are staffed with our technical experts to be available for questions and demonstrations.

If you are interested in attending the conference and need a registration packet, please drop us an

email at bartlesville.usiny@us.abb.com, or call (918) 338-4753 for more information.

800 NUMBER OPTIONS

- Option 1 - Parts / Orders
 - Option 2 - Technical Support
 - Option 3 - Training
 - Option 5 - Sales
 - Option 6 - SCADA Vantage
- (800) 442-3097**

UPCOMING EVENTS

TRAINING

Nov. 7: WinCCU Basic

Nov. 14: Templates

Nov. 28: XSeries XFeatures

Dec. 5: NGC 8200

Dec. 11: SCADA Vantage
Administrator

ABB INC.
TOTALFLOW
PRODUCTS

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

WWW.ABB.COM/TOTALFLOW