

# CUSTOMER CONNECTION

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## ABB INTRODUCES NGC 8209 NATURAL GAS CHROMATOGRAPH

*Provides expanded measurement capability in a compact, affordable package*

Bartlesville, Oklahoma, June 20, 2007 - ABB, the leader in power and automation technologies, announced the release of a compact natural gas chromatograph that provides precise and reliable measurement of a wide range of natural gas values, including hydrocarbon dew point, a key natural gas quality



parameter. The NGC 8209 provides this expanded range of natural gas composition analysis (from C6+ to C9+) in a compact unit that is easier to install, operate and maintain than traditional gas chromatographs.

Hydrocarbon dew point is a complex, difficult to measure natural gas parameter that is computed from gas composition data gathered from the pipeline. Natural gas producers, gatherers, processors, transporters,

suppliers, industrial and commercial consumers need accurate and reliable knowledge of this and other vital parameters (such as heating value, relative density, composition) to ensure the quality of their product, as well as to determine its precise quantity when transferring the product for sale. ABB's NGC 8209 provides a very precise and dependable gas chromatograph to obtain these key measurements; its compact size and streamlined, modular design make it easy to install, use and maintain on natural gas pipelines.

"To remain competitive, all parties involved in the natural gas supply chain need to continuously monitor and improve their overall product quality while precisely tracking the quantity of product being transferred," said Paul Kizer, Totalflow NGC product manager, ABB. "ABB's new NGC 8209 is another way that we provide our customers with the products and technology that they need to improve their efficiency and profitability."

The NGC 8209 provides custody transfer/metrology quality chromatography for heating value and composition measurement. This natural gas chromatograph is easier to install and commission, and less costly to operate in terms of money, time and effort than

traditional gas chromatographs. Several product characteristics allow it to be installed very close to the sample probe site to reduce sample transport times and lower the overall cost of ownership. These include its explosion proof rating, embedded controller, wide operating temperature, small footprint (requires less than 2 sq. ft. of space), valve operation without instrument air, low power consumption and integrated stream switching hardware.

Once installed, information from the NGC 8209 is readily accessible for use by other programs. The unit's single controller seamlessly processes all chromatograms, performs all needed calculations, and reports results in real time, for accurate and timely information on the product in process. Other applications, such as alarm processors, trending and reporting software, can access this information as needed. The NGC 8209 also retains this as historical data, to be referred to later for custody transfer, or to verify transmitter operation performance. With its easy to use graphical user interface software, designated users can directly access information from the NGC 8209 with a laptop PC, or indirectly via a cell phone, satellite, radio, or phone modem.

**800 Number Options**

- Option 1 - Parts / Orders
- Option 2 - Technical Support
- Option 3 - Training
- Option 5 - Sales
- Option 6 - SCADAventure

**(800) 442-3097**

**ABB INTRODUCES NGC 8209 NATURAL GAS CHROMATOGRAPH, CONT'D**

Built with standardized, easily replaceable electro-mechanical modules, the NGC 8209 was designed to be



maintained by personnel with little or no prior knowledge of Gas Chromatography, significantly reducing overall maintenance costs.

The NGC 8209 complements ABB's robust portfolio of solutions for the oil and gas industry. As one of the world's leading supplier to the Oil and Gas industry, ABB understands the challenges faced at all points in the process –in the field, on the platform, at the terminal, along the pipeline, in the refinery or in the boardroom. ABB helps its customers in the oil and gas industry produce, process, transport, store, and distribute hydrocarbons more productively, while reducing losses and complying with the strictest government

regulations. ABB's comprehensive offering includes automation and analytical products, electrification, integrated telecommunications and safety systems, delivered with in-depth application expertise and a global network of best-in-class services.

ABB ([www.abb.com](http://www.abb.com)) is a leader in power and automation technologies that enable utility and industry customers to improve their performance while lowering environmental impact. The ABB Group of companies operates in around 100 countries and employs about 109,000 people.

**POWERHELP CUSTOMER SERVICE TOOL**

Over the last two years the Totalflow support line has undergone some substantial changes. Among these changes, has been the roll out of a new phone system that is tied directly to a piece of software called PowerHelp. PowerHelp allows support analysts to track calls and customer issues in an organized fashion, streamlining the reporting process from field to factory.

When an incoming call is routed to technical support the software will produce a popup. The support analyst then clicks on that balloon and it brings in much of the caller information. For example, if the caller is already in our database it brings in their phone number, place of employment and location. If the customer is not in our database then it produces an entry screen with the phone number that was detected by the caller ID system. The support analyst can then enter the customer's information and save it off to the database.

Once the customer's information has been entered on the screen the Totalflow analyst can obtain the problem information from the customer and put it into the database. There is a section for a brief problem description, detailed problem description and problem resolution. Each portion allows us to date and time stamp the information for tracking or cross referencing the problem

at a later date. From these screens there is also an "inform" screen that will automatically send customers an email regarding updates to their problem if we have their email address in the database.

PowerHelp allows us great flexibility when dealing with problems and provides a way for analysts to quickly see if a similar problem has been reported previously. Higher priority issues can be escalated to "high" or "critical" status to elevate their exposure throughout our organization. All issues labeled "critical" become a topic for discussion at several meetings each week in an attempt to resolve the issue in a timely and correct fashion. Once a case has been resolved the analyst can close the case, at which time it is archived so it can be searched at a later date if necessary.

PowerHelp has proven to be a valuable tool for Totalflow and our customers. It provides a convenient way of organizing phone calls, customer data and potential issues in such a way that issues are always on the "front burner". This is one of the ways we will continue to leverage technology and increase our toolset to better serve our customers.

TF.NET

TF.NET is a web based application that displays data in a web browser to authorized persons with access to the corporate network or the Internet, depending on the configuration. This data is generally from remote field devices, but in fact, TF.NET can read data from any ODBC or OleDb compliant database or via an OPC server. It can be configured for display only, or it can be setup so that authorized persons can demand poll for the most current data. And, when TF.NET is configured to allow it, an authorized user can send set-points or configuration parameters to remote devices.

Companies use TF.NET to control costs and provide important information to authorized users. This data is available to internal users over the corporate network and / or to investors over the Internet.

Service providers use TF.NET to add value by offering data services, especially to their small clients. Example TF.NET installations are described as follows:

**South Texas**

A South Texas Company needed a good way to display data internally, and they also wanted to replace a data service which charged them monthly for the data service. They use both Totalflows and Flow Automation (Thermo) EFM's. They use Flow Automation software to read the EFM data and export it into a file. Totalflow developed an application which reads this file and imports the data into the WinCCU LTDB. From there, it can be displayed, exported (to Costal Flow, PGAS, other WinCCU exports) or included in a report from TF.NET. See the diagram above depicting a network layout for this customer. One of the driving factors in choosing TF.NET was the lower cost they achieved by owning the software license versus an expensive monthly rent for the data service.

**Tulsa Pipeline Company**

A Tulsa Pipeline Company wanted a good way to display their gas data internally while providing data services for their customers. Currently, only Totalflow devices are being displayed. Eventually, Flow Automation and Bristol units may need to be added. This

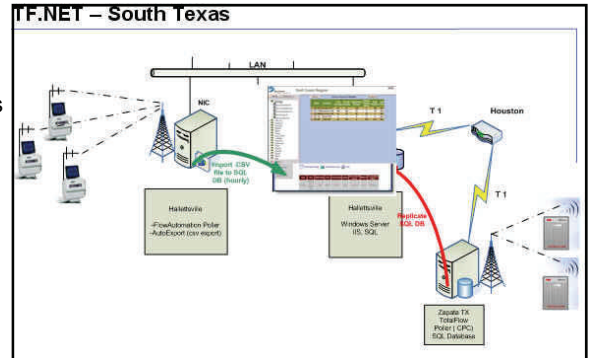
company had looked for months for a browser based package to display data internally without success. TF.NET met their needs at a very reasonable cost.

**West Coast Service Provider**

A West Coast Service Provider, whose business is to install, calibrate, and maintain Totalflow EFM's and RTUs, wanted to provide data services to their customers. They installed TF.NET for this purpose in 2005.

To minimize costs and to keep staff at a minimum, they asked Totalflow to maintain their computer system. Thus, Totalflow monitors and maintains their servers from Bartlesville. This includes normal software maintenance for both TF.NET and for Windows software, fixing any bugs, adding new users, and monitoring and verifying system backups weekly. All of this work is done as part of a Maintenance Contract.

They have seen their TF.NET business grow from two companies with two users each to eight or more companies with multiple users. Remote devices on the system now total over 300 units.



**East Texas Service Provider**

An East Texas Service Provider bought TF.NET to provide data services to their customers. They wanted to differentiate themselves from their competition by providing these data services. TF.NET has been installed and operational since 2005. Their business continues to grow. Their focus is primarily on small producers who prefer a monthly service charge rather than maintaining their own internal computer system.

The screenshot shows the ABB Totalflow Web interface. The top part displays a table with columns for Meter, Flow Rate, Battery, Yesterday's, and Last Modified. Below the table is a detailed data entry for a specific meter. The bottom part of the screenshot shows a line graph titled 'Gas Production - 3-11-53-77' with 'Volume (L)' on the y-axis and 'Date' on the x-axis. The graph shows two data series: Volume (L) and Static Pressure (R).

Meter	Flow Rate	Battery	Yesterday's	Last Modified
29101	55.6466	1	Daily Volume Report (Report Code 321)	
291130	108.5752	2	PowerDate: 06/05/2002	
BALRD NORT	0.0000	3	MeterID: 10-18-46-74 BG	
ABSHIER	775.5269	4	CollectTime: 12/01/1999	
BP AM #1	5682.707	5	Firmware Revision: ID	BUYER:
CALLISON #2	1200.799	6	STAGE:	
COBRA CP	572.0154	7	LEASE:	
COHOON #1	0.0000	8	PRODUCER:	
ESPREE #1	4029.439	9	OPERATOR:	
FAILOR #A1	3.2844	10		
FENT COMP	0.0000	11		

## SOFTWARE, FLASH, AND BULLETINS

Listed below are current upgrades for software and flash as well as the most recent technical bulletins.

XRC 6400 Flash Upgrade  
2101052-026

XFC 6400 Flash Upgrade  
2101050-025

MicroFLO Flash Upgrade  
2101048-026

NGC Application Software Upgrade with  
NGC Interface (Totalflow.exe)  
2102411-016

NGC Analog Board Software Upgrade  
12/24V (Blackfin)  
2102980-002

Software Updates  
WinCCU 6.04 Upgrade Patch  
PCCU 4.58 Upgrade Patch

New technical bulletins have also been developed which deal with various procedures for the NGC.

Technical Bulletin 150  
Updating the NGC's Analog  
Processor Electronic Board  
FLASH (Blackfin)

Technical Bulletin 152  
NGC Calibration Techniques  
(Technical Discussion)

## UPCOMING EVENTS

### TRAINING

Sept. 13 - WinCCU Templates

Sept. 17 - Basic Flow Computer

Sept. 17 - Advanced XSeries  
Flow Computer

Sept. 17 - SCADA Advantage  
Administrator

Oct. 1 - Basic Flow Computer

Oct. 2 - Btu 8000/8100  
Transmitter

Oct. 9 - NGC 8200  
Chromatograph

Oct. 16 - NGC 8200  
Chromatograph

Oct. 16 - Basic WinCCU32

Oct. 23 - Basic Flow Computer

Oct. 30 - NGC 8200  
Chromatograph

Nov. 6 - Basic WinCCU32

Nov. 27 - Advanced XSeries  
Flow Computer

Dec. 4 - NGC 8200  
Chromatograph

Dec. 11 - Basic Flow Computer

### TRADE SHOWS

Sept. 11-12: Liberal Gas  
Measurement Show

Sept. 12-13: Regional Seminar  
(Odessa, TX)

Sept. 17-19: Oklahoma Gas  
Association

Sept. 18-21: American School  
of Gas Measurement  
Technology

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