

CUSTOMER CONNECTION

MAY 2003

INSIDE THIS ISSUE:

WELCOME AND INTRODUCTION	1
WHAT'S NEW IN CUSTOMER SERVICE	1
TOTALFLOW INITIATES WEB DATA SERVICES	2
UPCOMING EVENTS	2
XSERIES OVERVIEW	3
MICROFLO 6213	3
2003 TECHNICAL CONFERENCE	4
WEB PAGE CONTENT	4

TRY THIS

Avoid making bad voice-mail impressions:

Leave brief voice-mail messages. How brief? Leave the same message on your voice mail and see if you like listening to it.

WELCOME AND INTRODUCTION

Welcome to the inaugural newsletter from **ABB** Totalflow and thanks for taking time from your busy schedule to check us out. Using this medium, we hope to provide both broad summaries and detailed insight into the multifaceted products and services now available from the Totalflow group of ABB. From time to time, we will also bring you information about other ABB products and services that might interest you.

Totalflow began with a single focus: To provide a total measurement system for the natural gas custody transfer industry. An early distinctive of ours was to focus on a complete system, rather than just a flow computer instrument. In fact, the **Total** part of Totalflow was always intended to reflect our

focus on a **Total** system.

This broader view has led us to grow our products and services over the years. We no longer think of ourselves as just a flow computer company. Rather, we think of ourselves as a Natural Gas Market focused group.

That is why, at last year's technical conference, we spoke of new changes such as:

- More products
- More services
- Broader systems perspective and capability
- More capable/scaleable hardware and software
- Increased commitment to automation, as much as custody transfer

However, even with these

changes, some things have stayed the same.

- Committed people
- Service Orientation
- Commitment to continuous improvement
- Continued commitment to custody transfer measurement.

From flow computers, to level sensors, Btu analyzers, SCADA & Web software systems, ultrasonic meters, communications expertise, new transducers & transmitters, VFD pump controller optimization capabilities and more than can be listed here, we hope to use this newsletter as one vehicle for introducing you to our products and services.

Brent Berry
Marketing & Product Planning

WHAT'S NEW IN CUSTOMER SERVICE

TECHNICAL BULLETINS

New bulletins on the web:

- 99 - EPROM & Flash Upgrade
- 100 - Incorrect FCU U-bolt
- 101 - Radio Modem Assembly

SOFTWARE UPGRADES

Now available:

- WinCCU 5.15 Service Pack
- PCCU 4.52 Service Pack
- New WinCPC for WinCCU to improve packet protocol remote communications.

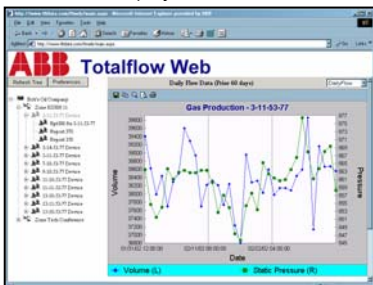
OTHER ITEMS

- Remember: FREE one-day training classes on XSeries.
- Now offering a T11 XSeries Flow Computer Installation and Operations Class.
- Coming SOON!!! Electronic Board Repair for Service Only Boards.

TOTALFLOW INITIATES WEB DATA SERVICES

Totalflow can now provide a wide range of capabilities through Web Data Services. These services include:

- Gathering data from Totalflow and other devices, and then providing this data through a Web Browser to any authorized user on the Internet or company network.
 1. Group Summary Displays
 2. Individual Device Summaries
 3. Tree view navigation to a selected device
 4. Trend displays
 5. Reports in various formats
 6. User can display data from any ODBC or OLEDB database
 7. For data gathered with Totalflow software, displays are tightly integrated and default to pre-specified formats.
 8. User can poll device from browser display for current data



- Allowing authorized users to interact

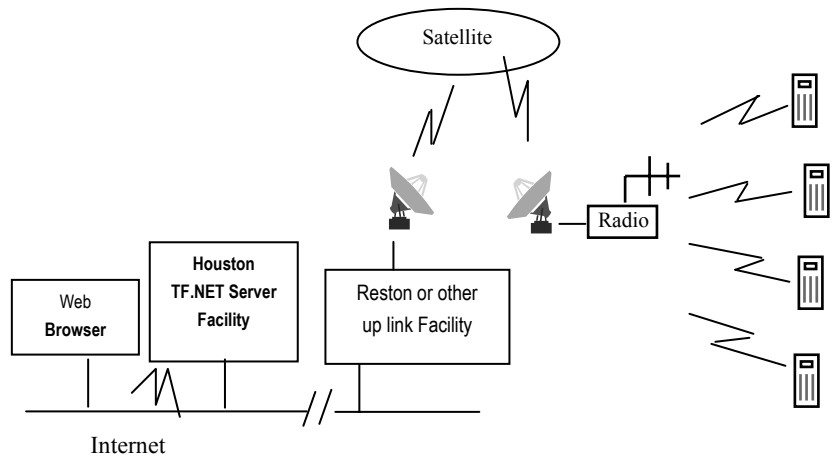
with Totalflow devices using WinCCU through a Web Browser over the Internet. These include:

1. Reading current information & configuration data
2. Writing configuration data
3. Collecting historical data from the device
4. Preparing and viewing various reports from the archive and long term database files
5. Editing data in the long term database
6. Reading & writing analog and digital data
7. Other normal WinCCU functions such as valve control

Data can be read from Totalflow and other devices through various communication pathways. One way these services can be provided is through an innovative application of radio, satellite, Internet, and database technologies and the use of the Windows Terminal Server Capabilities (see diagram below). This provides instant access to current information for authorized users with Internet access.

All site administration is done by authorized administrators using a web browser through the Internet

- Totalflow can also arrange for equipment installation, equipment maintenance, data management, equipment calibration, and user specified URL. The user simply views data through the Web Browser and receives reports on a specified schedule.



UPCOMING EVENTS

TRADE SHOWS & SCHOOLS

- May 20-22: International School of Hydrocarbon Measurement (Oklahoma City, OK)
- June 11-13: Texas Gas Association (San Antonio, TX)
- July 14-17: Asia, Gas, & Petroleum Chemical (Malaysia)
- July 21-23: Southern Gas Association (Covington, KY)

ciation (Transmission) (Covington, KY)

TRAINING

- May 19: Flow Computer Unit (Midland, TX) & Btu Transmitter (Bakersfield, CA)
- June 9: XSeries Introduction (Bakersfield, CA)

June 16: XSeries Features (Bakersfield, CA)

- July 7: XSeries Introduction (Bakersfield, CA)
- July 14: Btu Transmitter (Bakersfield, CA)
- July 21: Flow Computer Unit (Bakersfield, CA)
- July 28: XSeries Introduction (Bakersfield, CA)

ABB Totalflow Offers a FREE One-Day Class per Month on the New XSeries Flow Computer. Call 800-442-3097 for details.

XSERIES OVERVIEW

XSeries technology, from the Totalflow division of ABB, culminates three years of rigorous design and testing. It is a unique milestone in the development of technology targeted at low power, remote applications.

This technology reflects an elegant simplicity that belies the maxim, “flexibility implies confusing complexity”. At each point of contact, the technology is straightforward, useful, full functional, and expandable.

Anyone accustomed to using Totalflow technology should be able to begin using XSeries products without new training. Your initial introduction will look very familiar. In fact, software can be specified to support installation of XSeries devices as traditional Totalflow single tube flow computers. Ask for document titled **microFLO and XSeries Transition Relating to Single Tube Gas Orifice Measurement (6413 equivalent)** to learn more about this.

We did not forget what brought

us here, so reliable, accurate and compatible single tube flow computer capability is certainly provided. However, this is only the beginning. Coming to a complete understanding of this technology is a bit like peeling layers of an onion. Each layer is self-sufficient, but when peeled back, it reveals another new layer. Same onion, multiple layers.

XSeries technology is more than new hardware. It is a keenly integrated object oriented real-time software system, sitting atop state-of-the-art electronics. But it doesn't stop there.

The system extends into Windows™ and .NET™ host systems supplied by ABB or others. With new tools, such as Totalflow's Protocol Integration Toolkit, we can help bring all our technology, new and legacy, into your system.

TFIO MODULES

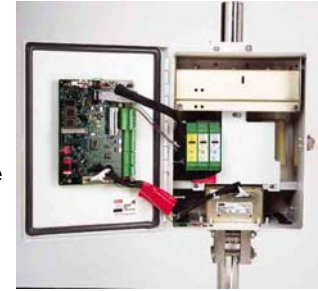
Hardware functionality of XSeries devices can be extended in a flexible and simple way by adding modular IO as needed.

Totalflow's TFIO modules are designed to accommodate low power, harsh environments at economical cost. The system recognizes the module types automatically and configures the IO Scanner subsystem accordingly.

NEW SOFTWARE

A more flexible and stable real time environment, this software represents significant modularization through use of object oriented design principles. Totalflow supplied objects (applications) can be instantiated by us or by you, one or more times on the same device. It is this framework that allows the support for multi-tube measurement, the way you've asked for it.

Standard software tools are also available to extend or design custom math and logic for your unique situation. **Simple Operators** can be implemented using nothing more than PCCU32. **IEC611311** is also available for more complex applications.



“The ‘X’ in XSeries stands for “eXtendable”. At each layer of the system you can extend into useful additions as time goes on.”

NEW PRODUCT - microFLO 6213

The **μFLO 6213** (microFLO 6213), a *little sibling* to our XSeries technology, is an accurate and reliable single tube differential (orifice) gas flow computer with the capability to measure and monitor gas flow in compliance with AGA and API standards.

Unlike charts, the **μFLO 6213** performs integration once per second rather than the usual once every 12 minutes (or so). It also allows you to monitor status

of production and operations, and to control other equipment, such as a composite samplers. It can also automatically trigger an alarm that can call 24/7; all without driving to the site.

The **μFLO 6213** never has runny ink, and uses more accurate, state-of-the-art multivariable electronic transducers, rather than bellows, diaphragms or older generation discrete electronic transducers.

The **μFLO 6213's** single enclosure accommodates everything you need for both measurement and communications, and can be supplied, from our factory, with communications equipment and factory tested cables already installed. It can also be supplied with pre-configured software and pre-calibrated transducers. You merely mount the unit, plumb to the manifold, and connect the battery, charger and antenna to complete the installation.



2003 TECHNICAL CONFERENCE

The 2003 Totalflow Technical Conference will be held October 15 and 16 in Tulsa Oklahoma at the Southern Hills Marriott. The conference will consist of general sessions, hands-on break out sessions, and individual listening posts to address your specific questions.

Registration packets will be mailed later in the year and the same information will also be available on the web site. However, if you would like to make sure you are included on the mail out list, contact your local sales representative or email us at bartlesville.usiny@us.abb.com.

Cost to you for the conference is your travel and lodging only. The conference is free!

WEB PAGE CONTENT

The Totalflow URL address has changed and the look of the web site is different, but the same information and more can be found via the internet.

The home page contains all the product information. If you choose a product, the next page will have links to all the literature pertaining to that product. These are all in pdf format so viewing is fast and printing is easy.

The Customer Service page is where you will find all the software downloads, wiring instructions, modbus registers, spare parts lists, training information, and technical bulletins. The 2003 Technical Conference information can also be found here beginning in the third quarter.

If there is something you are not finding on the web that you would like to see or you are having trouble navigating

the web site, please call 918-338-4753.

New items appearing on the web soon will be all spare parts pictures to make ordering parts easier.

We know that changes like this cause you to spend valuable time "learning a new way." We trust that even though the web site is different, you will ultimately be better served by the change. We look forward to hearing from you.

WWW.ABB.COM/TOTALFLOW

Understanding

"The great need today in every phase of our social, economical, and political life is understanding. It has always been so, but today the need is even greater."

— Charles Hook

ABB INC.
TOTALFLOW
DIVISION

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

ABB