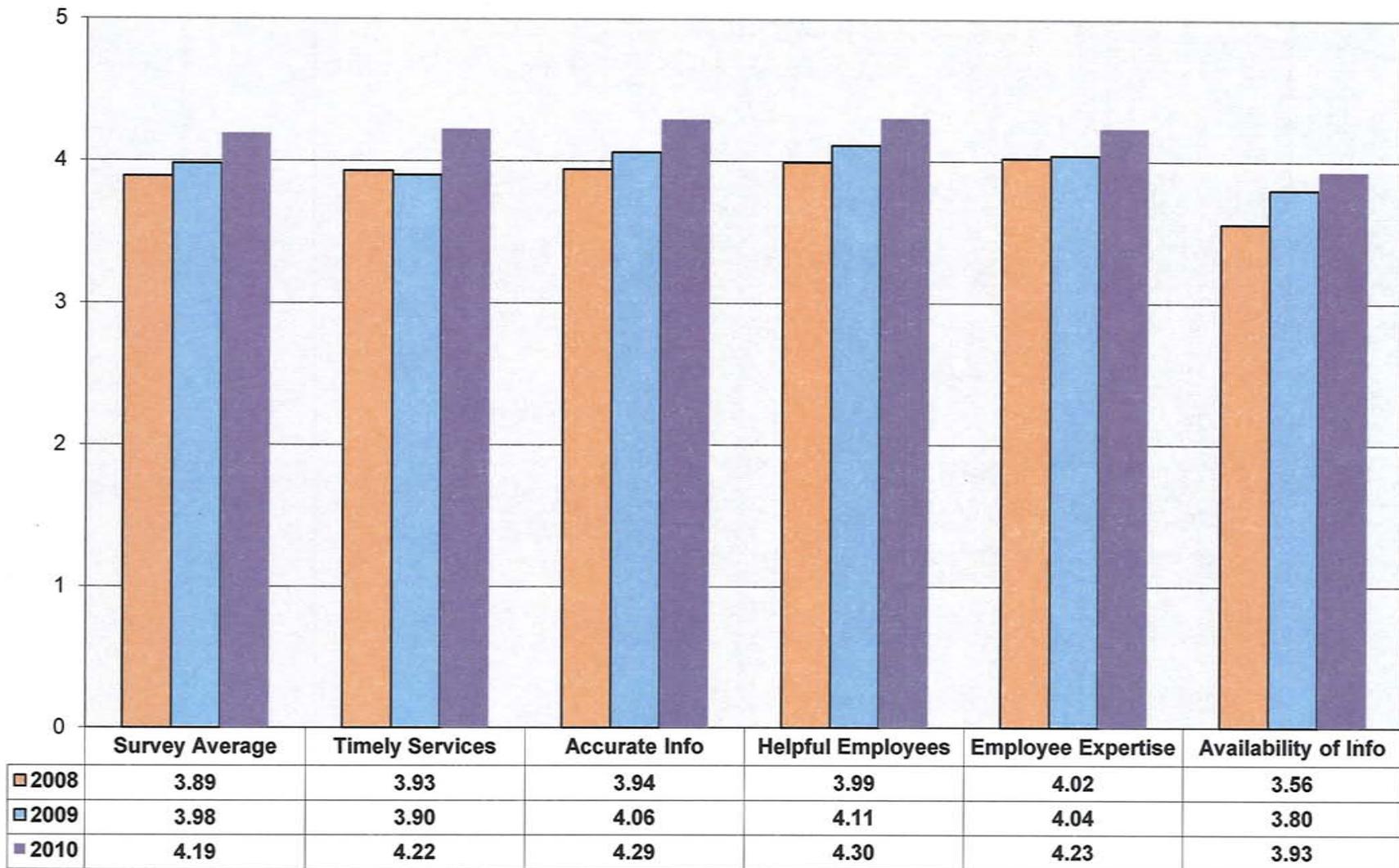


2010 Customer Satisfaction Survey Results Division of Oil, Gas & Mining Composite

9/8/2010



**DOGM Customer Satisfaction Survey Results
July 1 to August 31, 2010 Final**

Total Division Rating	<u>2008</u>	<u>2009</u>	<u>2010</u>
Timely Services	3.93	3.90	4.22
Accurate Info	3.94	4.06	4.29
Helpful Employees	3.99	4.11	4.30
Employee Expertise	4.02	4.04	4.23
Availabilty of Info	<u>3.56</u>	<u>3.80</u>	<u>3.93</u>
Survey Average	3.89	3.98	4.19

Responses by Program	<u>2008</u>	<u>2009</u>	<u>2010</u>
Oil & Gas	94	106	140
Coal	11	15	15
Minerals	14	39	46
AMR	7	18	11
PIC	4	2	3
Admin.	<u>3</u>	<u>0</u>	<u>3</u>
Total	133	180	218

Ratings By Program:	Oil & Gas			Coal			Minerals			AMR			PIC			Administration		
	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>												
Timely Services	4.11	4.16	4.40	3.91	3.80	3.67	3.21	3.53	4.04	3.00	3.29	3.40	4.00	5.00	4.33	4.67	n/a	5.00
Accurate Info	4.11	4.21	4.47	3.64	3.79	4.00	3.57	4.09	4.09	2.29	3.29	3.27	4.50	4.50	4.00	4.67	n/a	5.00
Helpful Employees	4.21	4.34	4.44	3.82	3.93	3.86	3.31	3.95	4.24	2.43	3.24	3.27	4.50	5.00	4.33	4.67	n/a	5.00
Employee Expertise	4.14	4.19	4.41	3.91	3.73	3.60	3.62	4.11	4.29	3.00	3.24	2.91	4.25	4.50	3.67	4.67	n/a	4.50
Availabilty of Info	<u>3.73</u>	<u>3.90</u>	<u>4.11</u>	<u>3.36</u>	<u>3.64</u>	<u>3.71</u>	<u>2.69</u>	<u>3.78</u>	<u>3.58</u>	<u>2.14</u>	<u>3.29</u>	<u>3.10</u>	<u>4.25</u>	<u>4.50</u>	<u>4.00</u>	<u>4.67</u>	<u>n/a</u>	<u>4.50</u>
Average Rating	4.06	4.16	4.37	3.73	3.78	3.77	3.28	3.89	4.05	2.57	3.27	3.19	4.30	4.70	4.07	4.67	n/a	4.80

DOGGM Customer Survey Detail Responses: 2010 for Oil & Gas

Survey Date	Organization	IP Location	TIMELINESS Comment:	ACCURACY Comment:	HELPFULNESS Comment:	EXPERTISE Comment:	AVAILABILITY Comment:	Other Comments?
07/01/2010	Devon Energy Corp	Oklahoma City, OK	5 usually I only download well history or logs.	5	5	0	3 there have been a few occasions when the website was not available	when downloading pdf from well files I can select several wells, but can only download 1 at a time, being able to download all i can select would save time
07/01/2010	El Paso	Houston, TX	3	4	4	3	4	
07/01/2010	EOG Resources	Weatherford, TX	4	3	1	1	4	
07/01/2010	IHS Energy Group	Denver, CO	5 Employees have always provided excellent service in a timely basis... A pleasure to work with them.	5 Always accurate	5 More than willing to answer questions and research potential problems	5	4 View documents is sometimes slow and cumbersome...	
07/01/2010	Harvest Natural Resources	Houston, TX	5	5	4	5	5	We find the employees of DOGM to be professional and helpful. I feel that they listen to us and attempt to work with us in a very reasonable manner. We enjoy our working relationship with the people of DOGM.
07/01/2010	Quinex Energy	Salt Lake City	4	4	5	5	4	
07/01/2010	Questar Market Resources	Brighton, CO	5	5	5	5	5	
07/01/2010	Conoco Phillips	Owasso, OK	5	5	5	5	5	I think the Oil & Gas Staff is wonderful to work with, very helpful, available with their time and knowledge when asked.
07/01/2010	--	Houston, TX	5 Way above and beyond my expectations	5 Very accurate	5 Yes, very helpful	5 Yes even the newer employees.	5 Very easy.	maybe get newer wells on the site quicker that have been released form being confidential.
07/01/2010	--	Vernal, UT	5	5	5	5	5	
07/01/2010	State of Utah	Vernal, UT	4	5	4	5	4	
07/01/2010	--	Salt Lake City	5	5	5	5	5	I have found you all to be very accommodating and helpful, Thanks for the hard work.
07/01/2010	--	Ogden, UT	5	5	5	5	5	
07/01/2010	--	Lima, Peru	5	5	5	5	5	DOGGM has always done a great job. Could more be done to prevent suwa from continuing to a obstruct the process?
07/01/2010	--	Denver, CO	5	5	5	5	5	
07/01/2010	El Paso	Dallas, TX	5	5	5 Have more than once expedited sundry approvals.	5 Employees have been very helpful	5 You have one of the bettter search sites.	
07/01/2010	Intrepid Potash	Denver, CO	5	4	5	5	5	All employees give us good cooperation and attention to our permitting and regulatory issues. Good info on website.
07/01/2010	--	Houma, LA	5	5	5	5	4	
07/01/2010	--	Fort Worth, TX	2 Tax credits got behind just received Oct-Dec'09	4	5 Helen & Jean are great at helping me find answers.	5	4	
07/01/2010	--	Mandan, ND	5	5	5	5	5	Everyone I work with in Oil and Gas have always provided friendly and excellent service. I work with several states and you definitely have top-notch friendly people.
07/01/2010	Anadarko	--	4	5	3	4	4	
07/01/2010	Exterus	Sandy, UT	4	4	3	3	4	
07/01/2010	--	Bicknell, UT	4	3	4	4	3	
07/01/2010	Bill Barrett	Denver, CO	4	4	4	5	5	
07/01/2010	BLM	--	4	4	4	5	4	
07/01/2010	Halliburton Co.	Carrollton, TX	3	3	3	3	3	
07/01/2010	DJ Simmons	Albuq., NM	5	5	5	5	5	I enjoy working with your oil and gas staff because they are friendly, helpful, and highly knowledgeable. Their response is immediate regardless of the issue. Also, your electronic filing system is light years ahead of the other four corner states. Keep up the great work.
07/01/2010	--	--	5	5	4	5	4	Dennis Ingram is especially helpful and knowledgeable / wish BLM had more like him. Would be great if your online well reports could be saved and re-opened to make additions and changes.

07/01/2010	Questar Market Resources	Brighton, CO	5	Carol Daneils, Earlene Russell, Rachel Medina & Dustin Doucet are great to work with.	5	5	4	4	Keep up the good work. It's a pleasure to work with all of you.
07/01/2010	Rosewood Res.	Vernal, UT	5		4	5	4	5	
07/01/2010	Savage Ind.	Denver, CO	4		4	4	3	4	The more meetings, conferences, presentations, and forums for Oil & Gas that the Division can host, sponsor, initiate, and support -- the better, whether held in Vernal, Duchesne, or Salt Lake City.
07/01/2010	--	Denver, CO	5		5	5	5	4	
07/01/2010	--	Ogden, UT	5		5	5	5	5	Love your Website!
07/01/2010	Pioneer Natural Resources	Irving, TX	5		5	5	5	4	Had a little difficulty finding certain rules and regulations but found them immediately after speaking to employees.
07/01/2010	--	Vernal, UT	4		4	4	4	4	
07/01/2010	--	Fort Worth, TX	5		5	5	5	5	
07/01/2010	--	Vernal, UT	5		5	5	5	5	
07/01/2010	--	Grand Rapids, MI	5		5	5	5	5	The on-line capabilities are great! Very intuitive and have greatly reduced time spent on typing reports. Thanks!
07/01/2010	El Paso	Odessa, TX	5		5	5	5	5	
07/01/2010	Fidelity Investments	Cincinnati, OH	4		4	4	4	4	
07/01/2010	State of Utah	Vernal, UT	3		3	3	2	2	
07/01/2010	--	Vernal, UT	5		5	5	5	5	The DOGM website is an extremely important and useful tool.
07/01/2010	State of Utah	Tooele, UT	5		5	5	5	5	
07/01/2010	--	Sandy, UT	5		5	5	5	5	
07/01/2010	Fidelity Investments	Cincinnati, OH	5		4	5	4	2	It's hard to find where you can print proof you have submitted a sundry
07/01/2010	Rosewood	--	5		5	5	5	4	
07/01/2010	BLM	--	4		4	3	4	4	
07/01/2010	--	Minneapolis, MN	3		2	3	2	3	There was a lack of familiarity with other programs of the Division which led to unnecessary and inappropriate actions. Had there been more familiarity things would likely have gone differently.
07/01/2010	Hewitt Petroleum	Salt Lake City	4		4	4	4	3	start scanning well logs in color. some well logs, like computer logs, dipmeters, Image logs, etc must have color. B&W scans are nearly useless.
07/01/2010	Whitmar Expl.	Denver, CO	4		5	5	4	4	
07/01/2010	Berry Petroleum	Fresno, CA	4		4	3	4	3	
07/01/2010	Gasco Energy	Colorado	4		4	4	4	4	
07/01/2010	BLM	--	4		4	4	4	4	
07/01/2010	--	CO Springs, CO	4		5	4	4	4	
07/01/2010	State of Utah	Woods Cross, UT	5		5	5	5	5	
07/01/2010	--	Grand Rapids, MI	3		3	3	4	3	
07/01/2010	Gasco Energy	Colorado	5		5	5	5	4	

07/01/2010	--	Salt Lake City	5	5	5	5	5	I agree with John Baza's overall assessment of the DOG&M and its employees. It's the most efficient and knowledgeable regulatory agency by which my O&G activities are overseen.
07/01/2010	--	Modesto, CA	5	5	5	4	4	
07/01/2010	Tidewater Oil & Gas	Arvada, CO	5	5	5	5	5	We had a firm spud deadline and the UDOGM personnel (specifically, Ted Smith, Brad Hill, Dustin Doucet, Diana Mason, Don Staley, Earlene Russell & Helen Macdonald) were very professional, responsive, knowledgeable, and engaged. We commend the UDOGM staff and are very appreciative of their timely actions, understanding, and willingness to work with us on what are sometimes difficult tasks with short time frames.
07/01/2010	Utah State University	Logan, UT	5	5	5	5	5	
07/02/2010	--	Williston, ND	4	5	5	4	4	
07/02/2010	Newfield	Littleton, CO	5	5	5	5	5	Floyd has done an excellent job for us and has been a pleasure to work with. He works with a lot of operators but always pushes to get our on-sites done in a timely manner. We greatly appreciate all that he does for us and hope to have him around for a long time. The staff in the SLC office is always very helpful as well whenever I need anything they get back to me quickly. On behalf of Newfield, please give my thanks to all of the excellent employees at DOGM.
07/02/2010	Devon Energy	Houston, TX	3	4	4	4	3	
07/02/2010	Anadarko	Spring, TX	5	5	5	5	5	I would really like to commend the Division for the willingness to work through the issues of the industry, following procedures and making things happen.
07/02/2010	--	Salt Lake City	4	5	4	4	4	State approved APD's should be made valid for two years to correlate to Federal APD's. There are times when it takes a year to get BLM approval. Also, the state web site is very convenient for data research but it should work on Fridays even if the employees do not.
07/02/2010	BLM	--	4	4	4	4	5	
07/02/2010	--	Vernal, UT	4	5	4	4	4	
07/02/2010	--	La Salle, CO	5	5	5	5	4	It was not available online, but the person I talked with easily found the information and e-mailed it to me.
07/02/2010	Oil Shale Explor	Daleville, AL	4	5	5	4	5	
07/02/2010	Questar Market Resources	Brighton, CO	5	5	5	5	5	I have been dealing with Earlene Russell of your O&G office to handle a recent operator name change. This is the second time in approximately three years that Earlene and I have worked on these type projects. She is great to work with -- incredibly knowledgeable, efficient and pleasant. I really appreciate her willingness and patience in processing the necessary paperwork submittals.
07/02/2010	--	--	4	5	5	4	5	The DOGM website is the best of all the states. The downloadable database files are awesome.
07/02/2010	--	Richardson, TX	2	3	3	4	4	
07/03/2010	--	Gaithersburg, MD	5	5	5	5	4	It would be great if one had a monthly summary of production by county like you have now for annual production.
07/03/2010	--	Aurora, CO	4	5	0	0	5	It is very difficult sometimes to find information that I need over the weekend. It almost seems like you tkae the server down every weekend. This is not good for me.
07/05/2010	--	West Jordan, UT	5	0	5	5	4	The information on the website is crucial. Please keep up the good work!
07/06/2010	EOG Resources	Weatherford, TX	5	5	5	5	3	Only because I was new to DOGM site. Excellent site !! I work with another state's site as well and don't have access to the entire file on line. How nice !!
07/06/2010	Questar	Salt Lake City	5	4	5	5	3	

07/06/2010	--	Fort Worth, TX	0	5	0	0	5	I only use the website, but it is well designed and very helpful.
07/06/2010	Bill Barrett	Denver, CO	3	4	3	3	3	The e-file system for filing APDs is difficult and cumbersome (sundry e-file works great though). Another major problem with the system is there is no on-call system on Fridays and inevitably, errors always occur on Fridays or after hours and not being able to contact someone puts a burden on operators trying to submit permits and sundry notices.
07/06/2010	Ute Tribe	Vernal, UT	0	0	5	5	5	5 simply had to ask for it I really appreciate the collaborative meetings in Vernal.
07/06/2010	--	Logan, UT	4	4	4	5	4	
07/06/2010	EOG Resources	Weatherford, TX	2	2	2	3	2	2 Employees often do not address the question asked and often times respond in a rather condescending way. 2 This goes back to not getting the specific question asked answered. It may take up to several phone calls AND emails to get a question answered accurately. 2 I would say the employees who are helpful compared to those who are not is about 50/50. 2 For new users, the websites are complicated at best, confusing and frustrating most other times.
07/06/2010	Devon Energy Corp	Houston, TX	4	4	4	4	4	The epermit system is very beneficial for our business operation.
07/06/2010	--	Reno, NV	4	4	4	4	4	I have two comments: 1st - the reclamation standards appear to be significantly different for mining versus O&G when you look at disturbed acreage especially as it relates to bonding of evaporation ponds. 2nd - the notification of land owners, mineral owners, lessees etc. is extremely deficient and needs to be corrected. It is leading to lawsuits that are based upon surface owners use while ignoring the rights of mineral owners and lessees.
07/07/2010	EOG Resources	Weatherford, TX	5	5	5	5	5	I am a frequent user of the online Oil & Gas Information system. It is awesome, and beats any other State website in ease of use!
07/07/2010	Citation O&G	Houston, TX	4	5	5	4	4	It's a pleasure working with the men and women at the state. They are always helpful in answering our questions.
07/07/2010	Enerplus	Calgary, Canada	5	5	5	5	5	
07/07/2010	Univ. of Utah	Salt Lake City	5	5	4	4	4	Your efforts to modernize are commendable.
07/07/2010	--	West Jordan, UT	4	4	4	4	3	The agency might consider providing .las files of well logs to the general public ... these are becoming the industry std.
07/08/2010	El Paso	Spring, TX	5	5	5	5	5	I like the epermit system although it can become tedious and at times frustrating when revisions have to be made.
07/08/2010	--	Denver, CO	5	5	5	5	5	It's a pleasure to deal with DOGM.
07/08/2010	BLM	--	0	5	0	0	4	
07/09/2010	--	San Antonio, TX	0	5	0	0	5	5 I only use the online data system.
07/09/2010	James Beckwith, Esq.	Arvada, CO	5	5	5	5	5	I have rarely encountered an agency that has been so helpful, timely and courteous in providing me public records, agency maps and studies and other materials related to cases I handle. You are to be complimented on the character and quality of your assistants. James A. Beckwith
07/09/2010	--	Fort Worth, TX	4	5	5	5	4	5 Rachel Medina & Carol Daniels are always very helpful & respond to my e-mails usually within the hour. One of the biggest problems I have is trying to access the State of Utah website on Friday. Several times within this past year the website is either down or the server is unable to connect me to where I need to go. It's frustrating to me because I have wasted a whole day since I can't pull up & download the information I need. The State of Utah does not work on Fridays so there's no way I can reach someone to help me on Friday. So I try to complete my on-line research Mon-Thurs for that reason. When Monday rolls around the server is working just fine.
07/10/2010	--	Mt Airy, MD	4	3	4	3	3	
07/11/2010	--	Manti, UT	5	5	5	5	5	

07/12/2010	--	Sandy, UT	5	5	5	5	5	As a consulting engineer I have the opportunity to deal with a variety of regulatory agencies while working on behalf of our clients in Utah, Oklahoma, Texas, Arkansas and Kansas. I have found the UDOGM personnel, both office and field, to consistently be knowledgeable in their jobs, courteous and professional. I must rank UDOGM as the leader of the agencies just mentioned. Please continue what you are doing! Thanks					
07/12/2010	El Paso	Houston, TX	0	4	0	0	5	Never have had to interact with your employees but your data base of well information seems to be well maintained and updated. Information is easy to find and I like the options available to sort the data as well.					
07/12/2010	Anadarko	--	4	5	4	5	4						
07/13/2010	--	Aurora, CO	0	5	0	0	5	I only use your website. The website is good. Easy to use and navigate.					
07/13/2010	--	Roosevelt, UT	4	4	5	4	3						
07/14/2010	Anadarko	--	4	4	5	4	5						
07/14/2010	--	Grand Rapids, MI	3	3	3	3	3	The "new" on-line system is cumbersome for submitting APDs. This has been a source of frustration and our company has spent more time sending & re-sending APDs electronically than the time it took to using the "old" process.					
07/14/2010	Questar	Salt Lake City	4	5	4	4	4						
07/18/2010	--	Phoenix, AZ	0	We are unable to navigate the system to get the info we want. e.g., Wolverine: how do we pull up the well numbers and production data? How do we copy the wide lateral spread sheets to retain the info?	2	Couldn't pull in info wanted to check status of Wolverine Gas	0	We have not talked to any of your employees	0	Did not speak to employees	1	Unable to navigate system; very confusing and difficult to find out how to move to info wanted.	In trying to research progress of Wolverine Gas, we are unable to navigate your system to get the full data that we need. The system is very confusing to us. George Gaut, Kirkland, AZ e-mail: DGGAUT@mnsa.com (SLS Note: Dyson contacted customer on 7/19.)
07/20/2010	--	Moab, UT	4	4	4	3	3						
07/20/2010	El Paso	Dallas, TX	3	4	3	4	3						
07/22/2010	--	--	4	5	4	4	5	The ability to download the entire database along with the logs and wellfiles is very valuable. The website is very easy to use.					
07/26/2010	--	Spanish Fork, UT	5	5	5	5	5						
07/26/2010	--	Richardson, TX	4	4	4	4	5	Your department's personnel do good work, however, your well files are not always up to date.					
07/27/2010	U S Forest Service	Wash., DC	5	5	5	5	5						
07/27/2010	--	Salt Lake City	0	0	0	0	3	web site needs to be more complete and clearer regarding upcoming public hearings and meetings - also to encourage public involvement and participation. Thanks					
07/27/2010	--	Stockton, CA	5	5	5	5	3						
07/28/2010	--	Fairview, UT	0	2	not current or up todate	0	0	3					
07/28/2010	--	--	5	Very knowledgeable and friendly	5	5	5	5	Thanks for all your help and thanks for putting up with us newbies!				
07/29/2010	El Paso	Houston, TX	4	4	5	4	4						
08/02/2010	Plains Expl.	Houston, TX	5	5	5	5	5						
08/02/2010	Riter Engineering	Salt Lake City	5	5	4	4	4						
08/02/2010	--	Plano, TX	0	4	0	0	2						
08/03/2010	Gasco Energy	Englewood, CO	4	5	5	5	4						
08/03/2010	Anadarko	--	5	The employees are very helpful and timely in their responses. It's greatly appreciated!	5	The information was accurate, clear and concise. Whenever a clarification or added info was needed, it was willingly provided.	5	Wonderful!	5	If someone didn't know the answer, they found out and got back to us.	4	It's challenging to do work on Fridays (and some weekends) with the website down (almost) every weekend starting at noon on Friday. We appreciate that you are maintaining the database and love that it works so well and is so versatile. Also, after working in other states, I appreciate how much versatility we have on what and how to submit applications, sundries, etc. Thanks for the good, hard work!	
08/04/2010	Berry Petroleum	Bakersfield, CA	5	5	5	5	5						

08/04/2010	--	Fort Worth, TX	3	4	4	4	4	
08/04/2010	--	--	3	3	3	3	3	
08/04/2010	--	Casper, WY	0	5	0	0	2	Many of the links to the regulatory forms are not accessible. They have either broken links or no information available. The Wyoming Oil and Gas site is better. The Live database program you use is used by other states. It is clunky. 10 years ago paper copies of logs and a trip to the Oil and Gas Commission would be the only way to get data. Online data is great, but can be improved.
08/09/2010	BLM	--	0 Haven't used employee services, only internet	5	0	0	4	Your live data search is very helpful. I found data I couldn't find anywhere else.
08/09/2010	Uintah Eng. & Land Survey	Vernal, UT	4	4	4	4	4	I HAVE NOT DEALT WITH ANY EMPLOYEES, JUST THE LIVE DATA SEARCH. THE NEW SYSTEM IS A GOOD IMPROVEMENT AND IT IS APPRECIATED THAT IT DOES NOT COST TO USE. WE PAY 175.00 A YEAR TO USE THE NORTH DAKOTA SYSTEM AND SO IT IS APPRECIATED ALL THAT YOU DO. THANK YOU
08/12/2010	--	Denver, CO	4	5	4	5	3	Navigating the DOGM website to the oil and gas data-well logs is not easy. See the NV BUR MINES AND GEOL website and go to oil and gas data. The NBMG website is easy to use! How much well file data is available that is not online? How do I access and obtain any available well file data? Leland Cress lelandcress@comcast.net (SLS note: Dyson contacted customer on 8/17)
08/13/2010	--	Portland, TX	5	4	5	5	3	
08/13/2010	Anadarko	--	3	3	3	3	3	
08/16/2010	Nehring Assoc.	CO Springs, CO	5	5	5	5	5	I've always thought that the Utah DOGM staff I've interacted with were professional, and I can't give such a glowing report about other nearby state agencies (such as New Mexico, which has real problems). Also, I can download whatever I need quite easily from the DOGM website and I really appreciate that I don't have to call and ask why files haven't been maintained or uploaded. They're always there when I need them.
08/19/2010	--	Houston, TX	5	2	4	3	5	I think it would be helpful if the division o&g employees understand the operators side of the program.
08/25/2010	--	Roosevelt, UT	5	5	5	5	4	
08/26/2010	State of Utah	Salt Lake City	5	4	4	4	3	The Division should reach out to royalty owners and provide more help.
08/27/2010	Fidelity Investments	Cincinnati, OH	5	5	5	5	4	Earlene Russell always does above and beyond!
08/29/2010	--	Casper, WY	0	0	0	0	2	Have to go too many places to get basic well info.
08/30/2010	--	Golden, CO	5	5	5	5	5	Would it be at all possible to have columns for both Ground elevation and Kelly Bushing as well as Total Depth in your database. Currently, you have to look at the log or the completion report (if you are lucky) to get the missing elevation. You have to look at the historical data database to find Total Depth. It would be really nice to have this critical information in one place! And you could really make it special by including Formation at TD.
08/30/2010	CBS Corp.	New York, NY	0	0	0	0	3	
Rating Average:			4.40	4.47	4.44	4.41	4.11	Composite Rating: 4.37

Scale: 1 to 5, with 5 as highest. Zero is "not applicable" ranking per respondent.