

Industry: Oil & Gas

Project Description: Hardisty Express Transient Mitigation Phase 2

1. Please answer the following questions using the scale provided:

| | Strongly Agree | Agree | Slightly Agree | Slightly Disagree | Disagree | Strongly Disagree |
|--|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Knowledge/Expertise – industry, application & technical | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service – responsive, quick, professional | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Communication – proactive, complete, timely | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pricing – competitiveness, value for the dollar | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Trustworthiness – commitment, will deliver, overall relationship | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2. Please identify two areas in which we excelled:

I really appreciate how _____ was able to take care of things and was able to adjust on the fly to work with the schedule that changed a couple times.

3. Please identify two areas in which we could improve:

Nothing!

4. Please share any other comment you might have about this project or JMP in general.

5. How likely is it that you would recommend JMP to a friend or colleague? (1 = not at all likely, 10 = extremely likely)

1 2 3 4 5 6 7 8 9 10

Why did you give us this score?

I've recommended JMP to support issues on the _____ PLC because of the familiarity with the system.

JMP Comments: Thank you kindly for the feedback and referrals - much appreciated!

