

Emerging Stronger

**2010 NPRA Reliability & Maintenance
Conference and Exhibition:
Advance Program**

Henry B. Gonzalez Convention Center
San Antonio, TX
May 25 – 28, 2010



NPRA

Schedule at a Glance

Tuesday	May 25, 2010
9:00 am – 5:00 pm	Professional Development Seminars
1:00 pm – 8:00 pm	Registration
6:00 pm – 8:00 pm	Opening Reception in Exhibit Hall

Wednesday	May 26, 2010
7:30 am – 6:00 pm	Registration
8:30 am – 9:45 am	Keynote Session
9:45 am – 10:00 am	Coffee Break
10:00 am – 11:15 am	Concurrent Workshops
11:15 am – 1:00 pm	Lunch – Exhibit Hall
1:15 pm – 2:30 pm	Discussion Session / Concurrent Workshops
2:30 pm – 2:45 pm	Coffee Break
2:45 pm – 4:00 pm	Concurrent Workshops
4:00 pm – 6:00 pm	Reception in Exhibit Hall

Thursday	May 27, 2010
7:30 am – 6:00 pm	Registration
8:30 am – 9:45 am	Keynote Session
9:45 am – 10:00 am	Coffee Break
10:00 am – 11:15 am	Concurrent Workshops
11:15 am – 1:00 pm	Lunch – Exhibit Hall
1:15 pm – 2:30 pm	Concurrent Workshops
2:30 pm – 2:45 pm	Coffee Break
2:45 pm – 4:00 pm	Concurrent Workshops
4:00 pm – 6:00 pm	Reception in Exhibit Hall

Friday	May 28, 2010
8:00 am – 8:30 am	Continental Breakfast
8:30 am – 10:00 am	Concurrent Discussion Sessions
10:15 am – 11:30 am	Ethics Session

2010 NPRA Reliability & Maintenance Conference and Exhibition

In 2009 the U.S. economy and our industry hunkered down to survive the downturn. Although very little is certain for 2010, there is some hope that the economy will begin to grow again. Even now, while it is still in survival mode, our industry needs to lay the groundwork that will enable it to emerge stronger and prepared for future challenges. This has to include taking care of our assets and the proven practices of preventive maintenance, reliability engineering, and equipment health monitoring. To meet your needs, the 2010 NPRA Reliability & Maintenance Conference program emphasizes productivity and the effective use of resources to keep your equipment ready to perform when it is needed and emerge stronger and ready to take advantage of future opportunities.

The Conference is all about sharing improvements and learning from others' experiences. In each workshop, presenters will describe their reliability and maintenance challenges, how they selected a solution, and the ups and downs of implementing that solution. The lessons they have learned – the positives and negatives – are a powerful tool in improving the productivity of your workforce and the competitiveness of your facility. This year the program has almost 40 workshops organized in eight topic tracks: Analyzers/Electrical/Instrumentation (AEI, half day); Maintenance Strategies; Maintenance Tools; Procurement; Projects (half day); Reliability; Safety & Mechanical Integrity (SMI); and Turnarounds. The workshops will be interactive and attendees will be encouraged to ask questions and share their own experiences and challenges.

The Q&A sessions on Maintenance, Reliability, and Turnarounds are being reformatted to make them even more interactive and they will offer attendees the opportunity to discuss specific issues with experienced practitioners.

Attendees interested in a specific topic will find that the program schedule allows them to focus on the area that best aligns with their interests. To see a more complete description of each workshop, visit <http://www.npra.org/RMC> and click on *Workshop_Descriptions.pdf*.

Discussion Sessions

(replacing the Q&A Sessions)

The program includes three Discussion Sessions where subject matter experts will provide a starting point for a small group discussion of high priority issues. Each session will break down into four subtopics:

- **Maintenance:** Inspection; Planning & Scheduling; Productivity; and Tanks.
- **Reliability:** Corrosion Under Insulation; Fixed Equipment Reliability; Knowledge Retention; and Rotating Equipment.
- **Turnaround:** Front End Loading; Improving Productivity; Planning & Scheduling Processes; and Safety.

In each session, the attendees will split up into small groups where a subject matter expert will initiate a dialogue with the attendees on one of the subtopics. Attendees will be able to explore the topic in depth and benefit from the other attendees' broad range of experiences. The discussion sessions will conclude with a summary of significant learnings which will be shared with all attendees.

To preview the subtopics that will be addressed in the Discussion Sessions, visit the NPRA web site at <http://www.npra.org/RMC> and click on *Discussion Session Topics.pdf* and then come prepared to participate.

Professional Development

Attendees also have the opportunity to acquire additional training by registering for one of the four Professional Development Seminars which will be held on Tuesday before the conference. Full-day seminars will be offered on "Design and Siting of Facilities – Changes to API RP 752" by Baker Engineering and Risk Consultants; "Fitness for Service" by Equity Engineering Group; "Craft Training Best Practices" by Change Catalysts; and "Creating a Sustainable Reliability Culture" by Aerospace Testing Alliance. There is an additional registration fee for each of these seminars.

Exhibition

The Conference Exhibition provides an opportunity to evaluate the equipment, services, and technologies of more than 230 companies. These companies are specialists in a specific aspect of reliability or maintenance and can be valuable resources in solving plant problems and improving performance. Many of the exhibitors are first-timers offering novel solutions to your persistent problems. The 10-plus hours of exhibition time also offer an excellent opportunity to network with others and focus on your plant's particular needs.

2010 Professional Development Workshops

Tuesday
May 25, 2010
9:00 am – 5:00 pm

Creating a Sustainable Reliability Culture

Ramesh Gulati, Aerospace Testing Alliance (ATA)

How do you define a best practice or excellence in maintenance and reliability? What are the elements of a best practice? How do you implement best practices in your facility to impact the bottom line? What barriers, including cultural issues, do you need to overcome to implement them successfully? How do you use metrics to measure the effectiveness of these practices?

This workshop will address cultural elements – reliability culture; maintenance and reliability best practices; and barriers to implementing best practices and sustaining a reliability culture.

Each participant will receive a recently published book titled “Maintenance & Reliability Best Practices” by Ramesh Gulati as well as PowerPoint slides for the seminar. **\$450 (by April 26)**

Design and Siting of Facilities – Changes to API RP 752

Tom Rodante, Baker Engineering and Risk Consultants

API RP 752 provides guidance for managing the risk from explosions, fires and toxic material releases to on-site personnel located in new and existing buildings intended for occupancy. It was developed for use at refineries, petrochemical and chemical operations, natural gas liquids extraction plants, natural gas liquefaction plants, and other onshore facilities covered by OSHA 29 CFR 1910.119. A new edition of API 752 was published in late 2009. Significant research and development of technology pertinent to building siting evaluations have been performed since the publication of the previous editions of API RP 752. This seminar will provide an orientation to the recommended practice and highlight the changes in 752 that one must know.

\$400 (by April 26)

Craft Training Best Practices

*Barbara Trautlein, Change Catalysts
Clarence Trowbridge, BP*

This seminar is a hands-on experience for maintenance and reliability professionals and leadership who want to know how to manage the non-technical side of change. Using information from a recent survey on the “state of learning and development” in NPRA member companies, this seminar will identify pressing needs and opportunities, and best practices to meet skill and performance demands. It will also discuss the scope and specifics of the issues involved and then suggest targeted solutions and processes.

\$400 (by April 26)

Fitness for Service

Equity Engineering Group

This seminar will provide a general overview of API 579 “Fitness for Service” which describes standardized fitness for service assessment techniques for pressurized equipment used in the petrochemical and petroleum refining industries. Fitness for service is defined as the ability to demonstrate the structural integrity of an in-service component containing a flaw.

\$400 (by April 26)

Keynote Speakers

Wednesday
May 26, 2010

8:30 am – 9:45 am

Can Refineries Survive the Next 10 Years?

Lynn Westfall
Senior Vice President, External Affairs, Tesoro Corp.



Petrochemical refining companies have not been immune to the economic downturn and margins have narrowed as fuels demand has dropped. Today's questions are about whether our industry will emerge stronger when the overall economy starts growing again or remain weighed down by low fuels demand, punitive energy legislation, and competitive imports. What does the future look like from an economist's point of view and what will it take to survive the next ten years?

Thursday
May 27, 2010

8:30 am – 9:45 am

Making Connections That Move People

Mark Scharenbroich
Founder, Scharenbroich & Associates



Mark Scharenbroich focuses on how to achieve results by connecting people to people, team member to team member, management to front line production, and company to customer. He uses an unconventional approach, knockout humor, and personal stories with universal appeal to demonstrate the power of relationships in the workplace.

Mark's “Nice Bike” concept (illustrated with the help of half-a-million Harley Davidson enthusiasts) catalyzes a stronger, more unified team by helping people find a greater passion for their work and a deeper connection to their company.

	Wednesday Track 1: Projects	Track 2:
	Thursday Track 1: Analyzer, Electrical & Instrumentation	Maintenance Strategies
Wednesday May 26, 2010	10:00 am Track 1: Projects Improving Productivity on Union Projects and Labor Supply / Demand Forecasting Model <i>Ron Weatherred, Fluor Corporation</i> <i>Eddie Clayton, Southern Company</i>	A New Response to Failures <i>Barry Snider, Small Hammer Consultants</i>
	1:15 pm	Maintenance Discussion Session
	2:45 pm How to Get the Most from Your EPC Contractor <i>Chris Niemeyer, SNC-Lavalin Engineers and Constructors</i>	Reliability Improvement of the Third Kind – Direct Contact <i>Rod Jenkins, Foster Design / CoreTeam Networks</i>
Thursday May 27, 2010	10:00 am Track 1: AEI Smart Instrumentation within an Asset Management Architecture Emerson Process Management	Refinery Asset Virtualization Environment <i>Kevyn Renner, Chevron</i>
	1:15 pm Improve Your Company's Profitability with a Comprehensive Motor Maintenance Program <i>Joe Geiman, Baker Instrument Company</i> <i>Noah Bethel, PdMA Corporation</i>	Maintenance First Level Leaders – Need Some New Ones? <i>Clarence Trowbridge, BP</i> <i>Barbara Trautlein, Change Catalysts</i>
	2:45 pm The LOPA Report's Done – Now What? <i>Edward Marszal, Kenexis</i>	Increasing Profitability and Competitive Position by Comparing the Maintenance Effectiveness of Process Plants Based on All Plant Factors <i>Richard Jones, Solomon Associates</i> <i>John Colosimo, BASF</i>

**Workshop Sessions
by Subject and Date**

continued

	Track 3: Procurement	Track 4: Maintenance Tools
Wednesday May 26, 2010	10:00 am Tools for Contractor Service Entry <i>Jacque Mitchell, Chevron Phillips Chemical Company</i>	Root Cause Failure Analysis for Dummies <i>William Turner, Jacobs Consulting</i>
	1:15 pm	Maintenance Discussion Session
	2:45 pm Increase Your Reliability, Reduce Your Inventory, and Save Money <i>Sandy Hunter, Hunter Hawk</i>	Proactive and Strategic Equipment Maintenance: Changing the Game of Equipment Reliability and Maintenance Costs <i>Craig Harclerode, OSi</i>
Thursday May 27, 2010	10:00 am Reducing MRO Expenditure Through RFID Technology <i>Robert Holmes, Win Ware</i>	Revisions of ASME PCC-1 Bolted Joint Recommendations <i>Scott Hamilton, Alltite Rick Scott, Frontier Oil</i>
	1:15 pm Supplier Evaluation Process – How Do You Comprehensively Evaluate Supplier Performance? <i>John Moreland, PICS Bonnie Fischerkeller, Tesoro</i>	Forgotten Metrics of Planning & Scheduling <i>Dan Glossner, BP Chemical (retired) Glyn Thorman, ABB Reliability Consulting</i>
	2:45 pm Maximizing Your Value From Suppliers <i>Scott Grassmann, A Grassmann Company</i>	Heat Exchanger Efficiency Recovery by Non-Mechanical Means <i>Peter Shirley and Cindy Mason, United Laboratories</i>
	<i>Program subject to change. Check for updates at www.npra.org/RMC</i>	

Face-to-Face Fair:

**Attend this
conference for free!**

NPRA is excited to announce a new, unique and economical opportunity for select operating company personnel. The Face-to-Face Fair provides a chance to receive a complimentary conference registration in exchange for one hour of your time. Simply identify 4 exhibiting companies of interest to you and meet with them “face-to-face” for 15 minutes each. Your semi-private office and schedule will be provided by NPRA. Qualified

personnel are limited to an engineering, maintenance, or reliability manager/director, or project/turnaround manager. Limit one complimentary registration per plant. This offer is valid for Operating Company Employees only and is not transferable to non-company employees working at the facility, i.e., contractor employees, vendors, etc. Space is limited so apply early. To learn more, click [here](#).

**Workshop Sessions
by Subject and Date**

continued

**Track 5:
Safety &
Mechanical Integrity**

**API Fatigue Management
Standard Update**
Ron Chittim, API

The Blame Virus and Its Antidote
Robert Nelms, Failsafe Network

**Sunoco Ethylene Unit Fire:
Lessons Learned**
Art Jensen, Sunoco

**How to Achieve World Class
Maintenance Safety Performance**
*Art Poling, Society for Maintenance and
Reliability Professionals*

**Facility Siting: Beyond Compliance
to Creating Business Value**
*Michael Goldsworthy, Facility Siting
Associates*

**The Top 10 Reasons Why the
Best Operating Sites Have
Few Mechanical Integrity Failures**
*John Reynolds, Pro-Inspection
Dave Wang, Shell Global Solutions
Mark Geisenhoff, Flint Hills Resources
Clay White, ConocoPhillips
Mike Urzendowski, Valero Energy*

**Friday
May 28, 2010**

**Track 6:
Reliability**

**BP – Texas City Reliability
Accelerator Effort**
*Raudel Vela, BP
Tim White, Management Resources Group*

**Gas Plant Improves Asset Efficiency
and Value Through Integrated and
Predictive Facility Integrity**
Horia Orenstein, SAS Institute

**Strategy for Site-wide Performance
Improvement in an Integrated
Production Facility**
*James Feeney and Paul Bowman,
Bayer MaterialScience*

**Erase Risk of
Repeat Pump Failures**
*Heinz Bloch, Process Machinery
Consulting*

**Organizational Integrity: Achieving
Sustainable Improvements in Asset
Performance and Reliability Across
BP's Texas City Refinery**
Jose Rivera Silva, BP

**Operator-Driven Reliability at
Tesoro's Golden Eagle Refinery**
Larry Houchins, Tesoro

**8:30 am
Reliability Discussion Session**

**10:15 am – 11:30 am
Ethics Workshop**

*Program subject to change.
Check for updates at www.npra.org/RMC*

**Track 7:
Turnarounds**

**Long Range Turnaround Plan,
Conceptual Development and Work
List Development**
Stephen Coffee, Axis Global Consulting

**Turnaround Peer and
Readiness Reviews**
*Al Thibodeaux, KBC Advanced
Technologies*

**A New Perspective to Turnaround
Preparation and Execution**
*Bobby Vichich, AP-Networks
Joe Luciano, Shell Oil*

**Turnaround and Small Capital
Projects Integration**
Hardy Kemp, Flint Hills Resources

**Transitioning to World-Class
Turnaround Management:
Step by Step Journeys to
Successful Turnarounds**
Bobby Singh, Project Assurance

**Improving Turnaround Productivity
Without Increasing Risk**
Shell Oil

**8:30 am
Turnaround Discussion Session**

Exhibitor List

Exhibitors from approximately 220 industry service companies will participate in the NPRA Reliability & Maintenance Conference and Exhibition.
(as of February 25, 2010)

A & A Machine & Fabrication, LLC	Conex International Corporation	Hertz Equipment Rental Corporation
A and L Industrial Services, Inc.	Consulting & Field Services (CFS)	Hi-Tech Industrial Services, Inc.
A Box 4 U	Contract Fabricators, Inc.	HOERBIGER Compression Technology America Holding, Inc.
ABB	Cooling Tower Depot, Inc.	Hotwork-USA
ABS Consulting	COT-PURITECH	Hunter Buildings & Manufacturing, LP
Access Plug Flange, Inc.	Crane Flow Solutions	Hydratight
ACS Industries, LP	CribMaster/WinWare, Inc.	Hydro, Inc.
Acuren Inspection, Inc.	CTI Industries, Inc.	InduMar Products, Inc.
Adhesive Services Company	Cudd	Industrial Ceramics Ltd.
Advanced Reliability Technologies, LLC	Curran International, LLC	Industrial Gunite, Inc.
AIMM Technologies, Inc.	Cust-O-Fab, Inc.	Industrial Insulation Group, LLC
All Tech Inspection	D. D. Technology, Inc	Industrial Surfacing Corporation
AltairStrickland	DeAngelo Brothers, Inc.	Infinity Maintenance Services, LP
American Alloy Steel	Deep South Crane and Rigging	Innoplast Inc.
AMISTCO Separation Products, Inc.	Delta Rigging & Tools	Innov-X Systems Inc.
Apex Engineering Products Corporation	Delta Tech Service, Inc.	INOVx Solutions
Aquilex	Deltak Manufacturing Inc	Insituform Technologies, Inc.
Aspen Aerogels	DeltaValve	Integrated Service Company LLC (InServ)
Asset Performance Networks	DSI Valve	International Paint, LLC
Auburn Manufacturing, Inc.	Dunn Heat Exchangers	InterPlan Systems Inc.
Austin Industrial, Inc.	EIMCO	Intertek-Aptech
AZZ/RAL Rig-A-Lite	Ellett Industries Ltd.	J.J. White, Inc.
Babbitt Steam Specialty Co.	Emerson Process Management	Jacobs
Beaed Corporation	EnviroCon Systems, Inc.	Jayne Industries, Inc.
BearCom	The Equity Engineering Group	JV Industrial Companies
Bierlein Companies, Inc.	EST Group, a business unit of Curtiss- Wright Flow Control Company	KBC Advanced Technologies, Inc.
BLAC INC	Everlasting Valve	KBR
Boardman, Inc.	Excel Scaffolding	KE-Burgmann EJS
Bolttech Mannings Inc.	Flexitallic	Kitz Corporation of America
Bonney Forge Corporation	FLIR Systems	KnightHawk Engineering, Inc.
Brand Energy and Infrastructure Services	Fluid Defense Systems	Koch Specialty Plant Services, Inc.
Brock Group	FLUOR	KTI Corporation
Burckhardt Compression	Foster Wheeler USA Corporation	Lamons Gasket Company
CAR-BER Testing Services	Garlock Sealing Technologies	Life Cycle Engineering
Carboline Company	GE Energy - Bently Nevada Asset Condition Monitoring	Lloyd's Register Capstone, Inc.
CATSI, Inc.	General Marine Leasing	Lubrication Systems Company
CB&I	GEO Heat Exchangers	M.E.A., Inc.
CDI Engineering Solutions	Godwin Pumps	Maintenance Enterprises, Inc.
CEDA/Catalyst Services, Inc.	Graphite Metallizing Corp.	The Manufacturing Game
Century Elevators	Hagemeyer North America - Technical Services	Mascoat Products
CETCO Oilfield Services Company - Nitrogen Services Division	Hahn & Clay	Mass Transfer Limited
Cetek Ltd.	Harsco Infrastructure	Matrix Service Company
CH2M Hill	Hason Steel Products Inc.	MB Industries
Clean Harbors Environmental Service, Inc.	Hendrick Screen Co	McJunkin Red Man Corporation
Conco Industrial Services		Meridium Inc.
		Microtherm Inc.

Exhibitor List

continued from page 6

MOGAS Industries, Inc.	SRR-IBS (Service Radio Rentals / Industrial Blind Solutions)
MOST	Standard Alloys
Mourik LP	STARCON
The Mundy Companies	Stress Engineering Services
NDT Seals	Sulzer Chemtech USA, Inc.
NEWAY VALVE USA	Superheat FGH Services
The Newdell Company	T. F. Hudgins Inc.
Nooter Construction Company	TapcoEnpro
Novinium	Taper-Lok Corporation
Nutec Fibratex	TASC
Obetego Inc LLC	Team Industrial Services
Ohmart/VEGA Corporation	Technip-Coflexip® Products
Ohmstede, Ltd.	TEI Struthers Wells
Oilind Safety	Thermal Ceramics
Onis Inc.	Thermbond Refractories/Stellar Materials Inc.
P.A. Inc.	Thermo Scientific Niton Analyzers
Packgen	TIC - The Industrial Company
PdMA Corporation	TIMEC Company, Inc.
PECOFacet	Tool Center, Inc
Peinemann Equipment	Total Industrial Plant Services, Inc.
Petro-Chem Development Co., Inc.	Total Industrial Services
Petrochem Field Services	Total Safety U.S., Inc.
PetroChem Inspection Services	TRACERCO
Process Industry Practices (PIP)	Tray-Tec, Inc.
Pro-Inspect	Tristar Global Energy Solutions, Inc.
Quest Integrity Group	TurboCare
Rain for Rent	Turner Industries Group
Raschig-Jaeger Technologies	Universal Plant Services, Inc.
Reliability Management Group	UtilX Corporation
REMOSA - UNITED VALVE	Vapor Point, LLC
Remote Access Technology USA	Velan Valve
Rentech Boiler Services, Inc.	Visionary Industrial Insulation
Repcon, Inc.	Waukesha Foundry, Inc.
Resco Products, Inc.	Wood Group Field Services, Inc.
RHI	Wyatt Field Service Company
Robert J. Jenkins & Co.	Zachry Industrial, Inc.
Royal Purple	Zeeco, Inc.
RSC Equipment Rental	Zimmermann & Jansen, Inc.
Safway Services, LLC	
Satellite Shelters, Inc.	
Scaffold Engineering Inc.	
Selas Fluid Processing Corporation	
Sentinel Integrity Solutions	
Service Rentals Inc.	
SKF USA Inc.	
SNC-Lavalin	
Spirax Sarco	

Ethical Responsibility and Professional and Personal Conduct Code

The National Petrochemical and Refiners Association ("NPRA") has adopted the following "Ethical Responsibility and Professional and Personal Conduct Code" (hereinafter, "the Code"). Every member of NPRA, their designated representatives, and non-member attendees at all NPRA meetings and forums agree to abide by the Code as a condition of membership in NPRA and attendance and participation at NPRA meetings and forums.

The Code requires the following of all individuals attending NPRA meetings and forums:

- Adherence to the NPRA bylaws and the NPRA policies and procedures, as adopted by NPRA's Board of Directors
- Strict compliance with federal antitrust laws.
- Adherence to all applicable federal and state laws.
- Maintenance of the highest level of professional and personal ethical behavior while attending NPRA meetings and forums.
- Prevention of certain behaviors, including harassment, violence, intimidation and discrimination of any kind involving race, color, religion, national origin, gender, sexual orientation, age, disability or, where applicable, veteran or marital status.
- Assurance that conduct at all times and in all professional and personal dealings with each other and other attendees with the highest level of integrity and courtesy.
- Sharing of knowledge and expertise as speakers at NPRA educational events and sessions whenever practicable, without soliciting or explicitly promoting their own organization's products or services.
- Working to instill public and consumer confidence in the petrochemical and refining industries, its member companies, and its professionals, avoiding any action conducive to discrediting members of NPRA.
- Refraining from scheduling general attendance meetings, receptions or other events at times that conflict with substantive programming or social events at NPRA meetings without express written permission of NPRA.

Failure to abide by the Code may result, for the first offense, in informal censure of a company or individual by the NPRA Executive Committee. If violations of the Code continue after such an informal censure, a company may be subject to expulsion from NPRA, or an individual to exclusion from participation in NPRA activities, by the Board of Directors.

How to Register

1. Conference Registration and Professional Development Seminars

Log on to www.npra.org/rmc and select "Register Now" or complete the enclosed registration form. Full registration includes admission to the Tuesday, Wednesday, and Thursday receptions and the Wednesday and Thursday luncheons in the exhibit hall; the Keynote Sessions; and the Workshop Sessions. Spouse registration includes all of the above. Plus, you'll save \$100 on full conference registration if you register by April 26!

2. Hotel Reservations

Reserve your hotel on-line when you register at www.npra.org/rmc and receive an immediate acknowledgement of your reservation. Or, fill in the appropriate space on the enclosed registration form. Hotel reservation requests will be processed in the order received by the NPRA. Get immediate acknowledgement on-line but allow 2 weeks if submitted to NPRA. Support your Association and help keep meeting fees low by using the NPRA contracted hotels.

Please see chart below for hotel options.

The hotels require a deposit equal to one night room rental plus tax to guarantee your room. Hotel-specific cancellation policies will be printed on your email registration confirmation from NPRA and should also appear on your hotel confirmation. April 26, 2010, is the cut-off date for making hotel reservations, cancellations or substitutions through NPRA or on-line. Beginning May 3, reservation changes, substitutions, or cancellations must be made through the hotel directly.

3. Payment

Pay by credit card. NPRA accepts American Express, MasterCard and Visa.

4. Travel

AVIS is the official rental car agency for the RMC. Call 800.331.1600 and refer to AWD#:B761399 to receive discounted rates.

5. Suites and Meeting Rooms

Call Mallory Jones at 202.457.0480 or email at mjones@npra.org.

6. Confirmation

Your registration will be confirmed via e-mail if you provided us your email address. Otherwise, your confirmation will be sent via U.S. mail.

7. Attire

Business Casual – shirts with collars; no ties, jeans, sneakers or shorts.

Cancellation Policy:

Registration cancellations can be made online or submitted in writing, faxed to 202.835.0467 or e-mailed to RMC@npra.org. Substitute conference registrations may be made in advance or on arrival with no penalty. Substitutions must be submitted in writing to RMC@npra.org.

Cancellations may be made by April 26, 2010 with no penalty. Written cancellations post-marked, faxed, or emailed between April 27 and May 11, 2010 will receive a refund of fees, less a \$50 processing fee. No refunds after May 11, 2010. No telephone cancellations.

This cancellation policy applies to full conference registration, one day pass registration, and Tuesday professional development seminar registration.

Fee Policy:

Eligibility for member rates is based on membership information currently on file with NPRA. If your company is not currently a member, the non-member fees will be charged to your credit card.

Registration Policy:

Those who are present at the site of an NPRA meeting and/or occupy a hotel room in the NPRA room block to conduct business with industry personnel gathered for that meeting are expected to register for that meeting and pay the registration fee, whether or not they attend a specific function.

Spouse / Guest Policy:

A guest is a spouse/significant other, friend or an adult child (18 years old or older) who is not in an industry-related occupation. A co-worker, an associate or spouse who works within the industry may not use the Spouse/Guest Registration category. Guests are not permitted to work in the exhibit booths. Children under 18 are not permitted in the exhibit hall.

No Suitcasing Please:

Please note that while all meeting registrants are invited to the exhibition, any non-exhibitor registrant who is observed to be soliciting business in the aisles or other public spaces, in another company's booth, or in violation of any portion of the NPRA Exhibition Policy will be asked to leave the show floor. Please report any violations you may observe to show management.

Entertainment Policy:

We ask your cooperation in observing Association policy on activities held in conjunction with any NPRA meeting:

- Meetings or social activities should not be scheduled that take registrants away from NPRA programs and NPRA-sponsored activities;
- Any company sponsoring a function to which 25 or more people are invited should outline its plans for advance approval by NPRA. In general, such functions will be approved if they do not unduly take registrants away from NPRA-sponsored activities;
- All representatives of companies sponsoring hospitality activities are expected to register for the meeting;
- Hospitality suites are expected to close by 1:00 a.m.;
- Food, beverage and service personnel (bartenders, hostesses, etc.) must be obtained through the hotel catering department;
- Suite promotional activities are to avoid the use of elaborate entertainment, expensive door prizes, suite attendance solicitation by individuals who are not full-time employees of the sponsoring company, or other similar activities.

RMC10 Hotel Options

Hotel Name	Hotel Code	Single Rate	Double Rate	On River-walk?	Blocks to Conv.	Phone Number
Grand Hyatt San Antonio	GHS	\$189	\$189	Yes	< 1	210.224.1234
Marriott Rivercenter	MRC	\$178	\$178	Yes	1	210.223.1000
Marriott Riverwalk	SAM	\$178	\$178	Yes	< 1	210.224.4555

Attendee Profile

Please fill out completely. Badges will be printed from this information.

Name _____

Title _____

Company _____

Address _____

Address _____

City _____ State _____ Zip _____ Country _____

Phone (Area/Country/City Code) _____ Fax (Area/Country/City Code) _____

E-mail _____

This is not a permanent address change.

Spouse Name (if attending) _____

Check here if you require special services.
Please attach a description of your needs.

Hotel Selection

Hotel reservation requests must be accompanied by paid conference registration to be processed.

Arrival Date _____ Departure Date _____

If no dates are indicated, we will assign arrival Tuesday, May 25 and departure Friday, May 28.

Enter the three letter code from the hotel list on previous page for your preferred properties. Please fill in a different hotel for each choice and fill in all three choices.

1st Choice _____ 2nd Choice _____ 3rd Choice _____

Frequent Guest Number _____

Room Type: One Bed Two Beds

Number of People in Room: _____

Special Requests: Disability Other

Room Guarantee: AMEX VISA

MasterCard Discover Diners

Credit Card Number _____

Exp. Date _____

Signature _____

Register on-line to receive immediate acknowledgement of hotel. April 26 is the final cut-off date to reserve a room. Contact the hotel directly with changes or cancellations beginning May 3.

Meeting Registration

Full Conference	By April 26	After April 26
<input type="checkbox"/> Member (all)	\$ 450 _____	\$ 550 _____
<input type="checkbox"/> Non-member Exhibitor	\$ 895 _____	\$ 995 _____
<input type="checkbox"/> Non-mem. Non-exhibitor	\$ 1195 _____	\$ 1295 _____

One-day Passes	By April 26	After April 26
Member (all)		
<input type="checkbox"/> Tuesday	\$ 50 _____	\$ 75 _____
<input type="checkbox"/> Wednesday	\$ 225 _____	\$ 275 _____
<input type="checkbox"/> Thursday	\$ 225 _____	\$ 275 _____

Non-member Exhibitor		
<input type="checkbox"/> Tuesday	\$ 100 _____	\$ 125 _____
<input type="checkbox"/> Wednesday	\$ 450 _____	\$ 500 _____
<input type="checkbox"/> Thursday	\$ 450 _____	\$ 500 _____

Non-member Non-exhibitor		
<input type="checkbox"/> Tuesday	\$ 150 _____	\$ 175 _____
<input type="checkbox"/> Wednesday	\$ 600 _____	\$ 650 _____
<input type="checkbox"/> Thursday	\$ 600 _____	\$ 650 _____

Spouse / Guest \$ 100 _____ \$ 100 _____

Professional Development Seminars / Tuesday May 25

<input type="checkbox"/> Craft Training		
Best Practices	\$ 400 _____	\$ 500 _____
<input type="checkbox"/> Creating a Sustainable		
Reliability Culture	\$ 450 _____	\$ 550 _____
<input type="checkbox"/> Changes to API RP752	\$ 400 _____	\$ 500 _____
<input type="checkbox"/> Fitness for Service	\$ 400 _____	\$ 500 _____

Total Amount Due \$ _____ \$ _____

Name of Member Company _____
Not sure if your company is a member? [Go to www.npra.org](http://www.npra.org)

Payment Information

Payments to NPRA are not deductible as charitable contributions for federal income tax purposes. However, they may be deductible under other provisions of the Internal Revenue Code.
 VISA MasterCard American Express

Credit Card Number _____

Exp. Date _____

Name of person on card (Please print) _____

Signature (Required, authorizing charge & acknowledging cancellation/refund, fee, registration, & spouse policies) _____

Register by Fax:
Fax your form with credit card information to 202.835.0467

Register by Mail:
NPRA, 1667 K Street, NW
Suite 700
Washington, DC 20006