

The Corrosion Monitor

Newsletter: Volume 2 - Summer 2010

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a new website to guide you
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Three Step Guide: Pipeline Casing Fillers

Corrosion Control Products Co. announces a new website www.PipelineCasings.com. This new website presents the reader with everything they need to know about the newest developments in pipeline protection; **Pipeline Casing Fillers**.

Casing filling has become an important facet of the corrosion protection industry. The process involves filling the casing with a product that is capable of preventing a corrosive environment from existing between the carrier and casing pipes. But before you fill the casing, you need to accurately choose the proper casing spacers, casing end seals and casing filler that will make for a successful job. This new website guides you through this tough process.

Choosing the right casing spacers is the first step. Casings are used when pipelines intersect with a railroad right-of-way, highway, waterway or any other thoroughfare where the pipeline passes under or is buried beneath. Corrosion Control Products Company has been distributing Pipeline Seal and Insulator, Inc. (PSI) casing spacers for more than 40 years. PSI's casing spacers are used to electrically isolate the carrier pipe from the casing pipe. The runners on the casing spacers also facilitates easy insertion of the carrier pipe into the casing, an especially important feature when making long pulls/pushes with heavy pipe.

Choosing the proper casing end seals are the next step. Using Link-Seal® Modular Seals, which are designed for use as a permanent seal installed at each end of the pipeline casings, provides electrical insulation where cathodic protection is required. The seal provides positive, hydrostatic protection against the entry of water, soil or other backfill materials. And, most importantly, the seal contains the casing filler material inside the casing.

The final step is the filler material. The filler is used to fill the annulus of casings. It prevents corrosion by displacing water that is present in the casing and by preventing water from re-entering the casing. Our filler of choice; Trenton Fill-Coat #1™ Casing Filler, is a hot-installed petroleum-based corrosion preventative compound that is delivered to the job site via Trenton's own insulated and heated tank trucks. The hot casing filler is installed by Trenton's own experienced technicians through a casing vent. After being pumped into the casing, the hot casing filler cools and sets up as a firm gel. The fill product has good wetting and adhesion characteristics and prevents corrosion from occurring in casings. Fill-Coat #1™ meets the Department of Transportation requirements for shorted casings.

Visit www.PipelineCasings.com. There you will find a detailed on-line request for quote (RFQ) feature for casing spacers, end seals and casing filler material. Send us the RFQ and a specialist will promptly get back to you. It's as easy as that. Everything in one place.

SURVEY RESPONSE DATA

At Farwest Corrosion we pride ourselves on our reputation of providing a high standard of customer service. We also take our jobs of protecting our reputation very seriously. We believe that one of the best measures of how we are doing comes from listening to the customers themselves. One of the ways we "listen" to our customers is through our *Jobsite Performance Survey*.

At the close of every construction project, the customer is provided with a self-addressed stamped envelope and a simple 13 question survey that measures our performance on three different levels; our overall company, our project management, and our project installation crews. There is also a comment section for specific written feedback. Each response is personally received, reviewed and tracked by Farwest's Construction Manager, Dan McGrew. Some of the responses are anonymous, some are not, but all are appreciated. In fact, those that leave their name and contact information will receive a letter from Dan along with a tee shirt, hat, or some other coveted item.

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Survey continued...

The point is that we want our customers to know that we care about their opinion and encourage their response.

We have been using this survey for a little over a year now and have gathered enough response data to feel confident about the trends we found. For instance, we scored strong in customer loyalty with over 70% of our customers using us for 5 years or more and 100% responding that they would use Farwest again. We also scored high marks in delivering high quality workmanship to our projects and having crews that are knowledgeable and well trained. Probably one of the most telling scores and one that we are most proud of was a 97% customer satisfaction rating with 99% having an overall positive experience with working with Farwest.

Of course our goal is to have 100% satisfaction, 100% of the time and we will continue to work hard to achieve that goal. We recognize that we are human and sometimes mistakes are made, but we will always correct any problems caused within our control and at our expense. Farwest Corrosion's reputation is built upon the tenet "Integrity-Service-Quality". The Jobsite Performance Survey is just another tool that we use to live up to this.

*The survey can be seen on our website at:
www.farwestcorrosion.com/surveys

Half Full or Half Empty?

To the optimist, the glass is half full. To the pessimist, the glass is half empty. To the engineer, the glass is twice as big as it needs to be.

Rescuing a City

How do you start to troubleshoot the corrosion control systems for an entire city? One step at a time. That's what Farwest did beginning in 2003 when a large Southern California city approached us to help them upgrade their corrosion control systems. While lack of desire was never an issue, for many years their systems languished due to lack of training and understanding. New department personnel recognized the problems and asked Farwest to help.

On the job training was the order of the day for several years as Farwest personnel worked closely with the clients corrosion personnel until their skills were developed to the point where Farwest was no longer needed.

The existing systems were screened for contacts-to-ground using a simple Instant OFF measurement at the rectifier. If the Instant OFF potential showed little evidence of polarization, then a Pipeline Current Mapper (PCM) was used to locate foreign contacts (shorts) to the piping system – and there were many, many electrical shorts. Without total electrical isolation from all foreign structures, a typical CP system cannot polarize the pipeline and keep it from corrosion.

Once an area was cleared of shorts, the existing CP system was evaluated for adequacy. Was it a good location with regards to current distribution? Did it have a good, large diameter pipeline carrying the current to other parts of the system? Was the groundbed adequate to produce the required current? Was the rectifier properly sized to "push" the required current? And, not least, were the rectifier internal components all working properly?

The city did not have the budget to catch up on years of neglect, and compromises were necessary for the first few years. Rectifiers were often pushed harder than the groundbeds were sized for, leading to accelerated groundbed consumption. All this was simultaneous with short locating, short locating, and more short



locating. Cleared shorts included such things as water pipe services in contact with the customer's piping, hot tubs being grounded to the customer's piping, foreign pipeline contacts in the middle of major intersections, missing dielectric unions, and various other electrical isolation issues.

Eventually, new CP locations were selected, money was allocated, groundbeds were installed and rectifiers were placed into service. Now, 7 years later, over 1,000 shorts were located and cleared, multiple new groundbeds were designed and installed, old rectifiers were examined and repaired, new rectifiers were purchased, and the city is in full compliance with Federal regulations. While Farwest has not been on site for almost two years, we still keep in contact with the corrosion department personnel, who have become good friends, and, more importantly, became a customer with a good opinion of us. This is how Farwest grows – by referral and recommendations from very satisfied customers.

Late Breaking News... We'd like to welcome a few new people to the Farwest team. Tim Patterson, Business Development Specialist, joins our Tulsa operation. Ben Burgess, Cathodic Protection Estimator, is new to our Gardena Headquarters location. And finally, we are pleased to announce that Laura Bauer has joined the Farwest team to represent us on the East Coast. Laura can be contacted on her cell phone at 215-272-7516 or by email at Lbauer@farwestcorrosion.com.

Stay tuned for future announcements!

Farwest Corrosion Control Company
Integrity - Service - Quality
Since 1956

Six Locations Nationwide

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www.farwestcorrosion.com