

Emergency Repair at NuStar Energy's Pump Station Avoids Downtime Costing \$10,000 per hour

RESULTS

- Provided same-day parts delivery, emergency weld repairs, and valve re-assembly
- Avoided downtime costs of up to \$10,000 per hour
- Re-started the pump station the same day



APPLICATION

Liquid pipeline pump station

CUSTOMER

NuStar Energy in McPherson, Kansas

CHALLENGE

NuStar Energy L.P., based in San Antonio, Texas, is the second largest independent liquids terminal operator in the United States. Its 8,400 miles of pipeline, extending from Canada to Mexico, includes several critical pump stations that keep 88 storage terminals stocked with gasoline and diesel fuel. Within the pump stations are critical control valves that help maintain a flow capacity of up to 6,000 barrels/hour.

In October 2010, an NPS 8 Fisher® HS 900RF control valve with an Electro Hydraulic actuator in a McPherson, Kansas, pump station began to stall. According to the site's maintenance manager, the valve behaved as though something was jammed or its plug had come loose from the stem.

Because this station supplies pipelines from Kansas to North Dakota, a valve failure would result in the loss of a critical supply line. NuStar personnel placed an emergency call to Emerson's nearest Fisher® products sales office, Experitec, for help.

SOLUTION

Because of the age of the valve, its complexity, and its importance to the NuStar operation, Experitec called the Fisher Lifecycle Services team in Wichita, Kansas, for additional support. An experienced and Fisher-certified field service technician arrived at the site in record time. He worked with both Experitec and NuStar personnel to identify the root cause of the valve's failure and to implement the correct repair in a timely fashion.

“Every hour a pump station is down costs big dollars. Team Fisher® provided the resources necessary to repair this critical valve and return our pump station to service the same day.”

Brent Mossman
Operations Manager



Specifically, Fisher Lifecycle Services personnel supervised the valve's disassembly and analysis; ordered parts for Quick Ship delivery; arranged for a local machine shop to do some welding; and stayed into the evening to support the valve's re-assembly and startup.

The control valve and pump station were back in operation that same day. The prompt response of Fisher Lifecycle Services personnel avoided extra hours of downtime, costing up to \$10,000 per hour. The NuStar maintenance crew was happy with the prompt, professional service they received from Emerson services personnel.

“The Team Fisher® people who responded to our emergency valve repair not only demonstrated their technical expertise, but also their personal commitment—a willingness to stay on site until the job was done and done right. That’s good customer service.”

Brent Mossman
Operations Manager



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