

**Mastio & Company Publishes 7th Edition Natural Gas Marketer Customer Satisfaction /
Customer Value, Marketing Effectiveness,
Benchmarking & Image Report**

Mastio & Company recently published its Seventh Edition of the Natural Gas Marketer Customer Satisfaction Study. The study was released to subscribers in December. Previous editions were published in 1995, 1997, 1999, 2000, 2001 and 2002. This new customer satisfaction study provides eye-opening results concerning 52 gas marketers, who compete with one another in the U.S. and Canada. This study is comprehensive with approximately 80% of the gas consumed in North America.

The 2003 rankings are based on interviews with industrials, LDC's, electric generation companies, independent power producers, producers and marketers. Each respondent rated marketers on 31 customer satisfaction attributes including: ease of doing business, consistency of account management, integrity of supplier, credit rating of supplier, sales representatives who listen well and overall performance.

Mastio & Company publishes two indexes for this study, including the major index and the regional index. The major index includes the largest marketers by volume and number of respondents in the natural gas market during 2003. The landscape has continued to change since our last study in 2002. The 2002 study included 13 companies in the major marketer index with that number decreasing to 7 in the current study. The top five major marketers in 2003 in ranked order were: ONEOK Energy Marketing & Trading, ConocoPhillips, BP, Sempra and Coral Energy Trading. The companies experiencing the greatest improvement from 2002 to 2003 were Oneok & ConocoPhillips.

The regional index includes companies focused in geographic areas and niche markets. The top five regional marketers in ranked order were: Texican Natural Gas Co., U.S. Energy Services, Inc., Prior Energy, ProLiance Energy, and Centerpoint Energy Marketing. The companies experiencing the greatest improvement from 2002 to 2003 were Crosstex Energy, U.S. Energy Services, Entergy-Koch Trading, Seminole Energy Services, Enbridge Energy, Apache Corporation and Tenaska Marketing Ventures.

With the continued decline of numerous large marketers and a large sector of other major energy companies becoming a shadow of their former self, the natural gas landscape has experienced dramatic change. The most important of importance to buyers of natural gas has changed little since the Mastio study in 2003. The most important issue to buyers of natural gas in the latest customer satisfaction study is reliability of gas supply.

Top 3 Customer Needs

1. Reliability of gas supply.
2. Historically dependable in meeting commitments.
3. Integrity of supplier.