

Texas Gas, Great Lakes Top Mastiogale Customer Satisfaction Results

Texas Gas Transmission came out on top of the Mastiogale pipeline company customer satisfaction ranking, which was based on interviews with industrial customers, local distribution companies, independent power producers, gas and oil producers and marketing companies. Transportation reliability, contract security and scheduling accuracy were the key criteria customers used to evaluate the quality of pipeline service, according to the survey.

In addition to Texas Gas, Dominion Transmission, Natural Gas Pipeline Company of America (NGPL), Southern Natural and Northwest Pipeline were at the top of the customer satisfaction rankings among the "mega pipelines," which manage at least 3,500 miles of pipeline and deliver at least 1 Tcf of gas annually. Of the "major pipelines," Texas Gas also topped the chart with CenterPoint Energy Gas Transmission, Dominion, NGPL, Southern Natural, Southern Star Central, TransCanada, Trunkline and Northwest Pipeline also exceeding the industry benchmark. The "major pipeline" category includes systems with more than 3,500 miles of pipeline that serve at least three states.

Great Lakes Gas Transmission topped the regional pipeline rankings, followed by CenterPoint, Iroquois, Kern River, Northern Border, Questar, Transwestern, Vector and Wyoming Interstate.

In the Mastiogale survey, respondents ranked pipeline companies based on 24 attributes, such as representatives who listen well, expertise of personnel, ease of contacting the right person for help, reliable transportation, timely resolution of problems, overall company performance and whether the company could be recommended to others. The survey also included several open-ended questions, including, "Besides price, what is the most important factor [used to select] one transportation provider over another?" Respondents also were asked, "What was the biggest disappointment you have experienced with each of your pipelines over the last 12 months?"

For more on the Mastiogale survey, go to www.mastiogale.com.

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