

**FOR IMMEDIATE RELEASE FOR FURTHER INFORMATION CONTACT:
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Press Release: MASTIO publishes the 23rd Edition Natural Gas Marketer Report.

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MASTIO recently published the 2019, 23rd Edition of the industry wide Natural Gas Marketer Customer Value / Loyalty Benchmarking Study and is pleased to present its findings. The study was released to subscribers in late November.

The 2019 study findings are based on interviews with 501 customers providing approximately 1,200 total observations. There were approximately 149 suppliers rated of which 17 had a sufficient number of ratings to be included in this 2019 report. The electronic edition allows the inclusion of all rated companies for additional analysis. The 2019 study also includes approximately 2,100 qualitative responses to eight (8) open-ended questions about individual suppliers. The data was collected by telephone interviews with key decision makers during the months of September through early November of 2019.

The most important issue to buyers of natural gas in the latest study is reliability of gas supply.

Top 3 Customer Needs

1. Reliability of gas supply.
2. Supplier is honest and trustworthy.
3. Historically dependent in meeting commitments.

Source: MASTIO 2019 Natural Gas Marketer Customer Value Study

The study findings are divided into the following 3 groups located on the proceeding pages:

- **Major Marketers**
- **Regional Marketers**
- **Overall Marketers**

MASTIO QUALITY AWARDS

The criterion MASTIO uses to recognize the best marketers are:

- 1) Determined by the marketers with the highest overall Customer Value Weighted Quality (Benefit) Score that have also met a minimum of 30 ratings.

Please note that companies need to meet the above criteria to be considered for the Mastio Quality Award.

MAJOR MARKETER GROUP

The following is an alphabetical listing of the marketers included in the Major Marketer Group.

CenterPoint Energy Services
BP
ConocoPhillips
Constellation
EDF Trading
Macquarie Cook Energy
Sequent Energy Management
Shell Energy North America
Tenaska Marketing Ventures

The following major marketers met the requirements to receive the Major Marketer Mastio Quality Award.

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
Major Marketer Group	CenterPoint Energy Services	CenterPoint Energy Services ConocoPhillips EDF Trading Tenaska Marketing Ventures

REGIONAL MARKETER GROUP

The following is an alphabetical listing of the marketers included in the Regional Marketer Group.

Chevron
CIMA Energy
Direct Energy Marketing Ltd.
DTE Energy
NextEra Energy Resources
SCANA Energy Marketing, Inc.
Texican Natural Gas
Twin Eagle Resource Management

The following Regional Marketers met the requirements to receive the Regional Marketers Mastio Quality Award.

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
Regional Marketer Group	Texican Natural Gas	Texican Natural Gas

OVERALL MARKETER GROUP

The following is an alphabetical listing of the marketers included in the Overall Group.

BP	Macquarie Cook Energy
CenterPoint Energy Services	NextEra Energy Resources
Chevron	SCANA Energy Marketing, Inc.
CIMA Energy	Sequent Energy Management
ConocoPhillips	Shell Energy North America
Constellation	Tenaska Marketing Ventures
Direct Energy Marketing Ltd.	Texican Natural Gas
DTE Energy	Twin Eagle Resource Management
EDF Trading	

The following Marketers met the requirements to receive the Overall Mastio Quality Award.

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
Overall	Texican Natural Gas	CenterPoint Energy Services ConocoPhillips EDF Trading Tenaska Marketing Ventures Texican Natural Gas

MASTIO, celebrating over 30 years in business, specializes in providing an independent third-party perspective for clients who want to truly assess their corporate image, discover their perceived level of customer value, find new customers, understand the strengths and weakness of the competition, and supplement their market intelligence. Our strength is in helping clients re-think established norms, eliminate internal biases, collect and analyze data and transform market research into actions that achieve superior business results.

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