

**FOR IMMEDIATE RELEASE FOR FURTHER INFORMATION CONTACT:
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Press Release: MASTIO publishes the 26th Edition Natural Gas Marketer Report.

MASTIO recently published the 2022 26th 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 October.

The 2022 study findings are based on interviews with 505 customers providing approximately 1,100 total observations. There were approximately 163 suppliers rated, of which 19 had sufficient ratings to be included in this 2022 report. The electronic edition allows the inclusion of all rated companies for additional analysis. The 2022 study includes approximately 2,900 qualitative responses to ten (10) open-ended questions about individual suppliers. The data was collected by telephone interviews with key decision-makers during the months of August into October of 2022.

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

Top 5 Customer Needs

1. Reliability of gas supply.
2. Supplier is honest and trustworthy.
3. Historically dependent in meeting commitments.
4. Accuracy of invoices and statements.
5. Price competitiveness.

Source: MASTIO 2022 Natural Gas Marketer Customer Value Study

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

- **Major 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.

BP
ConocoPhillips
Constellation
Direct Energy-NRG
EDF Trading
Macquarie Cook Energy
Sequent Energy Management
Shell Energy North America
Symmetry Energy Solutions
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	Tenaska Marketing Ventures	ConocoPhillips Direct Energy-NRG Tenaska Marketing Ventures

OVERALL MARKETER GROUP

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

Supplier
BP
Chevron
CIMA Energy
ConocoPhillips
Constellation
Direct Energy-NRG
DTE Energy
EDF Trading
Gas South
IGS Energy
Koch Energy Services
Macquarie Energy
Sequent Energy Management
Shell Energy North America
Spire Energy
Symmetry Energy Solutions
Tenaska Marketing Ventures
Texican Natural Gas
Twin Eagle Resource Management

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	Tenaska Marketing Ventures	ConocoPhillips Direct Energy-NRG Tenaska Marketing Ventures

MASTIO, celebrating 33 years in business, specializes in providing an independent third-party perspective for clients who want to assess their corporate image, discover their perceived level of customer value, find new customers, understand the strengths and weaknesses of the competition, and supplement their market intelligence. Our power 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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