

**FOR IMMEDIATE RELEASE FOR FURTHER INFORMATION CONTACT:
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Press Release: MASTIO publishes the 24th Edition Natural Gas Marketer Report.

MASTIO recently published the 2020, 24th 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 January.

The 2020 study findings are based on interviews with 444 customers providing approximately 1,000 total observations. There were approximately 133 suppliers rated of which 16 had a sufficient number of ratings to be included in this 2020 report. The electronic edition allows the inclusion of all rated companies for additional analysis. The 2020 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 2020 into early January of 2021.

The most important issue to buyers of natural gas in the latest study is 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 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
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 Symmetry Energy Solutions Tenaska Marketing Ventures

OVERALL MARKETER GROUP

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

BP
CIMA Energy
ConocoPhillips
Constellation Energy
Direct Energy Marketing Ltd.
DTE Energy
EDF Trading
Koch Energy Services
Macquarie Cook 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 Symmetry Energy Solutions Tenaska Marketing Ventures

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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