

**FOR IMMEDIATE RELEASE FOR FURTHER INFORMATION CONTACT:
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Press Release: MASTIO publishes the 19th Edition Natural Gas Marketer Report.

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MASTIO recently published the 2015, 19th 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 November.

The 2015 study is based on 963 interviews with industrial/commercial customers, LDC's, and independent power producers. Each respondent rated who they buy their gas from on 31 attributes such as: problems are resolved in a timely manner, sales representatives who listen well, builds collaborative relationships, supplier is honest and trustworthy, reliability of supply, capability of back-office personnel plus overall company performance and how likely would you be to recommend your supplier. The study also asks several open-ended questions. For example, all respondents are asked "What do you feel is the most significant challenge you face when purchasing natural gas". Respondents are also asked "What was the biggest disappointment you have experienced with each of your marketers over the last 12 months".

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

- **Major Marketers**
- **Regional 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 MARKETERS

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

BP	Macquarie Cook Energy
Chevron	Shell Energy North America
ConocoPhillips	Tenaska Marketing Ventures
EDF Trading	

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
Major Marketer Group	Tenaska Marketing Ventures	BP Chevron Macquarie Cook Energy Tenaska Marketing Ventures

REGIONAL MARKETERS

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

Anadarko Petroleum Corp.	JPMorgan
Atmos Energy Marketing	Occidental Energy Marketing
BG Group	Range Resources
CenterPoint Energy Services	Repsol
Constellation	SCANA Energy Marketing, Inc.
Continuum Energy	Sequent Energy Management
Direct Energy Marketing Ltd.	Texican Natural Gas
DTE Energy	Twin Eagle Resource Management
EQT Energy	World Fuel Supply & Trading
Iberdrola Renewables	

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
Regional Marketer Group	Texican Natural Gas	Atmos Energy Marketing EQT Energy SCANA Energy Marketing, Inc. Texican Natural Gas

Mastio & Company is a research-consulting firm that helps its clients maximize business performance by conducting studies that address three critical aspects of managing every business, which are to understand your customer, your competition, and your organization.

Mastio & Company conducts numerous multi-client and proprietary studies on a yearly basis. The majority of our engagements deal with organizational alignment. This concept uses metrics to design an organization that is better aligned with customers than the competition to win more business and increase profits. We also help clients bridge the gaps between analysis, interpretation, actions and successful deployment of a value based strategy.

Mastio & Company is celebrating over 25 years of providing actionable information to its clients. We are headquartered in St. Joseph, Missouri with an additional location in Houston, Texas. Our research is done primarily through telephone interviews from our call centers in the U.S. and the U.K. We also collect data from web-based platforms, mail and focus groups. All research is collected by an industry-experienced staff that adheres to stringent quality-control procedures. Mastio has served over 300 clients and has developed and managed over 300 successful business-to-business industry-focused projects, primarily in commodity driven industries such as but not limited to energy, utilities, transportation, logistics, plastics and chemicals. Our staff has extensive experience guiding successful research projects in North America & Europe.