

**FOR IMMEDIATE RELEASE FOR FURTHER INFORMATION CONTACT:
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Press Release: MASTIO publishes the 22nd Edition Natural Gas Pipeline Report.

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MASTIO recently published the 2018, 22nd Edition of the industry wide Natural Gas Pipeline Customer Value / Loyalty Benchmarking Study and is pleased to present its findings. The study was released to subscribers in late early March. This new study provides results concerning interstate, intrastate and Canadian pipelines.

The 2018 study is based on 801 interviews with industrials, LDC's, independent power producers, producers and marketers. Each respondent rated pipelines on 29 attributes such as: representatives who listen well, effective after-hours support, firm gas transportation is highly reliable, timely resolution of problems plus overall company performance and how likely would you be to recommend your pipeline. The study also asks several open-ended questions. For example, all respondents are asked "Besides price, what is the most important factor that you use to select one transportation provider over another". Respondents are also asked "What was the biggest disappointment you have experienced with each of your pipelines over the last 12 months".

The most important issue to transporters of natural gas in the latest study is firm gas transportation is highly reliable.

Top 3 Customer Needs

1. Firm gas transportation is highly reliable.
2. Communicates in an honest and forthright manner.
3. Scheduled gas volumes are accurate.

Source: MASTIO 2018 Natural Gas Transportation Customer Value Study

The study findings are divided into the following 4 groups located on the proceeding pages:

- **Mega Pipelines**
- **Major Pipelines**
- **Regional Pipelines**
- **Major Organizational Groups**

MASTIO QUALITY AWARDS

The criterion MASTIO uses to recognize the best pipelines are:

- 1) Determined by the pipelines 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.

MEGA PIPELINE GROUP

The following is an alphabetical listing of the pipelines included in the Mega Pipeline Group.

ANR Pipeline Co.	Southern Natural Gas Co.
Columbia Gas Transmission Corp.	Tallgrass Interstate Gas Tran.
Dominion Transmission, Inc.	Tennessee Gas Pipeline Co.
El Paso Natural Gas Co.	Texas Eastern Transmission Corp.
Gulf South Pipeline Co.	Texas Gas Transmission
NGPL	TransCanada Pipelines - Mainline System
Northern Natural Gas Co.	Williams Gas Pipeline-Northwest
Panhandle Eastern Pipe Line Co.	Williams Gas Pipeline-Transco

Mega Pipeline Group – The Mega Pipeline Group consists of pipelines with at least 3,500 miles of transportation pipe and deliveries of at least 1 trillion CF (TCF).

The following Mega pipelines met the requirements to receive the Mastio Quality Award.

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
Mega Pipeline Group	Northern Natural Gas Co.	Northern Natural Gas Co. Southern Natural Gas Co. Williams Gas Pipeline-Northwest

MAJOR PIPELINE GROUP

The following is an alphabetical listing of the pipelines included in the Major Pipeline Group.

ANR Pipeline Co.	Panhandle Eastern Pipe Line Co.
Colorado Interstate Gas Co.	Southern Natural Gas Co.
Columbia Gas Transmission Corp.	Southern Star Central
Columbia Gulf Transmission Co.	Tallgrass Interstate Gas Trans.
Dominion Transmission, Inc.	Tennessee Gas Pipeline Co.
El Paso Natural Gas Co.	Texas Eastern Transmission Corp.
Enable Gas Transmission	Texas Gas Transmission
Florida Gas Transmission Co.	TransCanada Pipelines - Alberta System
Gulf South Pipeline Co.	TransCanada Pipelines - Mainline System
Natural Gas Pipeline Co. of America	Williams Gas Pipeline-Northwest
Northern Natural Gas Co.	Williams Gas Pipeline-Transco

Major Pipeline Index - The Major Pipeline Index consists of pipelines with at least 3,500 miles of transportation pipe and serves at least 3 states.

The following Major pipelines met the requirements to receive the Mastio Quality Award.

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
Major Pipeline Group	Northern Natural Gas Co.	Northern Natural Gas Co. Southern Natural Gas Co. Southern Star Central Williams Gas Pipeline-Northwest

REGIONAL PIPELINE GROUP

The following is an alphabetical listing of the pipelines included in the Regional Pipeline Group.

Algonquin Gas Transmission Co.	Kern River Gas Transmission Co.
BC Pipeline	National Fuel Gas Supply Corp.
California Gas Transmission	Northern Border Pipeline Co.
Dominion Carolina Gas Transmission	ONEOK Gas Transportation Co.
Dominion Energy Questar Pipeline	Rockies Express Pipeline
East Tennessee Natural Gas Co.	Southern California Gas Co.
Enable Mississippi River Trans	Transwestern Pipeline Co.
Enable Oklahoma Intrastate Trans.	Union Gas Ltd.
Enterprise Texas Pipeline, L.P.	Vector Pipeline
Gas Transmission Northwest	Viking Gas Transmission Co.
Great Lakes Gas Transmission	WBI Energy Transmission
Iroquois Gas Transmission System	Wyoming Interstate Co. Ltd.

Regional Pipeline Index - The Regional Pipeline Index consists of pipelines with less than 3,500 miles of transportation pipe and/or serves less than 3 states.

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

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
Regional Pipeline Group	Kern River Gas Transmission Co.	Dominion Energy Questar Pipeline Iroquois Gas Transmission System L.P. Kern River Gas Transmission Co. Northern Border Pipeline Co. Union Gas Ltd. WBI Energy Transmission

MAJOR ORGANIZATIONAL PIPELINE GROUP

The following is an alphabetical listing of the pipelines included in the Major Organization Group.

Berkshire Hathaway Energy Pipeline Group
Williams Group
Boardwalk Pipeline Group
Dominion Group
Enbridge Group
Kinder Morgan Group
TransCanada Group
Enable Group
Energy Transfer Group
ONEOK Partners Group
Tallgrass Energy Group

Major Pipeline Group Index – Includes the pipelines that the parent company owns and operates.

The following Major Organizational pipelines groups met the requirements to receive the Mastio Quality Award.

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
Major Organizational Groups	Berkshire Hathaway Energy Pipeline Group	Berkshire Hathaway Energy Pipeline Group Boardwalk Pipeline Group Dominion Group Williams Group

Legacy Indexes

The following MASTIO Customer Satisfaction Indexes are included for legacy purposes. MASTIO realizes many companies have relied on these indexes to benchmark their performance over the years. In light of the migration to Customer Value Analysis from the traditional Customer Satisfaction, we feel the Customer Value Indexes provide a clearer picture of a company's performance relative to other companies. The Customer Value Index places a higher level of importance on price than the legacy Customer Satisfaction Index. Also, please note that awards are presented based on a company's performance on the CV Index.

Customer Satisfaction Index Mega Pipelines

Rank	Pipeline	Score
1	Northern Natural Gas Co.	93.07
2	Williams Gas Pipeline-Northwest	91.84
3	Texas Gas Transmission	86.52
4	Southern Natural Gas Co.	84.53
5	Gulf South Pipeline Co.	81.58
6	Williams Gas Pipeline-Transco	81.18
7	Panhandle Eastern Pipe Line Co.	80.80
8	Dominion Transmission, Inc.	80.62
9	El Paso Natural Gas Co.	80.41
10	Texas Eastern Transmission Corp.	80.17
11	ANR Pipeline Co.	80.16
12	Columbia Gas Transmission Corp.	79.39
13	Tennessee Gas Pipeline Co.	78.76
14	TransCanada Pipelines - Mainline System	75.95
15	Tallgrass Interstate Gas Trans.	74.06
16	Natural Gas Pipeline Co. of America	73.34

The *Mega Pipeline Index* consists of pipelines with at least 3,500 miles of transportation pipe, serves at least 3 states, and deliveries of at least 1 trillion CF (TCF).

Source: MASTIO 22nd Edition Natural Gas Transportation Customer Value Study – 2018

Legacy Indexes

Customer Satisfaction Index Major Pipelines (Formerly the Long Haul Pipelines)

Rank	Pipeline	Score
1	Northern Natural Gas Co.	93.07
2	Williams Gas Pipeline-Northwest	91.84
3	Texas Gas Transmission	86.52
4	Southern Star Central	85.80
5	Southern Natural Gas Co.	84.53
6	Colorado Interstate Gas Co.	82.18
7	Gulf South Pipeline Co.	81.58
8	Columbia Gulf Transmission Co.	81.28
9	Williams Gas Pipeline-Transco	81.18
10	Panhandle Eastern Pipe Line Co.	80.80
11	Dominion Transmission, Inc.	80.62
12	El Paso Natural Gas Co.	80.41
13	Texas Eastern Transmission Corp.	80.17
14	ANR Pipeline Co.	80.16
15	Columbia Gas Transmission Corp.	79.39
16	Tennessee Gas Pipeline Co.	78.76
17	Florida Gas Transmission Co.	76.04
18	TransCanada Pipelines - Mainline System	75.95
19	Enable Gas Transmission	75.55
20	Tallgrass Interstate Gas Trans.	74.06
21	Natural Gas Pipeline Co. of America	73.34
22	TransCanada Pipelines - Alberta System	71.93

The *Major Pipeline Index* consists of pipelines with at least 3,500 miles of transportation pipe and serves at least 3 states.

Source: MASTIO 22nd Edition Natural Gas Transportation Customer Value Study – 2018

Legacy Indexes

Customer Satisfaction Index Regional Pipelines (Formerly the Short Haul Pipelines)

Rank	Pipeline	Score
1	Kern River Gas Transmission Co.	92.73
2	Enable Mississippi River Trans	91.13
3	Dominion Energy Questar Pipeline	87.25
4	Northern Border Pipeline Co.	84.12
5	WBI Energy Transmission	84.06
6	Iroquois Gas Transmission System	83.24
7	California Gas Transmission	82.89
8	Union Gas Ltd.	82.73
9	Dominion Carolina Gas Transmission	82.50
10	Vector Pipeline	81.61
11	Enterprise Texas Pipeline, L.P.	81.30
12	East Tennessee Natural Gas Co.	79.98

Rank	Pipeline	Score
13	Transwestern Pipeline Co.	79.82
14	National Fuel Gas Supply Corp.	79.63
15	Gas Transmission Northwest	78.51
16	Algonquin Gas Transmission Co.	78.07
17	Wyoming Interstate Co. Ltd.	76.32
18	BC Pipeline	76.21
19	Viking Gas Transmission Co.	76.07
20	Rockies Express Pipeline	75.84
21	Great Lakes Gas Transmission	73.65
22	Enable Oklahoma Intrastate Trans.	71.91
23	ONEOK Gas Transportation Co.	70.49
24	Southern California Gas Co.	67.12

The *Regional Pipeline Index* consists of pipelines with less than 3,500 miles of transportation pipe or serves less than 3 states.

Source: MASTIO 22nd Edition Natural Gas Transportation Customer Value Study – 2018

Legacy Indexes

Customer Satisfaction Index Interstate Pipelines

Rank	Pipeline	Score
1	Northern Natural Gas Co.	93.07
2	Kern River Gas Transmission Co.	92.73
3	Williams Gas Pipeline-Northwest	91.84
4	Enable Mississippi River Trans	91.13
5	Dominion Energy Questar Pipeline	87.25
6	Texas Gas Transmission	86.52
7	Southern Star Central	85.80
8	Southern Natural Gas Co.	84.53
9	Northern Border Pipeline Co.	84.12
10	WBI Energy Transmission	84.06
11	Iroquois Gas Transmission System	83.24
12	Dominion Carolina Gas Transmission	82.50
13	Colorado Interstate Gas Co.	82.18
14	Vector Pipeline	81.61
15	Gulf South Pipeline Co.	81.58
16	Columbia Gulf Transmission Co.	81.28
17	Williams Gas Pipeline-Transco	81.18
18	Panhandle Eastern Pipe Line Co.	80.80
19	Dominion Transmission, Inc.	80.62

Rank	Pipeline	Score
20	El Paso Natural Gas Co.	80.41
21	Texas Eastern Transmission Corp.	80.17
22	ANR Pipeline Co.	80.16
23	East Tennessee Natural Gas Co.	79.98
24	Transwestern Pipeline Co.	79.82
25	National Fuel Gas Supply Corp.	79.63
26	Columbia Gas Transmission Corp.	79.39
27	Tennessee Gas Pipeline Co.	78.76
28	Gas Transmission Northwest	78.51
29	Algonquin Gas Transmission Co.	78.07
30	Wyoming Interstate Co. Ltd.	76.32
31	Viking Gas Transmission Co.	76.07
32	Florida Gas Transmission Co.	76.04
33	Rockies Express Pipeline	75.84
34	Enable Gas Transmission	75.55
35	Tallgrass Interstate Gas Trans.	74.06
36	Great Lakes Gas Transmission	73.65
37	Natural Gas Pipeline Co. of America	73.34

Source: MASTIO 22nd Edition Natural Gas Transportation Customer Value Study – 2018

Legacy Indexes

Customer Satisfaction Index Canadian Pipelines

Rank	Pipeline	Score
1	Union Gas Ltd.	82.73
2	BC Pipeline	76.21
3	TransCanada Pipelines - Mainline System	75.95
4	TransCanada Pipelines - Alberta System	71.93

Customer Satisfaction Index Intrastate Pipelines

Rank	Pipeline	Score
1	California Gas Transmission	82.89
2	Enterprise Texas Pipeline, L.P.	81.30
3	Enable Oklahoma Intrastate Trans.	71.91
4	ONEOK Gas Transportation Co.	70.49
5	Southern California Gas Co.	67.12

Source: MASTIO 22nd Edition Natural Gas Transportation Customer Value Study – 2018

Legacy Indexes

Customer Satisfaction Index Major Organizational Groups

Rank	Pipeline	Score
1	Berkshire Hathaway Energy Pipeline Group	92.93
2	Williams Group	85.43
3	Dominion Group	84.22
4	Boardwalk Pipeline Group	83.97
5	Enbridge Group	80.63
6	Kinder Morgan Group	79.20

Rank	Pipeline	Score
7	TransCanada Group	78.82
8	Enable Group	78.40
9	Energy Transfer Group	77.70
10	Tallgrass Energy Group	75.21
11	ONEOK Partners Group	74.40

The *Major Organizational Groups Index* consists of organizational scores compiled from the combined scores of their transportation subsidiaries.

Source: MASTIO 22nd Edition Natural Gas Transportation Customer Value Study – 2018

MASTIO, celebrating 29 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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