

**FOR IMMEDIATE RELEASE FOR FURTHER INFORMATION CONTACT:  
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**Press Release: MASTIO publishes the 7<sup>th</sup> Edition Midstream Study**

MASTIO recently published the 2020, 7<sup>th</sup> Edition of the industry-wide Midstream Customer Value / Loyalty Benchmarking Study and is pleased to present its findings. The study was released to subscribers in late July 2020.

The 2020 study identifies and quantifies the perceptions and needs of companies throughout the U.S. and Canada who utilize Midstream Service Providers. The 2020 study findings are based on interviews with 147 customers providing approximately 400 total observations. There were 62 midstream service companies rated of which 12 had a sufficient number of ratings to be included in this 2020 report. The study also asks several open-ended “Voice of the Customer” questions. The 2020 study also includes approximately 1,400 qualitative responses to ten (10) open-ended questions about individual companies. The data was collected by telephone interviews with key decision makers during the months of April through July of 2020.

**MASTIO QUALITY AWARD**

<b>Category</b>	<b>Overall Winner / Highest Score</b>	<b>Suppliers Who Exceed the Industry Benchmark</b>
<b>Overall</b>	<b>EnLink Midstream</b>	EnLink Midstream Enterprise Targa

The criterion MASTIO uses to recognize the best midstream service provider is:

- 1) Determined by the midstream service provider 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.

The following is an alphabetical listing of the midstream service providers included in the study:

Midstream Provider	
DCP Midstream	Kinder Morgan
Enable Midstream	Markwest
Enbridge	ONEOK
Energy Transfer	Targa
EnLink Midstream	West Texas Gas
Enterprise	Williams Midstream

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 30 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 industry-experienced staff that adheres to stringent quality-control procedures. Mastio has served over 300 clients and has developed and managed over 450 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 and Asia Pacific.

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