

**FOR IMMEDIATE RELEASE FOR FURTHER INFORMATION CONTACT:
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Kevin R. Huntsman
MASTIO
3300 Dale Ave., Suite 109
St. Joseph, MO 64506
Phone:(816) 364-6200
khuntsman@mastio.com

Press Release: MASTIO publishes the 8th Edition Midstream Study

MASTIO recently published the 2022, 8th 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 early July 2022.

The 2022 study identifies and quantifies the perceptions and needs of companies throughout the U.S. and Canada that utilize Midstream Service Providers. The 2022 study findings are based on interviews with 105 customers providing approximately 275 total observations. There were 63 midstream service companies rated of which 9 had a sufficient number of ratings to be included in this 2022 report. The study also asks several open-ended “Voice of the Customer” questions. The 2022 study also includes approximately 800 qualitative responses to ten (10) open-ended questions about individual companies. The data for the study was collected by telephone interviews with key decision makers beginning in April and ending in early July of 2022.

The most crucial issue to midstream customers in the latest study is timely well connections.

Top 5 Customer Needs

1. Timely well connections.
2. Overall system reliability.
3. Competitive fees for service.
4. Adequately provides the agreed upon service.
5. Availability of system capacities.

Source: MASTIO 2022 Midstream Customer Value Study

MASTIO MIDSTREAM STUDY QUALITY AWARD

(In Rank Order by Weighted Performance Score)

Rank	Company
1	DT Midstream
2	Markwest Hydrocarbons
3	Enterprise
4	ONEOK
5	Williams Midstream
6	Targa
7	EnLink Midstream
8	Energy Transfer
9	DCP Midstream

MASTIO, celebrating 33 years in business, specializes in providing an independent third-party perspective for clients who want to honestly assess their corporate image, discover their perceived level of customer value, find new customers, understand the competition's strengths and weakness, 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.

For more information, contact Kevin Huntsman at MASTIO, 2621 N Belt Hwy. Suite M-14, St. Joseph, MO 64506. (Phone) 816-364-6200, (Fax) 816-364-3606 or at khuntsman@mastio.com.

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