

**FOR IMMEDIATE RELEASE FOR FURTHER INFORMATION CONTACT:
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Press Release: MASTIO publishes the 9th Edition Midstream Study

MASTIO recently published the 2024, 9th 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 June 2024.

The 2024 study identifies and quantifies the perceptions and needs of companies throughout the U.S. and Canada that utilize Midstream Service Providers. The 2024 study findings are based on interviews with 126 customers providing approximately 340 total observations. There were 63 midstream service companies rated of which 11 had a sufficient number of ratings to be included in this 2024 report. The study also asks several open-ended “Voice of the Customer” questions. The 2024 study also includes approximately 1,700 qualitative responses to ten (10) open-ended questions about individual companies. The data for the study was collected through telephone interviews with key decision-makers beginning in March and ending in May of 2024.

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

Top 5 Customer Needs

1. Overall system reliability.
2. Representatives who listen well.
3. Supplier is honest and trustworthy.
4. Adequately provides the agreed upon service.
5. Timely well connections.

Source: MASTIO 2024 Midstream Customer Value Study

MASTIO MIDSTREAM STUDY QUALITY AWARD

(In Rank Order by Weighted Performance Score)

Rank	Company
1	MPLX
2	DT Midstream
3	Targa
4	ONEOK
5	EnLink Midstream
6	Williams Midstream
7	Enbridge
8	Enterprise
9	Energy Transfer
10	Phillips 66
11	Kinder Morgan

MASTIO specializes in delivering independent third-party perspectives for clients seeking to rigorously evaluate their corporate image, accurately gauge perceived customer value, identify new customer opportunities, understand competitive strengths and weaknesses, and enhance their market intelligence. Our strength lies in our ability to challenge established norms, eliminate internal biases, and transform comprehensive data analysis into strategic actions. By leveraging our expertise, we enable clients to achieve superior business outcomes, maintaining a competitive edge in their markets. Trust MASTIO to convert your market research into strategic initiatives that drive success.

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