



ESG Report Metrics Summary

Systems Profile	2022	2021
Length of gas distribution pipelines (mains & services)	62,715 miles	61,761 miles
Length of gas transmission pipelines	2,400 miles	2,460 miles
Distribution mains, service lines and transmission lines replaced	460 miles	430 miles
Distribution pipeline that is plastic	61.70%	60.69%
Distribution pipeline that is protected steel	33.62%	33.96%
Distribution pipeline that is unprotected steel	3.35%	3.70%
Distribution pipeline that is other material	1.29%	1.61%
Distribution pipeline that is cast/wrought iron	0.034%	0.039%
Distribution pipeline that is copper	0.002%	0.002%

Operational Profile	2022	2021
Number of residential customers	~2,078,000	~2,065,000
Number of commercial and industrial customers	~162,000	~160,000
Amount of natural gas delivered to residential customers	125,286 MMcf	117,758 MMcf
Amount of natural gas delivered to commercial and industrial customers	43,185 MMcf	37,615 MMcf
Amount of natural gas delivered to other customers (public authority and wholesale)	2,725 MMcf	2,521 MMcf
Amount of natural gas delivered to transport customers	230,079 MMcf	229,935 MMcf
Gas utility revenues from decoupled rate structures	0%	0%
Gas utility revenues that contain a lost revenue adjustment mechanism (LRAM)	0%	0%
Sales margins associated with fixed charges for revenue recovery that are not dependent on usage or weather	>70%	>70%



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Customer Gas Rates	2022	2021
Average bundled gas rate for residential customers	KGS: \$15.09 per Mcf	KGS: \$11.92 per Mcf
	ONG: \$15.26 per Mcf	ONG: \$11.22 per Mcf
	TGS: \$19.47 per Mcf	TGS: \$14.57 per Mcf
Average bundled gas rate for commercial and industrial customers	KGS: \$13.58 per Mcf	KGS: \$10.34 per Mcf
	ONG: \$12.51 per Mcf	ONG: \$8.79 per Mcf
	TGS: \$14.78 per Mcf	TGS: \$10.02 per Mcf
Average bundled gas rate for other customers (Compressed Natural Gas, Cogeneration Systems, Irrigation, Municipal Water Pump, Public Authority, Public Authority AC, Large Public Authority)	KGS: \$58.41 per Mcf	KGS: \$33.26 per Mcf
	ONG: \$9.41 per Mcf	ONG: \$7.20 per Mcf
	TGS: \$12.67 per Mcf	TGS: \$8.79 per Mcf
Average rate for transportation services	KGS: \$0.98 per Mcf	KGS: \$0.96 per Mcf
	ONG: \$0.35 per Mcf	ONG: \$0.33 per Mcf
	TGS: \$1.01 per Mcf	TGS: \$0.96 per Mcf
Typical monthly gas bill for residential customers for the first 50 Mcf	KGS: \$62.89	KGS: \$49.67
	ONG: \$63.60	ONG: \$46.74
	TGS: within our Texas service territory, a 50 Mcf calculation is not applicable, as our customers do not use that much gas. Average monthly bill for TGS residential customers is \$58.41, representing 36 Mcf average monthly usage	TGS: within our Texas service territory, a 50 Mcf calculation is not applicable, as our customers do not use that much gas Average monthly bill for TGS residential customers is \$43.71, representing 36 Mcf average monthly usage

Compressed Natural Gas (CNG)	2022	2021
Total CNG transported to fueling stations	2.83M dekatherms	2.8M dekatherms
Total CNG fueling stations supplied	147	145
Percentage of company-owned fleet that is CNG capable	43%	43%



ESG Report Metrics Summary

Environmental	2022	2021
Expected emissions reduction by 2035 due to leaks from distribution pipelines through vintage pipeline replacement and protection program, measured from a 2005 baseline	55%	55%
Total CO2e emissions due to leaks from mains and services	149,315 metric tons	155,391 metric tons
Total CO2e emissions reduced from leaks from mains and services between 2005 to present	139,755 metric tons	133,679 metric tons
Fugitive emissions from distribution system as measured utilizing EPA subpart W factors* *ONE Gas has limited transmission assets that do not meet the threshold for EPA reporting and are not included in these numbers	347,970 metric tons CO2e 13,919 metric tons CH4 Fugitive Methane Emissions Rate: 0.20%	363,124 metric tons CO2e 14,525 metric tons CH4 Fugitive Methane Emissions Rate: 0.22%
CO2e emissions avoided through ONE Gas' supply of CNG for natural gas vehicles	50,880 metric tons	50,077 metric tons
Emissions reduction achieved from 2005 baseline	48%	46%
Scope 1 emissions, utilizing EPA Greenhouse Gas Inventory Protocol	439,201* metric tons CO2e	434,136 metric tons CO2e
Scope 2 emissions, utilizing EPA Greenhouse Gas Inventory Protocol	4,560 metric tons	not reported
EPA fines issued for non-compliance of environmental regulations	0	0

Capital Improvements & Investment	2022	2021
Dollars spent on capital improvements	\$657,000,000	\$544,000,000
Capital improvement spending on system integrity and pipeline replacement projects	70%	68%
Investment in technology development projects	\$690,000	\$1,100,000

Renewable Natural Gas (RNG)	2022	2021
Active RNG projects	24	24

* Includes sources not previously included



ESG Report Metrics Summary

Safety	2022	2021
Workforce Safety		
Days Away/Restricted or Transfer Rate (DART)	0.22	0.22
Total Recordable Incident Rate (TRIR)	1.37	0.96
Preventable Vehicle Incident Rate (PVIR)	1.84	2.10
Lost Time Case Rate (LTC)	0.22	0.22
Work-related fatalities	0	0
Reduction in DART rate since 2014	82%	79%
Reduction in TRIR since 2014	44%	55%
Reduction in sprains and strains since 2014	46%	70%
Pipeline Safety		
Number of reportable pipeline incidents	2	0
Number of Corrective Action Orders (CAO)	0	0
Number of Notices of Probable Violation (NOPV)	see SASB addendum	see SASB addendum
Number of reportable data breach incidents	0	0
Contractor Safety		
LTIFR for contractors (from NCMS D&A contractors)*	1.43	not reported

*In 2022, based on data from our third-party contractor safety information management platform, the average lost time injury frequency rate for contractors performing work on our pipeline systems was 1.43, calculated as the total number of lost time events for all contractors x 1,000,000 divided by the total hours worked by those contractors. This is different from the DART calculation for a single entity, which looks at more than just lost time and is calculated as the number of events times 200,000, divided by total hours worked. We continue to stress the importance of safety to our contractors and work with them to support safe practices.



ESG Report Metrics Summary

System Integrity	2022	2021
Pipeline replaced with polyethylene (PE)	~90%	~90%
Pipeline replaced with coated, protected steel	~10%	~10%
Percentage of transmission pipelines inspected	8.39%	10.54%
Percentage of transmission pipelines inspected by In-Line Inspection (ILI)	1.41%	0.60%
Percentage of transmission pipelines inspected by Pressure Test	1.09%	0.94%
Percentage of transmission pipelines inspected by Direct Assessment	5.89%	9.00%
Percentage of distribution main pipelines inspected by leak survey	38%	45.98%
Percentage of transmission pipelines inspected by leak survey	100%	100%
Percentage of new distribution pipelines pressure tested before being placed in service	100%	100%
Reduction of pressure on transmission pipelines since 2009	1,400 miles	1,200 miles
Open grade 2 leaks as of 12/31/2022	216 (0.003 grade 2 leaks per mile of pipeline)	210 (0.003 grade 2 leaks per mile of pipeline)

Emergency Response	2022	2021
Average Emergency Response Time (ERT)	28.42 minutes	27.6 minutes, excluding calls from Winter Storm Uri; 42.45 minutes, including calls from Winter Storm Uri

Energy Efficiency Programs	2022	2021
Customer energy efficiency program savings achieved	Oklahoma Natural Gas: 482,676 MMBtu Texas Gas Service: 18,085 MMBtu Rio Grande Valley: 3,375 MMBtu	Oklahoma Natural Gas: 471,104 MMBtu Texas Gas Service: 36,367 MMBtu Rio Grande Valley: 11,922 MMBtu
CO ₂ e reduced through our customer energy efficiency programs	33,842 metric tons	35,926 metric tons
Customer water savings from energy efficiency programs	18,516,511 gallons	28,803,124 gallons
Customer energy savings from energy efficiency programs	5,041,351 therms	5,193,933 therms
Total customer NGV rebates provided since 2015	>250	>250
Total customer energy efficiency rebates issued	102,212	107,633
Total \$ of customer energy efficiency rebates issued	\$15,000,939	\$15,764,709



ESG Report Metrics Summary

Social

Community	2022	2021
Total ONE Gas Foundation giving across Kansas, Oklahoma and Texas including ONE Gas Foundation grants, public school grants, matching grants, Share The Warmth and United Way	\$2,482,738	\$2,893,901
Total \$ donated through employee-matching grants	\$186,650	\$224,400
Total \$ donated to United Way campaigns	\$1,678,654	\$1,933,890
Total \$ contributed in ONE Gas Foundation grants, corporate sponsorships and community giving	\$3.4 million	\$3.6 million
Total \$ contributed through ONE Gas Foundation grants	\$2,083,300	\$1,016,800
Employee volunteer hours	5,808	not reported

Employees		
Inclusion & Diversity	2022	2021
Ethnicity breakdown of the workforce	63% White 22% Hispanic or Latino 7% Black or African American 4% American Indian or Alaskan 3% Two or more 1% Asian 0.2% Pacific / Native Hawaiian	64% White 21% Hispanic or Latino 7% Black or African American 4% American Indian or Alaskan 3% Two or more 1% Asian 0.2% Pacific / Native Hawaiian
Women in the workforce	25.7%	26.3%
Women in leadership positions	31%	32%
Historically underrepresented individuals in the workforce	37.3%	36.4%
Historically underrepresented individuals in leadership positions	28%	27%
Women and historically underrepresented individuals in leadership positions	49%	50%
Women in leadership positions, segmented by supervisory level	20% SVP 19% VP 36% Director 38% Manager 26% Supervisor	Not reported



ESG Report Metrics Summary

Employees		
Inclusion & Diversity	2022	2021
Historically underrepresented individuals in leadership positions, segmented by supervisory level	20% SVP 13% VP 24% Director 23% Manager 33% Supervisor	not reported
Women and historically underrepresented individuals in leadership positions, segmented by supervisory level	40% SVP 25% VP 53% Director 50% Manager 49% Supervisor	not reported
Women and historically underrepresented individuals in Engineering positions	50%	52%
Women and historically underrepresented individuals in IT positions	49%	48%
Share of women in junior management positions, i.e. first level of management	26%	26%
Share of women in STEM-related positions (as % of total STEM positions) Accounting excluded	50%	not reported
Share of women in top management positions, i.e. maximum two levels away from the CEO or comparable positions	19%	15%
Individuals with a self-reported disability	5%	not reported
Individuals with a self-reported disability in leadership, supervisor and above	7%	not reported
Individuals with a self-reported disability, individual contributors	5%	not reported
Individuals with a disclosed Veteran Status	4%	4%
Ethnicity breakdown of all new hires	55% White 26% Hispanic or Latino 8% Black or African American 5% Two or more races 4% American Indian or Alaskan 2% Asian 0.2% Native Hawaiian or Other Pacific	60% White 23% Hispanic or Latino 7% Black or African American 5% Two or more races 4% American Indian or Alaskan 0.3% Asian 2% Pacific or Native Hawaiian
New hires who were women	27%	22%
New hires who were women or historically underrepresented individuals	58%	54%
Generational breakdown of the workforce	0.1% Silent Generation (born 1928-1945) 11% Baby Boomers (born 1946 to 1964) 34% Generation X (born 1965 to 1980) 46.8% Millennial (born 1981 to 1996) 8.1% Generation Z (born 1997 to present)	0.1% Silent Generation (born 1928-1945) 13.6% Baby Boomers (born 1946 to 1964) 35.8% Generation X (born 1965 to 1980) 45.8% Millennial (born 1981 to 1996) 4.8% Generation Z (born 1997 to present)



ESG Report Metrics Summary

Additional Workforce Metrics	2022	2021
Consecutive year increase in employee engagement scores with Gallup	6th	5th
Training hours recorded at ONE Gas Training Center	>23,000 hours	>6,500 hours
Dollars spent per employee for training	\$398.25	Not reported
Voluntary turnover rate	10% Resignation rate: 8% Retirement rate: 3%	8% Resignation rate: 5% Retirement rate: 3%
Open positions filled with internal candidates	37%	~40%
Employees participating in Employee Stock Purchase Program (ESPP)	42% for the purchase of 86,657 shares	44% for the purchase of 89,240 shares
Employees engaged in one of our Employee Resource Groups (ERGs)	30%	31%
Employees receiving donated time-off through ONE to ONE Fund	46 employees totaling 4,551 hours	44 employees totaling 3,441 hours
Total employees receiving financial assistance through ONE to ONE Fund	40 employees totaling \$98,614	36 employees totaling \$96,806



ESG Report Metrics Summary

Customers	2022	2021
Overall satisfaction score on the ONE Gas Customer Relationship Survey	88%	93%
Customers indicating that we are “easy to do business with”	88%	92%
Customers satisfied in our Contact Center survey	87%	91%
Overall customer satisfaction with our website compared to utilities industry average	28 points higher	25 points higher
Overall customer satisfaction with our mobile app compared to utilities industry average	17 points higher	14 points higher

Governance

	2022	2021
Directors who are independent	75%	75%
Directors who are women	25%	25%
Directors who are Hispanic	12.5%	12.5%
Senior leaders who identify as female	33%	33%
Senior leaders who identify as African American	17%	17%