

ESG Report Metrics Summary

Environmental

System Profile

Length of gas distribution pipelines	61,761 miles
Length of gas transmission pipelines	2,460 miles
Distribution mains, service lines and transmission lines	430 miles
Distribution pipeline that is plastic	60.69%
Distribution pipeline that is protected steel	33.96%
Distribution pipeline that is unprotected steel	3.70%
Distribution pipeline that is other material	1.61%
Distribution pipeline that is wrought iron	0.039%
Distribution pipeline that is copper	0.002%
Distribution pipeline that is cast iron	0.00%

Operations Profile

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

Customer Gas Rates

Average bundled gas rate for residential customers	KGS: \$11.92 per Mcf
	ONG: \$11.22 per Mcf
	TGS: \$14.57 per Mcf
Average bundled gas rate for commercial and industrial customers	KGS: \$10.34 per Mcf
	ONG: \$8.79 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: \$33.26 per Mcf
	ONG: \$7.20 per Mcf
	TGS: \$8.79 per Mcf
Average gas rate for transportation services	KGS: \$0.96 per Mcf
	ONG: \$0.33 per Mcf
	TGS: \$0.96 per Mcf
Typical monthly gas bill for residential customers for the first 50 Mcf	KGS: \$49.67
	ONG: \$46.74
	<p>TGS: within our Texas service territory, a 50 Mcf calculation is not applicable, as our customers do not use that much gas</p> <p>Average monthly bill for TGS residential customers is \$43.71, representing 36 Mcf average monthly usage</p>

Compressed Natural Gas (CNG)

Total CNG transported to fueling stations	2.8M dekatherms
Total CNG fueling stations supplied	145
Percentage of company-owned fleet that is CNG capable	43%

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Emissions

Expected emissions reduction by 2035 due to leaks from distribution pipelines through vintage pipeline replacement and protection program, measured from a 2005 baseline	55%
Total CO2e emissions due to leaks from mains and services in 2021	155,391 metric tons
Total CO2e emissions reduced from leaks from mains and services between 2005 and 2021	133,679 metric tons
Fugitive emissions from distribution system as measured utilizing EPA subpart W factors* <i>* ONE Gas has limited transmission assets that do not meet the threshold for EPA reporting and are not included in these numbers</i>	363,124 metric tons CO2e 14,525 metric tons CH4 Fugitive Methane Emissions Rate: 0.22%
CO2e emissions avoided through NGV fleet	50,077 metric tons
Emissions reduction achieved from 2005 baseline	46%
Scope 1 emissions total	434,136 metric tons CO2e, utilizing EPA Greenhouse Gas Inventory Protocol

Capital Improvements and Investment

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

Renewable Natural Gas (RNG)

Active RNG projects as of May 2022	24
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Safety

Workforce Safety	
Days Away/Restricted or Transfer Rate (DART)	0.22
Total Recordable Incident Rate (TRIR)	0.96
Preventable Vehicle Incident Rate (PVIR)	2.10
Lost Time Case Rate (LTC)	0.22
Reduction in DART rate since 2014	79%
Reduction in TRIR since 2014	55%
Reduction in sprains and strains since 2014	70%
Pipeline Safety	
Number of reportable pipeline incidents	0
Number of Corrective Action Orders (CAO)	0
Number of Notices of Probable Violation (NOPV)	see SASB addendum
Number of reportable data breach incidents	0

System Integrity

Annual vintage pipeline replacement since 2014 (average)	231 miles per year
Pipeline replaced with polyethylene (PE)	~90%
Pipeline replaced with coated, protected steel	~10%
Percentage of transmission pipelines inspected	10.54
Percentage of transmission pipelines inspected by In-Line Inspection (ILI)	0.60%
Percentage of transmission pipelines inspected by Pressure Test	0.94%
Percentage of transmission pipelines inspected by Direct Assessment	9.00%
Percentage of distribution main pipelines inspected by leak survey	45.98%
Percentage of new distribution pipelines pressure tested before being placed in service	100%
Reduction of pressure on transmission pipelines since 2009	1,200 miles
Open grade 2 leaks as of 12/31/2021	210 (0.003 grade 2 leaks per mile of pipeline)

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Emergency Response

Average Emergency Response Time (ERT), excluding calls from Winter Storm Uri	27.6 minutes
Percentage of emergency calls responded to within 30 minutes, excluding calls from Winter Storm Uri	64.53%
Percentage of emergency calls responded to within 30 minutes, including calls from Winter Storm Uri	62.65%
Average Emergency Response Time (ERT), including calls from Winter Storm Uri	42.35 minutes

Energy Efficiency Programs

Customer energy efficiency program savings achieved	Oklahoma Natural Gas: 471,104 MMBtu Texas Gas Service: 36,367 MMBtu Rio Grande Valley: 11,922 MMBtu
CO2e reduced through our customer energy efficiency programs	35,926 metric tons
Customer water savings from energy efficiency programs	28,803,124 gallons
Customer energy savings from energy efficiency programs	5,193,933 therms
Total customer NGV rebates provided since 2015	>250
Total customer energy efficiency rebates issued	\$107,633
Total \$ of customer energy efficiency rebates issued	\$15,764,709

Social

Community

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	\$2,893,901
Total \$ donated through employee-matching grants in 2021	\$224,400
Total \$ donated to United Way campaigns	\$1,933,890
Total \$ contributed in ONE Gas Foundation grants, corporate sponsorships and community giving	\$3.6 million
Total \$ contributed through ONE Gas Foundation grants	\$1,016,800

Employees

Inclusion & Diversity	
Ethnicity breakdown of the workforce	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	26.3%
Women in leadership positions	32%
Historically underrepresented individuals in the workforce	36.4%
Historically underrepresented individuals in leadership positions	27%
Women and historically underrepresented individuals in leadership positions	50%
Women and historically underrepresented individuals in Engineering positions	51.7%
Women and historically underrepresented individuals in IT positions	48.1%
Individuals with a disclosed Veteran Status	4.3%
Ethnicity breakdown of all new hires	60% White 23% Hispanic or Latino 7% Black or African American 5% Two or more races 4% American Indian or Alaskan 2% Pacific or Native Hawaiian 0.3% Asian

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New hires who were women	21.9%
New hires who were women or non-white	53.9%
Generational breakdown of the workforce	0.1% Silent Generation (born 1928-1945) 13.6% Baby Boomers (born 1946-64) 35.8% Generation X (born from 1981 to 1996) 45.8% Millennial (born from 1981 to 1996) 4.8% Generation Z (born from 1997 to present)
Additional Workforce Metrics	
Voluntary turnover rate	7.9% Resignation rate: 5.2% Retirement rate: 2.7%
Open positions filled with internal candidates	~40%
Employees participating in Employee Stock Purchase Program (ESPP)	44%, for the purchase of 89,240 shares
Employees engaged in one of our Employee Resource Groups (ERGs)	31%
Employees receiving donated time-off through ONE to ONE fund	44 employees totaling 3,441 hours
Total employees receiving financial assistance through ONE to ONE fund	36 employees totaling \$96,806

Customers

Overall satisfaction score on the ONE Gas Customer Relationship Survey	93.4%
Customers indicating that we are "easy to do business with"	91.7%
Customers satisfied in our Contact Center survey	90.58%
Overall customer satisfaction with our website compared to utilities industry average	25 points higher
Overall customer satisfaction with our mobile app compared to utilities industry average	14 points higher

Governance

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