

Sustainability Accounting Standards Board (SASB) 2020

SASB Code	SASB Title	Disclosure Title	Response
IF-GU-240a.1	Energy Affordability	Average retail gas rate for (1) residential, (2) commercial, (3) industrial customers, and (4) transportation services only	<p>For residential customers, the average bundled gas rate is: KGS: \$9.99 per Mcf ONG: \$9.08 per Mcf TGS: \$12.13 per Mcf</p> <p>For commercial and industrial customers, the average bundled gas rate is: KGS: \$8.69 per Mcf ONG: \$6.98 per Mcf TGS: \$8.07 per Mcf</p> <p>For other customers (Compressed Natural Gas, Cogeneration Systems, Irrigation, Municipal Water Pump, Public Authority, Public Authority AC, Large Public Authority), the average bundled gas rate is: KGS: \$6.31 per Mcf ONG: \$4.79 per Mcf TGS: \$6.85 per Mcf</p> <p>For transportation services, the average rate is: KGS: \$0.89 per Mcf ONG: \$0.33 per Mcf TGS: \$0.90 per Mcf</p>
IF-GU-240a.2	Energy Affordability	Typical monthly gas bill for residential customers for (1) 50 MMBtu and (2) 100 MMBtu of gas delivered per year	<p>For the first 50 Mcf, the typical monthly gas bill for residential customers is: KGS: \$41.64 ONG: \$37.82</p> <p>Based on the typical customer usage in our service territory, a 100 Mcf calculation is not applicable because our customers do not use that much gas. Similarly, within our Texas service territory, a 50 Mcf calculation is not applicable.</p> <p>Average monthly bill for residential customers: TGS: \$36.40, representing 36 Mcf average monthly usage</p> <p>ONE Gas provides information on the components of our customers' bills on our operating company websites (linked below).</p> <p>https://www.kansasgasservice.com/pay-bill/understand-your-bill https://www.oklahomanaturalgas.com/Pay-Bill/Understand-Your-Bill https://www.texasgasservice.com/pay-bill/understand-your-bill</p>

IF-GU-240a.3	Energy Affordability	Number of residential customer gas disconnections for non-payment, percentage reconnected within 30 days	<p>We do not publicly disclose this metric. We work with customers to avoid disconnection, however. Proactive measures, which vary by state, may include payment arrangement options, information on financial assistance programs and community action agencies, courtesy collection calls, disconnect notices, pre-disconnect calls, and text messages. When we do find it necessary to disconnect a customer, we follow guidelines established by our regulators that, among other provisions, may restrict disconnections during periods of cold temperatures. After disconnection, we continue to provide customers with information about payment arrangements and financial assistance providers. As COVID-19 spread in 2020, ONE Gas took steps to protect ourselves, our co-workers, our families and our customers by following our COVID-19 response plan and safety protocols, which included suspending disconnects for several months.</p>
IF-GU-240a.4	Energy Affordability	Discussion of impact of external factors on customer affordability of gas, including the economic conditions of the service territory	<p>The regulatory authorities in our three operating states are responsible for ensuring that the utilities in their jurisdictions provide safe and reliable service at a reasonable cost, while providing utility companies the opportunity to earn a fair and reasonable return on their investments. U.S. households using natural gas for cooking, heating and clothes drying save an average of \$879 every year compared to households using electricity for the same activities, according to the American Gas Association. Our customers' natural gas bills make up about 1% of the median income in the jurisdictions in which we operate. A portion of the bill includes the cost of natural gas, which is passed through to our customers without a profit. ONE Gas employs a number of strategies to limit the near-term fluctuations in commodity prices, including physical & financial hedging and fixed-price rate tariffs. For further discussion of specific risks, please see our Annual Report.</p>
IF-GU-420a.1	End-Use Efficiency	Percentage of gas utility revenues from rate structures that (1) are decoupled or (2) contain a lost revenue adjustment mechanism (LRAM)	<p>(1) 0%</p> <p>(2) 0%</p> <p>More than 70% of sales margins are associated with fixed charges for revenue recovery that are not dependent on usage or weather. In addition, while we do not have a pure "decoupled rate structure," all our service areas utilize weather normalization mechanisms. These mechanisms are designed to reduce the delivery charge component of customers' bills for the additional volumes used when actual heating degree days (HDDs) exceed normalized HDDs and to increase the delivery charge component of customers' bills for the reduction in volumes used when actual HDDs are less than normal HDDs. Normal HDDs are established through public rate proceedings in each of our jurisdictions.</p>

IF-GU-420a.2	End-Use Efficiency	Customer gas savings from efficiency measures by market	<p>ONE Gas energy efficiency rebate programs serve residential and commercial customers throughout Oklahoma and parts of Texas by encouraging investments in energy efficient appliances that result in reduced net energy consumption and lower utility bills. Through our education efforts, we encourage smarter behaviors as it relates to energy usage. In 2020, the Oklahoma Natural Gas Energy Efficiency program achieved site savings of 442,000 MMBtu and the Texas Gas Service Central Texas Energy Efficiency Program achieved site savings of 30,400 MMBtu. The City of Austin franchise agreement mandates an energy efficiency program. The other programs throughout Oklahoma and Texas are encouraged by our regulators and have been voluntarily implemented by the company. For more information on energy efficiency, please see the Addendum and 2021 ONE Gas ESG Report.</p>
IF-GU-540a.1	Integrity of Gas Delivery Infrastructure	Number of (1) reportable pipeline incidents, (2) Corrective Action Orders (CAO), and (3) Notices of Probable Violation (NOPV)	<p>(1) 5</p> <p>(2) 0</p> <p>(3) see the SASB Addendum</p>
IF-GU-540a.2	Integrity of Gas Delivery Infrastructure	Percentage of distribution pipeline that is (1) cast and/or wrought iron and (2) unprotected steel	<p>0.00% of natural gas pipelines are cast iron</p> <p>0.04% of natural gas pipelines are wrought iron</p> <p>3.89% of natural gas pipelines are unprotected steel</p> <p>Approximately 90% of replaced pipe is replaced with PE pipe and 10% with coated, protected steel pipe</p>
IF-GU-540a.3	Integrity of Gas Delivery Infrastructure	Percentage of gas (1) transmission and (2) distribution pipelines inspected	<p>(1) ONE Gas completed inspections on 9.2% of our transmission pipelines. We used the following methods:</p> <ul style="list-style-type: none"> • In-Line Inspection method on 2.3% of transmission pipeline • Pressure Test method on 0.5% of transmission pipeline • Direct Assessment method on 6.4% of transmission pipeline <p>ONE Gas performed leak survey on 100% of transmission pipelines.</p> <p>(2) 100% of new distribution pipelines are pressure tested before they are placed in service.</p> <p>ONE Gas performed leak survey on 42% of distribution main pipelines.</p>
IF-GU-540a.4	Integrity of Gas Delivery Infrastructure	Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions	<p>Please see the SASB Addendum. For additional information on safety and system integrity, please see the 2021 ONE Gas ESG Report.</p>

IF-GU-000.A	Activity Metric	Number of: (1) residential, (2) commercial, and (3) industrial customers served	For 2020, ONE Gas averaged approximately 2,044,000 residential customers For 2020, ONE Gas averaged approximately 160,000 commercial and industrial customers
IF-GU-000.B	Activity Metric	Amount of natural gas delivered to: (1) residential customers, (2) commercial customers, (3) industrial customers, and (4) transferred to a third party	121,967 MMcf to residential customers 36,169 MMcf to commercial and industrial customers 2,427 MMcf to other customers (public authority and wholesale customers) 224,531 MMcf to transport customers
IF-GU-000.C	Activity Metric	Length of gas (1) transmission and (2) distribution pipelines	2,500 miles of transmission pipelines 60,799 miles of distribution pipelines

SASB Addendum

IF-GU-420a.2 Customer gas savings from energy efficiency measures by market

The following rebate programs are offered in the Oklahoma Natural Gas (ONG), Central Texas (CTX) and Rio Grande Valley (RGV) service territories:

OGS Energy Efficiency Programs									
	Residential			New Construction			Commercial		
Program	ONG	CTX	RGV	ONG	CTX	RGV	ONG	CTX	RGV
Range	x		x			x			
Dryer	x	x	x		x	x		x	x
Water Heater	x	x	x	x	x	x			
Furnace	x	x		x	x		x		
Backup Generator			x						
Low Income	x								
Low Income Free Equipment		x	x						
Energy Star/Home Performance		x							
New Home Program				x					
Multifamily Program*				x					
Food Service							x	x	x
Boilers							x	x	x
Commercial Custom/Direct Install							x	x	x
Water Saving Kits	x	x	x						
Transportation (CNG)*	x	x	x	x			x	x	x

*The multifamily and transportation programs (ONG only) are not funded through the Energy Efficiency budget.

IF-GU-420a.2 Describe relevant policy mechanisms in place that allow for or incentivize energy efficiency

- We are encouraged by the governing bodies in Oklahoma and Texas to offer energy efficiency education and energy efficiency programs to our customers. We design our programs to promote the efficient use of natural gas and the benefits of investing in energy efficient appliances, thereby reducing net energy consumption and lowering utility bills for residential and commercial customers. In Oklahoma, we are governed by the Oklahoma Corporation Commission. In Central Texas, our program is governed by any department or office within a city with delegated authority to review and approve the Conservation and Energy Efficiency budget and conservation adjustment clause (CAC) charge adjustment. In the Rio Grande Valley, our program is governed by the Lower Rio Grande Valley Development Council. In Texas, the programs are available to customers who live within participating city limits.
- By ONG Tariff 1201, the Energy Efficiency rate is a fixed rate per customer that is separate from base rates. It is trued-up once per year within an annual filing that occurs each March. In addition, per Oklahoma Corporation Commission Gas Utility Service Rule Chapter 45 Rule 23-8 Incentives, a maximum incentive of 15 percent of Net Benefits will be paid for achievement of 100% or greater of the Utilities total annual Net Energy Source savings goal.
- For both Oklahoma and Texas, our budgets are funded by our customers in areas where the program is offered by including a volumetric (for Texas commercial customers) or fixed charge on the monthly bill (for all Oklahoma customers and Texas residential customers). Our rebate portfolio is based on industry standard methodologies, such as those prescribed by the California Standard Practice Manual and various state technical reference manuals.

IF-GU-540a.1 Number of (1) reportable pipeline incidents, (2) Corrective Action Orders (CAO), and (3) Notices of Probable Violation (NOPV)

We received NOPVs from state regulatory agencies, most of our which were related to damage prevention. We continue to take action to enhance damage prevention programs and reduce third- party damages, as described below and in our [2021 ESG Report](#).

IF-GU-540a.4 Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions

1. Describe efforts to manage the integrity of gas delivery infrastructure

Integrity Management: ONE Gas has in place Distribution Integrity Management and Transmission Integrity Management Programs (DIMP and TIMP) compliant with CFR 192 Subpart O and Subpart P to evaluate pipeline risk and implement mitigation strategies. We utilize advanced, hosted risk-modeling software on our transmission assets and a probabilistic risk model for our distribution assets.

Damage Prevention: We leverage data in all areas of our safety and system integrity programs to guide decision-making and improve our processes. ONE Gas implemented a Damage Information Management System (DIMS) in 2019, which is a centralized process and system of record for documenting damage to ONE Gas natural gas pipelines and facilities. ONE Gas also utilizes a Ticket Management System to manage tickets submitted through each state's One Call system so we can make data-driven decisions to improve line locating performance. To mitigate pipeline damage, we have started leveraging this system to reduce excavation damage by prioritizing those tickets with the highest probability of damage and proactively connecting with the associated excavators prior to the excavation activity.

Public Awareness: ONE Gas follows the general recommendations of American Petroleum Institute (API) Recommended Practice (RP) 1162, Public Awareness for Pipeline Operators, and has a Public Awareness Program in place compliant with CFR 192.616. The program defines the requirements for pipeline safety education addressing four audiences: 1) the Affected Public; 2) Local Public Officials; 3) Excavators; and 4) Emergency Officials. As an organization, we are committed to providing safe, reliable, natural gas delivery, and performing our work in a manner that protects the safety of people who live and work near our pipelines. We strive for open dialogue about pipeline safety education with communities and key constituencies in our operating areas.

Pipeline Safety Management System: ONE Gas continues to implement a comprehensive and systematic approach to managing safety called the ONE Gas Safety Management System (OSMS). This safety management system aligns with API RP-1173 for pipeline safety, which utilizes a Plan-Do-Check-Act cycle to foster continuous improvement. In mid-2019, the American Gas Association (AGA) board asked member companies to voluntarily implement API RP-1173 within three years. ONE Gas was an early and enthusiastic supporter of this industry-wide commitment.

ONE Gas monitors Pipeline and Hazardous Materials Safety Administration (PHMSA) advisories and National Transportation Safety Board investigations and is heavily involved in industry organizations to stay abreast of best practices and industry initiatives, including the AGA, Southern Gas Association (SGA), Gas

Technology Institute (GTI), and American Petroleum Institute (API). Our engineers work to include best practices and lessons learned in our operations and standards.

Leak Survey: In early 2020, ONE Gas invested in advanced mobile methane leak detection units and began a pilot to test the equipment across various pipe types, locations and surveying conditions. The mobile units are mounted within vehicles and provide in-depth analysis to create reports that provide locations of potential infrastructure leaks. Compared to traditional walking leak surveys, the advantages include an expanded search footprint, the ability to operate in adverse weather conditions and the potential to survey approximately two times faster. Locating leaks and addressing them more quickly also reduces emissions.

Control Room: ONE Gas has a Control Room Management Plan in compliance with CFR 192.631. The Control Room Management Plan defines the Control Room operation processes for the operating entities of ONE Gas that are subject to pipeline safety Control Room regulations. Any controller working in a Control Room that monitors and controls all or part of the ONE Gas pipeline system through our supervisory control and data acquisition (SCADA) system must follow the requirements of the plan. A written Alarm Management Plan is kept for each control room to provide for effective Controller response to alarms. ONE Gas also has in place a Fatigue Management Plan as part of the Control Room Management Plan.

SCADA: ONE Gas has in place a SCADA system in compliance with sections 1, 4, 8, 9, 11.1 and 11.3 of API RP 1165. The One Gas SCADA system consists of a primary and backup SCADA server to control and monitor pipelines and facilities. The SCADA system is our link between the control room and the field equipment. Normal operations use the primary server with automatic failover to the backup server.

1.3 The use of standards, industry best practices, benchmarking and participation in third-party initiatives, which may include, but are not limited to:

1.3.1 The American Gas Association's Peer Review Program

ONE Gas is an active participant in the AGA's voluntary Peer Review Program. Participating companies send natural gas subject matter experts to visit each other's facilities to conduct a week-long, in-depth review of specific areas, including safety culture, technical training, damage prevention and pipeline safety risk management. Peer reviewers observe operations and interview employees and contractors from all parts of the organization. At the end of the week, reviewers identify areas for improvement and best practices for safety and efficiency.

1.3.2 American Petroleum Institute's API Recommended Practices 1170 and 1171

Not applicable. ONE Gas does not currently own or operate underground natural gas storage assets.

1.3.3 Natural Gas Industry Safety Programs, as outlined by the American Gas Association

ONE Gas is a member of the One Call (811) programs for each state in which it operates. These programs facilitate the locating of company gas lines before excavation activity and promote safe digging practices. ONE Gas provides additional education and training to promote safe digging practices, through education, training, social media campaigns and customer and excavator communications. ONE Gas is also a member of the Common Ground Alliance, a forum that allows stakeholders to collaborate, share best practices, and promote effective damage prevention practices.

1.3.4 The U.S. Environmental Protection Agency's (EPA) Natural Gas STAR Program

We are a participant in the EPA's Natural Gas STAR and Methane Challenge programs. We exceeded our EPA Methane Challenge Program emissions reduction goal for the fourth year in a row. As a founding member, we've committed to annually replacing a minimum of 2% of our vintage materials – a target we've exceeded each year since we began the program.

ONE Gas is also a member of Our Nation's Energy Future (ONE Future), which represents more than 50 natural gas companies working together to reduce methane emissions intensity to 1% (or less) across the natural gas value chain.

2. How ONE Gas integrates a culture of safety and emergency preparedness throughout its project lifecycles, such as through training, oversight of workforce, rules and guidelines for communicating risks, and use of technology.

ONE Gas is also an active participant in the voluntary AGA Gas Utility Operations Best Practices Program. Each year, several roundtable topics are selected. Participating companies complete surveys that consist of the quantitative and qualitative data for each roundtable topic. After data submission, industry leaders are identified and participating companies can benchmark their performance against peer companies. ONE Gas also participates in the roundtable meetings where best practices are shared and discussed with industry peers.

Safety is our foremost core value and is integrated throughout our culture and processes. As noted above, we have adopted API RP-1173 and are implementing a Safety Management System that utilizes a Plan-Do-Check-Act cycle to analyze our activities and foster continuous improvement. Our employees are trained and empowered to stop work if they see anything unsafe, or if essential safety equipment is missing. Our pipeline safety compliance group reviews procedure adherence and documentation for compliance with laws and regulations, prompting corrective action plans when needed.

ONE Gas opened a new training center in 2021 that is designed to provide hands-on training to Operations employees throughout the company. The 17,000 square-foot space has dedicated areas for specific disciplines, including pressure and measurement, customer service, construction and maintenance, fire abatement and management and excavation safety. A "Simulation City" includes eight buildings that replicate real-world scenarios our field workers typically face. Hands-on training lets employees experience utility locating, simulated leaks and handling code violations. The training center also includes an inspector school and a dig site for teaching safe digging techniques and best practices for trench shoring. The ONE Gas Training Center held its first training class in June 2021.

In conjunction with the opening of the ONE Gas Training Center, the company is in the process of integrating B31Q, the industry safety and integrity standard published by the American Society of Mechanical Engineers (ASME) that establishes the requirements for developing and implementing an effective pipeline operator qualification program. This new standard and the centralized training center will enhance consistency in technical training across the company.

In addition to the requirements of our Operator Qualification Plan described in section 3 below, inspection and job site assessments provide workforce oversight. Inspectors utilize technology to verify operator qualification status of workers and record inspection activities. Field employees and contractors have ready access to ONE Gas operating standards. Our field operations and contractor performance teams work with contractors to enforce contractual provisions, check that operating standards and safety requirements are being followed, and provide resources to improve performance. We hold yearly safety summits with contractors to share best practices and reinforce that safety is ONE Gas' number one core value.

3. Describe your approach to ensuring pipeline operators are qualified or supervised when performing a covered task

ONE Gas has a comprehensive operator qualification (OQ) plan, consistent with 49 CFR 192, Subpart N – Qualification of Pipeline Personnel, that defines the requirements and processes used to qualify individuals who perform covered tasks on ONE Gas facilities. ONE Gas recently constructed a state-of-the-art training center and is implementing B31Q to improve the quality and consistency of training and operator qualification for our field workforce. The ONE Gas OQ Plan provides that individuals must be properly qualified to perform covered tasks or, for non-restricted tasks, be directed and observed by a qualified individual. The qualified individual is responsible for task performance and signing any related documentation.

ONE Gas directly supervises and verifies OQ for its own employees and utilizes a third-party service to administer OQ assessment and maintain OQ records for contractors. The OQ record is accessible to inspectors via an e-wallet certification that all contractors are required to have when working on a ONE Gas job site.

4. Describe efforts to mitigate risks and promote emergency preparedness, such as coordinating with third parties (e.g., sewer line and buried power line developers), performing timely pipeline inspections, repairing aging infrastructure, and maintaining current pipeline operator certifications

ONE Gas has in place a Pipeline Emergency Response Plan (PERP) Procedure to mitigate risk and promote emergency preparedness for pipeline operations. The PERP requires emergency drills for each operating division and includes local emergency management personnel and public authorities as appropriate. Each year in each division, threat and hazard identification and risk assessment (THIRA) meetings are conducted with company officers and management to plan for drills, including a discussion of areas of improvement and industry examples of natural gas emergencies. We also participate in emergency drills hosted by a wide variety of third-party community partners, agencies, and organizations.

We have in place a Crisis Management Plan, a Business Continuity Plan, and Corporate Security Plan. These plans incorporate crisis or emergency drills on at least an annual basis.

The ONE Gas Operations and Maintenance (O&M) manual contains a procedure with instructions to field operations personnel to develop an isolation plan in preparation for unexpected operating conditions during the completion of a pipeline tie-in. The procedure instructs personnel to “confirm the location, accessibility, and operability of emergency valves, non-emergency valves, and proposed squeeze off locations,” along with determining the direction and number of natural gas supply feeds into the area, system pressures, and the schedule and sequence of events necessary to complete the tie-in work.

ONE Gas has in place Distribution Integrity Management and Transmission Integrity Management Programs (DIMP and TIMP) consistent with CFR 192 Subparts O and P to evaluate pipeline risk and implement mitigation strategies. Our Damage Prevention and Public Awareness Programs proactively engage key stakeholders, enable ONE Gas to take steps to avoid damage to our pipelines and are consistent with applicable portions of CFR 192 Subpart L.

In addition to our public awareness efforts and damage prevention programs, ONE Gas provides cross-bore awareness and information about safety measures to plumbing and excavating stakeholders (cross-boring occurs when a gas line intersects another utility’s line).

ONE Gas plans its leak surveys to meet federal and state codes. ONE Gas’ pipe inventory is predominantly polyethylene (PE) and coated steel (92%). We continue to modernize our system by replacing or cathodically protecting our unprotected steel pipe and replacing other vintage pipe, which improves the safety and integrity of the pipe and reduces emissions

See Section 3 for a discussion of our operator qualification program.

5. Describe efforts to manage risks related to human health and safety, and emissions, including fugitive emissions and process emissions, that arise out of the integrity of gas delivery infrastructure

Our Pipeline Emergency Response Plan specifically, and O&M plans in general, are developed with a focus to protect life, property, and then company assets, in that order.

ONE Gas is subject to and has fulfilled the requirements of the PIPES Act of 2020, Section 114 which is a self-directed mandate from Congress requiring operators to review and update their Operations and Maintenance (O&M) manuals to ensure the plans contribute to the public safety, eliminating hazardous leaks and minimizing the releases of natural gas from pipelines, and the protection of the environment.

Our pipeline replacement program has enabled us to lower emissions due to leaks from mains and services. By 2035, we expect to achieve a 55% reduction in emissions due to leaks from our distribution mains and services, measured from a 2005 baseline and accounting for projected system growth. We expect to achieve this goal primarily through our vintage pipeline replacement and protection program. We continue to utilize technology, such as mobile leak detection, to improve leak detection and repair programs and are integrating state-of-the-art advanced leak detection technologies and practices. Faster leak detection and repair reduces emissions from leaks. ONE Gas has also piloted the use of specialized mobile compression and vacuum equipment to capture methane that would otherwise vent or flare during maintenance or inspections and return the gas to the system.

6. Specifically address operations in high consequence areas and systems to avoid and manage emergencies, accidents and incidents that could have catastrophic impacts on human health, the local community, and the environment.

ONE Gas assesses transmission pipelines in areas of higher population using internal inspection tools, pressure testing and direct assessment. These assessments help identify pipeline anomalies so ONE Gas can perform remediations in a proactive manner. ONE Gas has been lowering pressure on certain high-pressure pipelines in metropolitan areas since 2008. Operating these pipelines at a lower pressure significantly increases safety by eliminating the risk of a pipeline rupture. Over the past 13 years, ONE Gas has reduced pressure on more than 1200 miles of transmission pipeline. Additionally, since 2020, ONE Gas has been enhancing its emergency valve systems to minimize emergency response time and maximize reliability by limiting outage impact to our customers when a line needs to be shut off. Engineering and Operations utilize modeling software and a sectionalized boundary grid system to continually upgrade the pipeline system and optimize shutoff valve locations in system planning.

The ONE Gas Field Operations group takes Pipeline Emergency Response training on an annual basis. OGS employs a Director of Emergency Management that works with Operations leadership to oversee emergency response, preparedness and planning, and relationships with emergency partners (city, county and state level). Additionally, the OGS Director of Emergency Management establishes and maintains designated Points of Contact for state level emergency management personnel. ONE Gas employees practice simulated events – annual tabletop and/or field exercises – for each state.

In addition to the emergency preparedness efforts and DIMP and TIMP programs described above, the Asset Management team at ONE Gas focuses on safety, capacity, and reliability planning to enhance system integrity and mitigate risks. Vintage distribution main and service line replacement projects are optimized for risk mitigation by our asset investment planning and management technology.

7. Direct or indirect financial opportunities related to the management of the integrity of the gas delivery infrastructure

In 2020, we invested \$515 million in capital investments; approximately 70% for system integrity and replacement projects.

8.1 Disclose pipeline replacement rates, use of polyethylene pipes, or other efforts to reduce fugitive emissions and leaks and improve the safety of its distribution pipelines

ONE Gas replaced approximately 470 miles of transmission pipeline, distribution mains, and service lines in 2020. Our pipeline replacement ratio is approximately 90% polyethylene and 10% protected steel. These are generally lower-emitting pipe materials than the vintage materials replaced.

8.2 Average response time for gas emergencies

The average response time for gas emergencies in 2020 was 27.75 minutes. Our goal is to respond to at least 65% percent of emergencies within 30 minutes or less. In 2020, we responded to 64.5% of emergencies within the target timeframe.

8.3 Open Grade 2 and 2+ leaks

When leaks are detected, they are classified as Grade 1, 2, or 3. Grade 1 leaks are existing or probable hazards to persons or property and require immediate repair. ONE Gas procedures currently require that hazardous leaks be repaired immediately and to have personnel remain on site until the leak has been repaired. Grade 2 leaks are non-hazardous at the time of detection and require a repair within 6 months of detection to avoid a future hazard. Grade 2 leaks are re-checked at specific intervals if repair cannot be done immediately. Grade 3 leaks do not represent a probable hazard at the time of detection and are reasonably expected to remain non-hazardous. Although regulations do not mandate a repair timeline, ONE Gas protocols require repair within 30 months. On 12/31/2020, ONE Gas had 204 open grade 2 leaks, which is equivalent to 0.003 grade 2 leaks per mile of pipeline.

8.4 Fugitive Emissions as measured utilizing EPA subpart W factors

367,015 metric tons CO₂e

14,681 metric tons CH₄

Fugitive Methane Emissions Rate 0.22%

8.5 Process Emissions

We do not currently measure or estimate process emissions. However, ONE Gas has piloted the use of specialized mobile compression and vacuum equipment to capture methane that would otherwise vent or flare during maintenance or inspections and return the gas to the system.

8.6 Other efforts to reduce emissions and/or improve the safety of the gas delivery infrastructure

Please see [2021 ESG Report](#).