



2019-2021 PERFORMANCE BENCHMARKS FOR NATURAL GAS UTILITIES

April 30, 2023

I. INTRODUCTION

Summary data of gas utility financial profiles and performance appear in this Energy Analysis. The intent is to provide industry participants and observers with relative measures of financial returns and operational efficiencies of natural gas distribution companies. For this study, the American Gas Association (AGA) collected data from its members. The data source for these benchmarking metrics is the Uniform Statistical Report (USR), which is administered annually by AGA on behalf of its member companies. Results are presented for the years 2019 through 2021. Additional information, some of which is company specific, is included in an attachment to this analysis and available only to AGA member companies.

For study purposes, the gas utility industry is segmented into distinct groups: investor-owned gas-only utilities, investor-owned combination gas, and electric utilities, and municipally-owned gas utilities. Summary results are segmented in this sample accordingly. Comprehensive details are provided in the appendices.

II. BACKGROUND

THE NATURAL GAS DISTRIBUTION INDUSTRY. Approximately 1,400 utilities distribute natural gas to end-use consumers in the United States. For this analysis, a total of 83 utilities were included in the 2021 sample, 83 utilities were examined in 2020, and 82 companies were studied for 2019.¹ They are located across the United States, and each company has a unique combination of scale, load profile, and climatic attributes. In aggregate, the firms included in this study accounted for 78 percent of the residential and commercial natural gas customers in 2021, 78 percent in 2020, and 77 percent in 2019. *Given this sample size, any inferences about the sample's depiction of the entire industry are accordingly limited.*

Many AGA member companies are gas-only, investor-owned utilities, as are most companies in this analysis. These companies earn returns that accrue to their investors. State-level public utility commissions regulate their operations, finance, and capital investment activities.

Combination utilities have the franchise rights to transport and sell both gas and electric power commodities. These are also investor-owned firms with financial obligations to shareholders. Like the gas-only investor-owned firms, these companies are subject to various state and federal regulations.

¹ This set number was determined after eliminating member companies for whom data was either incomplete or not provided. Firms with zero net income are excluded from the analysis. This is not a scientific sample in that sample stratification by segment type does not reflect population stratification. See Appendix 9 for list of companies included.

Municipal utilities are publicly owned by the citizens of the jurisdictions that the utilities serve. Local governments enjoy tax-free bond-issuing capabilities, usually at interest rates lower than can be obtained by investor-owned utilities. Ultimately, such debt is usually collateralized by these utilities' abilities to secure tax revenue to back up debt commitments. What an investor-owned utility would pay out in dividends accrues instead to the municipal company's citizen-shareholders in the form of lower rates. Municipal utility regulation is performed primarily by local governments as opposed to state-level commissions.²

DESCRIPTION OF DATA SOURCES. Financial data about AGA member companies are drawn from the Uniform Statistical Report (USR). Member company staff prepares these standardized forms annually for collection by AGA, but companies may choose to withhold any or all of the requested data. Some of the USR duplicates the information found in audited end-of-year financial statements, but the USR requests additional information, such as heating degree-day profiles, type of sales by customer class, number of customers served, and various employment profile statistics. Data for miles of mains came from the U.S. Department of Transportation, Office of Pipeline Safety.

DATA LIMITATIONS. Since the data used for this analysis are annual figures only, a few inferential limitations should be noted. First, a single year's data for gas distribution operations are influenced by weather patterns for that year. The deviation between actual heating degree days (HDDs) versus historic normal will vary by location. This in turn suggests that utility benchmarks may slightly overstate or understate overall utility financial performance or efficiency of operations when impacted by weather.

Another limitation is that the ability to perform trend analysis is somewhat limited. While three years' worth of data are presented here, comparison of actual values (total revenues for example) from year to year can be distorted by changes in sample size. Also, variances in weather can affect these trends. Finally, the data set covers only three years, and this limits the ability to compare longer-term trends.

Sample size and composition must also be considered as a potential limitation. The industry segment sample sizes used in this study are not consistently proportional to their respective populations. Additionally, the sample size—measured both in number of companies, and more importantly as percentage of total gas deliveries—has varied over time. Finally, specific company participation in the data collection changes from year to year. **This makes annual comparisons of absolute values, such as total number of therms sold, difficult and any resulting conclusions suspect.** However, the purpose of ratio analysis is to address this problem and facilitate annual comparisons.

² Note that relatively few financial profiles were available for the municipal segment. The operations data used here considers only gas activities. The financial profiles of gas-only and combination municipal utilities are blended together for summary purposes.

III. BENCHMARKING METRICS

Benchmarking metrics created for this study take several forms. Typical accounting ratios, based on income statements and balance sheets, serve as financial performance indicators. Financial statements are also recast in same-size formats, which present line items in percentage terms. Other benchmarks describe the numbers of employees, meters, and volumes of gas throughput. All AGA data are summarized so that no individual company statistics are revealed. Additionally, summaries are created which divide the industry into type-of-company segments. These include gas utilities, combination, gas and electric utilities, and municipally owned gas utilities.³ Appendix 2 is a series of charts that display the range of observations for selected benchmarking metrics. Appendix 9 shows the list of companies that were included in this analysis.

- *Utility Operating Profiles - Absolute Values (Section IV-A and Appendix 3a).* System profiles are summarized here by type of company. This data includes information on gas volumes delivered as well as the number of customers by class.
- *Financial Statements - Absolute Values (Section IV-B and Appendix 3b).* Income statement and balance sheet data are summarized here by type of company.⁴ Income statement amounts are expressed in absolute dollars in Appendix 3b. Note that these items represent gas operations only.
- *Financial Statements - Same-Size Analysis (Appendix 3c).* The financial statement data shown in absolute values are re-cast in percentage terms for a same-size analysis. Income statement line items are in percentages relative to operating revenue while balance sheet items are expressed as a percentage of total assets. This shows the disposition of a firm's revenue and the composition of its asset base without respect to the size of an individual firm.
- *Financial Statements - Per Cost Driver (Section IV-B and Appendix 3d).* Income statements are shown in several formats: per therm delivered, per customer served, per dollar value of the gas plant in service, and per mile of main in operation.
- *Financial Ratios (Section IV-D and Appendix 3e).* These are conventional financial analysis tools, and they compare a company's financial status to other firms or types of firms. Ratios are calculated from group totals or averages (explanations are provided in the Glossary, Appendix 1).
- *O&M Detail Analysis (Section IV-C and Appendix 4).* These cost elements represent major gas delivery activities, starting with purchase or production and continuing sequentially through transmission, distribution, customer service, sales activities, and administrative and general (A&G) accounting. These results are also arrayed by type of company. Benchmarks for these data are created by expressing each line item on the basis of annual costs per therm delivered. See Table 3 for more detail.
- *Debt Analysis - Ratios (Section IV-E).* Data are presented to highlight various measures of debt. These include debt as a percent of capitalization and interest coverage ratios. The data in this section necessarily includes both gas and electric operations.
- *Wages and benefits: Ratios and Same-Size Analysis (Section IV-G and Appendix 5).* Data about utility employment and benefits profiles are included. These measures are

³ See Glossary in Appendix 1 for a definition of these categories.

⁴ Appendix 3a financial statements are in thousands of dollars.

intended to illustrate the norms for staffing levels and expenses as they vary by type of firm. Benchmark measures include:

- ▶▶ Total salaries and wages per employee
 - ▶▶ Total benefits and pensions per employee
 - ▶▶ The ratio of total benefits to total compensation
 - ▶▶ Annual therm throughput per employee
 - ▶▶ Average annual customers served per employee
- *Profitability (Section IV-F and Appendix 6).* Profitability is expressed here in terms of return on assets (ROA) as well as return on common equity. Since ROA measures the returns attributable to operations (prior to finance costs), ROA is used to describe the relative economic efficiency of natural gas distribution by industry segment. This section will examine selected cost drivers-- numbers of therms sold, of customers served, dollars of gas plant utilized, and miles of pipe in service-- to evaluate each in terms of its impact on ROA. Additionally, return on equity indicates the rate of return that a firm earns on its equity base. See Table 6 for more detail.

IV. BENCHMARK DISCUSSION

IV-A. OVERVIEW

Benchmark summaries are presented here in order of the accounting process: revenues are discussed first, followed by O&M costs, operating income, debt management, capitalized income values, and profitability. Finally, wage and benefit profiles are discussed. Table 1 summarizes the scope and scale of the companies studied. It is important to emphasize that the following data are meant to illustrate the typical company studied in this sample and absolute values should not be extrapolated to the industry as a whole. This is especially true of the average number of customers.

TABLE 1

UTILITY PROFILES

**STATISTICAL SUMMARY, BY INDUSTRY SEGMENT
DATA BASED ON SEGMENT AVERAGES**

	2019	2020	2021
All Companies	82 Firms	83 Firms	83 Firms
Number of gas customers	688,912	685,906	691,737
Annual therms delivered ('000)	1,459,123	1,397,153	1,543,997
Annual therms delivered per account	4,300	4,035	2,337
Therms delivered per \$1,000 of gas plant	1,161	972	548
Density of system ²	63.4	66.8	58.7
Firm sales ³	92.9%	93.4%	93.8%
Gas utilities	53 Firms	54 Firms	54 Firms
Number of gas customers	754,029	770,064	788,443
Annual therms delivered ('000)	1,606,898	1,570,678	1,813,731
Annual therms delivered per account	2,600	2,536	2,618
Therms delivered per \$1,000 of gas plant	587	753	592
Density of system ²	60.3	65.4	53.5
Firm sales ³	94.3%	94.5%	95.3%
Comb. Gas & Electric Utilities¹	20 Firms	20 Firms	20 Firms
Number of gas customers	691,121	690,207	662,443
Annual therms delivered ('000)	1,399,239	1,364,163	1,295,174
18 Firms Annual therms delivered per account	1,997	1,931	1,924
Therms delivered per \$1,000 of gas plant	487	1,769	431
Density of system ²	70.4	70.7	69.1
Firm sales ³	91.8%	92.0%	92.6%
Municipal Utilities	9 Firms	9 Firms	9 Firms
Number of gas customers	170,967	171,401	173,342
Annual therms delivered ('000)	469,121	429,319	450,889
Annual therms delivered per account	23,987	17,539	1,490
Therms delivered per \$1,000 of gas plant	7,598	493	536
Density of system ²	68.0	66.7	68.9
Firm sales ³	85.5%	89.5%	86.9%

Source: AGA, USR and US Department of Transportation, Office of Pipeline Safety.

¹ Data for "Combination Gas & Electric Utilities is from gas operations only.

² "Density" refers to the number of customers per mile of pipe in service.

³ "Firm Sales" is expressed as a percentage of total annual therm volume delivered.

IV-B. REVENUE PERFORMANCE

Figure 1 shows the allocation of average revenue for the three years studied. Table 2 summarizes the average industry revenue performance by segment. Weather patterns impacted revenues per customer, while changing gas costs impacted both revenues per customer and per therm.

TABLE 2

UTILITY REVENUE PERFORMANCE

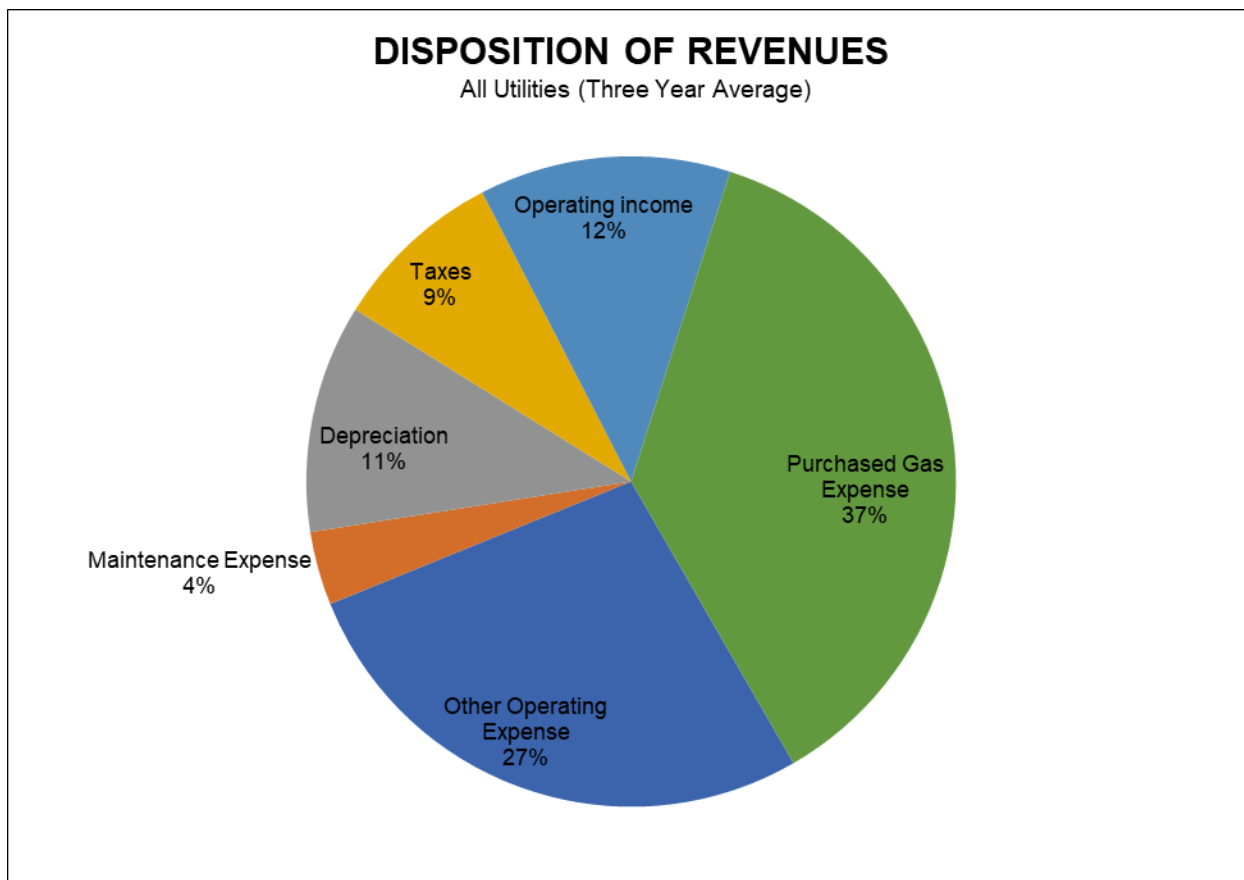
**Annual Average Values per Group
Data Based on Segment Averages**

	2019	2020	2021
All Companies			
Operating revenue ('000)	\$678,863	\$678,863	\$739,843
Per customer	\$1,206	\$1,206	\$1,254
Per therm	\$0.682	\$0.682	\$0.744
Gross sales margin (Rev. less Pur. Gas, '000)	\$439,967	\$439,967	\$469,207
Per customer	\$745	\$745	\$745
Per therm	\$0.446	\$0.446	\$0.446
Collection period (days)	34.6	34.6	37.5
Gas Utilities			
Operating revenue ('000)	\$699,838	\$699,838	\$804,321
Per customer	\$1,229	\$1,229	\$1,242
Per therm	\$0.647	\$0.647	\$0.694
Gross sales margin (Rev. less Pur. Gas, '000)	\$463,539	\$463,539	\$521,853
Per customer	\$753	\$753	\$753
Per therm	\$0.440	\$0.440	-\$2.919
Collection period (days)	36.3	36.3	38.9
Comb. Gas & Electric Utilities¹			
Operating revenue ('000)	\$792,832	\$792,832	\$810,540
Per customer	\$1,181	\$1,181	\$1,249
Per therm	\$0.764	\$0.764	\$0.853
Gross sales margin (Rev. less Pur. Gas, '000)	\$487,721	\$487,721	\$494,823
Per customer	\$764	\$764	\$764
Per therm	\$0.515	\$0.515	\$0.515
Collection period (days)	30.9	30.9	35.7
Municipal Utilities			
Operating revenue ('000)	\$188,431	\$188,431	\$201,057
Per customer	\$1,107	\$1,107	\$1,337
Per therm	\$0.720	\$0.720	\$0.819
Gross sales margin (Rev. less Pur. Gas, '000)	\$118,317	\$118,317	\$99,255
Per customer	\$579	\$579	\$579
Per therm	\$0.496	\$0.496	\$0.496
Collection period (days)	31.6	31.6	33.0

Source: AGA

¹ Figures for gas operations only.

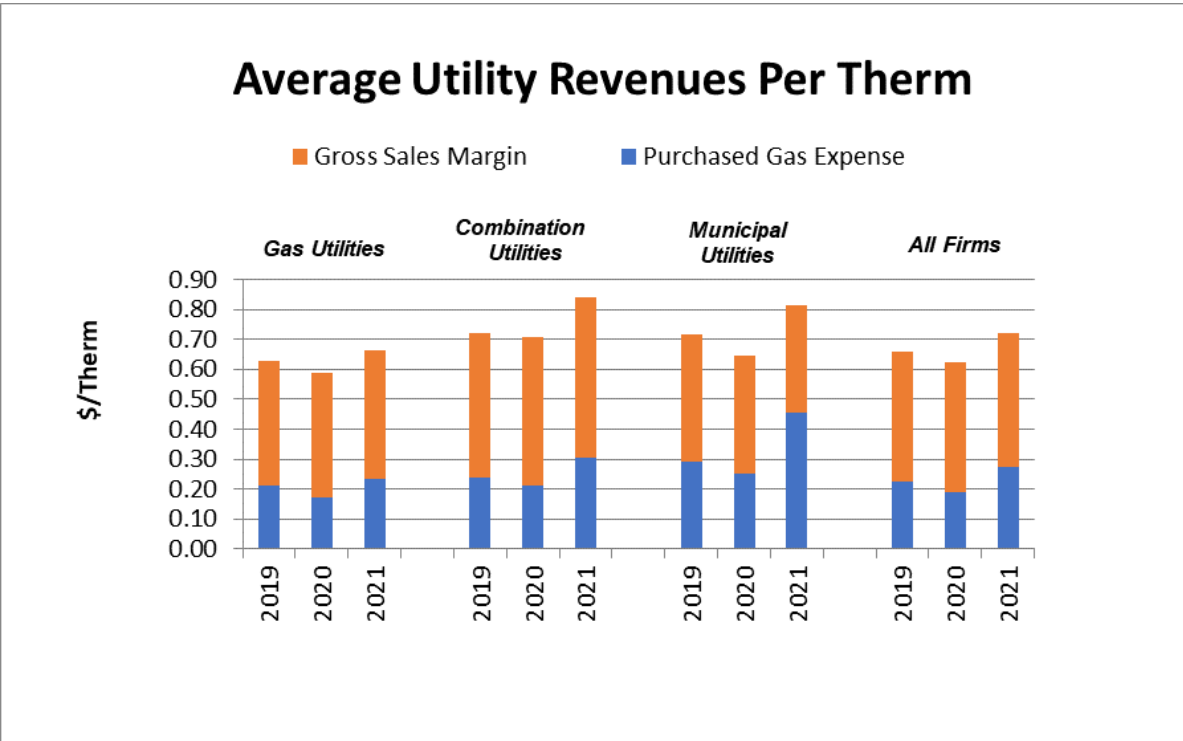
FIGURE 1



IV-C. O&M ANALYSIS

Operations and maintenance (O&M) expenses are those costs specifically attributable to current-year gas distribution activity. These are cost items that are incurred within an annual time period (as opposed to costs amortized over a period of years as is the case with finance costs and depreciation). A presentation of O&M costs on a per-therm basis will facilitate a comparison of cost efficiencies attained by the various industry segments. Table 3 shows the average O&M expense detail for the years studied for the combination and gas utility segments.

FIGURE 2



Source: AGA, USR.

TABLE 3

UTILITY O&M DETAIL ANALYSIS

	GAS UTILITIES			COMBO UTILITIES¹		
	2019	2020	2021	2019	2020	2021
VALUES PER THERM						
Gas-only revenues	\$0.6475	\$0.6117	\$0.6937	\$0.7641	\$0.7222	\$0.8530
Purchased-gas expense	\$0.2101	\$0.1732	\$0.2333	\$0.2393	\$0.2127	\$0.3027
Gross sales margin	\$0.4157	\$0.4169	\$0.4307	\$0.4828	\$0.4959	\$0.5381
Total production costs ²	\$0.2317	\$0.1948	\$0.2630	\$0.2813	\$0.2263	\$0.3148
Storage & LNG	\$0.0026	\$0.0021	\$0.0015	\$0.0040	\$0.0050	\$0.0057
Transmission	\$0.0115	\$0.0127	\$0.0138	\$0.0081	\$0.0103	\$0.0092
Distribution	\$0.0658	\$0.0716	\$0.0698	\$0.0693	\$0.0586	\$0.0634
Customer accounts	\$0.0235	\$0.0235	\$0.0227	\$0.0278	\$0.0305	\$0.0246
Customer svc. & info.	\$0.0073	\$0.0075	\$0.0095	\$0.0203	\$0.0198	\$0.0239
Sales	\$0.0033	\$0.0030	\$0.0073	\$0.0022	\$0.0022	\$0.0004
<u>Admin. & general</u>	\$0.0753	\$0.0733	\$0.0801	\$0.0703	\$0.0672	\$0.0724
Total O&M	\$0.4210	\$0.3884	\$0.4678	\$0.4833	\$0.4298	\$0.5145
SAME-SIZE ANALYSIS						
Gas-only revenues	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Purchased-gas expense	32.46%	28.31%	33.62%	31.31%	29.46%	35.49%
Gross sales margin	64.21%	68.16%	62.08%	63.18%	68.67%	63.09%
Total production costs ²	35.79%	31.84%	37.92%	36.82%	31.33%	36.91%
Storage & LNG	0.40%	0.35%	0.22%	0.52%	0.70%	0.67%
Transmission	1.77%	2.08%	1.99%	1.06%	1.42%	1.08%
Distribution	10.16%	11.70%	10.07%	9.07%	8.11%	7.43%
Customer accounts	3.64%	3.83%	3.27%	3.64%	4.22%	2.89%
Customer svc. & info.	1.13%	1.22%	1.37%	2.66%	2.74%	2.80%
Sales	0.51%	0.49%	1.05%	0.29%	0.30%	0.04%
<u>Admin. & general</u>	11.63%	11.98%	11.55%	9.19%	9.31%	8.49%
Total O&M	65.03%	63.50%	67.42%	63.26%	59.52%	60.32%

Source: AGA, USR.

¹ Figures for gas operations only.

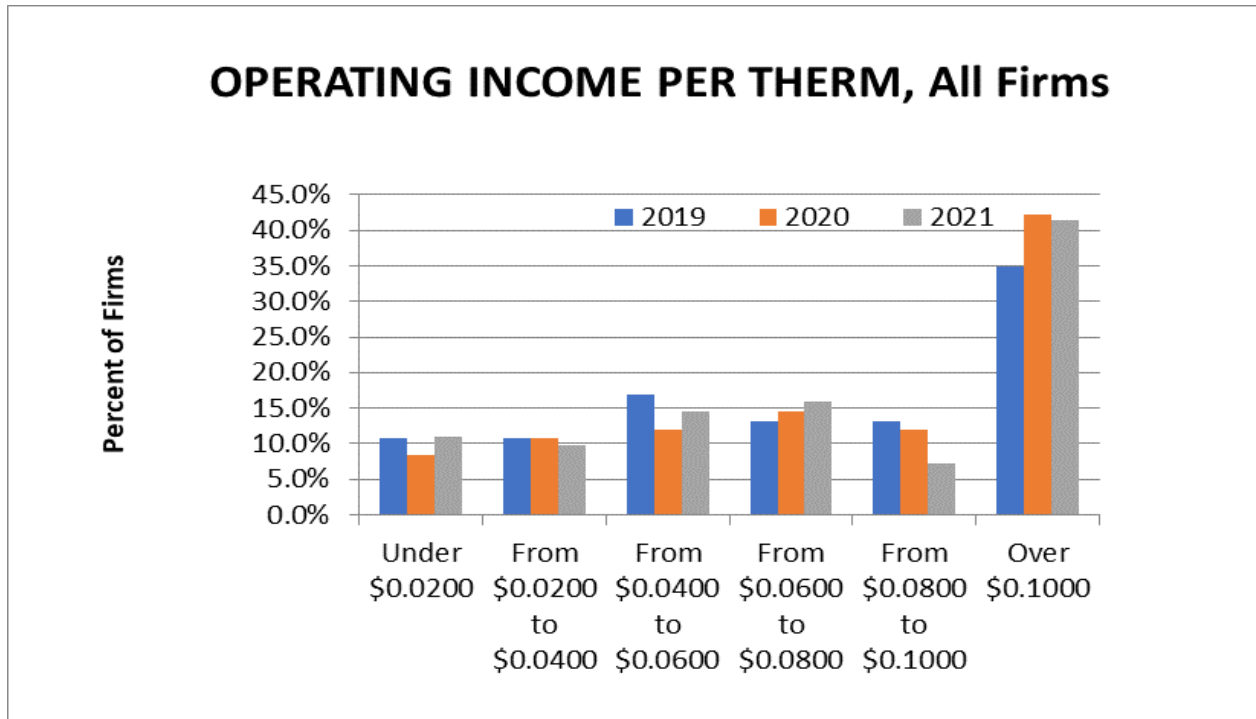
² Purchased-gas expense is subsumed within total production costs.

NOTE: Figures do not sum precisely due to independent rounding.

IV-D. INCOME ANALYSIS

Operating income, by accounting definition, represents revenues net of operations expenses. Operating income does not net out capital cost-related expenses such as interest and amortization. A summary of operating income, then, allows a comparison of efficiency in gas distribution. Figure 3 shows the dispersion of individual companies' operating income per therm. Table 4 shows average operating income results by type of firm.

FIGURE 3



Source: AGA, USR.

TABLE 4

UTILITY INCOME STATEMENT HIGHLIGHTS

AVERAGE VALUES PER GROUP, GAS OPERATIONS ONLY

	GAS UTILITIES			COMBO UTILITIES ¹		
	2019	2020	2021	2019	2020	2021
Operating revenue, \$000	\$699,838	\$681,865	\$804,321	\$792,832	\$741,890	\$810,540
Total O&M, \$000	\$442,371	\$406,844	\$532,450	\$498,414	\$429,473	\$490,062
Operating income, \$000	\$107,677	\$120,271	\$112,647	\$135,010	\$134,641	\$146,555
Percent of Revenue						
Total O&M	63.21%	59.67%	66.20%	62.87%	57.89%	60.46%
Operating income	15.39%	17.64%	14.01%	17.03%	18.15%	18.08%
Per Therm						
Revenue	\$0.647	\$0.612	\$0.694	\$0.764	\$0.722	\$0.853
Total O&M	\$0.421	\$0.388	\$0.468	\$0.483	\$0.430	\$0.514
Operating income	\$0.092	\$0.088	\$0.071	\$0.124	\$0.121	\$0.148
Per Customer						
Revenue	\$1,229	\$1,121	\$1,242	\$1,181	\$1,092	\$1,249
Total O&M	\$821	\$718	\$834	\$751	\$650	\$777
Operating income	\$147	\$132	\$142	\$194	\$190	\$211
Per Dollar of Gas Plant						
Revenue	\$0.278	\$0.410	\$0.264	\$0.267	\$0.633	\$0.252
Total O&M	\$0.195	\$0.265	\$0.186	\$0.174	\$0.418	\$0.164
Operating income	\$0.033	\$0.058	\$0.031	\$0.043	\$0.113	\$0.040
Per Mile of Main²						
Revenue	\$72,210	\$71,542	\$69,533	\$90,502	\$87,912	\$96,665
Total O&M	\$47,823	\$45,267	\$46,122	\$54,573	\$48,139	\$54,870
Operating income	\$9,745	\$10,291	\$9,333	15,936	\$17,006	\$18,678

Source: AGA, USR.

¹ Figures for gas operations only.² Miles of main only.

IV-E. DEBT ANALYSIS

Historically, utilities have operated in a regulated environment. Therefore, debt instruments and their management have been prominent items on the utilities' financial agendas. Debt has traditionally represented a large share of utility capitalization. This is due to the historically regulated environment in which utilities have operated. The presence of regulatory oversight, from an investor's perspective, suggests less risk, more stable cash flow, and generally better debt ratings and interest coverage from cash flow. Historically, this made

the utility industries attractive to bond investors. As for utilities, the containment of interest and other debt-related carrying costs can have a decisive impact on the overall profitability of operations.

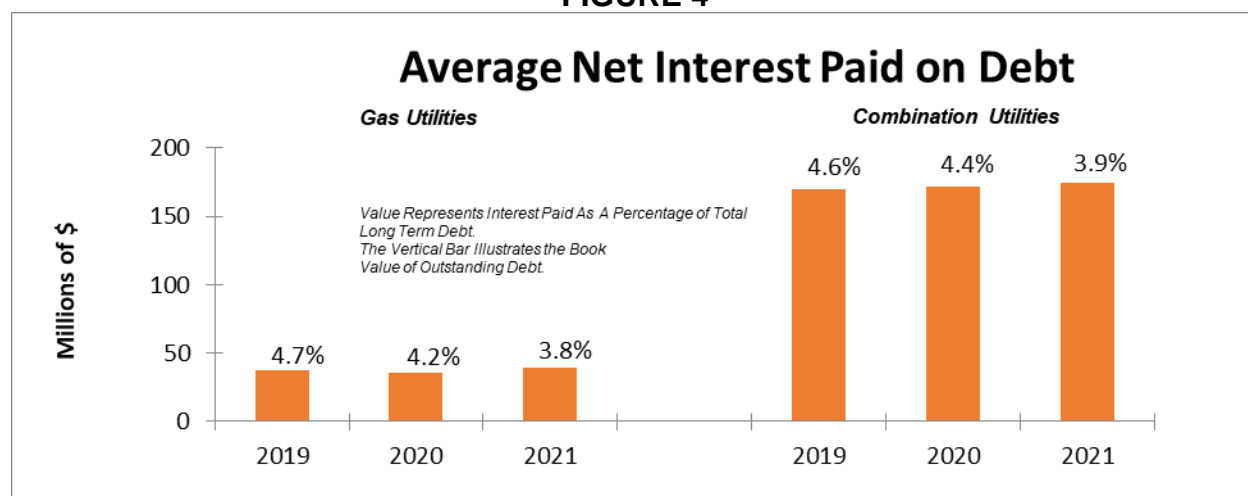
The total cost of capital for a utility reflects that of both debt and equity financing.⁵ Table 5 shows summary descriptors of capital costs for utilities by industry segment.

TABLE 5			
UTILITY DEBT AND DEBT COVERAGE			
AVERAGE VALUES			
	2019	2020	2021
Gas utilities			
Total LT Debt to Total Assets	22.17%	22.30%	23.82%
LT Debt to Total Capitalization	36.57%	35.83%	37.17%
EBITDA Interest Coverage	8.8x	9.0x	11.7x
Combination Utilities¹			
Total LT Debt to Total Assets	30.79%	30.87%	31.99%
LT Debt to Total Capitalization	47.88%	47.09%	48.02%
EBITDA Interest Coverage	7.4x	7.6x	8.0x

Source: AGA, USR.

¹Figures represent combined gas and electric operations.

FIGURE 4



Note: Combination utility figures represent combined gas and electric operations.

Note again that the discussion of combination utility debt and capital structure cannot be limited to gas operations. Therefore, this portion of the analysis necessarily considers combined-commodity financial performance. The combination utilities feature a diversity of commodity sales and stabilized electric base-load operations attributable to base-load (i.e., not weather-driven) sales.

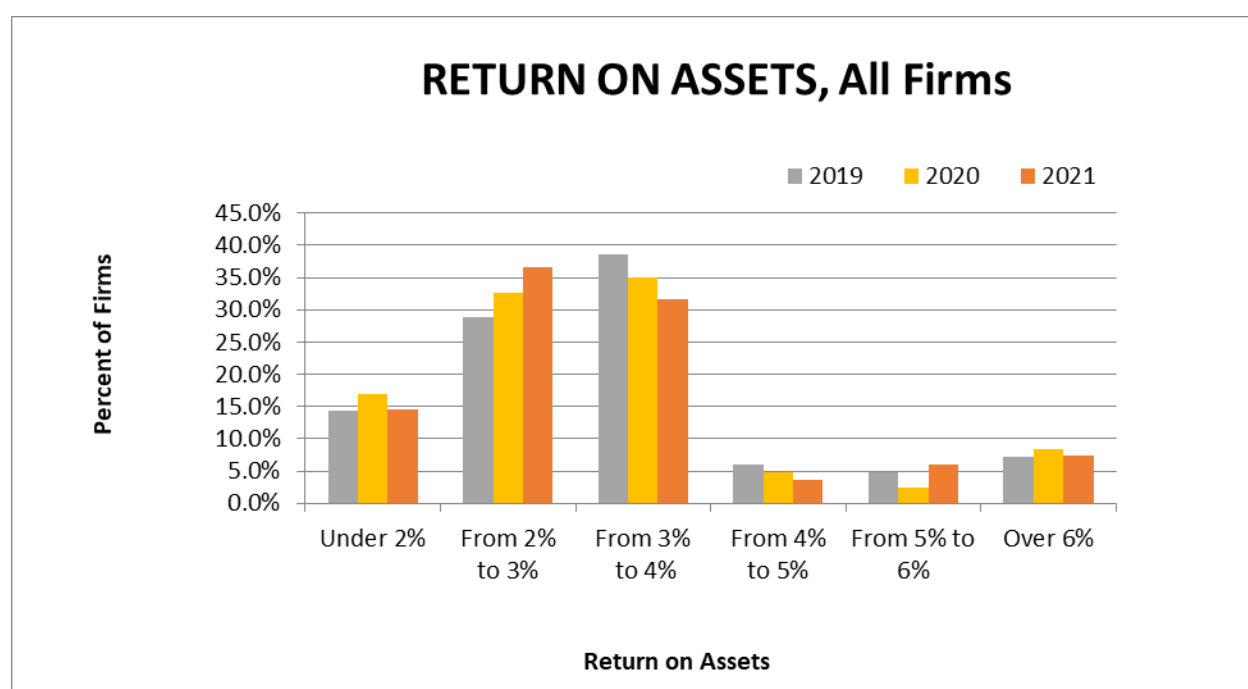
⁵ For combination utilities, such measures necessarily reflect combined gas and electric financials. Some municipal utilities in this study have similar combined activity financing.

IV-F. PROFITABILITY ANALYSIS

For this study, profitability is expressed in terms of return on assets (ROA), which relates net income to the value of the asset base that generated that income. Stated differently, ROA measures how well a company's assets "work" to generate income from operations. As such, ROA is convenient for comparing the operating results across companies within an industry.

Figure 5 shows the dispersion of individual company ROA results. Table 6 shows profitability measures for both gas and combination utilities for the years studied.

FIGURE 5



¹ When referring to combined gas and electric operations, the balance sheet items (i.e., total end-of-year assets) refer to the total firm, which could include non-utility assets, gas transmission assets, and "other" utility assets (e.g., water), while income statement items (i.e., total revenues) refer to only gas and electric utility distribution operations combined. As a result, these ratios may differ from other reports that consolidate income statement items for the total firm.

While ROA is typically measured as the ratio of net income to assets, it can also be expressed as asset turnover multiplied by profit margin. Asset turnover measures a firm's ability to generate sales from its fixed asset base. The second component of ROA is profit margin or return on sales. This measures the operating profit per dollar of sales.

TABLE 6
UTILITY PROFITABILITY INDICATORS
AVERAGE VALUES

	2019	2020	2021
Gas Utilities			
Asset Turnover	0.29X	0.23X	0.26X
Financial Leverage	64.87%	63.13%	64.23%
Equity Multiplier	2.85	2.75	2.80
Profit Margin	10.44%	11.61%	10.15%
ROA ²	2.94%	2.95%	2.84%
ROE ²	8.11%	7.86%	8.03%
Current Ratio	0.69	0.49	0.54
Current Assets/Total Assets	7.17%	6.49%	7.99%
Combination Utilities¹			
Asset Turnover	0.25X	0.23X	0.23X
Financial Leverage	65.75%	65.90%	65.73%
Equity Multiplier	3.06	2.98	2.93
Profit Margin	13.19%	12.38%	12.59%
ROA ²	3.25%	2.98%	2.90%
ROE ²	9.91%	8.57%	8.59%
Current Ratio	0.89	0.86	0.94
Current Assets/Total Assets	6.07%	6.14%	6.40%

Source: AGA, USR.

¹ Figures represent combined gas and electric operations.

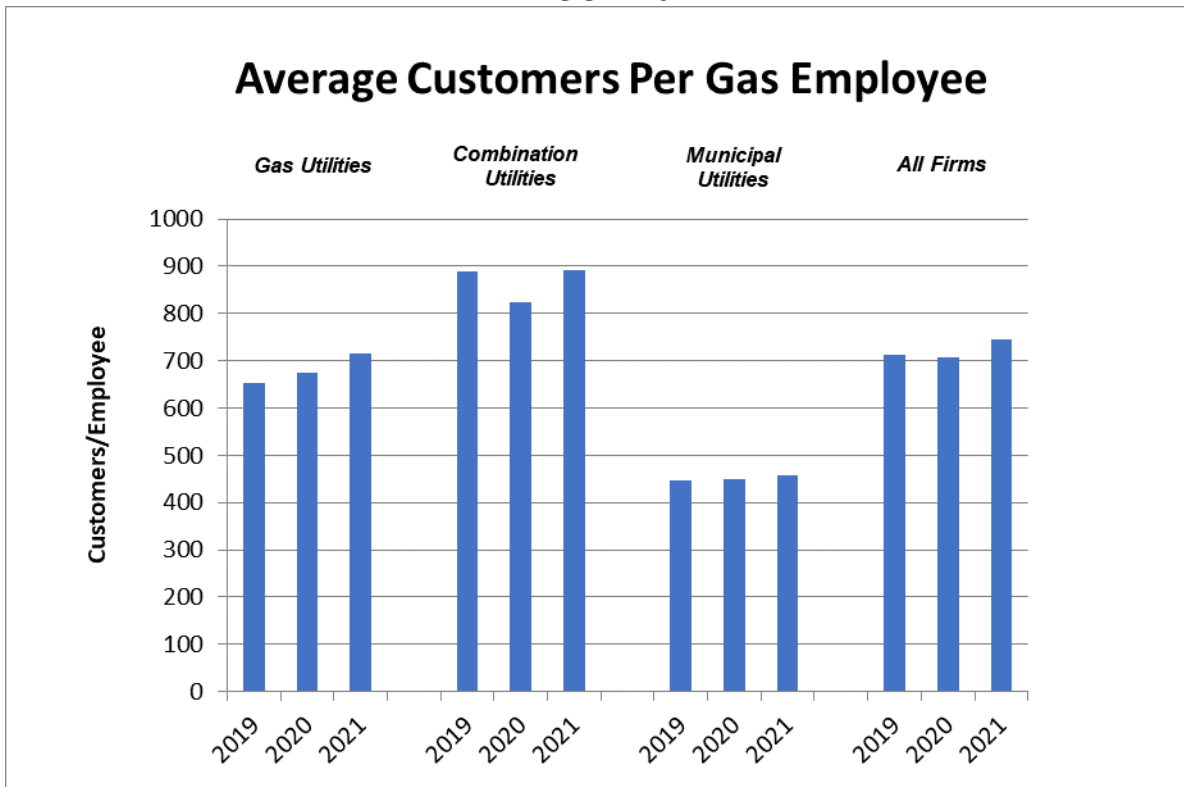
² When referring to combined gas and electric operations, the balance sheet items (i.e., total end-of-year assets) refer to the total firm, which could include non-utility assets, gas transmission assets, and "other" utility assets (e.g., water), while income statement items (i.e., total revenues) refer to only gas and electric utility distribution operations combined. As a result, these ratios may differ from other reports that consolidate income statement items for the total firm.

Another measure of profitability is the return on common equity (ROE). This differs from ROA in that it takes into account the impact of a firm's capital structure on its profitability. The capital structure of a firm can be examined in many different ways. ROE can be expressed as ROA multiplied by the equity multiplier. The equity multiplier (shown in Table 6) measures a firm's assets relative to its common stock equity. An increase in a firm's leverage debt financing (an increase in liabilities) will cause a reduction in stockholders' equity. This will cause the equity multiplier to rise and thereby increase total ROE. The rise in ROE compensates equity holders for the increased risk they must bear as the firm increases its level of debt.

IV-G. LABOR PRODUCTIVITY AND WAGE ANALYSIS

Current industry interest in restructuring, efficiency, and cost-effectiveness often calls attention to staffing and wage profiles. Figure 6 and Table 7 summarize wage and benefit values by industry segment.

FIGURE 6



Source: AGA, USR.

TABLE 7
UTILITY WAGES AND BENEFITS
AVERAGE VALUES PER EMPLOYEE AT YEAR-END

	2019	2020	2021	3-Year Average
All Firms				
Number of employees at year-end	827	852	933	870
Total salaries and wages	\$98,500	\$108,692	\$113,808	\$107,000
Total benefits and pensions	\$22,679	\$25,695	\$28,110	\$25,495
Total salaries, benefits, and pensions	\$121,179	\$134,387	\$141,919	\$132,495
Ratio of total benefits to total compensation	19.42%	20.7%	19.9%	20.0%
Therms sold per employee	2,782,161	2,710,623	2,241,184	2,577,989
Customers per employee	713	709	744	722
Gas Utilities				
Number of employees at year-end	878	960	1064	967
Total salaries and wages	\$91,079	\$96,646	\$94,796	\$94,174
Total benefits and pensions	\$20,319	\$23,602	\$27,791	\$23,904
Total salaries, benefits, and pensions	\$111,398	\$120,248	\$122,587	\$118,077
Ratio of total benefits to total compensation	17.99%	20.7%	21.4%	20.0%
Therms sold per employee	1,601,075	1,482,678	1,477,440	1,520,397
Customers per employee	654	675	715	681
Combination Utilities¹				
Number of employees at year-end	949	882	931	921
Total salaries and wages	\$130,077	\$148,073	\$185,093	\$154,415
Total benefits and pensions	\$21,726	\$24,825	\$33,187	\$26,579
Total salaries, benefits, and pensions	\$151,804	\$172,898	\$218,281	\$180,994
Ratio of total benefits to total compensation	14.81%	15.6%	13.5%	14.6%
Therms sold per employee	1,744,118	1,534,399	1,734,221	1,670,912
Customers per employee	888	825	892	868
Municipal Utilities				
Number of employees at year-end	368	367	417	384
Total salaries and wages	\$61,173	\$72,607	\$71,141	\$68,307
Total benefits and pensions	\$40,568	\$32,188	\$20,716	\$31,157
Total salaries, benefits, and pensions	\$101,741	\$104,795	\$91,856	\$99,464
Ratio of total benefits to total compensation	41.20%	32.4%	27.1%	33.6%
Therms sold per employee	14,563,240	14,293,978	7,796,498	12,217,905
Customers per employee	446	449	459	451

Source: AGA, USR.

¹ Figures for gas operations only.

NOTICE

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APPENDIX1: GLOSSARY

NOTE: Immediately below some glossary items are references to the USR data field(s) which are the source for that item. The specific field reference is in the format (x,y) where x is the schedule and y is the line item on that schedule. For example, [(6, 21) divided by (2,1 / 365)] refers to Schedule VI, 21 divided by the result of Schedule II, line 1 divided by 365.

Absolute values; absolute dollars

These numbers show the sum of the actual reported data of those companies responding to the survey.

Admin. and gen. expense (4,12)

The overhead cost associated with office activities. Examples of such expenses include stationery, telephone service, office cleaning, heat, and power, etc.

Asset turnover (2,1)/(6,36)

A ratio that expresses sales revenue as a percentage of assets on-hand over corresponding accounting periods (usually one year). This ratio can be interpreted as the relative degree to which a company's assets "work" to generate sales revenue.

Assets (6,36)

The total accounting value of a company's productive resources at a point in time (as on a balance sheet).

Average salaries, benefits, & pensions per employee [(13,6)+(13,10)]/(13,2)

Total compensation to employees (wages, benefits, etc.) divided by number of employees.

Capitalization (6,51)

The structure of a firm's long-term financing. "Capitalization" refers to the combination of debt and equity, which (in addition to retained earnings) is the monetary equivalent of the firm's assets.

Collection period (days) (6,21)/ [(2,1)/365]

An accounting measure that indicates the efficiency of revenue collections. This measure expresses an accounts receivable total in terms of the number of days of normal revenue collections that would be accumulated to make a sum equivalent to the accounts receivable balance.

Combination gas and electric company

A business entity that distributes both gas and electricity to customers within a franchise territory.

Common equity (6,42)

The total value of wealth given by investors to a company in return for ownership of shares (common stock) of that company's assets and retained earnings.

Current ratio (6,29)/(6,61)

Current assets are divided by current liabilities. An indication of a company's ability to meet short-term debt obligations; the higher the ratio, the more liquid the company is.

Customer

An entity that enters into an account with a utility in order to receive natural gas for heating, power, feedstock, and other uses. For current purposes, an individual gas meter functionally represents each customer account. As such the terms "customer," "meter," and "account" are used interchangeably in this study.

Customers per employee [20,15)+(20,18)]/(8,2)

Total customers (including both sales and transportation) divided by total employees.

Customer accounts expense (4,9)

The expense attributable to serving a customer. For utility operations, this includes metering, billing, and fixed charges incurred by customer hook-ups. Includes FERC System of Accounts 901 (Supervision), 902 (Meter reading expenses), 903 (Customer records and collection expenses), 904 (Uncollectable accounts), and 905 (Misc. customer accounts expenses).

Customer accounts expense per therm (4,9)/[(20,15+20,18)]

Customer accounts expense divided by total therms (including both sales and transportation volumes).

Customer service and information (4,10)

The expense attributable to all customer assistance and information operations. Bill remediation, bill inserts, and other communication with existing customers is included in this category. Includes FERC System of Accounts 907 (Supervision), 908 (Customer assistance expenses), 909 (Informational and instructional advertising expenses), and 910 (Misc. customer and informational expense).

Customer service and information expense per therm (4,10)/[(20,15+20,18)]

Customer service and information expense divided by total therms (including both sales and transportation volumes)

Debt (6,50) + (6,54) + (6,61)

The summed monetary value of a company's short- and long-term obligations to repay money that it has borrowed from lenders.

Depreciation (2,4)

The operating expense, as an accounting mechanism, represents the predetermined annual write-down of a durable capital asset. Depreciation, as an accounting item, impacts net income and taxes. It is not a cash expenditure but is an annual recognition of long-lived asset costs which are spread over the years that these assets are expected to be in operation.

Distribution expense (4,8)

The operating expense that represents the cost of moving natural gas from a utility's city gate to all the meters along the franchise's system of gas mains. Includes FERC System of Accounts 871 (Distribution load dispatching), 872 Compressor station labor and expenses), 873 (Compressor station fuel and power (Major only), 874 (Mains and service expenses), 875 (Measuring and regulating station expenses 0 General), 876 (Measuring and regulating station expenses – Industrial), 877 (Measuring and regulating station expenses – City Gate Check Stations), 878 (Meter and house regulator expenses), 879 (Customer Installation expenses), 880 (Other expenses), 881 ((Rents), 885 (Maintenance supervision and engineering), 886 (Maintenance of structure and improvements), 887 (Maintenance of mains), 888 (Maintenance of mains), 888 (Maintenance of compressor station equipment), 889 (Maintenance of measuring and regulating stations equipment – General 890 (Maintenance of measuring and regulating station equipment – Industrial), 891 (Maintenance of measuring and regulating station equipment – City Gate Check Stations), 892 (Maintenance of services), 893 (Maintenance of meters and house regulators), and 894 (Maintenance of other equipment).

EBIT (2,18)+(2,8)

A measure which describes, for an accounting period, the total company income net of operations expense, but not yet net of interest and tax expenses. This measure facilitates comparisons of companies' economic output after operations, capital depletion, and depreciation conventions.

EBITDA (2,18)+(2,6)+(2,8)

A measure which describes, for an accounting period, the total company income net of operations expense, but not yet net of interest, tax, depreciation, and amortization expenses. This measure facilitates comparisons of companies' economic output from operations.

Equity multiplier (4,36)/(4,42)

Total assets divided by total common stock equity. Used as a measure of corporate profitability.

Fuel (4,1)

Includes FERC System of Accounts 501, 518 and 547.

Field

An element of database structure that holds the recorded values for a specific attribute of interest common to all observations. See also *Uniform Statistical Report (USR)*.

Financial leverage $[(6,50)+(6,54) + (6,61) + (6,67)] / (6,36)$

Total debt divided by total assets. Measures the employment of funds obtained at a fixed cost.

Firm, percent $((20,1+20,2+20,3+20,5+20,7+20,9)/20,15)$

Total sales volumes of gas sold under the firm tariff divided by total sales volumes.

Gas plant (6,2)

The undepreciated capital facilities directly related to gas distribution. See also "total plant in service."

Gas plant per customer $(6,2) / [(20,15) + (20,18)]$

Gas plant divided by total customers (including both sales and transportation).

Gas plant per mile of main $(6,2) / \text{miles of main}$

Gas plant divided by total miles of mains (from U.S. Dept. of Transportation).

Gas utility

A franchised gas distribution company, the equity value of which is held by shareholders in the form of stock. The earnings of such a company are distributed wholly or in part to shareholders in the form of dividends. Any earnings not distributed are retained by the company on its balance sheet.

General & administrative costs per customer $(4,12) / [(20,15) + (20,18)]$

Expenses incurred by the utility not specifically assignable to operations or sales, such as overhead, general office, personnel, etc., divided by total customers (both sales and transportation).

General & administrative costs per therm $(4,12) / [(20,15) + (20,18)]$

Expenses incurred by the utility not specifically assignable to operations or sales, such as overhead, general office, personnel, etc., divided by total therms (both sales and transportation volumes).

Gross sales margin per customer or Gross margin per customer $[(2,1) - (4,5)] / [(20,15) + (20,18)]$

Defined as revenue, less total production costs, divided by total customers, both sales and transportation. An accounting measure that describes the per-unit dollar value that remains after the acquisition cost of the unit is subtracted from the retail revenue received for that unit.

Gross sales margin per therm or Gross margin per therm $[(2,1) - (4,5)] / [(20,15) + (20,18)]$

Defined as revenue, less total production costs, divided by total delivered therms. An accounting measure that describes the per-unit dollar value that remains after the acquisition cost of the unit is subtracted from the retail revenue received for that unit. Includes both sales and transportation volumes.

Heating Degree Days (HDD)

A measure of the coldness of the weather experienced, based on the extent to which the daily mean temperature falls below a reference temperature, usually 65 degrees F.

Implied long-term (LT) debt cost $(2,24) / (6,50)$

A proxy measure of the interest rate paid by utilities for long-term borrowing (obligations over one year). Data collected on the USR did not request a breakout of short- versus long-term interest obligations. Therefore, a strict calculation of the cost of long-term debt (annual interest paid on long-term obligations divided by total long-term debt) was not possible. The implied cost relates net interest costs (interest of all types) to long-term debt. The result permits some distortion of true long-term debt costs.

Interest coverage [(2,18 + 2,4 + 2,6 + 2,8) divided by (2,24)]

The comparison of a company's financial returns to its interest payment obligations, for a specific accounting period. "EBITDA" is an income statement result; specifically, it means "earnings before interest, taxes, depreciation, and amortization." This ratio indicates the company's relative ability to generate the cash flow necessary to meet its interest payment obligations.

Long-term debt (6,50)

Financial instruments that become due on a date at least one year beyond the current accounting period. These include mortgages and bonds, which represent a company's capital borrowings. By issuing debt, the company has an obligation to repay its lenders the amount borrowed plus regular increments of interest.

Lower quartile (LQ)

A statistical measure that describes a data value that is halfway between the median and the lowest value in the data set. Technically defined as the "first quartile." See "quartile" and "median."

Mean (Arithmetic – See Weighted Average.)

An average value; i.e., a single calculated value which is representative of a set of values. The mean is calculated by summing a set of observation values, then dividing that total by the number of observations that were used.

Median (MED)

A statistical measure describing the "middle position" for a sequence of observations, or the 50-percent position in a sequence of ordered observations (2nd quartile). See "quartile."

Meter

(See "customer")

Miles of Main

Length of utility system's distribution mains (excludes transmission and service lines) as reported by utilities to the US Department of Transportation, Office of Pipeline Safety.

Municipal utility

A type of gas distribution company that is owned by a local government entity and run on behalf of that entity's citizenry. Whereas investor-owned utilities usually pay out dividends to shareholders, the municipal utility's dividends accrue to the citizens in the form of a lower cost for energy.

Net margin per customer [(2,1)-(4,13)]/[(20,15)+(20,18)]

Operating revenues less total O&M, with the result divided by total customers (includes both sales and transportation).

Net margin per therm [(2,1)-(4,13)]/[(20,15)+(20,18)]

Operating revenues less total O&M, with the result divided by total therms (includes both sales and transportation volumes).

Net worth

The residual value of a company's assets after deducting liabilities.

Operations and maintenance (O&M) (20,13)

These are accounting summaries of expenditures attributable to company operations. Most importantly, these are expenses over which management has direction. These are distinct from (i.e., do not include) expenses imposed from outside of operations such as interest payments and amortization.

Observation

A single event for which an activity is recorded or measured. For a measurable event, the unique record for any observation is that observation's value. For example, if the variable of interest is annual therms sold," then "1,000,000" may be the value of this variable for the single observation "ABC Company."

Operating income (2,11)

The financial outcome of a company that represents revenues earned less the expenses attributable to operations, including depreciation, amortization, and taxes (but not expenses such as interest payments, amortization, etc.).

Operating revenue

See revenue.

Other production expenses (4,4)

Includes FERC System of Accounts 805 (Other gas purchases and purchase gas adjustments), 806 (Exchange gas), 812 (Gas used for the utility operations), and 813 (Other gas supply expense).

Profit margin (2,29)/(2,1)

Net income available for common stockholders divided by total operating revenues (including electric for combination companies, since net income is not segmented by operational division).

Purchased gas expense (4,3)

The utility expenditure for the gas it buys on the market from producers, transmission companies, marketers, and other sources. Includes FERC System of Accounts 800 (wellhead purchases), 801 (field line purchases), 802 (plant outlet purchases), 803 (transmission line purchases), 804 (city gate purchases) LESS 804.1 (LNG), and 807 (Purchased or expense).

Purchased gas cost per therm (4,5)/(20,15)

Total production gas expense divided by total sales volumes

Quartile

A statistical tool that analyzes a set of values that are sequenced by order of magnitude. Any set of ordered values can be divided into four quartiles. The first quartile is the observation reached after counting off the first 25 percent of the sequenced values (counting from the lowest value). The second quartile is the observation at the 50 percent position in the sequence; the third quartile is at the 75 percent position; and the fourth quartile is at the 100 percent position, which is also the highest value for the entire data set.

Return on Assets (ROA) (2,29)/(6,36)

A financial ratio that expresses net income as a percentage of assets. This ratio measures how well a company uses its assets to generate operating income.

Return on Equity (ROE) (2,29)/(6,42)

A financial ratio that expresses net income as a percentage of total common stock equity. This ratio measures how well investors in a firm are doing relative to other investments.

Revenue (2,1)

The receipts from utility operations and sales of gas, excluding non-utility and other income, before expenses are considered.

Revenue per customer (2,1)/[(20,15)+(20,18)]

Operating revenues divided by total meters, including transportation customers.

Revenue per therm (2,1)/[(20,15)+(20,18)]

Operating revenues divided by total therms, including transportation volumes.

Sales expense (4,11)

The cost of sales administration, including commissions overhead, materials, etc. Includes FERC System of Accounts 911 (Supervision), 912 (Demonstrating and selling expenses), 913 (Advertising expenses), and 916 (Misc. sales expenses).

Same-size financial statement

This is an alternative method of displaying income statement and balance sheet summaries. It is intended to facilitate comparisons across company types. As opposed to displaying absolute dollar values, the same-size statement presents each line item as a percentage of its aggregate total. The same-size income statement sets revenues at 100.0 and all other items are a percent of that total. The same-size balance sheet similarly sets total assets (as well as total liabilities and owners' equity) to 100.0.

System density $[(20,15)+(20,18)]/\text{Miles of Main}$

Total customers (both sales and transportation) divided by total miles of mains (from the U.S. Dept. of Transportation). A ratio that describes the degree to which meters are "packed" onto a distribution system.

Tax expense (2,8)

The amount representing the utility's obligation to pay taxes, including sale, gross receipts, income, and property taxes. This total includes pass-through taxes collected by the utility on behalf of local government jurisdictions.

Therm

A unit of measurement for energy, equivalent to 100,000 British thermal units.

Therms per customer $[(20,15)+(20,18)]/[(20,15)+(20,18)]$

Total therms (both sales and transportation) divided by total customers (both sales and transportation).

Therms delivered per employee $[(20,15)+(20,18)]/(8,2)$

Total therms (both sales and transportation) divided by total employees.

Total benefits (13,10)

The annual compensation accruing to utility employees in the form of pensions, health care, insurance, and other non-payroll items.

Total compensation (13,6 + 13,10)

The total annual compensation accruing to utility employees, both as payroll and non-payroll compensation, as well as benefits.

Total production expense (4,5)

Combination of fuel (4,1), purchased gas (4,3), and other production expenses (4,4).

Total O&M per customer $(4,13)/[(20,15)+(20,18)]$

All operations and maintenance expenses divided by total customers (includes both sales and transportation).

Total O&M per therm $(4,13)/[(20,15)+(20,18)]$

All operations and maintenance expenses divided by total therms (includes both sales and transportation volumes).

Total plant in service (6,5)

The total value of utility plant as shown on the balance sheet. In the case of combination utilities, this will include gas and electric plant used for the purpose of power distribution.

Transmission (4,7)

The cost to a utility for moving natural gas purchases from its source to its city gate. Includes FERC System of Accounts 850 (Operations, supervision, and engineering), 851 (System control and load dispatching), 852 (Communication system expenses), 853 (Compressor station labor and expenses), 854 (Gas for compressor station fuel), 855 (Other fuel and power for compressor stations), 856 (Main expenses), 857 (Measuring and regulating station expenses), 858 (Transmission and compression of gas by others), 859 (Other expenses), 860 (Rents), 861 (Maintenance supervision and engineering), 862 (Maintenance of structures and improvements), 863 (Maintenance of mains), 864 (Maintenance of compressor station equipment), 865 (Maintenance of measuring and regulating station equipment), 866

(Maintenance of communication equipment), 867 (Maintenance of other equipment), and 870 (Operation supervision and engineering).

Transmission and distribution costs per customer $[(4,7)+(4,8)]/[(20,15)+(20,18)]$

Cost of transporting gas to the customer, divided by total customers (both sales and transportation).

Transmission and distribution costs per therm $[(4,7+4,8)/(20,15+20,18)]$

Cost of transporting gas to the customer, divided by total therms (both sales and transportation).

Uniform Statistical Report (USR)

The standardized reporting form used by the American Gas Association to collect financial and operating information from its individual member companies. The USR data is the source of information presented in this study.

Upper quartile (UQ)

A statistical measure, which describes a data value that, is halfway between the median and the highest value in the data set. Technically defined as the "third quartile." See "Quartile" and "Median."

Value

In statistics, a "value" is the recorded measurement for an individual observation. For example, if the variable of interest is "annual therms sold," then "1,000,000" may be the value of this variable for the single observation "ABC Company."

Variable

An attribute, more or less common to a set of observations, which is subject to measurement. For example, if the variable of interest is "annual therms sold," then "1,000,000" may be the value of this variable for the single observation "ABC Company."

Weighted average

A statistical measure for describing the mean or "central tendency" of a set of numeric observations. Weighted averages are used in this study to provide benchmark ratios per group or per industry segment. For these benchmark ratios and arithmetic (simple) average would be the mean value of the ratios calculated individually for each company. Instead, the weighted average ratio has as its numerator the sum of observations for that variable divided by the sum of observations for the denominator variable. For example, the density of distribution system metric for gas utilities relates the sum of all gas utility meters divided by the sum of all gas utility miles of pipe.

APPENDIX 2: MULTI-YEAR CHARTS FOR ALL COMPANIES

Explanation of factors influencing results:

REVENUE: Impacted by weather, rate design, customer growth, the economy, allowed rates of return, taxes, depreciation expense, total O&M expense, and subsidiary operations.

REVENUE PER CUSTOMER: Determined by revenue and customer base (predominantly higher-consuming customer population yields larger results).

REVENUE PER THERM: Determined by revenue and customer base (predominantly smaller-consuming customer base yields larger results).

THERMS DELIVERED PER CUSTOMER: Influenced by weather and customer base (predominantly higher-consuming customer population yields larger results).

PERCENT FIRM SALES: Determined by customer base. Utilities with predominantly residential and small commercial customers tend to have higher values here. Large customers switching from sales to transportation tariffs also influence results.

PURCHASED GAS COST PER SALES THERM: Impacted by proximity to supplies (closer leads to lower transportation costs), interstate pipeline access (more competition leads to lower costs), volumes purchased (economies of scale), and purchasing strategies (spot versus contracts, storage refill, hedging, etc.).

GROSS SALES MARGIN: Influenced by revenue, O&M, and company size (economies of scale).

TRANSMISSION AND DISTRIBUTION COST PER THERM/CUSTOMER: Determined by age of system, throughput, customer base, system density, and size of company (economies of scale).

CUSTOMER ACCOUNT EXPENSE PER THERM: Impacted by customer base (concentration of smaller customers leads to higher costs per therm), types of administrative (e.g., billing) systems, and throughput.

CUSTOMER SERVICE AND INFORMATION EXPENSE PER THERM: Influenced by types of administrative systems (e.g., database software and hardware), customer base, and throughput.

SALES EXPENSE PER THERM: Determined by level of marketing effort put forth by company and throughput.

GENERAL AND ADMINISTRATIVE EXPENSE PER THERM/CUSTOMER: Impacted by employee base/compensation, overhead expenses, customer base, and throughput.

TOTAL OPERATION AND MAINTENANCE EXPENSE PER THERM/CUSTOMER: Combination of purchased gas expense, other production costs, T&D, customer accounts, service, & information expenses, sales, and G&A. See those factors for explanation.

NET MARGIN PER THERM/CUSTOMER: Influenced by allowed rates of return, taxes, depreciation, weather, customer base, and throughput.

AVERAGE SALARIES, BENEFITS, AND PENSIONS PER EMPLOYEE: Impacted by union contracts, experience/tenure of average employee, age of employees and retirees, local economic competition for employees, proportion of upper management relative to employee base (higher for companies outsourcing significant workload), and special offers to employees (early retirement, severance packages due to downsizing, etc.).

CUSTOMERS PER EMPLOYEE: Determined by the customer base (companies with predominately small-use customers tend to have a higher value) as well as the employee base (more efficient companies and those outsourcing significant workload tend to have a higher value).

THERMS DELIVERED PER EMPLOYEE: Primarily determined by the customer base (companies with predominately large-use customers tend to have a higher value).

GAS PLANT PER CUSTOMER: Influenced by the customer base (companies with predominately large-use customers tend to have a higher value).

RETURN ON ASSETS: Impacted by allowed rate of return, weather, sales growth, subsidiary performance, and one-time charges (e.g., asset reevaluation, merger expense, etc.).

RETURN ON EQUITY: Impacted by allowed rate of return, weather, sales growth, subsidiary performance, and one-time charges (e.g., asset reevaluation, merger expense, etc.).

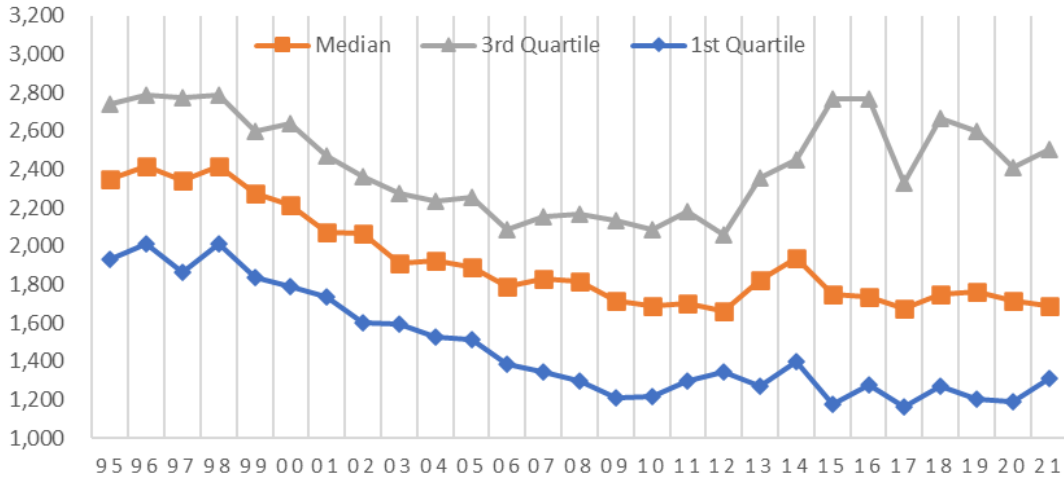
ASSET TURNOVER: Influenced by revenue and composition/age of gas plant.

PROFIT MARGIN: Impacted by allowed rate of return, income taxes, interest expense, and weather.

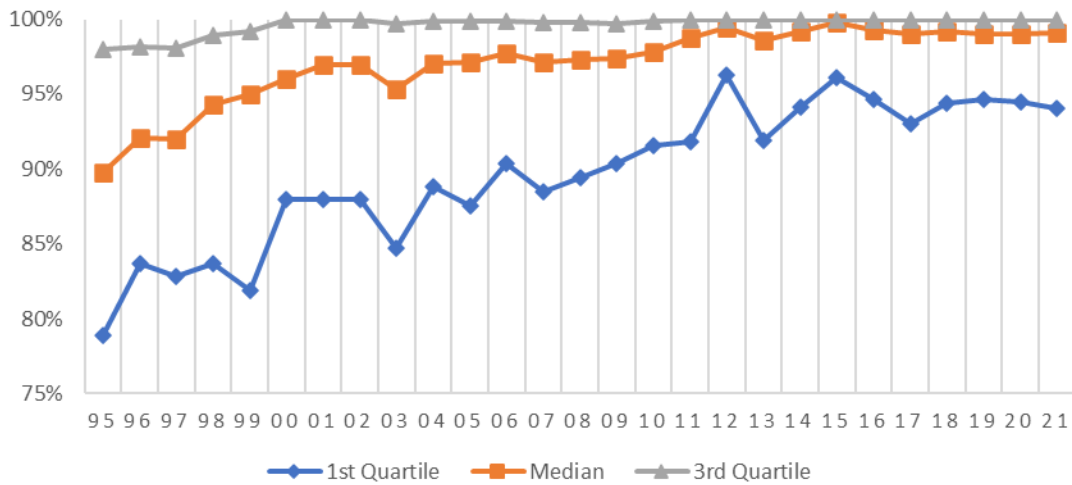
FINANCIAL LEVERAGE: Influenced by the proportion of debt and the amount of gas plant for a company.

NOTE: Recent results of metrics involving miles of main are not comparable for years prior to 2004 because of changes in the definition of miles of main changed (no longer includes services) and in the data source (now derived from the US Department of Transportation, Office of Pipeline Safety database).

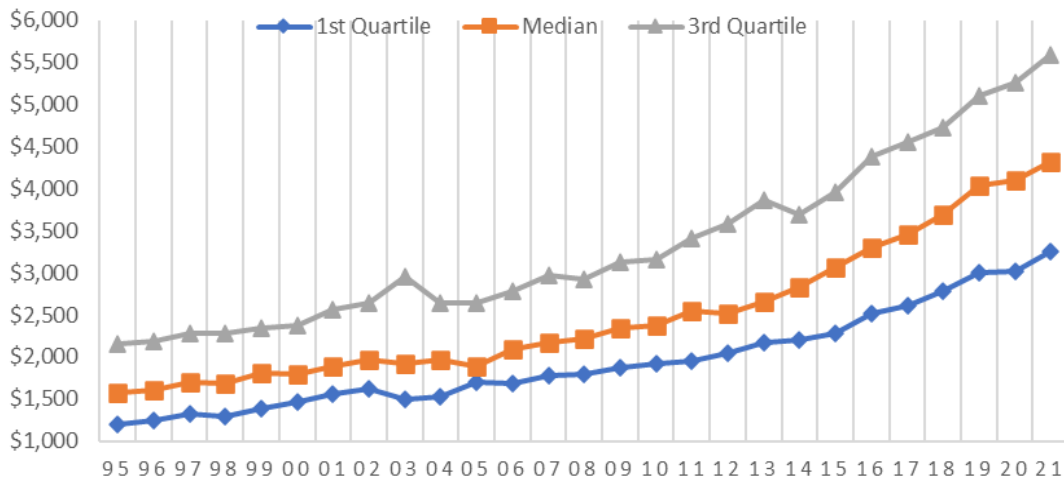
THERMS DELIVERED PER CUSTOMER



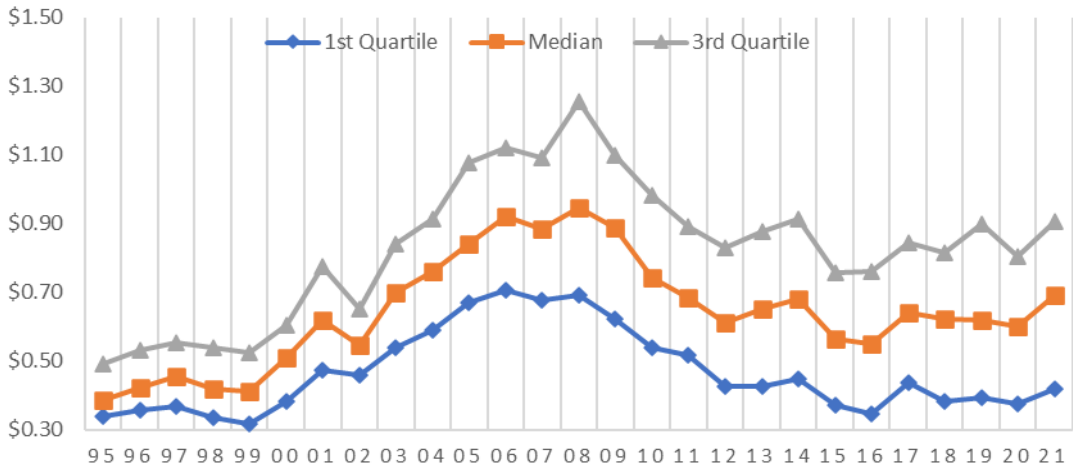
PERCENT FIRM SALES



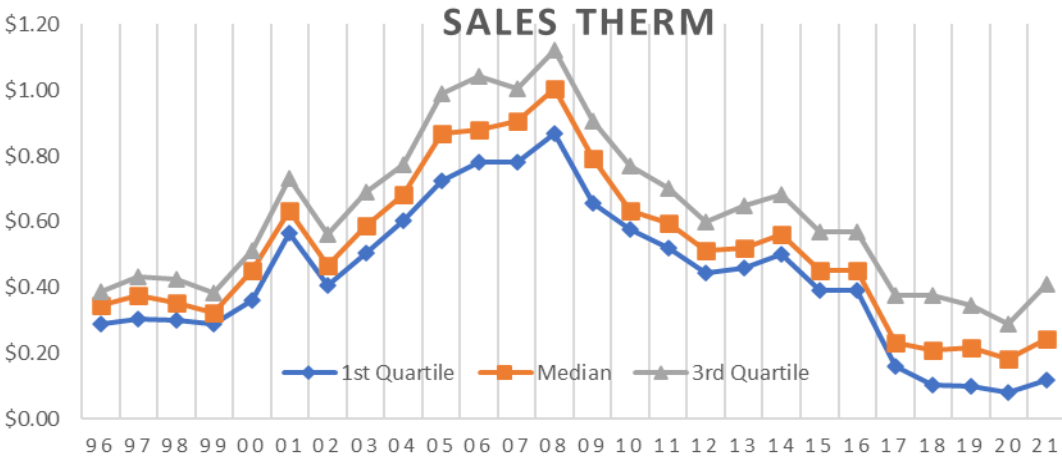
GAS PLANT PER CUSTOMER



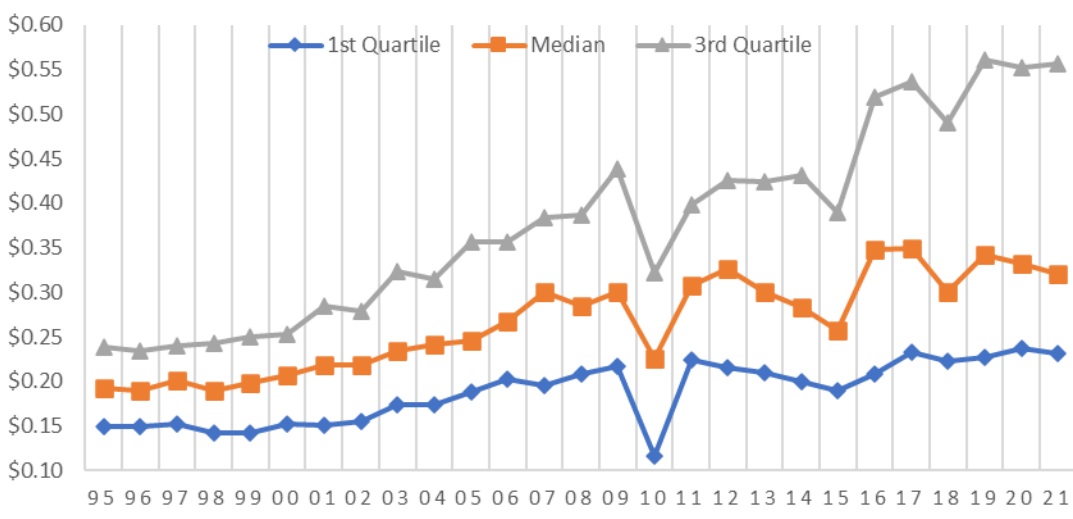
REVENUE PER THERM

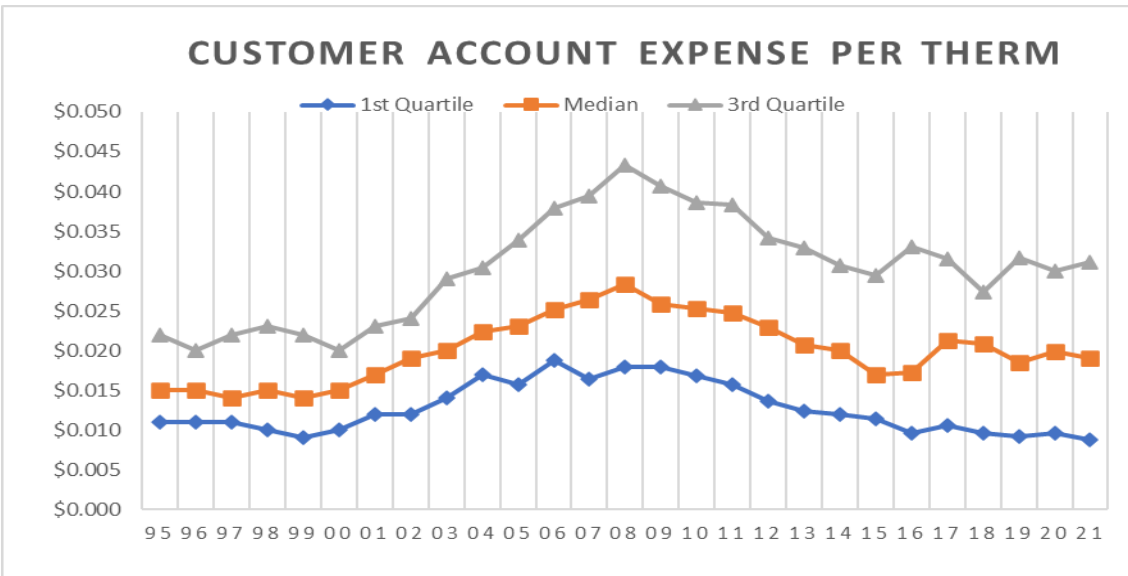
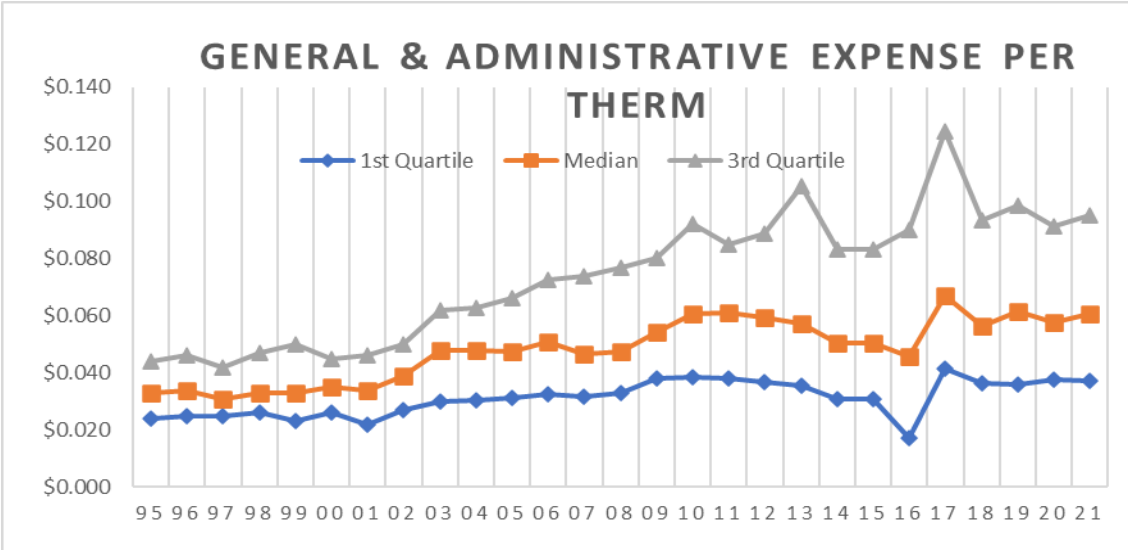
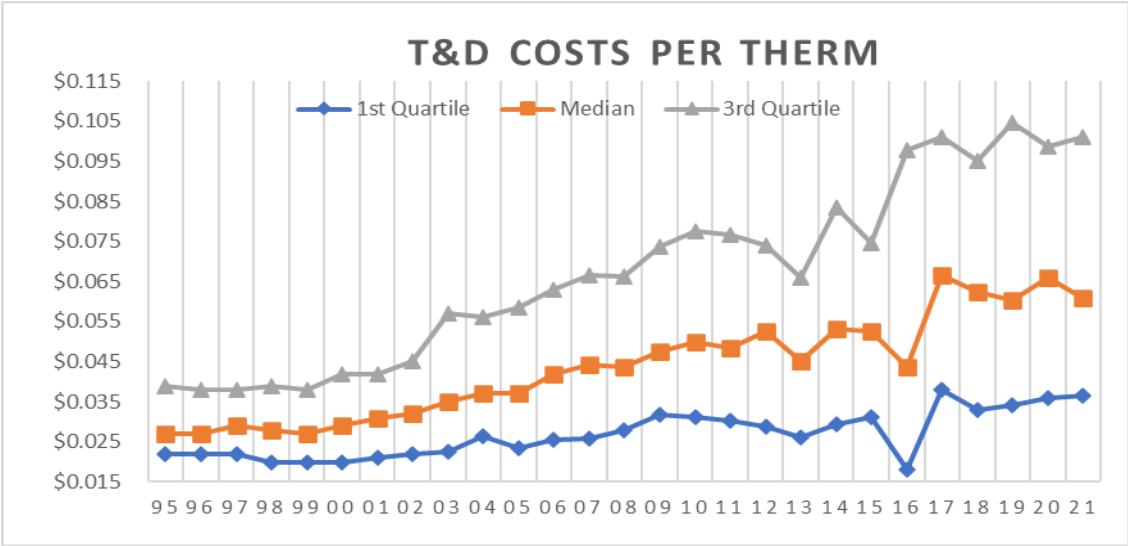


GAS PURCHASE & PRODUCTION COST PER SALES THERM

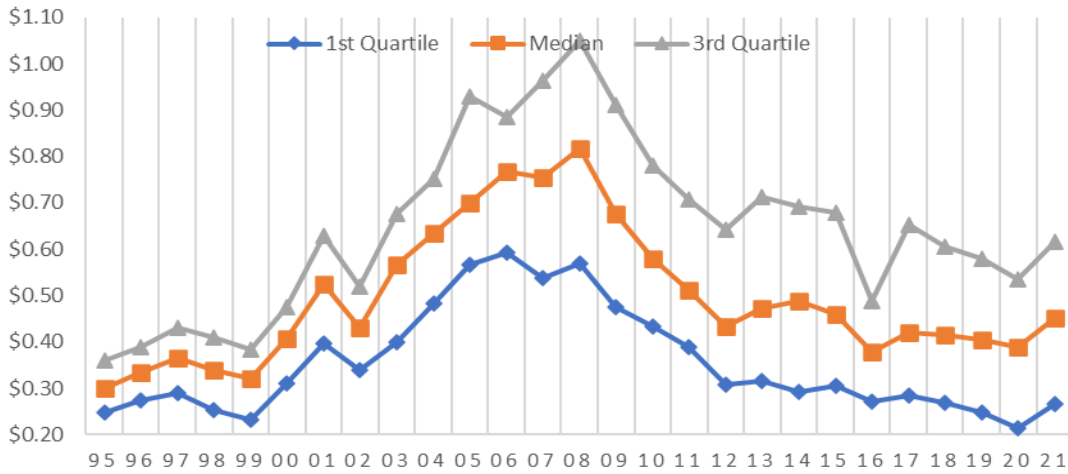


GROSS SALES MARGIN PER THERM

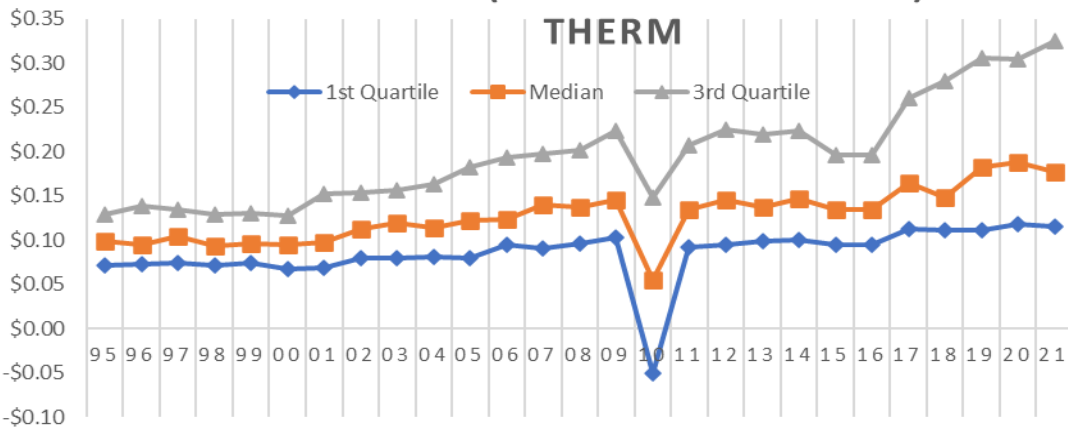




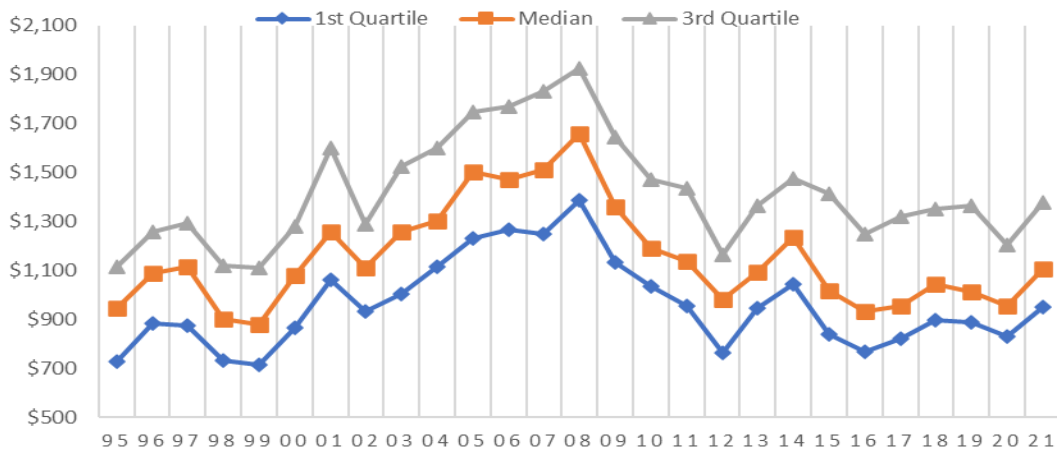
TOTAL O&M EXPENSE PER THERM

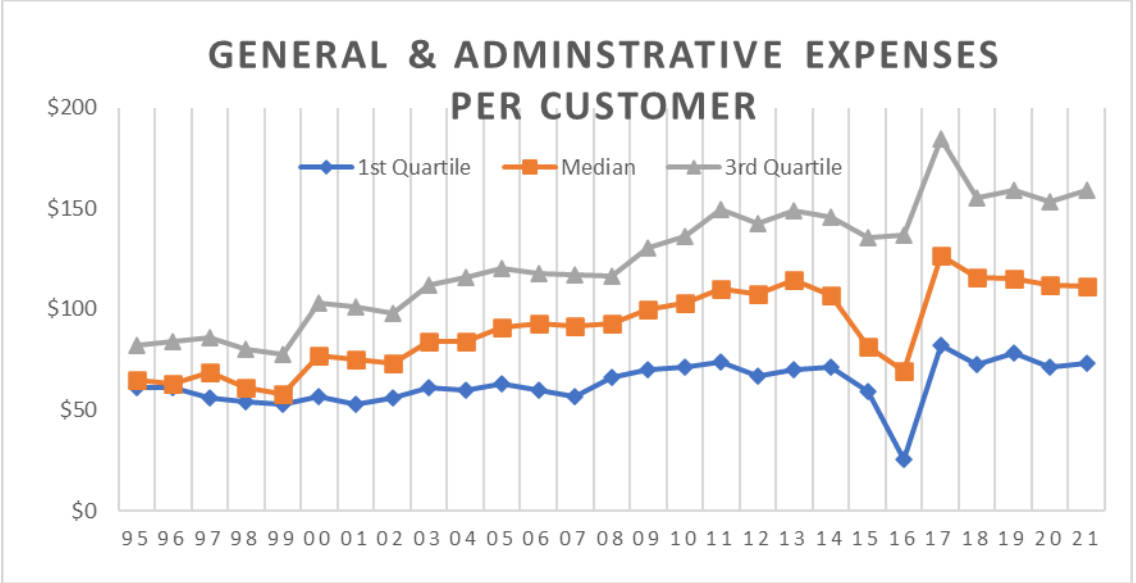
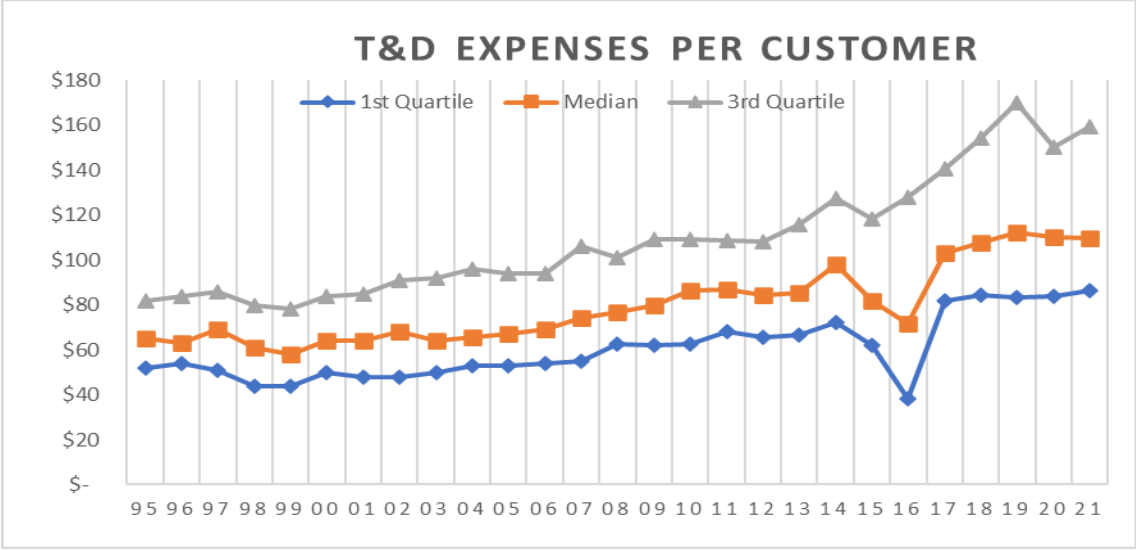
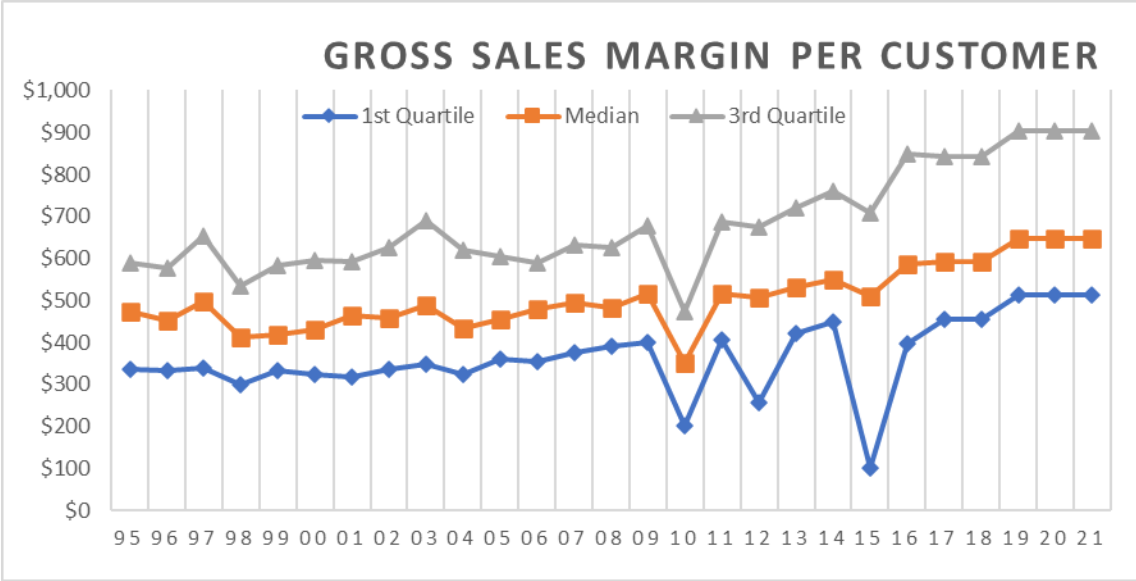


NET MARGIN (REVENUE LESS O&M) PER THERM

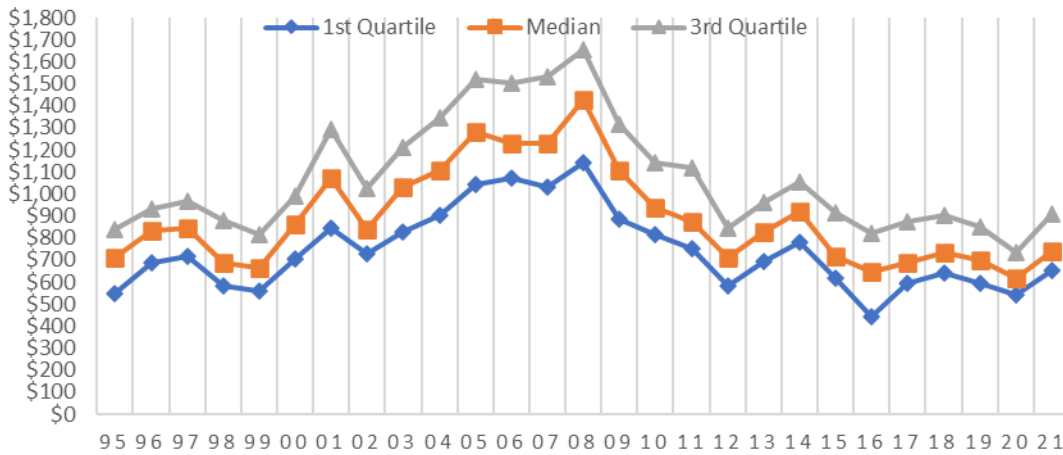


REVENUE PER CUSTOMER

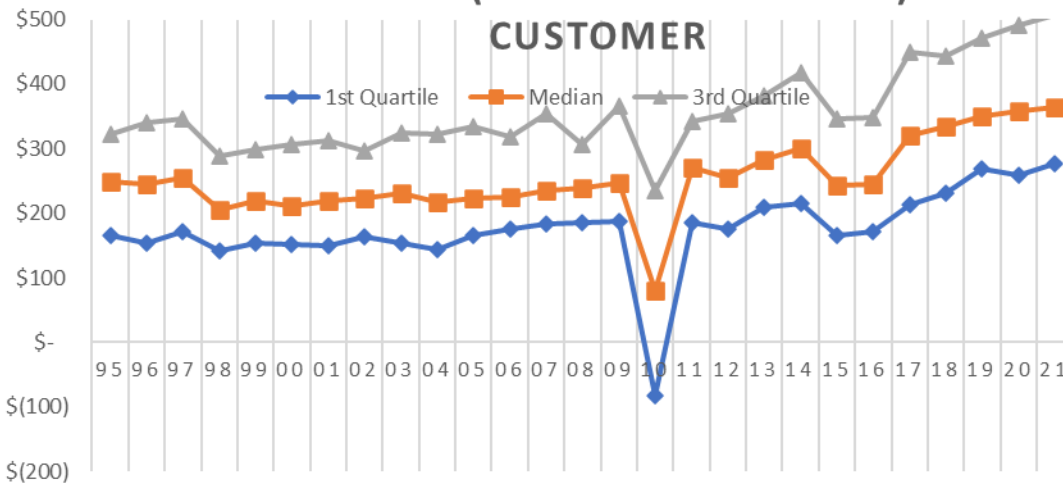




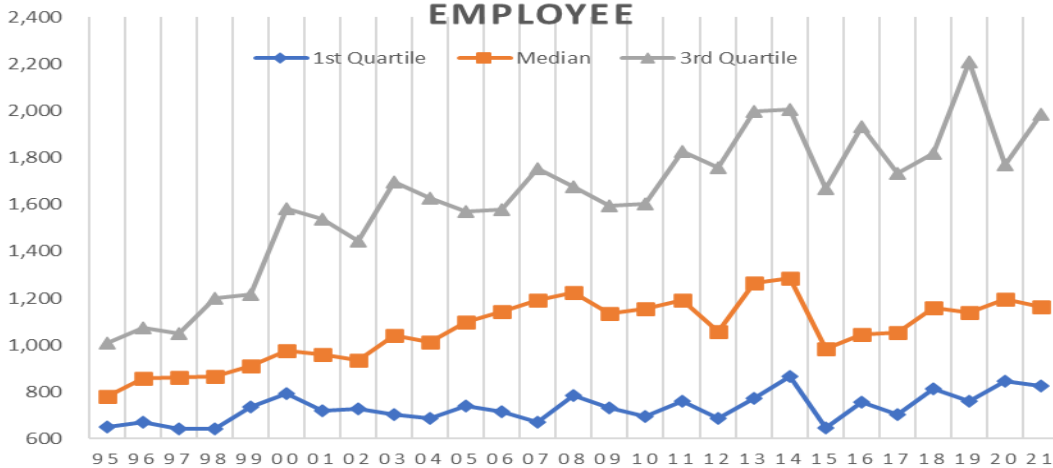
TOTAL O&M EXPENSE PER CUSTOMER



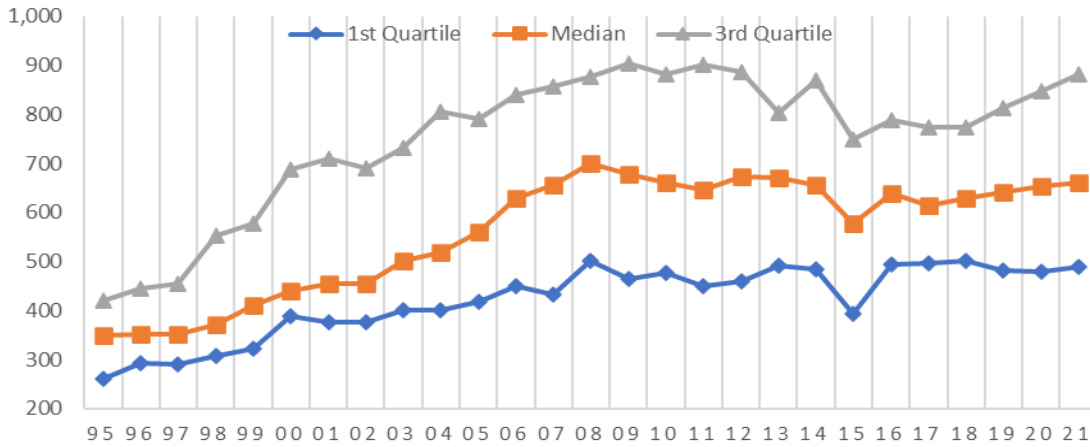
NET MARGIN (REVENUE LESS O&M) PER CUSTOMER



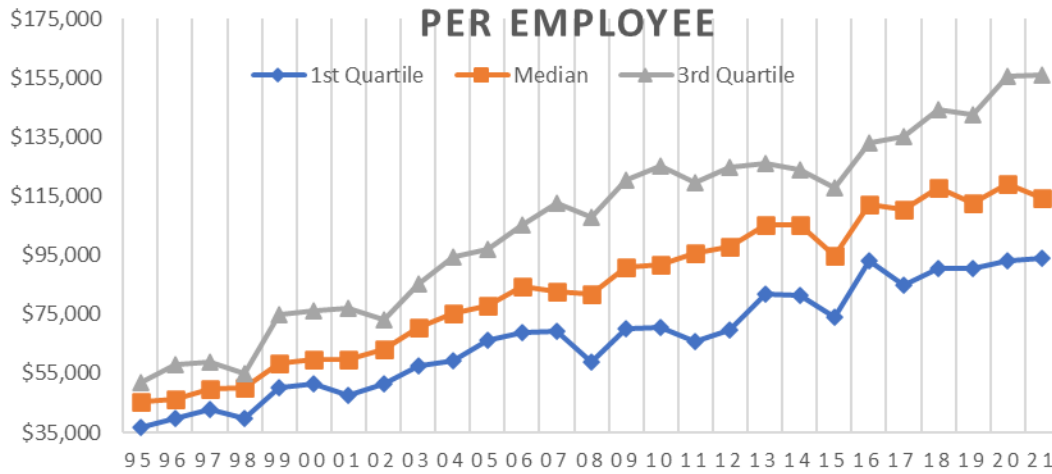
THOUSAND THERMS DELIVERED PER EMPLOYEE



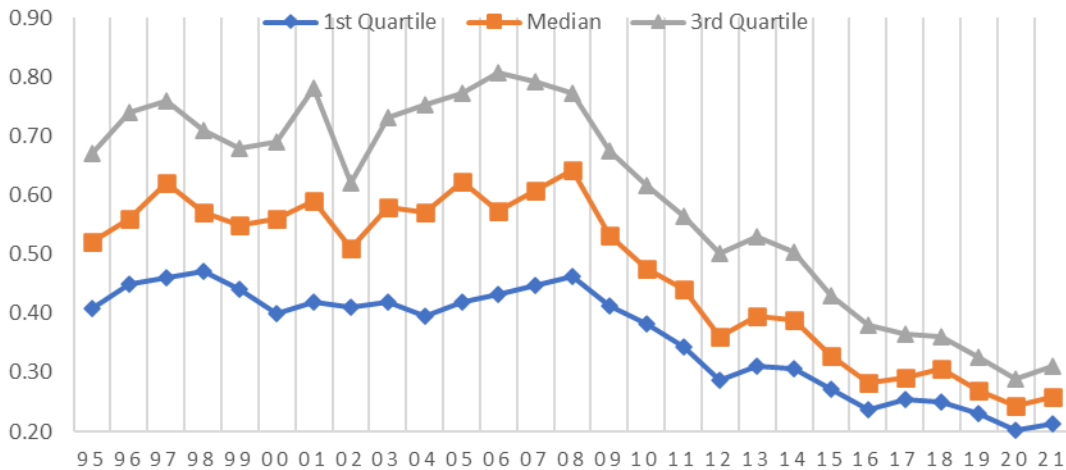
CUSTOMERS PER EMPLOYEE



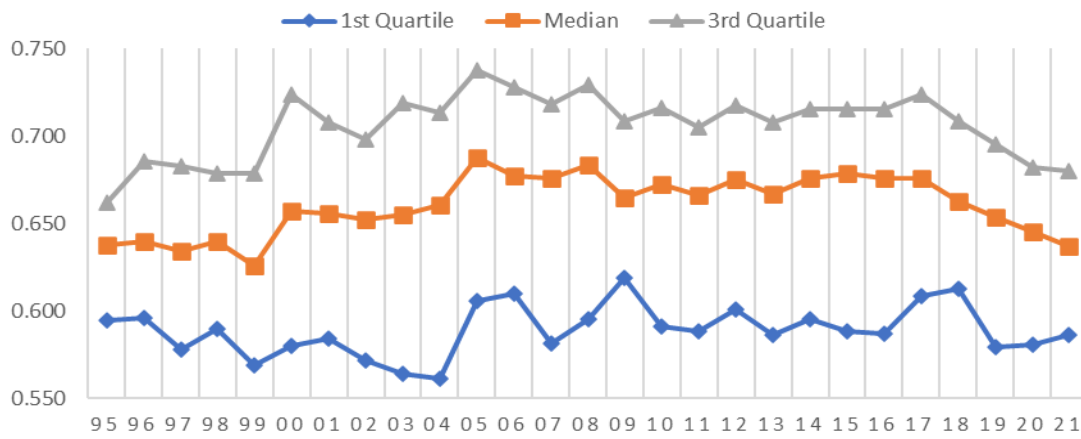
AVERAGE SALARIES, BENEFITS, & PENSIONS PER EMPLOYEE



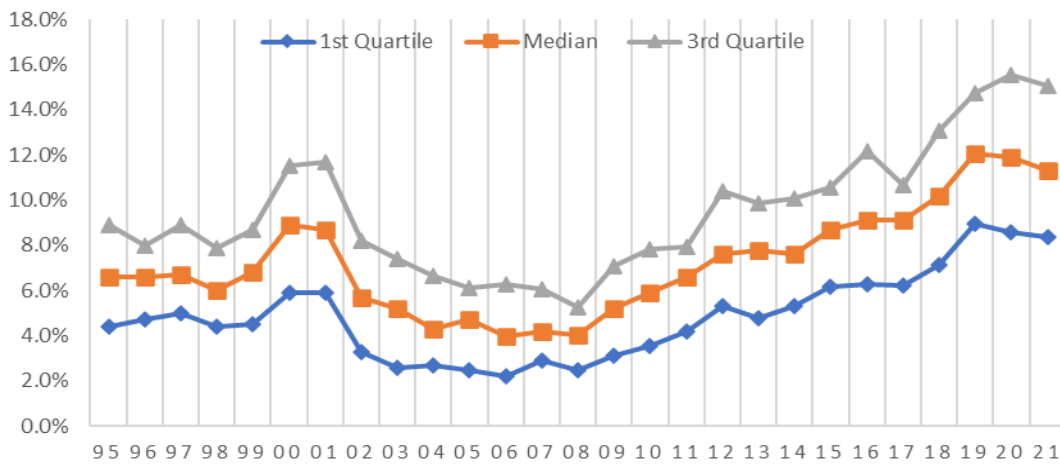
ASSET TURNOVER (REVENUE/ASSETS)



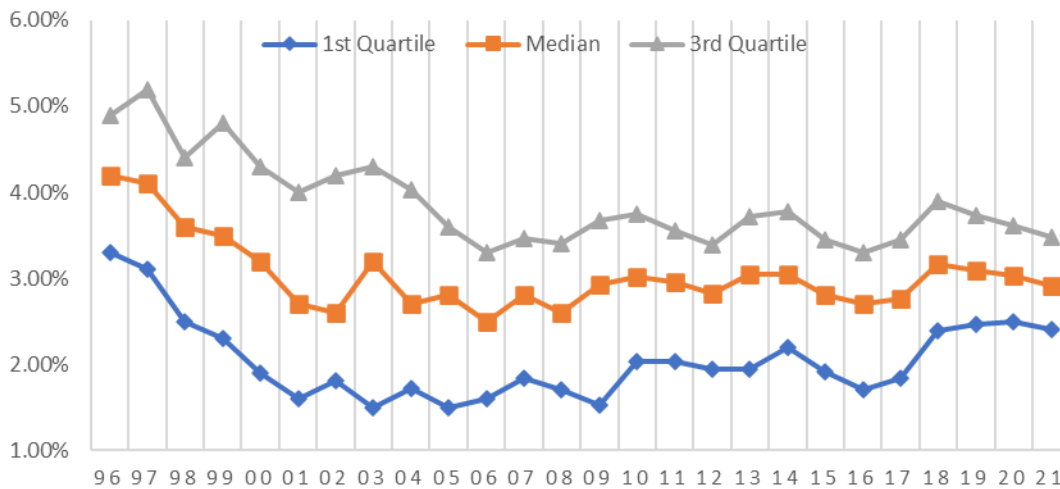
FINANCIAL LEVERAGE (DEBT/ASSETS)



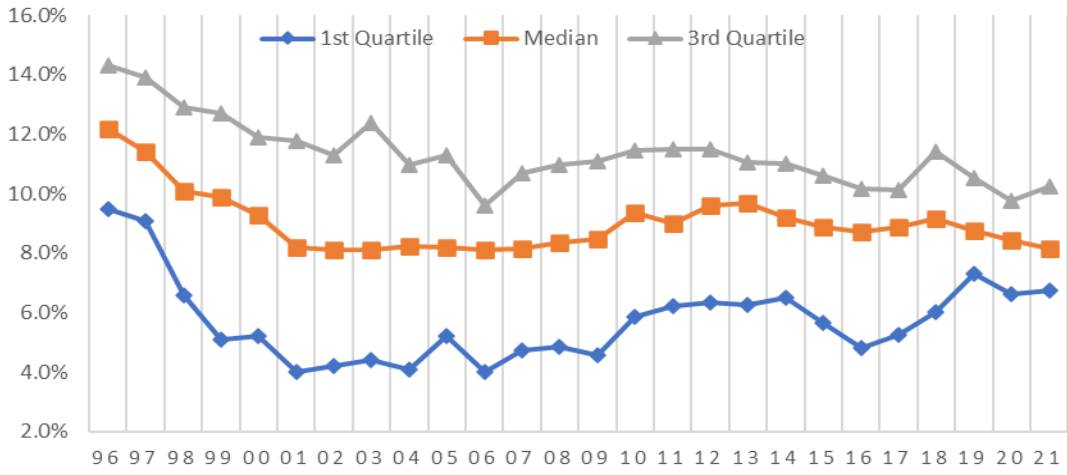
PROFIT MARGIN (NET INCOME/REVENUE)



RETURN ON ASSETS



RETURN ON EQUITY



APPENDIX 3a: GAS UTILITY SYSTEM PROFILES AND DELIVERY VOLUMES

2021 Data, 83 Utilities Reporting
Stratified by Type of Company

	Gas Utilities 54 firms				Combination Utilities 20 firms				Municipal Utilities 9 firms			All Companies 83 firms				
	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG
SYSTEM PROFILE 1/																
Total Therms delivered	89,465	749,781	1,815,927	1,813,731	265,639	871,635	1,787,052	1,295,174	53,775	203,577	613,111	450,889	146,641	748,633	1,642,586	1,543,997
Total Sales Volume	39,778	352,285	794,257	725,302	241,988	547,157	876,110	681,690	52,029	187,318	334,927	353,948	90,324	353,311	803,736	674,438
Transportation Volume	5,530	309,722	860,248	1,088,429	-	180,475	807,861	613,484	-	2,542	18,337	96,940	40	222,665	821,719	869,559
Gas customers	37,014	430,750	982,006	788,443	244,948	501,380	869,241	662,443	20,053	86,636	234,549	173,342	69,855	352,850	886,847	691,737
Miles of main in use	1,430	6,769	14,487	12,862	3,374	8,164	14,110	10,152	528	2,618	3,017	2,417	2,005	6,212	13,808	11,088
Density (meters/mile of distrib. system)	31.2	48.8	59.9	53.5	45.4	54.6	68.4	69.1	32.5	51.1	81.2	68.9	36.9	51.3	65.2	58.7

TERM VOLUME BY CUSTOMER CLASS 2/

Residential heating	20,468	185,620	573,288	412,431	63,093	226,215	532,133	393,144	19,457	89,680	193,344	172,548	28,687	194,630	543,640	381,633
Residential non-heating	-	-	723	1,767	-	1,665	12,514	44,822	-	-	271	3,728	-	-	2,313	11,958
Commercial, firm	12,800	79,929	165,751	181,390	77,328	131,941	235,398	185,100	13,971	58,430	91,077	132,426	21,831	86,023	169,465	176,876
Commercial, interruptible	-	-	-	2,469	-	-	471	3,975	-	-	2,822	4,739	-	-	102	3,067
Industrial, firm	93	3,504	18,548	73,760	1,297	8,054	31,270	23,101	2,948	5,885	8,684	14,839	1,150	4,709	20,755	55,555
Industrial, interruptible	-	-	-	5,207	-	-	2,123	2,019	-	-	1,006	5,318	-	-	823	4,481
Electric utility generation, firm	-	-	-	31,739	-	-	-	-	-	-	-	37	-	-	-	20,905
Electric utility generation, interup.	-	-	-	3,888	-	-	-	-	-	-	-	1,913	-	-	-	2,770
Non-utility generation, firm	-	-	-	109	-	-	-	-	-	-	-	-	-	-	-	72
Non-utility generation, interup.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NGV	-	-	-	3,246	-	-	-	-	-	-	-	27	-	-	-	2,140
Municipal & public	-	-	5	9,176	-	-	-	4,807	-	-	5,770	10,592	-	-	102	8,319
Interdepartmental	-	-	-	0	-	-	1,280	10,313	-	-	256	5,276	-	-	-	2,969
Other	-	-	-	121	-	-	-	14,409	-	-	-	2,506	-	-	-	3,693

NUMBER OF CUSTOMERS BY CUSTOMER CLASS

Residential heating	26,980	265,182	680,196	624,760	107,510	311,786	761,458	519,136	18,650	77,995	214,698	156,117	46,594	260,870	695,471	548,850
Residential non-heating	-	-	2,195	14,391	-	3,106	26,867	69,753	-	-	882	1,995	-	-	6,007	25,858
Commercial, firm	3,280	20,894	50,635	43,212	21,123	34,774	56,995	54,512	1,546	8,451	20,490	11,971	4,505	23,922	50,897	42,401
Commercial, interruptible	-	-	-	44	-	-	7	31	-	-	-	3	-	-	-	37
Industrial, firm	3	46	513	864	38	322	1,492	1,121	10	47	120	136	6	80	641	844
Industrial, interruptible	-	-	-	48	-	-	8	12	-	-	2	6	-	-	4	35
Electric utility generation, firm	-	-	-	1	-	-	-	-	-	-	-	0	-	-	-	1
Electric utility generation, interup.	-	-	-	0	-	-	-	-	-	-	-	0	-	-	-	0
Non-utility generation, firm	-	-	-	0	-	-	-	-	-	-	-	-	-	-	-	0
Non-utility generation, interup.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NGV	-	-	-	23	-	-	-	-	-	-	-	0	-	-	-	15
Municipal & public	-	-	1	356	-	-	-	226	-	-	25	515	-	-	2	344
Interdepartmental	-	-	-	-	-	-	2	10	-	-	5	3	-	-	-	3
Other	-	-	-	1	-	-	-	54	-	-	-	50	-	-	-	19

1/ Includes transportation only customers

2/ Quartile figures for each column do not sum. The quartile arrangements do not yield the same sequence of firms for each variable.

Key: LQ = Lower Quartile, MED = Median, UQ = Upper Quartile, AVG = Average

APPENDIX 3b: GAS UTILITY FINANCIAL STATEMENTS (000\$)

2021 Data, 83 Utilities Reporting
Stratified by Type of Company

	Gas Utilities 54 firms				Combination Utilities 20 firms				Municipal Utilities 9 firms				All Companies 83 firms			
	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG
GAS-ONLY INCOME STATEMENT																
Operating revenue	55,583	445,899	983,394	804,321	275,372	559,394	1,029,381	810,540	30,069	98,607	272,029	201,057	99,478	445,899	961,536	739,843
Operating expense	33,406	281,535	585,063	501,392	177,904	348,820	583,044	462,146	23,195	69,820	204,611	136,101	68,452	283,050	553,134	452,206
Maintenance expense	1,176	12,100	28,741	31,058	6,791	20,248	35,413	27,915	876	2,242	7,775	9,378	2,466	13,362	29,638	27,950
Total O&M	34,138	292,230	612,894	532,450	183,973	380,860	622,425	490,062	24,424	70,764	215,152	145,478	70,442	290,981	591,056	480,156
Depreciation	8,243	39,924	105,398	90,866	21,681	58,209	96,469	84,428	2,601	6,884	17,357	15,824	8,990	39,600	89,551	81,138
Depletion	-	-	-	157	-	-	3,529	2,609	-	-	-	159	-	-	-	725
Amortization	-	-	2,177	3,791	-	3	17,855	9,875	-	-	28	440	-	-	2,483	4,833
Prop. loss charged to operations	-	-	-	195	-	-	-	2,475	-	-	-	-	-	-	-	701
Total taxes	3,732	24,569	69,953	64,216	21,772	38,233	56,278	74,536	-	1,560	6,921	4,837	3,889	25,627	61,777	60,090
Other operating income	-	-	-	87	-	-	-	(8)	-	-	44	111	-	-	-	68
Total operating income	6,967	65,732	170,439	112,647	32,481	79,122	169,270	146,555	1,208	9,464	23,851	34,319	11,761	65,557	161,808	111,907
BALANCE SHEET																
Gas plant	306,979	1,664,060	4,079,732	3,529,760	1,052,194	2,331,267	4,463,522	3,559,723	58,246	368,280	625,899	609,873	398,917	1,613,353	3,931,181	3,216,227
Common plant	-	-	-	31,058	93,841	370,186	630,290	708,071	-	-	-	20,565	-	-	58,738	186,775
Other plant	-	-	-	15,295	-	-	944	54,044	-	-	19,826	469,085	-	-	-	74,079
Total plant in service	306,979	2,112,715	4,907,553	3,898,346	5,257,689	10,123,774	18,320,682	15,047,067	129,866	368,280	2,205,211	1,592,505	443,852	2,975,616	7,081,096	6,228,506
Accumulated depreciation	70,339	584,697	1,270,538	1,169,182	1,440,965	3,547,732	6,410,101	4,412,773	57,461	133,824	1,001,847	705,274	133,080	908,472	2,369,225	1,869,829
Construction work-in-progress	2,602	32,663	182,841	135,907	112,479	255,896	761,311	561,776	2,078	24,284	106,531	93,634	16,776	72,885	261,406	229,944
Net utility plant	246,261	1,459,059	3,282,034	2,860,555	4,179,415	6,649,216	12,097,228	11,226,809	88,519	258,740	1,309,895	982,616	319,203	1,979,705	5,029,703	4,592,962
Gas storage (non-current)	-	-	63	5,312	-	-	2,842	4,591	-	-	-	5,807	-	-	675	5,199
Customer accts. receivable	2,957	33,490	115,734	101,503	110,069	167,969	374,590	351,791	4,776	6,989	88,063	50,531	5,839	56,263	162,798	153,902
Total current & accrued assets	9,841	118,736	367,020	314,406	311,256	484,920	1,168,385	998,522	41,188	80,381	446,892	300,208	38,207	201,919	561,994	471,362
Total deferred debits	12,776	210,632	791,086	737,116	626,900	1,085,358	1,772,394	1,938,625	1,364	5,828	94,069	53,809	18,850	352,056	983,581	940,517
Total assets	331,281	1,809,554	4,817,648	4,048,971	5,362,340	8,403,202	18,210,173	14,530,581	141,576	323,439	1,964,882	1,387,527	387,922	2,729,417	7,151,312	6,185,527
Common stock	-	1,515	47,452	125,146	46,805	154,324	530,144	352,996	-	-	-	-	-	1,910	114,859	164,205
Retained earnings	28,723	197,423	611,951	492,047	687,754	1,222,770	2,501,381	2,598,853	84,419	234,992	489,359	625,177	73,124	405,815	1,057,498	994,821
Total common stock equity	133,919	774,130	1,520,334	1,354,216	1,979,383	3,113,201	5,650,528	4,843,232	84,419	234,992	520,445	629,782	214,873	935,554	2,551,049	2,083,136
Total long-term (LT) debt	69,327	469,860	1,320,535	1,052,463	1,633,796	2,525,759	4,940,952	4,473,355	15,216	64,914	439,973	474,265	99,964	707,106	2,154,725	1,781,648
Total capitalization	200,143	1,216,285	2,948,344	2,460,078	3,557,018	5,463,642	10,383,215	9,336,031	98,626	299,906	1,389,450	1,108,836	327,749	1,745,548	4,696,671	3,904,979
Total non-current other liabilities	-	-	27,636	85,800	99,010	177,573	684,908	518,369	-	1,015	7,463	52,677	-	2,226	160,370	182,394
Current & accrued liabilities	25,576	204,959	655,919	596,393	405,349	719,155	1,271,553	1,120,641	11,738	17,143	201,817	149,799	37,666	282,653	892,112	668,849
Total deferred credits	21,988	322,847	964,971	900,313	1,072,130	1,795,936	5,187,306	3,518,537	-	7,383	77,359	67,023	38,647	513,915	1,739,926	1,415,516
Total capitalization & liabilities	331,281	1,809,554	4,817,648	4,048,971	5,362,340	8,403,202	18,210,173	14,530,581	141,576	323,439	1,964,882	1,387,527	387,922	2,729,417	7,151,312	6,185,527

1/ Figures for combination utilities are necessarily based on combined gas and electric operations. Some municipal utilities are also combined utilities.

2/ Reflects gas and non-gas assets, also includes regulatory assets. 3/ Total capitalization figure in this display includes preferred stock.

Key: LQ = Lower Quartile, MED = Median, UQ = Upper Quartile, AVG = Average

APPENDIX 3c: GAS UTILITY SAME-SIZE FINANCIAL STATEMENTS

2021 Data, 83 Utilities Reporting Stratified by Type of Company	Gas Utilities 54 firms	Combination Utilities 20 firms	Municipal Utilities 9 firms	All Companies 83 firms
GAS-ONLY INCOME STATEMENT - Based on average values				
Operating revenue	100.0	100.0	100.0	100.0
Operating expense	63.8	56.6	73.4	63.1
Maintenance expense	3.6	3.7	3.7	3.7
Total O&M	67.4	60.3	77.1	66.7
Depreciation	12.7	10.2	7.0	11.4
Depletion	0.1	0.5	0.0	0.2
Amortization	0.6	0.9	0.1	0.6
Prop. loss charged to operations	0.0	0.1	-	0.0
Total taxes	8.8	10.6	2.5	8.6
Other operating income	0.4	(0.0)	0.5	0.3
Total operating income	10.3	17.4	13.2	12.5
BALANCE SHEET - Based on average values				
Gas plant	87.2	24.5	44.0	52.0
Common plant	0.8	4.9	1.5	3.0
Other plant	0.4	0.4	33.8	1.2
Total plant in service	96.3	103.6	114.8	100.7
Accumulated depreciation	28.9	30.4	50.8	30.2
Construction work-in-progress	3.4	3.9	6.7	3.7
Net utility plant	70.6	77.3	70.8	74.3
Gas storage (non-current)	0.1	0.0	0.4	0.1
Customer accts. receivable	2.5	2.4	3.6	2.5
Total current & accrued assets	7.8	6.9	21.6	7.6
Total deferred debits	18.2	13.3	3.9	15.2
Total assets	100.0	100.0	100.0	100.0
Common stock	3.1	2.4	-	2.7
Retained earnings	12.2	17.9	45.1	16.1
Total common stock equity	33.4	33.3	45.4	33.7
Total long-term (LT) debt	26.0	30.8	34.2	28.8
Total capitalization	60.8	64.3	79.9	63.1
Total non-current other liabilities	2.1	3.6	3.8	2.9
Current & accrued liabilities	14.7	7.7	10.8	10.8
Total deferred credits	22.2	24.2	4.8	22.9
Total capitalization & liabilities	100.0	100.0	100.0	100.0

1/ Figures for combination utilities are necessarily based on combined gas and electric operations. Some municipal utilities are also combined utilities.

2/ Reflects gas and non-gas assets, also includes regulatory assets.

3/ Total capitalization figure in this display includes preferred stock.

APPENDIX 3d: GAS UTILITY INCOME STATEMENTS - Per Cost Driver

2021 Data, 83 Utilities Reporting
Stratified by Type of Company

	Gas Utilities 54 firms				Combination Utilities 20 firms				Municipal Utilities 9 firms				All Companies 83 firms			
	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG
GAS-ONLY INCOME STATEMENT - Per Annual Therms Delivered																
Operating revenue	\$0.4078	\$0.6448	\$0.8575	\$0.6937	\$0.4345	\$0.7024	\$0.9569	\$0.8530	\$0.7812	\$0.9068	\$1.0011	\$0.8193	\$0.4195	\$0.6895	\$0.9067	\$0.7444
Operating expense	\$0.2366	\$0.3924	\$0.5819	\$0.4426	\$0.2740	\$0.4324	\$0.5949	\$0.4830	\$0.4968	\$0.5610	\$0.7825	\$0.6016	\$0.2522	\$0.4217	\$0.5951	\$0.4694
Maintenance expense	\$0.0081	\$0.0161	\$0.0283	\$0.0252	\$0.0086	\$0.0268	\$0.0462	\$0.0314	\$0.0099	\$0.0197	\$0.0512	\$0.0303	\$0.0082	\$0.0186	\$0.0384	\$0.0272
Total O&M	\$0.2462	\$0.4191	\$0.6147	\$0.4678	\$0.2900	\$0.4782	\$0.6291	\$0.5145	\$0.5610	\$0.5641	\$0.8478	\$0.6320	\$0.2657	\$0.4502	\$0.6161	\$0.4966
Depreciation	\$0.0383	\$0.0577	\$0.0895	\$0.0884	\$0.0404	\$0.0753	\$0.1033	\$0.0867	\$0.0302	\$0.0498	\$0.0986	\$0.0573	\$0.0367	\$0.0596	\$0.0951	\$0.0846
Depletion	\$0.0000	\$0.0000	\$0.0000	\$0.0006	\$0.0000	\$0.0000	\$0.0055	\$0.0044	\$0.0000	\$0.0000	\$0.0000	\$0.0002	\$0.0000	\$0.0000	\$0.0000	\$0.0014
Amortization	\$0.0000	\$0.0000	\$0.0054	\$0.0043	\$0.0000	\$0.0000	\$0.0103	\$0.0080	\$0.0000	\$0.0000	\$0.0000	\$0.0008	\$0.0000	\$0.0000	\$0.0047	\$0.0048
Prop. loss charged to operations	\$0.0000	\$0.0000	\$0.0000	\$0.0002	\$0.0000	\$0.0000	\$0.0000	\$0.0007	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0003
Total taxes	\$0.0229	\$0.0463	\$0.0702	\$0.0614	\$0.0163	\$0.0612	\$0.0961	\$0.0904	\$0.0000	\$0.0120	\$0.0226	\$0.0209	\$0.0179	\$0.0451	\$0.0697	\$0.0636
Other operating income	\$0.0000	\$0.0000	\$0.0000	\$0.0026	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0001	\$0.0040	\$0.0000	\$0.0000	\$0.0000	\$0.0021
Total operating income	\$0.0437	\$0.0705	\$0.1190	\$0.0712	\$0.0654	\$0.1229	\$0.1544	\$0.1483	\$0.0258	\$0.0720	\$0.1622	\$0.1083	\$0.0440	\$0.0725	\$0.1389	\$0.0931

	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG
	GAS-ONLY INCOME STATEMENT - Per Average Annual Customers Served															
Operating revenue	\$884	\$1,083	\$1,387	\$1,242	\$1,020	\$1,088	\$1,266	\$1,249	\$1,088	\$1,217	\$1,280	\$1,337	\$950	\$1,104	\$1,376	\$1,254
Operating expense	\$596	\$711	\$840	\$792	\$634	\$674	\$822	\$733	\$673	\$692	\$1,300	\$996	\$614	\$695	\$847	\$801
Maintenance expense	\$19	\$34	\$64	\$42	\$20	\$40	\$57	\$44	\$27	\$54	\$72	\$52	\$20	\$37	\$65	\$44
Total O&M	\$629	\$745	\$884	\$834	\$667	\$723	\$877	\$777	\$719	\$742	\$1,324	\$1,048	\$650	\$740	\$906	\$844
Depreciation	\$86	\$111	\$143	\$152	\$91	\$105	\$155	\$125	\$57	\$76	\$129	\$95	\$83	\$108	\$144	\$139
Depletion	\$0	\$0	\$0	\$1	\$0	\$0	\$8	\$6	\$0	\$0	\$0	\$1	\$0	\$0	\$0	\$3
Amortization	\$0	\$0	\$10	\$6	\$0	\$0	\$19	\$10	\$0	\$0	\$2	\$2	\$0	\$0	\$10	\$6
Prop. loss charged to operations	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total taxes	\$55	\$80	\$126	\$107	\$53	\$89	\$142	\$118	\$0	\$16	\$62	\$26	\$48	\$77	\$122	\$101
Other operating income	\$0	\$0	\$0	-\$1	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$10	\$0	\$0	\$0	\$1
Total operating income	\$102	\$161	\$217	\$142	\$131	\$181	\$223	\$211	\$79	\$195	\$250	\$165	\$110	\$166	\$222	\$161

	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG
	GAS-ONLY INCOME STATEMENT - Per Dollar of Gas Plant															
Operating revenue	\$0.2056	\$0.2399	\$0.2981	\$0.2645	\$0.2246	\$0.2367	\$0.2589	\$0.2524	\$0.2914	\$0.4059	\$0.5747	\$0.4565	\$0.2210	\$0.2483	\$0.3099	\$0.2827
Operating expense	\$0.1140	\$0.1431	\$0.2126	\$0.1769	\$0.1217	\$0.1414	\$0.1622	\$0.1554	\$0.2329	\$0.2431	\$0.4355	\$0.3525	\$0.1192	\$0.1569	\$0.2166	\$0.1912
Maintenance expense	\$0.0047	\$0.0079	\$0.0107	\$0.0087	\$0.0053	\$0.0088	\$0.0110	\$0.0082	\$0.0106	\$0.0177	\$0.0234	\$0.0174	\$0.0048	\$0.0087	\$0.0124	\$0.0096
Total O&M	\$0.1246	\$0.1537	\$0.2210	\$0.1856	\$0.1340	\$0.1530	\$0.1737	\$0.1635	\$0.2498	\$0.2576	\$0.4701	\$0.3700	\$0.1275	\$0.1605	\$0.2284	\$0.2007
Depreciation	\$0.0222	\$0.0245	\$0.0286	\$0.0253	\$0.0206	\$0.0241	\$0.0277	\$0.0247	\$0.0232	\$0.0263	\$0.0317	\$0.0294	\$0.0222	\$0.0249	\$0.0285	\$0.0256
Depletion	\$0.0000	\$0.0000	\$0.0000	\$0.0001	\$0.0000	\$0.0000	\$0.0016	\$0.0013	\$0.0000	\$0.0000	\$0.0000	\$0.0002	\$0.0000	\$0.0000	\$0.0000	\$0.0004
Amortization	\$0.0000	\$0.0000	\$0.0025	\$0.0016	\$0.0000	\$0.0000	\$0.0037	\$0.0019	\$0.0000	\$0.0000	\$0.0008	\$0.0008	\$0.0000	\$0.0000	\$0.0025	\$0.0016
Prop. loss charged to operations	\$0.0000	\$0.0000	\$0.0000	\$0.0001	\$0.0000	\$0.0000	\$0.0000	\$0.0002	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0001
Total taxes	\$0.0123	\$0.0205	\$0.0287	\$0.0204	\$0.0138	\$0.0183	\$0.0297	\$0.0203	\$0.0000	\$0.0033	\$0.0175	\$0.0088	\$0.0108	\$0.0183	\$0.0285	\$0.0191
Other operating income	\$0.0000	\$0.0000	\$0.0000	\$0.0007	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0001	\$0.0039	\$0.0000	\$0.0000	\$0.0000	\$0.0009
Total operating income	\$0.0293	\$0.0353	\$0.0410	\$0.0313	\$0.0336	\$0.0399	\$0.0448	\$0.0405	\$0.0246	\$0.0453	\$0.0781	\$0.0473	\$0.0295	\$0.0373	\$0.0429	\$0.0352

	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG
	GAS-ONLY INCOME STATEMENT - Per Mile of Distribution Pipe															
Operating revenue	\$38,168	\$49,312	\$77,424	\$69,533	\$49,957	\$61,606	\$92,370	\$96,665	\$43,014	\$74,681	\$102,798	\$85,410	\$40,670	\$52,883	\$84,470	\$77,466
Operating expense	\$24,049	\$32,849	\$51,807	\$43,540	\$31,859	\$40,904	\$57,242	\$51,283	\$26,319	\$51,621	\$79,426	\$57,581	\$24,424	\$34,174	\$55,033	\$46,743
Maintenance expense	\$763	\$1,694	\$2,824	\$2,581	\$1,269	\$2,063	\$3,960	\$3,587	\$1,424	\$1,908	\$5,558	\$4,112	\$822	\$1,898	\$2,936	\$2,968
Total O&M	\$24,781	\$33,954	\$54,373	\$46,122	\$34,384	\$43,627	\$60,049	\$54,870	\$26,757	\$55,339	\$84,119	\$61,693	\$26,248	\$34,995	\$58,344	\$49,712
Depreciation	\$3,546	\$5,546	\$7,433	\$7,589	\$4,125	\$5,477	\$10,552	\$10,195	\$3,204	\$5,006	\$7,153	\$7,059	\$3,738	\$5,477	\$9,117	\$8,148
Depletion	\$0	\$0	\$0	\$40	\$0	\$0	\$685	\$372	\$0	\$0	\$0	\$39	\$0	\$0	\$118	\$118
Amortization	\$0	\$0	\$487	\$366	\$0	\$1	\$987	\$1,032	\$0	\$0	\$98	\$136	\$0	\$0	\$492	\$500
Prop. loss charged to operations	\$0	\$0	\$0	\$27	\$0	\$0	\$0	\$134	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$50
Total taxes	\$2,241	\$3,754	\$7,183	\$6,056	\$2,890	\$4,568	\$6,611	\$11,384	\$3	\$1,697	\$2,979	\$1,724	\$2,099	\$3,786	\$6,395	\$6,878
Other operating income	\$0	\$0	\$0	\$49	\$0	\$0	\$0	\$0	\$0	\$0	\$3	\$156	\$0	\$0	\$0	\$48
Total operating income	\$4,067	\$7,448	\$11,527	\$9,333	\$7,015	\$9,345	\$16,691	\$18,678	\$4,506	\$8,123	\$16,040	\$14,759	\$5,473	\$8,091	\$14,096	\$12,061

APPENDIX 3e: GAS UTILITY FINANCIAL RATIOS

2021 Data, 83 Utilities Reporting
Stratified by Type of Company

	Gas IOUs 54 firms				Combination IOUs 20 firms				Municipal LDCs 9 firms				All Companies 83 firms			
	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG	LQ	MED	UQ	AVG
Therms delivered (avg.) per acct.	1,373	1,758	2,612	2,618	1,132	1,483	2,320	1,924	920	1,296	1,401	1,490	1,312	1,689	2,504	2,337
Therms per \$1,000 of gas plant	0.302	0.456	0.670	0.592	0.233	0.330	0.579	0.431	0.267	0.323	0.545	0.536	0.280	0.449	0.635	0.548
Value of gas plant per customer	\$3,270	\$4,389	\$5,710	\$6,333	\$3,899	\$4,516	\$5,525	\$5,130	\$2,252	\$2,808	\$3,927	\$3,215	\$3,259	\$4,315	\$5,598	\$5,697
%Sales firm (not interruptible)	96.4%	99.9%	100.0%	95.3%	93.8%	98.3%	99.7%	92.6%	80.7%	88.2%	95.3%	86.9%	94.1%	99.1%	100.0%	93.8%
Collection period (days)	23.8	34.9	49.5	38.9	26.5	31.7	41.8	35.7	22.2	28.8	31.7	33.0	24.1	32.8	48.4	37.5
Gas O&M expense as pct. of revenue	58.5%	67.0%	71.0%	66.6%	58.7%	63.6%	68.1%	63.8%	62.3%	73.2%	83.5%	76.8%	59.7%	66.8%	72.4%	67.1%
Gas operating income as pct. of revenue	11.7%	14.2%	18.6%	13.2%	12.9%	15.4%	17.7%	16.5%	3.8%	12.0%	18.9%	13.2%	12.2%	14.7%	18.8%	13.9%
Gas operating revenue per customer	\$876	\$1,063	\$1,383	\$1,242	\$1,018	\$1,087	\$1,253	\$1,249	\$1,046	\$1,161	\$1,279	\$1,337	\$950	\$1,104	\$1,376	\$1,254
Gas O&M expense per customer	\$625	\$744	\$877	\$834	\$657	\$718	\$877	\$777	\$706	\$741	\$1,254	\$1,048	\$650	\$740	\$906	\$844
Gas operating income per customer	\$99	\$159	\$217	\$142	\$129	\$179	\$223	\$211	\$54	\$149	\$237	\$165	\$110	\$166	\$222	\$161
Gas revenue per dollar of gas plant	\$0.204	\$0.237	\$0.295	\$0.264	\$0.223	\$0.236	\$0.258	\$0.252	\$0.264	\$0.381	\$0.541	\$0.457	\$0.221	\$0.248	\$0.310	\$0.283
Gas O&M expense per dollar of gas plant	\$0.124	\$0.152	\$0.220	\$0.186	\$0.128	\$0.153	\$0.174	\$0.164	\$0.180	\$0.257	\$0.437	\$0.370	\$0.127	\$0.160	\$0.228	\$0.201
Gas operating income per \$ of gas plant	\$0.028	\$0.035	\$0.041	\$0.031	\$0.032	\$0.039	\$0.044	\$0.040	\$0.021	\$0.041	\$0.076	\$0.047	\$0.029	\$0.037	\$0.043	\$0.035
Gas revenue per mile of pipe	\$37,000	\$49,053	\$75,438	\$69,533	\$46,125	\$60,312	\$87,775	\$96,665	\$35,846	\$64,893	\$102,387	\$85,410	\$40,670	\$52,883	\$84,470	\$77,466
Gas O&M expense per mile of pipe	\$24,513	\$33,589	\$53,081	\$46,122	\$33,628	\$41,832	\$56,555	\$54,870	\$22,754	\$49,979	\$76,300	\$61,693	\$26,248	\$34,995	\$58,344	\$49,712
Gas operating income per mile of pipe	\$3,880	\$7,383	\$11,445	\$9,333	\$6,633	\$9,140	\$16,639	\$18,678	\$1,608	\$8,123	\$15,969	\$14,759	\$5,473	\$8,091	\$14,096	\$12,061
Long-term debt - total assets ratio	22.3%	26.3%	29.5%	23.8%	26.7%	30.0%	32.2%	32.0%	10.0%	15.4%	22.3%	21.2%	23.1%	26.6%	30.4%	25.4%
Long-term debt - total capitalization ratio	37.4%	41.3%	45.8%	37.2%	42.6%	46.7%	49.7%	48.0%	15.3%	18.4%	25.2%	27.0%	37.7%	42.9%	46.9%	38.6%
Net interest - long-term debt ratio	3.5%	4.0%	4.7%	8.9%	3.6%	4.0%	4.3%	3.8%	0.9%	3.3%	3.6%	2.6%	3.4%	3.9%	4.5%	6.9%
EBITDA interest coverage	6.0x	8.1x	10.7x	11.7x	7.0x	8.3x	8.6x	8.0x	7.6x	21.5x	31.3x	25.8x	6.8x	8.4x	10.9x	12.3x
Return on assets	2.3%	2.8%	3.4%	2.7%	2.4%	2.9%	3.4%	2.8%	2.7%	5.2%	6.3%	5.6%	2.4%	2.9%	3.5%	3.1%
Gross sales margin per therm	\$0.132	\$0.267	\$0.497	-\$2.919	\$0.310	\$0.416	\$0.626	\$0.515	\$0.310	\$0.451	\$0.651	\$0.496	\$0.230	\$0.359	\$0.578	\$0.446
Gross sales margin per customer	\$194	\$652	\$824	\$753	\$561	\$653	\$900	\$764	\$417	\$508	\$652	\$579	\$512	\$646	\$902	\$745

Key: LQ = Lower Quartile, MED = Median, UQ = Upper Quartile, AVG = Average

1/ Figures for combination utilities are necessarily based on combined gas and electric operations. Four municipal utilities are also combined gas-electric utilities.

2/ Miles of distribution pipes from US Department of Transportation.

3/ Total capitalization figure in this display includes preferred stock.

4/ Gross sales margin = operating revenues less total production costs

NOTE: Some ratios are not always normally distributed. Therefore, average ratio values may be subject to distortion by a few observations that are outliers.

APPENDIX 4: GAS UTILITY O&M Detail (Based on Segment Averages)

Based on Segment Averages

VALUES PER THERM	Gas Utilities			Combination Utilities			Municipal Utilities			All Companies		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Gas-only revenues	\$0.6475	\$0.6117	\$0.6937	\$0.7641	\$0.7222	\$0.8530	\$0.7201	\$0.6473	\$0.8193	\$0.6821	\$0.6422	\$0.7444
Purchased-gas expense	\$0.2101	\$0.1732	\$0.2333	\$0.2393	\$0.2127	\$0.3027	\$0.2906	\$0.2511	\$0.4531	\$0.2241	\$0.1912	\$0.2735
Gross sales margin	\$0.4157	\$0.4169	\$0.4307	\$0.4828	\$0.4959	\$0.5381	\$0.4262	\$0.3930	\$0.3619	\$0.4330	\$0.4333	\$0.4480
Total production costs ¹	\$0.2317	\$0.1948	\$0.2630	\$0.2813	\$0.2263	\$0.3148	\$0.2939	\$0.2543	\$0.4574	\$0.2491	\$0.2088	\$0.2964
Storage & LNG	\$0.0026	\$0.0021	\$0.0015	\$0.0040	\$0.0050	\$0.0057	\$0.0000	\$0.0002	\$0.0002	\$0.0027	\$0.0026	\$0.0024
Transmission	\$0.0115	\$0.0127	\$0.0138	\$0.0081	\$0.0103	\$0.0092	\$0.0094	\$0.0084	\$0.0078	\$0.0105	\$0.0117	\$0.0121
Distribution	\$0.0658	\$0.0716	\$0.0698	\$0.0693	\$0.0586	\$0.0634	\$0.0772	\$0.0754	\$0.0691	\$0.0676	\$0.0689	\$0.0683
Customer accounts	\$0.0235	\$0.0235	\$0.0227	\$0.0278	\$0.0305	\$0.0246	\$0.0237	\$0.0276	\$0.0219	\$0.0246	\$0.0256	\$0.0231
Customer svc. & info.	\$0.0073	\$0.0075	\$0.0095	\$0.0203	\$0.0198	\$0.0239	\$0.0202	\$0.0162	\$0.0144	\$0.0116	\$0.0114	\$0.0134
Sales	\$0.0033	\$0.0030	\$0.0073	\$0.0022	\$0.0022	\$0.0004	\$0.0150	\$0.0135	\$0.0116	\$0.0040	\$0.0039	\$0.0061
Admin. & general	\$0.0753	\$0.0733	\$0.0801	\$0.0703	\$0.0672	\$0.0724	\$0.0679	\$0.0601	\$0.0497	\$0.0735	\$0.0704	\$0.0750
Total O&M	\$0.4210	\$0.3884	\$0.4678	\$0.4833	\$0.4298	\$0.5145	\$0.5074	\$0.4556	\$0.6320	\$0.4436	\$0.4057	\$0.4966
PERCENT OF REVENUE												
Gas-only revenues	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Purchased-gas expense	32.5%	28.3%	33.6%	31.3%	29.5%	35.5%	40.4%	38.8%	55.3%	32.9%	29.8%	36.7%
Gross sales margin	64.2%	68.2%	62.1%	63.2%	68.7%	63.1%	59.2%	60.7%	44.2%	63.5%	67.5%	60.2%
Total production costs ¹	35.8%	31.8%	37.9%	36.8%	31.3%	36.9%	40.8%	39.3%	55.8%	36.5%	32.5%	39.8%
Storage & LNG	0.4%	0.3%	0.2%	0.5%	0.7%	0.7%	0.0%	0.0%	0.0%	0.4%	0.4%	0.3%
Transmission	1.8%	2.1%	2.0%	1.1%	1.4%	1.1%	1.3%	1.3%	1.0%	1.5%	1.8%	1.6%
Distribution	10.2%	11.7%	10.1%	9.1%	8.1%	7.4%	10.7%	11.6%	8.4%	9.9%	10.7%	9.2%
Customer accounts	3.6%	3.8%	3.3%	3.6%	4.2%	2.9%	3.3%	4.3%	2.7%	3.6%	4.0%	3.1%
Customer svc. & info.	1.1%	1.2%	1.4%	2.7%	2.7%	2.8%	2.8%	2.5%	1.8%	1.7%	1.8%	1.8%
Sales	0.5%	0.5%	1.0%	0.3%	0.3%	0.0%	2.1%	2.1%	1.4%	0.6%	0.6%	0.8%
Admin. & general	<u>11.6%</u>	<u>12.0%</u>	<u>11.5%</u>	<u>9.2%</u>	<u>9.3%</u>	<u>8.5%</u>	<u>9.4%</u>	<u>9.3%</u>	<u>6.1%</u>	<u>10.8%</u>	<u>11.0%</u>	<u>10.1%</u>
Total O&M	65.0%	63.5%	67.4%	63.3%	59.5%	60.3%	70.5%	70.4%	77.1%	65.0%	63.2%	66.7%
VALUES PER CUSTOMER												
Gas-only revenues	\$ 1,008	\$ 956	\$ 1,083	\$ 1,012	\$ 941	\$ 1,088	\$ 963	\$ 971	\$ 1,217	\$ 1,011	\$ 956	\$ 1,104
Purchased-gas expense	\$ 373	\$ 286	\$ 420	\$ 397	\$ 320	\$ 469	\$ 382	\$ 325	\$ 493	\$ 378	\$ 306	\$ 443
Gross sales margin	\$ 652	\$ 634	\$ 663	\$ 633	\$ 650	\$ 656	\$ 578	\$ 454	\$ 455	\$ 640	\$ 633	\$ 655
Total production costs ¹	\$ 392	\$ 323	\$ 434	\$ 417	\$ 351	\$ 476	\$ 446	\$ 395	\$ 620	\$ 401	\$ 332	\$ 453
Storage & LNG	\$ 0	\$ 0	\$ 0	\$ 1	\$ 2	\$ 0	\$ -	\$ -	\$ -	\$ 0	\$ 0	\$ 0
Transmission	\$ 7	\$ 5	\$ 6	\$ 8	\$ 13	\$ 12	\$ -	\$ -	\$ -	\$ 7	\$ 5	\$ 5
Distribution	\$ 84	\$ 86	\$ 85	\$ 87	\$ 83	\$ 83	\$ 109	\$ 118	\$ 103	\$ 88	\$ 89	\$ 87
Customer accounts	\$ 34	\$ 36	\$ 33	\$ 40	\$ 38	\$ 34	\$ 27	\$ 30	\$ 31	\$ 35	\$ 35	\$ 33
Customer svc. & info.	\$ 3	\$ 3	\$ 2	\$ 22	\$ 22	\$ 25	\$ 14	\$ 12	\$ 12	\$ 7	\$ 6	\$ 6
Sales	\$ 1	\$ 1	\$ 1	\$ 0	\$ 0	\$ 0	\$ 2	\$ 2	\$ 2	\$ 1	\$ 1	\$ 1
Admin. & general	\$ 122	\$ 123	\$ 120	\$ 107	\$ 102	\$ 114	\$ 80	\$ 80	\$ 87	\$ 112	\$ 112	\$ 111
Total O&M	\$ 700	\$ 617	\$ 745	\$ 751	\$ 650	\$ 777	\$ 700	\$ 629	\$ 742	\$ 700	\$ 615	\$ 740

1/ Purchased cost expense is subsumed within total production costs. **NOTE:** Figures may not add precisely due to independent rounding.

APPENDIX 5: WAGES & BENEFITS

2021 Data, 83 Utilities Reporting

Stratified by Type of Company

	Gas Utilities 54 firms				Combination Utilities 20 firms				Municipal Utilities 9 firms				All Companies 82 firms			
	LQ	MED	UQ	AVG.	LQ	MED	UQ	AVG.	LQ	MED	UQ	AVG.	LQ	MED	UQ	AVG.
Average number of employees	121	654	1,392	1,036	253	388	1,113	844	83	191	511	424	136	497	1,237	896
Number of Employees at year-end	125	693	1,384	1,064	306	519	1,112	931	83	194	486	417	206	579	1,305	933
O&M wages ('000)	\$3,877	\$40,914	\$85,789	\$77,388	\$28,120	\$48,381	\$86,096	\$76,224	\$2,541	\$9,579	\$31,720	\$28,582	\$9,599	\$39,035	\$85,543	\$68,608
Construction wages ('000)	\$1,442	\$11,439	\$48,494	\$37,004	\$12,010	\$33,449	\$59,044	\$58,761	\$39	\$944	\$4,027	\$3,241	\$2,758	\$11,335	\$46,090	\$36,568
Total pensions ('000)	\$2,011	\$12,855	\$44,795	\$38,639	\$4,931	\$15,476	\$29,947	\$22,216	\$1,919	\$4,253	\$9,404	\$9,978	\$2,685	\$12,130	\$30,856	\$29,521
PER YEAR END EMPLOYEE:																
Total salary & wages	\$78,629	\$91,013	\$101,104	\$94,796	\$114,883	\$129,644	\$180,731	\$185,093	\$50,768	\$85,686	\$86,306	\$71,141	\$80,139	\$94,215	\$123,909	\$113,808
Tot. benefits & pension	\$8,430	\$25,088	\$33,648	\$27,791	\$11,893	\$23,077	\$34,362	\$33,187	\$13,419	\$23,579	\$27,311	\$20,716	\$9,591	\$24,188	\$33,296	\$28,110
Total salary, benefits, and pension	\$88,334	\$110,214	\$139,963	\$122,587	\$135,801	\$150,592	\$208,393	\$218,281	\$78,780	\$102,226	\$106,720	\$91,856	\$94,143	\$114,442	\$156,061	\$141,919
Ratio: avg. benefits to avg. compensation	16%	22%	27%	21%	10%	12%	18%	13%	17%	24%	29%	27%	12%	20%	27%	20%
Therms delivered per year-end employee	827,415	1,081,935	1,639,765	1,477,440	921,749	1,261,693	2,251,468	1,734,221	584,245	794,313	1,326,750	7,796,498	823,564	1,163,900	1,986,480	2,241,184
Customers per year-end employee	474	650	822	715	634	804	1,147	892	340	502	577	459	489	661	881	744

NOTE: Some ratios are not always normally distributed. Therefore, average ratio values may be subject to distortion by a few observations that are outliers.

Key: LQ = Lower Quartile, MED = Median, UQ = Upper Quartile, AVG = Average

APPENDIX 6: GAS UTILITY FINANCIAL PERFORMANCE

<i>Based on Segment Medians</i>	Gas Utilities			Combination Utilities			Municipal Utilities			All Companies		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Asset Turnover	0.29X	0.23X	0.26X	0.25X	0.23X	0.23X	0.33X	0.26X	0.33X	0.27X	0.24X	0.26X
Financial Leverage	64.9%	63.1%	64.2%	65.7%	65.9%	65.7%	40.3%	34.0%	29.4%	65.4%	64.6%	63.7%
Debt/Equity Ratio	69.4%	66.1%	71.0%	89.1%	88.8%	87.9%	38.5%	32.0%	22.6%	77.0%	74.1%	75.9%
Equity Multiplier	2.85	2.75	2.80	3.06	2.98	2.93	1.69	1.53	1.42	2.90	2.87	2.80
Profit Margin	10.4%	11.6%	10.2%	13.2%	12.4%	12.6%	17.2%	10.8%	12.9%	12.0%	11.9%	11.3%
ROA	2.9%	2.9%	2.8%	3.3%	3.0%	2.9%	5.1%	3.5%	5.2%	3.1%	3.0%	2.9%
ROE	8.1%	7.9%	8.0%	9.9%	8.6%	8.6%	9.4%	4.5%	8.2%	8.8%	8.4%	8.2%
Current Ratio	0.69	0.49	0.54	0.89	0.86	0.94	3.44	3.32	3.62	0.78	0.78	0.71
Current Assets/Total Assets	7.2%	6.5%	8.0%	6.1%	6.1%	6.4%	21.0%	22.8%	25.6%	7.1%	7.0%	7.9%

<i>Based on Segment Averages</i>	Gas Utilities			Combination Utilities			Municipal Utilities			All Companies		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Asset Turnover	0.32X	0.29X	0.30X	0.25X	0.24X	0.23X	0.33X	0.30X	0.38X	0.31X	0.28X	0.30X
Financial Leverage	60.9%	60.8%	60.4%	66.9%	66.1%	66.0%	48.2%	42.9%	39.4%	61.2%	60.1%	59.4%
Debt/Equity Ratio	73.5%	68.2%	69.4%	105.0%	103.9%	108.0%	100.5%	93.2%	55.3%	83.5%	79.8%	76.8%
Equity Multiplier	3.43	2.85	1.11	3.24	3.14	3.15	2.87	3.24	2.04	3.34	2.96	1.68
Profit Margin	9.7%	11.3%	10.3%	12.9%	11.9%	12.4%	15.5%	10.9%	15.0%	11.0%	11.4%	11.3%
ROA	3.0%	3.2%	2.7%	3.1%	3.0%	2.8%	4.9%	3.6%	5.6%	3.2%	3.2%	3.1%
ROE	7.0%	8.8%	13.9%	10.1%	9.4%	8.8%	14.8%	7.9%	11.8%	8.4%	8.8%	12.5%
Current Ratio	0.72	0.68	0.54	1.06	1.03	1.07	3.85	3.38	3.84	1.07	1.08	1.02
Current Assets/Total Assets	9.0%	8.4%	7.6%	6.1%	7.0%	6.6%	24.0%	22.7%	27.3%	9.6%	9.7%	9.6%

APPENDIX 7a: GAS UTILITY INCOME STATEMENTS (Based on Segment Averages)

Based on Segment Average

	Units	Gas Utilities			Combination Utilities			Municipal Utilities			All Companies		
		2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
GAS-ONLY INCOME STATEMENT - Per Annual Therms Delivered													
Operating revenue	\$/THERM	\$ 0.6475	\$ 0.6117	\$ 0.6937	\$ 0.7641	\$ 0.7222	\$ 0.8530	\$ 0.7201	\$ 0.6473	\$ 0.8193	\$ 0.6821	\$ 0.6422	\$ 0.7444
Operating expense	\$/THERM	\$ 0.4052	\$ 0.3645	\$ 0.4426	\$ 0.4482	\$ 0.4017	\$ 0.4830	\$ 0.4765	\$ 0.4259	\$ 0.6016	\$ 0.4218	\$ 0.3801	\$ 0.4694
Maintenance expense	\$/THERM	\$ 0.0159	\$ 0.0239	\$ 0.0252	\$ 0.0351	\$ 0.0282	\$ 0.0314	\$ 0.0309	\$ 0.0297	\$ 0.0303	\$ 0.0218	\$ 0.0255	\$ 0.0272
Total O&M	\$/THERM	\$ 0.4210	\$ 0.3884	\$ 0.4678	\$ 0.4833	\$ 0.4298	\$ 0.5145	\$ 0.5074	\$ 0.4556	\$ 0.6320	\$ 0.4436	\$ 0.4057	\$ 0.4966
Depreciation	\$/THERM	\$ 0.0666	\$ 0.0691	\$ 0.0884	\$ 0.0717	\$ 0.0753	\$ 0.0867	\$ 0.0629	\$ 0.0569	\$ 0.0573	\$ 0.0675	\$ 0.0693	\$ 0.0846
Depletion	\$/THERM	\$ 0.0004	\$ 0.0006	\$ 0.0006	\$ 0.0021	\$ 0.0035	\$ 0.0044	\$ -	\$ 0.0002	\$ 0.0002	\$ 0.0008	\$ 0.0013	\$ 0.0014
Amortization	\$/THERM	\$ 0.0061	\$ 0.0059	\$ 0.0043	\$ 0.0085	\$ 0.0063	\$ 0.0080	\$ 0.0001	\$ 0.0008	\$ 0.0008	\$ 0.0062	\$ 0.0054	\$ 0.0048
Prop. loss charged to operations	\$/THERM	\$ 0.0001	\$ (0.0001)	\$ 0.0002	\$ -	\$ 0.0008	\$ 0.0007	\$ -	\$ -	\$ -	\$ 0.0001	\$ 0.0001	\$ 0.0003
Total taxes	\$/THERM	\$ 0.0609	\$ 0.0597	\$ 0.0614	\$ 0.0749	\$ 0.0854	\$ 0.0904	\$ 0.0227	\$ 0.0203	\$ 0.0209	\$ 0.0611	\$ 0.0616	\$ 0.0636
Other operating income	\$/THERM	\$ (0.0005)	\$ (0.0008)	\$ 0.0026	\$ (0.0003)	\$ (0.0036)	\$ (0.0000)	\$ -	\$ (0.0000)	\$ 0.0040	\$ (0.0004)	\$ (0.0014)	\$ 0.0021
Total operating income	\$/THERM	\$ 0.0923	\$ 0.0880	\$ 0.0712	\$ 0.1235	\$ 0.1211	\$ 0.1483	\$ 0.1269	\$ 0.1135	\$ 0.1083	\$ 0.1029	\$ 0.0987	\$ 0.0931

NOTE: "\$0.0000" indicates a value which, on a per-therm basis, is too small to be expressed within four significant digits.

	Units	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
		2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
GAS-ONLY INCOME STATEMENT - Per Average Annual Customers Served													
Operating revenue	\$/CUSTOMER	\$ 1,229	\$ 1,121	\$ 1,242	\$ 1,181	\$ 1,092	\$ 1,249	\$ 1,107	\$ 1,014	\$ 1,337	\$ 1,206	\$ 1,102	\$ 1,254
Operating expense	\$/CUSTOMER	\$ 797	\$ 677	\$ 792	\$ 701	\$ 608	\$ 733	\$ 759	\$ 684	\$ 996	\$ 770	\$ 661	\$ 801
Maintenance expense	\$/CUSTOMER	\$ 25	\$ 41	\$ 42	\$ 50	\$ 42	\$ 44	\$ 55	\$ 48	\$ 52	\$ 33	\$ 42	\$ 44
Total O&M	\$/CUSTOMER	\$ 821	\$ 718	\$ 834	\$ 751	\$ 650	\$ 777	\$ 814	\$ 731	\$ 1,048	\$ 803	\$ 703	\$ 844
Depreciation	\$/CUSTOMER	\$ 147	\$ 148	\$ 152	\$ 109	\$ 114	\$ 125	\$ 97	\$ 87	\$ 95	\$ 133	\$ 133	\$ 139
Depletion	\$/CUSTOMER	\$ 1	\$ 2	\$ 1	\$ 4	\$ 5	\$ 6	\$ -	\$ 0	\$ 1	\$ 2	\$ 3	\$ 3
Amortization	\$/CUSTOMER	\$ 11	\$ 8	\$ 6	\$ 11	\$ 9	\$ 10	\$ 1	\$ 2	\$ 2	\$ 10	\$ 8	\$ 6
Prop. loss charged to operations	\$/CUSTOMER	\$ 0	\$ 0	\$ 0	\$ -	\$ 1	\$ 1	\$ -	\$ -	\$ -	\$ 0	\$ 0	\$ 0
Total taxes	\$/CUSTOMER	\$ 101	\$ 112	\$ 107	\$ 111	\$ 122	\$ 118	\$ 23	\$ 24	\$ 26	\$ 97	\$ 105	\$ 101
Other operating income	\$/CUSTOMER	\$ 1	\$ 0	\$ (1)	\$ (1)	\$ (9)	\$ (0)	\$ -	\$ (15)	\$ 10	\$ 0	\$ (4)	\$ 1
Total operating income	\$/CUSTOMER	\$ 147	\$ 132	\$ 142	\$ 194	\$ 190	\$ 211	\$ 173	\$ 169	\$ 165	\$ 161	\$ 150	\$ 161

	Units	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
		2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
GAS-ONLY INCOME STATEMENT - Per Dollar of Gas Plant													
Operating revenue	per \$GAS PLANT	\$ 0.2784	\$ 0.4104	\$ 0.2645	\$ 0.2674	\$ 0.6325	\$ 0.2524	\$ 0.3478	\$ 0.2770	\$ 0.4565	\$ 0.2817	\$ 0.4499	\$ 0.2827
Operating expense	per \$GAS PLANT	\$ 0.1870	\$ 0.2494	\$ 0.1769	\$ 0.1633	\$ 0.4031	\$ 0.1554	\$ 0.2385	\$ 0.1905	\$ 0.3525	\$ 0.1856	\$ 0.2804	\$ 0.1912
Maintenance expense	per \$GAS PLANT	\$ 0.0075	\$ 0.0152	\$ 0.0087	\$ 0.0102	\$ 0.0153	\$ 0.0082	\$ 0.0174	\$ 0.0127	\$ 0.0174	\$ 0.0090	\$ 0.0149	\$ 0.0096
Total O&M	per \$GAS PLANT	\$ 0.1945	\$ 0.2646	\$ 0.1856	\$ 0.1735	\$ 0.4184	\$ 0.1635	\$ 0.2559	\$ 0.2032	\$ 0.3700	\$ 0.1946	\$ 0.2954	\$ 0.2007
Depreciation	per \$GAS PLANT	\$ 0.0248	\$ 0.0418	\$ 0.0253	\$ 0.0245	\$ 0.0560	\$ 0.0247	\$ 0.0291	\$ 0.0218	\$ 0.0294	\$ 0.0251	\$ 0.0431	\$ 0.0256
Depletion	per \$GAS PLANT	\$ 0.0002	\$ 0.0002	\$ 0.0001	\$ 0.0008	\$ 0.0011	\$ 0.0013	\$ -	\$ 0.0002	\$ 0.0002	\$ 0.0003	\$ 0.0004	\$ 0.0004
Amortization	per \$GAS PLANT	\$ 0.0025	\$ 0.0039	\$ 0.0016	\$ 0.0026	\$ 0.0046	\$ 0.0019	\$ 0.0002	\$ 0.0006	\$ 0.0008	\$ 0.0023	\$ 0.0037	\$ 0.0016
Prop. loss charged to operations	per \$GAS PLANT	\$ 0.0000	\$ (0.0009)	\$ 0.0001	\$ -	\$ 0.0003	\$ 0.0002	\$ -	\$ -	\$ -	\$ 0.0000	\$ (0.0005)	\$ 0.0001
Total taxes	per \$GAS PLANT	\$ 0.0231	\$ 0.0429	\$ 0.0204	\$ 0.0224	\$ 0.0391	\$ 0.0203	\$ 0.0070	\$ 0.0079	\$ 0.0088	\$ 0.0216	\$ 0.0382	\$ 0.0191
Other operating income	per \$GAS PLANT	\$ 0.0001	\$ (0.0009)	\$ 0.0007	\$ (0.0001)	\$ (0.0014)	\$ (0.0000)	\$ -	\$ 0.0000	\$ 0.0039	\$ 0.0000	\$ (0.0009)	\$ 0.0009
Total operating income	per \$GAS PLANT	\$ 0.0333	\$ 0.0579	\$ 0.0313	\$ 0.0435	\$ 0.1131	\$ 0.0405	\$ 0.0557	\$ 0.0432	\$ 0.0473	\$ 0.0377	\$ 0.0697	\$ 0.0352

NOTE: "\$0.0000" indicates a value which, on a per \$gas plant basis, is too small to be expressed within four significant digits.

APPENDIX 7a: GAS UTILITY INCOME STATEMENTS Cont'd (Based on Segment Averages)

	Units	Gas Utilities			Combination Utilities			Municipal Utilities			All Companies		
		2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
GAS-ONLY INCOME STATEMENT - Per Mile of Distribution Pipe													
Operating revenue	per mile of pipe	\$ 72,210	\$ 71,542	\$ 69,533	\$ 90,502	\$ 87,912	\$ 96,665	\$ 78,880	\$ 67,287	\$ 85,410	\$ 77,241	\$ 74,868	\$ 77,466
Operating expense	per mile of pipe	\$ 45,773	\$ 42,400	\$ 43,540	\$ 50,380	\$ 44,457	\$ 51,283	\$ 51,779	\$ 43,453	\$ 57,581	\$ 47,409	\$ 42,992	\$ 46,743
Maintenance expense	per mile of pipe	\$ 2,051	\$ 2,867	\$ 2,581	\$ 4,193	\$ 3,681	\$ 3,587	\$ 4,402	\$ 3,750	\$ 4,112	\$ 2,774	\$ 3,153	\$ 2,968
Total O&M	per mile of pipe	\$ 47,823	\$ 45,267	\$ 46,122	\$ 54,573	\$ 48,139	\$ 54,870	\$ 56,181	\$ 47,203	\$ 61,693	\$ 50,183	\$ 46,145	\$ 49,712
Depreciation	per mile of pipe	\$ 7,091	\$ 7,983	\$ 7,589	\$ 8,533	\$ 9,669	\$ 10,195	\$ 6,923	\$ 6,052	\$ 7,059	\$ 7,429	\$ 8,162	\$ 8,148
Depletion	per mile of pipe	\$ 37	\$ 57	\$ 40	\$ 216	\$ 303	\$ 372	\$ -	\$ 32	\$ 39	\$ 78	\$ 111	\$ 118
Amortization	per mile of pipe	\$ 524	\$ 446	\$ 366	\$ 973	\$ 929	\$ 1,032	\$ 29	\$ 122	\$ 136	\$ 591	\$ 522	\$ 500
Prop. loss charged to operations	per mile of pipe	\$ 14	\$ (11)	\$ 27	\$ -	\$ 145	\$ 134	\$ -	\$ -	\$ -	\$ 9	\$ 26	\$ 50
Total taxes	per mile of pipe	\$ 6,976	\$ 7,510	\$ 6,056	\$ 10,271	\$ 11,720	\$ 11,384	\$ 1,298	\$ 1,443	\$ 1,724	\$ 7,295	\$ 7,820	\$ 6,878
Other operating income	per mile of pipe	\$ 52	\$ 102	\$ 49	\$ (23)	\$ (1,153)	\$ (0)	\$ -	\$ (766)	\$ 156	\$ 29	\$ (284)	\$ 48
Total operating income	per mile of pipe	\$ 9,745	\$ 10,291	\$ 9,333	\$ 15,936	\$ 17,006	\$ 18,678	\$ 14,448	\$ 12,434	\$ 14,759	\$ 11,656	\$ 12,082	\$ 12,061

NOTE: Starting in 2004, services are excluded from the pipe calculation

APPENDIX 7b: GAS UTILITY FINANCIAL RATIOS (Based on Segment Averages)

Based on Segment Average

Stratified by Type of Company

	Gas Utilities			Combination Utilities			Municipal Utilities			All Companies		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Therms delivered (avg.) per acct.	2,600	2,536	2,618	1,997	1,931	1,924	23,987	17,539	1,490	4,300	4,035	2,337
Therms per \$1,000 of gas plant	0.587	0.753	0.592	0.487	1.769	0.431	0.392	0.493	0.536	1.161	0.972	0.548
Value of gas plant per customer	\$ 6,398	\$ 6,265	\$ 6,333	\$ 4,514	\$ 4,621	\$ 5,130	\$ 3,324	\$ 3,141	\$ 3,215	\$ 5,667	\$ 4,423	\$ 5,697
%Sales firm (not interruptible)	94%	95%	95%	92%	92%	93%	86%	89%	87%	93%	93%	94%
Collection period (days) 1/	36.3	35.3	38.9	30.9	35.4	35.7	31.6	205.3	33.0	34.6	53.7	37.5
Gas O&M expense as pct. of revenue	66%	63%	67%	64%	60%	64%	73%	72%	77%	66%	63%	67%
Gas oper. income as pct. of revenue	14%	15%	13%	17%	18%	16%	16%	17%	13%	15%	16%	14%
Gas operating revenue per customer	\$ 1,229	\$ 1,121	\$ 1,242	\$ 1,181	\$ 1,092	\$ 1,249	\$ 1,107	\$ 1,014	\$ 1,337	\$ 1,206	\$ 1,102	\$ 1,254
Gas O&M expense per customer	\$ 821	\$ 718	\$ 834	\$ 751	\$ 650	\$ 777	\$ 814	\$ 731	\$ 1,048	\$ 803	\$ 703	\$ 844
Gas operating income per customer	\$ 147	\$ 132	\$ 142	\$ 194	\$ 190	\$ 211	\$ 173	\$ 169	\$ 165	\$ 161	\$ 150	\$ 161
Gas revenue per dollar of gas plant	\$ 0.2784	\$ 0.4104	\$ 0.2645	\$ 0.2674	\$ 0.6325	\$ 0.2524	\$ 0.3478	\$ 0.2770	\$ 0.4565	\$ 0.2817	\$ 0.4499	\$ 0.2827
Gas O&M expense per \$ of gas plant	\$ 0.1945	\$ 0.2646	\$ 0.1856	\$ 0.1735	\$ 0.4184	\$ 0.1635	\$ 0.2559	\$ 0.2032	\$ 0.3700	\$ 0.1946	\$ 0.2954	\$ 0.2007
Gas oper. income per \$ of gas plant	\$ 0.0333	\$ 0.0579	\$ 0.0313	\$ 0.0435	\$ 0.1131	\$ 0.0405	\$ 0.0557	\$ 0.0432	\$ 0.0473	\$ 0.0377	\$ 0.0697	\$ 0.0352
Gas revenue per mile of pipe 2/	\$ 72,210	\$ 71,542	\$ 69,533	\$ 90,502	\$ 85,184	\$ 96,665	\$ 78,880	\$ 67,287	\$ 85,410	\$ 77,241	\$ 74,368	\$ 77,466
Gas O&M expense per mile of pipe 2/	\$ 47,823	\$ 45,267	\$ 46,122	\$ 54,573	\$ 46,885	\$ 54,870	\$ 56,181	\$ 47,203	\$ 61,693	\$ 50,183	\$ 45,867	\$ 49,712
Gas oper. income per mile of pipe 2/	\$ 9,745	\$ 10,291	\$ 9,333	\$ 15,936	\$ 16,462	\$ 18,678	\$ 14,448	\$ 12,434	\$ 14,759	\$ 11,656	\$ 12,010	\$ 12,061
LT debt - total assets ratio 1/	22.2%	22.3%	23.8%	30.8%	30.9%	32.0%	27.5%	23.9%	21.2%	24.7%	24.6%	25.4%
LT debt - total capitalization ratio 1/3/	36.6%	35.8%	37.2%	47.9%	47.1%	48.0%	36.6%	34.3%	27.0%	39.3%	38.4%	38.6%
Net interest - long-term debt ratio 1/	5.9%	6.7%	8.9%	4.5%	4.4%	3.8%	3.1%	2.2%	2.6%	5.2%	5.5%	6.9%
EBITDA interest coverage 1/	8.8x	9.0x	11.7x	7.4x	7.6x	8.0x	28.6x	25.3x	25.8x	10.3x	10.4x	12.3x
Return on assets	3.0%	3.1%	2.7%	3.1%	3.0%	2.8%	4.9%	3.6%	5.6%	3.2%	3.1%	3.1%

APPENDIX 8: GAS UTILITY WAGES AND BENEFITS (Based on Segment Averages)

Stratified by Type of Company

	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Average number of employees	939	958	1036	912	948	844	373	369	424	854	869	896
Number of Employees at year-end	878	960	1064	949	882	931	368	367	417	827	852	933
O&M wages ('000)	\$66,585	\$72,261	\$77,388	\$63,796	\$65,477	\$76,224	\$24,908	\$27,795	\$28,582	\$59,433	\$63,095	\$68,608
Construction wages ('000)	\$26,748	\$30,174	\$37,004	\$50,796	\$54,704	\$58,761	\$2,574	\$2,576	\$3,241	\$29,004	\$32,217	\$36,568
Total pensions ('000)	\$23,439	\$29,049	\$38,639	\$16,502	\$18,410	\$22,216	\$20,803	\$16,592	\$9,978	\$20,780	\$23,952	\$29,521
PER EMPLOYEE(1):												
Total salary & wages	\$91,079	\$96,646	\$94,796	\$130,077	\$148,073	\$185,093	\$61,173	\$72,607	\$71,141	\$98,500	\$108,692	\$113,808
Tot. benefits & pension	\$20,319	\$23,602	\$27,791	\$21,726	\$24,825	\$33,187	\$40,568	\$32,188	\$20,716	\$22,679	\$25,695	\$28,110
Total salary, benefits, and pension	\$111,398	\$120,248	\$122,587	\$151,804	\$172,898	\$218,281	\$101,741	\$104,795	\$91,856	\$121,179	\$134,387	\$141,919
Ratio: avg. benefits to avg. compensation	18.0%	20.7%	21.4%	14.8%	15.6%	13.5%	41.2%	32.4%	27.1%	19.4%	20.7%	19.9%
Therms sold per year-end employee	1,601,075	1,482,678	1,477,440	1,744,118	1,534,399	1,734,221	14,563,240	14,293,978	7,796,498	2,782,161	2,710,623	2,241,184
Customers per year-end employee	654	675	715	888	825	892	446	449	459	713	709	744

APPENDIX 9: Companies Studied

Consolidations are limited to LDC business units.

<u>GAS IOUs</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>GAS IOUs (cont.)</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Southern Company Gas		X	X	Summit Natural Gas of Missouri, Inc.	X	X	X
Arkansas Oklahoma Gas Corp	X	X	X	Summit Natural Gas of Maine, Inc.	X	X	X
Atmos Energy Corporation	X	X	X	TECO Peoples Gas	X	X	X
Black Hills Corporation	X	X	X	Texas Gas Service	X	X	X
Centerpointe Energy Corp.	X	X	X	Union Oil & Gas Co.	X	X	X
Chesapeake Utilities Corp	X	X	X	Vectren Energy Delivery	X	X	X
Citizens Gas & Coke Utility	X	X	X	Vermont Gas	X	X	X
Colorado Natural Gas	X	X	X	Washington Gas Light Company	X	X	X
Columbia Gas of Kentucky	X	X	X				
Columbia Gas of Massachusetts	X						
Columbia Gas of Maryland	X	X	X	COMBINATION IOUs	2019	2020	2021
Columbia Gas of Ohio	X	X	X	Avista Corp	X	X	X
Columbia Gas of Pennsylvania	X	X	X	Ameren Illinois Corp.	X	X	X
Columbia Gas of Virginia	X	X	X	Ameren Missouri	X	X	X
Corning Natural Gas Corp	X	X	X	Baltimore Gas & Electric Co.	X	X	X
Delta Natural Gas Company	X	X	X	Central Hudson Gas & Electric Corp.	X	X	X
Dominion East Ohio Gas Company	X	X	X	Consolidated Edison of New York	X	X	X
Dominion Energy South Carolina			X	Consumers Energy	X	X	X
DTE Gas Company	X	X	X	Florida Public Utilities Company	X	X	X
Eastern Natural Gas Company	X	X	X	Gainesville Regional Utilities	X	X	X
Enstar Natural Gas Company	X	X	X	Madison Gas & Electric Company	X	X	X
Hope Gas, Inc.		X	X	National Grid - Niagara Mohawk	X	X	X
Illinois Gas Company	X	X	X	Northern Indiana Public Service Co.	X	X	X
Kansas Gas Service	X	X	X	Northwestern Energy	X	X	X
KeySpan Energy Delivery - NYC	X	X	X	Pacific Gas & Electric			
KeySpan Energy Delivery New England	X	X	X	Public Service Enterprises	X	X	X
KeySpan Gas East - LILCO	X	X	X	Puget Sound Energy	X	X	X
Spire Missouri		X	X	San Diego Gas & Electric	X	X	X
MDU Resources Corporation	X	X	X	UGI Utilities, Inc.	X	X	X
Spire Gulf	X	X	X	WE Energies	X	X	X
Mountaineer Gas	X	X	X	Wisconsin Public Service Corp	X	X	X
Mt. Carmel Public Utility	X	X	X				
National Fuel Gas Company	X	X	X	MUNICIPALS	2019	2020	2021
National Grid - Rhode Island	X	X	X	Colorado Springs Utilities	X	X	X
New Jersey Natural Gas Company	X	X	X	Knoxville Utilities Board	X	X	X
New Mexico Gas Company	X	X	X	Memphis Light, Gas & Water Div			
Northwest Natural Gas Company	X	X	X	Metropolitan Util Dist-Omaha	X	X	X
Ohio Gas Company	X	X	X	Middle Tenn Nat Gas Util Dist	X	X	X
Oklahoma Natural Gas	X	X	X	Okaloosa County Gas District	X	X	X
Peoples Natural Gas	X	X	X	Owatonna Public Utilities		X	X
Piedmont Natural Gas Company	X	X	X	Philadelphia Gas Works	X	X	X
Pike Natural Gas Company	X	X	X	Richmond Dept. of Pub. Util., City of			
Dominion Energy - Questar Gas	X	X	X	Westfield Gas & Electric	X	X	X
Semco Energy (S.E. Michigan)	X	X	X				
Southern California Gas	X	X	X				
Southwest Gas Corporation	X	X	X				
Southwestern Virginia Gas Co.	X	X	X				