



 **ONE Gas**
Sustainability
Report
June 2025

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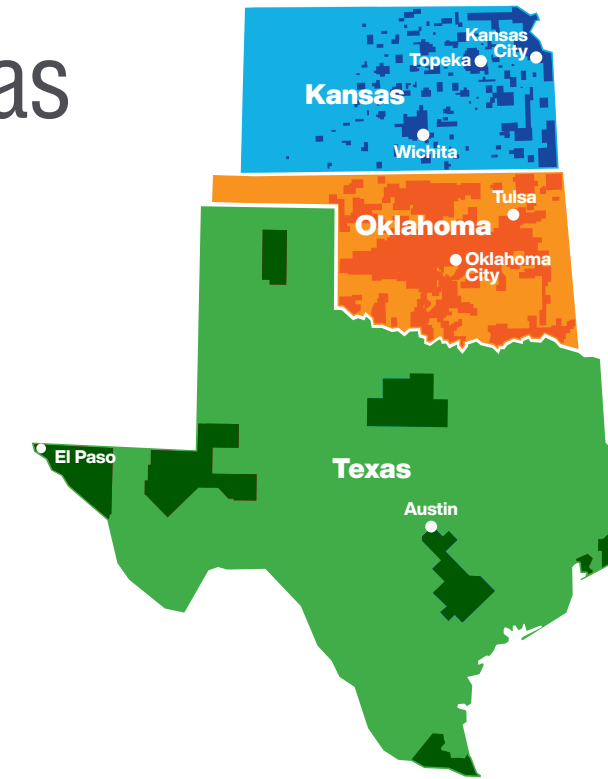


Our Divisions

Kansas Gas Service
71% market share,
the largest in Kansas

Oklahoma Natural Gas
89% market share,
the largest in Oklahoma

Texas Gas Service
13% market share,
the third largest in Texas



Our Mission

To deliver natural gas for a better tomorrow.

Our Strategy

- Engaged & High-performing Workforce
- Safe Operations
- Capital Investments
- Serving Customers
- Delivering Foundational Energy

About this Report

Our sustainability report is informed by reporting guidelines outlined in the Metrics section. The data in this report applies to all ONE Gas activities consolidated for financial reporting purposes. Our goal is to provide relevant information about our business, our safety and system integrity practices, how we assess and manage climate-related risks and opportunities, and how natural gas will continue to play a pivotal role in a cleaner energy future.

About ONE Gas

ONE Gas, Inc. (NYSE: OGS) is a 100% regulated natural gas utility. Headquartered in Tulsa, Oklahoma, the company is included in the S&P MidCap 400 Index and is one of the largest natural gas utilities in the U.S. We own and operate approximately 66,735 miles of distribution and transmission pipelines across our service territory and provide natural gas service to approximately 2.3 million customers in Kansas, Oklahoma and Texas.

ONE Gas is committed to providing safe, affordable and reliable energy while helping to build a sustainable energy future. The American Gas Association (AGA) consistently recognizes us for excellence in employee safety, including having the lowest Days Away, Restricted or Transferred (DART) rate.

Core Values



Safety

We are committed to operating safely and in an environmentally responsible manner.



Ethics

We are accountable to the highest ethical standards and are committed to compliance.



Inclusion & Diversity

We embrace an inclusive and diverse culture that encourages trust, respect and collaboration.



Service

We provide exceptional service to our customers and support each other.



Value

We create value for all stakeholders; our customers, employees, investors and communities.

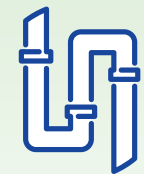
2024 Highlights



51% reduction in emissions due to leaks from mains and services from a 2005 baseline



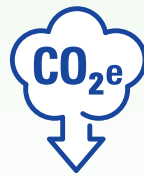
The lowest Days Away, Restricted or Transferred (DART) rate among the country's largest natural gas distribution companies for the **8th** consecutive year, according to data tracked by the AGA



Replaced **460 miles** of distribution mains, service lines and transmission lines to improve safety and reduce fugitive emissions



8th consecutive year of increased employee engagement scores measured by Gallup



Our Energy Efficiency Programs avoided **~43,000 metric tons** of CO₂e, equivalent to removing **10,033 passenger vehicles** from the road*



Contributed **\$3.3 million** in ONE Gas Foundation grants, corporate sponsorships and community giving

*Source: epa.gov/energy/greenhouse-gas-equivalencies-calculator-widget

A Message from Our President and Chief Executive Officer



Giving Back to Our Communities

Our co-workers actively contribute to their communities, with over 10,000 volunteer hours logged in 2024 by employees, retirees and their families as part of our 10th anniversary celebrations.

We are also proud to support our communities with giving from the ONE Gas Foundation, a separate 501(c)(3) organization focusing on education and workforce development, community engagement and disaster recovery, and community collaboration and development within our service territory. In 2024, we contributed \$3.3 million in ONE Gas Foundation grants, corporate sponsorships and community giving.

Delivering Natural Gas for a Better Tomorrow

It's my privilege to share the combined efforts of our ONE Gas team in 2024 in this year's report. We are committed to expanding our role in advancing energy solutions and fulfilling our mission to deliver natural gas for a better tomorrow. Together with our customers, communities and co-workers, we are building a more sustainable, resilient energy future.

Robert S. McAnnally
President and CEO

As one of the largest natural gas distribution companies in the United States, we are proud to help meet the energy needs of our 2.3 million customers in Kansas, Oklahoma and Texas.

Natural gas is a foundational fuel that powers our economy and daily lives. Our customers need reliable, cost-effective energy solutions, and natural gas is their choice for many reasons. Its reliability, resilience and affordability make it the preferred choice for cooking, heating homes, powering industries and electric generation nationwide. We are committed to serving our customers' energy needs responsibly and sustainably.

Reliable and Affordable Energy

Natural gas is one of the most budget-friendly options available to meet energy needs. Our customers depend on us to provide reliable energy, and we take that responsibility seriously. Our co-workers work tirelessly to help keep bills as low as possible. In our service areas, natural gas remains significantly more affordable than electricity, allowing families to allocate more of their resources to other essential expenses.

Safety and System Integrity

Safety is our primary Core Value, driving decisions that keep our co-workers, customers and communities safe. We do this through ongoing investments in our system that are designed to ensure safe and reliable service. We are also focused on preventing system damage, prioritizing personal safety and striving for 100% compliance in all we do.

Our 3,900 dedicated co-workers are focused on safe operations and ensuring the safety of one another, which again earned our company recognition from the American Gas Association for having the fewest severe injuries of any natural gas utility of our size in the U.S. for the eighth consecutive year. ONE Gas' safety scores place the company among the safest natural gas distribution companies nationwide.

Environmental Sustainability

ONE Gas continues to focus on the future of sustainable energy. We are reducing our methane emissions due to leaks even as we expand our system to meet our customers' growing energy needs. Through our vintage pipeline replacement and protection program, we have steadily reduced Scope 1 emissions by 51% while continuing to grow, keeping us on track to meet our 2035 goal of a 55% reduction in emissions from distribution pipelines, measured from a 2005 baseline.

Looking ahead, we are exploring innovative technologies and partnerships that will further reduce emissions and enhance the resiliency of our system.

Supporting Employees

A high-performing workforce is the foundation of our success. Our people foster a culture of trust, respect and engagement, reflected in rising Gallup scores that place us in the top quartile of Gallup's Overall Company Database. In 2024, our employee engagement score increased for the eighth consecutive year, demonstrating a genuine commitment to our Core Values and to one another.

Benefits of Natural Gas

Natural gas is an affordable, reliable and efficient energy choice to achieve a lower-cost, lower-emissions future



Natural gas is the preferred energy choice for homes and businesses

More than 189 million Americans and 5.8 million businesses use natural gas. **More than one new residential customer signs up for natural gas every minute, and approximately 60 businesses initiate natural gas service every day in the U.S.***



Natural gas is affordable

In the U.S., natural gas is 3.5 times more affordable than electricity. **Households that use natural gas for heating, cooking and clothes drying save an average of \$1,132 per year compared with homes using electricity for those applications.***



Natural gas is reliable

With 2.8 million miles of pipelines in the U.S., natural gas is available when you need it most. Through natural disasters and extreme weather events, our underground delivery system provides the reliable energy our customers rely on.*



Natural gas is essential for improving our environment

The natural gas industry has been a leader in reducing greenhouse gas emissions in the U.S. and is committed to meeting energy demand and emissions targets. **Emissions from the natural gas distribution system have declined 70% since 1990 due to infrastructure upgrades, energy efficiency programs and investment in innovative new technologies.***



Natural gas fuels the U.S. economy

Natural gas is an essential part of America's energy mix. It supplies nearly one-quarter of all the energy in the U.S. and is essential to the operation of nearly every critical function and sector of the U.S. economy. **It also plays a critical role in many sectors, including healthcare, hospitality and agriculture.***

*Source: [American Gas Association](#)

The Natural Choice for a Sustainable Business

Our customers depend on affordable, reliable natural gas to power their businesses. Take a look at a few ways natural gas plays a critical role for customers across Kansas, Oklahoma and Texas.



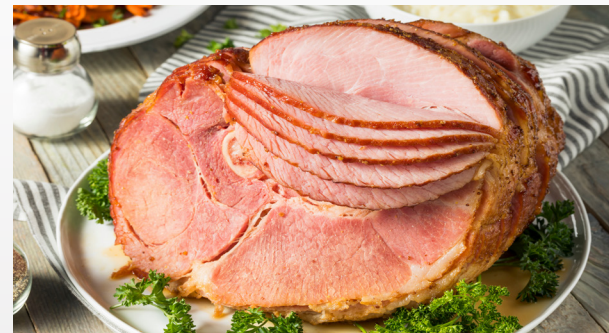
Customer: Bert & Wetta

Natural gas has played a significant role in the operations of alfalfa processor, Bert & Wetta since it began in 1946 in Larned, Kansas. It is the energy source of choice to dry fresh-cut alfalfa, wheatgrass and barley grass used by the health food industry and in agricultural feed. The heat capacity, lower emissions and cost-efficiency of natural gas are unmatched by other sources of energy for dehydration of leafy greens. While the technology used in the company's manufacturing process has changed over time, reliable, affordable natural gas has remained the company's primary energy source for more than 75 years.



Customer: Yale Cleaners

Yale Cleaners is a family-owned dry cleaning business that has served the Tulsa, Oklahoma, community since 1944. For Yale Cleaners, consistency is everything, and natural gas delivers reliable energy to power their 11 locations seven days a week. Natural gas is utilized in all aspects of the business, like powering their high-efficiency steam boilers that run presses, irons and dryers at a fraction of the price of energy alternatives, keeping costs low for customers. Sharp pleats and wrinkle-free garments are created with carefully applied steam, and the efficiency and reliability of natural gas ensure quality results every time.



Customer: Yoakum Packing Co.

Yoakum Packing Co. is a meat processing company located in downtown Yoakum, Texas, since 1947. Natural gas is fundamental to their business, ensuring product quality, regulatory compliance and a safe working environment. Their daily operations rely on a dependable service to cook their meats to food safety standards and create steam for proper humidity levels and critical sanitation processes. Any interruption could compromise food safety and impact their ability to meet customer demand. Yoakum's consistent and reliable natural gas supply from Texas Gas Service allows them to operate efficiently, maintain high-quality standards and support the local economy.



Safety and System Integrity

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Safety and System Integrity

Safety is our No. 1 Core Value, driving our actions and shaping our culture. We are dedicated to making sure every employee finishes their workday as they start it, unharmed. Our co-workers' well-being is not just a priority; it's a fundamental part of our mission. Our training, processes and procedures aim to enhance the safety and well-being of our co-workers, customers and communities.

A Culture of Safety

We prioritize safety and compliance for every employee, emphasizing the importance of starting when safe and working accurately, completely and in a timely manner. Safe driving, personal injury prevention and public safety remain essential aspects of our daily work.

Recognized for Safety Excellence

In 2024, the AGA recognized ONE Gas for having the lowest DART incident rate for the eighth consecutive year, representing the most severe type of injuries. Our DART rate has decreased 87% since 2014 as we have grown a culture of personally committing to safety daily. Our safety scores place ONE Gas among the safest natural gas distribution companies nationwide.

We believe our commitment to safety carries over into other work areas, resulting in system improvements and better customer service. We continuously strive to improve personal and operational safety.

Start When Safe Culture

Our employees are empowered to wait to start a job once safe working conditions are verified and proper controls are in place, and to stop work when unsafe conditions arise. This proactive "Start When Safe" mindset encourages employees in all work settings to think through potential hazards and what could happen before work begins and prepare for it rather than waiting to respond if something happens.

Work is not allowed to begin on a job site until a safety review has been completed and the inspector has verified that the individuals at the job site are either qualified to perform the covered tasks or, where appropriate, will be directed and observed by a qualified individual. These precautions go beyond the job site and extend to our office settings. We installed Work When Safe boards in all our facilities. Employees fill out these boards in a meeting to capture important information like the location of emergency exits and assign roles for emergencies like fire, severe weather or an active shooter.

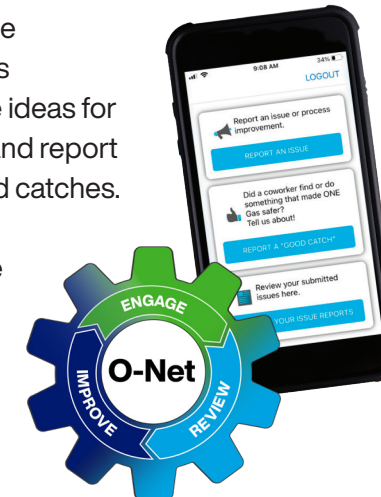


ONE Gas has had zero work-related fatalities since its founding in 2014.

Safety Learning and Feedback

ONE Gas offers a variety of ways for leaders and employees to provide feedback and exchange ideas on safety best practices and programs. Some of the programs, tools and resources include:

- **Leader in the Field** – Leaders observe work in real time, provide feedback on the task being performed, celebrate successes and address any employee concerns.
- **Learning Teams** – Employee-led groups that leverage the knowledge and experience of co-workers to identify and prepare for potentially harmful situations based on their experience in the field.
- **Safety Partners Committee** – Employee-led groups that provide peer-to-peer observations, feedback, positive reinforcement and encouragement of safe behaviors.
- **O-Net app** – A mobile application that allows employees to provide ideas for safety improvement and report near misses and good catches. Feedback is used to develop and enhance our safety programs.



- **Safety Meetings** – Monthly, local leader-led meetings that include safety reminders and learning events from our company and other utilities. Employees are encouraged to ask questions and engage in conversations about lessons learned, near misses or other safety concerns, resulting in productive dialogue instead of passive listening.

- **Start When Safe Newsletter** – This is a weekly safety newsletter that identifies safety and health-related topics, practices and procedures. The newsletter is posted on the intranet, and employees can comment and provide their input and perspectives.



Oklahoma Natural Gas employees attend a safety meeting.

Training and Development

Comprehensive Training

ONE Gas prioritizes our Core Value of Safety through consistent and ongoing employee training. We evaluate our training programs annually to maintain compliance with applicable standards and to ensure continuous improvement.

Depending on their job role, all employees receive annual or periodic training, including but not limited to:

- Code of Conduct
- Conflicts of interest
- Cybersecurity
- Discrimination and harassment prevention
- Environmental, safety and health compliance
- Health Insurance Portability and Accountability Act (HIPAA) training
- Operator qualification
- Physical security
- Records disposition
- Safe driving
- Safety and emergency preparedness



Simulation City at the ONE Gas Training Center allows employees to gain hands-on experience locating utilities, identifying simulated leaks and addressing code violations.

State-of-the-Art Training Center

ONE Gas has a 17,000-square-foot specialized training center to provide hands-on training to field service employees. Our training center includes Simulation City with eight buildings replicating real-world scenarios field workers typically face. The center also allows office personnel supporting field operations to better understand our training and processes. In 2024, more than 25,000 hours were logged for customer service, construction and maintenance training.

Mobile Training Center

Our Mobile Training Center allows for timely, hands-on training in locations across our service areas, helping reduce travel.

Contractor Safety and Training

We uphold our commitment to safety excellence through a contractor safety and evaluation process that involves consistent communication and inspection. We vet potential contractors before engaging them in work activities to ensure our requirements align.

Safety requirements and adherence to regulations and industry standards are integrated into our contractual agreements. Our contractor performance team continuously monitors contractor safety post-onboarding through safety evaluations and third-party monitoring and addresses concerns promptly.

Our annual Contractor Safety Summit fosters knowledge exchange and skill enhancement. Contractors travel from across all three states to interact with ONE Gas representatives, share insights and best practices and train in the latest safety protocols and procedures.

System Integrity, Reliability and Resiliency

We continue to invest in system integrity and reinforcements, enhancing safety and reliability and creating redundancies within our pipeline network. Since becoming independent in 2014, we have completed numerous interconnections and reinforcement projects and increased our storage capacity by approximately 20%. These investments have paid off — we have experienced no significant customer outages during winter storms over the past several years, despite the frigid temperatures, snow and ice that come with those storms.

Data-driven Approach to Damage Prevention

We leverage data in all areas of our pipeline safety programs to guide decision making and improve our processes. By analyzing pipeline locate request data and damage events, we gain valuable insights that drive safer practices for all stakeholders. Reducing pipeline damage enhances safety and minimizes accidental methane emissions. Over the years, we have developed several damage prevention and public awareness programs to improve our processes and reduce damages.



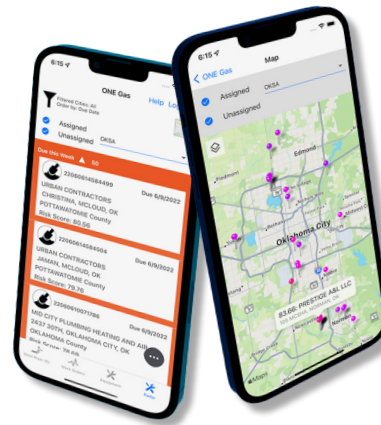
Gas techs installing new pipe for a relocation project.

Risk Assessment and Damage Reduction

To support our damage prevention programs, ONE Gas developed a Risk Assessment and Damage Reduction technology, or RADAR, to analyze excavation-related data and prioritize the probability of damage due to excavation activities near our pipelines. We use this technology to monitor higher-risk situations and can use the data to connect proactively with the excavator onsite before the excavation begins to foster safe practices. We are using RADAR across

the organization. The utilization of RADAR is an excellent example of continual efforts to improve our safety performance and reduce emissions. Since implementing RADAR, we have completed over 24,000 proactive interventions with excavators across our service area.

RADAR is an application developed by ONE Gas that monitors excavation activities near pipelines.





System Integrity

ONE Gas maintains Distribution Integrity Management (DIMP) and Transmission Integrity Management Programs (TIMP), which are compliant with the Pipeline and Hazardous Materials Safety Administration (PHMSA) CFR 192 Subparts O and P, to evaluate pipeline risk and implement mitigation strategies. Our programs utilize advanced risk-modeling software on our transmission assets and a probabilistic risk model for our distribution assets to help us plan and prioritize pipe replacements and other system integrity activities.

Pressure Reduction

Where possible, operating our transmission pipelines at lower pressures significantly increases safety by greatly reducing the risk of a pipeline rupture. Since 2008, through a series of projects, we have lowered pressures for 62% of high-pressure transmission pipeline mileage operating in metropolitan areas, and reduced pressure for more than 1,400 miles or 42% of transmission pipelines across all ONE Gas operating areas.

Public Awareness Safety Efforts

Our public awareness efforts and damage prevention programs proactively engage key audiences and provide information to help our stakeholders make informed and safe decisions and avoid damage to our pipelines.

Public Awareness Programs Include:

- **Contact 811 Before You Dig** – Participate in local damage prevention programs to promote safe digging
- **Natural Gas Safety** – Educate the public about how to detect a natural gas leak and what to do and not do if they suspect one
- **Cross Bore Education** – Provide cross bore awareness and safety measures to plumbing and excavating stakeholders (cross boring occurs when a natural gas line intersects another utility’s line)
- **Social and Traditional Media** – Leverage popular social media platforms and news media channels to raise awareness of safe digging
- **Employee Engagement** – Create safe digging employee advocates through educational materials, contests and trivia



The ONE Gas Dig Heroes encourage all customers, including developers, homeowners and excavators, to practice safe digging.

Advanced Leak Detection Technology

We complete system leak surveys of all in-service assets on a fixed-frequency schedule. ONE Gas utilizes advanced mobile methane leak detection units mounted in vehicles. Following multiple driving surveys along streets, the system generates locations to investigate leak indicators. Verified leaks are repaired according to their classification. Some advantages of advanced mobile detection include electronic data collection and analytics and the potential to survey faster than traditional walking leak surveys.

Emergency Management and Crisis Preparedness

Our emergency and crisis plans, assessments and committees are designed to mitigate risk and promote emergency preparedness for pipeline operations and cybersecurity. All departments must create, maintain and periodically update business continuity plans that allow critical operations to continue operating and minimizing disruption after an unexpected event.

Company officers and management regularly evaluate our emergency management and business continuity plans and discuss industry examples of natural gas emergencies and responses.



An operational update to the Emergency Operations Center is provided during a companywide emergency response drill.

Emergency Response Training

We conduct emergency preparedness and crisis drills yearly in each operating division. These drills involve local emergency management personnel and public safety partners. We also participate in emergency drills hosted by third-party community partners, agencies and organizations.



Mobile Command Center

The ONE Gas Mobile Command Center supports emergency response by providing Field Operations with a safe, flexible, self-sufficient workspace for uninterrupted operations. During incident response, it is also a mobile meeting location, equipped with traditional office amenities, like Wi-Fi, TV monitors, a conference table and workstations.

The Mobile Command Center is equipped with advanced technology and meeting space, allowing teams to have a safe, climate-controlled and well-equipped place to meet on the job site.

Cyber and Physical Security

Our company’s focus on safety extends to protecting the physical security of our co-workers, critical operational assets and information technology.

Our chief information officer (CIO) reports directly to the CEO and leads ONE Gas’ cyber and physical security efforts. The CIO attends regular meetings of the ONE Gas Board of Directors to provide updates on the cybersecurity landscape and what we are doing to keep our customers, co-workers and systems safe. Under the CIO’s direction, the ONE Gas cyber and physical security teams operate 24/7, continuously analyzing our business’s cyber and physical security risks. For the year ending December 31, 2024, no cyber incident or data breach disrupted our business. We address cyber and physical security risks through multiple layers of prevention:

Our Company

- Implements security technology, including AI-assisted surveillance and intrusion detection
- Exchanges information with peer companies to improve security across our industry

- Voluntarily participates in Transportation Security Administration (TSA) corporate and critical facility security review programs
- Routinely engages third-party experts to assess the company’s cybersecurity posture and controls, including penetration testing
- Works collaboratively with TSA on the mandatory security directives issued to pipeline operators in 2021, Security Directives Pipeline-2021-01 and Pipeline-2021-02

Our Cyber and Physical Security Teams

- Perform continuous monitoring of ONE Gas systems and facilities for cyber and physical security risks
- Routinely conduct cyber and physical security drills and training
- Staff the Security Operations Center (SOC) with security personnel 24/7

Our Technology and Data Compliance Team

- Creates and executes the annual Cybersecurity Assessment Plan and other compliance reviews in support of TSA’s security directives



- Coordinates the maintenance and compliance review of System Security Plans in support of Department of Defense federal contract acquisition regulations for technology and cybersecurity

Our Co-workers

- Complete regular, mandatory cyber and physical security awareness training
- Participate in monthly phishing awareness exercises
- Are trained in how to handle sensitive or confidential information, including HIPAA training, as appropriate to their roles
- Complete quarterly security awareness training, based on their role

Artificial Intelligence

ONE Gas leverages artificial intelligence (AI) to enhance safety and efficiency and provide better customer service. The company has an AI governance guideline that outlines how AI should be implemented securely and ethically.

We integrate AI into line locating practices, pipeline safety and damage prevention. Additionally, ONE Gas uses AI to analyze meter data to streamline fieldwork, boosting employee productivity and efficiency.

We will continue developing ways to enhance our operations through the safe and effective use of AI.

Privacy Practices

We take our obligation to protect our customers’ personal information seriously and have several protocols to safeguard customer information:

- We annually assess key components of our IT infrastructure as part of our Sarbanes-Oxley compliance review
- We annually assess key components of our IT systems as part of our cybersecurity compliance review



- We utilize technology and controls, such as encryption, antivirus software and firewalls to reduce the risk of cybersecurity breaches
- Vendors with access to customer information are contractually obligated to employ data security practices and protocols to protect ONE Gas information, including providing periodic SOC 2* reports and other information about their security credentials and practices

- The websites for each of our divisions provide customers’ data usage and privacy terms and conditions

**A SOC 2 report is designed to assure relevant entities about the suitability and effectiveness of an organization’s controls relevant to security, availability, processing integrity, confidentiality and privacy.*

ONE Gas Safety Management System

We use a systematic approach to manage safety called the ONE Gas Safety Management System (OSMS). This safety management system aligns with the American Petroleum Institute's (API) Recommended Practice (RP) 1173 for pipeline safety management systems, which utilizes a Plan-Do-Check-Act cycle to foster continuous improvement.

We continue to execute the OSMS and work with contractors to help them integrate these principles into their work.

We use the four-step cycle:

- 1) PLAN: Define the objectives/plan
- 2) DO: Implement and control the plan
- 3) CHECK: Monitor against the plan
- 4) ACT: Improve the performance of processes

These four steps provide an ongoing process to identify and execute improvement opportunities. Our Environment, Safety, Health and Compliance (ESH&C) steering committee, chaired by our chief operating officer, is responsible for providing direction and oversight of the OSMS process throughout the organization.

10 Elements of the ONE Gas Safety Management System



- 1. Leadership Commitment
- 2. Risk Management
- 3. Operational Controls
- 4. Emergency Preparedness and Response
- 5. Incident Investigation, Evaluation and Lessons Learned
- 6. Safety Assurance
- 7. Documentation and Record Keeping
- 8. Management Review and Continuous Improvement
- 9. Competence, Awareness and Training
- 10. Stakeholder Engagement

ONE Gas has fully implemented API RP-1173.

AGA Peer Review

ONE Gas participates in the AGA's voluntary peer review program. Collaborating with other utilities to highlight leading practices and identify opportunities for improvement reinforces our commitment to safety while driving a culture of innovation and continuous improvement.

ONE Gas is an Active Member of Many Industry Organizations



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Environmental Sustainability

ONE Gas is committed to operating in an environmentally responsible manner.

Emissions Reduction

Reducing our methane emissions is important to our business and environmental strategy. We continually evaluate ways to reduce emissions across Scopes 1, 2 and 3. This includes executing our pipeline replacement plan, enhancing operational practices, offering energy efficiency and education programs, implementing sustainable building initiatives and investing in alternative fuels research for products like renewable natural gas (RNG) and hydrogen.



Our company has an incentive program tied to our emissions goal to underscore our commitment.

SCOPE

1

Scope 1 emissions are direct greenhouse gas (GHG) emissions from sources controlled or owned by an organization, such as our pipelines, meter sets and fleet.

SCOPE

2

Scope 2 emissions are indirect GHG emissions from sources controlled or owned by an organization, such as purchased electricity.

SCOPE

3

Scope 3 emissions are from sources not owned or directly controlled by an organization but related to its activities. This includes emissions from our customers' use of the natural gas we provide and emissions upstream of our system.

Reducing Emissions from Mains and Services

ONE Gas has set a goal of reducing Scope 1 emissions across our enterprise from distribution pipelines by 55% by 2035, measured from a 2005 estimated baseline* and accounting for projected system growth. We're confident this goal is achievable and fully aligned with our long-term business strategy.

We have made steady progress since announcing our emissions reduction goal in January 2022. We remain on target to reach the goal through diligent execution of our pipeline replacement and protection program, which has the added benefit of supporting our safety goals.

**2005 is the year many U.S.-based businesses selected as a baseline for their emissions reduction goal under the Paris Agreement.*

Pipeline Replacement

Of the \$762 million in capital investments in 2024, nearly 70% was spent on system integrity and pipeline replacement projects, including replacing 460 miles of distribution mains, service and transmission lines.

Reducing Emissions from Transmission Lines

ONE Gas strives for operational efficiency when lines need maintenance or testing. To reduce emissions during these activities, we've utilized compressors specifically designed to transfer gas to operational pipelines rather than venting to the atmosphere. In 2024, we estimate that approximately 450 metric tons of CO₂e were recovered using this system.

Natural Gas Sustainability Initiative (NGSI)

ONE Gas participates in the Natural Gas Sustainability Initiative (NGSI), which is a collaboration between the AGA and Edison Electric Institute to improve the quality of available methane intensity information and identify ways to reduce methane emissions. NGSI is a voluntary, industrywide effort to enable companies to calculate their methane emissions intensity by the segments of the natural gas value chain in which they operate. For 2024, our methane intensity was 0.21.

Reducing Emissions for Customers and Fleet

Our Scope 3 emissions mainly come from customers' use of natural gas. We help them make informed energy decisions and offer options to reduce their carbon footprint through energy efficiency programs and alternative fuels like RNG.

Energy Efficiency Programs

Our energy efficiency programs help customers in Oklahoma and Texas make smarter energy choices that benefit them and the environment. In 2024, ONE Gas divisions issued approximately 47,000 energy efficiency rebates in Oklahoma and Texas, totaling approximately \$13 million.

Our Energy Efficiency Programs Include:

- Low-income Appliance and Weatherization Program
- Home Improvement and Appliance Upgrade Program
- New Home Program
- Commercial Direct Install Program
- Commercial Custom Install Program
- Natural Gas Vehicle Rebate Program
- Water Conservation Program
- Strategic Energy Management Program

In addition to these formal programs, we invest in energy conservation education for our customers and communities. We regularly engage in multimedia education campaigns spanning television, radio, print, billboards and social media to promote energy efficiency. We also provide energy-saving tips on our websites, in communications to customers, builders and trade partners and via local outreach events.

2024 Energy Efficiency Program Highlights



~30,000,000 gallons of water saved by customers



5,200,000 therms of expected annual energy savings



43,000 metric tons of CO₂e reduced



47,000 rebates totaling ~\$13 million issued

Compressed Natural Gas for Customer Vehicles

Compressed natural gas (CNG) vehicles can help our customers reduce their carbon footprint when replacing gasoline, diesel or propane. CNG is one of the cleanest-burning alternative transportation fuels available at scale today,* producing the fewest greenhouse gas emissions (GHG) of any major motor fuel.

Our public and private fueling stations provide clean-burning CNG to vehicles across Kansas, Oklahoma and Texas. In 2024, we transported 2.6 million dekatherms of CNG to 164 CNG fueling stations in our footprint. We continue to see growth in the heavy-duty sector, with some school districts in Oklahoma and Texas transitioning their buses to CNG and building on-site fueling stations.

*Source: U.S. Department of Energy: <https://afdc.energy.gov/vehicles/natural-gas-emissions>



Reducing Emissions from Company-owned Fleet

We manage Scope 1 emissions associated with company-owned and -operated vehicles using CNG-fueled vehicles where practicable. We are also using data analytics to assess driving and idling patterns. Approximately 33% of our company-owned fleet is capable of using CNG.

According to the Environmental Protection Agency (EPA), CNG generally creates fewer smog-related tailpipe emissions than gasoline and can reduce tailpipe GHGs by about 20%. We estimate that the use of CNG supplied by ONE Gas in 2024 avoided 47,357 metric tons of CO₂e compared to the use of gasoline or diesel fuel, which is equivalent to removing more than 11,046 passenger vehicles from the road.*

* Source: Learn About Green Vehicles — Compressed Natural Gas, U.S. EPA: <https://www.epa.gov/greenvehicles/learn-about-green-vehicles-compressed-natural-gas>

Reducing Emissions in Our Facilities

Scope 2 emissions are indirect GHG emissions from sources controlled or owned by an organization, such as purchased electricity. Using the EPA’s Greenhouse Gas Inventory Protocol, we use software to calculate the Scope 2 emissions from purchased electricity in the buildings we own and occupy. In 2024, this totaled approximately 4,500 metric tons of CO₂e, with about 35% of our energy consumption coming from renewable sources.

Sustainable Building Practices

We use LED lighting for all interior and exterior light sources at ONE Gas-occupied facilities. We also meet or exceed the minimum ENERGY STAR and Uniform Energy Factor ratings on our HVAC units, hot water tanks, TVs and appliances.

To further reduce our environmental impact, ONE Gas uses sustainable building standards when constructing new facilities:

- Automated lighting sensors
- Automated thermostatic controls
- ENERGY STAR-certified TVs and appliances
- High-efficiency HVAC units and hot water tanks
- LED lighting and signage
- Low-E glass and windows
- Recycled and environmentally friendly materials
- Zero-to-low volatile organic compound paint



Our service center in Austin, Texas, was built according to sustainable building standards.

Environmental Stewardship

Being an environmental steward goes beyond reducing carbon emissions. We also strive to reduce the environmental impact of all our operations by recycling scrap materials, conserving water, minimizing air pollutants and considering biodiversity before any construction work begins.

Waste Management

ONE Gas is dedicated to reducing waste throughout our operations. Recycling practices are implemented across our three divisions, including designated universal waste collection sites for common hazardous waste. All electronic waste is reused or recycled; no such materials go to landfills.

Results of our efforts in 2024 include:

- **198,270 pounds** of E-waste recycled
- **120,370 pounds** of old and expired high-density polyethylene pipe recycled
- **~2.6 million pounds** of decommissioned steel lines recycled

Water Management

While our daily operations as a natural gas distribution company are not water-intensive, we are committed to using natural resources responsibly in limited circumstances when we do use water, such as hydrostatic testing. Our water management efforts include:

- Reducing water consumption in employee-occupied facilities with efficient flush valves
- Encouraging customers to reduce usage through our water conservation program
- Using captured stormwater to aerate low-impact landscaping where appropriate
- Updating landscaping with water-friendly native plants and grasses
- Monitoring water use and recycling during our limited hydrostatic testing in accordance with Clean Water Act requirements, state regulations, permitting requirements and other regulatory requirements

What is Hydrostatic Testing?

Hydrostatic testing is a pressure test in which a system, like a pipe or pressure vessel, is filled with water and pressurized to check for leaks and structural integrity. It helps ensure the object can withstand the pressure it's designed for and prevent failures.

In 2024, **over 1 million** gallons of hydrostatic test water were recycled back into the hydrologic cycle after confirmation testing, eliminating water waste.



We work to minimize the impact of new development on endangered species, such as the Golden Cheeked Warbler.

Habitat Conservation

When our growing service territory requires new development or significant construction projects, we consider biodiversity based on applicable regulatory requirements. We participate in careful operational planning and partner with government agencies, non-government organizations and local nonprofits to avoid, limit or mitigate the impact on endangered species and their habitat.

If it is determined that a habitat for a threatened or endangered species may be present, we perform a field study that may lead to further permitting and mitigation, as appropriate, before construction can begin.

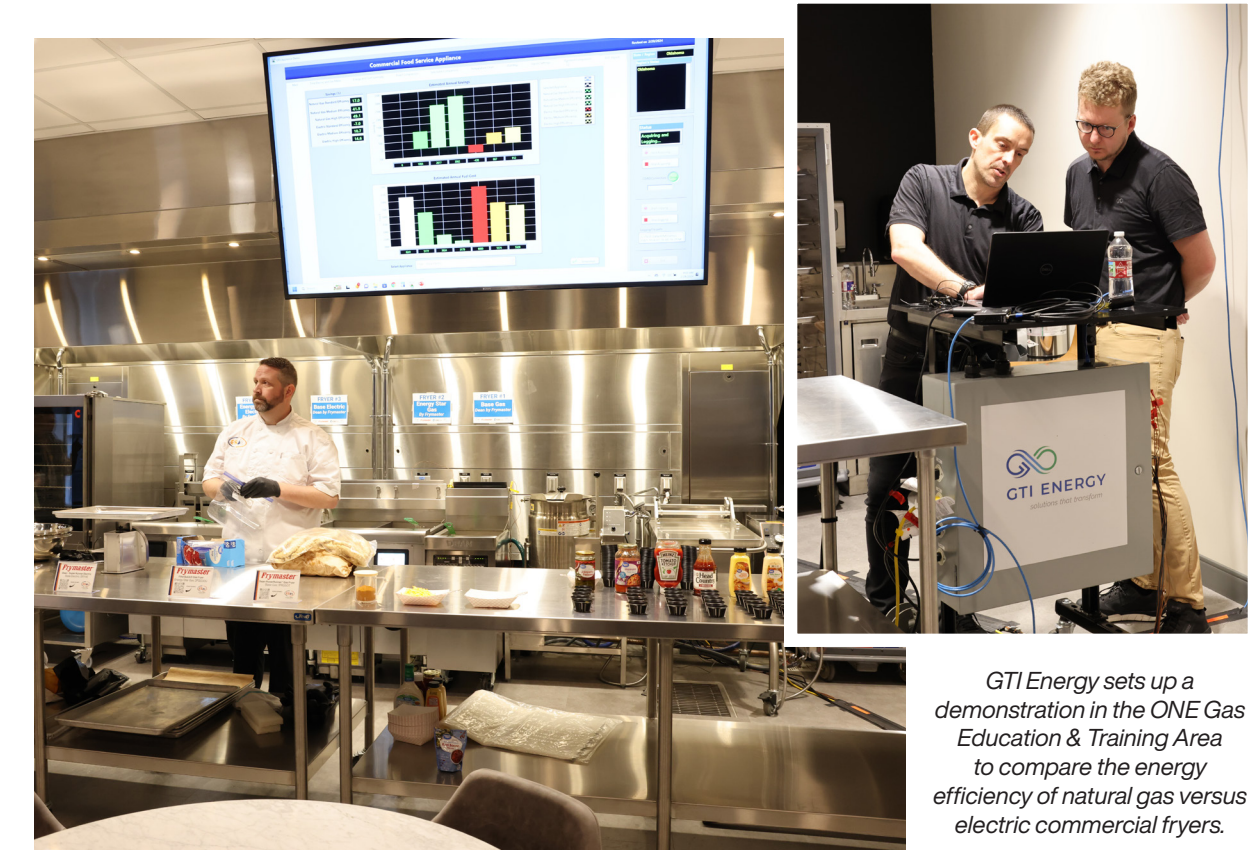
When completing a construction project, we work to restore the property to its original state or better. Improvements may include laying sod or reseeding with native vegetation, as appropriate and agreed upon with the property owner.

Investing in the Future of Natural Gas

In addition to finding ways to reduce emissions from our system, we provide our customers with options to reduce their carbon footprint through energy efficiency and alternative fuels. We also invest in research and new technologies that make the natural gas industry cleaner, safer and more efficient.

Supporting Industry Research

ONE Gas has invested approximately \$13 million in researching and developing innovative natural gas technology solutions through its ongoing partnership with GTI Energy. We contributed approximately \$675,000 for technology development projects, supporting more than 88 active projects.



GTI Energy sets up a demonstration in the ONE Gas Education & Training Area to compare the energy efficiency of natural gas versus electric commercial fryers.



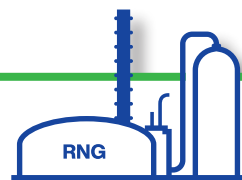
ONE Gas strives for 100% compliance in all we do, including compliance with environmental regulations. The EPA did not issue any fines or notices of violation against ONE Gas for non-compliance with environmental regulations.

Alternative Fuels

Renewable Natural Gas

Renewable natural gas (RNG) projects capture methane from organic materials, redirecting it away from the environment and removing gases from the atmosphere. RNG is chemically identical to geologic natural gas and can be used in all current applications, including cooking, heating, vehicle fuel and industrial uses. It can also be delivered to customers using existing natural gas pipelines.

ONE Gas is exploring opportunities to connect RNG across Kansas, Oklahoma and Texas, providing a sustainable energy option for commercial and industrial customers to reduce emissions and achieve sustainability goals.



Our residential, small commercial and industrial customers in Oklahoma can participate in a volunteer program to offset a portion of their natural gas usage by purchasing RNG credits. Learn more at oklahomanaturalgas.com/rng

Hydrogen Technology

Using hydrogen as a fuel source has potential national and regional benefits for energy storage, resiliency and emissions reduction. We invest in research with national laboratories and participate in industry partnerships so that we are ready to take advantage of hydrogen technology if and when low-carbon hydrogen is produced at scale.

2024 research partnerships include:

- Clean Hydrogen Future Coalition
- H2@Scale with GTI Energy
- Energy Center for Methane Research
- Carbon Utilization Research Council
- Net Zero Infrastructure Program (NZIP)
- Open Hydrogen Initiative
- Veritas with GTI Energy



Member of Our Nation's Energy Future

ONE Gas is a member of ONE Future, a group of natural gas companies working together to voluntarily reduce methane intensity across the natural gas value chain — from production to distribution — to 1% or less by 2025. Some of the most significant natural gas production, gathering and boosting, processing, transmission, storage and distribution companies in the U.S. are part of ONE Future, representing approximately 40% of the U.S. natural gas value chain. ONE Future reported a 2024 methane intensity for all ONE Future members of 0.331%, surpassing its target of 1% for the seventh year in a row.



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Social Commitment

Supporting Our Co-workers

Our Core Value of Service extends to supporting our co-workers. We create a high-performing workforce by engaging people to do their best work in an inclusive culture based on trust and mutual respect.

Employee Satisfaction Survey

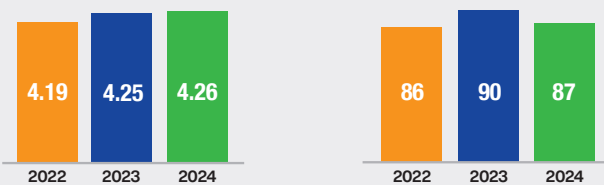
Since March 2016, ONE Gas has completed an annual Gallup employee engagement survey. Participation in the survey continues to be strong, with 89% of employees participating in 2024. Again, we were in the top quartile of Gallup's Overall Company Database for employee engagement.

Our overall engagement increased for the eighth year in a row.

2024 Gallup Employee Engagement Results

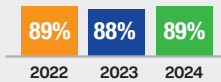


4.26 ↑ **87** ↑ Gallup Company Overall Percentile



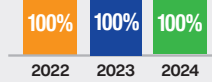
89%

Goal: ≥ 91%



100%

Goal: 100%



Gallup Survey uses a scale of 1-5, with 5 being the highest



Gallup studies have consistently shown that organizations with highly engaged employees have fewer safety incidents, reduced turnover and increased productivity.

Employee Development Programs

We are committed to fostering a culture of continuous learning and professional growth. Our training programs are reviewed annually to evaluate their effectiveness and equip our team members with the skills and knowledge they need to excel in their roles and advance their careers. We help prepare employees for the evolving energy industry through various training modules, workshops and mentorship opportunities. Whether through technical training, leadership development or safety protocols, we provide comprehensive resources to support employees' success and drive innovation.

Leadership Training Programs

In 2024, we introduced a leader development program to support newly promoted or hired managers and supervisors. The program includes a set of recommended curricula based on the skills and behaviors required at these leadership levels. It delivers valuable content and strategic insights tailored to help ONE Gas leaders navigate challenges while embodying our Core Values and behaviors. The new manager and supervisor groups meet virtually and attend an in-person workshop to cover various leadership topics, including coaching, compensation, employee relations and a Q&A panel with business leaders. In 2024, 86 leaders participated in the program.



A new leader development program supports newly promoted managers and supervisors.

Career Pipeline

In 2024, we launched Career Pipeline, a one-stop career development website that provides personalized information to help foster employee development. The site features tools and resources supporting meaningful career conversations and navigating a career at ONE Gas. The program is currently available to leaders with plans to expand to all employees.

Performance Reviews

Our performance review and goal-setting processes are essential for maintaining a high-performing workforce and aligning personal goals with company objectives. We conduct annual formal reviews to evaluate employee growth, goal achievement and alignment with ONE Gas values. The formal process includes a

mid-year and end-of-year check-in, self-assessment and manager feedback geared toward future development. In addition to the formal process, leaders are provided with tools and training to encourage ongoing coaching conversations throughout the year. Goals are set annually to align with our Core Values and strategic plan and are assessed during performance reviews.



In 2024, ONE Gas filled 47% of open positions with internal candidates.

Core Value of Inclusion & Diversity

Much like our Core Value of Safety, Inclusion & Diversity (I&D) is fundamental to approaching our work at ONE Gas. Each employee brings their unique background, thoughts and perspectives to our company.

We welcome these differences and recognize how an inclusive workplace helps us create a positive experience for customers and employees. We believe people who feel respected and empowered to do their best work contribute to an engaged, high-performing workforce.

Through innovative, voluntary programming and easily accessible resources, we aim to foster an inclusive environment based on respect to make our organization safer and more productive.

The ONE Gas I&D Council advises and advocates for I&D in alignment with the company's mission. Six permanent members, including the CEO, and 14 rotating members serve as advocates who share our inclusion and diversity goals and engagement opportunities with their local teams.



2024 Highlights

- Recognized as a **Veteran Employer Champion** for the sixth consecutive year
- Recognized as one of the **2024 Best Places to Work for Disability Inclusion** by the Disability Equality Index
- Recognized as an **Inclusive Workplace by Tulsa Regional Chamber Mosaic**

Employee Resource Groups

Employee Resource Groups (ERGs) enhance I&D engagement and awareness, promote allyship and offer professional development. All employees are welcome to join, regardless of whether they identify as members of the group's constituency. In 2024, 36% of employees participated in one or more of our ERGs.



Generation ONE
(new in 2025) supports individuals who recently began their careers at ONE Gas or in the energy industry



ONE PRIDE
(People Respecting Inclusion & Diversity in Everyone)
supports our LGBTQIA+ employees and communities



BLOG (Black Leadership at ONE Gas)
supports our Black and African American employees and communities



La Voz
supports our Hispanic/Latino employees and communities



VERG
(Veteran Employee Resource Group)
supports our veteran employees and communities



CAPABLE
(Caring, Adaptable, Proficient, Ambitious, Brave, Loyal, Equal)
supports people with disabilities and their caregivers



Native ONE
supports our Native American employees and communities

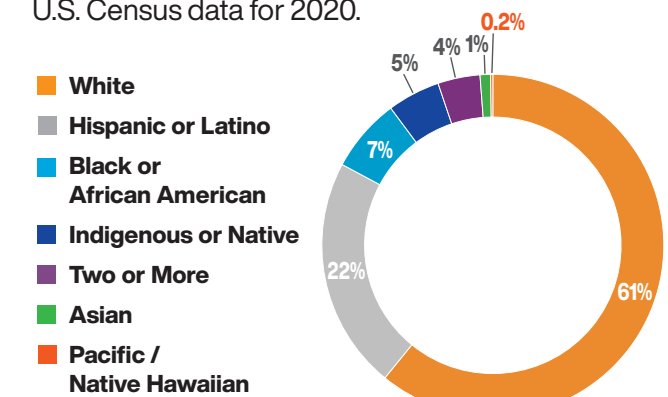


WE Lead
(Women in Energy Leading)
supports women in the workforce

Workforce Demographics

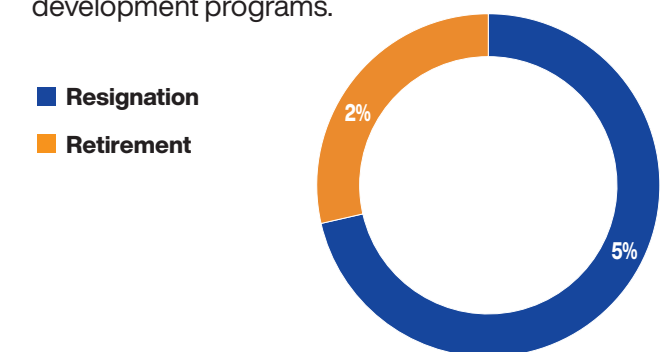
Ethnicity Breakdown for Total Workforce

ONE Gas' workforce demographics broadly resemble the ethnic breakdown of the three states in our footprint compared to U.S. Census data for 2020.



Voluntary Turnover Rate

ONE Gas monitors its voluntary turnover rate to better understand market trends and opportunities to increase employee development, engagement and retention. We retain a high-performing workforce through dedication to an inclusive culture, attractive benefits and robust development programs.



Well-being Programs

When it comes to our co-workers' well-being, ONE Gas is committed to providing resources and programs that can help support them in all aspects of their lives. Our co-workers' physical, financial, emotional and social health are all equally important to us. That's why we're proud to offer benefits that take a holistic approach, inspiring and supporting employees' well-being goals now and into the future.

Four Areas of ONE Gas Well-being:

Physical	Financial	Emotional	Social
Encourage healthy lifestyles where employees are aware of their state of health and opportunities for improvement	Help employees prepare for the future by providing spending, saving and investing education to meet short- and long-term financial goals	Inform and promote resources and access to services to assist employees with addressing life challenges that can affect an employee's health, family life and job performance	Highlight the value of being part of a community and the importance of developing healthy relationships
Health and prescription drug insurance	Retirement savings plans: 401(k) & profit-sharing	Paid time off for holidays and personal time	Employee Resource Groups
Vision and dental insurance	Employee Stock Purchase Plan	Flexible and remote work options	Professional development
Health and wellness clinics	Money management and financial education programs	Virtual counseling	Continuing education, scholarship and tuition assistance programs
Condition support programs	Life insurance	Adoption assistance	Service Award recognition
Tobacco cessation program	Accidental death and dismemberment insurance	Employee Assistance Program	Volunteer program
Dedicated lactation rooms	Short- and long-term disability insurance	Paid parental leave in addition to leave for maternity	Matching grants to 501(c)(3) nonprofit organizations
Virtual wellness visits	Health and Dependent Care Spending and Savings Accounts (FSA/HSA)	Child and elder care referral resources	Job shadowing Mentorship program

To learn more about employee well-being and benefits at ONE Gas, visit jobs.onegas.com/benefits

Customer Support

We strive to help our customers quickly find solutions to their diverse and evolving needs — whether product, service or financial.

Our 2.3 million customers depend on us for affordable and reliable natural gas service every day to cook meals and keep their families warm. Our underground delivery system provides customers with essential energy through the cold months, natural disasters and extreme weather events when other energy sources can fail.

We offer a variety of products, services and tools to enhance their experience with our company and our products, including:

Customer Protection Program

Optional protection plans to cover emergency repairs for homeowners or renters, implemented by Oncourse Home Solutions.

Natural Gas Generator Program

Exclusive savings and benefits when purchasing a natural gas generator through vetted dealers.

Self-service Tools

We offer a mobile app, online account management, e-statements and text alerts to help customers conveniently pay bills, view payment history and schedule service anytime.

Caring for Our Customers: 2024 by the Numbers



88% of customer contacts were made via online self-service options



57% of our customers enrolled in e-statement, resulting in a 50% reduction in printing and postage costs



4% increase in website self-service usage



88% Overall satisfaction score on the 2024 ONE Gas Customer Relationship Survey



87% of customers indicated that we are easy to do business with*

* 2024 MSR relationship survey



ONE Gas is a proud member of the National Energy & Utility Affordability Coalition, which advocates for policies and programs to help low-income households reduce their energy burdens.

Low-income Support

Our Customer Service team takes a proactive approach to helping customers prevent disconnections. This includes reaching out through calls, texts and letters, offering to work with customers on a payment plan and connecting them with payment assistance agencies. Support also includes information on low-income energy assistance, statewide assistance programs and our *Share the Warmth* programs.

The ONE Gas Energy Assistance Portal is a tool that makes it easier for social service agencies to help pay customers' bills. Agencies can obtain needed information, such as usage, payment information or disconnect notice copies, at any time. Once applicants are approved, pledges to eliminate past-due balances can be submitted through the portal to prevent disconnection while the payment is processed.

Giving Back to Our Communities

ONE Gas Foundation Grants

The ONE Gas Foundation is a separate 501(c)(3) organization focusing on education and workforce development, community engagement and disaster recovery, and community collaboration and development within our service territory.

Doubling the Impact

The ONE Gas Foundation allows employees and retirees to further their impact with the nonprofits they support by providing a dollar-for-dollar match to eligible 501(c)(3) nonprofit organizations within our service area and higher education institutions. The program matches up to \$5,000 per employee and \$1,000 per retiree yearly. In 2024, we donated \$225,854 through 244 matching grants.



In 2024, employees, retirees and their family and friends across our footprint volunteered more than 10,000 hours at local nonprofit organizations, a milestone we set as part of our 10th anniversary.

Volunteer Efforts

ONE Gas employees generously give their time to impact their communities positively. Our volunteer projects highlighted building houses, fighting food insecurity, supporting youth development and working toward community improvement.



Volunteers at the Kansas Special Olympics.



Volunteers install smoke detectors at the American Red Cross Sound the Alarm event in Tulsa.



Volunteers pick up trash for Adopt-a-Highway in Harlingen, TX.



Local public school cafeteria workers attend a cooking demo in the ONE Gas Education & Training Area in Tulsa.

Community Relations

Being a good corporate citizen involves investing time and resources in our communities. We strive to build positive, long-lasting relationships with local elected officials and business leaders in the areas we serve. Our Community Relations managers actively engage with citizens, listening to their concerns and encouraging meaningful dialogue through town halls, one-on-one meetings, local events and other hands-on initiatives.

We partner with local chambers, leadership programs, nonprofit boards and charities to support local economic development and foster healthy communities. Whether supporting local school districts, advocating for environmental conservation or providing home weatherization resources, our team collaborates with local leaders to help communities grow and thrive.

Community Giving in Action



Kansas

Furthering the Mission of North Central Kansas CASA and Hope's Place Child Advocacy Center

We donated \$10,000 to North Central Kansas Court Appointed Special Advocates (NCK CASA) and Hope's Place Child Advocacy Center (CAC). The nonprofit represents the best interests of abused and neglected children in the courts, providing volunteer representation for children and a safe, permanent and nurturing home. The funds will help recruit and train volunteers to serve as the voice for children in the court system.



Oklahoma

Supporting the Family Shelter of Southern Oklahoma

We partnered with the Family Shelter of Southern Oklahoma by funding a \$10,000 grant to provide clients with basic needs like food, clothing and hygiene products. The shelter provides safety, relief and support for people who have suffered physical and emotional abuse as a result of family violence, sexual assault and stalking.



Texas

Expanding the Reach of the Harlingen Neighborhood Food Pantry






We supported the Harlingen Neighborhood Food Pantry with a \$10,000 anniversary grant. The food pantry distributes approximately 70,000 pounds of food and serves nearly 800 families monthly. With higher food costs, the food pantry saw an increase in first-time clients in 2024.

Political and Community Activity Advocacy

ONE Gas engages with public officials when laws or policies may affect our customers, employees, business and the communities we proudly serve. We engage in ongoing discussions with elected and appointed officials and business leaders to address key issues such as safety, energy efficiency, affordability and reliability.

We actively participate in trade associations and business groups like the AGA to champion industry growth and economic development while advancing sustainability initiatives. Through these engagements, we advocate for causes that benefit our customers, such as laws that protect customer choice, government-funded energy assistance programs, damage prevention legislation and promote pipeline safety practices.

ONE Gas is committed to partnering with our communities to provide insight into the benefits of natural gas, essential to reducing global emissions while maintaining affordability, reliability and quality of life.

Stakeholder group	Primary engagement topics	How we engage	Who engages
 Investors	<ul style="list-style-type: none"> Strategy and risk management Financial performance Growth opportunities Emissions reduction I&D, workforce statistics 	<ul style="list-style-type: none"> Conferences and 1x1 meetings Quarterly conference calls SEC filings Sustainability reports Participation in ESG ratings 	<ul style="list-style-type: none"> Executive team Investor Relations Sustainability SEC team
 Employees	<ul style="list-style-type: none"> Safety Strategy and risk management Growth opportunities I&D, workforce statistics Cyber and physical security 	<ul style="list-style-type: none"> Sustainability reports Internal communications Safety meetings Townhalls State of the Company 	<ul style="list-style-type: none"> Executive team Corporate Communications Sustainability Cyber and Physical Security I&D
 Regulators	<ul style="list-style-type: none"> Rates and rate design Tariffs Safety and system integrity Low-income strategy Emissions reduction 	<ul style="list-style-type: none"> Rate case filings Updates and briefings Sustainability reports News releases 	<ul style="list-style-type: none"> Rates & Regulatory Legal Commercial Community Relations Sustainability Operations
 Customers and communities	<ul style="list-style-type: none"> Affordability Safety and reliability Energy efficiency Environmental stewardship Ease of doing business Comfort and convenience Community support and philanthropy Role of natural gas in a low-carbon future 	<ul style="list-style-type: none"> Sustainability reports Websites Social media Bills inserts Contact center Targeted customer surveys News releases 	<ul style="list-style-type: none"> Corporate Communications Community Relations Customer Service Market Development Sustainability Operations
 Local governments and chambers of commerce	<ul style="list-style-type: none"> Clean energy policies Building codes Emissions reduction Safety and reliability Affordability Availability and ease of installation Role of natural gas in a lower-carbon future 	<ul style="list-style-type: none"> City council and community meetings Working groups and task forces Sustainability reports 1x1 meetings Updates and briefings 	<ul style="list-style-type: none"> Community Relations Government Affairs Commercial Corporate Communications



Governance

Our governance practices and policies reflect ONE Gas' strong commitment to our shareholders, employees and community. We are committed to the highest level of ethical standards in everything we do.

For complete information on our corporate governance practices, including board committees and charters, visit the Governance page of onegas.com or view our most recent proxy statement.

Forward-Looking Statement and Important Notes and Disclaimers

Some of the statements contained and incorporated in this report are forward-looking statements. Forward-looking statements may be identified by words such as “anticipate,” “estimate,” “expect,” “project,” “intend,” “plan,” “believe,” “should,” “goal,” “forecast,” “guidance,” “target,” “could,” “may,” “continue,” “might,” “potential,” “scheduled,” “likely,” and other words and terms of similar meaning, however, all statements in this report that are not statements of historical fact should be considered forward-looking statements. Readers should not place undue reliance on forward-looking statements, which are applicable only as of the date of this report and are based on management’s current expectations. These statements are subject to known and unknown risks, uncertainties, changes in circumstances and assumptions that are difficult to predict and often beyond our control. These and other factors may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by forward-looking statements. In addition, many of the standards and metrics used in preparing this report, including any underlying data used in preparing such metrics, continue to evolve and are based on expectations and assumptions believed to be reasonable at the time of preparation, but should not be considered guarantees. The standards and metrics used, and the expectations and assumptions they are based on, have not been verified by any third party. Moreover, our disclosures based on any standards may change due to revisions in framework requirements, availability of information, changes in our business or applicable governmental policies, or other factors, some of which may be beyond our control. In addition to any assumptions and other factors referred to specifically in connection with the forward-looking statements, factors that could cause our actual results to differ materially from those contemplated in any forward-looking statement include, among others: socio-demographic and economic trends, energy prices, technological innovations, climate-related conditions and weather events, legislative and regulatory changes, our ability to gather and verify data regarding environmental impacts, our ability to successfully implement various initiatives throughout the company under expected time frames, the compliance of various third parties with our policies and procedures and legal requirements and other unforeseen events or conditions. These factors are not necessarily all the important factors that could cause actual results to differ materially from those expressed in any of our forward-looking statements. Other factors also could have material adverse effects on our future results, including factors that are unknown to us. Other risks are described in greater detail in Parts 1, Items 1A, Risk Factors, in our Annual Report and quarterly reports on Forms 10-K and 10-Q respectively, which we file with the Securities and Exchange Commission. All forward-looking statements attributable to us or persons acting on our behalf are expressly qualified in their entirety by all these factors. Other than as required under securities laws, we undertake no obligation to update publicly any forward-looking statement whether as a result of new information, subsequent events or change in circumstances, expectations or otherwise. You should not place undue reliance on any forward-looking statement. We do not undertake and expressly disclaim, any obligation to update or revise any forward-looking statements to reflect the impact of circumstances or events that arise after the date the forward-looking statements were made. This report also contains matters that may be significant, however, any significance should not be read as necessarily rising to the level of materiality used for the purposes of complying with the U.S. federal securities laws, even if we use the word “material” or “materiality” in this report. Given the uncertainties and assumptions required to make some of the disclosures in this report, and the timelines involved, materiality is inherently difficult to assess far in advance. Moreover, given the inherent uncertainty of the estimates, assumptions and timelines contained in this report, we may not be able to anticipate whether or the degree to which we will or will not be able to meet our plans, targets or goals in advance.



Metrics

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Reporting Framework

This report was developed with reference to the AGA ESG/Sustainability template, the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and the Sustainability Accounting Standards Board (SASB).

Additional Information

Please see our most recent Annual Report on Form 10-K as updated by the most recent Quarterly Reports on Form 10-Q and as filed with the SEC for information relevant to investment decisions in ONE Gas securities.

Welcoming Your Feedback

As you review our Sustainability Report, we encourage you to provide feedback. Please send any comments to IR@onegas.com. Thank you.

RATING ORGANIZATION	2025	2024	2023
MSCI	AAA	AAA	AA
Sustainalytics	25.8	25.8	28.6
ISS Corporate Rating	C+/Prime	C+/Prime	C+/Prime

Rating scales

MSCI: AAA, AA, A, BBB, BB, B, CCC

Sustainalytics: Risk negligible (0-10), low (10-20), medium (20-30), high (30-40), severe (40+)

ISS Corporate Rating: (A+ = Excellent performance, D- = poor performance; prime rating varies by sector)



Task Force on Climate-related Financial Disclosures (TCFD)

Preface

We have prepared this report following TCFD recommendations to provide information on our approach to climate-related risks and opportunities. Please refer to the accompanying 2025 Sustainability Report for additional information on the disclosures and metrics that are summarized below, and our most recent Annual Report on Form 10-K as updated by the most recent Quarterly Reports on Form 10-Q and as filed with the Securities and Exchange Commission (SEC) for information relevant to investment in ONE Gas securities.

Introduction

At ONE Gas, we focus every day on delivering safe, reliable and affordable natural gas to our customers. Our Core Values guide our commitment to implementing sustainable business practices, creating long-term value for our stakeholders.

Because we are a 100% regulated natural gas utility, our greatest climate-related risks, impacts and opportunities arise from Scope 1 and 3 emissions. Our Scope 1 emissions make up approximately 3% of our total emissions profile, and primarily consist of

fugitive emissions from our system. Our Scope 3 emissions are the bulk of our emissions profile and consist of upstream emissions from gas supply (estimated at just under 20% of emissions) and customer emissions (approximately 80% of emissions).

We have the most control over our Scope 1 emissions because they come directly from our assets. We have set a goal to reduce our Scope 1 emissions due to leaks from our distribution pipeline system by 55% by 2035, measured from a 2005 estimated baseline and including projected growth. This goal is driven by our pipeline replacement and protection program. The primary focus of that program is to increase system safety and integrity. We do this by investing capital to replace vintage pipes with pipes made of more modern materials. The program also supports our climate-related goals because the new pipe typically has a lower emissions profile. Reducing emissions through our pipeline replacement program aligns with our core values and our capital strategy and has strong regulatory support. In 2023, we introduced an employee pay metric, applicable to all non-bargaining unit employees, that is based on emissions reduction tied to the execution of our planned pipeline replacement activity.

In considering our strategy for reducing Scope 3 emissions, we are mindful that we provide an essential service and must consider customer needs in any decision we make. We have thus taken a customer-focused approach to Scope 3 emissions reduction. We are working to take advantage of opportunities to assist our customers in reducing their emissions. We have made efforts to expand energy efficiency and education programs, which help customers use less energy, although the success of those efforts depends upon regulatory approval. We have also engaged in efforts to make renewable natural gas (RNG) available to customers who are willing and able to pay more to reduce or offset their emissions.

With the guidance of our board, ONE Gas employees and management work hard to meet our emissions reduction goals and continue to safeguard our customers' access to a safe and reliable source of heat and energy.

Governance

Board Oversight of Climate-related Risks and Opportunities

Our Board of Directors oversees an enterprise-wide approach to risk management. Our management team provides the board with periodic briefings and informational sessions on the significant risks our company faces and what they are doing to control and mitigate those risks. As part of its risk oversight responsibilities, the board reviews climate and environmental risks and the company's strategy for mitigating those risks. In 2023, the board approved a pay metric tied to emissions reduction through execution of our planned pipeline replacement activity.

Our full board is actively involved in overseeing, reviewing and guiding our corporate strategies, including those related to environmental, social and governance (ESG) strategies in both regular meetings and as part of our annual strategic planning process. This includes evaluating climate-related risks and opportunities.

To enhance its understanding of climate-related issues and their impact on the business, the Board has taken part in informational sessions on ESG materiality — which includes concepts and considerations that go beyond the federal securities law definition of “materiality” — stakeholder expectations around climate and ESG, and the role of a corporate board in ESG governance, including governance of climate-related issues. The board is regularly updated on our Scope 1 emissions reduction goal and the progress we are making toward achieving that goal, as well as our efforts around RNG and alternative fuels.

While our entire board remains responsible for ESG oversight, certain board committees also have ESG or climate-change-related oversight responsibilities, as follows:

- **Audit**
 - Oversees the performance of Enterprise Risk Management (ERM), which includes evaluation of climate-related risk
 - Reviews compliance with the company's code of business conduct and legal and regulatory requirements, including environmental and reporting requirements

■ Executive Compensation

- Considers and recommends to the board, as appropriate, compensation and incentive structures, policies, procedures and related matters that support the company's ESG goals and objectives
- Establishes pay metrics, including the pay metric tied to emissions reduction, that incentivize appropriate behavior and drive results

■ Corporate Governance

- Identifies and recruits individuals qualified to become directors and recommends director nominees to the board
- Reviews and approves the company's policies on and responses to important shareholder issues and proposals, which may include climate-related concerns
- Considers and recommends to the board, as appropriate, governance programs and policies, and approaches to legislative affairs activities and political action committees that support the company's ESG goals and objectives

Our board and management team work together to set emissions reduction targets, measure progress and drive accountability for our climate-related and other sustainability goals.



Task Force on Climate-related Financial Disclosures (TCFD)

Management's Role in Assessing and Managing Climate-related Risks and Opportunities

Our senior leadership, including our chief executive officer (CEO), regularly reviews risks and opportunities, including those related to emissions and climate and decides how to apply policies and strategies to address those risks and opportunities throughout the business. Each year, our leadership team reviews our strategic plan and considers the results of our ERM process to determine whether to make changes to the plan.

Steering Committees

In 2024, we operated two steering committees led by executive management and focused on safety and environmental practices and climate and sustainability strategy.

Our Environment, Safety, Health and Compliance (ESH&C) Steering Committee is chaired by our chief operating officer (COO) and includes other members of our management team. The purpose of the ESH&C Steering Committee is to provide vision, leadership, direction and oversight of our ESH&C programs, processes and management systems for the protection of our employees, the environment and the communities we serve. The ESH&C Steering

Committee reviews ONE Gas' pipeline integrity program, which includes the pipeline replacement and protection program that is driving our current Scope 1 emissions reduction goal. The ESH&C Steering Committee also oversees the development and implementation of our environmental programs, which include biodiversity protection and environmental compliance.

In 2021, ONE Gas created the ESG Steering Committee to review and recommend climate-related and other sustainability policies and practices that are important to our internal and external stakeholders. The committee chair is the chief financial officer (CFO), who regularly reports the committee's activities to the executive leadership team and updates the board on significant issues that came before the committee. The primary purpose of the ESG Steering Committee is to provide vision, leadership, direction and oversight of our ESG programs, strategy, processes and disclosures, as we continue to focus on integrating sustainable practices into our business while creating long-term shareholder value.

The ESG Steering Committee makes recommendations for disclosures around climate initiatives, metrics and emissions targets and enhances the company's understanding and integration of sustainable practices, including emissions reduction, into everyday business activities. This effort includes input and collaboration throughout the enterprise and helps ensure that information around climate and our emissions reduction strategy is shared with all levels of management. To foster a high level of collaboration, the committee includes officers from the following operational areas:

- **System Integrity** – responsible for management of the pipeline replacement and protection program, evaluation of alternative fuels and carbon capture technologies from an engineering perspective and development of related processes and procedures
- **Environmental and Safety** – responsible for environmental compliance, biodiversity protection and safety
- **Commercial and Rates & Regulatory** – responsible for developing business opportunities, meeting customer needs and executing regulatory strategy
- **Treasury** – responsible for managing finances and access to capital

- **Legal** – responsible for advising on risk and compliance, including environmental and regulatory compliance
- **Operations** – responsible for the safe operation of our pipelines, which includes our replacement and protection program and practices and procedures to reduce operational emissions
- **Human Resources** – responsible for employee engagement and inclusion & diversity efforts
- **IT and Enterprise Services** – responsible for facilities (Scope 2 emissions), cybersecurity and technology solutions

Execution of Climate Strategy

Management executes our sustainability strategy. Our current emissions reduction goal for emissions due to leaks on mains and service lines is dependent upon successful execution of our pipeline replacement and protection program. This program is overseen by our vice president of system integrity and carried out by our field operations employees.

Our resource management and fleet teams work to reduce fleet emissions by utilizing compressed natural gas (CNG) to the extent practicable given current supply chain and cost restraints.

Working with our Rates & Regulatory and legal teams, our commercial team is developing pathways to offer alternative fuels to customers who desire access to such fuels. We have a tariff in Oklahoma that allows us to offer RNG credits to customers who wish to purchase them. We proposed a similar program in our Central-Gulf Texas service territory but the program was not adopted.

Strategy

This section discusses climate-related risks and opportunities that ONE Gas has identified and which are included in this report in accordance with TCFD guidelines. This report does not address all risks facing ONE Gas; instead, it summarizes certain risks and our current expectations under the TCFD framework. Similarly, these risks are not necessarily all material for purposes of our reporting under federal securities laws, and the risks included herein may therefore be more expansive than those identified in our SEC reporting. Please note the important notes and disclaimers at the end of our 2025 Sustainability Report, which applies to this TCFD report as well, and review our most current Annual Report on Form 10-K or Quarterly Report on Form 10-Q filed with the SEC for further details and a listing of additional risks, considerations and assumptions. The reports can also be accessed at onegas.com.



Task Force on Climate-related Financial Disclosures (TCFD)

We are a 100% regulated natural gas distribution company. As such, our primary climate-related risks and opportunities are transition-related risks and relate to reducing our methane emissions and making cleaner energy pathways available to our customers as demand arises. We are also exposed to some physical risks associated with climate change. We have robust programs in place to identify and mitigate climate risks and to take advantage of the opportunities to sustainably grow our business as described below and in our 2025 Sustainability Report.

Transition Risks

Public Policy and Reputational Risk

As a natural gas utility, we compete primarily with other energy alternatives, such as electricity, to supply energy for space and water heating, cooking and clothes drying. Carbon neutral, energy-efficiency or other legislation or regulations intended to address climate change could increase our operating costs or restrict our opportunities in new or existing markets.

Our strategy to address these risks is to reduce our operational greenhouse gas (GHG) footprint (Scope 1 and 2 emissions), reduce the carbon intensity of the gas, engage with policymakers and regulators, reduce the carbon intensity of the gas we transport by integrating lower-carbon fuels as customer demand for such fuels develops, and help our customers use less energy.

These risks also come with opportunities to expand energy efficiency programs as our regulators allow, and to make lower-carbon fuels such as RNG and hydrogen available for customers who want them. We are developing the infrastructure and knowledge to do that without putting capital at risk through direct investment in RNG or hydrogen production. Instead, we are working with RNG feedstock owners such as dairy farms and wastewater treatment facilities to help connect them with RNG developers. We have completed our interconnection design for RNG projects and have also developed gas specifications for RNG so that we are prepared to interconnect when projects are ready. We are participating in the H2@scale project in Austin, Texas, and in other hydrogen industry partnerships to increase our knowledge around hydrogen blending and utilization so we are ready to provide this service when customers are ready.

■ Reducing Scope 1 Emissions

We project that our pipeline replacement and protection program will allow for a 55% reduction in emissions due to leaks from mains and services by 2035, measured from a 2005 estimated baseline and including the continued growth we expect to see in our system. This program is fully integrated into our capital and system integrity strategies and has strong regulatory support.

We also reduce emissions from our system through timely leak detection and repair (including the deployment of modern technology for finding leaks and setting a timeline for repairing Grade 3 leaks) and through damage prevention programs that are designed to reduce third party damage to our pipelines. These activities are further detailed in our 2025 Sustainability Report.

We are working to reduce emissions from our fleet through usage of CNG, which can reduce tailpipe emissions compared to gasoline, and by implementing operational practices that increase fuel efficiency, such as reducing unnecessary idling time.

■ Reducing energy use in our buildings

We have implemented software to allow us to estimate our Scope 2 emissions from purchased electricity and understand how much of that energy is generated from renewable sources. We have also incorporated sustainability considerations into our building practices for the construction of new facilities to reduce our environmental impact, as further detailed in our 2025 Sustainability Report.

■ Integrating low-carbon fuels

RNG and hydrogen technologies offer potential opportunities to secure new gas supply sources that could be transported through our pipelines. Our evaluation of these technologies and opportunities includes: (1) establishing interconnection guidelines for delivery of alternative fuels to our system, (2) working with feedstock producers, developers and end-use customers to identify potential alternative fuel supply projects, (3) analyzing pipeline system integrity and gas supply implications, including sourcing opportunities, related to hydrogen use in our system, (4) partnering with industry groups to identify opportunities for hydrogen blending and utilization, and (5) evaluating the opportunity to reduce greenhouse gas emissions through the use of alternative fuels.

In Oklahoma, we have introduced a voluntary RNG tariff and are evaluating similar tariffs in other jurisdictions. We are taking part in RNG projects that are in various stages of development. In addition, we are participating in the Clean Hydrogen Future Coalition, which advocates for policies that are supportive of hydrogen project development, the Open Hydrogen Initiative, which seeks to develop protocols around hydrogen deployment and carbon intensity, and the H2@scale project, which is a collaboration of GTI Energy, the University of Texas and industry partners to demonstrate the development and utilization of hydrogen to meet multiple energy needs.

■ Educating customers and investors about the value of natural gas

The natural gas supply disruption due to the war in Ukraine, historic cold weather events across the United States and increasing energy needs due to artificial intelligence and other sources of increased demand have demonstrated the value of having a secure, diversified source of energy, especially for heating homes and essential businesses when cold weather strikes. As customers look for a reliable and affordable source of heat and energy, demand for natural gas continues to grow within our service territory. Through customer communications, community engagement, discussions with investors

and support of trade organizations such as the American Gas Association (AGA), we are working to increase awareness of the benefits of natural gas, the continued and growing demand within our service territory and the supportive regulatory environment in which we operate.

■ Engaging with policymakers

We engage with our elected and appointed officials to help keep them informed about issues that are important to our business and our customers. The legislatures in all three of the states in which we operate have passed energy choice legislation, which prohibits local governing bodies from banning any single fuel source. Transitioning from natural gas to electric or another fuel source can have high costs that customers may struggle to afford. Our community relations specialists engage directly with local governing bodies to help them understand the benefits of an affordable, reliable and diverse array of energy options, including natural gas, for their communities.



Task Force on Climate-related Financial Disclosures (TCFD)

■ Helping our residential and commercial customers reduce their emissions

In Oklahoma and Texas we have energy efficiency programs that allow us to offer rebates to offset part of the cost of replacing customers' appliances with options that are more efficient. In addition, we educate customers throughout our service territories about using less energy. We are working to expand our energy efficiency programs throughout our service territories through regulatory and legislative engagement, because using less energy helps customers save money and lessen their impact on the environment.

We are also working to help our transportation customers who are interested in reducing their emissions by connecting them with a supply of RNG where and when available.

In addition to these actions, we are investing and taking part in research and industry partnerships focused on emissions reductions and low carbon technologies including:

- ONE Future
- GTI Energy NZIP
- H2@Scale
- Clean Hydrogen Future Coalition
- Open Hydrogen Initiative
- Oklahoma Hydrogen Production, Transportation and Infrastructure Task Force
- Carbon Utilization Research Council
- Other research and development conducted by GTI Energy

Compliance and Legal Risk

We are subject to environmental regulations and legislation, including those intended to address climate change, which could increase our operating costs, adversely affecting our financial results, growth, cash flows and results of operations.

We aim to mitigate those risks by monitoring changes in laws and regulations and by using internal and external resources to monitor the environmental impact of our activities and stay in compliance with applicable laws and regulations. Our active participation in the AGA and other industry groups helps us to stay aware of changes in the law and to provide input for proposed regulations that affect our business. We engage with our elected and appointed officials to help keep them informed about issues that are important to our business and our customers.

Please see our 2025 Sustainability Report for more information.

Physical Risks

Our primary physical risks related to climate change arise from severe weather events, such as hurricanes, floods, thunderstorms, tornados or sustained extreme temperatures. These severe weather events could increase in number or severity due to climate change. Extreme weather conditions in general require increased system resiliency, adding to costs, and can contribute to increased system stresses, including service interruptions. Weather conditions outside of our operating territory could also have an impact on our revenues and cash flows by affecting natural gas prices. Prolonged periods of extreme cold or warmer than usual winter temperatures can affect customer demand for natural gas.

We aim to mitigate physical climate risks related to system strain by investing in system integrity and reinforcement and creating redundancies within our system. In past winter storms, our system, processes and employees performed well with no significant service disruptions. The lessons we learned from Winter Storm Uri in 2021 and the resulting investments we have made in our system — including added storage capacity, system reinforcements and diversifying our gas supply portfolio — have enhanced our system reliability.

We aim to mitigate physical climate risks related to natural gas prices by having a diverse gas supply profile that includes physical hedging such as storage, financial options and flexible purchasing strategies, including buying a portion of our supply at fixed prices. Our gas supply plans are prepared annually and furnished to our state regulators. We do not anticipate problems with securing natural gas supply to satisfy customer demand; however, if supply shortages were to occur, we have curtailment provisions in our tariffs that allow us to discontinue natural gas service to large industrial users and to request that residential and commercial customers reduce their usage to an amount necessary for public health and safety.

We also aim to mitigate the risk of outages due to extreme weather with advanced planning so we can deploy needed resources quickly and efficiently. We have contracts that allow us to access CNG via mobile trailers so that we can quickly add supply where needed when traditional sources of natural gas are unavailable.

Metrics and Targets

Please see the accompanying 2025 Sustainability Report for our metrics and targets, including:

- Total estimated 2024 Scope 1 emissions, calculated using the GHG Inventory Protocol
- Estimated 2024 Scope 1 emissions due to leaks from mains and services
- Estimated reduction in emissions due to leaks from mains and services as of December 31, 2024
- Target reduction in emissions due to leaks from mains and services by 2035, accounting for projected system growth
- Estimated emissions avoided through Energy Efficiency Programs
- Estimated emissions avoided through the use of CNG in vehicles
- Estimated Scope 2 emissions for owned and occupied facilities
- Estimated electricity usage from renewable sources



Task Force on Climate-related Financial Disclosures (TCFD)

Risk Management

We use an integrated Enterprise Risk Management (ERM) framework to identify, assess and manage risks. Through this framework, we determine risk appetite and apply it to strategic planning, formulating business goals, prioritizing risks and developing risk monitoring activities and risk responses. The framework also enables us to evaluate risks, including those related to climate, both broadly across the business, as well as more specifically within business functions. This provides us with an aggregated view of risk, allowing us to analyze interactions between risks and coordinate distinct risk responses.

Since 2022, our ERM process has included a roundtable focused specifically on climate-related risks, both transitional and physical. The roundtable includes participants from Supply Chain, Gas Supply, Operations, Legal, Engineering, Rates & Regulatory, Commercial, Environmental and Sustainability. The risks identified informed our prioritization of risk and management of risk through the strategies described here and in our 2025 Sustainability Report.

Our Board of Directors monitors risk and communicates with management about the capabilities and efficacy of our ERM framework. Regular discussions occur between the board and management related to risk appetite, key risks affecting our strategy and business aims, and the effectiveness of management’s risk responses. The board and management also use the ERM framework as a basis for developing, considering and adopting alternative strategies due to changing internal and external risks.

Management prioritizes risks and assesses the severity of risks through the ERM framework, which enables the selection and deployment of risk responses based on risk appetite, tolerance, and strategic or business goals. Risk assessments and responses are reviewed periodically by management and revised, if necessary, to reflect changing risks and business priorities.

Our chief financial officer (CFO) oversees the performance of our ERM framework with the aid of our internal audit team, who utilizes the risk assessment in the development of the internal audit plan. To maintain independence, the director of our internal audit team reports functionally to the Audit Committee of the Board of Directors and administratively to our CFO.

Sustainability Accounting Standards Board (SASB) 2024

SASB Code	SASB Title	Metric	2024	2023
IF-GU-240a.1	Energy Affordability	Average retail gas rate for residential customers	KGS: \$13.73 per Mcf ONG: \$14.40 per Mcf TGS: \$20.50 per Mcf	KGS: \$15.08 per Mcf ONG: \$15.14 per Mcf TGS: \$19.54 per Mcf
		Average retail gas rate for commercial and industrial customers	KGS: \$11.41 per Mcf ONG: \$10.45 per Mcf TGS: \$11.22 per Mcf	KGS: \$13.39 per Mcf ONG: \$12.14 per Mcf TGS: \$11.91 per Mcf
		Average retail gas rate for other customers (Compressed Natural Gas, Cogeneration Systems, Irrigation, Municipal Water Pump, Public Authority, Public Authority AC, Large Public Authority)	KGS: \$35.85 per Mcf ONG: \$6.91 per Mcf TGS: \$10.75 per Mcf	KGS: \$56.82 per Mcf ONG: \$9.02 per Mcf TGS: \$16.73 per Mcf
		Average gas rate for transportation services	KGS: \$1.17 per Mcf ONG: \$0.39 per Mcf TGS: \$1.11 per Mcf	KGS: \$1.05 per Mcf ONG: \$0.38 per Mcf TGS: \$1.03 per Mcf



Sustainability Accounting Standards Board (SASB) 2023

SASB Code	SASB Title	Metric	2024	2023
IF-GU-240a.3	Energy Affordability	Number of residential customer gas disconnections for non-payment, percentage reconnected within 30 days	We do not publicly disclose this metric. We work with customers to avoid disconnection. However, proactive measures, which vary by state, may include payment arrangement options, information on financial assistance programs and agencies, courtesy collection calls, disconnect notices, pre-disconnect calls and text messages. When we do find it necessary to disconnect a customer, we follow guidelines established by our regulators that, among other provisions, may restrict disconnections during periods of cold temperatures. After disconnection, we continue to provide customers with information about payment arrangements and financial assistance providers.	
IF-GU-240a.4	Energy Affordability	Discussion of impact of external factors on customer affordability of gas, including the economic conditions of the service territory	The regulatory authorities in our three operating states are responsible for ensuring that the utilities in their jurisdictions provide safe and reliable service at a reasonable cost, while providing utility companies the opportunity to earn a fair and reasonable return on their investments. U.S. households that used natural gas for cooking, heating and clothes drying in 2023 saved an average of \$1,132 every year compared to households using electricity for the same activities, according to the American Gas Association. Our customers' natural gas bills make up about 1.3% of the median income in the jurisdictions in which we operate. A portion of the bill includes the cost of natural gas, which is passed through to our customers without a profit. ONE Gas employs several strategies to manage the risk of fluctuations in commodity prices, including physical and financial hedging and purchasing natural gas at fixed prices. For further discussion of specific risks, please see our Annual Report .	
IF-GU-420a.1	End-Use Efficiency	Gas utility revenues rate structures that (1) are decoupled or (2) contain a lost revenue adjustment mechanism (LRAM)	(1) 0% (2) 0%	(1) 0% (2) 0%
			More than 70% of revenues, excluding the cost of natural gas, are associated with fixed charges for revenue recovery that are not dependent on usage or weather. In addition, while we do not have a pure "decoupled rate structure," all our jurisdictions utilize weather normalization mechanisms. These mechanisms are designed to reduce the delivery charge component of customers' bills for the additional volumes used when actual heating degree days (HDDs) exceed normalized HDDs and to increase the delivery charge component of customers' bills for the reduction in volumes used when actual HDDs are less than normal HDDs. Normal HDDs are established through public rate proceedings in each of our jurisdictions. For more information please see our Annual Report .	

SASB Code	SASB Title	Metric	2024	2023
IF-GU-420a.2	End-Use Efficiency	Customer gas savings from efficiency measures by market	ONE Gas energy efficiency rebate programs serve residential and commercial customers throughout Oklahoma and parts of Texas by educating customers and encouraging investments in energy efficient appliances that result in reduced net energy consumption and lower utility bills. In 2024, the Oklahoma Natural Gas Energy Efficiency program achieved site savings of ~460,000 MMBtu, the Texas Gas Service Central Texas Energy Efficiency Program achieved site savings of ~56,000- MMBtu, and the Rio Grande Valley Energy Efficiency Program achieved site savings of ~4,000- MMBtu. The City of Austin franchise agreement mandates an energy efficiency program. Our other programs are encouraged by our regulators and have been voluntarily implemented by the company. For more information on energy efficiency, please see the Energy Efficiency section of the 2025 ONE Gas Sustainability Report.	
IF-GU-540a.1	Integrity of Gas Delivery Infrastructure	Number of (1) reportable pipeline incidents, (2) Corrective Action Orders (CAO), and (3) Notices of Probable Violation (NOPV)	(1) 2 (2) 0 (3) See SASB Addendum	(1) 2 (2) 0 (3) See SASB Addendum
IF-GU-540a.2	Integrity of Gas Delivery Infrastructure	Percentage of distribution pipeline that is (1) cast and/or wrought iron and (2) unprotected steel	(1) 0.00% cast iron; 0.030% wrought iron (2) 2.68% unprotected steel Approximately 90% of replaced pipe is replaced with PE pipe and 10% with coated, protected steel pipe	(1) 0.00% cast iron; 0.03% wrought iron (2) 2.99% unprotected steel Approximately 90% of replaced pipe is replaced with PE pipe and 10% with coated, protected steel pipe



Sustainability Accounting Standards Board (SASB) 2024

SASB Code	SASB Title	Metric	2024	2023
IF-GU-540a.3	Integrity of Gas Delivery Infrastructure	Percentage of distribution main pipelines inspected by leak survey	38.3%	37.4%
		Percentage of transmission pipelines inspected	8.7% <ul style="list-style-type: none"> 0% In-Line Inspection 1.9% Pressure Test 6.8% Direct Assessment 	17.3% <ul style="list-style-type: none"> 9.4% In-Line Inspection 0.4% Pressure Test 7.5% Direct Assessment
		Percentage of transmission pipelines inspected by leak survey	100%	100%
		Percentage of new distribution pipelines pressure tested before being placed in service	100%	100%
IF-GU-540a.4	Integrity of Gas Delivery Infrastructure	Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions	Please see the SASB Addendum. For additional information on safety and system integrity, please see the 2025 ONE Gas Sustainability Report.	Please see the SASB Addendum. For additional information on safety and system integrity, please see the 2025 ONE Gas Sustainability Report.
IF-GU-000.A		Number of residential customers	~2,100,000	~2,088,000
		Number of commercial and industrial customers	~163,000	~162,000
IF-GU-000.B		Amount of natural gas delivered to residential customers	104,112 MMcf	114,239 MMcf
		Amount of natural gas delivered to commercial and industrial customers	36,943 MMcf	40,630 MMcf
		Amount of natural gas delivered to other customers (public authority and wholesale)	2,169 MMcf	1,737 MMcf
		Amount of natural gas delivered to transport customers	146,610 MMcf	227,876 MMcf
IF-GU-000.C		Length of gas (1) transmission and (2) distribution pipelines	(1) 2,300 miles (2) 64,433 miles	(1) 2,300 miles (2) 63,499 miles

SASB Addendum

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

The following rebate programs are offered in the Oklahoma Natural Gas (ONG), Central Texas (CTX) and Rio Grande Valley (RGV) service territories in 2024.

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

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



Sustainability Accounting Standards Board (SASB) 2024

SASB Addendum

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

We received NOPVs from state regulatory agencies, most of which were related to damage prevention. We continue to take action to enhance damage prevention programs and reduce third-party damages, as described below and in the accompanying 2025 Sustainability Report.

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

Integrity Management: ONE Gas has in place Distribution Integrity Management and Transmission Integrity Management Programs (DIMP and TIMP) compliant with CFR 192 Subparts O and P to evaluate pipeline risk and implement mitigation strategies. Our programs utilize advanced, hosted risk-modeling software on our transmission assets and a probabilistic risk model for our distribution assets. These programs allow us to systematically assess and monitor the condition of our pipelines for continued safe and reliable service. Leakage surveys, cathodic protection monitoring, damage prevention and public awareness programs, emergency response procedures, continuing surveillance activities and patrolling inspections, and an overarching pipeline safety management system (PSMS) are also used to monitor, protect, and maintain the integrity of our pipelines. Several of these programs are further described below.

Damage Prevention: ONE Gas has a damage prevention program that is compliant with CFR 192.614. We leverage data in all areas of our safety and system integrity programs to guide decision-making and improve our processes. ONE Gas implemented a Damage Information Management System (DIMS) in 2019, which is a centralized process and system of record for documenting damage to ONE Gas natural gas pipelines and facilities. ONE Gas also utilizes a ticket management system to manage excavation tickets submitted through each state's One Call system so data-driven decisions can improve line locating performance. We are leveraging this system to reduce excavation damage by prioritizing those tickets with the highest probability of damage and proactively connecting with the associated excavators prior to the excavation activity. See RADAR below on the following page.

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

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

ONE Gas monitors Pipeline and Hazardous Materials Safety Administration (PHMSA) advisories and National Transportation Safety Board (NTSB) investigations and is heavily involved in industry organizations to stay abreast of best practices and industry initiatives, including the AGA, Southern Gas Association (SGA), GTI Energy, and API. Our engineers work to include best practices and lessons learned in our operations and standards.

Leak Survey: In early 2020, ONE Gas invested in advanced mobile methane leak detection units. These units are now deployed in some operating areas in Oklahoma and Texas, and we have received approval to utilize the technology in Kansas. The mobile units are mounted within vehicles and provide in-depth analysis to create reports that provide locations of potential infrastructure leaks. Compared to traditional walking leak surveys, the advantages include an expanded search footprint, the ability to operate in adverse weather conditions and the potential to survey faster than walking surveys. Locating and addressing leaks more quickly also reduces emissions. Our leakage survey programs are compliant with CFR 192.706 for Transmission Lines and CFR 192.723 for Distribution systems: Leakage surveys.



SASB Addendum

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

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

RADAR: ONE Gas began using Risk Assessment and Damage Reduction (RADAR) technology in major metro areas in Kansas and Oklahoma, began implementation in Texas and plans to expand deployment to more locations over the next few years. RADAR pulls data and information from public and internal sources to analyze and prioritize the probability of damage occurring due to excavation activities planned near our pipelines. Select field employees proactively connect with excavators at higher risk excavations to help foster safe digging practices and avoid pipeline damage. The implementation of RADAR is an excellent example of continual efforts to improve our safety performance supporting the OSMS, through its Plan-Do-Check-Act cycle.

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

1.3.1 The American Gas Association's Peer Review Program

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

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

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

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

1.3.3 Natural Gas Industry Safety Programs

ONE Gas is a member of the One Call (811) programs for each state in which it operates. These programs help facilitate the locating gas lines before excavation activity and promote safe digging practices. ONE Gas also promotes safe digging practices through education, training, social media campaigns and customer and excavator communications.



Sustainability Accounting Standards Board (SASB) 2024

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

ONE Gas participated in the EPA’s Natural Gas Methane Challenge program from 2016 until the program ended in 2024.

ONE Gas is a member of Our Nation’s Energy Future (ONE Future), which represents more than 50 natural gas companies working together to reduce methane emissions intensity to 1% (or less) across the natural gas value chain. In 2024, ONE Gas submitted data to ONE Future for the fourth time. In November 2024, ONE Future released its results based on 2023 data, reporting a methane intensity for all ONE Future members of 0.331%, well below the 1% methane intensity target. The methane intensity for the natural gas distribution sector, of which ONE Gas is a part, was 0.097%, exceeding the goal of 0.225% by 57%. These numbers demonstrate that the natural gas industry can minimize methane emissions, increase production and throughout, and supply much needed energy to the U.S. and around the globe for years to come.

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

Safety is our foremost Core Value and is integrated throughout our culture and processes. Company leadership is committed to safety and regularly communicates the critical importance of safety to our workforce. Please see our 2025 Sustainability Report for more information about our safety culture and programs. As noted above, we have adopted API RP-1173 and are following a Safety Management System that utilizes a Plan-Do-Check-Act cycle to analyze our activities and foster continuous improvement.

Our employees are trained and empowered to start work only when safe and to stop work if they see anything unsafe or if essential safety equipment is missing. Our pipeline safety compliance group reviews procedure adherence and documentation for compliance with laws and regulations, prompting corrective action plans when needed.

ONE Gas opened a new training center in 2021 that is designed to provide hands-on training to Operations employees throughout the company. The 17,000 square-foot space has dedicated areas for specific disciplines, including pressure and measurement, customer service, construction and maintenance, excavation safety and fire abatement and management. A “Simulation City” includes eight buildings that replicate real-world scenarios our field workers typically face. Hands-on training lets employees experience utility line locating, finding and addressing simulated leaks and handling code violations. The ONE Gas Training Center logged over 25,000 hours of training in 2024.

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



SASB Addendum

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

ONE Gas has a comprehensive operator qualification (OQ) plan, consistent with 49 CFR 192, Subpart N – Qualification of Pipeline Personnel, that defines the requirements and processes used to qualify individuals who perform covered tasks on ONE Gas facilities. ONE Gas employees began the transition in 2021 and will be fully transitioned to the new ASME B31Q covered task series by the end of 2024. The ONE Gas OQ Plan provides that individuals must be properly qualified to perform covered tasks or, for non-restricted tasks, be directed and observed by a qualified individual. The qualified individual is responsible for task performance and signing any related documentation.

ONE Gas has implemented a covered task series utilizing the 2016 version of ASME B31Q covered tasks. The B31Q series is improving the quality and consistency of training and operator qualification for our field workforce. The transition away from each state’s legacy covered task list to the new ASME B31Q covered task series began in 2014 for all ONE Gas contractors. As of December 31, 2024, we have transitioned the ONE Gas workforce to the B31Q standard.

ONE Gas directly supervises and verifies OQ for its own employees and contractors and uses a blend of third-party services and ONE Gas evaluators to administer required proctoring and evaluations for the OQ process. OQ records for contractors and ONE Gas employees are housed by a third-party provider and are accessible to ONE Gas Field Operations. ONE Gas utilizes the eWallet card functionality to enhance the OQ verification process. The eWallet card is a requirement for both ONE Gas employees and contractors when working on a ONE Gas job site and is used by inspectors to verify OQ.

In addition to the transition away from legacy OQ process to ASME B31Q, the ONE Gas training center is used to train and develop both new and transferred employees utilizing the B31Q covered task series as the core of the training content.

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

As noted above, ONE Gas has in place a Pipeline Emergency Response Plan (PERP) procedure to mitigate risk and promote emergency preparedness for pipeline operations.

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

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

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



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In addition to our public awareness efforts and damage prevention programs, ONE Gas provides cross bore awareness and information about safety measures to plumbing and equipment rental companies and excavating stakeholders in our service territories (cross boring occurs when a natural gas line intersects another utility's line).

ONE Gas plans its leak surveys to comply with federal and state codes. ONE Gas' pipe inventory is predominantly polyethylene (PE) and coated steel (93%). We continue to modernize our system by replacing or cathodically protecting our unprotected steel pipe and replacing other vintage pipe, which improves the safety and integrity of the pipe and reduces emissions.

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

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

ONE Gas procedures and practices are focused on safety, including the protection of human safety and health and environmental stewardship. This is reflected in our construction practices, operation & maintenance of our pipeline systems, and environmental, health and safety procedures.

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

Our pipeline replacement program has enabled us to lower emissions due to leaks from mains and services. By 2035, we expect to achieve a 55% reduction in emissions due to leaks from our distribution mains and services, measured from a 2005 estimated baseline and accounting for projected system growth. We continue to utilize technology, such as mobile leak detection, to improve leak detection and repair programs and are integrating state-of-the-art advanced leak detection technologies and practices. Faster leak detection and repair reduces emissions from leaks. ONE Gas has also piloted the use of specialized mobile compression and vacuum equipment to capture methane that would otherwise vent or flare during maintenance or inspections and return the gas to the system. For more information, see the accompanying 2025 Sustainability Report.



SASB Addendum

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

ONE Gas assesses transmission pipelines in areas of higher population using internal inspection tools, pressure testing and direct assessment. These assessments help identify pipeline anomalies so ONE Gas can perform remediations in a proactive manner. ONE Gas has been lowering pressure on certain high-pressure pipelines in metropolitan areas since 2009. Operating these pipelines at a lower pressure significantly increases safety by greatly reducing the risk of a pipeline rupture. Over the past 14 years, ONE Gas has reduced pressure on more than 1,400 miles of transmission pipeline. Additionally, since 2020, ONE Gas has been enhancing its emergency valve system to minimize emergency response time and maximize reliability by limiting outage impact to our customers when a line needs to be shut off. Engineering and Operations utilize modeling software and a sectionalized boundary grid system to continually upgrade the pipeline system and optimize shutoff valve locations in system planning.

The ONE Gas Field Operations group takes Pipeline Emergency Response training on an annual basis. ONE Gas employs a director of Emergency Management that works with Operations leadership to oversee emergency response, preparedness and planning, and relationships with emergency partners (city, county and state level). Additionally, the ONE Gas director of Emergency Management establishes and maintains designated points of contact for state level emergency management personnel. ONE Gas employees practice simulated events — annual tabletop and/or field exercises — for each state in addition to the emergency preparedness efforts and DIMP and TAMP programs described above, the Asset Management team at ONE Gas focuses on safety, capacity and reliability planning to enhance system integrity and mitigate risks. Vintage distribution main and service line replacement projects are optimized for risk mitigation by our utilization of asset investment planning and management technology.

For emergency incidents that involve a more sustained response, such as extreme weather events or incidents with longer duration, ONE Gas activates its Incident Command System (ICS). ICS is a recognized model for command, control, and coordination of a response and provides a means to coordinate the efforts of individual agencies as they work toward the common goal of protecting life, property and the environment.

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

In 2024, we invested over \$760 million of capital for system integrity and replacement projects.

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

ONE Gas replaced approximately 460 miles of transmission pipeline, distribution mains and service lines in 2024. Our pipeline replacement ratio is approximately 90% polyethylene and 10% protected steel. These are generally lower-emitting pipe materials than the vintage materials replaced.

8.2 Average response time for gas emergencies

Our average response time for gas emergencies in 2024 was 27.4 minutes, covering a mix of rural, urban and suburban areas.



SASB Addendum

8.3 Open Grade 2 and 2+ leaks

When leaks are detected, they are classified as Grade 1, 2 or 3. Grade 1 leaks are existing or probable hazards to persons or property and require immediate repair.

Under ONE Gas procedures, Grade 1 leaks require immediate action to eliminate the hazard and make repairs, and for personnel to remain on site until the leak is resolved. Grade 2 leaks are non-hazardous at the time of detection and require a repair within 6 months of detection to avoid a future hazard. Grade 2 leaks are re-checked at specific intervals if repair cannot be done immediately. Grade 3 leaks do not represent a probable hazard at the time of detection and are reasonably expected to remain non-hazardous. Although regulations do not mandate a repair timeline, ONE Gas protocols require repair of Grade 3 leaks within 30 months. On December 31, 2024, ONE Gas had 190 open Grade 2 leaks, which is equivalent to .002 Grade 2 leaks per mile of pipeline.

8.4 Fugitive Emissions from distribution system as measured utilizing EPA subpart W factors*

361,483 metric tons, utilizing the EPA's current methane factor for CO₂e

12,910 metric tons CH₄

Fugitive Methane Emissions Rate 0.20%

*ONE Gas has limited transmission assets that do not meet the threshold for EPA reporting and are not included in these numbers

8.5 Process Emissions

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

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

Please see the 2025 Sustainability Report.

American Gas Association (AGA) Voluntary Reporting Tool

Parent Company ONE Gas, Inc.	Operating companies Kansas Gas Service Oklahoma Natural Gas Texas Gas Service	Business type Natural Gas Utility	States of Operation Kansas Oklahoma Texas	Regulatory Environment Regulated
				Report Date As of December 31, 2024

Natural Gas Distribution

Ref. #.	Reporting Metric	2024	2023	Definition
1	Methane emissions and mitigation from distribution mains <i>All methane leak sources per 98.232 (j) (1-6) are included for Distribution. Combustion sources are excluded. CO₂ is excluded.</i>			
1.1	Number of Gas Distribution Customers	2,292,588	2,260,286	
1.2	Distribution Mains in Service			These metrics should include all local distribution companies (LDCs) held by the Parent Company that are above the LDC Facility reporting threshold for EPA's 40 C.F.R. 98, Subpart W reporting rule.
1.2.1	Plastic (miles)	23,863	23,329	
1.2.2	Cathodically Protected Steel - Bare & Coated (miles)	17,968	17,879	
1.2.3	Unprotected Steel - Bare & Coated (miles)	1,127	1,244	
1.2.4	Cast Iron / Wrought Iron - without upgrades (miles)	16	18	

1.3	Plan/Commitment to Replace / Upgrade Remaining Miles of Distribution Mains (# years to complete) <i>These metrics should provide the number of years remaining to take out of service, replace or upgrade cathodically unprotected steel mains, and cast iron/wrought iron mains, consistent with applicable state utility commission authorizations.</i>			
1.3.1	Unprotected Steel (Bare & Coated) (# years to complete)	Data not currently available	Data not currently available	Optional: # yrs by pipe type.
1.3.2	Cast Iron / Wrought Iron (# years to complete)	Data not currently available	Data not currently available	ONE Gas has no cast iron pipe and less than 24 miles of wrought iron pipe.



American Gas Association (AGA) Voluntary Reporting Tool

Ref. #.	Reporting Metric	2024	2023	Definition
2	<i>Distribution CO2e Fugitive Emissions</i>			
2.1	CO2e Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	360,786	327,077	Fugitive methane emissions (not CO2 combustion emissions) stated as CO2e, as reported to EPA under 40 CFR 98, Subpart W, sections 98.236(q)(3)(ix)(D), 98.236(r)(1)(v), and 98.236(r)(2)(v)(B) — i.e., this is Subpart W methane emissions as input in row 2.2 below and converted to CO2e here. This metric should include fugitive methane emissions above the reporting threshold for all natural gas local distribution companies (LDCs) held by the Parent Company that are above the LDC Facility reporting threshold for EPA's 40 C.F.R. 98, Subpart W reporting rule. Calculated value based on mt CH4 input in the 2.2 (below).
2.2	CH4 Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	12,885	13,083	Input value (total mt CH4) as explained in definition above. Subpart W input is CH4 (mt).
2.2.1	CH4 Fugitive Methane Emissions from Gas Distribution Operations (MMSCF/year)	671	681	
2.3	Annual Natural Gas Throughput from Gas Distribution Operations in thousands of standard cubic feet (Mscf/year)	350,660,686	368,263,791	This metric provides gas throughput from distribution (quantity of natural gas delivered to end users) reported under Subpart W, 40 C.F.R. 98.236(aa)(9)(iv), as reported on the Subpart W e-GRRRT integrated reporting form in the "Facility Overview" worksheet Excel form, Quantity of natural gas delivered to end users (column 4).
2.3.1	Annual Methane Gas Throughput from Gas Distribution Operations in millions of standard cubic feet (MMscf/year)	333,128	349,851	
2.4	Fugitive Methane Emissions Rate (Percent MMscf of Methane Emissions per MMscf of Methane Throughput)	0.20%	0.19%	Calculated annual metric: (MMSFC methane emissions/MMSCF methane throughput)

*minor data corrections were made

Human Resources

Ref. #.		2024	2023
1	Employees		
1.1	Total Number of Employees	3,900	3,900
1.2	Percentage of Women in Total Workforce	24	25
1.3	Percentage of Minorities in Total Workforce	39	38
3	Employee Safety Metrics		
3.1	Recordable Incident Rate	1.33	1.37
3.2	Lost-time Case Rate	0.15	0.22
3.3	Days Away, Restricted, and Transfer (DART) Rate	0.15	0.22
3.4	Work-related Fatalities	0	0



Pipeline and Hazardous Materials Safety Administration (PHMSA) Data

Distribution Miles (Mains)	Kansas		Oklahoma		Miami/Bartlesville		Texas		Total	
	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023
Distribution Miles	11,693	11,755	18,544	18,917	673	676	10,720	11,121	41,629	42,470
Unprotected Bare Steel	204	165	723	630	61	51	283	256	1,271	1,101
Unprotected Coated Steel	12	9	0	0	1	1	180	133	193	143
Protected Bare Steel	1,708	1,649	81	101	59	61	408	372	1,464	2,184
Protected Coated Steel	3,815	3,811	6,573	6,622	195	194	4,935	5,068	15,518	15,695
Ductile Iron	0	0	0	0	0	0	0	0	0	0
Copper	0	0	0	0	0	0	0	0	0	0
Cast/Wrought Iron	0.16	0	0	0	0	0	24	18	24	18
Plastic-PVC	140	139	4	4	0	0	100	99	244	242
Plastic-PE	5,813	5,892	11,164	11,561	356	369	4,787	5,172	22,120	23,084
Plastic-Abs	0	0	0	0	0	0	3	3	3	3
Plastic-Other	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0

Number of Services	Kansas		Oklahoma		Miami/Bartlesville		Texas		Total	
	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023
Number of Services	635,654	641,170	1,015,293	1,004,364	35,819	34,272	697,577	712,587	2,384,343	2,392,393
Unprotected Bare Steel	13,830	3,972	27,736	25,871	4,741	4,408	30,787	28,643	77,094	62,894
Unprotected Coated Steel	2,645	958	0	0	1,298	1,116	17,512	16,891	21,455	18,965
Protected Bare Steel	4,570	1,377	0	0	144	141	150	61,289	67,539	62,807
Protected Coated Steel	7,895	7,247	201,327	196,695	90	91	164,939	157,985	374,251	362,018
Ductile Iron	0	0	0	0	0	0	0	0	0	0
Copper	0	0	0	0	0	0	145	68	145	68
Cast/Wrought Iron	0	0	0	0	0	0	0	0	0	0
Plastic-PVC	51	83	0	0	0	0	908	2,514	959	2,597
Plastic-PE	606,663	627,533	672,686	731,662	29,546	28,516	383,239	409,133	1,692,134	1,796,844
Plastic-Abs	0	0	0	0	0	0	11	10	11	10
Plastic-Other	0	0	0	0	0	0	0	0	0	0
Other	0	0	113,544	50,136	0	0	37,211	36,054	150,755	86,190



Pipeline and Hazardous Materials Safety Administration (PHMSA) Data

Transmission Miles

	Kansas		Oklahoma		Texas		Total	
	2024	2023	2024	2023	2024	2023	2024	2023
Transmission Miles	1,536	1,531	615	548	309	254	2,460	2,333
4"	355	354	56	55	30	13	440	422
6"	155	156	96	95	38	30	290	281
8"	285	280	231	216	54	42	569	538
10"	70	70	19	18	59	59	148	147
12"	161	161	108	72	24	24	293	257
14"	0	0	0	0	15	15	15	15
16"	117	117	18	12	86	67	221	196
18"	0	0	50	50	0	0	50	50
20"	253	253	11	6	3	3	266	262
22"	24	24	0	0	0	0	24	24
24"	116	116	26	24	0	0	142	140
26"	0	0	0	0	0	0	0	0
28"	0	0	0	0	0	0	0	0
30"	0	0	0	0	0	0	0	0

Class Location

	Kansas		Oklahoma		Texas		Total	
	2024	2023	2024	2023	2024	2023	2024	2023
Class 1	1,425	1,422	378	352	141	101	1,944	1,875
Class 2	59	59	81	76	21	17	161	153
Class 3	52	50	156	120	146	135	354	305
Class 4	0	0	0	0	1	1	1	1

Leak Detection and Repair

Leak Repair Timeline

Grade 1: Immediate repair
Grade 2: Repaired within 6 months of detection and re-checked if a repair cannot be completed right away
Grade 3: Repaired within 30 months of detection and re-checked between detection and repair

Distribution Survey Frequency

Oklahoma	
Type	Frequency
Shorted casings	4 times each calendar year but at intervals not exceeding 4½ months
Vertical Main Structure	1 time per calendar year but at intervals not exceeding 15 months
Inside Business Districts	All facilities: 1 time per calendar year but at intervals not exceeding 15 months
Outside Business Districts	Protected coated steel and polyethylene (PE) plastic: Every 5 calendar years but at intervals not exceeding 63 months All other: Every 3 calendar years but at intervals not exceeding 39 months

Texas	
Type	Frequency
Shorted casings	4 times each calendar year but at intervals not exceeding 4½ months
Vertical Main Structure	1 time per calendar year but at intervals not exceeding 15 months
Inside Business Districts	All facilities: 1 time per calendar year but at intervals not exceeding 15 months
Outside Business Districts	Cast iron mains: 1 time per calendar year but at intervals not exceeding 15 months PE pipe: Every 5 calendar years but at intervals not exceeding 63 months Cathodically protected coated steel: Every 3 calendar years but at intervals not exceeding 39 months Cathodically protected bare steel: Every 2 calendar years but at intervals not exceeding 27 months All other: Every 2 calendar years but at intervals not exceeding 27 months



Leak Detection Repair

Kansas and Bartlesville/Miami, OK	
Type	Frequency
Shorted casings	4 times each calendar year but at intervals not exceeding 4½ months
Vertical Main Structure	1 time per calendar year but at intervals not exceeding 15 months
Inside Business Districts	All facilities: 1 time per calendar year but at intervals not exceeding 15 months
Outside Business Districts	
Public Buildings	1 time per calendar year but at intervals not exceeding 15 months
Mains	Unprotected bare steel and ductile iron mains in Class 2, Class 3, and Class 4 locations and cast iron mains: 1 time per calendar year but at intervals not exceeding 15 months Unprotected steel and ductile iron mains located in Class 1 areas, cathodically protected bare steel mains, or polyvinylchloride (PVC) mains: Every 3 calendar years but at intervals not exceeding 39 months Protected coated steel mains and PE plastic mains: Every 5 calendar years but at intervals not exceeding 63 months
Services and Yard Lines	Unprotected steel, and PVC: 1 time per calendar year but at intervals not exceeding 15 months Cathodically protected bare steel service or yard lines: Every 3 calendar years but at intervals not exceeding 39 months Cathodically protected coated steel or PE plastic service lines and yard lines: Every 5 calendar years but at intervals not exceeding 63 months



Transmission Survey Frequency

Type	Frequency
Lines carrying odorized gas, regardless of density index class location	1 time each calendar year but at intervals not exceeding 15 months
Lines carrying non-odorized gas in Class 1 or Class 2 locations	1 time each calendar year but at intervals not exceeding 15 months
Lines carrying non-odorized gas in a Class 3 location	2 times each calendar year but at intervals not exceeding 7½ months
Lines carrying non-odorized gas in a Class 4 location	4 times each calendar year but at intervals not exceeding 4½ months
Shorted casings	4 times each calendar year but at intervals not exceeding 4½ months
Lines operating at < 30% SMYS in non-HCA (high consequence area)= Class 3 or Class 4 locations	2 times each calendar year but at intervals not exceeding 7½ months
Lines operating at < 30% SMYS in non-HCA Class 3 or Class 4 locations that are unprotected	4 times each calendar year but at intervals not exceeding 4½ months
Lines operating at < 30% SMYS in non-HCA Class 3 or Class 4 locations that are cathodically protected and where electrical surveys are impractical (e.g., casings, water crossings, depth > 10 ft, etc.)	4 times each calendar year but at intervals not exceeding 4½ months

Transmission Line Patrolling - Maximum Interval Between Patrols

Class Location	At Highway* and Railroad Crossings	At All Other Places
1 and 2	2 times each calendar year with intervals not exceeding 7½ months	1 time each calendar year with intervals not exceeding 15 months
3	4 times each calendar year with intervals not exceeding 4½ months	2 times each calendar year with intervals not exceeding 7½ months
4	4 times each calendar year with intervals not exceeding 4½ months	4 times each calendar year with intervals not exceeding 4½ months
Shorted casings will be checked with a leak-detection instrument at least 4 times each calendar year with intervals not exceeding 4½ months.		

*Highway is defined as federal- or state-designated highway



Sustainability Report Metrics Summary

Systems Profile	2024	2023
Length of gas distribution pipelines (mains & services)	64,433 miles	63,499 miles
Length of gas transmission pipelines	2,302 miles	2,300 miles
Distribution mains, service lines and transmission lines replaced	460 miles	536 miles
Distribution pipeline that is plastic	63.77%	62.78%
Distribution pipeline that is protected steel	32.88%	33.20%
Distribution pipeline that is unprotected steel	2.68%	2.99%
Distribution pipeline that is other material	0.64%	0.99%
Distribution pipeline that is cast/wrought iron	0.03%	0.03%
Distribution pipeline that is copper	0.00%	0.001%

Operational Profile	2024	2023
Number of residential customers	~2,100,000	~2,088,000
Number of commercial and industrial customers	~163,000	~162,000
Amount of natural gas delivered to residential customers	104,112 MMcf	114,239 MMcf
Amount of natural gas delivered to commercial and industrial customers	36,943 MMcf	40,631 MMcf
Amount of natural gas delivered to other customers (public authority and wholesale)	2,169 MMcf	1,737 MMcf
Amount of natural gas delivered to transport customers	146,610 MMcf	227,876 MMcf
Gas utility revenues from decoupled rate structures	0%	0%
Gas utility revenues that contain a lost revenue adjustment mechanism (LRAM)	0%	0%
Sales margins associated with fixed charges for revenue recovery that are not dependent on usage or weather	>70%	>70%



Customer Gas Rates	2024	2023
Average bundled gas rate for residential customers	KGS: \$13.73 per Mcf	KGS: \$15.08 per Mcf
	ONG: \$14.40 per Mcf	ONG: \$15.14 per Mcf
	TGS: \$20.50 per Mcf	TGS: \$19.54 per Mcf
Average bundled gas rate for commercial and industrial customers	KGS: \$11.41 per Mcf	KGS: \$13.39 per Mcf
	ONG: \$10.45 per Mcf	ONG: \$12.14 per Mcf
	TGS: \$11.22 per Mcf	TGS: \$11.91 per Mcf
Average bundled gas rate for other customers (Compressed Natural Gas, Cogeneration Systems, Irrigation, Municipal Water Pump, Public Authority, Public Authority AC, Large Public Authority)	KGS: \$35.85 per Mcf	KGS: \$56.82 per Mcf
	ONG: \$6.91 per Mcf	ONG: \$9.02 per Mcf
	TGS: \$10.75 per Mcf	TGS: \$16.73 per Mcf
Average rate for transportation services	KGS: \$1.17 per Mcf	KGS: \$1.05 per Mcf
	ONG: \$0.39 per Mcf	ONG: \$0.38 per Mcf
	TGS: \$1.11 per Mcf	TGS: \$1.03 per Mcf

Compressed Natural Gas (CNG)	2024	2023
Total CNG transported to fueling stations	2.64M dekatherms	2.76M dekatherms
Total CNG fueling stations supplied	164	152
Percentage of company-owned fleet that is CNG capable	33%	38%



Sustainability Report Metrics Summary

Environmental	2024	2023
Expected emissions reduction by 2035 due to leaks from distribution pipelines through vintage pipeline replacement and protection program, measured from a 2005 estimated baseline	55%	55%
Total CO2e emissions due to leaks from mains and services	<ul style="list-style-type: none"> 155,609 metric tons CO2e¹ 138,954 metric tons CO2e² 	<ul style="list-style-type: none"> 160,542 metric tons CO2e¹ 143,359 metric tons CO2e²
Total CO2e emissions reduced from leaks from mains and services since 2005	<ul style="list-style-type: none"> 168,104 metric tons¹ 150,116 metric tons² 	<ul style="list-style-type: none"> 163,171 metric tons¹ 145,711 metric tons²
Fugitive emissions from distribution system as measured utilizing EPA subpart W factors* <i>*ONE Gas has limited transmission assets that do not meet the threshold for EPA reporting and are not included in these numbers</i>	<ul style="list-style-type: none"> 361,483 metric tons CO2e¹ 322,753 metric tons CO2e² 12,910 metric tons CH4 Fugitive Methane Emissions Rate: 0.20% 	<ul style="list-style-type: none"> 366,326 metric tons CO2e¹ 327,471 metric tons CO2e² 13,083 metric tons CH4 Fugitive Methane Emissions Rate: 0.19%
CO2e emissions avoided through NGV supply	47,357 metric tons	49,591 metric tons
Emissions reduction achieved from 2005 baseline	51%	50%
Scope 1 emissions, utilizing EPA Greenhouse Gas Inventory Protocol*	<ul style="list-style-type: none"> 469,555 metric tons CO2e¹ 423,192 metric tons CO2e² 	<ul style="list-style-type: none"> 463,326 metric tons CO2e¹ 417,058 metric tons CO2e²
Scope 2 emissions utilizing EPA Greenhouse Gas Inventory Protocol, owned and occupied facilities	4,505 metric tons CO2e	4,203 metric tons CO2e
Percent of renewable energy used at owned and operated facilities	~35%	~35%
EPA fines issued for non-compliance of environmental regulations	0	0

* Includes sources not previously included

1. In 2024, the EPA updated the emission factor for methane, prompting a revision to our emissions calculation methodology to align with the new standard. This calculation utilizes the methane emission factor updated for 2024

2. Utilizing the pre-2024 methane emission factor

Capital Improvements & Investment	2024	2023
Dollars spent on capital improvements	\$762,000,000	\$729,000,000
Capital improvement spending on system integrity and pipeline replacement projects	~70%	~70%
Investment in technology development projects	\$675,000	\$690,000

Safety	2024	2023
Workforce Safety		
Days Away/Restricted or Transfer Rate (DART)	0.15	0.16
Total Recordable Incident Rate (TRIR)	1.33	1.09
Preventable Vehicle Incident Rate (PVIR)	1.56	1.82
Lost Time Case Rate (LTC)	0.15	0.08
Work-related fatalities	0	0
Reduction in DART rate since 2014	87%	87%
Reduction in TRIR since 2014	46%	56%
Reduction in PVIR since 2014	23%	10%
Reduction in sprains and strains since 2014	35%	59%
Pipeline Safety		
Number of reportable pipeline incidents	2	2
Number of Corrective Action Orders (CAO)	0	0
Number of Notices of Probable Violation (NOPV)	see SASB addendum	see SASB addendum
Number of reportable data breach incidents	0	0
Contractor Safety		
LTIFR for contractors (from NCMS D&A contractors)*	1.27	1.40

*In 2024, based on data from our third-party contractor safety information management platform, the average lost time injury frequency rate for contractors performing work on our pipeline systems was 1.27, calculated as the total number of lost time events for all contractors x 1,000,000 divided by the total hours worked by those contractors. This is different from the DART calculation for a single entity, which looks at more than just lost time and is calculated as the number of events times 200,000, divided by total hours worked. We continue to stress the importance of safety to our contractors and work with them to support safe practices.



Sustainability Report Metrics Summary

System Integrity	2024	2023
Pipeline replaced with polyethelene (PE)	~90%	~90%
Pipeline replaced with coated, protected steel	~10%	~10%
Percentage of transmission pipelines inspected	8.72%	17.39%
Percentage of transmission pipelines inspected by In-Line Inspection (ILI)	0%	9.44%
Percentage of transmission pipelines inspected by Pressure Test	1.91%	0.43%
Percentage of transmission pipelines inspected by Direct Assessment	6.82%	7.52%
Percentage of distribution main pipelines inspected by leak survey	38.29%	37.42%
Percentage of transmission pipelines inspected by leak survey	100%	100%
Percentage of new distribution pipelines pressure tested before being placed in service	100%	100%
Reduction of pressure on transmission pipelines since 2009	1,400 miles	1,400 miles
Open grade 2 leaks as of 12/31	190 (0.002 grade 2 leaks per mile of pipeline)	278 (0.004 grade 2 leaks per mile of pipeline)

Emergency Response	2024	2023
Average Emergency Response Time (ERT)	27.44 minutes	27.85 minutes

Energy Efficiency Programs	2024	2023
Customer energy efficiency program savings achieved	Oklahoma Natural Gas: ~460,000 MMBtu Texas Gas Service: ~56,000 MMBtu Rio Grande Valley: ~4,000 MMBtu	Oklahoma Natural Gas: ~642,000 MMBtu Texas Gas Service: ~19,000 MMBtu Rio Grande Valley: ~4,000 MMBtu
CO2e reduced through our customer energy efficiency programs	43,000 metric tons	44,000 metric tons
Customer water savings from energy efficiency programs	30,00,000 gallons	27,000,000 gallons
Customer energy savings from energy efficiency programs	5,200,000 therms	6,700,000 therms
Total customer NGV rebates provided since 2015	>750	>250
Total customer energy efficiency rebates issued	~47,000	~78,000
Total \$ of customer energy efficiency rebates issued	~\$13,000,000	~\$15,000,000

Community	2024	2023
Total ONE Gas Foundation giving across Kansas, Oklahoma and Texas including ONE Gas Foundation grants, public school grants, matching grants, Share The Warmth and United Way	\$2,521,657	\$2,492,557
Total \$ donated through employee-matching grants (includes retiree, employee, Board of Directors and ONE to ONE Fund employee matches)	\$225,854	\$198,882
Total \$ contributed in ONE Gas Foundation grants, corporate sponsorships and community giving	\$3.3 million	\$3.4 million
Employee volunteer hours	10,081	6,048



Sustainability Report Metrics Summary

Employees		
Inclusion & Diversity	2024	2023
Ethnicity breakdown of the workforce	61% White 22% Hispanic or Latino 7% Black or African American 5% Indigenous or Native 4% Two or more 1% Asian 0.2% Native Hawaiian or Other Pacific	63% White 22% Hispanic or Latino 7% Black or African American 4% Indigenous or Native 3% Two or more 1% Asian 0.2% Native Hawaiian or Other Pacific
Women in the workforce	24%	25%
Women in leadership positions (Executive/Senior Level Officials & Managers)	18%	23%
Women in leadership positions (First/Mid-Level Officials and Managers)	29%	28%
Historically underrepresented individuals in leadership positions (Executive/Senior Level Officials & Managers)	18%	18%
Historically underrepresented individuals in leadership positions (First/Mid level Officials & Managers)	29%	28%
Women in leadership positions, segmented by supervisory level	See row 3 & 4	20% SVP 19% VP 37% Director 36% Manager 27% Supervisor
Historically underrepresented individuals in leadership positions, segmented by supervisory level	See row 5 & 6	20% SVP 19% VP 24% Director 26% Manager 31% Supervisor
Individuals with a self-reported disability	8%	8%
Individuals with a self-reported disability in leadership, supervisor and above	14%	12%
Individuals with a self-reported disability, individual contributors	8%	7%
Individuals with a disclosed Veteran Status	4%	4%

Employees		
Inclusion & Diversity	2024	2023
Ethnicity breakdown of all new hires	56% White 25% Hispanic or Latino 6% Black or African American 5% Two or more races 6% American Indian or Alaskan 2% Asian 0% Native Hawaiian or Other Pacific	54% White 22% Hispanic or Latino 9% Black or African American 7% Two or more races 7% American Indian or Alaskan 1% Asian 0% Native Hawaiian or Other Pacific
Generational breakdown of the workforce	0.1% Silent Generation (born 1928-1945) 7% Baby Boomers (born 1946-1964) 32% Generation X (born 1965-1980) 48% Millennial (born 1981-1996) 14% Generation Z (born 1997-present)	0.1% Silent Generation (born 1928-1945) 9.2% Baby Boomers (born 1946-1964) 33.2% Generation X (born 1965-1980) 46.8% Millennial (born 1981-1996) 10.7% Generation Z (born 1997-present)

Additional Workforce Metrics	2024	2023
Consecutive year increase in Gallup Q12 employee engagement scores	8th	7th
Training hours recorded at ONE Gas Training Center	~25,000 hours	~26,000 hours
Dollars spent per employee for training	\$266.25	\$269.35
Voluntary turnover rate	7% Resignation rate: 5% Retirement rate: 2%	8% Resignation rate: 6% Retirement rate: 2%
Open positions filled with internal candidates	47%	32%
Employees participating in Employee Stock Purchase Program (ESPP)	46%; for the purchase of 122,905.57 shares	45%; for the purchase of 108,875 shares
Employees engaged in one of our Employee Resource Groups (ERGs)	37%	32%
Employees receiving donated time-off through ONE to ONE Fund	97 employees totaling 3,872 hours	94 employees totaling 3,898 hours
Total employees receiving financial assistance through ONE to ONE Fund	65 employees totaling \$141,174.13	61 employees totaling \$121,287.22

Sustainability Report Metrics Summary

Customers	2024	2023
Overall satisfaction score on the ONE Gas Customer Relationship Survey	86%	86%
Customers indicating that we are “easy to do business with”	87%	85%
Customers satisfied in our Contact Center survey	88%	85%
Overall customer satisfaction with our website compared to utilities industry average	20 points higher	29 points higher
Overall customer satisfaction with our mobile app compared to utilities industry average	6 points higher	16 points higher



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