

March 11, 2010
To: All TransGas Limited Customers

TransGas 2009 Customer Satisfaction Survey Results are In!

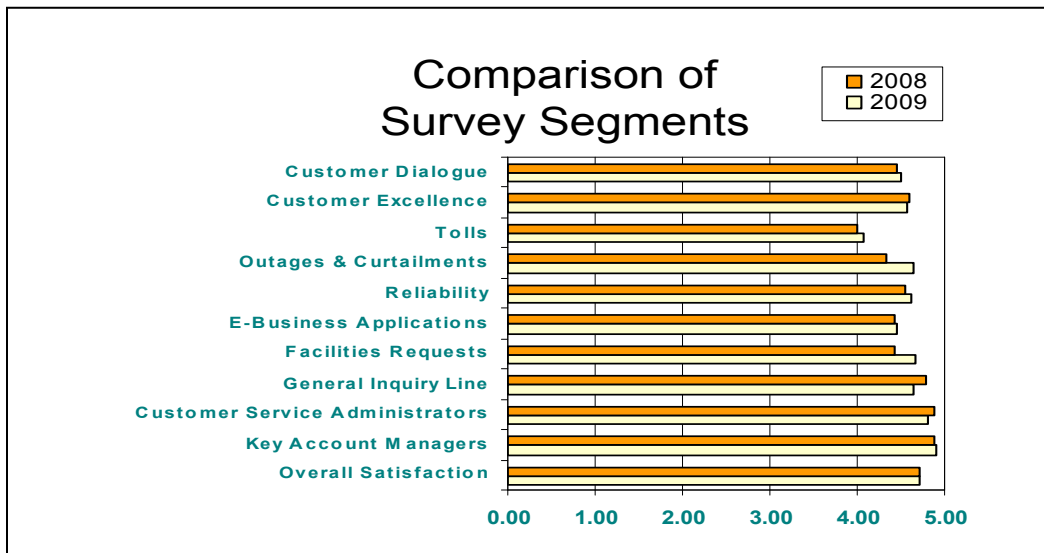
TransGas has completed and compiled the results of its 2009 Customer Satisfaction Survey. For the past several years, TransGas has received high satisfaction ratings from its customers. The year 2009 was no exception.

Consistent with last year's survey, customers gave TransGas an overall satisfaction rating of 4.72 out of a maximum of 5.00, representing a satisfaction level of 94.4%. Approximately 98% of customers responded as being somewhat or very satisfied, an increase of 4% from the satisfaction level in 2008 of 94%.

The 2009 survey was comprised of 15 survey segments each containing questions – and comment boxes – designed to gain detailed feedback on various aspects of the services provided by TransGas.

Among other things, customers were asked to rate our Customer Services staff on their knowledge, responsiveness, friendliness, and their empowerment to serve the customer. Scores in this category ranged from a low of 4.77 to a high of 5.00 out of a maximum of 5.00. TransGas also received very high customer satisfaction scores in the areas of Communications and Customer Service Excellence.

Over the past 18 months, TransGas has been working behind the scenes on a new database platform on which TransGasNet and related web applications reside. With all web applications successfully migrated to the new platform in February, 2010, TransGas looks forward to refocusing our attention on existing web-based applications.



Your feedback is invaluable. By completing TransGas' annual customer satisfaction surveys you help us maintain a consistently high level of service and target areas for improvement.

If you have any comments regarding the survey results, please call Jim Perfect, Manager, Transmission and Storage Marketing at 777-9436.