



Retail Electric Provider Complaint Scorecard

Complaint Rates for March 1, 2015 through August 31, 2015

September 2015 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	MP2 Energy Texas	October 10, 2008
●●●●●	Alliance Power (APC Electric)	October 10, 2003
●●●●●	MidAmerica Energy	February 28, 2008
●●●●●	Illuminar Energy (Conservice Energy)	February 20, 2009
●●●●●	Nueces Electric Coop (NEC Retail)	August 1, 2004
●●●●●	Andeler	July 8, 2002
●●●●●	Hudson Energy Services	September 14, 2004
●●●●●	Our Energy	October 8, 2008
●●●●●	TXU Energy	January 2, 2001
●●●●●	WTU Retail	May 30, 2001
●●●●●	Reliant Energy	January 5, 2001
●●●●○	Veteran Energy	February 23, 2011
●●●●○	Tara Energy (Smart Prepaid Electric)	March 12, 2002
●●●●○	Ambit Energy	October 28, 2005
●●●●○	Source Power and Gas (Beyond Power)	October 25, 2011
●●●●○	Champion Energy	September 16, 2004
●●●●○	Gexa Energy	August 2, 2001
●●●●○	V247 Power	August 1, 2012
●●●●○	CPL Retail Energy	May 13, 2001
●●●●○	Summer Energy	September 29, 2011
●●●●○	Brilliant Energy	July 13, 2007
●●●●○	Fulcrum Energy (Amigo)	January 30, 2004
●●●●○	Green Mountain Energy	January 29, 2001
●●●○	Texpo Energy (Y.E.P / Southwest P&L)	June 13, 2006
●●●○	Just Energy	August 14, 2002
●●●○	PenStar Power (formerly Freedom)	May 6, 2004
●●●○	Stream Energy	January 21, 2005
●●●○	Accent Energy (Dynowatt / IGS Energy)	January 15, 2004
●●●○	Infinite Energy	January 19, 2010
●●●○	Bounce Energy	June 18, 2008
●●●○	Spark Energy	April 22, 2002
●●●○	American Light & Power	October 16, 2007
●●○○	StarTex Power (Star Electricity)	August 23, 2004
●●○○	LPT	January 17, 2006
●●○○	Trieagle Energy	January 27, 2003
●●○○	Xoom Energy	July 25, 2011
●●○○	Young Energy (Payless Power)	April 25, 2005
●●○○	US Retailers (Pennywise / Cirro)	October 27, 2008
●●○○	4 Change	December 5, 2001
●●○○	First Choice Power	January 16, 2001
●●○○	Nooruddin Investments (Discount Power)	June 12, 2008
●●○○	Entrust Energy	December 1, 2010
●●○○	Direct Energy	December 4, 2001
●○○○	Ameripower	December 2, 2003
●○○○	Everything Energy	October 27, 2008
●○○○	Breeze	October 24, 2012
●○○○	Frontier	October 8, 2008
●○○○	Hino Electric	January 21, 2003
●○○○	Potentia Energy (Verde Energy)	February 8, 2008
●○○○	AP Gas & Electric (Zip Energy)	April 25, 2005
●○○○	Brooklet Energy Distribution LLC (Acacia Energy)	March 28, 2007
●○○○	TruSmart Energy (DPI Energy)	October 27, 2006
●●●●●	Lowest Complaint Rate	
●●●●○	Lower than Average Rate of Complaints	
●●●○○	Average Complaint Rate	
●●○○○	Higher than Average Rate of Complaints	
●○○○○	Highest Complaint Rate	

Disclaimer: REPs are scored into five groupings of approximately equal size based on a 6-month rolling average of complaint rates per 1,000 customer relative to other companies. Significant changes in the complaint score may occur from month-to-month for smaller REPs based on only a few complaints. This complaint scorecard should be viewed as only one measure of the customer service provided by REPs. Please note the complaint score is based on a rolling 6-month average of the total number of informal complaints investigated, irrespective of whether or not the company was determined to be at fault or adequately resolved the customer's complaint. In many cases, the PUC's informal complaint process adequately addresses the customer complaints with quick resolution by the REP. You may wish to also review other resources regarding a REP's customer service such as your local Better Business Bureau.