



Retail Electric Provider Complaint Scorecard

Complaint Rates for February 1, 2017 through July 31, 2017

| August 2017 Complaint Score (5 circles indicate lowest complaint rate) | Retail Electric Provider (REP) | Date Licensed |
|---|---|--------------------|
| ●●●●● | Alliance Power (APC Electric) | October 10, 2003 |
| ●●●●● | MidAmerica Energy | February 28, 2008 |
| ●●●●● | MP2 Energy Texas | October 10, 2008 |
| ●●●●● | Engie Retail, LLC (Think Energy) | August 26, 2011 |
| ●●●●● | Nueces Electric Coop (NEC Retail) | August 1, 2004 |
| ●●●●● | Texpo Energy (Y.E.P / Southwest P&L) | June 13, 2006 |
| ●●●●● | Reliant Energy | January 5, 2001 |
| ●●●●● | CPL Retail Energy | May 13, 2001 |
| ●●●●● | TXU Energy | January 2, 2001 |
| ●●●●● | Infuse Energy | August 6, 2014 |
| ●●●●● | Just Energy | August 14, 2002 |
| ●●●●○ | Summer Energy | September 29, 2011 |
| ●●●●○ | Bounce Energy | June 18, 2008 |
| ●●●●○ | WTU Retail | May 30, 2001 |
| ●●●●○ | Illuminar Energy (Conservice Energy) | February 20, 2009 |
| ●●●●○ | V247 Power | August 1, 2012 |
| ●●●●○ | Tara Energy (Smart Prepaid Electric) | March 12, 2002 |
| ●●●●○ | Champion Energy | September 16, 2004 |
| ●●●●○ | Ambit Energy | October 28, 2005 |
| ●●●●○ | Infinite Energy | January 19, 2010 |
| ●●●●○ | American Light & Power | October 16, 2007 |
| ●●●●○ | Fulcrum Energy (Amigo) | January 30, 2004 |
| ●●●○ | VEH LLC (Discount Power, Power Express) | June 12, 2008 |
| ●●●○ | Green Mountain Energy | January 29, 2001 |
| ●●●○ | Young Energy (Payless Power) | April 25, 2005 |
| ●●●○ | Pioneer Energy | December 18, 2013 |
| ●●●○ | Direct Energy (New Leaf Energy) | December 4, 2001 |
| ●●●○ | Constellation Newenergy (StarTex Power) | February 26, 2001 |
| ●●●○ | Gexa Energy | August 2, 2001 |
| ●●●○ | Stream Energy | January 21, 2005 |
| ●●●○ | Veteran Energy | February 23, 2011 |
| ●●●○ | First Choice Power | January 16, 2001 |
| ●●●○ | Xoom Energy | July 25, 2011 |
| ●●○○ | US Retailers (Pennywise / Cirro) | October 27, 2008 |
| ●●○○ | 4Change Energy Company | December 5, 2001 |
| ●●○○ | Ameripower | December 2, 2003 |
| ●●○○ | Brilliant Energy | July 13, 2007 |
| ●●○○ | Our Energy | October 8, 2008 |
| ●●○○ | AP Gas & Electric (Zip Energy) | April 25, 2005 |
| ●●○○ | Clearview Electric | October 27, 2006 |
| ●●○○ | Triagle Energy (Power House Energy, Viridian) | January 27, 2003 |
| ●●○○ | LPT | January 17, 2006 |
| ●●○○ | Breeze | October 24, 2012 |
| ●●○○ | PenStar Power (formerly Freedom) | May 6, 2004 |
| ●○○○ | Frontier | October 8, 2008 |
| ●○○○ | Entrust Energy | December 1, 2010 |
| ●○○○ | Axon Power & Gas LLC | December 5, 2014 |
| ●○○○ | Spark Energy | April 22, 2002 |
| ●○○○ | Volt Electricity Provider LP | November 3, 2014 |
| ●○○○ | Verde Energy (Potentia Energy) | February 8, 2008 |
| ●○○○ | Source Power and Gas (Beyond Power) | October 25, 2011 |
| ●○○○ | Acacia Energy (Brooklet Energy) | March 28, 2007 |
| ●○○○ | Hino Electric | January 21, 2003 |
| ●○○○ | Wolverine Alternative Investments LLC (Stat Energy) | June 28, 2011 |
| ●○○○ | Accent Energy (Dynowatt / IGS Energy) | January 15, 2004 |

- 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.