



## Retail Electric Provider Complaint Scorecard

Complaint Rates for March 1, 2018 through August 31, 2018

September 2018 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
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●●●●●	Alliance Power (APC Electric)	October 10, 2003
●●●●●	American Light & Power	October 16, 2007
●●●●●	Source Power and Gas (Beyond Power)	October 25, 2011
●●●●●	Xoom Energy	July 25, 2011
●●●●●	Ameripower	December 2, 2003
●●●●●	Texpo Energy (Y.E.P / Southwest P&L)	June 13, 2006
●●●●●	Nueces Electric Coop (NEC Retail)	August 1, 2004
●●●●●	MP2 Energy Texas	October 10, 2008
●●●●●	V247 Power	August 1, 2012
●●●●●	TXU Energy	January 2, 2001
●●●●●	VEH LLC (Discount Power, Power Express)	June 12, 2008
●●●●○	Reliant Energy	January 5, 2001
●●●●○	Summer Energy	September 29, 2011
●●●●○	Illuminar Energy (Conservice Energy)	February 20, 2009
●●●●○	WTU Retail	May 30, 2001
●●●●○	MidAmerica Energy	February 28, 2008
●●●●○	CPL Retail Energy	May 13, 2001
●●●●○	Ambit Energy	October 28, 2005
●●●●○	Veteran Energy	February 23, 2011
●●●●○	Champion Energy	September 16, 2004
●●●●○	Green Mountain Energy	January 29, 2001
●●●●○	Tara Energy (Smart Prepaid Electric)	March 12, 2002
●●●○	Infinite Energy	January 19, 2010
●●●○	Just Energy	August 14, 2002
●●●○	Direct Energy (New Leaf Energy)	December 4, 2001
●●●○	Constellation Newenergy (StarTex Power)	February 26, 2001
●●●○	Clearview Electric	October 27, 2006
●●●○	Bounce Energy	June 18, 2008
●●●○	Infuse Energy	August 6, 2014
●●●○	AP Gas & Electric (Zip Energy)	April 25, 2005
●●●○	Fulcrum Energy (Amigo)	January 30, 2004
●●●○	US Retailers (Pennywise / Cirro)	October 27, 2008
●●○○	First Choice Power	January 16, 2001
●●○○	Stream Energy	January 21, 2005
●●○○	Young Energy (Payless Power)	April 25, 2005
●●○○	Gexa Energy	August 2, 2001
●●○○	Accent Energy (Dynowatt / IGS Energy)	January 15, 2004
●●○○	Entrust Energy	December 1, 2010
●●○○	Brilliant Energy	July 13, 2007
●●○○	4Change Energy Company	December 5, 2001
●●○○	Triangle Energy (Power House Energy, Viridian)	January 27, 2003
●●○○	Spark Energy	April 22, 2002
●○○○	Volt Electricity Provider LP	November 3, 2014
●○○○	Our Energy	October 8, 2008
●○○○	Frontier	October 8, 2008
●○○○	Axon Power & Gas LLC	December 5, 2014
●○○○	LPT	January 17, 2006
●○○○	Engie Retail, LLC (Think Energy)	August 26, 2011
●○○○	PenStar Power (formerly Freedom)	May 6, 2004
●○○○	Life Energy	May 9, 2017
●○○○	Acacia Energy (Brooklet Energy)	March 28, 2007

●●●●●	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.