Retail Electric Provider Complaint Scorecard

Complaint Rates for April 1, 2024 through September 30, 2024

October 2024 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	ENGIE RESOURCES	June 7, 2007
●●●●●	NUECES ELECTRIC COOPERATIVE	May 19, 2021
●●●●●	CHAMPION ENERGY SERVICES	September 16, 2004
●●●●●	OHMCONNECT TEXAS	October 19, 2020
●●●●●	REVOLUTION ENERGY	March 4, 2019
●●●●●	TXU ENERGY	January 2, 2001
●●●●●	AMBIT TEXAS	October 28, 2005
●●●●●	RELIANT ENERGY	January 5, 2001
●●●●○	TITAN GAS AND POWER	November 7, 2019
●●●●○	GREEN MOUNTAIN ENERGY	August 2, 2001
●●●●○	SUMMER ENERGY, PRONTO POWER	September 29, 2011
●●●●○	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
●●●●○	DIRECT ENERGY	December 4, 2001
●●●●○	FRONTIER UTILITIES	October 8, 2008
●●●○○	MP2 ENERGY TEXAS	February 28, 2008
●●●○○	GEXA ENERGY	January 30, 2004
●●●○○	VARSITY ENERGY	December 5, 2001
●●●○○	BKV BPP RETAIL	September 16, 2004
●●●○○	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
●●●○○	TRIEAGLE ENERGY, POWER HOUSE ENERGY	January 27, 2003
●●○○○	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE	October 8, 2008
●●○○○	RHYTHM OPS	October 21, 2020
●●○○○	SOUTHERN FEDERAL POWER	May 22, 2019
●●○○○	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPA	October 27, 2008
●●○○○	AP GAS AND ELECTRIC, ZIP ENERGY LSE	April 25, 2005
●●○○○	QUEXT ENERGY	August 9, 2022
●○○○○	JUST ENERGY TEXAS	September 25, 2020
●○○○○	YOUNG ENERGY, PAYLESS POWER	April 25, 2005
●○○○○	OCTOPUS ENERGY, EVOLVE RETAIL ENERGY	April 30, 2019
●○○○○	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY	March 4, 2019
●○○○○	PULSE POWER, ENERGY TO GO	November 30, 2018
●○○○○	TRUE COMMODITIES	June 22, 2021

●●●●●	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.*

Please note this scorecard is made up of REPs that are currently active on the PTC website.