



Retail Electric Provider Complaint Scorecard

Complaint Rates for December 1, 2015 through May 31, 2016

June 2016 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	Veteran Energy	February 23, 2011
●●●●●	V247 Power	August 1, 2012
●●●●●	Andeler	July 8, 2002
●●●●●	Alliance Power (APC Electric)	October 10, 2003
●●●●●	Nueces Electric Coop (NEC Retail)	August 1, 2004
●●●●●	Summer Energy	September 29, 2011
●●●●●	MP2 Energy Texas	October 10, 2008
●●●●●	Brilliant Energy	July 13, 2007
●●●●●	Source Power and Gas (Beyond Power)	October 25, 2011
●●●●●	TXU Energy	January 2, 2001
●●●●●	AP Gas & Electric (Zip Energy)	April 25, 2005
●●●●●	Accent Energy (Dynowatt / IGS Energy)	January 15, 2004
●●●●○	CPL Retail Energy	May 13, 2001
●●●●○	Reliant Energy	January 5, 2001
●●●●○	WTU Retail	May 30, 2001
●●●●○	Hudson Energy Services	September 14, 2004
●●●●○	Texpo Energy (Y.E.P / Southwest P&L)	June 13, 2006
●●●●○	Constellation Newenergy (StarTex Power)	February 26, 2001
●●●●○	MidAmerica Energy	February 28, 2008
●●●●○	Fulcrum Energy (Amigo)	January 30, 2004
●●●●○	Illuminar Energy (Conservice Energy)	February 20, 2009
●●●●○	Tara Energy (Smart Prepaid Electric)	March 12, 2002
●●●○	Green Mountain Energy	January 29, 2001
●●●○	Everything Energy	October 27, 2008
●●●○	Trieagle Energy (Power House Energy, Viridian)	January 27, 2003
●●●○	Ambit Energy	October 28, 2005
●●●○	Champion Energy	September 16, 2004
●●●○	Just Energy	August 14, 2002
●●●○	Nooruddin Investments (Discount Power, Power Express)	June 12, 2008
●●●○	Gexa Energy	August 2, 2001
●●●○	Stream Energy	January 21, 2005
●●●○	Xoom Energy	July 25, 2011
●●○○	Infinite Energy	January 19, 2010
●●○○	US Retailers (Pennywise / Cirro)	October 27, 2008
●●○○	Bounce Energy	June 18, 2008
●●○○	Spark Energy	April 22, 2002
●●○○	Verde Energy (Potentia Energy)	February 8, 2008
●●○○	Young Energy (Payless Power)	April 25, 2005
●○○○	Frontier	October 8, 2008
●○○○	Ameripower	December 2, 2003
●○○○	First Choice Power	January 16, 2001
●○○○	American Light & Power	October 16, 2007
●○○○	Direct Energy (New Leaf Energy)	December 4, 2001
●○○○	PenStar Power (formerly Freedom)	May 6, 2004
●○○○	4Change Energy Company	December 5, 2001
●○○○	LPT	January 17, 2006
●○○○	Entrust Energy	December 1, 2010
●○○○	Our Energy	October 8, 2008
●○○○	Axon Power & Gas LLC	December 5, 2014
●○○○	Breeze	October 24, 2012
●○○○	Hino Electric	January 21, 2003
●○○○	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.