

Residential Retail Electric Provider Complaint Scorecard

Complaint Rates for October 1, 2009 through March 31, 2010

Rank	Retail Electric Provider (REP)	Date Licensed	April 2010 Complaint Score (fewer circles indicates lower complaint rate)	Score Last Month
1	OnPAC Energy (Pegasus Alliance Corp)	December 2, 2003	●○○○○	●○○○○
2	Kinetic Energy	April 16, 2007	●○○○○	●○○○○
3	Nueces Electric Coop	August 1, 2004	●○○○○	●○○○○
4	CPL Retail Energy	May 13, 2001	●○○○○	●○○○○
5	Reliant Energy	January 5, 2001	●○○○○	●○○○○
6	WTU Retail	May 30, 2001	●○○○○	●○○○○
7	Champion Energy	September 16, 2004	●○○○○	●●○○○
8	Green Mountain Energy	January 29, 2001	●●○○○	●●○○○
9	Tara Energy	March 12, 2002	●●○○○	●●○○○
10	Cirro Energy	October 30, 2001	●●○○○	●●○○○
11	Gexa Energy	August 2, 2001	●●○○○	●●○○○
12	Direct Energy	December 4, 2001	●●○○○	●●○○○
13	StarTex Power (Star Electricity)	August 23, 2004	●●○○○	●●○○○
14	Gateway Power	January 28, 2004	●●○○○	●●○○○
15	Simple Power (Chain Lakes Power, LLC)	October 22, 2007	●●○○○	●●○○○
16	Mega Energy	July 25, 2007	●●○○○	●●○○○
17	Spark Energy	April 22, 2002	●●○○○	●●○○○
18	Texas Power	March 10, 2003	●●○○○	●●○○○
19	Ambit Energy	October 28, 2005	●●○○○	●●○○○
20	Texpo Energy (Y.E.P Energy)	June 13, 2006	●●○○○	●●○○○
21	TXU Energy	January 2, 2001	●●○○○	●●○○○
22	First Choice Power	January 16, 2001	●●○○○	●●○○○
23	Stream Energy	January 21, 2005	●●○○○	●●○○○
24	APNA Energy	August 21, 2006	●●○○○	●○○○○
25	MX Energy	May 26, 2005	●●●○○	●●●○○
26	Liberty Power	January 21, 2003	●●●○○	●●○○○
27	Hudson Energy Services	September 14, 2004	●●●○○	●●●○○
28	Fulcrum Energy	January 30, 2004	●●●○○	●●●○○
29	Just Energy	August 14, 2002	●●●○○	●●●○○
30	Dynowatt (Accent Energy)	January 15, 2004	●●●○○	●●●○○
31	Affordable Power	April 25, 2005	●●●○○	●●●○○
32	Brilliant Energy	July 13, 2007	●●●○○	●●●○○
33	TexREP1 (Epcot Electric)	June 18, 2008	●●●●●	●●●●●
34	Bounce	February 2, 2007	●●●●●	●●●●●
35	DPI Energy	October 27, 2006	●●●●●	●●●●●
36	PenStar Power (formerly Freedom)	May 6, 2004	●●●●●	●●●●●

LEGEND	
●●●●●	Highest Complaint Rate
●●●●○	Higher than Average Rate of Complaints
●●●○○	Average Complaint Rate
●●○○○	Lower than Average Rate of Complaints
●○○○○	Lowest 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.