



Residential Retail Electric Provider Complaint Scorecard

Complaint Rates for June 1, 2011 through November 30, 2011

Rank	Retail Electric Provider (REP)	Date Licensed	December 2011 Complaint	
			Score (fewer circles indicates lower complaint rate)	Score Last Month
1	OnPAC Energy (Pegasus Alliance Corp)	December 2, 2003	●○○○○	●○○○○
2	EPCOT (TexRep 1)	February 2, 2007	●○○○○	●○○○○
3	Nueces Electric Coop	August 1, 2004	●○○○○	●○○○○
4	Kinetic Energy	April 16, 2007	●○○○○	●○○○○
5	Reliant Energy	January 5, 2001	●○○○○	●○○○○
6	Liberty Power	January 21, 2003	●○○○○	●○○○○
7	CPL Retail Energy	May 13, 2001	●○○○○	●○○○○
8	WTU Retail	May 30, 2001	●○○○○	●●○○○
9	TXU Energy	January 2, 2001	●●○○○	●●○○○
10	Texpo Energy (Y.E.P/Southwest P&L)	June 13, 2006	●●○○○	●●○○○
11	StarTex Power (Star Electricity)	August 23, 2004	●●○○○	●●○○○
12	Andeler	July 8, 2002	●●○○○	●●●○○
13	APNA Energy	August 21, 2006	●●○○○	●●●○○
14	Stream Energy	January 21, 2005	●●○○○	●●○○○
15	Texas Power	March 10, 2003	●●○○○	●○○○○
16	Gexa Energy	August 2, 2001	●●○○○	●●○○○
17	Champion Energy	September 16, 2004	●●○○○	●●○○○
18	Direct Energy	December 4, 2001	●●○○○	●●○○○
19	Cirro Energy	October 30, 2001	●●●○○	●●●○○
20	Bounce Energy	June 18, 2008	●●●○○	●●●○○
21	Tara Energy	March 12, 2002	●●●○○	●●●○○
22	Green Mountain Energy	January 29, 2001	●●●○○	●●○○○
23	Brilliant Energy	July 13, 2007	●●●○○	●●●○○
24	MX Energy	May 26, 2005	●●●○○	●●●○○
25	Affordable Power	April 25, 2005	●●●○○	●●●○○
26	Spark Energy	April 22, 2002	●●●○○	●●●○○
27	Ambit Energy	October 28, 2005	●●●○○	●●○○○
28	Just Energy	August 14, 2002	●●●○○	●●●○○
29	First Choice Power	January 16, 2001	●●●○○	●●●○○
30	Fulcrum Energy (Amigo)	January 30, 2004	●●●○○	●●●○○
31	Frontier	October 8, 2008	●●●○○	●●●○○
32	Gateway Power	January 28, 2004	●●●○○	●●●○○
33	Glacial	March 6, 2006	●●●○○	●●●○○
34	Hudson Energy Services	September 14, 2004	●●●○○	●●●○○
35	Mega Energy	July 25, 2007	●●●○○	●●●○○
36	Dynowatt (Accent Energy)	January 15, 2004	●●●○○	●●●○○
37	DPI Energy	October 27, 2006	●●●○○	●●●○○
38	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.