



## Retail Electric Provider Complaint Scorecard

Complaint Rates for November 1, 2021 through April 30, 2022

May 2022 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	ENGIE RETAIL, THINK ENERGY	August 26, 2011
●●●●●	NUECES ELECTRIC COOPERATIVE	October 10, 2008
●●●●●	TEXPO POWER, DBA YEP, SOUTHWEST P&L	June 13, 2006
●●●●●	SUMMER ENERGY, PRONTO POWER	September 29, 2011
●●●●●	CHAMPION ENERGY SERVICES	September 16, 2004
●●●●●	RELIANT ENERGY	January 5, 2001
●●●●○	TXU ENERGY	January 2, 2001
●●●●○	STREAM ENERGY	January 21, 2005
●●●●○	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
●●●●○	VARSITY ENERGY	November 7, 2019
●●●●○	DIRECT ENERGY	December 4, 2001
●●●●○	HERITAGE POWER	January 29, 2001
●●●○○	GREEN MOUNTAIN ENERGY	August 2, 2001
●●●○○	CAPITAL ENERGY PA, VALUE POWER	December 12, 2008
●●●○○	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPA	October 27, 2008
●●●○○	RHYTHM OPS	October 21, 2020
●●●○○	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE	October 8, 2008
●●●○○	GEXA ENERGY	January 30, 2004
●●○○○	JUST ENERGY TEXAS	September 25, 2020
●●○○○	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY	March 4, 2019
●●○○○	YOUNG ENERGY, PAYLESS POWER	April 25, 2005
●●○○○	FRONTIER UTILITIES	October 8, 2008
●●○○○	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
●○○○○	DECLARATION ENERGY	October 28, 2020
●○○○○	SPARK ENERGY	April 22, 2002
●○○○○	PULSE POWER, ENERGY TO GO	November 30, 2018
●○○○○	TITAN GAS AND POWER	November 7, 2019
●○○○○	INFUSE ENERGY	June 7, 2007
●○○○○	SOUTHERN FEDERAL POWER	May 22, 2019
●●●●●	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.