



Retail Electric Provider Complaint Scorecard

Complaint Rates for October 1, 2016 through March 31, 2017

April 2017 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	Alliance Power (APC Electric)	October 10, 2003
●●●●●	MidAmerica Energy	February 28, 2008
●●●●●	Nueces Electric Coop (NEC Retail)	August 1, 2004
●●●●●	MP2 Energy Texas	October 10, 2008
●●●●●	Tara Energy (Smart Prepaid Electric)	March 12, 2002
●●●●●	CPL Retail Energy	May 13, 2001
●●●●●	Texpo Energy (Y.E.P / Southwest P&L)	June 13, 2006
●●●●●	Reliant Energy	January 5, 2001
●●●●●	TXU Energy	January 2, 2001
●●●●●	AP Gas & Electric (Zip Energy)	April 25, 2005
●●●●●	Infinite Energy	January 19, 2010
●●●●○	Accent Energy (Dynowatt / IGS Energy)	January 15, 2004
●●●●○	Just Energy	August 14, 2002
●●●●○	Source Power and Gas (Beyond Power)	October 25, 2011
●●●●○	WTU Retail	May 30, 2001
●●●●○	V247 Power	August 1, 2012
●●●●○	Brilliant Energy	July 13, 2007
●●●●○	Xoom Energy	July 25, 2011
●●●●○	Bounce Energy	June 18, 2008
●●●●○	American Light & Power	October 16, 2007
●●●●○	VEH LLC (Discount Power, Power Express)	June 12, 2008
●●●●○	Ambit Energy	October 28, 2005
●●●○	Hudson Energy Services	September 14, 2004
●●●○	Fulcrum Energy (Amigo)	January 30, 2004
●●●○	Champion Energy	September 16, 2004
●●●○	Gexa Energy	August 2, 2001
●●●○	Illuminar Energy (Conservice Energy)	February 20, 2009
●●●○	Pioneer Energy	December 18, 2013
●●●○	Veteran Energy	February 23, 2011
●●●○	Ameripower	December 2, 2003
●●●○	Young Energy (Payless Power)	April 25, 2005
●●●○	Constellation Newenergy (StarTex Power)	February 26, 2001
●●●○	Green Mountain Energy	January 29, 2001
●●○	Direct Energy (New Leaf Energy)	December 4, 2001
●●○	Summer Energy	September 29, 2011
●●○	Stream Energy	January 21, 2005
●●○	First Choice Power	January 16, 2001
●●○	US Retailers (Pennywise / Cirro)	October 27, 2008
●●○	Infuse Energy	August 6, 2014
●●○	Breeze	October 24, 2012
●●○	Triangle Energy (Power House Energy, Viridian)	January 27, 2003
●●○	Our Energy	October 8, 2008
●●○	PenStar Power (formerly Freedom)	May 6, 2004
●●○	4Change Energy Company	December 5, 2001
●○	LPT	January 17, 2006
●○	Verde Energy (Potentia Energy)	February 8, 2008
●○	Spark Energy	April 22, 2002
●○	Clearview Electric	October 27, 2006
●○	Frontier	October 8, 2008
●○	Axon Power & Gas LLC	December 5, 2014
●○	Volt Electricity Provider LP	November 3, 2014
●○	Entrust Energy	December 1, 2010
●○	Acacia Energy (Brooklet Energy)	March 28, 2007
●○	Hino Electric	January 21, 2003
●○	Everything Energy	October 27, 2008
●●●●●	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.