



Retail Electric Provider Complaint Scorecard

Complaint Rates for May 1, 2023 through October 31, 2023

November 2023 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	HERITAGE POWER	January 29, 2001
●●●●●	NUECES ELECTRIC COOPERATIVE	October 10, 2008
●●●●●	VARSITY ENERGY	November 7, 2019
●●●●●	EVOLVE RETAIL ENERGY, OCTOPUS ENERGY	April 30, 2019
●●●●●	CHAMPION ENERGY SERVICES	September 16, 2004
●●●●●	TXU ENERGY	January 2, 2001
●●●●●	RELIANT ENERGY	January 5, 2001
●●●●●	TITAN GAS AND POWER	November 7, 2019
●●●●○	DIRECT ENERGY	December 4, 2001
●●●●○	GREEN MOUNTAIN ENERGY	August 2, 2001
●●●●○	CAPITAL ENERGY PA, VALUE POWER	December 12, 2008
●●●●○	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
●●●●○	AMBIT TEXAS	October 28, 2005
●●●●○	GOOD CHARLIE AND CO	January 30, 2004
●●●●○	RHYTHM OPS	October 21, 2020
●●●○○	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPA	October 27, 2008
●●●○○	TRIEAGLE ENERGY, POWER HOUSE ENERGY	January 27, 2003
●●●○○	GEXA ENERGY	January 30, 2004
●●●○○	ONPOINT ENERGY TEXAS	October 28, 2022
●●●○○	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE	October 8, 2008
●●●○○	SPARK ENERGY	April 22, 2002
●●●○○	JUST ENERGY TEXAS	September 25, 2020
●●○○○	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY	March 4, 2019
●●○○○	OHMCONNECT TEXAS	October 19, 2020
●●○○○	FRONTIER UTILITIES	October 8, 2008
●●○○○	MP2 ENERGY TEXAS	February 28, 2008
●●○○○	AP GAS AND ELECTRIC, ZIP ENERGY LSE	April 25, 2005
●●○○○	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
●●○○○	BKV BPP RETAIL	October 18, 2022
●○○○○	SUMMER ENERGY, PRONTO POWER	September 29, 2011
●○○○○	SOUTHERN FEDERAL POWER	May 22, 2019
●○○○○	YOUNG ENERGY, PAYLESS POWER	April 25, 2005
●○○○○	PULSE POWER, ENERGY TO GO	November 30, 2018
●○○○○	DECLARATION ENERGY	October 28, 2020
●○○○○	MI TEXAS REP 1, ABACUS ENERGY	November 29, 2021
●○○○○	TRUE COMMODITIES	June 22, 2021
●●●●●	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.