

## Retail Electric Provider Complaint Scorecard

Complaint Rates for September 1, 2023 through February 29, 2024

March 2024 Complaint Score (5 circles indicate lowest complaint rate)			Retail Electric Provider (REP)	Date Licensed
●●●●●	NUECES ELECTRIC COOPERATIVE		October 10, 2008	
●●●●●	HERITAGE POWER		January 29, 2001	
●●●●●	REVOLUTION ENERGY		March 4, 2019	
●●●●●	VARSITY ENERGY		November 7, 2019	
●●●●●	CHAMPION ENERGY SERVICES		September 16, 2004	
●●●●●	TXU ENERGY		January 2, 2001	
●●●●●	CONSTELLATION NEWENERGY, STARTEX POWER		February 26, 2001	
●●●●○	RELIANT ENERGY		January 5, 2001	
●●●●○	OCTOPUS ENERGY, EVOLVE RETAIL ENERGY		April 30, 2019	
●●●●○	OHMCONNECT TEXAS		October 19, 2020	
●●●●○	GOOD CHARLIE AND CO		January 30, 2004	
●●●●○	AMBIT TEXAS		October 28, 2005	
●●●●○	TITAN GAS AND POWER		November 7, 2019	
●●●●○	QUEXT ENERGY		August 9, 2022	
●●●○●	DIRECT ENERGY		December 4, 2001	
●●●○●	GREEN MOUNTAIN ENERGY		August 2, 2001	
●●●○●	TRIEAGLE ENERGY, POWER HOUSE ENERGY		January 27, 2003	
●●●○●	GEXA ENERGY		January 30, 2004	
●●●○●	BKV BPP RETAIL		October 18, 2022	
●●●○●	MP2 ENERGY TEXAS		February 28, 2008	
●●●○●	SPARK ENERGY		April 22, 2002	
●●○○●	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE		October 8, 2008	
●●○○●	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPA		October 27, 2008	
●●○○●	TARA ENERGY, SMART PREPAID ELECTRIC		March 12, 2002	
●●○○●	RHYTHM OPS		October 21, 2020	
●●○○●	SOUTHERN FEDERAL POWER		May 22, 2019	
●●○○●	JUST ENERGY TEXAS		September 25, 2020	
●●○○●	FRONTIER UTILITIES		October 8, 2008	
●○○○○	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY		March 4, 2019	
●○○○○	AP GAS AND ELECTRIC, ZIP ENERGY LSE		April 25, 2005	
●○○○○	YOUNG ENERGY, PAYLESS POWER		April 25, 2005	
●○○○○	PULSE POWER, ENERGY TO GO		November 30, 2018	
●○○○○	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.