

Retail Electric Provider Complaint Scorecard

Complaint Rates for August 1, 2023 through January 31, 2024

February 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
••••	VARSITY ENERGY	November 7, 2019
••••	TXU ENERGY	January 2, 2001
••••	CHAMPION ENERGY SERVICES	September 16, 2004
••••	RELIANT ENERGY	January 5, 2001
••••	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
••••	OCTOPUS ENERGY, EVOLVE RETAIL ENERGY	April 30, 2019
••••	GOOD CHARLIE AND CO	January 30, 2004
••••	OHMCONNECT TEXAS	October 19, 2020
••••	AMBIT TEXAS	October 28, 2005
••••	DIRECT ENERGY	December 4, 2001
••••	TITAN GAS AND POWER	November 7, 2019
••••	QUEXT ENERGY	August 9, 2022
•••0	GREEN MOUNTAIN ENERGY	August 2, 2001
•••0	TRIEAGLE ENERGY, POWER HOUSE ENERGY	January 27, 2003
•••0	MP2 ENERGY TEXAS	February 28, 2008
•••00	RHYTHM OPS	October 21, 2020
•••00	BKV BPP RETAIL	October 18, 2022
•••00	GEXA ENERGY	January 30, 2004
•••0	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE	October 8, 2008
●●○○○	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPA	
••000	JUST ENERGY TEXAS	September 25, 2020
●●○○○	SPARK ENERGY	April 22, 2002
••000	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
••000	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY	March 4, 2019
••000	FRONTIER UTILITIES	October 8, 2008
••000	SUMMER ENERGY, PRONTO POWER	September 29, 2011
•0000	SOUTHERN FEDERAL POWER	May 22, 2019
•0000	AP GAS AND ELECTRIC, ZIP ENERGY LSE	April 25, 2005
•0000	VALUED BASED BRANDS LLC	December 5, 2001
•0000	YOUNG ENERGY, PAYLESS POWER	April 25, 2005
•0000	PULSE POWER, ENERGY TO GO	November 30, 2018
•0000	MI TEXAS REP 1, ABACUS ENERGY	November 29, 2021
•0000	TRUE COMMODITIES	June 22, 2021
••••	Lowest Complaint Rate	
••••	Lower than Average Rate of Complaints	
•••00	Average Complaint Rate	
••000	Higher than Average Rate of Complaints	
•0000	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. Signficant 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.