



Retail Electric Provider Complaint Scorecard

Complaint Rates for May 1, 2018 through October 31, 2018

November 2018 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	American Light & Power	October 16, 2007
●●●●●	Source Power and Gas (Beyond Power)	October 25, 2011
●●●●●	Nueces Electric Coop (NEC Retail)	August 1, 2004
●●●●●	MidAmerica Energy	February 28, 2008
●●●●●	Texpo Energy (Y.E.P / Southwest P&L)	June 13, 2006
●●●●●	MP2 Energy Texas	October 10, 2008
●●●●●	Illuminar Energy (Conservice Energy)	February 20, 2009
●●●●●	TXU Energy	January 2, 2001
●●●●●	Reliant Energy	January 5, 2001
●●●●●	Alliance Power (APC Electric)	October 10, 2003
●●●●●	Ambit Energy	October 28, 2005
●●●●○	WTU Retail	May 30, 2001
●●●●○	CPL Retail Energy	May 13, 2001
●●●●○	Summer Energy	September 29, 2011
●●●●○	Green Mountain Energy	January 29, 2001
●●●●○	Direct Energy (New Leaf Energy)	December 4, 2001
●●●●○	Veteran Energy	February 23, 2011
●●●●○	Ameripower	December 2, 2003
●●●●○	Champion Energy	September 16, 2004
●●●●○	AP Gas & Electric (Zip Energy)	April 25, 2005
●●●●○	Infinite Energy	January 19, 2010
●●●●○	VEH LLC (Discount Power, Power Express)	June 12, 2008
●●●●○	Infuse Energy	August 6, 2014
●●●●○	US Retailers (Pennywise / Cirro)	October 27, 2008
●●●●○	Tara Energy (Smart Prepaid Electric)	March 12, 2002
●●●●○	Just Energy	August 14, 2002
●●●●○	Constellation Newenergy (StarTex Power)	February 26, 2001
●●●●○	Stream Energy	January 21, 2005
●●●●○	Bounce Energy	June 18, 2008
●●●●○	Our Energy	October 8, 2008
●●●●○	Fulcrum Energy (Amigo)	January 30, 2004
●●●●○	First Choice Power	January 16, 2001
●●●●○	Accent Energy (Dynowatt / IGS Energy)	January 15, 2004
●●●●○	Windrose Power And Gas (Super Power)	January 31, 2018
●●●●○	Entrust Energy	December 1, 2010
●●●●○	Gexa Energy	August 2, 2001
●●●●○	Young Energy (Payless Power)	April 25, 2005
●●●●○	Axon Power & Gas LLC	December 5, 2014
●●●●○	Xoom Energy	July 25, 2011
●●●●○	Trieagle Energy (Power House Energy, Viridian)	January 27, 2003
●●●●○	4Change Energy Company	December 5, 2001
●●●●○	Volt Electricity Provider LP	November 3, 2014
●●●●○	Clearview Electric	October 27, 2006
●●○○○	Spark Energy	April 22, 2002
●●○○○	Brilliant Energy	July 13, 2007
●●○○○	LPT	January 17, 2006
●●○○○	Frontier	October 8, 2008
●●○○○	Engie Retail, LLC (Think Energy)	August 26, 2011
●●○○○	PenStar Power (formerly Freedom)	May 6, 2004
●●○○○	Acacia Energy (Brooklet Energy)	March 28, 2007
●●○○○	V247 Power	August 1, 2012
●○○○○	Life Energy	May 9, 2017

- 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.