



**Residential Retail Electric Provider Complaint Scorecard**  
Complaint Rates for March 1, 2008 through August 31, 2008

Rank	Retail Electric Provider (REP)	Date Licensed	September 2008 Complaint Score (fewer circles indicates lower complaint rate)	Score Last Month
1	Nueces Electric Coop	August 1, 2004	●○○○○	●○○○○
2	Reliant Energy	January 5, 2001	●○○○○	●○○○○
3	WTU Retail	May 30, 2001	●○○○○	●○○○○
4	Champion Energy	September 16, 2004	●○○○○	●○○○○
5	CPL Retail Energy	May 13, 2001	●○○○○	●○○○○
6	Spark Energy	April 22, 2002	●○○○○	●○○○○
7	TXU Energy	January 2, 2001	●●○○○	●●○○○
8	Direct Energy	December 4, 2001	●●○○○	●●○○○
9	Green Mountain Energy	January 29, 2001	●●○○○	●●○○○
10	Gexa Energy	August 2, 2001	●●○○○	●●○○○
11	Gateway Power	January 28, 2004	●●○○○	●○○○○
12	U.S. Energy Savings Corp (Just Energy)	August 14, 2002	●●○○○	●●○○○
13	Stream Energy	January 21, 2005	●●○○○	●●○○○
14	Hudson Energy Services	September 14, 2004	●●○○○	●●○○○
15	Affordable Power	April 25, 2005	●●○○○	●●○○○
16	Ambit Energy	October 28, 2005	●●○○○	●●○○○
17	StarTex Power (Star Electricity)	August 23, 2004	●●○○○	●●○○○
18	Brilliant Energy	July 13, 2007	●●○○○	●●○○○
19	First Choice Power	January 16, 2001	●●○○○	●●○○○
20	Texas Power	March 10, 2003	●●○○○	●●○○○
21	Tara Energy	March 12, 2002	●●○○○	●●○○○
22	Cirro Energy	October 30, 2001	●●○○○	●●○○○
23	Commerce Energy	September 19, 2001	●●○○○	●●○○○
24	MX Energy	May 26, 2005	●●○○○	●●○○○
25	Liberty Power	January 21, 2003	●●○○○	●●○○○
26	Texpo Energy (Y.E.P Energy)	June 13, 2006	●●○○○	●●○○○
27	OnPAC Energy (Pegasus Alliance Corp)	December 2, 2003	●●○○○	●●○○○
28	DPI Energy	October 27, 2006	●●○○○	●●○○○
29	Simple Power (Chain Lakes Power, LLC)	October 22, 2007	●●○○○	●●○○○
30	Dynowatt (Accent Energy)	January 15, 2004	●●○○○	●●○○○
31	Mega Energy	July 25, 2007	●●○○○	●●○○○
32	APNA Energy	August 21, 2006	●●○○○	●●○○○
33	Amigo Energy (Vega Resources)	January 30, 2004	●●○○○	●●○○○
34	Freedom Power	May 6, 2004	●●○○○	●●○○○

LEGEND	
●●●●●	Highest Complaint Rate
●●●●○	Higher than Average Rate of Complaints
●●○○○	Average Complaint Rate
●●○○○	Lower than Average Rate of Complaints
●○○○○	Lowest 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.