

Residential Retail Electric Provider Complaint Scorecard

Complaint Rates for Feb. 1, 2009 through July 31, 2009

Rank	Retail Electric Provider (REP)	Date Licensed	August 2009 Complaint Score (fewer circles indicates lower complaint rate)	Score Last Month
1	Mega Energy	July 25, 2007	●○○○○	●○○○○
2	Kinetic Energy	April 16, 2007	●○○○○	N/A
3	WTU Retail	May 30, 2001	●○○○○	●○○○○
4	CPL Retail Energy	May 13, 2001	●○○○○	●○○○○
5	Reliant Energy	January 5, 2001	●○○○○	●○○○○
6	Nueces Electric Coop	August 1, 2004	●○○○○	●○○○○
7	Green Mountain Energy	January 29, 2001	●○○○○	●●○○○
8	Simple Power (Chain Lakes Power, LLC)	October 22, 2007	●○○○○	●○○○○
9	Hudson Energy Services	September 14, 2004	●●○○○	●●○○○
10	Spark Energy	April 22, 2002	●●○○○	●●○○○
11	Cirro Energy	October 30, 2001	●●○○○	●●○○○
12	Gexa Energy	August 2, 2001	●●○○○	●●○○○
13	StarTex Power (Star Electricity)	August 23, 2004	●●○○○	●●○○○
14	Direct Energy	December 4, 2001	●●○○○	●●○○○
15	OnPAC Energy (Pegasus Alliance Corp)	December 2, 2003	●●○○○	●●○○○
16	TXU Energy	January 2, 2001	●●○○○	●●○○○
17	Brilliant Energy	July 13, 2007	●●○○○	●●○○○
18	Stream Energy	January 21, 2005	●●○○○	●●○○○
19	Tara Energy	March 12, 2002	●●○○○	●●○○○
20	APNA Energy	August 21, 2006	●●○○○	●●○○○
21	First Choice Power	January 16, 2001	●●○○○	●●○○○
22	Champion Energy	September 16, 2004	●●○○○	●●○○○
23	Liberty Power	January 21, 2003	●●○○○	●●○○○
24	MX Energy	May 26, 2005	●●○○○	●●○○○
25	U.S. Energy Savings Corp (Just Energy)	August 14, 2002	●●○○○	●●○○○
26	Ambit Energy	October 28, 2005	●●○○○	●●○○○
27	Gateway Power	January 28, 2004	●●○○○	●●○○○
28	Affordable Power	April 25, 2005	●●○○○	●●○○○
29	Texpo Energy (Y.E.P Energy)	June 13, 2006	●●○○○	●●○○○
30	Texas Power	March 10, 2003	●●○○○	●●○○○
31	Dynowatt (Accent Energy)	January 15, 2004	●●●○○	●●●○○
32	Amigo Energy (Vega Resources)	January 30, 2004	●●●○○	●●●○○
33	DPI Energy	October 27, 2006	●●●○○	●●●○○
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.