



Retail Electric Provider Complaint Scorecard

Complaint Rates for September 1, 2017 through February 28, 2018

March 2018
Complaint Score
 (5 circles indicate lowest complaint rate)

Complaint Score	Retail Electric Provider (REP)	Date Licensed
●●●●●	Alliance Power (APC Electric)	October 10, 2003
●●●●●	American Light & Power	October 16, 2007
●●●●●	Axon Power & Gas LLC	December 5, 2014
●●●●●	MidAmerica Energy	February 28, 2008
●●●●●	PenStar Power (formerly Freedom)	May 6, 2004
●●●●●	MP2 Energy Texas	October 10, 2008
●●●●●	Illuminar Energy (Conservice Energy)	February 20, 2009
●●●●●	AP Gas & Electric (Zip Energy)	April 25, 2005
●●●●●	VEH LLC (Discount Power, Power Express)	June 12, 2008
●●●●●	V247 Power	August 1, 2012
●●●●●	Tara Energy (Smart Prepaid Electric)	March 12, 2002
●●●●●	Summer Energy	September 29, 2011
●●●●○	Nueces Electric Coop (NEC Retail)	August 1, 2004
●●●●○	Reliant Energy	January 5, 2001
●●●●○	TXU Energy	January 2, 2001
●●●●○	Pioneer Energy	December 18, 2013
●●●●○	Ambit Energy	October 28, 2005
●●●●○	CPL Retail Energy	May 13, 2001
●●●●○	Fulcrum Energy (Amigo)	January 30, 2004
●●●●○	Just Energy	August 14, 2002
●●●●○	Accent Energy (Dynowatt / IGS Energy)	January 15, 2004
●●●●○	Bounce Energy	June 18, 2008
●●●●○	Infinite Energy	January 19, 2010
●●●●○	Brilliant Energy	July 13, 2007
●●●●○	Texpo Energy (Y.E.P / Southwest P&L)	June 13, 2006
●●●●○	Direct Energy (New Leaf Energy)	December 4, 2001
●●●●○	First Choice Power	January 16, 2001
●●●●○	Champion Energy	September 16, 2004
●●●●○	Green Mountain Energy	January 29, 2001
●●●●○	Constellation Newenergy (StarTex Power)	February 26, 2001
●●●●○	Gexa Energy	August 2, 2001
●●●●○	WTU Retail	May 30, 2001
●●●●○	Xoom Energy	July 25, 2011
●●●●○	4Change Energy Company	December 5, 2001
●●●●○	Stream Energy	January 21, 2005
●●●●○	Volt Electricity Provider LP	November 3, 2014
●●●●○	US Retailers (Pennywise / Cirro)	October 27, 2008
●●●●○	Veteran Energy	February 23, 2011
●●●●○	Infuse Energy	August 6, 2014
●●●●○	Triegle Energy (Power House Energy, Viridian)	January 27, 2003
●●●●○	Ameripower	December 2, 2003
●●●●○	Source Power and Gas (Beyond Power)	October 25, 2011
●●●●○	Engie Retail, LLC (Think Energy)	August 26, 2011
●●●●○	Young Energy (Payless Power)	April 25, 2005
●●●●○	Frontier	October 8, 2008
●●●●○	Breeze	October 24, 2012
●●●●○	Entrust Energy	December 1, 2010
●●●●○	Our Energy	October 8, 2008
●●●●○	Spark Energy	April 22, 2002
●●●●○	LPT	January 17, 2006
●●●●○	Acacia Energy (Brooklet Energy)	March 28, 2007
●●●●○	Wolverine Alternative Investments LLC (Stat Energy)	June 28, 2011
●●●●○	Clearview Electric	October 27, 2006
●●●●○	Verde Energy (Potentia Energy)	February 8, 2008
●●●●○	Life Energy	May 9, 2017
●●●●○	Hino Electric	January 21, 2003

●●●●● 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.