



Retail Electric Provider Complaint Scorecard

Complaint Rates for October 1, 2017 through March 31, 2018

April 2018 Complaint Score (5 circles indicate lowest complaint rate)	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
●●●●●	MP2 Energy Texas	October 10, 2008
●●●●●	Tara Energy (Smart Prepaid Electric)	March 12, 2002
●●●●●	VEH LLC (Discount Power, Power Express)	June 12, 2008
●●●●●	V247 Power	August 1, 2012
●●●●●	TXU Energy	January 2, 2001
●●●●●	Illuminar Energy (Conservice Energy)	February 20, 2009
●●●●●	Pioneer Energy	December 18, 2013
●●●●●	Summer Energy	September 29, 2011
●●●●○	Reliant Energy	January 5, 2001
●●●●○	Texpo Energy (Y.E.P / Southwest P&L)	June 13, 2006
●●●●○	Nueces Electric Coop (NEC Retail)	August 1, 2004
●●●●○	MidAmerica Energy	February 28, 2008
●●●●○	Infinite Energy	January 19, 2010
●●●●○	CPL Retail Energy	May 13, 2001
●●●●○	Ambit Energy	October 28, 2005
●●●●○	Fulcrum Energy (Amigo)	January 30, 2004
●●●●○	Accent Energy (Dynowatt / IGS Energy)	January 15, 2004
●●●●○	Just Energy	August 14, 2002
●●●●○	Champion Energy	September 16, 2004
●●●●○	Infuse Energy	August 6, 2014
●●●●○	Bounce Energy	June 18, 2008
●●●●○	WTU Retail	May 30, 2001
●●●●○	First Choice Power	January 16, 2001
●●●●○	Direct Energy (New Leaf Energy)	December 4, 2001
●●●●○	AP Gas & Electric (Zip Energy)	April 25, 2005
●●●●○	PenStar Power (formerly Freedom)	May 6, 2004
●●●●○	Xoom Energy	July 25, 2011
●●●●○	Green Mountain Energy	January 29, 2001
●●●●○	Gexa Energy	August 2, 2001
●●●●○	US Retailers (Pennywise / Cirro)	October 27, 2008
●●●●○	4Change Energy Company	December 5, 2001
●●●●○	Constellation Newenergy (StarTex Power)	February 26, 2001
●●●●○	Volt Electricity Provider LP	November 3, 2014
●●●●○	Stream Energy	January 21, 2005
●●●●○	Brilliant Energy	July 13, 2007
●●●●○	Source Power and Gas (Beyond Power)	October 25, 2011
●●●●○	Ameripower	December 2, 2003
●●●●○	Veteran Energy	February 23, 2011
●●●●○	Triegle Energy (Power House Energy, Viridian)	January 27, 2003
●●●●○	Young Energy (Payless Power)	April 25, 2005
●●●●○	Breeze	October 24, 2012
●●○○○	Entrust Energy	December 1, 2010
●●○○○	Frontier	October 8, 2008
●●○○○	Spark Energy	April 22, 2002
●●○○○	Wolverine Alternative Investments LLC (Stat Energy)	June 28, 2011
●●○○○	Our Energy	October 8, 2008
●●○○○	Engie Retail, LLC (Think Energy)	August 26, 2011
●○○○○	LPT	January 17, 2006
●○○○○	Acacia Energy (Brooklet Energy)	March 28, 2007
●○○○○	Clearview Electric	October 27, 2006
●○○○○	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.