



Retail Electric Provider Complaint Scorecard

Complaint Rates for December 1, 2017 through May 31, 2018

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

- 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.