



## Retail Electric Provider Complaint Scorecard

Complaint Rates for November 1, 2017 through April 30, 2018

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