Retail Electric Provider Complaint Scorecard

Complaint Rates for December 1, 2021 through May 31, 2022

June 2022 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	ENGIE RETAIL, THINK ENERGY	August 26, 2011
●●●●●	NUECES ELECTRIC COOPERATIVE	October 10, 2008
●●●●●	TEXPO POWER, DBA YEP, SOUTHWEST P&L	June 13, 2006
●●●●●	CHAMPION ENERGY SERVICES	September 16, 2004
●●●●●	RELIANT ENERGY	January 5, 2001
●●●●●	SUMMER ENERGY, PRONTO POWER	September 29, 2011
●●●●○	TXU ENERGY	January 2, 2001
●●●●○	MP2 ENERGY TEXAS	February 28, 2008
●●●●○	STREAM ENERGY	January 21, 2005
●●●●○	VARSITY ENERGY	November 7, 2019
●●●●○	DIRECT ENERGY	December 4, 2001
●●●●○	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
●●●○○	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPA	October 27, 2008
●●●○○	GREEN MOUNTAIN ENERGY	August 2, 2001
●●●○○	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
●●●○○	CAPITAL ENERGY PA, VALUE POWER	December 12, 2008
●●●○○	TRIEAGLE ENERGY, POWER HOUSE ENERGY	January 27, 2003
●●●○○	RHYTHM OPS	October 21, 2020
●●○○○	GEXA ENERGY	January 30, 2004
●●○○○	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE	October 8, 2008
●●○○○	JUST ENERGY TEXAS	September 25, 2020
●●○○○	YOUNG ENERGY, PAYLESS POWER	April 25, 2005
●●○○○	SPARK ENERGY	April 22, 2002
●○○○○	VALUED BASED BRANDS LLC	December 5, 2001
●○○○○	FRONTIER UTILITIES	October 8, 2008
●○○○○	PULSE POWER, ENERGY TO GO	November 30, 2018
●○○○○	DECLARATION ENERGY	October 28, 2020
●○○○○	TITAN GAS AND POWER	November 7, 2019

●●●●●	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. Signficant 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.*

Please note this scorecard is made up of REPs that are currently active on the PTC website.