



Retail Electric Provider Complaint Scorecard

Complaint Rates for October 1, 2021 through March 31, 2022

April 2022 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	NUECES ELECTRIC COOPERATIVE	October 10, 2008
●●●●●	SUMMER ENERGY, PRONTO POWER	September 29, 2011
●●●●●	TEXPO POWER, DBA YEP, SOUTHWEST P&L	June 13, 2006
●●●●●	MP2 ENERGY TEXAS	February 28, 2008
●●●●●	ENGIE RETAIL, THINK ENERGY	August 26, 2011
●●●●●	CHAMPION ENERGY SERVICES	September 16, 2004
●●●●●	RELIANT ENERGY	January 5, 2001
●●●●○	TXU ENERGY	January 2, 2001
●●●●○	STREAM ENERGY	January 21, 2005
●●●●○	VARSITY ENERGY	November 7, 2019
●●●●○	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
●●●●○	JP ENERGY RESOURCES, AMPRA ENERGY, PESO POWER	August 6, 2014
●●●●○	GREEN MOUNTAIN ENERGY	August 2, 2001
●●●●○	DIRECT ENERGY	December 4, 2001
●●●○●	HERITAGE POWER	January 29, 2001
●●●○●	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPAS	October 27, 2008
●●●○●	AMBIT TEXAS	October 28, 2005
●●●○●	TRIEAGLE ENERGY, POWER HOUSE ENERGY	January 27, 2003
●●●○●	OCTOPUS ENERGY	April 30, 2019
●●●○●	GEXA ENERGY	January 30, 2004
●●●○●	JUST ENERGY TEXAS	September 25, 2020
●●○○●	RHYTHM OPS	October 21, 2020
●●○○●	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE	October 8, 2008
●●○○●	FRONTIER UTILITIES	October 8, 2008
●●○○●	YOUNG ENERGY, PAYLESS POWER	April 25, 2005
●●○○●	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY	March 4, 2019
●●○○●	DECLARATION ENERGY	October 28, 2020
●●○○●	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
●○○○○	SOUTHERN FEDERAL POWER	May 22, 2019
●○○○○	PULSE POWER, ENERGY TO GO	November 30, 2018
●○○○○	TRUE COMMODITIES	June 22, 2021
●○○○○	SPARK ENERGY	April 22, 2002
●○○○○	BROOKLET ENERGY, ACACIA ENERGY, NOW POWER, SNAP ENI	March 28, 2007
●○○○○	TITAN GAS AND POWER	November 7, 2019
●○○○○	INFUSE ENERGY	June 7, 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.

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