



Retail Electric Provider Complaint Scorecard

Complaint Rates for January 1, 2024 through June 30, 2024

July 2024 Complaint
Score
(5 circles indicate lowest
complaint rate)

Retail Electric Provider (REP)

Date Licensed

●●●●●	NUECES ELECTRIC COOPERATIVE	May 19, 2021
●●●●●	CHAMPION ENERGY SERVICES	September 16, 2004
●●●●●	SPARK ENERGY	April 22, 2002
●●●●●	TXU ENERGY	January 2, 2001
●●●●●	GOOD CHARLIE AND CO	January 30, 2004
●●●●●	SUMMER ENERGY, PRONTO POWER	September 29, 2011
●●●●●	RELIANT ENERGY	January 5, 2001
●●●●○	AMBIT TEXAS	October 28, 2005
●●●●○	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
●●●●○	GREEN MOUNTAIN ENERGY	August 2, 2001
●●●●○	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
●●●●○	TITAN GAS AND POWER	November 7, 2019
●●●●○	DIRECT ENERGY	December 4, 2001
●●●●○	SOUTHERN FEDERAL POWER	May 22, 2019
●●●○●	GEXA ENERGY	January 30, 2004
●●●○●	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY R	October 8, 2008
●●●○●	OHMCONNECT TEXAS	October 19, 2020
●●●○●	BKV BPP RETAIL	October 18, 2022
●●●○●	FRONTIER UTILITIES	October 8, 2008
●●●○●	VARSITY ENERGY	December 5, 2001
●●○○○	TRIEAGLE ENERGY, POWER HOUSE ENERGY	January 27, 2003
●●○○○	RHYTHM OPS	October 21, 2020
●●○○○	MP2 ENERGY TEXAS	February 28, 2008
●●○○○	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPA	October 27, 2008
●●○○○	OCTOPUS ENERGY, EVOLVE RETAIL ENERGY	April 30, 2019
●●○○○	JUST ENERGY TEXAS	September 25, 2020
●○○○○	AP GAS AND ELECTRIC, ZIP ENERGY LSE	April 25, 2005
●○○○○	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY	March 4, 2019
●○○○○	YOUNG ENERGY, PAYLESS POWER	April 25, 2005
●○○○○	QUEXT ENERGY	August 9, 2022
●○○○○	PULSE POWER, ENERGY TO GO	November 30, 2018
●○○○○	TRUE COMMODITIES	June 22, 2021
●●●●●	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.