



## Retail Electric Provider Complaint Scorecard

Complaint Rates for September 1, 2019 through February 29, 2020

March 2020 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	NUECES ELECTRIC COOPERATIVE	August 1, 2004
●●●●●	ILUMINAR ENERGY	February 20, 2009
●●●●●	MIDAMERICAN ENERGY COMPANY	February 28, 2008
●●●●●	TXU ENERGY	January 2, 2001
●●●●●	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY	March 4, 2019
●●●●●	VETERAN ENERGY	February 23, 2011
●●●●●	WTU RETAIL ENERGY	May 30, 2001
●●●●●	RELIANT ENERGY	January 5, 2001
●●●●●	BRILLIANT ENERGY	July 13, 2007
●●●●○	CPL RETAIL ENERGY	May 13, 2001
●●●●○	CHAMPION ENERGY SERVICES	September 16, 2004
●●●●○	INFINITE ELECTRIC	January 19, 2010
●●●●○	GREEN MOUNTAIN ENERGY	January 29, 2001
●●●●○	V247 POWER	August 1, 2012
●●●●○	TEXPO POWER, DBA YEP, SOUTHWEST P&L	June 13, 2006
●●●●○	SUMMER ENERGY, PRONTO POWER	September 29, 2011
●●●●○	INFUSE ENERGY	August 6, 2014
●●●●○	OUR ENERGY	October 8, 2008
●●●○○	DIRECT ENERGY	December 4, 2001
●●●○○	AP GAS AND ELECTRIC, ZIP ENERGY LSE	April 25, 2005
●●●○○	WINDROSE POWER AND GAS	January 31, 2018
●●●○○	YOUNG ENERGY, PAYLESS POWER	April 25, 2005
●●●○○	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPAS	October 27, 2008
●●●○○	FIRST CHOICE POWER	January 16, 2001
●●●○○	POGO ENERGY	March 2, 2018
●●●○○	GEXA ENERGY	August 2, 2001
●●○○○	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
●●○○○	4CHANGE ENERGY COMPANY, VALUED BASED BRANDS LLC	December 5, 2001
●●○○○	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RES	January 30, 2004
●●○○○	ENGIE RETAIL, THINK ENERGY	August 26, 2011
●●○○○	SPARK ENERGY	April 22, 2002
●●○○○	POWER OF TEXAS HOLDINGS	March 2, 2018
●●○○○	AMBIT TEXAS	October 28, 2005
●●○○○	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
●○○○○	TRIEAGLE ENERGY, POWER HOUSE ENERGY	January 27, 2003
●○○○○	FRONTIER UTILITIES	October 8, 2008
●○○○○	JUST ENERGY TEXAS	August 14, 2002
●○○○○	ENTRUST ENERGY	December 1, 2010
●○○○○	VOLT ELECTRICITY PROVIDER	November 3, 2014
●○○○○	MEGA ENERGY, TEXANS ENERGY	March 6, 2012
●○○○○	PULSE POWER, ENERGY TO GO	November 30, 2018
●○○○○	LPT SP	January 17, 2006
●●●●●	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.