



Retail Electric Provider Complaint Scorecard

Complaint Rates for July 1, 2017 through December 31, 2017

January 2017 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	Alliance Power (APC Electric)	October 10, 2003
●●●●●	MidAmerica Energy	February 28, 2008
●●●●●	American Light & Power	October 16, 2007
●●●●●	V247 Power	August 1, 2012
●●●●●	Pioneer Energy	December 18, 2013
●●●●●	AP Gas & Electric (Zip Energy)	April 25, 2005
●●●●●	MP2 Energy Texas	October 10, 2008
●●●●●	Summer Energy	September 29, 2011
●●●●●	VEH LLC (Discount Power, Power Express)	June 12, 2008
●●●●●	Illuminar Energy (Conservice Energy)	February 20, 2009
●●●●●	Tara Energy (Smart Prepaid Electric)	March 12, 2002
●●●●●	TXU Energy	January 2, 2001
●●●●○	Reliant Energy	January 5, 2001
●●●●○	Just Energy	August 14, 2002
●●●●○	Fulcrum Energy (Amigo)	January 30, 2004
●●●●○	Ambit Energy	October 28, 2005
●●●●○	Nueces Electric Coop (NEC Retail)	August 1, 2004
●●●●○	CPL Retail Energy	May 13, 2001
●●●●○	Infinite Energy	January 19, 2010
●●●●○	Bounce Energy	June 18, 2008
●●●●○	WTU Retail	May 30, 2001
●●●●○	Texpo Energy (Y.E.P / Southwest P&L)	June 13, 2006
●●●●○	Champion Energy	September 16, 2004
●●●○○	Direct Energy (New Leaf Energy)	December 4, 2001
●●●○○	Green Mountain Energy	January 29, 2001
●●●○○	Constellation Newenergy (StarTex Power)	February 26, 2001
●●●○○	PenStar Power (formerly Freedom)	May 6, 2004
●●●○○	First Choice Power	January 16, 2001
●●●○○	Xoom Energy	July 25, 2011
●●●○○	Stream Energy	January 21, 2005
●●●○○	4Change Energy Company	December 5, 2001
●●●○○	Gexa Energy	August 2, 2001
●●●○○	Brilliant Energy	July 13, 2007
●●●○○	Young Energy (Payless Power)	April 25, 2005
●●○○○	Triegle Energy (Power House Energy, Viridian)	January 27, 2003
●●○○○	US Retailers (Pennywise / Cirro)	October 27, 2008
●●○○○	Infuse Energy	August 6, 2014
●●○○○	Ameripower	December 2, 2003
●●○○○	Veteran Energy	February 23, 2011
●●○○○	Hino Electric	January 21, 2003
●●○○○	Volt Electricity Provider LP	November 3, 2014
●●○○○	Accent Energy (Dynowatt / IGS Energy)	January 15, 2004
●●○○○	Axon Power & Gas LLC	December 5, 2014
●●○○○	Frontier	October 8, 2008
●●○○○	Our Energy	October 8, 2008
●○○○○	Breeze	October 24, 2012
●○○○○	Engie Retail, LLC (Think Energy)	August 26, 2011
●○○○○	Entrust Energy	December 1, 2010
●○○○○	Wolverine Alternative Investments LLC (Stat Energy)	June 28, 2011
●○○○○	Spark Energy	April 22, 2002
●○○○○	Acacia Energy (Brooklet Energy)	March 28, 2007
●○○○○	LPT	January 17, 2006
●○○○○	Source Power and Gas (Beyond Power)	October 25, 2011
●○○○○	Clearview Electric	October 27, 2006
●○○○○	Verde Energy (Potentia Energy)	February 8, 2008
●○○○○	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.