



Retail Electric Provider Complaint Scorecard

Complaint Rates for June 1, 2021 through November 30, 2021

December 2021 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	VARSITY ENERGY	November 7, 2019
●●●●●	NUECES ELECTRIC COOPERATIVE	October 10, 2008
●●●●●	RELIANT ENERGY	January 5, 2001
●●●●●	STREAM ENERGY	January 21, 2005
●●●●●	TXU ENERGY	January 2, 2001
●●●●●	WINDROSE POWER AND GAS	January 31, 2018
●●●●●	TEXPO POWER, DBA YEP, SOUTHWEST P&L	June 13, 2006
●●●●●	INFUSE ENERGY	June 7, 2007
●●●●○	GREEN MOUNTAIN ENERGY	August 2, 2001
●●●●○	DIRECT ENERGY	December 4, 2001
●●●●○	MP2 ENERGY TEXAS	February 28, 2008
●●●●○	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
●●●●○	CHAMPION ENERGY SERVICES	September 16, 2004
●●●●○	SUMMER ENERGY, PRONTO POWER	September 29, 2011
●●●●○	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPAS	October 27, 2008
●●●○●	JP ENERGY RESOURCES, AMPRA ENERGY, PESO POWER	August 6, 2014
●●●○●	AMBIT TEXAS	October 28, 2005
●●●○●	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE	October 8, 2008
●●●○●	GEXA ENERGY	January 30, 2004
●●●○●	TRIEAGLE ENERGY, POWER HOUSE ENERGY	January 27, 2003
●●●○●	JUST ENERGY TEXAS	September 25, 2020
●●●○●	SOUTHERN FEDERAL POWER	May 22, 2019
●●●○●	VALUED BASED BRANDS LLC	December 5, 2001
●●●○●	FRONTIER UTILITIES	October 8, 2008
●●●○●	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY	March 4, 2019
●●●○●	POGO ENERGY	March 2, 2018
●●●○●	ENGIE RETAIL, THINK ENERGY	August 26, 2011
●●●○●	RHYTHM OPS	October 21, 2020
●●●○●	YOUNG ENERGY, PAYLESS POWER	April 25, 2005
●●○○○	PULSE POWER, ENERGY TO GO	November 30, 2018
●●○○○	SPARK ENERGY	April 22, 2002
●●○○○	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
●●○○○	OCTOPUS ENERGY	April 30, 2019
●●○○○	FIRST CHOICE POWER	March 5, 2020
●●○○○	TITAN GAS AND POWER	November 7, 2019
●○○○○	BROOKLET ENERGY, ACACIA ENERGY, NOW POWER, SNAP ENI	March 28, 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.