



Retail Electric Provider Complaint Scorecard

Complaint Rates for February 1, 2020 through July 31, 2020

August 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
●●●●●	INFUSE ENERGY	August 6, 2014
●●●●●	V247 POWER	August 1, 2012
●●●●●	MIDAMERICAN ENERGY COMPANY	February 28, 2008
●●●●●	CHAMPION ENERGY SERVICES	September 16, 2004
●●●●●	TXU ENERGY	January 2, 2001
●●●●●	WTU RETAIL ENERGY	May 30, 2001
●●●●●	RELIANT ENERGY	January 5, 2001
●●●●○	GREEN MOUNTAIN ENERGY	January 29, 2001
●●●●○	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY	March 4, 2019
●●●●○	CPL RETAIL ENERGY	May 13, 2001
●●●●○	TEXPO POWER, DBA YEP, SOUTHWEST P&L	June 13, 2006
●●●●○	VOLT ELECTRICITY PROVIDER	November 3, 2014
●●●●○	DIRECT ENERGY	December 4, 2001
●●●●○	VETERAN ENERGY	February 23, 2011
●●●●○	SUMMER ENERGY, PRONTO POWER	September 29, 2011
●●●○○	AMBIT TEXAS	October 28, 2005
●●●○○	INFINITE ELECTRIC	January 19, 2010
●●●○○	OUR ENERGY	October 8, 2008
●●●○○	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPAS	October 27, 2008
●●●○○	STREAM GAS AND ELECTRIC	January 21, 2005
●●●○○	FIRST CHOICE POWER	January 16, 2001
●●●○○	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
●●●○○	YOUNG ENERGY, PAYLESS POWER	April 25, 2005
●●○○○	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
●●○○○	WINDROSE POWER AND GAS	January 31, 2018
●●○○○	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RES	January 30, 2004
●●○○○	GEXA ENERGY	August 2, 2001
●●○○○	ATG CLEAN ENERGY HOLDINGS, GREEN ENERGY EXCHANGE	May 20, 2019
●●○○○	TRIEAGLE ENERGY, POWER HOUSE ENERGY	January 27, 2003
●●○○○	VALUED BASED BRANDS LLC	December 5, 2001
●●○○○	POWER OF TEXAS HOLDINGS	March 2, 2018
●○○○○	ENTRUST ENERGY	December 1, 2010
●○○○○	JUST ENERGY TEXAS	August 14, 2002
●○○○○	SPARK ENERGY	April 22, 2002
●○○○○	ENGIE RETAIL, THINK ENERGY	August 26, 2011
●○○○○	FRONTIER UTILITIES	October 8, 2008
●○○○○	SOUTHERN FEDERAL POWER	May 22, 2019
●○○○○	POGO ENERGY	March 2, 2018
●○○○○	PULSE POWER, ENERGY TO GO	November 30, 2018
●●●●●	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.