Retail Electric Provider Complaint Scorecard

Complaint Rates for November 1, 2023 through April 30, 2024

May 2024 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	NUECES ELECTRIC COOPERATIVE	October 10, 2008
●●●●●	REVOLUTION ENERGY	March 4, 2019
●●●●●	VARSITY ENERGY	December 5, 2001
●●●●●	CHAMPION ENERGY SERVICES	September 16, 2004
●●●●●	TXU ENERGY	January 2, 2001
●●●●●	OCTOPUS ENERGY, EVOLVE RETAIL ENERGY	April 30, 2019
●●●●○	RELIANT ENERGY	January 5, 2001
●●●●○	AMBIT TEXAS	October 28, 2005
●●●●○	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
●●●●○	OHMCONNECT TEXAS	October 19, 2020
●●●●○	DIRECT ENERGY	December 4, 2001
●●●●○	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
●●●○○	SPARK ENERGY	April 22, 2002
●●●○○	GREEN MOUNTAIN ENERGY	August 2, 2001
●●●○○	TRIEAGLE ENERGY, POWER HOUSE ENERGY	January 27, 2003
●●●○○	TITAN GAS AND POWER	November 7, 2019
●●●○○	GEXA ENERGY	January 30, 2004
●●●○○	BKV BPP RETAIL	October 18, 2022
●●○○○	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE	October 8, 2008
●●○○○	MP2 ENERGY TEXAS	February 28, 2008
●●○○○	FRONTIER UTILITIES	October 8, 2008
●●○○○	AP GAS AND ELECTRIC, ZIP ENERGY LSE	April 25, 2005
●●○○○	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPA	October 27, 2008
●●○○○	SOUTHERN FEDERAL POWER	May 22, 2019
●○○○○	RHYTHM OPS	October 21, 2020
●○○○○	JUST ENERGY TEXAS	September 25, 2020
●○○○○	QUEXT ENERGY	August 9, 2022
●○○○○	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY	March 4, 2019
●○○○○	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.