Retail Electric Provider Complaint Scorecard

Complaint Rates for July 1, 2022 through February 28, 2023

March 2023 Complaint Score (5 circles indicate lowest complaint rate)	Retail Electric Provider (REP)	Date Licensed
●●●●●	BRANCH ENERGY HOLDINGS	October 19, 2021
●●●●●	NUECES ELECTRIC COOPERATIVE	October 10, 2008
●●●●●	RELIANT ENERGY	January 5, 2001
●●●●●	TXU ENERGY	January 2, 2001
●●●●●	STREAM ENERGY	January 21, 2005
●●●●●	DIRECT ENERGY	December 4, 2001
●●●●●	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY	March 4, 2019
●●●●●	CHAMPION ENERGY SERVICES	September 16, 2004
●●●●○	VARSITY ENERGY	November 7, 2019
●●●●○	GREEN MOUNTAIN ENERGY	August 2, 2001
●●●●○	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPAS	October 27, 2008
●●●●○	CAPITAL ENERGY PA, VALUE POWER	December 12, 2008
●●●●○	SUMMER ENERGY, PRONTO POWER	September 29, 2011
●●●●○	GOOD CHARLIE AND CO	January 30, 2004
●●●●○	MP2 ENERGY TEXAS	February 28, 2008
●●●○○	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE	October 8, 2008
●●●○○	OCTOPUS ENERGY	April 30, 2019
●●●○○	TRIEAGLE ENERGY, POWER HOUSE ENERGY	January 27, 2003
●●●○○	JUST ENERGY TEXAS	September 25, 2020
●●●○○	RHYTHM OPS	October 21, 2020
●●●○○	TITAN GAS AND POWER	November 7, 2019
●●●○○	IRONHORSE POWER SERVICES	August 6, 2014
●●○○○	GEXA ENERGY	January 30, 2004
●●○○○	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
●●○○○	DECLARATION ENERGY	October 28, 2020
●●○○○	SOUTHERN FEDERAL POWER	May 22, 2019
●●○○○	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
●●○○○	VALUED BASED BRANDS LLC	December 5, 2001
●●○○○	SPARK ENERGY	April 22, 2002
●○○○○	TOMORROW ENERGY CORP	March 26, 2020
●○○○○	TEXPO POWER, DBA YEP, SOUTHWEST P&L	June 13, 2006
●○○○○	YOUNG ENERGY, PAYLESS POWER	April 25, 2005
●○○○○	OHMCONNECT TEXAS	October 19, 2020
●○○○○	PULSE POWER, ENERGY TO GO	November 30, 2018
●○○○○	MI TEXAS REP 1, ABACUS ENERGY	November 29, 2021
●○○○○	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. Signficant 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.