



## Retail Electric Provider Complaint Scorecard

Complaint Rates for October 1, 2024 through March 31, 2025

April 2025 Complaint Score (5 circles indicate lowest complaint rate)			Retail Electric Provider (REP)	Date Licensed
●●●●●	HERITAGE POWER		January 29, 2001	
●●●●●	REVOLUTION ENERGY		March 4, 2019	
●●●●●	VARSITY ENERGY		December 5, 2001	
●●●●●	NUECES ELECTRIC COOPERATIVE		May 19, 2021	
●●●●●	OHMCONNECT TEXAS		October 19, 2020	
●●●●●	CHAMPION ENERGY SERVICES		September 16, 2004	
●●●●●	TITAN GAS AND POWER		November 7, 2019	
●●●●○	SUMMER ENERGY, PRONTO POWER		September 29, 2011	
●●●●○	CONSTELLATION NEWENERGY, STARTEX POWER		February 26, 2001	
●●●●○	TXU ENERGY		January 2, 2001	
●●●●○	QUEXT ENERGY		August 9, 2022	
●●●●○	AMBIT TEXAS		October 28, 2005	
●●●●○	RELIANT ENERGY		January 5, 2001	
●●●●○	GREEN MOUNTAIN ENERGY		August 2, 2001	
●●●○●	SOUTHERN FEDERAL POWER		May 22, 2019	
●●●○●	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE		October 8, 2008	
●●●○●	GEXA ENERGY		January 30, 2004	
●●●○●	FRONTIER UTILITIES		October 8, 2008	
●●●○●	CAPITAL ENERGY PA, BUDGET POWER		September 16, 2004	
●●●○●	DIRECT ENERGY		December 4, 2001	
●●●○●	TRIEAGLE ENERGY, POWER HOUSE ENERGY		January 27, 2003	
●●○●●	BKV BPP RETAIL		October 18, 2022	
●●○●●	SPARK ENERGY		April 22, 2002	
●●○●●	RHYTHM OPS		October 21, 2020	
●●○●●	AP GAS AND ELECTRIC, ZIP ENERGY LSE		April 25, 2005	
●●○●●	JUST ENERGY TEXAS		September 25, 2020	
●●○●●	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPA		October 27, 2008	
●●○●●	TARA ENERGY, SMART PREPAID ELECTRIC		March 12, 2002	
●○●●●	GOOD CHARLIE AND CO		January 30, 2004	
●○●●●	MI TEXAS REP 2, THINK ENERGY		October 18, 2022	
●○●●●	YOUNG ENERGY, PAYLESS POWER		April 25, 2005	
●○●●●	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY		March 4, 2019	
●○●●●	OCTOPUS ENERGY, EVOLVE RETAIL ENERGY		April 30, 2019	
●○●●●	ATLANTIC ENERGY TEXAS, AE TEXAS, ATLANTEX POWER		October 8, 2008	
●○●●●	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.