



## Retail Electric Provider Complaint Scorecard

Complaint Rates for February 1, 2025 through July 31, 2025

August 2025 Complaint Score (5 circles indicate lowest complaint rate)		
	Retail Electric Provider (REP)	Date Licensed
●●●●●	VARSITY ENERGY	December 5, 2001
●●●●●	NUECES ELECTRIC COOPERATIVE	May 19, 2021
●●●●●	CHAMPION ENERGY SERVICES	September 16, 2004
●●●●●	IRONHORSE POWER SERVICES	August 6, 2014
●●●●●	QUEST ENERGY	August 9, 2022
●●●●●	TXU ENERGY	January 2, 2001
●●●●●	RELIANT ENERGY	January 5, 2001
●●●●○	GOOD CHARLIE AND CO	January 30, 2004
●●●●○	SUMMER ENERGY, PRONTO POWER	September 29, 2011
●●●●○	CONSTELLATION NEWENERGY, STARTEX POWER	February 26, 2001
●●●●○	TRIEAGLE ENERGY, POWER HOUSE ENERGY	January 27, 2003
●●●●○	CAPITAL ENERGY PA, BUDGET POWER	September 16, 2004
●●●●○	TITAN GAS AND POWER	November 7, 2019
●●●●○	AMBIT TEXAS	October 28, 2005
●●●○○	FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE	October 8, 2008
●●●○○	GEXA ENERGY	January 30, 2004
●●●○○	REVOLUTION ENERGY	March 4, 2019
●●●○○	DIRECT ENERGY	December 4, 2001
●●●○○	GREEN MOUNTAIN ENERGY	August 2, 2001
●●●○○	BKV BPP RETAIL	October 18, 2022
●●●○○	OHMCONNECT TEXAS	October 19, 2020
●●○○○	OCTOPUS ENERGY, EVOLVE RETAIL ENERGY	April 30, 2019
●●○○○	FRONTIER UTILITIES	October 8, 2008
●●○○○	RHYTHM OPS	October 21, 2020
●●○○○	US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPA	October 27, 2008
●●○○○	TARA ENERGY, SMART PREPAID ELECTRIC	March 12, 2002
●●○○○	SOUTHERN FEDERAL POWER	May 22, 2019
●●○○○	SPARK ENERGY	April 22, 2002
●○○○○	MI TEXAS REP 2, THINK ENERGY	October 18, 2022
●○○○○	JUST ENERGY TEXAS	September 25, 2020
●○○○○	AP GAS AND ELECTRIC, ZIP ENERGY LSE	April 25, 2005
●○○○○	YOUNG ENERGY, PAYLESS POWER	April 25, 2005
●○○○○	174 POWER GLOBAL RETAIL TEXAS, CHARIOT ENERGY	March 4, 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.