



Retail Electric Provider Complaint Scorecard

Complaint Rates for January 1, 2025 through June 30, 2025

| July 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 |
| ●●●●● | QUEXT ENERGY | August 9, 2022 |
| ●●●●● | CHAMPION ENERGY SERVICES | September 16, 2004 |
| ●●●●● | IRONHORSE POWER SERVICES | August 6, 2014 |
| ●●●●● | TXU ENERGY | January 2, 2001 |
| ●●●●● | SUMMER ENERGY, PRONTO POWER | September 29, 2011 |
| ●●●●○ | RELIANT ENERGY | January 5, 2001 |
| ●●●●○ | CONSTELLATION NEWENERGY, STARTEX POWER | February 26, 2001 |
| ●●●●○ | AMBIT TEXAS | October 28, 2005 |
| ●●●●○ | TRIEAGLE ENERGY, POWER HOUSE ENERGY | January 27, 2003 |
| ●●●●○ | TITAN GAS AND POWER | November 7, 2019 |
| ●●●●○ | OHMCONNECT TEXAS | October 19, 2020 |
| ●●●●○ | GEXA ENERGY | January 30, 2004 |
| ●●●○● | GOOD CHARLIE AND CO | January 30, 2004 |
| ●●●○● | FULCRUM RETAIL ENERGY, AMIGO ENERGY, TARA ENERGY RE | October 8, 2008 |
| ●●●○● | REVOLUTION ENERGY | March 4, 2019 |
| ●●●○● | GREEN MOUNTAIN ENERGY | August 2, 2001 |
| ●●●○● | DIRECT ENERGY | December 4, 2001 |
| ●●●○● | FRONTIER UTILITIES | October 8, 2008 |
| ●●●○● | BKV BPP RETAIL | October 18, 2022 |
| ●●○●● | TARA ENERGY, SMART PREPAID ELECTRIC | March 12, 2002 |
| ●●○●● | RHYTHM OPS | October 21, 2020 |
| ●●○●● | SOUTHERN FEDERAL POWER | May 22, 2019 |
| ●●○●● | US RETAILERS, CIRRO ENERGY, PENNYWISE ENERGY, COMPA | October 27, 2008 |
| ●●○●● | SPARK ENERGY | April 22, 2002 |
| ●●○●● | AP GAS AND ELECTRIC, ZIP ENERGY LSE | April 25, 2005 |
| ●●○●● | JUST ENERGY TEXAS | September 25, 2020 |
| ●○●●● | OCTOPUS ENERGY, EVOLVE RETAIL ENERGY | April 30, 2019 |
| ●○●●● | 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 |
| ●○●●● | ATLANTIC ENERGY TEXAS, AE TEXAS, ATLANTEX POWER | October 8, 2008 |
| ●○●●● | TRUE COMMODITIES | June 22, 2021 |
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| ●●●●● | 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.