

**FOR IMMEDIATE RELEASE**

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**Electric Complaints and Violation Rates Fall in 2010**

**Austin, Texas, March 22, 2011** –The total volume of electric complaints filed by consumers with the Public Utility Commission of Texas (PUCT) in Calendar Year 2010 decreased by 28% from 2009 volumes. Summarized by Regulatory Compliance Services, an Austin, Texas based consulting firm, the 2010 Year End Scorecard also reveals that the PUCT investigated 9,418 electric complaints of the 11,448 complaints it received in calendar year 2009 compared to 12,518 it investigated in 2009. Investigations related to Retail Electric Providers (REPs) accounted for 6,267 of the 9,418 complaints. This level of complaints is similar to those experienced in 2006 and 2007 and may be attributable, in part, to the lower prices experienced in 2010.

Also in 2010, the PUCT staff informally determined that REPs may have violated commission rules on approximately 10% of the complaints investigated in 2010 which is down from 14% for 2009. In 2008 the violation rate was 16%, while in 2007 the violation rate was 11%.

Billing issues accounted for 4,759 of the REP complaints received related to retail electric service which is a decrease of over 14% from the 2009 volume. Of the 4,759 billing complaints received by the Commission, 3,204 were investigated. Of those billing complaints that were investigated, approximately 13% were closed with the informal finding that a rule violation may have occurred.

A listing of Retail Electric Providers with PUCT complaint activity in 2010 and their complaint violation rates for 2010 is presented below. Violation rates are calculated on the number of PUCT complaints investigated and closed, not on the sheer number of complaints received by the PUCT. Retailers with no PUCT complaint activity in 2010 will not be listed in this table. The tables have been segregated to rank companies based on the volume of complaints investigated.

| REPs with 10 or More Complaints Investigated by the PUCT during 2010 |                  |                |                             |                     |
|--|------------------|----------------|-----------------------------|---------------------|
| REPs   | Received in 2010 | Rule Violation | Total Investigations Closed | 2010 Violation Rate |
| ABACUS RESOURCES ENERGY LLC  | 31               | 20             | 28                          | 71.43%              |
| Liberty Power  | 38               | 10             | 29                          | 34.48%              |
| DPI ENERGY LLC   | 261              | 75             | 237                         | 31.65%              |
| CHAMPION ENERGY SERVICES LLC   | 34               | 7              | 27                          | 25.33%              |
| YOUNG ENERGY LLC   | 16               | 3              | 12                          | 25.00%              |
| BOUNCE ENERGY INC  | 102              | 21             | 87                          | 24.14%              |
| JUST ENERGY TEXAS LP   | 300              | 54             | 266                         | 20.30%              |
| ACCENT ENERGY TEXAS LP   | 175              | 29             | 143                         | 20.28%              |
| MEGA ENERGY LP   | 28               | 5              | 27                          | 18.52%              |
| WEIR INVESTMENTS FUND LLC  | 31               | 5              | 27                          | 18.52%              |
| AFFORDABLE POWER LP  | 43               | 7              | 38                          | 18.42%              |
| TEXAS POWER LP   | 34               | 5              | 28                          | 17.66%              |
| BRILLIANT ENERGY LLC   | 19               | 3              | 17                          | 17.65%              |
| TXU  | 3,308            | 386            | 2,509                       | 15.28%              |
| STREAM SPE LTD   | 636              | 77             | 512                         | 15.04%              |
| FULCRUM RETAIL ENERGY LLC  | 99               | 11             | 81                          | 13.58%              |
| PENSTAR POWER LLC  | 44               | 5              | 37                          | 13.51%              |
| FRONTIER UTILITIES INC   | 40               | 5              | 38                          | 13.16%              |
| SPARK ENERGY LP  | 52               | 5              | 40                          | 12.30%              |
| TEXPO POWER LP   | 45               | 4              | 33                          | 12.12%              |
| CIRRO GROUP INC  | 78               | 7              | 58                          | 12.07%              |
| MXENERGY ELECTRIC INC  | 25               | 2              | 19                          | 10.53%              |
| Direct Energy  | 541              | 33             | 413                         | 7.99%               |
| GEXA ENERGY LP   | 128              | 8              | 103                         | 7.77%               |
| First Choice Power   | 341              | 21             | 283                         | 7.42%               |
| AMBIT TEXAS LLC  | 187              | 10             | 156                         | 6.41%               |
| Hudson Energy  | 19               | 1              | 16                          | 6.25%               |
| GREEN MOUNTAIN ENERGY COMPANY  | 252              | 10             | 167                         | 5.99%               |
| Reliant  | 780              | 18             | 585                         | 3.08%               |
| STAR ELECTRICITY INC   | 174              | 4              | 135                         | 2.98%               |
| CHAIN LAKES POWER LP   | 31               |                | 22                          | 0.00%               |
| <b>Large REP Totals</b>  | <b>7,892</b>     | <b>851</b>     | <b>6,173</b>                | <b>13.79%</b>       |

| REPs with Fewer than 10 Complaints Investigated by the PUCT during 2010 |                  |                |                             |                     |
|---|------------------|----------------|-----------------------------|---------------------|
| REPs  | Received in 2010 | Rule Violation | Total Investigations Closed | 2010 Violation Rate |
| ALLIANCE POWER COMPANY LLC  | 4                | 3              | 3                           | 100.00%             |
| CLEARVIEW ELECTRIC INC  | 1                | 1              | 1                           | 100.00%             |
| HINO ELECTRIC POWER COMPANY   | 1                | 1              | 1                           | 100.00%             |
| TEXREP1 LLC   | 2                | 2              | 2                           | 100.00%             |
| WILAGRO POWER COMPANY   | 6                | 4              | 5                           | 83.00%              |
| TRUE ELECTRIC LLC   | 7                | 5              | 7                           | 71.43%              |
| 10K ENERGY LLC  | 3                | 2              | 3                           | 66.67%              |
| AMERIPower LLC  | 2                | 1              | 2                           | 50.00%              |
| GATEWAY ENERGY SERVICES CORPORATION                                     | 8                | 2              | 4                           | 50.00%              |
| NOORLOON INVESTMENTS LLC  | 2                | 1              | 2                           | 50.00%              |
| POTENTIA ENERGY LLC   | 2                | 1              | 2                           | 50.00%              |
| NATIONS POWER LLC   | 5                | 2              | 5                           | 40.00%              |
| ACACIA ENERGY LLC   | 3                | 1              | 3                           | 33.33%              |
| GLACIAL ENERGY OF TEXAS INC   | 9                | 2              | 6                           | 33.33%              |
| REACH ENERGY LLC  | 6                | 2              | 6                           | 33.33%              |
| MUTUAL ENERGY SWEPCO LP   | 5                | 1              | 5                           | 20.00%              |
| ANDELER CORPORATION   | 2                |                | 2                           | 0.00%               |
| APNA HOLDINGS LLC   | 2                |                | 2                           | 0.00%               |
| COMMERCE ENERGY INC   | 1                |                | 1                           | 0.00%               |
| CONSOLIDATED EDISON SOLUTIONS INC                                       | 2                |                | 2                           | 0.00%               |
| CONSTELLATION NEWENERGY INC   | 4                |                | 4                           | 0.00%               |
| ENERGY PLUS HOLDINGS LLC  | 5                |                | 2                           | 0.00%               |
| GDF SUEZ ENERGY RESOURCES NA INC  | 2                |                | 2                           | 0.00%               |
| KINETIC ENERGY LLC  | 2                |                | 1                           | 0.00%               |
| NUJECES ELECTRIC COOPERATIVE RETAIL DIVISION                            | 9                |                | 7                           | 0.00%               |
| OUR ENERGY LLC  | 6                |                | 5                           | 0.00%               |
| PRIER ENERGY INC  | 1                |                | 1                           | 0.00%               |
| PROTON ENERGY INC   | 1                |                | 1                           | 0.00%               |
| SOUTHWESTERN PUBLIC SERVICE CO  | 1                |                | 1                           | 0.00%               |
| SUEZ ENERGY MARKETING NA INC  | 4                |                | 3                           | 0.00%               |
| TELECOM CONSULTING AND SERVICES LLC                                     | 1                |                | 1                           | 0.00%               |
| TRIFLEAGLE ENERGY LP  | 3                |                | 3                           | 0.00%               |
| <b>Small REP Totals</b>   | <b>112</b>       | <b>31</b>      | <b>94</b>                   | <b>32.98%</b>       |
| <b>Grand Totals</b>   | <b>8,004</b>     | <b>882</b>     | <b>6,267</b>                | <b>14.07%</b>       |

Companies found to be in possible violation of commission rules are subject to formal enforcement actions which could result in the imposition of administrative penalties.

A copy of the full report may be obtained from Regulatory Compliance Services at <http://www.your-rcs.com/YearEnd.htm>

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