

FOR IMMEDIATE RELEASE

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Electric Complaints See Small Increase in 2014

Austin, Texas, February 25, 2015 –The total volume of electric complaints filed by consumers with the Public Utility Commission of Texas (PUCT) in Calendar Year 2014 increased by approximately 5% from last year’s record low volume. Additionally, the violation rate decreased this year, down to 16.47%. Approximately 1 in every 6 electric complaints results in an informal finding by PUCT staff of a violation. Summarized by Regulatory Compliance Services, an Austin, Texas based consulting firm, the 2014 Year End Scorecard also reveals that the PUCT investigated 6,631 electric complaints of the 7,195 complaints it received in calendar year 2014. Investigations related to Retail Electric Providers (REPs) accounted for 4,971 of the 6,631 complaints.

Also in 2014, the PUCT staff informally determined that REPs may have violated commission rules on approximately 20% of the complaints investigated in 2014 which is down from the 22% last year and the 18% in 2012.

Billing issues accounted for 2,782 of the REP complaints received related to retail electric service which is an increase of approximately 14% from the 2013 volume. Of the 2782 REP billing complaints received by the Commission, 2,566 were investigated. Of those REP billing complaints that were investigated, approximately 19% were closed with the informal finding that a rule violation may have occurred.

A listing of Retail Electric Providers with PUCT complaint activity in 2014 and their complaint violation rates for 2014 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 2014 will not be listed in this table. The tables have been segregated to rank companies based on the volume of complaints investigated.

REPs with 20 or More Complaints Investigated by the PUCT during 2014				REPs with Less than 20 Complaints Investigated by the PUCT during 2014			
REPs	Total Investigations Closed	2014 Violation Rate		REPs	Total Investigations Closed	2014 Violation Rate	
BEHCO LP	30	36.67%		CONSTELLATION NEW ENERGY INC	1	100.00%	
ENVO ELECTRIC POWER COMPANY	61	77.05%		DIRECT ENERGY BUSINESS LLC	2	100.00%	
KOOL ENERGY TEXAS LLC	30	30.00%		ONE SUNSET RETAIL ENERGY SOLUTIONS LLC	2	100.00%	
STAB ELECTRICITY INC	349	40.11%		NEW SPA ENERGY SERVICES LLC	1	100.00%	
BRP&S LLC	30	40.00%		POWER POWER LLC	1	100.00%	
FRONTIER UTILITIES LLC	33	38.99%		SEACH ENERGY LLC	11	100.00%	
REAR ENERGY LP	49	38.78%		NOEL INC	1	100.00%	
DEL ENERGY LLC	26	38.46%		AMERICAN LAMP CO	4	75.00%	
EVOLUTION ENERGY LLC	114	30.33%		ARMA HOLDINGS LLC	6	50.00%	
US PARTNERS LLC	17	30.47%		LIBERTY POWER	12	50.00%	
SUMNER ENERGY LLC	41	29.27%		PROTON ENERGY INC	2	50.00%	
ENTRUST ENERGY LLC	51	28.73%		INNOVATION INVESTMENTS LLC	2	37.50%	
VOAT POWER CORPORATION	32	27.27%		PRISTAR POWER LLC	8	37.50%	
ACOLIA ENERGY LLC	27	24.07%		EDN ENERGY LLC	11	36.36%	
BOJME ENERGY INC	147	22.99%		AMERPOWER LLC	13	30.00%	
TARA ENERGY LLC	36	20.00%		HYFITE ELECTRIC	12	30.00%	
TRUSBERT ENERGY LLC	38	20.00%		SOAR ENERGY LLC	12	30.00%	
GREEN MOUNTAIN ENERGY COMPANY	364	26.85%		SCIENCE POWER & SERVICE LLC	6	16.67%	
ORBIT GROUP INC	74	25.00%		TROPICPOWER LP	12	16.67%	
DIRECT ENERGY LP	481	19.97%		USCOOL ENERGY SERVICES LLC	18	16.67%	
FIRST CHOICE POWER SERVICES TEXAS	101	18.79%		ACCURAT ENERGY TEXAS LP	13	7.69%	
A T U RETAIL ENERGY LP	49	18.37%		YOUNG ENERGY LLC	12	5.26%	
TRIPLE R ENERGY LP	62	16.46%		TX ENERGY LLC	7	0.00%	
JUST ENERGY TEXAS LP	300	13.91%		ALLIANCE POWER COMPANY LLC	1	0.00%	
ACHONK ENERGY COMPANY	32	13.64%		ANCHOR CORPORATION	3	0.00%	
REAR ENERGY LP	100	13.00%		RELIANT ENERGY LLC	5	0.00%	
STRONG WIRE LTD	236	12.77%		ENERGY PLUS HOLDING LLC	2	0.00%	
DEL RETAIL ENERGY LP	103	11.66%		SLANTAR ENERGY LLC	4	0.00%	
RELIANT ENERGY RETAIL SERVICES LLC	493	11.56%		MUTUAL ENERGY SERVICES LP	11	0.00%	
AMBIT TEXAS LLC	270	11.11%		SEA POWER LLC	0	0.00%	
ELACOR (RETAIL ENERGY) LLC	21	9.52%		NEWCAST ELECTRIC COOPERATIVE RETAIL DIVISION	4	0.00%	
AP GAS & ELECTRIC LTD LLC	42	9.52%		TERA POWER & GAS LLC (NEW)	7	0.00%	
CHALLENGER ENERGY SERVICES LLC	50	9.00%		TERA POWER LP	1	0.00%	
POTENTIAL BUSINESS LLC	61	7.87%		TRAC ELECTRIC LLC	1	0.00%	
POWERLINE RETAIL COMPANY LLC	491	7.34%		UTERVA ENERGY LLC	2	0.00%	
Subtotal	4,769	19.29%		Subtotal	211	20.84%	
				Grand Total	4,971	20.16%	

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>. ###



