

**FOR IMMEDIATE RELEASE**

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**Electric Complaints Decline in 2015**

**Austin, Texas, February 24, 2016** –The total volume of electric complaints filed by consumers with the Public Utility Commission of Texas (PUCT) in Calendar Year 2016 decreased by approximately 14% from last year’s record low volume. Additionally, the violation rate decreased again this year, down to 15.14%. 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 2015 Year End Scorecard also reveals that the PUCT investigated 5,633 electric complaints of the 6,158 complaints it received in calendar year 2015. Investigations related to Retail Electric Providers (REPs) accounted for 3,950 of the 5,633 complaints.

Billing issues accounted for 2,262 of the REP complaints received related to retail electric service which is a decrease of approximately 18% from the 2014 volume. Of the 2,782 REP billing complaints received by the Commission, 2,113 were investigated. Of those REP billing complaints that were investigated, approximately 18% were closed with the informal finding that a rule violation may have occurred.

**REPs with 20 or More Complaints Investigated by the PUCT during 2015**

REPs	Total Investigations Closed	2015 Violation Rate
TRUSMART ENERGY	86	59.30%
BROOKLET ENERGY	30	53.33%
SPARK ENERGY	38	39.47%
4CHANGE ENERGY COMPANY	39	35.90%
XOOM ENERGY	28	35.71%
SUMMER ENERGY	24	33.33%
TEXPO POWER	21	33.33%
FRONTIER UTILITIES	82	28.05%
US RETAILERS	176	27.84%
FIRST CHOICE POWER	142	25.35%
STARTEX POWER	147	24.49%
WTU RETAIL ENERGY	26	23.08%
EVERYTHING ENERGY	53	22.64%
DIRECT ENERGY	454	22.03%
TRIEAGLE ENERGY	55	20.00%
ENTRUST ENERGY	131	19.08%
AP GAS & ELECTRIC	42	19.05%
TARA ENERGY	21	19.05%
AMBIT TEXAS	187	17.65%
JUST ENERGY	171	15.79%
STREAM ENERGY	237	15.19%
GREEN MOUNTAIN ENERGY	247	14.98%
BOUNCE ENERGY	84	14.29%
RELIANT ENERGY	408	14.22%
CHAMPION ENERGY	55	12.73%
CPL RETAIL ENERGY	121	12.40%
GEXA ENERGY	96	10.42%
YOUNG ENERGY	20	10.00%
DISCOUNT POWER	32	9.38%
TXU	425	8.71%
FULCRUM RETAIL ENERGY	50	4.00%
<b>SUBTOTAL</b>	<b>3728</b>	<b>19.05%</b>

**REPs with Less than 20 Complaints Investigated by the PUCT during 2015**

REPs	Total Investigations Closed	2015 Violation Rate
10K ENERGY LLC	1	100.00%
ALLIANCE POWER	1	100.00%
ENERGY PLUS	1	100.00%
GLACIAL ENERGY	1	100.00%
MEGA ENERGY	1	100.00%
PIONEER POWER	1	100.00%
TERM POWER & GAS (TERM)	1	100.00%
VETERAN ENERGY	1	100.00%
HINO ELECTRIC POWER COMPANY	13	61.54%
ACCENT ENERGY	13	46.15%
LIBERTY POWER	14	35.71%
CLEARVIEW ELECTRIC	6	33.33%
CIRRO	3	33.33%
NUECES ELECTRIC COOPERATIVE	7	28.57%
HUDSON ENERGY	12	25.00%
DIRECT ENERGY BUSINESS	8	25.00%
AMERICAN L&P CO	4	25.00%
IRON ENERGY	4	25.00%
NA POWER	4	25.00%
POTENTIA ENERGY	4	25.00%
OUR ENERGY	9	22.22%
BREEZE	12	16.67%
BRILLIANT ENERGY	15	13.33%
AMERIPOWER	17	11.76%
INFINITE ELECTRIC	17	11.76%
SOURCE POWER & GAS	10	10.00%
VERDE ENERGY USA TEXAS LLC	19	5.26%
MUTUAL ENERGY SWPEPCO	4	0.00%
PENSTAR POWER	4	0.00%
ANDELER	3	0.00%
AXON POWER & GAS LLC	3	0.00%
ILUMINAR ENERGY	3	0.00%
V247 POWER CORPORATION	3	0.00%
CONSTELLATION ENERGY POWER CHOICE INC	1	0.00%
NOBLE ENERGY	1	0.00%
SUEZ ENERGY	1	0.00%
AGERA ENERGY LLC		0.00%
CON EDISON ELECTRIC		0.00%
IGS ENERGY		0.00%
MIDAMERICAN ENERGY COMPANY		0.00%
NEXTERA		0.00%
<b>SUBTOTAL</b>	<b>222</b>	<b>23.87%</b>
<b>Grand Total</b>	<b>3950</b>	<b>19.32%</b>

A listing of Retail Electric Providers with PUCT complaint activity in 2015 and their complaint violation rates for 2015 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 2015 will not be listed in this table. The tables have been segregated to rank companies based on the volume of complaints investigated.

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>. ###



