

FOR IMMEDIATE RELEASE

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Electric Complaints Declined in 2016

Austin, Texas, February 20, 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 30% from last year’s record low volume. Additionally, the violation rate decreased again this year, down to 8.43%. Now only approximately 1 in every 12 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 2016 Year End Scorecard also reveals that the PUCT investigated 3,762 electric complaints of the 4,200 complaints it received in calendar year 2016. Investigations related to Retail Electric Providers (REPs) accounted for 2,420 of the 3,762 complaints.

Billing issues accounted for 1,387 of the REP complaints received related to retail electric service which is a decrease of approximately 38% from the 2015 volume. Of the 1,387 REP billing complaints received by the Commission, 1,261 were investigated. Of those REP billing complaints that were investigated, approximately 9% were closed with the informal finding that a rule violation may have occurred.

REPs with 20 or More Complaints Investigated by the PUCT during 2016

REPs	Total Investigations Closed	2016 Violation Rate
HINO ELECTRIC POWER COMPANY	35	37.14%
SPARK ENERGY	30	30.00%
FULCRUM RETAIL ENERGY	36	27.78%
ENTRUST ENERGY	105	19.05%
BOUNCE ENERGY	58	18.97%
CONSTELLATION NEWENERGY INC	69	17.39%
TRIEAGLE ENERGY	47	17.02%
CHAMPION ENERGY	59	15.25%
DIRECT ENERGY	188	14.89%
ACHANGE ENERGY COMPANY	62	14.52%
US RETAILERS	96	12.50%
JUST ENERGY	105	12.38%
AMBIT TEXAS	147	12.24%
CPL RETAIL ENERGY	35	11.43%
INFINITE ELECTRIC	28	10.71%
GREEN MOUNTAIN ENERGY	152	8.55%
STREAM ENERGY	150	6.67%
TXJ	269	5.58%
RELIANT ENERGY	237	4.64%
FIRST CHOICE POWER	81	3.70%
FRONTIER UTILITIES	39	2.56%
GEYA ENERGY	92	1.09%
SUBTOTAL	2,120	10.99%

REPs with Less than 20 Complaints Investigated by the PUCT during 2016

REPs	Total Investigations Closed	2016 Violation Rate
MP2 ENERGY	5	60.00%
TRUSMART ENERGY	5	60.00%
IRON ENERGY	2	50.00%
VOLT ELECTRICITY PROVIDER LP	2	50.00%
BROOKLET ENERGY	18	44.44%
XOOM ENERGY	19	36.84%
AXDN POWER & GAS LLC	9	33.33%
AP GAS & ELECTRIC	4	25.00%
CIRRO	4	25.00%
STARTEX POWER	4	25.00%
SUEZ ENERGY	4	25.00%
LIBERTY POWER	13	23.08%
BREEZE	10	20.00%
EVERYTHING ENERGY	11	18.18%
SUMMER ENERGY	12	16.67%
ACCENT ENERGY	6	16.67%
DISCOUNT POWER	13	15.38%
VERDE ENERGY USA TEXAS LLC	16	12.50%
OUR ENERGY	9	11.11%
WTJU RETAIL ENERGY	11	9.09%
TARA ENERGY	12	8.33%
YOUNG ENERGY	13	7.69%
AMERIPOWER	14	0.00%
SOURCE POWER & GAS	13	0.00%
HUDSON ENERGY	10	0.00%
VEH LLC	8	0.00%
CLEARVIEW ELECTRIC	7	0.00%
VETERAN ENERGY	6	0.00%
ILUMINAR ENERGY	5	0.00%
INFUSE ENERGY	4	0.00%
PENSTAR POWER	4	0.00%
TEXPO POWER	4	0.00%
AMERICAN L&P CO	3	0.00%
ENGIE RETAIL LLC	3	0.00%
MEGA ENERGY	3	0.00%
BRILLIANT ENERGY	2	0.00%
DIRECT ENERGY BUSINESS	2	0.00%
MUTUAL ENERGY SWEPSCO	2	0.00%
NUECES ELECTRIC COOPERATIVE	2	0.00%
PIONEER POWER	2	0.00%
WOLVERINE ALTERNATIVE INVESTMENTS LLC	2	0.00%
AGERA ENERGY LLC	1	0.00%
NA POWER	1	0.00%
XCEL	1	0.00%
SUBTOTAL	300	16.00%
Grand Total	2,420	11.61%

A listing of Retail Electric Providers with PUCT complaint activity in 2016 and their complaint violation rates for 2016 is presented above. 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 2016 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>. ###



