

Retail Electric Supplier Complaint Scorecard

Complaint Rates for January 2016 through June 2016

The following Complaint Scorecard shows how each of the retail electric suppliers' rate of complaints compares to the average rate of complaints for the entire residential market.

A five star methodology was implemented on the February 2013 Complaint Scorecard due to the increased number of electric suppliers serving residential customers.

Legend:

	= Lowest Complaint Rate
	= Lower than Average Rate of Complaints
	= Average Complaint Rate
	= Higher than Average Rate of Complaints
	= Highest Complaint Rate

Rank	Supplier	July 2016 Complaint Score	Complaint Score Last Month
1	Viridian		
2	MC Squared		
3	Hiko		
4	Public Power		
5	Consolidated Edison Solutions		
6	Agera Energy*		
7	Homefield Energy		
8	Champion Energy		
9	FirstEnergy Solutions		
10	Dynegy Energy		
11	MidAmerican Energy Services		
12	Xoom Energy		
13	IGS		
14	Constellation Energy**		
15	Nordic Energy Services		
16	Ambit		
17	Green Mountain Energy		
18	Illinois Gas & Electric		
19	National Gas & Electric*		N/A
20	AEP Energy		
21	Energy.me		
22	North American Power and Gas		
23	Verde Energy USA		
24	Ethical Electric		
25	NRG Home		
26	Plymouth Rock Energy		
27	Tara Energy		

	Supplier	July 2016 Complaint Score	Complaint Score Last Month
28	Star Energy Partners	★ ★ ★	★
29	Direct Energy Services	★ ★ ★	★ ★
30	Energy Plus	★ ★ ★	★ ★ ★
31	Sperian	★ ★ ★	★ ★ ★
32	Starion	★ ★	★ ★
33	Spark Energy	★ ★	★ ★
34	IDT Energy	★ ★	★ ★
35	Clearview Electric	★ ★	★ ★
36	Everyday Energy d/b/a Energy Rewards	★ ★	★ ★
37	Eligo Energy	★ ★	★ ★
38	Santanna Energy Services	★ ★	★ ★
39	Liberty Power	★ ★	★
40	RealGY	★	★
41	Oasis Energy	★	★
42	Entrust Energy	★	★
43	Major Energy	★	★
44	PALMco Energy	★	★
45	Smart Energy Holdings*	★	N/A
46	Aspurity Energy*	★	★
47	Mega Energy*	★	N/A

*Supplier had fewer than 200 residential customers for a portion of the six month reporting period.

**This includes customers and informal complaints of Integrys Energy Services, which Constellation Energy purchased in early 2015.

The suppliers 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. These figures are updated monthly and are based on all informal complaints the ICC has received, irrespective of whether or not the supplier was determined to be at fault or adequately resolved the customer's complaint. In many cases, the ICC's informal complaint process adequately addresses the customer complaints with quick resolution by the supplier. Also significant changes in the complaint ratio may occur from month to month for smaller suppliers based on only a few complaints. This complaint summary should be viewed as only one measure of the customer service provided by the suppliers.

You may wish to also review other resources regarding a supplier's customer service such as the Better Business Bureau.