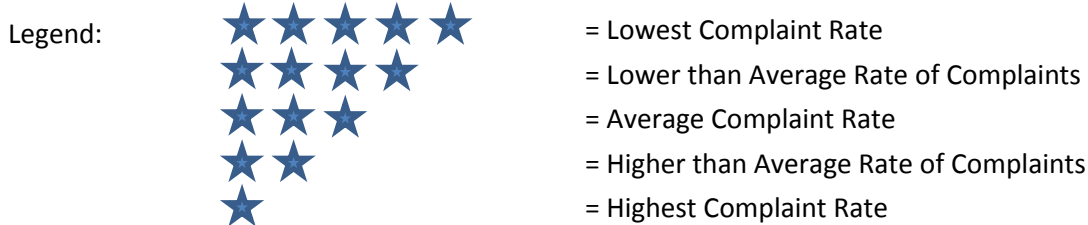


# Retail Electric Supplier Complaint Scorecard

Complaint Rates for September 2013 through February 2014

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.



Rank	Supplier	March 2014 Complaint Score	Complaint Score Last Month
1	Consolidated Edison Solutions	★★★★★	★★★★★
2	Reliant Energy	★★★★★	★★★★★
3	Ethical Electric*	★★★★★	★★★★★
4	Nicor Electric	★★★★★	★★★★★
5	MidAmerican Energy	★★★★★	★★★★★
6	Homefield Energy	★★★★★	★★★★★
7	Integrus	★★★★★	★★★★★
8	Energy.me	★★★★★	★★★★★
9	MC Squared	★★★★★	★★★★★
10	FirstEnergy Solutions	★★★★★	★★★★★
11	Ambit	★★★★★	★★★★★
12	Verde Energy USA	★★★★★	★★★★★
13	IGS	★★★★★	★★★★★
14	ENCOA	★★★★★	★★★★★
15	Constellation Energy	★★★★★	★★★★★
16	Independence Energy	★★★★★	★★★★★
17	Xoom Energy	★★★★★	★★★★★
18	Direct Energy Services	★★★★★	★★★★★
19	Energy Plus	★★★★★	★★★★★
20	Santanna Energy Services	★★★★★	★★★★★
21	Tara Energy	★★★★★	★★★★★
22	North American Power and Gas	★★★★★	★★★★★
23	Spark Energy	★★★★★	★★★★★
24	Champion Energy	★★★★★	★★★★★
25	Nordic Energy Services	★★★★★	★★★★★
26	Sperian	★★★★★	★★★★★
27	AEP Energy	★★★★★	★★★★★
28	Public Power	★★★★★	★★★★★
29	Viridian	★★★★★	★★★★★
30	Green Mountain Energy	★★★★★	★★★★★
31	Liberty Power	★★★★★	★★★★★

Rank	Supplier	March 2014 Complaint Score	Complaint Score Last Month
32	Illinois Gas & Electric	★	★
33	Clearview Electric	★	★
34	Fighting Illini Energy f/k/a Kona Energy	★	★
35	Hiko	★	★
36	Major Energy	★	★ ★
37	Starion	★	★
38	ResCom Energy	★	★
39	FTR Energy Services*	★	★
40	PALMco Energy	★	★
41	IDT Energy*	★	★
42	RealGY	★	★
43	Plymouth Rock Energy	★	★
44	Eligo Energy*	★	N/A

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

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.