

FOR IMMEDIATE RELEASE

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Electric Complaints to PUCT Continue to Decline

Austin, Texas, February 20, 2005 – Electric complaints filed by consumers with the Public Utility Commission of Texas (PUCT) in Calendar Year 2005 decreased by more than 4% from 2004 volumes. Summarized by Regulatory Compliance Services, an Austin, Texas based consulting firm, the 2005 Year End Scorecard reveals that the PUCT received over 6,800 complaints related to retail electric service in calendar year 2005 compared to over 7,400 in 2004. Retail electric complaint volumes are well down from 2003 when more than 16,000 complaints were filed at the PUCT. The PUCT staff conducted investigations on 76% of those complaints. The PUCT staff determined that companies violated commission rules on approximately 6% of the retail electric complaints investigated.

Billing issues accounted for almost 4,100 of the complaints received related to retail electric service which is slightly down from the 2004 volume. There were over 240 slamming complaints in 2005, down from near 400 in 2004. Slamming is the unauthorized switching of a customer's service provider. However, of interest is the fact that the PUCT staff determined that slamming violations occurred in 20% of all slamming complaints investigated. Only 5% of investigated billing complaints were found to be violations. A listing of Retail Electric Providers with PUCT complaint activity in 2005 and their complaint violation rates for 2005 is presented below. Retailers with no complaint activity in 2005 will not be listed in this table. The tables have been segregated to rank companies based on the volume of complaints received.

REPs with More Than 10 Complaints on File at the PUCT during 2005		
REPs	# of Complaints Received by PUCT in 2005	2005 Violation Rate
CONSTELLATION NEWENERGY, INC.	25	40.00%
LIBERTY POWER CORP.	15	40.00%
GEXA ENERGY, L.P.	465	22.26%
NEW MEXICO NATURAL GAS, LP	29	21.05%
USAVE ENERGY SERVICES, INC.	42	19.35%
SPARK ENERGY, L.P.	42	18.75%
ACN ENERGY, INC.	16	18.18%
ACCENT ENERGY TEXAS, L.P.	27	15.00%
SPS	49	14.29%
JUST ENERGY TEXAS, LLC	16	14.29%
ECONENERGY ENERGY COMPANY	38	12.12%
STREAM GAS & ELECTRIC, LTD.	60	11.76%
TARA ENERGY, INC.	16	11.11%
AMPRO ENERGY, LP	11	11.11%
BRIDGEPOINT POWER & LIGHT, LLC	18	10.00%
FREEDOM GROUP, LLC	35	9.38%
GREEN MOUNTAIN ENERGY COMPANY	150	7.14%
Centrica	1,170	4.87%
FIRST CHOICE POWER, INC.	198	4.55%
Entergy	223	4.49%
TXU	2,810	3.99%
Reliant	1,178	3.68%
UTILITY CHOICE, L.P.	46	0.00%
CIRRO GROUP, INC.	42	0.00%
AEP	39	0.00%
Subtotal/Average	6,760	12.69%

REPs with Less Than 10 Complaints on File at the PUCT during 2005		
REPs with Less than 10 Complaints	# of Complaints Received by PUCT in 2005	2005 Violation Rate
IDEAL ENERGY, INC.	4	100.00%
AZOR ENERGY LP	3	100.00%
NM ENERGY OF TEXAS, L.L.C.	2	100.00%
TEXAS COMMERCIAL ENERGY, L.L.C.	1	100.00%
ANDELER CORPORATION	8	66.67%
MPOWER RETAIL ENERGY LP	6	60.00%
HINO ELECTRIC POWER COMPANY	4	50.00%
ELECTRIC NOW, LP	3	33.33%
ENERGY WEST RESOURCES, LTD.	7	28.57%
AFFORDABLE POWER PLAN, LP	4	25.00%
VEGA RESOURCES, LLC	6	0.00%
FIRE FLY ELECTRICITY, LLC	5	0.00%
STAR ELECTRICITY, LLC	5	0.00%
TRIEAGLE ENERGY, L.L.C.	5	0.00%
DYNOWATT LP	3	0.00%
COMMERCE ENERGY, INC.	2	0.00%
STRATEGIC ENERGY, L.L.C.	2	0.00%
TEXAS RETAIL ENERGY, LLC	2	0.00%
ALLIANCE POWER COMPANY, LLC	1	0.00%
SMART ENERGY	1	0.00%
W POWER AND LIGHT, LP	1	0.00%
AES NEWENERGY, INC.	1	0.00%
Subtotal/Average	76	30.16%
Grand Total/Average	76	6.37%

Companies violating commission rules are subject to administrative penalties assessed by the PUCT.

A copy of the full report may be obtained from Regulatory Compliance Services at <http://www.your-rcs.com/YearEnd.htm>

Regulatory Compliance Services provides consulting services on retail and consumer protection issues to electric and telephone companies operating in Texas.

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