Complaint Score Methodology

Because the PUC is legally prohibited from releasing the number of customers that each REP serves, the PUC has converted complaint information into an easy to read graphical scoring system in order to provide customers with information concerning the rate at which customers lodge complaints concerning particular REPs with the PUC. The complaint scores are calculated as follows.

1. A complaint rate is calculated for each REP for each of the last six months on the basis of the number of complaints investigated by the PUC and the number of residential and small commercial customers served by the REP.

$$\textit{complaint rate (January)} = \frac{\text{\# of complaints investigated in January}}{\text{\# of customers served by the REP in January}}$$

2. A complaint ratio is then developed for each REP for each of the last six months by comparing the REP's complaint rate to the overall market complaint rate. A complaint ratio of 1 means the REP has rate of complaints per 1,000 customers that is average for the market as a whole. REPs with lower complaint rates will have complaint ratios of less than one. REPs with higher complaint rates will have complaint ratios of greater than one.

$$\textit{complaint ratio (January)} = \frac{\text{complaint rate for REP in January}}{\text{complaint rate for market as a whole in January}}$$

3. The complaint ratio for each of the last six months is then averaged in order to minimize the effects of a single month where a REP may have received a disproportionately high or low rate of complaints.
4. REPs are then grouped into five groupings of approximate equal size based on their complaint ratio, with some adjustment to ensure that REPs with similar complaint ratios will have similar scores.
5. Significant changes in the complaint score may occur from month to month for smaller REPs, where one or two complaints may dramatically change the complaint ratio.

You can view the gross number of complaints investigated for each REP and the trend in complaints over the last six months at the following link: http://www.puc.texas.gov/consumer/electricity/CustomerComplaintStats.aspx. Keep in mind that REPs serving a large number of customers will generally have a greater gross number of complaints due to their size.