

## Ranked "Highest in Residential Customer Satisfaction with Retail Electric Service in Texas, 6 Out of 7 Years."

Champion Energy Services received the highest numerical score among 20 residential electric service providers in Texas in the proprietary J.D. Power 2016 Retail Electric Provider Residential Customer Satisfaction Study<sup>SM</sup>. Study based on responses from 5,900 consumers, measuring the opinions of consumers who recently switched electric service providers. Results are based on experiences and perceptions of consumers surveyed between August 2015 and June 2016. Visit [jdpower.com](http://jdpower.com).



### J.D. Power 2016 Retail Electric Provider Residential Customer Satisfaction Study

Company	Overall Satisfaction	Enrollment	Billing	Cost	Communication	Corporate Citizenship	Customer Service
Champion Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
First Choice Power	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
4Change Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Bounce Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Green Mountain Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
TriEagle Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Ambit Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
StarTex Power	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Stream Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Cirro Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Amigo Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Direct Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
CPL Retail Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Gexa Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Spark Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Reliant Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Pennywise Power	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
TXU Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Just Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Infinite Energy	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●

#### Power Circle Ratings:



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