



Automotive



Electronics



Energy



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Healthcare



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Travel

## 2013 Retail Electric Provider Satisfaction Study

06/26/2013

Among retail electric provider residential customers, 41 percent have taken action in the past year to either switch providers, renew with their current retail provider, or sign up for retail service for the first time, with a majority citing price competition as a primary reason for taking action, according to the J.D. Power 2013 Retail Electric Provider Satisfaction Study<sup>SM</sup> released today. [More](#)

### 2013 Retail Electric Provider Satisfaction Study - New York



**Award Recipient**

**Ambit Energy**

	Overall Satisfaction ?	Enrollment/Renewal ?	Price ?	Communications ?	Corporate Citizenship ?	Customer Service ?
Ambit Energy	●●●●●		●●●●●	●●●●●	●●●●●	
ConEd Solutions	●●●●●		●●●●●	●●●●●	●●●●●	
Energetix	●●●●●		●●●●●	●●●●●	●●●●●	
Energy Plus	●●●●●		●●●●●	●●●●●	●●●●●	
Just Energy	●●●●●		●●●●●	●●●●●	●●●●●	
NYSEG Solutions	●●●●●		●●●●●	●●●●●	●●●●●	

Scoring Legend ●●●●● Among the best ●●●●● Better than most ●●●●● About average ●●●●● The rest

\*Please note that jdpower.com Ratings may not include all information used to determine J.D. Power & Associates awards. Learn more about how J.D. Power Circle Ratings are calculated. Customer Service factor not shown due to insufficient sample size (n<30).

PRESS RELEASE | July 9, 2013, 8:12 a.m. ET

## J.D. Power Awards Ambit Energy with Highest Ranking in Retail Electric Provider Satisfaction in New York Region

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DALLAS--(BUSINESS WIRE)--July 09, 2013--

Ambit Energy, a leading national retail energy provider based in Dallas, announced today it was "Highest in Residential Customer Satisfaction with Retail Electric Service in New York" by J.D. Power. The award comes from the 2013 Retail Electric Provider Satisfaction Study, which surveyed more than 14,800 retail electric residential customers of 71 retail electric providers in eight states, examining five key factors: price, communications, corporate citizenship, enrollment/renewal, and customer service.

"Ambit Energy is honored to be recognized by J.D. Power, and this award reflects our team's dedication of being the most respected retail energy provider," said Jere Thompson Jr., Ambit Energy co-founder and chief executive officer. "This award demonstrates our efforts to provide our customers with the best possible customer service and is a product of the entire Ambit Energy team."

Ambit Energy ranked with a score of 642 on a 1,000-point scale, performing well in price, communications, enrollment/renewal and customer service factors. The study was conducted in April and May 2013. Complete retail provider rankings by state can be found at [www.jdpower.com](http://www.jdpower.com) under "energy ratings."

For more information about Ambit Energy's rates and services, or about the opportunity to join the Ambit Energy team, visit [www.ambitenergy.com](http://www.ambitenergy.com) or call (877) 28-AMBIT.

TWEET IT: @AmbitEnergy ranks highest in Retail Electric Provider Satisfaction in New York, ranks second in Connecticut by @JDPower. #energy

### About Ambit Energy

Ambit Energy provides electricity and natural gas services to residential and small business customers in deregulated markets across the United States, primarily marketed through a direct sales channel of more than 200,000 Independent Consultants. Named the fastest growing private company in the country for 2010 by Inc. magazine, Ambit Energy is focused on being the finest and most-respected retail energy provider in America, offering cost-effective choices for today's energy consumer. For more information on Ambit Energy's customer-focused service and monthly utility savings opportunities, or to join the Ambit Energy team, visit [www.AmbitEnergy.com](http://www.AmbitEnergy.com) or call (877) 28-AMBIT.

### About J.D. Power and Associates

J.D. Power and Associates is a global marketing information services company providing performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. Headquartered in Westlake Village, Calif., J.D. Power and Associates has offices in North America, Europe and Asia Pacific. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit [JDPower.com](http://JDPower.com). J.D. Power and Associates is a business unit of McGraw Hill Financial.

### About McGraw Hill Financial

McGraw Hill Financial (NYSE: MHFI), a financial intelligence company, is a leader in credit ratings, benchmarks and analytics for the global capital and commodity markets. Iconic brands include: Standard & Poor's Ratings Services, S&P Capital IQ, S&P Dow Jones Indices, Platts, CRISIL, J.D. Power, McGraw Hill Construction and Aviation Week. The Company has approximately 17,000 employees in 27 countries. Additional information is available at [www.mhfi.com](http://www.mhfi.com).

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