

Ambit Energy Earns "Top 5 Electric Provider" Honors in Texas



DALLAS, Aug. 30, 2011 /PRNewswire/ -- For the second consecutive year, [Ambit Energy](#) was named a "top five electric provider in Texas" based on a recent customer satisfaction survey by J.D. Power and Associates. The survey considered the responses of 8,100 Texas residential customers about their overall satisfaction with their [electricity provider](#), increasing Ambit Energy's overall customer satisfaction index by 26 points from 2010.

The [2011 Texas Residential Retail Electric Provider Customer Satisfaction Study](#)[™], now in its fourth year, measures customer satisfaction with retail electric utility providers in Texas by considering four key factors: price; billing and payment; communications; and customer service.

Ambit Energy earned top rankings in the categories of communications performance, retailer loyalty and enrollment:

- **Ranked first** in communications when customers were asked about satisfaction in communicating changes, new offers/promotions and using attention-grabbing messaging.
- **Ranked first** in number of positive recommendations to friends, family and coworkers about customer's current energy provider.
- **Ranked first** in positive percentage growth, with most respondents switching providers to Ambit Energy in the past 12 months.

"We are proud that [Ambit Energy](#) has been named a top electric service provider in Texas for the second year in a row," said [Jere Thompson Jr.](#), Ambit Energy co-founder and CEO. "With our competitive [energy rates](#) and attractive customer rewards, our focus on customer satisfaction is essential to Ambit being the finest and most-respected energy company in America."

Since 2006, [Ambit Energy](#) has continued to grow in both customer size and market presence. Ambit recently reported reaching the 600,000 customer milestone in the third quarter of 2011. The company has expanded service to five new markets in the past year, with plans to expand to several more before the end of 2011.

About Ambit Energy

[Ambit Energy](#) is a Dallas-based retail energy provider of electricity and natural gas services in deregulated markets across the U.S., including regions of Texas, Illinois, New York, Maryland and Pennsylvania. Ambit Energy was named the fastest-growing private company in America for 2010 by *Inc.* magazine. Focused on being the finest and most-respected energy provider in the industry, Ambit Energy offers smart, cost-effective choices for today's energy consumer. For more information on Ambit Energy service or to [join the Ambit Energy team](#), visit <http://www.AmbitEnergy.com> or call (877) 28-AMBIT.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, Web intelligence and customer satisfaction. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [car reviews and ratings](#), [car insurance](#), [health insurance](#), [cell phone ratings](#), and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.