

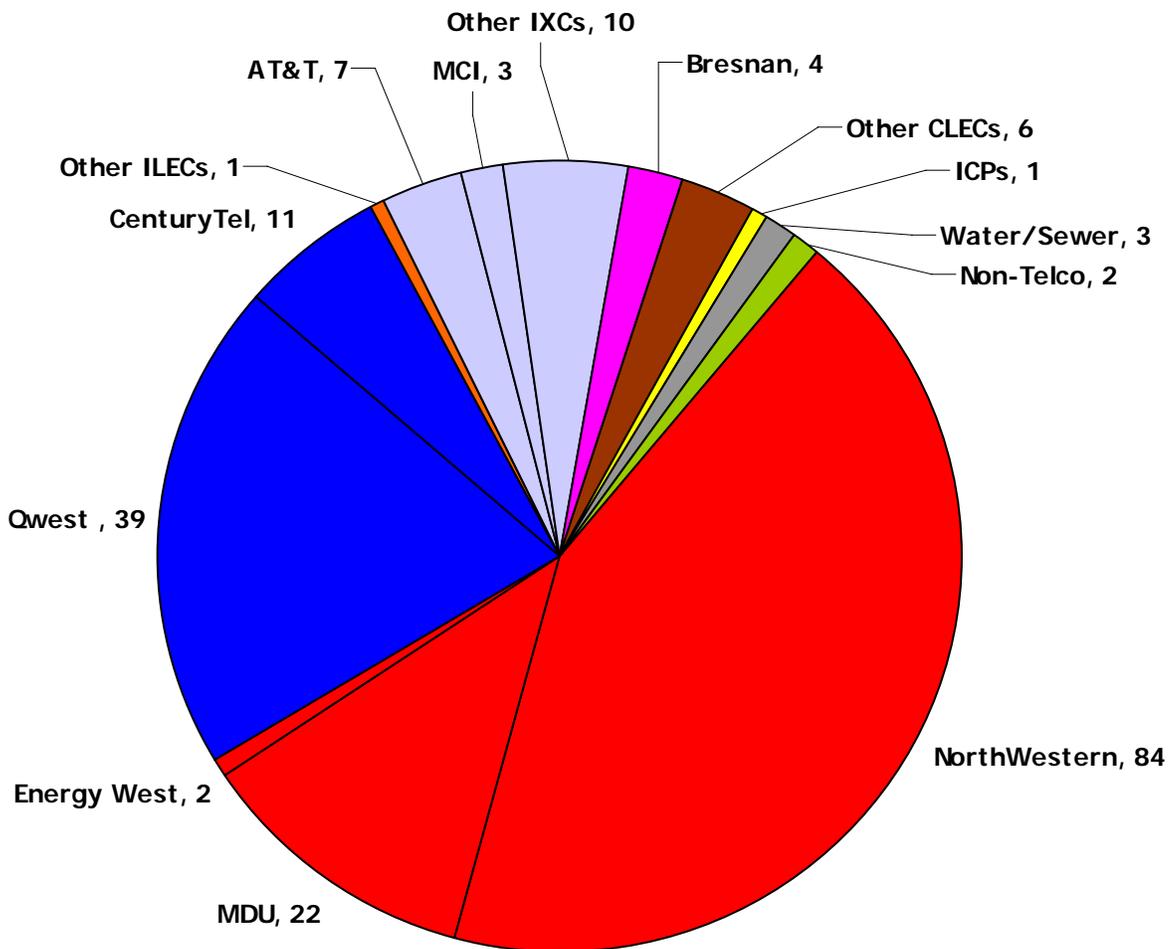
*Utility Consumer Complaints  
Report, 3rd Quarter, 2007*



**Montana  
Public Service  
Commission**



# 3rd Quarter 2007 Complaints By Utility Total—195



ICP— Inmate Calling Providers

**Complaint Percentages By Utility**

**Weighted Average**  
**(Based on '06 Customer Base)**

NorthWestern Energy	43.07%	.023%
MDU	11.28%	.026%
Energy West	1.03%	.007%
Qwest	20.00%	.013% (based on # of
CenturyTel	5.64%	access lines)
Other ILECs	0.51%	
AT&T	3.59%	
MCI	1.54%	
Other IXCs	5.13%	
Bresnan	2.05%	
Other CLECs	3.08%	
ICPs	.51%	
Non-Telco	1.03%	
Water/Sewer	1.54%	
	<hr/>	
	100.00%	

**Complaints by Service Type**

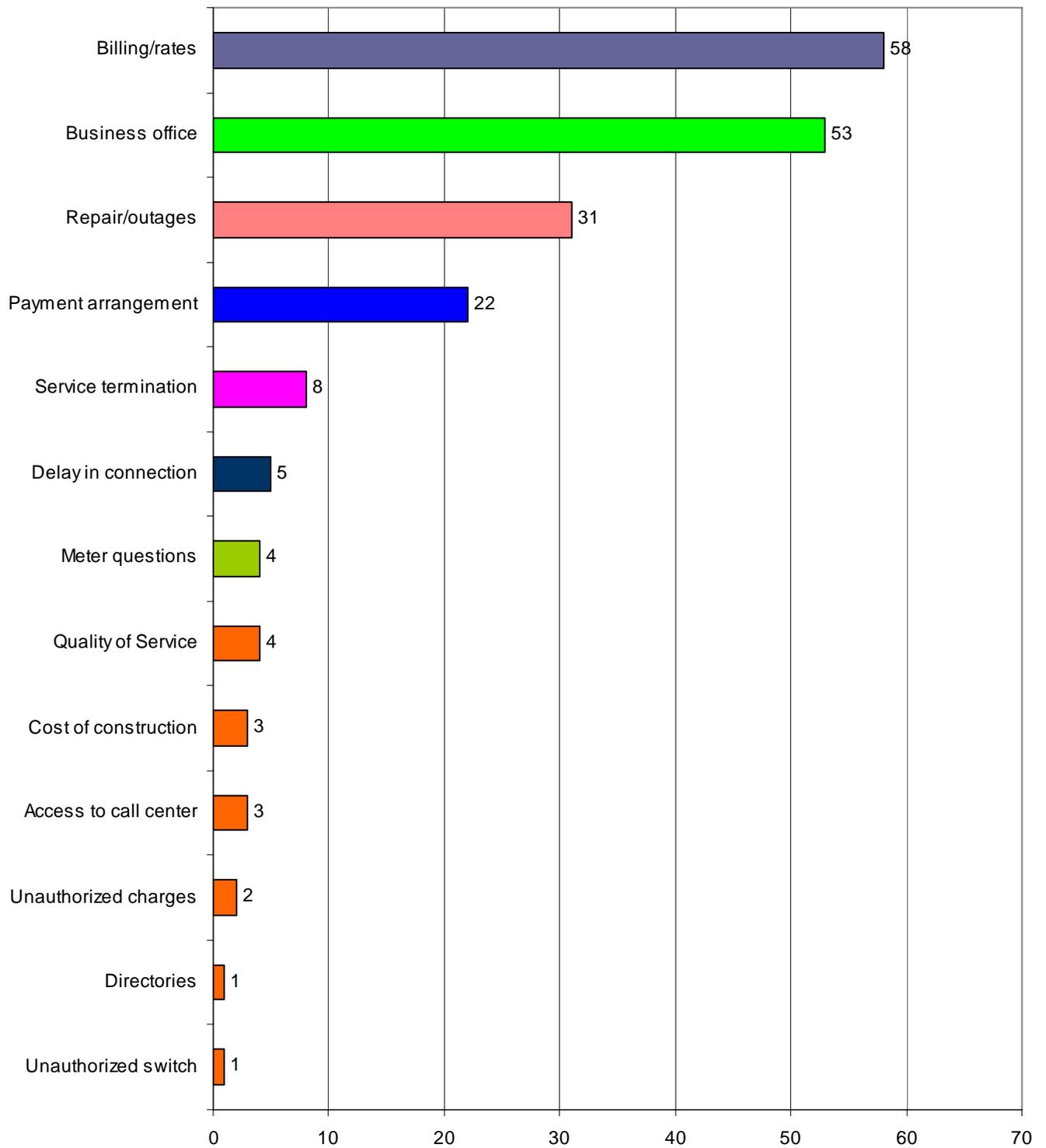
**Percentage of Total**

Energy—108	55.38%
Telecommunications—84	43.08%
Water/Sewer—3	1.54%
	<hr/>
<b>Total</b> <b>195</b>	<b>100.00%</b>

**Category and Number of Complaints By District**

	<b><u>Dist. 1</u></b>	<b><u>Dist. 2</u></b>	<b><u>Dist. 3</u></b>	<b><u>Dist. 4</u></b>	<b><u>Dist. 5</u></b>	<b><u>Total</u></b>
<b>1. Billing/Rates</b>	11	8	19	10	10	58
<b>2. Business Office</b>	10	9	11	10	13	53
<b>3. Cram</b>	0	1	0	0	1	2
<b>4. Payment     Arrangements</b>	3	4	4	5	6	22
<b>5. Access to Business     Office</b>	1	1	0	0	1	3
<b>6. Repair</b>	2	4	15	5	5	31
<b>7. Slam</b>	0	1	0	0	0	1
<b>8. Delay in Connection</b>	0	0	5	0	0	5
<b>9. Termination</b>	1	3	3	0	1	8
<b>10. Meter Questions</b>	1	2	1	0	0	4
<b>11. Pay-Per-Call</b>	0	0	0	0	0	0
<b>12. Deposits</b>	0	0	0	0	0	0
<b>13. Cost of Construction</b>	0	2	1	0	0	3
<b>14. Directory Listings</b>	0	0	0	0	1	1
<b>15. Quality of Service</b>	0	2	1	0	1	4
<b><u>Total</u></b>	<b>29</b>	<b>37</b>	<b>60</b>	<b>30</b>	<b>39</b>	<b>195</b>

## 3rd Quarter 2007 Consumer Complaints By Category



**Number of Complaints**

	<b><u>2006</u></b>	<b><u>2007</u></b>	<b><u>Percent of Change</u></b>
<b>July</b>	<b>65</b>	<b>60</b>	<b>(7.69%)</b>
<b>August</b>	<b>91</b>	<b>74</b>	<b>(18.68%)</b>
<b>September</b>	<b>93</b>	<b>61</b>	<b>(34.41%)</b>
	—	—	—
<b>Total</b>	<b>249</b>	<b>195</b>	<b>(21.69%)</b>

	<b><u>2007</u></b>	<b><u>2007</u></b>	
<b>April</b>	<b>83</b>	<b><u>July</u></b> <b>60</b>	<b>(27.71%)</b>
<b>May</b>	<b>62</b>	<b><u>August</u></b> <b>74</b>	<b>19.35%</b>
<b>June</b>	<b>64</b>	<b><u>September</u></b> <b>61</b>	<b>(4.69%)</b>
	—	—	—
<b>Total</b>	<b>209</b>	<b>195</b>	<b>(6.70%)</b>

Number of Calls

	<u>2006</u>	<u>2007</u>	<u>Percent of Change</u>
July	714	619	(13.31%)
August	716	576	(19.55%)
September	638	467	(26.80%)
	—	—	—
Total	2,068	1,662	(19.63%)

	<u>2007</u>	<u>2007</u>	
April	692	<u>July</u> 619	(10.55%)
May	585	<u>August</u> 576	(1.54%)
June	608	<u>September</u> 467	(23.19%)
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Total	1,885	1,662	(11.83%)