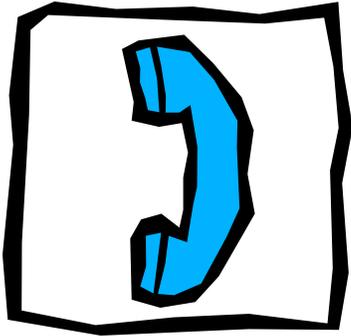


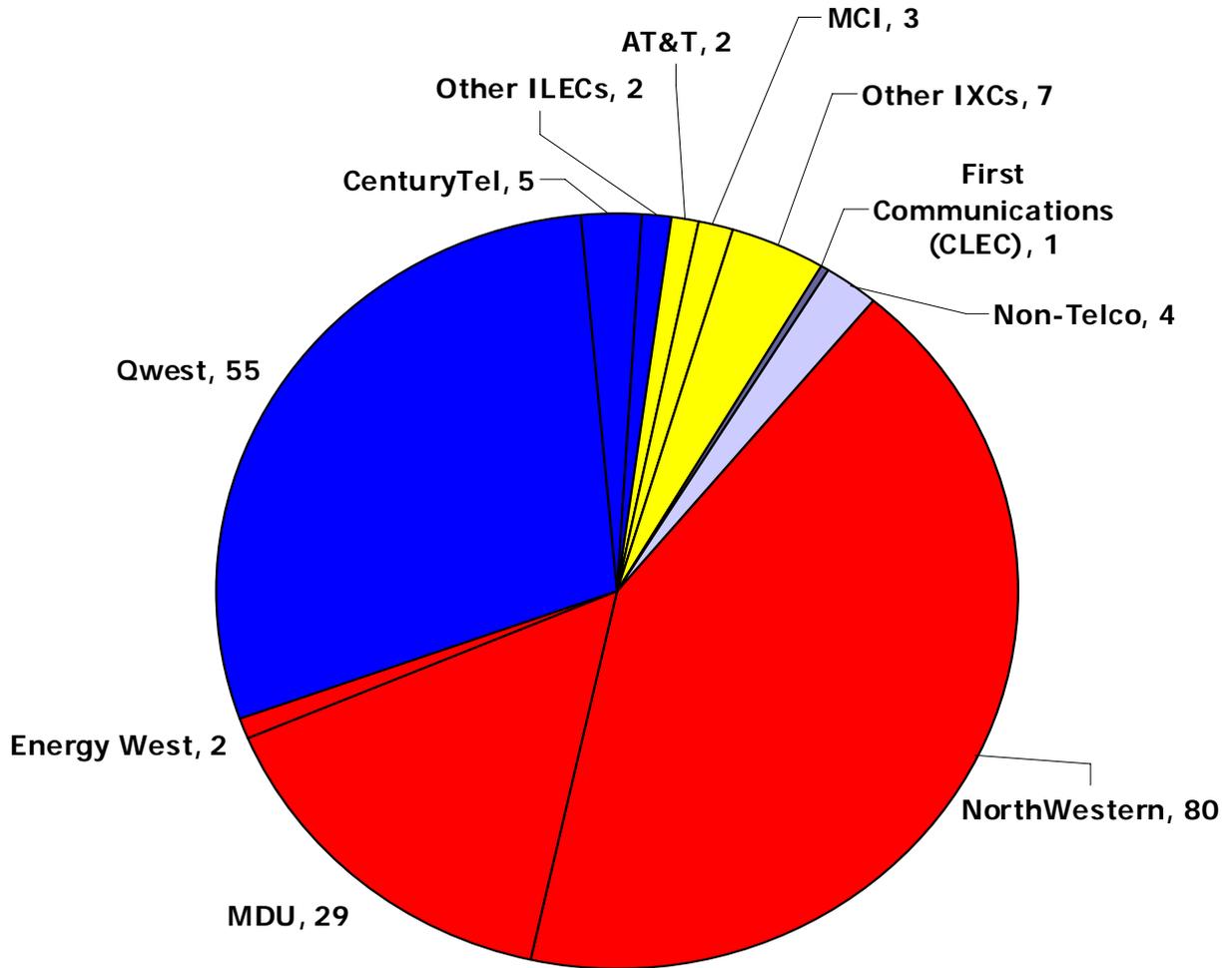
*Utility Consumer Complaints
Report, 3rd Quarter, 2008*



**Montana
Public Service
Commission**



**3rd Quarter
2008 Complaints
By Utility
Total - 190**



Complaint Percentages By Utility

Weighted Average
(Based on '07 Customer Base)

NorthWestern Energy	42.1%	.022%
MDU	15.2%	.034%
Energy West	1.1%	.007%
Qwest	28.9%	.020% (based on # of access
CenturyTel	2.6%	.010% lines)
Other ILECs	1.1%	
AT&T	1.1%	
MCI	1.6%	
Other IXC's	3.7%	
First Communications (CLEC)	.5%	
Non-Telco	2.1%	
	<hr/>	
	100.00%	

Complaints by Service Type

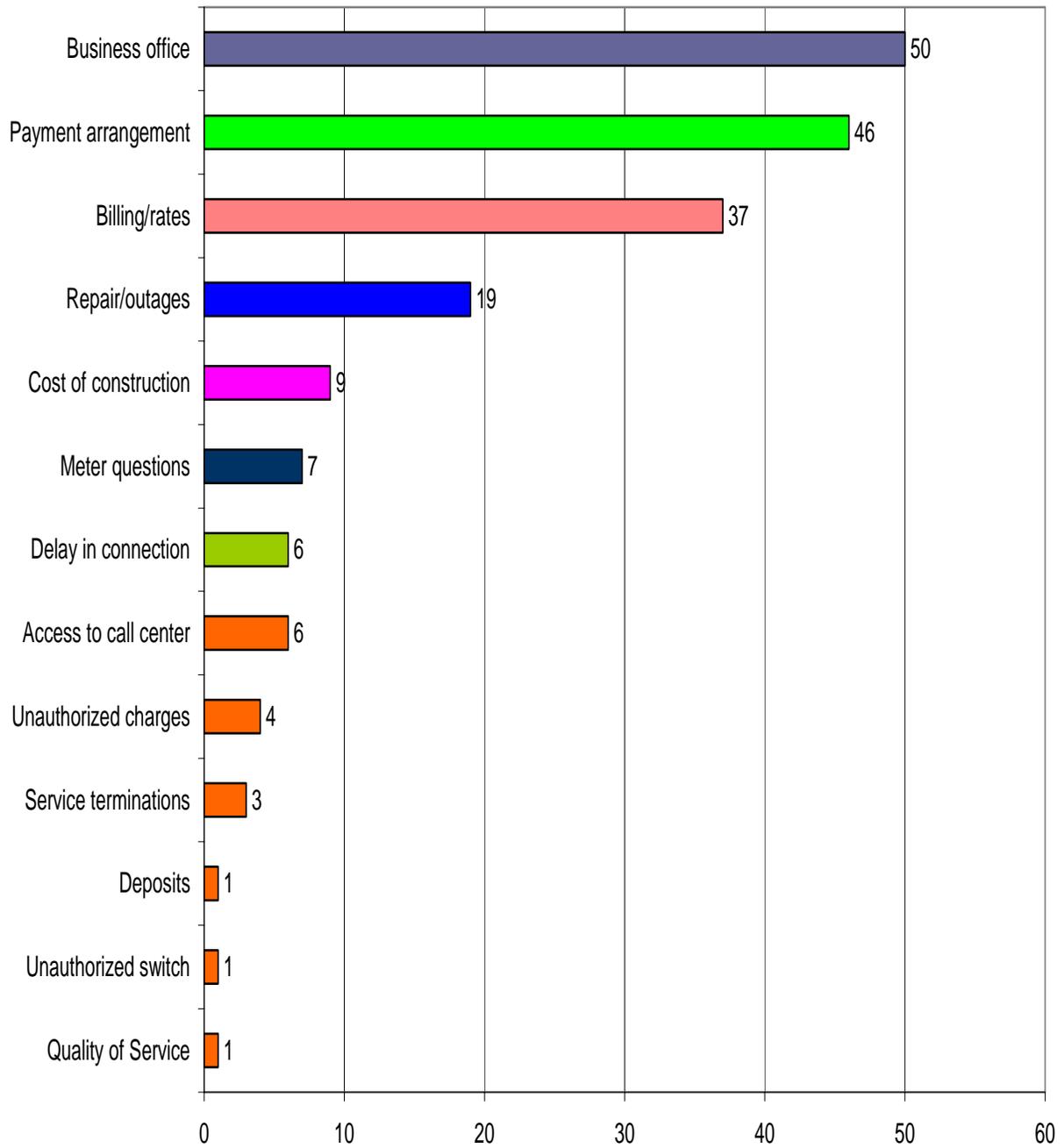
Percentage of Total

Energy – 111	58.4 %
Telecommunications – 79	41.6%
	<hr/>
Total – 190	100.00%

Category and Number of Complaints By District

	<u>Dist. 1</u>	<u>Dist. 2</u>	<u>Dist. 3</u>	<u>Dist. 4</u>	<u>Dist. 5</u>	<u>Total</u>
1. Billing/Rates	3	10	8	8	8	37
2. Business Office	7	21	9	4	9	50
3. Cram	0	0	1	2	1	4
4. Payment Arrangements	8	13	8	10	7	46
5. Access to Business Office	1	2	0	1	2	6
6. Repair	4	3	9	2	1	19
7. Slam	0	0	1	0	0	1
8. Delay in Connection	0	0	2	4	0	6
9. Termination	0	3	0	0	0	3
10. Meter Questions	0	3	3	1	0	7
11. Pay-Per-Call	0	0	0	0	0	0
12. Deposits	0	0	1	0	0	1
13. Cost of Construction	3	2	2	0	2	9
14. Directory Listings	0	0	0	0	0	0
15. Quality of Service	0	0	1	0	0	1
<hr/> <u>Total</u>	26	57	45	32	30	190

3rd Quarter 2008 Consumer Complaints By Category



Number of Complaints

	<u>2007</u>	<u>2008</u>	<u>Percent of Change</u>
July	60	63	5.00%
August	74	60	(18.92%)
September	61	67	9.84%
<hr/>			
Total	195	190	(2.56%)

Number of Calls

	<u>2007</u>	<u>2008</u>	<u>Percent of Change</u>
July	619	626	1.13%
August	576	657	14.06%
September	467	734	57.17%
<hr/>			
Total	1,662	2,017	21.36%