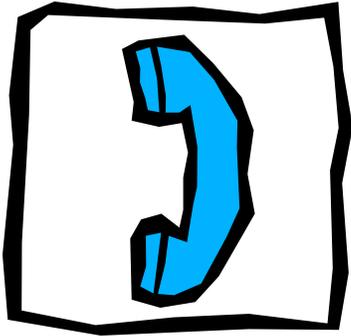


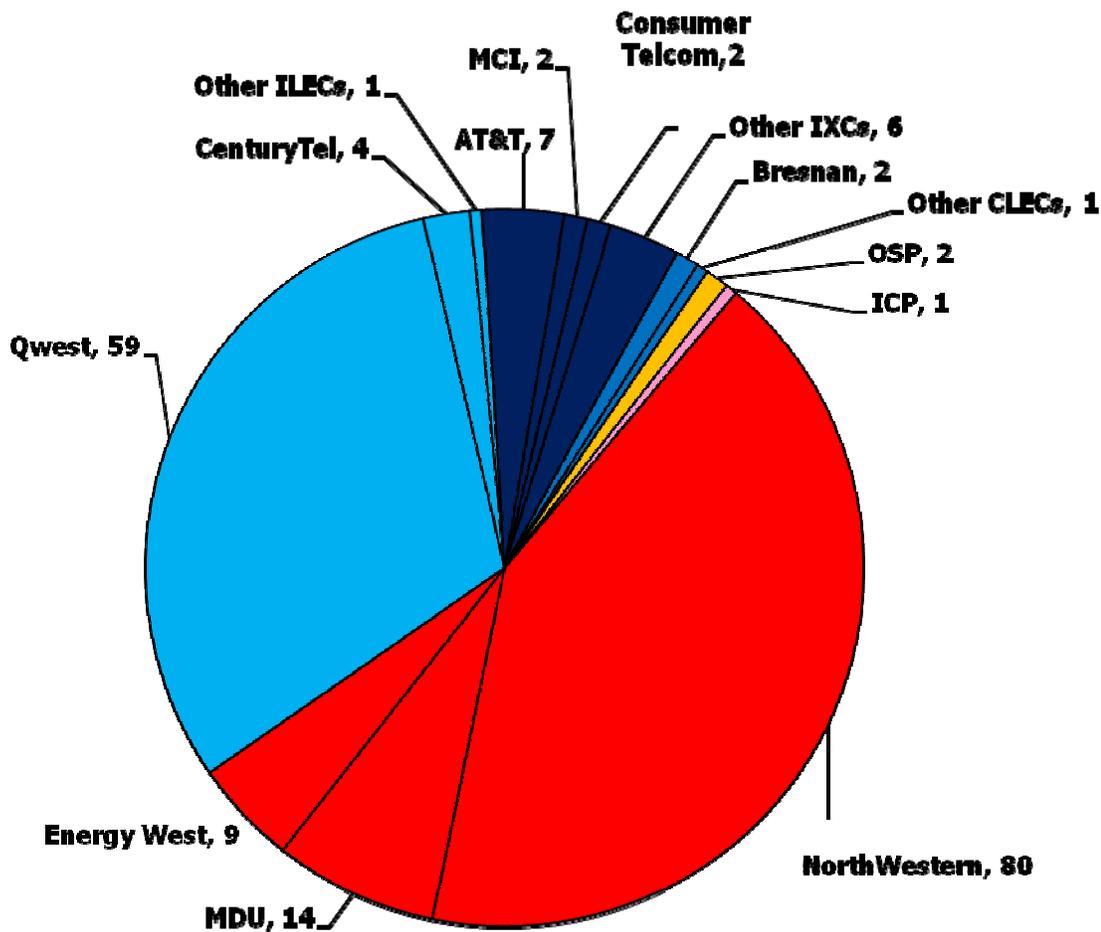
*Utility Consumer Complaints
Report, 1st Quarter, 2009*



**Montana
Public Service
Commission**



**1st Quarter
2009 Complaints
By Utility
Total - 190**



**OSP – Operator
Service Provider**

**ICP – Inmate
Calling Provider**

Complaint Percentages By Utility

Weighted Average
(Based on '08 Customer Base)

NorthWestern Energy	42.1%	.022%
MDU	7.3%	.020%
Energy West	4.7%	.031%
Qwest	31.0%	.017% (based on # of access
CenturyTel	2.1%	.013% lines)
Other ILECs	.5%	
AT&T	3.7%	
MCI	1.1%	
Consumer Telecom	1.1%	
Other IXCs	3.2%	
Bresnan	1.1%	
Other CLECs	.5%	
OSP	1.1%	
ICP	.5%	
	<hr/>	
	100.00%	

Complaints by Service Type

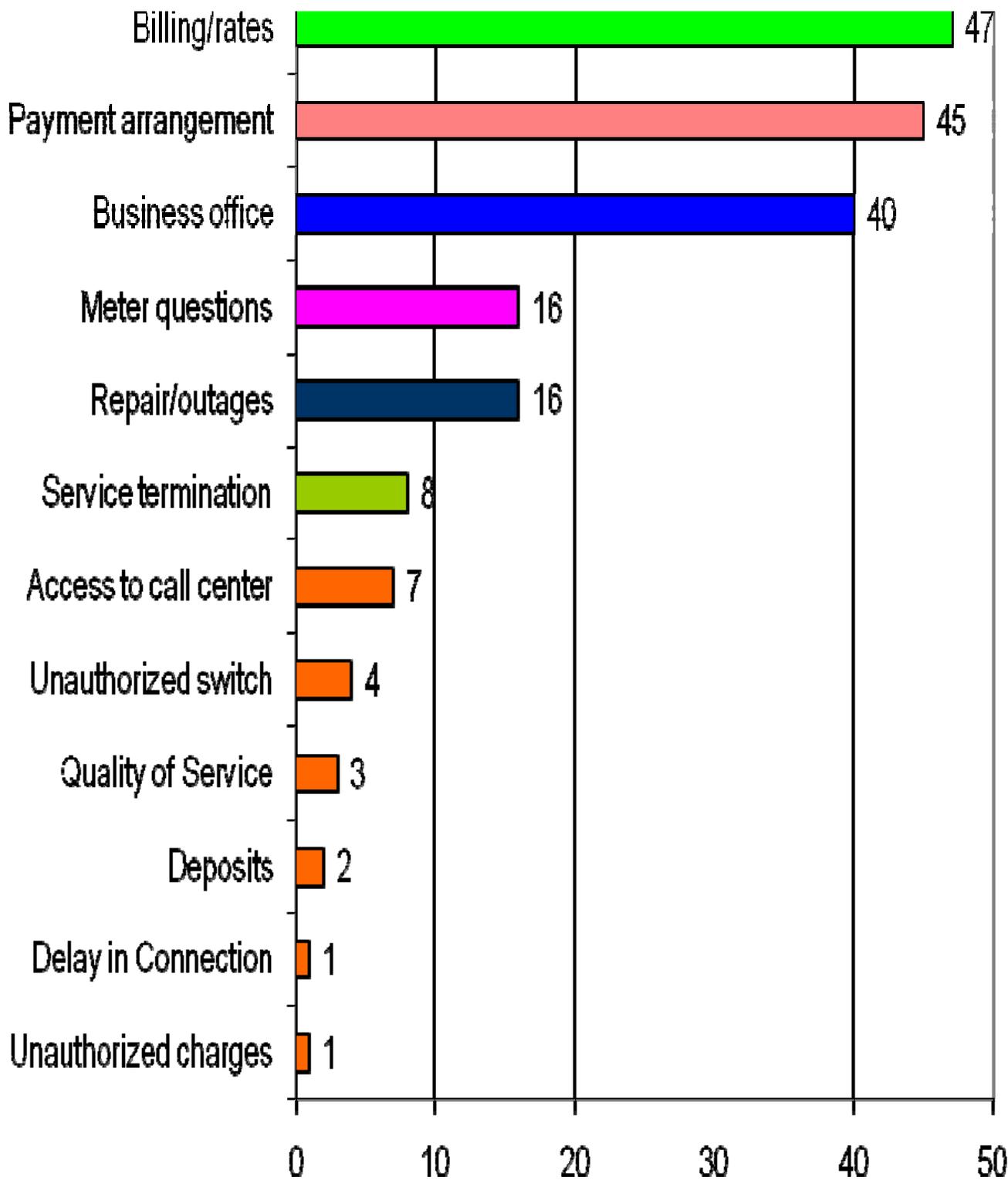
Percentage of Total

Energy – 103	54.21%
Telecommunications – 87	45.79%
<hr/>	<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	4	12	10	10	11	47
2. Business Office	7	9	10	6	8	40
3. Cram	1	0	0	0	0	1
4. Payment Arrangements	13	4	10	8	10	45
5. Access to Business Office	0	3	2	0	2	7
6. Repair	6	2	3	0	5	16
7. Slam	0	3	0	1	0	4
8. Delay in Connection	0	0	1	0	0	1
9. Termination	4	0	3	0	1	8
10. Meter Questions	4	4	2	4	2	16
11. Pay-Per-Call	0	0	0	0	0	0
12. Deposits	1	0	1	0	0	2
13. Cost of Construction	0	0	0	0	0	0
14. Directory Listings	0	0	0	0	0	0
15. Quality of Service	0	0	2	1	0	3
<hr/> <u>Total</u>	40	37	44	30	39	190

1st Quarter 2009 Consumer Complaints By Category



Number of Complaints

	<u>2008</u>	<u>2009</u>	<u>Percent of Change</u>
January	82	60	(26.83%)
February	84	56	(33.33%)
March	83	74	(10.84%)
	—	—	—
Total	249	190	(23.69%)

Number of Calls

	<u>2008</u>	<u>2009</u>	<u>Percent of Change</u>
January	836	866	3.59%
February	914	728	(20.35%)
March	789	634	(19.65%)
	—	—	—
Total	2,539	2,228	(12.25%)