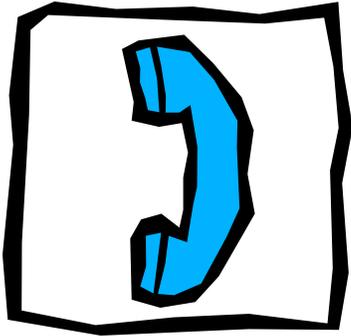


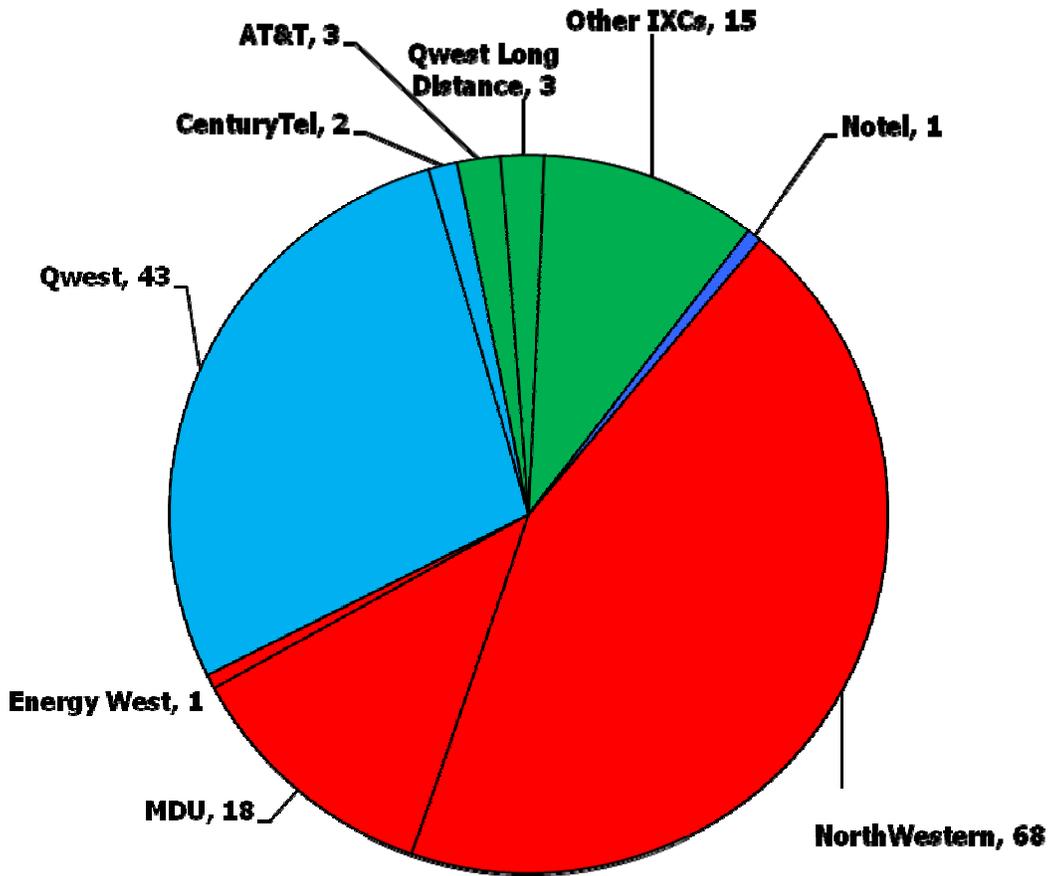
*Utility Consumer Complaints
Report, 2nd Quarter, 2009*



**Montana
Public Service
Commission**



**2nd Quarter
2009 Complaints
By Utility
Total - 154**



Complaint Percentages By Utility

Weighted Average
(Based on '08 Customer Base)

| | | |
|---------------------|---------------|-----------------------------|
| NorthWestern Energy | 44.2% | .019% |
| MDU | 11.7% | .021% |
| Energy West | .7% | .003% |
| Qwest | 27.9% | .017% (based on # of access |
| CenturyTel | 1.3% | .003% lines) |
| AT&T | 1.9% | |
| Qwest Long Distance | 1.9% | |
| Other IXCs | 9.7% | |
| Notel | .7% | |
| | <hr/> 100.00% | |

Complaints by Service Type

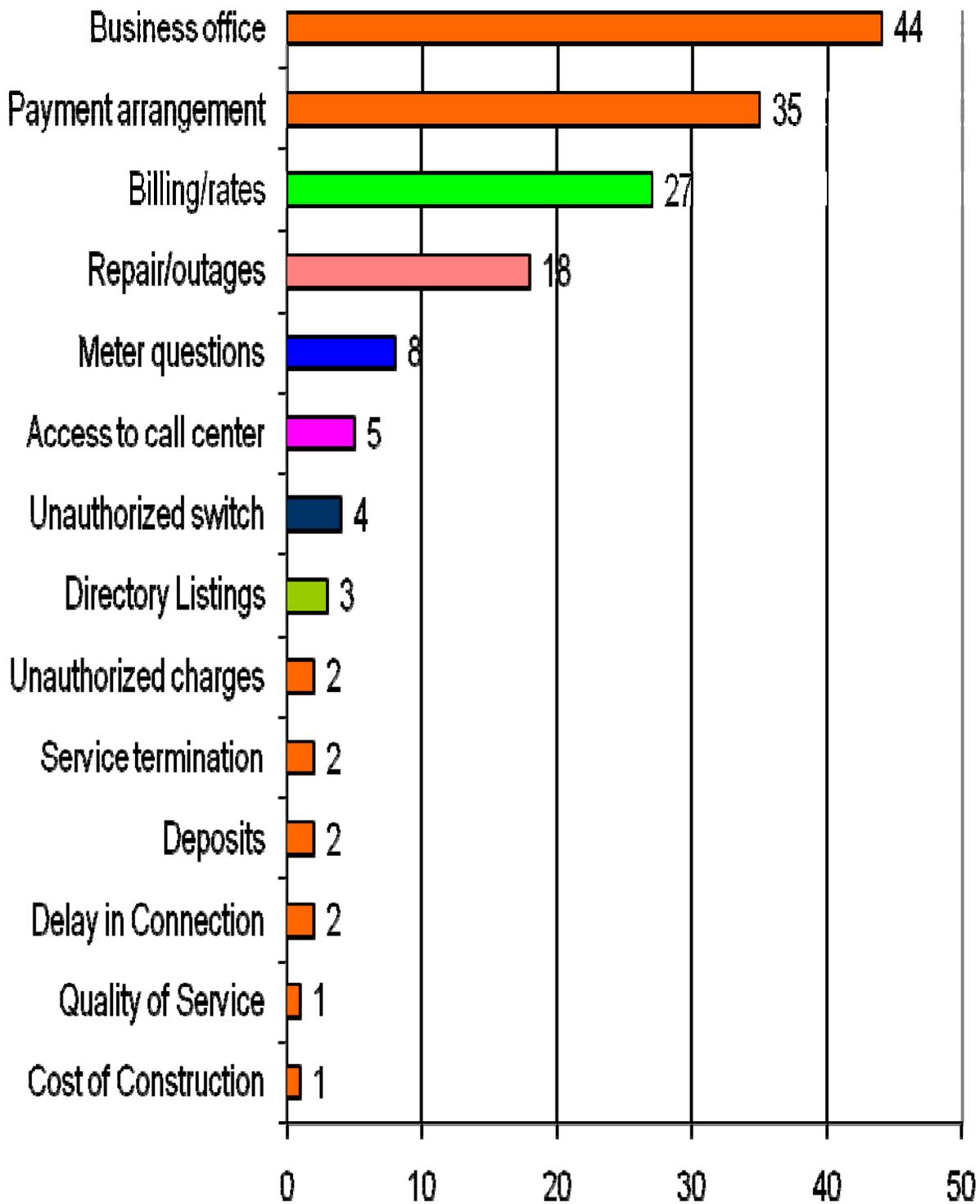
Percentage of Total

| | |
|-------------------------|---------------|
| Energy – 87 | 56.49% |
| Telecommunications – 67 | 43.51% |
| <hr/> Total – 154 | <hr/> 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 | 2 | 8 | 9 | 5 | 27 |
| 2. Business Office | 9 | 9 | 8 | 9 | 9 | 44 |
| 3. Cram | 0 | 0 | 0 | 1 | 1 | 2 |
| 4. Payment Arrangements | 5 | 7 | 13 | 7 | 3 | 35 |
| 5. Access to Business Office | 0 | 3 | 0 | 0 | 2 | 5 |
| 6. Repair | 4 | 1 | 6 | 3 | 4 | 18 |
| 7. Slam | 1 | 0 | 1 | 0 | 2 | 4 |
| 8. Delay in Connection | 0 | 0 | 1 | 0 | 1 | 2 |
| 9. Termination | 0 | 0 | 1 | 0 | 1 | 2 |
| 10. Meter Questions | 2 | 2 | 3 | 0 | 1 | 8 |
| 11. Pay-Per-Call | 0 | 0 | 0 | 0 | 0 | 0 |
| 12. Deposits | 1 | 0 | 1 | 0 | 0 | 2 |
| 13. Cost of Construction | 0 | 0 | 1 | 0 | 0 | 1 |
| 14. Directory Listings | 0 | 0 | 1 | 0 | 2 | 3 |
| 15. Quality of Service | 0 | 0 | 1 | 0 | 0 | 1 |
| <hr/> <u>Total</u> | 25 | 24 | 45 | 29 | 31 | 154 |

2nd Quarter 2009 Consumer Complaints By Category



Number of Complaints

| | <u>2008</u> | <u>2009</u> | <u>Percent of Change</u> |
|--------------|--------------------|--------------------|---------------------------------|
| April | 78 | 65 | (16.66%) |
| May | 82 | 43 | (47.56%) |
| June | 74 | 46 | (37.84%) |
| | <hr/> | <hr/> | <hr/> |
| Total | 234 | 154 | (34.19%) |

Number of Calls

| | <u>2008</u> | <u>2009</u> | <u>Percent of Change</u> |
|-------|-------------|-------------|--------------------------|
| April | 735 | 656 | (10.75%) |
| May | 690 | 481 | (30.29%) |
| June | 663 | 494 | (25.49%) |
| | — | — | — |
| Total | 2,088 | 1,631 | (21.89%) |