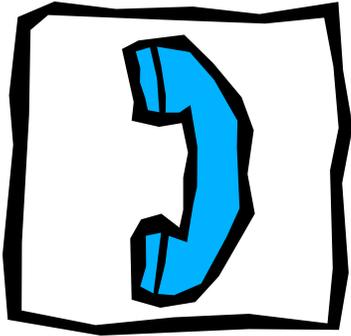


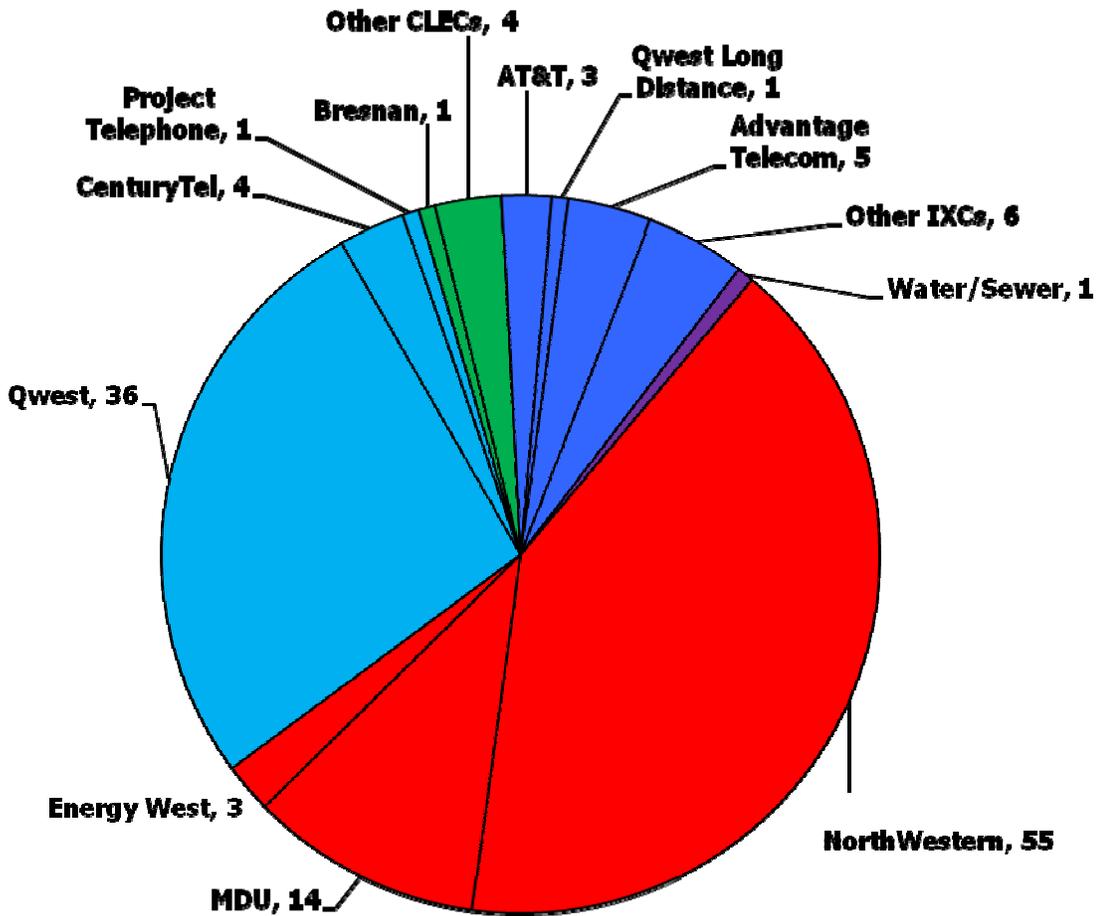
*Utility Consumer Complaints  
Report, 3rd Quarter, 2009*



**Montana  
Public Service  
Commission**



**3rd Quarter  
2009 Complaints  
By Utility  
Total - 134**



**Complaint Percentages By Utility**

**Weighted Average**  
(Based on '08 Customer Base)

NorthWestern Energy	41.1%	.015%
MDU	10.5%	.016%
Energy West	2.2%	.010%
Qwest	26.9%	.014% (based on # of access
CenturyTel	3.0%	.006% lines)
Project Telephone	.7%	
Bresnan	.7%	
Other CLECs	3.0%	
AT&T	2.2%	
Qwest Long Distance	.7%	
Advantage Telecom	3.8%	
Other IXCs	4.5%	
Water/Sewer	.7%	
	<hr/> 100.00%	

**Complaints by Service Type**

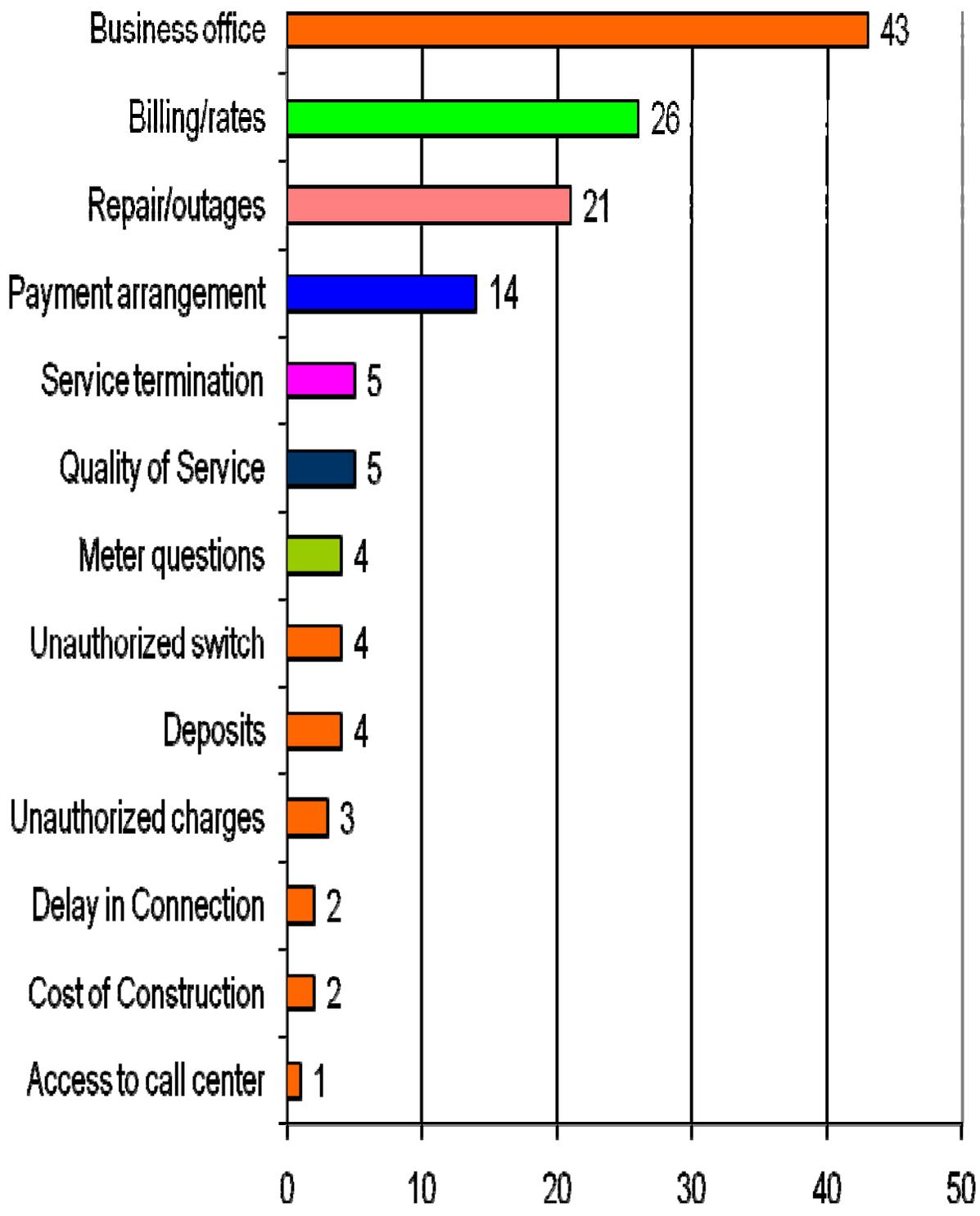
**Percentage of Total**

Energy – 72	53.73%
Telecommunications – 61	45.52%
Water/Sewer - 1	.75%
<hr/> Total – 134	<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>
<b>1. Billing/Rates</b>	7	6	4	6	3	26
<b>2. Business Office</b>	8	9	16	4	6	43
<b>3. Cram</b>	0	1	1	0	1	3
<b>4. Payment     Arrangements</b>	1	3	4	5	1	14
<b>5. Access to Business     Office</b>	1	0	0	0	0	1
<b>6. Repair</b>	6	5	4	1	5	21
<b>7. Slam</b>	0	1	2	0	1	4
<b>8. Delay in Connection</b>	0	0	1	1	0	2
<b>9. Termination</b>	1	0	1	0	3	5
<b>10. Meter Questions</b>	0	1	1	2	0	4
<b>11. Pay-Per-Call</b>	0	0	0	0	0	0
<b>12. Deposits</b>	1	0	2	0	1	4
<b>13. Cost of Construction</b>	1	0	1	0	0	2
<b>14. Directory Listings</b>	0	0	0	0	0	0
<b>15. Quality of Service</b>	0	3	0	2	0	5
<hr/> <b><u>Total</u></b>	<b>26</b>	<b>29</b>	<b>37</b>	<b>21</b>	<b>21</b>	<b>134</b>

3rd Quarter 2009 Consumer Complaints By Category



**Number of Complaints**

	<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>Percent of Change</u></b>
<b>July</b>	<b>63</b>	<b>47</b>	<b>(25.40%)</b>
<b>August</b>	<b>60</b>	<b>45</b>	<b>(25.00%)</b>
<b>September</b>	<b>67</b>	<b>42</b>	<b>(37.31%)</b>
	<b>—</b>	<b>—</b>	<b>—</b>
<b>Total</b>	<b>190</b>	<b>134</b>	<b>(29.47%)</b>

**Number of Calls**

	<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>Percent of Change</u></b>
<b>July</b>	<b>626</b>	<b>572</b>	<b>(8.63%)</b>
<b>August</b>	<b>657</b>	<b>608</b>	<b>(7.46%)</b>
<b>September</b>	<b>734</b>	<b>493</b>	<b>(32.83%)</b>
	—	—	—
<b>Total</b>	<b>2,017</b>	<b>1,673</b>	<b>(17.06%)</b>