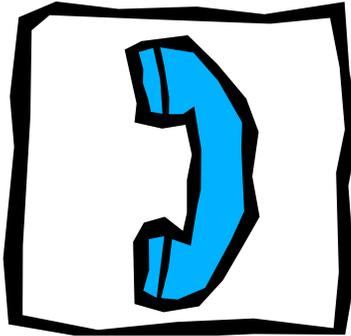


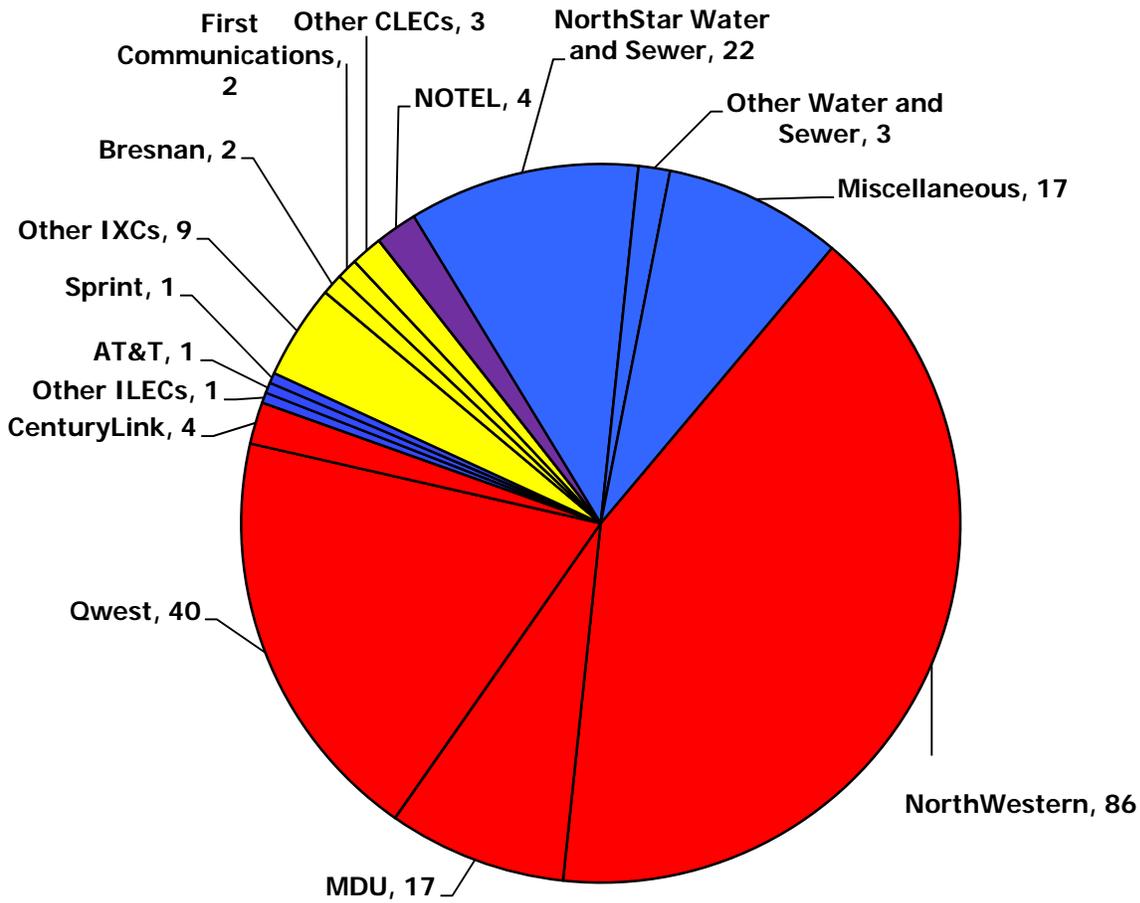
*Utility Consumer Complaints
Report, 3rd Quarter, 2010*



**Montana
Public Service
Commission**



**3rd Quarter
2010 Complaints
By Utility
Total - 212**



NOTEL – Non-Telco Provider

Complaint Percentages By Utility

Weighted Average
(Based on '09 Customer Base)

NorthWestern Energy	40.6%	.023%
MDU	8.0%	.020%
Qwest	18.9%	.018% (based on # of access
CenturyLink	1.9%	.006% lines)
Other ILECs	.5%	
AT&T	.5%	
Sprint	.5%	
Other IXCs	4.2%	
Bresnan	.9%	
First Communications	.9%	
Other CLECs	1.4%	
NOTEL	1.9%	
NorthStar Water and Sewer	10.4%	
Other Water/Sewer	1.4%	
Miscellaneous	8.0%	
	<hr/>	
	100.00%	

Complaints by Service Type

Percentage of Total

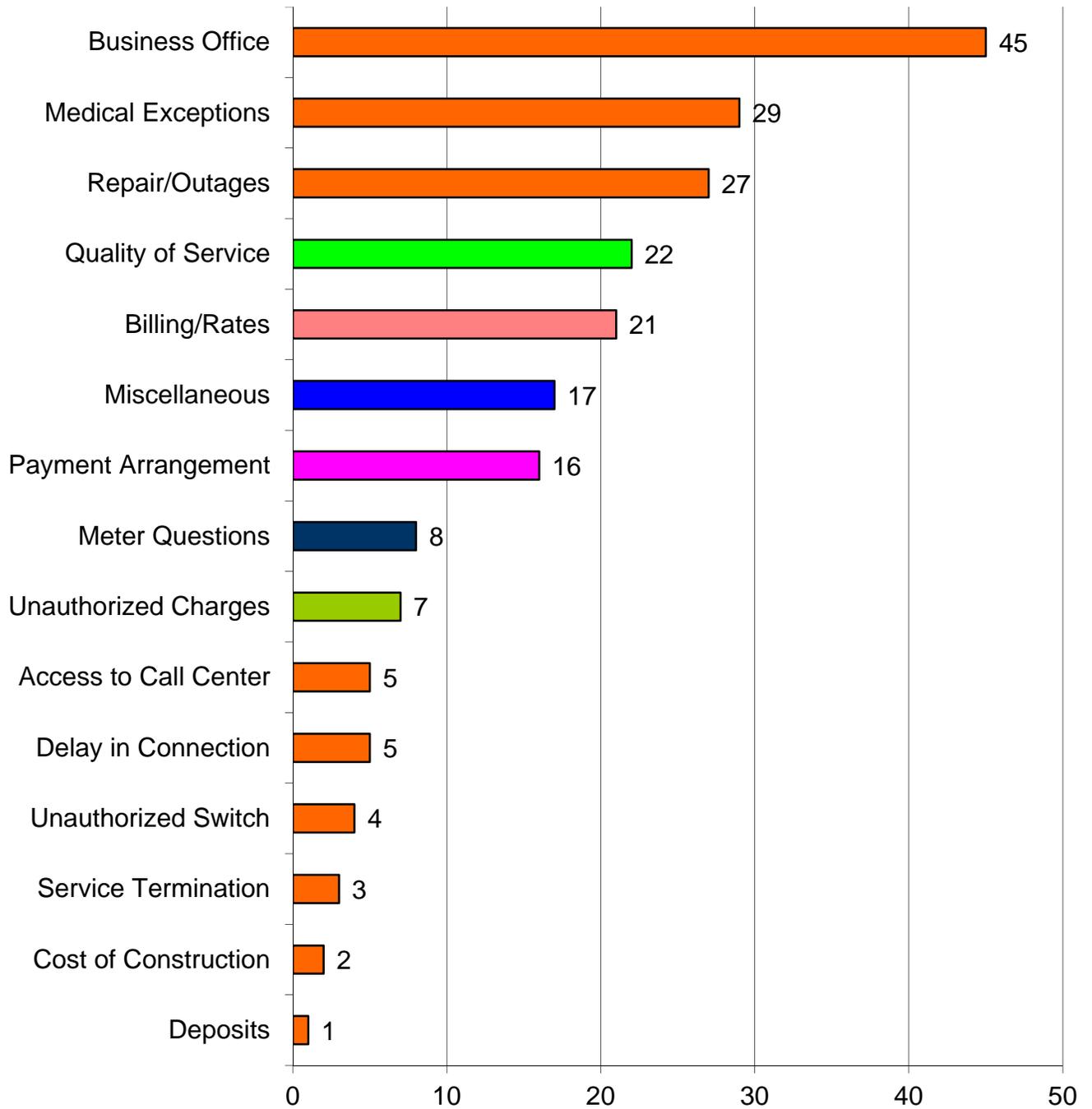
Energy – 103	48.59%
Telecommunications – 67	31.60%
Water/Sewer – 25	11.79%
Miscellaneous - 17	8.02%
	<hr/>
Total – 212	100.00%

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	5	4	5	5	2	21
2. Business Office	7	12	9	9	8	45
3. Cram	1	1	0	3	2	7
4. Payment Arrangements	4	3	3	4	2	16
5. Access to Business Office	0	0	2	0	3	5
6. Repair	6	4	4	4	9	27
7. Slam	0	0	2	0	2	4
8. Delay in Connection	0	1	3	0	1	5
9. Termination	0	1	1	0	1	3
10. Meter Questions	1	3	2	1	1	8
11. Pay-Per-Call	0	0	0	0	0	0
12. Deposits	0	0	1	0	0	1
13. Cost of Construction	0	0	2	0	0	2
14. Directory Listings	0	0	0	0	0	0
15. Quality of Service	0	0	0	0	22	22
16. Medical Exceptions	1	0	11	11	6	29
17. Miscellaneous*	1	2	4	6	4	17
<hr/> <u>Total</u>	26	31	49	43	63	212

***New Complaint Category
as of July 15, 2010**

3rd Quarter 2010 Consumer Complaints By Category



Number of Complaints

	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
July	60	63	47	86
August	74	60	45	56
September	61	67	42	70
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Total	195	190	134	212

Number of Calls

	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
July	619	626	572	556
August	576	657	608	465
September	467	734	493	520
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Total	1,662	2,017	1,673	1,541