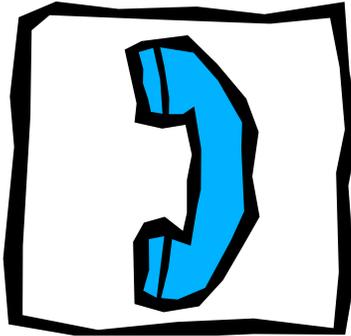


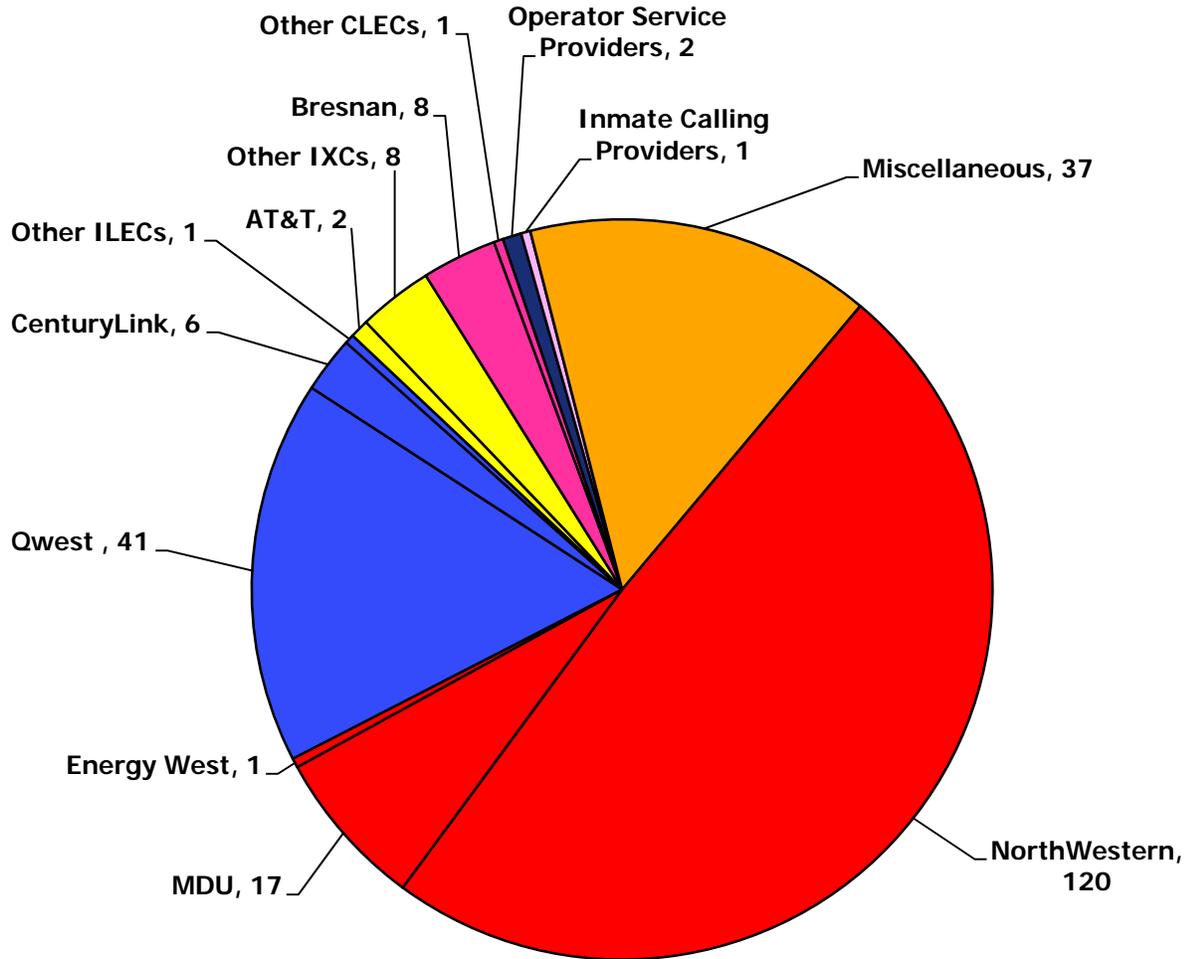
*Utility Consumer Complaints
Report, 3rd Quarter, 2011*



**Montana
Public Service
Commission**



**3rd Quarter
2011 Complaints
By Utility
Total - 245**



Complaint Percentages By Utility

Weighted Average
(Based on 2010 Customer Base)

NorthWestern Energy	49.0%	.032%
MDU	6.9%	.020%
Energy West	.4%	.003%
Qwest	16.7%	.020% (based on # of access
CenturyLink	2.5%	.009% lines)
Other ILECs	.4%	
AT&T	.8%	
Other IXCs	3.3%	
Bresnan	3.3%	
Other CLECs	.4%	
Operator Service Providers	.8%	
Inmate Calling Providers	.4%	
Miscellaneous	15.1%	
	<hr/>	
	100.00%	

Complaints by Service Type

Percentage of Total

Energy – 138	56.33%
Telecommunications – 70	28.57%
Miscellaneous - 37	15.10%

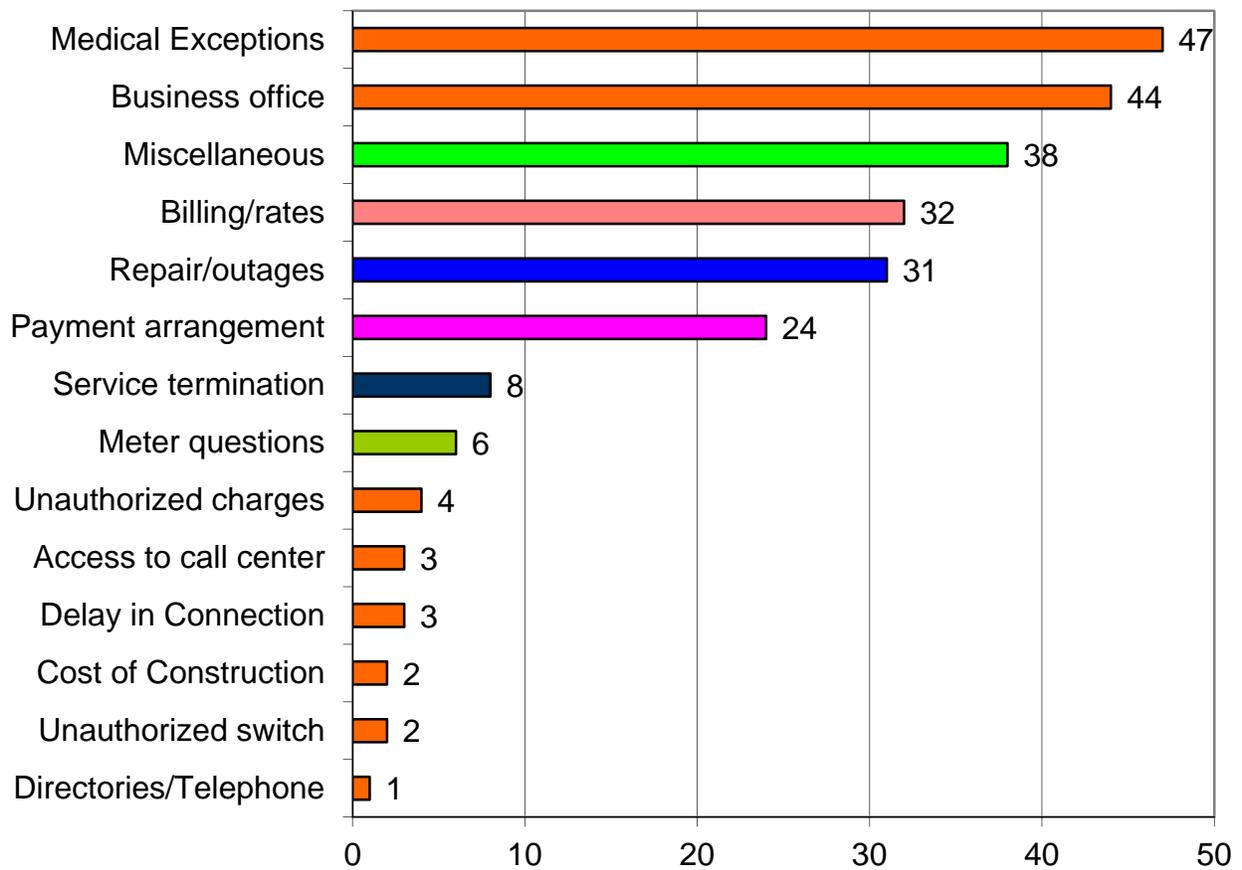
Total – 245

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	8	11	5	2	6	32
2. Business Office	7	10	12	4	11	44
3. Cram	0	1	0	1	2	4
4. Payment Arrangements	0	3	10	5	6	24
5. Access to Business Office	0	2	0	0	1	3
6. Repair/Outages	10	5	8	2	6	31
7. Slam	0	0	1	0	1	2
8. Delay in Connection	0	2	1	0	0	3
9. Termination	0	3	3	0	2	8
10. Meter Questions	2	1	2	1	0	6
11. Pay-Per-Call	0	0	0	0	0	0
12. Deposits	0	0	0	0	0	0
13. Cost of Construction	1	0	0	1	0	2
14. Directory Listings	1	0	0	0	0	1
15. Quality of Service	0	0	0	0	0	0
16. Medical	0	5	19	16	7	47
17. Miscellaneous	5	8	8	9	8	38
<u>Total</u>	34	51	69	41	50	245

3rd Quarter 2011 Consumer Complaints By Category



Number of Complaints

	<u>2009</u>	<u>2010</u>	<u>2011</u>
July	47	86	85
August	45	56	77
September	42	70	83
Total	<u>134</u>	<u>212</u>	<u>245</u>

Number of Calls

	<u>2009</u>	<u>2010</u>	<u>2011</u>
July	572	556	604
August	608	465	625
September	493	520	632
	_____	_____	_____
Total	1,673	1,541	1,861