Utility Consumer Complaints
2008 Annual Report
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Year 2008 Consumer Complaints By Utility - Total #
Informal Complaints - 839

ICP - Inmate Calling Providers
OSP - Operator Service Providers
Complaint Percentages by Company

Qwest – 23.72% .07% (percentage of complaints
CenturyTel – 2.74% .04% (compared to
Central Montana - .48% .05% (total MT
Citizens - .60% .06% (access lines
Other ILECs - .24%
Bresnan – .24%
Other CLECs – .83%
AT&T – 2.14%
MCI – 1.07%
Consumer Telcom - .71%
U.S. Telecom LD - .60%
Other IXCs – 2.86%
NorthWestern – 47.68% .11% (percentage of
MDU – 11.08% .11% (complaints compared
Energy West – 1.91% .06% (to total MT customers
Miller Oil - .12%
Cut Bank Gas - .12%
Basic Access - .60%
Other Non-Telco – .95%
OSP - .95%
ICP - .24%
Water/Sewer - .12%

Total – 100%

Complaints by Service Type

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Percentage of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy – 511</td>
<td>60.91%</td>
</tr>
<tr>
<td>Telecommunications – 327</td>
<td>38.97%</td>
</tr>
<tr>
<td>Water/Sewer – 1</td>
<td>.12%</td>
</tr>
<tr>
<td>Total – 839</td>
<td>100.00%</td>
</tr>
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</table>
## Type and Number of Complaints in 2008 by District

<table>
<thead>
<tr>
<th>Type of Complaint</th>
<th>Dist. 1</th>
<th>Dist. 2</th>
<th>Dist. 3</th>
<th>Dist. 4</th>
<th>Dist. 5</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Billing/Rates</td>
<td>26</td>
<td>31</td>
<td>41</td>
<td>35</td>
<td>30</td>
<td>163</td>
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<tr>
<td>2. Business Office</td>
<td>35</td>
<td>59</td>
<td>49</td>
<td>32</td>
<td>54</td>
<td>229</td>
</tr>
<tr>
<td>3. Cram</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>6</td>
<td>3</td>
<td>17</td>
</tr>
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<td>4. Payment Arrangements</td>
<td>28</td>
<td>39</td>
<td>65</td>
<td>40</td>
<td>31</td>
<td>203</td>
</tr>
<tr>
<td>5. Access to Business Office</td>
<td>1</td>
<td>11</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>20</td>
</tr>
<tr>
<td>6. Repair</td>
<td>14</td>
<td>8</td>
<td>32</td>
<td>3</td>
<td>7</td>
<td>64</td>
</tr>
<tr>
<td>7. Slam</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>10</td>
</tr>
<tr>
<td>8. Delay in Connection</td>
<td>1</td>
<td>2</td>
<td>10</td>
<td>5</td>
<td>0</td>
<td>18</td>
</tr>
<tr>
<td>9. Termination</td>
<td>4</td>
<td>9</td>
<td>6</td>
<td>5</td>
<td>6</td>
<td>30</td>
</tr>
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<td>10. Meter Questions</td>
<td>13</td>
<td>15</td>
<td>16</td>
<td>4</td>
<td>5</td>
<td>53</td>
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<tr>
<td>11. Pay-Per-Call</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
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<tr>
<td>12. Deposits</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>13. Cost of Construction</td>
<td>3</td>
<td>7</td>
<td>5</td>
<td>2</td>
<td>4</td>
<td>21</td>
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<td>14. Directory Listings</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>15. Quality of Service</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>127</td>
<td>188</td>
<td>240</td>
<td>135</td>
<td>149</td>
<td>839</td>
</tr>
</tbody>
</table>
2008 Complaints by PSC District

- District 5 (17.76%) - 149
- District 1 (15.14%) - 127
- District 2 (22.41%) - 188
- District 3 (28.60%) - 240
- District 4 (18.09%) - 135
Monthly Calls to PSC toll-free complaint number
2007 - 2008

A consumer call or letter is not logged as a complaint unless PSC staff must contact the utility in order to resolve it.
Monthly Utility Consumer Complaints
2007-2008

Number of complaints

January - 07
March
May
July
September
November
January - 08
March
May
July
September
November
2007/2008 Incoming 800 Calls

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2008</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>809</td>
<td>836</td>
<td>3.34%</td>
</tr>
<tr>
<td>February</td>
<td>749</td>
<td>914</td>
<td>22.03%</td>
</tr>
<tr>
<td>March</td>
<td>774</td>
<td>789</td>
<td>1.94%</td>
</tr>
<tr>
<td>April</td>
<td>692</td>
<td>735</td>
<td>6.21%</td>
</tr>
<tr>
<td>May</td>
<td>585</td>
<td>690</td>
<td>17.95%</td>
</tr>
<tr>
<td>June</td>
<td>608</td>
<td>663</td>
<td>9.05%</td>
</tr>
<tr>
<td>July</td>
<td>619</td>
<td>626</td>
<td>1.13%</td>
</tr>
<tr>
<td>August</td>
<td>576</td>
<td>657</td>
<td>14.06%</td>
</tr>
<tr>
<td>September</td>
<td>467</td>
<td>734</td>
<td>57.17%</td>
</tr>
<tr>
<td>October</td>
<td>522</td>
<td>691</td>
<td>32.38%</td>
</tr>
<tr>
<td>November</td>
<td>597</td>
<td>484</td>
<td>(18.93%)</td>
</tr>
<tr>
<td>December</td>
<td>610</td>
<td>742</td>
<td>21.64%</td>
</tr>
<tr>
<td>Total</td>
<td>7,608</td>
<td>8,561</td>
<td>12.53%</td>
</tr>
</tbody>
</table>
## 2007/2008 Complaints

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2008</th>
<th>% of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>59</td>
<td>82</td>
<td>38.98%</td>
</tr>
<tr>
<td>February</td>
<td>93</td>
<td>84</td>
<td>(9.68%)</td>
</tr>
<tr>
<td>March</td>
<td>71</td>
<td>83</td>
<td>16.90%</td>
</tr>
<tr>
<td>April</td>
<td>83</td>
<td>78</td>
<td>(6.02%)</td>
</tr>
<tr>
<td>May</td>
<td>62</td>
<td>82</td>
<td>32.26%</td>
</tr>
<tr>
<td>June</td>
<td>64</td>
<td>74</td>
<td>15.63%</td>
</tr>
<tr>
<td>July</td>
<td>60</td>
<td>63</td>
<td>5.00%</td>
</tr>
<tr>
<td>August</td>
<td>74</td>
<td>60</td>
<td>(18.92%)</td>
</tr>
<tr>
<td>September</td>
<td>61</td>
<td>67</td>
<td>9.84%</td>
</tr>
<tr>
<td>October</td>
<td>80</td>
<td>77</td>
<td>(3.75%)</td>
</tr>
<tr>
<td>November</td>
<td>54</td>
<td>38</td>
<td>(29.63%)</td>
</tr>
<tr>
<td>December</td>
<td>63</td>
<td>51</td>
<td>(19.05%)</td>
</tr>
<tr>
<td>Total</td>
<td>824</td>
<td>839</td>
<td>1.82%</td>
</tr>
</tbody>
</table>
Year 2008 PSC Consumer Complaints by Complaint Category

- Business office: 229
- Payment arrangement: 203
- Billing rates: 163
- Repair/Outages: 64
- Meter questions: 53
- Service termination: 30
- Cost of construction: 21
- Access to call center: 20
- Delay in connection: 18
- Unauthorized charges: 17
- Unauthorized switch: 10
- Quality of service: 5
- Deposits: 3
- Directory listings: 2
- Pay-per-call dispute: 1
Qwest Corporation
2008 Complaints
199 Total

- Business office: 73
- Billing/rates: 68
- Repair/ouages: 36
- Access to call center: 5
- Delay in connection: 4
- Termination: 3
- Quality of service: 3
- Payment arrangement: 3
- Directory listings: 2
- Unauthorized Charges: 1
- Cost of Construction: 1
CenturyTel of Montana
2008 Complaints
23 Total

- Business office: 13
- Billing/rates: 5
- Cost of Construction: 2
- Access to Call Center: 2
- Repair/outages: 1
Central Montana
2008 Complaints
4 Total

Business office  3
Repair/outages  1
Citizens Telecommunications
2008 Complaints
5 Total

- Business office: 2 complaints
- Payment Arrangements: 1 complaint
- Delay in Connection: 1 complaint
- Billing/rates: 1 complaint
Other Incumbent Local Exchange Carriers (ILECs)
2008 Complaints
2 Total
Bresnan Telecommunications
2008 Complaints
2 Total
Other Competitive Local Exchange Carriers (CLECs)
2008 Complaints
7 Total
AT&T
2008 Complaints
18 Total

- Unauthorized charge: 11
- Billing/rates: 4
- Business office: 1
- Access to call center: 1
- Unauthorized switch: 1
MCI 2008 Complaints
9 Total

- Billing/rates: 5
- Access to call center: 2
- Pay-Per-Call: 1
- Business office: 1
Consumer Telcom
2008 Complaints
6 Total

Unauthorized Switch 5
Business office 1
U.S. Telecom Long Distance
2008 Complaints
5 Total

Billing/rates: 4
Unauthorized Switch: 1
Other Interexchange Carriers (IXCs)
2008 Complaints
24 Total
Operator Services
Providers & Inmate
Calling Providers
2008 Complaints
10 Total

Billing/rates: 8
Business Office: 1
Unauthorized charges: 1
Non-Telco
Telco-Billed
2008 Complaints
13 Total

- Basic Access: 5
- World Web Pages: 2
- Microsoft Corp.: 2
- Host-a-Website: 2
- Z Local Host: 1
- Enhanced Voice Mail: 1
NorthWestern Energy
2008 Complaints
400 Total

- Payment arrangement: 169
- Business office: 86
- Meters: 40
- Billing/rates: 28
- Repair/outages: 25
- Service termination: 19
- Cost of construction: 16
- Delay in connection: 12
- Deposits: 2
- Quality of Service: 2
- Access to call center: 1
Montana-Dakota Utilities
2008 Complaints
93 Total

- Business Office: 26
- Payment arrangement: 24
- Billing/rates: 15
- Meters: 12
- Access to Business Office: 7
- Service termination: 6
- Repair/Outages: 1
- Cost of Construction: 1
- Delay in connection: 1
Energy West
2008 Complaints
16 Total

Payment Arrangement: 6
Business Office: 6
Termination: 2
Deposits: 1
Cost of Construction: 1
Water Utilities
2008 Complaints
1 Total

Utility Solutions 1
PSC complaints 2007 - 2008 by service type

- Water: 2007 - 8, 2008 - 1