Utility Consumer Complaints
2009 Annual Report
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Year 2009 Consumer Complaints By Utility - Total # Informal Complaints - 587

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

Qwest – 27.94% .07% (percentage of complaints
CenturyLink – 2.90% .02% (compared to
Other ILECs - .34% (total MT
Bresnan – .85% (access lines
Other CLECs – 1.02%
AT&T – 2.39%
MCI – .68%
Consumer Telcom - .51%
U.S. Telecom LD - .51%
Qwest LD – 1.19%
Advantage Telecommunications - .85%
Sprint - .51%
Long Distance Access - .51%
Other IXCs – 3.92%
NorthWestern – 43.95% .07% (percentage of
MDU – 8.52% .06% (complaints compared
Energy West – 2.39% .05% (to total MT customers
Non-Telco – .34%
OSP - .34%
ICP - .17%
Water/Sewer - .17%

Total – 100%

Complaints by Service Type

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Percentage of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy – 322</td>
<td>54.86%</td>
</tr>
<tr>
<td>Telecommunications – 264</td>
<td>44.97%</td>
</tr>
<tr>
<td>Water/Sewer – 1</td>
<td>.17%</td>
</tr>
<tr>
<td>Total – 587</td>
<td>100.00%</td>
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### Type and Number of Complaints in 2009 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>
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<tbody>
<tr>
<td>1. Billing/Rates</td>
<td>15</td>
<td>24</td>
<td>28</td>
<td>30</td>
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<td>2. Business Office</td>
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<td>36</td>
<td>40</td>
<td>27</td>
<td>34</td>
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<tr>
<td>3. Cram</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>9</td>
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<td>4. Payment Arrangements</td>
<td>21</td>
<td>17</td>
<td>31</td>
<td>22</td>
<td>15</td>
<td>106</td>
</tr>
<tr>
<td>5. Access to Business Office</td>
<td>1</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>14</td>
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<tr>
<td>6. Repair</td>
<td>21</td>
<td>13</td>
<td>13</td>
<td>5</td>
<td>20</td>
<td>72</td>
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<td>7. Slam</td>
<td>4</td>
<td>5</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>16</td>
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<td>8. Delay in Connection</td>
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<td>0</td>
<td>6</td>
<td>2</td>
<td>2</td>
<td>10</td>
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<td>9. Termination</td>
<td>6</td>
<td>1</td>
<td>7</td>
<td>2</td>
<td>5</td>
<td>21</td>
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<td>10. Meter Questions</td>
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<td>8</td>
<td>7</td>
<td>6</td>
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<td>5</td>
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<td>13. Cost of Construction</td>
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<td>0</td>
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<td>0</td>
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<td>3</td>
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<td>3</td>
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<td>10</td>
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<td><strong>Total</strong></td>
<td>107</td>
<td>115</td>
<td>150</td>
<td>101</td>
<td>114</td>
<td>587</td>
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</table>
2009 Complaints by PSC District

District 5
(19.42%)
114

District 1
(18.23%)
107

District 4
(17.21%)
101

District 2
(19.58%)
115

District 3
(26.56%)
150
Monthly Calls to PSC toll-free complaint number
2007 - 2008 - 2009

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
2007-2008-2009
### 2007/2008/2009 Incoming 800 Calls

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>809</td>
<td>836</td>
<td>866</td>
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<tr>
<td>February</td>
<td>749</td>
<td>914</td>
<td>728</td>
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<tr>
<td>March</td>
<td>774</td>
<td>789</td>
<td>634</td>
</tr>
<tr>
<td>April</td>
<td>692</td>
<td>735</td>
<td>656</td>
</tr>
<tr>
<td>May</td>
<td>585</td>
<td>690</td>
<td>481</td>
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<tr>
<td>June</td>
<td>608</td>
<td>663</td>
<td>494</td>
</tr>
<tr>
<td>July</td>
<td>619</td>
<td>626</td>
<td>572</td>
</tr>
<tr>
<td>August</td>
<td>576</td>
<td>657</td>
<td>608</td>
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<tr>
<td>September</td>
<td>467</td>
<td>734</td>
<td>493</td>
</tr>
<tr>
<td>October</td>
<td>522</td>
<td>691</td>
<td>546</td>
</tr>
<tr>
<td>November</td>
<td>597</td>
<td>484</td>
<td>499</td>
</tr>
<tr>
<td>December</td>
<td>610</td>
<td>742</td>
<td>638</td>
</tr>
<tr>
<td>Total</td>
<td>7,608</td>
<td>8,561</td>
<td>7,215</td>
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</tbody>
</table>
### 2007/2008/2009 Complaints

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>59</td>
<td>82</td>
<td>60</td>
</tr>
<tr>
<td>February</td>
<td>93</td>
<td>84</td>
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<td>March</td>
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<td>April</td>
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<td>78</td>
<td>65</td>
</tr>
<tr>
<td>May</td>
<td>62</td>
<td>82</td>
<td>43</td>
</tr>
<tr>
<td>June</td>
<td>64</td>
<td>74</td>
<td>46</td>
</tr>
<tr>
<td>July</td>
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<td>August</td>
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<td>September</td>
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<td>67</td>
<td>42</td>
</tr>
<tr>
<td>October</td>
<td>80</td>
<td>77</td>
<td>45</td>
</tr>
<tr>
<td>November</td>
<td>54</td>
<td>38</td>
<td>28</td>
</tr>
<tr>
<td>December</td>
<td>63</td>
<td>51</td>
<td>36</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>824</strong></td>
<td><strong>839</strong></td>
<td><strong>587</strong></td>
</tr>
</tbody>
</table>
Year 2009 PSC Consumer Complaints by Complaint Category

- Business office: 165
- Billing/rates: 120
- Payment arrangement: 106
- Repair/outages: 72
- Meter questions: 30
- Service termination: 21
- Unauthorized switch: 16
- Access to call center: 14
- Delay in connection: 10
- Quality of service: 10
- Unauthorized charges: 9
- Deposits: 8
- Cost of construction: 3
- Directory listings: 3
Qwest Corporation 2009 Complaints
164 Total

- Business office: 55
- Billing/rates: 48
- Repair/outages: 45
- Access to Business Office: 5
- Quality of Service: 3
- Directories (Telephone): 3
- Delay in Connection: 3
- Payment Arrangements: 1
- Deposits: 1
CenturyLink
2009 Complaints
17 Total

- Business office: 11
- Billing/rates: 4
- Termination: 1
- Access to Call Center: 1
Other Incumbent Local Exchange Carriers (ILECs) 2009 Complaints 2 Total
Bresnan
2009 Complaints
5 Total

- Business Office: 2
- Termination: 1
- Repair/Outages: 1
- Billing/Rates: 1
Other Competitive Local Exchange Carriers (CLECs)

2009 Complaints

6 Total

- Cable Montana: 3
- First Comm.: 2
- Done Right VoIP: 1

0 10 20 30 40 50
AT & T Communications
2009 Complaints
14 Total
MCI
2009 Complaints
4 Total
Consumer Telcom
2009 Complaints
3 Total

Unauthorized Switch: 2
Billing/Rates: 1
U.S. Telecom Long Distance
2009 Complaints
3 Total
Qwest LD
2009 Complaints
7 Total

- Business Office: 3
- Billing/Rates: 2
- Repair/Outages: 1
- Unauthorized Switch: 1
Advantage Telecommunications 2009 Complaints
5 Total

- Billing/Rates: 1
- Unauthorized Switch: 2
- Unauthorized Charges: 2
Sprint Communications
2009 Complaints
3 Total

Unauthorized Switch: 2
Billing/Rates: 1
Long Distance Access
2009 Complaints
3 Total

Unauthorized Switch 3
Other Interexchange Carriers (IXCs)  
2009 Complaints  
23 Total
Operator Service Providers & Inmate Calling Providers
2009 Complaints
3 Total

- Billing/Rates: 2
- Business Office: 1
Non-Telco, Telco-Billed 2009 Complaints
2 Total

- America Online: 1 complaint
- World Web Pages: 1 complaint
NorthWestern Energy
2009 Complaints
258 Total

- Payment arrangement: 93
- Business office: 56
- Billing/Rates: 25
- Repair/Outages: 25
- Meters: 24
- Service termination: 16
- Delay in connection: 7
- Deposits: 4
- Cost of construction: 3
- Access to call center: 3
- Quality of Service: 2
Montana-Dakota Utilities
2009 Complaints
50 Total

- Business Office: 23
- Payment Arrangements: 10
- Billing/Rates: 6
- Access to Business Office: 5
- Meters: 3
- Deposits: 2
- Quality of Service: 1
Water Utilities
2009 Complaints
1 Total
PSC complaints 2007 - 2008 - 2009 by service type

- Telephone: 371, 327, 264
- Energy: 511, 445, 322
- Water: 8, 1, 1

Legend: [2007] [2008] [2009]
Incoming 800 Calls 2007 - 2008 - 2009

- 2007: 7,608
- 2008: 8,561
- 2009: 7,215