

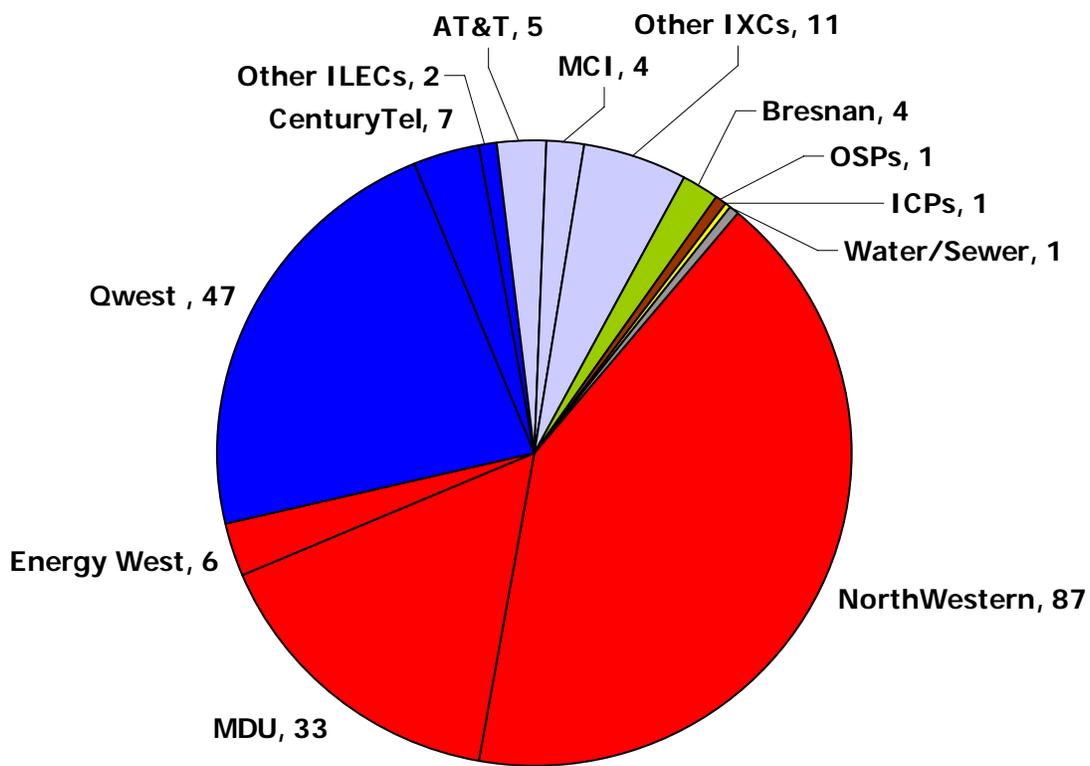
# Utility Consumer Complaints Report, 2nd Quarter, 2007



**Montana  
Public Service  
Commission**



# 2nd Quarter 2007 Complaints By Utility Total—209



OSP—Operator Service Providers  
ICP— Inmate Calling Providers

**Complaint Percentages By Utility**

**Weighted Average**  
**(Based on '06 Customer Base)**

NorthWestern Energy	41.63%	.024%
MDU	15.79%	.039%
Energy West	2.87%	.022%
Qwest	22.49%	.016% (based on # of
CenturyTel	3.35%	access lines)
Other ILECs	0.96%	
AT&T	2.39%	
MCI	1.91%	
Other IXC's	5.26%	
Bresnan	1.91%	
OSPs	.48%	
ICPs	.48%	
Water/Sewer	.48%	
	<hr/>	
	100.00%	

**Complaints by Service Type**

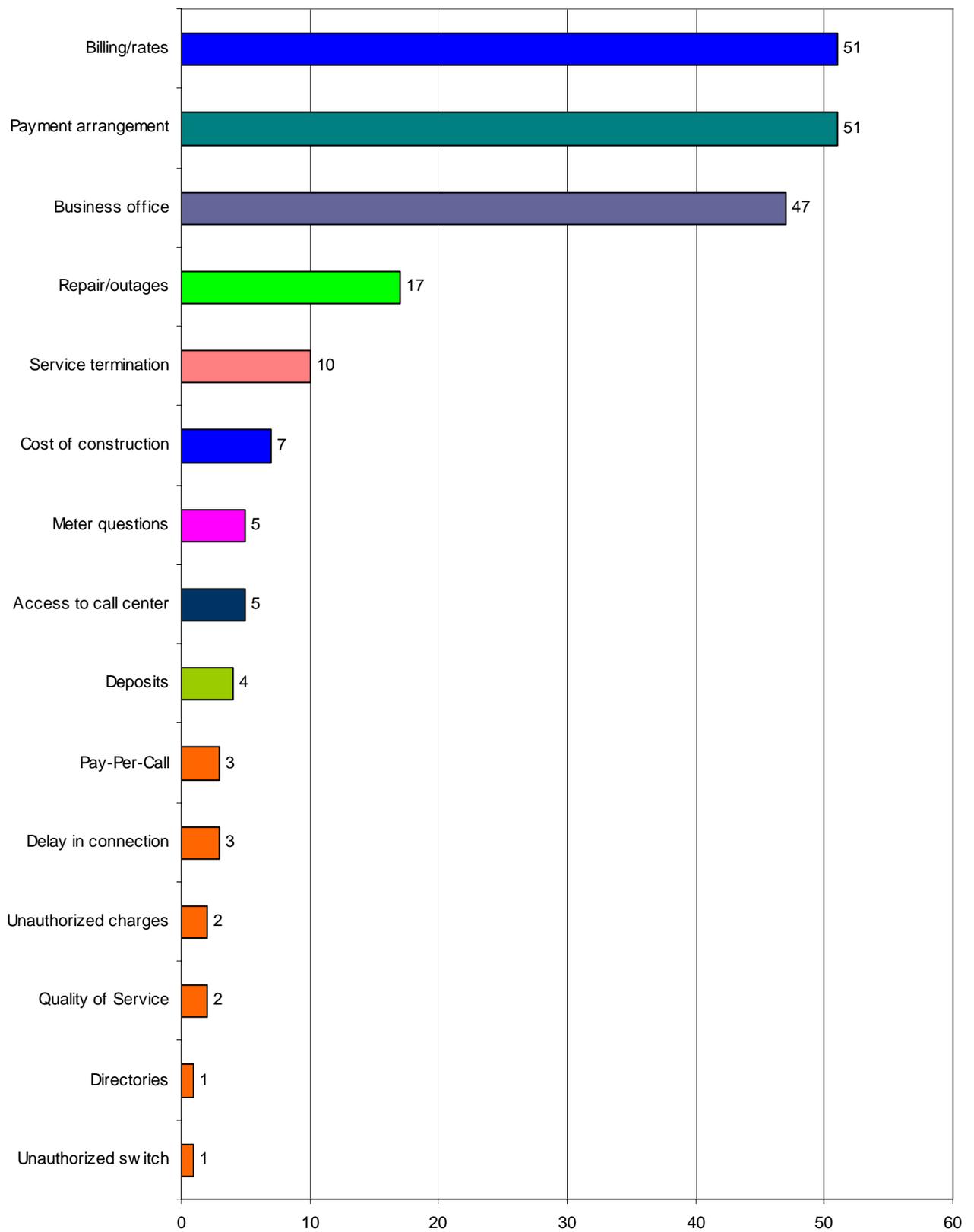
**Percentage of Total**

Energy—126	60.29%
Telecommunications—82	39.23%
Water/Sewer—1	.48%
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<b>Total</b> <b>209</b>	<b>100.00%</b>

**Type and Number of Complaints By District**

	<b><u>Dist. 1</u></b>	<b><u>Dist. 2</u></b>	<b><u>Dist. 3</u></b>	<b><u>Dist. 4</u></b>	<b><u>Dist. 5</u></b>	<b><u>Total</u></b>
<b>1. Billing/Rates</b>	4	11	11	11	14	51
<b>2. Business Office</b>	9	9	10	4	15	47
<b>3. Cram</b>	0	0	1	0	1	2
<b>4. Payment     Arrangements</b>	12	16	9	6	8	51
<b>5. Access to Business     Office</b>	1	1	0	2	1	5
<b>6. Repair</b>	6	2	4	3	2	17
<b>7. Slam</b>	0	0	0	1	0	1
<b>8. Delay in Connection</b>	0	1	1	0	1	3
<b>9. Termination</b>	2	5	1	2	0	10
<b>10. Meter Questions</b>	0	2	2	1	0	5
<b>11. Pay-Per-Call</b>	0	0	0	0	3	3
<b>12. Deposits</b>	0	1	2	1	0	4
<b>13. Cost of Construction</b>	0	4	3	0	0	7
<b>14. Directory Listings</b>	0	0	0	0	1	1
<b>15. Quality of Service</b>	1	0	0	0	1	2
<hr/> <b><u>Total</u></b>	<b>35</b>	<b>52</b>	<b>44</b>	<b>31</b>	<b>47</b>	<b>209</b>

## 2nd Quarter 2007 Consumer Complaints By Category



**Number of Complaints**

	<b><u>2006</u></b>	<b><u>2007</u></b>	<b><u>Percent of Change</u></b>
<b>April</b>	<b>103</b>	<b>83</b>	<b>(19.42%)</b>
<b>May</b>	<b>96</b>	<b>62</b>	<b>(35.42%)</b>
<b>June</b>	<b>91</b>	<b>64</b>	<b>(29.67%)</b>
	—	—	—
<b>Total</b>	<b>290</b>	<b>209</b>	<b>(27.93%)</b>

	<b><u>2007</u></b>	<b><u>2007</u></b>	
		<b><u>April</u></b>	
<b>January</b>	<b>59</b>	<b>83</b>	<b>40.68%</b>
		<b><u>May</u></b>	
<b>February</b>	<b>92</b>	<b>62</b>	<b>(32.61%)</b>
		<b><u>June</u></b>	
<b>March</b>	<b>71</b>	<b>64</b>	<b>(9.86%)</b>
	—	—	—
<b>Total</b>	<b>222</b>	<b>209</b>	<b>(5.86%)</b>

Number of Calls

	<u>2006</u>	<u>2007</u>	<u>Percent of Change</u>
April	911	692	(24.04%)
May	847	585	(30.93%)
June	851	603	(29.14%)
	—	—	—
Total	2,609	1,880	(27.94%)

	<u>2007</u>	<u>2007</u>	
January	809	<u>April</u> 692	(14.46%)
February	749	<u>May</u> 585	(21.90%)
March	774	<u>June</u> 603	(22.09%)
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Total	2,332	1,880	(19.38%)