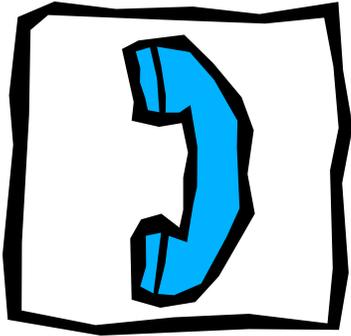


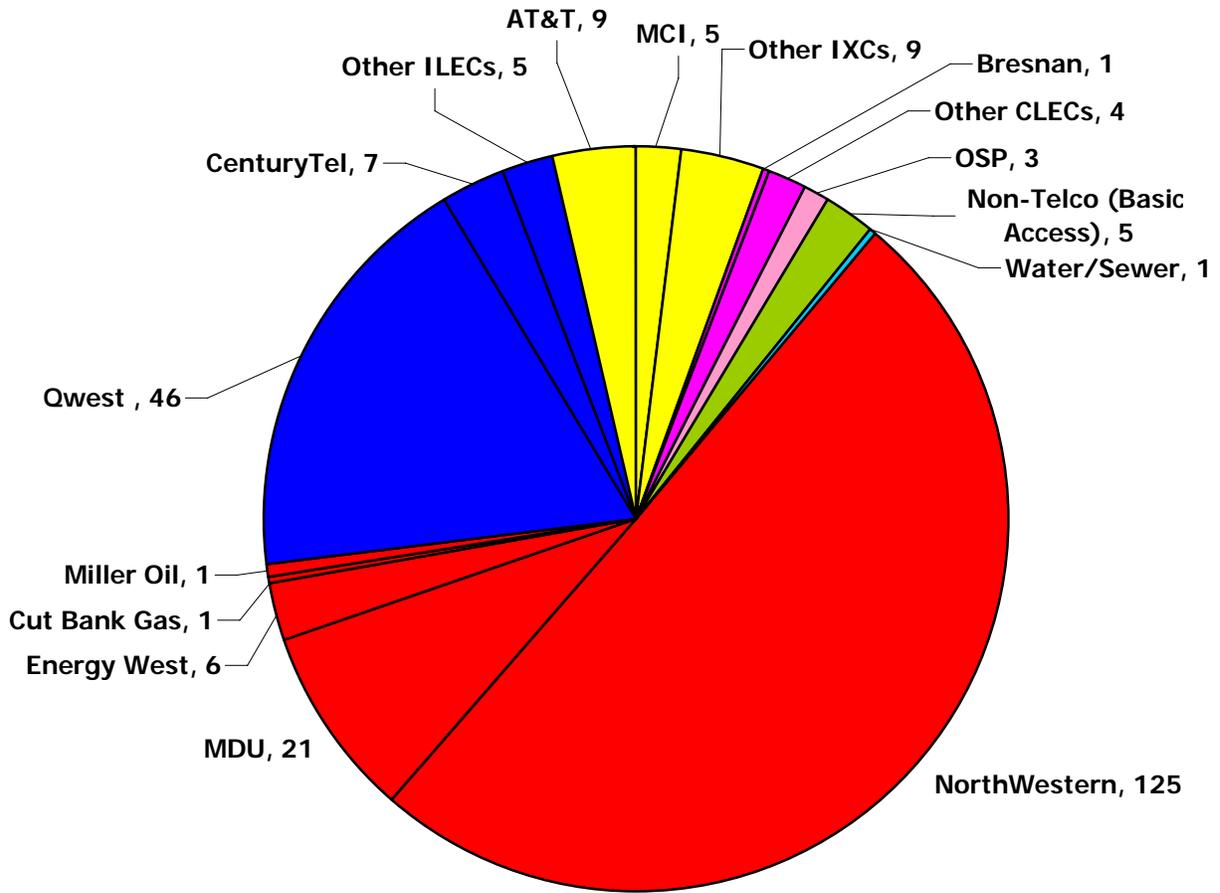
*Utility Consumer Complaints  
Report, 1<sup>st</sup> Quarter, 2008*



**Montana  
Public Service  
Commission**



**1<sup>st</sup> Quarter  
2008 Complaints  
By Utility  
Total - 249**



**OSP – Operator  
Service Provider**

**Complaint Percentages By Utility**

**Weighted Average**  
(Based on '07 Customer Base)

NorthWestern Energy	50.2%	.034%
MDU	8.5%	.025%
Energy West	2.4%	.021%
Cut Bank Gas	.4%	
Miller Oil	.4%	
Qwest	18.5%	.017% (based on # of access
CenturyTel	2.8%	.013% lines)
Other ILECs	2.0%	
AT&T	3.6%	
MCI	2.0%	
Other IXC's	3.6%	
Bresnan	.4%	
Other CLECs	1.6%	
OSP	1.2%	
Non-Telco (Basic Access)	2.0%	
Water/Sewer	.4%	
	<hr/>	
	100.00%	

**Complaints by Service Type**

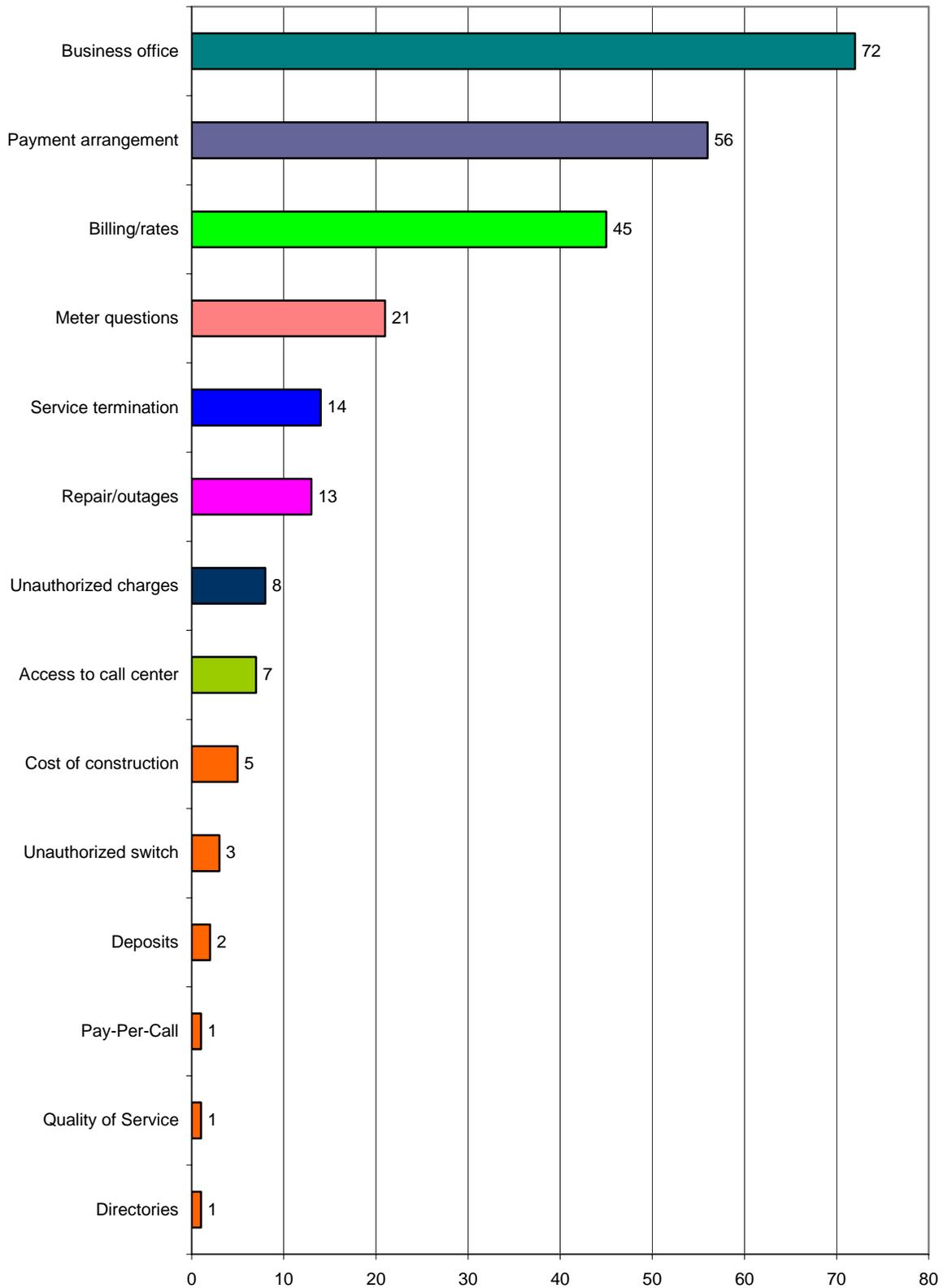
**Percentage of Total**

Energy – 154	61.85%
Telecommunications – 94	37.75%
Water/Sewer – 1	.40%
	<hr/>
<b>Total – 249</b>	<b>100.00%</b>

**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>
<b>1. Billing/Rates</b>	8	10	12	7	8	45
<b>2. Business Office</b>	11	15	15	11	20	72
<b>3. Cram</b>	0	1	4	1	2	8
<b>4. Payment Arrangements</b>	6	10	19	10	11	56
<b>5. Access to Business Office</b>	0	6	1	0	0	7
<b>6. Repair</b>	4	1	7	0	1	13
<b>7. Slam</b>	0	1	2	0	0	3
<b>8. Delay in Connection</b>	0	0	0	0	0	0
<b>9. Termination</b>	0	2	5	4	3	14
<b>10. Meter Questions</b>	5	5	6	2	3	21
<b>11. Pay-Per-Call</b>	0	1	0	0	0	1
<b>12. Deposits</b>	1	0	0	1	0	2
<b>13. Cost of Construction</b>	0	1	1	2	1	5
<b>14. Directory Listings</b>	1	0	0	0	0	1
<b>15. Quality of Service</b>	0	1	0	0	0	1
<hr/> <b><u>Total</u></b>	<b>36</b>	<b>54</b>	<b>72</b>	<b>38</b>	<b>49</b>	<b>249</b>

## 1st Quarter 2008 Consumer Complaints By Category



**Number of Complaints**

	<b><u>2007</u></b>	<b><u>2008</u></b>	<b><u>Percent of Change</u></b>
January	59	82	38.98%
February	93	84	(9.68%)
March	71	83	16.90
	—	—	—
<b>Total</b>	<b>223</b>	<b>249</b>	<b>11.66%</b>

	<b><u>2007</u></b>	<b><u>2008</u></b>	
October	80	<b><u>January</u></b> 82	2.50%
November	54	<b><u>February</u></b> 84	55.56%
December	63	<b><u>March</u></b> 83	31.75%
	—	—	—
<b>Total</b>	<b>197</b>	<b>249</b>	<b>26.40</b>

Number of Calls

	<u>2007</u>	<u>2008</u>	<u>Percent of Change</u>
January	809	836	3.34%
February	749	914	22.03%
March	774	789	1.94%
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<b>Total</b>	<b>2,332</b>	<b>2,539</b>	<b>8.88%</b>

	<u>2007</u>	<u>2008</u>	
October	522	<u>January</u> 836	60.15%
November	597	<u>February</u> 914	53.10%
December	610	<u>March</u> 789	29.34%
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<b>Total</b>	<b>1,729</b>	<b>2,539</b>	<b>46.85%</b>