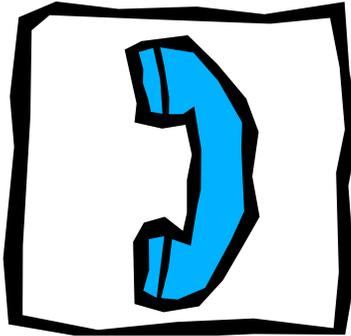


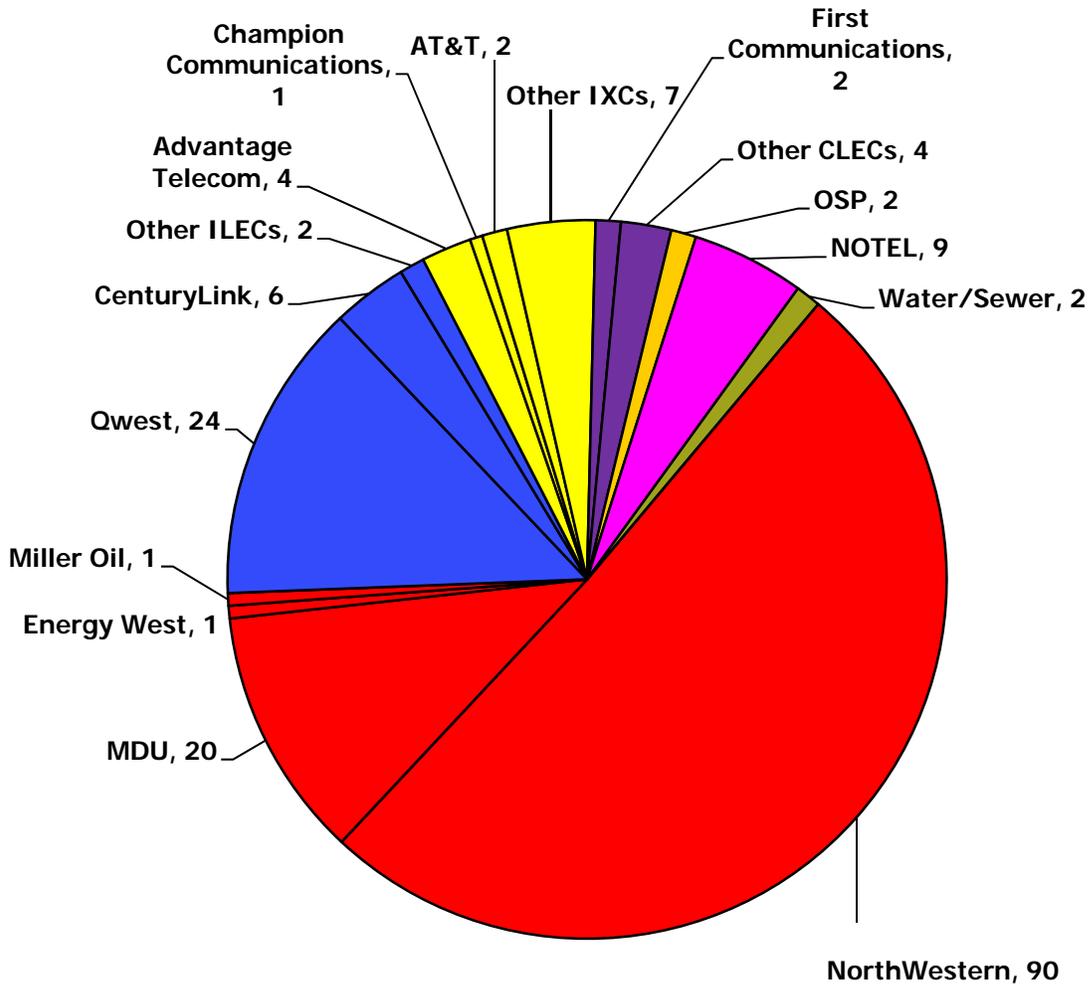
*Utility Consumer Complaints
Report, 2nd Quarter, 2010*



**Montana
Public Service
Commission**



**2nd Quarter
2010 Complaints
By Utility
Total - 177**



**OSP – Operator
Service Provider**

**NOTEL – Non-
Telco Provider**

Complaint Percentages By Utility

Weighted Average
(Based on '09 Customer Base)

NorthWestern Energy	50.8%	.024%
MDU	11.3%	.023%
Energy West	.6%	.003%
Miller Oil	.6%	
Qwest	13.6%	.010% (based on # of access
CenturyLink	3.3%	.009% lines)
Other ILECs	1.1%	
Advantage Telecom	2.3%	
Champion Communications	.6%	
AT&T	1.1%	
Other IXC's	4.0%	
First Communications	1.1%	
Other CLECs	2.3%	
OSP	1.1%	
NOTEL	5.1%	
Water/Sewer	1.1%	
	<hr/>	
	100.00%	

Complaints by Service Type

Percentage of Total

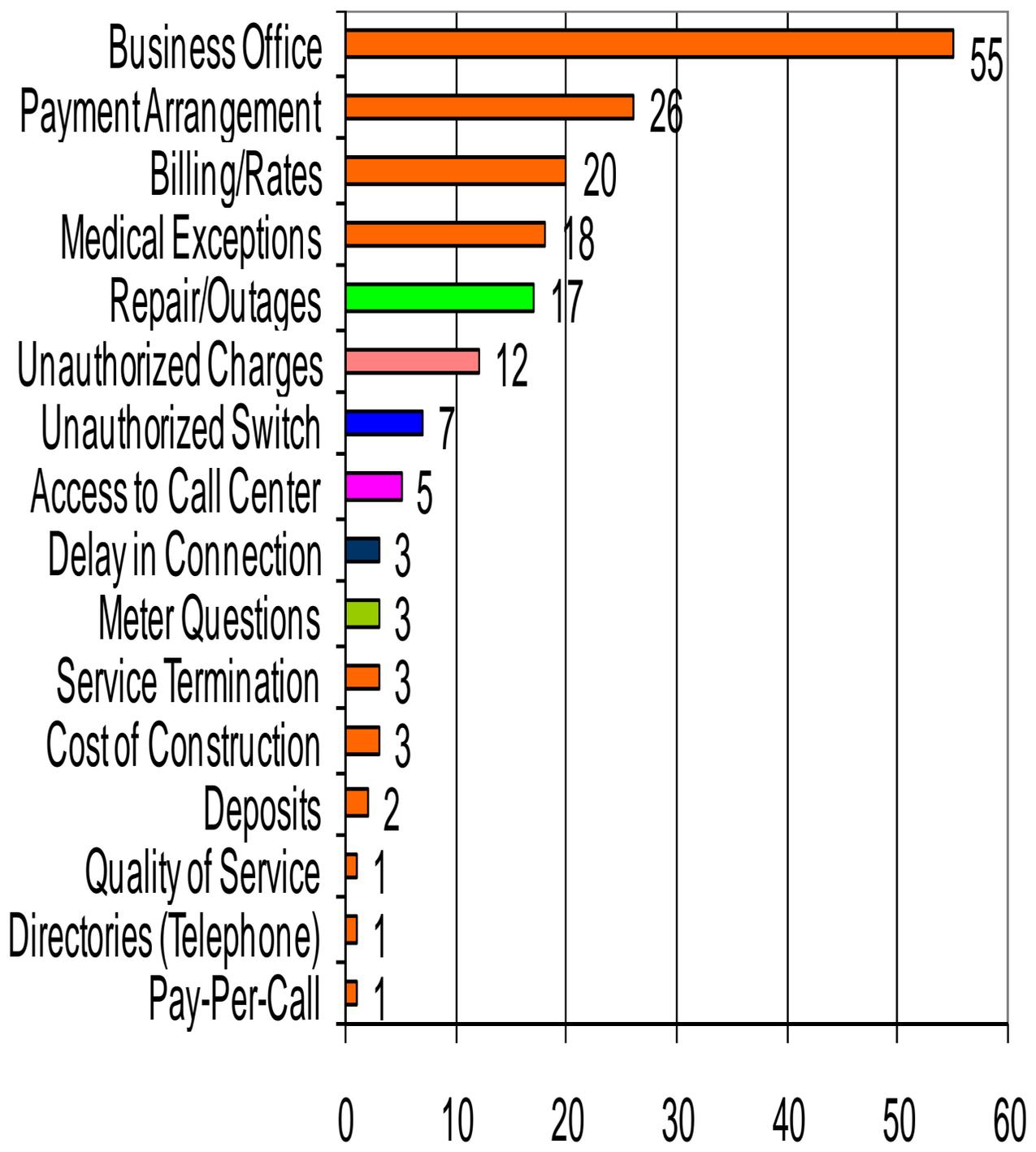
Energy – 112	63.28%
Telecommunications – 63	35.59%
Water/Sewer - 2	1.13%
<hr/>	<hr/>
Total – 177	100.00%

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	5	4	5	3	3	20
2. Business Office	9	14	16	7	9	55
3. Cram	1	0	2	0	9	12
4. Payment Arrangements	6	4	8	4	4	26
5. Access to Business Office	0	2	1	1	1	5
6. Repair	10	1	3	1	2	17
7. Slam	0	3	3	1	0	7
8. Delay in Connection	0	0	2	0	1	3
9. Termination	1	1	1	0	0	3
10. Meter Questions	0	0	1	1	1	3
11. Pay-Per-Call	0	0	0	0	1	1
12. Deposits	1	0	1	0	0	2
13. Cost of Construction	0	0	1	2	0	3
14. Directory Listings	0	0	0	0	1	1
15. Quality of Service	0	0	0	0	1	1
16. Medical Exceptions*	3	5	4	5	1	18
<u>Total</u>	36	34	48	25	34	177

***New Complaint Category
as of April 1, 2010**

2nd Quarter 2010 Consumer Complaints By Category



Number of Complaints

	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
April	83	78	65	48
May	62	82	43	68
June	64	74	46	61
	—	—	—	—
Total	209	234	154	177

Number of Calls

	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
April	692	735	656	590
May	585	690	481	620
June	608	663	494	595
	_____	_____	_____	_____
Total	1,885	2,088	1,631	1,805