

Utility Consumer Complaints 2010 Annual Report

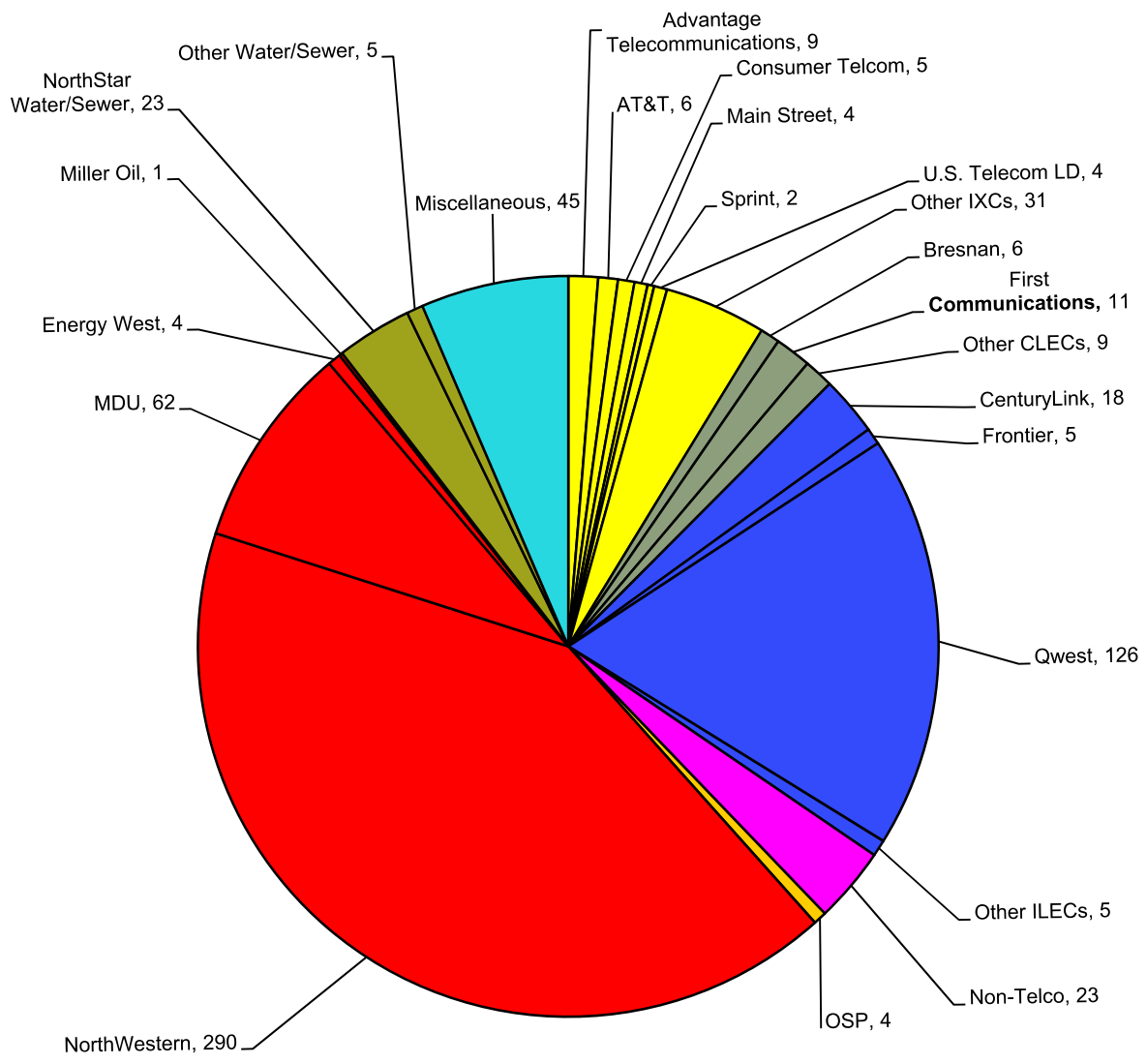


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Year 2010 Consumer Complaints By Utility - Total #
Informal Complaints - 698



OSP - Operator Service Providers



Complaint Percentages by Company

Qwest – 18.05%	.06% (percentage of complaints
CenturyLink – 2.58%	.03% (compared to
Frontier - .72%	.07%(total MT
Other ILECs - .72%	(access lines
Bresnan – .86%	
First Communications – 1.57%	
Other CLECs – 1.29%	
Advantage Telecommunications – 1.29%	
AT&T – .86%	
Consumer Telcom - .72%	
Main Street - .57%	
Sprint - .28%	
U.S. Telecom LD - .57%	
Other IXC – 4.44%	
NorthWestern – 41.55%	.08% (percentage of
MDU – 8.88%	.07% (complaints compared
Energy West – .57%	.01% (to total MT customers
Miller Oil - .14%	
Non-Telco – 3.30%	
OSP - .57%	
Miscellaneous – 6.45%	
NorthStar Water/Sewer – 3.30%	
Other Water/Sewer - .72%	
<hr/>	
Total – 100%	

<u>Complaints by Service Type</u>	<u>Percentage of Total</u>
Energy – 357	51.15%
Telecommunications – 268	38.39%
Water/Sewer – 28	4.01%
Miscellaneous - 45	6.45%
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Total – 698	100.00%

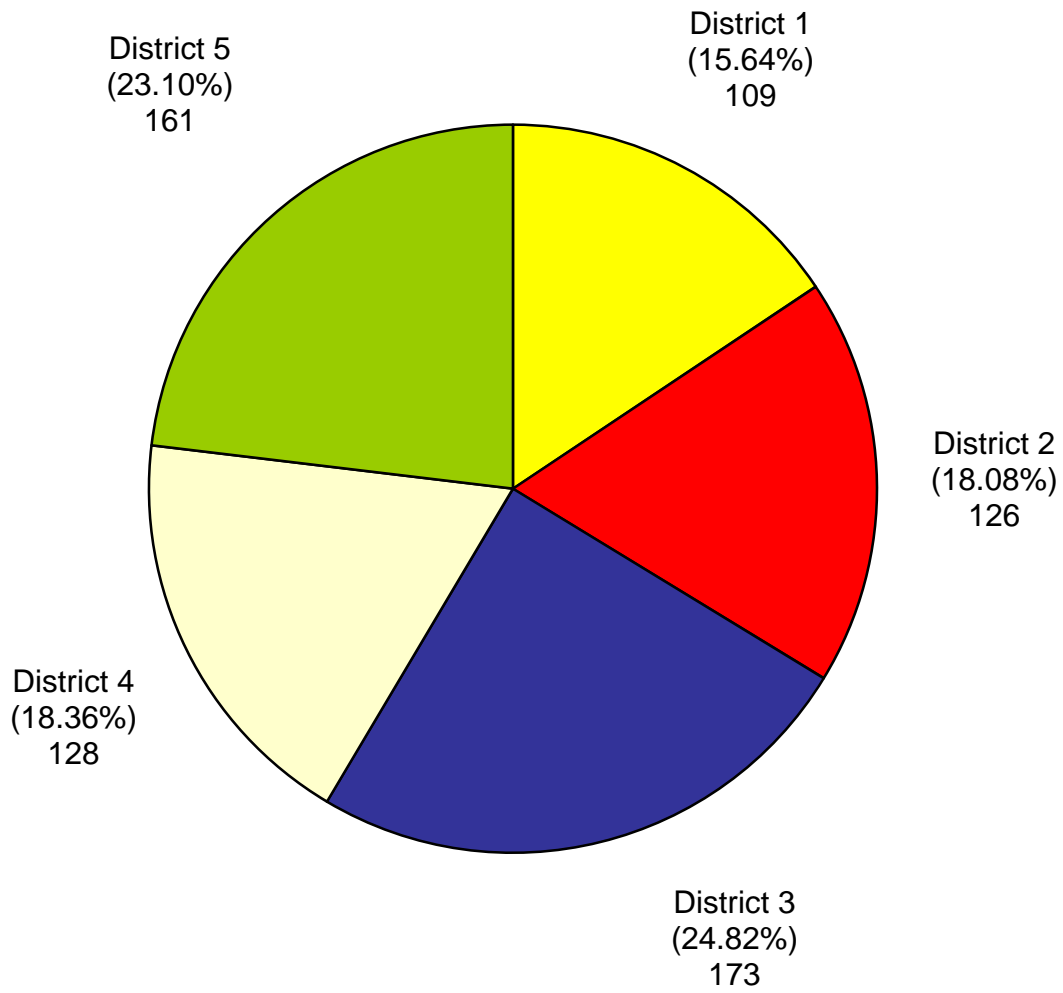
Category and Number of Complaints in 2010 by District

	<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	19	24	23	25	15	106
2. Business Office	22	46	45	31	36	180
3. Cram	4	4	4	3	21	36
4. Payment Arrangements	19	12	24	15	11	81
5. Access to Business Office	2	4	3	3	5	17
6. Repair	22	7	18	5	13	65
7. Slam	1	3	9	5	3	21
8. Delay in Connection	1	2	6	1	2	12
9. Termination	3	3	4	1	4	15
10. Meter Questions	3	7	5	7	2	24
11. Pay-Per-Call	0	0	0	0	5	5
12. Deposits	2	0	3	0	0	5
13. Cost of Construction	1	1	4	3	0	9
14. Directory Listings	0	0	0	0	1	1
15. Quality of Service	1	0	2	1	24	28
16. Medical*	4	5	15	17	7	48
17. Miscellaneous**	5	8	8	11	12	44
Total	109	126	173	128	161	697

Plus one miscellaneous complaint out of state = 698 Total

*** = Medical Exception category initiated 4/1/10; ** = Miscellaneous category initiated 7/15/10**

2010 Complaints by PSC District



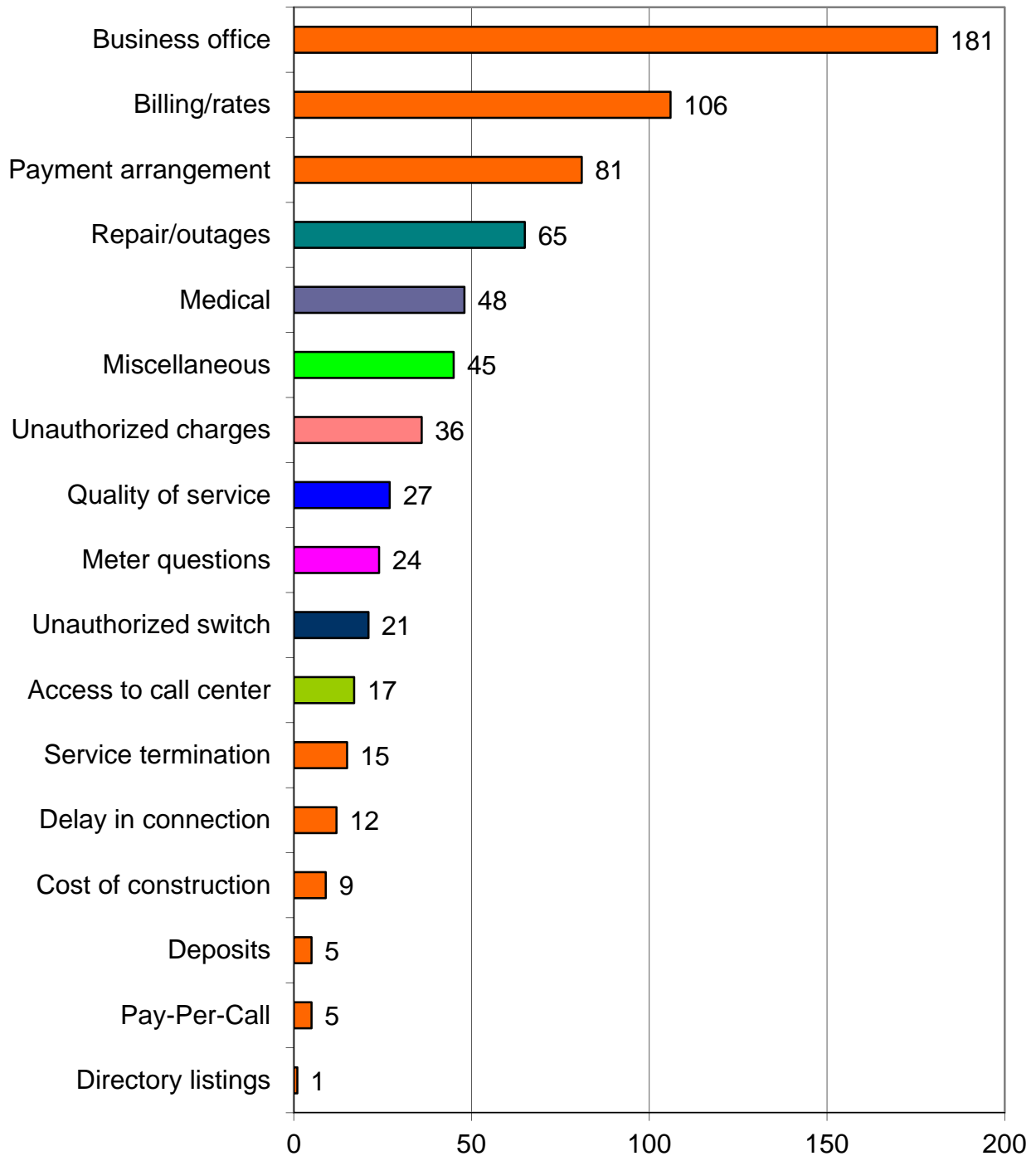
2008/2009/2010 Incoming 800 Calls

	<u>2008</u>	<u>2009</u>	<u>2010</u>
January	836	866	770
February	914	728	793
March	789	634	634
April	735	656	590
May	690	481	620
June	663	494	595
July	626	572	556
August	657	608	465
September	734	493	520
October	691	546	539
November	484	499	608
December	742	638	537
Total	<u>8,561</u>	<u>7,215</u>	<u>7,227</u>

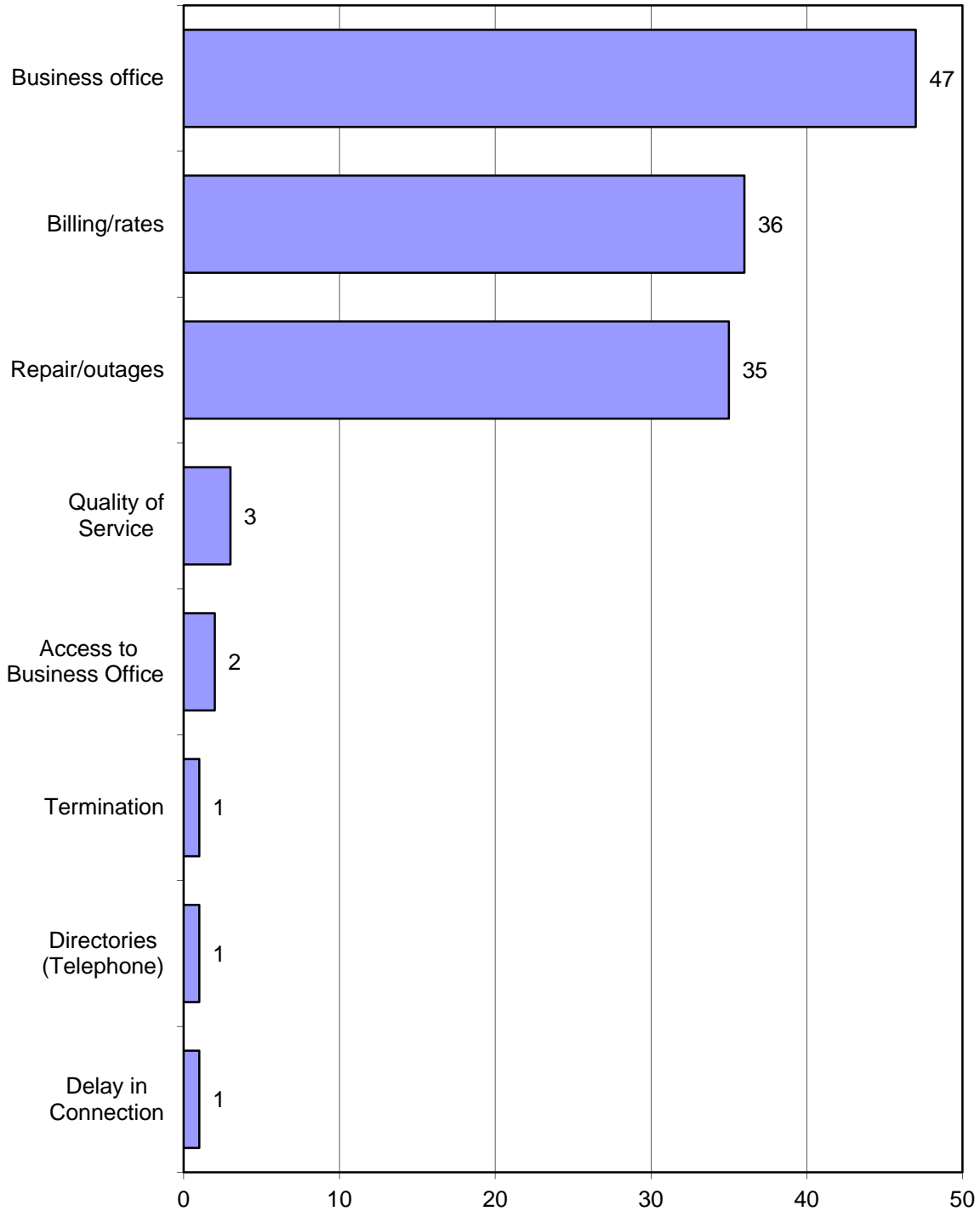
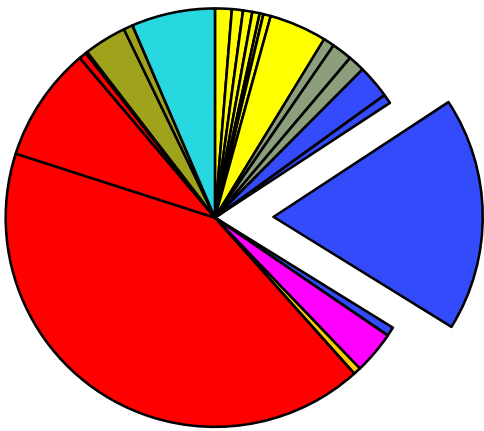
2008/2009/2010 Complaints

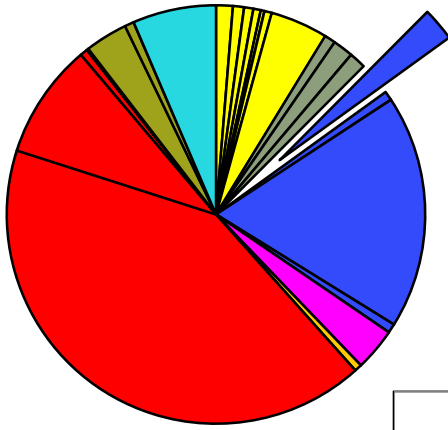
	<u>2008</u>	<u>2009</u>	<u>2010</u>
January	82	60	50
February	84	56	60
March	83	74	46
April	78	65	48
May	82	43	68
June	74	46	61
July	63	47	86
August	60	45	56
September	67	42	70
October	77	45	58
November	38	28	46
December	51	36	49
Total	<u>839</u>	<u>587</u>	<u>698</u>

Year 2010 PSC Consumer Complaints by Complaint Category

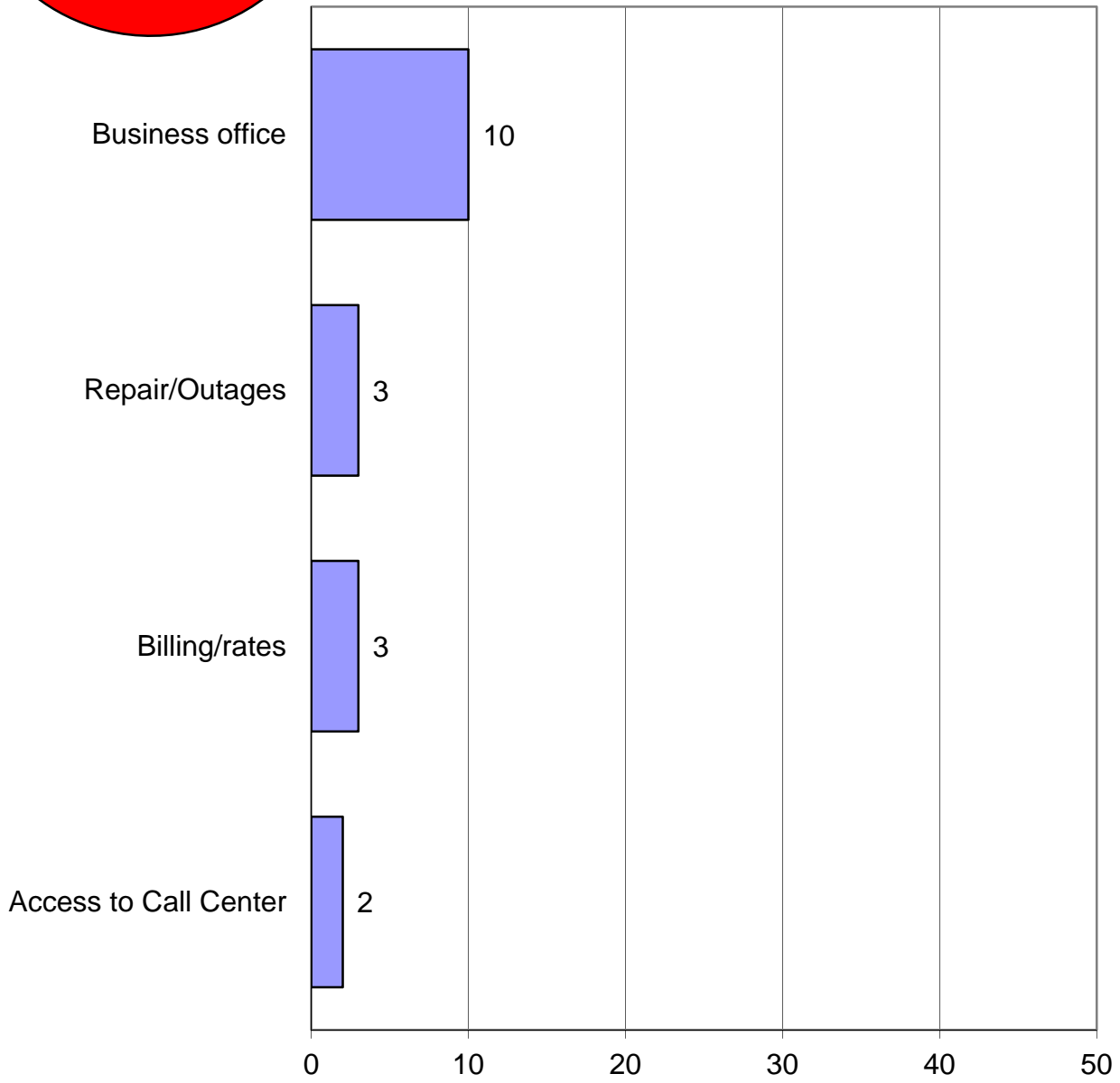


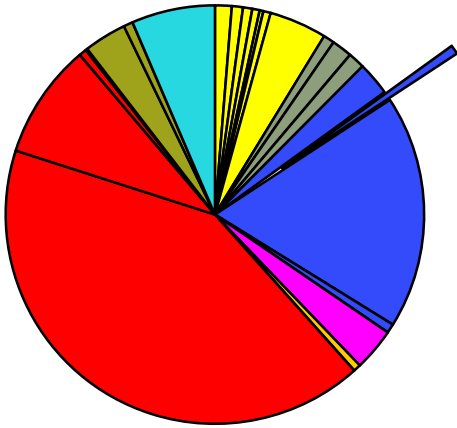
**Qwest Corporation
2010 Complaints
126 Total**



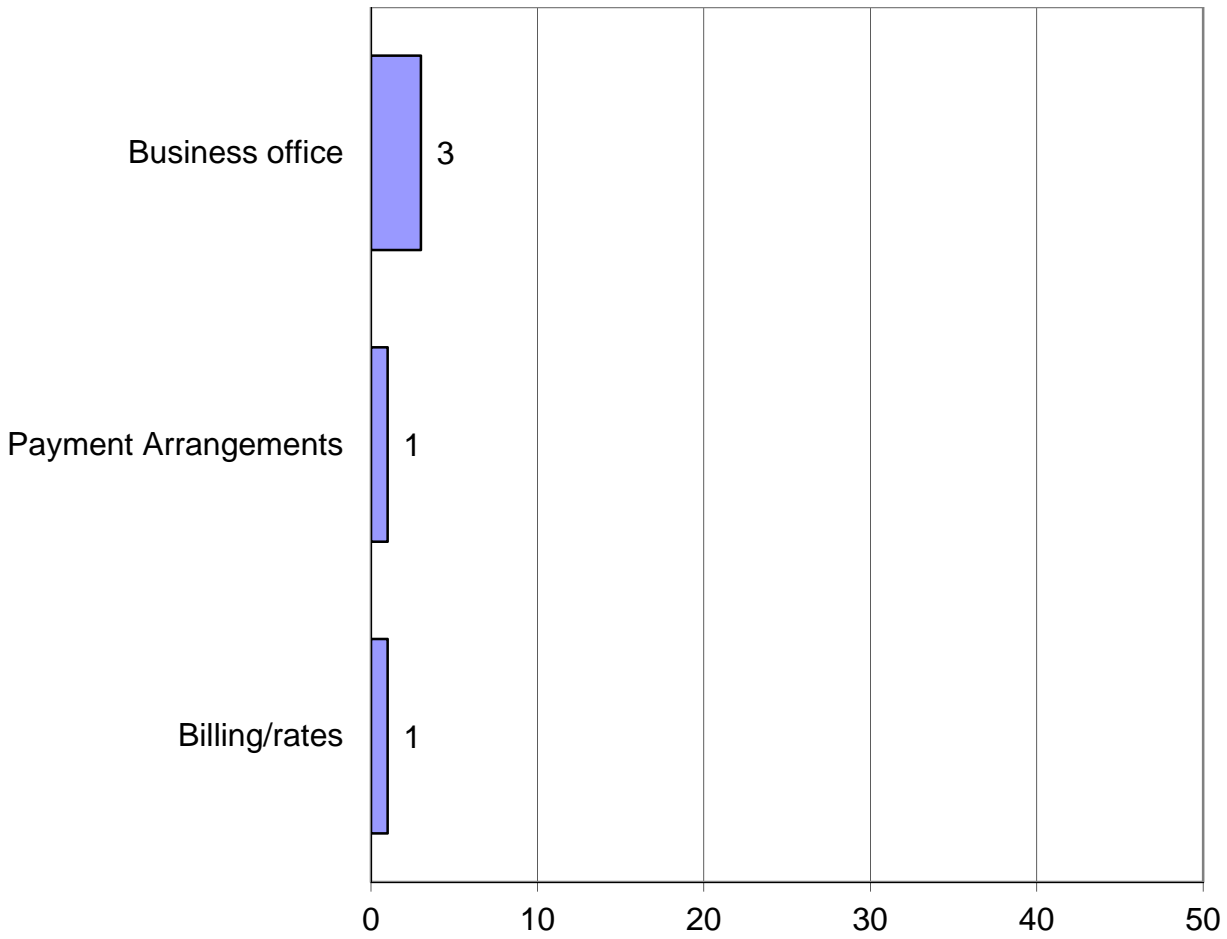


**CenturyLink
2010 Complaints
18 Total**

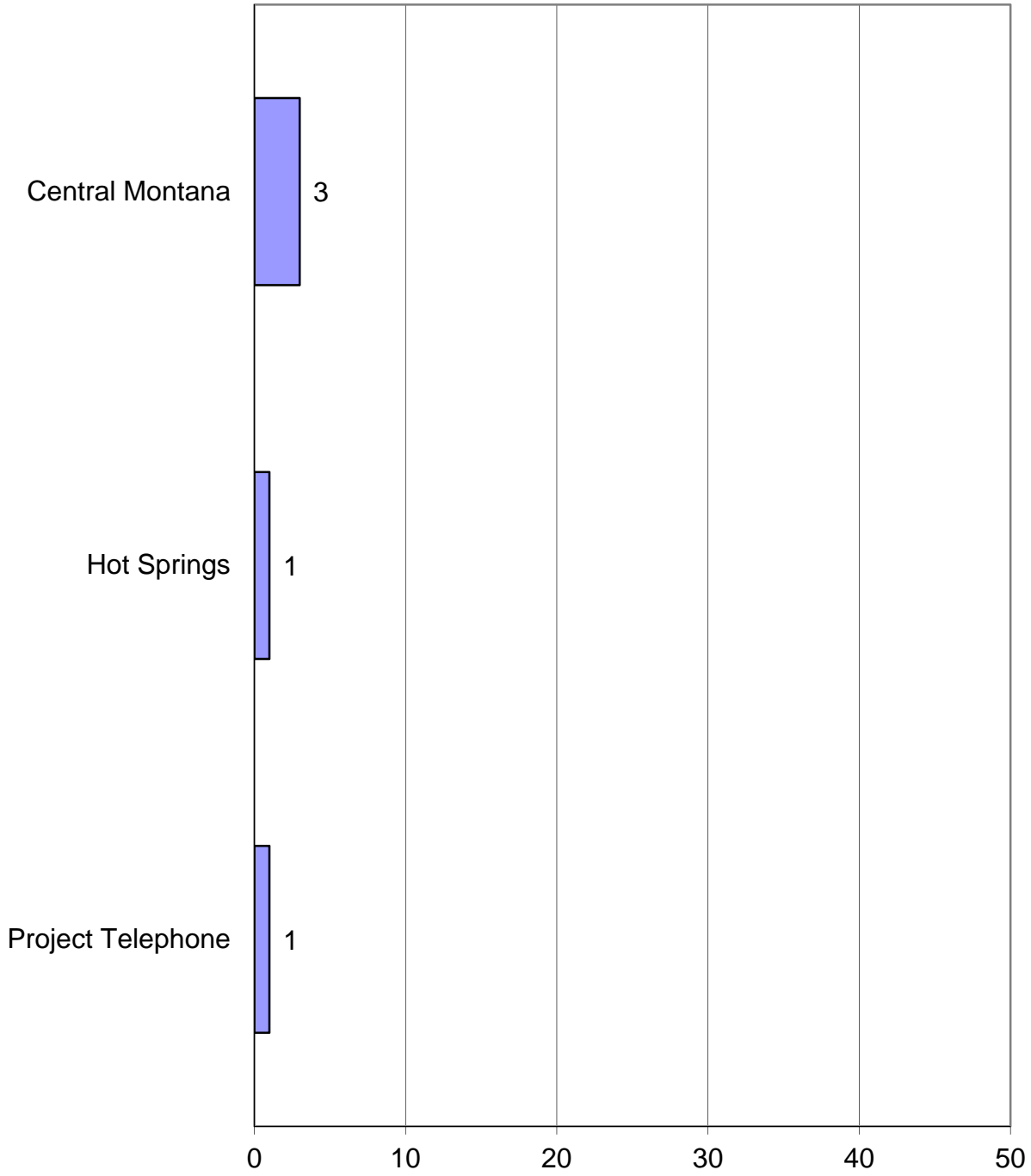
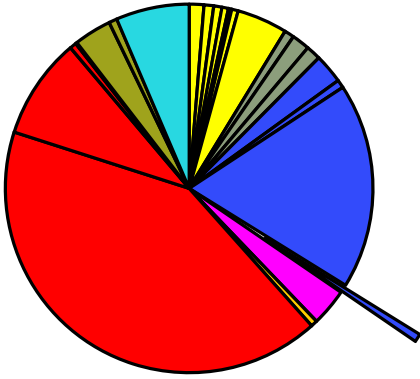


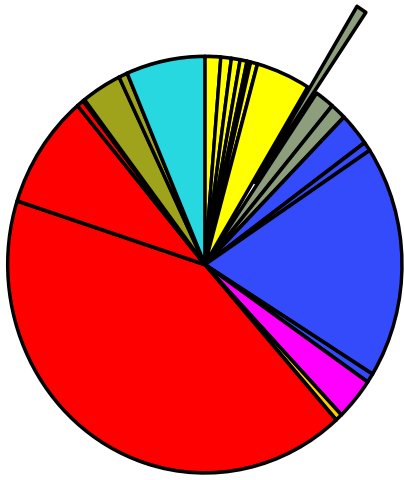


**Frontier Communications
2010 Complaints
5 Total**

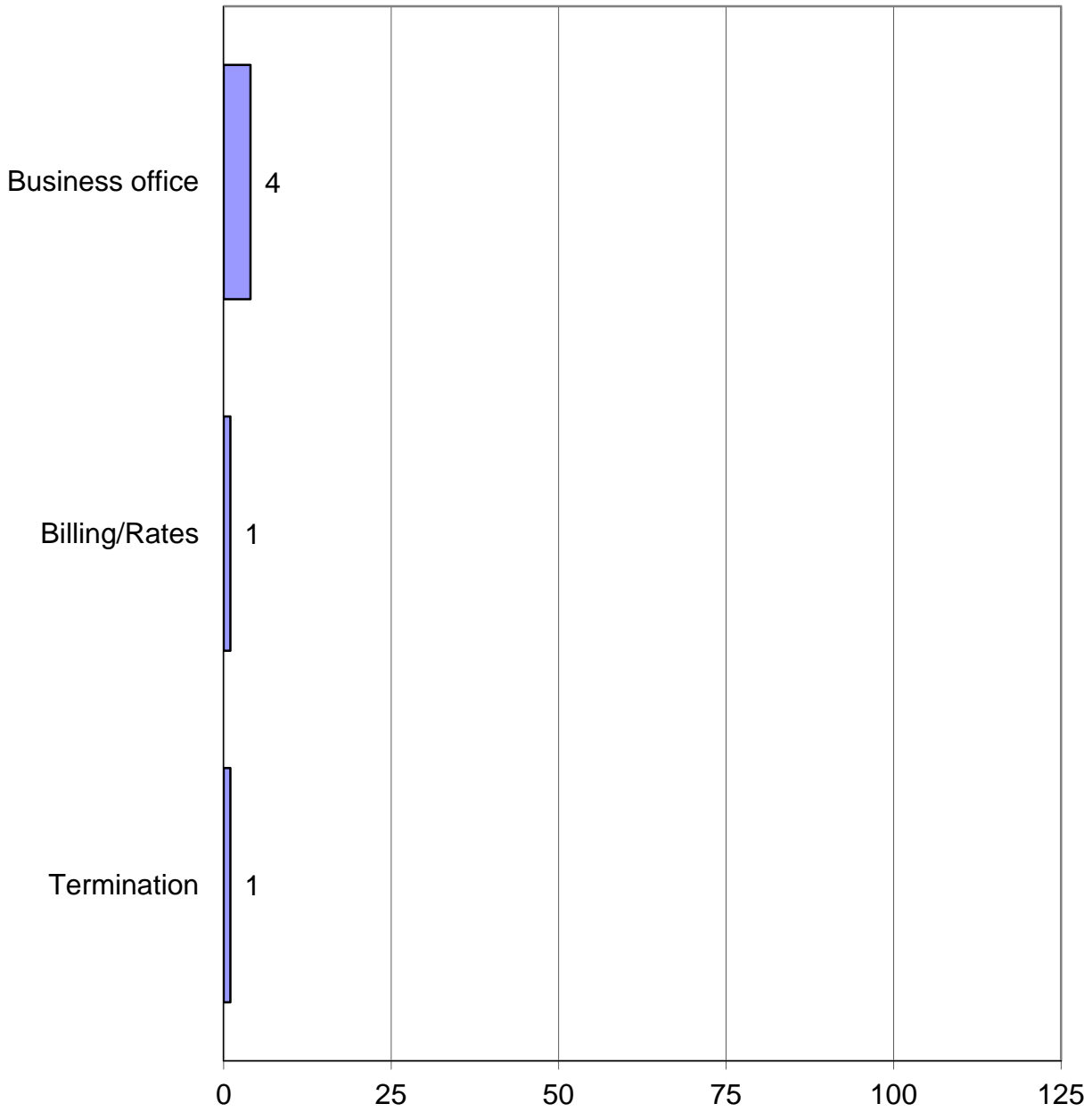


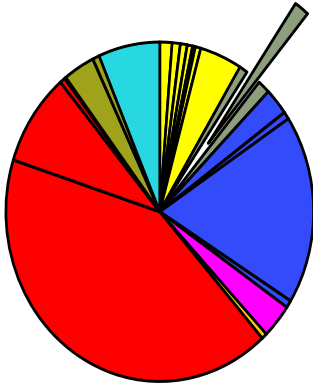
**Other Incumbent Local
Exchange Carriers (ILECs)
2010 Complaints
5 Total**



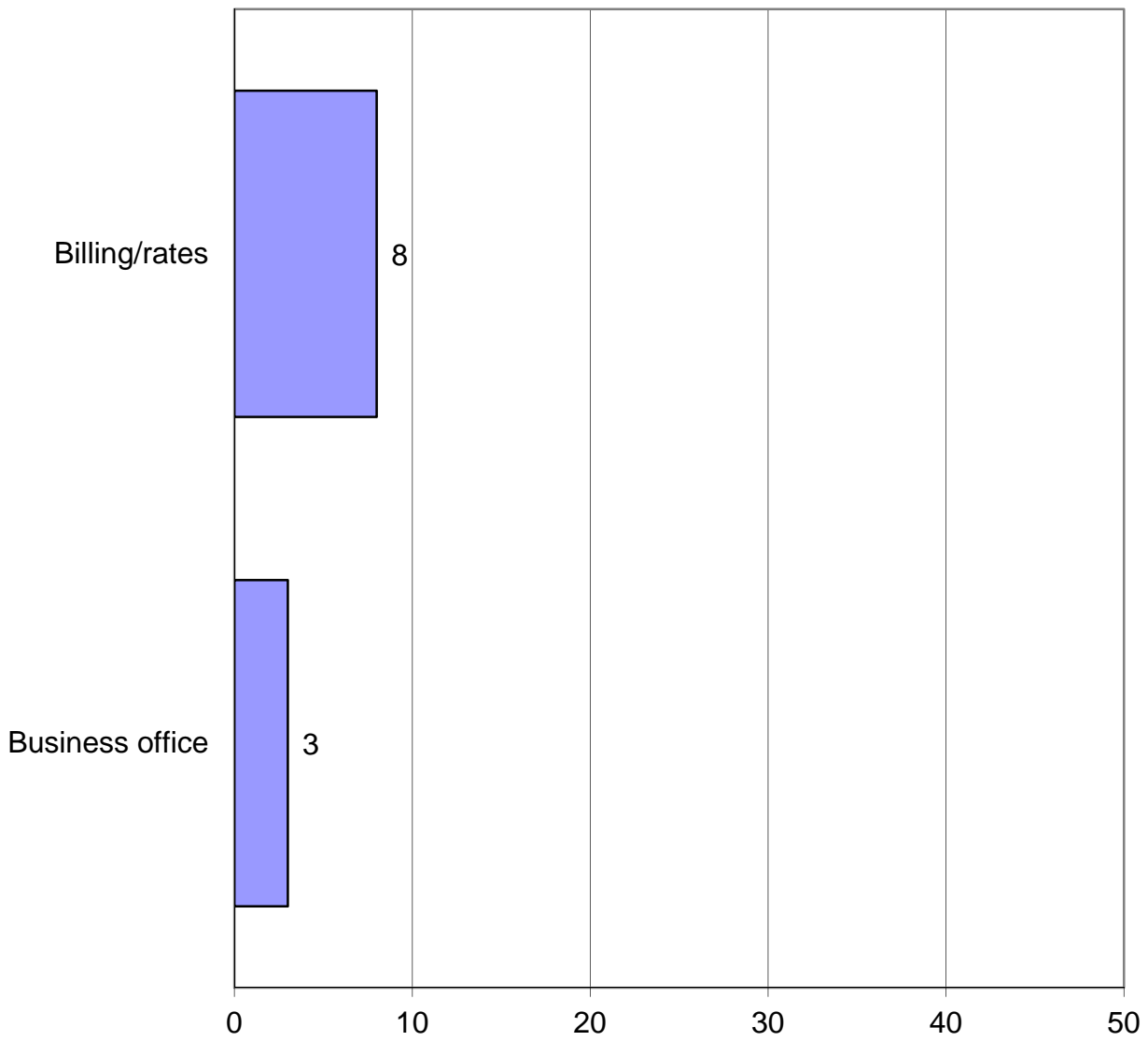


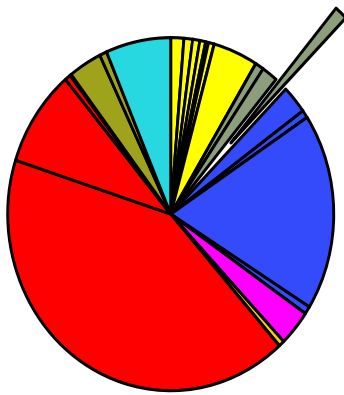
**Bresnan
2010 Complaints
6 Total**



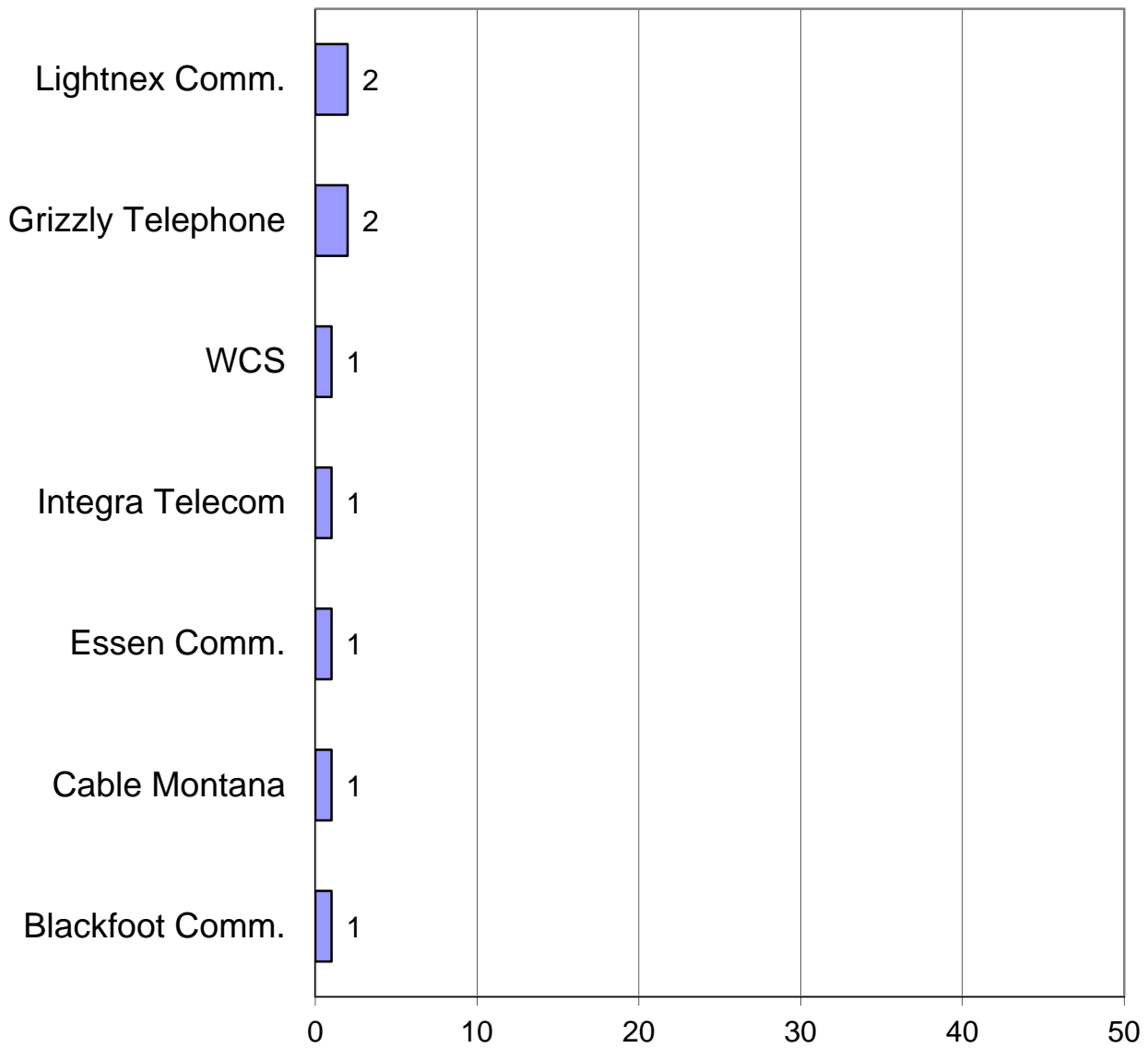


**First Communications
2010 Complaints
11 Total**



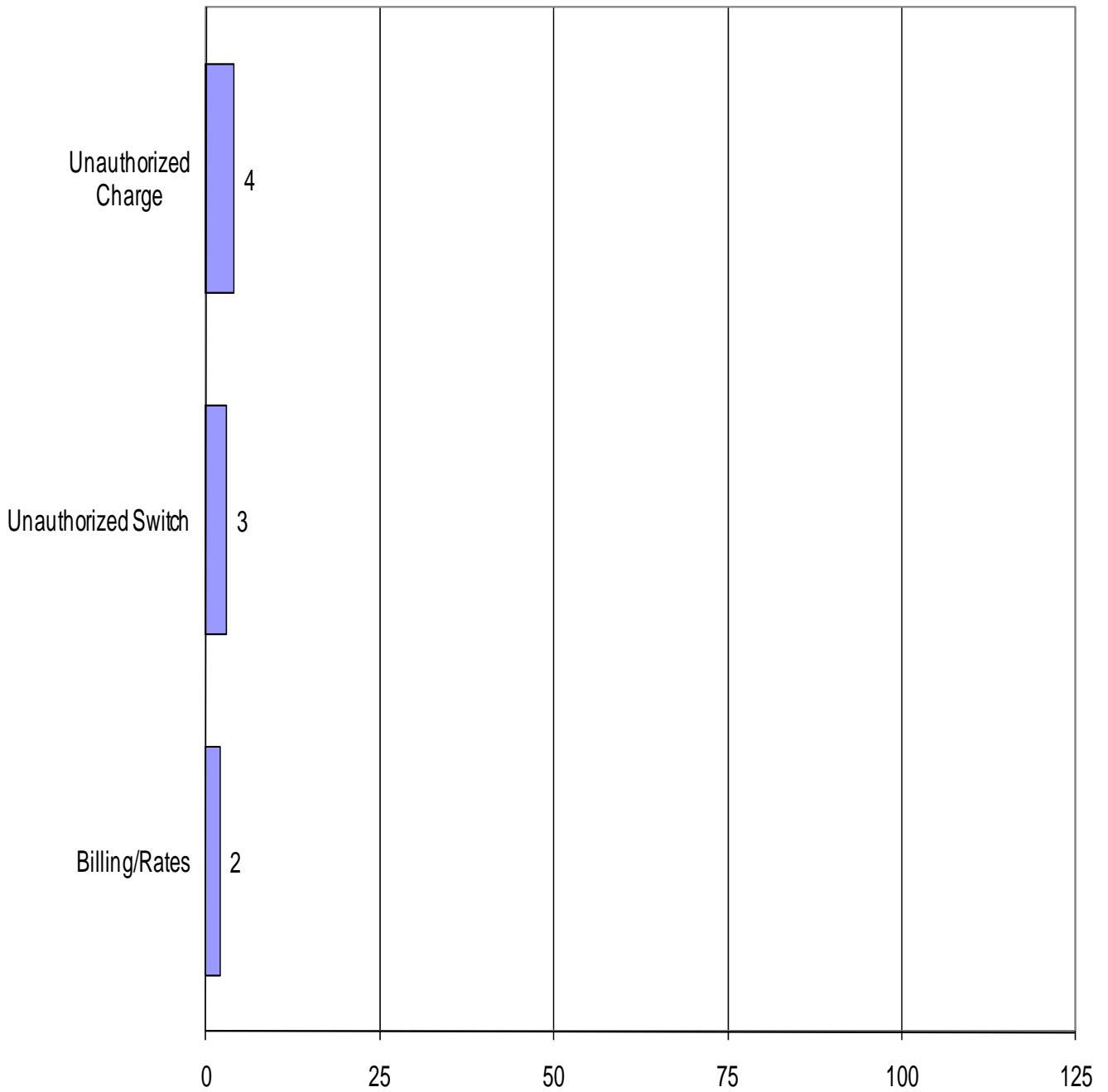
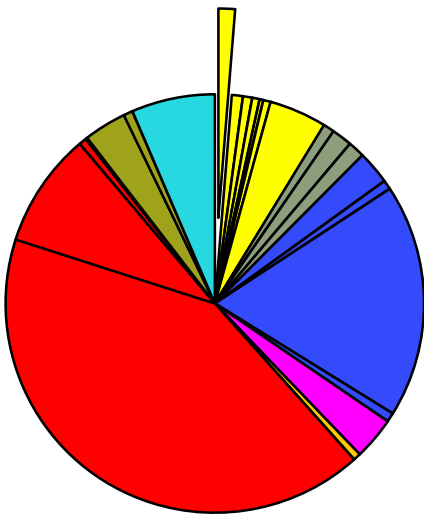


**Other Competitive
Local Exchange
Carriers (CLECs)
2010 Complaints
9 Total**

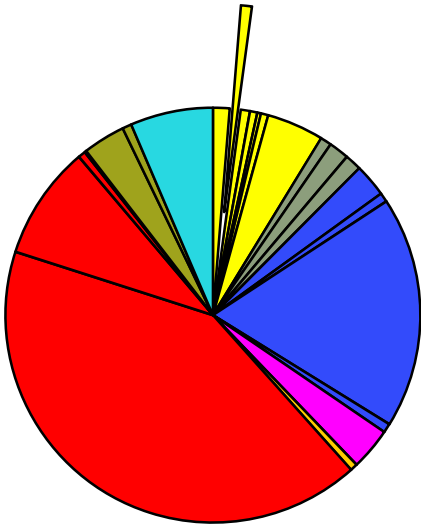


**Advantage
Telecommunications
2010 Complaints
9 Total**

18



**AT&T Communications
2010 Complaints
6 Total**



Access to Business Office

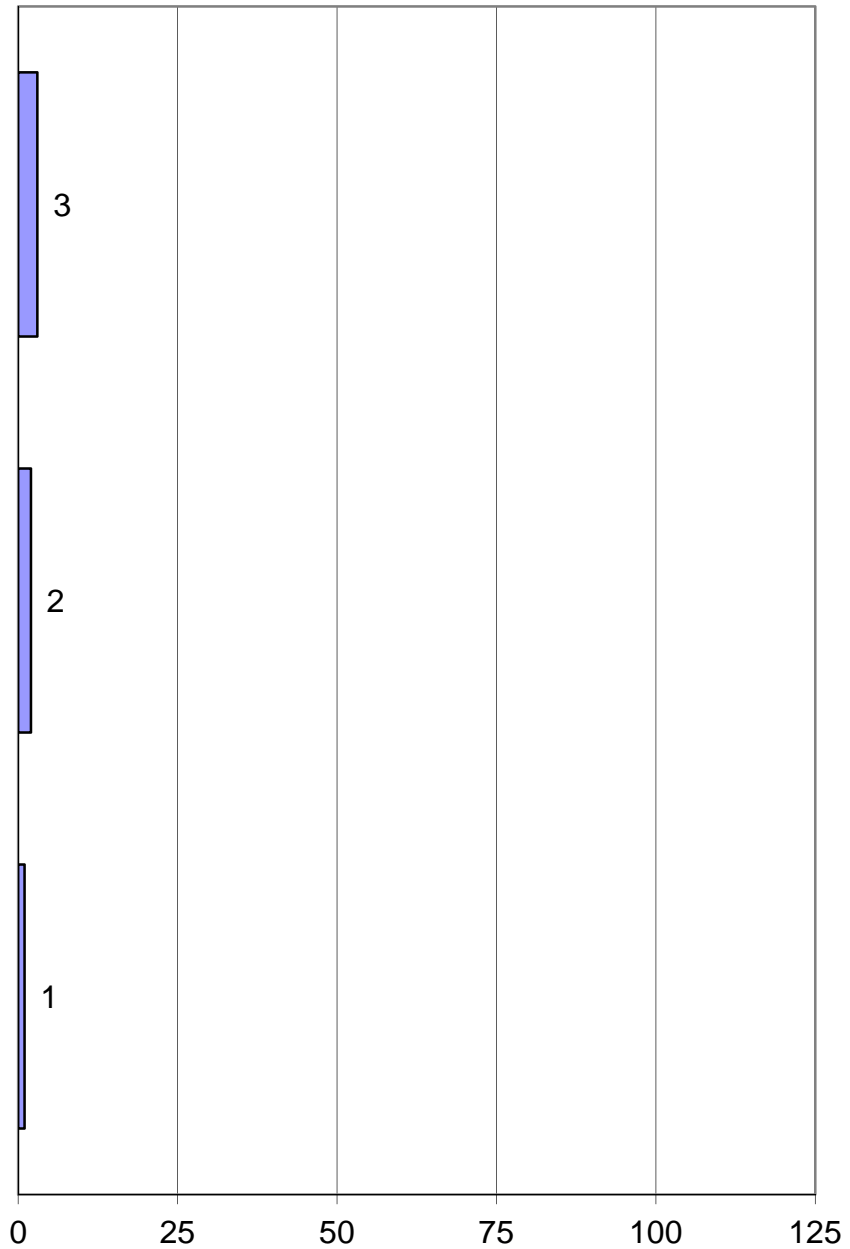
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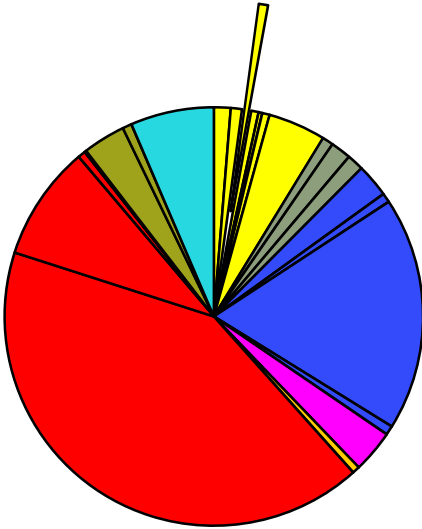
Billing/Rates

2

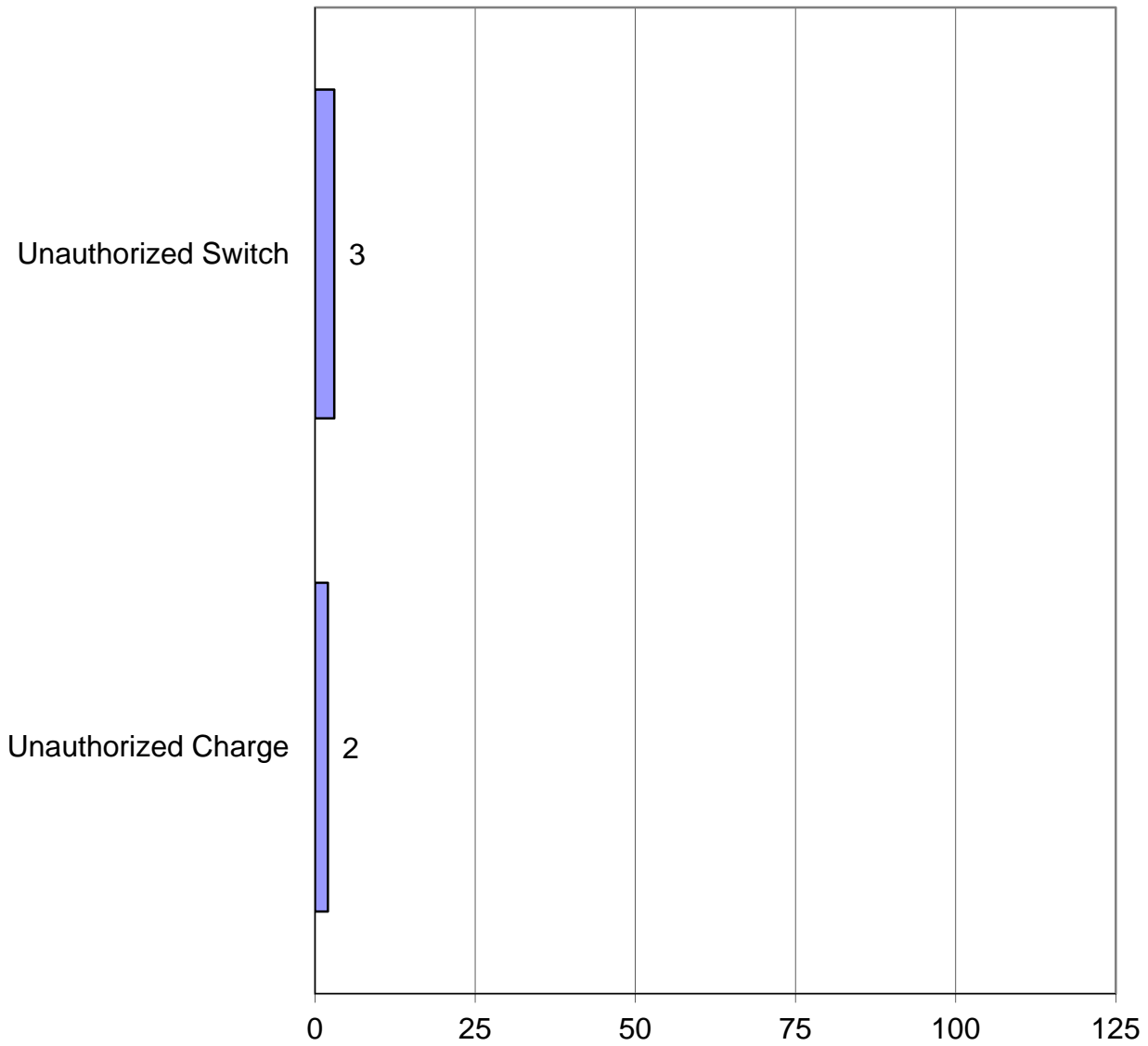
Unauthorized Switch

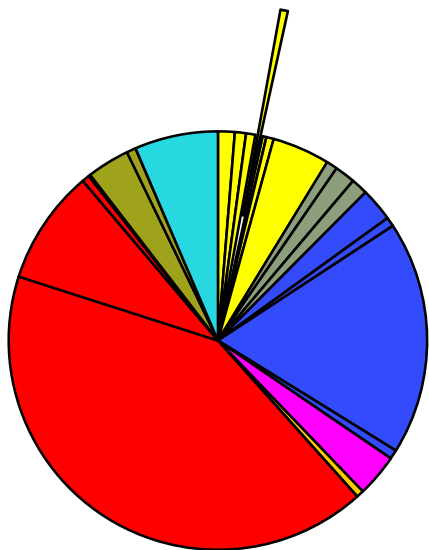
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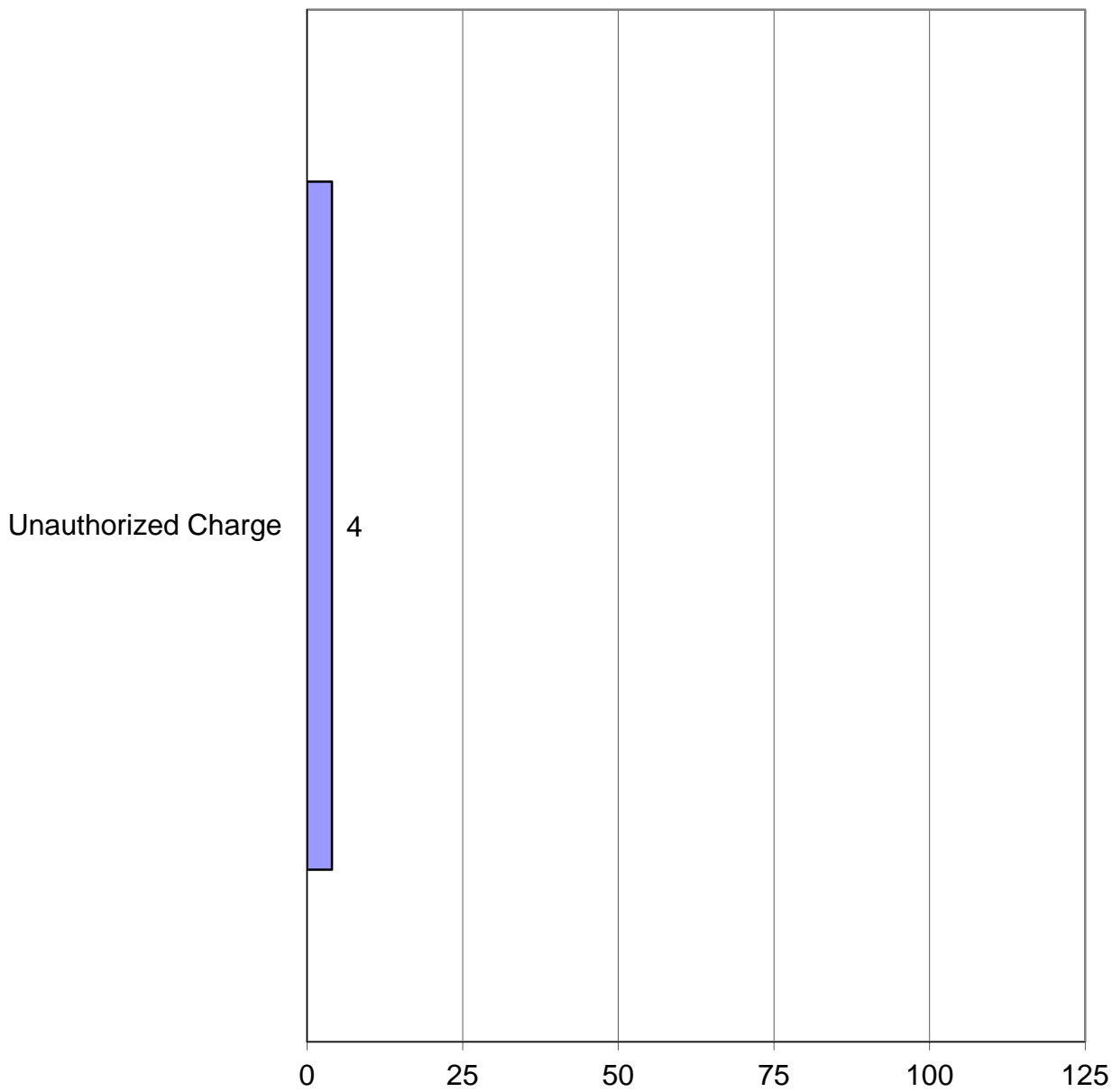


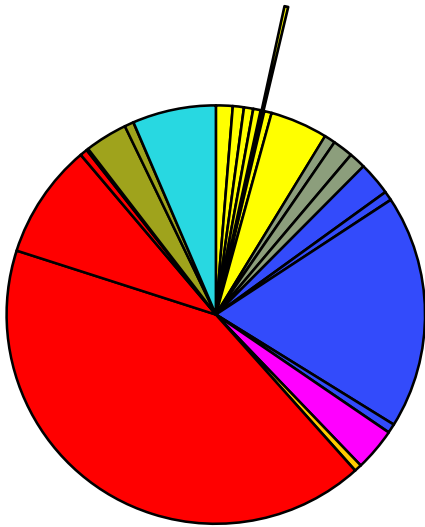
**Consumer Telcom
2010 Complaints
5 Total**



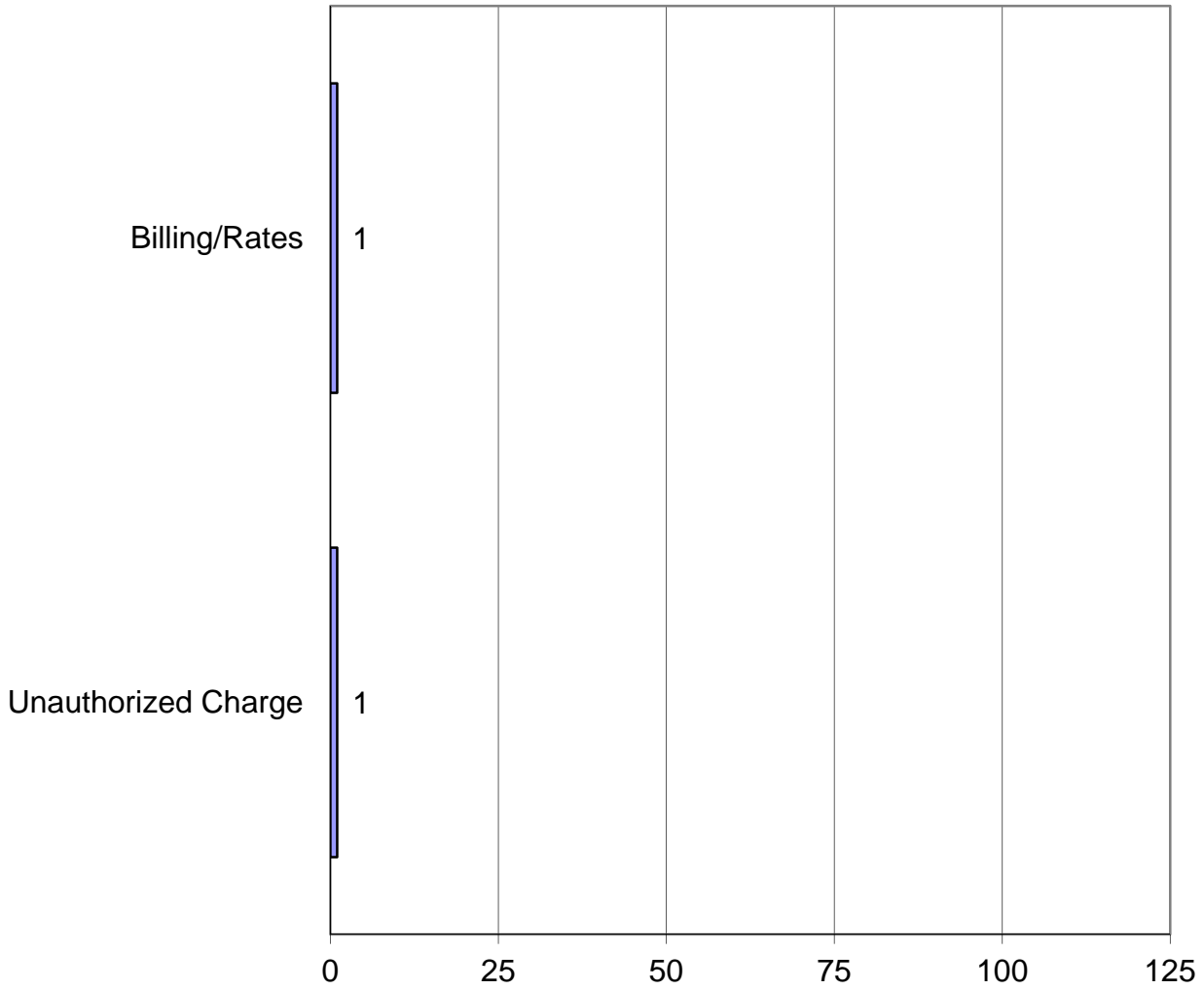


**Main Street Telephone
2010 Complaints
4 Total**

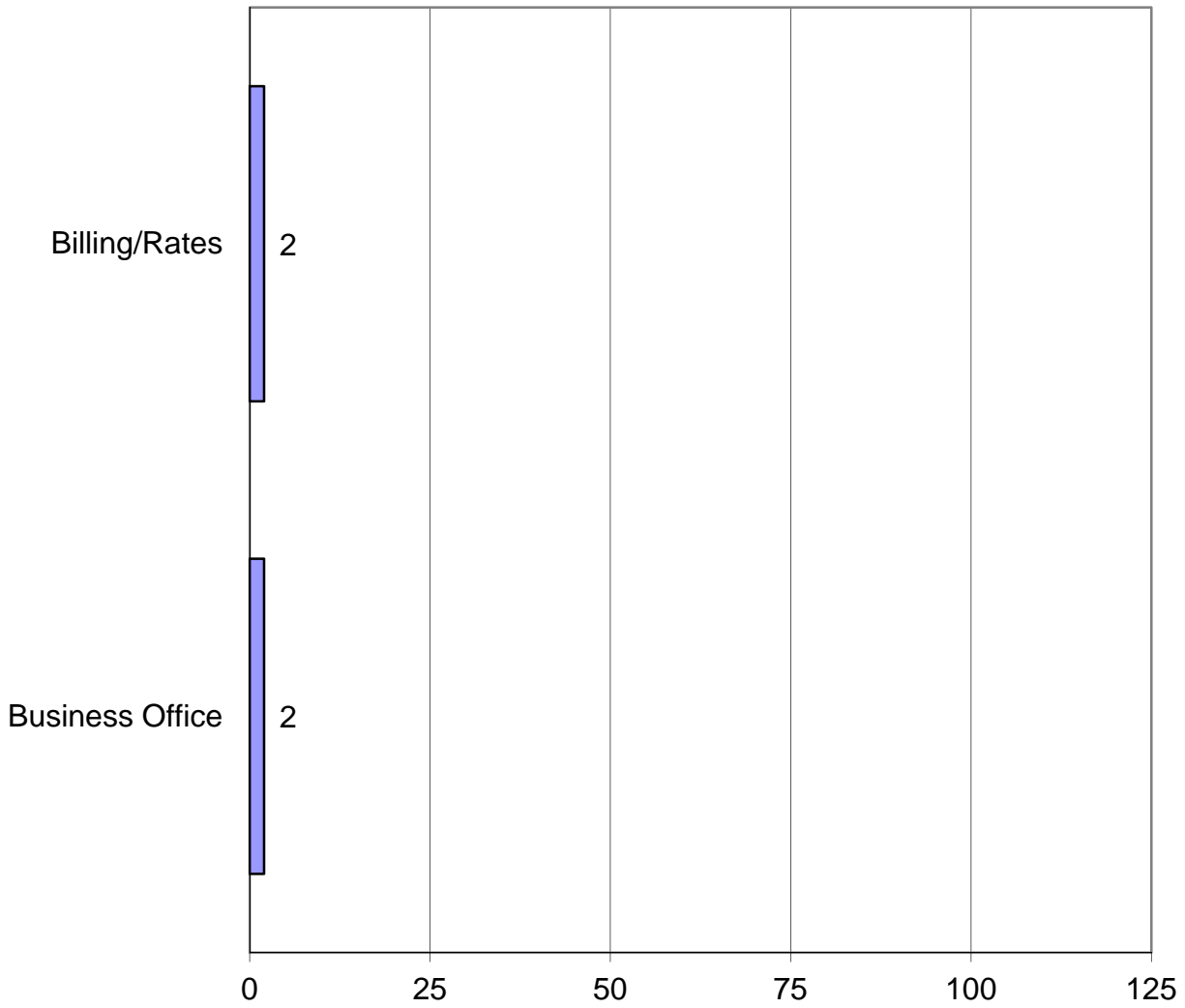
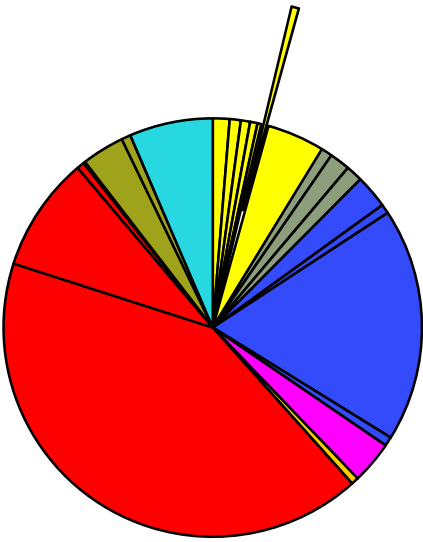


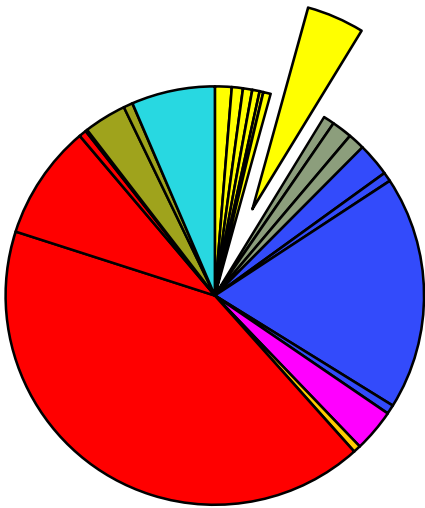


**Sprint
2010 Complaints
2 Total**

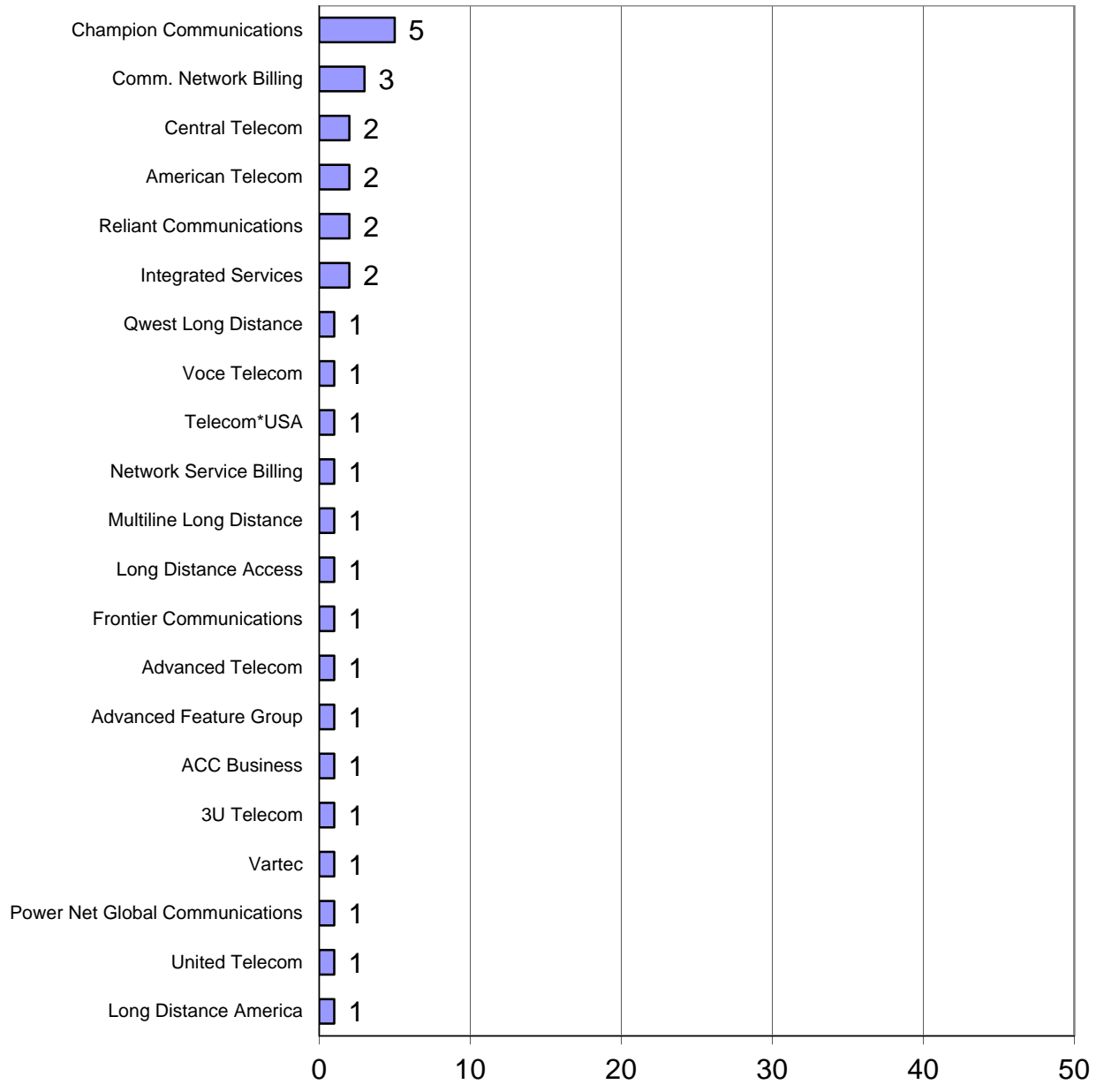


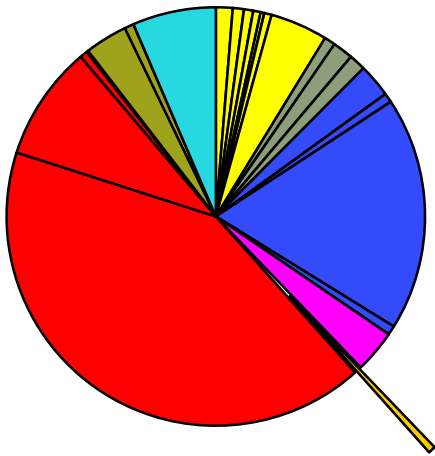
**U.S. Telecom LD
2010 Complaints
4 Total**



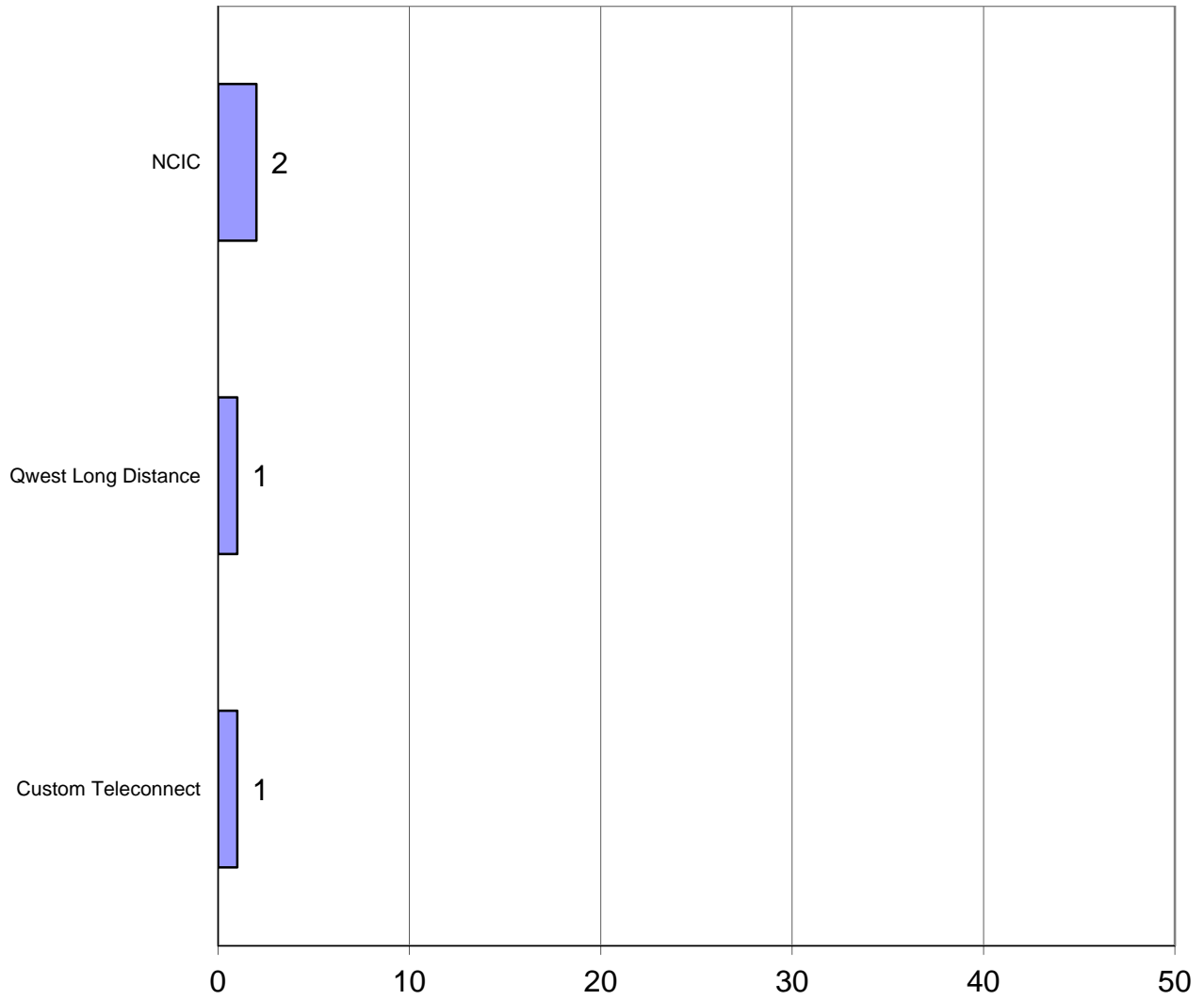


Other Interexchange Carriers (IXCs)
2010 Complaints
31 Total

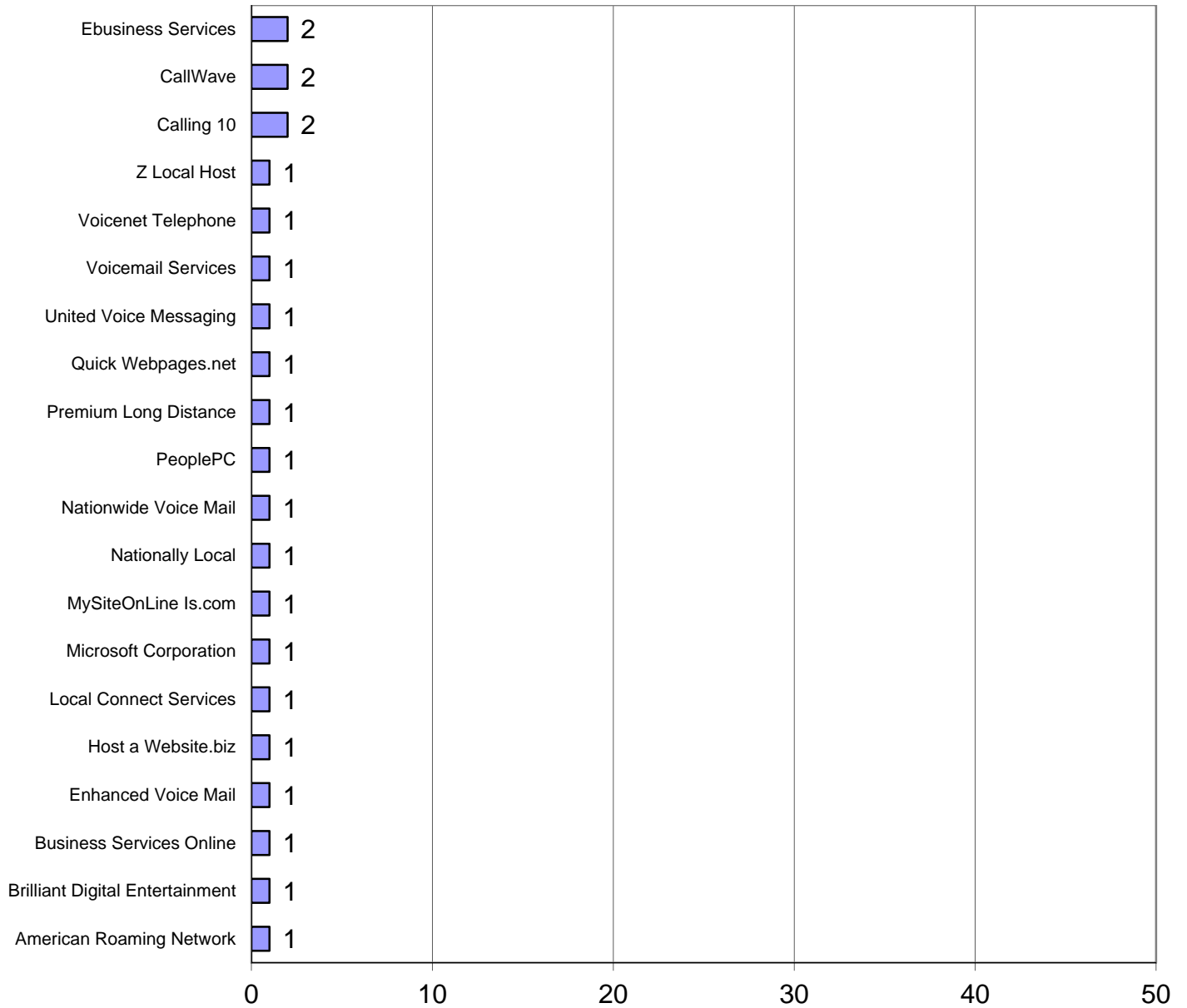
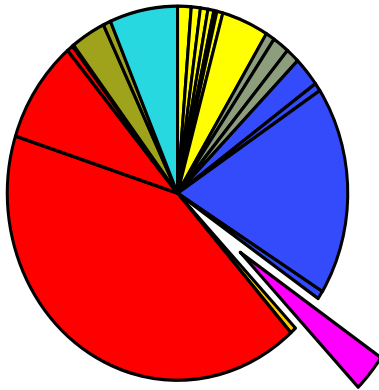


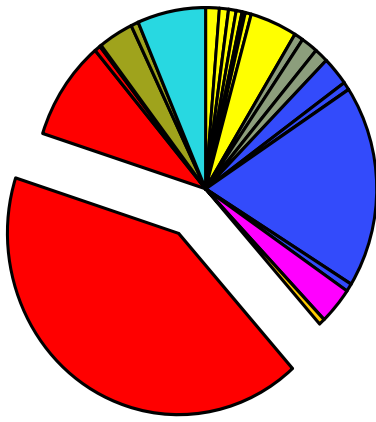


**Operator Service Providers
2010 Complaints
4 Total**

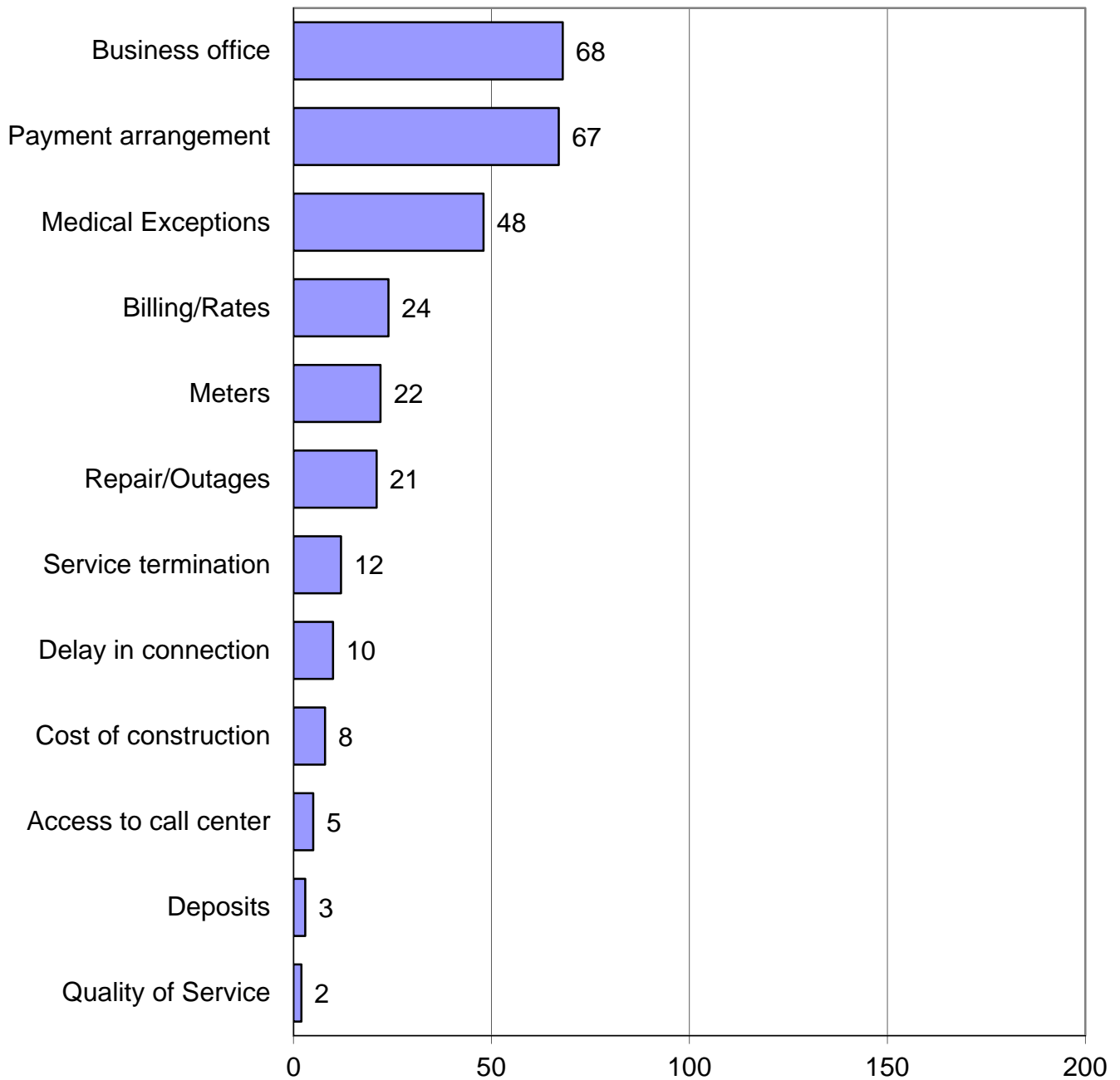


Non-Telco, Telco-Billed 2010 Complaints 23 Total

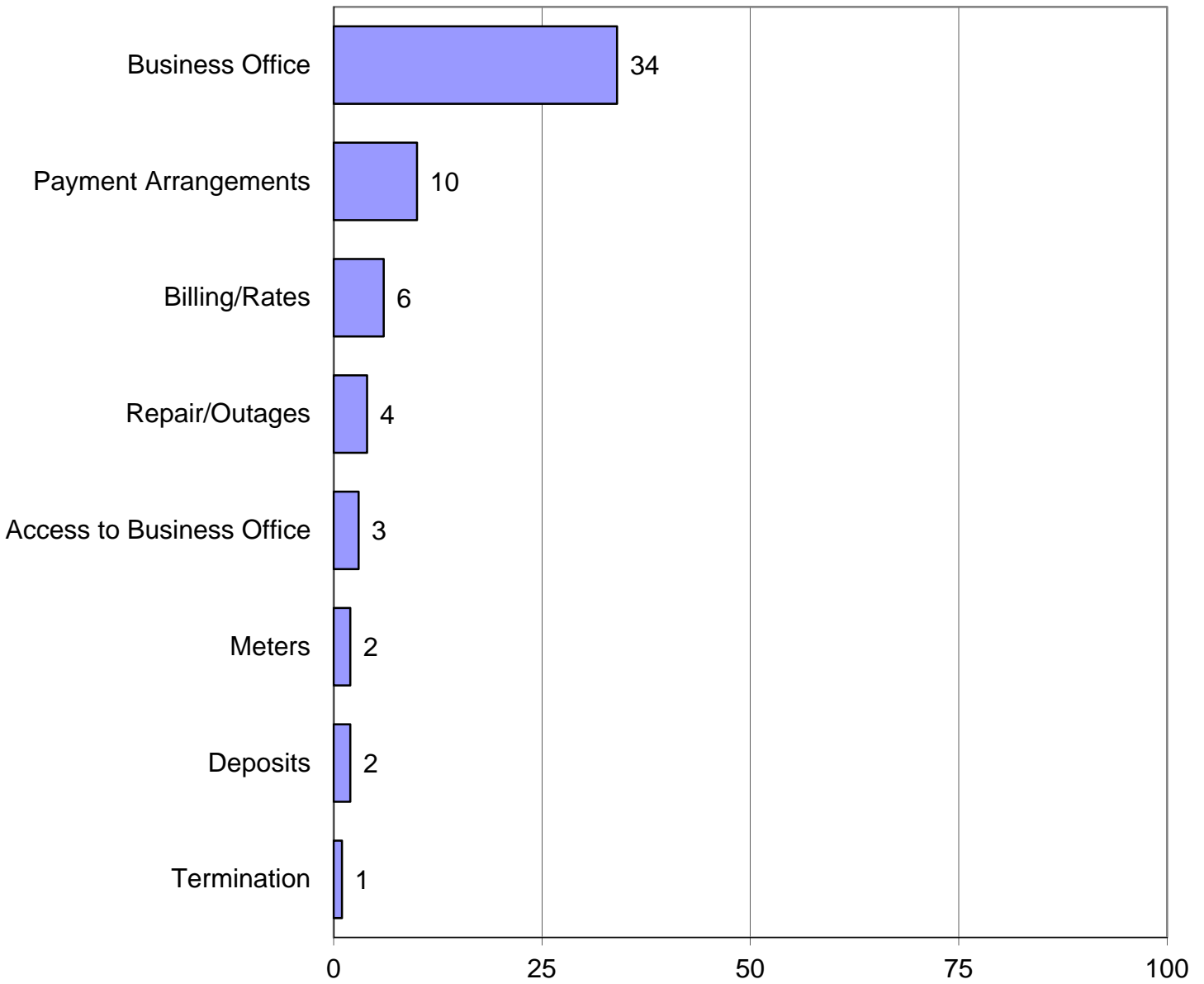
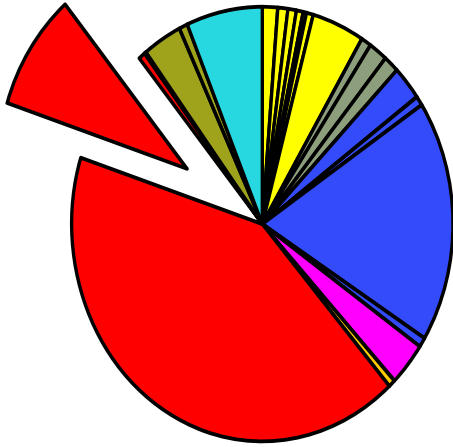


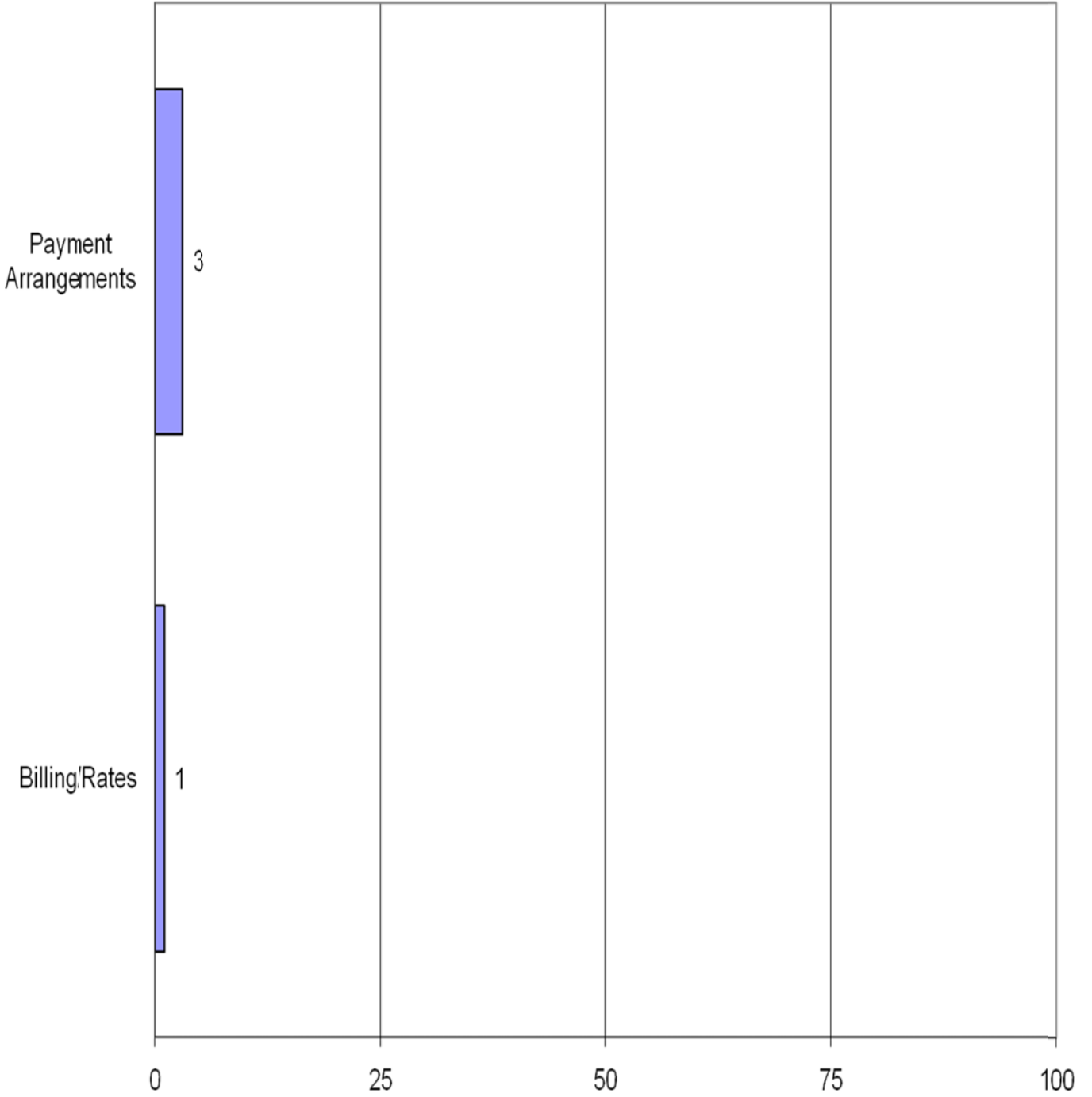
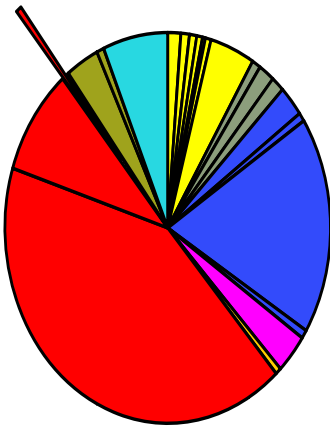


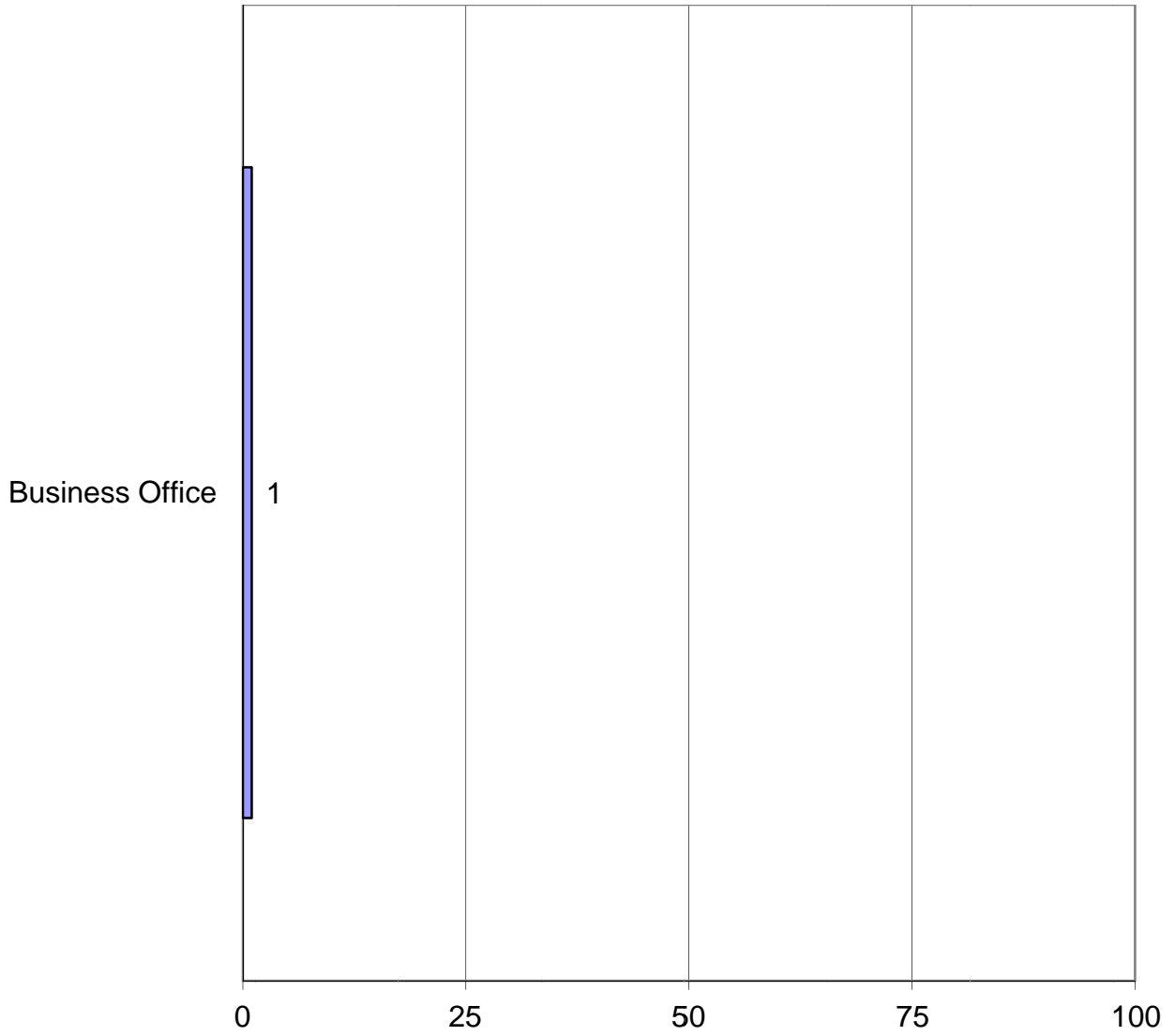
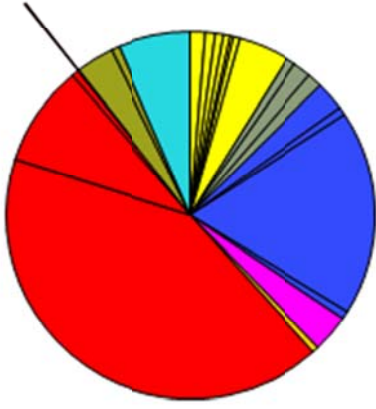
**NorthWestern Energy
2010 Complaints
290 Total**

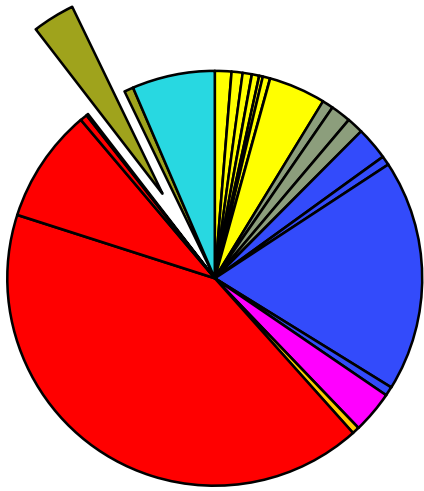


**Montana-Dakota
Utilities
2010 Complaints
62 Total**

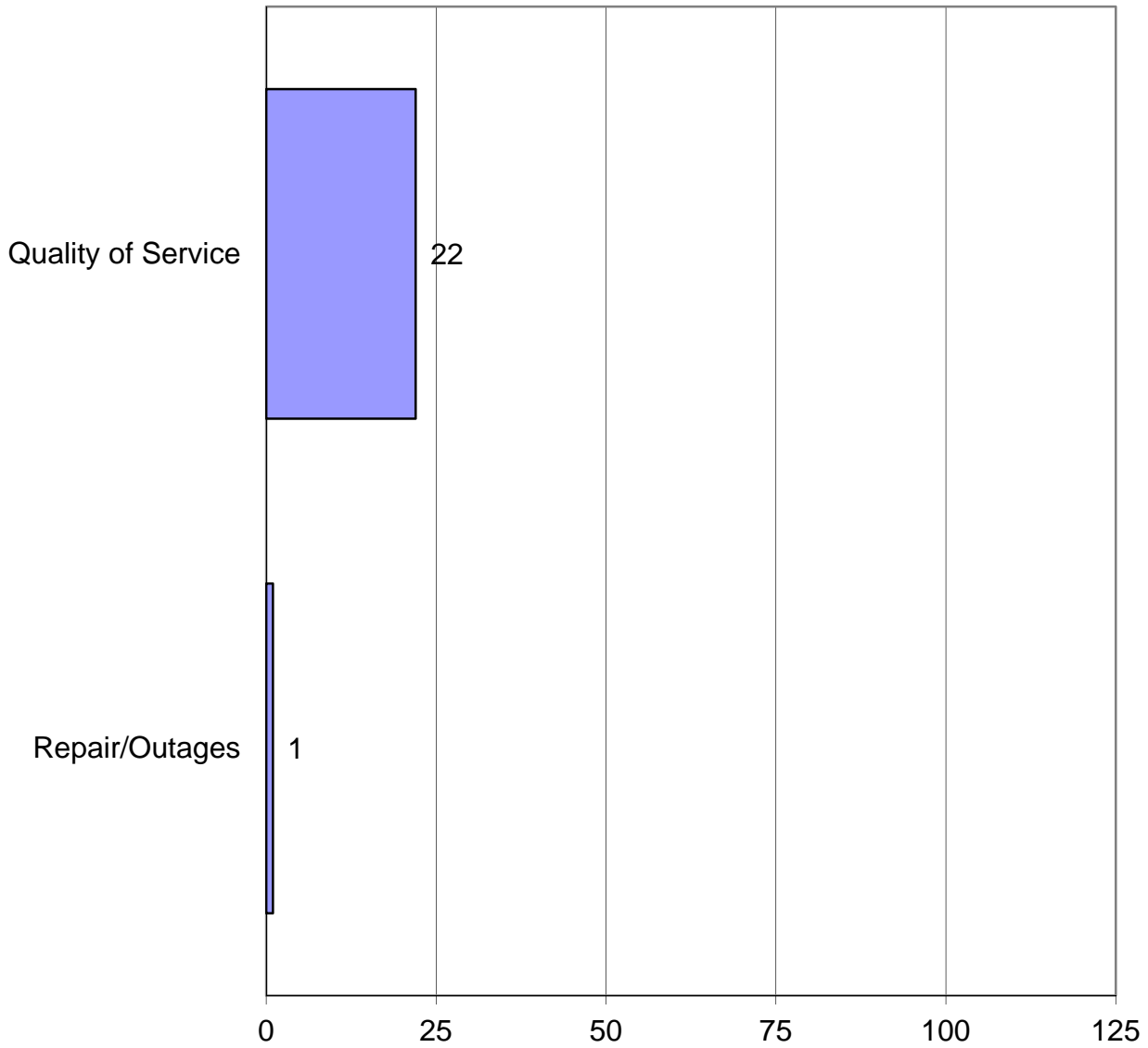




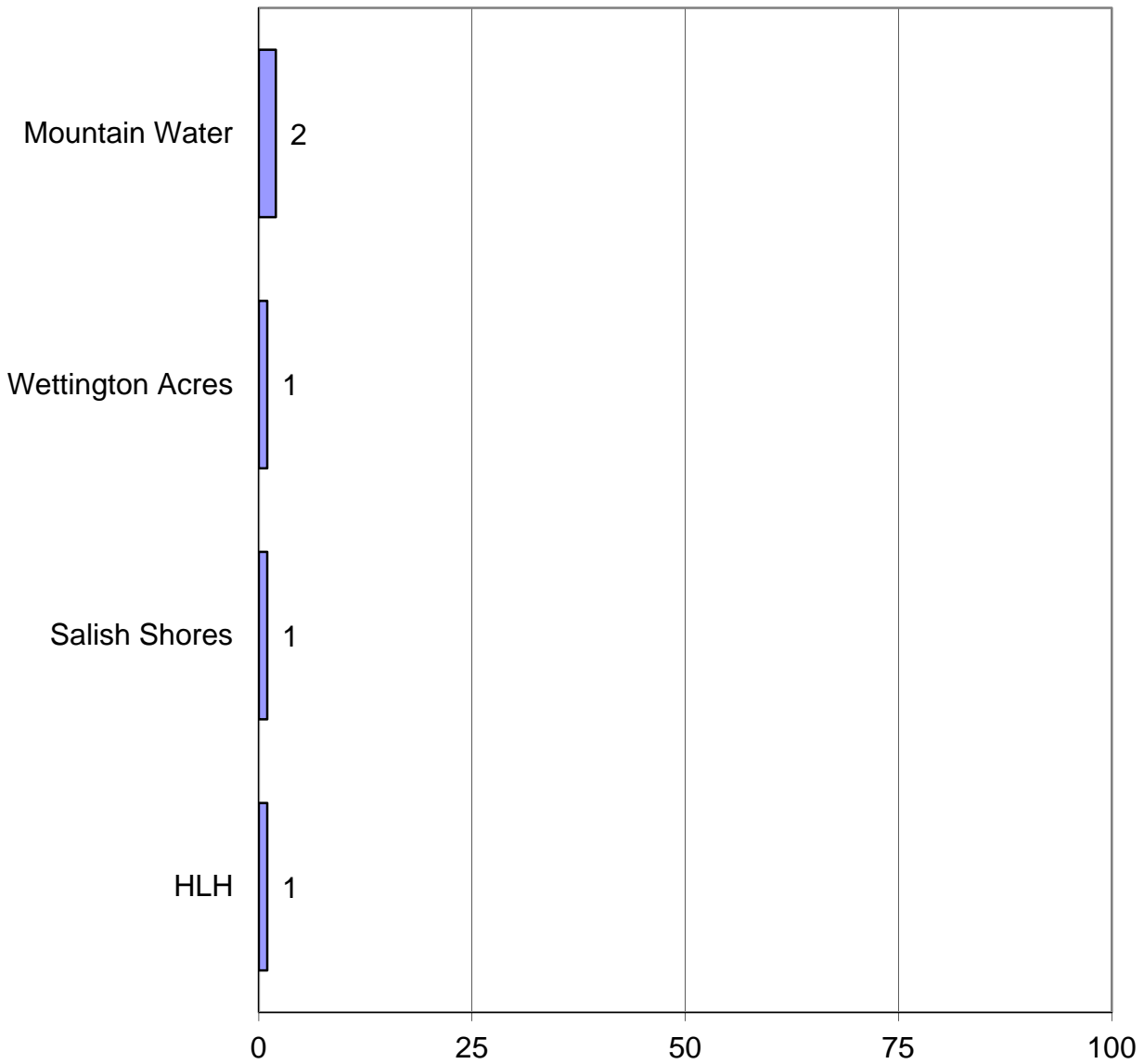
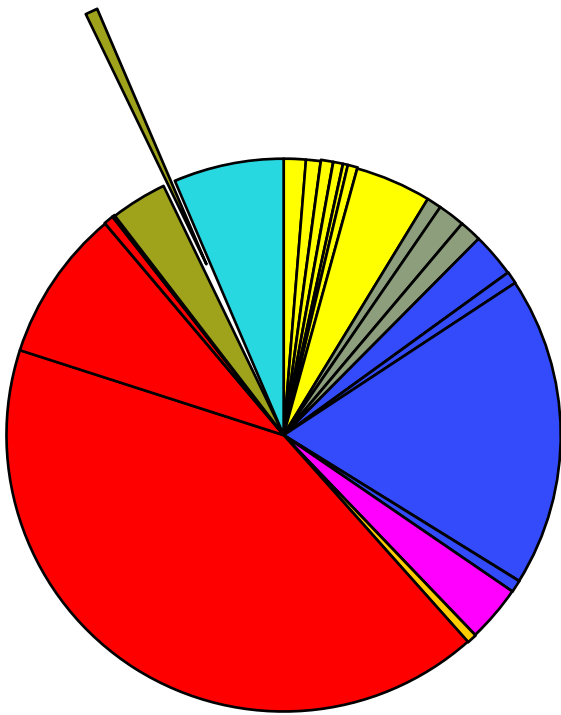




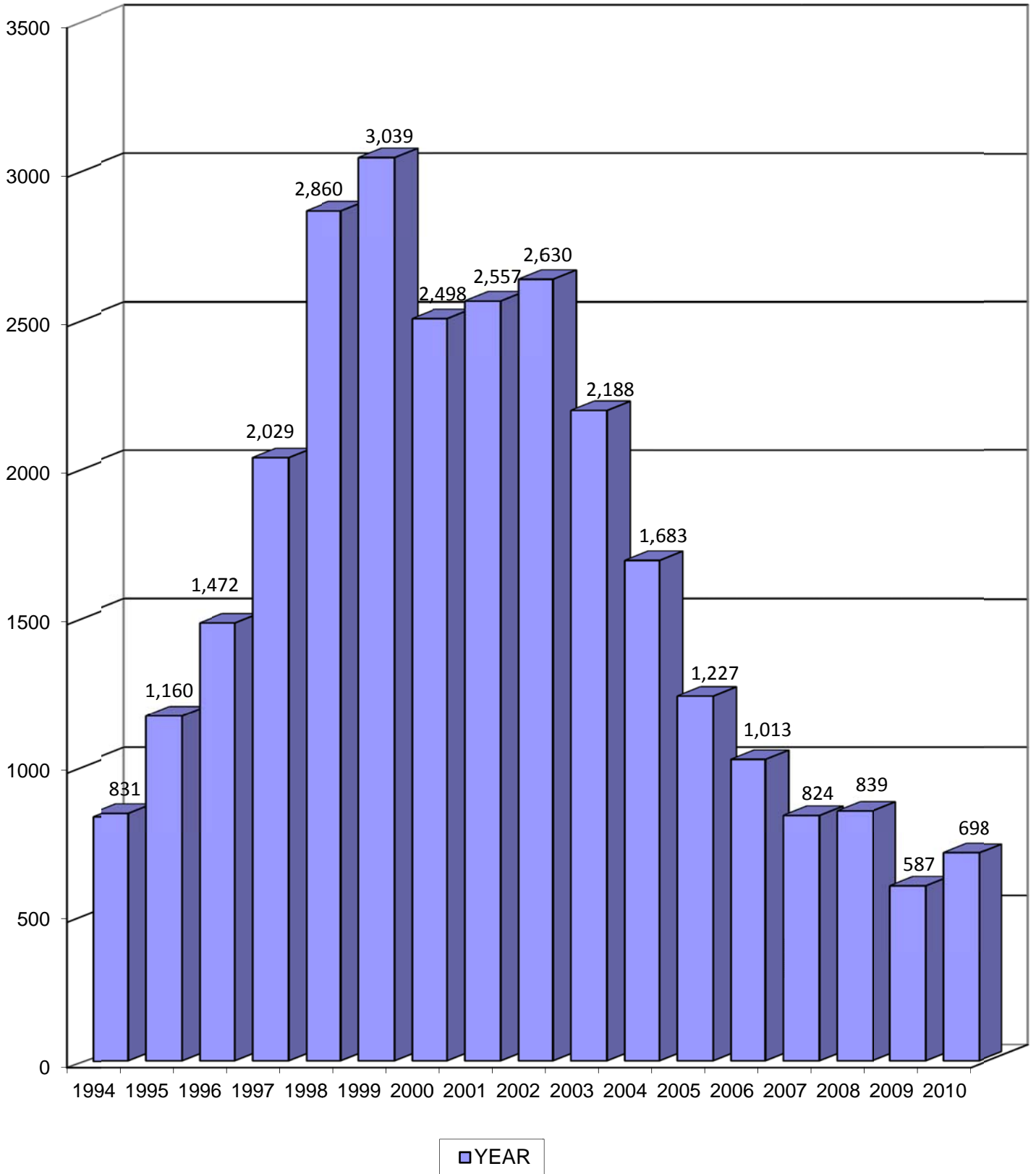
**NorthStar Water/Sewer
2010 Complaints
23 Total**



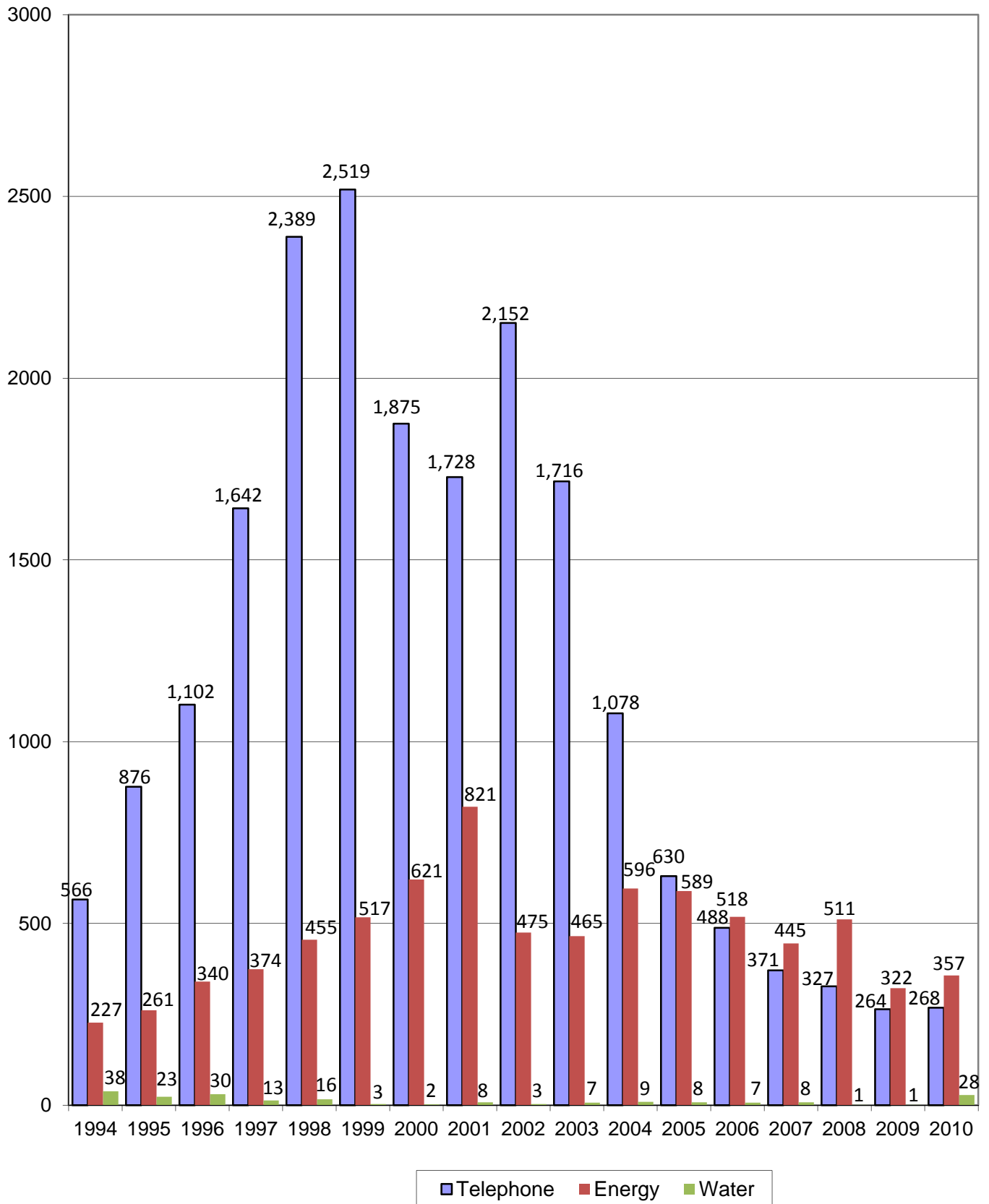
**Other Water/Sewer Utilities
2010 Complaints
5 Total**



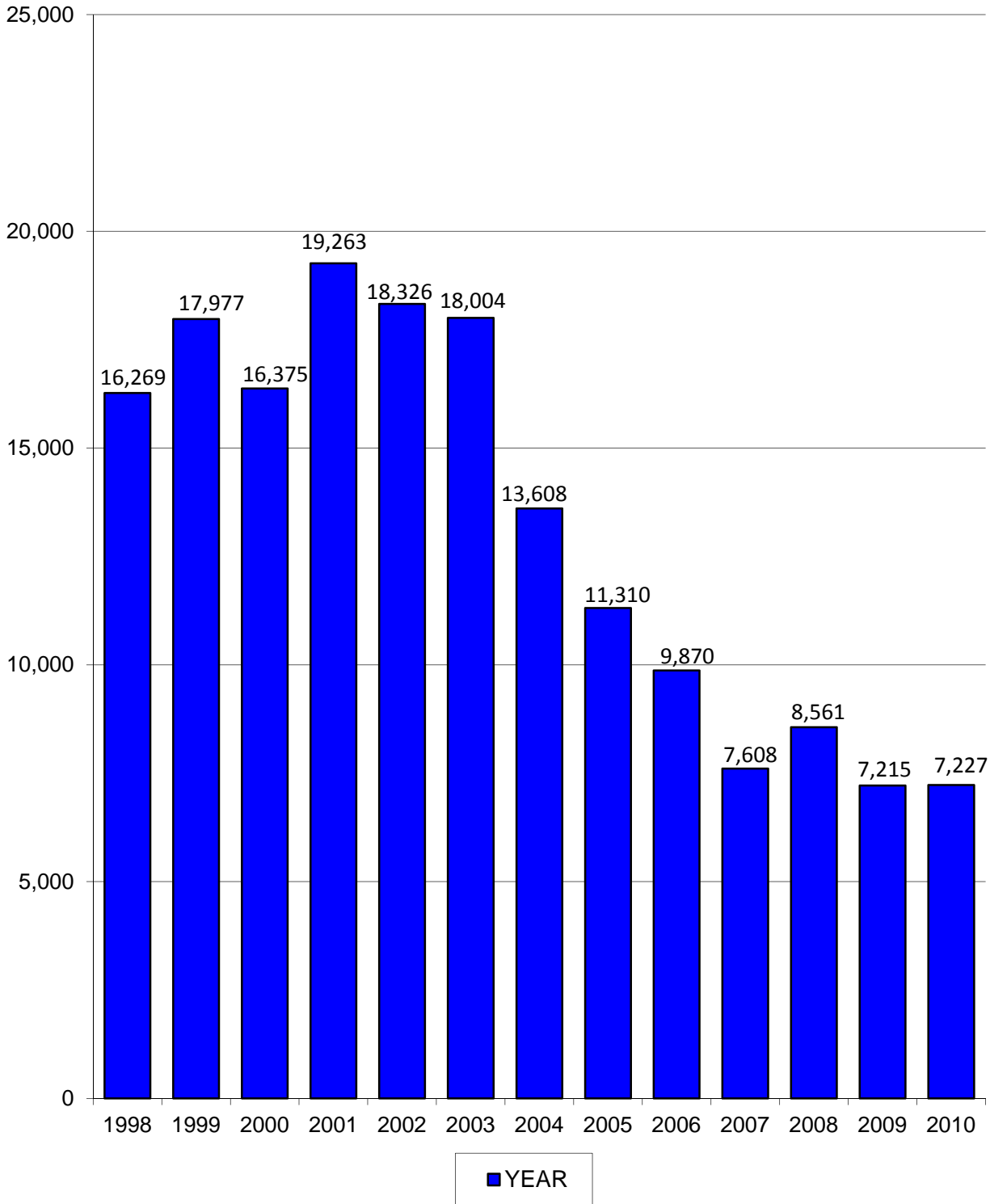
PSC Complaints 1994 - 2010



PSC Complaints By General Service Type 1994 - 2010



Incoming 800 Calls 1998 - 2010



Notable Final Activity in 2010

On February 24, 2010 the Commission issued an Order closing the docket D2008.6.68 that related to a Commission initiated formal complaint against Basic Access Communications, a service provider. The complaint concerned alleged cramming activity on the part of this company in charging for a conference calling feature at \$7.99/month to business customers. There were 2,916 Montana customers that had been billed these unauthorized charges. After the formal complaint was issued, Basic Access credited Montanans \$76,008.87 and swore via affidavit that all refunds and/or credits had been issued to all Montana customers. In examining the company's own records, PSC staff found unreimbursed accounts totaling \$8,621.21. Those unreimbursed accounts were issued the proper credits in the form of individual checks which PSC staff received, confirmed that the amount was correct, and forwarded to the customer. The grand total refund and/or credits received by Montana customers in this docket totaled \$84,630.08.