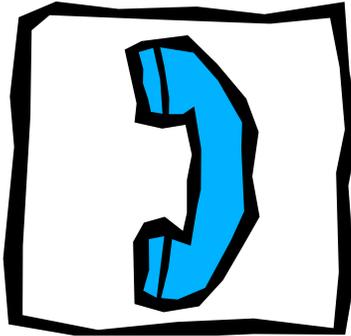


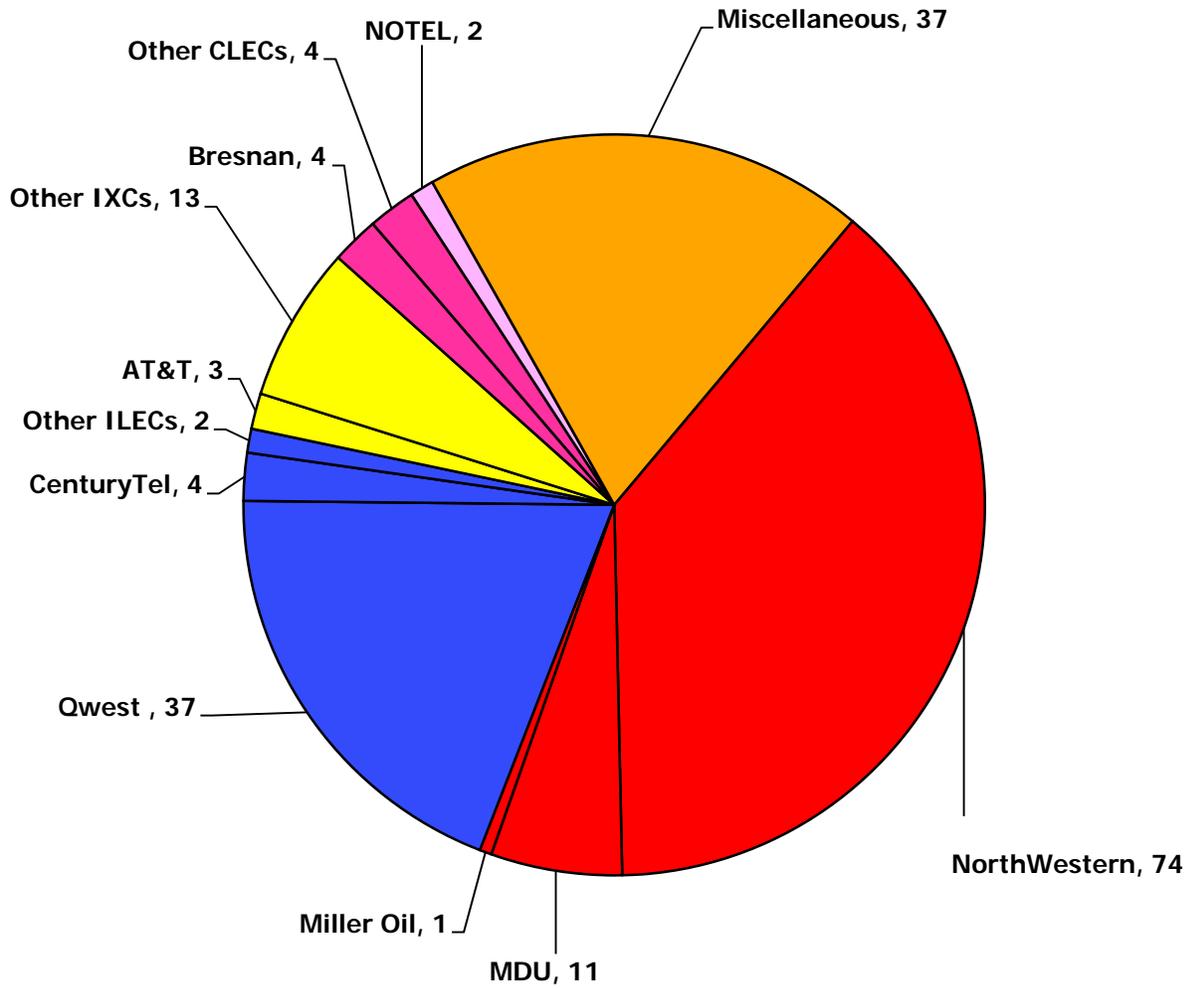
*Utility Consumer Complaints
Report, 1st Quarter, 2011*



**Montana
Public Service
Commission**



**1st Quarter
2011 Complaints
By Utility
Total - 192**



NOTEL -- Non-Telco Provider

Complaint Percentages By Utility

Weighted Average
(Based on 2010 Customer Base)

NorthWestern Energy	38.5%	.020%
MDU	5.7%	.013%
Miller Oil	.5%	
Qwest	19.3%	.018% (based on # of access
CenturyTel	2.1%	.006% lines)
Other ILECs	1.0%	
AT&T	1.6%	
Other IXCs	6.8%	
Bresnan	2.1%	
Other CLECs	2.1%	
NOTEL	1.0%	
Miscellaneous	19.3%	
	<hr/> 100.00%	

Complaints by Service Type

Percentage of Total

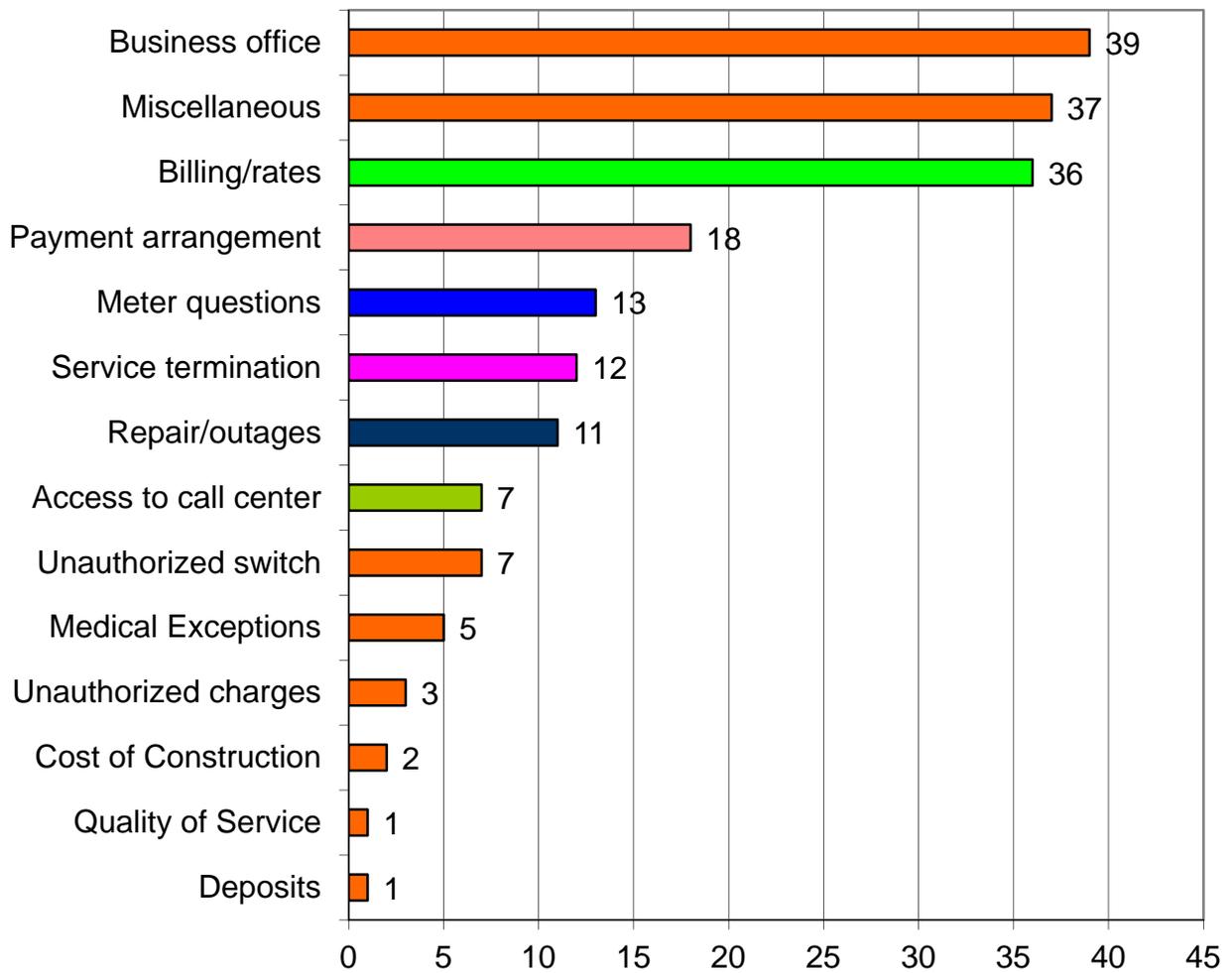
Energy – 86	44.79%
Telecommunications – 69	35.94%
Miscellaneous - 37	19.27%
<hr/> Total – 192	<hr/> 100.00%

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	8	7	10	6	5	36
2. Business Office	4	10	8	8	9	39
3. Cram	0	0	0	0	3	3
4. Payment Arrangements	3	3	5	1	6	18
5. Access to Business Office	1	3	1	1	1	7
6. Repair	5	1	1	1	3	11
7. Slam	0	0	3	3	1	7
8. Delay in Connection	0	0	0	0	0	0
9. Termination	0	3	5	1	3	12
10. Meter Questions	4	1	6	0	2	13
11. Pay-Per-Call	0	0	0	0	0	0
12. Deposits	1	0	0	0	0	1
13. Cost of Construction	0	0	1	0	1	2
14. Directory Listings	0	0	0	0	0	0
15. Quality of Service	0	0	1	0	0	1
16. Medical	0	1	2	1	1	5
17. Miscellaneous	5	4	7	14	6	36
<u>Total</u>	31	33	50	36	41	191

(Plus one out of state miscellaneous complaint)

1st Quarter 2011 Consumer Complaints By Category



Number of Complaints

	<u>2009</u>	<u>2010</u>	<u>2011</u>
January	60	50	62
February	56	60	71
March	74	46	59
Total	<u>190</u>	<u>156</u>	<u>192</u>

Number of Calls

	<u>2009</u>	<u>2010</u>	<u>2011</u>
January	866	770	571
February	728	793	591
March	634	634	553
	_____	_____	_____
Total	2,228	2,197	1,715