

Utility Consumer Complaints 2008 Annual Report

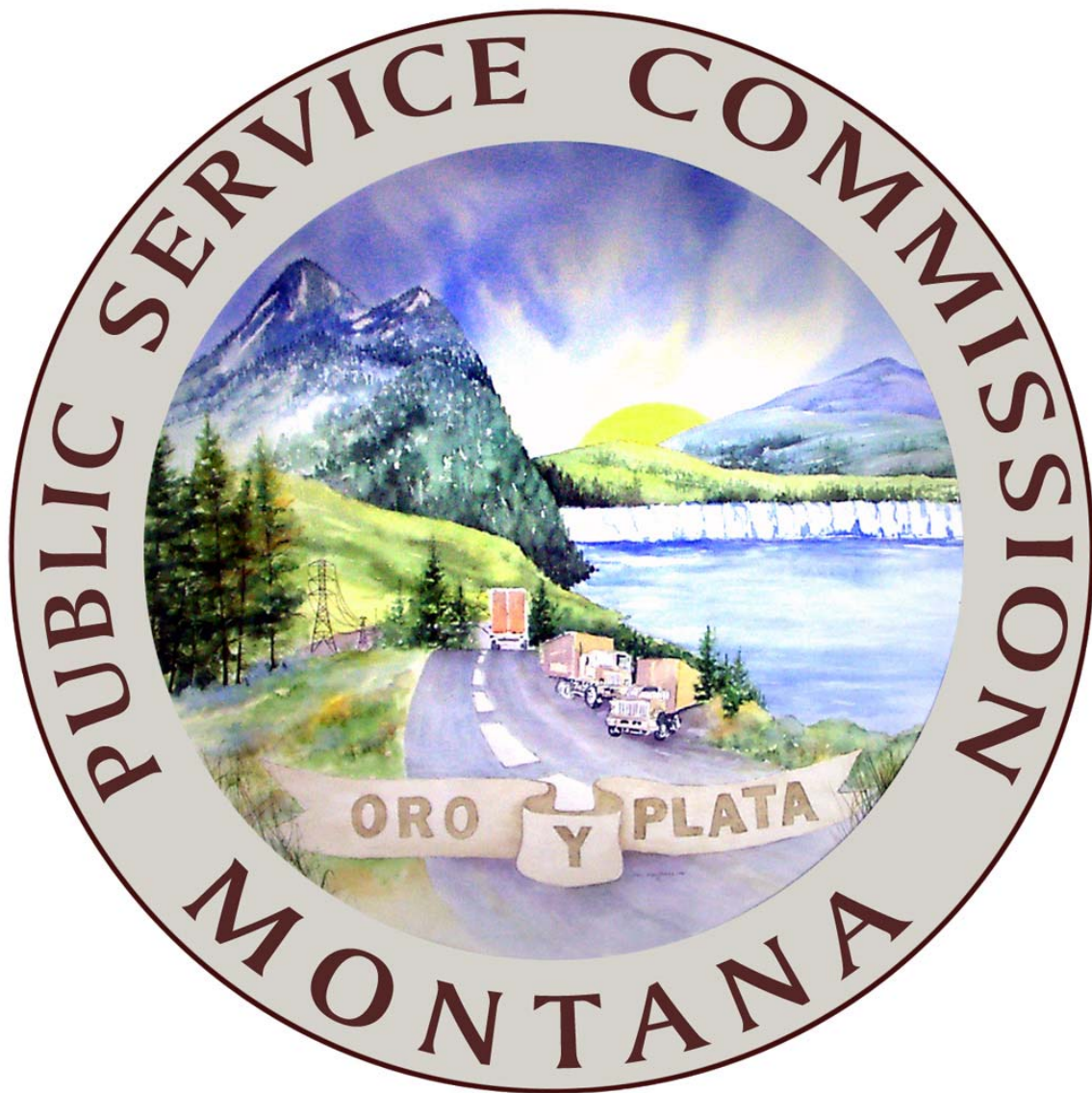


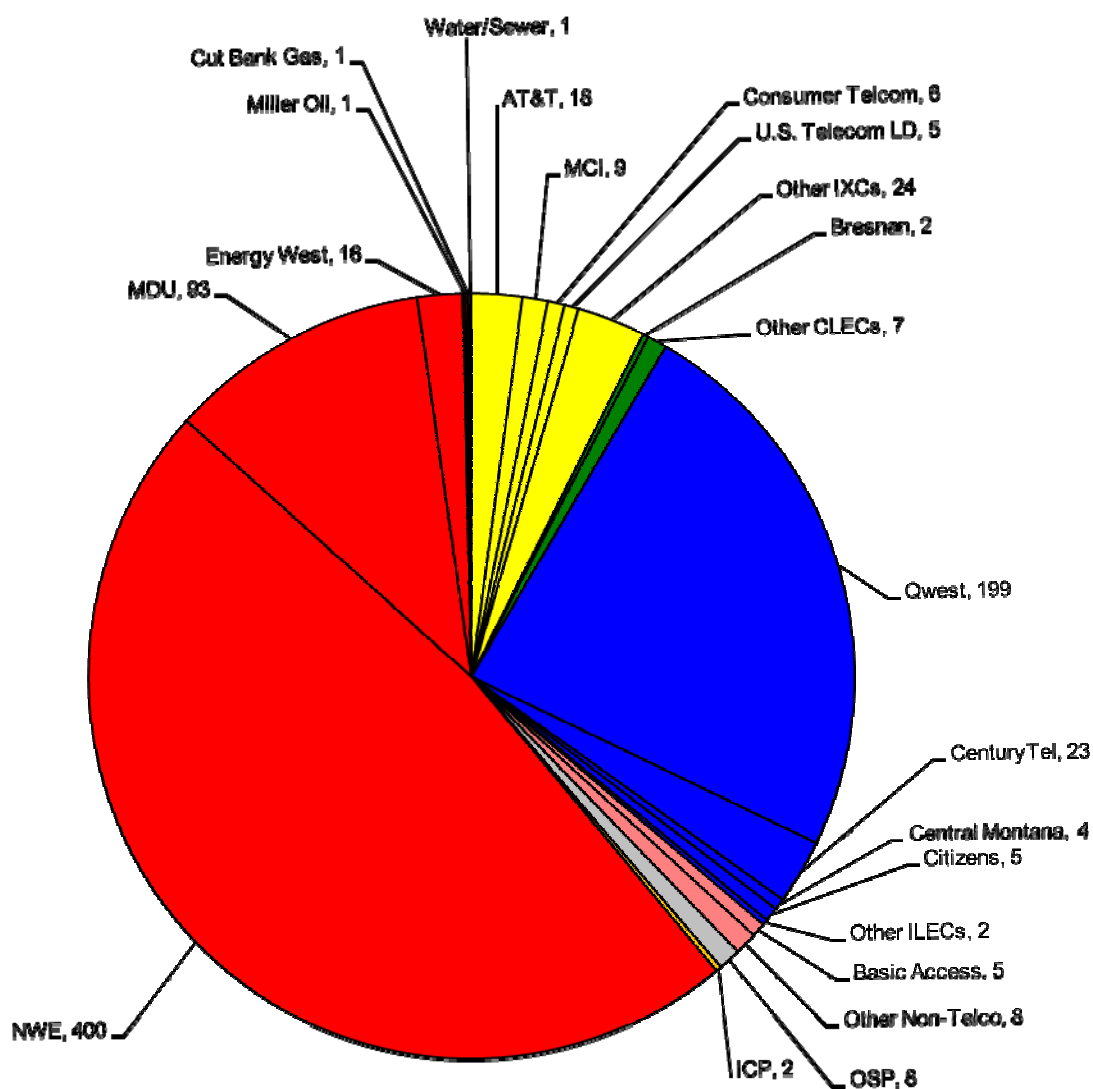
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**Year 2008 Consumer Complaints By Utility - Total #
Informal Complaints - 839**



ICP - Inmate Calling Providers
OSP - Operator Service Providers

Complaint Percentages by Company

| | |
|-------------------------|--------------------------------|
| Qwest – 23.72% | .07% (percentage of complaints |
| CenturyTel – 2.74% | .04% (compared to |
| Central Montana - .48% | .05% (total MT |
| Citizens - .60% | .06% (access lines |
| Other ILECs - .24% | |
| Bresnan – .24% | |
| Other CLECs – .83% | |
| AT&T – 2.14% | |
| MCI – 1.07% | |
| Consumer Telecom - .71% | |
| U.S. Telecom LD - .60% | |
| Other IXC's – 2.86% | |
| NorthWestern – 47.68% | .11% (percentage of |
| MDU – 11.08% | .11% (complaints compared |
| Energy West – 1.91% | .06% (to total MT customers |
| Miller Oil - .12% | |
| Cut Bank Gas - .12% | |
| Basic Access - .60% | |
| Other Non-Telco – .95% | |
| OSP - .95% | |
| ICP - .24% | |
| Water/Sewer - .12% | |

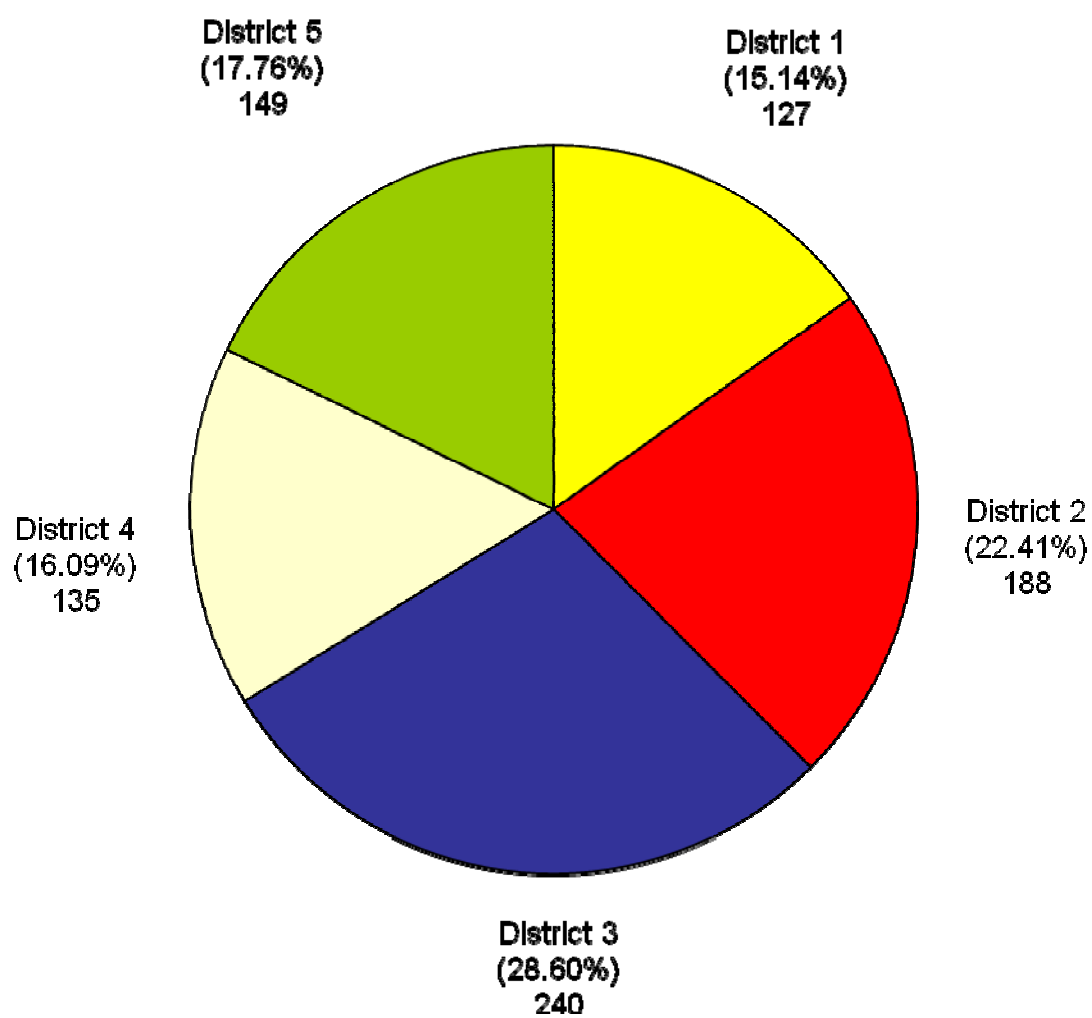
Total – 100%

| <u>Complaints by Service Type</u> | <u>Percentage of Total</u> |
|-----------------------------------|----------------------------|
| Energy – 511 | 60.91% |
| Telecommunications – 327 | 38.97% |
| Water/Sewer – 1 | .12% |
| <hr/> Total – 839 | <hr/> 100.00% |

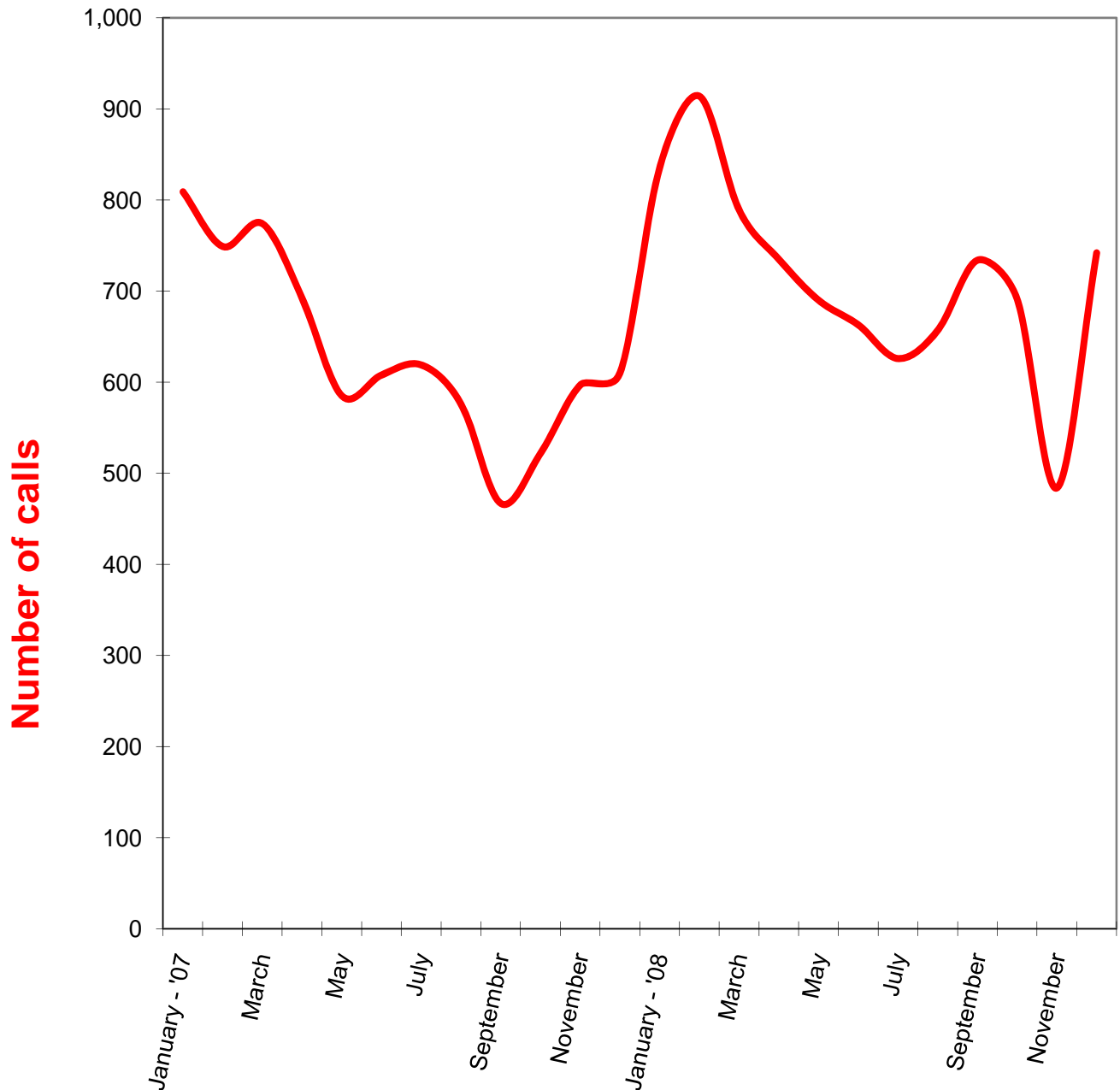
Type and Number of Complaints in 2008 by District

| | <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 | 26 | 31 | 41 | 35 | 30 | 163 |
| 2. Business Office | 35 | 59 | 49 | 32 | 54 | 229 |
| 3. Cram | 0 | 2 | 6 | 6 | 3 | 17 |
| 4. Payment Arrangements | 28 | 39 | 65 | 40 | 31 | 203 |
| 5. Access to Business Office | 1 | 11 | 4 | 1 | 3 | 20 |
| 6. Repair | 14 | 8 | 32 | 3 | 7 | 64 |
| 7. Slam | 0 | 2 | 3 | 1 | 4 | 10 |
| 8. Delay in Connection | 1 | 2 | 10 | 5 | 0 | 18 |
| 9. Termination | 4 | 9 | 6 | 5 | 6 | 30 |
| 10. Meter Questions | 13 | 15 | 16 | 4 | 5 | 53 |
| 11. Pay-Per-Call | 0 | 1 | 0 | 0 | 0 | 1 |
| 12. Deposits | 1 | 0 | 1 | 1 | 0 | 3 |
| 13. Cost of Construction | 3 | 7 | 5 | 2 | 4 | 21 |
| 14. Directory Listings | 1 | 1 | 0 | 0 | 2 | 4 |
| 15. Quality of Service | 0 | 1 | 2 | 0 | 0 | 3 |
| Total | 127 | 188 | 240 | 135 | 149 | 839 |

2008 Complaints by PSC District

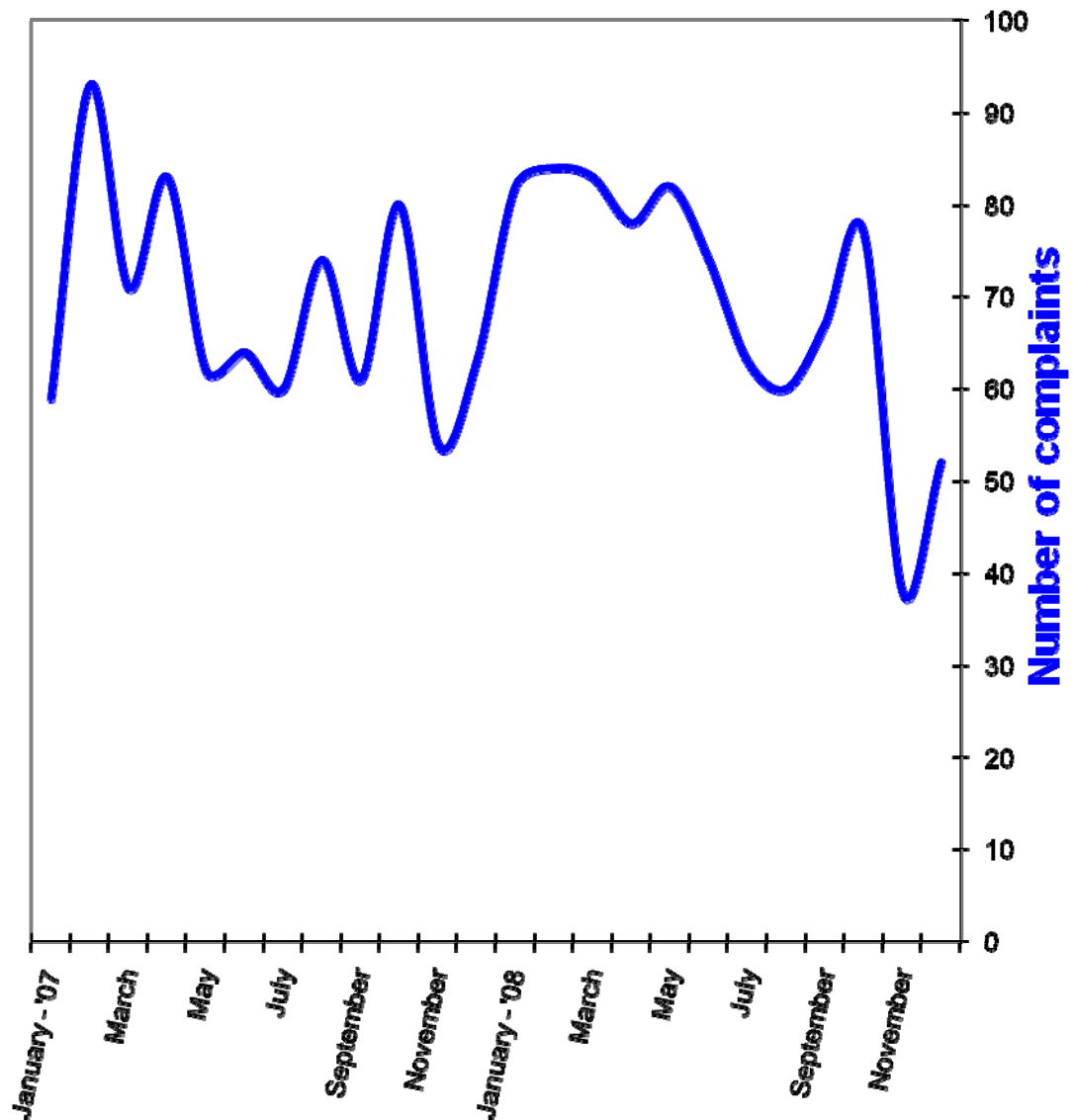


Monthly Calls to PSC toll-free complaint number 2007 - 2008



A consumer call or letter is not logged as a complaint unless PSC staff must contact the utility in order to resolve it.

Monthly Utility Consumer Complaints 2007- 2008



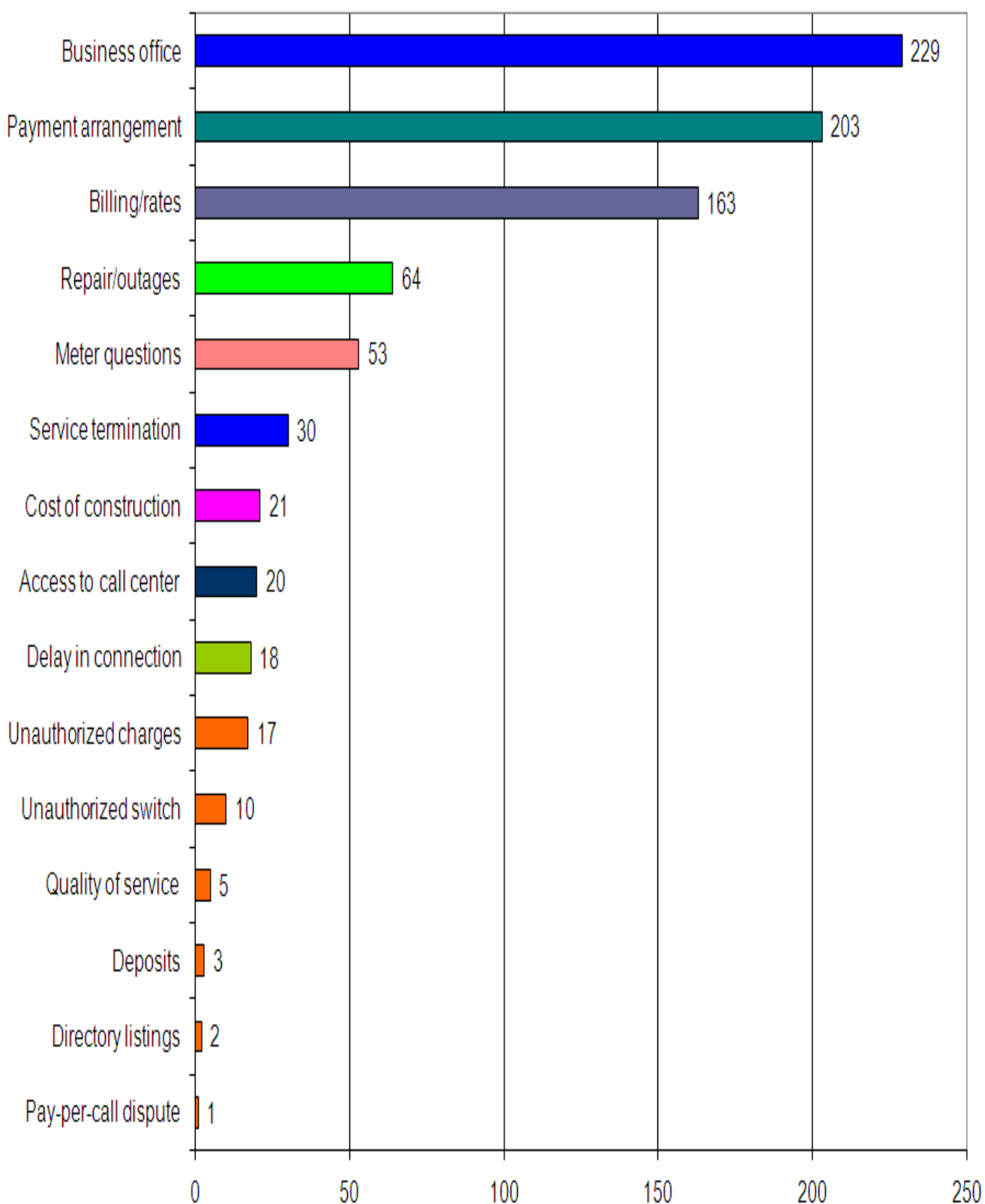
2007/2008 Incoming 800 Calls

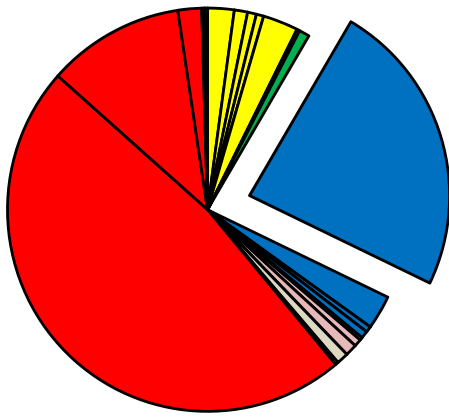
| | <u>2007</u> | <u>2008</u> | <u>%Change</u> |
|-----------|--------------------|--------------------|-----------------------|
| January | 809 | 836 | 3.34% |
| February | 749 | 914 | 22.03% |
| March | 774 | 789 | 1.94% |
| April | 692 | 735 | 6.21% |
| May | 585 | 690 | 17.95% |
| June | 608 | 663 | 9.05% |
| July | 619 | 626 | 1.13% |
| August | 576 | 657 | 14.06% |
| September | 467 | 734 | 57.17% |
| October | 522 | 691 | 32.38% |
| November | 597 | 484 | (18.93%) |
| December | 610 | 742 | 21.64% |
| | ----- | ----- | ----- |
| Total | 7,608 | 8,561 | 12.53% |

2007/2008 Complaints

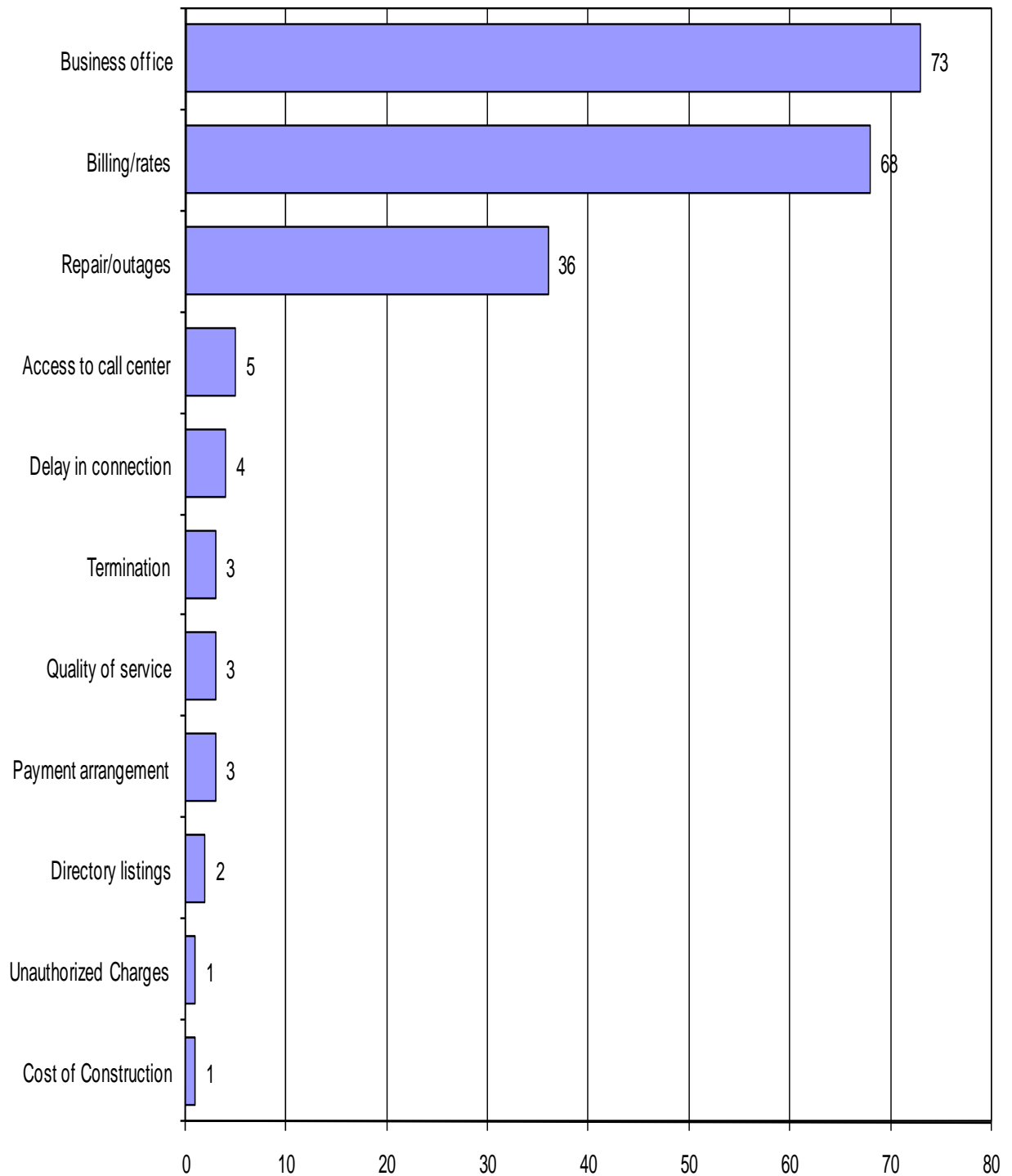
| | <u>2007</u> | <u>2008</u> | <u>% of Change</u> |
|------------------|--------------------|--------------------|---------------------------|
| January | 59 | 82 | 38.98% |
| February | 93 | 84 | (9.68%) |
| March | 71 | 83 | 16.90% |
| April | 83 | 78 | (6.02%) |
| May | 62 | 82 | 32.26% |
| June | 64 | 74 | 15.63% |
| July | 60 | 63 | 5.00% |
| August | 74 | 60 | (18.92%) |
| September | 61 | 67 | 9.84% |
| October | 80 | 77 | (3.75%) |
| November | 54 | 38 | (29.63%) |
| December | 63 | 51 | (19.05%) |
| | ----- | ----- | |
| Total | 824 | 839 | 1.82% |

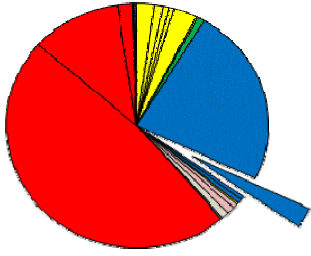
Year 2008 PSC Consumer Complaints by Complaint Category



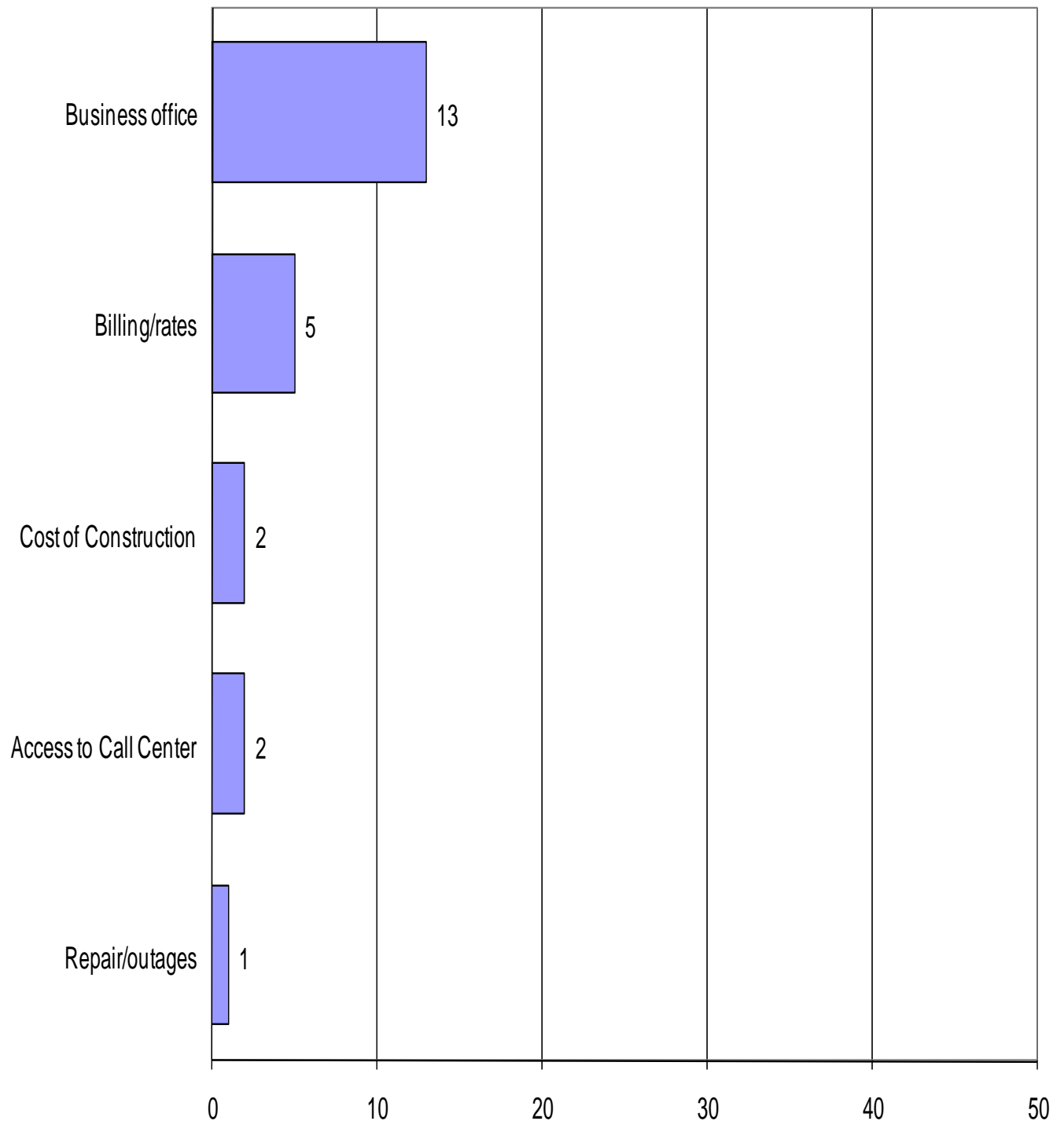


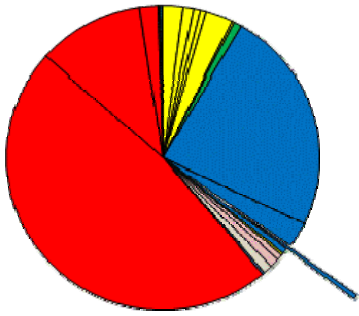
**Qwest Corporation
2008 Complaints
199 Total**



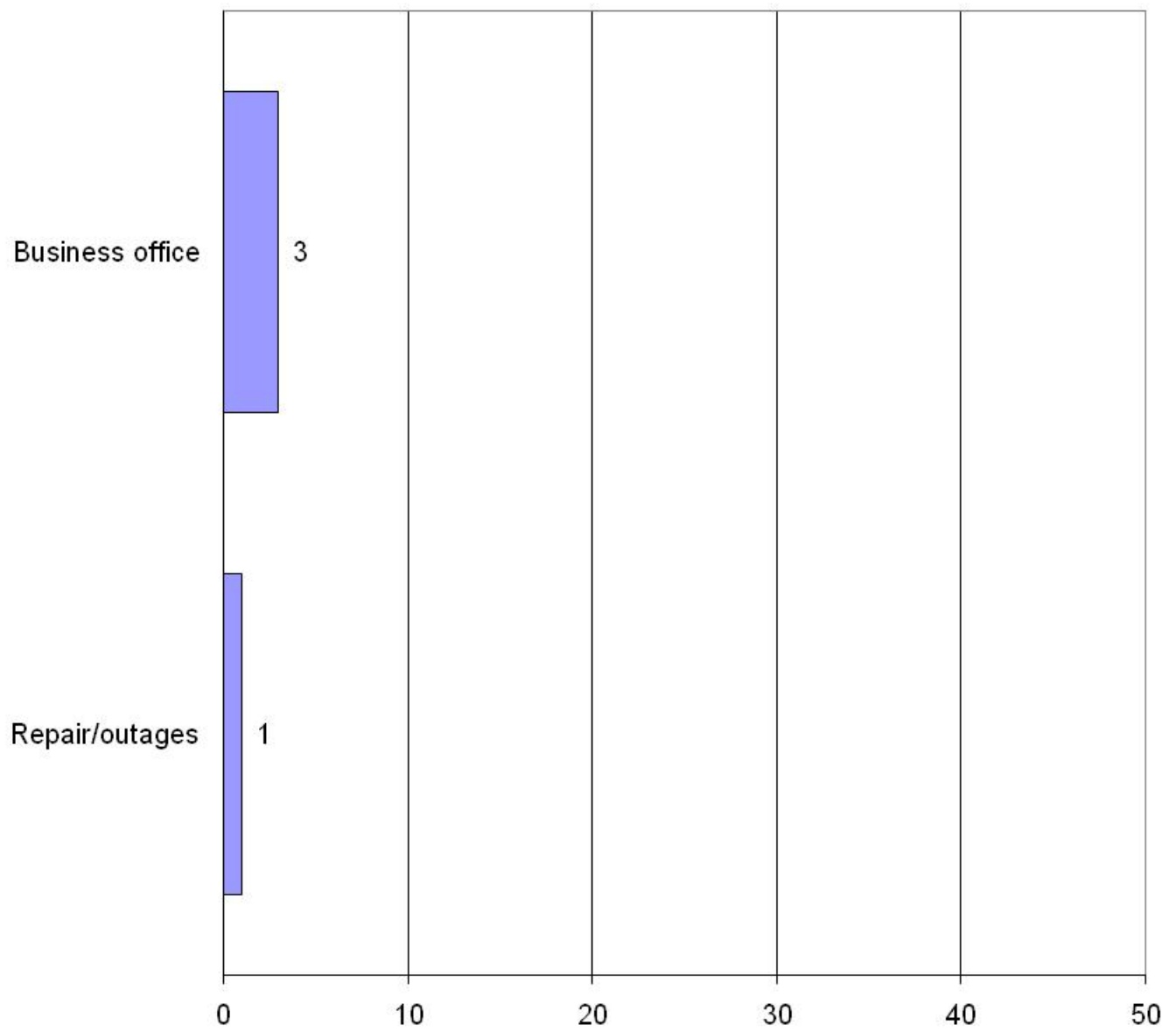


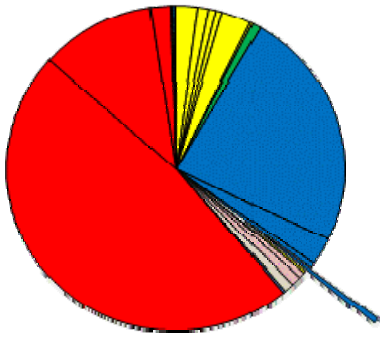
CenturyTel of Montana 2008 Complaints 23 Total



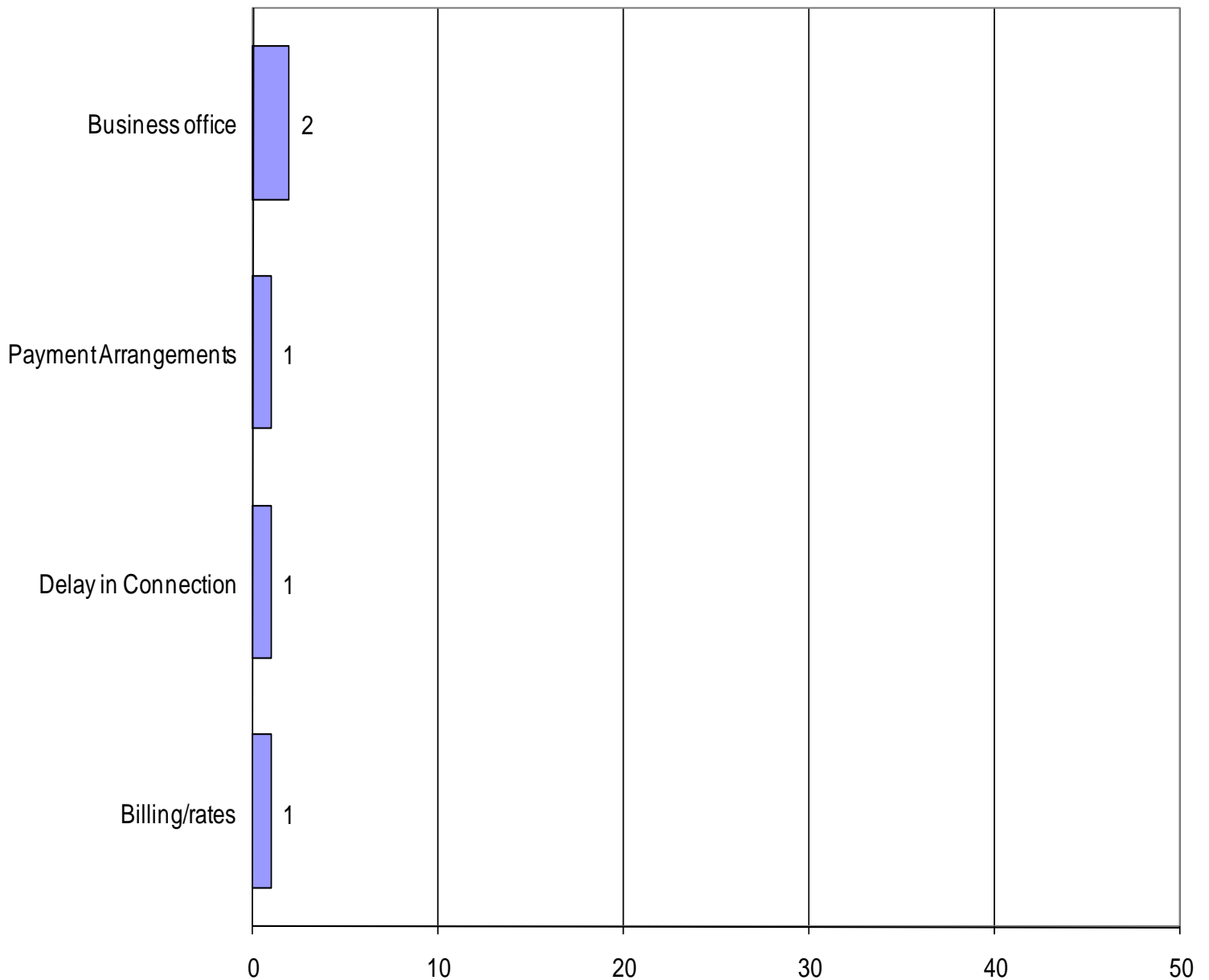


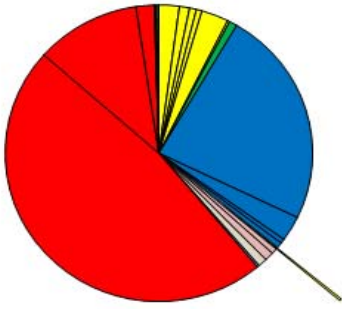
**Central Montana
2008 Complaints
4 Total**





**Citizens Telecommunications
2008 Complaints
5 Total**





**Other Incumbent Local
Exchange Carriers (ILECs)
2008 Complaints
2 Total**

Project Telephone 2

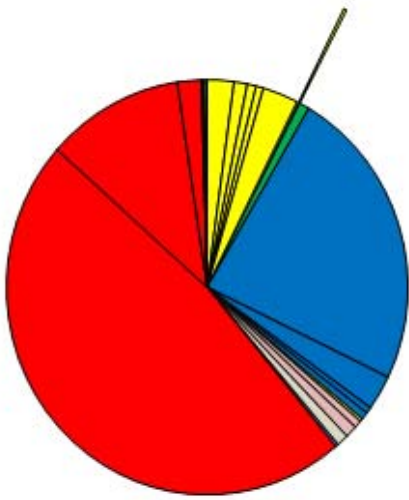
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25

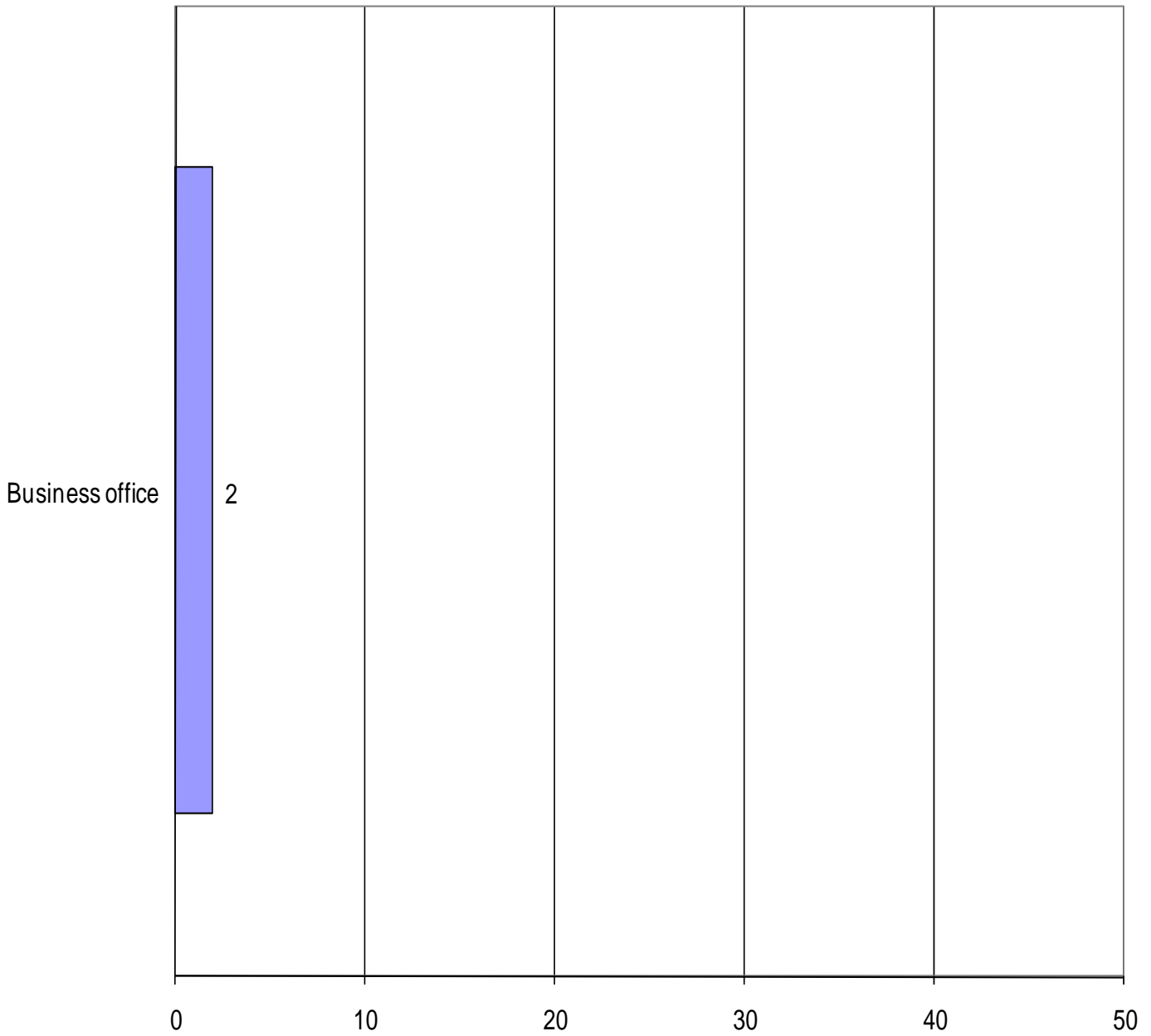
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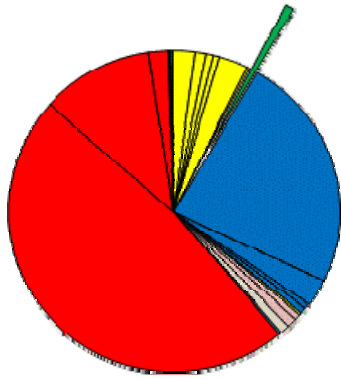
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100

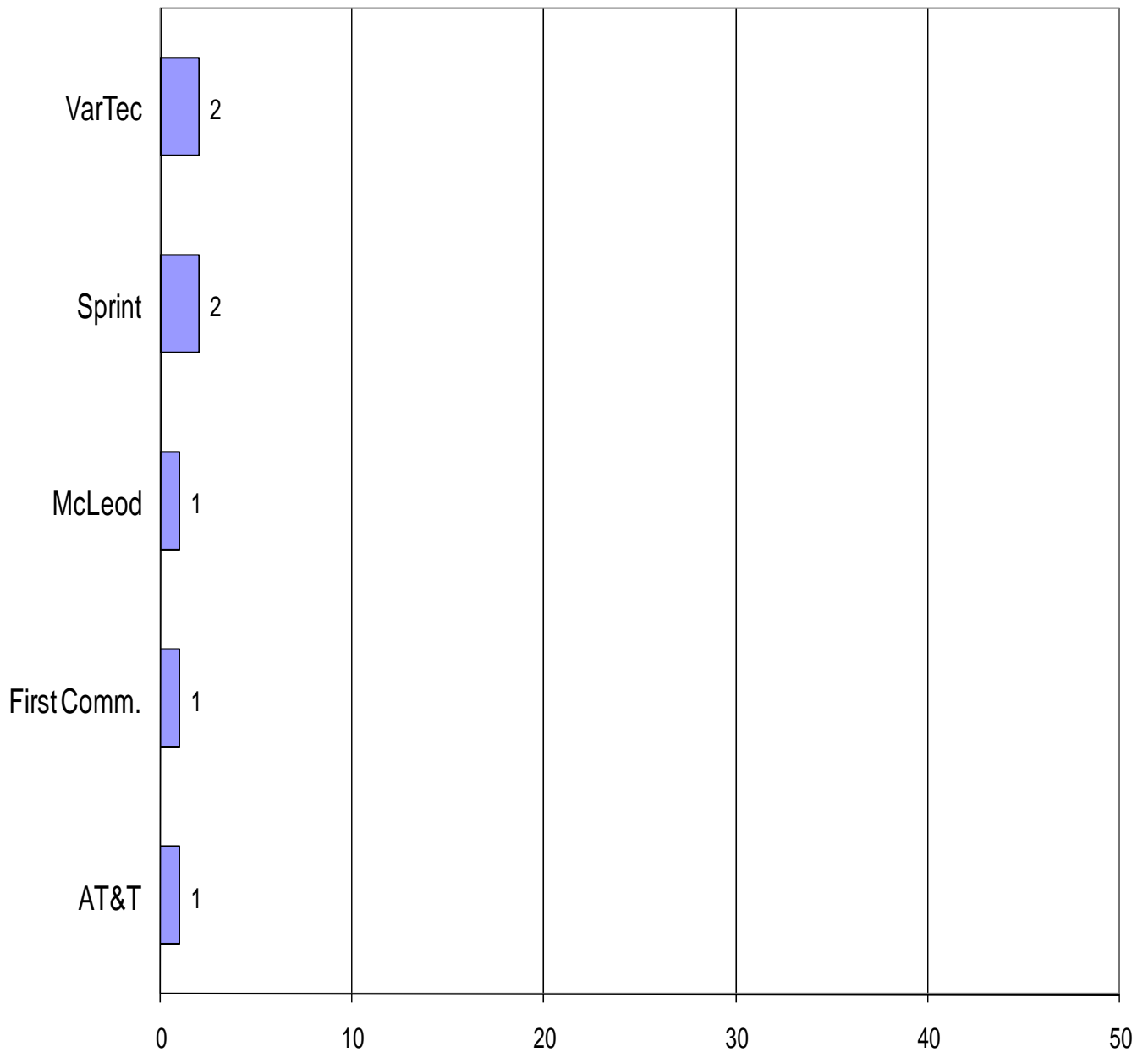


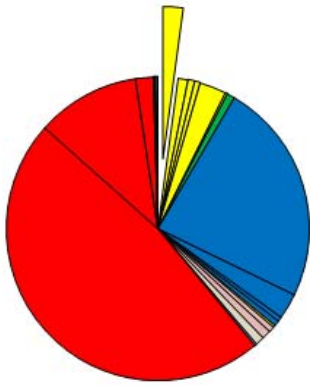
**Bresnan
Telecommunications
2008 Complaints
2 Total**



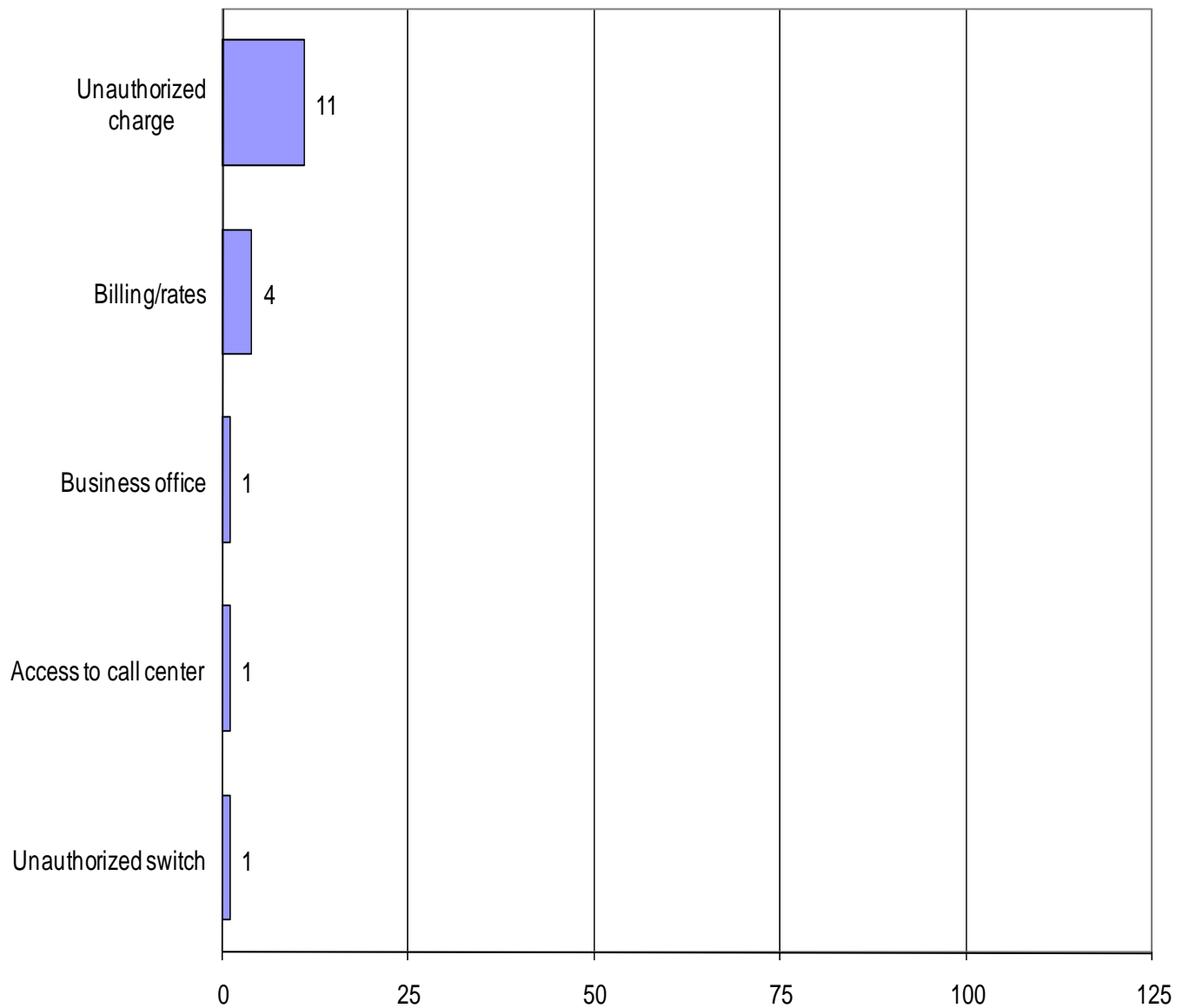


**Other Competitive
Local Exchange
Carriers (CLECs)
2008 Complaints
7 Total**



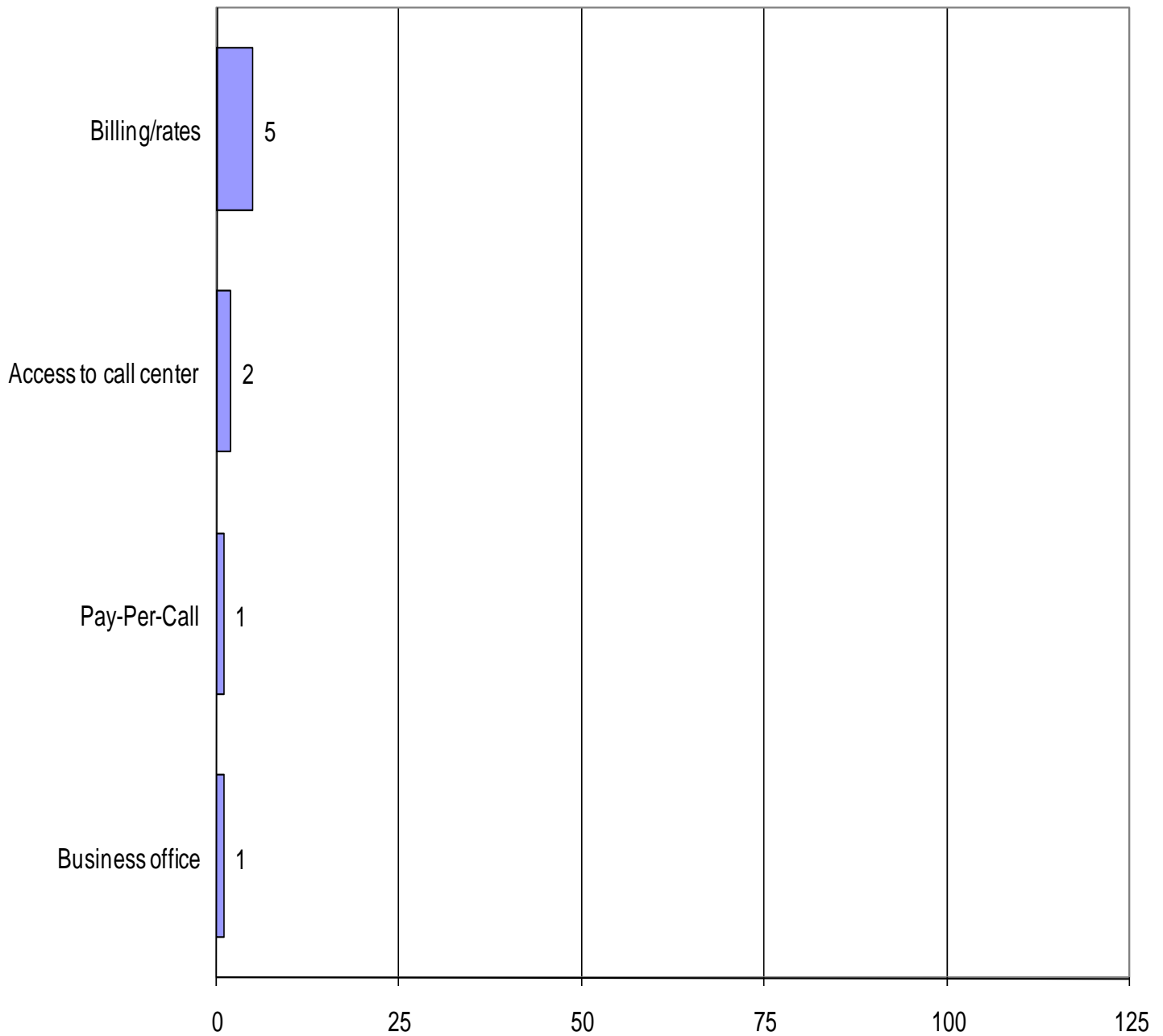
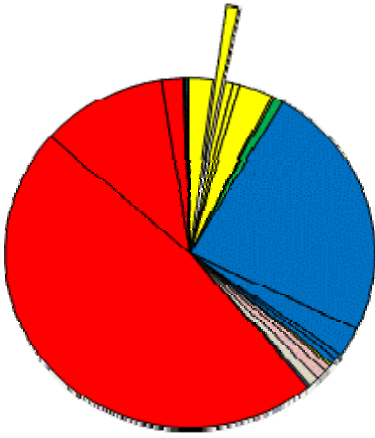


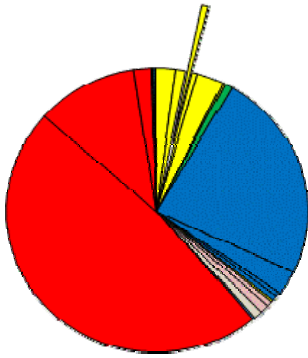
AT&T 2008 Complaints 18 Total



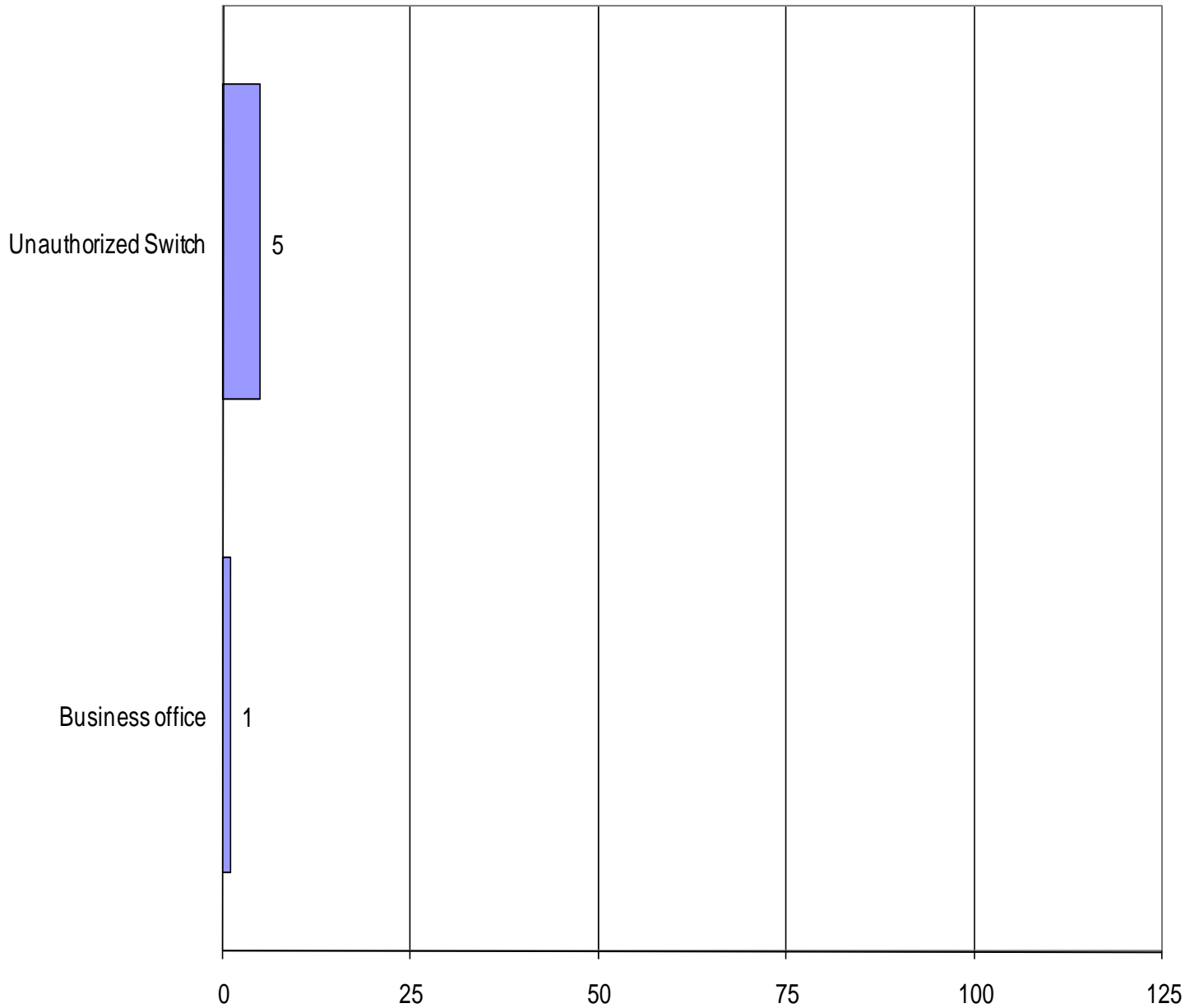
MCI 2008 Complaints 9 Total

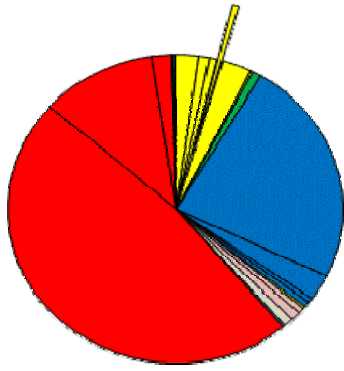
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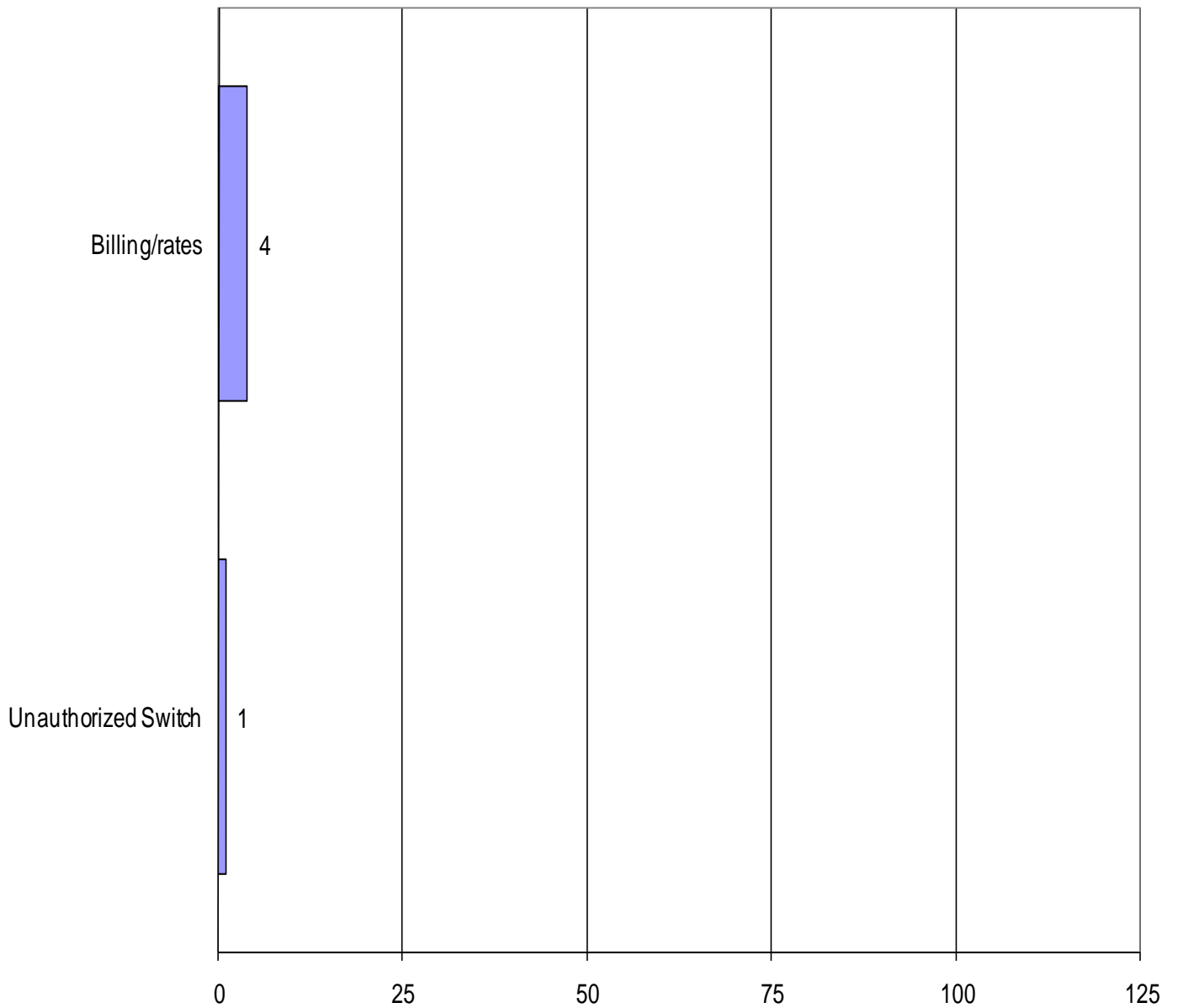


Consumer Telcom 2008 Complaints 6 Total

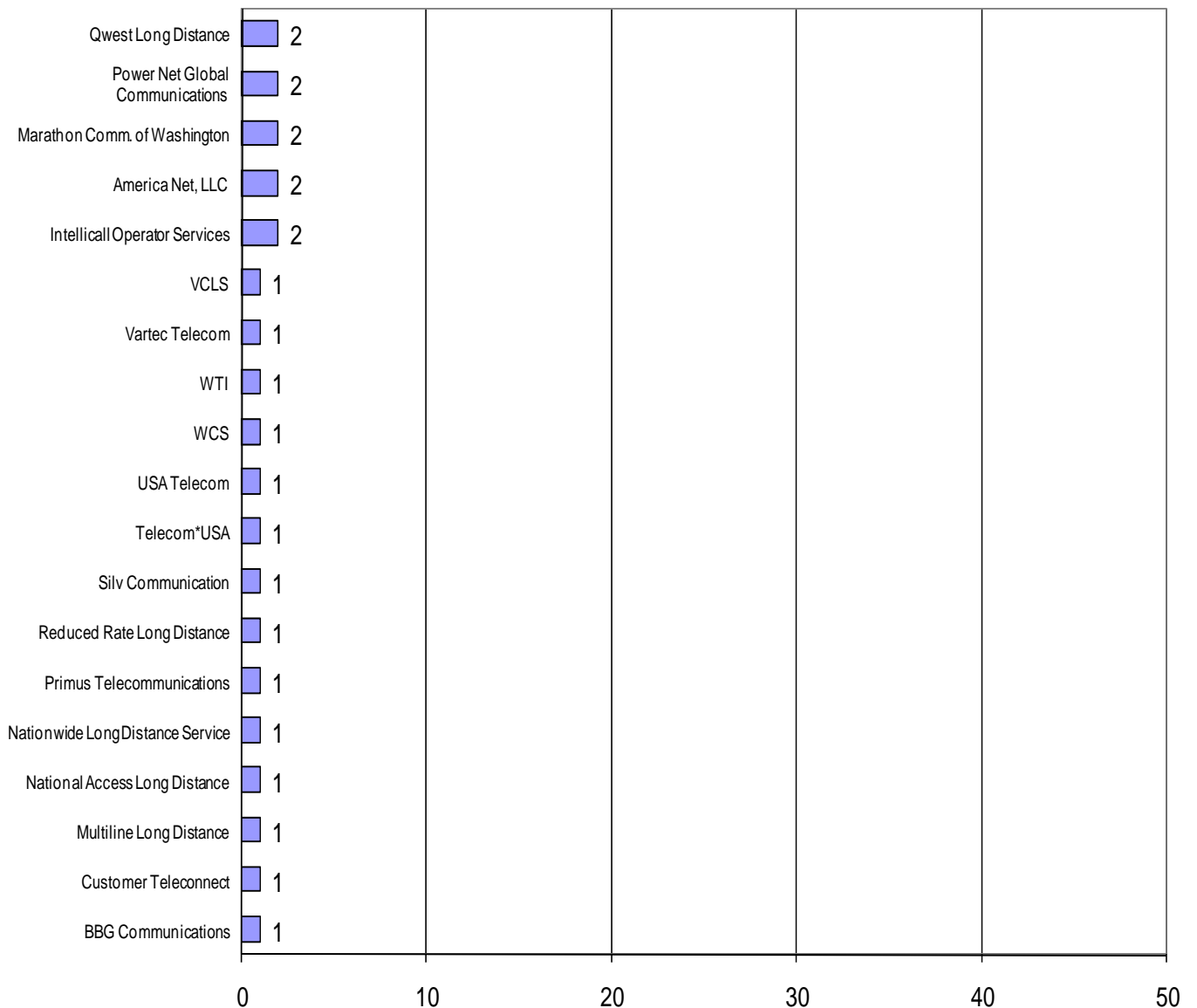
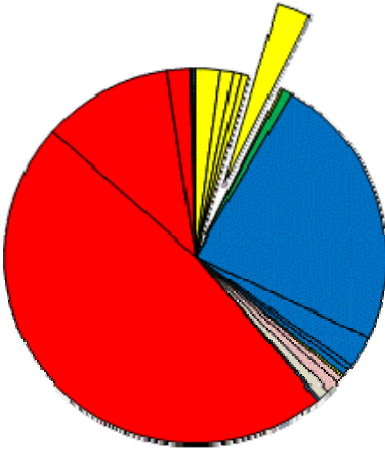


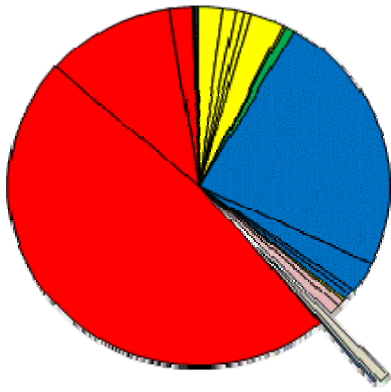


**U.S. Telecom Long Distance
2008 Complaints
5 Total**

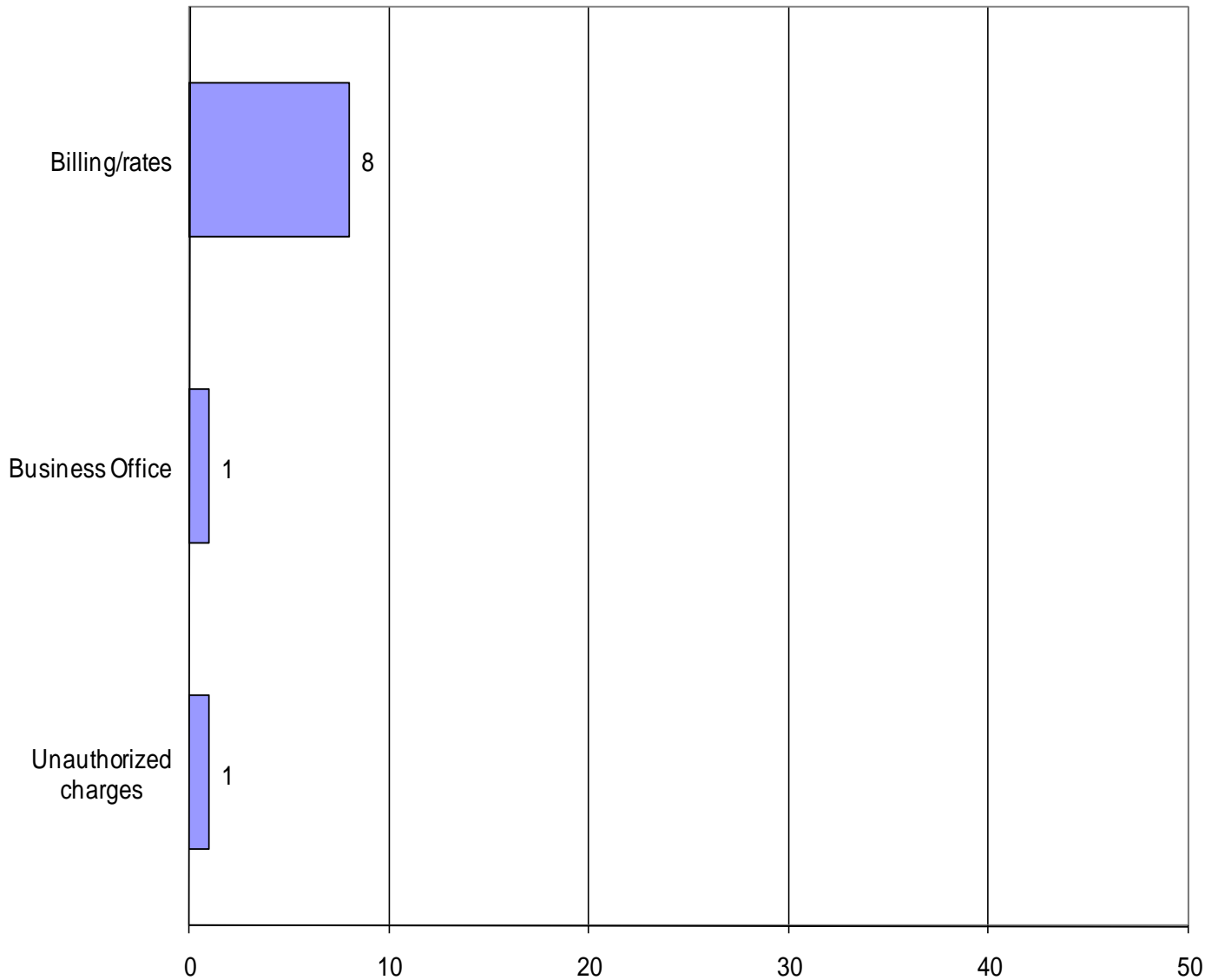


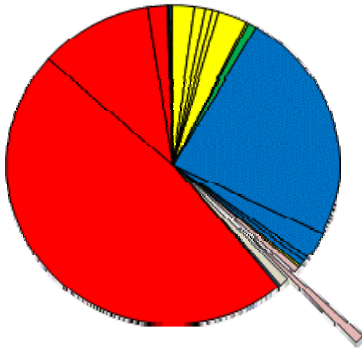
Other Interexchange Carriers (IXCs) 2008 Complaints 24 Total



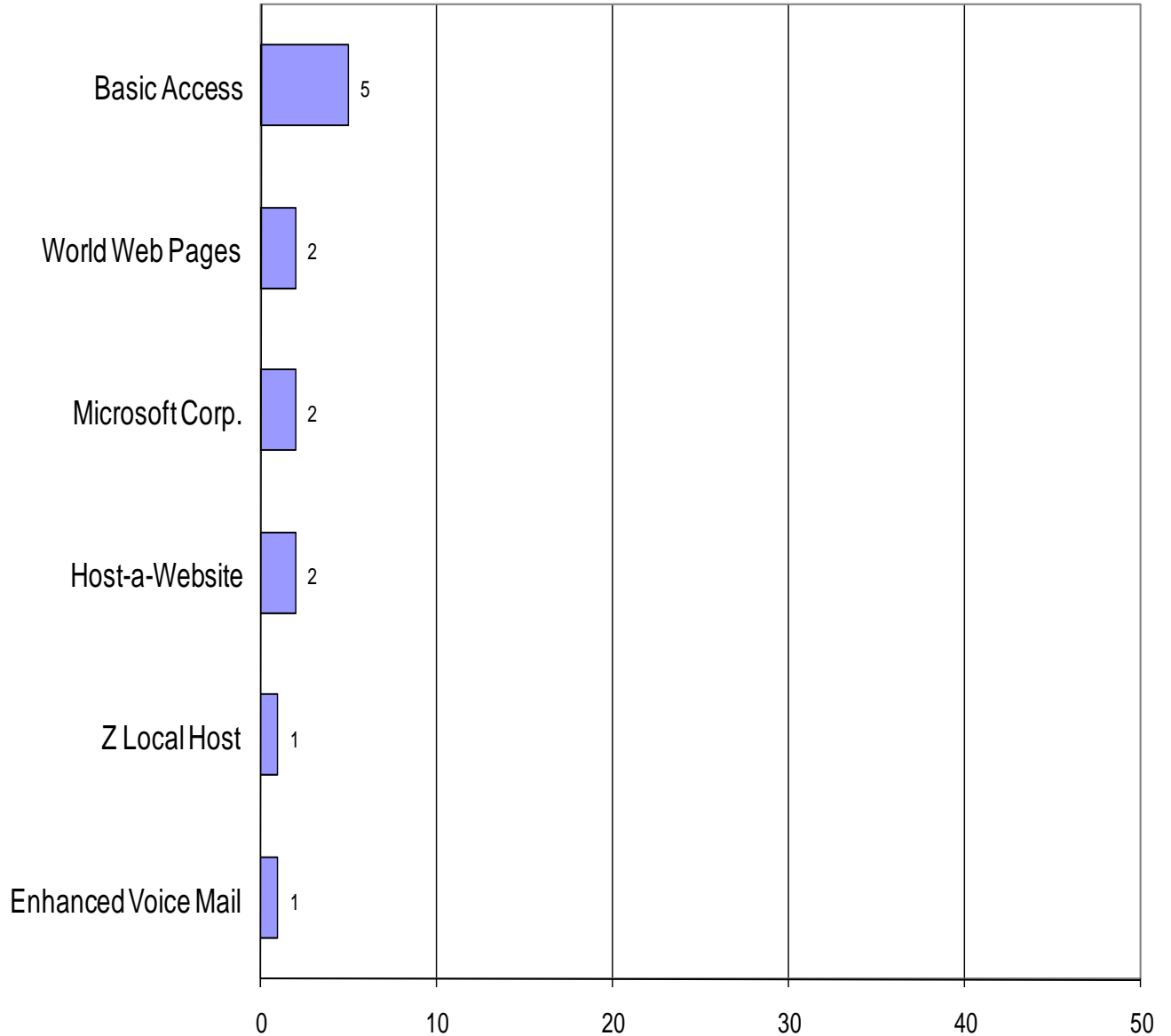


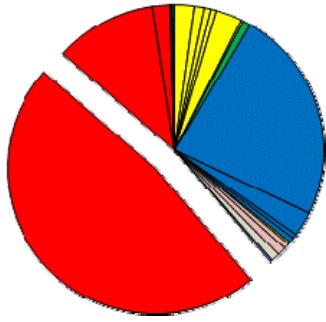
**Operator Services
Providers & Inmate
Calling Providers
2008 Complaints
10 Total**



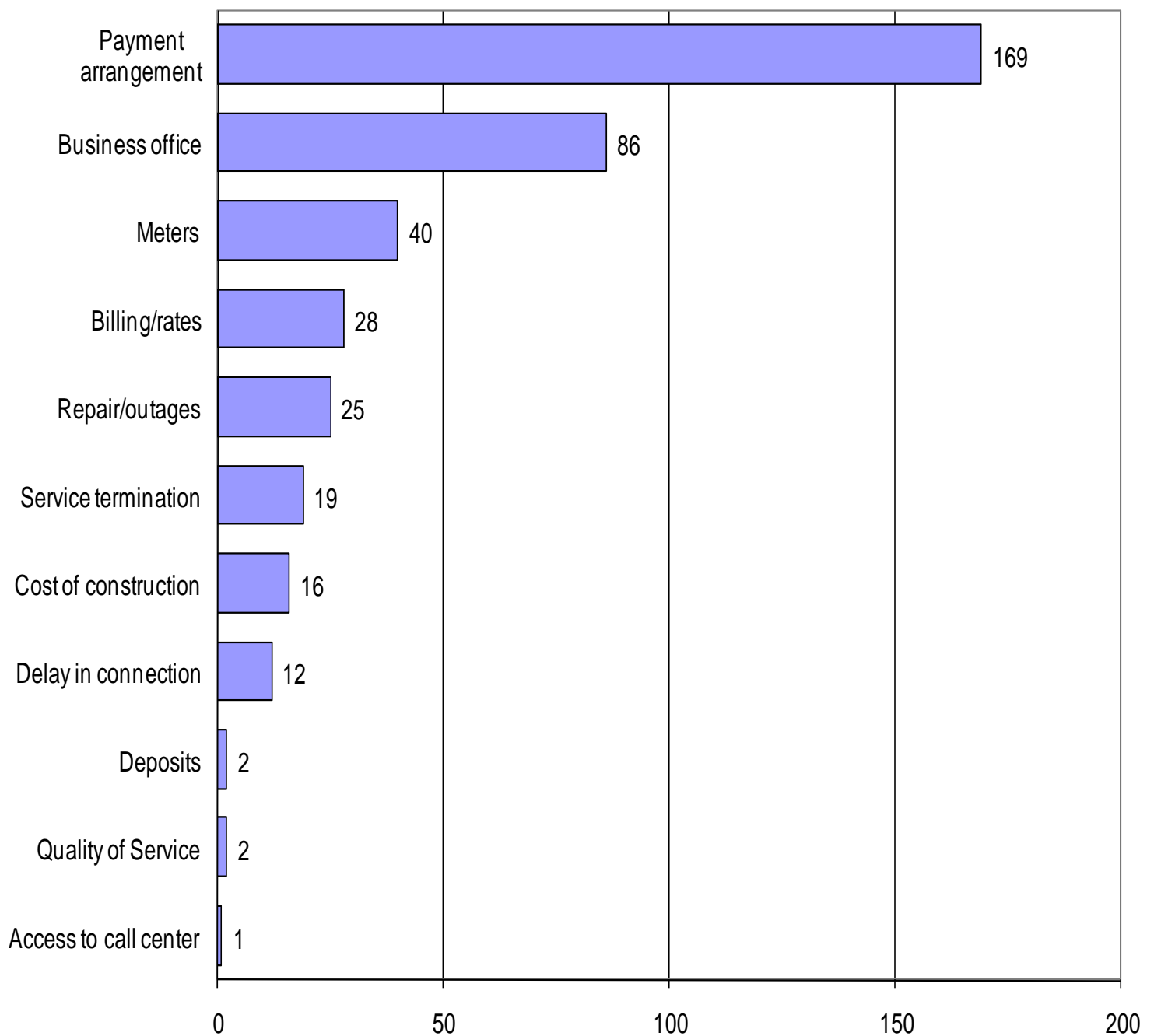


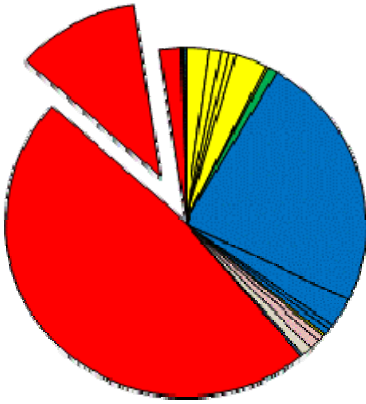
**Non-Telco
Telco-Billed
2008 Complaints
13 Total**



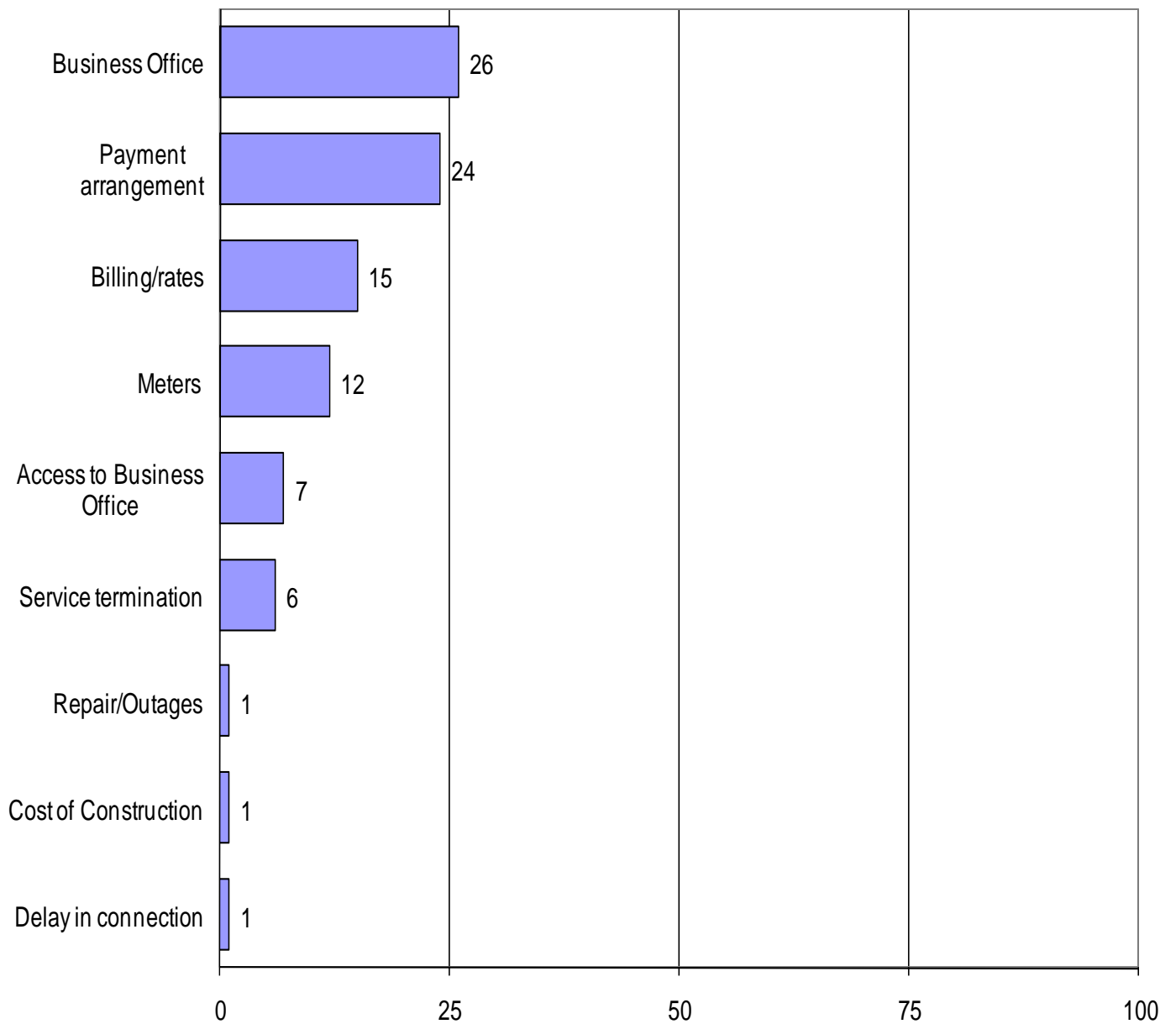


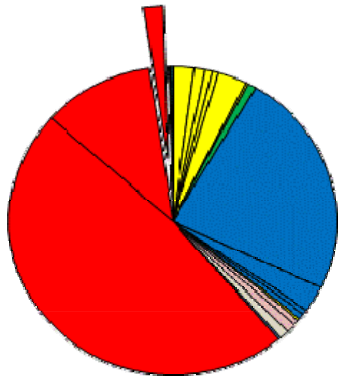
NorthWestern Energy 2008 Complaints 400 Total



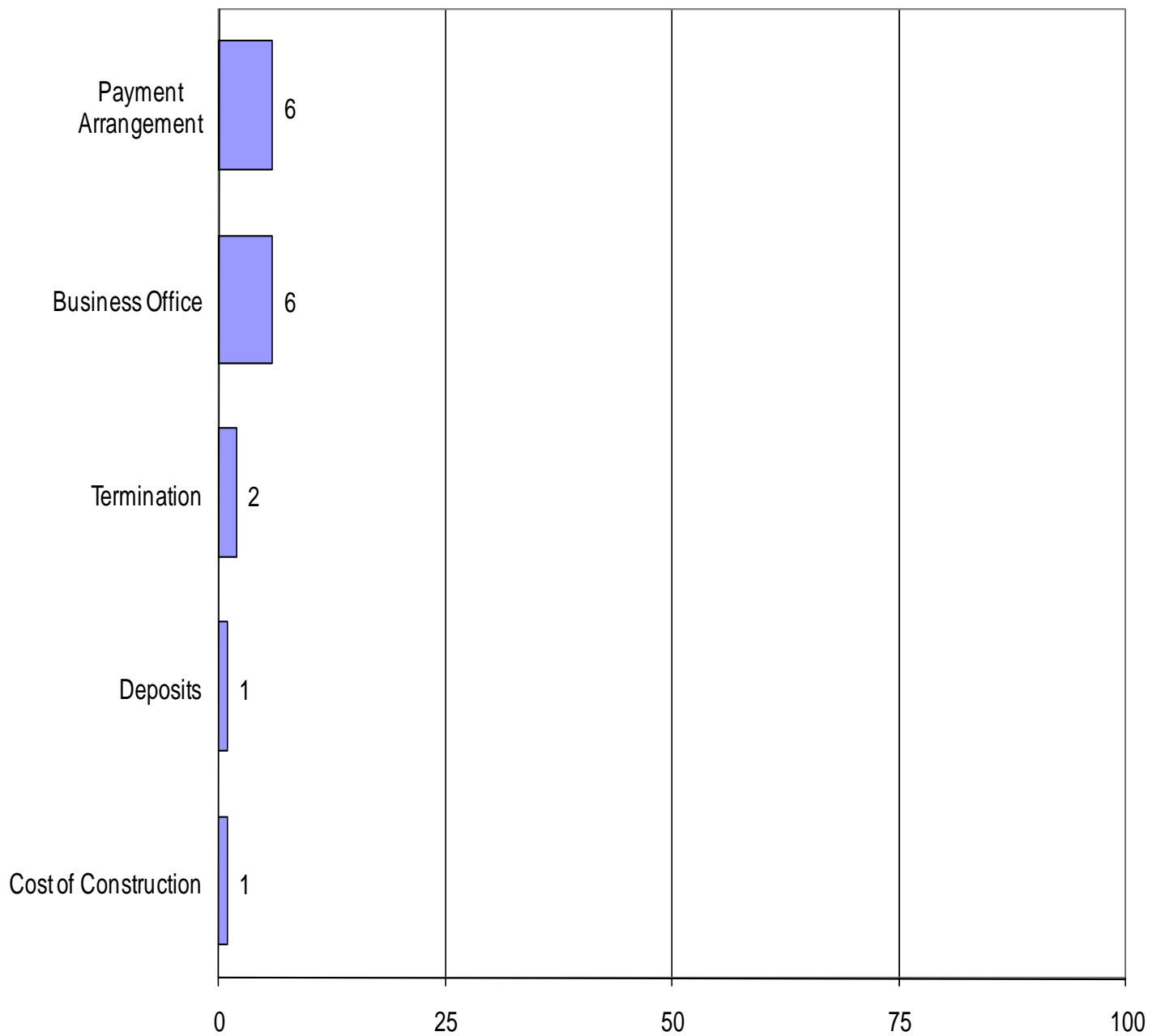


**Montana-Dakota
Utilities
2008 Complaints
93 Total**

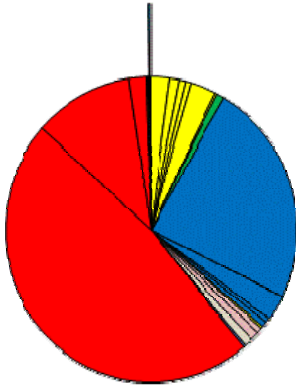




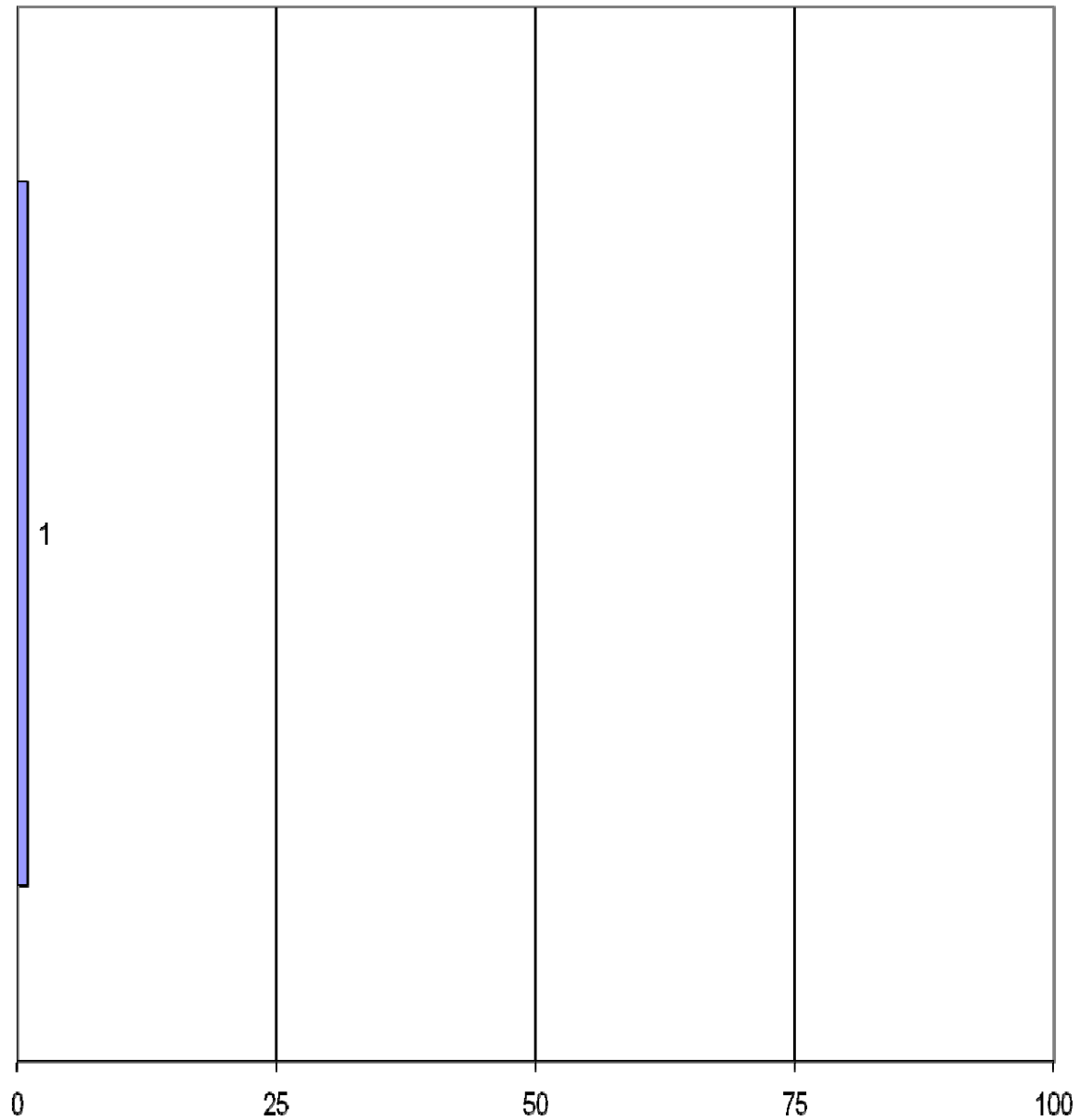
**Energy West
2008 Complaints
16 Total**

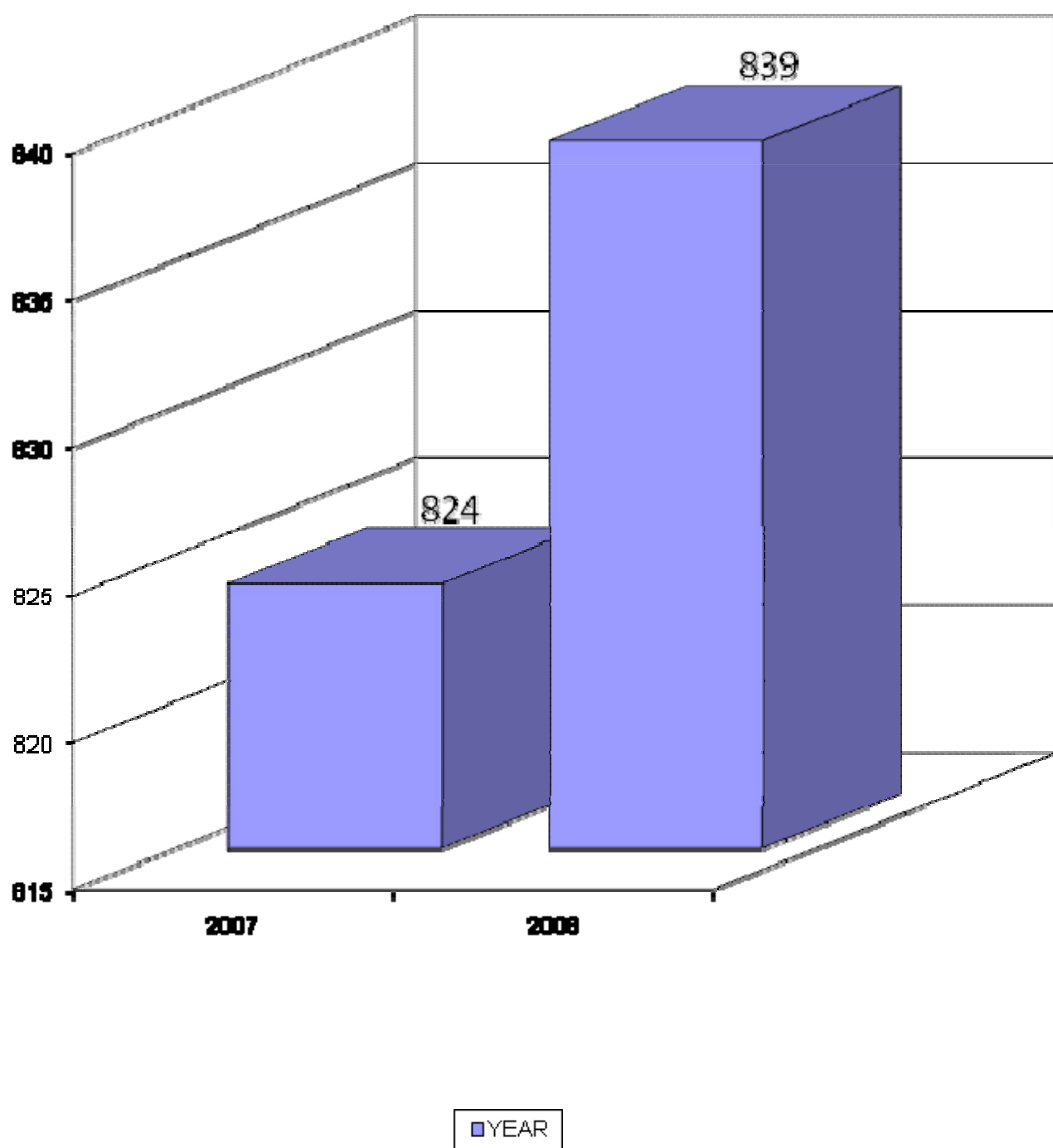


Water Utilities 2008 Complaints 1 Total

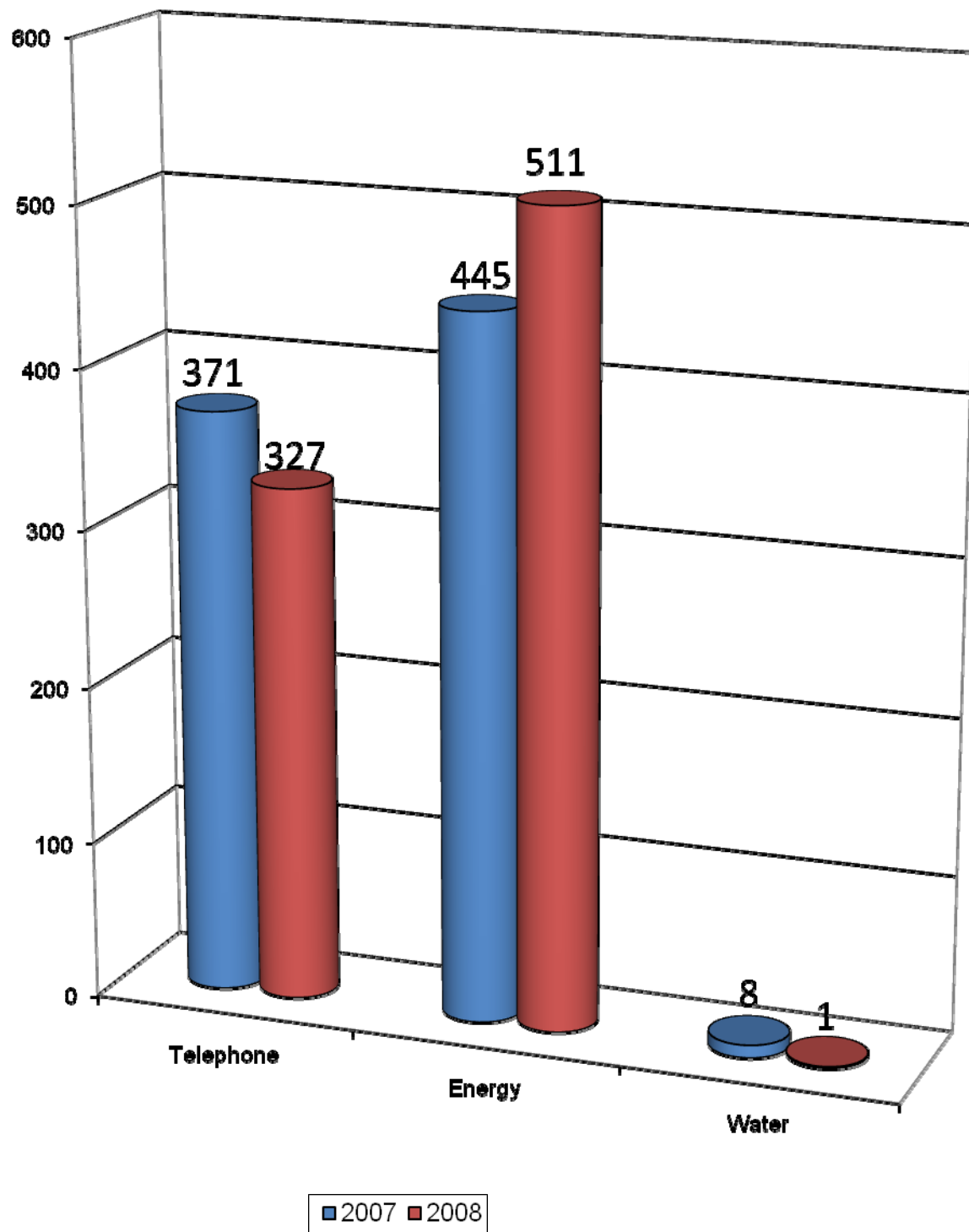


Utility Solutions 1



PSC Complaints 2007 - 2008

PSC complaints 2007 - 2008 by service type



Incoming 800 Calls 2007 - 2008