

Utility Consumer Complaints 2004 Annual Report



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Changes from 2003 to 2004

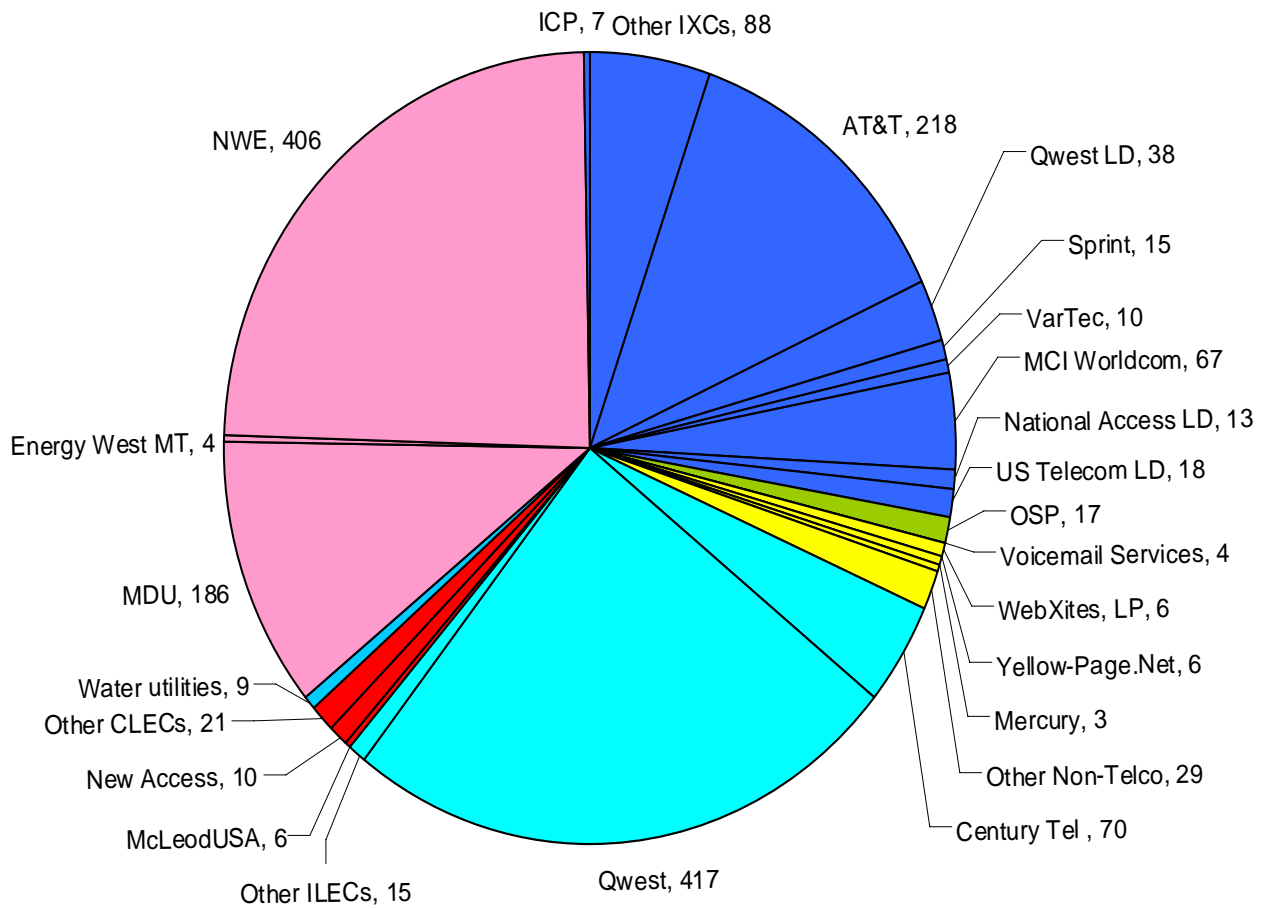
The total number of complaints from 2003 to 2004 dropped 505, a 23.1% reduction. Telephone complaints dropped 37.2% while energy complaints increased by 28.2%. A few notable company statistics follow.

1. Qwest, an ILEC, complaints dropped 164, a 28.2% decline.
2. MCI complaints decreased from 151 to 67, a decrease of 55.6%.
3. NWE complaints increased from 341 to 406, an increase of 19.1%.
4. MDU complaints increased from 109 to 186, an increase of 70.6%.

Complaint Percentages by Company

Qwest - 24.8%	.12% (percentage of complaints compared to total MT access lines)
CenturyTel - 4.2%	
Other ILECs - .89%	
McLeodUSA - .36%	
New Access - .59%	
Other CLECs - 1.25%	
Water Utilities - .53%	
MDU - 11.0%	.23% (percentage of complaints compared to total MT customers)
Energy West - .24%	.02% (percentage of complaints compared to total MT customers)
NorthWestern - 24.1%	.12% (percentage of complaints compared to total MT customers)
ICP - .41%	
AT&T - 13.0%	
Qwest LD - 2.26%	
Sprint - .89%	
Vartec - .59%	
MCI WorldCom - 3.98%	
National Access LD - .77%	
U.S. Telecom LD - 1.1%	
Other IXCs - 5.2%	
OSP - 1.0%	
Voicemail Services - .24%	
WebXites - .36%	
Yellow-Page.Net - .36%	
Mercury - .18%	
Other Non-Telco - 1.7%	

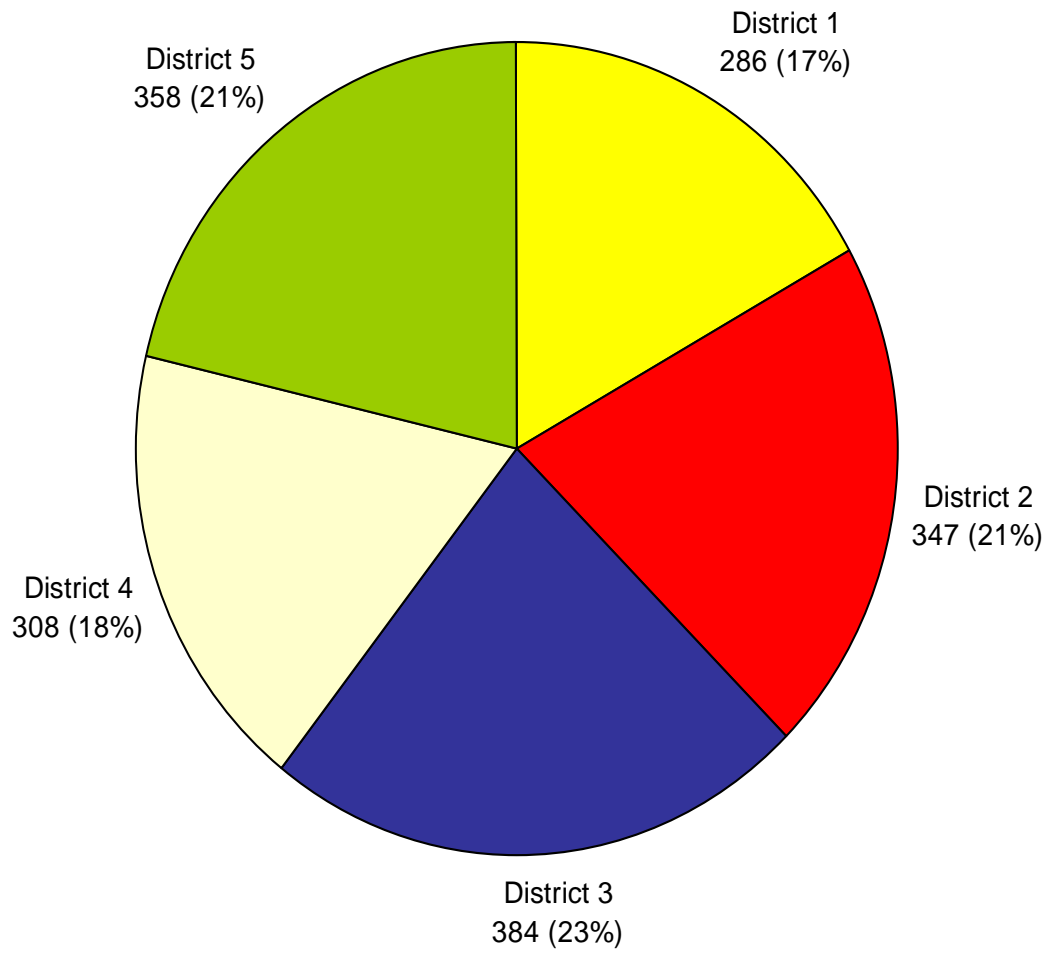
Year 2004 Consumer Complaints By Utility - Total # Informal Complaints - 1,683



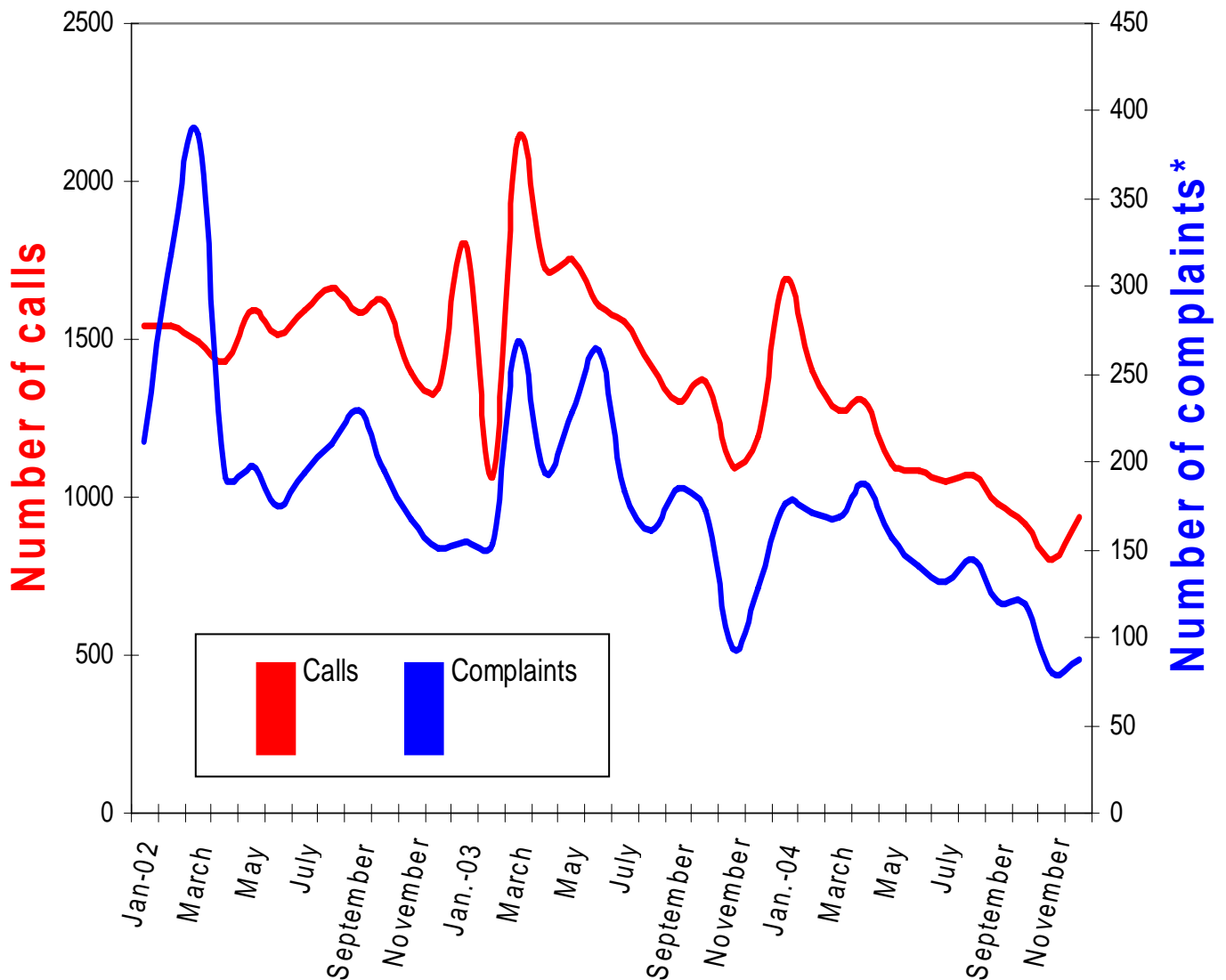
2003's Total
was 2,188

ICP - Inmate Calling Providers
OSP - Operator Service Providers

2004 Complaints by PSC District

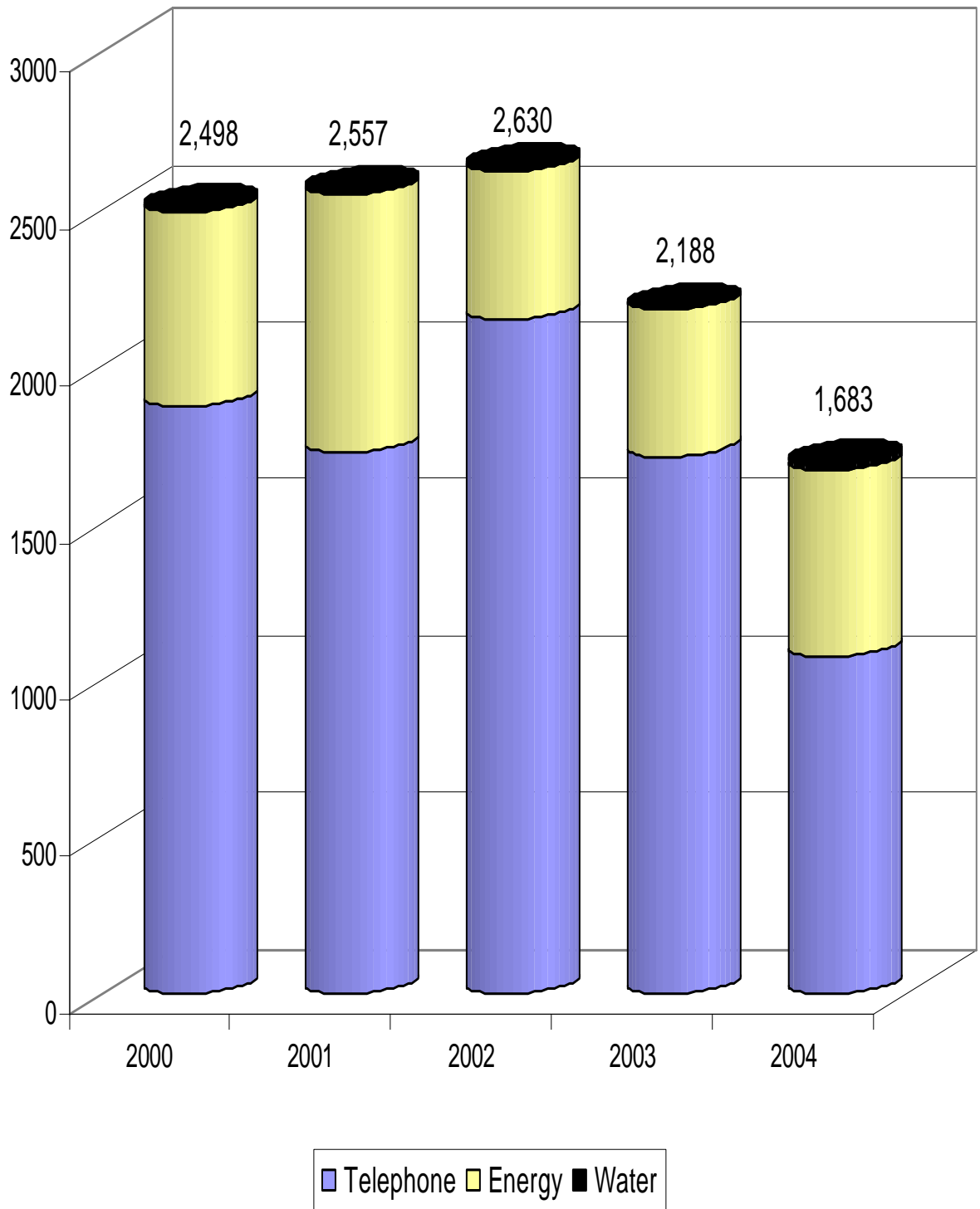


Calls to PSC toll-free complaints number and level of monthly utility consumer complaints 2002-2003-2004

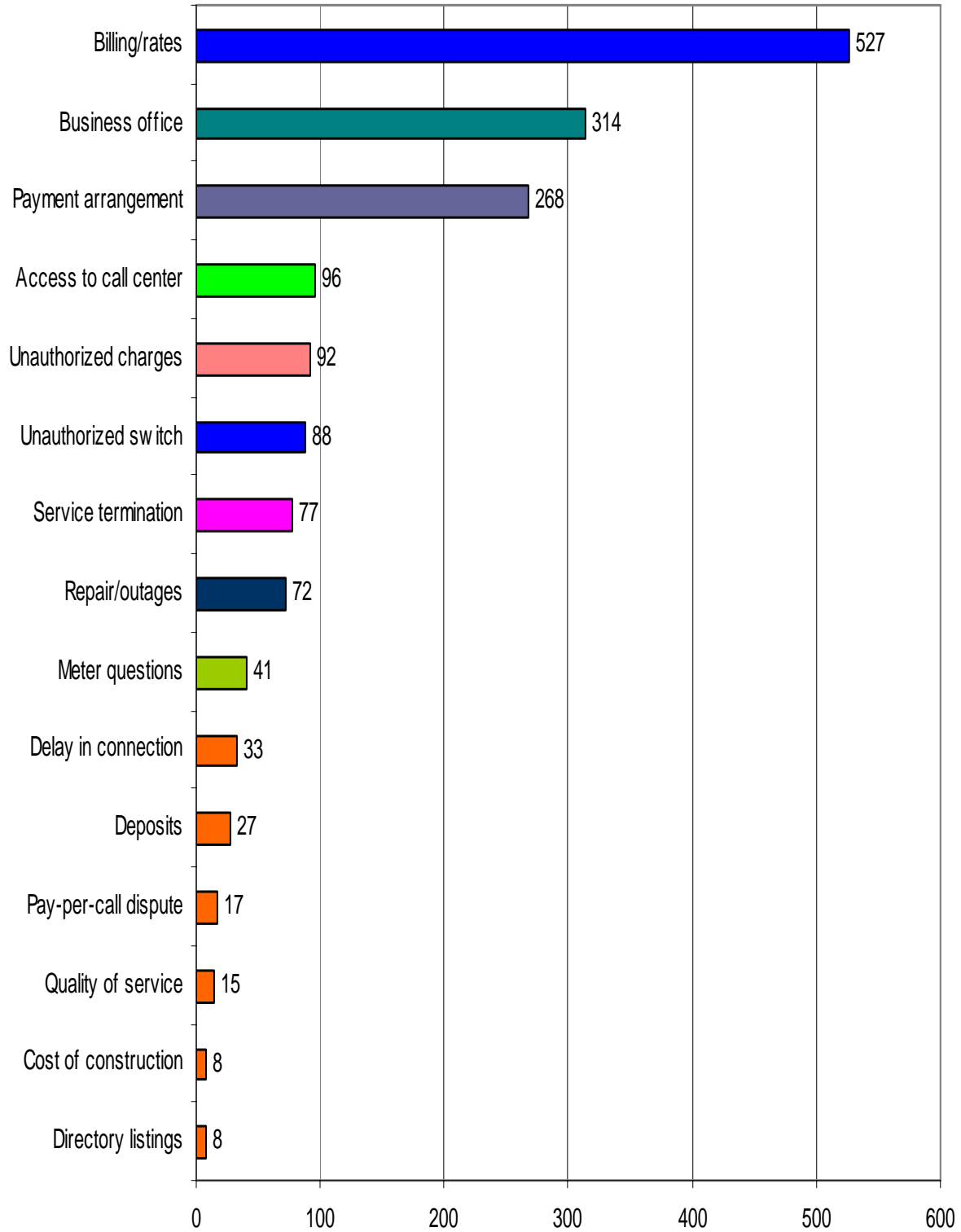


*A consumer call or letter is not logged as a complaint unless PSC staff must contact the utility in order to resolve it.

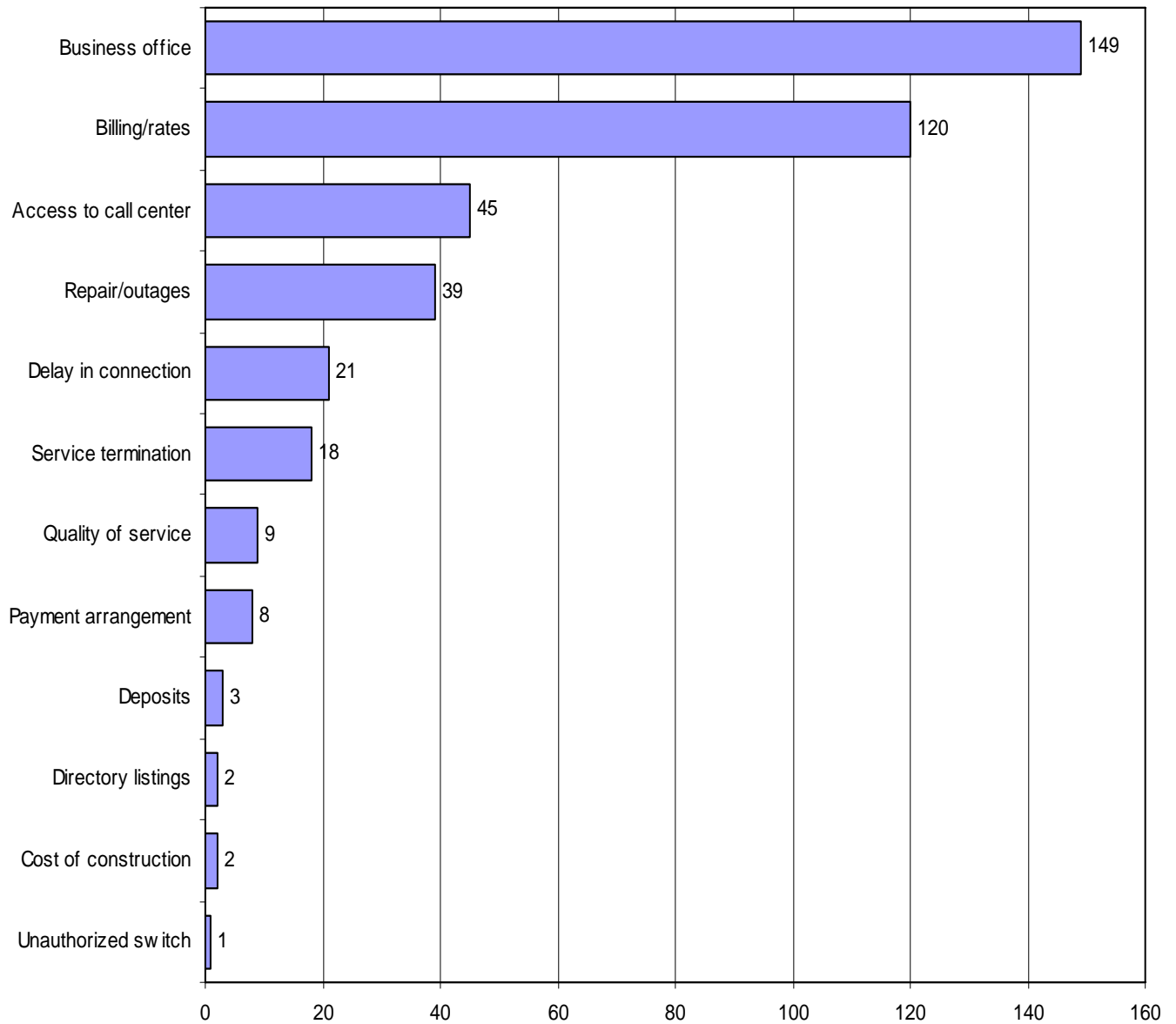
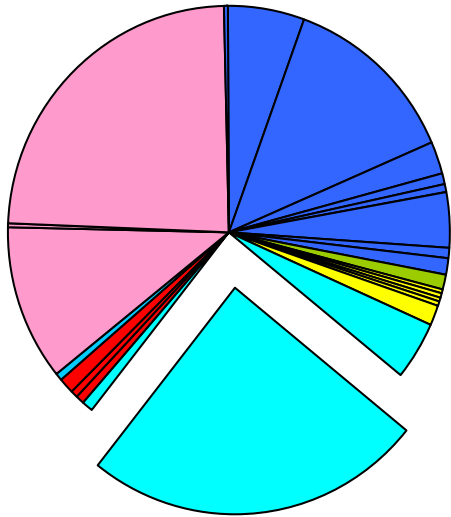
PSC complaints from 2000 through 2004 by service type



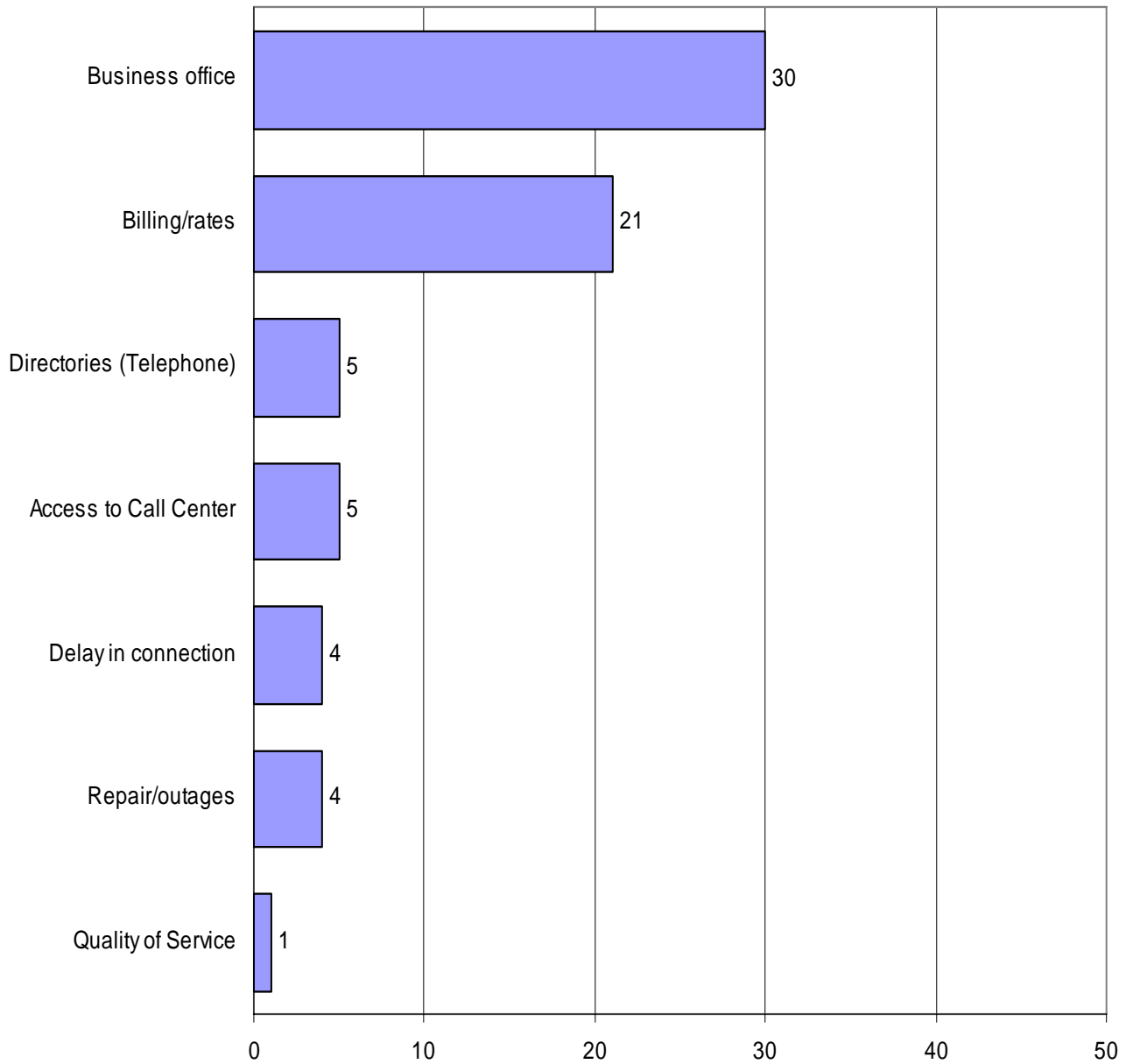
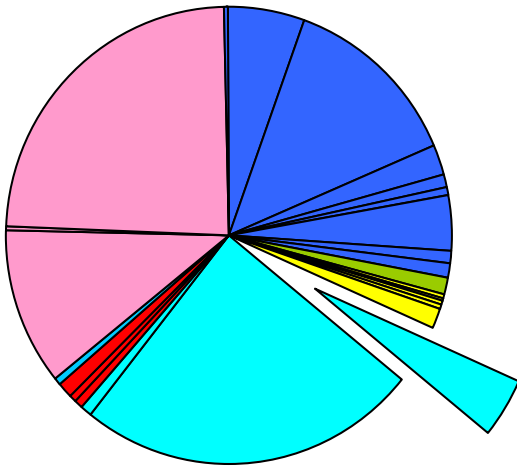
Year 2004 PSC Consumer Complaints by Complaint Category



Qwest Corporation 2004 Complaints 417 Total



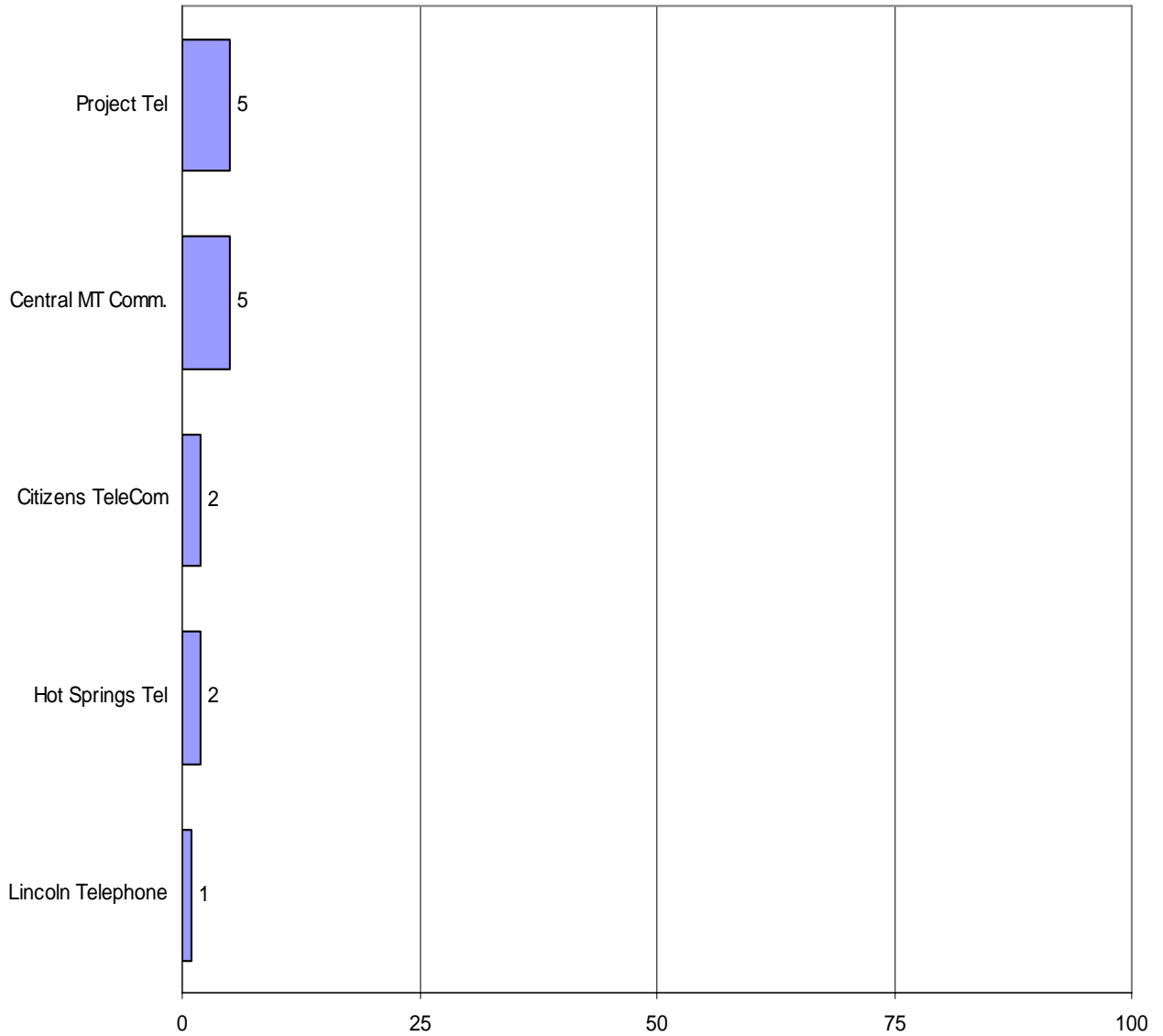
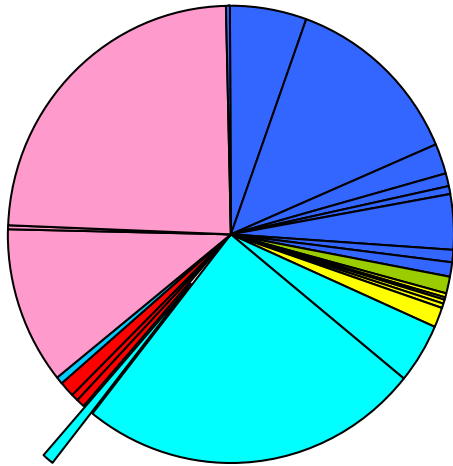
CenturyTel of Montana 2004 Complaints 70 Total



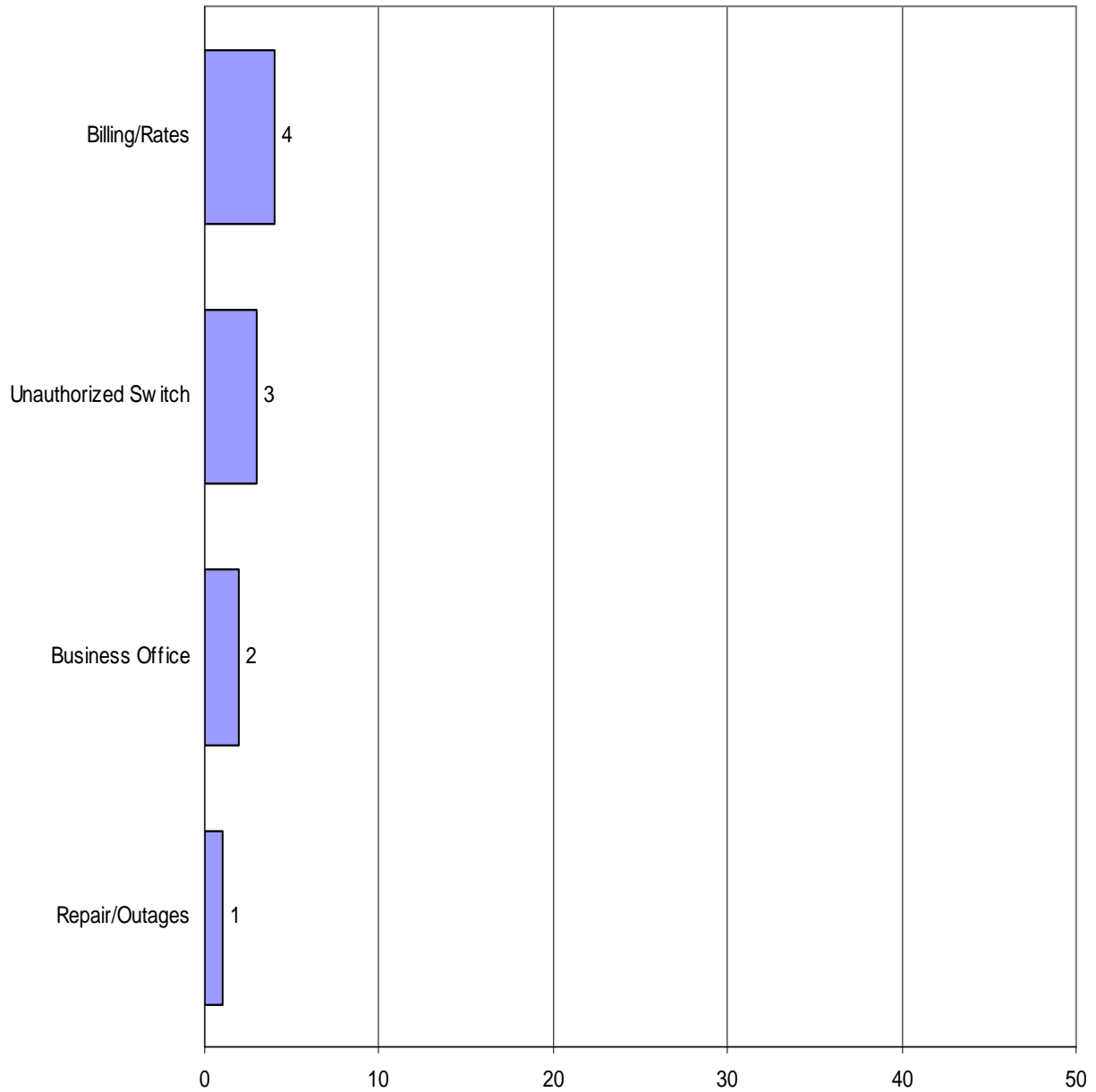
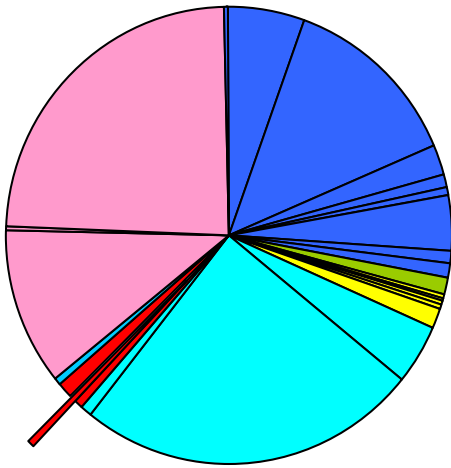
Other Incumbent Local Exchange Carriers (ILECs)

2004 Complaints

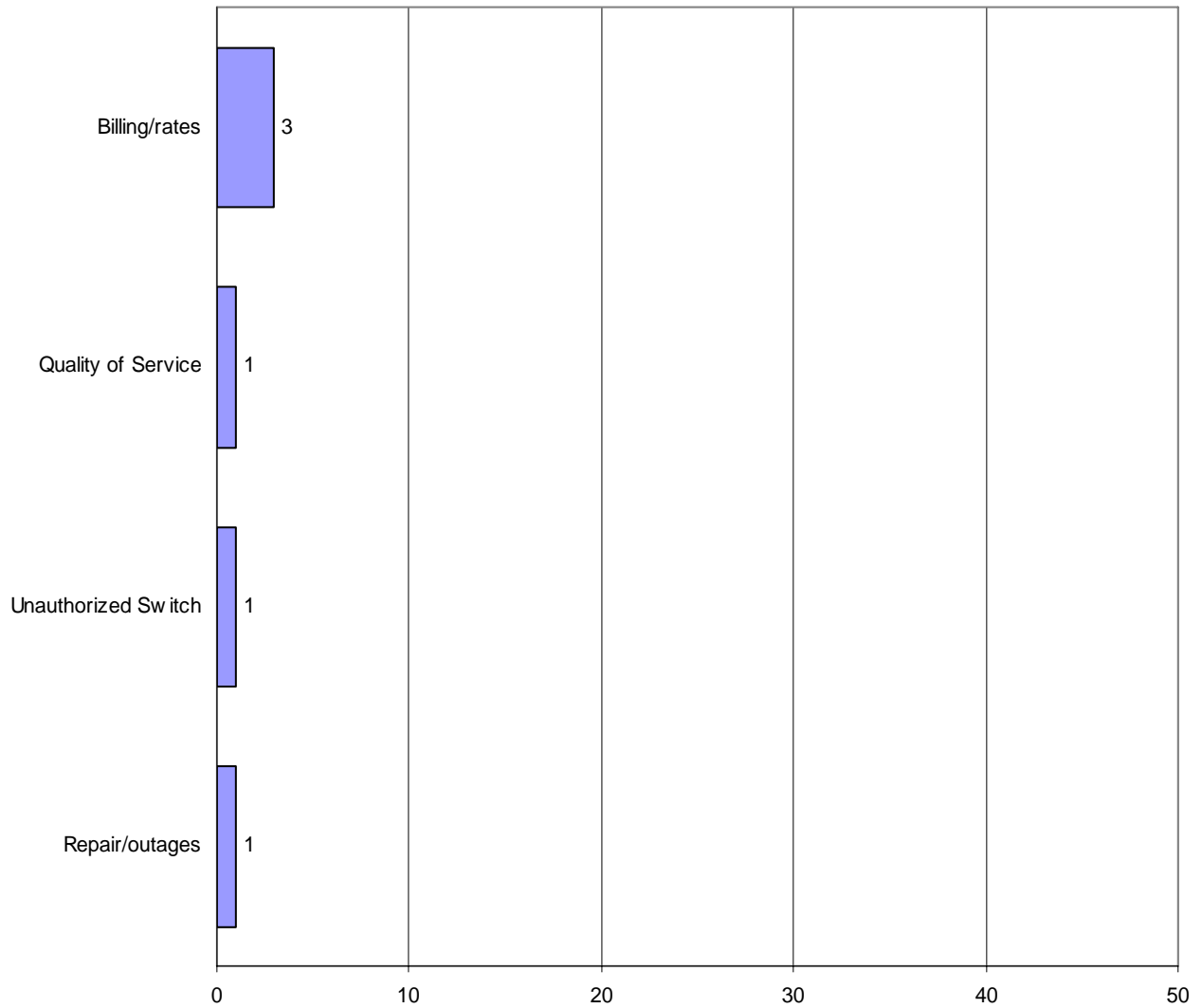
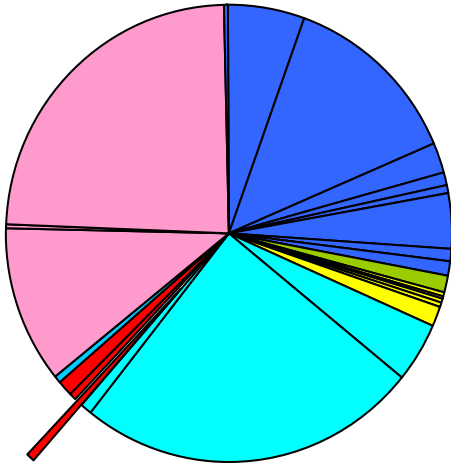
15 Total



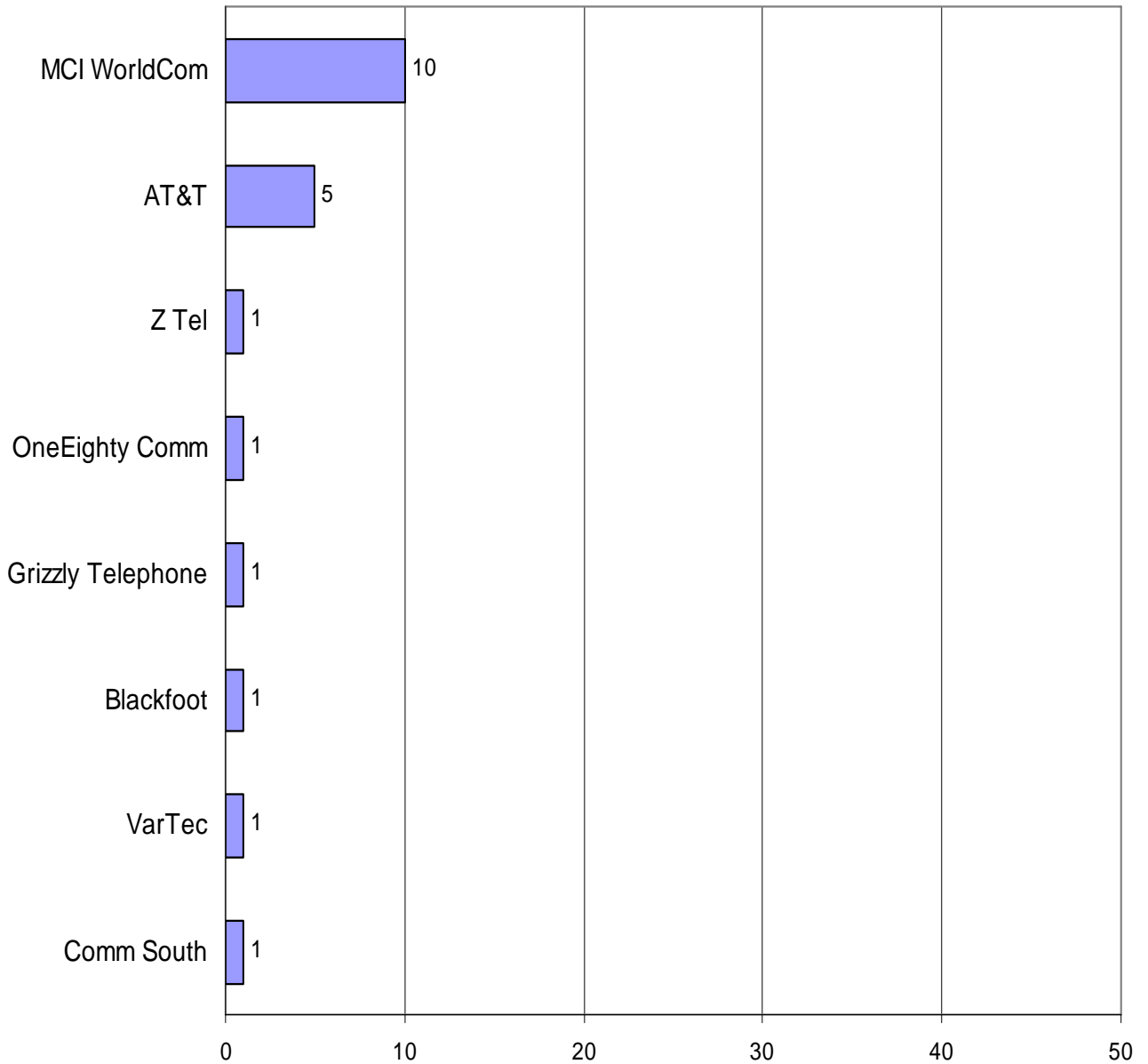
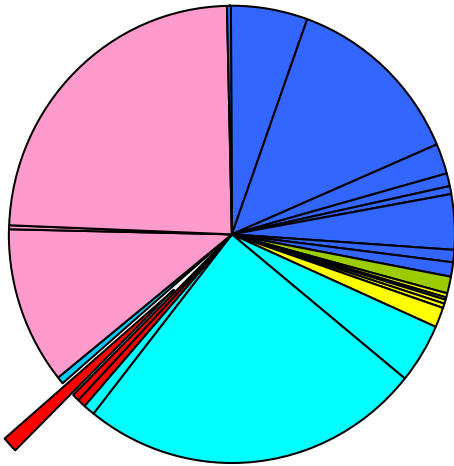
New Access Communications 2004 Complaints 10 Total



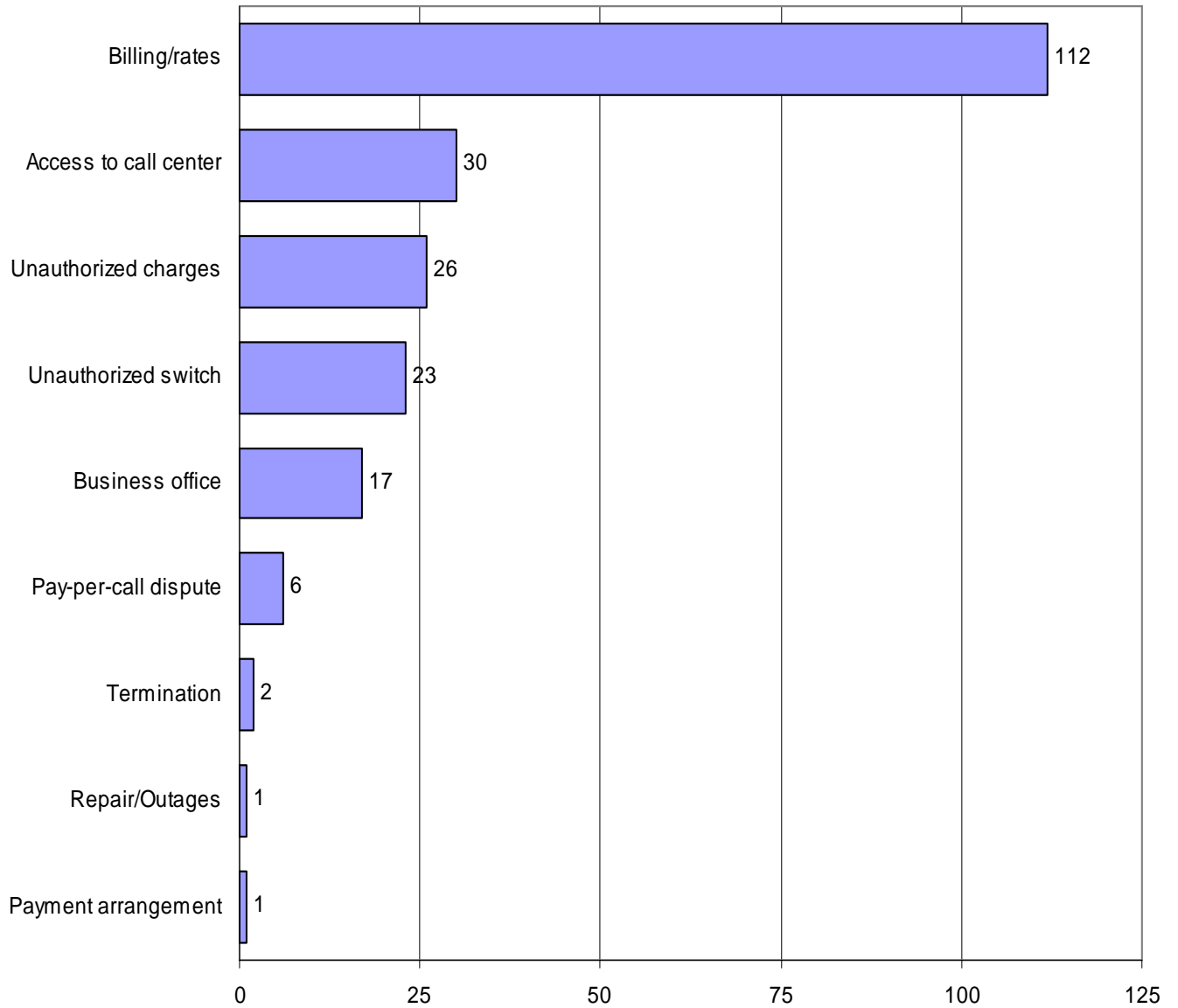
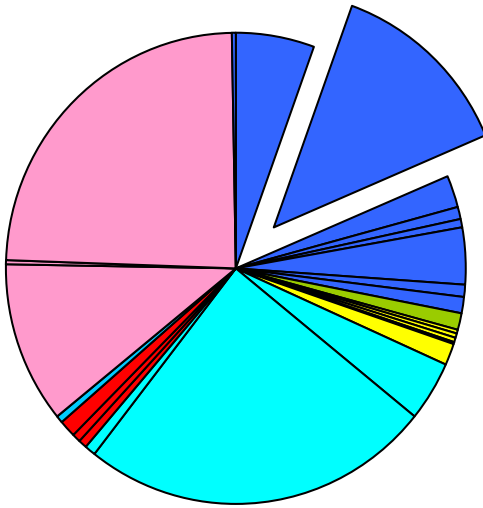
McLeodUSA 2004 Complaints 6 Total



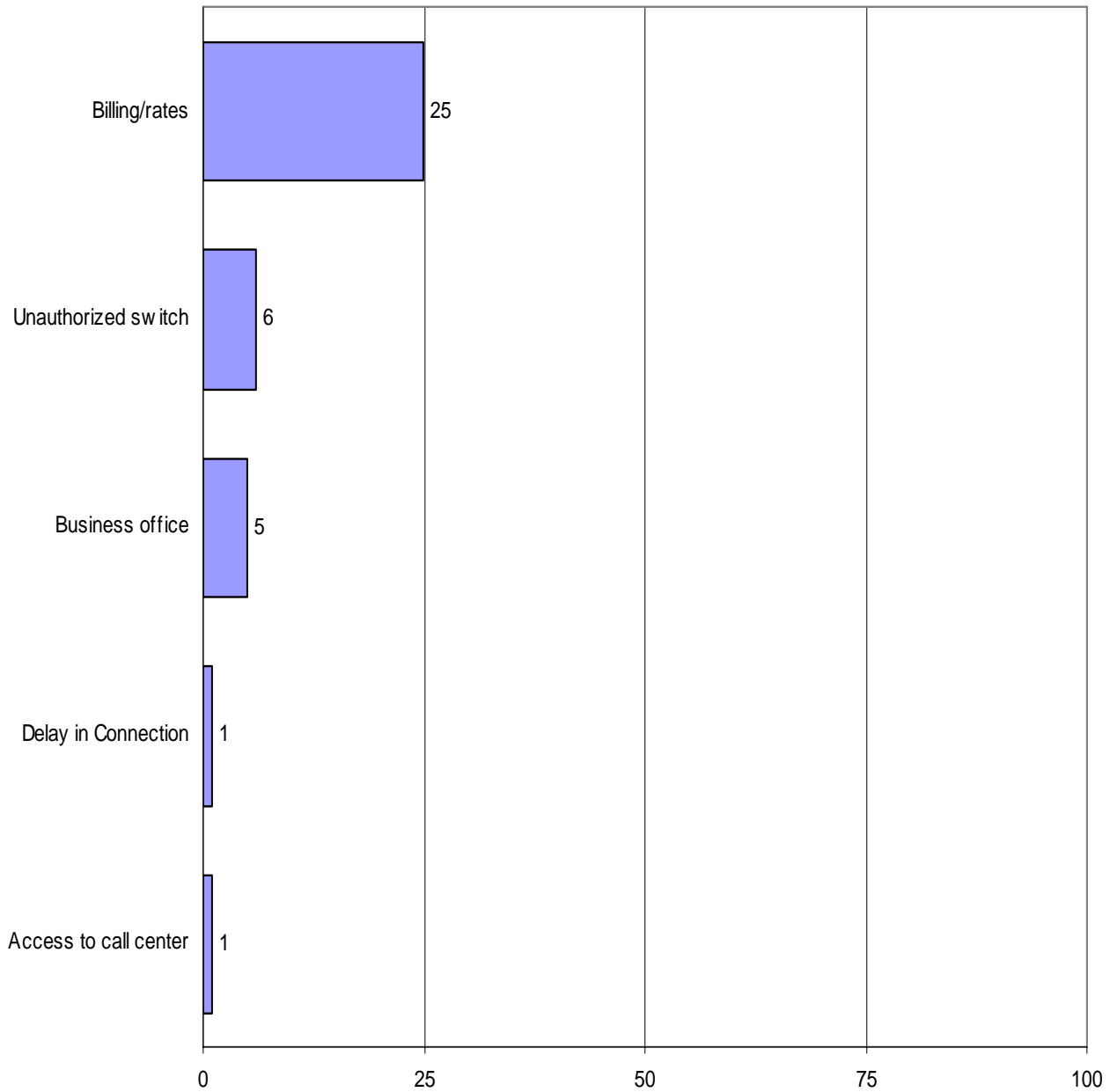
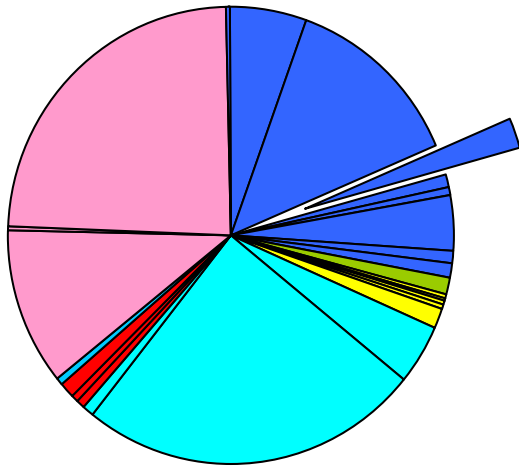
Other Competitive Local Exchange Carriers (CLECs) 2004 Complaints 21 Total



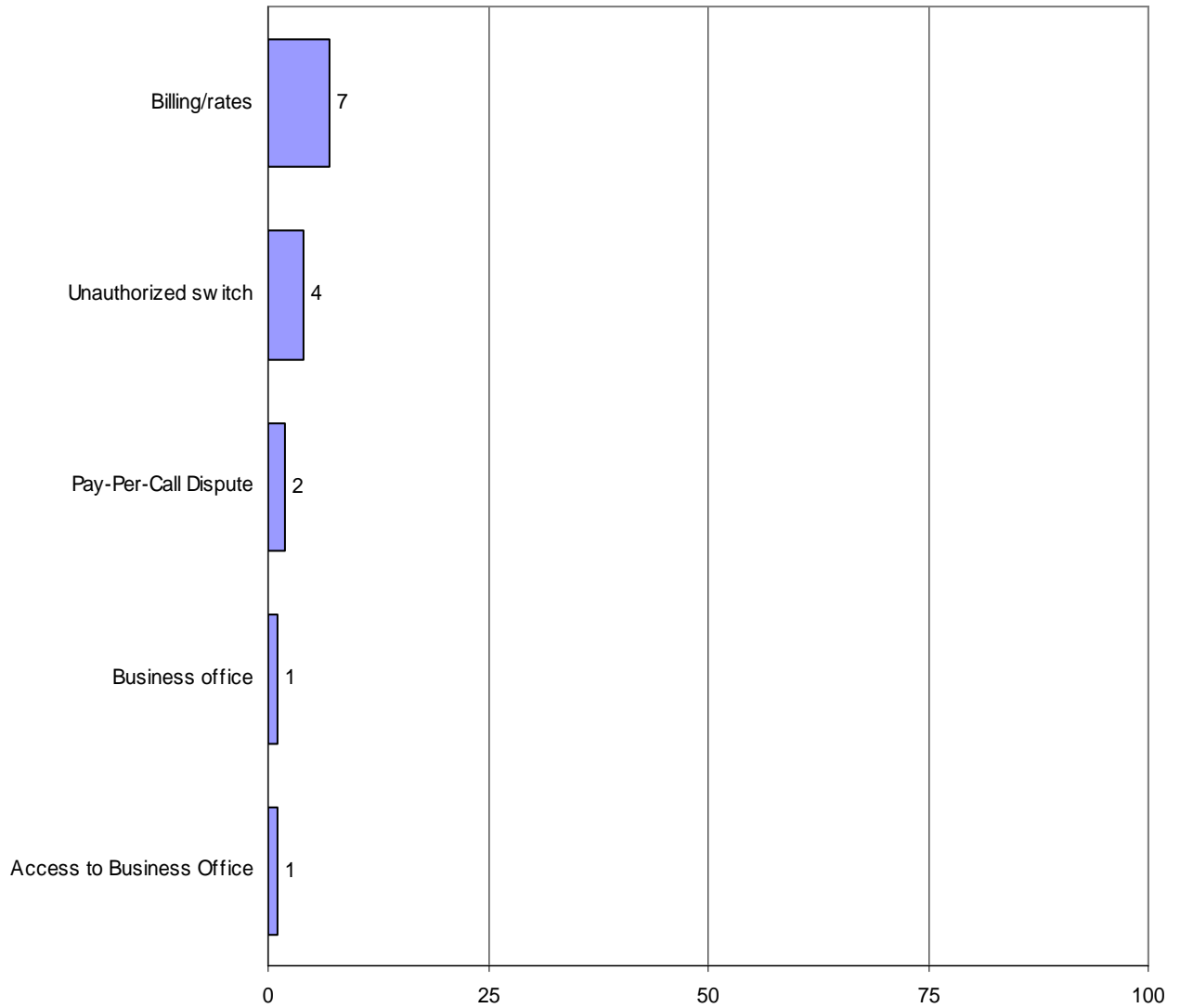
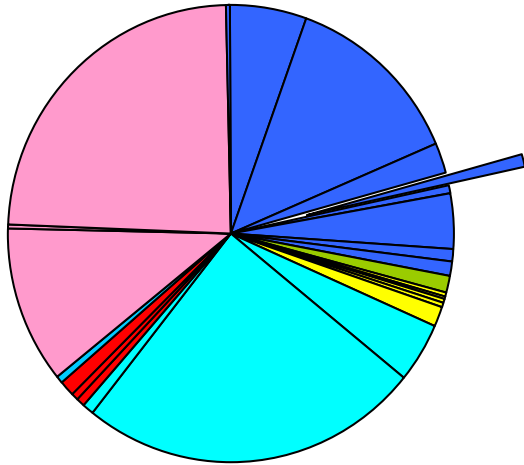
AT&T 2004 Complaints 218 Total



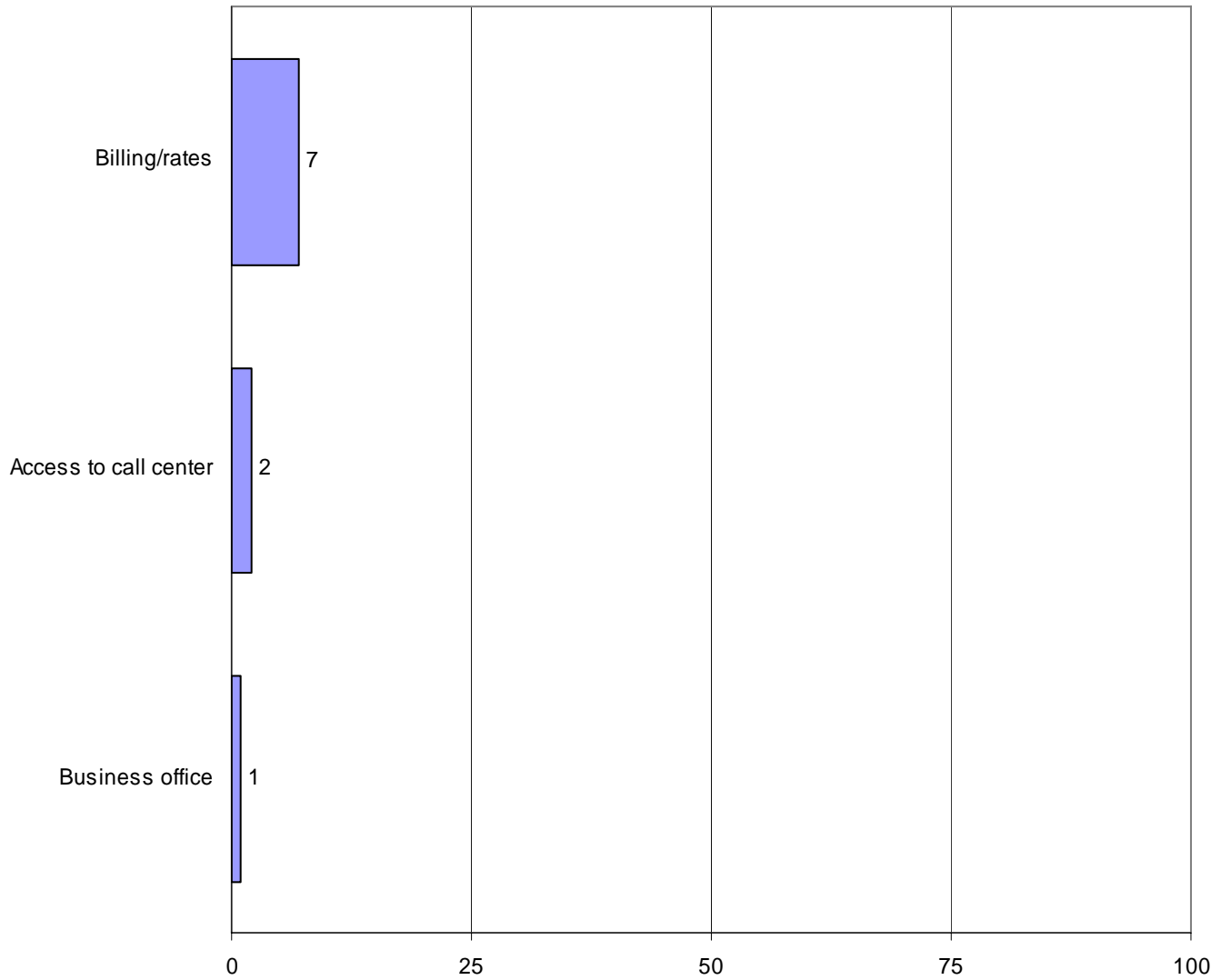
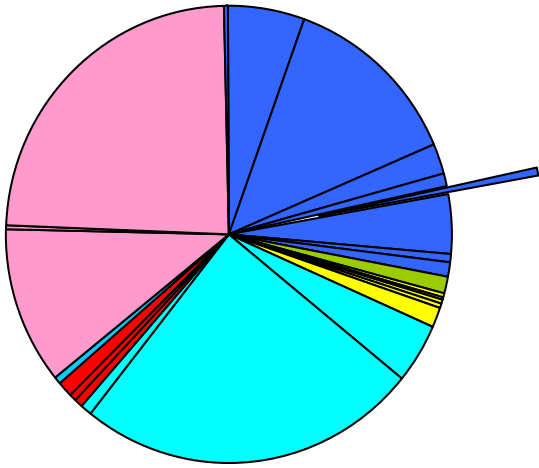
Qwest Long Distance Corporation 2004 Complaints 38 Total



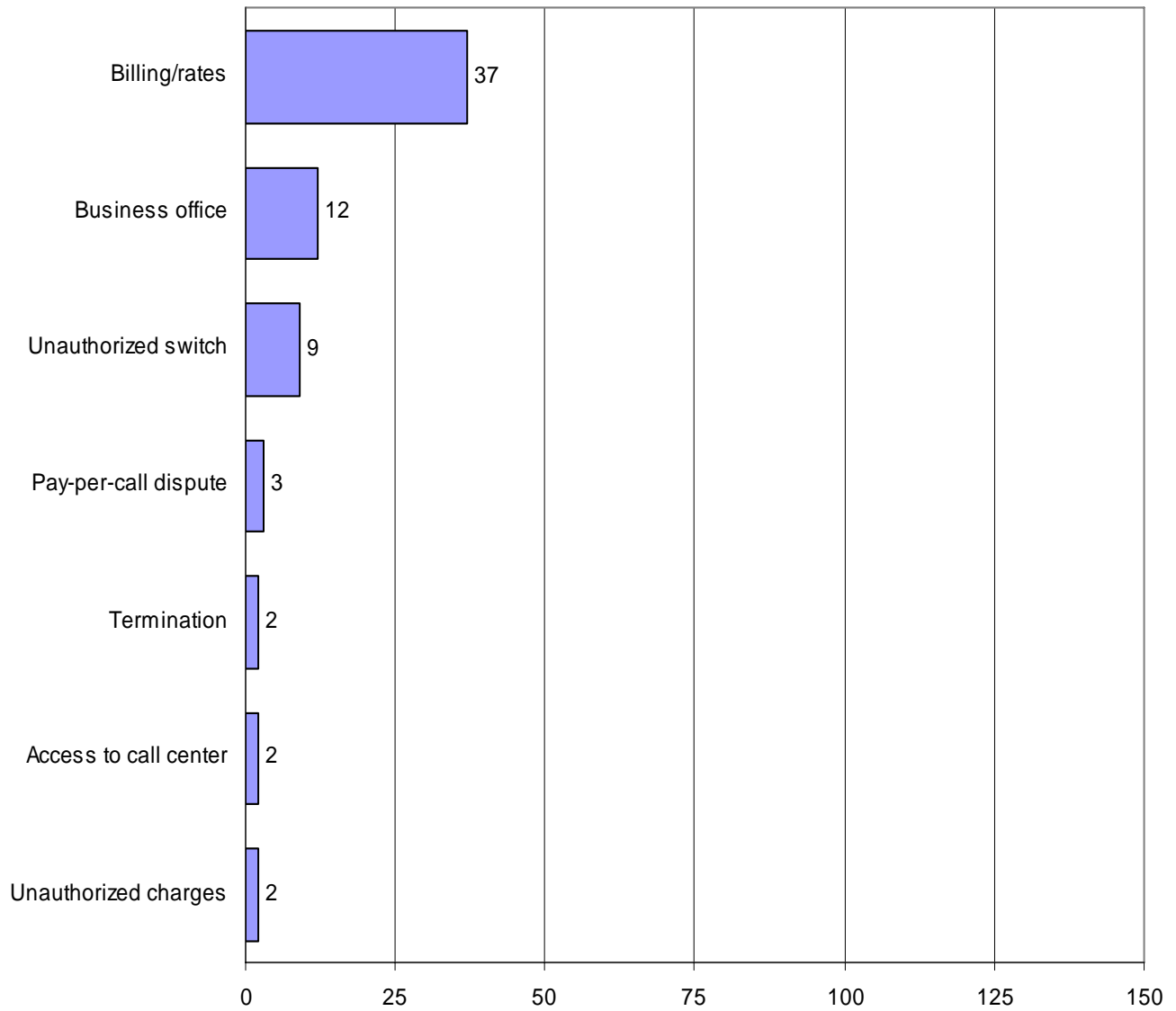
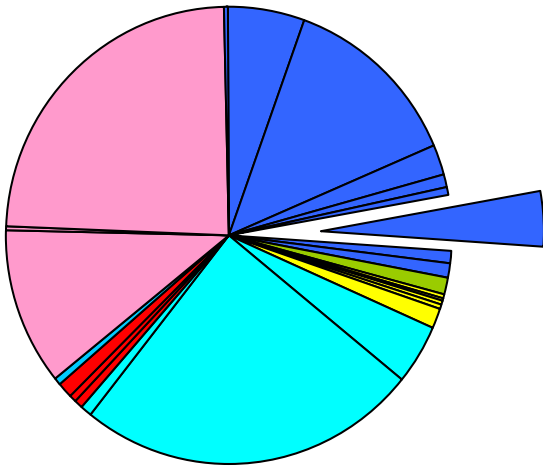
Sprint 2004 Complaints 15 Total



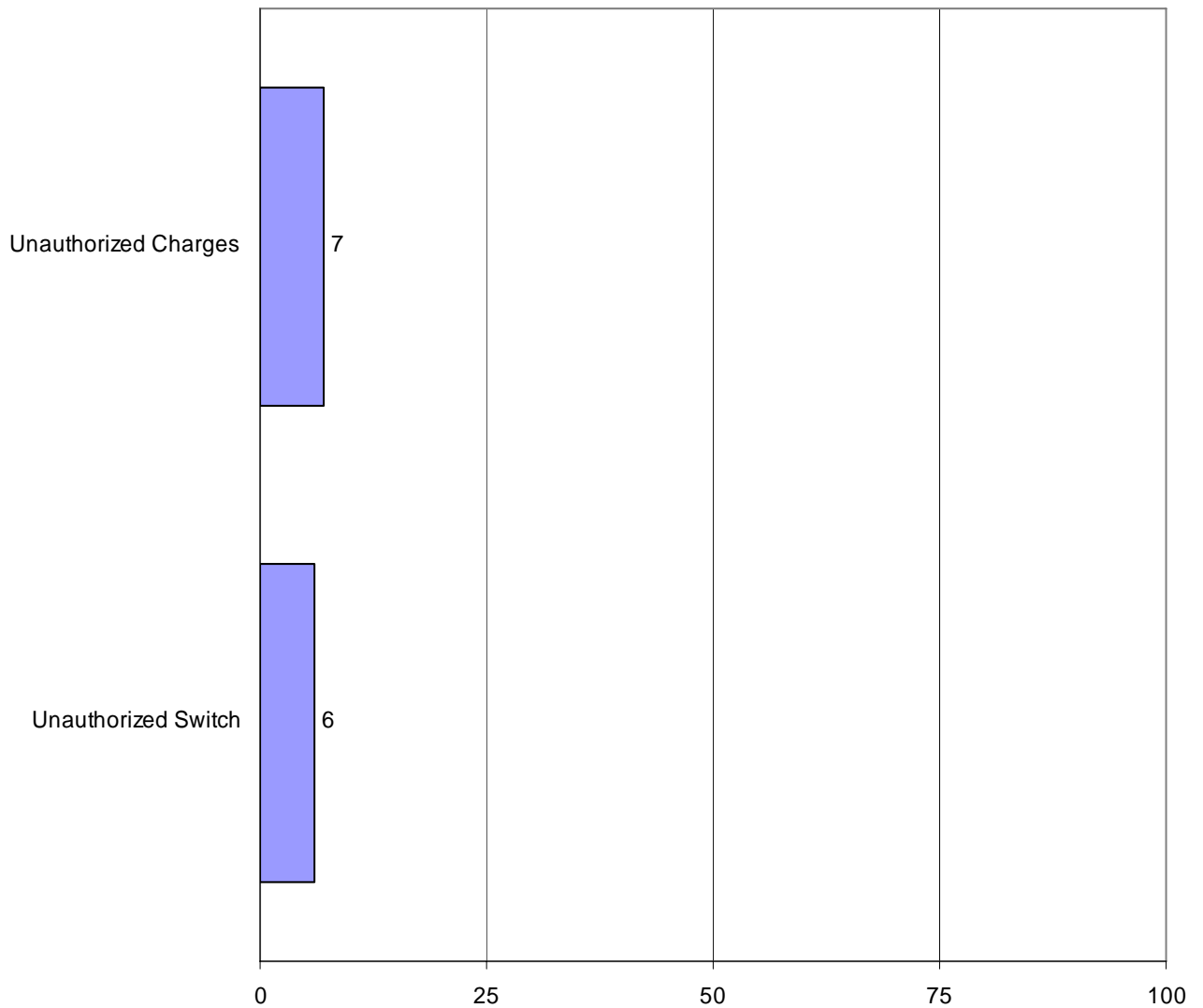
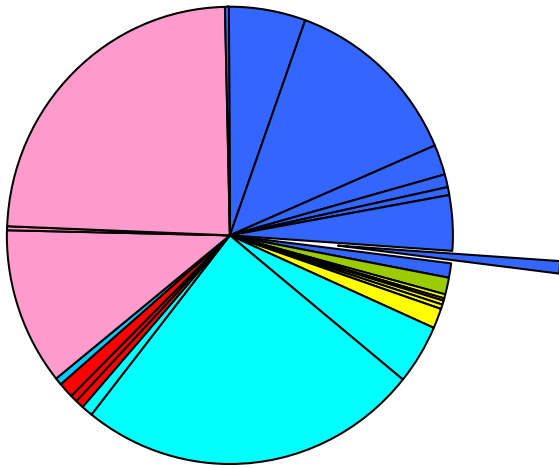
Vartec 2004 Complaints 10 Total



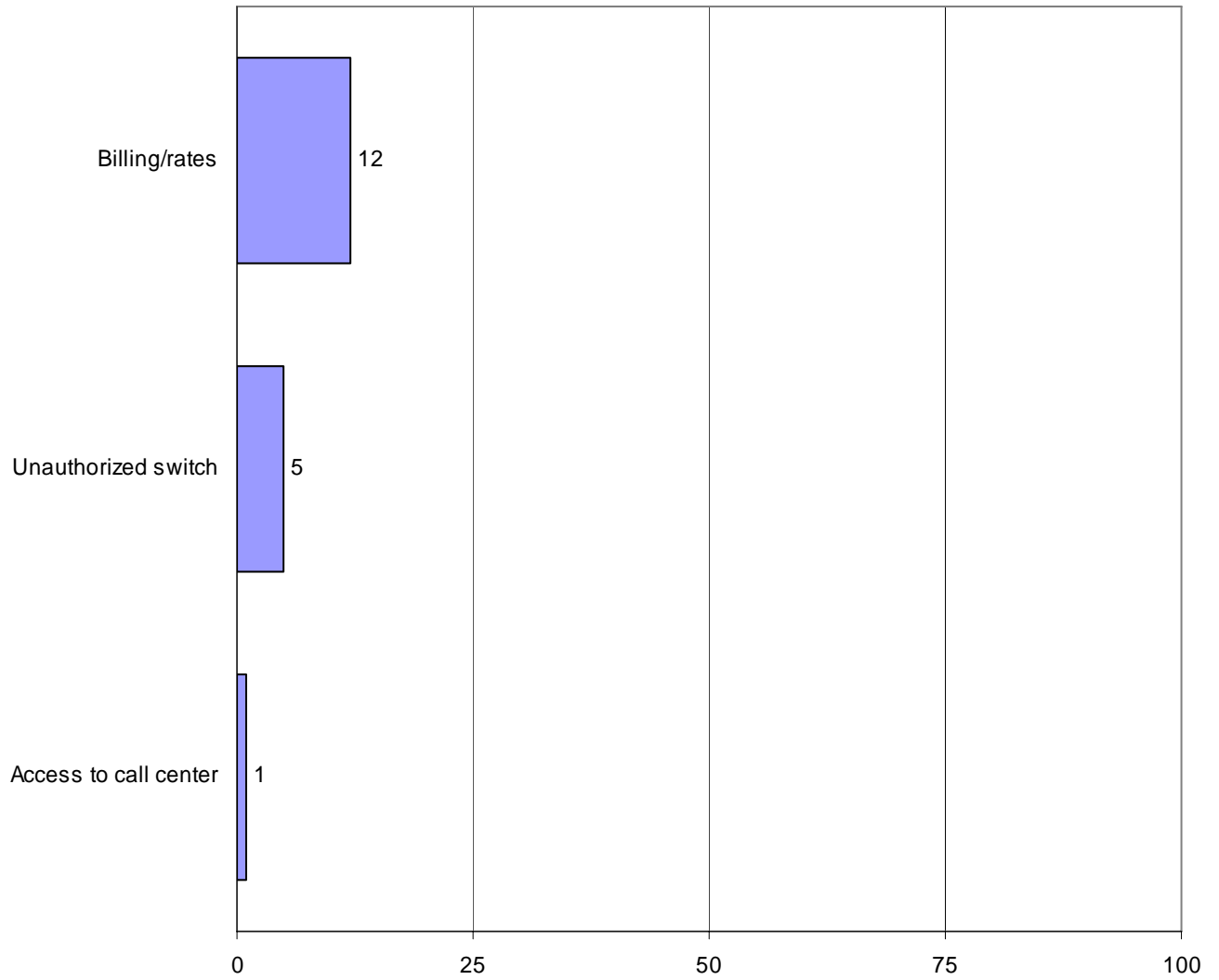
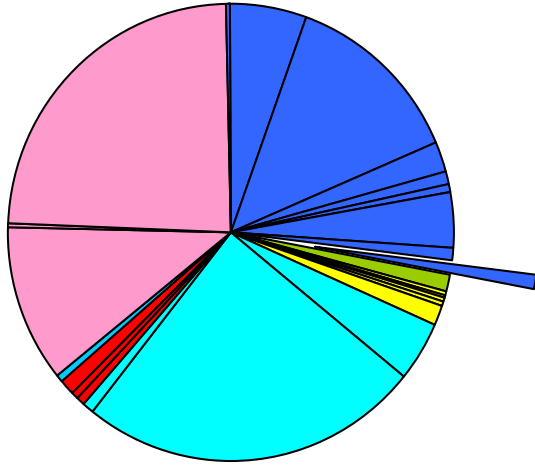
MCI WorldCom Communications 2004 Complaints 67 Total



National Access Long Distance 2004 Complaints 13 Total



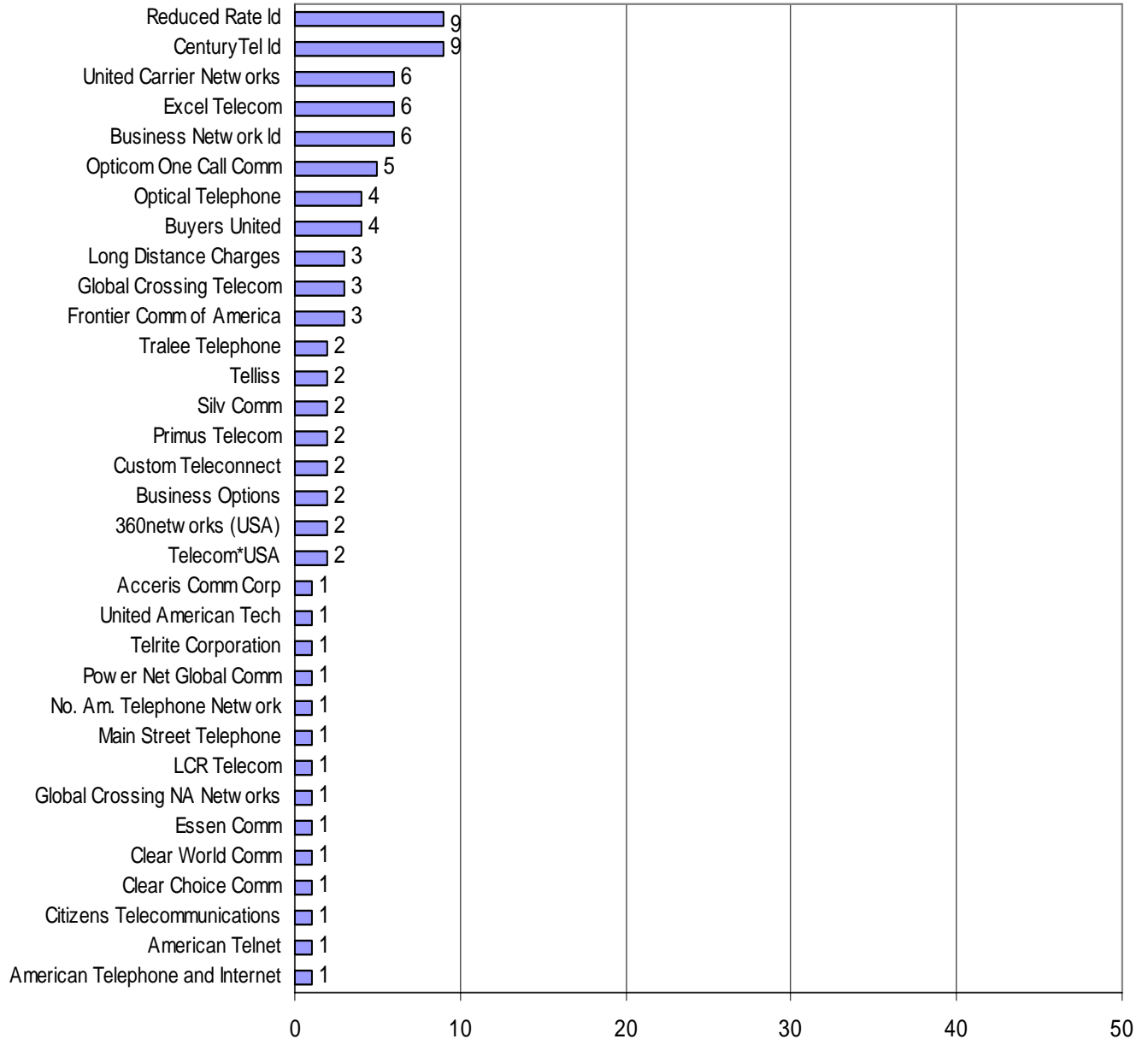
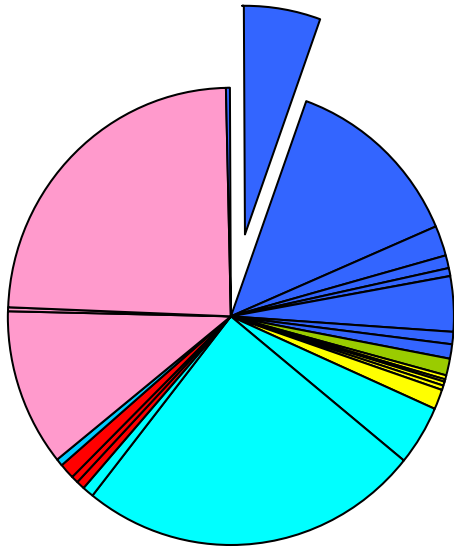
U.S. Telecom Long Distance 2004 Complaints 18 Total



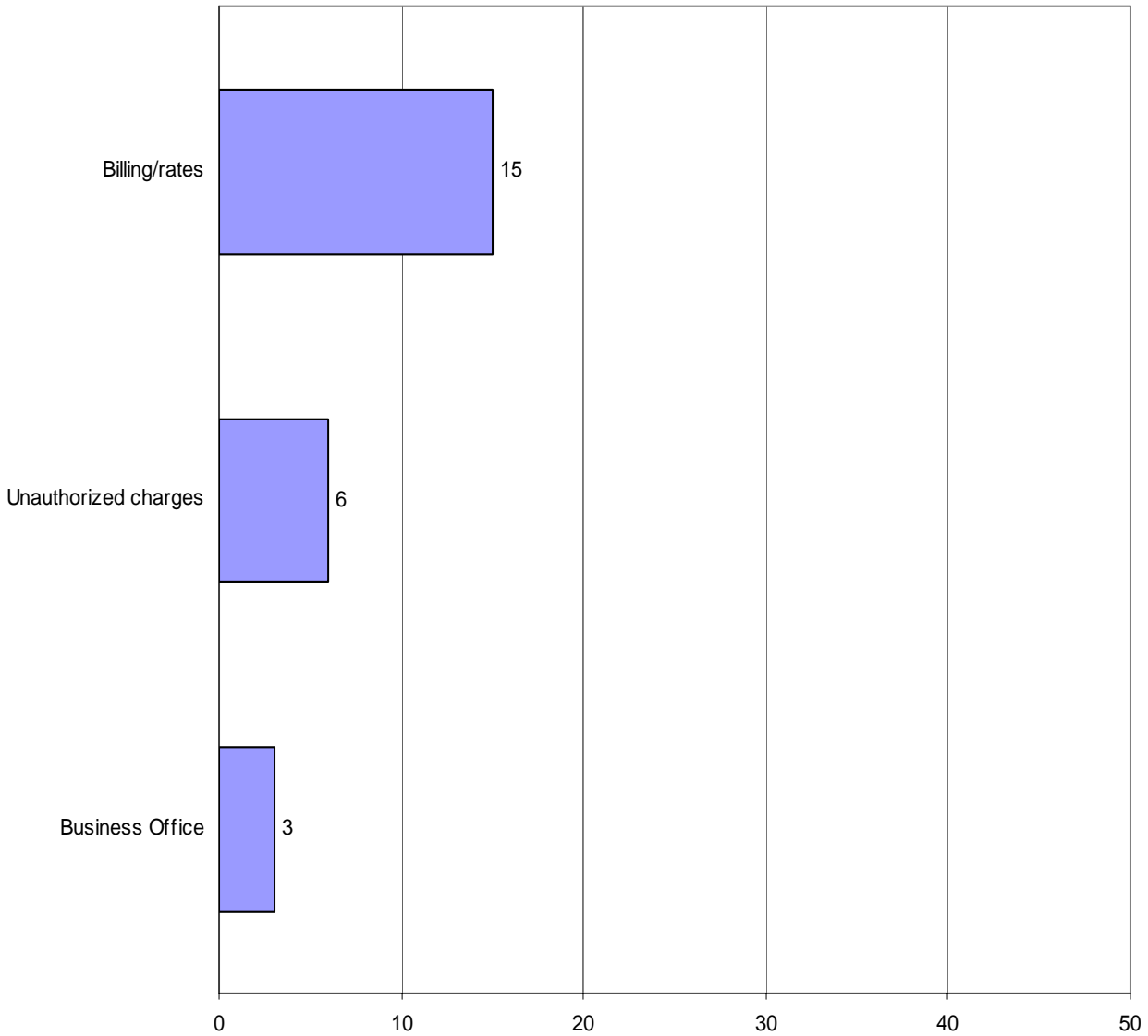
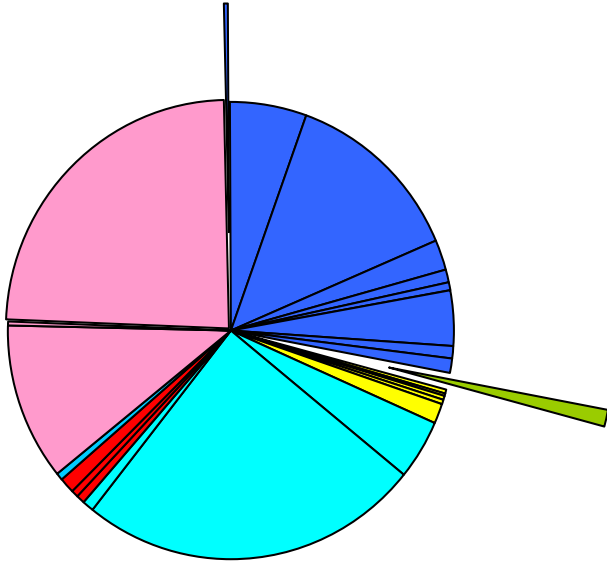
Other Interexchange Carriers (IXCs)

2004 Complaints

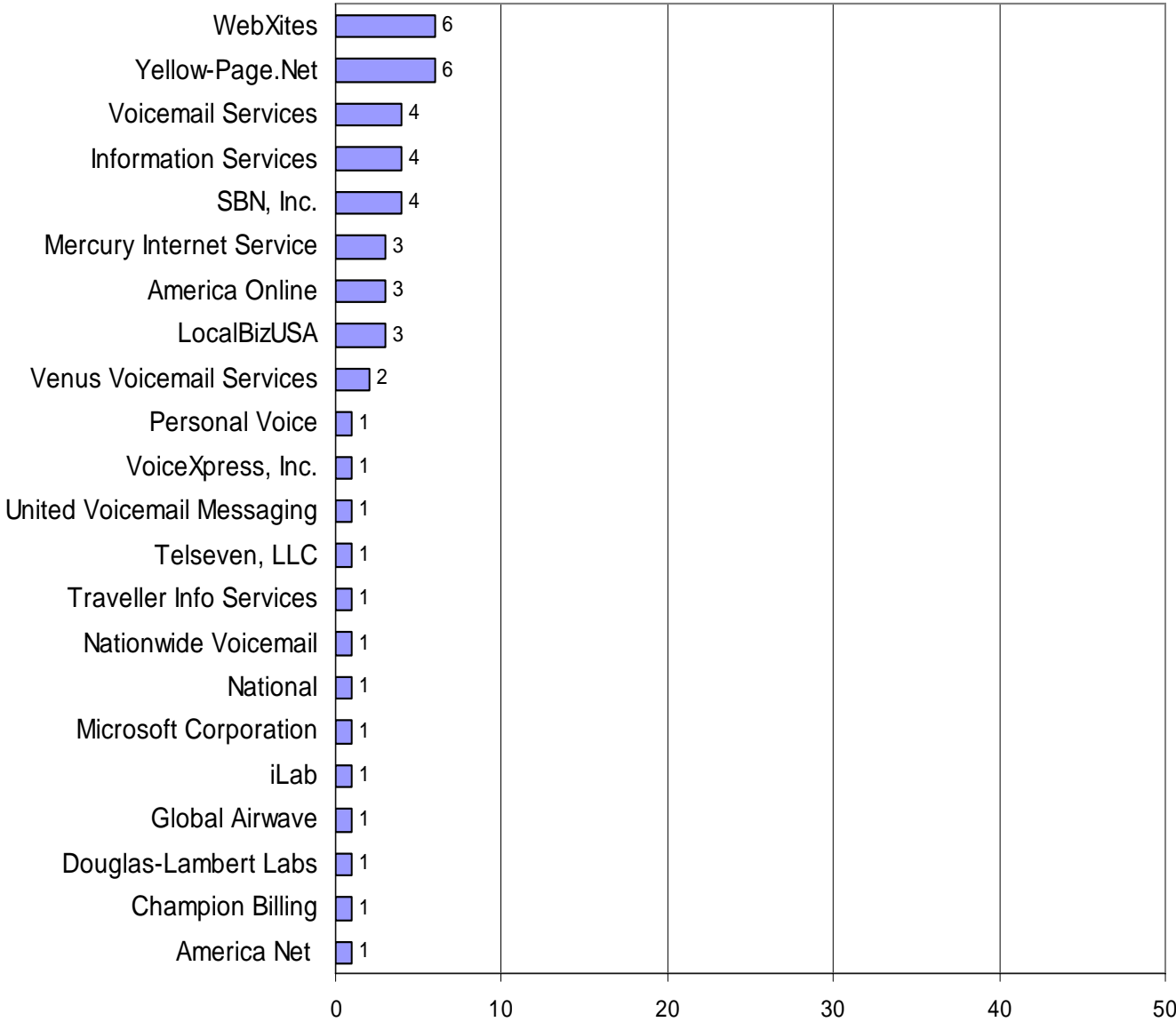
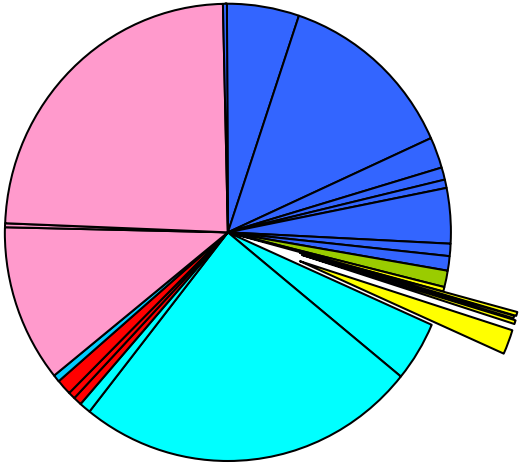
88 Total



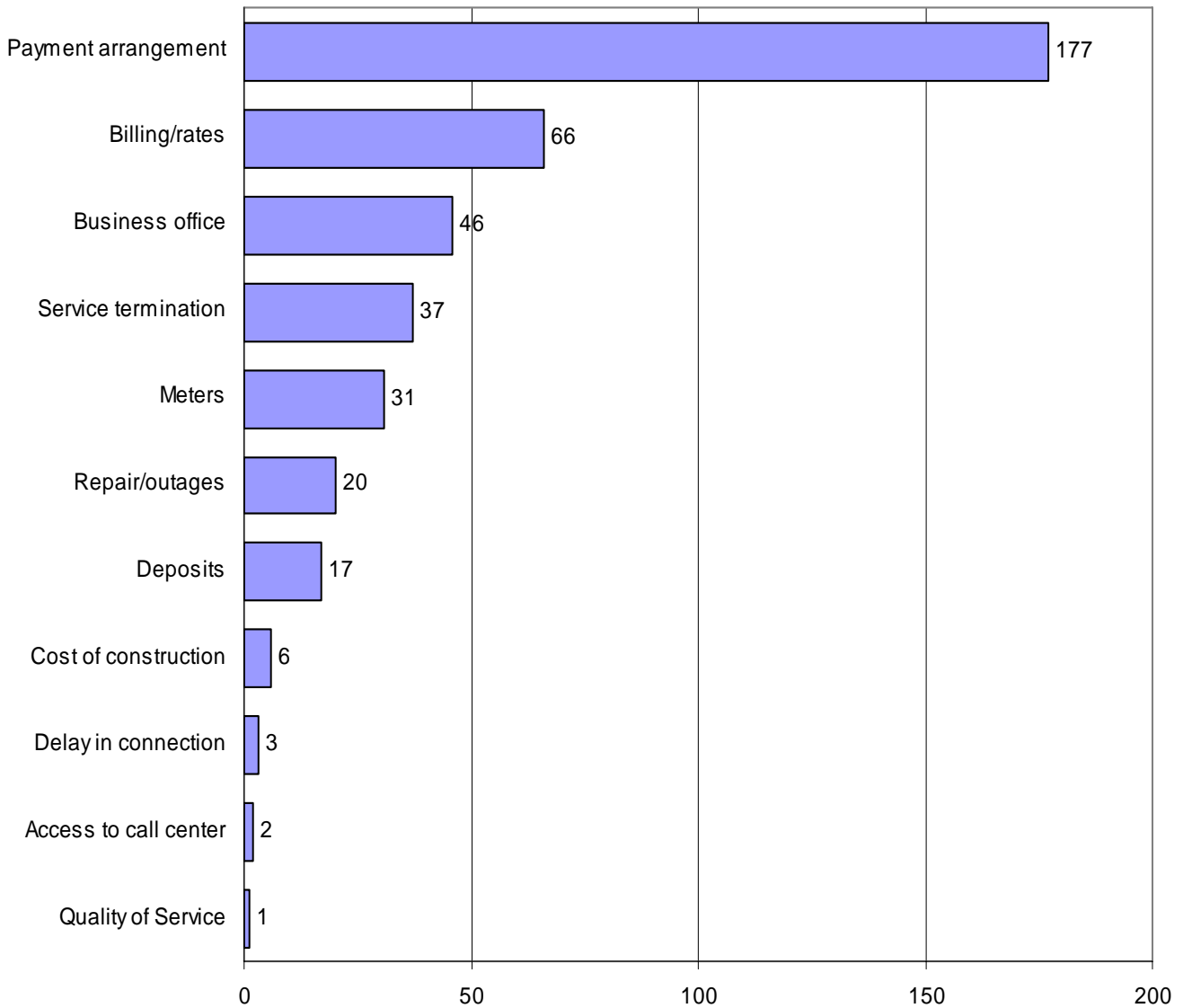
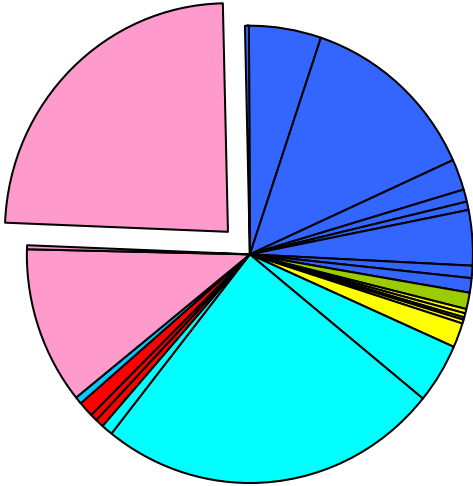
Operator Services Providers & Inmate Calling Providers 2004 Complaints 24 Total



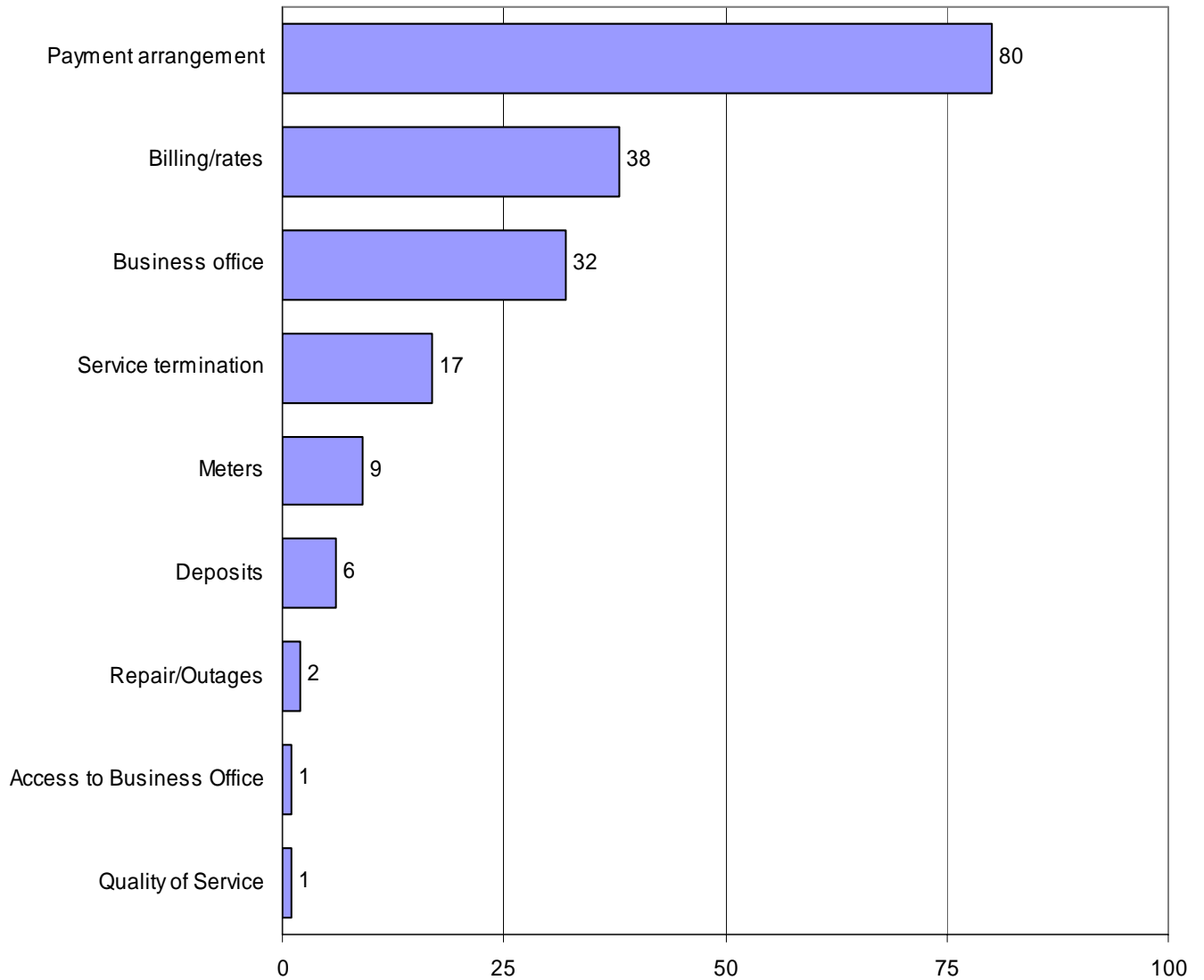
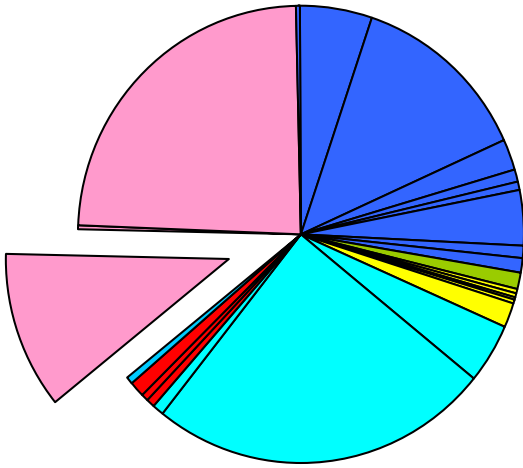
Non-Telco, Telco-Billed 2004 Complaints 48 Total



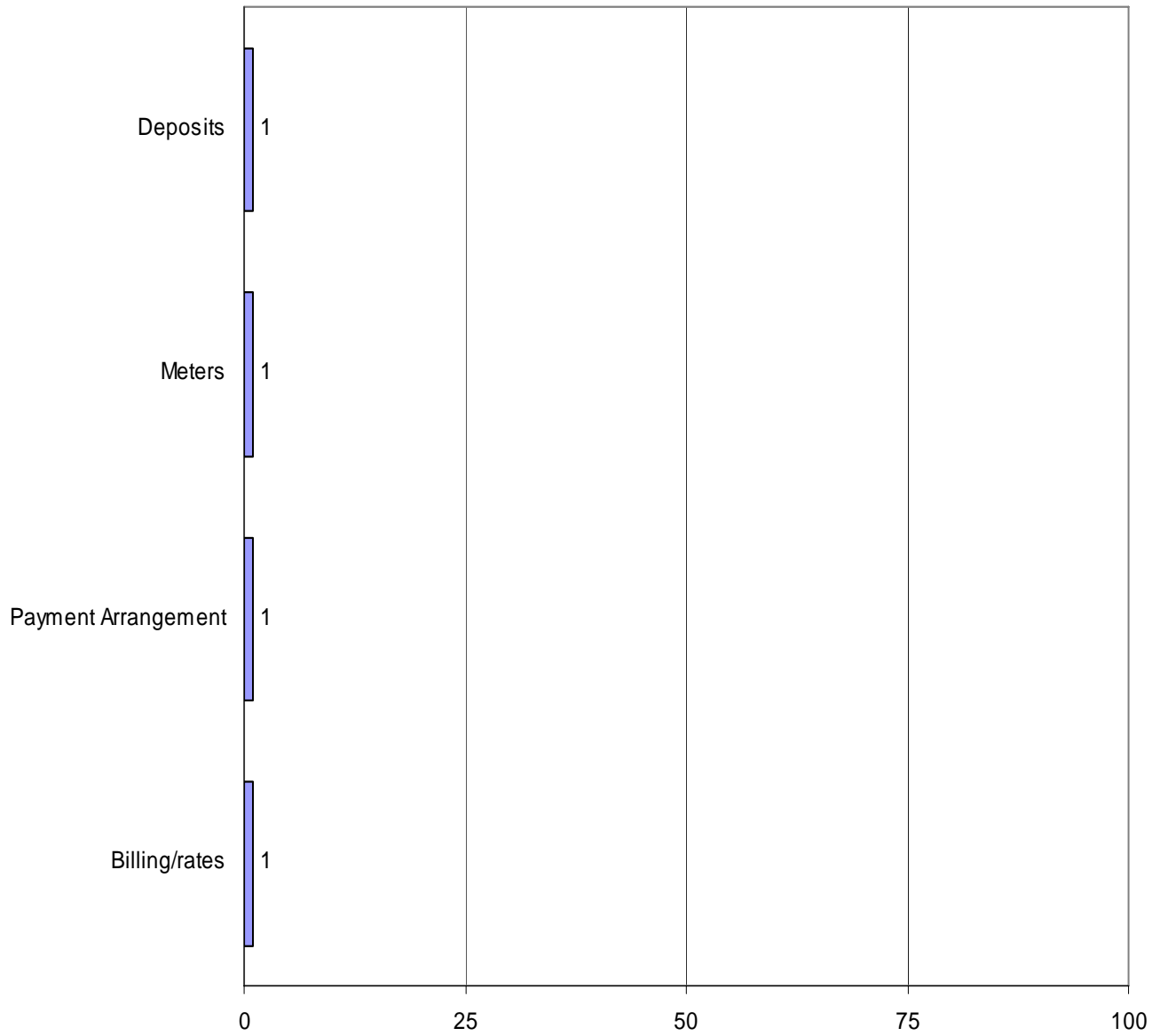
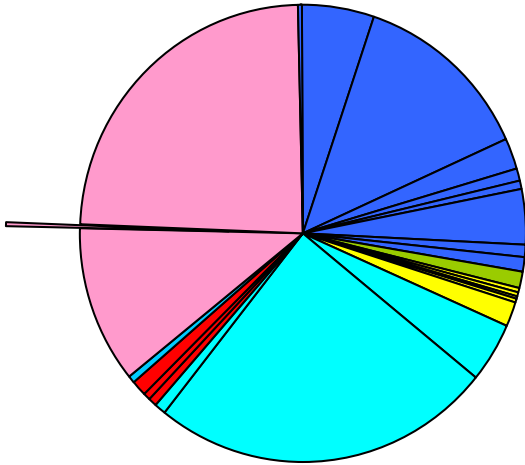
NorthWestern Energy 2004 Complaints 406 Total



Montana-Dakota Utilities 2004 Complaints 186 Total



Energy West 2004 Complaints 4 total



Water Utilities 2004 Complaints 9 Total

