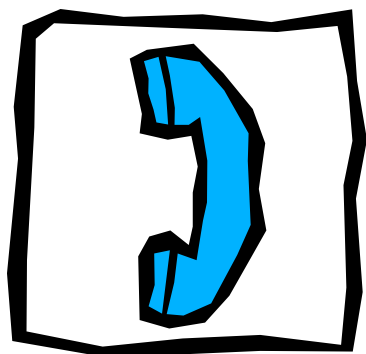


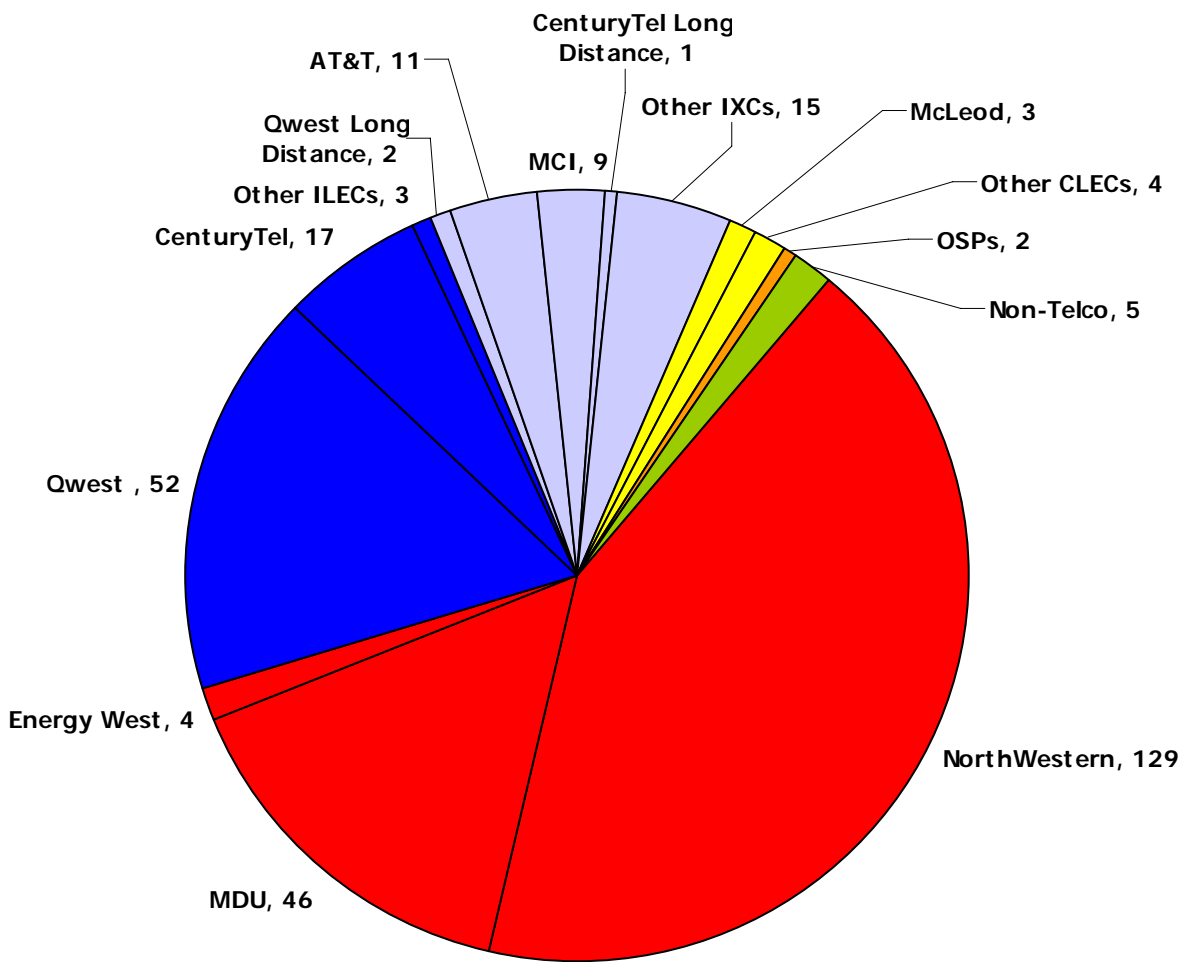
Utility Consumer Complaints Report, 1st Quarter, 2006



**Montana
Public Service
Commission**



1st Quarter 2006 Complaints By Utility Total—303



OSP—Operator Service Providers

Complaint Percentages By Utility

		<u>Weighted Average</u> (Based on '04 Customer Base)
NorthWestern Energy	29.00%	.022%
MDU	15.24%	.050%
Energy West	1.49%	.015%
Qwest	26.76%	.021% (based on # of access lines)
CenturyTel	3.35%	
Other ILECs	1.12%	
Qwest LD	1.49%	
AT&T	3.35%	
MCI	4.83%	
CenturyTel LD	.74%	
Other IXCs	4.83%	
McLeodUSA	1.12%	
CLECs	.74%	
OSPs	2.23%	
Non-Telco	2.97%	
Water/Sewer	.74%	

	100.00%	

Complaints by Service Type

Percentage of Total

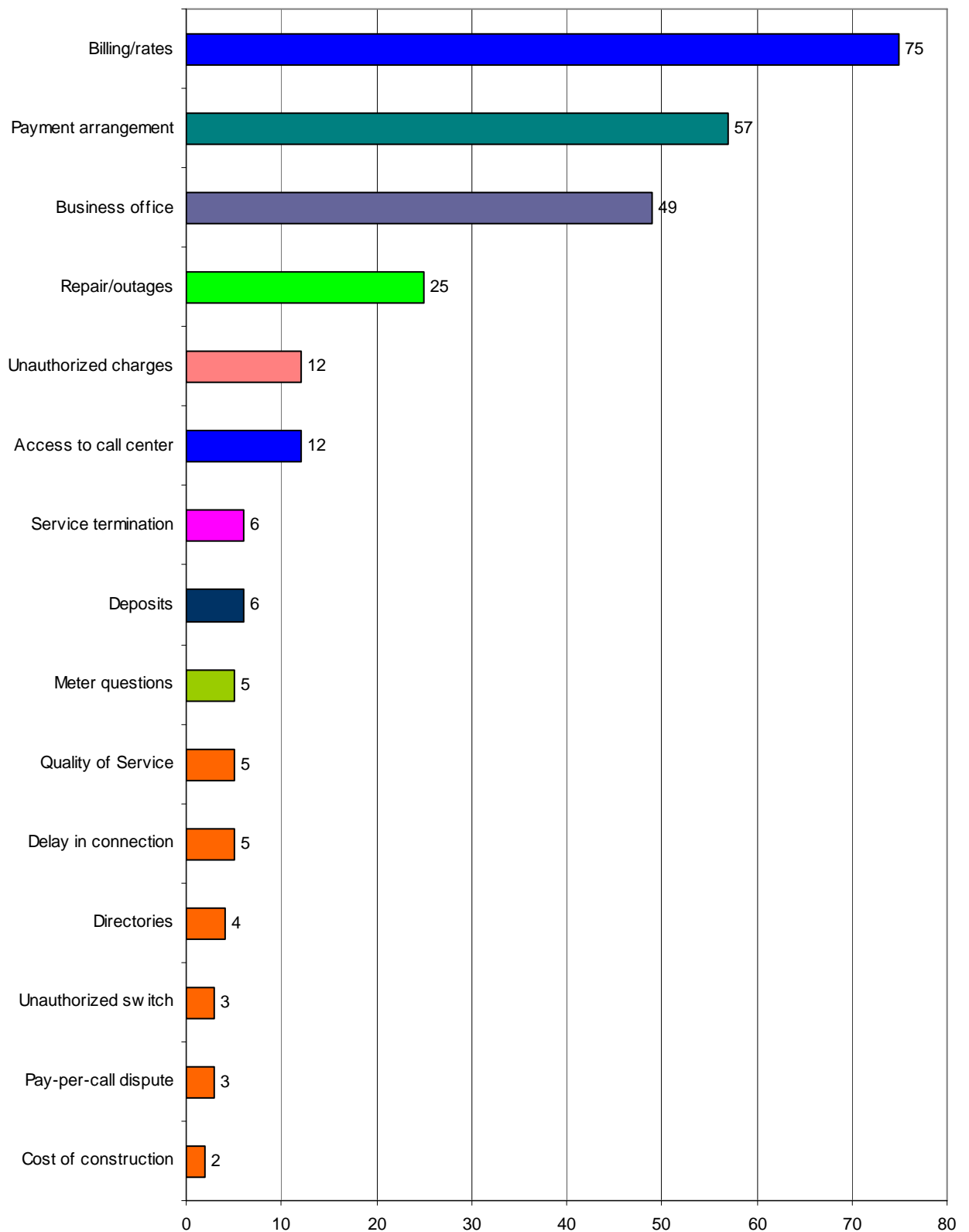
Energy—123	45.73%
Telecommunications—144	53.53%
Water/Sewer—2	.74%

Total 269	100%

Type 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	17	18	18	7	15	75
2. Business Office	7	8	10	12	12	49
3. Cram	2	2	1	5	2	12
4. Payment Arrangements	18	12	14	6	7	57
5. Access to Business Office	4	2	0	2	4	12
6. Repair	4	3	7	4	7	25
7. Slam	1	1	0	1	0	3
8. Delay in Connection	1	2	0	1	1	5
9. Termination	2	1	1	0	2	6
10. Meter Questions	0	1	1	0	3	5
11. Pay-Per-Call	1	0	0	0	2	3
12. Deposits	1	2	0	1	2	6
13. Cost of Construction	0	0	1	1	0	2
14. Directory Listings	0	0	1	2	1	4
15. Quality of Service	0	1	2	0	2	5
<u>Total</u>	58	53	56	42	60	269

3rd Quarter 2005 Consumer Complaints By Category



Number of Complaints

	<u>2004</u>	<u>2005</u>	<u>Percent of Change</u>
July	132	86	(34.8%)
August	145	93	(35.9%)
September	121	90	(25.6%)
	—	—	—
Total	398	269	(32.4%)

	<u>2005</u>	<u>2005</u>	
		<u>July</u>	
April	132	86	(34.8%)
		<u>August</u>	
May	105	93	(11.4%)
		<u>September</u>	
June	110	90	(18.2%)
	—	—	—

Number of Calls

	<u>2004</u>	<u>2005</u>	<u>Percent of Change</u>
July	1,047	925	(11.7%)
August	1,068	866	(18.9%)
September	976	757	(22.4%)
	—	—	—
Total	3,091	2,548	(17.6%)

		<u>2005</u>	
April	<u>2005</u> 1,174	<u>July</u> 925	(21.2%)
May	896	<u>August</u> 866	(3.3%)
June	909	<u>September</u> 757	(16.7%)
	—	—	—
Total	2,979	2,548	(14.5%)