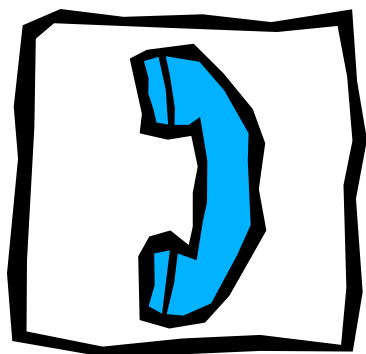


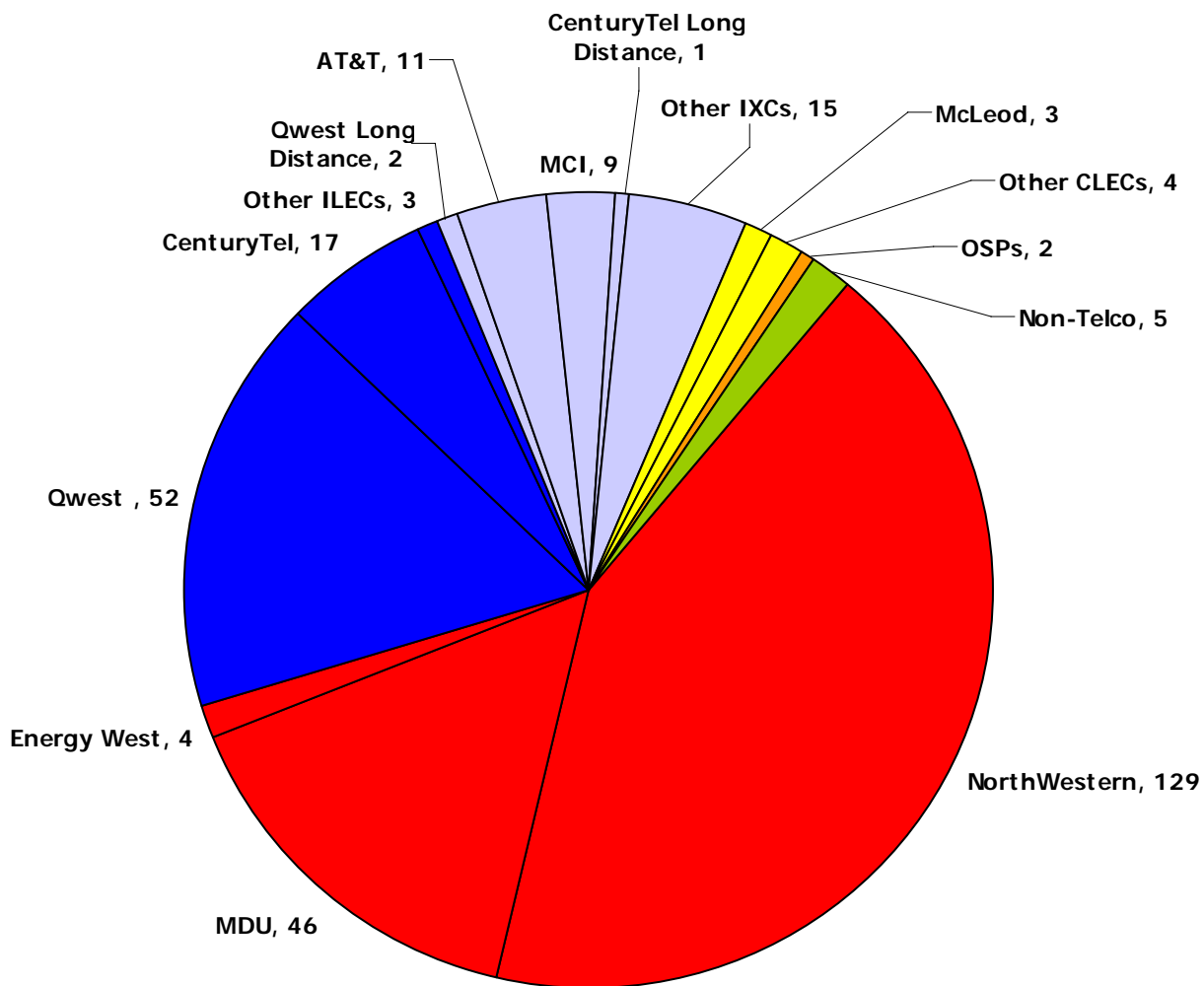
Utility Consumer Complaints Report, 1st Quarter, 2006



**Montana
Public Service
Commission**



1st Quarter 2006 Complaints By Utility Total—303



OSP—Operator Service Providers

Complaint Percentages By Utility

Weighted Average
(Based on '05 Customer Base)

NorthWestern Energy	42.58%	.036%
MDU	15.18%	.055%
Energy West	1.32%	.015%
Qwest	17.16%	.016%
CenturyTel	5.61%	
Other ILECs	.99%	
Qwest LD	.66%	
AT&T	3.63%	
MCI	2.97%	
CenturyTel LD	.33%	
Other IXC	4.95%	
McLeodUSA	.99%	
Other CLECs	1.32%	
OSPs	.66%	
Non-Telco	1.65%	

	100.00%	

Complaints by Service Type

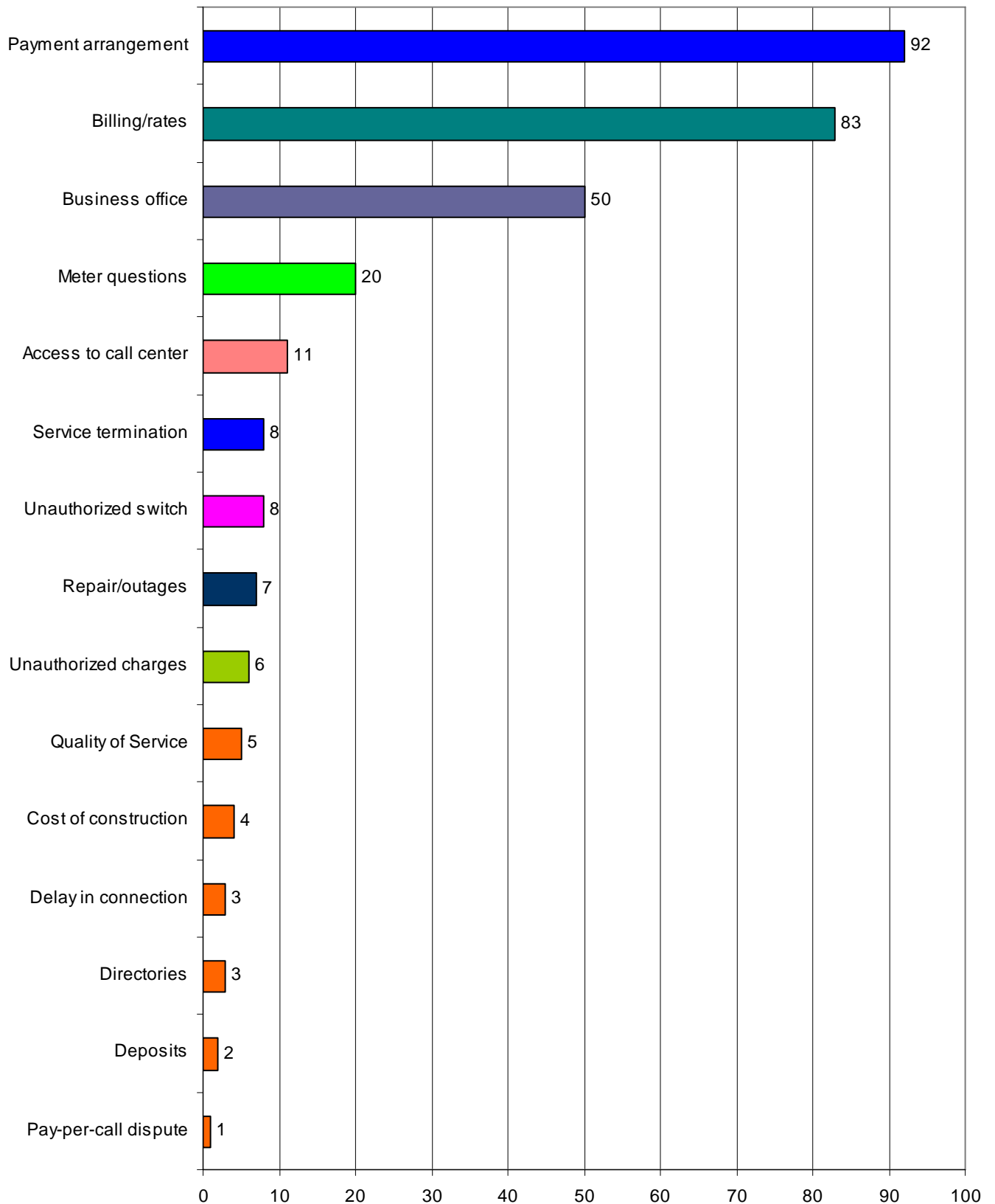
Percentage of Total

Energy—179		59.1%
Telecommunications—124		40.9%
Total	-----	100%
	303	

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	13	14	21	9	26	83
2. Business Office	5	12	5	11	17	50
3. Cram	0	2	2	1	1	6
4. Payment Arrangements	17	18	20	20	17	92
5. Access to Business Office	0	3	1	3	4	11
6. Repair	1	2	2	1	1	7
7. Slam	0	2	2	2	2	8
8. Delay in Connection	0	0	3	0	0	3
9. Termination	2	3	2	1	0	8
10. Meter Questions	3	7	3	4	3	20
11. Pay-Per-Call	0	0	0	1	0	1
12. Deposits	1	0	0	0	1	2
13. Cost of Construction	2	0	2	0	0	4
14. Directory Listings	0	1	0	0	2	3
15. Quality of Service	2	0	2	1	0	5
<u>Total</u>	46	64	65	54	74	303

1st Quarter 2006 Consumer Complaints By Category



Number of Complaints

	<u>2005</u>	<u>2006</u>	<u>Percent of Change</u>
January	134	104	(22.39%)
February	107	93	(13.08%)
March	118	106	(10.17%)
	—	—	—
Total	359	303	(15.60%)

	<u>2005</u>	<u>2006</u>	
October	107	<u>January</u> 104	(2.80%)
November	73	<u>February</u> 93	27.40%
December	72	<u>March</u> 106	47.22%
	—	—	—
Total	252	303	20.24%

Number of Calls

	<u>2005</u>	<u>2006</u>	<u>Percent of Change</u>
January	1,116	1,097	(1.70%)
February	1,021	1,008	(1.27%)
March	1,045	915	(12.44%)
	—	—	—
Total	3,182	3,020	(5.09%)

		<u>2006</u>	
	<u>2005</u>	<u>January</u>	
October	897	1,097	22.30%
		<u>February</u>	
November	752	1,008	34.04%
		<u>March</u>	
December	952	915	(3.89%)
	—	—	—
Total	2,601	3,020	16.11%