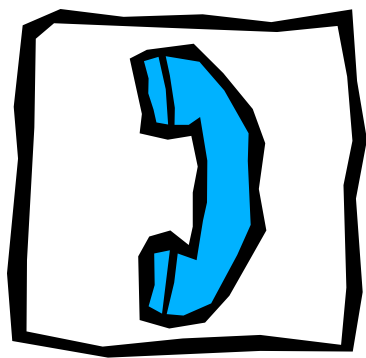


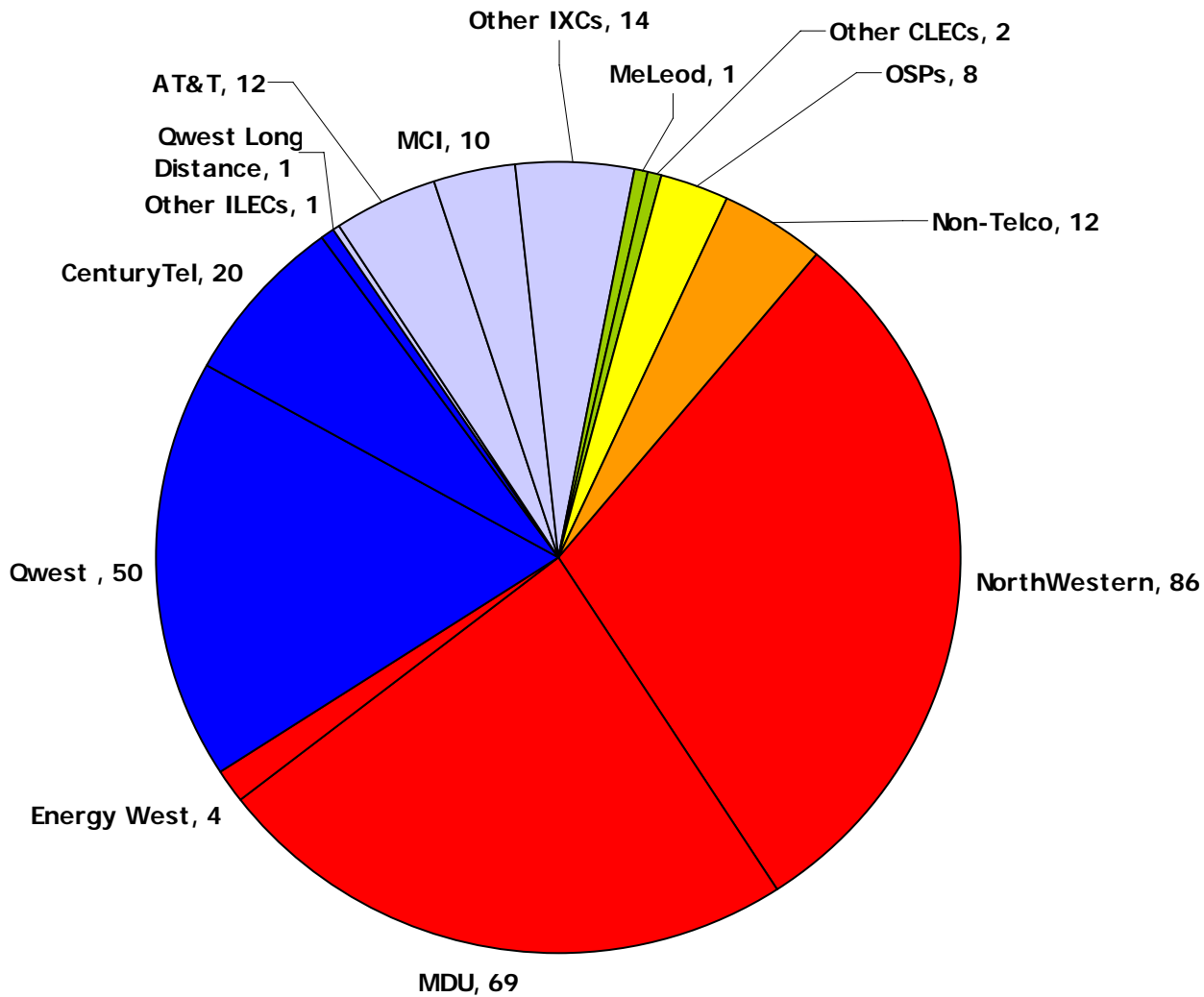
Utility Consumer Complaints Report, 2nd Quarter, 2006



**Montana
Public Service
Commission**



2nd Quarter 2006 Complaints By Utility Total—290



OSP—Operator Service Providers

Complaint Percentages By Utility

Weighted Average
(Based on '05 Customer Base)

NorthWestern Energy	29.66%	.024%
MDU	23.79%	.083%
Energy West	1.38%	.015%
Qwest	17.24%	.015%
CenturyTel	6.90%	
Other ILECs	.34%	
Qwest LD	.34%	
AT&T	4.14%	
MCI	3.45%	
Other IXC	4.83%	
McLeodUSA	.34%	
Other CLECs	.69%	
OSPs	2.76%	
Non-Telco	4.14%	

	100.00%	

Complaints by Service Type

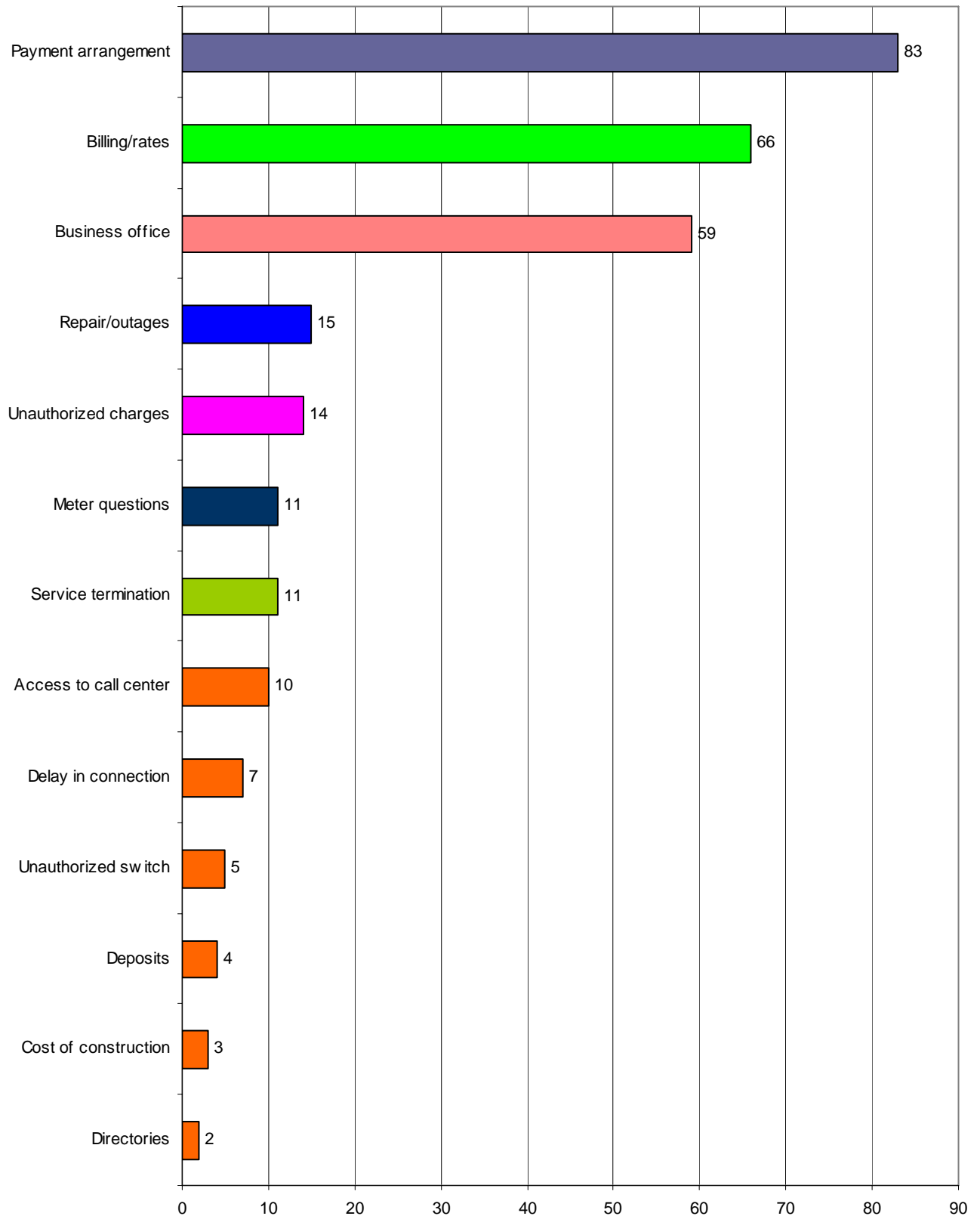
Percentage of Total

Energy—159		54.8%
Telecommunications—131		45.2%
Total	-----	
	290	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	8	13	11	15	19	66
2. Business Office	10	21	7	5	16	59
3. Cram	3	4	1	0	6	14
4. Payment Arrangements	20	24	12	14	13	83
5. Access to Business Office	3	3	1	2	1	10
6. Repair	6	1	3	1	4	15
7. Slam	1	4	0	0	0	5
8. Delay in Connection	0	1	5	1	0	7
9. Termination	3	3	3	2	0	11
10. Meter Questions	2	2	0	3	4	11
11. Pay-Per-Call	0	0	0	0	0	0
12. Deposits	0	2	1	0	1	4
13. Cost of Construction	0	0	3	0	0	3
14. Directory Listings	0	0	0	0	2	2
15. Quality of Service	0	0	0	0	0	0
<u>Total</u>	56	78	47	43	66	290

2nd Quarter 2006 Consumer Complaints By Category



Number of Complaints

	<u>2005</u>	<u>2006</u>	<u>Percent of Change</u>
April	132	103	(21.97%)
May	105	96	(8.57%)
June	110	91	(17.27%)
	—	—	—
Total	347	290	(16.43%)

	<u>2006</u>	<u>2006</u>	
January	104	<u>April</u> 103	(.96%)
February	93	<u>May</u> 96	3.23%
March	106	<u>June</u> 91	(14.15%)
	—	—	—
Total	303	290	(4.29%)

Number of Calls

	<u>2005</u>	<u>2006</u>	<u>Percent of Change</u>
April	1,174	911	(22.40%)
May	896	847	(5.47%)
June	909	851	(6.38%)
	—	—	—
Total	2,979	2,609	(12.42%)

		<u>2006</u>	
January	<u>2006</u> 1,097	<u>April</u> 911	(16.96%)
February	1,008	<u>May</u> 847	(15.97%)
March	915	<u>June</u> 851	(6.99%)
	—	—	—
Total	3,020	2,609	(13.61%)