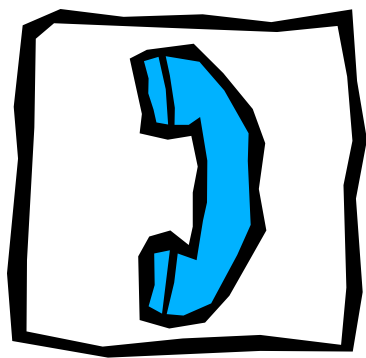


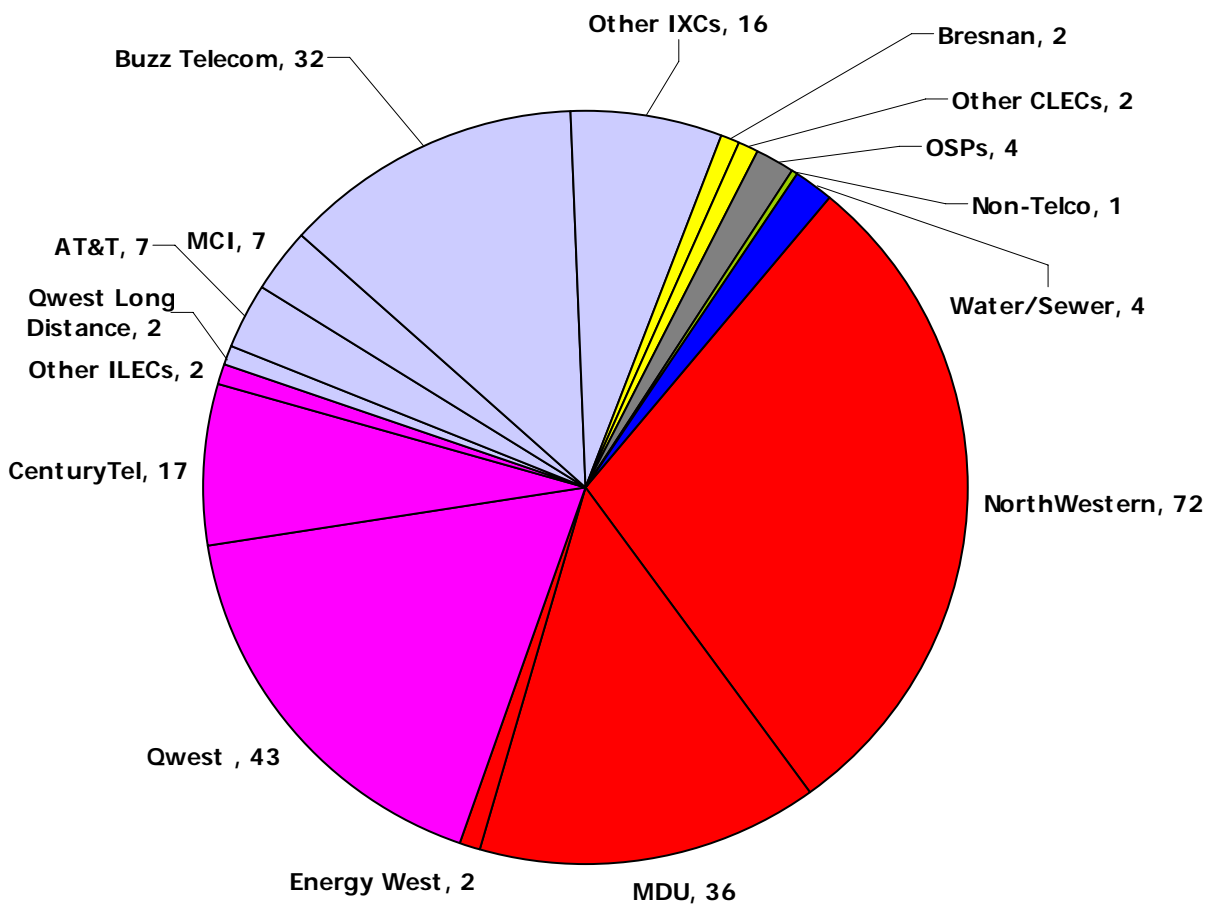
*Utility Consumer Complaints  
Report, 3rd Quarter, 2006*



**Montana  
Public Service  
Commission**



# 3rd Quarter 2006 Complaints By Utility Total—249



OSP—Operator Service Providers

**Complaint Percentages By Utility**

**Weighted Average**  
**(Based on '05 Customer Base)**

NorthWestern Energy	28.90%	.020%
MDU	14.50%	.043%
Energy West	.80%	.007%
Qwest	17.30%	.013% (based on # of
CenturyTel	6.80%	access lines)
Other ILECs	.80%	
Qwest LD	.80%	
AT&T	2.80%	
MCI	2.80%	
Buzz Telecom	12.90%	
Other IXCs	6.40%	
Bresnan	.80%	
Other CLECs	.80%	
OSPs	1.60%	
Non-Telco	.40%	
Water/Sewer	1.60%	
	<hr/>	
	100.00%	

**Complaints by Service Type**

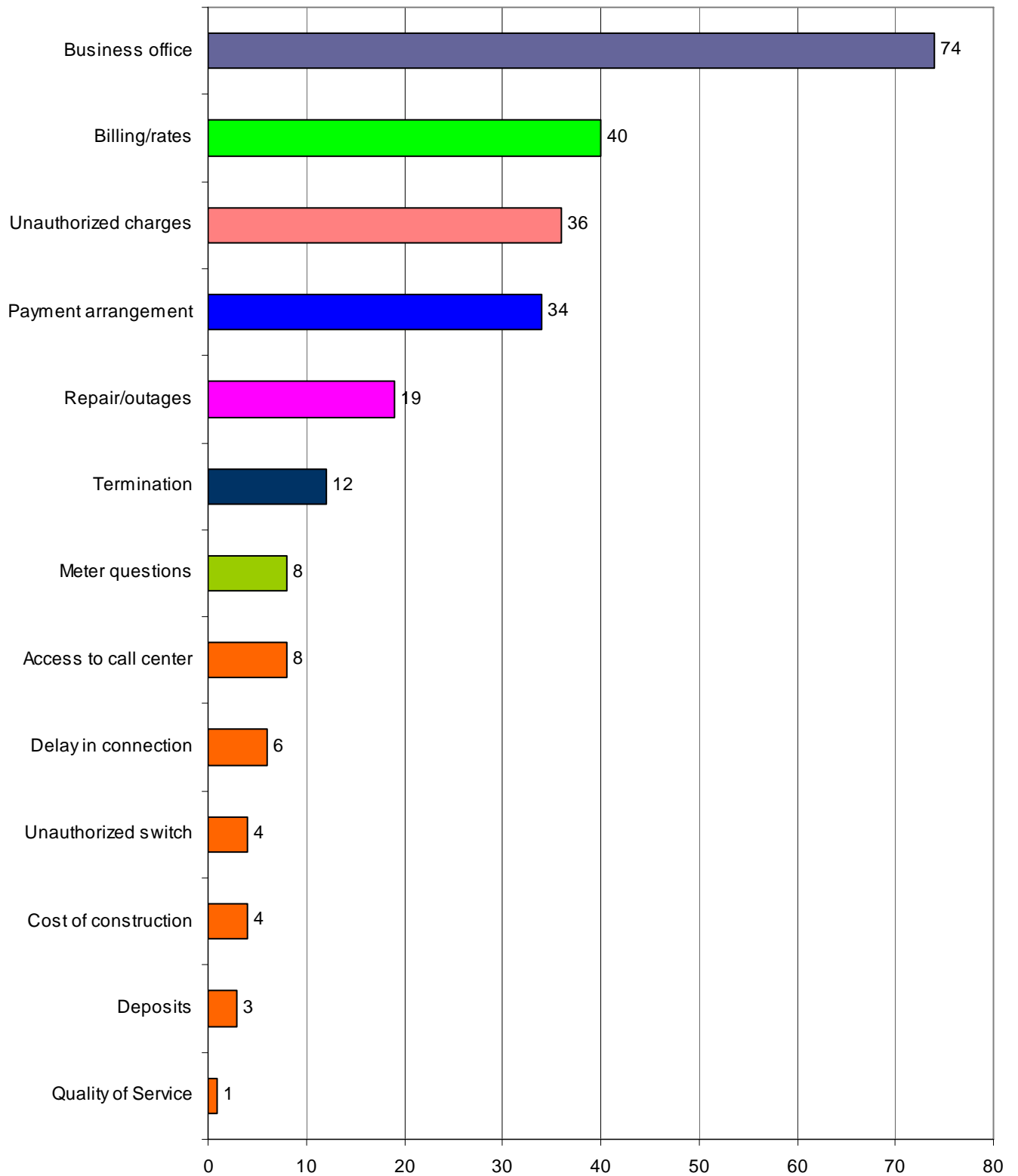
**Percentage of Total**

Energy—110	44.18%
Telecommunications—135	54.22%
Water/Sewer—4	1.60%
	<hr/>
<b>Total</b> <b>249</b>	<b>100.00%</b>

**Type and Number of Complaints By District**

	<b><u>Dist. 1</u></b>	<b><u>Dist. 2</u></b>	<b><u>Dist. 3</u></b>	<b><u>Dist. 4</u></b>	<b><u>Dist. 5</u></b>	<b><u>Total</u></b>
<b>1. Billing/Rates</b>	5	10	7	9	9	40
<b>2. Business Office</b>	12	19	17	7	19	74
<b>3. Cram</b>	22	7	1	3	3	36
<b>4. Payment     Arrangements</b>	8	9	9	6	2	34
<b>5. Access to Business     Office</b>	1	1	1	3	2	8
<b>6. Repair</b>	7	5	3	1	3	19
<b>7. Slam</b>	1	2	1	0	0	4
<b>8. Delay in Connection</b>	0	1	4	0	1	6
<b>9. Termination</b>	1	6	4	1	0	12
<b>10. Meter Questions</b>	3	2	3	0	0	8
<b>11. Pay-Per-Call</b>	0	0	0	0	0	0
<b>12. Deposits</b>	0	2	0	1	0	3
<b>13. Cost of Construction</b>	0	0	2	2	0	4
<b>14. Directory Listings</b>	0	0	0	0	0	0
<b>15. Quality of Service</b>	0	0	0	1	0	1
<hr/> <b><u>Total</u></b>	<b>60</b>	<b>64</b>	<b>52</b>	<b>34</b>	<b>39</b>	<b>249</b>

## 3rd Quarter 2006 Consumer Complaints By Category



Number of Complaints

	<u>2005</u>	<u>2006</u>	<u>Percent of Change</u>
July	86	65	(24.42%)
August	93	91	(2.15%)
September	90	93	3.33%
	—	—	—
Total	269	249	(7.43%)

	<u>2006</u>	<u>2006</u>	
		<u>July</u>	
April	103	65	(36.89%)
		<u>August</u>	(5.21%)
May	96	91	
		<u>September</u>	2.20%
June	91	93	

Number of Calls

	<u>2005</u>	<u>2006</u>	<u>Percent of Change</u>
July	925	714	(22.81%)
August	866	716	(17.32%)
September	757	638	(15.72%)
	—	—	—
Total	2,548	2,068	(18.84%)
		<u>2006</u>	
April	<u>2006</u> 911	<u>July</u> 714	(21.62%)
May	847	<u>August</u> 716	(15.47%)
June	851	<u>September</u> 638	(25.03%)

### Summary of Notable Changes

**1. Complaint totals have been dropping over time but comparing quarters in 2006 with 2005 shows some stabilization.**

**1<sup>st</sup> Quarter 2004 – 515**

**1<sup>st</sup> Quarter 2005 – 359**

**1<sup>st</sup> Quarter 2006 – 303**

**2<sup>nd</sup> Quarter 2004 – 483**

**2<sup>nd</sup> Quarter 2005 – 347**

**2<sup>nd</sup> Quarter 2006 – 290**

**3<sup>rd</sup> Quarter 2004 – 398**

**3<sup>rd</sup> Quarter 2005 – 269**

**3<sup>rd</sup> Quarter 2006 – 249**

**2. Complaint calls on our 800 complaint line have been decreasing over time as well. There is less of a drop in complaint calls comparing quarters in 2006 to 2005 than to previous year. As you can see, staff receives many more calls, than complaint calls, on a daily basis for general information, inquiries about utilities and the PSC, and rule application and its effect on the general public.**

**1<sup>st</sup> Quarter 2004 – 4,364**

**1<sup>st</sup> Quarter 2005 – 3,182**

**1<sup>st</sup> Quarter 2006 – 3,020**

**2<sup>nd</sup> Quarter 2004 – 3,500**

**2<sup>nd</sup> Quarter 2005 – 2,979**

**2<sup>nd</sup> Quarter 2006 – 2,609**

**3<sup>rd</sup> Quarter 2004 – 3,091**

**3<sup>rd</sup> Quarter 2005 – 2,548**

**3<sup>rd</sup> Quarter 2006 – 2,068**

**3. Buzz Telecom, Inc. in this quarter had 32 of the reported 36 crams. This is a significant increase in the reported crams, as I've indicated below. The Commission filed two complaints against this company and is in the process of negotiations at this time (Dec. 2006).**

**1<sup>st</sup> Quarter 2006 – 6**

**2<sup>nd</sup> Quarter 2006 – 14**

**3<sup>rd</sup> Quarter 2006 - 36**