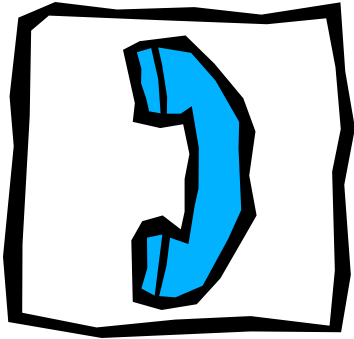


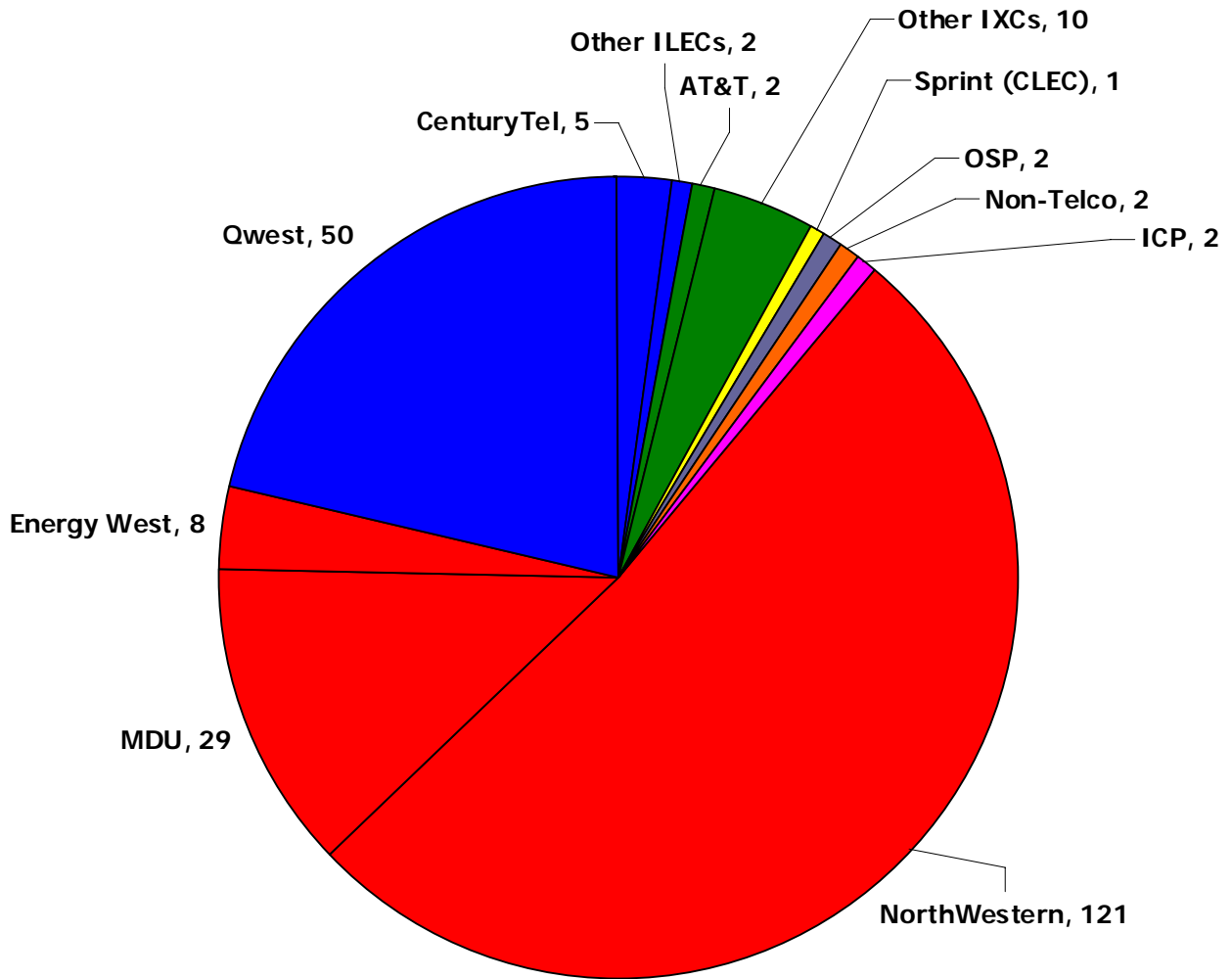
*Utility Consumer Complaints  
Report, 2nd Quarter, 2008*



**Montana  
Public Service  
Commission**



**2<sup>nd</sup> Quarter  
2008 Complaints  
By Utility  
Total - 234**



**OSP – Operator  
Service Providers**

**ICP – Inmate  
Calling Providers**

**Complaint Percentages By Utility**

**Weighted Average**  
(Based on '07 Customer Base)

NorthWestern Energy	51.7%	.033%
MDU	12.4%	.034%
Energy West	3.4%	.029%
Qwest	21.3%	.018% (based on # of access
CenturyTel	2.1%	.010% lines)
Other ILECs	.9%	
AT&T	.9%	
Other IXC's	4.2%	
Sprint (CLEC)	.4%	
OSP	.9%	
Non-Telco	.9%	
ICP	.9%	
	<hr/>	
	100.00%	

**Complaints by Service Type**

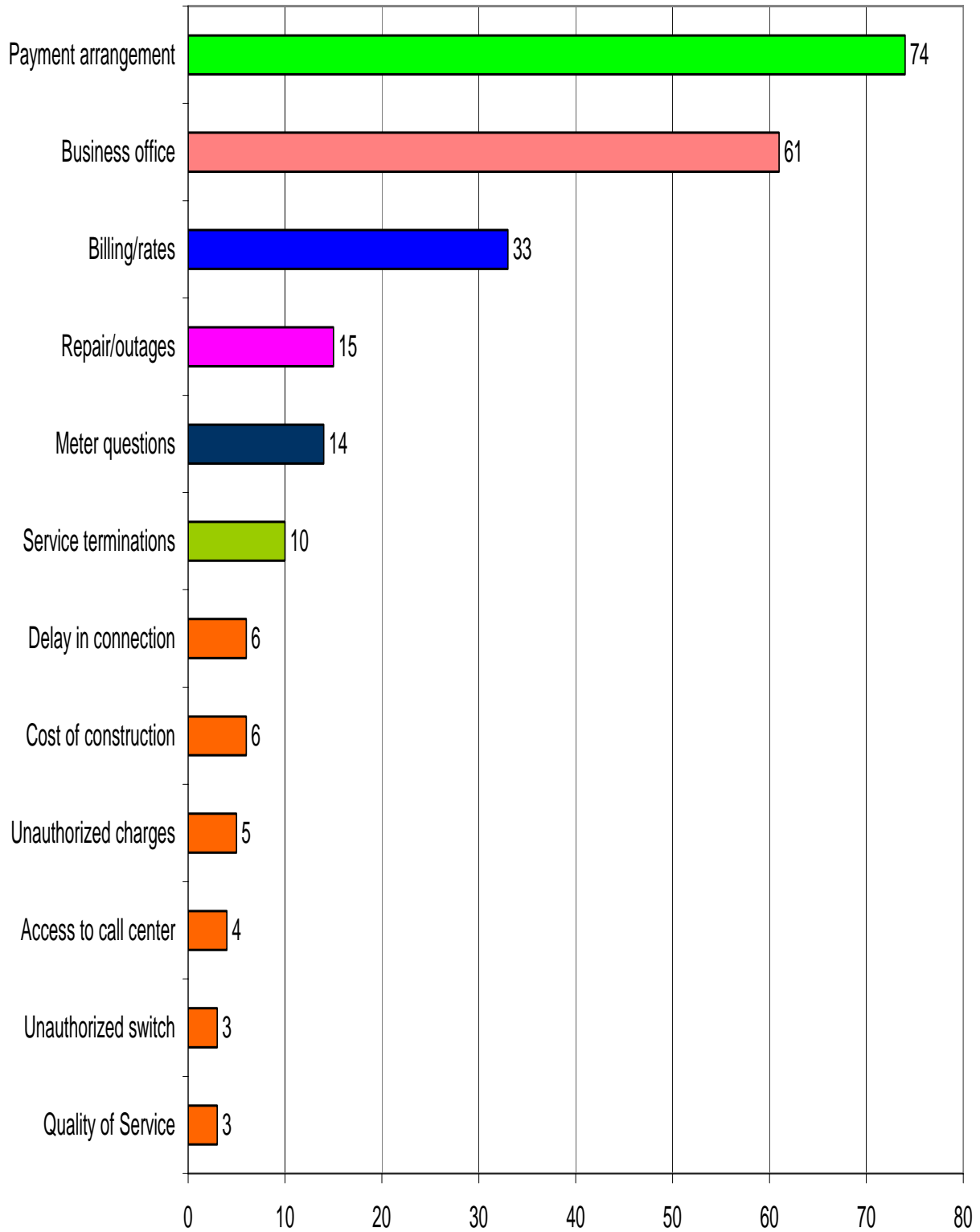
**Percentage of Total**

Energy – 158	67.5 %
Telecommunications – 76	32.5%
<hr/>	<hr/>
Total – 234	100.00%

**Category 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>	9	4	8	4	8	33
<b>2. Business Office</b>	11	14	14	9	13	61
<b>3. Cram</b>	0	1	1	3	0	5
<b>4. Payment Arrangements</b>	8	11	27	17	11	74
<b>5. Access to Business Office</b>	0	2	1	0	1	4
<b>6. Repair</b>	4	1	8	0	2	15
<b>7. Slam</b>	0	0	0	1	2	3
<b>8. Delay in Connection</b>	1	1	3	1	0	6
<b>9. Termination</b>	4	2	1	1	2	10
<b>10. Meter Questions</b>	6	4	3	0	1	14
<b>11. Pay-Per-Call</b>	0	0	0	0	0	0
<b>12. Deposits</b>	0	0	0	0	0	0
<b>13. Cost of Construction</b>	0	3	2	0	1	6
<b>14. Directory Listings</b>	0	0	0	0	0	0
<b>15. Quality of Service</b>	0	0	1	0	2	3
<hr/> <b><u>Total</u></b>	<b>43</b>	<b>43</b>	<b>69</b>	<b>36</b>	<b>43</b>	<b>234</b>

## 2nd Quarter 2008 Consumer Complaints By Category



**Number of Complaints**

	<b><u>2007</u></b>	<b><u>2008</u></b>	<b><u>Percent of Change</u></b>
April	83	78	(6.02%)
May	62	82	32.26%
June	64	74	15.63%
<hr/>			
Total	209	234	11.96%

	<b><u>2008</u></b>	<b><u>2008</u></b>	
January	82	<b><u>April</u></b> 78	(4.88%)
February	84	<b><u>May</u></b> 82	(2.38%)
March	83	<b><u>June</u></b> 74	(10.84%)
<hr/>			
Total	249	234	(6.02%)

Number of Calls

	<u>2007</u>	<u>2008</u>	<u>Percent of Change</u>
April	692	735	6.21%
May	585	690	17.95%
June	608	663	9.05%
<hr/>			
Total	1,885	2,088	10.77%

January	<u>2008</u> 836	<u>2008</u> <u>April</u> 735	(12.08%)
February	914	<u>May</u> 690	(24.51%)
March	789	<u>June</u> 663	(15.97%)
<hr/>			
Total	2,539	2,088	(17.76%)