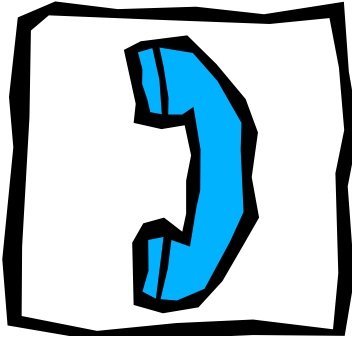


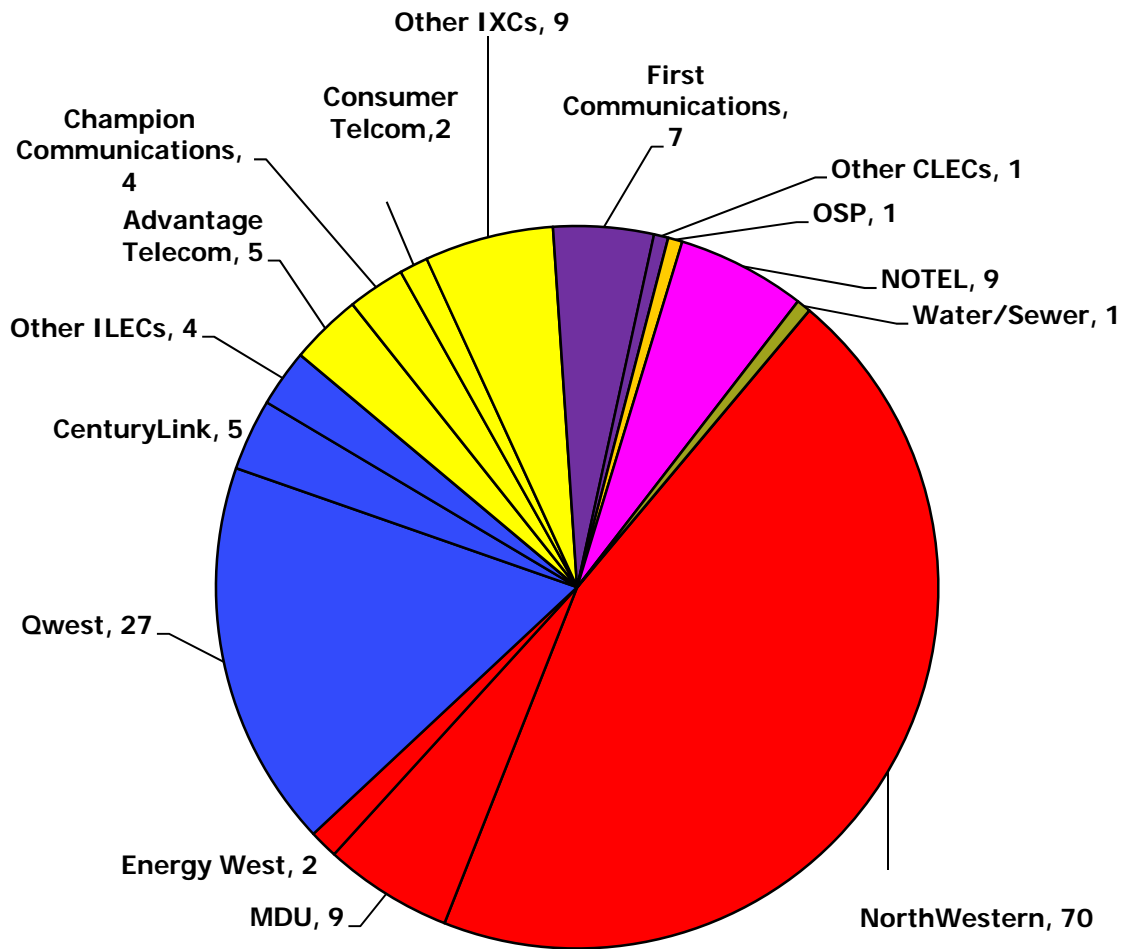
*Utility Consumer Complaints
Report, 1st Quarter, 2010*



**Montana
Public Service
Commission**



**1st Quarter
2010 Complaints
By Utility
Total - 156**



**OSP – Operator
Service Provider**

**NOTEL – Non-
Telco Provider**

Complaint Percentages By Utility

Weighted Average
(Based on '09 Customer Base)

NorthWestern Energy	44.9%	.019%
MDU	5.8%	.010%
Energy West	1.3%	.010%
Qwest	17.3%	.012% (based on # of access
CenturyTel	3.2%	.010% lines)
Other ILECs	2.6%	
Advantage Telecom	3.2%	
Champion Communications	2.6%	
Consumer Telecom	1.3%	
Other IXCs	5.8%	
First Communications	4.4%	
Other CLECs	.6%	
OSP	.6%	
NOTEL	5.8%	
Water/Sewer	.6%	
	<hr/> 100.00%	

Complaints by Service Type

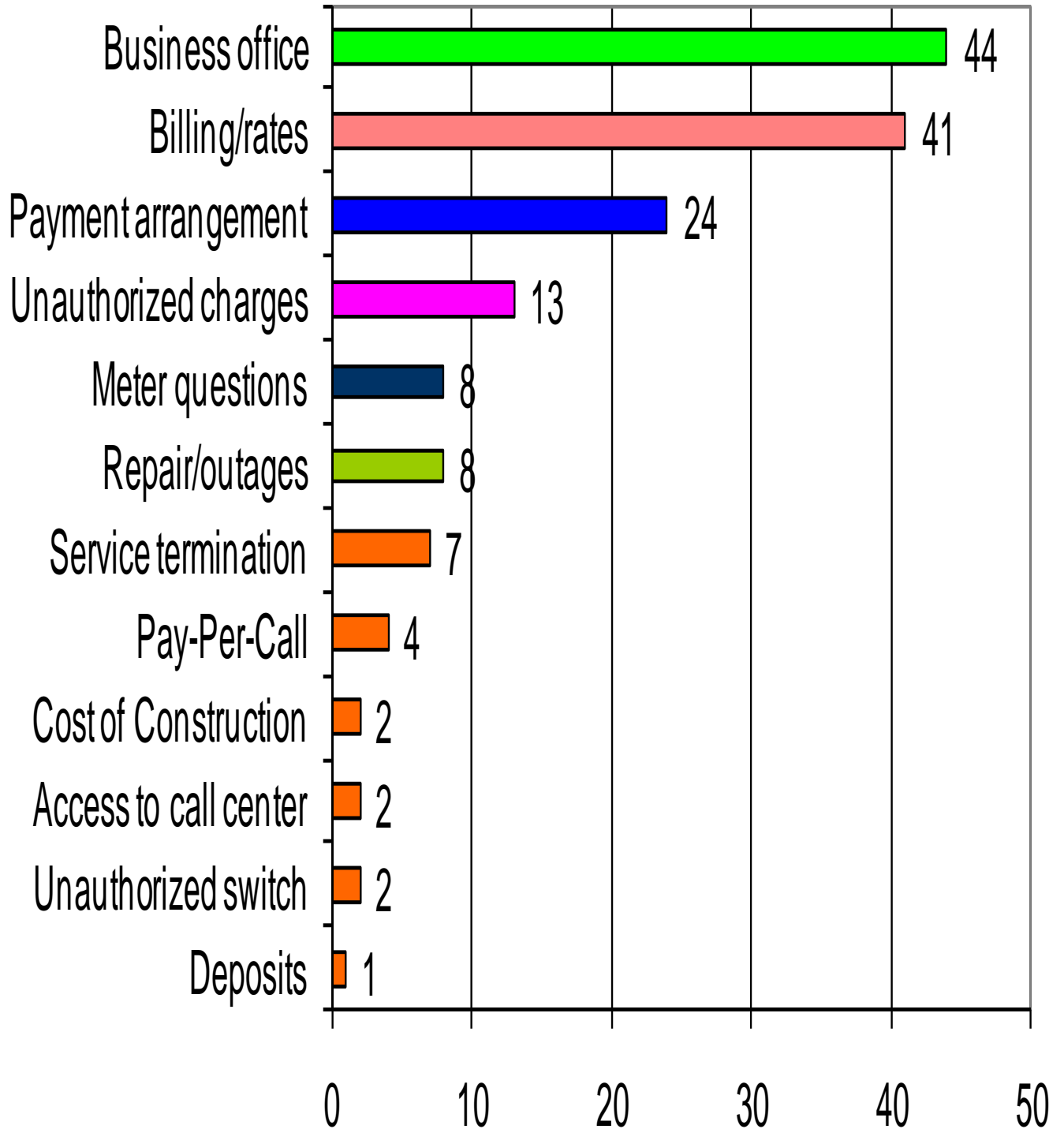
Percentage of Total

Energy – 81	51.92%
Telecommunications – 74	47.44%
Water/Sewer - 1	.64%
<hr/> Total – 156	<hr/> 100.00%

Category 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	6	11	8	11	5	41
2. Business Office	3	10	10	9	12	44
3. Cram	2	3	2	0	6	13
4. Payment Arrangements	6	4	8	4	2	24
5. Access to Business Office	0	1	0	0	1	2
6. Repair	2	2	4	0	0	8
7. Slam	1	0	1	0	0	2
8. Delay in Connection	0	0	0	0	0	0
9. Termination	1	1	1	1	3	7
10. Meter Questions	1	3	1	3	0	8
11. Pay-Per-Call	0	0	0	0	4	4
12. Deposits	0	0	1	0	0	1
13. Cost of Construction	1	0	1	0	0	2
14. Directory Listings	0	0	0	0	0	0
15. Quality of Service	0	0	0	0	0	0
<hr/> <u>Total</u>	23	35	37	28	33	156

1st Quarter 2010 Consumer Complaints By Category



Number of Complaints

	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
January	59	82	60	50
February	93	84	56	60
March	71	83	74	46
	—	—	—	—
Total	223	249	190	156

Number of Calls

	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
January	809	836	866	770
February	749	914	728	793
March	774	789	634	634
	—	—	—	—
Total	2,332	2,539	2,228	2,197