

Utility Consumer Complaints 2011 Annual Report

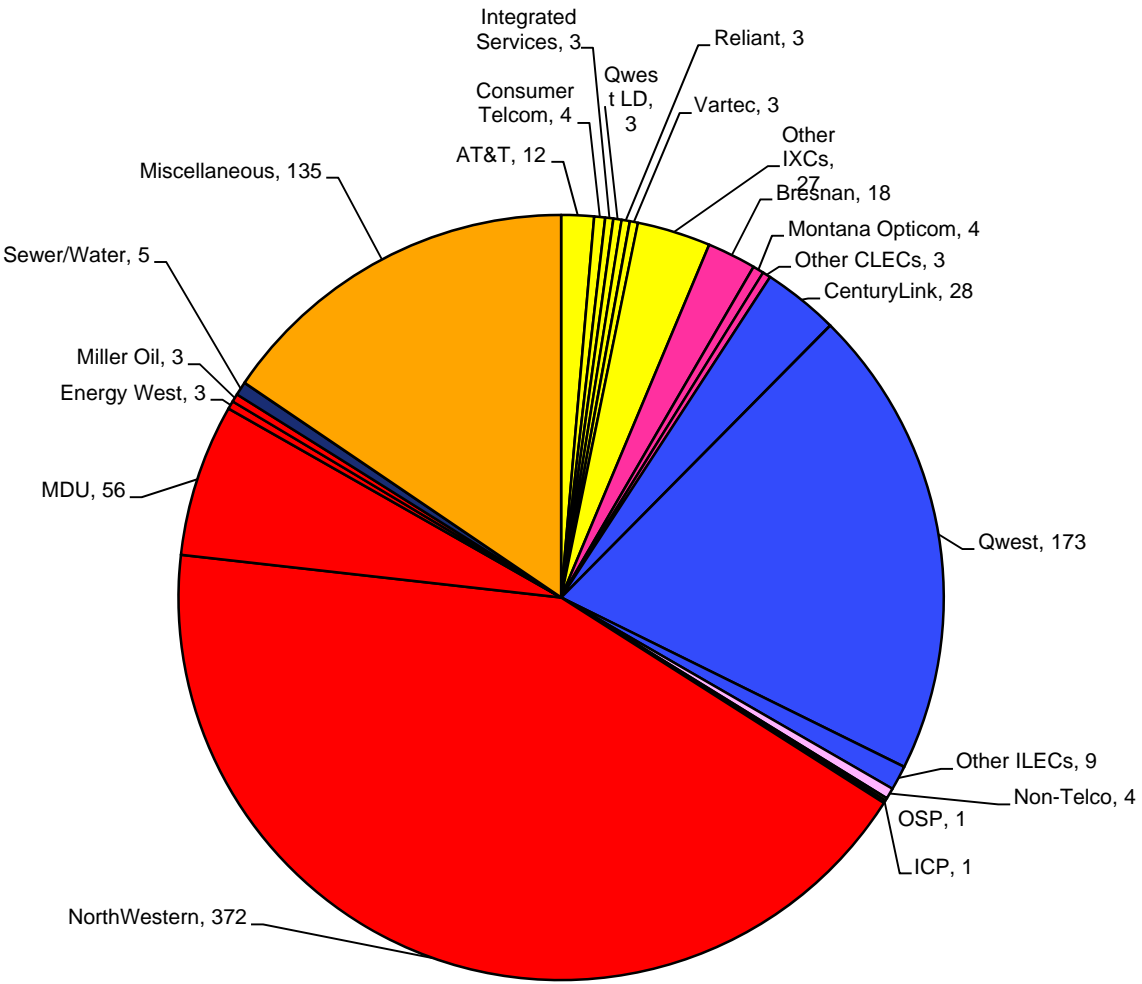


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Year 2011 Consumer Complaints By Utility - Total #
Informal Complaints - 870



ICP - Inmate Calling Providers
OSP - Operator Service Providers



Complaint Percentages by Company

Qwest – 19.89%	.09% (percentage of complaints
CenturyLink – 3.22%	.04% (compared to total MT
Other ILECs – 1.04%	access lines)
Bresnan – 2.07%	
Montana Opticom – .46%	
Other CLECs – .34%	
AT&T – 1.38%	
Consumer Telcom – .46%	
Integrated Services - .34%	
Qwest LD - .34%	
Reliant - .34%	
Vartec - .34%	
Other IXC's – 3.10%	
NorthWestern – 42.76%	.10% (percentage of
MDU – 6.44%	.06% (complaints compared
Energy West – .34%	.01% (to total MT customers
Miller Oil - .34%	
Non-Telco – .46%	
OSP - .12%	
ICP - .12%	
Miscellaneous – 15.52%	
Water/Sewer - .58%	

Total – 100%	

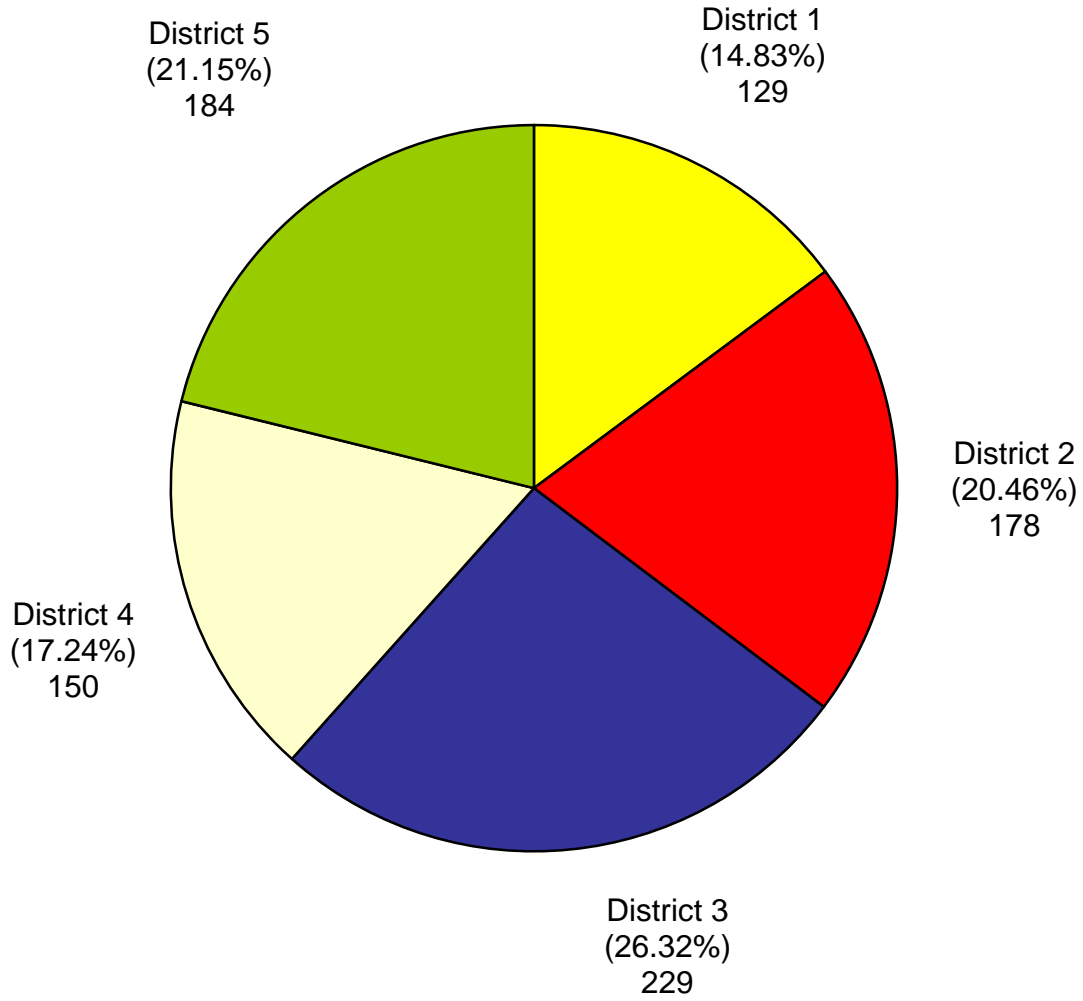
<u>Complaints by Service Type</u>	<u>Percentage of Total</u>
Energy – 434	49.89%
Telecommunications – 296	34.02%
Water/Sewer – 5	.57%
Miscellaneous - 135	15.52%
<hr/>	<hr/>
Total – 870	100.00%

Category and Number of Complaints in 2011 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	25	29	24	15	26	119
2. Business Office	25	54	43	29	42	193
3. Cram	2	4	2	2	5	15
4. Payment Arrangements	7	12	33	15	25	92
5. Access to Business Office	3	10	3	1	3	20
6. Repair	31	16	21	10	17	95
7. Slam	1	0	5	4	8	18
8. Delay in Connection	1	4	3	1	0	9
9. Termination	1	7	9	4	6	27
10. Meter Questions	7	7	11	3	3	31
11. Pay-Per-Call	0	0	0	0	0	0
12. Deposits	2	0	1	0	2	5
13. Cost of Construction	3	3	4	4	1	15
14. Directory Listings	1	0	0	0	0	1
15. Quality of Service	0	0	2	1	1	4
16. Medical*	0	10	40	28	13	91
17. Miscellaneous**	20	22	28	33	32	135
Total	129	178	229	150	184	870

* = Medical Exception category initiated 4/1/10; ** = Miscellaneous category initiated 7/15/10

2011 Complaints by PSC District



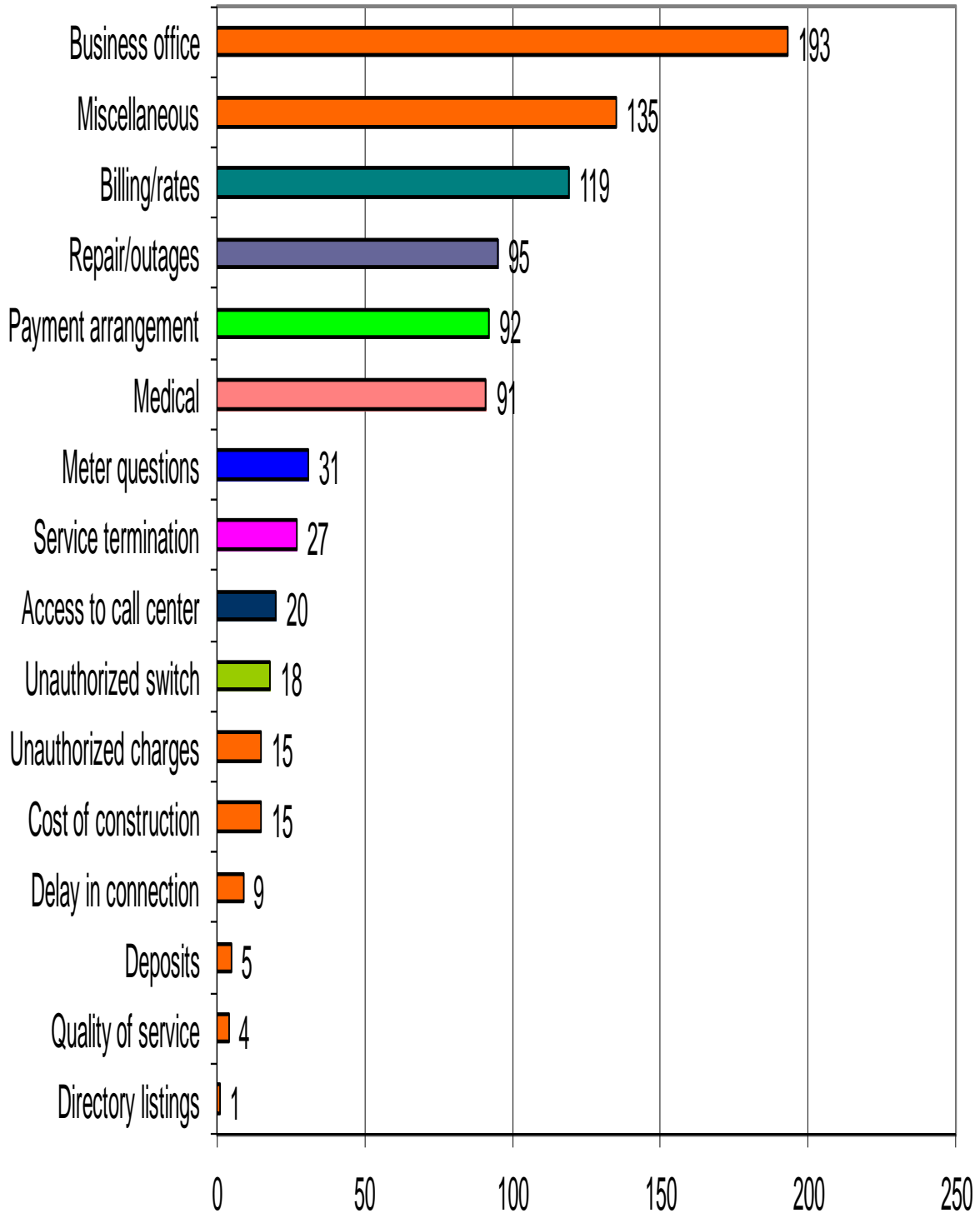
2009/2010/2011 Incoming 800 Calls

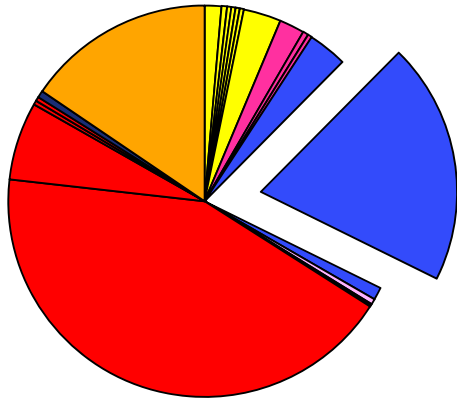
	<u>2009</u>	<u>2010</u>	<u>2011</u>
January	866	770	571
February	728	793	591
March	634	634	553
April	656	590	583
May	481	620	593
June	494	595	640
July	572	556	604
August	608	465	625
September	493	520	632
October	546	539	725
November	499	608	568
December	638	537	671
Total	<u>7,215</u>	<u>7,227</u>	<u>7,356</u>

2009/2010/2011 Complaints

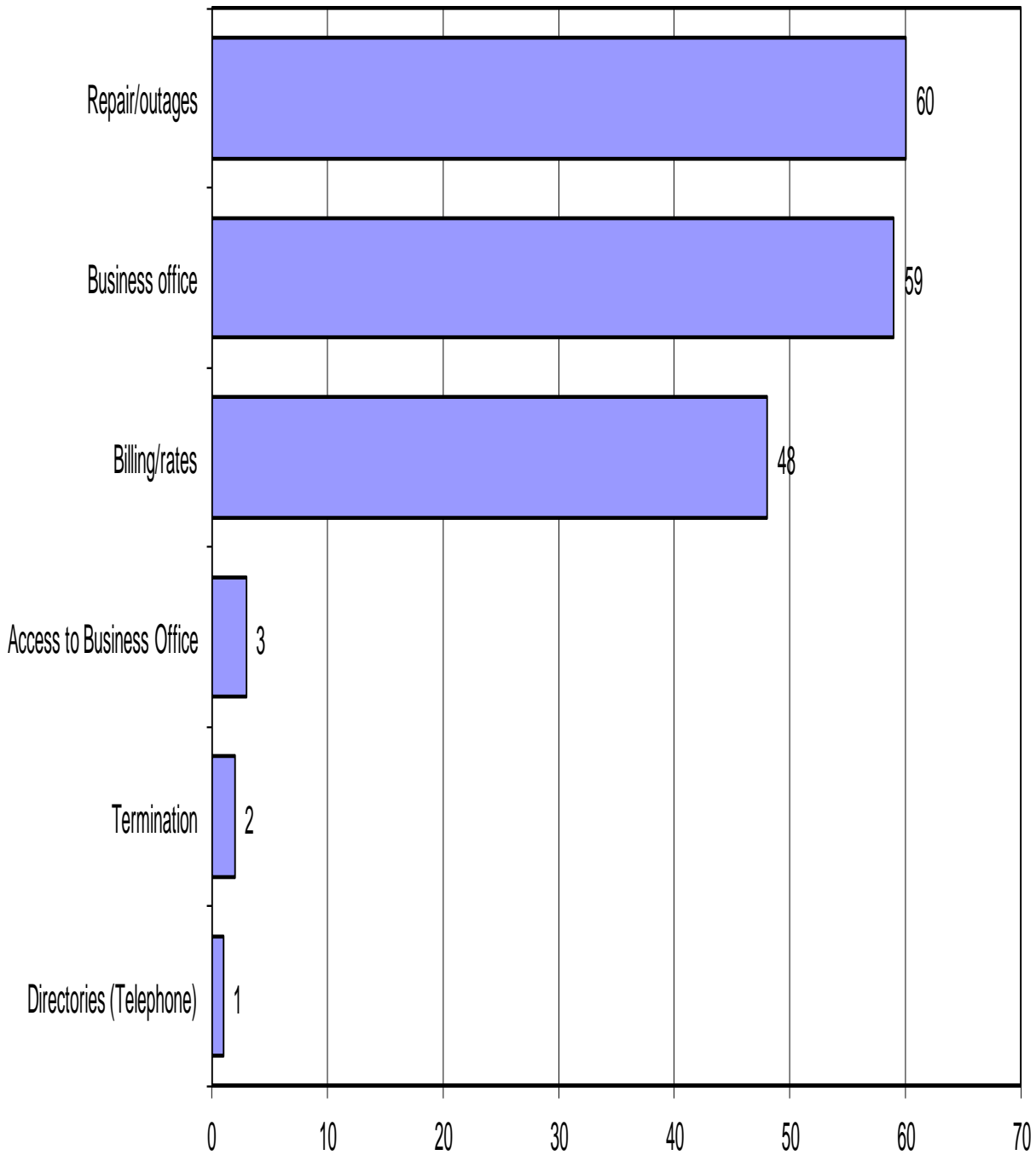
	<u>2009</u>	<u>2010</u>	<u>2011</u>
January	60	50	62
February	56	60	71
March	74	46	59
April	65	48	76
May	43	68	81
June	46	61	103
July	47	86	85
August	45	56	77
September	42	70	83
October	45	58	77
November	28	46	45
December	36	49	51
Total	<u>587</u>	<u>698</u>	<u>870</u>

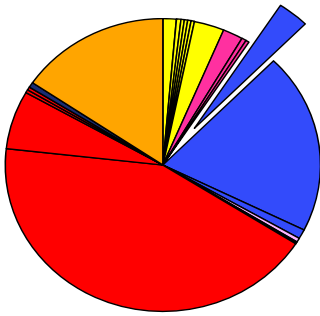
2011 PSC Consumer Complaints by Complaint Category



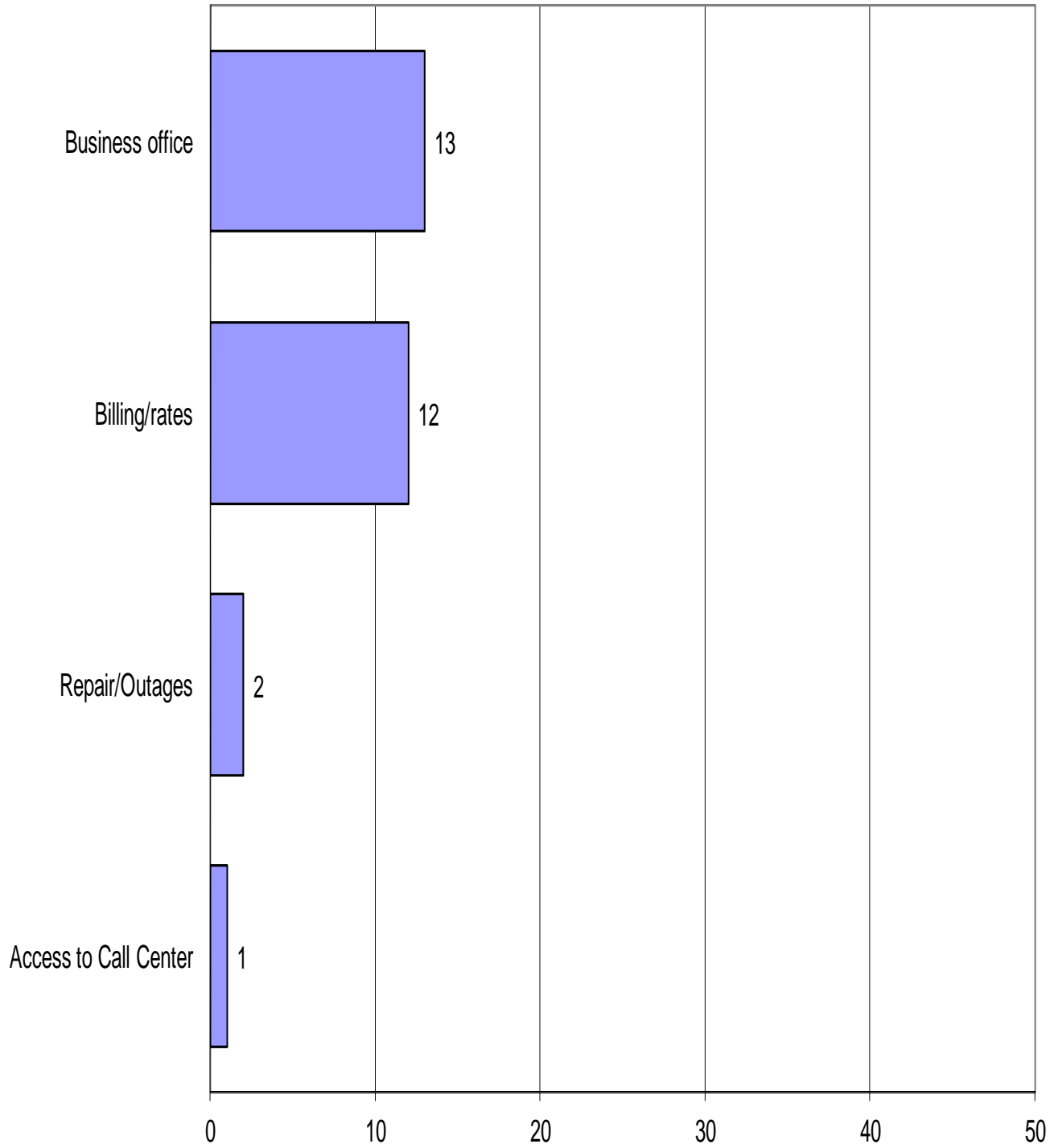


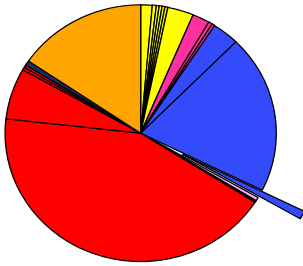
**Qwest Corporation
2011 Complaints
173 Total**



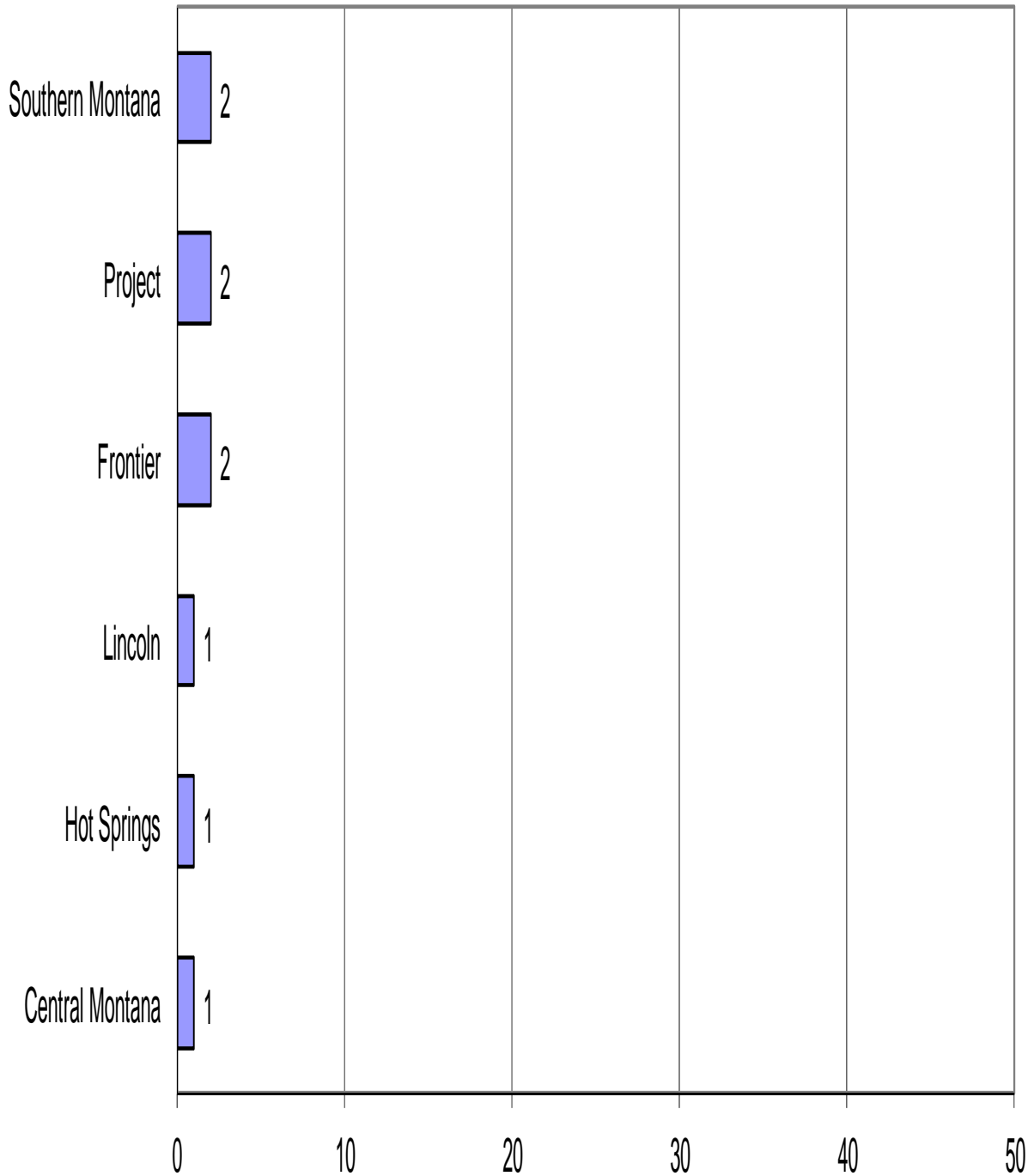


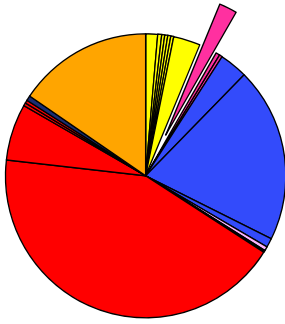
**CenturyLink
2011 Complaints
28 Total**



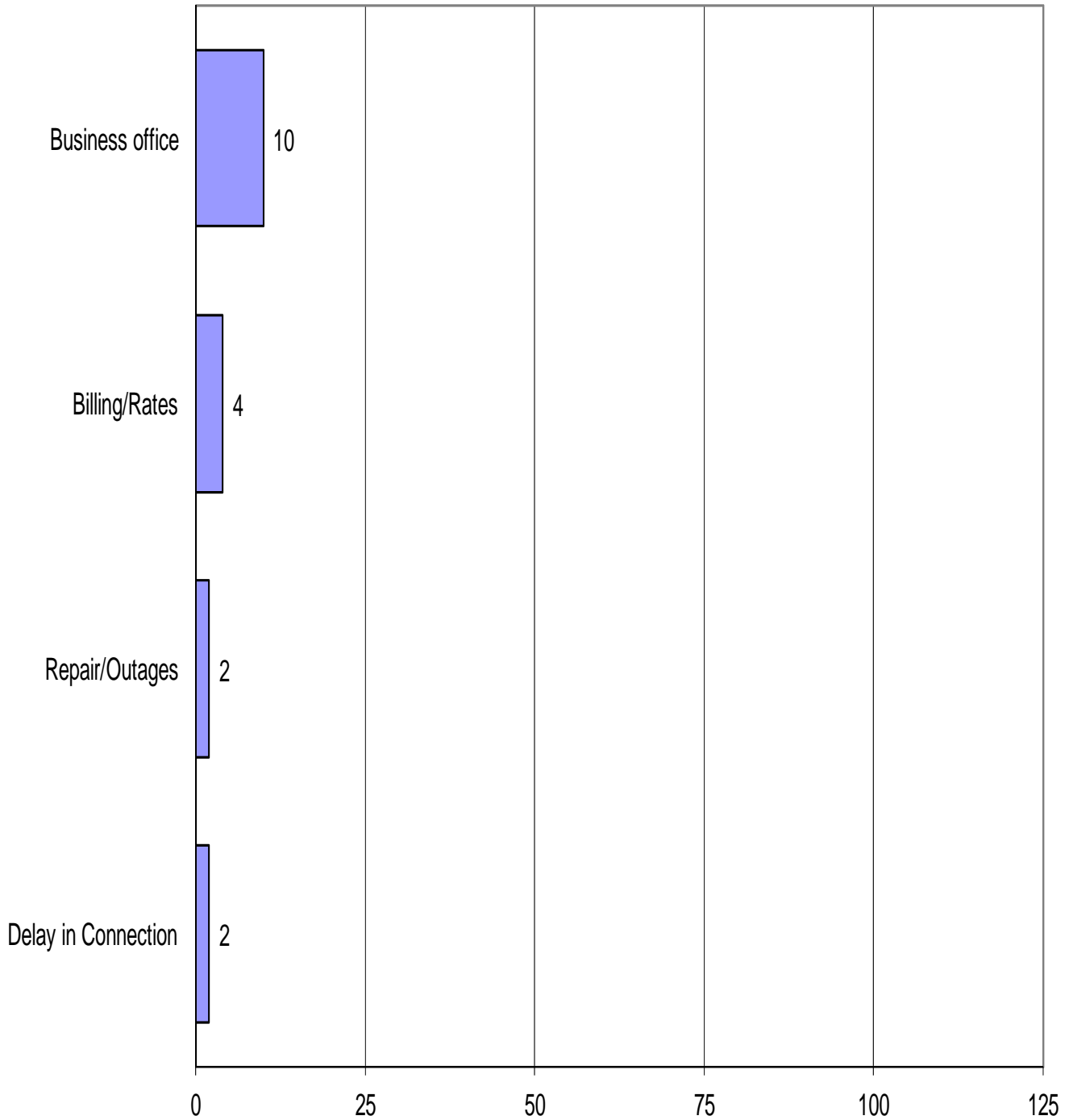


**Other Incumbent Local
Exchange Carriers (ILECs)
2011 Complaints
9 Total**

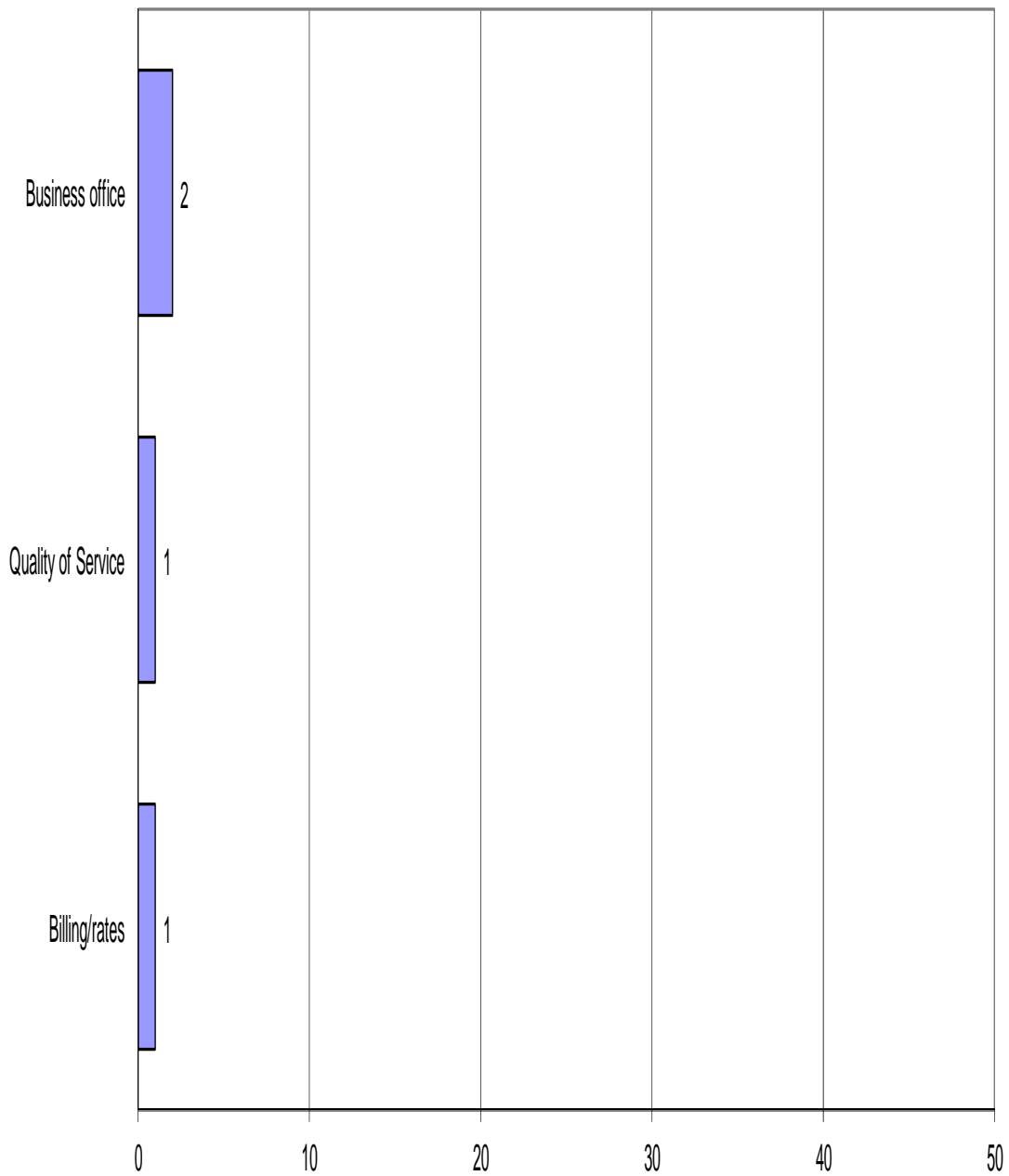
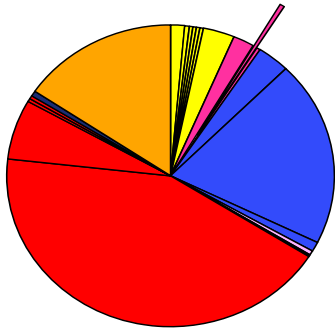


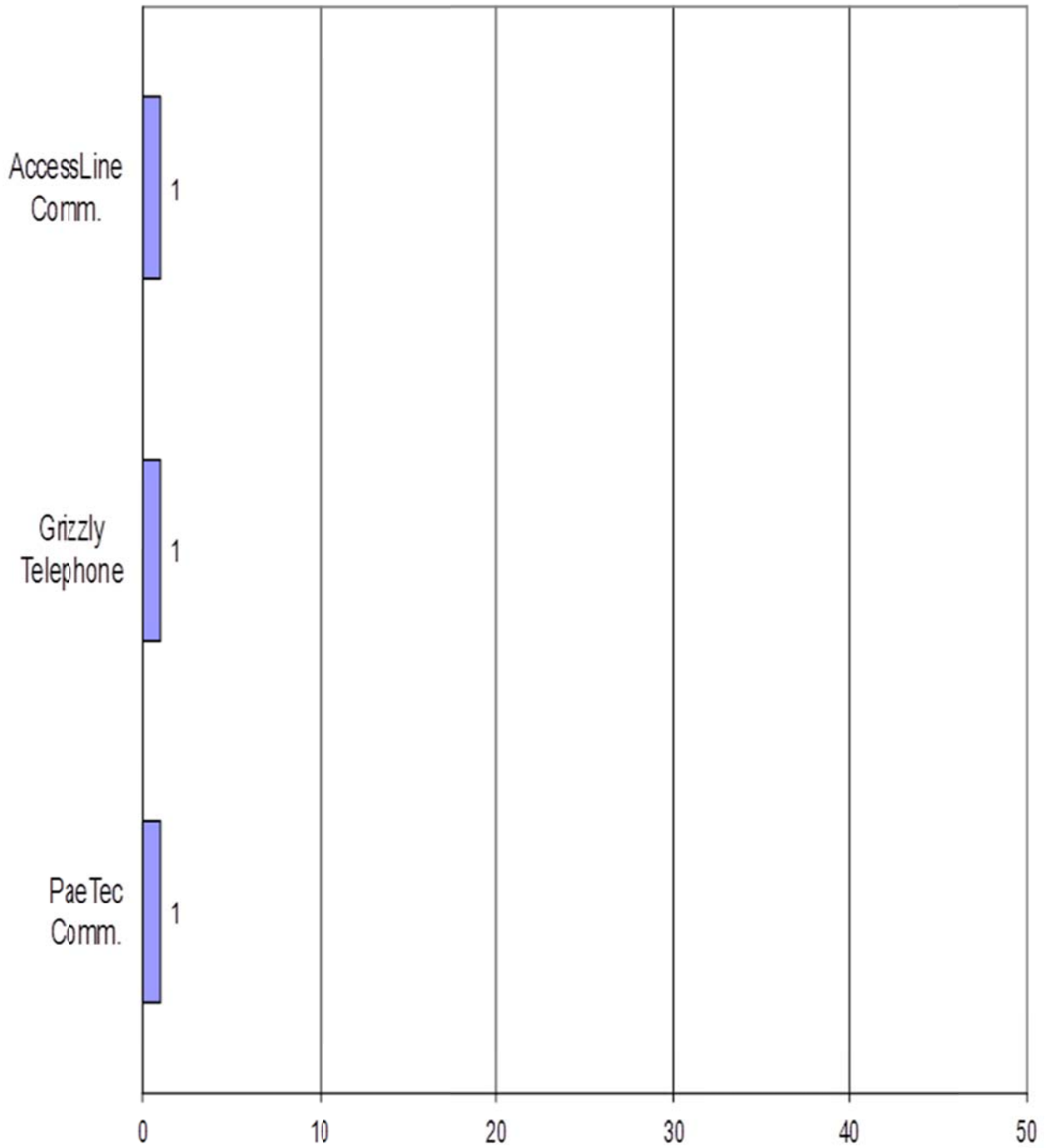
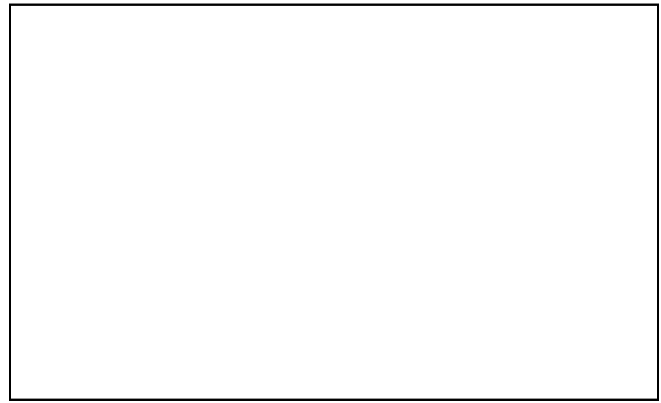
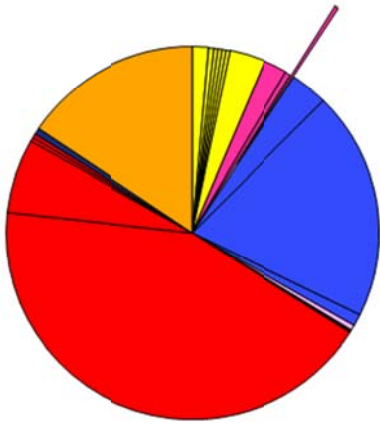


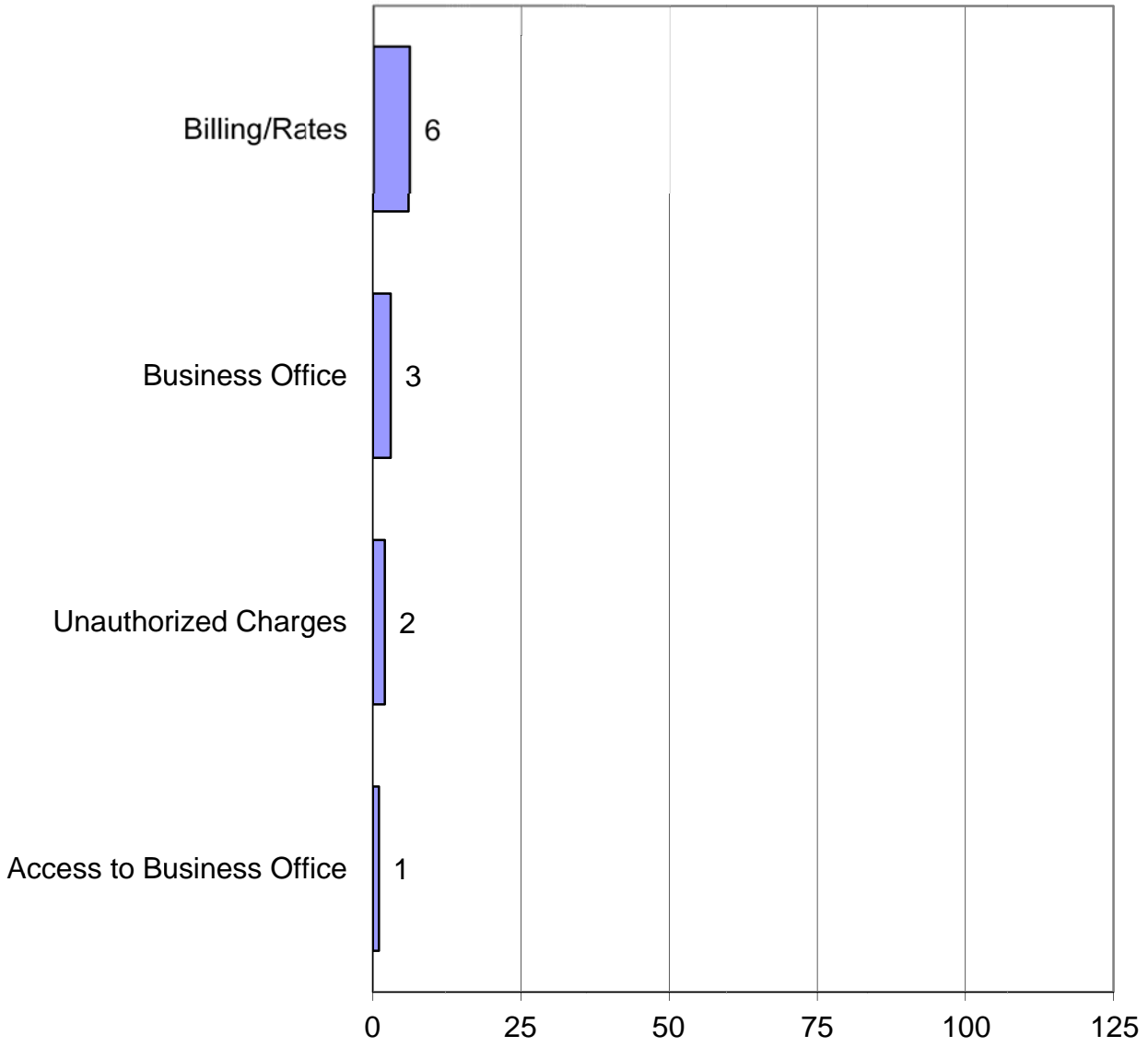
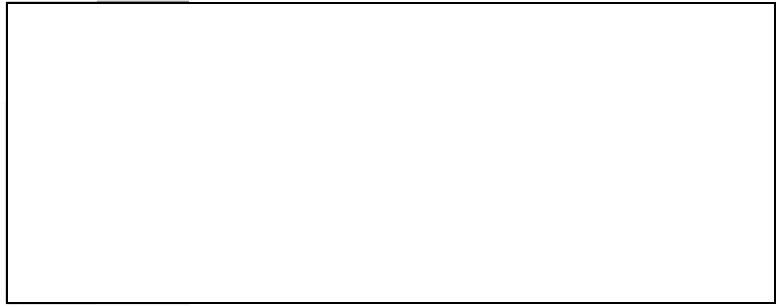
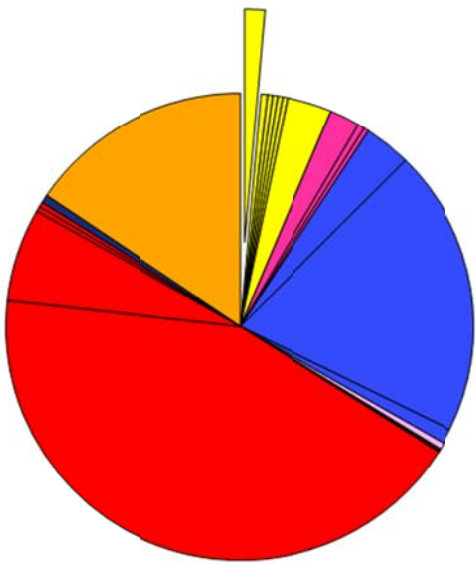
**Bresnan
2011 Complaints
18 Total**



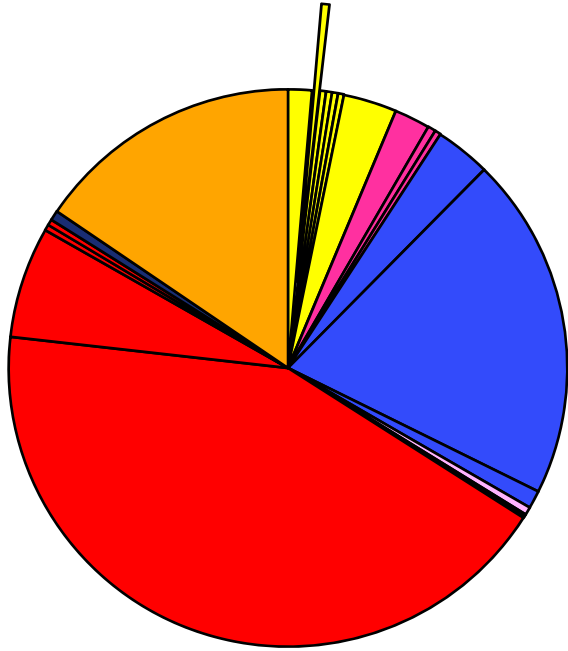
Montana Opticom 2011 Complaints 4 Total







**Consumer Telcom
2011 Complaints
4 Total**

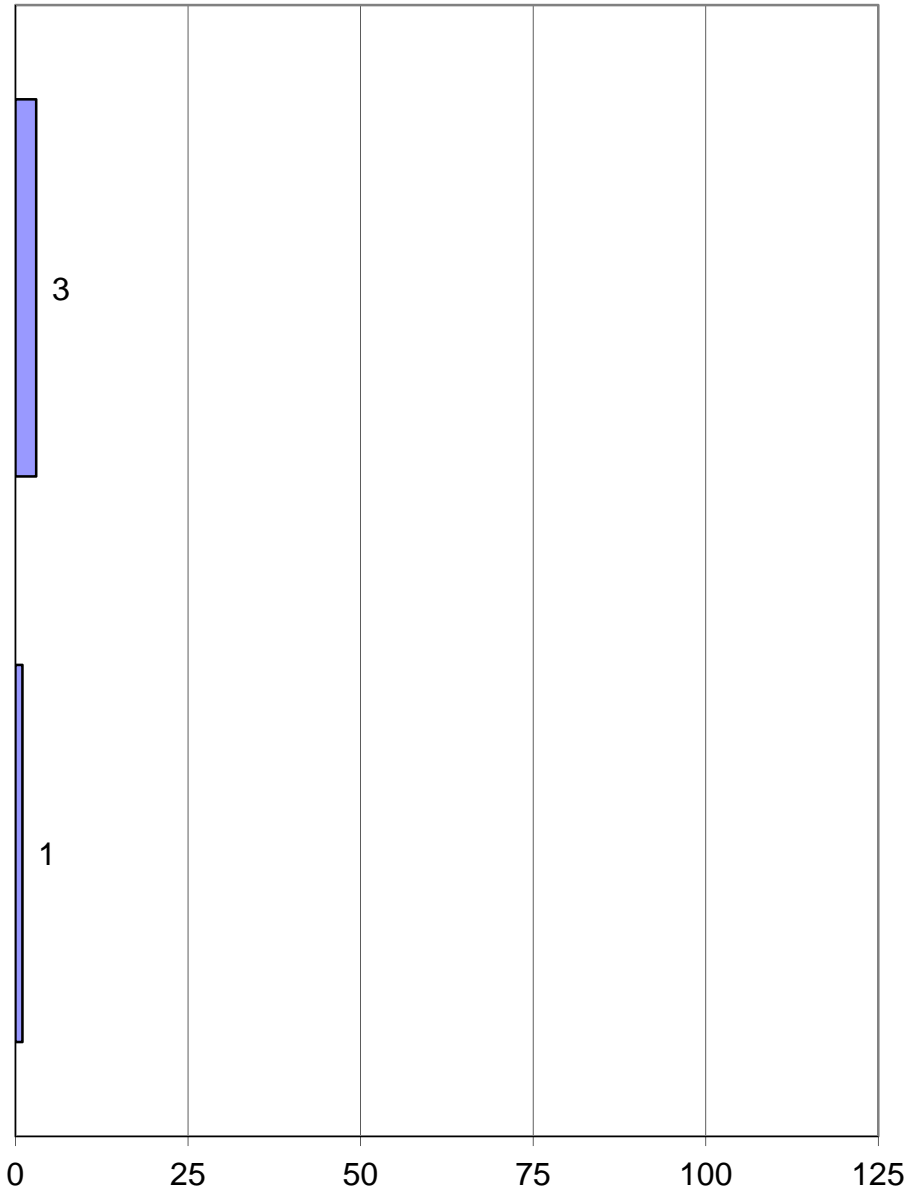


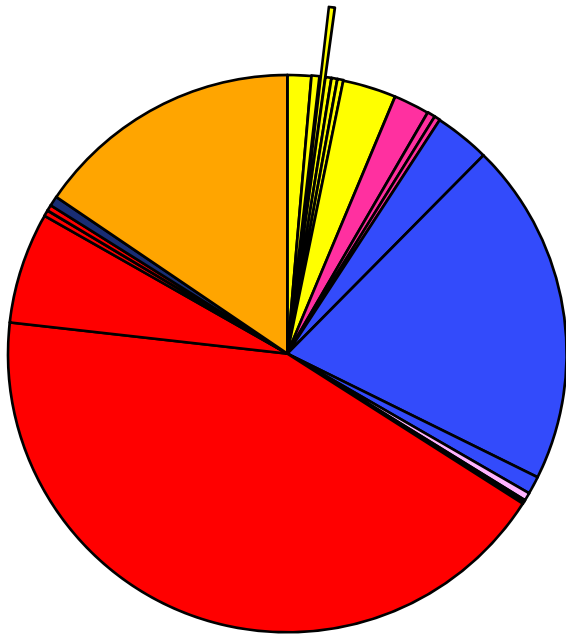
Unauthorized Charge

3

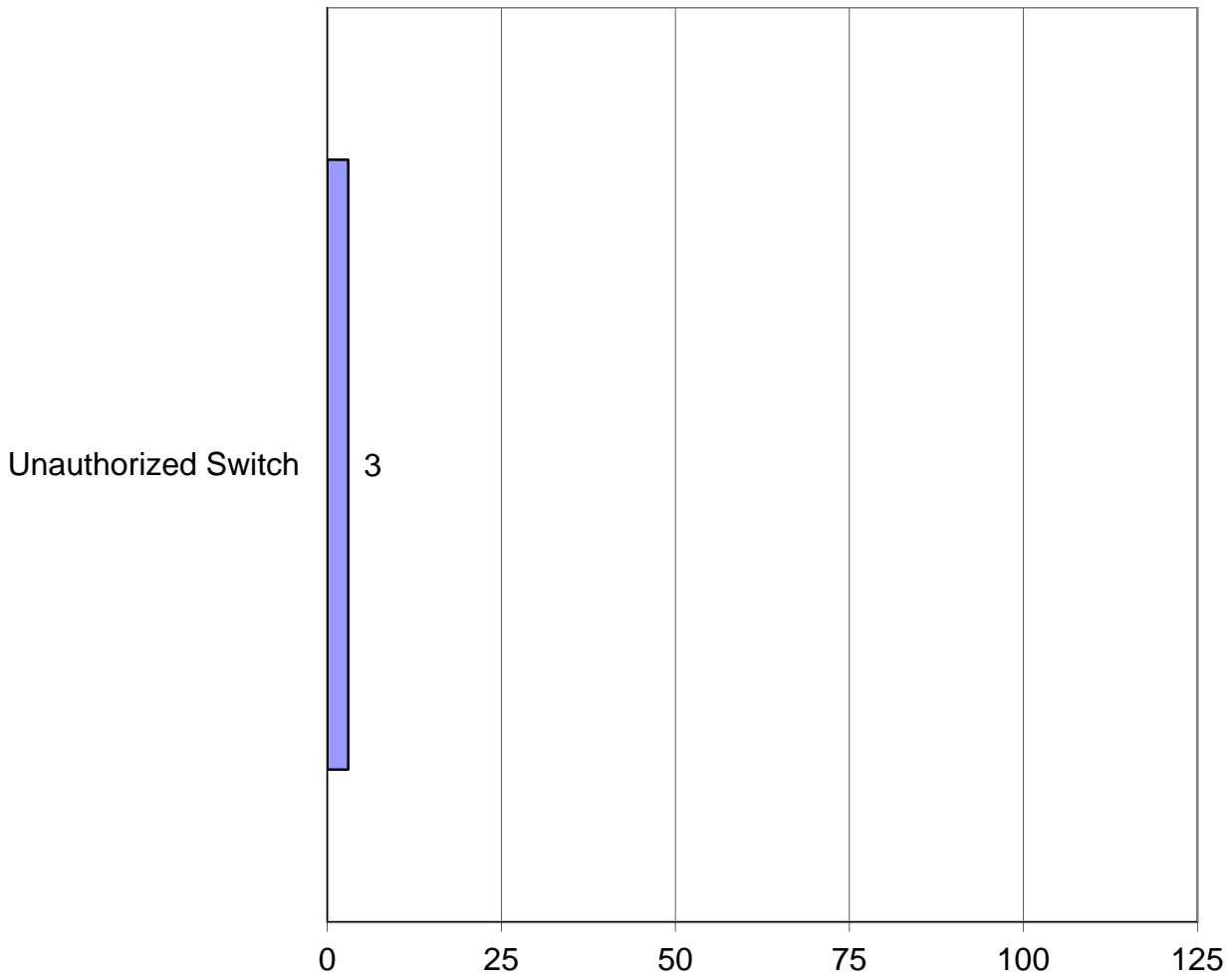
Billing/Rates

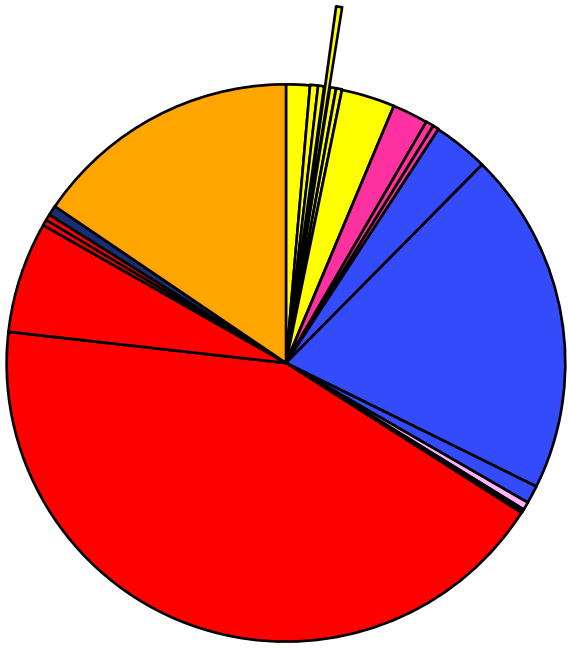
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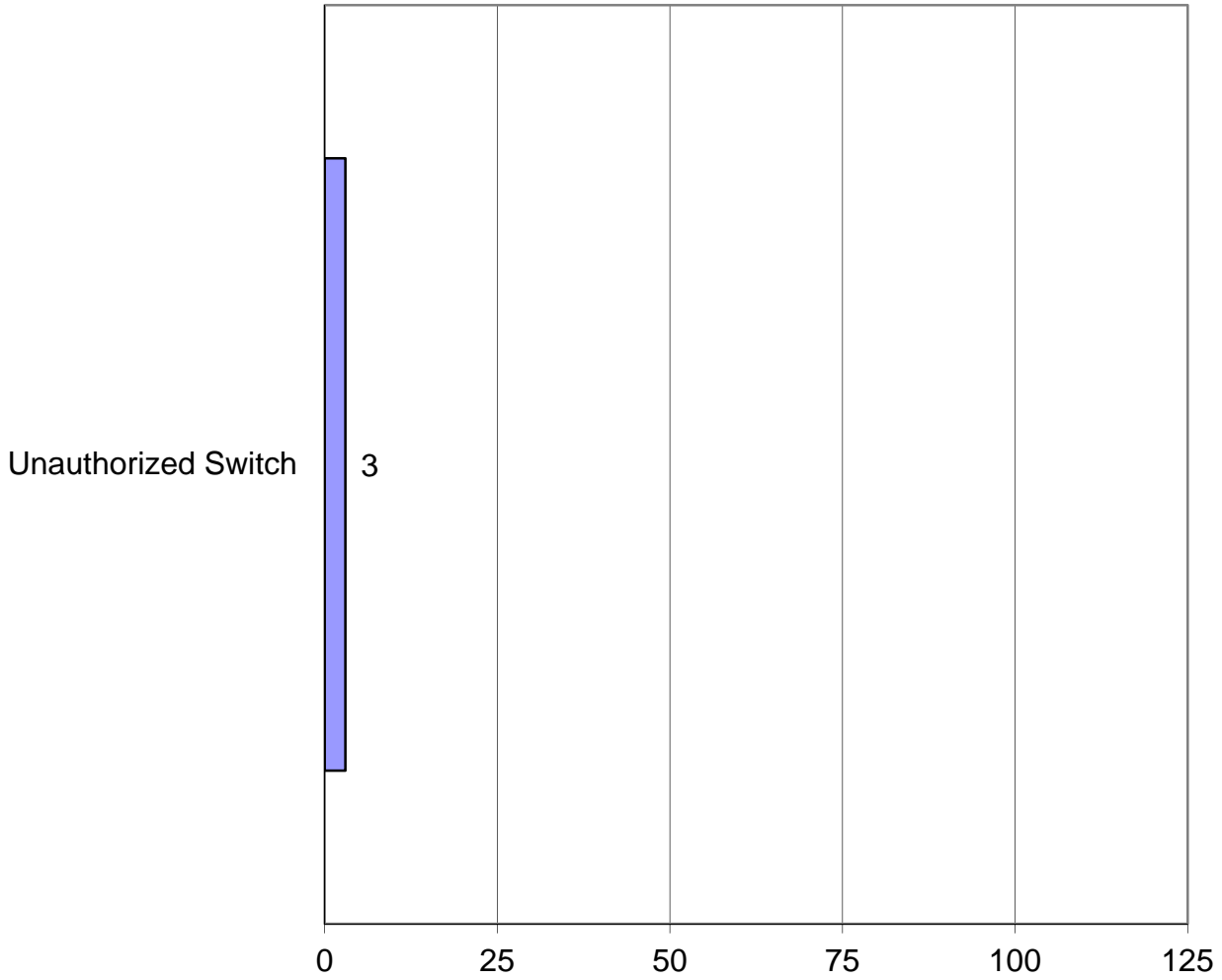


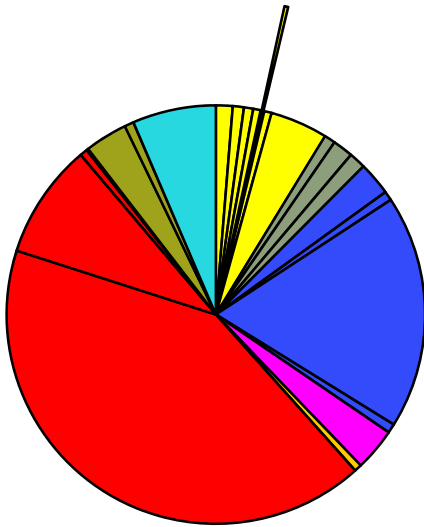
**Integrated Services
2011 Complaints
3 Total**



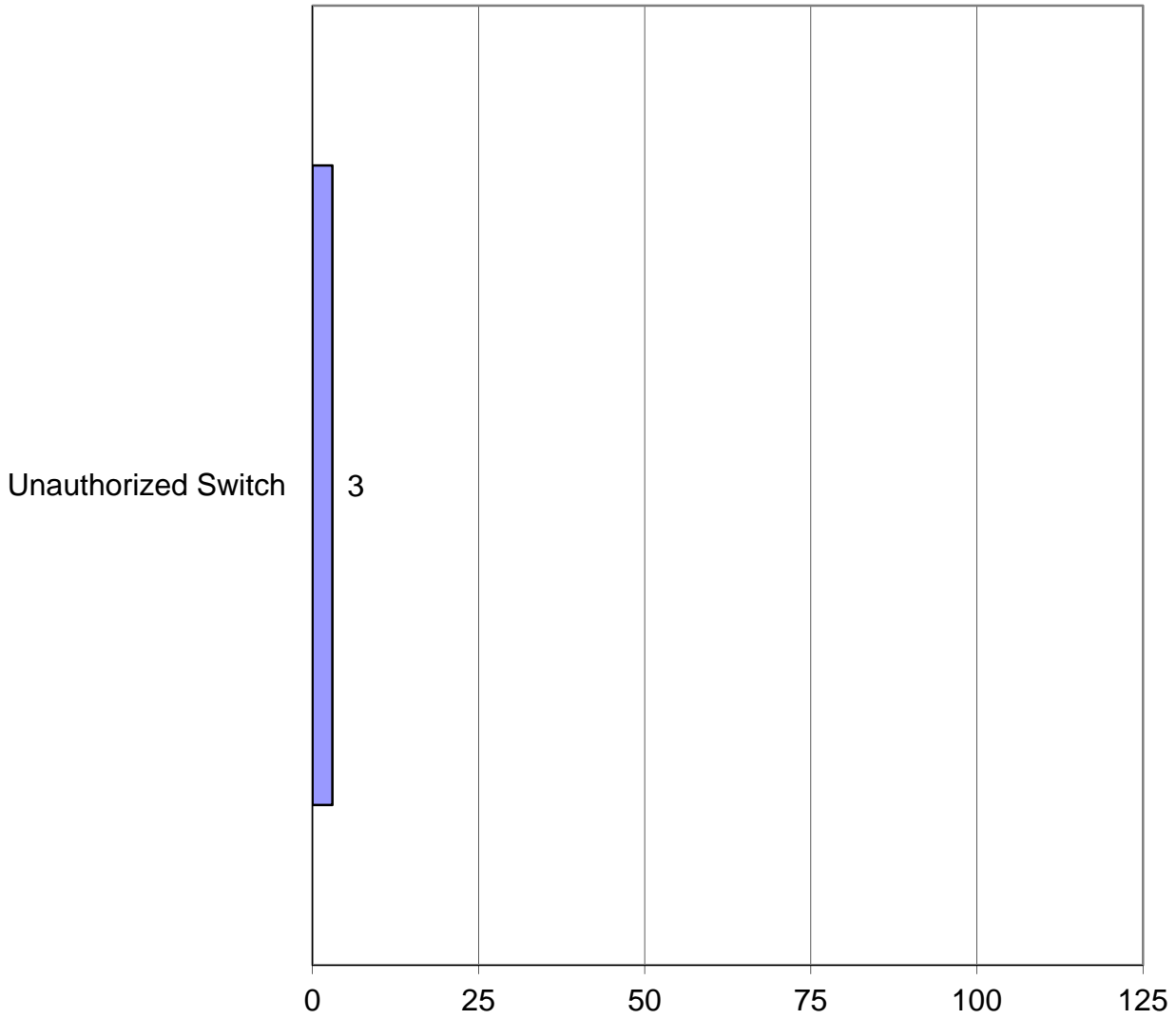


**Qwest Long Distance
2011 Complaints
3 Total**

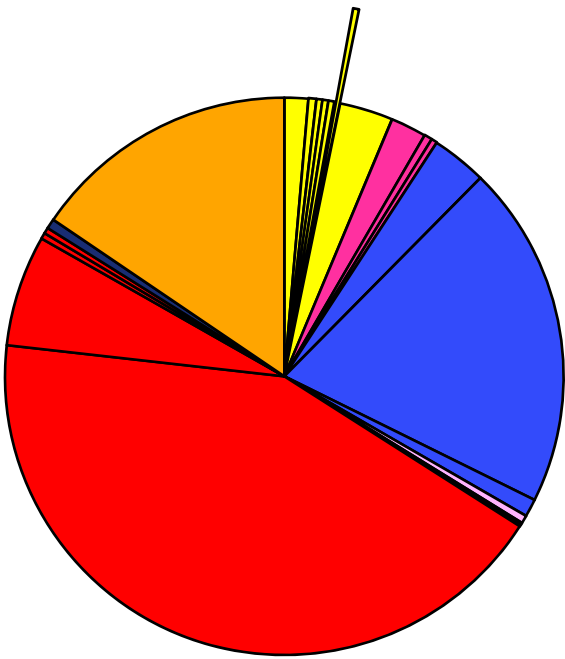




**Reliant
Communications
2011 Complaints
3 Total**



**VarTec Telecom
2011 Complaints
3 Total**



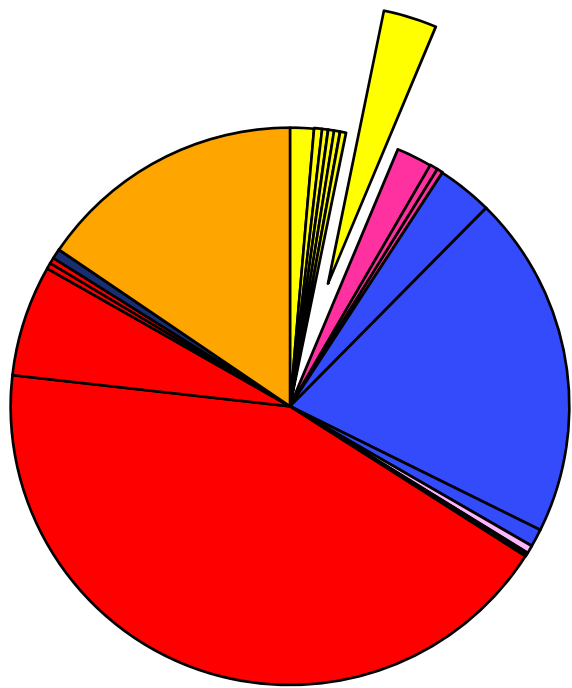
Unauthorized Charges

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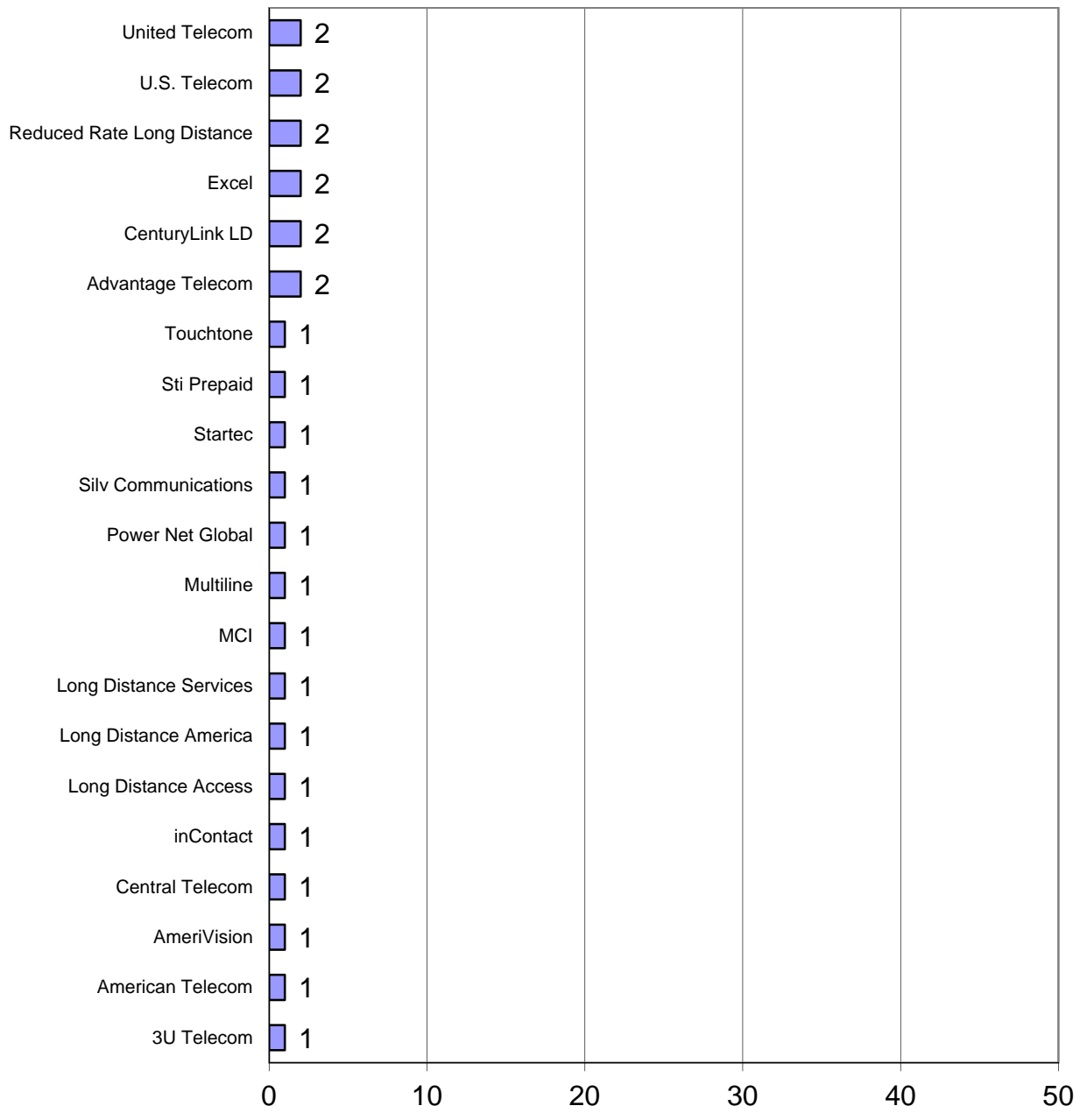
Billing/Rates

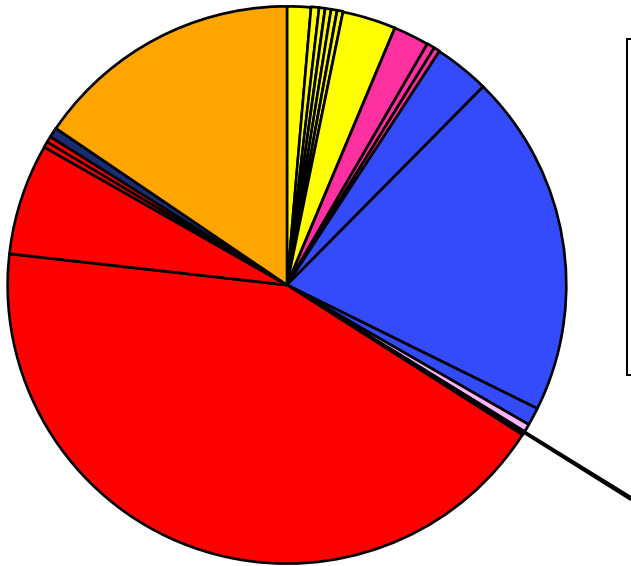
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0 25 50 75 100 125

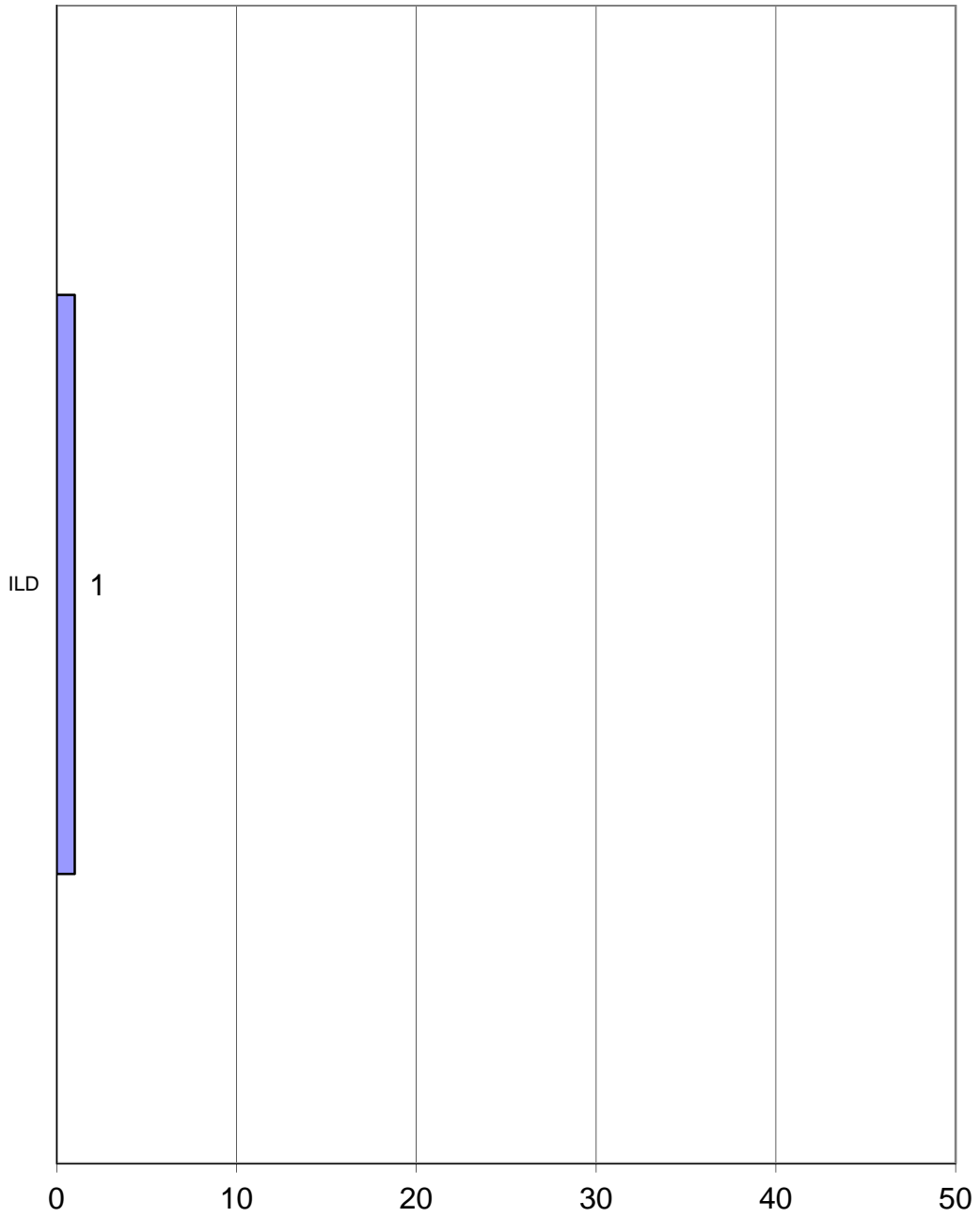


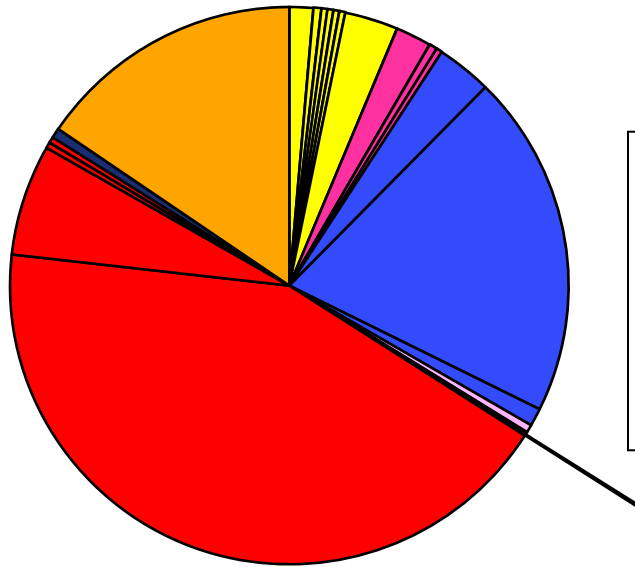
Other Interexchange Carriers (IXCs)
2011 Complaints
27 Total



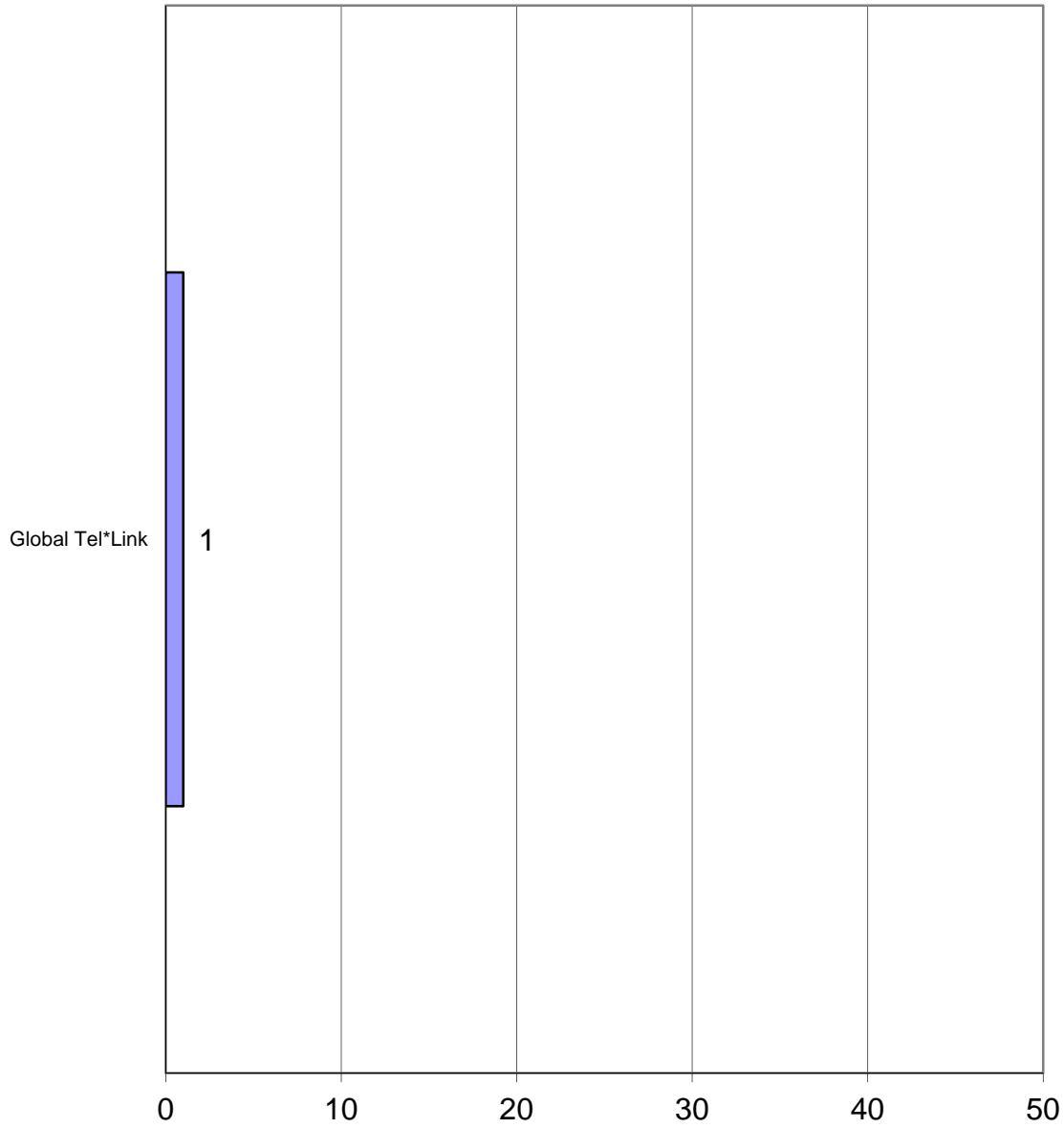


**Operator Service Providers
2011 Complaints
1 Total**

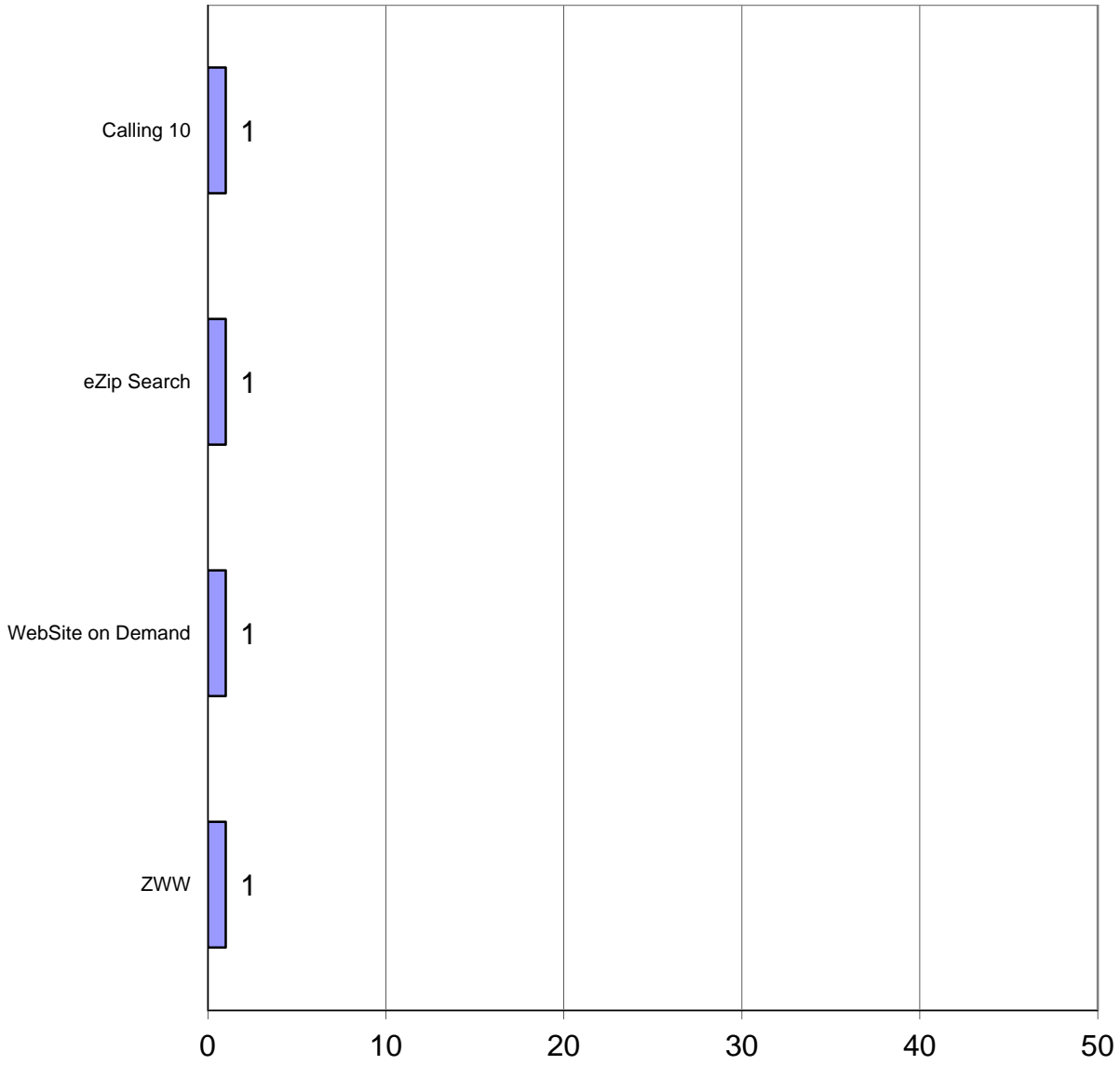
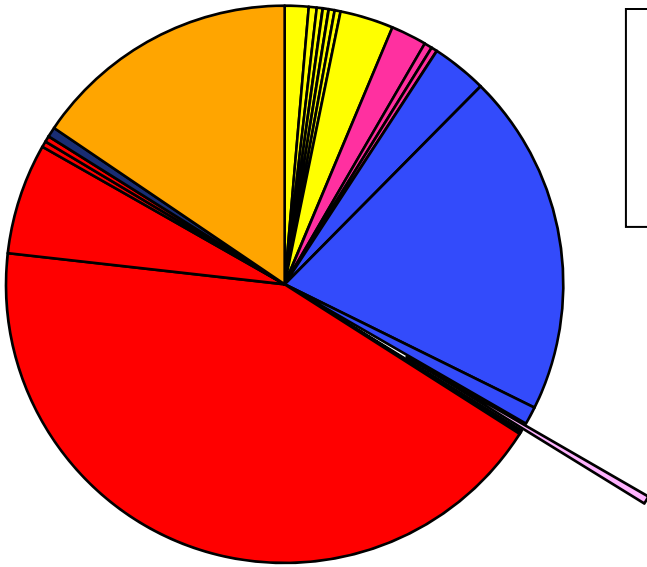




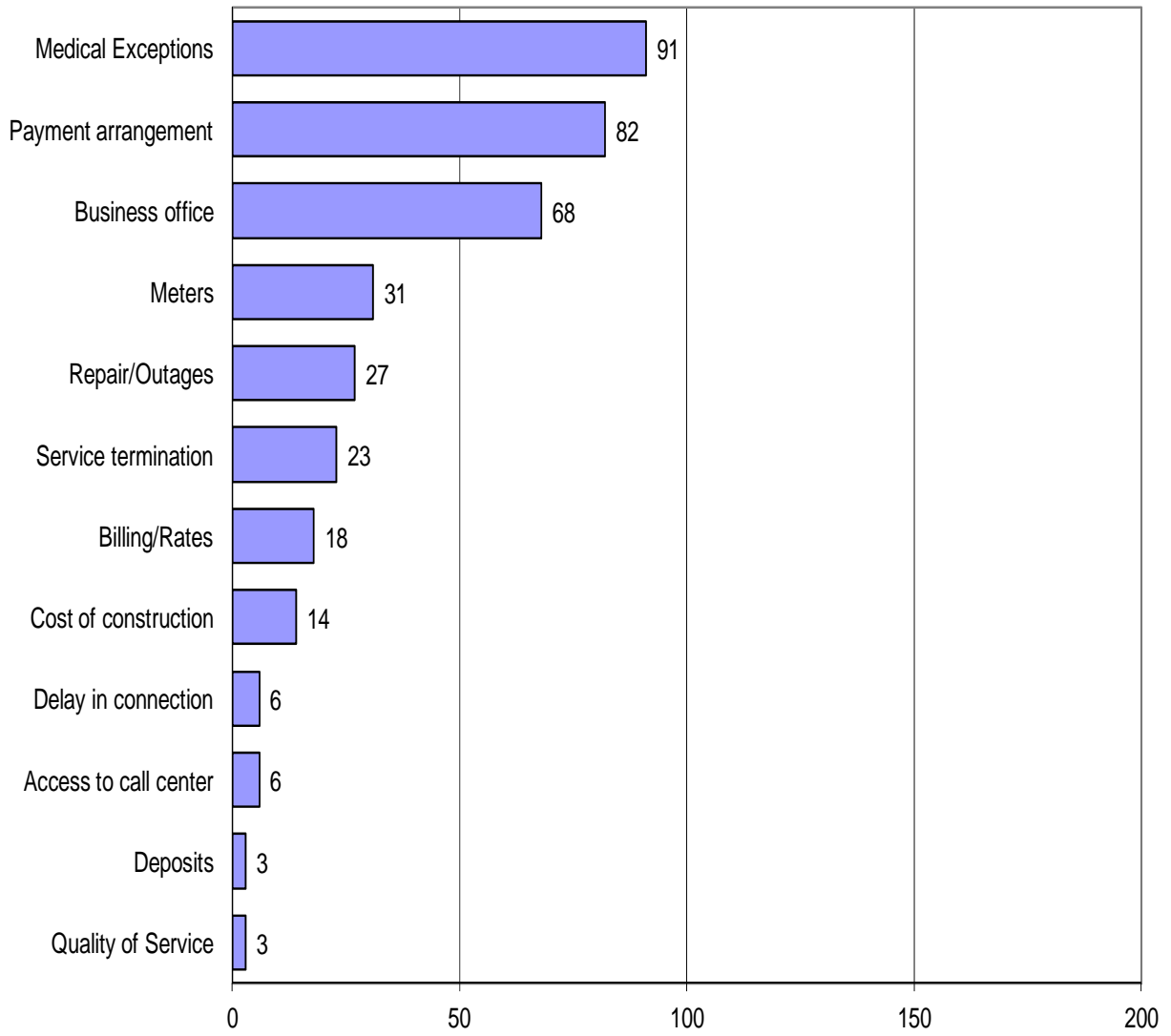
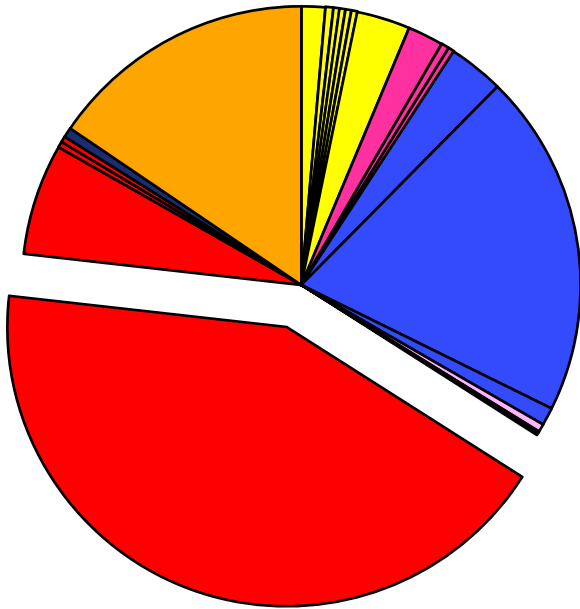
**Inmate Calling Providers
2011 Complaints
1 Total**

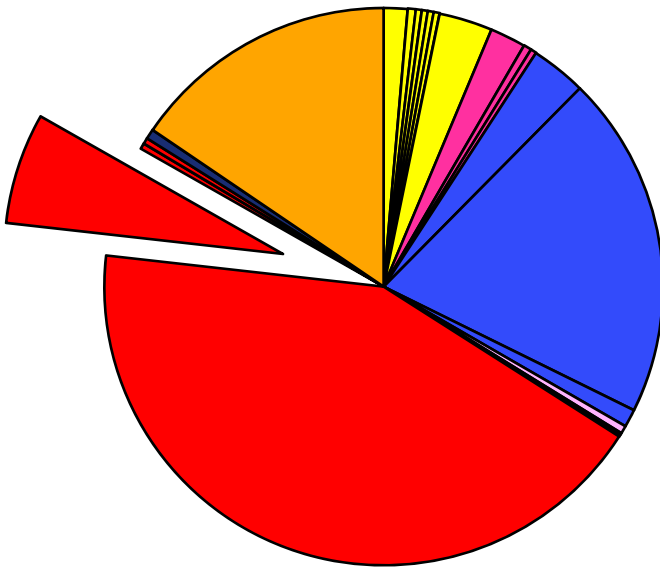


**Non-Telco Telco-Billed
2011 Complaints
4 Total**

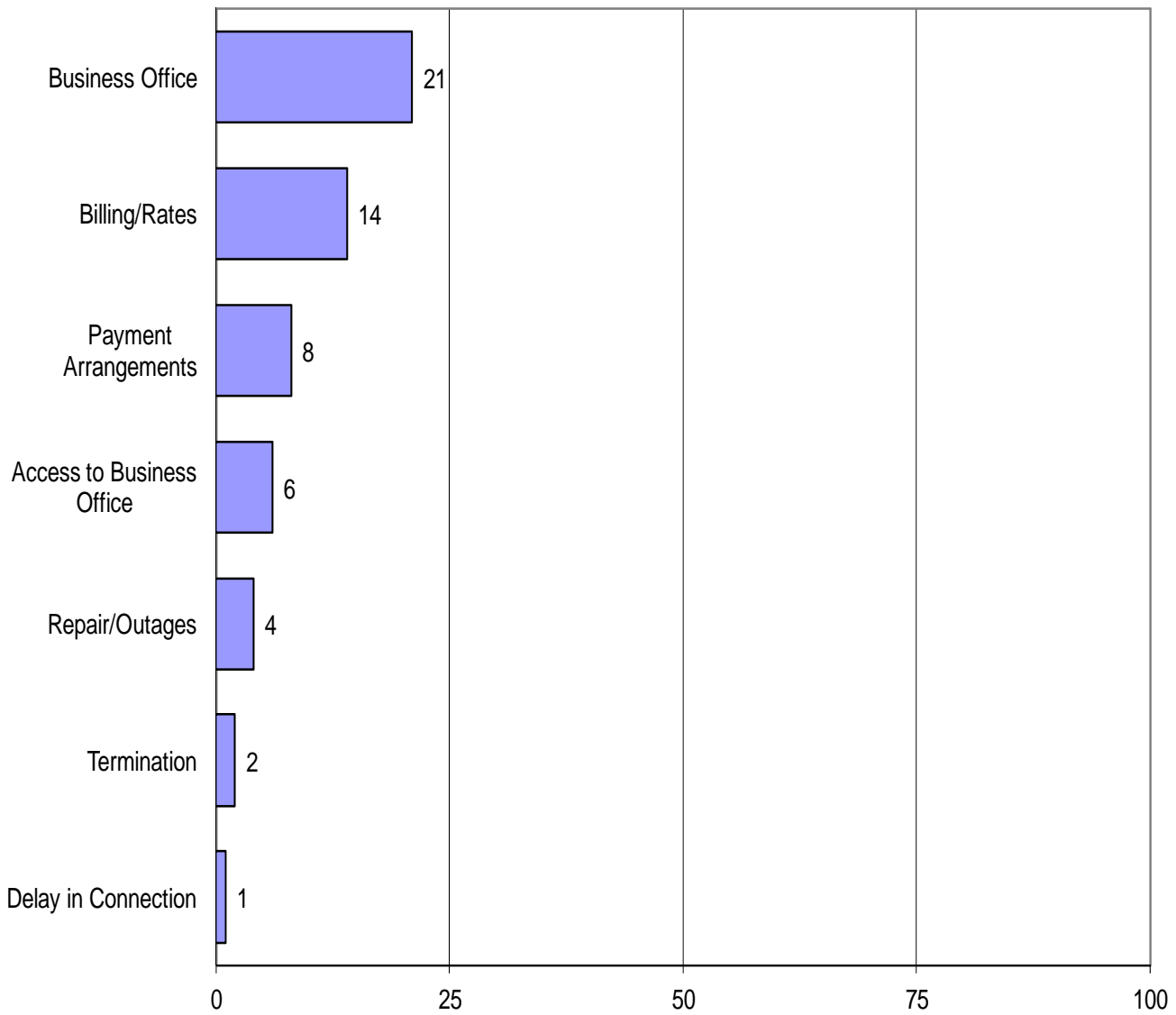


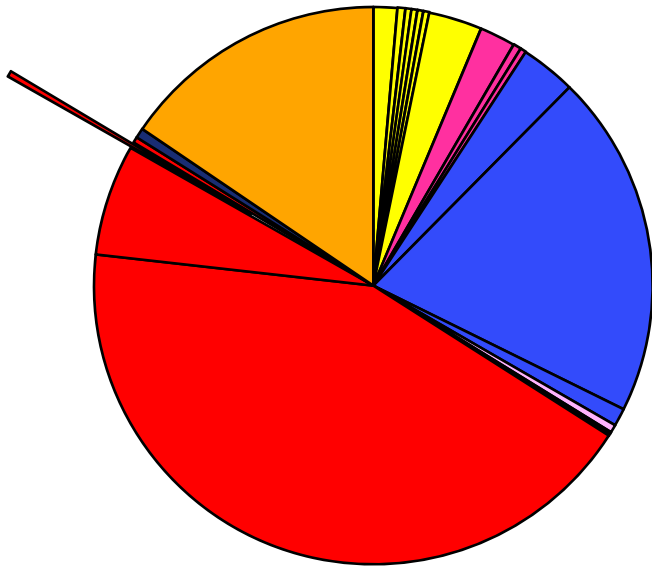
**North Western
Energy
2011 Complaints
372 Total**



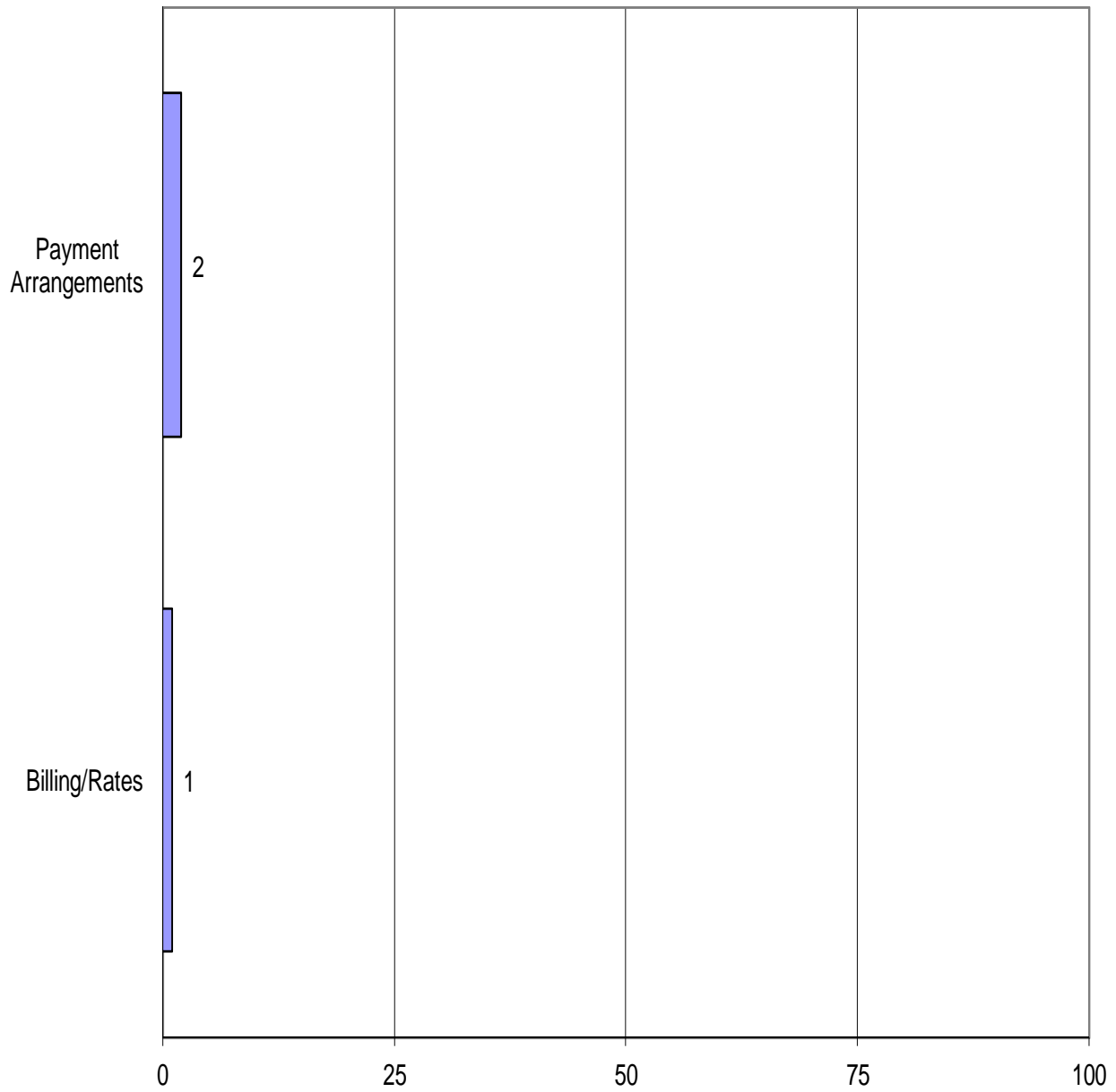


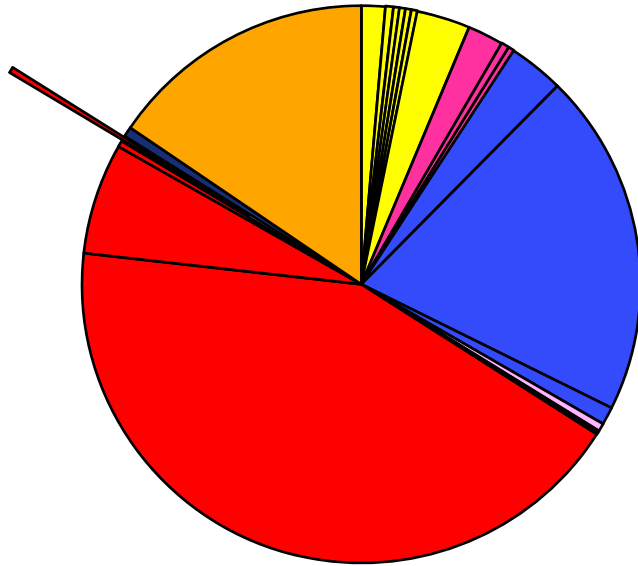
**Montana-Dakota
Utilities
2011 Complaints
56 Total**



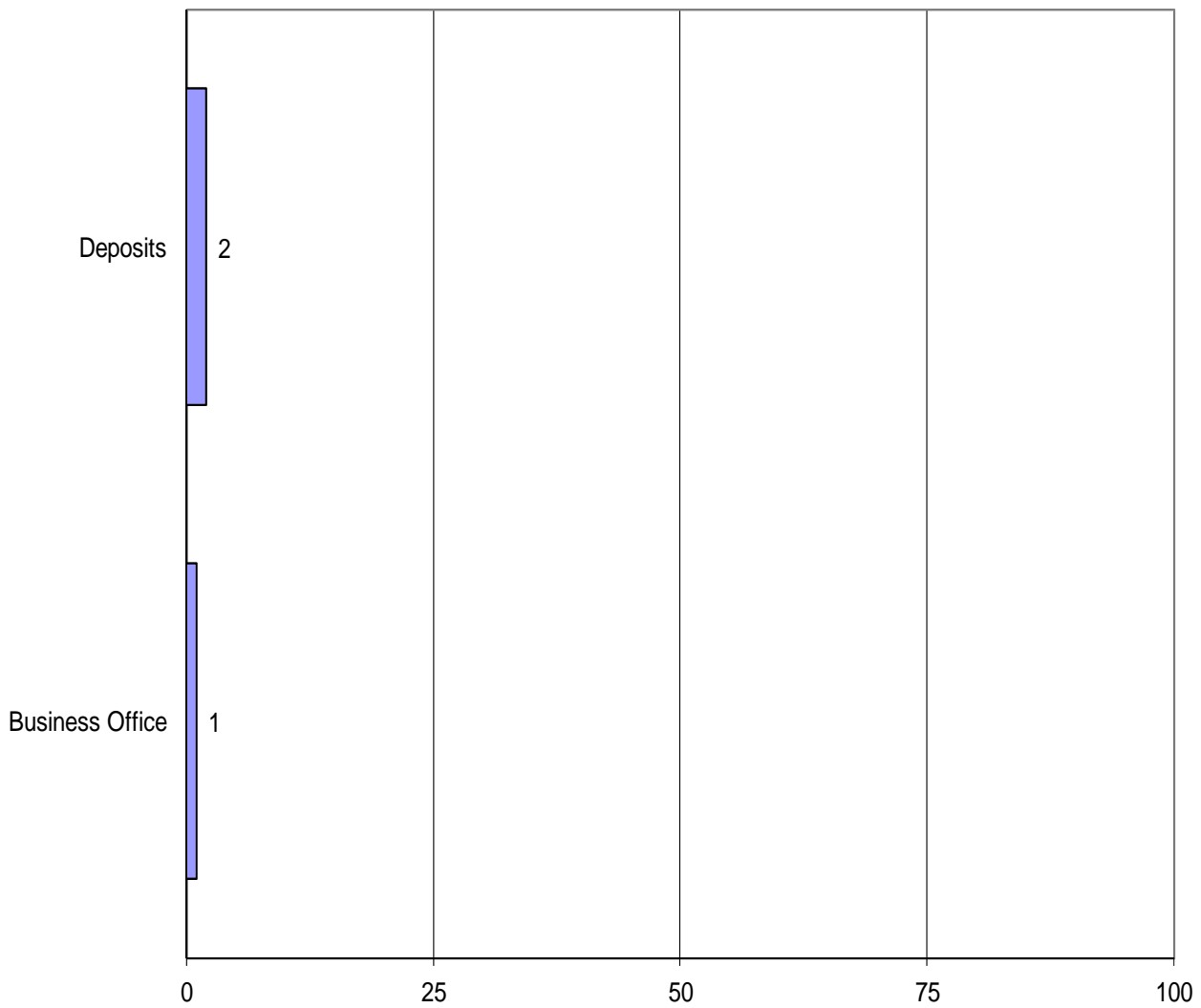


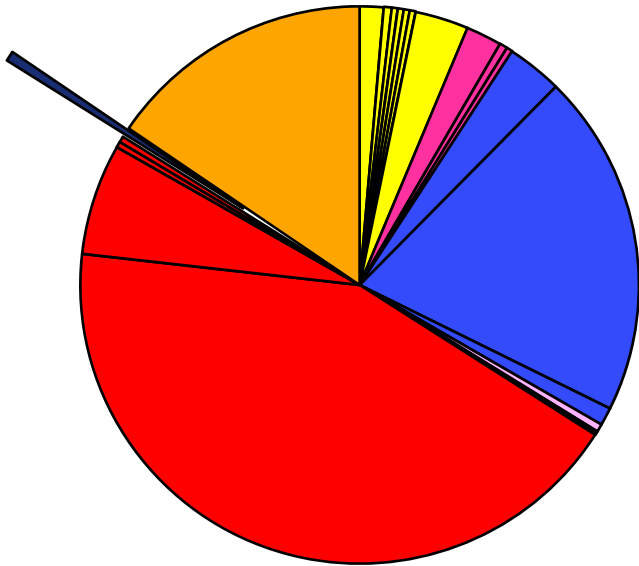
**Energy West
Montana
2011 Complaints
3 Total**



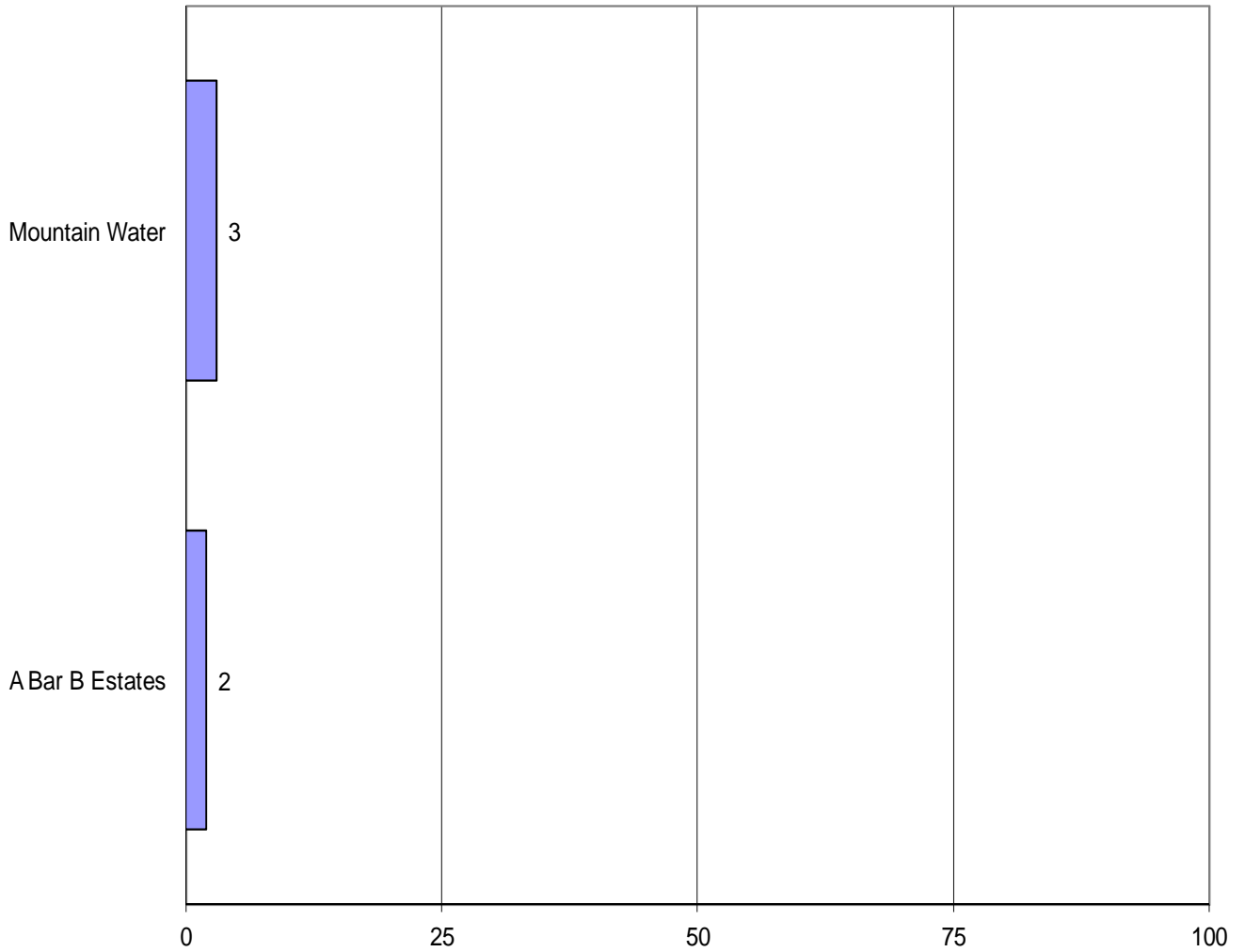


**Miller Oil
2011 Complaints
3 Total**

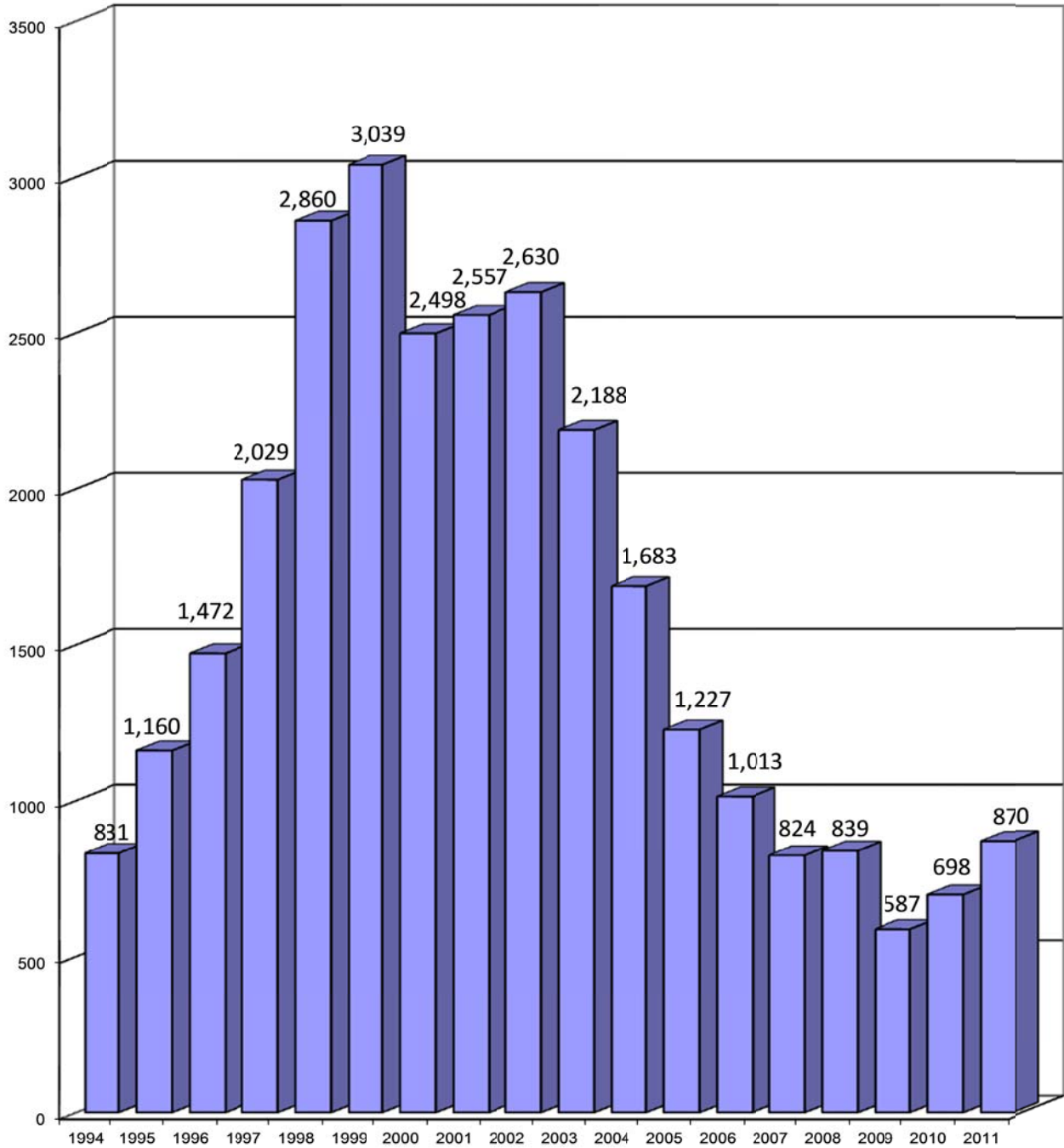




**Water/Sewer Utilities
2011 Complaints
5 Total**

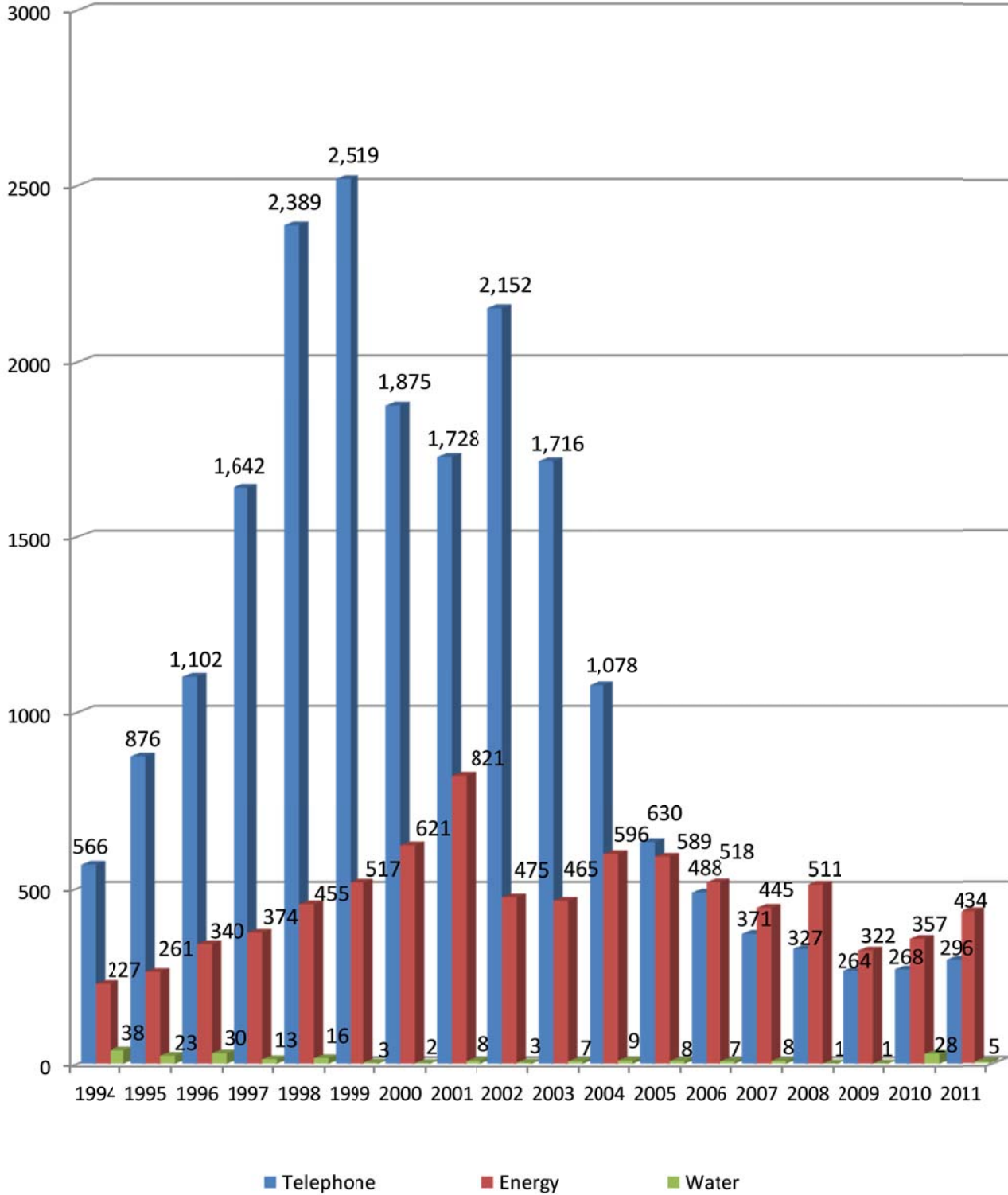


PSC Complaints 1994 - 2011

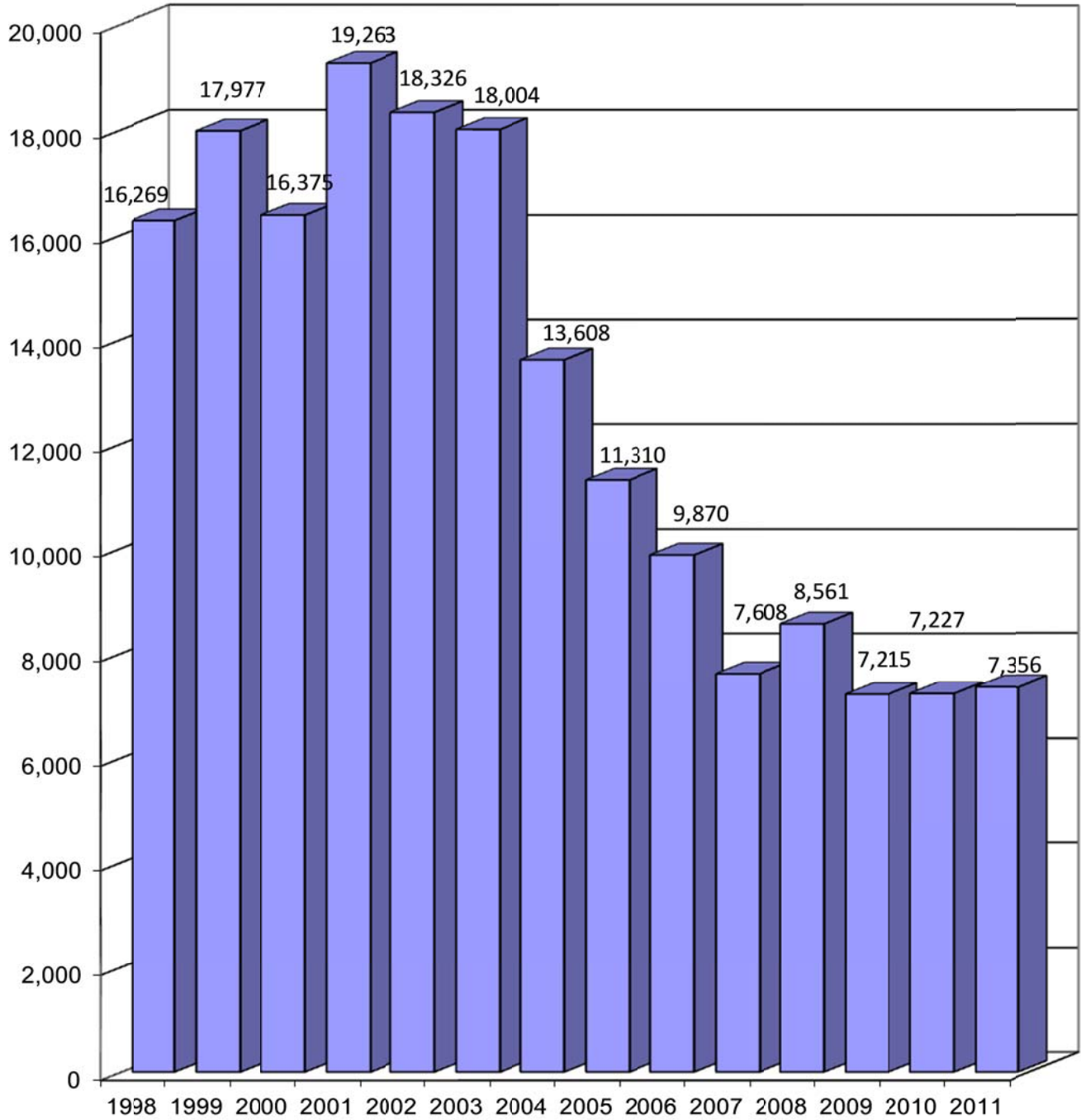


■ Year

PSC Complaints By General Service Type 1994 - 2011



PSC Incoming Calls 1998 - 2011



■ Number of Incoming Calls