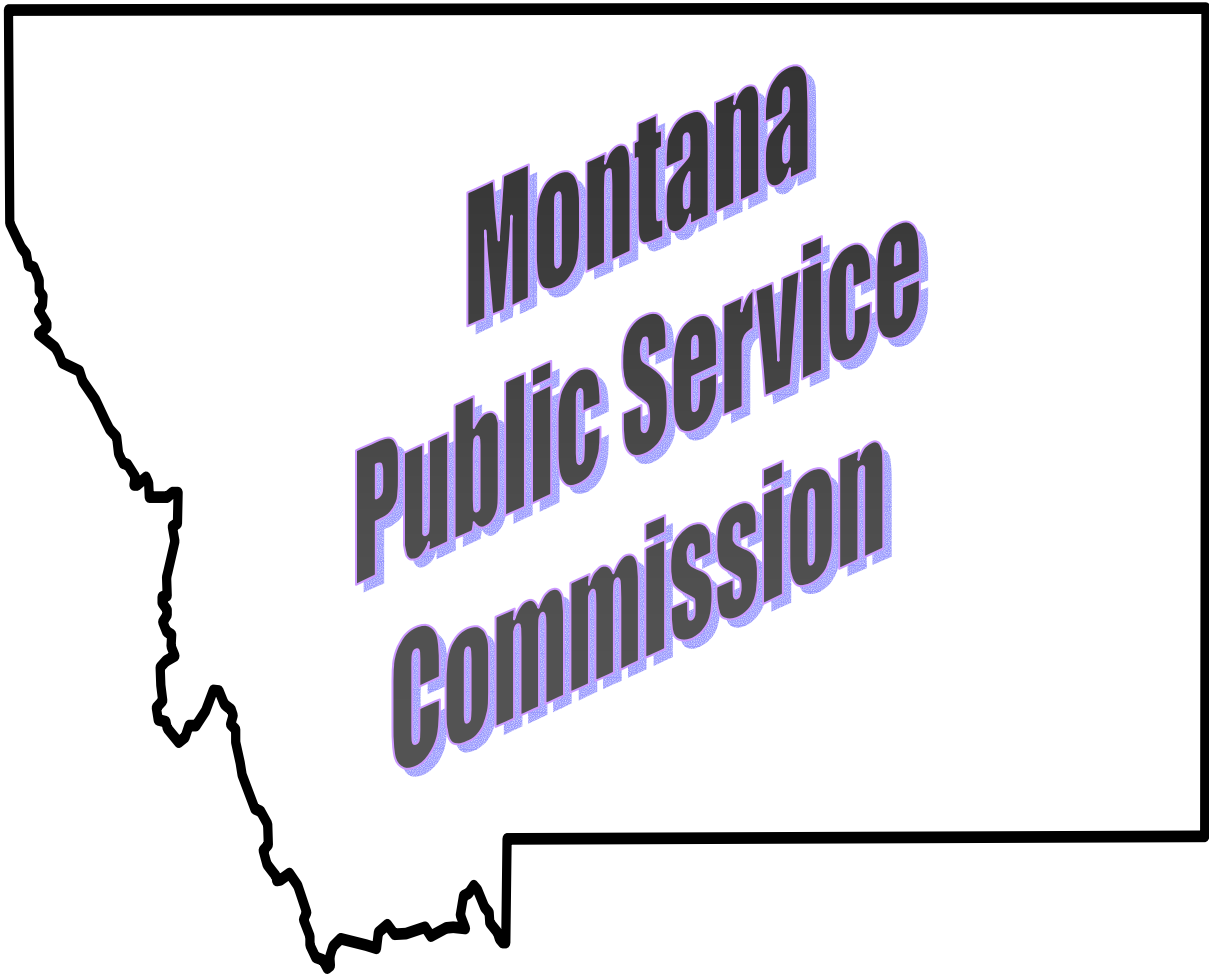
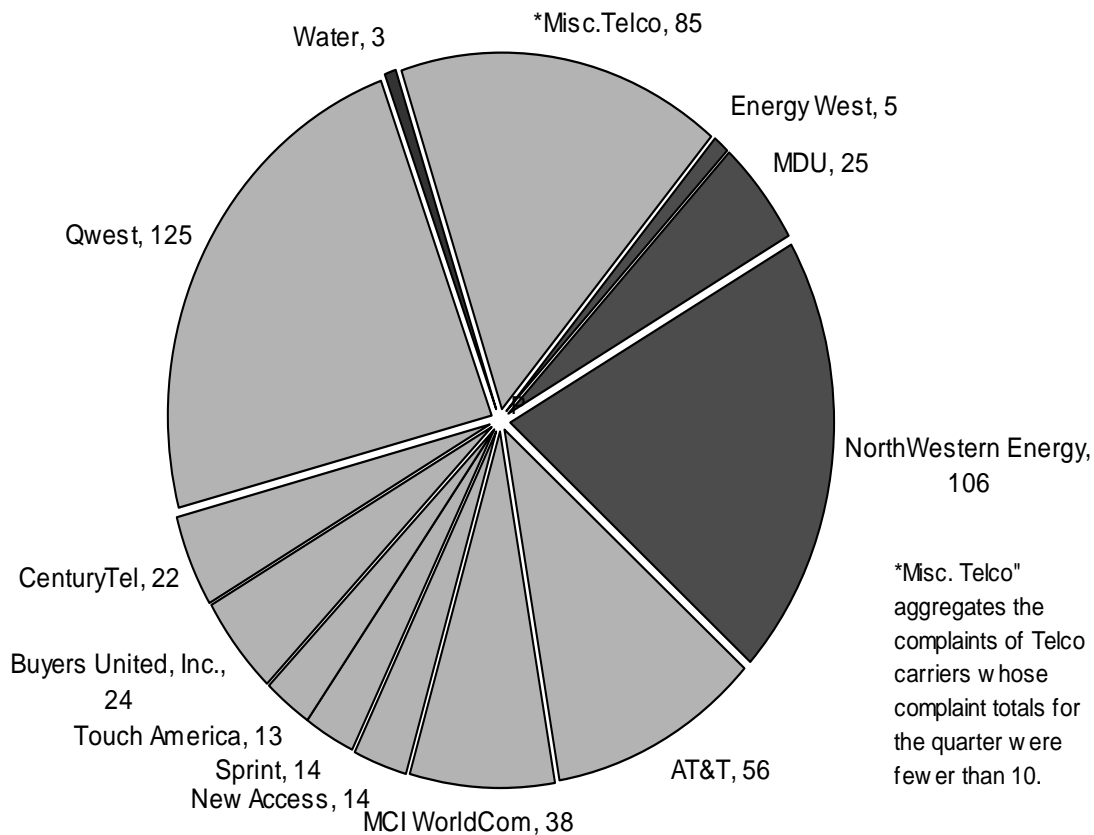


*Utility Consumer Complaints
Report, 3rd Quarter, 2003*



3rd Quarter 2003 Complaints by Utility

Total = 530



Complaint Percentages By Company

Qwest	- 23.6%
NorthWestern Energy	- 20%
Misc. Telco	- 16%
AT&T	- 10.6%
MCI WorldCom	- 7.2%
MDU	- 4.7%
Buyers United, Inc.	- 4.5%
Century Tel	- 4.2%
New Access	- 2.6%
Sprint	- 2.6%
Touch America	- 2.5%
Energy West	- 0.9%
Water	- 0.6%
Total	- 100%

The percentages reflect that Qwest and NorthWestern Energy complaint numbers equal nearly half of all the complaints received for this quarter.

Type and Number of Complaints Per District

	Dist. 1	Dist. 2	Dist. 3	Dist. 4	Dist. 5
Billing	17	36	35	46	42
Business Office	4	15	29	34	26
Cram	3	10	10	6	6
Payment					
Arrangement	9	8	12	6	12
Access to					
Business Office	1	8	9	4	4
Repair	6	10	11	4	1
Slam	5	7	8	8	9
Delay in					
Connection	0	4	5	2	4
Termination	1	4	7	7	6
Meter Questions	1	0	1	3	0
Pay-Per-Call	0	1	1	4	3
Deposits	0	0	2	2	1
Cost of					
Construction	0	0	0	0	1
Directory					
Listings	1	0	0	0	2
Quality of					
Service	0	2	1	2	1
Total	48	105	131	128	118