

**PUBLIC SERVICE COMMISSION
STATE OF NORTH DAKOTA**

NEWS RELEASE

Tuesday October 18, 2005

Commissioners Clark, Wefald, and Cramer

****For Immediate Release****

Phone 701-328-2400

**PSC RELEASES CONSUMER CONTACT DATA
Commission willing to assist with Telephone Billing Problems**

The Public Service Commission (PSC) announced today that the Commission recorded 804 customer contacts this year. Although most people contacting the Commission had concerns with telephone matters (59% of total commission contacts), many people (22%) called the PSC to voice concerns about electric and natural gas issues.

“Consumers are still having problems with billing issues with telephone companies,” stated Commissioner Susan Wefald. “Thirty one percent of the people who called the Commission with telephone concerns were concerned about billing issues. The good news is that telephone bills are clear enough for people to spot errors on their phone bills. The bad news is that it is sometimes difficult to get these errors corrected. The Commission is willing to step in and help when needed,” she added.

Each year between September 1 and August 31, the PSC tracks public contacts. Contacts included auctioneer, mining, reclamation, weights and measures, railroad matters, as well as utility concerns. “We always study this report carefully since it gives us a complete picture of problem areas for North Dakota consumers,” said Commissioner Tony Clark. We then try to take steps to address those problems. For example, last month the Commission held a Cellular Conference which is part of our ZAP the GAP cellular phone initiative,” he added.

“The complete 2005 Consumer Contact Reports are available from the Commission or on our web site,” Commissioner Kevin Cramer stated. “Two reports are issued: one by subject of concern, and one by the company involved. The company report can be useful to people who want to look at the type of problems customers have had with each specific company. This information can be especially helpful to North Dakotans as they decide who to do business with in a competitive telecommunications market.”

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