

Informal Complaint Form

(In accordance with 3 AAC 48.120)

Have you contacted the utility to attempt to resolve the complaint?

Regulatory Commission of Alaska

Yes [] or No []

701 West 8th Avenue Suite 300 Anchorage, Alaska 99501

rca.alaska.gov

Phone: (907) 276-6222 Outside Anchorage: 1 (800) 390-2782 Fax: (907) 276-0160 TTY: (907) 276-4533

The preferred method to file an informal complaint is via the RCA website; however, you can also fax, write or phone in your complaint.

If you need information about filing an informal complaint, please contact the RCA's Consumer Protection Section and Information Section at (907) 276-6222 or 1 (800) 390-2782

(outside Anchorage).

If yes, please complete this form. If no, please contact the utility for its response. Name: _____ Address: City, State, Zip Code: _____ Telephone: _____ Email: _____ Name of utility your complaint is about: _____ What is the nature of your complaint against the utility? _____ Who have you contacted and when at the utility regarding this complaint? What would you consider a satisfactory resolution to your complaint? Please provide any additional information to help us investigate your complaint:

Page 2 of the Informal Complaint Form can be used if you have additional

information related to your informal complaint.



Informal Complaint Form

(In accordance with 3 AAC 48.120)

Page 2 - Additional information.

Regulatory Commission of Alaska

701 West 8th Avenue Suite 300 Anchorage, Alaska 99501

rca.alaska.gov

Phone: (907) 276-6222 Outside Anchorage: 1 (800) 390-2782 Fax: (907) 276-0160 TTY: (907) 276-4533

The preferred method to file an informal complaint is via the RCA website; however, you can also fax, write or phone in your complaint.

If you need information about filing an informal complaint, please contact the RCA's Consumer Protection Section and Information Section at (907) 276-6222 or 1 (800) 390-2782

(outside Anchorage).

This form can be faxed to the Consumer Protection Section at 907-276-0610, emailed to cp.mail@alaska.gov, mailed, or hand-delivered to the RCA.

Note:

ALL filings submitted to the RCA's Consumer Protection & Information Section (CP) may become public record upon completion of the informal investigation (3 AAC 48.040(b)(7)). Therefore, do NOT include personal information on this form such as: social security numbers, account numbers, debit or credit card numbers, etc. If additional information is needed, CP will contact you.

In filing this complaint, I understand that CP assists customers in resolving disputes with their service utility providers but cannot provide legal advice. I authorize the Consumer Protection staff to send this complaint form to the utility or person against whom I have filed this complaint. I understand and agree that this complaint will remain on file and may be used in RCA proceedings to determine whether any violation of Commission statutes and regulations may have occurred. I certify that the information given in this complaint is true and correct to the best of my knowledge, information and belief.