



# Informal Complaint Form

(In accordance with 3 AAC 48.120)

Regulatory  
Commission of Alaska

701 West 8th Avenue  
Suite 300  
Anchorage, Alaska  
99501

[rca.alaska.gov](http://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).

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

Yes [ ] or No [ ]

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.

