



Regulatory Commission of Alaska

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 to attempt to resolve the complaint ([3 AAC 48.120](#)).

1) Customer Information (Complainant)

Full Name: _____

Mailing Address: _____

City, State, Zip Code: _____

Home Phone: _____ Cell No: _____ Best Time to Reach You _____ ^{am}

Email Address: _____ ^{pm}

2) Utility Company (Respondent)

Name of the utility your complaint involves _____

Type of Utility Service:

☐ Electric

☐ Refuse (Trash Collection)

☐ Natural Gas

☐ Telecommunications (local wireline, in-state long distance)

☐ Water/Sewer

(Note: Due to federal preemption, the RCA has limited jurisdiction on Internet, cable, and wireless services. Unless the dispute relates to Lifeline & Link-Up Program, please contact the Federal Communications Commission at fcc.gov or 1-888-CALL-FCC for these issues.)

3) Reason for Complaint

What kind of problem are you having with the utility company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility has done wrong. Provide relevant details including dates, times, and places, and any other information that may be important. Use additional paper if needed and attach it to this form.

☐ **The utility is threatening to shut off my service or has already shut off my service.**

☐ **Incorrect charges are on my bill.** Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if available.

- ☐ **I am having a reliability, safety, or quality issue with my utility service.** Explain the problem, including dates, times, or places, and any other relevant details that may be important.

- ☐ **Other** (please explain).

4) Previous Utility Contact

Who have you previously contacted at the utility and when? What was the utility's response?

5) Request for Relief

What resolution are you seeking in your informal complaint? Explain what you want the RCA's Consumer Protection & Information Section to ask the utility.

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.

Please Sign & Date Here: _____

Send this form either by mail or fax, or email it to cp.mail@alaska.gov.

701 W. 8th Avenue, Suite 300, Anchorage, Alaska 99501-3469
Telephone: (907) 276-6222 Fax: (907) 276-0160 TTY/Alaska Relay: 7-1-1 or (800) 770-8973
Website: <http://rca.alaska.gov>