

Are you struggling with paying your energy bills or have had your utilities limited or cut off?

Contact your energy retailer to learn about:

- What to do if you fall behind on bills
- Payment plan options that could make your monthly payment more affordable
- How to get a limiter removed
- How to get service reconnected

Your energy retailer can also help you understand:

- Deposits
- Late fees
- The date your bill is due
- All the charges on your bill
- Paying your bill through auto-withdrawal
- The different types of utility rates

If you're unable to pay your bill or need help with deposits, reconnection, and advocacy:

- **211 Alberta:** Dial 2-1-1 from anywhere in Alberta 24 hours a day, 7 days a week www.ab.211.ca
 - **211** is an essential service that helps connect Albertans to the right service for whatever issue you need help with, at the right time.
 - Confidentially connect by phone, text INFO to 211, or by [live chat](#) on the 211 website.
 - Speak a language other than English? 211 offers phone service in over 170 languages.
- **Alberta Supports:** 1-877-644-9992 <https://www.alberta.ca/alberta-supports.aspx>
 - Provides help for seniors, people with disabilities, job seekers, parents and families, homelessness, financial assistance, abuse, and family violence prevention.
- **Utilities Consumer Advocate (UCA):** 310-4822 <https://ucahelps.alberta.ca/>
 - Call the **Utilities Consumer Advocate** to discuss bill issues, your rights, and your options.
 - Visit the **Utilities Consumer Advocate** website to find information on:
 - How you can [choose your energy rate](#)
 - Service disconnection and reconnection
 - The charges on your utility bills
 - Understanding the utility sector

Additional crisis support services are also available:

- Bissell Centre Edmonton, Community Bridge line: 780-423-2285, ext. 122
- United Way Central Alberta Red Deer: 403-343-3900
- Distress Centre Calgary – 24-hour Crisis Line (text or phone): 403-266-4357

If you are overdue on your utility bill

Utility companies have government-approved processes when notifying customers about late payments, cut offs, and being removed from a contracted service.

Knowing which step your account is at can help you get the help you need.

For **retail energy contract providers**, you can receive:

- Multiple scheduled payment reminders (phone, mail, email, or text)
- A final non-payment notice
- Phone messages advising of pending contract termination
- Notification of contract termination
 - Your retail contract will be terminated, and your energy service is transferred to [the default regulated rate option provider for your area](#)
 - You are still responsible for any unpaid balances from your retail contract plan

For **Regulated Rate Option (RRO) providers**, you can receive:

- Payment due reminder (via mail or email)
- Multiple scheduled payment reminder attempts (phone, mail, email, or text)
- A final non-payment notice
- Phone message advising that your service will be disconnected or limited
- Final door tag, email or mail notice your service will be disconnected or limited

If you are in this situation, contact your energy provider as soon as possible. If you are having issues paying your energy bills, you may hear the terms below:

Reminders: Includes account balance, advice on payment timelines and key contacts for assistance.

Contract Termination: Refers to the cancellation of a retail plan/contract service being transferred to the default energy provider. The RRO provider for your area of the province can be found at ucahelps.alberta.ca/retailers

Disconnection: Energy services are disconnected on RRO accounts that remain unpaid despite efforts to settle balances. Power is disconnected only as a last resort.

Limited Electricity: A load limiter that has been applied to overdue accounts allows for a few appliances or devices to run simultaneously. If too much electricity is used, the limiter cuts all power. A reset button can restore limited power.

Medical Allowances: If you are dependent on medical devices requiring electricity, please inform your electricity provider so this information is added to your account and considerations can be made.

If you have concerns about paying your utility bills, you can contact the Utilities Consumer Advocate to learn about your options before reaching out to your electricity and/or natural gas provider(s).

Help manage your power, heat, and other utility bills

Utility Affordability Resources and Education

How to tell if you are on the Regulated Rate Option

If you have not agreed to enter into a contract, you are on the RRO. Your bill will have the words 'regulated' or 'RRO' on them. The rate you pay for the energy you use changes each month on the RRO.

[Other options are available](#) and could save you money on your utility bill.

Visit the **Utilities Consumer Advocate** for more information on how to save money on your energy bill
<https://ucahelps.alberta.ca/choosing-a-retailer.aspx>

A list of Alberta energy retailers can be found at: <https://ucahelps.alberta.ca/retailers.aspx>

You can lower your utility bill through energy efficiency

Improving a home's energy efficiency doesn't have to involve expensive upgrades or months of renovations. See a full list of energy saving options on <https://ucahelps.alberta.ca/tips-to-save-money-on-utility-bills.aspx>

Developed by the Customer Affordability Resources for Energy Education (CARE) working group.

About the CARE working group:

- CARE works collaboratively to provide policy and program options to address the needs and concerns of Alberta's vulnerable energy customers.
- The CARE working group is made up of representatives from across Alberta's energy utilities, including:
 - Retail energy contract providers
 - Regulate rate providers
 - Municipalities providing regulate rate service
 - The Alberta Utilities Commission
 - The Office of the Utilities Consumer Advocate