

UTILITY TIPS EVERYONE SHOULD KNOW

Utility knowledge is power.



When you understand your rights and know where to get help, you are better positioned to advocate, manage expenses, and avoid unnecessary utility costs.

TIP# 1

Build your utility knowledge

Only the account holder can:

- Authorize account changes, change retailers or resolve billing issues
- Switch plans or address errors
- View usage data, contracts, and retailer notices

Advocate

Contacting your retailer, REA or Natural Gas Co-op may influence rate structures, capital project priorities, and service policies.

Tip: Ensure your name is on the bill

Know your options: use the Cost Comparison Tool

TIP# 2

Scan



Select



Enter your property information

Compare



See all the options in your area.
Compare retailers and plans

Not seeing any results? A Rural Electrification Association, natural gas co-op or your local municipality may be your provider.

TIP# 3

Stay informed

Follow us

Stay up to date with helpful tips on Facebook, Instagram, and LinkedIn.

Visit our website

Head to ucahelps.alberta.ca for information and subscribe to our monthly newsletter.

Join a Power Hour webinar

- Understanding Utilities in Alberta,
- Understanding Bills, Comparing Retailers
- Learn to use the Cost Comparison Tool

Tip: Knowledge empowers informed decision making for your home, farm or business.

TIP# 4

Seek assistance

Financial assistance

Local organizations may be able to offer financial assistance. Visit our website for a list of agencies.

Ask for help

Contact the Utilities Consumer Advocate for help comparing utility rates, understanding utility-related issues, and resolving disputes with your service provider.

utilitiesconsumer
advocate



310-4UCA (4822) | 1-800-644-6608
UCAhelps@gov.ab.ca | UCAhelps.alberta.ca