

NEW HOME OWNER UTILITY SETUP GUIDE

Helping you get connected
to utilities with confidence



Use this guide to help ensure you are connected on possession day.



Electricity

Used for light and power for appliances



Natural Gas

Is used for heat



Water

Is a municipal utility with one provider

Setting up utilities

Set up services early!

It is recommended to set up services at least two weeks before moving in. While some providers can set up services right away, competitive retailers may take up to 30 days.

You may be required to pay a deposit

Some utility retailers will charge a prudential, which is a deposit for services. Some companies will waive the prudential if consumers sign up for automatic billing. It's a good idea to always double-check with the retailer regarding their terms.

Water

Water is managed by your local municipality, reach out directly to your local water utility provider for more detailed information.

Explore electricity and natural gas options

- Learn about types of rate plans
- Use the Cost Comparison Tool to review options
- Inquire about set-up periods and exit fees

Research and choose utility providers

If you are moving into your new residence with less than 30 days' notice, you may need to start with the default retailer in your area. Visit ucahelps.alberta.ca to review your retailer options. If you are moving from a residence where you already pay utilities, you may have an overlap in utility services. Account for this in your budget.

Ask for help

Contact the [Utilities Consumer Advocate \(UCA\)](#) for advice on utility rates, disputes, or other related issues.

Helpful reminders

Watch for your upcoming bill

Check with your retailer about how you will receive your first bill. Some retailers use paper billing, while others are completely electronic. It's a good idea to confirm when you will receive your bills and what your billing cycle will be. The account holder is responsible for all charges, even if they do not receive a bill.

Pay your bills!

Paying your bill is important. The property owner is responsible for setting up and paying for utilities. If utilities are not set up on time, this may result in a large catch-up bill or service disconnection.

Use the Cost Comparison Tool

Scan



Select



Select your property type and enter in your city/town or postal code

Compare



Compare providers and plans

Save



Need help?
Call our team

utilitiesconsumer
advocate



310-4UCA (4822) | 1-888-644-6608
UCAhelps@gov.ab.ca | UCAhelps.alberta.ca