

UTILITIES INFORMATION AND QUICK FACTS

Are you navigating utilities choices in Alberta?
The Utilities Consumer Advocate is here to help!



Alberta

The Utilities Consumer Advocate (UCA) provides trusted and unbiased information on energy choices, competitive and default retailers, and consumer utility rights and responsibilities.



Electricity

Used for light and power for appliances



Natural Gas

Used for heat



Water

A municipal utility with one provider

Set up services early!

It is recommended to set up services at least two weeks before taking possession. Default retailer services are available quickly, competitive retail services can take longer to connect.

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

Water

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

Contact the **Utilities Consumer Advocate** for advice on comparing utility retail options, issues related to utility bills, and resolving disputes with retailers.

Utility setup checklist

It may be possible to transfer utility rates and plans from one property to another. If moving services is not possible, ensure that final billing is complete.

How much are average utility bills for the property?

 ☐ \$ _____  ☐ \$ _____  ☐ \$ _____

If renting, are utilities included?

 ☐  ☐  ☐

Is the property sub-metered?

Sub-metering can mean limited retail options and additional fees or charges

 ☐  ☐  ☐

Rate comparison chart

Utility	DEFAULT RETAILERS		COMPETITIVE RETAILERS	
	Electricity	Natural Gas	Electricity AND Natural Gas	
Rate	Rate of Last Resort (RoLR)	Default Rate Tariff	Fixed Rate	Variable Rate
Price Per	kWh	GJ	kWh (electricity) / GJ (natural gas)	
Rate	Fixed	Fluctuates monthly	Fixed	Fluctuates monthly
Contract Required	X		Yes	
Contract Term	X		1-5 year	
Credit Check	May be required		May be required	
Deposit	May be required		May be required	
Exit Fees	X		May have exit fees	

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