

TIPS TO PREVENT UTILITY DISCONNECTION

Facing utility disconnection can be stressful, but the Utilities Consumers Advocate can help you navigate the process.

Alberta



Be Proactive

Be proactive. Retailers are more likely to respond to payment arrangements if you make them early and honor your commitments.

While reducing your utility usage can help lower future bills, it does not prevent disconnection. For more information on how to lower your utility costs, visit our website.

If you are having trouble paying your utility bills in full or on time, there are steps you can take to prevent disconnection:

- Reduce your utility usage
- Contact your retailer to set up payment arrangements
- Ask your retailer about budget or equalized payment plans

If you are unable to pay your utility bills, you may receive a Pending Disconnection Notice. However, before sending the notice, your retailer may:

- Add a late fee to your next bill
- Notify you of a missed payment
- Continue contacting you if no response is received

Communicate

After Receiving a Pending Disconnection Notice

If you have an overdue balance on your utility accounts(s) and have received a Pending Disconnection Notice from your provider, you should immediately contact them. To prevent disconnection, you can:

- Make a payment
- Request a payment arrangement
- Report any payments you have already made

What To Do If Your Utilities Are Disconnected

Electricity and natural gas service will not be fully restored until:

- You pay your account in full, OR
- Your provider accepts a payment plan and agrees to restore service based on this arrangement. If you break your payment arrangement, your utilities may be disconnected.



Remember, reconnecting power after a period of disconnection can be costly, and the reconnection process typically takes 48-72 hours, not including weekends or holidays. Be sure to talk to your retailer about any potential fees you may incur.

Seek Assistance

Financial Assistance

There are local organizations that may be able to offer financial assistance to those facing utility disconnection. Visit our website for a list of agencies that may be able to help.

How The UCA Can Help

The Utilities Consumer Advocate's mediation officers can provide advice on comparing utility rates, offer information on utility issues, and help settle disputes with your provider.



utilitiesconsumer
advocate



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