



Province of Alberta

GOVERNMENT ORGANIZATION ACT

UTILITIES CONSUMER ADVOCATE REGULATION

Alberta Regulation 183/2018

With amendments up to and including Alberta Regulation 61/2026

Current as of March 25, 2026

Office Consolidation

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Note

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(Consolidated up to 61/2026)

ALBERTA REGULATION 183/2018

Government Organization Act

UTILITIES CONSUMER ADVOCATE REGULATION

Definition

1(1) In this Regulation,

- (a) “electricity services” has the same meaning as in section 1(1)(q) of the *Electric Utilities Act*;
- (b) “Market Surveillance Administrator” means the corporation continued by section 32 of the *Alberta Utilities Commission Act*;
- (c) “regulated rate customer” has the same meaning as in section 1(j) of the *Rate of Last Resort Regulation* (AR 262/2005);
- (d) “Schedule” means Schedule 13.1 to the *Government Organization Act*.

AR 183/2018 s1;159/2024

Collection and disclosure of consumer information

2(1) The Office of the Utilities Consumer Advocate may collect, use and disclose information, including a consumer’s personal information, for the purposes of carrying out the responsibilities set out in section 3(c) to (f) of the Schedule.

(2) A collection or disclosure of information referred to in this section may occur indirectly, without the consent of the consumer.

(3) For the purposes set out in subsection (1), the Office of the Utilities Consumer Advocate is authorized to collect and use information, including personal information about a consumer, from

- (a) a distributor,
- (b) the Government of Canada or an agency thereof,
- (c) the Market Surveillance Administrator,
- (d) an organization as defined in the *Personal Information Protection Act*,

- (e) a provider,
- (f) a public body as defined in the *Protection of Privacy Act*,
- (g) a retailer, and
- (h) any other persons as reasonably required to carry out the responsibilities set out in section 3(e) and (f) of the Schedule.

(4) For the purposes set out in subsection (1), the bodies, organizations and persons referred to in subsection (3) are authorized to disclose information, including personal information about a consumer, to the Office of the Utilities Consumer Advocate.

(5) For the purposes set out in subsection (1), the Office of the Utilities Consumer Advocate is authorized to disclose information collected under this section, including personal information about a consumer, to

- (a) a distributor,
- (b) the Government of Canada or an agency thereof,
- (c) the Market Surveillance Administrator,
- (d) an organization as defined in the *Personal Information Protection Act*,
- (e) a provider,
- (f) a public body as defined in the *Protection of Privacy Act*,
- (g) a retailer, and
- (h) any other persons as reasonably required to carry out the responsibilities set out in section 3(e) and (f) of the Schedule.

AR 183/2018 s2;159/2024;142/2025

Regulated rate customer

2.1(1) The Office of the Utilities Consumer Advocate shall, after each instance of being sent regulated rate customer contact information under section 22.1(1) of the *Rate of Last Resort Regulation* (AR 262/2005), contact each regulated rate customer whose contact information it was sent for the following purposes:

- (a) to inquire whether the regulated rate customer is aware that their electricity services are being provided by a rate

of last resort provider as defined in section 1(1)(oo.1) of the *Electric Utilities Act*;

- (b) to educate the regulated rate customer about the option to receive electricity services from a retailer of the regulated rate customer's choice.

(2) The Office of the Utilities Consumer Advocate

- (a) may allow a regulated rate customer to opt out of being contacted under subsection (1), and
- (b) shall not contact a regulated rate customer under subsection (1) if the regulated rate customer has opted out.

AR 159/2024 s4;61/2026

Repeal

- 3** The *Utilities Consumer Advocate Regulation* (AR 190/2014) is repealed.

Coming into force

- 4** This Regulation comes into force on the coming into force of *An Act to Empower Utility Consumers*.



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