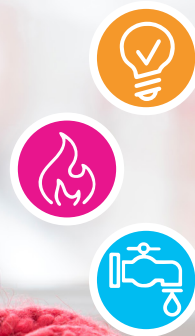


# DISCONNECTED UTILITIES?

The UCA can help  
Call us toll free:  
310-4822  
[ucahelps.alberta.ca](http://ucahelps.alberta.ca)



If you have an overdue balance on your utility account(s) and received a Pending Disconnection notice for your provider, you should **contact them immediately**.

## How can I prevent my utilities from being disconnected?

If you have an unpaid balance, it is important to contact your provider as soon as possible. To avoid a full disconnection of service and additional charges you can:

- make a payment
- request a payment arrangement
- report any payments you have made

If you need assistance, contact a mediation officer.

We urge you to contact one of the UCA Mediation Officers as soon as possible to discuss your situation.

**P** | 310-4UCA (4822)  
(Select Option 4)

**E** | [ucahelps@gov.ab.ca](mailto:ucahelps@gov.ab.ca)

**W** | [ucahelps.alberta.ca](http://ucahelps.alberta.ca)

## How do I get my utilities reconnected?

If your utilities are disconnected, there are steps you can take to have them reconnected.

### For electricity and natural gas customers, your 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 plan, your utilities may be disconnected.

### How long does it take to reconnect my utilities?

Reconnection typically takes 48-72 hours, not including weekends or holidays.

### Are There Reconnection Fees?

After reconnection, your first bill may include a reconnection fee and possibly a security deposit. If a distributor can reconnect you on the same day, you may be charged a higher reconnection fee. Be sure to discuss any additional charges with your provider before requesting same-day reconnection.

## Seek Assistance

### How the UCA can help

While we are unable to provide financial assistance, UCA Mediation Officers may be able to mediate payment arrangements with your retailer or refer you to agencies that can help.

### Financial Assistance

There are local organizations who may be able to offer financial assistance to those facing utility disconnection. Visit our website or scan the QR code for a list of agencies who may be able to help.



utilitiesconsumer  
advocate



310-4UCA (4822) | 1-888-644-6608  
[UCAhelps@gov.ab.ca](mailto:UCAhelps@gov.ab.ca) | [UCAhelps.alberta.ca](http://UCAhelps.alberta.ca)