

# WINTER RULES

Winter Rules are designed to keep Alberta residents' power on during the cold winter months.



If you have an overdue balance on your utilities account(s) and received a Pending Disconnection Notice from your utility provider, you should immediately contact your provider to make a payment, request a payment arrangement or report any payments you have made to avoid a full disconnection of service and additional charges for future reconnection.

## Good To Know

While Winter Rules prevent disconnection during colder months, if your utilities are already disconnected by the time Winter Rules begin, they will remain disconnected.

### Commercial Properties

Disconnection rules do not apply to commercial meters or for water utilities.

### Contact Your Retailer Directly

You can always contact your retailer directly to set up a payment arrangement, or to report any payments you have made.

## Electricity Services

### Winter Rules Period

Electricity services can't be fully disconnected between October 15th and April 15th unless there is a sustained period of temperatures above 0 degrees at night.

### Load Limiters

If you have unpaid bills, a load limiter may be installed on your meter. This is a device a distribution company can install on your meter after receiving a request from your retailer.

### Spring Disconnection

If your account remains unpaid at the end of the winter rules period, the distribution company may remove the limiter if present, and fully disconnect your services. The account holder is still responsible for any outstanding balance owing and ongoing charges.

## Natural Gas Services

### Winter Rules Period

Natural gas services can't be disconnected between November 1st and April 14th, unless there is a sustained period of temperatures above 0 degrees at night.

### Intentional Disconnections

If you want to have natural gas services disconnected during the winter, you must provide a written request to your retailer.

### Spring Disconnection

If a balance is still unpaid when winter rules end, your services may be disconnected. The account holder is still responsible for any outstanding balance owing and ongoing charges.

## Seek Assistance

### Financial Assistance

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

### Budget Payment Plans

The cost of disconnection and reconnection can be a costly expense. Consider setting up budget payment plans by contacting your retailer directly.

### Contact The UCA

The UCA Mediation Officers may be able to mediate payment arrangements with your retailer or provide referrals to agencies that can help.



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