

# HOW TO CHOOSE A RETAILER

## Electricity and natural gas retailers in Alberta



Alberta's electricity and natural gas consumers can choose to receive services from a default or competitive retailer.

### When choosing a retailer

It is important to keep in mind that the rate is only one component of an electricity or natural gas bill.

There are typically several additional costs associated with a utility plan including:

- Administration fees
- Transmission/distribution charges
- Local Access Fees/Municipal Franchise Fees

### Some costs will vary

Some costs will vary depending upon the retailer charges. Transmission and distribution are set by the distributor and are the same for all consumers in the area, regardless of retailer.

### Rural Albertans

Albertans who live in rural communities may receive electricity services from a Rural Electrification Association (REA) and natural gas services from a Natural Gas Co-Op. Contact the local REA or natural gas co-op servicing the community for more information.

## Consider these factors

### Default retailers

Electricity: Rate of Last Resort (RoLR) set rate  
Natural Gas: Default Rate Tariff, fluctuating rate



Month-to-month commitment, no contract required



No incentives



Cannot bundle services



May require a deposit



Consumers are able to leave default retailers at any point without penalty



### Competitive retailers

Fixed, variable and micro-generation rates

Set contract lengths (typically 1-5 years)

May offer incentives, promotions or short term discounts

May offer one bill for electricity and natural gas services

May require a deposit

Consumers may be required to pay exit fees for leaving contracts early

## Setting up services

It typically takes 10 to 15 days to set up electricity and natural gas services with a competitive retailer after a plan is selected and a contract is signed. However, it can take up to 90 days depending on the specific situation. For consumers who need services sooner, the default retailer in the area will be able to serve them until a competitive contract can begin. It's important to check with the retailer when services can begin.

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