

UTILITY SETUP GUIDE

Helping you get connected to utilities with confidence



Use this guide to help ensure you are prepared to sign a rental agreement or lease.



Electricity

Used for light and power for appliances



Natural Gas

Is used for heat



Water

Is a municipal utility with one provider

What to ask before you sign a rental agreement



Are utilities included in the rent?

Ask the landlord which utilities, if any, are included in the rent. The terms of your utility agreement should be clearly outlined in your rental agreement. As a tenant, you are entitled to see how your energy costs are calculated each month.



Is the residence sub-metered?

Sub-metering means you will need to go with the utility company your landlord chooses for electricity. You will still need to set up an account with that company.



Who pays for utilities in shared spaces?

Tenants should clarify with the landlord how utility costs are handled in building common areas.



Is proof of setup required?

The landlord may ask for proof that utilities are set up.



Setting up utilities in a rural location?

Many rural land locations have separate meters for building and yard lights. To ensure your services are connected to the correct meter and location, ask your landlord for the Site IDs or meter numbers for which you are responsible.

Which appliances and/or systems use gas and electricity?

Ask about which items like furnaces, hot water heaters, stoves, and fireplaces use natural gas and electricity. This can help understand costs of use.



Setting up utilities

Set up services early!

It is recommended to set up services at least two weeks before moving in. While some providers can set up services right away, competitive retailers may take up to 30 days.

Explore electricity and natural gas options

- Learn about types of rate plans
- Use the Cost Comparison Tool to review options
- Inquire about set-up periods and exit fees

Water

Water is managed by your local municipality, reach out directly to your local water utility provider for more detailed information.

Research and choose utility providers

If you are moving into your new residence with less than 30 days' notice, you may need to start with the default provider in your area. Visit ucahelps.alberta.ca/cct to review your retailer options.



You may be required to pay a deposit

Some utility retailers will charge a prudential, or deposit for services. Ask the retailer what to expect.

Ask for help

Contact the **Utilities Consumer Advocate (UCA)** for advice on utility rates, disputes, or other related issues.

utilitiesconsumer
advocate



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