

# Bulletin 2024-01

February 6, 2024

## **AUC consultation on proposed rule development for emergency billing relief**

The AUC is initiating a consultation to incorporate requirements for emergency billing relief into a new rule to provide predictability and transparency for stakeholders.

Alberta's wildfire season extends from March 1 to October 31. During this period, there are instances when wildfires pose a threat to communities, prompting government officials to issue mandatory evacuation orders for residents. In previous evacuations such as Fort McMurray, Waterton Lakes and High Level, the AUC proactively coordinated procedures to suspend utility billing for those under evacuation and relieve residents of concerns about electricity and natural gas bills during the crisis.

In 2023, the AUC created the [Emergency Billing Relief Program](#) (EBRP) for the 2023 wildfire season which provided billing relief for residents evacuated from their homes. The program was set out in the 2023 Emergency Billing Relief Program Manual (the 2023 Manual).

The AUC is seeking stakeholder feedback on the 2023 EBRP to inform potential development of a new rule regarding an emergency billing relief program. A rule would formalize a billing relief process for evacuation orders resulting from emergency events such as wildfires, floods or other natural disasters.

### **Participation**

The AUC's consultation will consist of a written process to gather input and feedback related to the Emergency Billing Relief Program. The consultation will be hosted on [AUC Engage](#), found through the AUC website.

To participate, please register for an account on AUC Engage by visiting the [Emergency Billing Relief Program Engage page](#), and submit your comments on the 2023 Manual and EBRP. A copy of the 2023 Manual can be found under the Consultation Documents section on the right-hand side of the page.

The deadline for submitting comments is March 19, 2024.

Any questions related to this bulletin may be directed to Laura Johnson at [laura.johnson@auc.ab.ca](mailto:laura.johnson@auc.ab.ca).

Alberta Utilities Commission