



# Winter Utility Reconnection Program

## Are you having difficulties paying your utility bills and worried about going into the winter months without power or gas?

The Alberta Utilities Commission has a vulnerable customer protection program in place to support Albertans who are in arrears and disconnected from electricity and gas service going into the winter season, mid-October until April.

It is our goal to ensure that Albertans struggling to be reconnected and to pay their utility bills are referred to the right social agencies for assistance in keeping their lights on and homes warm.

Beginning in October, utility service providers attempt to contact anyone who is in arrears or disconnected from gas and electric utility service, and at risk. Your first step is to make payment arrangements with your utility service provider and to investigate options to lower bills and reduce energy consumption. If you are unable to do this directly with your utility service provider, the Utilities Consumer Advocate is available to assist with disconnection issues and utility bill payment plans on your behalf.

If you need assistance with arranging bill payment plans with your utility service provider or have disconnection concerns call the Utilities Consumer Advocate at:

310-4-UCA or 310-4822  
[www.ucahelps.alberta.ca](http://www.ucahelps.alberta.ca)

For anyone requiring greater assistance with utility bill payments, a single point of contact has been set up to refer at-risk Albertans to the right social service program (e.g. Alberta Works, Assured Income for the Severely Handicapped).

If you or someone you know is struggling to pay their utility bills please:

Call 780-644-9992 (1-877-644-9992 toll free)  
Visit [www.albertasupports.ca](http://www.albertasupports.ca)  
Visit the closest Alberta Human Services office.

\*At any time of the year, not just the winter season, a family member or a friend can also make payments to clear your arrears and facilitate reconnection.