

Before submitting this complaint form please:

1. Contact your utility service provider or the facility owner that is the subject of your complaint.
2. For rates, billing and terms and conditions of service complaints, contact the [Utilities Consumer Advocate](#).

Please complete all information requested and include a copy of any related documents as attachments when submitting the form to info@auc.ab.ca. Incomplete forms may not be considered. Please also download and save the form to your computer before filling out and submitting it.

Complainant contact information

Name:	
Address:	Email:
	Phone number:
	Date:

Privacy Policy

All materials provided to the AUC are subject to the AUC's [privacy policy](#). By submitting this form you are agreeing to its terms.

Please complete **Section 1 for rates, billing and terms and conditions of service** complaints.

Topics include: disconnections in error, incorrect billing, referrals to a collection agency in error, contraventions of terms and conditions of service, water rate appeals.

Please complete **Section 2 for facilities and landowner** complaints.

Topics include: fires originating from transmission or distribution lines, power plant noise, some environmental and safety concerns, property damage while building or maintaining transmission lines.

Section 1 – Rates, Billing and Terms and Conditions of Service – Complaint Details

Service type:	Account type:
Name of utility service provider:	Site ID number (thirteen digit number found on electricity or gas bills):
Did you contact your utility service provider regarding your complaint? Yes No	
If yes, what was the response from your utility service provider? Please provide a copy of any related correspondence or documents from your utility service provider.	
Did you contact the Utilities Consumer Advocate regarding your complaint? Yes No	
If yes, what was the response from the Utilities Consumer Advocate? Please provide a copy of any related correspondence or documents from the Utilities Consumer Advocate.	
Briefly describe your complaint:	

Is your utility service currently disconnected?

Yes No

Briefly explain the remedy that you are seeking from the AUC.

Section 2 – Facilities and Landowners – Complaint Details

Facility type:

Name of the company that owns the facility:

Facility location:

Did you contact the facility owner regarding your complaint?

Yes No

If yes, what was the response from the facility owner? Please provide a copy of any related correspondence or documents from the facility owner.

Briefly describe your complaint:

Are there any immediate safety or system reliability issues?

Yes No

If yes, please describe:

Briefly explain the remedy that you are seeking from the AUC.

For further information on how complaints are handled, please visit the [Compliance and enforcement page](#) on the AUC website.

Please download and save this form on your computer before emailing the form to info@auc.ab.ca. Please ensure any related documents are also attached in the email.