

Emergency Billing Relief Program - Frequently asked questions

What is the Emergency Billing Relief Program for wildfire evacuees?

The Emergency Billing Relief Program (EBRP) is an initiative by the AUC that provides electric and gas utility billing credits for individuals affected by 2024 wildfire evacuations in Alberta. Billing credits will be applied for the described evacuation events below.

Who is eligible for EBRP?

This program applies to residential, farm and small commercial rate classes that consume less than 250,000 kilowatt hours of electricity per year and to residential, farm, and other natural gas customers with sites that consume less than 2,500 gigajoules per year, with site exceptions for the following rate classes (i.e. the following rate classes are not eligible):

- Streetlights rates
- Flat metered rates
- Oilfield rates
- Transmission connected rates
- Sites associated with SIC codes representing oilfield, mining, gas processing or other industrial classifications (if available)

What kind of event qualifies for the EBRP?

In order to qualify for billing relief as a 2024 wildfire evacuation event under this program a mandatory evacuation order must have been issued and have lasted at least 7 days.

Which utilities are covered under the EBRP?

The program only covers electricity and natural gas services provided by AUC-regulated distribution facility owners.

Do I need to apply for utility billing relief?

No, eligible residents will not need to apply for billing relief.

How will I receive billing credits?

Electric and gas utilities will determine a customer's eligibility based on evacuation information provided by the government of Alberta. Where eligible, the credit amounts will be added to the customer bill. Any questions about these credits should be directed to your utility service provider.

How much will the credits be for?

For every seven-day period that a customer has been evacuated, a credit of \$20 for each of gas and electric service will be applied to their bill. The credit amount is applied before GST.

Will I need to pay the accumulated amounts after the billing pause ends?

Affected customers will not need to pay for the credited amounts.

Who should I contact if I have additional questions about the EBRP?

For any general inquiries or clarifications about the Emergency Billing Relief Program, you can contact the AUC at info@auc.ab.ca for additional information.