

# Bulletin 2025-04

May 7, 2025

## **Emergency Billing Relief Program for wildfire evacuation orders**

The Alberta Utilities Commission (AUC) is once again facilitating the Emergency Billing Relief Program (EBRP), as directed by the Government of Alberta. This program temporarily pauses electric and gas utility billing and provides credits to eligible individuals affected by mandatory wildfire evacuations in Alberta.

Under the EBRP, eligible utility customers impacted by a mandatory evacuation order will receive billing credits retroactively for the period they were impacted by mandatory evacuations from wildfires.

During a billing pause period for customers under a mandatory evacuation order:

- Outstanding utility bills will be temporarily paused.
- No late fees or penalties will be applied.
- No disconnections will occur.

This coordinated effort with utility service providers aims to alleviate the financial burden on those affected by mandatory evacuation orders and facilitates an efficient process for billing relief in the future.

The AUC has developed an [EBRP manual](#) that outlines the steps utilities must follow during a mandatory evacuation order. The manual outlines processes for providing billing relief and outlines the roles and responsibilities of the various interested parties involved in the program.

The EBRP sets expectations and responsibilities across the industry when a mandatory evacuation order is announced. The EBRP was developed in collaboration with entities overseen by the AUC, including electric and natural gas distribution utilities, competitive retailers, regulated service providers and the Alberta Electric System Operator (AESO).

More details are available in the [program manual](#) and [frequently asked questions](#) documents.

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Alberta Utilities Commission