

# Bulletin 2026-05

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

The AUC is notifying parties of its intent to run the Emergency Billing Relief Program (EBRP), as directed by the Government of Alberta. This program provides electric and gas utility billing credits to eligible sites affected by mandatory evacuations in Alberta such as wildfires, floods or other emergencies.

Under the EBRP, eligible utility customers impacted by a mandatory evacuation order will receive billing credits for the eligible period, without having to register for the program. The credit amount has increased this year from \$20 to \$25 per service (gas and electricity) to factor in rate increases and inflation.

During a mandatory evacuation order:

- No late fees or penalties should be applied.
- No disconnections should occur.

This coordinated effort with AUC regulated utility service providers aims to alleviate the immediate financial burden to those affected by mandatory evacuation orders and facilitates an efficient process for billing relief for gas and electricity.

The AUC developed an [EBRP manual](#) that outlines the processes for providing billing relief and defines the roles and responsibilities of the various interested parties involved in the program. It sets expectations across the industry when a mandatory evacuation order is announced.

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

For further information, please contact Laura Frank at [Laura.Frank@auc.ab.ca](mailto:Laura.Frank@auc.ab.ca).

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