

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 Alberta Utilities Commission (AUC) that provides electric and gas utility billing credits for individuals affected by mandatory wildfire evacuations in Alberta.

Who is eligible for EBRP?

This program applies to residential, farm, irrigation and small commercial rate classes that consume less than 250,000 kilowatt hours of electricity per year and to residential, farm, small commercial or other natural gas customers sites that consume less than 2,500 gigajoules per year, (based on the most recent 12 months of historical usage data prior to the event occurrence) with some exceptions.

What sites are not eligible for the EBRP?

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

What kind of event qualifies for the EBRP?

To qualify for billing relief in a wildfire evacuation event under this program, the following criteria must be met:

- A **mandatory** evacuation order must be stated on the [Alberta Emergency Alert](#) website and confirmed by AUC staff. The mandatory evacuation order must also last seven consecutive days or more. For example, an evacuation order issued on May 13 and lifted on May 19 would be considered a seven-day order.

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 the mandatory 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.

What happens to my utility bills during a mandatory evacuation?

During a mandatory evacuation period, utility billing will be temporarily paused. No late fees or penalties will be applied, and no disconnections should occur. Customers might still receive a bill during the mandatory evacuation; however, it would only reflect usage from before the mandatory evacuation began. Once the mandatory evacuation order is lifted, billing will resume and, if eligible, billing relief credits will be applied to your new bill.

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

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

The billing suspension provides temporary relief, allowing evacuees to focus on their immediate needs without the added burden of utility payments. Only billing amounts for days before and after the mandatory evacuation periods will need to be paid, after the billing pause ends.

How will I know when the billing pause is lifted?

The utilities will follow the [Alberta Emergency Alert](#) website information on evacuations to determine which bills need to be suspended. Any questions about your utility bills should be directed to your utility service provider.

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

For any general inquiries or clarifications about the EBRP, contact the AUC at info@auc.ab.ca for additional information.