

Emergency Billing Relief Program - Frequently asked questions

What is the Emergency Billing Relief Program?

The Emergency Billing Relief Program (EBRP) is an initiative of the Government of Alberta that is coordinated by the Alberta Utilities Commission (AUC). The program provides electric and gas utility billing credits for eligible individuals affected by mandatory evacuation orders in Alberta due to an imminent threat, such as a wildfire, flood or other emergency.

Who is eligible for EBRP?

This program applies to Alberta residential, farm, irrigation and small commercial rate classes that consume less than 250,000 kilowatt hours of electricity per year and to Alberta residential, farm, small commercial or other natural gas customers sites that consume less than 2,500 gigajoules of natural gas 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?

- Streetlight 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 the billing relief program the following criteria must be met:

- A **mandatory** evacuation order must be listed on the [Alberta Emergency Alert](#) website. The mandatory evacuation order must last seven or more consecutive days. 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, which are: ATCO Gas, ATCO Electric, Fortis, ENMAX, EPCOR and Apex Utilities.

Do I need to apply for billing relief credits?

No, eligible customers do not need to apply for billing relief.

How will I receive the billing relief 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 applied directly to the customer bill. Any questions about these credits should be directed to the utility service provider.

How much will the credits be for?

For every seven-day period that a customer has been evacuated, the customer will receive a credit of \$25 for gas and \$25 for electric service. Those credits will be applied to their bills. The credit amount is applied before GST.

What happens to my utility bills during a mandatory evacuation?

Customers are responsible for any charges that accrue during the mandatory evacuation period. To help offset these charges, the billing relief credit will be applied to eligible customer bills. This credit does not need to be repaid. In addition, late fees, penalties and service disconnections should not occur during a mandatory evacuation.

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

For any billing issue and concerns, first contact your utility provider. If necessary, then contact the Office of the Utilities Consumer Advocate (UCA) at ucahelps@gov.ab.ca or 310-4822. For any general inquiries or clarifications about the EBRP, contact the AUC at info@auc.ab.ca.