



## Winter Utilities Reconnection Program

Are you worried about going into the winter months without power or gas due to difficulties paying your utility bills?

The Alberta Utilities Commission and the Utilities Consumer Advocate have a vulnerable customer protection program to support Albertans disconnected from electricity and natural gas service going into the winter season.

We work to ensure Albertans struggling to be reconnected or to pay their utility bills are referred to appropriate social agencies for assistance in keeping their lights on and homes warm.

Beginning in October, utility service providers seek to contact anyone who is in arrears or is disconnected from gas and electric utility service. If you need help, the first step is to make payment arrangements with your utility service provider and investigate options to reduce energy use and lower bills. If you are unable to do this directly by yourself with your utility service provider, the Utilities Consumer Advocate can assist with disconnection issues and utility bill payment plans on your behalf.

If you need assistance with arranging bill payment plans with your utility service provider, require further information about winter rules or have disconnection concerns, please contact the Utilities Consumer Advocate at:

310-4-UCA or 310-4822  
[www.ucahelps.alberta.ca](http://www.ucahelps.alberta.ca)

For anyone requiring greater assistance with utility bill payments, a single point of contact has been set up to refer at-risk Albertans to the right social service program (e.g. Alberta Works, Assured Income for the Severely Handicapped).

If you or someone you know is struggling to pay their utility bills please:

Call 780-644-9992 (1-877-644-9992 toll free)  
Visit [www.albertasupports.ca](http://www.albertasupports.ca)  
Visit the closest Alberta Human Services office.

\* At any time of the year a family member or a friend can also make payments to clear your arrears and facilitate reconnection.