

Utility payment deferral

Electricity and natural gas deferral during COVID-19 pandemic

What is happening?

To help Albertans weather this unprecedented health crisis, government is working with utility companies to allow those unable to pay to defer their electricity and natural gas bills.

During this time, no Albertan will be cut off from utility services or see their services reduced. The Government of Alberta has directed utility companies to maintain vital services.

The program is available to Albertans who are experiencing financial hardship as a direct result of COVID-19.

The program came into effect on March 18 and will run until June 19.

What is a deferral?

When payment is deferred, it means the customer does not have to pay within the usual agreed-upon payment period. In response to the COVID-19 pandemic, utility companies are deferring payment until June 19.

Who qualifies for deferral?

Albertans who cannot make their regular payments due to the COVID-19 pandemic are eligible for the deferral program, including those who have lost their job or are taking care of an ill family member.

More specifically, the program is open to Albertans who consume less than 250,000 kilowatt hours of electricity per year, and less than 2,500 gigajoules of natural gas per year.

How does it work?

Albertans can sign up for deferred payments at any time between March 18 and June 19. To arrange for a deferral, call your natural gas or electricity provider directly. You will need your account information, which can be found on your most recent bill. Please be patient as there may be higher than normal call volume of calls.

In situations where rent and utilities are combined, Albertans should contact their landlord directly to discuss the circumstances.

When do I have to pay?

The deferral program is designed to provide temporary financial relief. Payments will be required at the conclusion of the deferral period, but consumers will not be required to pay for the entirety of the deferral on June 19.

Consumers must contact their utility providers to discuss all repayment plan options.

Additional support

For support in negotiating a repayment plan that fits your budget, or in resolving any service or billing issue, contact the Utilities Consumer Advocate.

Phone: 780-644-5130

Toll Free: 310-4822

Email: UCAhelps@gov.ab.ca

Web: ucahelps.alberta.ca

For more, visit alberta.ca.

Call your utility provider to arrange a deferral and repayment plan

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