

# Emergency Billing Relief Program (EBRP) - Frequently asked questions

## What is the Emergency Billing Relief Program?

The Emergency Billing Relief Program (EBRP) is an initiative by the AUC that temporarily pauses electric and gas utility billing and provides electric and gas utility billing credits for individuals affected by 2023 wildfire evacuations in Alberta. Billing credits will be applied for the time periods associated with the described evacuation events below.

## Who is eligible for EBRP?

This program applies to residential, farm and small commercial rate classes that consume less than 250,000 kilowatt hours of electricity per year and to residential, farm, and other natural gas customers with sites that consume less than 2,500 gigajoules per year, with site exceptions for the following rate classes (i.e. the following rate classes are not eligible):

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

## What kind of event qualifies for the EBRP?

In order to qualify for billing relief as a 2023 wildfire evacuation event under this program, the following criteria must be met:

1. A mandatory evacuation order must be stated on the [Alberta Emergency Alert](#) website.
2. A mandatory evacuation order lasts more than 96 hours. Beyond the initial 96 hours, the number of days eligible for billing relief will be calculated to be inclusive of the day the evacuation order was issued and the day the evacuation order was lifted.
3. Gas and electric distributors are expected to communicate with each other to best ensure the billing relief periods applied to each eligible site will be aligned amongst them.

## Which utilities are covered under the EBRP?

The program only covers electricity and natural gas utilities.

## How long will the utility billing relief last?

The duration of the billing pause will vary depending on the specific circumstances of the wildfire and subsequent evacuation. The pause will typically remain in effect until the evacuation order is lifted and residents are allowed to return home.

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## Do I need to apply for the utility billing relief?

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 their rate class and evacuation information provided on the Alberta government's website. Where eligible, the credit amounts will be added to the subsequent customer bill.

## What happens to my outstanding utility bills during the billing pause?

During the billing pause period, utility billing will be temporarily paused. No late fees or penalties will be applied, and no disconnections should occur.

## 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 above described 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 government website information on evacuations to determine which bills need to be suspended. If customers have any questions about their billing, they should contact their retailers.

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

For any general inquiries or clarifications about the Emergency Billing Relief Program, you can contact the AUC at [info@auc.ab.ca](mailto:info@auc.ab.ca) for additional information.

## Additional information

For additional information about the AUC, its processes or general questions about utilities in the province, please contact us:

310-4AUC (4282) in Alberta  
1-833-511-4282 outside of Alberta  
[info@auc.ab.ca](mailto:info@auc.ab.ca)  
Monday to Friday (8 a.m. to 4:30 p.m.)  
[www.auc.ab.ca](http://www.auc.ab.ca)