

90-day Utility Deferral

Electricity and natural gas payment deferral during COVID-19

What is happening?

To help Albertans avoid additional financial hardship as they weather the unprecedented COVID-19 health crisis, government is working with utility companies to allow residential, farm, and small commercial customers, who are unable to pay their bill when due, to defer their utility bills for up to 90 days. During this time, no Albertans will be cut off from these services.

This program is available to Albertans who are experiencing financial hardship as a direct result of COVID-19; for example, those who have lost their employment or had to leave work to take care of an ill family member.

This program came into effect on March 18, 2020 and will run through June 18, 2020.

What is a deferral?

When payment is deferred, it means the customer does not have to pay within the usual agreed-upon payment period. Customers usually have 30 days from the end of the last billing period in which to pay their utility bills. In response to the COVID-19 pandemic, utility companies are required to defer this deadline by 90 days.

How does it work?

To arrange for a deferral, call your natural gas or electricity provider directly. You will need your account information. Please be patient as there may be higher-than-normal call volumes

When do I have to pay?

The 90-day deferral program is designed to provide temporary financial relief, and consumers will still have to pay for their deferred utilities.

Government and the Alberta Utilities Commission will work with utility companies to develop a payment system to help consumers pay back their deferred utilities within a reasonable time period.

For the most up-to-date information on government's response to COVID-19, visit Alberta.ca.

No cut-off during COVID-19

Government is committed to ensuring Albertans have access to utilities during the COVID-19 outbreak, and has directed utility companies that they cannot cut consumers off from these vital services.

Consumers should contact the Utilities Consumer Advocate (www.ucahelps.alberta.ca) for support in resolving any service issues that may arise with their service providers during this time.

Call your utility provider if you need a 90-day payment deferral

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