

Understand Your Bill

Alberta 2023/2024

Even if you have automatic withdrawals or e-bills, it's always recommended to regularly review your utility bill. If you have signed a contract with a competitive retailer for electricity and natural gas, you will receive a monthly administration fee as specified in the accepted contract.

To learn about the various line items and charges on your electricity or natural gas utility bill, please click on the image. This will provide you with detailed information.

Breakdown of Charges on Your Utility Bill

Your energy bill consists of two main charges:

Energy Consumption Cost:

This charge reflects the cost of the actual energy you have consumed. It is based on the quantity of the commodity used.

Energy Delivery Cost:

This charge covers the cost of delivering the energy to your home. It is mostly fixed and includes expenses related to the installation, operation, and maintenance of the infrastructure used to transmit energy. For electricity, this infrastructure includes poles, wires, and transformers, while for natural gas, it includes pipes and compressor stations.

The delivery company rates are regulated by the Alberta Utilities Commission (AUC), an independent, quasi-judicial agency associated with Alberta Energy. The AUC conducts rate hearings to ensure that you receive safe and reliable services at a reasonable cost.

Separate Line Items

As per Section 4 of the Natural Gas Billing Regulation and Section 4 of the Billing Regulation (electricity), your electricity or natural gas bill must clearly show all credits or charges as separate line items.

Billing Concerns

If you notice any billing discrepancies, it is recommended to contact your retailer. You can find their contact information on your utility bill or by calling the UCA at 310-4822.

Questions

Please email albertautilityservices.ca for feedback or any questions or concerns.