

2005

Emergency Assistance for Albertans Facing Utility Disconnection

Alberta Human Resources and Employment helps low-income Albertans who have received a disconnection notice from their gas or power company and have no other way of paying their overdue utility bills.

Who is eligible?

To be eligible for emergency assistance, an individual must:

- have received a utility disconnection notice;
- have no other possible way to pay their bill and no arrangements can be made with the utility company; and
- not be eligible for assistance through other programs, including:
 - support from the federal government for Albertans who live on reserve; or
 - support for seniors through the Special Needs Assistance for Seniors program (call Alberta Seniors and Community Supports at 1-800-642-3853 for information).

What is provided?

- Human Resources and Employment will cover the cost of overdue utility bills that must be paid so an eligible person can get service from their gas or power company.
- Emergency assistance can be provided more than once, depending on individual circumstances. However, if utility arrears or utility deposits for the same type of utility are required more than once, the recipient must repay.
- All reconnection fees are subject to recovery.
- Emergency assistance is not provided to pay telephone bills.

How to apply?

- Apply for utility assistance at the nearest Alberta Service Centre or Canada Alberta Service Centre. Office addresses are available from the Alberta Works Contact Centre by calling 1-866-644-5135 toll-free or (780) 644-5135 in Edmonton.
- Income Support clients should contact their worker to find out whether they qualify for assistance in paying their utility arrears.
- Complete financial information is required to confirm eligibility for emergency assistance. All applicants, including Income Support recipients, must meet the Income Support program criteria to qualify for emergency assistance.
- Each application is reviewed on a case-by-case basis.