

Subject: Emergency Utility Arrears Policy Update

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Alberta Works Update Subscribers

BACKGROUND:

When issuing emergency utility arrears, Income Support (IS) workers must ensure applicants/clients meet the following emergency criteria:

- The situation is beyond the control of the household unit, and
- An applicant or a recipient or a member of the household unit is in a situation that presents a serious health or safety risk, and
- The person cannot wait until the next payment date, access other available resources, or make alternative arrangements.

To meet the emergency criteria for utility arrears benefit, IS workers must ensure all options for the applicant/ client have been explored. Clients accessing utility services from a Competitive service provider may have the option to access a Regulated service provider without having utility services interrupted.

INTENT:

To inform IS workers that consideration for clients to move from a Competitive service provider (Unregulated) to a Regulated service provider are explored, as part of assessing eligibility for Emergency Utility Arrears benefits.

POLICY:

The following policies have been updated:

[Emergency Allowance](#)