

Emergency Assistance for Albertans Facing Utility Disconnection

Help is available to low-income Albertans who have received a disconnection notice from their gas or power company and have no way of paying their overdue bill.

Emergency assistance can be provided more than once, depending on individual circumstances. However, Albertans must repay the money if they require assistance with the same utility more than once.

All reconnection fees are subject to repayment. Emergency assistance is not provided to pay telephone bills.

Eligibility

Albertans are eligible for emergency assistance if they:

- have received a disconnection notice;
- have no other possible way to pay their bill and no arrangements can be made with the utility company; and
- are not 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 Supports Contact Centre at 1-877-644-9992 for information).

Complete financial information is required to confirm eligibility for emergency assistance. All applicants, including Income Support clients, must meet the Income Support program criteria to qualify for emergency assistance.

Each application is reviewed on a case-by-case basis.

How to Apply

Income Support Recipients

Income Support recipients must contact their Income Support Worker or visit their nearest Alberta Works Office to apply.

Albertans

Albertans who are not receiving Income Support can apply at their nearest [Alberta Works/Alberta Supports Centre](#). For information on how to apply, call the 24-hour Emergency Income Support Contact Centre, at:
1-866-644-5135 toll-free
780-644-5135 in Edmonton

More information

For more information on emergency assistance with utility costs, visit: humanservices.alberta.ca/ena