

Key Takeaways - Utilities Consumer Advocate (UCA)

- The Utilities Consumer Advocate (UCA) provides unbiased, accessible information on electricity and natural gas services in Alberta.
- Albertans can compare current rates, contract options, and retailers through the UCA's Cost Comparison Tool.
- Understanding billing, fees, and delivery charges can help consumers make informed decisions.
- The UCA Mediation Team can assist with unresolved concerns or disputes related to utility services.

Frequently Asked Questions

- *How do I find the best rate?*

Use the UCA Cost Comparison Tool to compare all available options from licensed retailers across Alberta.

- *Who do I contact if there is an issue with my bill?*

Start with your retailer. If the issue isn't resolved, the UCA Mediation Team can help.

- *Can I switch retailers?*

Yes — most contracts can be changed with proper notice. Consumers are encouraged to review early-exit fees on fixed contracts.

- *What is the difference between regulated and competitive rates?*

Regulated rates are set monthly by the local regulated rate provider, while competitive rates are offered through private retailers.

Note:

If members have questions, it would be best to direct them through the mediation team, who can be reached at ucahelps@gov.ab.ca or by calling **310-4UCA (4822)** or **1-888-644-6608**. They will ensure your organization continues to receive support from the UCA.