

Utilities Consumer Advocate

Representing
residential, small business, and farm
consumers of electricity and natural
gas

UCA Educates: Program Components

1. *Digital*

- *New website*
- *Social Media Engagement*

2. *Consumer Outreach*

- *Partnership with stakeholder organizations*
- *Education sessions across Alberta*

Our mission is to make you
an informed energy consumer



Residential

Your household energy questions answered

[LEARN MORE >](#)



Small Business

Put the power back into your small business

[LEARN MORE >](#)



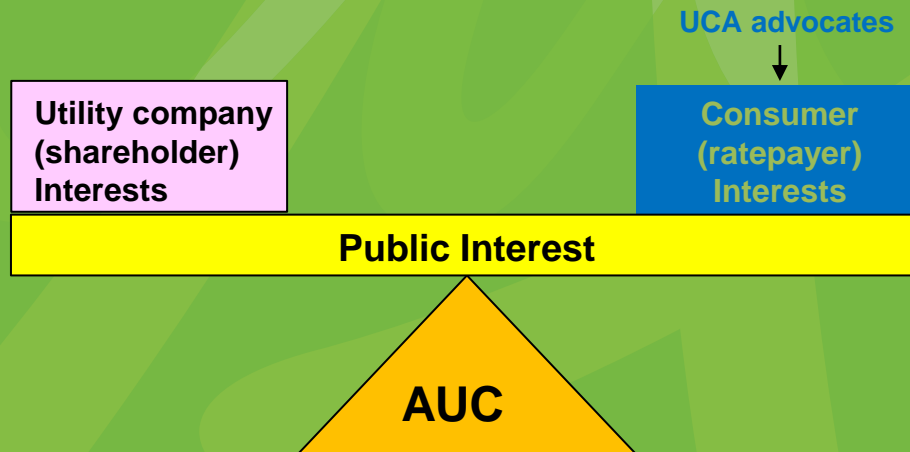
Farm

Discover your farm's energy needs

[LEARN MORE >](#)

UCA Advocates

The Alberta Utilities Commission (AUC) regulates the utilities sector and natural gas and electricity markets to protect social, economic and environmental interests of Alberta where competitive market forces do not.



The **Utilities Consumer Advocate (UCA)** represents the interests of residential, farm, and small business consumers in regulatory proceedings and policy development.

UCA Mediates

Last year:

- The UCA received 39,777 calls from Albertans through the 310-4UCA or 310-4822 line.
- For 2,955 of the total calls, customers were provided with mediation services.
- The most common reasons for mediation are:
 - billing issues;
 - customer service issues;
 - early exit fees;
 - Disconnections.
- The UCA supported the AUC Winter Utility Reconnection Project and helped 129 vulnerable Albertans reconnect to essential services.

UCA Mandate

Educate

Advocate

Mediate