

Announcement

November 29, 2018

New general phone number and email address provide one-stop access to the Alberta Utilities Commission

The Alberta Utilities Commission has implemented a new toll-free phone number that is replacing the former consumer relations phone number and the information services numbers. We have also stopped using the consumer relations email address.

Please contact the Alberta Utilities Commission toll free at:

310-4AUC (inside Alberta)
1-833-511-4AUC (outside Alberta)
info@auc.ab.ca

The former consumer relations email address consumer-relations@auc.ab.ca and phone number (780-427-4903) will be **discontinued in June 2019**. To ensure a seamless transition and to allow energy service providers time to update bills and website messages, we will temporarily forward messages through to the 310-4AUC (or 310-4282) number before it is discontinued.

The Alberta Utilities Commission website www.auc.ab.ca and the other publications were updated this summer, so this is the next step to fully implement our new toll-free phone number and one-stop access to the Commission.

If necessary, please update your websites and bills before June 2019. If you have concerns or questions about this change, please contact Lorena Charest at info@auc.ab.ca or 310-4AUC.

Sincerely,

Robert D. Heggie
Chief Executive