

WORK CENTRAL AB

Utilities & Internet

Getting Connected Before and After Your Move

A Career Resource from Work Central AB

Setting Up Utilities and Internet

Getting utilities and internet connected before or on your move-in day helps your first few days in a new home go smoothly. This guide covers what to expect and how to set everything up.

1. Electricity and Natural Gas

- Alberta has a deregulated electricity and natural gas market, meaning you can choose your retailer, or default to a Regulated Rate Option (RRO) provider if you don't select one.
- Compare fixed-rate and variable-rate plans; fixed rates offer predictability, while variable rates can fluctuate with the market.
- Set up your account 1-2 weeks before your move-in date to ensure service is active when you arrive.
- In many rental buildings, some utilities may be included in rent - confirm this with your landlord before setting up separate accounts.

2. Water and Sewer

Water and sewer services are typically billed by your municipality rather than a private retailer. Contact your city or town's utility department directly to set up an account, usually alongside your property purchase or lease paperwork.

3. Internet and Mobile Service

- Major national and regional providers offer service across Central Alberta, with coverage and speeds varying by community - rural areas may have fewer options than Red Deer or Lacombe.
- Compare bundles for internet, TV, and mobile service, but read contract terms carefully, including installation fees and early cancellation penalties.
- Book installation appointments as early as possible, since availability can be limited, especially during peak moving season in the summer.
- If you're relocating from elsewhere in Canada, check whether your current mobile provider offers coverage in your new community, or whether switching providers makes more sense.

4. Setting Up in Order

Recommended Setup Timeline

- 2-3 weeks before move: Research providers and compare plans.
- 1-2 weeks before move: Book installation appointments for internet and confirm electricity/gas start dates.
- Move-in day: Confirm all services are active; keep a record of account numbers and customer service contacts.
- First week: Follow up on any installation issues promptly, since appointment slots can book up quickly.

5. Troubleshooting Common Issues

- If installation is delayed, ask providers about temporary mobile hotspot options to stay connected in the meantime.
- Keep a written or photographed record of your meter readings on move-in day, in case of billing disputes with your utility provider.
- If you're in a rural or edge-of-town property, confirm internet service availability and expected speeds before finalizing your housing decision - options can be more limited outside city centres.
- Set up autopay where available to avoid missed payments, which can affect both service continuity and your credit history.

6. Common Utilities Questions

Frequently Asked Questions

Can I keep my provider from another province? For mobile service, sometimes - check coverage in your new community. For electricity, natural gas, and water, you'll need local providers.

What is the Regulated Rate Option? It's a default electricity or natural gas rate that applies if you don't actively choose a retailer or competitive plan.

Are utilities ever included in rent? Sometimes, particularly for apartment rentals - always confirm what's included before setting up separate accounts.

Utilities & Internet Checklist

- ✓ Confirmed which utilities are included in rent, if renting
- ✓ Set up electricity and natural gas accounts
- ✓ Set up water/sewer with your municipality
- ✓ Compared internet and mobile providers for your community

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- ✓ Booked installation appointments ahead of your move-in date
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Keep Planning Your Move With Work Central AB

See our full Moving to Central Alberta series for more setup guides at workcentralab.ca/resources.