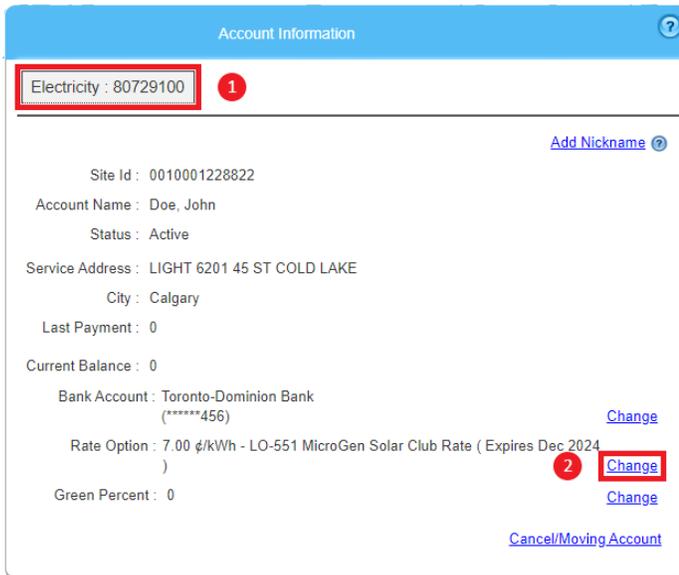


# Submitting Solar Club Rate Change Requests



Welcome to our guide on how to submit Rate Change Requests for Solar Club members! Here you will find step-by-step instructions on submitting a rate change request.

All rate change requests must be done online via My Account.



The screenshot shows the 'Account Information' page. At the top, the 'Electricity' account number '80729100' is highlighted with a red box and a red circle containing the number '1'. Below this, there are fields for Site Id, Account Name, Status, Service Address, City, Last Payment, Current Balance, Bank Account, Rate Option, and Green Percent. The 'Rate Option' field is highlighted with a red box and a red circle containing the number '2'. A 'Change' button is visible next to the Rate Option field. At the bottom right, there is a 'Cancel/Moving Account' link.

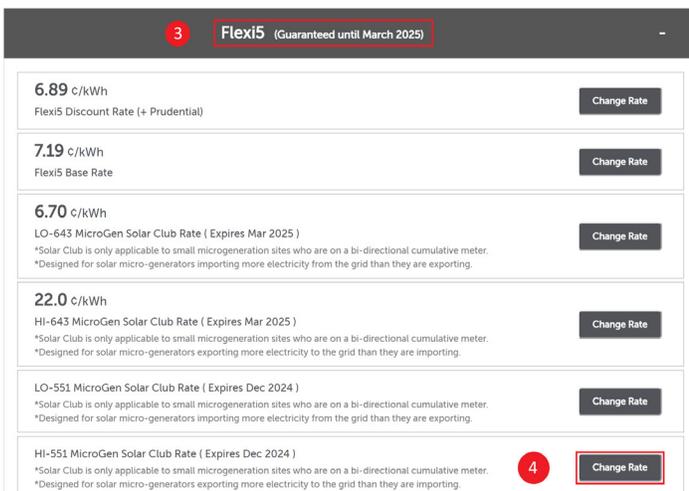
## Step 1:

After logging into My Account, make sure you're looking at the correct account number. If you have multiple accounts, you'll find the toggle for each account here at the top. If you only have one account, it will show the information by default.

## Step 2:

Locate the Rate Option line and make note of your 3-digit group membership number (in this example, 551).

Then click the Change button.



The screenshot shows the 'Rate Options' page. At the top, the 'Flexi5 (Guaranteed until March 2025)' rate category is highlighted with a red box and a red circle containing the number '3'. Below this, there are several rate categories listed with their respective rates and 'Change Rate' buttons. The 'HI-551 MicroGen Solar Club Rate (Expires Dec 2024)' is highlighted with a red box and a red circle containing the number '4'. The 'Change Rate' button for this rate is also highlighted with a red box.

## Step 3:

Depending on your membership group number, your rate could be located in any of our rate categories (Example: Flexi3, Flexi5). Expand all of the rate categories (by clicking on the + symbol) and look for your membership group number.

## Step 4:

Once you've located your current rate, you'll find the corresponding rate (in this example, HI-551) right below it.

Then click the Change Rate button.

Our customer care team is available to answer any questions Monday to Friday from 9am to 5pm.

**customercare-aus@utilitynetservices.ca**

Rate Option Change Request

You are never locked in. Cancel or change your rate plan at any time, penalty free, with 10 days notice.

Account : \* 80729100 ▾  
 Site Id : 0010001228822  
 Account Name : Doe, John  
 Service Address : LIGHT 6201 45 ST COLD LAKE  
 Current Rate Option : 7.00 ¢/kWh - LO-551 MicroGen Solar Club Rate ( Expires Dec 2024 )  
 Current Green Percent : 0

Meter Read Start Date \*  5

\*  HI-551 MicroGen Solar Club Rate ( Expires Dec 2024 )

Would you like to green your power consumption?  Yes  No 

Please Note: The Rate Change Request will be processed within 10 business days. The requested rate option will become effective on requested Meter Read Start Date, unless energy usage or microgen export has already been billed for that date. In case multiple Rate Change Requests are submitted prior to completion of existing Rate Change Request – only the most recent Request will be Completed and all prior requests will be Declined.

## Step 5:

From the Rate Options Change Request page, you can choose your Meter Read Start Date by clicking on the calendar icon.

If you're unsure of when to set your Meter Read Start Date, choose a date when you will be exporting more than you are importing (or vice-versa depending on the season).

Confirm the details are all correct and then click the Submit button at the bottom.

## Confirmation of Rate Change Request:

Once you've submitted your Rate Change Request, a confirmation email summarizing the details will be sent to the email associated with your account. The email will list the date you requested the change and the new rate you have selected for your account.

A minimum of 10 business days is required to process a Rate Change Request. The requested rate option will become effective on the requested Meter Read Start Date, unless energy usage or Micro-Gen export has already been billed for that date.



Hi Customer,

Your Rate Change Request was received on Apr 1, 2020:

Account Number:	12345678
Requested Rate Plan:	HI-551 Microgen Solar Club Rate ( Expires Dec 2024 ). You also requested the green percent of your consumption to be set to 100%
Requested Meter Read Start Date:	Apr 10, 2020
Service Address:	1234 1ST ST CALGARY AB

Please Note: The Rate Change Request will be processed within 10 business days. The requested rate option will become effective on requested Meter Read Start Date, unless energy usage or microgen export has already been billed for that date. In case multiple Rate Change Requests are submitted prior to completion of existing Rate Change Request - only the most recent Request will be Completed and all prior requests will be Declined.

The prudential or deposit that you have on file will be automatically transferred over to the new Rate Plan. If the new Rate Plan does not require prudential, then it will be refunded to you upon request. Deposits will be refunded as per your [Customer Service Agreement](#).

If the new Rate Plan requires prudential and no prudential is on file then the applicable prudential amount will be withdrawn from your bank account upon completion of the Rate Change Request.



Hi Customer,

Please keep this email as a record of the rate change:

Account Number:	12345678
Requested Rate Plan:	HI-551 Microgen Solar Club Rate ( Expires Dec 2024 ). The green percent of your consumption is set to 100% .
Current Prudential on Account:	\$0
For meter reads starting on:	Apr 10, 2020
Service Address:	1234 1ST ST CALGARY AB

Prudential on file will be transferred to the new Rate Plan. If there's currently no prudential on file and the selected rate requires prudential, then the amount will be withdrawn from your bank account.

Our customer care team is available to answer any questions Monday to Friday from 9am to 5pm.

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