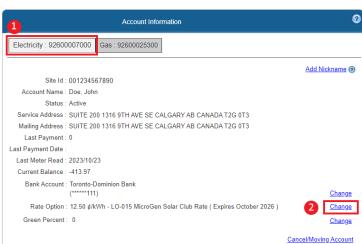


# **Submitting Solar Club Rate Change Requests**



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.



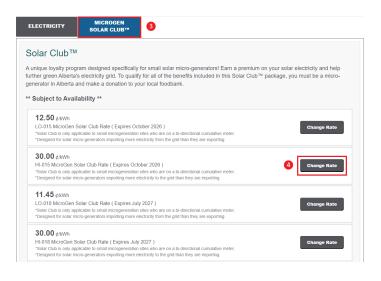
### Step 1:

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, 015).

Then click the Change button.



## <u>Step 3:</u>

Switch over to the tab titled MICROGEN SOLAR CLUB™ to ensure you are looking at the correct rates.

#### Step 4:

Once you've located your current rate, you'll find the corresponding rate (in this example, HI-015) right below it.

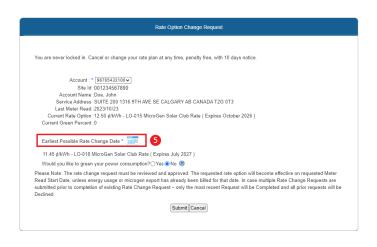
Then click the Change Rate button.

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

customercare-sve@utilitynetservices.ca



## **Submitting Solar Club Rate Change Requests**



## Step 5:

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

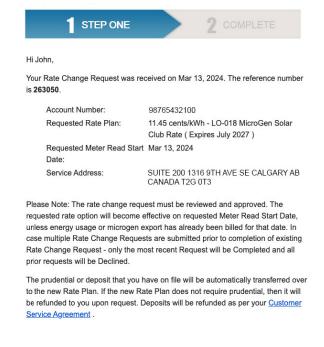
If you're unsure of when to set your Meter Read Start Date, choose a date when you will be exporting more than you are importing (or vice-versa depending on the season).

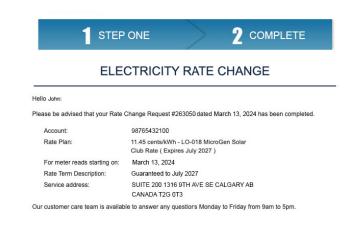
Confirm the details are all correct and then click the Submit button at the bottom.

## **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.

The rate change request must be reviewed and approved. 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.





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