



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.

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Account Information

?

Electricity : 92600007000

Gas : 92600025300

Add Nickname

Site Id : 001234567890

Account Name : Doe, John

Status : Active

Service Address : SUITE 200 1316 9TH AVE SE CALGARY AB CANADA T2G 0T3

Mailing Address : SUITE 200 1316 9TH AVE SE CALGARY AB CANADA T2G 0T3

Last Payment : 0

Last Payment Date :

Last Meter Read : 2023/10/23

Current Balance : -413.97

Bank Account : Toronto-Dominion Bank

(\*\*\*\*\*111)

Rate Option : 12.50 ¢/kWh - LO-015 MicroGen Solar Club Rate ( Expires October 2026 )

Green Percent : 0

Change

Change

Change

Cancel/Moving Account

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## 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.

## Step 3:

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

ELECTRICITY

MICROGEN SOLAR CLUB™

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Solar Club™

A unique loyalty program designed specifically for small solar micro-generators! Earn a premium on your solar electricity and help further green Alberta's electricity grid. To qualify for all of the benefits included in this Solar Club™ package, you must be a micro-generator in Alberta and make a donation to your local foodbank.

\*\* Subject to Availability \*\*

12.50 ¢/kWh

LO-015 MicroGen Solar Club Rate ( Expires October 2026 )

\*Solar Club is only applicable to small microgeneration sites who are on a bi-directional cumulative meter.

\*Designed for solar micro-generators importing more electricity from the grid than they are exporting.

Change Rate

30.00 ¢/kWh

HI-015 MicroGen Solar Club Rate ( Expires October 2026 )

\*Solar Club is only applicable to small microgeneration sites who are on a bi-directional cumulative meter.

\*Designed for solar micro-generators exporting more electricity to the grid than they are importing.

Change Rate

11.45 ¢/kWh

LO-018 MicroGen Solar Club Rate ( Expires July 2027 )

\*Solar Club is only applicable to small microgeneration sites who are on a bi-directional cumulative meter.

\*Designed for solar micro-generators importing more electricity from the grid than they are exporting.

Change Rate

30.00 ¢/kWh

HI-018 MicroGen Solar Club Rate ( Expires July 2027 )

\*Solar Club is only applicable to small microgeneration sites who are on a bi-directional cumulative meter.

\*Designed for solar micro-generators exporting more electricity to the grid than they are importing.

Change Rate

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## 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

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 : \* 98765432100▼

Site Id: 001234567890


Account Name: Doe, John

Service Address: SUITE 200 1316 9TH AVE SE CALGARY AB CANADA T2G 0T3


Last Meter Read: 2023/10/23

Current Rate Option: 12.50 ¢/kWh - LO-015 MicroGen Solar Club Rate ( Expires October 2026 )

Current Green Percent: 0

Earliest Possible Rate Change Date \* 

11.45 ¢/kWh - LO-018 MicroGen Solar Club Rate ( Expires July 2027 )

Would you like to green your power consumption? ☐ Yes ☒ No 

Please Note: The rate change request must be reviewed and approved. 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.

Submit

Cancel

### 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.

1 STEP ONE 2 COMPLETE

Hi John,

Your Rate Change Request was received on Mar 13, 2024. The reference number is **263050**.

Account Number: 98765432100  
Requested Rate Plan: 11.45 cents/kWh - LO-018 MicroGen Solar  
Club Rate ( Expires July 2027 )  
Requested Meter Read Start Date: Mar 13, 2024  
Service Address: SUITE 200 1316 9TH AVE SE CALGARY AB  
CANADA T2G 0T3

Please Note: The rate change request must be reviewed and approved. 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](#).

1 STEP ONE 2 COMPLETE

## ELECTRICITY RATE CHANGE

Hello John:

Please be advised that your Rate Change Request #263050 dated March 13, 2024 has been completed.

Account:	98765432100
Rate Plan:	11.45 cents/kWh - LO-018 Micro Gen Solar Club Rate ( Expires July 2027 )
For meter reads starting on:	March 13, 2024
Rate Term Description:	Guaranteed to July 2027
Service address:	SUITE 200 1316 9TH AVE SE CALGARY AB CANADA T2G 0T3

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