



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.

Account Information

1 Electricity : 80545501 Electricity : 80545500

[Add Nickname ?](#)

Site Id : 0012345678910

Account Name : Doe, Jane

Status : Active

Service Address : 1234, 5 Ave SE, Calgary, Alberta T1J 2K3

Mailing Address : 1234, 5 Ave SE, Calgary, Alberta T1J 2K3

Last Payment : 105.46

Last Payment Date : 2021/04/26

Last Meter Read : 2021/03/31

Current Balance : 0

Bank Account : Toronto-Dominion Bank
(*****111) [Change](#)

Rate Option : 25.85 ¢/kWh - HI-567 MicroGen Solar Club
Rate (Expires Aug 2024) 2 [Change](#)

Green Percent : 0 [Change](#)

Step 1:

After logging into My Account, make sure you're looking at the correct account number. If you have more than three accounts, you will see a drop-down list of all your accounts, if you have two or three accounts you can toggle between each using the tabs at the top. If you only have one account, it will show the information for your account by default.

Step 2:

Locate the Rate Option line and make note of your 3-digit group membership number (in this example, 567).

Then click the Change button.

ELECTRICITY SOLAR CLUB 3

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 benefits included in this solar club package, you must be a micro-generator in Alberta and make a donation to your local foodbank.

8.10 ¢/kWh LO-009 MicroGen Solar Club Rate (Expires Nov 2024) <small>*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.</small>	Change Rate
25.85 ¢/kWh HI-009 MicroGen Solar Club Rate (Expires Nov 2024) <small>*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.</small>	Change Rate
7.00 ¢/kWh LO-567 MicroGen Solar Club Rate (Expires Aug 2024) <small>*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.</small>	4 Change Rate
25.85 ¢/kWh HI-567 MicroGen Solar Club Rate (Expires Aug 2024) <small>*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.</small>	Change Rate

Step 3:

Choose "Solar Club" at the top of the Build Your Plan page.

Step 4:

Look for your membership group number. Once you've located your current rate, you'll find the corresponding rate (in this example, LO-567) either right below or above 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@newgen-energy.com

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 : * 80728100 ▾
 Site Id : 0012345678910
 Account Name : Doe, John
 Service Address : 1234, 5 Ave SE, Calgary
 Current Rate Option : 25.85 ¢/kWh - HI-567 MicroGen Solar Club Rate (Expires Aug 2024)
 Current Green Percent : 0

Meter Read Start Date * 5

* 7.00 ¢/kWh - LO-567 MicroGen Solar Club Rate (Expires Aug 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 importing more than you are exporting (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: LO-567 MicroGen Solar Club Rate (Expires Aug 2024)

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: LO-567 MicroGen Solar Club Rate (Expires Aug 2024)

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.

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customercare@newgen-energy.com