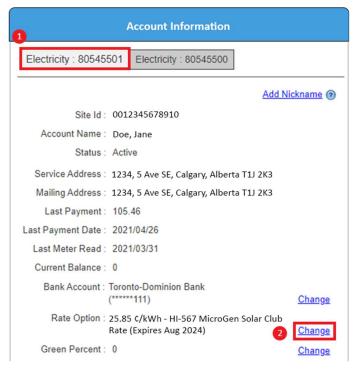


# NewGen Energy Submitting Solar Club Rate Change Requests



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.



# ELECTRICITY SOLAR CLUB 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 LO-009 MicroGen Solar Club Rate (Expires Nov 2024) \*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. LO-567 MicroGen Solar Club Rate (Expires Aug 2024) HI-567 MicroGen Solar Club Rate (Expires Aug 2024)

## 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 dropdown 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.

# 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.

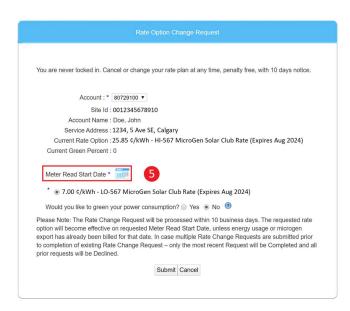
Then click the Change Rate button.

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

customercare@newgen-energy.com



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#### Step 5:

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

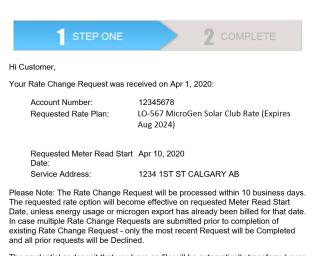
If you're unsure of when to set your Meter Read Start Date, choose a date when you will be importing more than you are exporting (or viceversa depending on the season).

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

## **Confirmation of Rate Change Request:**

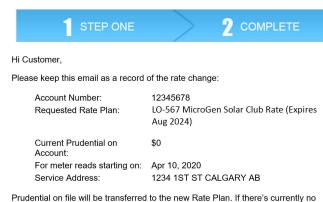
Once you've submitted your Rate Change Request, a confirmation email summarizing the details will be sent to the email associated with your account. The email will list the date you requested the change and the new rate you have selected for your account.

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.



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.



prudential on file and the selected rate requires prudential, then the amount will be withdrawn from your bank account.

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