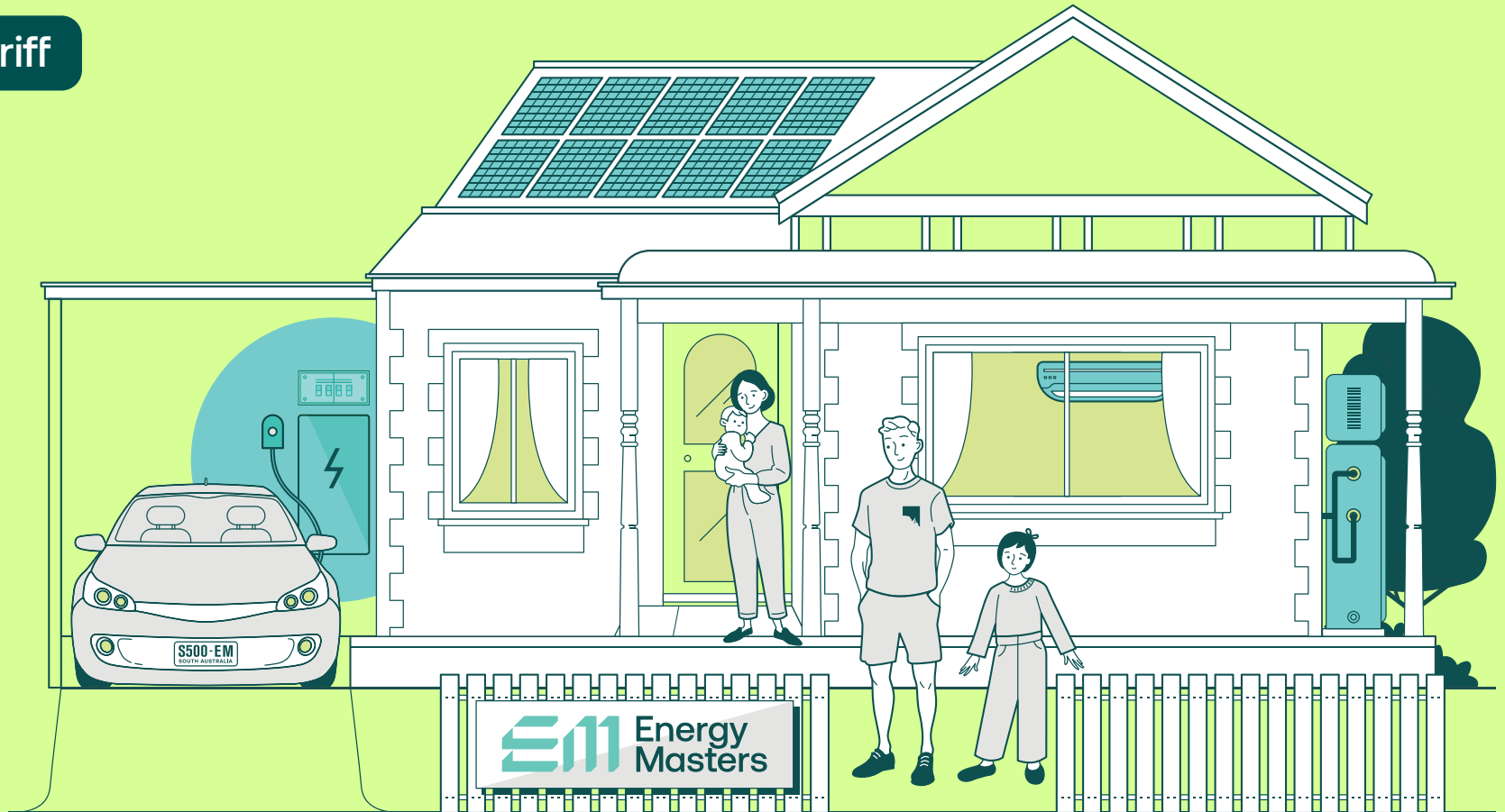


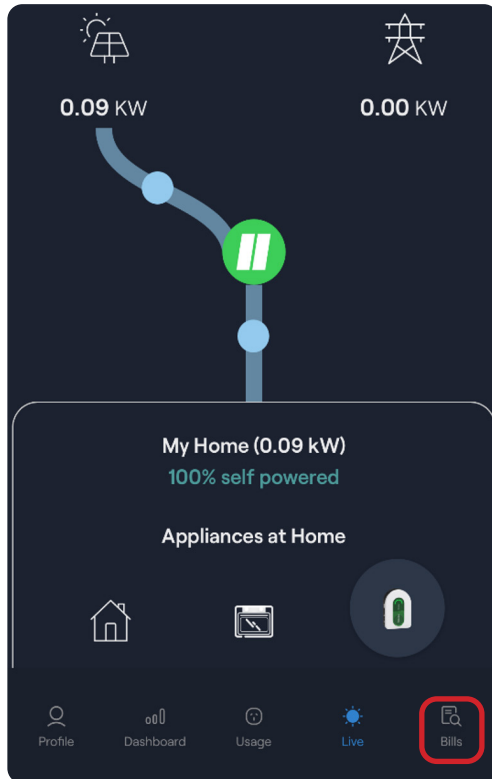
Clipsal Cortex My Energy Plan Guide.

Updating your tariff

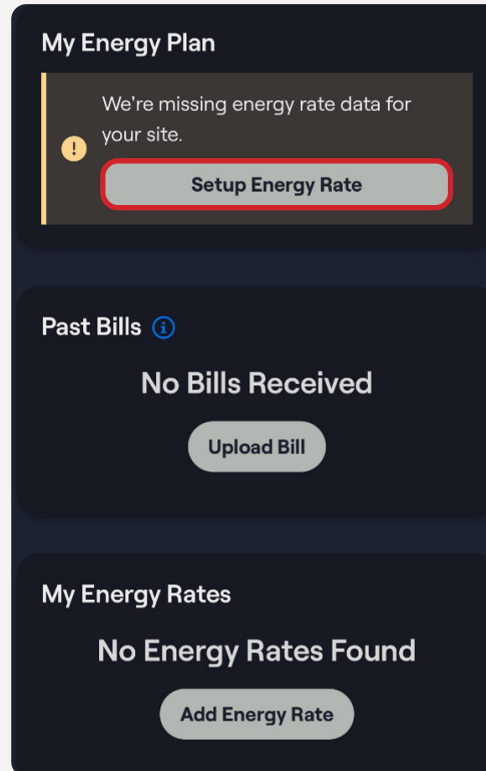


STEP 1: Open your Clipsal Cortex mobile app.

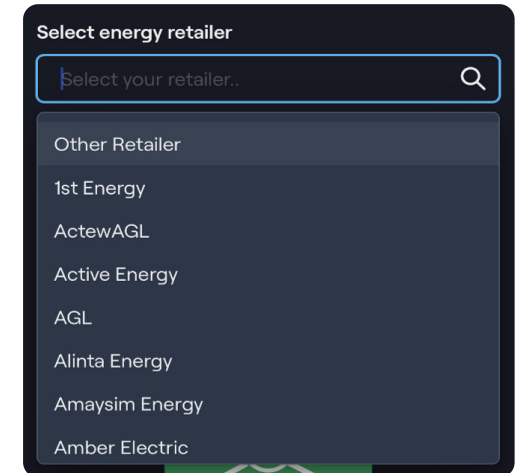
STEP 2: Navigate to 'Bills'.



STEP 3: Under 'My Energy Plan', click on 'Setup Energy Rate'.

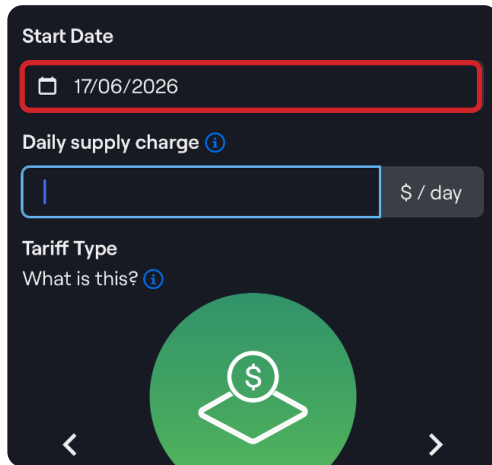


STEP 4: Under 'Select energy retailer', scroll through the list of retailers to find your energy retailers.



If your energy retailer is not in the list, select 'Other Retailer'.

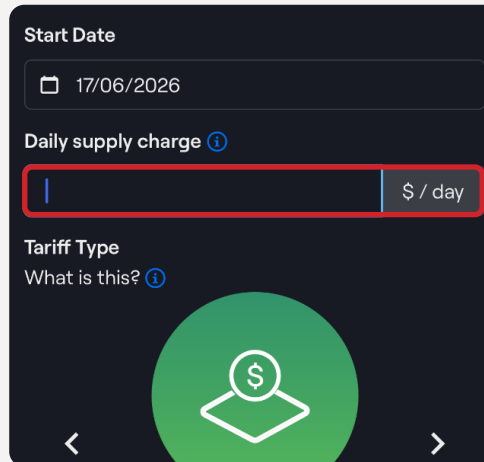
STEP 5: Under ‘**Start Date**’, enter the date your current energy plan took effect, and billing commenced.



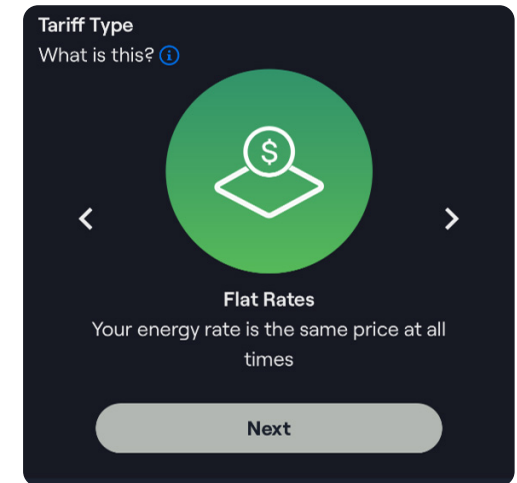
If this date was prior to your HEMS installation, select the earliest available date, or if you already had an existing energy rate in Clipsal Cortex, select the current date.

STEP 6: Enter the daily supply charge for your electricity service.

This should be provided by the retailer on your energy bill.



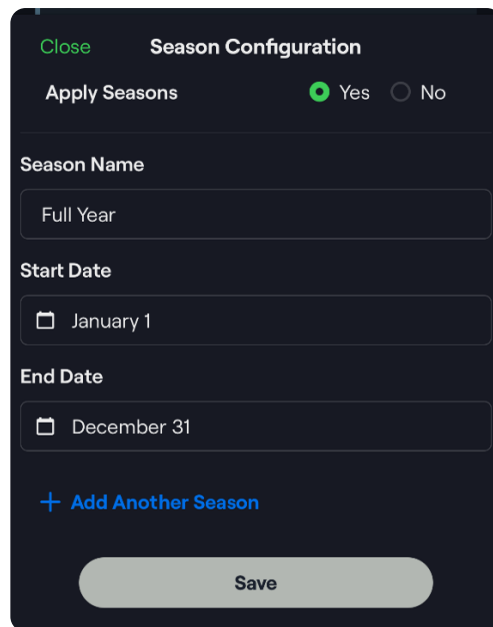
STEP 7: If your electricity bill indicates you are on a flat rate tariff, click next and follow the instructions below.



For time of use (TOU) tariff, skip to **STEP 13**, and for tiered rate tariff, skip to **STEP 22**.

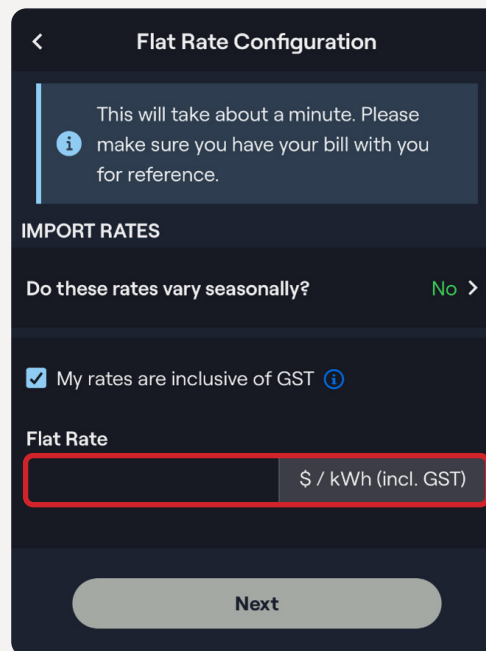
STEP 8: If your rate varies seasonally, select **Yes** for this option, and fill out the Season Configuration.

Otherwise, select **No** for this option.



STEP 9: Enter in your flat rate as indicated by your electricity bill (and for each individual season, if it varies seasonally).

If the rate you enter is inclusive of GST, ensure that **'My rates are inclusive of GST'** is checked, otherwise, leave this unchecked.



STEP 10: Click **Next**.

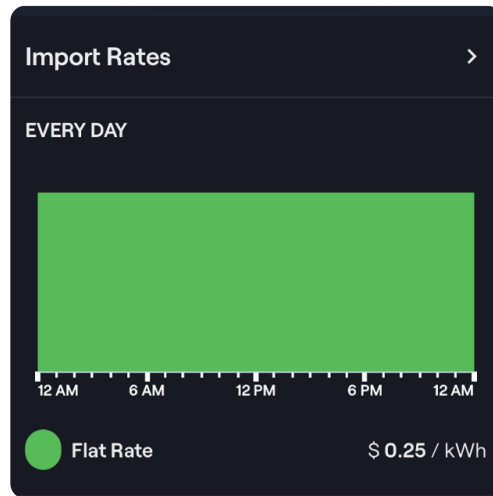
From here, you can enter any additional tariffs if relevant, like controlled load rates, solar feed-in and discounts.



Clipsal Cortex only accepts flat rate solar feed-in tariffs. Dynamic or negative solar feed-in tariffs are not currently supported.

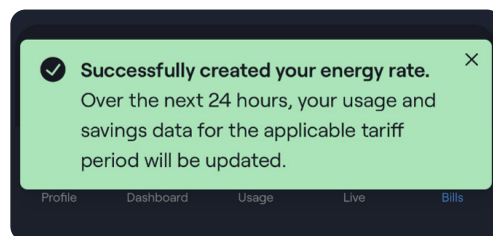
STEP 11: You should also see a snapshot of your import rate.

Double check that this reflects what is on your electricity bill.

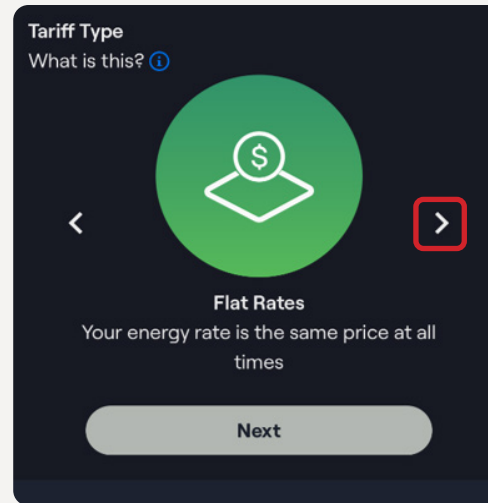


STEP 12: Click **Save**.

You should see the following message if your energy rate has successfully saved.



STEP 13: To select TOU rate, click on the right arrow to cycle to 'Time of Use Rates' and click **Next**.



STEP 14: If your rate varies seasonally, select **Yes** for this option, and fill out the Season Configuration.

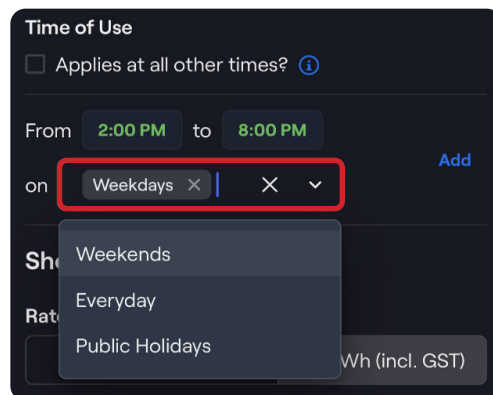
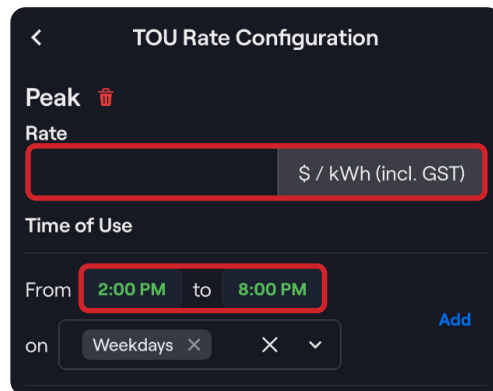
Otherwise, select **No** for this option.

The screenshot shows the 'Season Configuration' screen with a title bar and a 'Close' button. Below the title is 'Apply Seasons' with 'Yes' selected and 'No' unselected. Below that is 'Season Name' with a text input field containing 'Full Year'. Below that is 'Start Date' with a date picker showing 'January 1'. Below that is 'End Date' with a date picker showing 'December 31'. At the bottom, there is a '+ Add Another Season' link and a 'Save' button.

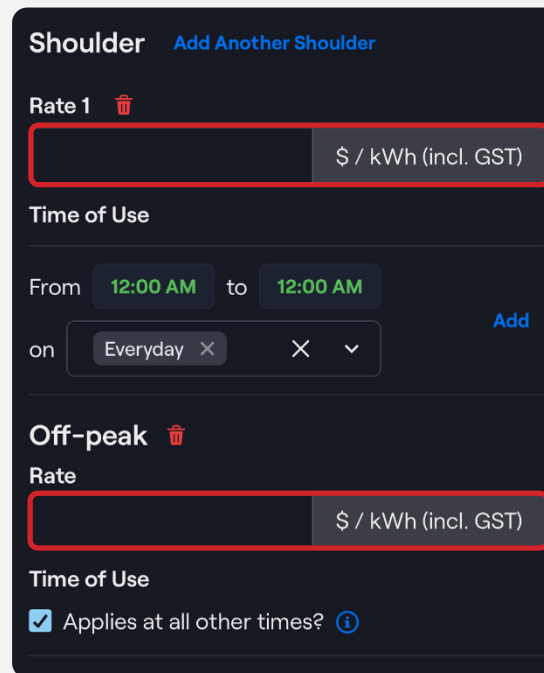
STEP 15: Enter in your peak rate as indicated by your electricity bill.

Set start and end time of this rate, as well as the days on which it applies.

Should you have multiple time of use periods for peak, shoulder or off-peak rates, there is the option to add more.



STEP 16: Repeat **STEP 15** for shoulder (if required) and off-peak rates.



For any of the rates, 'Applies at all other times?' can be checked to always apply this rate outside of the times specified for the other rates.

STEP 17: If your rate varies seasonally, repeat steps 15-16 for each season.

STEP 18: If the rates you enter are inclusive of GST, ensure that 'My rates are inclusive of GST' is checked at the top of the page, otherwise, leave this unchecked.

STEP 19: Click **Next**.

If you get an error message, ensure none of the rate's time of use periods overlap with one another, and that every day of the week is accounted for in each of the rates.

e.g. If there is only a peak time of use set for weekdays, this will return an error as weekend peak time of use rate is not specified.

STEP 20: If there are no error messages, you can enter any additional tariffs if relevant, like controlled load rates, solar feed-in and discounts.

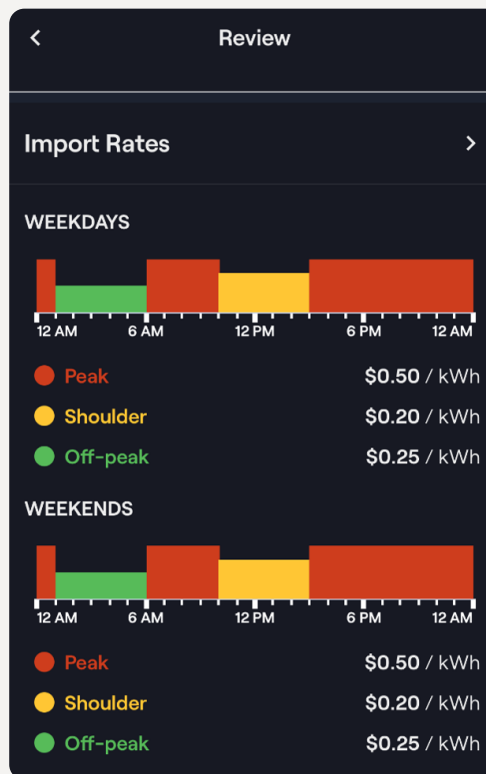


A dark-themed interface showing three input fields with red borders and plus icons: 'Controlled load rates', 'Solar Feed-in', and 'Discounts'. Below these fields is a grey 'Save' button.

Clipsal Cortex only accepts flat rate solar feed-in tariffs. Dynamic or negative solar feed-in tariffs are not currently supported.

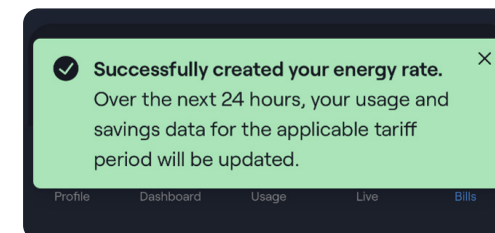
STEP 21: You should also see a snapshot of your import rates.

Double check that this reflects what is on your electricity bill.

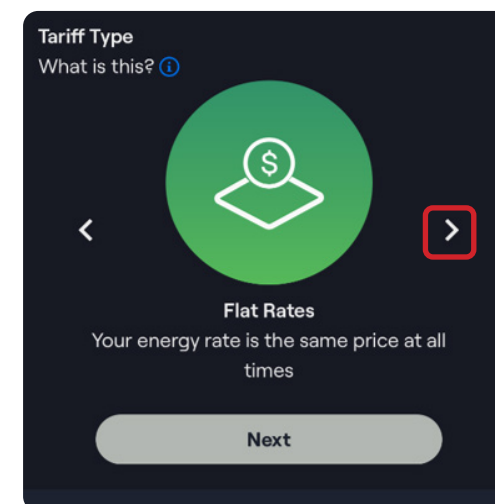


STEP 22: Click **Save**.

You should see the following message if your energy rate has successfully saved.

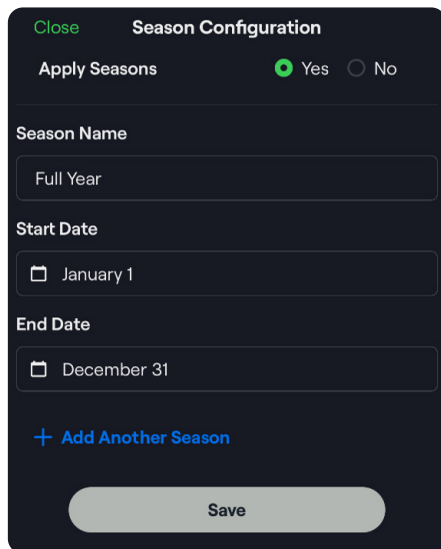


STEP 23: To select tiered rate, click on the right arrow to cycle to 'Tiered Rates' and click **Next**.

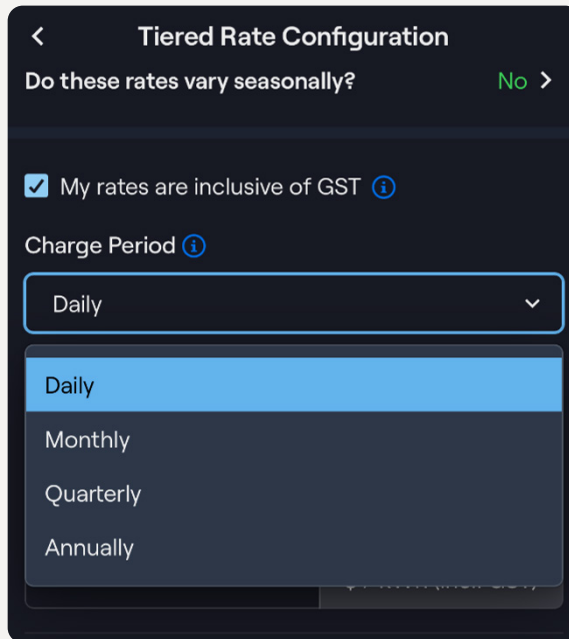


STEP 24: If your rate varies seasonally, select **Yes** for this option, and fill out the Season Configuration.

Otherwise, select **No** for this option.



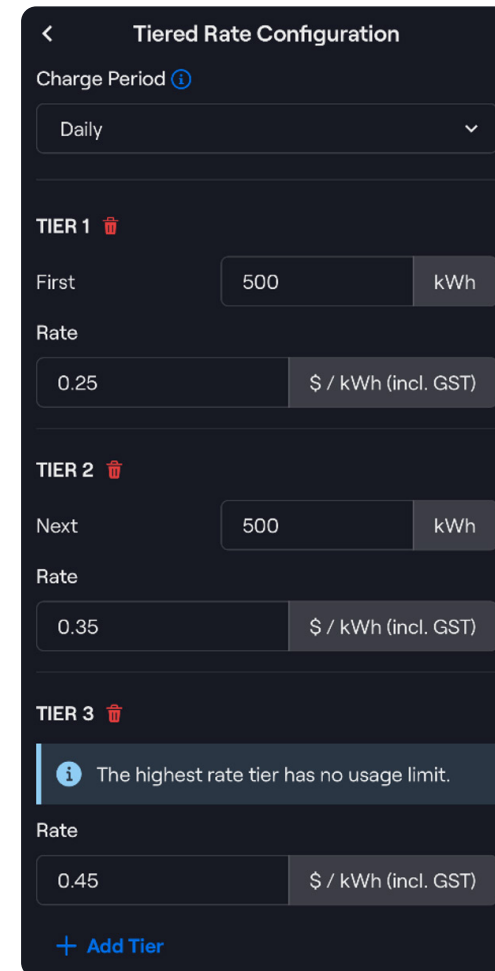
STEP 25: Select the charge period for your tiered rate from the drop-down menu options.



This is the period in which your energy usage is measured and charged before being reset.

STEP 26: For each tier of your rate, enter the energy usage threshold, and the associated rate directly below it.

An example of how this might look is shown below:



There is the option to add as many tiers as necessary. The highest tier of your tiered rate will not have a usage limit, so simply just enter the rate.

STEP 27: If your rate varies seasonally, repeat steps 25 - 26 for each season.

STEP 28: Click **Next**.

From here you can enter any additional tariffs if relevant, like controlled load rates, solar feed-in and discounts.



Controlled load rates ⓘ

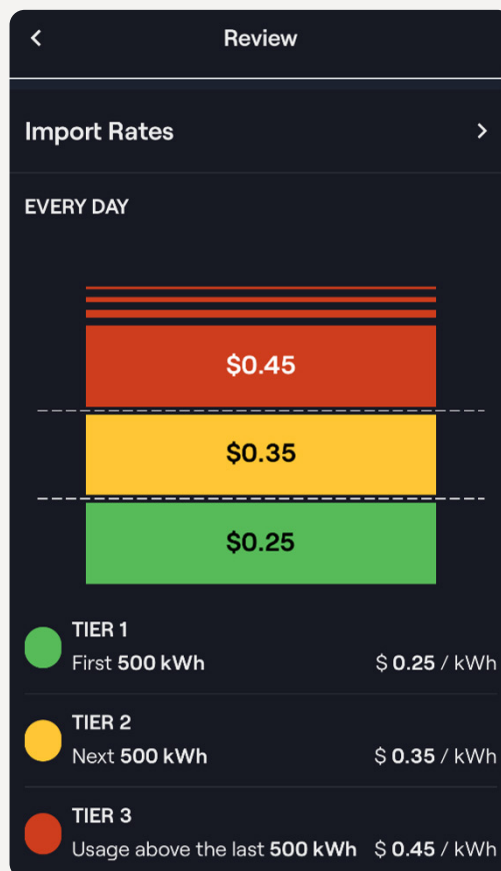
Solar Feed-in ⓘ

Discounts ⓘ

Save

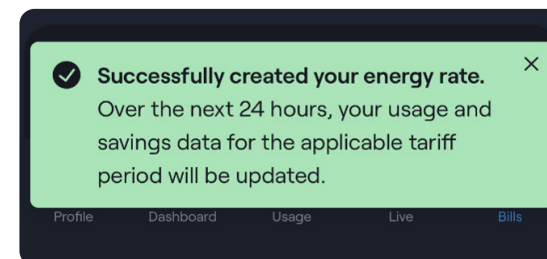
STEP 29: You should also see a snapshot of your import rates.

Double check that this reflects what is on your electricity bill.



STEP 30: Click **Save**.

You should see the following message if your energy rate has successfully saved.



We're here if you need

You can reach Energy Masters support by calling 8429 3100 or emailing info@saenergymasters.com.au 9am - 4:30pm Monday to Friday, excluding public holidays.

If you have a technical question related to your HEMS or reconnecting a device to Wi-Fi, visit support.clipsalcortex.com.