VEU Additional Activity Application Form

Version 1.2 – 31 May 2023

## Instructions

To lodge an application, the applicant must have an active Victorian Energy Upgrades (VEU) account. To apply for an account, use the relevant online form available on the VEET Registry ([www.veu-registry.vic.gov.au](http://www.veu-registry.vic.gov.au)).

To lodge this application:

1. Answer all questions on this form specifically in the manner that they relate to the VEU activities for which you are applying. Please note: only applicants currently approved solely for project-based activities (PBA) are required to complete Part B of this form.
2. Prepare all relevant supporting documentation referenced in this form.
3. Create a new ‘application for additional activities’ via the applicant’s VEU account.
4. Upload this form and the supporting documentation.

An officer of senior manager in the organisation must sign the application form (e.g. the Director, Company Secretary, Chief Executive Officer, Chief Financial Officer, Managing Director or equivalent).

Applicants should refer to the Application Guide for Accredited Persons for assistance in completing and lodging this form.

Do not use this form ifthe applicant is an existing accredited person applying for an additional activity accreditation related to public lighting upgrade (activity 27), non-building based lighting upgrade (activity 35), gas efficiency (activities 37-42), cold room (activity 43), commercial and industrial heat pump water heater (activity 44), home energy rating assessment (activity 45) or project-based activities. The applicant will need to complete specific application forms for these activities.

All above documents are available at [www.esc.vic.gov.au/become-veu-accredited](http://www.esc.vic.gov.au/become-veu-accredited).

When providing the requested information to the commission, please identify which, if any, documents should be considered as ‘commercial-in-confidence’.

Note: Changes are coming to the accreditation process (including the application process) as a result of changes to the Victorian Energy Efficiency Target (Amendment) Act 2022. Those changes are due to come into effect 1 November 2023, unless proclaimed earlier.

Part A: All applicants to complete

1. Applicant details

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| Applicant details | |
| **Q1.** VEU account name: | Click here to enter text. |
| **Q2.** Contact person: | Click here to enter text. |
| **Q3.** Activities applied for: | Click here to enter text. |
| **Q4.** Contact phone number: | Click here to enter text. |
| **Q5.** Which sectors does the applicant intend to undertake prescribed activities in? | Choose an item. |

1. Organisational overview

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| Organisational overview | | | | | |
| **Q6.** Describe the applicant’s relevant industry experience: | | | Provide a statement of 100 words or less, describing the applicant’s relevant experience in the industry/field relating to the prescribed activities you are applying for. For instance, if the applicant is applying to undertake prescribed activities associated with water heating, describe the applicant’s experience in the water heating industry. | | |
| **Q7.** What is the applicant’s target market? | | | Provide a statement of 50 words or less that describes the intended target market of the applicant’s VEU related activities. For instance, regional small to medium enterprises (SMEs), residential homes, sporting complexes etc. | | |
| **Q8.** Describe the VEU related incentive/ benefit the applicant’s clients/ consumers will receive: | | | Provide a statement of 50 words or less that describes the incentive model the applicant intends to use when providing VEU services (e.g. free products, discounted products, free installation, etc.?) | | |
| **Q9.** Complete this methodology: | | For each activity the applicant is applying for:  (No. of installers) x (estimated premises visited per month) x (estimated VEECs per premises) = Estimated monthly VEEC creation for that activity. Leaving the breakdown in this cell, enter tally the total of all activities below. | | | |
| **Q10.** Using the methodology above, estimate the applicants monthly VEEC creation rate: | | | | | VEECs per month |
| **Q11.** What products does the applicant intend to install? | | | | Provide a list of the main product types, brands and models that the applicant anticipates installing, if these have already been identified. | |
| **Organisational structure** | | | | | |
| **Q12.** Upload a copy of an organisational chart that outlines the structure of the portion of the applicant’s dedicated to VEU activities, and all personnel involved in the management and delivery of VEU activities (both existing and for which the applicant is currently applying). To be complete, the statement or organisational chart must record:   * all roles related to VEU activities * the job titles of those roles * personnel names, if these roles are currently filled * any personnel or roles based outside Victoria. | | | | | |
| Document file name: | Click here to enter text. | | | | |
| Page reference: | Click here to enter text. | | | | |

1. Service delivery arrangements

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| Service delivery arrangements | | | |
| **Q13.** What is the nature of the commercial relationship between the applicant and the personnel who will deliver VEU services (e.g. installations) on the applicant’s behalf? | | Direct employees / contractors / other (please specify). | |
| **Q14.** What are the minimum qualifications the applicant will require of their service delivery personnel? | | Click here to enter text. | |
| **Q.15.** How will the applicant remunerate their service delivery personnel? | | Click here to enter text. | |
| **Q16.** What incentives or penalties, if any, will be used to influence the behaviour of the applicant’s service delivery personnel? | | Click here to enter text. | |
| **Q17.** If the applicant has already retained the service of any service delivery companies (e.g. subcontracted installation companies), please provide the names of these companies: | | Click here to enter text. | |
| **Q18**. If the applicant intends to outsource any service delivery functions (e.g. installation) services to third-party scheme participants, will the third-party scheme participants be allowed to subcontract that service to third parties? | | | Yes/No |
| **Q19.** To strengthen the applicant’s application, upload a copy of any contracts used for engaging third parties to deliver VEU program services on the applicant’s behalf. This question is optional and will not impact on the assessment of the completeness of the application. | | | |
| Document file name: | Click here to enter text. | | |
| Page reference: | Click here to enter text. | | |
| **Exceptions** | | | |
| If the applicant believes that the applicant can undertake compliant VEU activities but that the questions in this section do not apply (because of the applicant’s particular business model), please offer an explanation below. | | | |
| Click here to enter text. | | | |

1. Policies and procedures

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| Processes and policies | |
| To participate effectively in the VEU program, the applicant needs internal documentation that specifies a number of key processes, including those associated with:   * complying with the VEU code of conduct * determining the eligibility of an installation under the VEU program * compliant installation of relevant registered products * decommissioning and disposal of products removed as part of conducting prescribed activities * ensuring that the baseline environment for an installation has not been altered prior to the installation (i.e. products replaced as part of an installation were not installed for the purposes of being decommissioned as part of the installation).   We assess the applicant’s internal documentation against the minimum requirements to determine both the applicant’s comprehension of the program requirements and level of preparedness to participate in a compliant manner.  Beyond some minimum requirements, the style and detail of this documentation is a matter for the applicant to decide, based on the needs and the scale of the applicant’s operations. For instance, the applicant might have a single operations manual that covers all aspects of the applicant’s business, or the applicant might use a set of discrete process documents, or some other arrangement entirely. Whatever approach the applicant takes, the Essential Services Commission (the commission) must assess whether the documentation meets the minimum requirements.  In each case, the minimum requirements are determined by referring to the relevant sections of the Victorian Energy Efficiency Target Regulations 2018 (VEET Regulations) and Victorian Energy Upgrades Specifications 2018 (VEU Specifications). When we assess the applicant’s documentation, we will be checking to ensure that each relevant item listed in these two source documents is accounted for.  In the remainder of this section, the applicant will need to answer some specific questions relating to the applicant’s operations, as well as provide references to the parts of the applicant’s internal documentation which address certain key processes.   |  |  | | --- | --- | | Code of conduct | | | **Q20**. How will the applicant comply with their obligations under the [code of conduct](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/meeting-your-obligations-under-veu-code-conduct)?  Provide evidence of compliance management which demonstrates how the systems the applicant has (or will have) in place will ensure compliance with the code of conduct for the applicant and the applicant’s scheme participants. | | | Document file name: | Click here to enter text. | | Page reference: | Click here to enter text. |  |  | | --- | | Provision of information under the code of conduct | | **Q21.** Upload the following documents, which may include examples or templates, the applicant, or scheme participants associated with the applicant, will use to comply with the code of conduct (Schedule 6 of the VEET Regulations):   |  |  | | --- | --- | | * + 1. The standard identification card to be used by lead generators or marketers (clause 9 of the code of conduct) | Yes/No | | * + 1. The information that will explain the VEU program to the consumer as required by the code of conduct (clause 13 of the code of conduct) | Yes/No | | * + 1. The information that will explain the prescribed activity to the consumer as required by the code of conduct (clause 14 of the code of conduct) | Yes/No | | * + 1. Any other information that will be provided to the consumer so they can make an informed decision about whether to undertake the prescribed (clause 15 of the code of conduct) | Yes/No | | * + 1. A statement of rights (clause 17 of the code of conduct) | Yes/No | | * + 1. The applicant template contract for the undertaking of the prescribed activity (clauses 17 and 18 of the code of conduct) | Yes/No | | * + 1. A template of the notice to be provided to residents likely to be directly affected by the prescribed activity (clause 23 of the code of conduct) | Yes/No | | * + 1. The information to be provided to the consumer at the completion of the prescribed activity (clause 26 of the code of conduct) | Yes/No | | * + 1. A document describing the applicant’s dispute resolution framework, including a copy of the of the information provided to consumers (clause 28 of the code of conduct). | Yes/No |  |  |  | | --- | --- | | Document file name: | Click here to enter text | | Page reference: | Click here to enter text | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Lead generation methods | | | | | | | **Q22**. What lead generation methods does the applicant intend to use? | | | | | | | Existing client networks: | Yes/No | Door knocking: | Yes/No | Television advertising: | Yes/No | | Telemarketing  (in house): | Yes/No | Telemarketing  (third party): | Yes/No | Print advertising: | Yes/No | | Online or social media: | Yes/No | Direct email: | Yes/No | Radio advertising: | Yes/No | | Other: | Please specify | | | | | | **Q23**. If the applicant has already retained the service of any lead generation companies, please provide the names of these companies and indicate whether these are located onshore or offshore: | | | Click here to enter text. | | | | **Q24.** If the applicant intends to outsource any lead generation services, will the entities to whom the applicant outsource these services be allowed to subcontract that service to third parties? | | | | | Yes/No | | **Q25.** How will the applicant ensure that any lead generation and marketing services undertaken by the applicant, or sub-contracted third parties (whether on or offshore) are undertaken in compliance with the code of conduct and Australian Consumer Law (ACL)? | | | Provide a statement of 200 words or less that describes the process the applicant will implement to address ACL and code of conduct requirements. To be deemed complete, the answer must address the requirements set out in the ‘Obligations and Program Guide for Accredited Persons’. | | | | |
| **Eligibility** | |
| **Q26.** Upload a copy of the step-by-step process that the applicant’s representatives will use to ascertain the eligibility of potential clients (i.e. energy consumers) to receive VEU services. To be deemed complete, the applicant’s process must meet the following requirements: | |
| |  |  | | --- | --- | | 1. The process must be included in internal documentation designed to be used by the applicant’s service delivery personnel. | Yes/No | | |
| |  |  | | --- | --- | | 2. The process must cover any relevant eligibility requirements stipulated by the VEET Regulations 2018 and VEU Specifications 2018, for each VEU activity the applicant is applying for. | Yes/No | | |
| |  |  | | --- | --- | | 3. The process must cover the eligibility requirements stipulated by the relevant activity guide for each VEU activity the applicant is applying for. | Yes/No | | |
| Document file name: | Click here to enter text. |
| Page reference: | Click here to enter text. |
| **Pre-installation and installation** | |
| **Q27**. Upload a copy of the step-by-step process that the applicant’s representatives will use to conduct compliant installations under the program. To be deemed complete, the applicant’s process must meet the following requirements:  Note: the process does not need to cover all technical aspects of conducting installations, but simply the steps taken to ensure compliance with VEU requirements is achieved. | |
| |  |  | | --- | --- | | The process must be included in internal documentation (e.g. an operations manual) designed to be used by the applicant’s service delivery personnel. | Yes/No | | |
| |  |  | | --- | --- | | The process must make reference to how the installer will comply with the relevant activity installation requirements set out in the VEET Regulations 2018 and VEU Specifications 2018, for each VEU activity the applicant is applying for. This includes how they will comply with appropriate pre-installation sizing requirements (only when applying for accreditation to undertake water heating and space heating and cooling activities). | Yes/No | | |
| |  |  | | --- | --- | | The process must make reference to how the installer will comply with the relevant activity requirements set out in relevant activity guide for each VEU activity the applicant is applying for. This includes how they will comply with appropriate pre-installation sizing requirements (only when applying for accreditation to undertake water heating and space heating and cooling activities). | Yes/No | | |
| Document file name: | Click here to enter text. |
| Page reference: | Click here to enter text. |

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| Decommissioning and disposal | |
| **Q28.** Upload a copy of the step-by-step process that the applicant will use to decommission and/or dispose of products removed as part of conducting prescribed activities. To be deemed complete, the applicant’s process must meet the following requirements:  Note: If none of the activities the applicant is applying for requires the product to be decommissioned or disposed, a decommissioning process does not need to be provided. This will not impact on the assessment of the completeness of this application. | |
| |  |  | | --- | --- | | The process must be included in internal documentation (e.g. an operations manual) designed to be used by the applicant’s service delivery personnel. | Yes/No | | |
| |  |  | | --- | --- | | The process must include the practical steps (e.g. removal, transportation, storage and disposal) followed by relevant personnel to meet relevant activity requirements defined by the VEET Regulations and VEU Specifications 2018, for each VEU activity the applicant is applying for. | Yes/No | | |
| |  |  | | --- | --- | | The process must include the practical steps taken to source and retain documentary evidence of decommissioning and/or disposal | Yes/No | | |
| |  |  | | --- | --- | | The process must include how the applicant and its installers will comply with relevant waste management requirements under the Environment Protection Act 2017 and its regulations (where disposal requirements are specified for an activity) | Yes/No | | |
| Document file name: | Click here to enter text. |
| Page reference: | Click here to enter text. |

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| Stock management | | | |
| **Q29.** How will the applicant source the products that the applicant’s service delivery personnel will install? | | In bulk / per job basis / other (please specify). | |
| **Q30.** What personnel will be responsible for inventory management? | | Click here to enter text. | |
| **Q31.** What personnel will have access to the applicant’s stock inventory? | | Click here to enter text. | |
| **Q32.** How will stock be distributed to work sites? | | Provide a statement of 200 words or less, describing the practical steps by which stock is allocated and then transported to the installation sites. | |
| **Q33.** How will stock be reconciled? | | Provide a statement of 200 words or less, describing the practical steps by which stock is reconciled. ‘Reconciliation’ refers to the method by which the applicant will trace and match up outgoing, installed and returned stock. | |
| **Q34.** Upload a copy of any administrative tools, such as a reconciliation template, that the applicant will use to reconcile stock. This question is optional and will not impact on the assessment of the completeness of the application. | | | |
| Document file name: | Click here to enter text. | | |
| Page reference: | Click here to enter text. | | |
| **Exceptions** | | | |
| If the applicant believes that the applicant can undertake compliant VEU activities but that the questions in this section do not apply (because of the applicant’s particular business model), please offer an explanation below. | | | |
| Click here to enter text. | | | |
| **Consumer management** | | | |
| **Q35**. What is the applicant’s after-sales service process? | | Provide a statement of 200 words or less that describes what after-sales service the applicant will provide to energy consumers (whether residential or non-residential). | |
| **Q36.** What is the applicant’s complaints handling process? | | Provide a statement of 200 words or less that describes the process the applicant will use to handle complaints. To be deemed complete, the answer must address both (i) complaints regarding the products the applicant’s representatives installed and (ii) complaints regarding the conduct of the applicant’s representatives. | |
| **Q37.** What is the applicant’s process for handling refund requests? | | Provide a statement of 200 words or less that describes the process the applicant will use to handle cases in which energy consumers request a refund. To be deemed complete, the answer must reference what will happen to the VEEC claim associated with that installation. | |
| **Q38.** What are the applicant’s processes for communicating information about products and associated warranties to consumers as required by the VEU code of conduct? | | Provide a statement of 200 words or less that describes how information about the product and any associated warranties is communicated to energy consumers. To be deemed complete, the answer must reference who will provide the information, and when (in the context of the engagement/installation processes). | |
| **Q39.** Do you intend to sell, pass on, or otherwise use consumer information for purposes not associated with VEU? | | | Yes/No |
| **Q40.** What is the applicant’s process for ensuring compliance with Australian Consumer Law and the VEU code of conduct? | | Provide a statement of 200 words or less describing the applicant’s process for complying with Australian Consumer Law (ACL) and the VEU code of conduct in respect of consumer guarantees. | |
| **Exceptions** | | | |
| If the applicant believes that the applicant can undertake compliant VEU activities but that the questions in this section do not apply (because of the applicant’s particular business model), please offer an explanation below. | | | |
| Click here to enter text. | | | |

1. Record keeping

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| Record keeping policy | |
| **Q41.** Upload a copy of a statement of 1000 words or less describing the applicant’s record keeping policy. To be deemed complete, the statement must include reference to the methods of collecting and storing relevant information associated with the following. The applicant’s record keeping policy must comply with the program’s rules, including the VEU code of conduct:     |  |  | | --- | --- | | * + 1. Lead generation and marketing | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Installations (e.g. assignment forms, contracts) | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Decommissioning and disposal (including internal records and any third party receipts) | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Stock management (including stock reconciliation and purchase invoices) personnel. | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Audits conducted by the applicant | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Use of job numbers, or similar tool, to reconcile documents associated with individual installations | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Security, user access, and backup | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Employees (e.g. records such as contracts, ID, police checks, training certification etc.) | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Whether records are kept in hard or soft copy (or both). | Yes/No | | |
| Document file name: | Click here to enter text. |
| Page reference: | Click here to enter text. |

1. Compliance and quality assurance

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| Compliance and quality assurance | | | | | | |
| **Q42**.What personnel are responsible for compliance and quality assurance? | | | Click here to enter text. | | | |
| **Q43**.What verification methods (e.g. field or phone audits) will the applicant employ to ensure compliance with VEU requirements? | | | Provide a statement or list of 250 words or less, describing the systems the applicant will use to monitor VEU compliance. | | | |
| **Q44**.What percentage of installations will be phone audited? | | | | Enter percentage. | | |
| **Q45**.What percentage of installations will be field audited? | | | | Enter percentage. | | |
| **Q46**.How will the audit sample be selected? | | | Provide a statement of 100 words or less, describing how the applicant will select a sample to audit. | | | |
| **Q47**.If the applicant intends to outsource any compliance and quality assurance activities, please provide details of the intended arrangements. | | | Provide a statement of 100 words or less, describing any planned outsourcing of compliance and quality assurance activities. | | | |
| **Q48**. If the applicant intends to outsource any compliance or quality assurance activities, will the entities to whom you outsource these services to be allowed to subcontract that service to third parties? | | | | | | Yes/No |
| **Q49**.What validation methods are applied to data before being uploaded to the VEU Registry? | | | Provide a statement of 250 words or less, describing any data validation methods the applicant will use (e.g. automated risk flags, methods to track installer installation patterns). | | | |
| **Q50**. Upload a copy of the applicant’s phone and field audit scripts, if applicable. To be deemed complete, the scripts must include all the minimum questions stipulated by the relevant activity guide. This question is considered applicable if any of the prescribed activities for which the applicant is applying for have associated audit script requirements listed in the relevant activity guide. | | | | | | |
| A copy of the applicant’s phone audit script has been uploaded: | | | | | Yes/No/NA | |
| Phone audit document file name: | | Click here to enter text. | | | | |
| Page reference: | | Click here to enter text. | | | | |
| A copy of the applicant’s field audit script has been uploaded: | | | | | Yes/No/NA | |
| Field audit document file name: | | Click here to enter text. | | | | |
| Page reference: | | Click here to enter text. | | | | |
| **Further supporting material** | | | | | | |
| **Q51.** To strengthen the applicant’s application, the applicant may also upload copies of any internal policies or operational manuals related to compliance and quality assurance. This question is optional and will not impact on the assessment of the completeness of this application. | | | | | | |
| Document file name: | Click here to enter text. | | | | | |
| Page reference: | Click here to enter text. | | | | | |
| **Exceptions** | | | | | | |
| If the applicant believes that the applicant can undertake compliant VEU activities but that the questions in this section do not apply (because of the applicant’s particular business model), please offer an explanation below. | | | | | | |
| Click here to enter text. | | | | | | |

1. Training and development

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| Training and development | | |
| **Q52**.What is the applicant’s internal training delivery model? | | Provide a statement of 200 words or less describing how the applicant’s internal training will be delivered. To be complete, the statement must make reference to:  1. how the training will be delivered  2. who will deliver the training (including their qualifications/experience to do so)  3. any testing or assessment that will be conducted at the conclusion of the training. |
| **Q53**.What externally provided training will the applicant’s service delivery personnel receive? | | Provide a statement of 200 words describing any externally provided training that service delivery personnel will receive (if any), including mandatory safety training (if required). |
| **Q54**.Upload a copyof the internal training material the applicant will use to train service delivery personnel (e.g. the personnel conducting installations). This includes both internal staff and any scheme participants associated with the applicant. To be deemed complete, the training material must cover the following topics, at a minimum, as relevant to the applicant’s nominated prescribed activities:   |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | * + 1. The fundamental design and operation of the VEU program, including the role of the commission, accredited persons and relevant entities, and an explanation of the key concepts of ‘prescribed activity’, ‘assignment of rights’ and ‘VEEC’. | Yes/No/NA | | | |  |  | | --- | --- | | * + 1. The requirements to comply with the VEU code of conduct, by the applicant and the applicant’s scheme participants, at the lead generation, marketing, contracting, installation and dispute resolution stages. | Yes/No/NA | | | |  |  | | --- | --- | | * + 1. The process the applicant’s service delivery personnel must use to determine a client or consumer’s eligibility to participate in the program. | Yes/No/NA | | * + 1. The process the applicant’s service delivery personnel must use to ensure they conduct a compliant installation. | Yes/No/NA | | | |  |  | | --- | --- | | * + 1. The process the applicant’s service delivery personnel must use to fulfil relevant compliance requirements, such as those related to decommissioning, disposal and record keeping. | Yes/No/NA | | | |  |  | | --- | --- | | * + 1. Any relevant information about the products/technology that the applicant’s service delivery personnel should be equipped with. | Yes/No/NA | | | |  |  | | --- | --- | | * + 1. The process the applicant’s service delivery personnel must use when receiving and handling assignment forms. | Yes/No/NA | | | | |
| Document file name: | Click here to enter text. | |
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1. Documents to be supplied

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| Assignment form(s) | | | | |
| **Q55**.I have uploaded copies of assignment forms for each of the VEU activities for which the applicant is applying for (for applications to undertake lighting upgrade activity 34, this includes copies of other relevant documentation such as the relevant compliance declaration): | | | | Yes/No |
|  |
| Please indicate the assignment form medium: | | | Paper/Electronic | |
| Once an installation has occurred, the consumer or authorised signatory must be provided with a copy of the assignment form or another document that shows:   * the assignment date * specific details of the quantity and type of goods and services provided at the premises * the type and amount of benefit provided in exchange for the assignment of a right to create certificates in respect of the prescribed activity * the name of the accredited person * the name of the individual undertaking the activity * the organisation the individual works for (if different from the accredited person). | | | | |
| **Q56.** What will be provided to the consumer, a copy of the assignment form or another document that fulfils the above requirements? | | Click here to enter text. | | |
| **Q57.** If the applicant has selected ‘other document’, how will the material be provided to the consumer? (When assessing this application for completeness, the applicant’s answer to this question will only be considered if ‘other document’ above has been selected.) | | Click here to enter text. | | |
| **Q58.** If the applicant has selected ‘other document’, upload a copy of the material that will be provided to the consumer.  Note: When assessing this application for completeness, the applicant’s answer to this question will only be considered if ‘other document’ above has been selected. | | | | |
| Document file name: | Click here to enter text. | | | |
| Page reference: | Click here to enter text. | | | |

Part B: Accredited persons currently only approved for project-based activities (PBA) to complete

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| Organisational overview | |
| **Q59**. How many staff does the applicant currently employ? | Click here to enter text. |
| **Q60**. How many of those staff will be dedicated to VEU related operations (VEU staff)? | Click here to enter text. |
| **Q61**. How many of the applicant’s VEU staff would be based in Victoria? | Click here to enter text. |
| **Q62**. Where will the remainder be based? | Click here to enter text. |
| **Q63**. Once approved, does the applicant expect VEU staff numbers to change? | Please select |
| **Q64**. Once the applicant is fully operational under the additional activity(s), what percentage of the applicant’s revenue will be derived from VEU related activity? | Click here to enter text. |
| **Q65**. Describe the applicant’s previous VEU experience: | Click here to enter text. |
| **Q66**. Has the applicant entered into any forward contracts for the supply of VEECs? | Click here to enter text. |

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| Policies and procedures | | | |
| **Q67.** How will the applicant ensure that any lead generation services undertaken by the applicant or sub-contracted third parties are undertaken in compliance with the Australian Consumer Law (ACL)? | | | Click here to enter text. |
| **Q68**.Upload a copy of the applicant’s privacy policy. To be deemed complete, the privacy policy must make reference to how consumer information is handled from the perspective of the applicant’s obligations under Australian privacy legislation. | | | |
| Document file name: | | Click here to enter text. | |
| Page reference: | | Click here to enter text. | |
| **Documents to be supplied: mandatory insurance** | | | |
| **Q69.** Upload a copy of the applicant’s certificate of currency, showing:   * insured party details * insured party policy details * period of coverage * maximum amount that the policy covers   To participate in additional activities in the VEU program, the applicant must have the required insurance coverage:   * Public liability insurance cover of at least $5 million, and * Products liability insurance cover of at least $5 million (covering the replacement and/or rectification of customers' property damaged as a result of work performed by the accredited person). * Where advice is given and followed, professional indemnity of at least $5 million, covering the replacement and/or rectification of consumers’ property damage as a result of any advice provided by the accredited person. | | | |
| Document file name: | | Click here to enter text. | |
| Page reference: | | Click here to enter text. | |
| **Declaration** | | | |
| I declare the following:   * that all the information in this form is true and correct * that I am the applicant or a am authorised to lodge this form on behalf of the applicant   I consent to the provision of the following information to the administrators of greenhouse gas abatement schemes/energy efficiency schemes/emissions reduction schemes:   * Information relating to the applicant’s accreditation under the Victorian Energy Upgrades (VEU) program, including approved activities covered by the accreditation * Information relating to activities undertaken under the VEU program * Information relating to Victorian energy efficiency certificates (VEECs) created by the applicant * Information relating to any compliance and enforcement actions and risk assessments concerning the applicant’s activities under the VEU program.   I acknowledge that it is an offence to knowingly provide false or misleading information or documents to the commission. | | | |
| Name: | Click here to enter text. | | |
| Signature: |  | | |
| Date: | Click here to enter a date. | | |
| Name (Witness): | Click here to enter text. | | |
| Signature: |  | | |
| Date: | Click here to enter a date. | | |