

Water Heating and Space Heating/Cooling Activity Guide

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Introduction

Accredited persons (APs) and their installers under the Victorian Energy Upgrades (VEU) program must comply with program requirements when undertaking water heating and space heating/cooling activities to create Victorian energy efficiency certificates (VEECs).

About this guide

Use this guide for assistance in meeting the specific requirements (product, installation, decommissioning, training, safety and evidentiary) for water heating and space heating/cooling.

The guide is split into three key sections:

- Section 1: Introduction to water heating and space heating/cooling activities
- Section 2: Water heating activities
- Section 3: Space heating/cooling activities

You should read this guide in conjunction with our Obligations and Program Guide for Accredited Persons for:

- overarching information about the Victorian Energy Upgrades program
- your obligations under the program
- guidance on how to create Victorian energy efficiency certificates (VEECs) under the program.

Access this document at www.esc.vic.gov.au/veu-accredited-persons

Who should use this guide

You should use this guide if you are:

- accredited or seeking accreditation to undertake water heating and/or space heating and cooling activities under the program
- an installer seeking to undertake installations for water heating and/or space heating and cooling activities under the program.

To apply to for accreditation for these activities, access the required documents at www.esc.vic.gov.au/become-veu-accredited

Access information on applying for listing of a product on our Register of Products at www.esc.vic.gov.au/veu-product-applicants

Legal context for this guide

We have prepared this guide as a general summary of relevant parts of:

- Victorian Energy Efficiency Target Act 2007 (the VEET Act)
- Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations)
- Victorian Energy Upgrades Specifications 2018 (the VEU specifications)
- Victorian Energy Efficiency Target Guidelines (the VEET guidelines).

View these documents at www.esc.vic.gov.au/veu-legislation

This guide should not be relied upon as substitute for legal advice and should be read in conjunction with the above source documents. In the event of inconsistency between this guide and the source documents, the content in the source documents apply.

1. Introduction to water heating and space heating and cooling activities

1.1. Water heating activities

Activities 1 and 3 relate to the installation of water heating appliances. These water heating activities have the common premise of decommissioning an electric resistance (activity 1) or a gas/LPG (activity 3) water heater with more efficient appliances.

Different scenarios within a given activity (e.g. category 1A, 1B, etc.) indicate a different type of product installed (e.g. solar, electric boosted solar, etc.). Each water heating scenario is treated as a separate activity for the purposes VEEC creation, given each activity scenario has different product installation criteria (i.e. 1A, 1B, 1C, 1D, 1F and 3B are treated as separate activities in the VEU Registry).¹

When installing water heaters, you should ensure the installed product is tailored to the energy consumer's needs. In particular, the size of the product, its capacity and the orientation of solar components (where applicable) should be optimised to meet energy consumer expectations and energy savings where practicable.

1.2. Space heating and cooling activities

Activities 5, 6, 7, 9, 10, 23 and 28 relate to the installation of space heating and cooling products.

In contrast to water heating, space heating and cooling activities have been defined based on the type of product installed, with different activity scenarios defined based on the decommissioned product. There are two main activity groups:

- Ducted products (activities 5, 7, 23 and 28)
- Room-only products (activities 9 and 10)

Scenarios activity 5A(iii) and 7A(iii) do not require a product to be decommissioned. However, they require that no other form of space heating or cooling product be installed in the premises at the time of installation.

When installing space heating/cooling products, the following design aspects should be considered:

¹ Products and GHG equivalent emissions reduction calculations for activities 1E and 3A have yet been specified in the VEU specifications.

- The installed space heating system should be appropriately sized for the area.
- Persons installing a ducted air to air heat pump must be familiar with the Air Conditioning Residential Best Practice Guideline (2003) published by the Australian Institute of Refrigeration, Air Conditioning and Heating (AIRAH).
- Decommissioning of ducted air to air heat pump must involve the removal and disposal of refrigerants and any other scheduled substances in accordance with the Ozone Protection and Synthetic Greenhouse Gas Management Act 1989.

1.3. Common requirements for water heating and space heating and cooling activities

Accredited person (AP) requirements

You, or your associate, or an entity under your instructions, must not install a product for the purposes of decommissioning it as part of an activity under the program (e.g. you have not altered the baseline environment for a given installation for the purposes of inflating the VEEC claim for that installation). For an activity involving the decommissioning of product(s), you, your installer, and the energy consumer will need to provide a declaration to us stating that the decommissioned product was not installed for the purposes of decommissioning it as part of an activity under the program.

You must ensure that all installers show evidence of their licence/s to the energy consumer prior to starting the installation.

You must ensure all installers provide copies of the following documents to the energy consumer, where applicable:

- VEEC assignment form
- Invoice/proof of purchase
- Manufacturer's instructions
- Victorian Building Authority (VBA) Compliance Certificate and/or Certificate of Electrical Safety

You are required to take geo-tagged photos to verify the water heating and/or space heating upgrades have been performed in accordance with the VEET Regulations. Geo-tagged photos must:

- be clear and in focus
- include any relevant markings
- include a date stamp showing the date the photos were taken
- include the GPS derived latitude and longitude coordinates (this should be stored in the metadata and generated automatically by the device used to take the geo-tagged photos).

We expect you to meet the geo-tagging requirements. In some instances where geo-tagged photos cannot be obtained, we may accept alternative evidence (e.g. a statutory declaration) that the existing product was eligible and has been permanently rendered inoperable. You should state the reason why geo-tagged photos were not obtained.

From 1 July 2019, every person must comply with the Environment Protection Authority's Waste Management Policy (E-Waste) (e-waste policy) which is banning e-waste from landfill.

The e-waste policy places operational and recordkeeping requirements on e-waste service providers, which is defined as any person who conducts a business or undertaking that accepts e-waste for collection, storage, handling, transport or reprocessing.

The e-waste policy can be found on the [Victorian Government Gazette website](#).

An appendix(s) may be provided with a VBA Compliance Certificate or a Certificate of Electrical Safety.

Where an appendix is used the following criteria must be fulfilled:

- the certificate must refer to the appendix and list the number of pages
- the appendix must be attached to the certificate
- each appendix page is numbered, and the certificate number is referenced on each page
- each appendix page is signed by the licensed plumber or electrician responsible for the completed work
- all premises being claimed for must be listed with the corresponding installed product information in the appendix (where multiple units at one address is receiving an upgrade)
- the type of work performed is specified for each premises being claimed for.

For the specific details required to be listed on the VBA Compliance Certificate or Certificate of Electrical Safety for each activity, see the evidentiary requirements listed below for each activity.

2. Requirements for water heating activities

2.1. Activity 1A: Water heating — Gas/LPG storage replacing electric

Requirements	Description
Activity	Installers must decommission an electric resistance water heater and install a product which meets the product criteria below.
Product criteria	<p>Gas/LPG storage water heater which:</p> <ul style="list-style-type: none">• is certified by an accredited body as having a rating of 5 or more stars when tested and rated in accordance with AS/NZSAS/NZS 5263.1.2• is listed on our Register of Products by the time VEECs are created.
Training/licensing	<p>Person decommissioning product</p> <ul style="list-style-type: none">• must either be a licensed electrician registered by Energy Safe Victoria or a Restricted Electrical Worker registered by Energy Safe Victoria with suitable experience or training in water heating appliances (where wiring work is required)• must either be a person registered by Energy Safe Victoria (as listed above) or a plumber registered by the Victorian Building Authority for water supply class(where no wiring work is required) <p>Person installing product must be licensed as a plumber by the Victorian Building Authority for gas-fitting and water supply classes</p>
Eligible environments and installation limits	<ul style="list-style-type: none">• Existing electric resistance water heater must be connected to an electricity supply before it is decommissioned.• Residential premises — maximum of two products.• Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing the installed product brand and model. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business <p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VBA Compliance Certificate • Non-prescribed Certificate of Electrical Safety (Prescribed Certificate of Electrical Safety if an electrical mains or a switchboard is modified). • The VBA Compliance Certificate or Certificate of Electrical Safety must detail: <ul style="list-style-type: none"> – the type, brand and model of the product decommissioned – the method of decommissioning • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before the upgrade, to demonstrate eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

2.2. Activity 1B: Water heating — Gas/LPG instantaneous replacing electric

Requirements	Description
Activity	Installer(s) must decommission an electric resistance water heater and install a product which meets the product criteria below.
Product criteria	<p>Gas/LPG storage water heater which:</p> <ul style="list-style-type: none"> • is certified by an accredited body as having a rating of 5 or more stars when tested and rated in accordance with AS/NZSAS/NZS 5263.1.2 • is listed on our Register of Products by the time VEECs are created.
Training/licensing	<p>Person decommissioning product</p> <ul style="list-style-type: none"> • must either be a licensed electrician registered by Energy Safe Victoria or a Restricted Electrical Worker registered by Energy Safe Victoria with suitable experience or training in water heating appliances (where wiring work is required) • must either be a person registered by Energy Safe Victoria (as listed above) or a plumber registered by the Victorian Building Authority for water supply class(where no wiring work is required) <p>Person installing product must be licensed as a plumber by the Victorian Building Authority for gas-fitting and water supply classes.</p>
Eligible environments and installation limits	<ul style="list-style-type: none"> • Existing electric resistance water heater must be connected to an electricity supply before it is decommissioned. • Residential premises — maximum of two products. • Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing the installed product brand and model. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business <p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VBA Compliance Certificate • Non-prescribed Certificate of Electrical Safety (Prescribed Certificate of Electrical Safety if an electrical mains or a switchboard is modified). • The VBA Compliance Certificate or Certificate of Electrical Safety must detail: <ul style="list-style-type: none"> – the type, brand and model of the product decommissioned – the method of decommissioning • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before the upgrade, to demonstrate eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

2.3. Activity 1C: Water heating — Electric boosted solar replacing electric

Requirements	Description
Activity	Installer(s) must decommission an electric resistance water heater and install a product which meets the product criteria below.
Product criteria	<p>Electric boosted solar water heater which:</p> <ul style="list-style-type: none"> • is certified by an accredited body as complying with AS/NZS 2712 • has a minimum annual energy savings of 60%, determined in accordance with AS/NZS 4234 when modelled in climate zone 4 • is listed on our Register of Products by the time VEECs are created.
Training/licensing	<p>Person decommissioning product</p> <ul style="list-style-type: none"> • must either be a licensed electrician registered by Energy Safe Victoria or a Restricted Electrical Worker registered by Energy Safe Victoria with suitable experience or training in water heating appliances (where wiring work is required) • must either be a person registered by Energy Safe Victoria (as listed above) or a plumber registered by the Victorian Building Authority for water supply class (where no wiring work is required) <p>Person installing product must be licensed as a plumber by the Victorian Building Authority for water supply class.</p>
Eligible environments and installation limits	<ul style="list-style-type: none"> • Existing electric resistance water heaters must be connected to an electricity supply before it is decommissioned. • Residential premises — maximum of two products. • Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing the installed product brand and model. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business <p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VBA Compliance Certificate • Non-prescribed Certificate of Electrical Safety (Prescribed Certificate of Electrical Safety if an electrical mains or a switchboard is modified). • The VBA Compliance Certificate or Certificate of Electrical Safety must detail: <ul style="list-style-type: none"> – the type, brand and model of the product decommissioned – the method of decommissioning • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before the upgrade, to demonstrate eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

2.4. Activity 1D: Water heating — Heat pump replacing electric resistance

Requirements	Description
Activity	Installer(s) must decommission an electric resistance water heater and install a product which meets the product criteria below.
Product criteria	<p>Heat pump water heater which:</p> <ul style="list-style-type: none"> • is certified by an accredited body as complying with AS/NZS 2712 • has a minimum annual energy savings of 60% either when: <ul style="list-style-type: none"> – determined in accordance with AS/NZS 4234 when modelled in climate zone 4 – determined in accordance with AS/NZS 4234 when modelled in climate zone 5 • is listed on our Register of Products by the time VEECs are created.
Training/licensing	<p>Person decommissioning product</p> <ul style="list-style-type: none"> • must either be a licensed electrician registered by Energy Safe Victoria or a Restricted Electrical Worker registered by Energy Safe Victoria with suitable experience or training in water heating appliances (where wiring work is required) • must either be a person registered by Energy Safe Victoria (as listed above) or a plumber registered by the Victorian Building Authority for water supply class (where no wiring work is required) <p>Person installing product must be licensed as a plumber by the Victorian Building Authority for water supply class</p>
Eligible environments and installation limits	<ul style="list-style-type: none"> • Existing electric resistance water heater must be connected to an electricity supply before it is decommissioned. • Residential premises — maximum of two products. • Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing the installed product brand and model. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business <p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VBA Compliance Certificate • Non-prescribed Certificate of Electrical Safety (Prescribed Certificate of Electrical Safety if an electrical mains or a switchboard is modified). • The VBA Compliance Certificate or Certificate of Electrical Safety must detail: <ul style="list-style-type: none"> – the type, brand and model of the product decommissioned – the method of decommissioning • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before the upgrade, to demonstrate eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, tank model number, heat pump model number, and serial number of the installed product.

2.5. Activity 1F: Water Heating — Gas/LPG boosted solar replacing electric

Requirements	Description
Activity	Installer(s) must decommission an electric resistance water heater and install a product which meets the product criteria below.
Product criteria	<p>Gas/LPG boosted solar or heat pump water heater which:</p> <ul style="list-style-type: none"> • is certified by an accredited body as complying with AS/NZS 2712 • has a minimum annual energy savings of 60%, determined in accordance with AS/NZS 4234 when modelled in climate zone 4 • is listed on our Register of Products by the time VEECs are created.
Eligible environments and installation limits	<ul style="list-style-type: none"> • Existing electric resistance water heater must be connected to an electricity supply before it is decommissioned. • Residential premises — maximum of two products. • Business/non-residential premises — no limits.
Training/licensing	<p>Person decommissioning product</p> <ul style="list-style-type: none"> • must either be a licensed electrician registered by Energy Safe Victoria or a Restricted Electrical Worker registered by Energy Safe Victoria with suitable experience or training in water heating appliances (where wiring work is required) • must either be a person registered by Energy Safe Victoria (as listed above) or a plumber registered by the Victorian Building Authority for water supply class (where no wiring work is required) <p>Person installing product must be licensed as a plumber by the Victorian Building Authority for gas-fitting and water supply classes.</p>

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing the installed product brand and model. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate • Non-prescribed Certificate of Electrical Safety (Prescribed Certificate of Electrical Safety if an electrical mains or a switchboard is modified). • The VBA Compliance Certificate or Certificate of Electrical Safety must detail: <ul style="list-style-type: none"> – the type, brand and model of the product decommissioned – the method of decommissioning • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before the upgrade, to demonstrate eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

2.6. Activity 3B: Water heating — Gas/LPG boosted solar replacing gas/LPG

Requirements	Description
Activity	Installer(s) must decommission a gas/LPG heater and install a product which meets the product criteria below.
Product criteria	<p>Gas/LPG boosted solar water heater which:</p> <ul style="list-style-type: none"> • is certified by an accredited body as complying with AS/NZS 2712 • has a minimum annual energy savings of 60%, determined in accordance with AS/NZS 4234 when modelled in climate zone 4 • is listed on our Register of Products by the time VEECs are created.

Requirements	Description
Training/licensing	Person decommissioning and installing product must be licensed as a plumber by the Victorian Building Authority for gas-fitting and water supply class.
Eligible environments and installation limits	<ul style="list-style-type: none"> Existing water heater must be connected to an electricity and gas supply before it is decommissioned. Residential premises — maximum of two products. Business/non-residential premises — no limits.
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> VEEC assignment form completed and signed by the installer and energy consumer. Invoice/proof of purchase listing the installed product brand and model. For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> the name and address of the energy consumer the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) the installation address (if different to the energy consumer) the name, address and ABN of the installer business VBA Compliance Certificate detailing: <ul style="list-style-type: none"> the type, brand and model of product decommissioned the method of decommissioning. Non-prescribed Certificate of Electrical Safety if required. Recycling invoice(s) (where applicable). Geo-tagged photo(s) showing: <ul style="list-style-type: none"> the existing product before the upgrade to demonstrate eligibility the decommissioned product rendered permanently inoperable the brand, model and serial number of the decommissioned product the installed product after installation the brand, model and serial number of the installed product.

3. Requirements for space heating and cooling activities

3.1. Activity 5: Space heating — Ducted gas heater

Eligible scenarios under activity 5

Scenario	Decommissioning requirement	Other requirements	Product to be installed	Historical schedule number
5A(i)	Ducted gas heater	None	Ducted gas heater	5A
5A(ii)	Central electric resistance heater	None	As above	6A
5A(iii)	None	No other space heating or cooling product is installed in premises	As above	20A

Activity 5A(i): Replacing a ducted gas heater with a ducted gas heater

Requirements	Description
Activity	Installer(s) must decommission a ducted gas heater and install a product which meets the product criteria below.
Product criteria	<p>Ducted gas heater which:</p> <ul style="list-style-type: none">• is certified by an accredited body to achieve a minimum 5 star rating when tested and rated in accordance with AS/NZSAS/NZS 5263.1.6• has a minimum rated thermal capacity of 10 kW• is listed on our Register of Products by the time VEECs are created.
Training/licensing	<p>Person decommissioning and installing product must be:</p> <ul style="list-style-type: none">• licensed as a plumber by the Victorian Building Authority for gas-fitting and mechanical services classes• a licensed electrician registered by Energy Safe Victoria if any electrical work is required.
Eligible environments and installation limits	<ul style="list-style-type: none">• Existing ducted gas heater must be connected to a gas supply before it is decommissioned.• Residential premises — no limits.• Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing the installed product brand and model. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate detailing: <ul style="list-style-type: none"> – the method of decommissioning – the type of product decommissioned including the brand, model and serial number – the installed product brand, model and serial number. • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning to demonstrate eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

Activity 5A(ii): Replacing a central electric resistance heater with a ducted gas heater

Requirements	Description
Activity	Installer(s) must decommission a central electric resistance heater and install a product which meets the product criteria below.
Product criteria	<p>Ducted gas heater which:</p> <ul style="list-style-type: none">• is certified by an accredited body to achieve a minimum 5 star rating determined in accordance with AS/NZSAS/NZS 5263.1.6• has a minimum rated thermal capacity of 10 kW• is listed on our Register of Products by the time VEECs are created.
Training/licensing	<p>Person decommissioning and installing product must be:</p> <ul style="list-style-type: none">• licensed as a plumber by the Victorian Building Authority for gas-fitting and mechanical services classes• a licensed electrician registered by Energy Safe Victoria if any electrical work is required.
Eligible environments and installation limits	<ul style="list-style-type: none">• Existing central electric resistance heater must:<ul style="list-style-type: none">– be connected to an electricity supply before it is decommissioned– provide heating to a space with a floor area of at least 100m².• Residential premises — no limits.• Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing the installed product brand and model. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA compliance certificate detailing: <ul style="list-style-type: none"> – the installed product brand, model and serial number. • Either a non-prescribed Certificate of Electrical Safety or a prescribed Certificate of Electrical Safety if mains or a switchboard is modified detailing: <ul style="list-style-type: none"> – the method of decommissioning – the floor area heated by the existing product – the type of product decommissioned including the brand, model and serial number • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning to prove eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

Activity 5A(iii): Installing a ducted gas heater in premises with no other heating

Requirements	Description
Activity	Installer(s) must install a product which meets the product criteria below.
Product criteria	<p>Ducted gas heater which:</p> <ul style="list-style-type: none"> • is certified by an accredited body to achieve a minimum 5 star rating determined in accordance with AS/NZSAS/NZS 5263.1.6 • has a minimum rated thermal capacity of 10 kW • is listed on our Register of Products by the time VEECs are created.

Requirements	Description
Training/licensing	<p>Person decommissioning and installing product must be:</p> <ul style="list-style-type: none"> • licensed as a plumber by the Victorian Building Authority for gas-fitting and mechanical services classes • a licensed electrician registered by Energy Safe Victoria if any electrical work is required.
Eligible environments and installation limits	<ul style="list-style-type: none"> • Installer(s) must check the eligibility of the premises by making sure none of the below are installed at the premises prior to the activity: <ul style="list-style-type: none"> – a ducted gas heater – a gas/LPG space heater – a ducted evaporative cooler – a space air to air heat pump – a ducted air to air heat pump – a central electric resistance heater – any other product designed to heat or cool spaces within premises. • Residential premises — maximum of two products. • Business/non-residential premises — no limits.
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing the installed product brand and model. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA compliance certificate detailing: <ul style="list-style-type: none"> – the brand, model and serial number of the installed product. • Geo-tagged photo showing: <ul style="list-style-type: none"> – the installed product after installation – the brand, model and serial number of the installed product.

3.2. Activity 7: Space heating — Ducted air to air heat pump

Eligible scenarios under activity 7

Scenario	Decommissioning requirements	Other requirements	Product to be installed	Historical schedule number
7A(i)	Ducted air to air heat pump	None	Ducted air to air heat pump	7A
7A(ii)	Central electric resistance heater	None	As above	8A
7A(iii)	None	No other space heating or cooling product is installed in premises	As above	N/A

Activity 7A(i): Replacing a ducted air-to-air heat pump with a ducted air-to-air heat pump

Requirements	Description
Activity	Installer(s) must decommission a ducted air-to-air heat pump and install a product which meets the product criteria below.
Product criteria	<p>Ducted air to air heat pump which:</p> <ul style="list-style-type: none"> when measured, tested and rated in accordance with the GEMS (Air Conditioners and Heat Pumps) Determination 2013 (Cth), it achieves: <ul style="list-style-type: none"> a minimum RTHC of at least 10kW at the H1 temperature condition a minimum ACOP of: <ul style="list-style-type: none"> 3.9 if the RTHC is 18 KW or less at the H1 temperature condition, or 3.7 in any other case is listed on the Commonwealth GEMS Register at time of installation is listed on our Register of Products by the time VEECs are created.
Training/licensing	<p>Person decommissioning and installing product must be:</p> <ul style="list-style-type: none"> licensed as a plumber by the Victorian Building Authority for gas-fitting and mechanical services classes a licensed electrician or a Restricted Electrical Worker with a Refrigerant Handling license, registered by Energy Safe Victoria.
Eligible environments and installation limits	<ul style="list-style-type: none"> Existing ducted air to air heat pump must be connected to an electricity supply before it is decommissioned. Residential premises — no limits. Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing the installed product brand and model. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate detailing: <ul style="list-style-type: none"> – the type of product decommissioned including the brand, model and serial number – the method of decommissioning – the installed product brand, model and serial number. • A non-prescribed Certificate of Electrical Safety. • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning to prove eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned – the installed product after installation – the brand, model and serial number of the installed product.

Activity 7A(ii): Replacing a central electric resistance heater with a ducted air-to-air heat pump

Requirements	Description
Activity	Installer(s) must decommission a central electric resistance heater and install a product which meets the product criteria below.
Product criteria	<p>Ducted air-to-air heat pump which:</p> <ul style="list-style-type: none"> • when measured, tested and rated in accordance with the GEMS (Air Conditioners and Heat Pumps) Determination 2013 (Cth), it achieves: <ul style="list-style-type: none"> – a minimum RTHC of at least 10kW at the H1 temperature condition – a minimum ACOP of: <ul style="list-style-type: none"> – 3.9 if the RTHC is 18 KW or less at the H1 temperature condition, or – 3.7 in any other case • is listed on the Commonwealth GEMS Register at time of installation • is listed on our Register of Products by the time VEECs are created.
Training/licensing	<ul style="list-style-type: none"> • Person decommissioning product must be a licensed electrician registered by Energy Safe Victoria if any electrical work is required. • Person installing product must be licensed: <ul style="list-style-type: none"> – as a plumber by the Victorian Building Authority for gas-fitting and mechanical services classes – by Energy Safe Victoria as above.
Eligible environments and installation limits	<ul style="list-style-type: none"> • Existing central electric resistance heater must: <ul style="list-style-type: none"> – be connected to an electricity supply before it is decommissioned – provide heating to a space with a floor area of at least 100m². • Residential premises — no limits. • Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing the installed product brand and model. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate detailing: <ul style="list-style-type: none"> – the installed product brand, model and serial number. • Either a non-prescribed Certificate of Electrical Safety or a prescribed Certificate of Electrical Safety if mains or a switchboard is modified detailing: <ul style="list-style-type: none"> – the method of decommissioning – the floor area heated by the existing product – the type of product decommissioned including the brand, model and serial number. • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning to prove eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

Activity 7A(iii): Installing a ducted air-to-air heat pump in premises with no other heating

Requirements	Description
Activity	Installer(s) must install a product which meets the product criteria below.
Product criteria	<p>Ducted air-to-air heat pump which:</p> <ul style="list-style-type: none">• when measured, tested and rated in accordance with the GEMS (Air Conditioners and Heat Pumps) Determination 2013 (Cth), it achieves:<ul style="list-style-type: none">– a minimum RTHC of at least 10kW at the H1 temperature condition<ul style="list-style-type: none">– 3.9 if the RTHC is 18 KW or less at the H1 temperature condition, or– 3.7 in any other case• is listed on the Commonwealth GEMS Register at time of installation• is listed on our Register of Products by the time VEECs are created.
Training/licensing	<p>Person installing product must be:</p> <ul style="list-style-type: none">• licensed as a plumber by the Victorian Building Authority for gas-fitting and mechanical services classes• a licensed electrician or a Restricted Electrical Worker with a Refrigerant Handling license, registered by Energy Safe Victoria.
Eligible environments and installation limits	<ul style="list-style-type: none">• Installer(s) must check the eligibility of the premises by making sure none of the below are installed at the premises prior to the installation:<ul style="list-style-type: none">– a ducted gas heater– a gas/LPG space heater– a ducted evaporative cooler– a space air to air heat pump– a ducted air to air heat pump– a central electric resistance heater– any other product designed to heat or cool spaces within premises.• Residential premises — maximum of two products.• Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing the installed product brand and model. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate detailing the installed product brand, model and serial number. • Non-prescribed Certificate of Electrical Safety. • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the installed product after installation – the brand, model and serial number of the installed product.

3.3. Activity 9: Space heating — Room gas/LPG heater

Eligible scenarios under activity 9

Scenario	Decommissioning requirements	Product to be installed	Historical schedule number
9A(i)	Hard-wired electric room heater	Gas or LPG room heater	9A*
9A(ii)	Gas or LPG room heater, or other type of room heating	As above	9A*
9A(iii)	Plug in electric heater or wood fired room heater	As above	9A*

* The historical schedule 9A did not require any decommissioning

Activity 9A(i): Replacing a hard-wired electric room heater with a gas/LPG room heater

Requirements	Description
Activity	Installer(s) must decommission a hard-wired electric room heater and install a product which meets the product criteria below.
Product criteria	<p>Gas/LPG space heater which:</p> <ul style="list-style-type: none">• is certified by an accredited body to achieve a minimum 4 star rating when tested and rated to AS/NZS 5263.1.3• has minimum thermal output of 2 kW• has a room sealed flue• is listed on our Register of Products by the time VEECs are created.
Training/licensing	<ul style="list-style-type: none">• Person decommissioning product must either be<ul style="list-style-type: none">– a licensed electrician registered by Energy Safe Victoria– a Restricted Electrical Worker with suitable experience or training.• Person installing product must be licensed as a plumber by the Victorian Building Authority for gas-fitting class.
Eligible environments and installation limits	<ul style="list-style-type: none">• Existing hard-wired electric room heater must be:<ul style="list-style-type: none">– used as the main form of heating the premises– connected to an electricity supply before it is decommissioned.• Residential premises — no limits.• Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing all products and models installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate detailing the installed product brand, model and serial number. • Non-prescribed Certificate of Electrical Safety detailing: <ul style="list-style-type: none"> – the type of product decommissioned including the brand, model and serial number – the method of decommissioning. • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning to prove eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

Activity 9A(ii): Replacing a gas/LPG room heater with gas/LPG room heater

Requirements	Description
Activity	Installer(s) must decommission a gas/LPG room heater or any other type of room heater and install a product which meets the product criteria below.
Product criteria	<p>Gas/LPG space heater which:</p> <ul style="list-style-type: none">• is certified by an accredited body to achieve a minimum 4 star rating when tested and rated to AS/NZS 5263.1.3• has minimum thermal output of 2 kW• has a room sealed flue• is listed on our Register of Products by the time VEECs are created.
Training/licensing	<ul style="list-style-type: none">• Person decommissioning and installing gas/LPG room heater must be licensed as a plumber by the Victorian Building Authority for gas-fitting class.• Person decommissioning other type of room heaters must be appropriately licensed or trained.
Eligible environments and installation limits	<ul style="list-style-type: none">• Existing gas/LPG room heater must be connected to a gas supply before it is decommissioned.• If other type of room heater is being decommissioned, it must be connected and operational at the time of it is decommissioned.• Residential premises — no limits.• Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing all products and models installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate detailing: <ul style="list-style-type: none"> – the type of product decommissioned including the brand, model and serial number – the method of decommissioning – the installed product brand, model and serial number. • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning to prove eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

Activity 9A(iii): Replacing a plug-in or wood-fired heater with a gas/LPG room heater

Requirements	Description
Activity	Installer(s) must decommission a plug-in or wood-fired room heater and install a product which meets the product criteria below.
Product criteria	<p>Gas/LPG space heater which:</p> <ul style="list-style-type: none"> • is certified by an accredited body to achieve a minimum 4 star rating when tested and rated to AS/NZS 5263.1.3 • has minimum thermal output of 2 kW • has a room sealed flue • is listed on our Register of Products by the time VEECs are created.
Training/licensing	<ul style="list-style-type: none"> • Person decommissioning wood-fired heater product must be licensed as a plumber by the Victorian Building Authority for mechanical services class. • If the wood-fired heater is a fireplace, the person decommissioning it must be appropriately qualified. • Person rectifying any flue penetration must be an appropriately licensed plumber. • Person installing product must be licensed as a plumber by the Victorian Building Authority for gas-fitting class.
Eligible environments and installation limits	<ul style="list-style-type: none"> • Existing plug in electric heater must be: <ul style="list-style-type: none"> – used as the main form of heating the premises – connected to an electricity supply before it is decommissioned. • Existing wood fired room heater must be used as the main form of heating: <ul style="list-style-type: none"> – an entire Class 1a, 4, 5, 6, 7b or 8 Building – an entire dwelling within a Class 1b or 2 Building – a room within a Class 3 or 9 Building. • Residential premises — no limits. • Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing all products and models installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate detailing: <ul style="list-style-type: none"> – the type of product decommissioned including the brand, model and serial number – the method of decommissioning including but not limited to, disconnection and removal of flue, supply fan (where fitted), air intake and/or damper and removal of the heater door and heater. – the installed product brand, model and serial number. – the reparation of any ceiling or roof / wall penetration (where relevant) • Evidence of disposal via an invoice from an appropriately permitted waste management operator and/or recycling invoice. • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning, clearly showing the brand, model and serial number – the decommissioned product rendered permanently inoperable as per method of decommissioning – reparation of any ceiling or roof / wall penetration if required – in the case of a fireplace, the full decommissioning of the fireplace – the installed product after installation, clearly showing the brand, model and serial number of the installed product.

3.4. Activity 10: Space heating — Room air-to-air heat pump

Eligible scenarios under activity 10

Scenario	Decommissioning requirements	Product to be installed	Historical schedule number
10A(i)	Hard-wired electric room heater	Air to air heat pump	10A*
10A(ii)	Room air to air heat pump, or other type of room heating	As above	10A*
10A(iii)	Plug in electric heater or wood fired room heater	As above	10A*
10A(iv)	Refrigerative air conditioner and hard-wired electric room heater	As above	10A*
10A(v)	Refrigerative air conditioner and plug-in electric room heater	As above	10A*
10A(vi)	Refrigerative air conditioner and Gas or LPG room heater	As above	10A*

* The historical schedule 10A did not require any decommissioning

Activity 10A(i): Replacing a hard-wired electric room heater with a room air-to-air heat pump

Requirements	Description
Activity	Installer(s) must decommission a hard-wired electric room heater and install a product which meets the product criteria below.
Product criteria	<p>Space air to air heat pump which:</p> <ul style="list-style-type: none"> when measured, tested and rated in accordance with the GEMS (Air Conditioners and Heat Pumps) Determination 2013 (Cth), it achieves: <ul style="list-style-type: none"> a minimum RTHC of at least 2kW at the H1 temperature condition a minimum ACOP of: <ul style="list-style-type: none"> 4.2 if the RTHC is 3kW or less, or 4.0 in any other case is listed on the Commonwealth GEMS Register at time of installation is listed on our Register of Products by the time VEECs are created.
Training/licensing	<ul style="list-style-type: none"> Person decommissioning product must either be <ul style="list-style-type: none"> a licensed electrician registered by Energy Safe Victoria a Restricted Electrical Worker with suitable experience or training in Electrical Appliances or Refrigeration & Air-Conditioning. Person installing product must be licensed as a plumber by the Victorian Building Authority for mechanical services class.
Eligible environments and installation limits	<ul style="list-style-type: none"> Existing hard-wired electric room heater must be: <ul style="list-style-type: none"> used as the main form of heating the premises connected to an electricity supply before it is decommissioned. Residential premises — no limits. Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing all products and models installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate detailing the installed product brand, model and serial number. • Non-prescribed Certificate of Electrical Safety detailing: <ul style="list-style-type: none"> – the type of product decommissioned including the brand, model and serial number – the method of decommissioning. • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning to prove eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

Activity 10A(ii): Replacing a room air-to-air heat pump, or other type of room heating, with a room air-to-air heat pump

Requirements	Description
Activity	Installer(s) must decommission a room air-to-air heat pump or other type of room heating and install a product which meets the product criteria below.
Product criteria	<p>Space air to air heat pump which:</p> <ul style="list-style-type: none"> when measured, tested and rated in accordance with the GEMS (Air Conditioners and Heat Pumps) Determination 2013 (Cth), it achieves: <ul style="list-style-type: none"> a minimum RTHC of at least 2kW at the H1 temperature condition a minimum ACOP of: <ul style="list-style-type: none"> 4.2 if the RTHC is 3kW or less, or 4.0 in any other case is listed on the Commonwealth GEMS Register at time of installation is listed on our Register of Products by the time VEECs are created.
Training/licensing	Person decommissioning and installing product must be licensed as a plumber by the Victorian Building Authority for mechanical services class.
Eligible environments and installation limits	<ul style="list-style-type: none"> Existing room air to air heat pump must be connected to an electricity supply before it is decommissioned. Residential premises — no limits. Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing all products and models installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate detailing: <ul style="list-style-type: none"> – the type of product decommissioned including the brand, model and serial number – the method of decommissioning – the installed product brand, model and serial number. • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning to prove eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

Activity 10A(iii): Replacing a plug in electric heater or wood fired room heater with a room air-to-air heat pump

Requirements	Description
Activity	Installer(s) must decommission a plug-in electric heater or wood-fired room heater and install a product which meets the product criteria below.
Product criteria	<p>Space air to air heat pump which:</p> <ul style="list-style-type: none"> • when measured, tested and rated in accordance with the GEMS (Air Conditioners and Heat Pumps) Determination 2013 (Cth), it achieves: <ul style="list-style-type: none"> – a minimum RTHC of at least 2kW at the H1 temperature condition – a minimum ACOP of 4.2 • is listed on the Commonwealth GEMS Register at time of installation • is listed on our Register of Products by the time VEECs are created.
Training/licensing	<ul style="list-style-type: none"> • Person decommissioning a wood-fired room heater must be licensed as a plumber by the Victorian Building Authority for mechanical services class. • If the wood-fired heater is a fireplace, the person decommissioning it must be appropriately qualified. • Person rectifying any flue penetration must be an appropriately licensed plumber. • Person installing product must be licensed as a plumber by the Victorian Building Authority for mechanical services class.
Eligible environments and installation limits	<ul style="list-style-type: none"> • Existing plug in electric heater must be: <ul style="list-style-type: none"> – used as the main form of heating the premises – connected to an electricity supply before it is decommissioned. • Existing wood fired room heater must be used as the main form of heating: <ul style="list-style-type: none"> – an entire Class 1a, 4, 5, 6, 7b or 8 Building – an entire dwelling within a Class 1b or 2 Building – a room within a Class 3 or 9 Building. • Residential premises — no limits. • Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing all products and models installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate detailing: <ul style="list-style-type: none"> – the type of product decommissioned including the brand, model and serial number – the method of decommissioning including but not limited to, disconnection and removal of flue, supply fan (where fitted), air intake and/or damper and removal of heater door and heater – the installed product brand, model and serial number. – the reparation of any ceiling or roof / wall penetration (where relevant) • Evidence of disposal via an invoice from an appropriately permitted waste management operator and/or recycling invoice. • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning, clearly showing the brand, model and serial number – the decommissioned product rendered permanently inoperable as per method of decommissioning – reparation of any ceiling or roof / wall penetration if required. – in the case of a fireplace, the full decommissioning of the fireplace – the installed product after installation clearly showing the brand, model and serial number.

Activity 10A(iv): Replacing a refrigerative air conditioner and a hard-wired room heater with a room air-to-air heat pump

Requirements	Description
Activity	Installer(s) must decommission a refrigerative air conditioner and a hard-wired room heater and install a product which meets the product criteria below.
Product criteria	<p>Space air to air heat pump which:</p> <ul style="list-style-type: none"> when measured, tested and rated in accordance with the GEMS (Air Conditioners and Heat Pumps) Determination 2013 (Cth), it achieves: <ul style="list-style-type: none"> a minimum RTHC of at least 2kW at the H1 temperature condition a minimum ACOP of: <ul style="list-style-type: none"> 4.2 if the RTHC is 3kW or less, or 4.0 in any other case is listed on the Commonwealth GEMS Register at time of installation is listed on our Register of Products by the time VEECs are created.
Training/licensing	<ul style="list-style-type: none"> Person decommissioning a refrigerative air conditioner must either be licensed as a plumber by the Victorian Building Authority for mechanical services or refrigerated air conditioner classes. Person decommissioning a hard-wired electric room heater must either be <ul style="list-style-type: none"> a licensed electrician registered by Energy Safe Victoria a Restricted Electrical Worker with suitable experience or training in Electrical Appliances or Refrigeration & Air-Conditioning. Person installing product must be licensed as a plumber by the Victorian Building Authority for mechanical services class.
Eligible environments and installation limits	<ul style="list-style-type: none"> Existing refrigerative air conditioner (non-ducted) must: <ul style="list-style-type: none"> be connected to an electricity supply before it is decommissioned not be located in a bedroom of a residential premises not be located in room with an area less than 20m² of a residential premises. Existing hard-wired electric room heater must: <ul style="list-style-type: none"> be connected to an electricity supply before it is decommissioned used as the main form of heating the premises. The refrigerative air conditioner and the electric room heater must be two separate products where the air conditioner was primarily or exclusively used to perform the function of cooling Residential premises — no limits. Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing all products and models installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • Refrigerative room air conditioner requires a VBA Compliance Certificate detailing: <ul style="list-style-type: none"> – the type of product decommissioned including the brand, model and serial number – the method of decommissioning – the installed product brand, model and serial number. • Hard-wired electric room heater requires a non-prescribed Certificate of Electrical Safety detailing: <ul style="list-style-type: none"> – the type of product decommissioned including the brand, model and serial number – the method of decommissioning. • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning to prove eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

Activity 10A(v): Replacing a refrigerative air conditioner and a plug in room heater with a room air-to-air heat pump

Requirements	Description
Activity	Installer(s) must decommission a refrigerative air conditioner and a plug in room heater and install a product which meets the product criteria below.
Product criteria	<p>Space air to air heat pump which:</p> <ul style="list-style-type: none"> when measured, tested and rated in accordance with the GEMS (Air Conditioners and Heat Pumps) Determination 2013 (Cth), it achieves: <ul style="list-style-type: none"> a minimum RTHC of at least 2kW at the H1 temperature condition a minimum ACOP of 4.2 is listed on the Commonwealth GEMS Register at time of installation is listed on our Register of Products by the time VEECs are created.
Training/licensing	<ul style="list-style-type: none"> Person decommissioning a refrigerative air conditioner must be licensed as a plumber by the Victorian Building Authority for mechanical services or refrigerated air conditioner classes. Person installing product must be licensed as a plumber by the Victorian Building Authority for mechanical services class.
Eligible environments and installation limits	<ul style="list-style-type: none"> Existing refrigerative air conditioner (non-ducted) must: <ul style="list-style-type: none"> be connected to an electricity supply before it is decommissioned not be located in a bedroom of a residential premises not be located in room with an area less than 20m² of a residential premises. Existing plug in electric room heater must: <ul style="list-style-type: none"> be connected to an electricity supply before the upgrade used as the main form of heating the premises. The refrigerative air conditioner and the electric room heater must be two separate products where the air conditioner was primarily or exclusively used to perform the function of cooling Residential premises — no limits. Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing all products and models installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate detailing: <ul style="list-style-type: none"> – the type of product decommissioned including the brand, model and serial number – the method of decommissioning – the installed product brand, model and serial number. • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning to prove eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

Activity 10A(vi): Replacing a refrigerative air conditioner and a gas/LPG room heater with a room air-to-air heat pump

Requirements	Description
Activity	Installer(s) must decommission a refrigerative air conditioner and a gas/LPG room heater and install a product which meets the product criteria below.
Product criteria	<p>Space air to air heat pump which:</p> <ul style="list-style-type: none"> • when measured, tested and rated in accordance with the GEMS (Air Conditioners and Heat Pumps) Determination 2013 (Cth), it achieves: <ul style="list-style-type: none"> – a minimum RTHC of at least 2kW at the H1 temperature condition – a minimum ACOP of: <ul style="list-style-type: none"> – 4.2 if the RTHC is 3kW or less, or – 4.0 in any other case • is listed on the Commonwealth GEMS Register at time of installation • is listed on our Register of Products by the time VEECs are created.
Training/licensing	<ul style="list-style-type: none"> • Person decommissioning a refrigerative air conditioner must be licensed as a plumber by the Victorian Building Authority for mechanical services or refrigerated air conditioner classes. • Person decommissioning a gas/LPG room heater must be licensed as a plumber by the Victorian Building Authority for mechanical services class. • Person installing product must be licensed as a plumber by the Victorian Building Authority for mechanical services class.
Eligible environments and installation limits	<ul style="list-style-type: none"> • Existing refrigerative air conditioner must: <ul style="list-style-type: none"> – be connected to an electricity supply before it is decommissioned – not be located in a bedroom of a residential premises – not be located in room with an area less than 20m² of a residential premises. • Existing gas/ LPG room heater must be connected to a gas supply before its decommissioning. • Residential premises — no limits. • Business/non-residential premises — no limits.

Requirements	Description
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing all products and models installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • VBA Compliance Certificate detailing: <ul style="list-style-type: none"> – the type of products decommissioned including the brand, model and serial number – the method of decommissioning – the installed product brand, model and serial number. • Recycling invoice(s) (where applicable). • Geo-tagged photo(s) showing: <ul style="list-style-type: none"> – the existing product before decommissioning to prove eligibility – the decommissioned product rendered permanently inoperable – the brand, model and serial number of the decommissioned product – the installed product after installation – the brand, model and serial number of the installed product.

3.5. Activity 23: Replacing a refrigerative air conditioner with a ducted evaporative cooler

Requirements	Description
Activity	Installer(s) must decommission a refrigerative air conditioner and install a product which meets the product criteria below.
Product criteria	<p>An evaporative cooler which:</p> <ul style="list-style-type: none"> • complies with AS 2913 • has a minimum rated output of 7 kW • has a minimum energy efficiency ratio of 20 kW based on measurements of nominal rating and electricity consumption in accordance with AS 2913 • is listed on our Register of Products by the time VEECs are created.
Training/licensing	<ul style="list-style-type: none"> • Person decommissioning product must be licensed as a plumber by the Victorian Building Authority for mechanical services or refrigerated air conditioner classes. • Person installing product must be: <ul style="list-style-type: none"> – licensed as a plumber by the Victorian Building Authority for water supply and mechanical services classes – a licensed electrician or a Restricted Electrical Worker with suitable experience or training, registered by Energy Safe Victoria.
Eligible environments and installation limits	<ul style="list-style-type: none"> • Existing ducted or non-ducted refrigerative air conditioner must: <ul style="list-style-type: none"> – be connected to an electricity supply before it is decommissioned – if in a residential premises, not be located in a bedroom – if in a business or non-residential premises, not be located in a room with an area less than 20m². • Residential premises — no limits. • Business/non-residential premises — no limits.
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing all products and models installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business • Non-prescribed Certificate of Electrical Safety. • VBA Compliance Certificate.

3.6. Activity 28: Gas heating ductwork

Requirements	Description
Activity	<p>Installer(s) must:-</p> <ul style="list-style-type: none"> decommission a gas heating ductwork physically install ductwork which meets the product criteria below into the premises install the ductwork according to requirements set out in AS 4254-2002 connect it to an operable space heating product.
Product criteria (28A: Flexible ductwork)	<p>Flexible ductwork which:</p> <ul style="list-style-type: none"> is constructed in accordance with AS 4254.1, tested and certified by an approved laboratory as complying with that standard, and labelled in accordance with the requirements set out in that standard is insulated using bulk insulation that is certified by an accredited body as complying with AS/NZS 4859.1 and achieves a minimum R-value of 1.5 if installed in class 1 or 10 buildings, uses fittings that achieve the R-values specified by Table 3.12.5.2 of Volume Two of the BCA if installed in class 2 to class 9 building, uses fittings that achieve the minimum total R value specified by Specification J5.2b of Volume One of the BCA is listed on our Register of Products by the time VEECs are created.
Product criteria (28B: Rigid ductwork)	<p>Rigid ductwork which:</p> <ul style="list-style-type: none"> is constructed in accordance with AS 4254.2, certified by an approved laboratory as complying with that standard is longitudinally labelled at intervals of no more than 1.5 meters in characters that are clearly legible and at least 18mm high and state the duct manufacturer's or assembler's name, the diameter of the duct core, the R-value of the bulk insulation and whether the ductwork complies with AS 4254.2 is insulated using bulk insulation that is certified by an accredited body as complying with AS/NZS 4859.1 and achieves a minimum R-value of 1.5 if installed in class 1 or 10 buildings, uses fittings that achieve the R-values specified by Table 3.12.5.2 of Volume Two of the BCA if installed in class 2 to class 9 building, uses fittings that achieve the minimum total R value specified by Specification J5.2b of Volume One of the BCA is listed on our Register of Products by the time VEECs are created.
Training/licensing	<p>Person installing product must be licensed by the Victorian Building Authority in gas fitting and mechanical services work.</p>

Requirements	Description
Eligible environments and installation limits	<ul style="list-style-type: none"> Existing gas ducted heater must be connected to a gas supply Residential premises — maximum of two products Business /non-residential premises — no limits.
Evidence	<p>For each installation you must collect and maintain the following:</p> <ul style="list-style-type: none"> VEEC assignment form completed and signed by the installer and consumer Invoice/ proof of purchase listing all products and models installed For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> the name and address of the energy consumer the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) the installation address (if different to the energy consumer) the name, address and ABN of the installer business Non-prescribed Certificate of Electrical Safety VBA Compliance Certificate Geo-tagged photo(s) showing: <ul style="list-style-type: none"> that the existing product was eligible that the product has been permanently rendered inoperable.

Document Version Control

The RM reference for this document is: C/18/15066

Version	Amendments	Effective date
1.0	First release	10 December 2018
1.1	Update to: <ul style="list-style-type: none">• remove requirement for an installer to show photo ID• fix an error to product criteria under Activity 7 and 10	21 February 2019
2.0	Update to: <ul style="list-style-type: none">• incorporate 10 June 2019 VEU specifications amendments• include activity 28 into this activity guide	10 June 2019
2.1	Revision to reflect introduction of EPA's e-waste policy	1 July 2019
2.2	Update to: <ul style="list-style-type: none">• incorporate changes to evidentiary requirements:<ul style="list-style-type: none">– added brand and model of existing product to Certificate of Electrical Safety for activities 1B, 1C, 1D, 1F and 3B– update to move certain information requirements from VBA Compliance Certificate to Certificate of Electrical Safety for activities 5A(ii) and 7A(ii)– added geo-tagged photos of installed product to activity 5A(iii)• outline criteria for use of appendix(s) with VBA Compliance Certificate and Certificate of Electrical Safety in common requirements	28 November 2019
2.3	Update to clarify evidentiary requirements for invoices for business and non-residential activities	1 April 2021
2.4	Update to: <ul style="list-style-type: none">• provide greater flexibility on persons able to decommission water heaters and the document that can capture the details of decommissioning• clarify:<ul style="list-style-type: none">– licensing and evidentiary requirements for the decommissioning of wood-fired room heaters and fireplaces.– that two different products must be decommissioned for scenarios 10A(iv) and 10A(v)– products eligible for scenarios 10A(iii) and 10A(v)	11 November 2021
2.5	Update to reflect minor updates to activities 23 and 28 to align with VEU Specifications - Version 13.0	19 September 2022

