

Victorian Energy Upgrades Performance Report 2022



Consumer fact sheet

About the Victorian Energy Upgrades program

The Victorian Energy Upgrades program is the largest energy efficiency program in Australia, providing Victorians access to discounted energy-saving products and services.

Accredited providers who deliver upgrades for households and businesses can create certificates under the program. Each certificate represents one tonne of greenhouse gas emissions saved.

Since 2009, over 2.1 million households and over 155,000 business premises have reduced their energy usage and saved on their energy bills through the program. The program is expected to deliver around 78.5 million tonnes of greenhouse gas emissions savings and valuable savings off participating consumers' energy bills since it began in 2009.

Key program outcomes in 2022



Over **818,000 upgrades** delivered in over **535,000** households and businesses



Over **7.8 million tonnes of expected greenhouse gas emissions savings**



Expected **average annual cost savings of \$100 and \$2,117** for participating households and businesses

Other 2022 program highlights

- 25 per cent increase in energy efficient upgrades delivered compared to 2021.
- Around 10.7 gigawatt hours of energy savings expected over lifetime of 2022 upgrades.
- Over 7.8 million Victorian energy efficiency certificates registered for upgrades.
- 69 per cent of upgrade activities in metropolitan Melbourne, 31 per cent in regional Victoria.
- The most common household upgrades were installation of in-home display units and weather sealing products. For businesses, it was lighting upgrades and installation of energy efficient refrigerated cabinets.



Maintaining program integrity and protecting consumers



1,020 upgrade audits and 20 investigations completed in 2022



13,020 energy-efficiency certificates surrendered in 2022 worth over **\$900,000**



Accreditation of two accredited providers suspended and one revoked in 2022



Over \$1.5 million in shortfall penalties paid by energy retailers in 2022

New laws and program requirements were introduced in 2022 to strengthen the program in the long-term interest of Victorian consumers. This includes a new enforceable code of conduct that all accredited providers and third parties operating on their behalf must comply with when engaging with households and businesses about the program.

On 1 July 2023, further program changes came into effect – including new accreditation processes and standards, and strengthened functions and powers for the commission.

Benefits for homes and businesses in Oak Park

Oak Park residents and businesses have accessed incentives under the Victorian Energy Upgrades program for over 6,200 energy efficiency upgrades from 2009, delivering just under 50,000 tonnes of expected greenhouse gas emissions savings. In 2022, there were 558 upgrades in Oak Park across 366 households, and 22 upgrades in 16 business premises.

Oak Park Primary School was one of the many premises to benefit from the program. The school replaced 256 inefficient fluorescent tubes, compact fluorescent lamps, and metal halide lamps across the school with energy efficient LED lamps in 2022.

Oak Park Primary School Principal, Michael Gill said the program “enabled the school to upgrade our lighting at virtually no cost and has the potential to save us thousands of dollars into the future.”

“The new lights now use around one quarter of the previous power consumption and provide a kinder brightness to classrooms...I would encourage other schools to participate in undertaking such energy efficiency upgrades through the program,” said Principal Gill.

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