# VEEC Assignment Form Template: In-Home Display Unit (Activity 30) – Residential Premises

#### Version 1.0 – 10 December 2018

**Instructions for accredited persons (APs) on using this template**

You must complete a VEEC assignment form to record the assignment of rights for the certificates from the energy consumer to your organisation for an activity under the Victorian Energy Upgrades program.

In using this VEEC assignment form template, you will need to:

* include **all** of the information and fields as outlined in Sections 1, 2 and 3 below into your own document to ensure compliance with the legislation
* customise the form to add your company logo and contact details
* customise the form if you wish the form to accommodate more than one activity
* ensure that all content in the form are legible to the consumer (e.g. minimum font size of Arial 9 or equivalent).

**Do not** change the words or add additional items to the declaration (e.g. your own terms and conditions) – except when customising a form to accommodate more than one activity.

**Submitting your VEEC assignment form for approval**

As part of the accreditation application process, you must provide a copy of your form for review to the commission. We may also require that you submit your forms to us for approval where updates are made to the assignment form template (as required). If you are customising your form to accommodate more than one activity, we recommend that you submit your form for review to us.

**Providing a copy of your VEEC assignment form to consumers**

You must provide a copy of the VEEC assignment form (or a document containing the same information) to consumers at the time of signing (written assignment) or within 10 business days (electronic assignment).

START OF TEMPLATE

## Section 1: Consumer rights information

As the energy consumer, you own the rights to create certificates for energy saving activities undertaken at your premises under the Victorian Energy Upgrades program.One certificate represents one tonne of carbon dioxide equivalent (CO2-e) to be reduced by the activity.

You are able to assign your right to create certificates to an accredited provider under the Victorian Energy Upgrades program. In assigning your right, the accredited provider will be entitled to create and own the certificates for the activity undertaken at your premises. In return, the accredited provider should provide you with an identifiable benefit (e.g. price reduction on a product, free installation or a cash-back arrangement).

You are responsible for ensuring you are satisfied with the terms of the assignment of certificates to **<insert name of accredited person>,** the accredited provider (as detailed below) prior to proceeding with the activity.

If you experience any issues with the outcome of this activity, you should contact **<insert name of accredited person>** to resolve the matter. For any outstanding issues, you can contact program staff members at the Essential Services Commission, the government body responsible for administering the program, by sending an email to veu@esc.vic.gov.au.

## Section 2: Installation details and installer declaration

### Part A: Installation details

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| Installation details |
| Installation address: |
| Installation date:  |
| I have installed the following in-home display (IHD) at the stated premises: |
| IHD serial number:  |
| Brand: |
| Model: |
| ZigBee enabled? ☐ Yes, go to (i) ☐ No, go to (ii) |

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| (i) Zig-Bee enabled IHD: |
| NMI: |
| MAC address: |
| Firmware version: |
| Customer’s Distribution Network Service Provider (DNSP) name: |
| Bind complete? ☐Yes ☐No\* |
| *\* Please note that the prescribed activity has not been completed until the device has been bound to the smart meter for that residence. NMI, MAC Address, Firmware Version and DNSP name are essential for proving that a unique bind has occurred.*  |

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| (ii) Non-ZigBee |
| IHD meter serial number: |
| Meter pulse rate (where applicable): |
| Device confirmed to be reading usage data correctly? ☐ Yes ☐ No\*\*  |
| Electrician licence number (for clamp-on type IHDs only)\*\* |  |
| *\*\* Clamp-on type, non-ZigBee IHDs do not bind to the smart meter, but require a sensor to be clamped onto the electrical wires leading to the meter and must be installed by a qualified and licensed electrician.* |

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| Installer details |
| Name: |
| Company name: |
| Company address: |
| Phone number: |
| Electrician licence number (if installing a non-ZigBee, clamp-on type device): |

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| Installation checklist |
| ☐ The customer’s eligibility for the activity has been confirmed. |
| ☐ The compatibility of the installed device with the tariff structure of the customer's energy contract has been confirmed. |
| ☐ The customer has been informed about all costs associated with the purchase of an IHD, including any future costs. |
| ☐ The customer has been informed that the IHD will not display all the information on their energy bill. |
| ☐ The customer has been informed about the functionality of the IHD. A demonstration has been provided where possible. |
| ☐ The IHD has a minimum warranty period which has been stated to the resident. |
| ☐ The customer has been provided with adequate instruction on how to use the IHD, and provided with printed instructions and a troubleshooting guide. |
| ☐ The customer has been informed about the on-going customer service available, including, but not limited to, assistance reinstalling a non-Zigbee device in the event that it is removed from the smart meter by the DNSP. |
| ☐ The customer has been informed about how the IHD records private information and how to clear it. |

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| Form of benefit provided |
|  Upfront cash  Price reduction  Delayed cash  Free installation  Other (please describe) |
| Amount of benefit provided for assignment of certificates: |

### Part B: Declaration by installer

I hereby declare that:

* the above product has been installed in a residential premises in accordance with the manufacturer’s guidelines
* the customer has been informed about how the IHD handles private information and how to clear it
* where the installed IHD is Zigbee enabled, I have confirmed that the IHD has been successfully bound to the smart meter
* where a clamp-on type, non-Zigbee IHD has been installed, it has been installed by a licensed electrician
* where any non-Zigbee IHD has been installed, I have ensured the sensor is correctly reading energy usage data
* the information provided is complete and accurate and that I am aware that penalties can be applied for providing misleading information in this form under the Victorian Energy Efficiency Target (VEET) Act 2007.

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| Signature: | Date: |

## Section 3: Consumer details and declaration

### Part A: Consumer details

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| Consumer details |
| Name: |
| Phone number: |
| Have you previously had an IHD installed at the property? ☐ Yes ☐ No |

### Part B: Declaration by consumer

I hereby declare that:

* I am the tenant/landlord/owner *(please circle as appropriate)* of the residence at the above installation address
* the information provided by the installer in Section 2 is correct and complete
* I understand that by signing this form I am assigning the right to create certificates for the installation to **<insert name of accredited person>**
* I have received an identifiable benefit from **<insert name of accredited person>** in exchange for assigning my rights to create the certificates for the above installation
* I have received adequate information about the product and how to use it
* I have received adequate information relating to how my private information is recorded by the IHD and how to clear this information
* I have been informed that the cost information on my energy bill may not be the same as the cost information displayed on the product, and I have been informed how the cost information displayed compares to the cost information on my bill
* the Essential Services Commission has the right to inspect the installation with reasonable notice
* I understand that information on this form will be disclosed to the Essential Services Commission for the purpose of creating certificates under the Victorian Energy Efficiency Target (VEET) Act 2007 and for related verification, audit and scheme monitoring purposes
* I am aware that penalties can be applied for providing misleading information in this form under the Victorian Energy Efficiency Target (VEET) Act 2007*.*

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| Signature: | Date: |

END OF TEMPLATE