

Essential Updates

Victorian Energy Upgrades program

April 2026

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Welcome to *Essential Updates: Victorian Energy Upgrades*, our industry newsletter with the latest updates on the Victorian Energy Upgrades (VEU) program.

First meetings of the VEU Industry Reference Group

Our new VEU Industry Reference Group (IRG) has now met twice since being established in late 2025, to enhance the way we listen and communicate with industry, providing a new way for industry to provide feedback. Read more and access meeting summaries on [our website](#).

New ceiling insulation activity commenced

The first stage of the new VEU ceiling insulation activity commenced on 14 April 2026, for upgrades in public or community housing residential premises. The activity will extend to all eligible residential premises in Victoria on 1 October 2026. Read more about:

- Ceiling insulation activity requirements, including guidance documents and forms in our [14 April update](#).
- How to apply for ceiling insulation accreditation and product registration in our [9 April update](#).

Program updates and changes

VEU space heating and cooling review, including proposed changes for multi-split reverse cycle air-conditioners (consultation open until 29 April 2026)

The Department of Energy, Environment and Climate Action (department) is seeking feedback on how the VEU program can better support the transition to efficient electric heating and cooling, and improvement opportunities for the high efficiency air conditioner activity. This includes proposals to cap incentives for multi-split reverse-cycle air conditioners (RCACs) and increase minimum co-payments for multi-split and ducted RCAC installations. Read more on [Engage Victoria](#).

Induction cooktops activity evaluation consultation response

The department has released its response to consultation on the evaluation of the VEU induction cooktop activity. Read more on [Engage Victoria](#).

Home Energy Rating Assessment updates

The Residential Scorecard tool will close on 23 June 2026, which is currently used for the home energy rating assessment (HERA) activity. The department intends to review the HERA method this year. Read more in the [department's email update](#).

Changes to VEU commercial and industrial heat pump water heater and high efficiency motors activities

We have released updated guidance materials to reflect changes to the commercial and industrial heat pump water heater activity and the high efficiency motor activity. Read more on [our website](#).

Proposed industrial heat decarbonisation activities (consultation open until 28 April 2026)

The department is seeking feedback on proposed new VEU industrial heat decarbonisation activities. Read more on [Engage Victoria](#).

Updating and clarifying record keeping requirements for non-building based lighting, and water heating and space heating and cooling activities

We have released updated activity guides to clarify and update record keeping requirements for non-building based lighting (activity 35) and to include additional requirements for water heating and space heating and cooling upgrades (activities 1, 3, 6 and 28). Read more on [our website](#).

Commercial and industrial solar activity: updated training requirements, clarification of record keeping requirements and 'activity date'

We have updated the 'White Card' training and competency requirement for the commercial and industrial solar PV system activity. We have also clarified record-keeping requirements and the 'activity date' for the activity. Read more on [our website](#).

VEU Strategic Review update

The Department of Energy, Environment and Climate Action (department) released an update on the VEU Strategic Review and proposed changes. Read more in the [department's email](#).

Revised VEU program fees in effect

VEU program fees for 2026 and 2027 took effect on 1 January 2026. Most fees remain the same, with some changing to better reflect the cost to administer and regulate the VEU program, and to align with VEU targets. Read more on [our website](#).

Release of updated VEET Guidelines, program guides, forms, and updated C&I solar inspection requirements

We have updated the *Victorian Energy Efficiency Target (VEET) Guidelines* to reflect the introduction of the commercial and industrial solar photovoltaic system (C&I solar) activity, remove the retrofit unit training requirement, and other administrative updates. We also released a new inspection assessment checklist requirement for the C&I solar activity, and other minor updates to program guides and Victorian energy efficiency certificate (VEEC) assignment forms. Read more on [our website](#).

[View all commission program updates](#).

[View all industry news from the Department of Energy, Environment and Climate Action](#).

Compliance and enforcement update

Latest enforcement action

So far this year we have taken enforcement action against seven accredited persons for allegedly

breaching the VEU rules, largely related to false information being provided about upgrades, and consumer protection breaches. The action includes:

- Accepting our first VEU court-enforceable undertaking requiring an accredited person to rectify non-compliant upgrades at their own cost.
- Three accreditation cancellations.
- One accreditation suspension.
- Two accreditation restrictions.
- Requiring Victorian energy efficiency certificates valued at over \$4.4 million in to be refused or surrendered.

Read more about our enforcement action on [our website](#).

Increased inspections lead to enforcement action

We are doing more proactive VEU compliance monitoring activity than ever this year. Our inspectors have conducted compliance blitzes across different locations in Melbourne and regional Victoria, which has led to enforcement action against three accredited businesses so far this year, with more under investigation. Our Fraud Taskforce has already called over 2,000 consumers this year to confirm upgrades were completed and compliant.

Together with data analysis, certificate assessments, audits, consumer surveys and investigations into tip-offs, this proactive monitoring helps detect non-compliance, to protect consumers and ensure program integrity. It also informs updates to program requirements and helps maintain a level playing field for accredited businesses and scheme participants that do the right thing.

Industry whistleblower reporting

Reports of non-compliance from industry and consumers play a critical role in monitoring industry compliance and ensuring a level playing field. If you're aware of someone is breaking the rules, you can tell us by calling 03 9032 1310 or emailing veu@esc.vic.gov.au.

Program statistics and data

Updated VEU Public Registers are now available in the VEU Registry, which allow users to filter information, access the data they need, and export it into Microsoft Excel. This includes information about certificates, activities, accredited persons, products, projects and Scheduled Activity Premises.

Access the [Public Registers](#) via the new VEU Registry system.

More information

Read more about the VEU program, how to participate and industry obligations on [our website](#).

Check out the monthly VEU Bulletins on [our website](#) for more information to support accredited persons' participation and compliance in the program.

Contact us

VEU support: [\(03\) 9032 1310](tel:(03)90321310) or veu@esc.vic.gov.au.

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