

Essential Updates

Victorian Energy Upgrades program
August 2025

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

New VEU Registry system launched on 3 June 2025

The new VEU Registry system went live on 3 June 2025 to provide a more secure system to meet the evolving needs of the VEU program and industry.

We thank industry users of the Registry for their engagement before and since the launch and their efforts to prepare for the new system. We acknowledge this is a significant change and we welcome feedback about opportunities for further improvement. We will continue to support industry as we stabilise and enhance the new system to deliver operational efficiencies for users and to drive program integrity.

Read more and access system user resources on [our website](#).

Program updates – program changes and clarifying requirements

Changes to the VEU program in effect– Victorian Energy Efficiency Target Amendment (Energy Upgrades for the Future) Bill 2024

The Act was amended with changes taking effect on 21 May and 1 July 2025, expanding and strengthening the VEU program, helping more households and businesses save on energy costs through cleaner, electric appliances. The changes include:

From 21 May 2025:

- VEU program and target periods extended from end of 2030 to the end of 2045.
- Removal of the 31 January creation deadline for which Victorian energy efficiency certificates (VEECs) can be surrendered to meet an energy retailer's liability for the previous compliance year.
- VEET Scheme registry account (VSRA) sections of the Act updated to deal with identified transitional issues.

From 1 July 2025:

- New prohibitions on providing false or misleading information to the commission, which apply to accredited persons, scheme participants, relevant entities and other industry participants.
- New and expanded compliance and enforcement powers for the commission including mandatory training and competency requirements for scheme participants, prohibition notices and improvement notices.
- Enabling the Victorian Government to target incentives provided to vulnerable or low-income consumers and to provide incentives where upgrades are required under other laws.

Read more and access updated guidance materials/forms in our program updates on [1 July](#) and [20 May](#).

Changes to VEU commercial and industrial heat pump water heater activities

The Department of Energy, Environment and Climate Action (the department) announced changes to the VEU commercial and industrial heat pump water heater activity (Activity 44) which took effect on 25 July 2025, which affects product eligibility. Read more and access updated industry guidance documents and forms in our [program update](#).

VEU project-based activities specification changes commenced 20 June 2025

The department made changes to VEU project-based activity specifications which took effect on 20 June 2025. The department is doing further work to make changes to the *Victorian Energy Efficiency Target (Project-Based Activities) Regulations 2017* to support future VEU growth and certificate creation for project-based activities. Read more in our [program update](#).

Clarifying eligibility requirements for water heating and space heating and cooling activities

We have updated the Water Heating and Space Heating and Cooling Activity Guide to clarify eligibility requirements for this activity. Read more in our [program update](#).

[View all program updates](#)

Other updates from the Department of Energy, Environment and Climate Action

- [Information session on 31 July 2025 about the upcoming ceiling insulation activity.](#)
- [VEU program emissions targets and shortfall penalty rate for 2026 and 2027 set.](#)
- [Industry market update and VEU work program.](#)

[View all industry news from the department.](#)

Compliance and enforcement

2025–26 Regulatory Priorities released, including our compliance and enforcement priorities

We released our *2025–26 Regulatory Priorities* in July 2025, which set out how we will deliver on the outcomes and impact areas in our strategic plan, and our compliance and enforcement priorities for 2025–26. These priorities guide our compliance and enforcement work by highlighting the areas of most risk and harm in the Victorian Energy Upgrades program, and the energy and water sectors. Read more on [our website](#).

Latest enforcement action

We recently took enforcement action against eight accredited persons for allegedly breaching the program rules, to protect consumers and program integrity. This included fining an accredited person \$69,231 for illegal telemarketing in the VEU program and restricting an accredited person from engaging in non-building based lighting upgrades for alleged non-compliance. Read more on [our website](#).

Taskforce to detect and deter falsified and fraudulent activities

One of our [compliance and enforcement priorities](#) for 2025–26 is addressing conduct that compromises market integrity, including fraudulent conduct. We have established a taskforce to detect and deter fraudulent and falsified activities in the VEU program. We are gathering intelligence, conducting targeted assessments of activities and taking strong action to protect the program's integrity and reputation.

Earlier this year, we [banned an accredited person from the VEU program](#) and ordered the surrender of certificates valued at around \$10 million for allegedly claiming certificates for household energy efficient upgrades that did not occur.

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 breaking the rules, you can tell us by calling 03 9032 1310 or emailing veu@esc.vic.gov.au.

Program statistics and data

[Interim reports](#) are now available to provide industry with certificate and product data that is not yet available in 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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