

Essential Updates

Victorian Energy Upgrades program
December 2024

[Home](#) · [VEU program](#) · [Contact](#)

Welcome to the last edition of our Victorian Energy Upgrades (VEU) industry newsletter for 2024.

As we wrap another big year for the VEU program, we're streamlining this newsletter to deliver only the most critical updates and opportunities.

For more detailed insights to support accredited persons, including guidance and tips to support compliance, check out our new monthly VEU Bulletins on [our website](#).

We look forward to engaging with you in 2025.

Annual VEU Stakeholder Forum recap

On 21 November 2024 we welcomed over 300 industry participants to our annual VEU Stakeholder Forum, including accredited persons, energy retailers, product manufacturers and other industry participants. Forum highlights included:

- program data and trends: data insights and system improvements, including the new VEU Registry system.
- compliance focus: priorities to strengthen integrity and consumer protections.
- update from Stan Krpan, CEO of Solar Victoria on the Strategic Review of the program and policy work led by the Department of Energy, Environment and Climate Action.

Your questions and strong attendance reflect industry's enthusiasm to participate in the program, see it grow and succeed in delivering the intended consumer and environmental outcomes.

Missed it? View the forum video recording and presentation slides on [our website](#). Responses to unanswered questions from the forum will soon be available on this page.

Program updates and consultations

Activity changes: refrigerator and freezer, television, clothes dryer activities

On 17 December 2024, simplified greenhouse gas abatement calculations and updated product requirements/standards came into effect for high efficiency refrigerator and freezer, high efficiency television, and energy efficient clothes dryer activities. Read more on [our website](#).

2025 VEU workplan

The Department of Energy, Environment and Climate Action (department) has released its 2025 VEU workplan. Read more on the [department's website](#).

2025 greenhouse gas reduction rates

The department has confirmed the greenhouse gas reduction rates for 2025. Read more about the rates, annual energy acquisition process for energy retailers and determining energy liabilities on [our website](#).

Project based activities response to consultation

The department has released its response to consultation on project based activities – measurement and verification. Read more on [Engage Victoria](#).

VEU program targets for 2026 and 2027 – consultation now open

Have your say on proposed VEU program targets for 2026 and 2027, including proposed changes to some fees to cover program administration costs. Read more on [Engage Victoria](#).

Updated administrative requirements for water heating and space heating and cooling activities

Following consultation, we've changed record-keeping requirements, product application requirements and forms for water heating, and space heating and cooling activities. Read more on [our website](#).

New induction cooktop activity, and warranty and co-payment requirements introduced

The new induction cooktop activity came into effect on 25 October 2025, with new warranty and co-payment requirements for a number of water heating, space heating and cooling, and cold room activities commencing on 1 February 2025. Read more on [our website](#).

VEU Strategic Review – initial consultation

The department recently conducted initial consultation for the VEU Strategic Review, with further review consultation and actions expected in the first half of 2025. Read more on [Engage Victoria](#).

Other recent program updates

- November 2024: [Clarifying activity requirements: pre-rinse spray valves \(activity 36\) and lighting \(activities 27, 34 and 35\)](#).
- November 2024: [New VEU accreditation rules - first year insights, future focus and improvements](#)
- October 2024: [Victorian energy efficiency certificate \(VEEC\) creation forms update](#).

[View all program updates](#).

Compliance and enforcement focus

Latest enforcement action

Enforcement outcomes underscore our focus on protecting consumers and the integrity of the program. View details of our recent actions on [our website](#).

Keeping heat pump hot water heater installations safe

In collaboration with Solar Victoria, the Victorian Building Authority, Energy Safe Victoria and WorkSafe Victoria we're improving standards for heat pump installations. Read more in the [latest update on this collaboration](#).

Telemarketing and doorknocking ban compliance

Telemarketing and doorknocking complaints have decreased, but breaches are still under investigation. We will act on non-compliance including penalties and suspensions. Read more about industry obligations under the bans on [our website](#).

Program statistics

View the [VEU data dashboard](#) to access program performance data since the program commenced in 2009, including VEECs created and registered, top VEEC creators and activities, and more.

Contact us

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