

# Essential Updates

Victorian Energy Upgrades program

April 2025

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Welcome to our first edition of Essential Updates: Victorian Energy Upgrades for 2025, our industry newsletter with the latest updates on the Victorian Energy Upgrades (VEU) program.

## New VEU Registry system launching 3 June 2025

We are launching a new VEU Registry system on Tuesday 3 June 2025 to support the evolving needs of the VEU program and participants, deliver enhanced functionality and a better user experience.

We shared [important information](#) with all VEU Registry users to make sure they are prepared for the transition. This includes deadlines for submission of activities, applications and updates in the current VEU Registry before it is switched to 'read-only' mode on Friday, 23 May 2025.

We held an initial information session for accredited persons and software developers to learn about and prepare for the new system, including bulk uploads. We will continue to update and support VEU Registry users to help the transition. Read more and access the information session presentation and recording on [our website](#).

## Program updates and consultations

**Co-payment and warranty requirements in effect – water heating, space heating and cooling, and cold room activities**

Some VEU water heating, space heating and cooling, and cold room activities are now subject to co-payment (from 1 February 2025) and warranty (from 31 March 2025) requirements. Read more and access updated program documents on [our website](#).

**Recent VEU consultations**

The Department of Energy, Environment and Climate Action recently consulted on the following:

- Discussion paper released as part of the Strategic Review of the VEU program – consultation closed on 10 March 2025 and recommendations from the Review will be provided to government for consideration in mid-2025. Read more on [Engage Victoria](#).
- Proposed new Energy Management Information System activity in the VEU program – consultation closed on 17 February 2025 and the response to the consultation is anticipated in May 2025. Read more on [Engage Victoria](#).
- Proposed VEU program targets for 2026 and 2027, including proposed changes to some fees to cover program administration costs – consultation closed on 16 January 2025. Read more on [Engage Victoria](#).

### Other recent program updates

- March 2025: [Clarifying eligibility requirements for space heating and cooling activity \(activity 6\)](#).
- March 2025: [New warranty requirements for water heating and space heating and cooling activities commences today](#).
- March 2025: [Updates to the VEU Register of Products - new product warranty requirements for VEU water heating and space heating and cooling products](#).
- February 2025: [Clarifying eligibility requirements for commercial and industrial heat pump water heater activity \(activity 44\)](#).

[View all program updates](#).

## Compliance and enforcement

### Latest enforcement action

We recently took enforcement action against two VEU accredited businesses for allegedly breaching the program rules, to protect consumers and program integrity. This included cancelling the accreditation of a business, ordering the surrender of Victorian energy efficiency certificates valued at around \$10 million, requiring an accredited business to do a compliance audit, and a formal warning. Read more on [our website](#).

### New resource for heat pump water system installers

A new resource is now available for installers doing heat pump water system installations in the VEU and Solar Homes programs, to improve the standard of heat pump installations. This is part of our collaboration with Solar Victoria, the Victorian Building Authority, Energy Safe Victoria and WorkSafe. Access the resource on [Energy Safe Victoria's 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.

## 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](mailto:veu@esc.vic.gov.au).

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