

Application Guide for Accredited Persons

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Introduction

The Victorian Energy Upgrades program reduces greenhouse gases by providing access to discounted energy efficient products and services. This guide outlines various application processes for those who wish to undertake activities that create Victorian energy efficiency certificates (VEECs).

About this guide

This guide provides information about the following application processes and requirements for those who wish to:

- apply for program accreditation
- apply for additional activities approval
- apply for VEEC assignment form approval.

You should also read our Obligations and Program Guide for Accredited Persons available at www.esc.vic.gov.au/become-veu-accredited, particularly if applying for accreditation.

You may only need to read individual sections of this guide, based on the application you are seeking to make:

- Section 1 outlines general information for you to understand about the program
- Section 2 outlines the process for lodging an application for accreditation
- Section 3 outlines the process for lodging an application for additional activities approval
- Section 4 outlines the process for lodging an application for assignment form approval

Who should use this guide?

You should use this guide if you are:

- considering, or seeking, accreditation to participate in the Victorian Energy Upgrades program
- seeking to get approved to undertake additional activities under the program
- seeking to get your assignment forms approved for activities under the program

About the Victorian Energy Upgrades program

The Victorian Energy Upgrades program aims to reduce greenhouse gases by making energy efficiency improvements more affordable for consumers and reducing their long-term energy consumption. It does this by providing access to discounted energy efficient products and services through a market-based energy-efficiency certificate program.

We, the Essential Services Commission, administer the Act and regulate participants in the program. Our key goal is to safeguard the integrity of the program by maintaining confidence in the energy efficiency benefits delivered to consumers, and by delivering a balanced, transparent and efficient program for participants.

Energy retailers (known as relevant entities) are required to acquire and surrender Victorian energy efficiency certificates (VEECs) to meet annual targets set in Victorian legislation.

Accredited persons (a person accredited by us under the program) that carry out certain energy efficiency activities in residential or non-residential premises can create VEECs. The number of VEECs able to be created is based on the greenhouse gas savings associated with the specific activity. The level of incentive or discount received by households and businesses varies depending on the market activity and VEEC price as the program is a market-based program.

Legal context for this guide

We have prepared this guide as a general summary of relevant parts of:

- Victorian Energy Efficiency Target Act 2007 (the VEET Act)
- Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations)
- Victorian Energy Efficiency Target (Project-Based Activities) Regulations 2017 (the PBA Regulations)
- Victorian Energy Upgrades Specifications 2018 (the VEU specifications)
- Victorian Energy Efficiency Target Guidelines (the VEET guidelines)

View these documents at www.esc.vic.gov.au/veu-legislation

This guide should not be relied upon as a substitute for legal advice and should be read in conjunction with the above legislative documents. In the event of inconsistency between this guide and the legislative documents, the content in the source documents apply.

1. Introduction to applications

1.1. About becoming an accredited person (AP)

When applying for accreditation remember that:

- successful participation as an accredited person (AP) will require your business to meet significant administrative and compliance obligations
- your compliance regime, record keeping practices and general business processes must be of a high standard
- we will scrutinise your compliance regime and record keeping practices during the accreditation process and when you are active in the program
- we treat non-compliance seriously and can lead to significant financial and legal consequences for your business.

Ensure that you adopt business practices that are appropriate for your intended scale of participation, capabilities and budget. Firstly, consider all options available to you by developing a sound understanding of the program and the role and responsibilities of an AP.

If becoming an AP is not right for you, VEU program participation can occur in other ways, such as certificate trading, or providing installation or marketing services to existing APs.

1.2. Before you begin your application

This document and the online application tool assume that you have existing knowledge about the following aspects of the VEU program:

- the basic mechanics of the program, including the role of the commission and the Department of Environment, Land, Water and Planning (DELWP)
- your obligations as an accredited person
- the nature of and method for calculating VEECs
- the nature and role of 'assigning' rights from the consumer to AP for an activity's VEECs
- how to open a VEU account, and what holding a VEU account entitles you to do
- the range of eligible prescribed activities, particularly those you intend to undertake
- the product approval process
- the installer approval process
- any mandatory training or qualification requirements relating to your chosen activities
- the VEET Act and the VEET Regulations, and other legislation relevant to your activities
- the PBA Regulations and requirements, if intending to undertake project-based activities .

For more information about the VEU program, visit www.esc.vic.gov.au/veu.

Access the application form at www.esc.vic.gov.au/become-veu-accredited

Refer to Appendix A for list of program guidance documents and forms.

1.3. VEU compliance regime

We take compliance very seriously. A condition of program participation is that you will be subject to periodic audits. These audits ensure that participants maintain the necessary records and create VEECs in accordance with the requirements of the VEU legislation. Your business practices outlined in your submitted materials are key aspects of your application.

Improper creation of certificates, whether intentional or through carelessness, can incur penalties which may lead to serious financial and legal consequences for APs.

Read more information about our compliance regime at www.esc.vic.gov.au/veu-audit-compliance

1.4. Assessment of an application

When we assess applications, we ensure that all the requirements are met.

We must refuse an accreditation application which does not comply with section 9 of the VEET Act, that is an application, which:

- is not lodged using the online VEU Registry
- does not sufficiently answer the application's questions
- is not accompanied by documents requested by the commission in the application
- is not accompanied by the \$500 accreditation fee

To ensure your application is successful and assessed in a timely manner:

- answer all the questions on the application form
- provide all requested documentation
- lodge your application using the online VEU Registry (www.veu-registry.vic.gov.au)
- respond to requests for further information by the due date
- pay the \$500 accreditation fee promptly upon receipt of invoice.

For assignment form applications, you must also include all mandatory content from the relevant assignment form template(s) and not alter the wording or declarations.

Incomplete applications

It is important that you submit an application which is 'complete' (i.e. which answers all questions on the application form and addresses all stated requirements, as well as providing all requested documentation).

Where an application is assessed as incomplete, we will issue a request for further information (RFI) asking you to assist you to submit a complete application. This request will clearly identify the incomplete areas of your application, as well as any information or additional documentation required.

We will issue a maximum of two RFIs. We believe this is sufficient to communicate the changes needed to make the application complete. It is important that you take the advice in the request for information and reply to any questions or requests fully.

We may refuse an application for accreditation, or an application for additional activities, if it remains incomplete after the applicant has responded to two RFIs on the basis that it does not comply with section 9 of the VEET Act.

You must respond to the request for information by the date stated in the request. If you do not respond on time, we may assess your application on the basis of the information already provided. This may result in refusal if we assess it to be 'incomplete' on the basis of information and documents available to us on the due date.

1.5. Managing your applications

1.5.1. Responding to a request for further information

Applications requiring further information will appear in the 'incomplete' queue under your 'accreditations history' screen in your VEU account. You, and all users on your account with the 'accreditations' role will receive an email notification when an application is returned.

To resubmit an application:

- Click on the application ID from the 'incomplete' queue and follow these steps:
- Provide requested information, either by:
 - amending the relevant response(s) in your application form
 - adding a new file attachment
 - replacing an existing file attachment by deleting the existing file and then adding a new file (it is important to delete old files given the document limit
 - entering comments via the 'notes' box – click 'new', add comments, and click 'save'
- Click 'resubmit' to resubmit the application to the commission for assessment.

Resubmitted applications are moved to the 'pending assessment' queue.

1.5.2. How to withdraw an application

You can withdraw an application that has been returned to your account as 'incomplete' and resubmit it at a later date. You may not want to continue with your application, or you may like an

indefinite period of time to review and redraft your business processes in relation to the VEU program.

Withdrawing an application does not negatively affect any subsequent applications submitted by your business.

To withdraw an application, click on the relevant application ID from the 'incomplete' queue to display the application page and click the 'withdraw' button on the page.

1.5.3. Viewing your application

You can view the details of your submitted applications via '**Accreditation History**' in your VEU account.

- View approved applications in your 'approved' status queue.
- View applications still to be assessed in your 'pending assessment' status queue.
- View applications that have been returned with a request for further information in your 'incomplete' status queue.

1.6. Important things to remember

1. You need the 'accreditations' user role within your VEU account to lodge an application

The primary user of your VEU account is allocated the 'accreditations' role by default with access to the accreditations functions. It is the primary user's responsibility to assign the 'accreditations' role to other users of the account based on your organisational needs.

2. Complete your application in one sitting

The application portal does not permit you to save an incomplete application and return to it later. Before you begin, ensure you have all documentation ready to upload.

3. Do not click 'submit' until the very end

When you click 'Submit', your application will be submitted and you will be unable to amend it. **Do not submit until you have completed every tab.**

4. Only use the 'notes' sections for brief comments, if required

Your application should comprise of your application form and supporting documents. The text boxes in the accreditations tool are for brief notes only; they are not for assessable parts of the application.

5. Processing timeframes will vary

The processing time for your application will depend on several factors, including commission workload and the quality of your application. To ensure faster assessment, submit a quality application that provides all required information. If your application is missing information, we will issue a request for information which extends the assessment time.

6. Respond to requests for further information in a timely fashion

If we send you a formal request for further information, you must respond by the due date stated in the RFI. If you do not respond on time, your application will be assessed using the information provided. You may request more time.

7. Changes to your VEEC assignment forms approved by the commission

Using an assignment form that does not comply with the mandatory requirements may result in the improper assignment of rights to create VEECs; you may not be able to create VEECs, or VEECs may be required to be surrendered.

8. Public lighting upgrades (activity 27) accreditation

If applying only for accreditation to undertake public lighting upgrades, use the specific public lighting upgrades application form. Access the application form and guidance documents at www.esc.vic.gov.au/public-lighting.

9. Non-building based lighting upgrades (activity 35) accreditation

If applying only for accreditation to undertake non-building based lighting upgrades, use the specific non-building based lighting upgrades application form. Access the application form and guidance documents at www.esc.vic.gov.au/non-building-based-lighting.

10. Project-based activities accreditation

You need to apply for project-based activity accreditation using the specific project-based activity application form. Access the application form and guidance documents at www.esc.vic.gov.au/project-based-activities.

11. Gas efficiency (activities 37-42) accreditation

If applying only for accreditation to undertake gas efficiency activities, use the specific gas efficiency activities application form. Access the application form and guidance documents at www.esc.vic.gov.au/gas-efficiency-activities.

12. Cold room activity

If you are applying only for accreditation to undertake cold room activities, you must use the specific cold room activity application form. Access the application form and guidance documents at www.esc.vic.gov.au/cold-room-activity

13. Commercial and industrial heat pump water heater activity

If you are applying for accreditation to undertake commercial and industrial heat pump water heater activities, you must use the specific commercial and industrial heat pump water heater accreditation application form.

A streamlined accreditation is available for organisations who have already been accredited for water heating, gas efficiency or cold room activities under the VEU program provided they have:

- received their accreditation approval within two years of submitting an application for the commercial and industrial heat pump water heater activity, and/or
- created certificates under the program for water heater, gas efficiency or cold rooms upgrades within two years of submitting an application for the commercial and industrial heat pump water heater activity.

Access the application form and guidance documents at <https://www.esc.vic.gov.au/commercial-and-industrial-heat-pump-water-heater>

2. Applying for accreditation application

Accreditation under the VEU program allows you to create VEECs and submit them for registration. You can create VEECs for undertaking activities which help Victorian energy consumers to reduce their energy consumption. Once your VEECs are registered, you can trade them in the VEEC market. This allows your business to offer a benefit to consumers (for example through a price reduction or installation of free products).

To lodge your application, you need to:

- prepare your documentation and have it ready for upload
- log into your VEU account at www.veu-registry.vic.gov.au
- open a new application for VEU accreditation
- upload all required documentation to the relevant tabs

2.1. Collating your documentation

2.1.1. Documentation requirements

Apply for accreditation using the VEU Accreditation Application Form.

Before you apply, collate and save the documentation outlined in Table 1 on your computer.

Please note only tabs 1 and 8 are relevant for project-based activities (PBA) applications.

Table 1: Accreditation document requirements

	Documentation	Details	Upload to
1.	A completed application form	Download the relevant application form from the VEU Registry	Tab 1 Select Activities
2.	Letter of authority to act on your organisation's behalf (if relevant)	See the application form for more information.	Tab 8 Documents for Approval
3.	An organisational chart (or equivalent statement)	See the application form for more information.	Tab 2 Business/Activity Model
4.	Templates of contracts for contracted installers (optional)	See the application form for more information.	Tab 3 Contractual Arrangements
5.	Process for determining eligibility of premises (if relevant)	See the application form for more information.	Tab 4 Processes & Policies

	Documentation	Details	Upload to
6.	Process for undertaking installations (if relevant)	See the application form for more information.	Tab 4 Processes & Policies
7.	Process for decommissioning (if relevant)	See the application form for more information.	Tab 4 Processes & Policies
8.	Stock management tools (optional)	See the application form for more information.	Tab 4 Processes & Policies
9.	Privacy policy (if relevant)	See the application form for more information.	Tab 4 Processes & Policies
10.	An explanation of your record keeping policy	See the application form for more information.	Tab 5 Record-Keeping System
11.	Phone audit scripts (if relevant)	See the application form for more information.	Tab 6 Quality Assurance System
12.	Field audit scripts (if relevant)	See the application form for more information.	Tab 6 Quality Assurance System
13.	Internal documents related to compliance and quality assurance (optional)	See the application form for more information.	Tab 6 Quality Assurance System
14.	Internal training material (if relevant)	See the application form for more information.	Tab 7 Training & Development
15.	Evidence of authority to sign	See the application form for more information.	Tab 8 Documents for Approval
16.	ASIC Company Extract	See the application form for more information	Tab 8 Documents for Approval
17.	Statutory declaration	See the application form for more information.	Tab 8 Documents for Approval
18.	A signed letter of undertaking	See the application form for more information.	Tab 8 Documents for Approval
19.	Evidence of mandatory insurance coverage	See the application form for more information.	Tab 8 Documents for Approval
20.	Assignment forms	See the application form for more information.	Tab 8 Documents for Approval

	Documentation	Details	Upload to
21.	Leave behind material (if relevant)	See the application form for more information.	Tab 8 Documents for Approval

2.1.2. How to upload your documents

Upload supporting materials as a single document per tab

For example, under the processes and policies tab, upload supporting materials addressing your various processes and policy (e.g. installation, eligibility, decommissioning etc.) as one document. The exception is documents to be uploaded under Tab 8 (Documents for Approval). These documents must be submitted individually.

Adhere to the following naming convention for uploaded documents:

Name your documents using the file naming convention:

[VEU account name] - [section/tab/document name] - [version number] – [date – YYYY/MM/DD]

For example: ACME Electrical - processes & policies – v1.0 - 20221201

Delete superseded documents when uploading the updated version in response to a RFI:

For example, the updated document from the example used above would be 'Acme Electrical - processes & policies - v2.0'

Attach the updated document to the processes and policies tab and delete the existing attachment (e.g. 'Acme Electrical - processes & policies - v1.0')

Attach the supporting documents to the corresponding tab as detailed in section 2.1.1

Do not attach updated documents to the 'Select activities' tab when responding to a RFI. Failure to adhere to the above instructions, may result in assessment delays.

2.2. Accreditation application process

To lodge your application:

- Click on the 'New Accreditation' menu item in your VEU account
- Select 'Accreditation Application'.

Stage 1: Uploading your documentation

On the first tab you are required to select the activities you wish to undertake. You should then step through the tabs and upload the documents as per the instructions in each tab. See Table 1 for more details on where to upload each document.

When all tabs have been completed you can click on the 'submit' button at the bottom of the accreditations page. Complete the application process by accepting the application's terms and conditions.

You will receive an application identification number and your application will now be viewable under the 'accreditations history' features located in the left hand menu on the portal. Your application status will be 'Submitted'.

Stage 2: Submission

After you submit your application, it will be allocated to an accreditations analyst.

Stage 3: Initial assessment

The accreditations analyst will review your application. If your application is incomplete, you will be issued a formal request for further information (RFI) letter.

Stage 4: Request for further information

The RFI letter will clearly identify:

- the incomplete area(s) of your application
- the additional information that you need to provide
- the date that you need to respond by

If you do not respond by the due date, the analyst may assess your application based on the information provided. This may result in refusal on the grounds of incompleteness.

Stage 5: Final assessment

Once you have supplied the required information, we will finalise the assessment of your application. This stage involves two main steps:

Background checks

Background checks could include:

- using information from ASIC to identify other companies, individuals named in your application have been involved with or continue to be involved with
- using the VEU Registry audit log records to ascertain whether any individuals named in your organisation are currently or formerly involved with another AP as an installer or an account user
- researching your involvement and compliance history in similar schemes, either using publicly available information or under formal information sharing arrangements with other regulators

Identify key risks and concerns

On the basis of the information you have provided, we will identify the aspects of your business model that pose the greatest compliance risk. These risks will be communicated to you upon accreditation.

Stage 6: Compliance assessment

Your application is then reviewed by the VEU compliance team. In most cases, the compliance team will meet with you to verify that the information in your application reflects your actual business processes.

Stage 7: Invoicing

We will email you an invoice for the \$500 accreditation fee. This fee is a requirement in order to progress approval of your accreditation application.

Stage 8: Accreditation approval

After we receive your accreditation fee, if approved, the application is finalised and a signed letter confirming your accreditation will be forwarded to you.

In the letter, you will be issued a risk rating between 1 and 5 (5 being the highest risk), along with any specific areas of concern we have identified. This rating is determined on the basis of the materials provided in your application. Applicants typically start with a high risk rating, but if you maintain a positive compliance record over the medium term, this rating can change.

Stage 9: Updating your public register information

If successful, once you receive your accreditation approval letter, log into your account and select the information you want to publish on the public Register of Accredited Person', such as:

- activities you undertake
- areas you service
- the type of service you offer
- benefits you offer to consumers.

Stage 10: Uploading your VEEC creations

Based on your assigned risk rating and the risk profile of the activities you undertake; we will tailor the frequency and type of documentation you need to submit to verify your VEEC creation claims.

For 'high risk' activities, we will have communicated to you your required audit percentage. You will need to submit these audit results as part of your VEEC creation claims for these activities.

In addition, we may also request other documentation to verify any of your VEEC creation claims. Other documentation may include assignment forms, compliance certificates and evidence of decommissioning. We will review your early VEEC creation claims closely to verify your claims are undertaken in compliance with the program requirements. As we develop confidence in your VEEC creation claims, we will typically request supporting documentation less frequently. However, where reviews undertaken reveal a pattern of non-compliance, your VEEC creation claims may be subject to further scrutiny.

3. Applying for additional activities

You will need to complete the VEU Additional Activity Application Form to apply for approval to undertake additional activities, further to your original accreditation application. To lodge your application:

- prepare your documentation and have it ready for upload
- log into your VEU account at www.veu-registry.vic.gov.au
- open a new application for additional activities
- upload all required documentation to the relevant tabs

3.1. About applying for additional activities approval

Your original accreditation application would have included several supplementary attachments. These documents will have provided us with a thorough description of the business model and the processes and policies you intended to implement to support your proposed participation in the activities nominated in your original application.

Applications to undertake additional activities need to include updated documents, providing a description of how your business model will accommodate the new activities, and the processes and policies you will implement in order to support the undertaking of these new activities. Depending upon the type of additional activities you are proposing to undertake, you may need to submit significantly revised documentation and/or additional documentation to support your application.

When including new activities into your business model ensure you adopt business practices appropriate for your intended scale of participation, your capabilities and budget, and your business size. Consider all options available to you first by extending your existing understanding of the program to encompass the requirements of your chosen additional activities.

3.2. Collating your documentation

3.2.1. Documentation requirements

Before applying, collate the following documentation and have them saved on your computer.

Please note only tabs 1 and 8 are relevant for PBA applications.

Table 2: Additional activities document requirements

	Documentation	Details	Upload to
1.	A completed application form	Download the relevant application form from the VEU Registry	Tab 1 Select Activities
2.	Letter of authority to act on your organisation's behalf (if relevant)	See the application form for more information.	Tab 8 Documents for Approval
3.	An organisational chart (or equivalent statement)	See the application form for more information.	Tab 2 Business/Activity Model
4.	Templates of contracts for contracted installers (optional)	See the application form for more information.	Tab 3 Contractual Arrangements
5.	Process for determining eligibility of premises (if relevant)	See the application form for more information.	Tab 4 Processes & Policies
6.	Process for undertaking installations (if relevant)	See the application form for more information.	Tab 4 Processes & Policies
7.	Process for decommissioning (if relevant)	See the application form for more information.	Tab 4 Processes & Policies
8.	Stock management tools (optional)	See the application form for more information.	Tab 4 Processes & Policies
9.	Privacy policy (if relevant)	See the application form for more information.	Tab 4 Processes & Policies
10.	An explanation of your record keeping policy	See the application form for more information.	Tab 5 Record-Keeping System
11.	Phone audit scripts (if relevant)	See the application form for more information.	Tab 6 Quality Assurance System
12.	Field audit scripts (if relevant)	See the application form for more information.	Tab 6 Quality Assurance System
13.	Internal documents related to compliance and quality assurance (optional)	See the application form for more information.	Tab 6 Quality Assurance System
14.	Internal training material (if relevant)	See the application form for more information.	Tab 7 Training & Development

	Documentation	Details	Upload to
15.	Evidence of authority to sign	See the application form for more information.	Tab 8 Documents for Approval
16.	ASIC Company Extract	See the application form for more information	Tab 8 Documents for Approval
17.	Statutory declaration	See the application form for more information.	Tab 8 Documents for Approval
18.	A signed letter of undertaking	See the application form for more information.	Tab 8 Documents for Approval
20.	Assignment forms	See the application form for more information.	Tab 8 Documents for Approval
21.	Leave behind material (if relevant)	See the application form for more information.	Tab 8 Documents for Approval

3.2.2. How to upload your documentation

This process is the same as uploading documentation for an accreditation application, refer to section 2.1.2.

3.3. Additional activity application process

To lodge an application, click on the 'New Accreditation' menu item in your VEU account and select 'Application for Additional Activities'.

Stage 1: Uploading your documentation

The process is the same as uploading documentation for an accreditation application – please refer to section 2.2., stage 1 See

Table 2: Additional activities document requirements above for details on where to upload each document.

Stage 2: Submission

After you submit your application, it is allocated to an accreditations analyst.

Stage 3: Initial assessment

The accreditations analyst will review your application. If your application is incomplete, you will a request for information. If we need to clarify your response(s), we will highlight the relevant area(s) of your application form and add specific comments.

Stage 4: Request for further information

The request for information letter will identify:

- the incomplete area(s) of your application
- the additional information that you need to provide
- the date that you need to respond by

If you do not respond by the due date, the analyst may assess your application based on the information provided. This may result in your application being refused on the grounds of incompleteness.

Stage 5: Final assessment

Once you have supplied the required information, we will finalise the assessment of your application. This stage involves background checks and identifying key risks and concerns.

Background checks

Background checks could include:

- using the VEU Registry to analyse your VEU activity history and compliance record
- researching your involvement and compliance history in similar schemes, either using publicly available information or under formal information sharing arrangements with other regulators.

Identify key risks and concerns

On the basis of the information you have provided, we will identify the aspects of your business model that pose the greatest compliance risk. These risks will be communicated to you upon accreditation.

Stage 6: Compliance assessment

Your application is then reviewed by the VEU compliance team. They will verify that the information in your additional activities application reflects your actual business processes. They may also meet with you for additional verification and assurance purposes.

You will be required to meet with the VEU director if you have applied for:

- Public lighting upgrade (activity 27)
- Building based lighting upgrade (activity 34)
- Non-building based lighting upgrade (activity 35)

Stage 7: Approval

Once the VEU compliance team completes their review your application will be finalised and formally approved, or you may be required to submit further information.

Stage 8: Updating your public register information

If successful, once you are approved, you should log into your account and select any additional information you want to publish on the public Register of Accredited Persons, such as:

- the new activities you are now able to undertake
- the areas you service
- the type of service you offer
- the benefits you offer to consumers.

Stage 10: Uploading your VEEC creations

Based on your assigned risk rating and the risk profile of the activities you undertake; we will tailor the frequency and type of documentation you need to submit to verify your VEEC creation claims.

For 'high risk' activities, we will have communicated to you your required audit percentage. You will need to submit these audit results as part of your VEEC creation claims for these activities.

We may also request other documentation to verify any of your VEEC creation claims. This may include assignment forms, compliance certificates and evidence of decommissioning.

We will review your early VEEC creation claims closely to verify your claims are undertaken in compliance with the program requirements.

As we develop confidence in your VEEC creation claims, we will typically request supporting documentation less frequently. However, where reviews undertaken reveal a pattern of non-compliance, your VEEC creation claims may be subject to further scrutiny.

4. Lodging a VEEC assignment form

If you make changes to your VEEC assignment form or customise your form to accommodate more than one activity, you should submit the form to us for review and approval. We may also request you submit your amended assignment forms to us for review and approval further to any updates made to our mandatory information for VEEC assignment form changes.

To lodge your application, you need to:

- prepare your documentation and have it ready for upload
- log into your VEU account at www.veu-registry.vic.gov.au
- open a submission of new VEEC assignment forms
- upload the relevant VEEC assignment form

4.1. Important things to remember

This feature is for existing APs

Only existing APs can use the online VEEC assignment form. If you have applied to become an AP you need to submit your VEEC assignment form for assessment as part of your application for accreditation, not via this process.

You must be approved to undertake the activity relating to your VEEC assignment form

Similarly, submitting a VEEC assignment form for an activity does not constitute an application for that activity. You must apply for and be approved to undertake an activity before you can create VEECs (see section 3 on lodging an application for additional activities)

Changes to your VEEC assignment forms must be approved by the commission

Using a VEEC assignment form that does not comply with the mandatory requirements may result in the improper assignment of rights to create VEECs. In such situations you may be required to surrender any associated VEECs.

4.2. Documentation requirements

VEEC assignment form submission

What you need to do: Generate your organisation's VEEC assignment form(s) based on the current templates on the commission website. Access the templates from the relevant activity pages at www.esc.vic.gov.au/veu-activities

VEEC assignment form submission

What to attach:	<ul style="list-style-type: none">• Copy of the VEEC assignment form(s) you intend to use in your participation in the VEU program• Statement outlining the proposed changes to your assignment form (for amendments made to an existing assignment form)• Statement regarding how you will be providing consumers with copies of your assignment form (whether electronic or paper copy)• If you propose to use electronic assignment forms, you must provide legible screenshots of all sections of your assignment form
Special instructions:	Public lighting upgrades (activity 27), building based lighting upgrades (activity 34) and non-building based lighting upgrades (activity 35), require submission of the relevant compliance declaration templates.

4.3. VEEC assignment form approval process

Stage 1: Initial submission

Generate your organisation's VEEC assignment form and submit it via the online portal using the instructions above. Your assignment form will be assigned to an accreditations analyst. The status of the application will change from 'Submitted' to 'Pending Assessment'.

Stage 2: Initial assessment

We will review your VEEC assignment for completeness.

If information missing, we will return the form to you as 'Incomplete' highlighting the information required in the notes section of the portal. We will also highlight any content in your form that deviates from the current VEEC assignment form template.

The status of the application will change from 'Pending Assessment' to 'Incomplete'.

Step 3: Request for further information (if relevant)

If you receive a request for further information, you have 30 days to amend and resubmit your VEEC assignment form. Failing to respond by the due date, may lead to the form being assessed using the information available to the accreditations analyst.

If you need more time, notify the accreditations analyst. When you resubmit your form, the assessment will continue.

If further information or amendments are required, the accreditations analyst will follow up with further requests for information. When this occurs, the status of the application will change from 'Pending Assessment' to 'Incomplete'.

Stage 4: Final assessment

When you have provided all required information the accreditations analyst will complete their review of your VEEC assignment form. The form will be endorsed by the accreditations analyst to the accreditations team leader for final approval. The status of the application will change to 'Endorsed'.

Stage 5: Approvals

The accreditations team leader will review and approve or refuse your VEEC assignment form.

You will receive an email to advise you that your form has been approved. The status of the application will change to 'Approved'. You can now use your VEEC assignment form when undertaking prescribed activities.

Appendix A: Key resources

Resource	Description
Obligations and Program Guide for Accredited Persons	This document provides information about the VEU program, obligations as an accredited person and guidance on creating VEECs. It must be read in conjunction with the relevant activity guide(s).
VEU Accreditation Application Form	This application should be used when applying for accreditation to undertake activities under the VEU program (aside from project-based activities, public lighting upgrades and non-building based lighting upgrades, gas efficiency, cold room and commercial and industrial heat pump water heater).
VEU Additional Activity Application Form	This application should be used by accredited persons when applying to undertake activities under the VEU program which they not previously been approved for (aside from project-based activities, public lighting upgrades and non-building based lighting upgrades, gas efficiency, cold room and commercial and industrial heat pump water heater).
Public Lighting Upgrade (Activity 27) Application Form	This document should be used by those seeking to undertake public lighting upgrade activities (activity 27) under the VEU program.
Non-Building Based Lighting Upgrade (Activity 35) Application Form	This document should be used by those seeking to undertake non-building based lighting upgrade activities (activity 35) under the VEU program.
Project-Based Activities Application Form	This document should be used by those seeking to undertake project-based activities (PBA) under the VEU program.
Gas Efficiency Activity Application Form	This document should be used by those seeking to undertake gas efficiency activities under the VEU program.
Cold Room Activity Application Form	This document should be used by those seeking to undertake cold room activities under the VEU program.
Commercial and Industrial Heat Pump Water Heater Activity Application Form	This document should be used by those seeking to undertake commercial and industrial heat pump water heater activities under the VEU program.
Water Heating and Space Heating/Cooling Activity Guide	This document summarises all key requirements (activity, product, training/licensing, eligible environments and installation limits, and evidence) for activities 1, 3, 5, 7, 9 10, 23 and 28.

Resource	Description
Space Conditioning, Shower Rose and Incandescent Lighting Activity Guide	This document summarises all key activity requirements (product, installation, decommissioning, training, safety, and evidentiary) for activities 12, 13, 14, 15, 17 and 21.
Appliances Activity Guide	This document summarises all key requirements (activity, product, training/licensing, eligible environments and installation limits, and evidence) for activities 22, 24, 25, 26, 30, 31, 33 and 36.
Building Based Lighting Upgrade Activity Guide	This document summarises all key requirements (activity, product, training/licensing, eligible environments and installation limits, and evidence) for building based lighting upgrade (activity 34).
Non-Building Based Lighting Upgrade Activity Guide	This document summarises all key requirements (activity, product, training/licensing, eligible environments and installation limits, and evidence) for non-building based lighting upgrade (activity 35).
Public Lighting Upgrade Activity Guide	This document summarises all key requirements (activity, product, training/licensing, eligible environments and installation limits, and evidence) for public lighting upgrade (activity 27).
Measurement and Verification Method Activity Guide	This document summarises all key activity requirements for the project-based activities, measurement and verification method.
Benchmark Rating Method Activity Guide	This document summarises all key activity requirements for the project-based activities, benchmark rating method.
Gas Efficiency Activity Guide	This document summarises all key activity requirements for gas efficiency activities 37, 38, 39, 40, 41 and 42.
Cold Room Activity Guide	This document summarises all key activity requirements for the cold room activity.
Commercial and Industrial Heat Pump Water Heater Activity Guide	This document summarises all key activity requirements for the commercial and industrial heat pump water heater activity.
VEEC Creation Audit Guide for Accredited Persons	This document outlines the types of audits which can be undertaken, the audit process and the responsibilities you will need to meet as an accredited person in respect of audits and recordkeeping.
VEEC assignment forms	VEEC assignment form templates are available from the relevant activity pages on the commission website. These templates detail the information requirements for inclusion in an activity's VEEC assignment forms.
Application Guide for Product Applicants	This document outlines the product application process. If also seeking to apply for product approval, you should review this

Resource	Description
	document and submit any product applications in parallel to your application for accreditation.
VEU Compliance and Enforcement Policy	This document explains the enforcement powers available to the Essential Services Commission to secure compliance with the Victorian Energy Upgrade program's legislative requirements

Document version control

The RM reference for this document is: C/18/19543

Version	Updates made	Date published
1.0	First release	10 December 2018
1.1	Amendments to reflect introduction of gas efficiency activities	1 July 2019
1.2	KM review June 2020	July 2020
1.3	Amendments to reflect introduction of cold room activity	17 August 2021
1.4	Amendments to reflect introduction of commercial and industrial heat pump water heater activity	1 February 2022