

Cold Room Activity Guide

1 September 2025



Acknowledgement

We acknowledge the Traditional Owners of the lands and waterways on which we work and live.

We acknowledge all Aboriginal and Torres Strait Islander communities, and pay our respects to Elders past and present.

As the First Peoples of this land, belonging to the world's oldest living cultures, we recognise and value their knowledge, and ongoing role in shaping and enriching the story of Victoria.

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Contents

Guide overview	1
1. Introduction to cold room activity	3
1.1. Which cold room upgrades are eligible	3
1.2. Common activity requirements	5
2. Calculating Victorian energy efficiency certificates	7
2.1. Calculation variables	7
2.2. Certificate claim for multiple cold rooms upgraded with a shared condenser and/or compressor	8
3. Requirements for personnel undertaking cold room activity	10
3.1. Required installer training and qualifications	10
3.2. Role of the upgrade manager	10
4. Activity requirements	11
4.1. Assignment of rights to create VEECs	11
4.2. Co-payment requirements	11
4.3. Consumer information provision requirements	11
5. Record-keeping requirements	13
5.1. Record-keeping obligations	13
5.2. Geo-tagged photograph obligations	13
5.3. Minimum record-keeping requirements	14
6. Cold room activity process	20
6.1. Become accredited	20
6.2. Register scheme participants in the VEU Registry	20
6.3. Undertake the upgrade and collect records	21
6.4. Assignment of rights	21
6.5. Create VEECs in the VEU Registry	22
6.6. VEEC assessment	23
6.7. Commission registers VEECs (if eligible)	23
Glossary	24
Appendix A: Calculation for cold room activities and worked examples	25

Guide overview

Accredited persons (APs) and their installers under the Victorian Energy Upgrades (VEU) program must comply with program requirements when undertaking cold room activities to create Victorian energy efficiency certificates (VEECs).

About this guide

Use this guide for assistance in meeting the specific requirements (products, installation, decommissioning, recommissioning, training, safety and evidentiary) for cold room activity upgrades. We have split the guide into five key sections:

- Section 1: Introduction to cold room activity
- Section 2: Calculating Victorian energy efficiency certificates
- Section 3: Requirements for personnel undertaking cold room activity
- Section 4: Record keeping requirements
- Section 5: Cold room activity process

You should read this guide in conjunction with our Obligations and Program Guide for Accredited Persons for:

- overarching information about the Victorian Energy Upgrades program
- your obligations under the program
- guidance on how to create VEECs under the program.

Access this document at www.esc.vic.gov.au/veu-accredited-persons

Who should use this guide

You should use this guide if you are:

- seeking accreditation to undertake cold room activities under the program
- accredited to undertake cold room activities under the program
- an installer seeking to undertake installations for this activity under the program.

This guide will help you to understand the activity, your responsibilities, and evidentiary requirements you must meet to create and register VEECs.

To apply for accreditation for this activity, access the required documents at www.esc.vic.gov.au/become-veu-accredited

Seeking assistance

If you are unsure about any aspects of undertaking this activity and cannot find the answer in this guide or the documents listed above, contact VEU support on (03) 9032 1310 or veu@esc.vic.gov.au.

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 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 substitute for legal advice and should be read in conjunction with the above source documents. While the commission has made every effort to provide current and accurate information, you should obtain professional advice if you have any specific concern, before relying on the accuracy, currency or completeness of this information. In the event of inconsistency between this guide and the source documents, the content in the source documents apply.

Feedback on this guide

We are committed to implementing a risk-based regulatory framework for this activity. To achieve this objective, we would like to hear from you if you have any feedback on the requirements set out in this guide.

To provide feedback, please contact VEU Support on veu@esc.vic.gov.au or (03) 9032 1310.

1. Introduction to cold room activity

In August 2021, the Department of Environment, Land, Water and Planning introduced the cold room activity to the VEU program under Part 43 of the VEET Regulations. The new cold room activity (activity 43) provides for three activity upgrade scenarios that are tailored towards simple retrofit upgrade installations of new cold rooms.

A summary of the new cold room activity upgrade scenarios is described in [Table 1](#).

These activities are based on a deemed method for calculating Victorian energy efficiency certificates (VEECs) under the Victorian Energy Upgrades (VEU) program. If your cold room activity is complex or linked to another upgrade, we recommend you consider the suitability of the measurement and verification method for project-based activities in accessing certificates under the program.

Find out how to participate in project-based activities at www.esc.vic.gov.au/project-based-activities

Table 1 Summary of eligible cold room activity scenarios

Activity scenario	Summary description
43A	Installing an electronic expansion valve and compatible superheat controller in a refrigeration system
43B(i)	Installing a refrigeration system that includes at least three of the parts as set out in Table 2 below.
43B(ii)	Installing a refrigeration system that includes all of the five parts as set out in Table 2 below.

1.1. Which cold room upgrades are eligible

For the cold room upgrade to be eligible under the VEU program:

- the upgrade must take place in an eligible site
- the product installed must be eligible
- you must be accredited to undertake the cold room activity
- the upgrade must be undertaken in accordance with the activity requirements, licensing requirements and record-keeping requirements.

1.1.1. Eligible sites

To be eligible, the upgrade must be undertaken in a business/non-residential premises. The upgrade must be for a room or structure where goods are stored at temperatures below 7 degrees Celsius. It must not be for a room or structure which is:

- a refrigerated cabinet
- equipment or a product used exclusively for medical, scientific, or research purposes; or
- a portable or mobile cold room or refrigerated container.

1.1.2. Eligible products

Products are not required to be listed in the VEU Register of Products or any other product registers.

The installation and commissioning of all upgrade product(s) and parts must meet the product criteria listed in [Table 2](#).

Table 2: Product criteria for cold room activity scenarios

Activity	Product criteria
43A	Installing for a cold room, with a minimum internal floor area of 4m ² , an electronic expansion valve and a compatible superheat controller that: <ul style="list-style-type: none">• are designed to be installed together in the refrigeration system of a cold room; and• when installed together into a refrigeration system can and will automatically control the superheat of the refrigeration system.
43B(i)	Installing for a cold room, with a minimum internal floor area of 4m ² , a refrigeration system that includes at least three of the parts set out in this table for activity 43B(ii) provided that at least one of the three parts must be: <ul style="list-style-type: none">• technology capable of varying condensing temperature with ambient temperature to improve system performance; or• compressors with variable capacity modulation such as variable speed capacity control, other than<ul style="list-style-type: none">– on/off capacity control on single compressor systems– hot gas bypass– fixed stage cylinder unloading
43B(ii)	Installing for a cold room, with a minimum internal floor area of 4m ² , a refrigeration system that includes all of the following parts:

- technology capable of varying condensing temperature with ambient temperature to improve system performance
- compressors with variable capacity modulation such as variable speed capacity control, other than
 - on/off capacity control on single compressor systems
 - hot gas bypass
 - fixed stage cylinder unloading
- electronic expansion valve and compatible superheat controller that meet the requirements of Activity 43A
- speed controlled condensing fans, that
 - are electronically commutated (EC) fans, or
 - are variable speed drive (VSD) driven fans
- evaporator fans, that are electronically commutated (EC) fans.

1.1.3. Appropriate accreditation and approvals

You must be accredited by us and approved for the cold room activity to create VEECs for this activity.

Find out how to become accredited at <https://www.esc.vic.gov.au/become-veu-accredited>.

1.2. Common activity requirements

Accredited persons and scheme participants must ensure that they undertake activities in accordance with the program rules as listed in the VEET Act, VEET Regulations (including the code of conduct provisions), VEU Specifications and VEET Guidelines.

In addition, all activities under the VEU program must be undertaken in accordance with the provisions of the Australian Consumer Law (Victoria), the Electricity Safety Act 1998, the Gas Safety Act 1997, the Occupational Health and Safety Act 2004 or the Building Act 1993 or the regulations under any of those Acts.

Marketing and lead generation requirements

Accredited persons and scheme participants (such as lead generators) must comply with all relevant laws when undertaking lead generation and marketing activities under the program including:

- the VEU code of conduct provisions in Schedule 6 of the [VEET Regulations](#), including the ban on ‘cold-call’ telemarketing and doorknocking lead generation or marketing practices under the VEU program.
- Australian Consumer Law (Victoria) when engaging in lead generation and marketing practices permitted under the program.
- [Telecommunications \(Telemarketing and Research Calls\) Industry Standard 2017](#) when engaging in telemarketing practices permitted under the program.
- [Spam Act 2003](#) and the [Spam Regulations 2021](#) when sending email or sms text messages for lead generation or marketing under the program. A [summary of obligations](#) is provided by the Australian Communications and Media Authority.

For further information on meeting your obligations under the VEU code of conduct, please review the code of conduct guideline and various supporting resources (including fact sheets and consumer resources) which are published on the [commission website](#).

2. Calculating Victorian energy efficiency certificates

The number of Victorian energy efficiency certificates (VEECs) you receive for a given cold room upgrade is based on the deemed abatement associated with the activity.

The deemed abatement is calculated using assumptions about an upgrade situation's key variables, such as the temperature factor, cold room size and deemed improvement in the energy efficiency of the cold room.

Due to these assumptions, the deemed abatement calculated may vary from the actual abatement achieved for a particular upgrade. If you wish to claim VEECs using a more accurate abatement value, the measurement and verification method for project-based activities is an available option.

The key variables used to calculate the number of VEECs for the cold room activity are:

- energy savings
- lifetime
- electricity emissions factor
- temperature factor
- regional factor
- cold room size.

The VEEC calculation method is detailed further in part 43 of the Victorian Energy Upgrade Specifications. Appendix A includes examples of how to calculate VEECs for this activity.

An explanation of some of the key calculation variables is provided below.

2.1. Calculation variables

2.1.1. Energy savings

The energy savings from a high efficiency refrigeration system are achieved by using more energy efficiency components and by improving the control of components that make up the system, so it more effectively responds to changes in demand (e.g., temperature variations).

The energy savings input values provided for each activity scenario are:

- 1.7 for activity 43A
- 3.4 for activity 43B(i)
- 5.1 for activity 43B(ii)

2.1.2. Lifetime

The asset lifetime provided for all upgrade scenarios for the cold room activity is 12 years.

2.1.3. Electricity emissions factor

The electricity emissions factor (EEF) represents energy intensity and is the factor to be used in greenhouse gas equivalent emissions reduction. The electricity emissions factor is as follows:

- From 1 February 2024 to 31 January 2025, the EEF is 0.5334
- From 1 February 2025, the EEF is 0.393

2.1.4. Temperature factor

The energy use of a cold room can vary if the premises operates as a cool room or freezer. To reflect this variation, a temperature factor is used to determine the relative energy use of a cold room. The temperature factors are as follows:

- For cold rooms operating at or above 0°C, the temperature factor is 1.0
- For cold rooms operating below 0°C (freezers), the temperature factor is 1.4

2.1.5. Regional factor

Regional factor is the input value used to account for fluctuations in average energy usage due to distribution losses. The regional factors are as follows:

- For upgrades in metropolitan Victoria the regional factor is 0.98
- For upgrades in regional Victoria the regional factor is 1.04.

2.1.6. Cold room size

Cold room size is the input value used to account for variations in energy usage due to different sized rooms:

- For cold rooms less than 4m², the input is 0.
- For cold rooms between 4m² and 9m² internal floor area, the input is 0.5
- For cold rooms greater than 9m² and less than 24m² internal floor area, the input is 1
- For cold rooms equal to or greater than 24m² internal floor area, the input is 2

2.2. Certificate claim for multiple cold rooms upgraded with a shared condenser and/or compressor

We have clarified our position that an upgrade involving multiple cold rooms using a shared compressor(s) and/or condenser(s) – or a shared combined compressor and condenser in a single refrigeration system – can be claimed based on the number of cold room upgrades. This is provided that other upgrade components have been installed in each cold room, and the upgrade meets all requirements for the relevant activity scenario as detailed in Part 43 of the Victorian Energy Upgrades Specifications.

For example, an accredited person will be able to claim certificates for three activities for an upgrade at a single site under activity 43B(i) involving:

- the upgrade of a single condenser and compressor serving three cold rooms in a single refrigeration system
- the installation of new electronically commutated evaporator fans in each of the three cold rooms.

3. Requirements for personnel undertaking cold room activity

3.1. Required installer training and qualifications

All cold room upgrades must comply with legal requirements and be undertaken by personnel holding the following licenses:

- A person holding an RAC01 refrigerant handling licence (where upgrade involves handling of fluorocarbon refrigerant under the *Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995*)
- An electrician licence registered with Energy Safe Victoria (where upgrade involves work required to be undertaken by a licensed electrician under the *Electricity Safety (Registration and Licensing) Regulations 2020*)
- A plumber licence registered with the Building and Plumbing Commission (if upgrade involves work required to be undertaken by a registered or licensed plumber under the *Plumbing Regulations 2018*)

3.1.1. Installer training and qualification record keeping requirements

Accredited persons must maintain a register of installers' qualifications (electrical licence, and plumbing licence and/or refrigerant handling licence if required) to confirm all installers have the relevant qualifications needed to undertake the upgrade.

3.2. Role of the upgrade manager

For each upgrade, you must nominate a single person (referred to as the upgrade manager) to legally represent your business to verify the documentation for the upgrade, including but not limited to the VEEC assignment form and documentation outlined in the evidence requirements.

This should be the person who is responsible for overseeing the installation and commissioning of the cold room upgrade.

4. Activity requirements

Accredited persons should be aware of, and adhere to, below activity requirements to ensure that you comply with legislation.

4.1. Assignment of rights to create VEECs

A consumer may assign their right to create VEECs to an accredited person. A VEEC assignment form must be signed by a consumer for an accredited person to create VEECs and demonstrate compliance with the legislation.

Download the VEEC assignment form template for this activity from the [cold room page](#) on the commission's website.

Energy consumers must be provided a copy of the VEEC assignment form at the time of signing (for written forms) or within 10 business days of signing (for electronic forms). Installers and accredited persons must take steps to ensure that all personal information collected in the VEEC assignment form is held in accordance with the Information Privacy Principles under the *Privacy and Data Protection Act 2014 (Vic)*.

You can find out more information about the principles at <https://ovic.vic.gov.au/privacy>.

4.2. Co-payment requirements¹

The energy consumer must have paid the accredited provider or scheme participant a minimum co-payment amount of \$500 (including GST) for each cold room installed or upgraded under activity scenario 43B(i) and 43B(ii). The co-payment must be paid by the energy consumer before VEECs can be created for the activity.

The co-payment amount cannot be reimbursed, in part or in full, to the energy consumer in any form, including money, goods or services.

4.3. Consumer information provision requirements

Table 3 below provides a summary of the records and information that must be provided to the consumer:

¹ The co-payment requirement only applies to products installed under this activity from 1 February 2025

Table 3: Information to be provided to consumer for all cold room activities

Activity stage	Document or information
Prior to undertaking the upgrade	<ul style="list-style-type: none"> • VEET Scheme Consumer Factsheet • Information as set out in the VEU Code of Conduct, including clear and accurate information on the activity (e.g. product performance and suitability of the product to that person and premises), information about your rights and obligations under the VEU program, terms and conditions of the contract, and contact details of the person to be undertaking the installation.
On completion of the upgrade	<ul style="list-style-type: none"> • Tax invoice • VEEC Assignment Form • Building and Plumbing Commission (BPC) Compliance Certificate and/or Certificate of Electrical Safety (as applicable to the installation). • Information as set out in the VEU Code of Conduct including dispute resolution information, manufacturer's instructions, warranty for products supplied or installed (if applicable), and contact details of the accredited person and/or scheme participant who undertook the installation.

5. Record-keeping requirements

You must collect records to demonstrate that each upgrade has been undertaken in accordance with the VEET Regulations and VEU Specifications. You are required to maintain documentation for each cold room upgrade and provide it to us upon request.

5.1. Record-keeping obligations

You must keep appropriate records to verify all details of the upgrade which relate to the calculation of greenhouse gas abatement and the creation of VEECs.

We may ask to review these records prior to VEECs being registered, or up to six years after they are registered, as evidence that your upgrade complies with the legislation.

Your records must be an auditable record of the work undertaken. If your documentation fails to provide an auditable record of the work undertaken, you may be required to surrender VEECs equivalent to those which we cannot verify or be subject to other compliance and enforcement actions.

5.2. Geo-tagged photograph obligations

You are required to take geo-tagged photographs to verify that the installation of all parts has been performed in accordance with the Victorian Energy Efficiency Target Regulations. Geo-tagged photographs must:

- be clear and in focus
- include any relevant markings
- include a date stamp showing the date the photographs were taken
- include the GPS derived latitude and longitude coordinates. This should be stored in the metadata and generated automatically by the device used to take the geo-tagged photographs.

5.3. Minimum record-keeping requirements

5.3.1. Installing an electronic expansion valve and superheat controller into a refrigeration system (activity 43A)

Table 3: Record-keeping requirements for installing an electronic expansion valve and superheat controller into a refrigeration system (activity 43A)

Requirements	Documentation	Description
Assignment of rights to create VEECs	VEEC assignment form	All fields in the VEEC assignment form must be completed and correctly filled in.
Eligibility	VEEC assignment form	<p>A declaration, signed by the AP or the installer, declaring that the installed cold room is not:</p> <ul style="list-style-type: none">• a refrigerated cabinet• equipment or a product used exclusively for medical, scientific, or research purposes, or• a portable or mobile cold room or refrigerated container.
Proof of commercial transaction and energy consumer	Tax invoice	<p>A valid tax invoice for the work carried out including:</p> <ul style="list-style-type: none">• the date of purchase or installation• the name, address, and Australian Business Number (ABN)/Australian Company Number (ACN) of the energy consumer• the installation address• the name, address, and ABN of the upgrade manager business• the price of each product installed (before VEEC incentive is applied)²• the amount paid by the energy consumer for each product (after the VEEC incentive is applied)²• the VEEC incentive amount applied (either for each product or for the upgrade)• the itemised list of installed cold room parts including brand(s) and model(s) names.

² Labour and installation costs can either be recorded on the invoice as a separate item, or be apportioned to the price of each product and amount paid by the energy consumer

Requirements	Documentation	Description
Upgrade product(s)	Technical/data sheet(s)	Technical/data sheet(s) detailing all installed parts which clearly show the brand name and model for each of the installed parts.
	Record evidencing cold room size	<p>Cold room specification sheet that clearly shows the internal room dimensions.</p> <p>If specification sheet is not available, a drawing of the internal room dimensions clearly showing the measurements of each area and a statutory declaration that the drawing is an accurate representation of the internal dimensions of the cold room.</p>
	Geo-tagged photographs of the installed parts	<p>The photographs must:</p> <ul style="list-style-type: none"> • show the electronic expansion valve (EEV) and superheat controller, and • show all installed parts in situ, connected and as part of the refrigeration system.
Temperature factor	Geo-tagged photograph of the thermostat controlling the installed cold room system.	The photograph must clearly show the room temperature set point or actual temperature on responsive controller display.
Compliance	Certificate of electrical safety (CoES)	A CoES must be provided if one is required by law. The certificate must include the type and number of parts installed (where more than one upgrade is undertaken at a single premises).
	Building and Plumbing Commission (BPC) compliance certificate	BPC compliance certificate for upgrades costing \$750 or more (if applicable).

5.3.2. Installing a refrigeration system with three upgraded parts (activity 43B(i))

Table 4: Record-keeping requirements for installing a refrigeration system with three upgraded parts (activity 43B(i))

Requirements	Documentation	Description
Assignment of rights to create VEECs	VEEC assignment form	All fields in the VEEC assignment form must be completed and correctly filled in.
Eligibility	VEEC assignment form	A declaration, signed by the AP or the installer, declaring that the installed cold room is not:

Requirements	Documentation	Description
		<ul style="list-style-type: none"> • a refrigerated cabinet, • equipment or a product used exclusively for medical, scientific, or research purposes, or • a portable or mobile cold room or refrigerated container.
Proof of commercial transaction and energy consumer	Tax invoice	<p>A valid tax invoice for the work carried out including:</p> <ul style="list-style-type: none"> the date of purchase or installation the name, address, and Australian Business Number (ABN)/Australian Company Number (ACN) of the energy consumer the installation address the name, address, and ABN of the upgrade manager business the price of each product installed (before VEEC incentive is applied)² the amount paid by the energy consumer for each product (after the VEEC incentive is applied)³ • the VEEC incentive amount applied (either for each product or for the upgrade) • the itemised list of installed cold room parts including brand(s) and model(s) names.
Upgrade product(s)	Technical/data sheet(s)	<p>Technical/data sheet(s) detailing all installed parts which clearly show the brand name and model for each of the installed parts</p> <p>Where multiple cold rooms are served by shared compressor(s) and/or condenser(s), a schematic diagram (e.g. a single line diagram) of the refrigeration system.</p>
	Record evidencing cold room size	<p>Cold room specification sheet that clearly shows the internal room dimensions.</p> <p>If specification sheet is not available, a drawing of the internal room dimensions clearly showing the measurements of each area and a statutory declaration that the drawing is an accurate representation of the internal dimensions of the cold room.</p>

³ Labour and installation costs can either be recorded on the invoice as a separate item, or be apportioned to the price of each product and amount paid by the energy consumer

Requirements	Documentation	Description
	Geo-tagged photographs of the installed parts Manufacturer document listing installed parts	Either: <ul style="list-style-type: none"> Photographs showing: <ul style="list-style-type: none"> the nameplate of each of the installed parts all installed parts in situ, connected and as part of the refrigeration system. Or: <ul style="list-style-type: none"> manufacturer document (e.g. bill of materials) listing installed parts photograph of unit name plate photograph showing all installed parts in situ, connected and as part of the refrigeration system.
Temperature factor	Geo-tagged photograph of the thermostat controlling the installed cold room system.	The photograph must clearly show the room temperature set point or actual temperature on responsive controller display.
Compliance	Certificate of electrical safety (CoES)	A CoES must be provided if one is required by law. The certificate must include the type and number of components installed (where more than one upgrade is undertaken at a single premises).
	Building and Plumbing Commission (BPC) compliance certificate	BPC compliance certificate for upgrades costing \$750 or more (if applicable).

5.3.3. Installing a refrigeration system with five upgraded parts (activity 43B(ii))

Table 5: Record-keeping requirements for installing a refrigeration system with five upgraded parts (activity 43B(ii))

Requirements	Documentation	Description
Assignment of rights to create VEECs	VEEC assignment form	All fields in the VEEC assignment form must be completed and correctly filled in.
Eligibility	VEEC assignment form	A declaration, signed by the AP or the installer, declaring that the installed cold room is not: <ul style="list-style-type: none"> a refrigerated cabinet, or

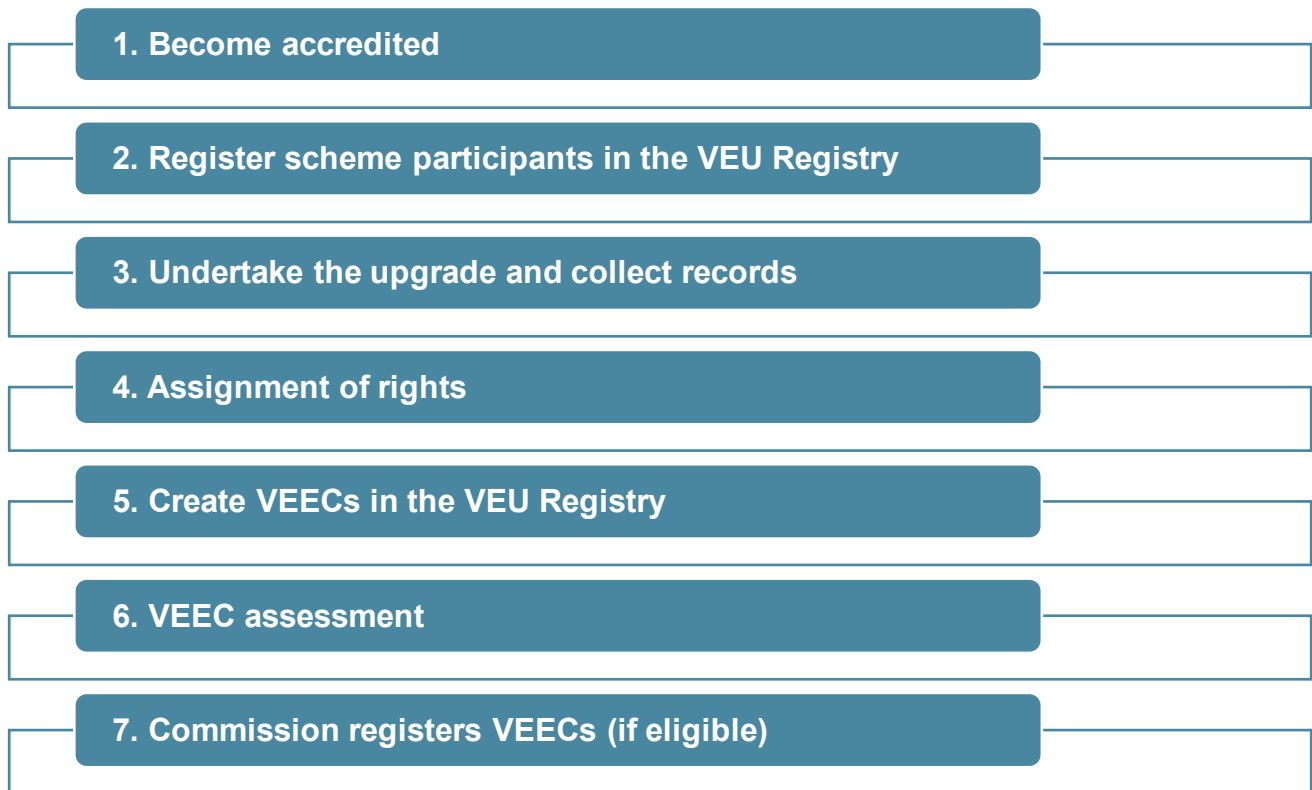
		<ul style="list-style-type: none"> • equipment or a product used exclusively for medical, scientific, or research purposes, or • a portable or mobile cold room or refrigerated container.
Proof of commercial transaction and energy consumer	Tax invoice	<p>A valid tax invoice for the work carried out including:</p> <p>the date of purchase or installation</p> <p>the name, address, and Australian Business Number (ABN)/Australian Company Number (ACN) of the energy consumer</p> <p>the installation address</p> <p>the name, address, and ABN of the upgrade manager business</p> <p>the price of each product installed (before VEEC incentive is applied)²</p> <p>the amount paid by the energy consumer for each product (after the VEEC incentive is applied)⁴</p> <ul style="list-style-type: none"> • the VEEC incentive amount applied (either for each product or for the upgrade) • the itemised list of installed cold room parts including brand(s) and model(s) names.
Upgrade product(s)	Technical/data sheet(s)	<p>Technical/data sheet(s) detailing all installed parts which clearly show the brand name and model for each of the installed parts</p> <p>Where multiple cold rooms are served by shared compressor(s) and/or condenser(s), a schematic diagram (e.g. a single line diagram) of the refrigeration system</p>
	Record evidencing cold room size	<p>Cold room specification sheet that clearly shows the internal room dimensions.</p> <p>If specification sheet is not available, a drawing of the internal room dimensions clearly showing the measurements of each area and a statutory declaration that the drawing is an accurate representation of the internal dimensions of the cold room.</p>

⁴ Labour and installation costs can either be recorded on the invoice as a separate item, or be apportioned to the price of each product and amount paid by the energy consumer

	<p>Geo-tagged photographs of the installed parts</p> <p>Manufacturer document listing installed parts</p>	<p>Either:</p> <ul style="list-style-type: none"> Photographs showing: <ul style="list-style-type: none"> the nameplate of each of the installed parts all installed parts in situ, connected and as part of the refrigeration system. <p>Or:</p> <ul style="list-style-type: none"> manufacturer document (e.g. bill of materials) listing installed parts photograph of unit name plate photograph showing all installed parts in situ, connected and as part of the refrigeration system.
Temperature factor	Geo-tagged photograph of the thermostat controlling the installed cold room system.	The photograph must clearly show the room temperature set point or actual temperature on responsive controller display.
Compliance	Certificate of electrical safety (CoES)	A CoES must be provided if one is required by law. The certificate must include the type and number of parts installed (where more than one upgrade is undertaken at a single premises).
	Building and Plumbing Commission (BPC) compliance certificate	BPC compliance certificate for upgrades costing \$750 or more (if applicable).

6. Cold room activity process

This section provides you with the process for undertaking a cold room activity under the program.



6.1. Become accredited

You must be accredited/approved to undertake this activity to create VEECs for this activity. Visit www.esc.vic.gov.au/become-veu-accredited for information on how to become accredited.

6.2. Register scheme participants in the VEU Registry

Accredited persons need to register installers as scheme participants in the VEU Registry prior to creating VEECs for activities undertaken by the installer. You can register an installer as a scheme participant in the [VEU Registry](#) under 'My Account'.

For cold room activity, you must record the following personnel as scheme participants in the VEEC creation form for the activity:

- A person holding an RAC01 refrigerant handling licence (where upgrade involves handling of fluorocarbon refrigerant under the *Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995*)
- An electrician licence registered with Energy Safe Victoria (where upgrade involves work required to be undertaken by a licensed electrician under the *Electricity Safety (Registration and Licensing) Regulations 2020*)
- A plumber licence registered with the Building and Plumbing Commission (where upgrade involves work required to be undertaken by a registered or licensed plumber under the *Plumbing Regulations 2018*)

6.3. Undertake the upgrade and collect records

Installer must comply with all installation requirements as detailed in the VEET Regulations and VEU Specification. In addition, certificates cannot be created unless a prescribed activity is undertaken in accordance with the provisions of the Electricity Safety Act 1998, the Gas Safety Act 1997, the Occupational Health and Safety Act 2004 or the Building Act 1993 or the regulations under any of those Acts.

On completion of the upgrade, the installer must provide the energy consumer with records listed under section 6.4 of this guide.

The installer must collect records as listed under section 5.

6.4. Assignment of rights

An important part of the certificate creation process is the valid assignment of the right to create VEECs from the consumer to an accredited person. Ensure the signatory has the legal authority to sign on behalf of the consumer entity.

Download the VEEC assignment form template for the activity from the [cold room page](#) on the commission's website.

Consumers must be provided a copy of the VEEC assignment form at the time of signing (for written forms) or within 10 business days of signing (for electronic forms). Accredited persons should consider taking steps to ensure that all personal information collected in the VEEC assignment form is held in accordance with the Information Privacy Principles under the Privacy and Data Protection Act 2014 (Vic). Details of how to comply can be found at: <https://ovic.vic.gov.au/privacy/>.

6.5. Create VEECs in the VEU Registry

Prior to creating VEECs for an activity, accredited persons must have collected the required records for the upgrade as specified in section 5. The commission may ask for these records as part of our certificate assessment process.

To create VEECs in the [VEU Registry](#), you can upload the activity using either bulk submissions completed through an Application Programming Interface (API) connector or activity submission form in the VEU Registry. Different activity types have different data input requirements, so it is important that you input the correct data in the relevant fields.

After you press the 'submit' button, the VEECs associated with your activities are created and assigned a unique identifier.

A certificate creation fee of \$2.33 per certificate applies to all VEECs created by an accredited person. We issue invoices on Tuesdays and Thursdays each week for VEECs created by accredited persons. If you identify an issue with activities you have submitted for creation, to avoid being charged a creation fee for VEECs you have created, you will need to withdraw the VEECs before 6am on Tuesday and Thursdays.

6.5.1. Guidance on recording pricing and payment information when creating VEECs

You must complete the following pricing information in the VEEC creation form for the activity:⁵

- Price of Upgrade(s) inc GST (\$): Enter the price for each cold room installed or upgraded at the premises (including labour/installation costs) before VEEC incentives are applied⁶.
- Consumer Payment for Upgrade(s) inc GST (\$): Enter the amount paid by the consumer for each cold room installed or upgraded installed at the premises (including labour/installation costs) after VEEC incentives are applied.

⁵ With transition to the new VEU Registry, you may not be required to complete these fields in the VEEC creation form for an interim period.

⁶ The pricing and consumer payment information entered must reflect the price and consumer payment for a single installed product. Where multiple products are installed in the single upgrade and allocation of the price or consumer payment is not straightforward (e.g. how installation costs are to be allocated across the different products), APs should apply reasoned discretion on how to allocate these costs which accurately reflects the price of the each installed product before VEECs are applied /consumer payment for each installed product after VEEC incentives are applied.

6.6. VEEC assessment

Once you have paid your certificate creation fees, we will assess the created VEECs for eligibility for registration. This process involves checks to verify that VEECs have been created in accordance with the VEET Act and VEET Regulations. Given the complex nature of these upgrades, we may assess each activity submitted for VEEC creation. You must always retain complete and accurate records for each upgrade you have undertaken. We may require you submit to us record evidence as part of our assessment process.

6.7. Commission registers VEECs (if eligible)

Once your VEEC creation claims have been validated, we will register your VEECs and notify you that the VEECs are available to be traded and/or surrendered to us.

Glossary

Term	Definition
Cold room	<p>A refrigerated room or structure where goods are stored at temperatures below 7 degrees Celsius but does not include:</p> <ul style="list-style-type: none"> • a refrigerated cabinet, • equipment or a product used exclusively for medical, scientific, or research purposes, or • a portable or mobile cold room or refrigerated container
Electronic expansion valve	An electrically driven device which regulates the flow of volatile refrigerant into an evaporator of a refrigeration system.
Evaporator	A heat exchanger in which liquid refrigerant is vaporised by absorbing heat from the substance to be cooled.
Refrigeration system	An assembly of parts used in the cooling of a space, substance, or system to lower and/or maintain its temperature below the ambient one (removed heat is rejected at a higher temperature).
Saturation temperature	The temperature at which a refrigerant changes from a liquid state to a vapour, or from a vapour to a liquid state.
Superheat	<p>The difference in temperature between:</p> <ul style="list-style-type: none"> • the saturation temperature corresponding to the pressure measured at the outlet of an evaporator of the refrigeration system; and • the temperature of the refrigerant vapor when leaving the outlet of an evaporator.
Superheat controller	A device responsive to changes of pressure, temperature, or other variables for regulation of superheat in a refrigeration system in normal operation.
VEEC	A Victorian energy efficiency certificate created under Section 17 of the Victorian Energy Efficiency Target Act 2007.

Appendix A: Calculation for cold room activities and worked examples

VEECs for these activities are calculated using the following equation (VEECs equivalent to tonnes of CO₂ equivalent emissions abated):

$$\text{GHG Eq. Reduction} = \text{Energy Savings} \times \text{Lifetime} \times \text{EEF} \times \text{Temperature Factor} \times \text{Regional Factor} \times \text{Size Factor}$$

- GHG Eq.: greenhouse gas equivalent, in tonnes of CO₂ equivalents
- Energy Savings: energy saving generated (as per VEU Specifications)
- Lifetime: The asset lifetime (as per VEU Specifications)
- EEF: Electricity emissions factor (as per VEET Regulations at the time of installation)
- Temperature factor: variation in cold room energy use (as per VEU Specifications)
- Regional factor: climatic region applicable to the site (as per VEU Specifications)
- Size Factor: dimensions of the cold room (as per VEU Specifications)

Worked examples for creating VEECs

Activity 43A – Electronic expansion valve and superheat controller

- Energy savings is 1.7
- Lifetime is 12
- Electricity emissions factor is 0.5334 (for upgrades undertaken from 1 February 2024 to 31 January 2025)
- Temperature factor is 1.0 for cold rooms operating at or above 0°C and 1.4 for cold rooms installed or upgraded for the purposes of operating below 0°C
- Regional factor is 0.98 for upgrades in metropolitan Victoria and 1.04 for upgrades in regional Victoria
- Size factor
 - For cold rooms less than 4m² internal floor area – 0.
 - For cold rooms between 4m² and 9m² internal floor area – 0.5
 - For cold rooms greater than 9m² and less than 24m² internal floor area - 1
 - For cold rooms equal to or greater than 24m² internal floor area - 2

Table 6: Worked example for activity 43A: electronic expansion valve and superheat controller

Activity	Upgrade example scenario	Greenhouse Gas Equivalent Reduction Equation	VEECs generated
43A	Installing an electronic expansion valve and superheat controller for a cold room operating at below 0°C (freezer) in regional Victoria with a dimension of 5m ²	<ul style="list-style-type: none"> $1.7 \times 12 \times 0.5334 \times 1.4 \times 1.04 \times 0.5$ 	8

Activity 43B(i) – Refrigeration system with three upgraded parts

- Energy savings is 3.4
- Lifetime is 12
- Electricity emissions factor is 0.5334 (for upgrades undertaken from 1 February 2024 to 31 January 2025)
- Temperature factor is 1.0 for cold rooms operating at or above 0°C and 1.4 for cold rooms installed or upgraded for the purposes of operating below 0°C
- Regional factor is 0.98 for upgrades in metropolitan Victoria and 1.04 for upgrades in regional Victoria
- Size factor
 - For cold rooms less than 4m² internal floor area – 0
 - For cold rooms between 4m² and 9m² internal floor area – 0.5
 - For cold rooms greater than 9m² and less than 24m² internal floor area - 1
 - For cold rooms equal to or greater than 24m² internal floor area - 2

Table 7: Worked examples for activity 43B(i): refrigeration system with three upgraded parts

Activity	Upgrade example scenario	Greenhouse Gas Equivalent Reduction Equation	VEECs generated
43B(i)	Installing a minimum of three specified parts for a cold room operating at or above 0°C in Metropolitan Victoria with a dimension of 10m ²	<ul style="list-style-type: none"> $3.4 \times 12 \times 0.5334 \times 1 \times 0.98 \times 1$ 	21

Activity 43B(ii) – Refrigeration system with five upgraded parts

- Energy savings is 5.1
- Lifetime is 12
- Electricity emissions factor is 0.5334 (for upgrades undertaken from 1 February 2024 to 31 January 2025)
- Temperature factor is 1.0 for cold rooms operating at or above 0°C and 1.4 for cold rooms installed or upgraded for the purposes of operating below 0°C (freezer)

- Regional factor is 0.98 for upgrades in metropolitan Victoria and 1.04 for upgrades in regional Victoria
- Size factor
 - For cold rooms less than 4m² internal floor area – 0.
 - For cold rooms between 4m² and 9m² internal floor area – 0.5
 - For cold rooms greater than 9m² and less than 24m² internal floor area - 1
 - For cold rooms equal to or greater than 24m² internal floor area - 2

Table 8: Worked example for activity 43B(ii): refrigeration system with five upgraded parts

Activity	Upgrade scenario	Greenhouse Gas Equivalent Reduction Equation	VEECs generated
43B(ii)	Installing all specified parts for a cold room operating below 0°C (freezer) in Regional Victoria with a dimension of 25m ²	<ul style="list-style-type: none"> • $5.1 \times 12 \times 0.5334 \times 1.4 \times 1.04 \times 2$ 	95

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1.0	First release	17 August 2021
1.1	Changes to some evidence requirements and clarification on eligibility of multiple cold room upgrades	22 December 2021
1.2	Updated to include information on activity process (section 6), including fee creation process	1 November 2023
1.3	Revision to reflect amendment to VEET regulations banning cold-call telemarketing and door knocking under the program	1 May 2024
1.4	Revision to reflect changes to activity introduced in VEU Specifications 17.0.	1 August 2024
1.5	Revision to include co-payment requirements introduced in VEU Specifications 18.0	25 October 2024
1.6	Update to clarify co-payment information	20 January 2025
1.7	Minor clarification to co-payment information requirement	18 February 2025
1.8	Update to reflect transition to new VEU Registry system	3 June 2025
1.9	Update to clarify copayment requirements	1 September 25