ESSENTIAL SERVICES COMMISSION

Victorian Energy Upgrades

Appliance Activity Guide

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Guide overview

Accredited persons (APs) and their installers under the Victorian Energy Upgrades (VEU) program must comply with program requirements when undertaking appliance activities (including refrigerator and freezers, televisions, pool pumps, in home displays, and motors) to create Victorian energy efficiency certificates (VEECs).

About this guide

Use this guide for assistance in meeting the specific requirements (product, installation, decommissioning, training, safety, and evidence) for appliance activities.

The guide is split into four key sections:

- Section 1: Introduction to residential and non-residential appliances activities
- Section 2: Requirements for in-home display unit activities
- Section 3: Requirements for residential/non-residential appliances activities
- Section 4: Requirements for non-residential appliances activities

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 Victorian energy efficiency certificates (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:

- accredited or seeking accreditation to undertake appliances activities (including refrigerator and freezers, televisions, pool pumps, in home displays, and motors) under the program,
- an installer seeking to undertake installations for these activities under the program.

To apply to become accredited for these activities, access the required documents from: www.esc.vic.gov.au/become-veu-accredited

Access information on applying for listing of a product on our Register of Products at www.esc.vic.gov.au/veu-product-applicants

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

1. Introduction to residential and non-residential appliances activities

1.1. In home display (IHD) unit activities

Products available for installation under this activity are classified either as a ZigBee or non-ZigBee product. IHD units that obtain electricity consumption information directly from a smart meter must be ZigBee. ZigBee means a product that can communicate directly with the smart meter. Smart meters and ZigBee IHDs are equipped with a low-power wireless radio transmitter based on the ZigBee standard.

Non-Zigbee IHD units do not communicate directly with a smart meter. Generally, they require a sensor and transmitter to be installed on a residence's electricity meter or main electricity cable. This enables household energy consumption to be measured and transmitted to the IHD display via short-range radio signals.

Refer to Appendix A for a process map of an in-home display installation.

1.1.1. Compliance with the Energy Retail Code of Practice

Accredited persons engaged in the IHD activity should be familiar with Clause 67 Part 5 Division 1 of the Energy Retail Code of practice, Version 1, 2022. Clause 67 requires an energy retailer installing IHDs to explain how energy consumption and cost information displayed on the IHD compares to that on the customer's bill. Accredited persons should be guided by this and must disclose to the consumer how the data displayed on the IHD unit compares to the information on the energy consumer's bill, including for residential customers in embedded networks that qualify for an IHD installation.

1.1.2. Binding request for ZigBee IHD units

For a ZigBee IHD unit to obtain electricity consumption information from the smart meter, it needs to 'bind' to it. This binding process is when a smart meter connects to an IHD, to enable it to read the electricity consumption information. The binding process is to be initiated by you (the AP) or the installer, completed by the Distributed Network Service Provider (DNSP), and then confirmed by you (the AP).

To bind an IHD unit to a smart meter, the DNSP requires specific details about both the IHD unit and the smart meter. This information must be gathered by you and submitted to the DNSP. The DNSP requires the following information to open a binding window[1]:

- National Meter Identification number (NMI) - this is a 10-digit number that identifies the site to the DNSP and can be found on the customer's electricity bill
- NMI checksum - this is a single numeral used to assist with data validation and is usually the eleventh character of the NMI
- meter serial number
- VEET approved device (yes/no)
- IHD device name, class, and type
- IHD manufacturer
- IHD model number
- IHD serial number
- IHD firmware version
- Battery powered (yes/no)
- Home Area Network identifier/code
- Media Access Control address (MAC address) - the MAC address, or 'MAC ID', is unique to each IHD and enables the smart meter to identify the customer's IHD unit in order to bind.

The information listed above is required by the DNSP to enable them to bind the IHD unit to the meter. The DNSP uses this information to send a message to the smart meter to ask it to open a 'binding window' and search for that customer's IHD unit. The length of the binding window is generally determined by the binding process set up by the AP and DNSP. Once the binding window is open, the meter seeks the signal from the customer's IHD unit, initiates the bind and completes it.

The binding request may be in the form of an email to the DNSP, a telephone call, or it can be done through an internet portal, depending on the binding process implemented by that DNSP. APs must confirm which process the relevant DNSP in that area uses to facilitate IHD binding.

Once the product is installed, any meter data from previous occupants should not be read by the IHD unit. It is your responsibility to purge or reset the IHD unit to start recording information from the binding day forward. This prevents the meter data of previous occupants being disclosed.

[1] **Please note**: this list is indicative only and may be amended. Please contact the customer's DNSP to confirm what information they require.

1.1.3. Binding reports for ZigBee IHD units

To verify that an installation of a Zigbee IHD unit has taken place, we require confirmation from the DNSP that a specific smart meter has been bound to a specific IHD unit. This confirmation ensures that VEECs are created for unique binds only. This binding information is contained within a binding report, created by DNSPs and submitted to us. The binding report contains the NMI and MAC address for each IHD unit that has bound to a meter in that DNSP's service area. Under section 60 of the Act, we may request provision of this information within a specified time frame (10 days or more).

1.1.4. Ongoing customer support

This activity requires you to establish a suitable method of ongoing customer support. The nature and extent of that support must be disclosed to the customer. As part of the ongoing customer support, you must:

- provide the customer with a helpline number;
- inform the customer on how to troubleshoot device issues.

1.1.5. Privacy issues

The information that is transmitted from the meter to the IHD unit is considered personal information and therefore subject to the National Privacy Principles (NPPs). DNSPs have a responsibility to ensure that meter data is handled according to the Privacy Act 1988 and the NPPs. APs undertaking the IHD activity must also abide by the relevant privacy legislation. As a result, APs will have to confirm that a customer is the registered electricity account holder for that premises, or their authorised agent.

Customers should be fully briefed on data privacy issues relating the installation of an IHD unit. This should include information on how the device operates and stores information and for how long, as well as how to delete historical data.

1.2. Residential/non-residential appliances activities

There following activities are included in this activity category:

- Activity 22: High efficiency refrigerator and freezer
- Activity 24: High efficiency television
- Activity 25: Energy efficient clothes dryer
- Activity 26: High efficiency pool pump

Activities 22, 24 and 25 do not require evidence of the physical installation of these products as required in other activities under the program. However, the product must be delivered prior to the creation of certificates.

Activities 24 and 25 only require evidence of the purchase of products eligible under the VEET Regulations.

Activity 22 requires evidence of the purchase and delivery of products eligible under the VEET Regulations. The installation date to be entered in the assignment form and creation form cannot be before the delivery date.

1.3. Non-residential appliances activities

The following activities are covered by this activity category:

- Activity 31: High efficiency motor
- Activity 32: Refrigerated cabinet
- Activity 33: Refrigeration/ventilation fan motor activities
- Activity 36: Water efficient pre-rinse spray valve activities

1.4. Mandatory safety training (MST)

Installers must complete specified units of competency before they can undertake certain activities. Installers are approved for activities by submitting a certificate of competency from a registered training organisation (RTO) for the relevant units.

All installers must have completed the required training to undertake installations for high efficiency pool pumps (activity 26) – see table below for unit requirements. Qualified and licensed electricians and plumbers, and registered builders are exempt from these requirements.

Accredited persons will have to make sure that installers for the above activities are submitted and approved by us via the VEU registry (www.veu-registry.vic.gov.au) prior to undertaking installations under the program. This includes electricians, plumbers, and builders. Accredited persons must keep their installer database up to date and keep files on record to support those entries (whether that be a copy of their licence or completion of the relevant MST unit).

Table 1: Current MST unit requirements for high efficiency pool pumps

Group	Available Mandatory Safety Training units	
Group A – unit relating to energy and water efficiency retrofits, including managing risks	**VU23076**	Retrofit to improve energy and water efficiency

1.5. Common requirements for appliances activities (where relevant)

Accredited person (AP) requirements
Accredited persons, their associate, or an entity under their instructions, must not install a product for the purpose of decommissioning it as part of an activity under the program (e.g., you have not altered the baseline environment for a given installation for the purpose of inflating the VEEC claim for that installation). For an activity involving the decommissioning of product(s), accredited persons, their installer, and the consumer will need to provide a declaration to us stating that the decommissioned product was not installed for the purposes of decommissioning it as part of an activity under the program.
Accredited persons must ensure that all installers provide copies of the following documents to the energy consumer, where applicable: • VEEC assignment form • Invoice/proof of purchase • Manufacturer's instructions • VBA Compliance Certificate and/or Certificate of Electrical Safety.
Accredited persons must ensure they comply with the Australian Consumer Law (ACL) when engaging in marketing practices under the program (including telemarketing practices, door to door sales, and lead generation materials). See Section 2.4 of our Obligations and Program Guide for Accredited Persons for more detail. To help mitigate risks relating to the program's reputation, we have also placed some additional administrative lead generation requirements on APs undertaking installations under activity 30 – in-home display unit (as detailed in Appendix C).
An appendix(s) may be provided with a VBA Compliance Certificate or a Certificate of Electrical Safety. Where an appendix is used the following criteria must be fulfilled: • the certificate must refer to the appendix and list the number of pages • the appendix must be attached to the certificate • each appendix page is numbered and the certificate number is referenced on each page • each appendix page is signed by the licensed plumber or electrician responsible for the completed work • the type of work performed is specified for each premises being claimed for. For the specific details required to be listed on the VBA Compliance Certificate or Certificate of Electrical Safety for each activity, see the evidentiary requirements listed below for each activity.

2. Requirements for in-home display unit activities

2.1. Activity 30: In-home display units

2.1.1. Activity 30A: Installing a ZigBee in-home display (IHD) unit

Requirements	Description
Activity	Installers must • install a product which meets the product criteria below. • complete a site assessment to assess whether: – the premises is suitable for an IHD installation – the meter installed at the premises is compatible with the type of IHD unit to be installed – the proposed environment of the display is appropriate to ensure satisfactory transmission and no signal interference. • ensure the unit is only installed in compatible distribution network service provider (DNSP) areas • successfully bind the installed unit to the consumer's smart meter • ensure that the consumer's specific tariff and National Meter Identification (NMI) is entered into the unit and is accurate • explain to the consumer which charges will be represented on the unit and that these will not necessarily match the consumer's bill • show consumers how to use the installed unit • provide consumers with a manual and troubleshooting guide for the installed unit, including information on how to re-install the unit • provide consumers with a warranty for the unit • explain the privacy issues associated with IHD units to consumers • purge or reset the IHD units at the point of installation to make sure the meter data of previous occupants is not disclosed.
Product criteria	An in-home display unit that when installed in relation to an AMI[2] metering installation in residential premises provides information on the total electricity consumption of the residential premises directly to the consumer, complies with the Zigbee Smart Energy Profile Specification and Zigbee Smart Energy Standard version 1.2, and when tested in a manner approved by us:

[2] Advanced metering infrastructure (AMI) is an integrated system of smart meters, communication networks, and data management systems that enables two-way communication between utilities and customers.

Requirements	Description
	• determines electricity consumption information from the sensing apparatus at least every 30 seconds • stores electricity energy consumption information from the previous 45 days • displays to the consumer (or relays to a device that displays to the consumer) in a numerical format and non-numerical format and in a manner that allows the consumer to easily distinguish between low and high consumption the: – electricity energy consumption information from the previous 45 days in intervals no longer than one hour per day of information displayed and one day per week of information displayed – average total household electrical power consumption (in Watts) for the displayed period, which must be updated at least every 30 seconds – total household electricity energy consumption (in kWh) for the displayed period and the cost of that consumption, which must be updated at least every 30 seconds • displays to the consumer (or relays to a device that does this) the tariff (in cost per unit of energy consumed) and the total cost of electricity consumed for the period displayed • permanently erases all consumption and tariff information held by the product including information entered by the consumer • has an average electric power consumption of not more than 0.6 Watts when operating under normal circumstances • if battery powered, uses a battery that has a manufacturer's rated lifetime of at least 5 years when operating under normal circumstances • is listed on our Register of Products by the time VEECs are created.
Training/licensing	• Installers must be appropriately trained – on the functionality and limitations of the IHD that they are installing. – in the correct and safe installation of the IHD unit they are installing, including training to ensure that transmitter device is secured in a location which allows for satisfactory signal transmission (e.g. on the outside of metal meter boxes) and safe positioning of any cables. • The following types of IHD units must be installed by a licensed electrician registered by Energy Safe Victoria: – Clamp-on-type IHD units – IHD units requiring modification to any electrical circuit or meter box as part of its installation.
Eligible environments and installation limits	Residential premises – maximum of one product.

Requirements	Description
Evidence	For each installation, accredited persons must collect and maintain the following: • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/ proof of purchase listing all products and models installed. • Certificate of Electrical Safety if clamp-on type IHD units or IHD units requiring modification to any electrical circuit or meter box are involved. • Binding reports from the DNSP to confirm a specific smart meter has been successfully bound to a specific IHD unit.

2.1.2. Activity 30B: Installing a non-ZigBee in-home display (IHD) unit

Requirements	Description
Activity	Installers must: • install a product which meets the product criteria below. • complete a site assessment to assess whether: – the premises is suitable for an IHD installation – the meter installed at the premises is compatible with the type of IHD unit to be installed – the proposed environment of the display is appropriate to ensure satisfactory transmission and no signal interference. • physically install the unit and connect it to the sensing apparatus. • ensure that: – the consumer's specific tariff and National Meter Identification (NMI) is entered into the unit and are accurate, or – If the consumer is connected to an embedded network and the charges for electricity consumption at the premises reflects consumption at the premises, the consumer's specific tariff and the unique smart meter identifier within that embedded network are entered into the unit and are accurate • explain to the consumer which charges will be represented on the unit and that these will not necessarily match the consumer's bill • show consumers how to use the installed unit • provide consumers with a manual and troubleshooting guide for the installed unit including information on how to re-install the unit • provide consumers with a warranty for the unit • explain the privacy issues associated with IHD units to consumers • for app-based IHD units, brief consumers on data privacy issues relating to: – the installation of the IHD unit – how the IHD unit records information – how the manufacturer may collect, use, and sell their information.

Requirements	Description
	• purge or reset the IHD units at the point of installation to make sure the meter data of previous occupants is not disclosed.
Product criteria	An in-home display unit that when installed in relation to any sensing apparatus in residential premises provides information on the total electricity consumption of the residential premises directly to the consumer, and when tested in a manner approved by us that: • determines electricity consumption information from the sensing apparatus at least every 30 seconds • stores electricity energy consumption information from the previous 45 days • displays to the consumer (or relays to a device that displays to the consumer) in a numerical format and non-numerical format and in a manner that allows the consumer to easily distinguish between low and high consumption the: – electricity energy consumption information from the previous 45 days in intervals no longer than one hour per day of information displayed and one day per week of information displayed – the average total household electrical power consumption (in Watts) for the displayed period, which must be updated at least every 30 seconds – the total household electricity energy consumption (in kWh) for the displayed period and the cost of that consumption, which must be updated at least every 30 seconds • displays to the consumer (or relays to a device that does this) the tariff (in cost per unit of energy consumed) and the total cost of electricity consumed for the period displayed • permanently erases all consumption and tariff information held by the product including information entered by the consumer • has an average electric power consumption of not more than 0.6 Watts when operating under normal circumstances • provides electricity energy consumption information that is accurate to within 5% of actual electricity consumption • if battery powered, uses a battery that has a manufacturer's rated lifetime of at least 5 years when operating under normal circumstances • uses, for its communications with the sensing apparatus and any display device, an encrypted communication protocol that is approved by the ESC • is listed on our Register of Products by the time VEECs are created.
Training/licensing	• Installers must be appropriately trained: – on the functionality and limitations of the IHD unit that they are installing. – in the correct and safe installation of the IHD unit they are installing, including training to ensure that transmitter device is secured in a location which allows for

Requirements	Description
	satisfactory signal transmission (e.g. on the outside of metal meter boxes) and safe positioning of any cables. • The following types of IHD units must be installed by a licensed electrician registered by Energy Safe Victoria:- – Clamp-on-type IHD units – IHD units requiring modification to any electrical circuit or meter box as part of its installation.
Eligible environments and installation limits	Residential premises – maximum of one product.
Evidence	For each installation, accredited persons must collect and maintain the following: • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/ proof of purchase listing all products and models installed. • Certificate of Electrical Safety if clamp-on type IHD units or IHD units requiring modification to any electrical circuit or meter box are involved. • Geotagged photographs, clearly showing: – the serial number of the installed unit – the installed unit, showing both the meter serial number and the entire meter box with IHD unit installed – the consumer's energy bill showing the consumer's tariff rates – the screen of the installed unit or consumer's IT device displaying the tariff rates which matches the tariff rates on the consumer's energy bill – the screen of the consumer's IT device displaying successful pairing between the app and the installed unit with IHD serial number (for app-based IHD units). See appendix B for examples of photo evidence that meet the requirements for this activity.

3. Requirements for residential/non-residential appliances activities

3.1. Activity 22: High efficiency refrigerator and freezer

Requirements	Description
Activity	Installing a product which meets one of the product criteria below.
Product criteria (22A – Single door refrigerator)	A single door refrigerator that: • is a group 1 refrigerator as defined by Greenhouse and Energy Minimum Standards (Household Refrigerating Appliances) Determination 2012 (Cth) • has a total storage volume of not less than 100 litres and not more than 700 litres (as defined by AS/NZS 4474.1:2007) • has a star rating index of 2.5, determined in accordance with AS/NZS 4474.2 • is listed on the GEMS Register at the time of purchase • is listed on our Register or Products by the time VEECs are created.
Product criteria (22B – Two door refrigerator)	A two door refrigerator that: • is a Group 4, 5B, 5S or 5T refrigerator as defined by Greenhouse and Energy Minimum Standards (Household Refrigerating Appliances) Determination 2012 (Cth) • has a total storage volume of not less than 100 litres and not more than 700 litres (as defined by AS/NZS 4474.1:2007) • has a star rating index of 3.5, determined in accordance with AS/NZS 4474.2 • is listed on the GEMS Register at the time of purchase • is listed on our Register or Products by the time VEECs are created.
Product criteria (22C – Chest freezer)	A chest freezer that: • is a group 6C product as defined by Greenhouse and Energy Minimum Standards (Household Refrigerating Appliances) Determination 2012 (Cth) • has a total storage volume of not less than 100 litres and not more than 700 litres (as defined by AS/NZS 4474.1:2007) • has a star rating index of 3.5, determined in accordance with AS/NZS 4474.2 • is listed on the GEMS Register at the time of purchase • is listed on our Register or Products by the time VEECs are created.

Requirements	Description
Product criteria (22D - Upright freezer)	An upright freezer which: • is a group 6U or 7 product as defined by Greenhouse and Energy Minimum Standards (Household Refrigerating Appliances) Determination 2012 (Cth) • has a total storage volume of not less than 100 litres and not more than 700 litres (as defined by AS/NZS 4474.1:2007) • has a star rating index of 3.0, determined in accordance with AS/NZS 4474.2 • is listed on the GEMS Register at the time of purchase • is listed on our Register or Products by the time VEECs are created.
Eligible environments and installation limits	• Residential premises – no limits. • Business/non-residential premises – no limits.
Evidence	For each sale, accredited persons must collect and maintain the following: • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/ proof of purchase and delivery (or installation) listing all products (brand and model) installed. • For business or non-residential upgrades, the invoice for the upgrade must include: – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business

3.2. Activity 24: High efficiency television

Requirements	Description
Activity	Purchasing a product which meets the product criteria below
Product criteria	A television that: • has a star rating of 7 stars • CEC on the energy rating label of not more than 300 kWh/y • is listed on the GEMS Register at the time of purchase • is listed on our Register or Products by the time VEECs are created. Measurement, testing, and ratings must be in accordance with the Greenhouse and Energy Minimum Standards (Television) Determination 2013 (No.2).
Eligible environments and installation limits	• Residential premises – maximum of two products. • Business/non-residential premises – no limits.
Evidence	For each sale, accredited persons must collect and maintain the following: • VEEC assignment form completed and signed by the installer and energy consumer. Invoice / proof of purchase listing all products (brand and model) installed. • For business or non-residential upgrades, the invoice for the upgrade must include: – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address, and ABN of the installer business

3.3. Activity 25: Energy efficient clothes dryer

Requirements	Description
Activity	Purchasing a product which meets the product criteria below.
Product criteria	A stand-alone electric clothes dryer (not part of a combination washer/dryer) that: • is registered for energy labelling • has a star rating of 7 stars • is listed on the GEMS Register at the time of purchase • is listed on our Register or Products by the time VEECs are created. Measurement, testings, and ratings must be in accordance with the Greenhouse and Energy Minimum Standards (Rotary Clothes Dryers) Determination 2015.
Eligible environments and installation limits	• Residential premises – maximum of one product • Business premises/non-residential premises – no limits
Evidence	For each sale, accredited persons must collect and maintain the following: • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/ proof of purchase listing all products and models installed. • For business or non-residential upgrades, the invoice for the upgrade must include: – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address, and ABN of the installer business

3.4. Activity 26: High efficiency pool pump

Requirements	Description
Activity	Installer must install a product which meets the product criteria below.
Product criteria	A domestic pool or spa pump that has a single phase, single speed, dual speed, multiple speed or a variable speed pump unit that: • has an input power of not less than 100W and not more than 2500W when tested in accordance with AS 5102.1 • is either: – listed as part of a labelling scheme determined in accordance with the Equipment Energy Efficiency (E3) Committee's Voluntary Energy Rating Labelling Program for Swimming Pool Pump-units: Rules for Participation, amended in November 2010 and achieves a minimum star rating of 7 stars when determined in accordance with AS 5102.2 – registered for energy labelling and achieves the minimum star rating of 7 when determined in accordance with AS 5102.2 • is listed on our Register of Products by the time VEECs are created.
Training/licensing	Installers must complete one MST unit from Group A as listed in Table 1 above. If the installation requires wiring work, the installer must be a licensed electrician registered with Energy Safe Victoria.
Eligible environments and installation limits	• Residential premises – maximum of one product • Business/non-residential premises – no limits
Evidence	For each installation, accredited persons must collect and maintain the following: • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/ proof of purchase listing all products (brand and model) installed. • For business or non-residential upgrades, the invoice for the upgrade must include: – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address, and ABN of the installer business • Non-prescribed Certificate of Electrical Safety if wiring work is required • VBA Compliance Certificate if value of plumbing work over $750.

4. Requirements for non-residential appliances activities

4.1. Activity 31: High efficiency motor

Requirements	Description
Activity	Installer must install a product which meets the product criteria below.
Product criteria (31A – MEPS high efficiency motor)	A three-phase cage induction motor that: • has 2,4,6 or 8 poles • achieves the minimum performance requirements as follows: – GEMS registration – a rated output of not less than 0.75 and not more than 185 kW in accordance with AS 60034.1 – Labelled as a high efficiency motor – Measurement, testings and ratings must be in accordance with the *Greenhouse and Energy Minimum Standards (Three Phase Cage Induction Motors) Determination 2012* unless otherwise stated • is listed on our Register of Products by the time VEECs are created.
Product criteria (31B – super-premium motor)	A three-phase cage induction motor that: • has a rated output of not less than 0.75 and not more than 185 kW (as determined in accordance with AS 60034.1-2009 as published on 15 July 2009) • meets the requirements for an IE4 (super-premium) efficiency level motor proposed in Annex A of IEC/TS 60034-31 (when tested in accordance with IEC 60034-2-1) • has 2,4 or 6 poles • is listed on our Register of Products by the time VEECs are created.
Training/Licensing	Installers must be licensed electricians registered with Energy Safe Victoria.
Eligible environments and installation limits	Business/non-residential premises – no limits

Requirements	Description
Evidence	For each installation, accredited persons must collect and maintain the following: • VEEC assignment form completed and signed by the installer and energy consumer. • 'Fit-for-purpose' declaration that the work conducted meets the requirements of the VEET Act, the VEET Regulations and these evidence requirements, and is fit-for-purpose. The declaration should also be acknowledged and signed-off by the energy consumer. • Invoice/ proof of purchase listing all products (brand and model) installed. • For business or non-residential upgrades, the invoice for the upgrade must include: – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address, and ABN of the installer business • Certificate of Electrical Safety detailing the nature and type of work done.

4.2. Activity 32: Refrigerated cabinet

A discount factor of zero was applied for installation of products belonging to product class 1 to 11 (inclusive) under the GEMS (Refrigerated Cabinets) Determination 2020 (Cth) effective from 29 June 2022.

4.2.1. Activity 32A (i): Installing a refrigerated cabinet or a gelato or ice-cream scooping cabinet

Requirements	Description
Activity	Installer must install a product which meets the product criteria below.
Product criteria	A refrigerated cabinet that: • is class 1, 2, 6, 7, 8, 11,12,13,14 or 15 in the Greenhouse and Energy Minimum Standards (GEMS) (Refrigerated Cabinets) Determination 2020 • achieves an Energy Efficiency Index below 81 within the meaning of GEMS (Refrigerated Cabinets) Determination 2020 • is listed on the Commonwealth GEMS Register at the time of the installation • is listed on our Register of Products by the time VEECs are created.
Training/licensing	Installers must be licensed electricians registered with Energy Safe Victoria for all units that are not plug-in units.
Eligible environments and installation limits	• Business/non-residential premises – no limits Note: Under section 20 of the Act, an accredited person must not create a certificate resulting from an activity if they have, or have knowledge that another person has, previously created a certificate in respect of that reduction in greenhouse gas emissions. • The installed product must meet the requirements of the VEET Act, VEET Regulations and VEU Specifications, and be fit for purpose. See Appendix D for guidance on the types of installations that may be fit for purpose under this activity.

Requirements	Description
Evidence	For each installation, accredited persons must collect and maintain the following: • VEEC assignment form completed and signed by the installer and energy consumer. • Non-prescribed Certificate of Electrical Safety detailing the nature and type of work done if wiring work is required • Invoice/proof of purchase listing all products (brand and model) installed • For business or non-residential upgrades, the invoice for the upgrade must include: – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address, and ABN of the installer business • Product specification sheet for unit installed • Geo-tagged photos showing: – the installation environment before the product is installed (including existing product replaced if applicable) – the installed product after installation • Fit for purpose declaration that the work conducted meets the requirements of the VEET Act, VEET Regulations and VEU Specifications, and is fit for purpose. The declaration should also be acknowledged and signed-off by the energy consumer

4.3. Activity 33: Refrigeration/ventilation fan motor

Requirements	Description
Activity	Installer must install a product which meets the product criteria below.
Product criteria (33A: Fan motor in a refrigerated display cabinet, or cool room)	A fan motor installed onto a fan in a refrigerated cabinet or cold room, that is: • an electronically commutated motor (being a permanent magnet motor with electronic commutation) that: – if an internal rotor motor, has a rated motor output of not more than 600 Watts; or – if an external rotor motor, has a rated motor input of not more than 800 Watts • designed to be installed onto a fan in a refrigerated cabinet or cold room • listed on our Register of Products by the time VEECs are created.
Product criteria (33B: Fan motor in an air-handling system)	A fan motor installed into a ducted fan or partition fan in an air-handling system as defined in ISO 13349:2010 that is: • an electronically commutated motor (being a permanent magnet motor with electronic commutation) that: – if an internal rotor motor, has a rated motor output of not more than 600 Watts; or – if an external rotor motor, has a rated motor input of not more than 800 Watts; and • is designed to be installed onto a ducted fan or partition fan in an air-handling system as defined in ISO 13349:2010 • listed on our Register of Products by the time VEECs are created.
Training/licensing	Installer must: • be a licensed electrician registered with Energy Safe Victoria • be a licensed refrigeration technician, and supply their licence number and compliance certificate (where any handling of refrigerant is required) • hold other licences which may include a plumbing licence and/or a refrigerant handling licence with the Victorian Building Authority (if it is appropriate to do so for the specific installation). Accredited persons must maintain a register of installers' qualifications (electrical licence, and plumbing licence and/or refrigerant handling licence, if required) to confirm installers have the relevant qualifications needed to install refrigeration fan motors.
Eligible environments and installation limits	Business /non-residential premises – no limits

Requirements	Description
Evidence	For each installation, accredited persons must collect and maintain the following: • VEEC assignment form completed and signed by the installer and energy consumer. • Non-prescribed Certificate of Electrical Safety detailing the nature and type of work done. • VBA Compliance Certificate (if required by law) and the details and licence number of a licensed refrigeration technician if the installation included the handling of refrigerant • Invoice/proof of purchase listing all products (brand and model) installed. • For business or non-residential upgrades, the invoice for the upgrade must include: – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address, and ABN of the installer business • 'Fit-for-purpose' declaration that the work conducted meets the requirements of the VEET Act and the VEET Regulations and is fit-for-purpose. The declaration should also be acknowledged and signed-off by the energy consumer.

4.4. Activity 36: Water efficient pre-rinse spray valve

4.4.1. Activity 36A(i): Pre-rinse spray valve replacing a pre-rinse spray valve

Requirements	Description
Activity	Installer must: • install a product which meets the product criteria below • install the product in accordance with AS/NZS 3500 and the Plumbing Regulations 2008 • decommission a pre-rinse spray valve that is not rated as having a 4 star or higher water efficiency (when assessed and labelled in accordance with AS/NZS 6400).
Product criteria	A pre-rinse spray valve that is: • rated as having a minimum star rating of 6 stars for water efficiency when assessed and labelled in accordance with AS/NZS 6400 • tap equipment that is determined to be a WELS product under the Water Efficiency Labelling and Standards Determination 2013 (No.2) made under sections 18, 19 and 26 of the Water Efficiency Labelling Standards Act 2005 of the Commonwealth • listed on our Register of Products by the time VEECs are created.
Training/licensing	Installers must be appropriately trained to install the product.
Eligible environments and installation limits	• Business/non-residential premises – no limits. • The Plumbing Industry Commission (PIC) recommends that a backflow prevention device is present at premises where a pre-rinse spray valve is installed. Installers should consult the PIC for further information. • See Appendix D for guidance on eligible and ineligible environments.

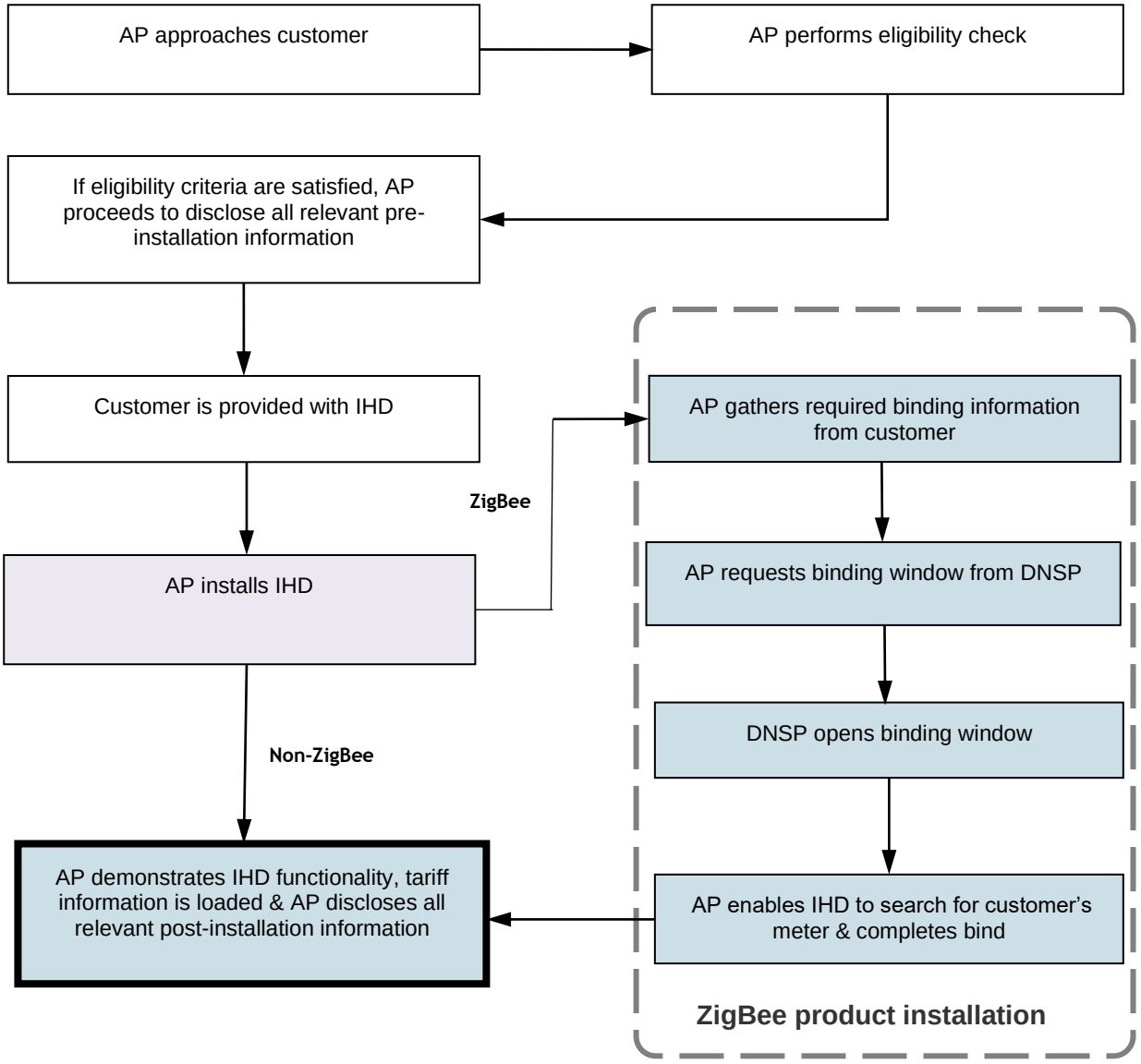
Requirements	Description
Evidence	For each installation, accredited persons must collect and maintain the following: • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing the installed product brand and model. • For business or non-residential upgrades, the invoice for the upgrade must include: – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address, and ABN of the installer business • Geo-tagged photos showing: – the installation environment before the product is installed, including existing product being replaced – the installed product after installation • Decommissioning evidence for all removed pre-rinse spray valves. This includes reconciliations, recycling receipts, count forms, and stocktakes. • VBA Compliance Certificate, if required.

4.4.2. Activity 36A(ii): Installing a pre-rinse spray valve

Requirements	Description
Activity	Installers must: • install a product which meets product criteria below • ensure that there is an existing fitting for a pre-rinse spray valve on which no existing pre-rinse spray valve has been installed • install the product in accordance with AS/NZS 3500 and the Plumbing Regulations 2008
Product criteria	Installing a pre-rinse spray valve that is: • is rated as having a minimum star rating of 6 stars for water efficiency when assessed and labelled in accordance with AS/NZS 6400; and • is tap equipment that is determined to be a WELS product under the Water Efficiency Labelling and Standards Determination 2013 (No.2) made under sections 18, 19 and 26 of the Water Efficiency Labelling Standards Act 2005 of the Commonwealth; and • listed on our Register of Products by the time VEECs are created.
Training/licensing	Installers must be appropriately trained to install the product.

Requirements	Description
Eligible environments and installation limits	• Business premises/non-residential premises – no limits • The Plumbing Industry Commission recommends that a backflow prevention device is present at premises where a pre-rinse spray valve/trigger nozzle is installed. Installers should consult the PIC for further information. • See Appendix D for guidance on eligible and ineligible environments.
Evidence	For each installation, accredited persons must collect and maintain the following: • VEEC assignment form completed and signed by the installer and energy consumer. • Invoice/proof of purchase listing all products (brand and model) installed. • For business or non-residential upgrades, the invoice for the upgrade must include: – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address, and ABN of the installer business • Geo-tagged photos showing: – the installation environment before the product is installed – the installed product after installation • VBA Compliance Certificate if required.

Appendix A: In-home display unit installation process



Appendix B: In-home display photo evidence guidance

Below are examples of photo evidence that meet the requirements for installing a non-Zigbee in-home display unit (activity 30B).

Confidential personal information has been redacted in these examples, but all information should be clearly visible in all evidence provided by accredited persons.

Table 2: Examples of IHD photo evidence

Evidence requirement	Photo example
The serial number of the installed IHD unit	
The installed unit, showing both the meter serial number and the entire meter box with the IHD unit installed	

The consumer's energy bill showing the consumer's tariff rates

Usage and Supply Details

FOR ELECTRICITY SUPPLY A[redacted] VIC 3147

Account Number: [redacted]

Next read date within two days of: 13 September 2021

Payments since your last account

02/08/2021	Direct Debit Credit Card Full Bill	$124.64 Cr
Total Payments Received		$124.64 Cr

Remote Meter Read Index — Reads based on remotely read interval data

Meter Register	Index Read	Date/Time	Index Read	Date/Time	UOM
[redacted]		13/07/2021 00:00	[redacted]	13/08/2021 00:00	KWH

Current transactions

Electricity Charges — **Charges based on actual read**

Your Plan Single Rate — NMI [redacted]

From 13 July 2021 to 31 July 2021 (19 days)

Tariff Description	Meter Number	Usage kWh	Rate c/kWh (incl GST)	Charges (incl GST)
Total Anytime	[redacted]	256	23.760	$60.83
Service to Property Charge		19 days	90.750 c/day	$17.24

Electricity Charges — **Charges based on actual read**

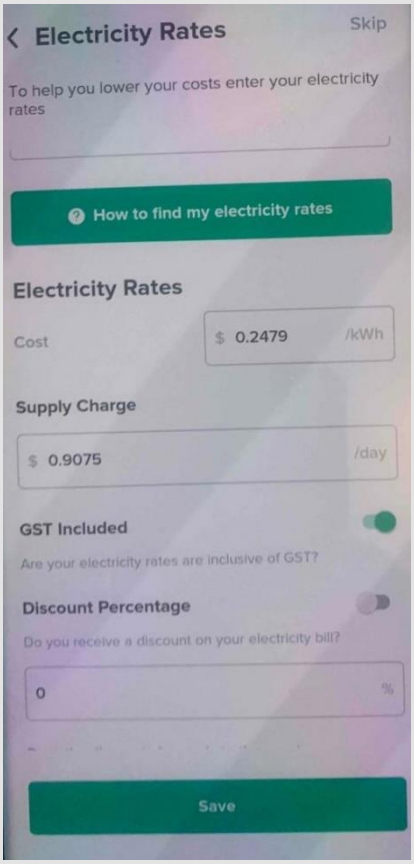
Your Plan Single Rate — NMI [redacted]

From 01 August 2021 to 12 August 2021 (12 days)

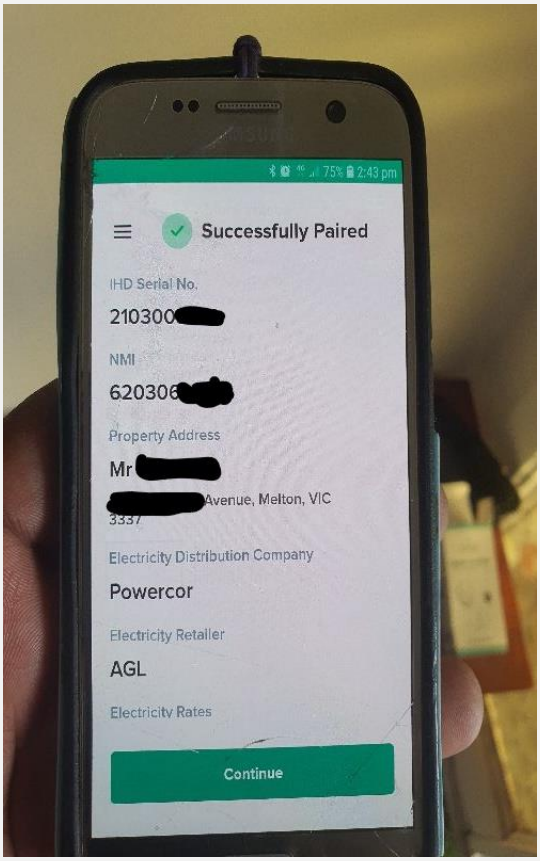
Tariff Description	Meter Number	Usage kWh	Rate c/kWh (incl GST)	Charges (incl GST)
Total Anytime	[redacted]	162	24.794	$40.17
Service to Property Charge		12 days	90.750 c/day	$10.89
Total GST for Charges				$11.74
Total Electricity Charges				$129.13

- Consumption apportioned evenly over number of days

The screen of the installed unit or consumer's IT device displaying the tariff rates which matches the tariff rates on the consumer's energy bill



The screen of the consumer's IT device displaying successful pairing between the app and the installed unit with IHD serial number (for app-based units)



Appendix C: Lead generation requirements

All accredited persons (AP) undertaking installations under activity 30 (in-home display unit) must:

- provide us with details of the service level agreements with your lead generator and sales organisations clearly showing your relationship with these organisations
- provide us with the following information on a weekly basis (by COB each Monday) via veu@esc.vic.gov.au:
  - lead generator and sales organisations you have used in the previous week to undertake doorknocking activities [and the postcodes targeted]
  - the lead generators and sales organisation you propose to use in the coming week to undertake doorknocking activities [and the postcodes targeted]
- ensure that all lead generators, salespeople, and installers:
  - inform the consumer the VEU program is a ***voluntary*** government initiative and that consumers can learn more about the program at the commission website, www.esc.vic.gov.au/veu
  - do not make false or misleading claims such as claiming they work for, or on behalf of, the Victorian Government
  - inform the consumers of their name, and the name and address of the accredited person or installer company they represent
- ensure that all doorknocking lead generators wear an ID
- ensure that all telemarketers comply with the Telecommunications (Telemarketing and Research Calls) Industry Standard 2017.

You should also review section 2.4 of the Obligations and Program Guide for Accredited Persons which lists the key Australian Consumer Law requirements you must comply with when engaging in marketing practices under the program.

Appendix D: Examples of ineligible and eligible installation environments under Activity 36

Installation environment	Photo example
The installation environment is **ineligible**	
The installation environment is **eligible**	

Document Version History

Version	Amendments made	Date published
1.0	First release	10 December 2018
1.1	Revision to amend training/licensing and evidentiary requirements to include new requirements for installations of app-based IHD units under activity 30B	13 September 2019
1.2	Revision to: • amend training/licensing and evidentiary requirements to include new requirements for installation of IHD units requiring modification to any electrical circuit or meter box • clarify wording that Zigbee units can only be installed in compatible distribution network service provider (DSNP) areas.	18 October 2019
1.3	Update to outline criteria for use of appendix(s) with VBA Compliance Certificate and Certificate of Electrical Safety in common requirements	28 November 2019
1.4	Revision to clarify evidentiary requirements for geo-tagged photographs for installations of IHD units under activity 30B	20 February 2020
1.5	Revision to clarify evidentiary requirements for non-prescribed Certificate of Electrical Safety under activity 32	8 April 2020
1.6	Revision to clarify activity requirements for the installation of non-Zigbee IHD units under activity 30B in embedded networks and updating the reference to the Energy Retail Code in section 1.1.1	20 November 2020
1.7	Update to include Appendix B telemarketing requirements for IHD	2 December 2020
1.8	Update to remove Activity 19: Destruction of pre-1996 refrigerator or freezer	10 December 2020
1.9	Update to: • clarify training/licensing/evidentiary requirements for activity 32 • reflect changes in MST course units	22 January 2021
2.0	Update to clarify ABN/ACN evidential requirements	1 April 2021
2.1	Revision to clarify evidentiary requirements for activity 22 and installation date Revision to evidentiary requirements for activity 30 IHD installation	28 October 2021
2.2	Update to reflect revision to activity 32 with release of VEET Specifications v. 11	30 October 2021
2.3	Update to include guidance on fit for purpose installations for refrigerated cabinet activity	31 March 2022
2.4	Update to guidance on fit for purpose installations for refrigerated cabinet activity	28 April 2022

Version	Amendments made	Date published
2.5	Change to remove Activity 32 (18) Refrigerated cabinet under the GEMS 2012 determinations	30 June 2022
2.6	Minor updates to product criteria for products installed under activity 26, activity 30, activity 31, activity 33, and activity 36 to reflect revisions in VEU Specifications v. 13	19 September 2022
2.7	Update to include geotagged photographs as record-keeping requirement for activity 26	29 June 2023