ESSENTIAL SERVICES COMMISSION

# Water Heating and Space Heating and Cooling Activity Guide

24 July 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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# Guide overview

Accredited persons (APs) and scheme participants (including installers) under the Victorian Energy Upgrades (VEU) program must comply with program requirements when undertaking water heating and space heating and cooling activities to create Victorian energy efficiency certificates (VEECs).

## About this guide

Use this guide for assistance in understanding the specific requirements for the water heating and space heating and cooling activities under the VEU program. This document also provides guidance about the key requirements that must be met and expectations of the commission in the carrying out of prescribed activities.

The guide has five sections:

- Section 1: Introduction to water heating and space heating and cooling activities
- Section 2: Activity requirements for water heating activities
- Section 3: Activity requirements for space heating and cooling activities
- Section 4: Activity process for water heating or space heating and cooling activities
- Section 5: Calculating the number of eligible VEECs

## Who should use this guide?

You should use this guide if you are:

- seeking accreditation to undertake water heating and/or space heating and cooling activities under the VEU program
- an accredited person seeking guidance to undertake water heating and/or space heating and cooling activities under the VEU program

For information about, or to apply for accreditation please refer to the commission's website: www.esc.vic.gov.au/become-veu-accredited

To access information about, or to apply for a product to be listed on the VEU Register of Products, please refer to the commission's website at: www.esc.vic.gov.au/veu-product-applicants

### Obligations and Program Guide

The Obligations and Program Guide for Accredited Persons provides overarching information about the VEU program and summarises key requirements that apply to all accredited persons and

provides information about how to create Victorian energy efficiency certificates (VEECs) under the program.

## Legislative requirements

The legal requirements for accredited persons and scheme participants (including installers) participating in water heating activities and space heating and cooling activities under the VEU program are set out in:

- *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).

These documents can be accessed 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.

# 1. Introduction to water heating and space heating and cooling activities

An activity prescribed by the VEET Regulations is referred to as a 'prescribed activity'. The product category, category number and the criteria applying to that activity are contained in Schedule 2 of the VEET Regulations. Any specifications applicable to that product are published by the Secretary of the Department of Environment, Energy and Climate Action (the department) in the VEU Specifications.

Each activity must be undertaken in compliance with the legal requirements for that activity. These requirements include matters such as:

- code of conduct requirements
- product requirements
- eligibility requirements and installation limits
- licensing requirements for installers
- pre-installation requirements
- installation requirements
- decommissioning and disposal requirements
- consumer information provision requirements
- record-keeping requirements.

## 1.1. Water heating activities

Parts 1 and 3 of Schedule 2 of the VEET Regulations prescribe activities for the installation of efficient water heating products under the VEU program. The VEU Specifications set out eligible water heating scenarios and any additional requirements, including product performance requirements, decommissioning and disposal requirements, refrigerant requirements and pre-installation sizing requirements.

The scenarios within a given activity require a different type of specified product to be installed. For this reason, each water heating activity scenario is treated as a separate activity for the purposes of VEEC creation and has its own separate VEEC creation form in the VEU Registry.

The water heating activities under the VEU program are listed in Table 1 below.

Table 1: Current water heating activities under the VEU program

| VEU activity number |
| --- |
| Activity 1C: Replacing an electric resistance water heater with an electric boosted solar water heater |
| Activity 1D: Replacing an electric resistance water heater with a heat pump water heater |
| Activity 3C: Replacing a gas or LPG water heater with a heat pump water heater |
| Activity 3D: Replacing a gas or LPG water heater with an electric boosted solar water heater |

* See section 2.1 below for the program's definition of "electric resistance water heater" and "gas or LPG water heater" as defined in the VEET Regulations

## 1.2. Space heating and cooling activities

Part 6 and 28 of Schedule 2 of the VEET Regulations prescribe activities for the installation of space heating and cooling products under the VEU program.

The VEU Specifications set out the eligible space heating and cooling scenarios and any additional requirements, including product performance requirements, decommissioning and disposal requirements, refrigerant requirements and pre-installation sizing requirements. The scenarios within a given activity are based on the type of product installed and the decommissioned product, if any. The space heating and/or cooling activities under the VEU program are listed below.

Table 2: Current space heating and/or cooling activities under the VEU program

| VEU activity |
| --- |
| Activity 6: Installing a high efficiency air-conditioner |
| Activity 28: Gas heating ductwork |

## 1.3. Summary of common requirements for water heating and space heating and cooling activities

Accredited persons and scheme participants must ensure that they undertake all VEU 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*, 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 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.

## 1.4. Assignment of rights

An important program requirement is the valid assignment of the right to create VEECs from the consumer to an accredited person. A VEEC assignment form must be signed by the consumer for accredited persons to create VEECs and demonstrate compliance with the legislation.

Download the VEEC assignment form template for these activities from the water heating and space heating and cooling 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 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 more information on these principles at: https://ovic.vic.gov.au/privacy/.

# 2. Activity requirements – water heating activities

## 2.1. Eligible activities

Table 3: Eligible water heating activities – activities 1 and 3

| Activity | Activity description | Product criteria |
|---|---|---|
| 1C | Installer(s) must decommission an electric resistance water heater [1, 2] and install an electric boosted solar water heater which meets the product criteria. | Electric boosted solar water heater that:<br>• is certified by an accredited body as complying with AS/NZS 2712<br>• has an insulated storage volume not exceeding 700 litres<br>• achieves ≥ 60% annual energy savings determined in accordance with AS/NZS 4234:2021 and the Water Heating and Space Heating/Cooling Product Application Guide when modelled in climate zone 4 (for activities 1C(i) and 3D)[3]<br>• is modelled based on two load sizes. Product to be used for a medium upgrade, must be modelled under 'medium' and 'small' load conditions based on AS/NZS 4234:2021. Product intended for a small upgrade must be modelled under 'small' and 'very small' load conditions based on AS/NZS4234:2021.[4] (for activities 1C(i) and 3D)<br>• is listed on the VEU Register of Products by the time VEECs are created. |
| 3D | Installer(s) must decommission a gas or LPG water heater [5,6] and install an electric boosted solar water heater which meets the product criteria. | |
| 1D | Installer(s) must decommission an electric resistance water heater [1,2] | Heat pump water heater which: |

[1] Electric resistance water heater means, for the purposes of decommissioning:

- a system that heats water solely using an electric resistance element; or
- an electric boosted solar water heater which only provides heat from the electric resistance element due to a non-functional solar heater exchanger and associated solar heating components where those components are no longer within the relevant warranty period, and at least 5 years has lapsed since the system was installed.

[2] Existing electric resistance water heater must be connected to an electric supply before it is decommissioned. Heaters are not required to be connected immediately prior to decommissioning if the disconnection was due to safety reasons.

[3] Product used for a 'medium upgrade' must be modelled at the 'medium' load and product used for a 'small upgrade' must be modelled at the 'small' load under AS/NZS 4234:2021 when calculating % annual energy savings.

[4] Modelling for two load sizes is required as the VEU Specifications provide that the Bs and Be values to be used in calculating the emission reduction for a 'medium upgrade' is to be determined when modelled with the 'small' load as defined in the AS/NZS 4234:2021 standard, and that the Bs and Be values for a 'small upgrade' is to be determined when modelled with the 'very small' load as defined in the AS/NZS 4234:2021 standard.

[5] Gas or LPG water heater means, for the purposes of decommissioning:

- a system that heats water solely using gas or LPG combustive heating; or
- a gas or LPG boosted solar water heater which only heats water from gas or LPG combustive heating due to a non-functional solar heater exchanger and associated solar heating components where those components are no longer within the relevant warranty period, and at least 5 years has lapsed since the system was installed

[6] Existing gas or LPG water heater must be connected to a gas supply before it is decommissioned. Heaters are not required to be connected immediately prior to decommissioning if the disconnection was due to safety reasons.

| Activity | Activity description | Product criteria |
|---|---|---|
| | and install a heat pump water heater which meets the product criteria. | • is certified by an accredited body as complying with AS/NZS 2712<br>• has an insulated storage volume not exceeding 700 litres<br>• achieves ≥ 60% annual energy savings determined in accordance with AS/NZS 4234:2021 and the Water Heating and Space Heating/Cooling Product Application Guide when:<br>– modelled in climate zone HP4-AU for products installed in climatic zone [5] (for activities 1D(i) and 3C)<br>– modelled in climate zone HP5-AU for products installed in climatic zone [5] (for activities 1D(i) and 3D)<br>• use a refrigerant that has a global warming potential of less than 700 [7]<br>• is modelled based on two load sizes. Products to be used for a medium upgrade must be modelled under 'medium' and 'small' load conditions based on the AS/NZS 4234: 2021. Products to be used for a small upgrade must be modelled under 'small' and 'very small' load conditions based on AS/NZS4234:2021[5] (for activities 1D(i) and 3D)<br>• is covered by a warranty against defects for a period of at least five years from the date of installation, purchase or supply (as applicable)[8]<br>• is listed on the VEU Register of Products by the time VEECs are created. |
| 3C | Installer(s) must decommission a gas or LPG water heater [3,4] and install a heat pump water heater which meets the product criteria. | |

## 2.2. Eligible premises and installation limits

Table 4: Eligible premises and installation limits for water heating activities

| Activities | Premises type | Premises requirement | Installation limit |
|---|---|---|---|
| Activities 1 and 3 | Residential | Construction of premises in which the activity is undertaken was not completed within 2 years of the activity being undertaken | Maximum of 2 products per premises |
| Activities 1 and 3 | Non-residential | Construction of premises in which the activity is undertaken was not completed within 2 years of the activity being undertaken | Maximum of 5 products per premises |

Note:

[7] See Appendix A for list of refrigerants (including alternative refrigerants) with global warming potential (GWP) values.

[8] This warranty requirement applies to heat pump water heater products installed under the program from 31 March 2025.

- Installation limits set out above apply to a premises (i.e. at a site/address level). For premises with multiple buildings at a site (such as a school), the installation limits apply across the entire site (not per building).
- For all decommissioning scenarios, only one upgrade product can be installed for each product that is decommissioned.

## 2.3. Licence/registration requirements for installers

All water heating and space heating and cooling upgrades, including work undertaken to decommission the replaced system, must comply with legal requirements and be undertaken by personnel holding the correct registration or licences as required by legislation.

See below links which provides further details of the registration/licensing requirements in relation to the installation of heat pump water heaters of these bodies:

- Registration/licensing requirements for plumbing work under the Building Act 1993 and regulations under that Act as administered by the Victorian Building Authority (VBA): Heat pump installations : VBA webpage
- Registration/licensing requirements for electrical work under the Energy Safet Act 1998 and regulations under that Act as administered by Energy Safe Victoria (ESV) : Hot water system installation information for Solar Homes and VEU program installers | Energy Safe Victoria
- Refrigerant handling license requirements under the Ozone Protection and Synthetic Greenhouse Gas Management Act 1989 and regulations under that Act as administered by Australian Refrigeration Council (ARC). https://www.arctick.org/refrigerant-handling-licence/licence-types/

The information provided in Table 5 and Table 6 is available for general information purposes only and does not constitute legal or other professional advice. The information provides a summary of some licence and registration requirements as set out in the above Acts and regulations at the time of publication of this Guide and is not intended to be relied upon as a complete reference to an installer's obligations under the Building Act, the Electricity Safety Act and regulations made under the legislation.

Accredited persons and installers should take appropriate measures to verify existing requirements set in other regulatory instruments at a specific point in time. Accredited persons and installers should obtain professional advice if they have any specific concerns before relying on the accuracy, currency or completeness of this information. Clarification on guidance on licensing requirements set out in Table 5 and Table 6 below should be directed to the VBA (in respect of plumbing work licence requirements) and ESV (in respect of electrical work licence requirements).

Table 5: Licensing requirements for installers undertaking water heating activities and guidance on these requirements as administered by VBA and ESV

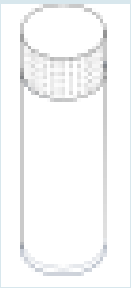
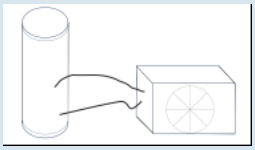
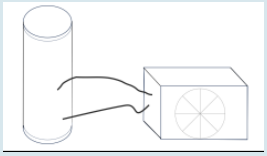
| Type of work | Licensing requirements for installer(s) | Guidance on licensing requirements administered by VBA and ESV |
|---|---|---|
| Plumbing work | All plumbing work involved in decommissioning and/or installing a water heating product must be undertaken by an appropriately registered or licensed plumber by the VBA in accordance with the Plumbing Regulations 2018[9]. | • For plumbing work involving decommissioning an electric resistance water heater[1], the plumber must be registered[10] or licensed in water supply work.<br>• For plumbing work involving decommissioning a gas-fueled water heater[3] (gas/LPG storage, gas/LPG instantaneous or gas boosted solar), the plumber must be registered[9] or licensed in gas-fitting work and water supply work.<br>• For plumbing work involving installing an electric boosted solar water heater, the plumber must be registered[9] or licensed in water supply work.<br>• For plumbing work involving installing a heat pump water heater, see Table 6 below. |
| Electrical work | All electrical work involved in decommissioning and/or installing a water heating product must be undertaken by an appropriately licensed electrician by ESV in accordance with the Electricity Safety (Registration and Licensing) Regulations 2020. | • For electrical work involving decommissioning an electric resistance water heater[1], the person must be a licensed electrician (grade A).<br>• For electrical work involving decommissioning a gas-fuelled water heater[3] (gas/LPG storage, gas/LPG instantaneous or gas/LPG boosted solar) and installing an electric water heater (electric boosted solar or heat pump), the person must be a licensed electrician (grade A)<br>• For electrical work involving decommissioning an electric resistance water[1] and installing an electric water heater (electric boosted solar or heat pump water heater), the person must be a licensed electrician (grade A). |

Table 6: Guidance from the Victorian Building Authority (VBA) on plumbing licensing requirements for installers undertaking heat pump water heating upgrades

| Heat Pump Water Heater installed (configuration and refrigerants use) | Water Heating System Being Replaced | |
|---|---|---|
| | Replacing electric resistance water heater | Replacing type A gas-fuelled water heaters |

[9] See Victorian Building Authority website for the different classes of plumbing works and the difference between registered and licensed plumbers.

[10] Registered plumbers must be supervised by licensed plumber when undertaking the plumbing work.

| | | | |
|---|---|---|---|
|  All In One (pre-charged integrated / self contained (where lines are connected)<br><br>No connection required with external refrigerant unit | Licensed and registered plumbers in water supply work can undertake the upgrade.<br><br>Apprentices can undertake the upgrade but must be supervised by a plumber licensed in water supply work. | Licensed and registered plumbers in water supply work AND gasfitting work can undertake the upgrade.<br><br>Registered plumbers in water supply work AND gasfitting work or apprentices can undertake the upgrade but must be supervised by a plumber licensed in water supply work AND gasfitting work. |
|  <br><br>Split system – water circulating.<br><br>No use of refrigerants. | Licensed and registered plumbers in water supply work can undertake the upgrade.<br><br>Apprentices who can undertake the upgrade must be supervised by a plumber licensed in water supply work. | Licensed plumbers in water supply work AND gasfitting work can undertake the upgrade.<br><br>Registered plumbers in water supply work AND gasfitting work or apprentices can undertake the upgrade but must be supervised by a plumber licensed in water supply work AND gasfitting work. |
|  <br><br>Split system – refrigerant circulating.<br><br>Connection with external refrigerant unit.<br><br>All refrigerant types (including natural refrigerants)<br><br>All connection types (whether pre-charged/quick connect or not) | Licensed plumbers in water supply work AND refrigerated air conditioning work can undertake the upgrade.<br><br>Registered plumbers in water supply work AND refrigerated air conditioning work or apprentices an undertake the upgrade but must be supervised by a plumber licensed in water supply work AND refrigerated air conditioning work. | Licensed plumbers in water supply work, gasfitting work AND refrigerated air-conditioning work can undertake the upgrade.<br><br>Registered plumbers in water supply work, gasfitting work AND refrigerated air-conditioning work or apprentices can undertake the upgrade but must be supervised by a plumber licensed in water supply work, gasfitting work and refrigerated air-conditioning work. |

## 2.4. Pre-installation requirements – sizing (residential premises only)

Table 7: Pre-installation sizing requirements (residential premises only)

| Activity | Pre-installation requirement |
|---|---|
| 1C(i), 1D(i), 3C and 3D | Before the consumer agrees to undertake the activity, an accredited person or scheme participant must:<br>• provide the consumer with a copy of the current VEU Water Heating Consumer Fact Sheet, as published on the department's website<br>• give clear and accurate information to the energy consumer about the suitability of the product to be installed for the hot water needs of the consumer, having regard to the consumer's premises |

- advise the energy consumer on whether the size of the product to be installed is consistent with the size recommended in the VEU Water Heating Consumer Fact Sheet
- assess the operation of the solar water heater component(s) and determine the component(s) to be non-functional (for upgrades of a solar water heater with non-functional solar component(s)).

## 2.5. Co-payment requirement[11]

Table 8: Co-payment requirement

| Activity | Co-payment requirement |
|---|---|
| 1C(i), 1D(i), 3C and 3D | The energy consumer must have paid the accredited provider or scheme participant a minimum co-payment amount of $200 (including GST) per installed product. The co-payment must be paid by the energy consumer before VEECS can be created for the activity.<br><br>The co-payment amount cannot be reimbursed, in part or in full, to the energy consumer in any form, including money, goods or services. |

## 2.6. Installation requirements

Table 9: Installation requirements

| Activity | Installation requirement |
|---|---|
| 1C(i), 1D(i), 3C and 3D | The product must not be installed together (in-line) with an additional hot water storage tank or hot water system e.g. a 'manifold system'. |

## 2.7. Decommissioning and disposal requirements

The decommissioning and disposal requirements that must be complied with when undertaking water heating activities are listed in Table 10 below.

Table 10: Decommissioning and disposal requirements for all water heating activities

| Requirement |
|---|
| The decommissioned product must be decommissioned in a practical and safe manner to ensure it cannot be re-used again.<br><br>Any waste or debris generated from the activity, including the decommissioned product (where it is practical and safe to remove the decommissioned product), must be removed from the consumer's premises and disposed of in accordance with all applicable waste management requirements under the Environment Protection Act 2017 and its regulations. |

[11] This co-payment requirement applies to water heater products installed under the program from 1 February 2025.

| Requirement |
| --- |
| Accredited persons or scheme participants must not install a product for the purposes of decommissioning it as part of an activity under the program (e.g. the baseline environment for a given installation has not been altered for the purposes of inflating the VEEC claim for that installation).<br><br>For an activity involving the decommissioning of product(s), the accredited person, the installer, and the energy consumer will need to provide a declaration to the commission stating that the decommissioned product was not installed for the purposes of decommissioning it as part of an activity under the program. |

The commission has developed a flowchart (see Figure 1 below) and a step-by-step guide (see Table 11 below) to assist accredited persons and scheme participants understand the key steps and decisions involved in determining how to decommission a product in a safe and practical manner.

The guidance includes:

- matters which installers must comply with as they are legislated requirements
- matters we expect installers to comply with as they align with best practice standards in order to protect the integrity of the program and consumers under the program
- guidance for installers on how to interpret a particular legislated requirement.

We note that accredited persons are responsible for ensuring that disposal of decommissioned products are undertaken in accordance with all applicable waste management requirements under the EP Act and its regulations. Failure to comply with these waste management requirements may result in compliance and enforcement action by the commission (or other regulators) and may have implications for your accreditation under the VEU program. We may seek information from an accredited person to demonstrate that appropriate systems are in place to ensure compliance with these requirements.

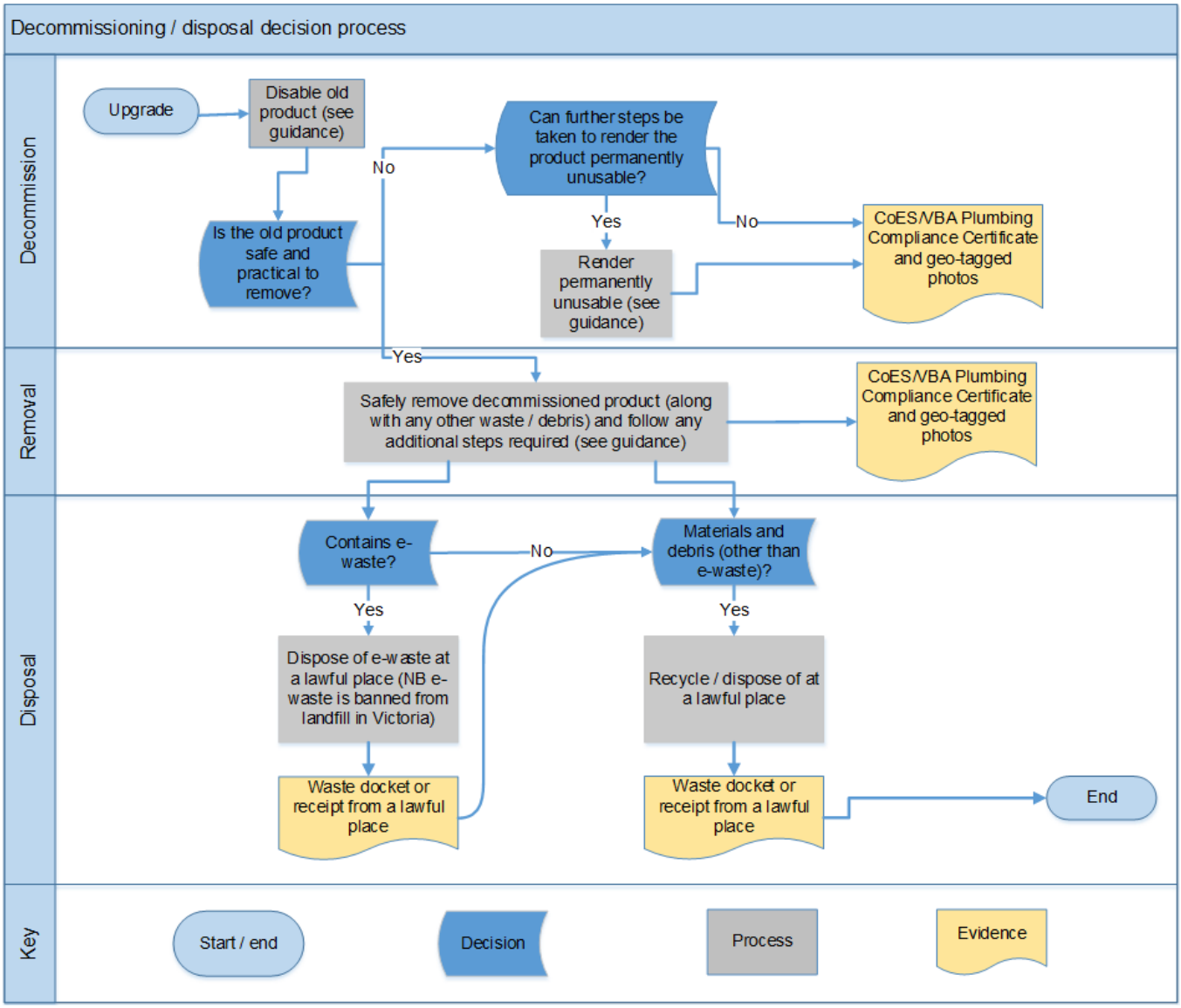



Figure 1: Decommissioning guidance flowchart for water heating activities

Table 11: Decommissioning step-by-step guidance and considerations

| Stage | Decommissioning guidance |
|---|---|
| **Decommission** | Steps involved in disabling the old product.<br>• Is product connected to electrical supply? If yes, the product must be disconnected and appropriate steps taken to make the electrical connection safe (i.e. all unused wiring terminated in an encloser and isolated at the switchboard in accordance with AS/NZS 3000).<br>• Is product connected to gas supply? If yes, the product must be disconnected and steps taken to make the gas connection safe (i.e. to seal and/or cap off the gas piping using appropriate materials in accordance with AS/NZS 5601.1).[12]<br>• Is product connected to water supply? If yes, the product must be disconnected and appropriate steps taken to make the inlet and outlet water connections safe (e.g., sealed to be watertight).<br>• Is the water heater product attached to a solid fuel appliance? If yes, the water jacket must be removed from the solid fuel appliance or where it cannot be removed, appropriate steps taken to make the water jacket safe.<br>• Is the product a gravity-fed water heater? If yes, it is the commission's expectation that you drain the water from the tank.<br><br>Is the old product safe and practical to remove?<br>• If yes, the old product must be removed and recycled or disposed of appropriately. It is the commission's expectation that most products should be removed from the consumer's premises and disposed of by the installer.<br>• Products which the commission understands may not be safe and practical to remove include:<br>– products where removal is impractical (e.g., gravity-fed water heater systems)<br>– product components located on the roof where electric boosted solar water heaters or gas boosted solar water heaters with non-functional components are replaced<br>– products where removal would result in substantial remediation work to the building environment<br>– products where removal would raise health and safety risks. Note that where removal of a system involves asbestos, the removal or disposal or asbestos must be performed in accordance with applicable legislation.[13]<br>• If the old product is not safe and practical to remove, steps must be taken to render the product permanently unusable in a safe and practical manner. Steps which the commission considers may be safe and practical include:<br>– the removal and destruction of the heating element or burner, control board / internal wiring components including 3 pin plug<br>– destruction of the product's casing or other components which renders the product permanently unusable<br>– If a water tank is present, damaging the tank to render permanently unusable, e.g., by drilling a hole in the tank. |

[12] See Compliant gas consumer piping sealing as part of decommissioning work | Victorian Building Authority website page for more information on how to comply

[13] See absestos.vic.gov.au website for detailed information about responsibilities and legal duties of tradespeople and builders when dealing with asbestos.

| Stage | Decommissioning guidance |
|---|---|
| | • Where a product is not removed from the consumer's premises, a justification for why the product has been left on site will need to be recorded on the activity's VEEC assignment form. |
| **Removal** | • Any waste and debris (including the decommissioned product where safe and practical to be removed) must be removed from the consumer's premises.<br>• it is the commission's expectation that there is clear agreement between the consumer and installer prior to the commencement of the installation about the scope of the installation, including whether a product is to be removed and the scope of any building repair work (if any) that will need to be undertaken, and whether that work will be undertaken by the installer. |
| **Disposal** | • You must manage your waste in accordance with the Victorian environment protection framework, established by the Environment Protection Act 2017 (EP Act) and Environment Protection Regulations 2021 (EP Regulations). This includes complying with the relevant waste duties.<br>• Under the EP Act and EP Regulations, waste duties apply to all business that generate, transport or receive industrial waste. In summary, businesses managing industrial waste must:<br>– classify all waste streams to determine the relevant waste code and waste type (industrial, priority or reportable priority waste). For instance, a decommissioned water heater or space heater is likely to be classified as waste code T300 (E-waste) which is priority waste.<br>– ensure waste is safely contained during transportation and provide the transporter with enough information about the waste.<br>– ensure waste goes to a place that is lawfully authorised to receive it, which is called a lawful place. Some common types of lawful places are permissioned resource recovery facilities, transfer stations and landfills. Sites with an Environment Protection Authority (EPA) permission are listed on a public register maintained by the EPA. Note: e-waste is banned from landfill in Victoria.<br>• Find out more about your waste duties on EPA's website.<br>• If waste is to temporarily stored before it is collected and further transported for disposal, it must be stored properly and in accordance with relevant EP Act requirements, including any required EPA permissions. Up to 5m3 of non-priority industrial waste or e-waste (excluding batteries) can be stored temporarily requiring an EPA permission.[14] |

## 2.8. Consumer information provision requirements

Table 12 below provides a summary of the records and information that must be provided to the consumer:

Table 12: Information to be provided to consumer for all water heating activities

| Activity stage | Document or information |
|---|---|
| Prior to undertaking the installation | • VEET Scheme Consumer Factsheet.<br>• VEU Water Heating Consumer Fact Sheet (residential installations only). |

[14] See schedule 1 and regulation 63 of the Environment Protection Regulations 2017.

| Activity stage | Document or information |
|---|---|
| | • 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 installation | • Tax invoice or proof of purchase<br>• VEEC Assignment Form<br>• Victorian Building Authority (VBA) Compliance Certificate and/or Certificate of Electrical Safety (as applicable to the installation).<br>• Information as set out in the VEU Code of Conduct including dispute resolution information, manufacturer's instructions, contact details of the accredited person and/or scheme participant who undertook the installation.<br>• A minimum 5-year warranty against defects document for products installed containing contact details of who to contact regarding product warranty obligations in Australia in the event of a product failure.[15] |

## 2.9. Record-keeping requirements

Accredited persons are required to keep documents that record and explain all transactions and other acts engaged in, or required to be engaged in, as provided in the VEET Guidelines.

All documents are required to be maintained for at least 6 years and must be kept in writing in English or in a manner which enables the documents to be readily accessible and convertible into writing in English.

Table 13 below sets out the detail of the records which will satisfy the record keeping requirements as set out in Annexure A to the VEET Guidelines. These records must be collected and retained by accredited for each water heating activity undertaken. The commission may require these documents to be produced.

Table 13: Record-keeping requirements for all water heating activities

| Document(s) | Details to be provided |
|---|---|
| VEEC assignment form | Assignment form to be completed and signed by the installer and energy consumer, including signed agreement between the consumer and installer about the scope of the installation, including whether a product(s) is to be removed and the scope of any building repair work (if any) to be undertaken by the installer. |
| Invoice or proof of purchase | Document must list:<br>• the brand and model of installed product(s)<br>• the number of installed product(s)<br>• the name and address of the energy consumer |

[15] Applies to products installed from 31 March 2025.

| Document(s) | Details to be provided |
|---|---|
| | • the name, address and ABN of the installer business<br>• the price of the product(s) (before VEEC incentive is applied)<br>• the VEEC incentive amount<br>• the amount paid the by the energy consumer for the product(s) (after VEEC incentive is applied)<br>• date of purchase or installation. |
| Non prescribed certificate of electrical safety (CoES)[16]<br><br>and<br><br>VBA Compliance Certificate[17] | Either the VBA Compliance Certificate or CoES must include a description of the nature of work carried out, including:<br>• the type and number of product(s) installed<br>• the type and number of product(s) decommissioned and the method of decommissioning (where products are decommissioned as part of the installation)<br><br>An appendix(ces) may be provided with the VBA Compliance Certificate or a CoES. Where an appendix is used, the following criteria must be met:<br>• the certificate must refer to the appendix and list the number of pages<br>• the appendix must be attached to the certificate<br>• each appendix page must be numbered, with the certificate number referenced on each page<br>• each appendix page must be signed by the plumber or electrician responsible for the completed work<br>• all premises being claimed for must be listed with the corresponding installed product information in the appendix (where multiple units at one address receive an upgrade)<br>• the type of work performed is specified for each premises being claimed for. |
| Geotagged photographs | Geo-tagged photographs which are date and time stamped showing:<br>• the existing product(s) before the upgrade<br>• the brand, model and serial number of the existing product(s)[18]<br>• the date of manufacture of the system(s) showing a date at least 5 years prior to the date of the upgrade[19] (where upgrade is for replacements of electric boosted solar water heater(s) or gas boosted solar water heater(s) with non-functional components)<br>• the gas pipe of the existing product(s) sealed and/or capped using appropriate materials (where the existing product is a gas or lpg water heater)<br>• the existing product(s) disabled and rendered permanently unusable<br>• the existing product(s) ready to be removed from the consumer's premises (where product(s) is being removed) |

[16] A prescribed certificate of electrical safety is only required if the electrical mains conductors, main earthing system or main switchboard is modified.

[17] A VBA compliance certificate is required for all plumbing work where total value of the work (parts and labour is $750 or more) of where work involves specific types of plumbing work.

[18] If the details are not legible, capturing geo-tagged photos of the weathered plate is acceptable. The photo should be taken within close range to demonstrate the details are not visible.

[19] This date is accepted by the commission as the relevant date to evidence the system was installed at least 5 years prior to the date of the upgrade

| Document(s) | Details to be provided |
|---|---|
| | • the location of the existing product(s) – the photograph to be taken at a wide angle to show the location of the product(s) (where product has not been removed)<br>• the installed product(s) after installation – the photograph to be taken at a wide angle to show the entire product and pipework<br>• the terminating location of the temperature pressure relief (TPR) valve drain line<br>• the brand, model and serial number of the installed product(s).<br>• the tank model number and heat pump model number of installed product(s) (where product installed is a heat pump)<br><br>All geo-tagged photographs must:<br><br>• be clear and in focus;<br>• include any relevant markings;<br>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 photos). |

## 2.10. Water heating audit checklists and guidance

Solar Victoria has published the following resources to assist installers of solar hot water and hot water heat pump installations advance their understanding of compliance standards. We recommend installers undertaking installations under the VEU program review these resources.

- Solar Homes hot water audit checklist
- Hot water installation safety – Guide sheet 4.1: Safe drainage of temperature pressure relief valves – Potential hazards or unsafe installations
- Hot water installation safety – Guide sheet 4.1: Safe drainage of temperature pressure relief valves – Methods of compliance

All above resources can be found on the Solar Victoria website page:

Victorian Building Authority has also published guidance for plumbing practitioners to ensure they are complaint when installing hot water heat pumps: See VBA heat pump installations guidance page.

# 3. Activity requirements – space heating and cooling activities

## 3.1. Eligible activities

### 3.1.1. Activity 6: Space heating and cooling – High efficiency reverse cycle air-conditioner

Activity 6 requires installer(s) to:

- decommission product(s) under one of 11 different decommissioning scenarios, including one no decommissioning scenario (see Table 14 below)
- install one or more reverse cycle air-conditioners (RCACs) which meet the performance requirements from one of nine different product categories (6A, 6B(i), 6B(ii), 6C, 6D, 6E(i), 6E(ii), 6F and 6G) under the VEU Specifications (see Tables 14 and 15 below). Different product categories have been assigned to a reverse cycle air-conditioner based on whether it is ducted or non-ducted, and its size (cooling capacity).

When installing multi-split systems, all indoor units installed must be from the same original equipment manufacturer as the connected outdoor unit.

When replacing ducted systems under this activity, in particular gas ducted systems, we recommend the ductwork and fittings for these products be replaced to mitigate risk of inefficiencies in the performance of the installed ducted RCACs that may result in poor outcomes for the consumer. Our expectation is that installers replace the ductwork and/or fittings where they have identified that the existing ductwork and/or fittings are not suitable for reuse (e.g. where ductwork is inappropriately sized and/or has degraded over time). We note that failing to provide consumers with clear and accurate information about the suitability and performance of product may amount to a breach of the code of conduct and may be subject to a range of compliance and enforcement actions.

Table 14: Eligible decommissioning scenarios for activity 6

| Activity scenarios | Decommissioning scenario requirements | |
|---|---|---|
| 6A-G | (i) | Installer(s) must decommission a hard-wired resistance electric room heater only[20] (no refrigerative air conditioner) which is the main form of heating any premises. |
| | (ii) | Installer(s) must decommission:<br>• a hard-wired resistance electric heater[16] which is the main form of heating any premises, and<br>• a refrigerative air conditioner (whether ducted or not)[16] that is not located in:<br>  ○ in the case of an air conditioner in residential premises, a bedroom; or<br>  ○ in the case of an air conditioner in business or non-residential premises, a room with an area of less than 20 $m^2$. |
| | (iii) | Installer(s) must decommission a central electric resistance that provides heating to a space with a floor area of at least 100 $m^2$ or slab heater only[16] (no refrigerative air conditioner) which is the main form of heating any premises. |
| | (iv) | Installer(s) must decommission:<br>• a central electric resistance that provides heating to a space with a floor area of at least 100 $m^2$ or slab heater[16] which is the main form of heating any premises; and<br>• a refrigerative air conditioner (whether ducted or not)[16] that is not located in:<br>  ○ in the case of an air conditioner in residential premises, a bedroom; or<br>  ○ in the case of an air conditioner in business or non-residential premises, a room with an area of less than 20 $m^2$. |
| | (v) | Installer(s) must decommission a ducted reverse cycle air conditioner[16] which is the main form of heating any premises. |
| | (vi) | Installer(s) must decommission a non-ducted reverse cycle air conditioner.[16] |
| | (vii) | Installer(s) must decommission a ducted gas heater only[21] (no refrigerative air conditioner) which is the main form of heating any premises. |
| | (viii) | Installer(s) must decommission: |

[20] Existing electric appliances must be connected to an electric supply before it is decommissioned Heaters are not required to be connected immediately prior to decommissioning if the disconnection was due to safety reasons

[21] Existing gas appliances must be connected to a gas supply before it is decommissioned Heaters are not required to be connected immediately prior to decommissioning if the disconnection was due to safety reasons

| Activity scenarios | Decommissioning scenario requirements |
|---|---|
| | • a ducted gas heater[16] which is the main form of heating any premises; and<br>• a refrigerative air conditioner[16] (whether ducted or not) that is not located in:<br>  ○ in the case of an air conditioner in residential premises, a bedroom; or<br>  ○ in the case of an air conditioner in business or non-residential premises, a room with an area of less than 20m$^2$. |
| (ix) | Installer(s) must decommission a non-ducted gas heater only[17] (no refrigerative air conditioner) |
| (x) | Installer(s) must decommission:<br>• a non-ducted gas heater[17]; and<br>• refrigerative air conditioner[16] (whether ducted or not) that is not located in:<br>  ○ in the case of an air conditioner in residential premises, a bedroom; or<br>  ○ in the case of an air conditioner in business or non-residential premises, a room with an area of less than 20m$^2$. |
| (xi) | No decommissioning. |

Table 15: Product criteria for reverse-cycle air conditioners to be installed under activity 6

| Product criteria |
|---|
| • Products must be registered to the Greenhouse and Energy Minimum Standards (Air Conditioners up to 65kW) Determination 2019 (Cth) (GEMS Determination).<br>– For products registered to the GEMS Determination after 1 August 2024 that do have a HSPF and TCSPF for the specified GEMS Residential or Commercial Cold Zone, the product must:<br>  ○ achieve the minimum HSPF and TCSPF for the specified GEMS Residential Cold Zone (categories 6A, 6B, 6D, 6E and 6F) specified in Table 16<br>  ○ achieve the minimum HSPF and TCSPF for the specified GEMS Commercial Cold Zone (categories 6C and 6G) specified in Table 16<br>  ○ be registered to the relevant class (or classes) under that determination, specified in Table 16.<br>– For products registered to the GEMS Determination on or before 1 August 2024 that do have a HSPF and TCSPF for the specified GEMS Residential or Commercial Cold Zone, the product must:<br>  ○ achieve the minimum HSPF and TCSPF for the specified GEMS Residential Cold Zone (categories 6A, 6B, 6D, 6E and 6F) OR the minimum ACOP and AEER specified in Table 16<br>  ○ achieve the minimum HSPF and TCSPF for the specified GEMS Commercial Cold Zone (categories 6C and 6G) OR the minimum ACOP and AEER specified in Table 16<br>  ○ be registered to the relevant class (or classes) under that determination, specified in Table 16<br>– For products registered to the Greenhouse and Energy Minimum Standards (Air Conditioners up to 65kW) Determination 2019 (Cth) that do not have a HSPF and TCSPF for the specified GEMS Residential or Commercial Cold Zone, the product must:<br>  ○ achieve the minimum ACOP and AEER specified in Table 16<br>  ○ be registered to the relevant class (or classes) under that determination, specified in Table 16 |

**Product criteria**

- The global warming potential (GWP) of the refrigerant used in a product with a rated cooling capacity below 15 kW must be less than 700.
- Products must be covered by a warranty against defects for a period of at least five years from the date of installation, purchase or supply (as applicable) (only for products registered under product categories 6A, 6B, 6D, 6E and 6F to be installed in residential premises).[22]
- Product must be listed on the VEU Register of Products by the time VEECs are created.

Table 16: Minimum efficiency requirements for reverse-cycle air conditioners to be installed

| VEU product category | Product description[23] | GEMS 2019 Class | GEMS 2019 min HSPF | GEMS 2019 min TCSPF | GEMS 2019 ACOP | GEMS 2019 AEER |
|---|---|---|---|---|---|---|
| 6A | Ducted air to air<br>R < 10 kW | Classes 10, 15, 18, or 19[24] | 3.6 | 4.4 | 3.9 | 3.5 |
| 6B(i) | Ducted air to air<br>10 kW ≤ R < 25 kW | Classes 6 (ducted units only), 11, 16 or 20[20] | 3.4 | 4.2 | 3.7 | 3.4 |
| 6B(ii) | Ducted air to air<br>25 kW ≤ R ≤ 39 kW | Classes 6 (ducted units only), 11, 16 or 20[20] | 3.2 | 3.6 | 3.7 | 3.4 |
| 6C | Ducted air to air<br>39 kW < R ≤ 65 kW | Classes 7 (ducted units only), 12, 17 or 21[20] | 3.2 | 4.8 | 3.5 | 3.2 |
| 6D | Non-ducted air to air<br>R < 4kW | Classes 8, 13 or 18 | 4.2 | 5.4 | 4.4 | 4.1 |

[22] This warranty requirement applies to products installed under the program from 31 March 2025.

[23] 'R' refers to the standard rated standard cooling full capacity as defined in the Greenhouse and Energy Minimum Standards (Air Conditioners up to 65kW) Determination 2019.

[24] Products from GEMS classes 18, 19, 20 or 21 are only able to be approved under product category 6A, 6B(i), 6B(ii) and 6C from 1 January 2024

| VEU product category | Product description[23] | GEMS 2019 Class | GEMS 2019 min HSPF | GEMS 2019 min TCSPF | GEMS 2019 ACOP | GEMS 2019 AEER |
|---|---|---|---|---|---|---|
| 6E(i) | Non-ducted air to air<br>4 kW ≤ R < 7 kW | Classes 9, 14 or 19 | 3.7 | 5.0 | 4.0 | 3.7 |
| 6E(ii) | Non-ducted air to air<br>7 kW ≤ R < 10 kW | Classes 9, 14 or 19 | 3.6 | 4.8 | 3.9 | 3.7 |
| 6F | Non-ducted air to air<br>10kW ≤ R ≤ 39kW | Classes 6 (non-ducted units only), 11, 16 or 20 | 3.6 | 4.6 | 3.9 | 3.6 |
| 6G | Non-ducted air to air<br>39kW < R ≤ 65kW | Classes 7 (non-ducted units only), 12, 17 or 21 | 2.7 | 5.3 | 3.8 | 3.4 |

### 3.1.2. Activity 28: Space heating and cooling – Gas heating ductwork

Table 17: Eligible activity scenarios under activity 28: Space heating and cooling – Gas heating ductwork

| Activity | Activity description | Product criteria |
|---|---|---|
| 28A | Installers must:<br>• decommission gas heating ductwork that is connected to a ducted gas heater<br>• install a product which meets the product criteria<br>• install the ductwork according to requirements set out in AS 4254-2002<br>• connect it to an operable space heating product. | Flexible ductwork which:<br>• is constructed in accordance with AS 4254.1, tested and certified by an approved laboratory as complying with that standard, and labelled in accordance with the requirements set out in that standard<br>• is insulated using bulk insulation that is certified by an accredited body as complying with AS/NZS 4859.1and achieves a minimum R-value of 1.5<br>• if installed in class 1 or 10 buildings, uses fittings that achieve the R-values specified by Table 3.12.5.2 of Volume Two of the BCA<br>• if installed in class 2 to class 9 building, uses fittings that achieve the minimum total R value specified by Specification J5.2b of Volume One of the BCA<br>• is listed on the VEU Register of Products by the time VEECs are created. |

| Activity | Activity description | Product criteria |
|---|---|---|
| 28B | | Rigid ductwork which:<br>• is constructed in accordance with AS 4254.2, certified by an approved laboratory as complying with that standard<br>• is longitudinally labelled at intervals of no more than 1.5 meters in characters that are clearly legible and at least 18mm high and state the duct manufacturer or assembler name, the diameter of the duct core, the R-value of the bulk insulation and whether the ductwork complies with AS 4254.2<br>• is insulated using bulk insulation that is certified by an accredited body as complying with AS/NZS 4859.1and achieves a minimum R-value of 1.5<br>• if installed in class 1 or 10 buildings, uses fittings that achieve the R-values specified by Table 3.12.5.2 of Volume Two of the BCA<br>• if installed in class 2 to class 9 building, uses fittings that achieve the minimum total R value specified by Specification J5.2b of Volume One of the BCA<br>• is listed on the VEU Register of Products by the time VEECs are created. |

## 3.2. Eligible premises and installation limits

Table 18: Eligible premises and installation limits for space heating and cooling activities

| Activities | Premises type | Premises requirement | Installation limits |
|---|---|---|---|
| 6A, 6B<br>(Ducted) | Residential | For activities involving decommissioning, construction of premises in which the activity is undertaken was not completed within 2 years of the activity being undertaken | 1 product per premises |
| 6A, 6B, 6C<br>(Ducted) | Business/non-residential | For activities involving decommissioning, construction of premises in which the activity is undertaken was not completed within 2 years of the activity being undertaken | 5 products per premises for installations involving decommissioning<br>2 products per premises for installations not involving decommissioning<br>Total cap of 5 products per premises – 5 ducted products only able to be installed if the 3rd, 4th and 5th products are installed as a result of decommissioning an existing product |

| Activities | Premises type | Premises requirement | Installation limits |
|---|---|---|---|
| 6D, 6E, 6F<br>(Non-ducted) | Residential | For activities involving decommissioning, construction of premises in which the activity is undertaken was not completed within 2 years of the activity being undertaken | 5 products per premises for installations involving decommissioning<br>3 products per premises for installations not involving decommissioning<br>Total cap of 5 products per premises – 5 non-ducted products only able to be installed if the 4th and 5th products are installed as a result of decommissioning an existing product |
| 6D, 6E, 6F, 6G<br>(Non-ducted) | Business/non-residential | For activities involving decommissioning, construction of premises was not completed within 2 years of the activity being undertaken | 10 products per premises for installations involving decommissioning<br>3 products per premises for installations not involving decommissioning<br>Total cap of 10 products per premises – 10 non-ducted products only able to be installed if the 4th to 10th products are installed as a result of decommissioning an existing product |

Note:

- Installation limits set out above apply to a premises (i.e. at a site/address level). For premises with multiple buildings at a site (such as a school), the installation limits apply across the entire site (not per building).
- For all decommissioning scenarios, only one upgrade product can be installed for each product that is decommissioned
- Only one hard-wired resistance electric room heater can be replaced and decommissioned under decommissioning scenarios (i) and (ii)
- Multiple ducted gas heaters, ducted reverse cycle air-conditioners and slab heaters can be replaced and decommissioned under decommissioning scenarios (scenarios (iii), (iv), (v), (vii) and (viii). The upgrade must comply with limits set out in table 18 above.
- For upgrades at premises involving the replacement of one hard wired resistance electric room heater and a ducted or slab heater, only one of these heaters can be replaced and decommissioned under a decommissioning scenario.

## 3.3. Licence requirements for installers

All commercial and industrial heat pump water heater upgrades, including work undertaken to decommission the replaced system, must comply with legal requirements and be undertaken by personnel holding the correct registration or licenses as required by legislation.

See below links which provides further details of the registration/licensing requirements in relation to the installation of heat pump water heaters of these bodies:

- Registration/licensing requirements for plumbing work under the Building Act 1993 and regulations under that Act as administered by the Victorian Building Authority (VBA): Heat pump installations : VBA webpage
- Registration/licensing requirements for electrical work under the Energy Safet Act 1998 and regulations under that Act as administered by Energy Safe Victoria (ESV): Hot water system installation information for Solar Homes and VEU program installers | Energy Safe Victoria
- Refrigerant handling license requirements under the Ozone Protection and Synthetic Greenhouse Gas Management Act 1989 and regulations under that Act as administered by Australian Refrigeration Council (ARC). https://www.arctick.org/refrigerant-handling-licence/licence-types/

The information provided in Table 19 is available for general information purposes only and does not constitute legal or other professional advice. The information provides a summary of some licence and registration requirements as set out in the above Acts and regulations at the time of publication of this guide and is not intended to be relied upon as a complete reference to an installer's obligations under the Building Act, the Electricity Safety Act, the Ozone Protection and Synthetic Greenhouse Gas Management Act and regulations made under the Acts.

Accredited persons and installers should take appropriate measures to verify existing requirements set in other regulatory instruments at a specific point in time. Accredited persons and installers should obtain professional advice if they have any specific concerns before relying on the accuracy, currency or completeness of this information. Clarification on guidance on licensing requirements set out in Table 19 below should be directed to the VBA (in respect of plumbing work licence requirements), ESV (in respect of electrical work licence requirements) and ARC (in respect of refrigerant handling license requirements).

Table 19: Licensing requirements for installers undertaking space heating and cooling activities

| Type of work | Licensing requirements for installer(s) | Guidance on licensing requirement in practice |
|---|---|---|
| Plumbing work | All plumbing work involved in decommissioning and/or installing a space heating and cooling product | • For plumbing work involving decommissioning gas heaters (ducted or |

| Type of work | Licensing requirements for installer(s) | Guidance on licensing requirement in practice |
|---|---|---|
| | must be undertaken by an appropriately registered or licensed plumber by the Victorian Building Authority (VBA)[25]. | non-ducted), the plumber must be registered[26] or licensed in gas-fitting work.<br>• For plumbing work involving decommissioning refrigerative air conditioners (ducted or non-ducted), the plumber must be registered[22] or licensed in refrigerated air-conditioning work or the appropriate class of mechanical services work.<br>• For plumbing work involving decommissioning or installing a reverse cycle air conditioner (ducted or non-ducted), the plumber must be registered[22] or licensed in refrigerated air-conditioning work or the appropriate class of mechanical services work.<br>• For plumbing work involved in installing gas heating ductwork, the plumber must be registered[22] or licensed in the appropriate class of mechanical services work and gas fitting work. |
| Electrical work | All electrical work involved in decommissioning and/or installing a space heating and cooling product must be undertaken by an appropriately licensed electrician by Energy Safe Victoria | • For electrical work involving decommissioning gas heaters and installing reverse cycle air-conditioners, person must be a licensed electrician (grade A).<br>• For electrical work involving decommissioning and installing the same type of electric product, person must be a Restricted Electrical Worker's Licence holder (with correct classification)[27] or be a licensed electrician (grade A).<br>• For electrical work involving decommissioning and installing different types of electric products, person must be a licensed electrician (grade A).<br>• For electrical work involving a new installation of reverse cycle air-conditioners, person must be a licensed electrician (grade A). |
| Handling of refrigerants | All work involving the handling of fluorocarbon refrigerants (refrigerants covered by the Ozone Protection and Synthetic | See Arctick website for detail of type of licenses required depending on type of work to be carried out. |

[25] See Victorian Building Authority website for the different classes of plumbing works and the difference between registered and licensed plumbers.

[26] Registered plumbers must be supervised by licensed plumber when undertaking the plumbing work.

[27] See Energy Safety Victoria website for more information about the various classifications available for restricted electrical licences and the type of electrical work permitted under each classification. A Restricted Electrical Licence holder can only perform disconnection of electrical equipment and reconnection of electrical equipment of equivalent power and current in the same location without alteration to existing cables.

| Type of work | Licensing requirements for installer(s) | Guidance on licensing requirement in practice |
|---|---|---|
| | Greenhouse Gas Management Act) must be undertaken by person holding the relevant refrigerant handling licence issued by the Australian Refrigeration Council. | |

Plumbers registered or licensed in refrigerated air-conditioning work are required to understand and comply with requirements set out in a range of AS/NZS standards, codes of practice and best practice guides when replacing or installing air-conditioners. These requirements can be found on the VBA website. In addition, we recommend that installers of air-conditioner products under the program familiarise themselves with:

- the Air Conditioning Residential Best Practice Guideline (Victoria), a guidance document published by the Australian Institute of Refrigeration Air Conditioning and Heating (AIRAH).
- AS/NZS 5141:2018 Residential heating and cooling systems – Minimum applications and requirements for energy efficiency, performance and comfort criteria. This standard specifies the requirements for design, selection, installation, commissioning and maintenance of residential heating and cooling systems.

## 3.4. Pre-installation requirements

Table 20: Pre-installation sizing requirements for activity 6 – residential premises only

| Pre-installation requirement |
|---|
| Before the consumer agrees to undertake the activity, an accredited person or scheme participant must:<br>• provide the energy consumer with a copy of the current VEU Space Heating and Cooling Consumer Fact Sheet, as published on the department's public website; and<br>• give clear and accurate information to the energy consumer about the suitability of the product to be installed for the heating and cooling needs of the consumer having regard to the consumer's premises; and<br>• advise the energy consumer on whether the size of the product to be installed is consistent with the size recommended in the VEU Space Heating and Cooling Consumer Fact Sheet. |

When installing multi-split systems in residential premises, an accredited person or scheme participant (e.g. installer) must ensure that they have appropriately assessed the heating and cooling needs of each room at the premises being serviced by the system when installing both the outdoor units and indoor units related to these systems[28]

[28] See record which accredited person or scheme participant (e.g. installer) must create and collect to evidence how systems were sized to provide for products which are suitable to meet the heating and cooling needs of the consumer having regard to the consumer's premises in Table 26 below.

## 3.5. Co-payment requirement[29]

Table 21: Co-payment requirement

| Activity | Co-payment requirement |
|---|---|
| 6A - G | • The energy consumer must pay a minimum co-payment of:<br>– $1000 (including GST) per installed product for this activity (for all multi-split air conditioners registered under 6A to 6G in the VEU Register of Products).<br>– $1000 (including GST) per installed product for this activity (for all ducted air conditioners registered under 6A to 6C in the VEU Register of Products).<br>– $1000 (including GST) per installed product for this activity (for all other non-ducted air conditioners with a total rated cooling capacity equal to or above 10kW products registered under 6F and 6G in the VEU Register of Products)<br>– $200 (including GST) per installed product for this activity (for all other non-ducted air conditioners with a total rated cooling capacity below 10kW registered under 6D, 6E(i), 6E(ii) in the VEU Register of Products).<br>• The co-payment must be paid by the energy consumer before VEECS can be created for the activity.<br>• The co-payment amount cannot be reimbursed, in part or in full, to the energy consumer in any form, including money, goods or services. |

## 3.6. Decommissioning and/or disposal requirements

### 3.6.1. Decommissioning and disposal requirements – space heating and cooling activities (activity 6)

The decommissioning and disposal requirements that are required to be complied with when undertaking space heating and cooling activities under activity 6 are listed in Table 22 below.

Table 22: Decommissioning and disposal requirements for activity 6

| Requirement |
|---|
| The decommissioned product must be decommissioned in a practical and safe manner to ensure it cannot be re-used again.<br><br>Any waste or debris generated from the activity, including the decommissioned product (where it is practical and safe to remove the decommissioned product), must be removed from the consumer's premises and disposed of in accordance with all applicable waste management requirements under the Environment Protection Act 2017 and its regulations. |
| Accredited persons or scheme participants must not install a product for the purposes of decommissioning it as part of an activity under the program (e.g. the baseline environment for a given installation has not been altered for the purposes of inflating the VEEC claim for that installation).<br><br>For an activity involving the decommissioning of product(s), the accredited person, the installer, and the energy 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. |

[29] This co-payment requirement applies to products installed under the program from 1 February 2025.

We have developed a flowchart (see Figure 2) and a step-by-step guide (see Table 23) to assist accredited persons and scheme participants to understand the key steps and decisions in determining how to decommission a product in a safe and practical manner.

The guidance includes:

- matters which the installers must comply with as they are legislated requirements
- matters we expects installers to comply with as they align with best practice standards in order to protect the integrity of the program and consumers under the program
- guidance for installers on how to interpret a particular legislated requirement.

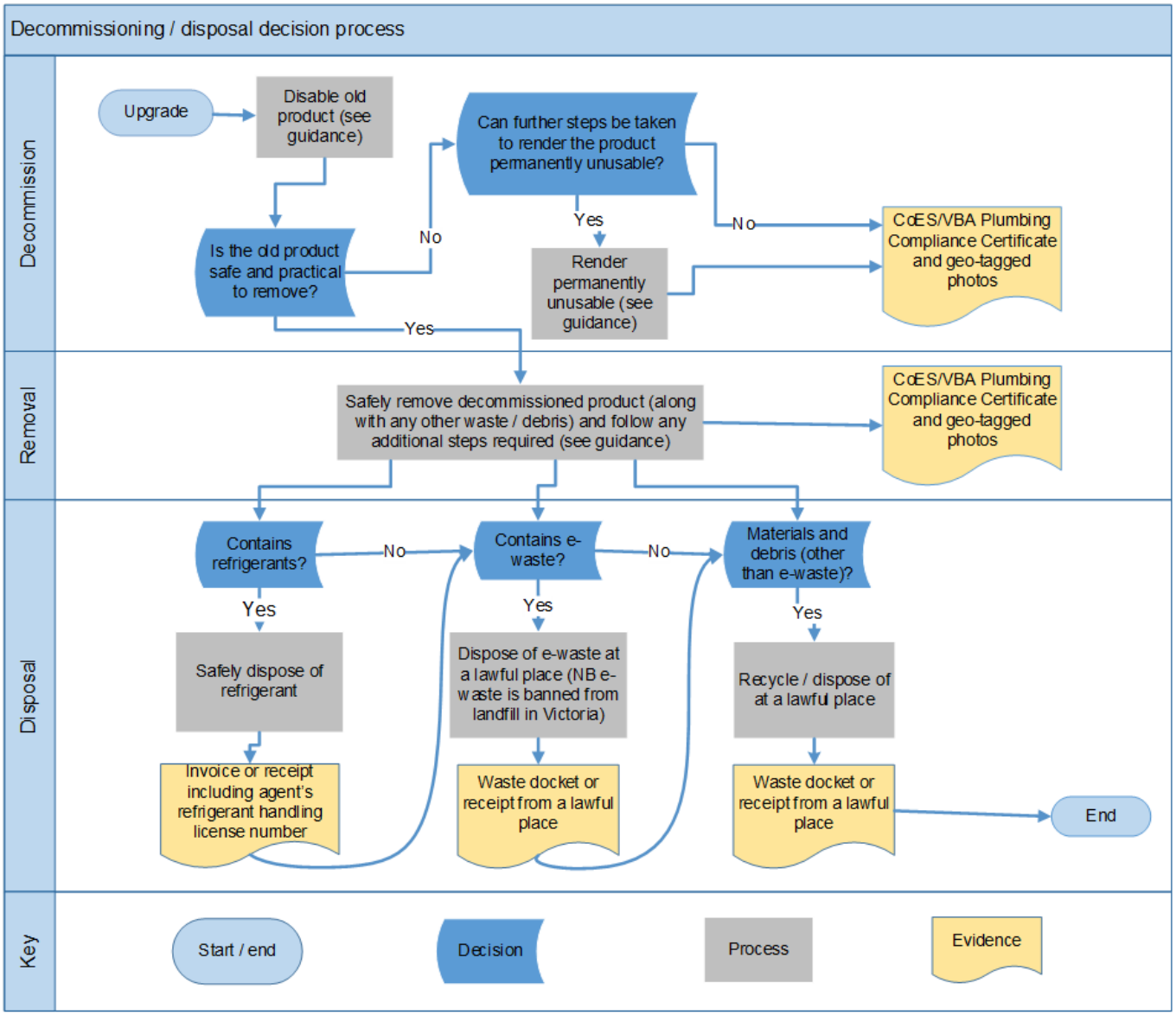



Figure 2: Decommissioning guidance flowchart for activity 6

Table 23: Decommissioning step-by-step guidance and considerations for activity 6

| Stage | Decommissioning guidance |
|---|---|
| **Decommission** | Steps involved in disabling the old product.<br>• If yes, the product must be disconnected and appropriate steps taken to make the electrical connection safe (i.e. all unused wiring terminated in an encloser and isolated at the switchboard in accordance with AS/NZS 3000).<br>• Is product connected to gas supply? If yes, the product must be disconnected and steps taken to make the gas connection safe (i.e. to seal and/or cap off the gas piping using appropriate materials in accordance with AS/NZS 5601.1).[30]<br>• Does product contain refrigerant? If yes, you will need to take steps to recover refrigerants for safe disposal.<br><br>Is the old product safe and practical to remove?<br>• If yes, the old product must be removed and recycled or disposed of appropriately. It is the commission's expectation that most products should be removed from the consumer's premises and disposed of by the installer.<br>• Products which the commission understands may not be safe and practical to remove include:<br>– products where removal is impractical (e.g., central electric resistance heating systems and slab heating systems)<br>– products where removal would result in substantial remediation work to the building environment<br>– products where removal would raise health and safety risks. Note that where removal of a system involves asbestos, the removal or disposal or asbestos must be performed in accordance with applicable legislation.31<br>• If the old product is not safe and practical to remove, it is the commission's expectation that consumers are informed that the product will be left in-situ before the consumer agrees to undertake the upgrade.<br>• If the old product is not safe and practical to remove, steps must be taken to render the product permanently unusable in a safe and practical manner. Steps which the commission considers may be safe and practical include:<br>– the removal and destruction of the heating element or burner, control board / internal wiring components including 3 pin plug<br>– destruction of the product's casing or other components which renders the product permanently unusable<br>– removal of ductwork where upgrades involve replacement of gas ducted heaters.<br>• Where a product is not removed from the consumer's premises, a justification for why the product has been left in-situ will need to be recorded on the activity's VEEC assignment form.<br>• We recommend installers close and seal air outlets of the old ducting system to increase the energy efficiency of the new proposed system (where the new system's ducting does not use these air outlets). |

[30] See Compliant gas consumer piping sealing as part of decommissioning work | Victorian Building Authority website page for more information on how to comply

[31] See Absestos.vic.gov.au website for detailed information about responsibilities and legal duties of tradespeople and builders when dealing with asbestos.

| Stage | Decommissioning guidance |
|---|---|
| **Removal** | • Any waste and debris (including the product where it is safe and practical to remove) must be removed from the consumer's premises.<br>• it is the commission's expectation that there is clear agreement between the consumer and installer prior to the commencement of the installation about the scope of the installation, including whether a product is to be removed and the scope of any building repair work (if any) to be undertaken by the installer. |
| **Disposal** | • You must manage your waste in accordance with the Victorian environment protection framework, established by the Environment Protection Act 2017 (EP Act) and Environment Protection Regulations 20 (EP Regulations). This includes complying with the relevant waste duties.<br>• Under the EP Act and EP Regulations, waste duties apply to all business that generate, transport or receive industrial waste. In summary, businesses managing industrial waste must:<br>– classify all waste streams to determine the relevant waste code and waste type (industrial, priority or reportable priority waste). For instance, a decommissioned water heater or space heater is likely to be classified as waste code T300 (E-waste) which is priority waste.<br>– ensure waste is safely contained during transportation and provide transporter enough information about the waste.<br>– Ensure waste goes to a place that is lawfully authorised to receive it, which is called a lawful place. Some common types of lawful places are permissioned resource recovery facilities, transfer stations and landfills. Sites with an EPA permission are listed on a public register maintained by the EPA. Note: e-waste is banned from landfill in Victoria.<br>• Find out more about your waste duties on EPA's website<br>• If waste is to temporarily stored before it is collected and further transported for disposal, it must be stored properly and in accordance with relevant EP Act requirements, including any required EPA permissions. Up to 5m3 of non-priority industrial waste or e-waste (excluding batteries) can be stored temporarily requiring an EPA permission.[32]<br>• Fluorocarbon refrigerant contained in the product must be disposed of in accordance with the requirements set out under the Ozone Protection and Synthetic Greenhouse Gas Management Act, and the regulations under the Act. This includes a requirement for fluorocarbon refrigerants to be disposed of at a business holding a refrigerant trading authorisation (RTA) issued by the Australian Refrigeration Council.[33] |

### 3.6.2. Decommissioning and disposal requirements – space heating and cooling activities (activity 28)

The decommissioning and disposal requirements that are required to be complied with when undertaking space heating and cooling activities (activity 28) are listed in Table 24 below.

[32] See schedule 1 and regulation 63 of the Environment Protection Regulations 2017.

[33] See ARCTick website for more information.

Table 24: Decommissioning requirements for activity 28

| Requirement |
|---|
| Where decommissioning is required to be undertaken as part of a prescribed activity, the decommissioned product must be disabled and rendered permanently unusable. |
| Any decommissioned products which are disposed of under these activities must be disposed of in accordance with all applicable waste management requirements under the Environment Protection Act 2017 and its regulations. This includes e-waste products being banned from landfill in Victoria. |
| Accredited persons or scheme participants must not install a product for the purposes of decommissioning it as part of an activity under the program (e.g. the baseline environment for a given installation has not been altered for the purposes of inflating the VEEC claim for that installation).<br><br>For an activity involving the decommissioning of product(s), the accredited person, the installer, and the energy 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. |

## 3.7. Consumer information provision requirements

Table 25 below provides a summary of the records and information that must be provided to the consumer.

Table 25: Information to be provided to consumer for all space heating and cooling activities

| Activity stage | Document or information |
|---|---|
| Prior to undertaking the installation | • VEET Scheme Consumer Factsheet.<br>• VEU Space Heating and Cooling Consumer Fact Sheet (residential installations only under activity 6).<br>• 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 installation | • Tax invoice or proof of purchase.<br>• VEEC Assignment Form.<br>• Victorian Building Authority (VBA) Compliance Certificate and/or Certificate of Electrical Safety (as applicable to the installation).<br>• Manufacturer's instructions and warranty.<br>• Information as set out in the VEU Code of Conduct including dispute resolution information, manufacturer's instructions, contact details of the accredited person and/or scheme participant who undertook the installation.<br>• A minimum 5-year warranty against defects document for products installed containing contact details of who to contact regarding product warranty obligations in Australia in the event of a product failure. [34] |

[34] This applies to products with product warranty requirements (6A, 6B, 6D, 6F) installed in residential premises from 31 March 2025.

## 3.8. Record-keeping requirements

Accredited persons are required to keep documents that record and explain all transactions and other acts engaged in, or required to be engaged in, as provided in the VEET Guidelines.

All documents are required to be maintained for at least 6 years and must be kept in writing in English or in a manner which enables the documents to be readily accessible and convertible into writing in English.

Table 26 below sets out the detail of the records which will satisfy the record keeping requirements as set out in Annexure A to the VEET Guidelines. These records must be collected and retained by accredited for each water heating activity undertaken. The commission may require these documents to be produced.

Table 26: Record-keeping requirements for space heating and cooling activities

| Document(s) | Details to be provided |
|---|---|
| VEEC Assignment Form | Assignment form to be completed and signed by the installer and energy consumer.<br><br>For installations under activity 6, form includes signed agreement between the consumer and installer about the scope of the installation, including whether a product is to be removed and the scope of any building repair work (if any) to be undertaken by the installer. |
| Invoice / proof of purchase | Document must list:<br>• the brand and model of the installed product(s)<br>• the number of installed products<br>• the name and address of the energy consumer<br>• the name, address and ABN of the installer business.<br>• the price of the product(s) (before VEEC incentive is applied)<br>• the VEEC incentive amount<br>• the amount paid by the energy consumer for the product(s) (after the VEEC incentive is applied)<br>• date of purchase or installation. |
| Non prescribed certificate of electrical safety (CoES)[35]<br><br>and<br><br>VBA Compliance | Either the VBA Compliance Certificate or CoES must include a description of the nature of work carried out, including:<br>• the type and number of product(s) installed<br>• the type and number of product(s) decommissioned and the method of decommissioning (where products are decommissioned as part of the installation)<br>• the floor area heated by existing product(s) (scenarios (iii) and (iv) only).<br><br>An appendix(s) may be provided with the VBA Compliance Certificate or a CoES. Where an appendix is used, the following criteria must be met:<br>• the certificate must refer to the appendix and list the number of pages |

[35] A prescribed certificate of electrical safety is only required if the electrical mains conductors, main earthing system or main switchboard is modified

| Document(s) | Details to be provided |
|---|---|
| Certificate[36] | • the appendix must be attached to the certificate<br>• each appendix page must be numbered, and the certificate number is referenced on each page<br>• each appendix page must be signed by the plumber or electrician responsible for the completed work<br>• all premises being claimed for must be listed with the corresponding installed product information in the appendix (where multiple units at one address is receiving an upgrade). |
| Geotagged photographs | Geo-tagged photographs which are date and time stamped showing:<br>• the existing product(s) before the upgrade providing eligibility (for installations involving decommissioning)<br>• the brand, model and serial number of the existing product(s) (for installations involving decommissioning – not required for activity 28)<br>• the gas pipe of the existing product(s) sealed and/or capped using appropriate materials (where the existing product is a gas heater)<br>• the existing product(s) rendered permanently unusable (for installations involving decommissioning)<br>• the existing product(s) ready to be removed from the consumer's premises (for installations involving decommissioning)<br>• the location of the existing product(s) – the photograph to be taken at a wide angle to show the location of the product (where product has not been removed)<br>• the installed product(s) after installation (not required for activity 28)<br>• the brand, model and serial number of the installed product(s) (not required for activity 28).<br>All geo-tagged photographs must:<br>• be clear and in focus<br>• include any relevant markings<br>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 photos). |
| Refrigerant recovery and disposal (activity 6 only) | Agent's refrigerant handling license number recorded on VEEC assignment form (where upgrade involves the handling of fluorocarbon refrigerants covered by the Ozone Protection and Synthetic Greenhouse Gas Management Act) |
| Record of how systems were sized to provide for products which are suitable to meet the heating and cooling needs of the consumer having regard to the consumer's premises (for installation of multi-split systems in residential premises under activity 6 only) | Record which includes information on:<br>• Each room and the size of each room which was heated and cooled by the existing product(s).<br>• Each room and the size of each room which is to be heated and cooled by the installed product(s), including the heating output required for each room.<br>The record should include:<br>• signatures by the installer and the consumer evidencing agreement by the consumer to having received the sizing record.<br>• whether the recommended size of installed product(s) is consistent with the size recommended in the VEU Space Heating and Cooling Consumer Fact sheet. |

[36] A VBA compliance certificate is required for all plumbing work where total value of the work (parts and labour is $750 or more) of where work involves specific types of plumbing work

# 4. Activity process for water heating or space heating and cooling activities

This section provides you with an overview of the steps for undertaking a water heating and/or space heating and cooling activity under the program.

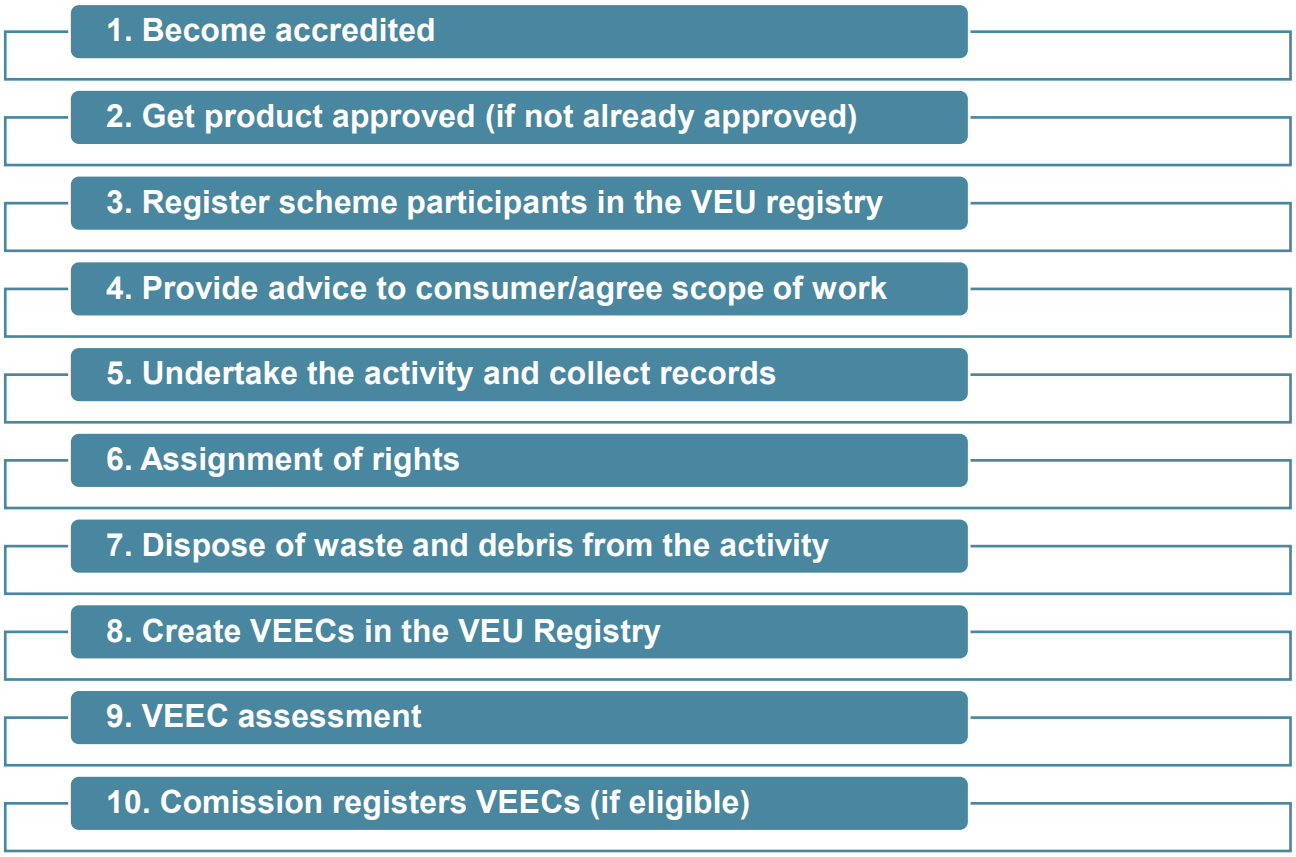



Figure 3: Activity process steps for water heating or space heating and cooling activities

## 4.1. Become accredited

A person or organisation must be accredited/approved to undertake the relevant activity to create VEECs for the activity. Visit www.esc.vic.gov.au/become-veu-accredited for information on how to become accredited.

## 4.2. Get product approved (if not already approved)

To create VEECs for water heating and or space heating and cooling activities, the product installed must be listed as an approved product on the VEU Register of Products. Accredited persons should check our register to see if the product you wish to install has already been approved as another organisation may have submitted the product for approval (e.g. product manufacturer/supplier).

Learn more about getting products approved in our Water Heating and Space Heating/Cooling Product Guide at www.esc.vic.gov.au/veu-product-applicants.

## 4.3. 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'.

See Appendix B for the list of scheme participants you will need to record in the VEEC creation form for water heating and space heating and cooling activities.

## 4.4. Provide advice to consumer/agree scope of work

Prior to undertaking the upgrade, accredited persons or scheme participants must provide the consumer with information as listed in Table 12 for water heating activities and Table 23 for space heating and cooling activities.

There should be agreement between the consumer and installer prior to the commencement of the installation about the scope of the installation, including whether a product is to be removed and the scope of any building repair work (if any) to be undertaken by the installer.

## 4.5. Undertake the activity and collect records

Installer must comply with all installation and decommissioning 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.

The installer must collect records as listed in Table 13 for water heating activities and Table 26 for space heating and cooling activities.

## 4.6. Assignment of rights

Accredited persons and/or installers must complete and collect a VEEC assignment form, signed by the consumer, prior to creating VEECs for an activity. The consumer 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).

## 4.7. Dispose of waste and debris from the activity

For all water heating installations and space heating and cooling installations undertaken under activity 6, installers must remove, or arrange for the removal of, any waste or debris generated from the activity, including the decommissioned product (where it is practical and safe to remove the decommissioned product), from the consumer's premises and disposal in accordance with all applicable waste management requirements under the *Environment Protection Act 2017*.

Product disposal must be undertaken in accordance with all applicable waste management requirements under the Environment Protection Act and the fluorocarbon refrigerant disposal requirements under the Ozone Protection and Synthetic Greenhouse Gas Management Act and the regulations under any of those Acts.

See Table 13 for disposal records to be collected for water heating activities and Table 26 for disposal records to be collected for space heating and cooling activities.

## 4.8. Create VEECs in the VEU Registry

Prior to creating VEECs for an activity, accredited persons must have collected the required documents as specified in Table 13 for water heating activities and Table 26 for space heating and cooling activities. We 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.

We have included additional guidance for accredited persons on completing specific fields in the VEEC creation forms for the space heating and cooling (activity 6) in Appendix C.

## 4.9. VEEC assessment

When 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. We may require you submit to us record evidence as part of that assessment process.

## 4.10. Commission registers VEECs (if eligible)

When 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.

# 5. Calculating the number of eligible VEECs

The number of Victorian energy efficiency certificates (VEECs) you receive for a given water heating or space heating and cooling activity is awarded based on the method and variables set out in the VEU Specifications.

## 5.1. VEEC calculation method for water heating activities

There are a range of different GHG equation reduction calculations for water heating activities under the program. Table 27 sets out the different activity scenarios, equation references in the VEU Specifications and applicable period for the different equations for awarding VEECs under the program.

You can use the VEEC calculator at www.veu-registry.vic.gov.au/calculators to calculate the number of expected VEECs for the below activities.[37] You will need to enter details of an approved product (i.e. the product brand, product model, and system size (for activties 1C and 1D)) and postcode for the installation to calculate eligible VEECs for an activity.

We have prepared the VEEC calculator to assist you to calculate the number of eligible VEECs for a given activity, but you should not rely on this calculator to discharge your legal responsibilities. We do not guarantee the accuracy of the calculator. It is up to you to verify the accuracy of the VEECs eligible to be created for an activity by reference to the relevant equation in the VEU Specifications.

Table 27: Activity scenarios, equation references and applicable period for water heating activities

| Activity scenario | Upgrade product standard | Equation reference in VEU Specifications | Applicable period |
|---|---|---|---|
| 1C(i): Decommissioning electric and installing electric boosted solar | Product tested and modelled to AS/NZS 4234:2021 | Equation 1.1 of VEU Specifications | From 31 May 2023 |
| 1D(i): Decommissioning electric and installing heat pump | Product tested and modelled to AS/NZS 4234:2021 | Equation 1.3 of VEU Specifications | From 31 May 2023 |

[37] With the transition to the new VEU Registry, the calculator will only contain products approved for installation or sale in the VEU program up to 23 May 2025.

| Activity scenario | Upgrade product standard | Equation reference in VEU Specifications | Applicable period |
|---|---|---|---|
| 3C: Decommissioning gas and installing heat pump | Product tested and modelled to AS/NZS 4234:2021 | Equation 3.1 of VEU Specifications | From 31 May 2023 |
| 3D: Decommissioning gas and installing electric boosted solar | Product tested and modelled to AS/NZS 4234:2021 | Equation 3.2 of VEU Specifications | From 31 May 2023 |

## 5.2. VEEC calculation method for space heating and cooling activities

There are a range of different GHG equation reduction calculations for space heating and cooling activities under the program.

Table 28 sets out the different activity scenarios, equation references in the VEU Specifications and applicable period for the different equations for awarding VEECs under the program.

You can use the VEEC calculator to www.veu-registry.vic.gov.au/calculators to calculate the number of expected VEECs fo the below activities.[38] You will need to enter details of an approved product (i.e. the product brand and product model), activity scenario, and postcode for the installation to calculate eligible VEECs for an activity.

We have prepared the VEEC calculator to assist you to calculate the number of eligible VEECs for a given activity, but you should not rely on this calculator to discharge your legal responsibilities. We do not guarantee the accuracy of the calculator. It is up to you to verify the accuracy of the VEECs eligible to be created for an activity by reference to the relevant equation in the VEU Specifications

[38] With the transition to the new VEU Registry, the calculator will only contain products approved for installation or sale in the VEU program up to 23 May 2025.

Table 28: Activity scenarios, equation references and applicable period for space heating and cooling activities

| Activity scenario | Upgrade product standard | Equation reference in VEU Specifications | Applicable period |
|---|---|---|---|
| 6A to 6G (i-xi): Installing high efficiency GEMS registered air-conditioner | Product registered to the Greenhouse and Energy Minimum Standards (Air Conditioners up to 65kW) Determination 2019 (Cth) | Equations 6.1 to 6.5 of VEU Specifications | From 31 May 2023 |
| 28: Retrofitting gas ductwork with flexible or rigid ductwork | Product tested as complying with:<br>• AS 4254.1 (for flexible ductwork)<br>• AS 4254.2 for rigid ductwork | Equation 28.1 of VEU Specifications | Ongoing – no change |

# Appendix A: List of Refrigerants (including alternative refrigerants) with their global warming potential (GWP) values

Table 29: List of refrigerant types with their global warming potential (GWP) values*

| Refrigerant type | Substance name | GWP |
|---|---|---|
| R-1234yf | HFO-1234yf | 5 |
| R-1234ze(E) | HFO-1234ze | 5 |
| R-125 | HFC-125 | 3500 |
| R-1270 | HC-1270 | 5 |
| R-12A | HC-12A | 5 |
| R-134A | HFC-134A | 1430 |
| R-143A | HFC-143a | 4470 |
| R-152A | HFC-152a | 124 |
| R-170 | HC-170 | 5 |
| R-227EA | HFC-227EA | 3220 |
| R-22A | HC-22A | 5 |
| R-23 | HFC-23 | 14800 |
| R-236CB | HFC-236CB | 1340 |
| R-236EA | HFC-236EA | 1370 |
| R-236FA | HFC-236FA | 9810 |
| R-245CA | HFC-245CA | 693 |

| Refrigerant type | Substance name | GWP |
|---|---|---|
| R-245FA | HFC-245FA | 1030 |
| R-290 | HC-290 | 3 |
| R-32 | HFC-32 | 675 |
| R-365MFC | HFC-365MFC | 794 |
| R-404A | HFC-404A | 3922 |
| R-407A | HFC-407A | 2107 |
| R-407B | HFC-407B | 2804 |
| R-407C | HFC-407C | 1774 |
| R-407D | HFC-407D | 1627 |
| R-407E | HFC-407E | 1552 |
| R-407F | HFC-407F | 1825 |
| R-407G | HFC-407G | 1463 |
| R-41 | HFC-41 | 92 |
| R-410A | HFC-410A | 2088 |
| R-410B | HFC-410B | 2229 |
| R-413A | HFC-413A | 2053 |

| Refrigerant type | Substance name | GWP |
|---|---|---|
| R-417A | HFC-417A | 2346 |
| R-417B | HFC-417B | 3027 |
| R-417C | HFC-417C | 1809 |
| R-419A | HFC-419A | 2967 |
| R-419B | HFC-419B | 2384 |
| R-421A | HFC-421A | 2631 |
| R-421B | HFC-421B | 3190 |
| R-422A | HFC-422A | 3143 |
| R-422B | HFC-422B | 2526 |
| R-422C | HFC-422C | 3085 |
| R-422D | HFC-422D | 2729 |
| R-422E | HFC-422E | 2592 |
| R-423A | HFC-423A | 2280 |
| R-424A | HFC-424A | 2440 |
| R-425A | HFC-425A | 1505 |
| R-426A | HFC-426A | 1508 |
| R-427A | HFC-427A | 2138 |
| R-428A | HFC-428A | 3607 |
| R-429A | HFC-429A | 13 |
| R-430A | HFC-430A | 94 |

| Refrigerant type | Substance name | GWP |
|---|---|---|
| R-43-10MEE | HFC-43-10MEE | 1640 |
| R-431A | HFC-431A | 36 |
| R-434A | HFC-434A | 3245 |
| R-435A | HFC-435A | 26 |
| R-437A | HFC-437A | 1805 |
| R-438A | HFC-438A | 2264 |
| R-439A | HFC-439A | 1983 |
| R-440A | HFC-440A | 144 |
| R-442A | HFC-442A | 1888 |
| R-444A | HFC-444A | 87 |
| R-444B | HFC-444B | 293 |
| R-445A | HFC-445A | 129 |
| R-446A | HFC-446A | 459 |
| R-447A | HFC-447A | 582 |
| R-447B | HFC-447B | 739 |
| R-448A | HFC-448A | 1386 |
| R-449A | HFC-449A | 1396 |
| R-449B | HFC-449B | 1411 |
| R-449C | HFC-449C | 1250 |
| R-450A | HFC-450A | 601 |

| Refrigerant type | Substance name | GWP |
|---|---|---|
| R-451A | HFC-451A | 146 |
| R-451B | HFC-451B | 160 |
| R-452A | HFC-452A | 2139 |
| R-452B | HFC-452B | 697 |
| R-452C | HFC-452C | 2219 |
| R-453A | HFC-453A | 1765 |
| R-454A | HFC-454A | 236 |
| R-454B | HFC-454B | 465 |
| R-454C | HFC-454C | 145 |
| R-455A | HFC-455A | 145 |
| R-456A | HFC-456A | 684 |
| R-457A | HFC-457A | 136 |
| R-458A | HFC-458A | 1650 |
| R-500 | HFC-500 | 8077 |

| Refrigerant type | Substance name | GWP |
|---|---|---|
| R-502A | HC-502A | 5 |
| R-503 | HFC-503 | 14560 |
| R-507A | HFC-507A | 3985 |
| R-508A | HFC-508A | 13214 |
| R-508B | HFC-508B | 13396 |
| R-512A | HFC-512A | 189 |
| R-513A | HFC-513A | 629 |
| R-513B | HFC-513B | 593 |
| R-515A | HFC-515A | 386 |
| R-600 | HC-600 | 5 |
| R-600A | HC-600A | 3 |
| R-601A | HC-601a | 5 |
| R-717 | HC-717 | 0 |
| R-744 | HC-744 | 1 |

* Sources: Intergovernmental Panel on Climate Change (IPCC) fourth assessment report, 2007 and the Department of Climate Change, Energy, the Environment and Water website.

# Appendix B: Scheme participants to be recorded on an activity's creation form

| Activities | Licensed Electrician | Licensed or Registered Plumber | Refrigerant handling license issued by ARC | Number of scheme participants to be recorded on an activity's creation form |
|---|---|---|---|---|
| Water heating (activities 1 and 3) | 1 | 1 | | 2 |
| Space heating and cooling (activity 6) | 1 | 1 | 1[39] | 2 or 3 |

[39] Only required to be recorded if upgrade involves handling of fluorocarbon refrigerant which must be undertaken by a person holding a refrigerant handling licence under the *Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995*

# Appendix C: Guidance for completing the space heating and cooling (activity 6) VEEC creation form

The table below provides accredited persons with guidance on completing specific fields in the VEEC creation forms for the space heating and cooling (activity 6).[40]

When installing a multi-split system in a premises (residential or business), accredited persons are required to record the installation of this product as the first installation under 'Installation Details' of the VEEC creation form. If installing more than one multi-split systems in a premises, accredited persons should then record the installation of this product under subsequent activity scenarios of the VEEC creation form.

Table 30: Space heating and cooling (activity 6) VEEC creation form guidance

| Form type | Field(s) in VEEC creation form | Guidance for completing fields |
|---|---|---|
| Residential and business sector | Price of Product(s) inc GST ($) | Enter the total price of all products installed at the premises (including labour/installation costs) before VEEC incentives are applied.<br><br>Complete this field for all activity creation claims. |
| Residential and business sector | Consumer Payment for Product(s) inc GST ($) | Enter the amount paid by the consumer for all products installed at the premises (including labour/installation costs) after VEEC incentives are applied.<br><br>Complete this field for all activity creation claims. |
| Residential sector only | Area (m2) heated/cooled by baseline product | Select from the drop down list the **total** area (m2) which is being heated and/or cooled by the baseline product.<br><br>Complete this field for all activity creation claims. |
| Residential sector only | Area (m2) heated/cooled by upgrade product | Select from the drop down list the **total** area (m2) which is being heated and cooled by the installed reverse cycle air conditioner.<br><br>Complete this field for all activity creation claims. |

[40] With transition to the new VEU Registry, you may not be required to complete all fields list below in the VEEC creation form for an interim period.

| | | |
|---|---|---|
| Residential sector only | Room 1 Area (m2) heated/cooled by upgrade product (for multi-split system only)<br><br>Room 2 Area (m2) heated/cooled by upgrade product (for multi-split system only)<br><br>Room 3 Area (m2) heated/cooled by upgrade product (for multi-split system only)<br><br>Room 4 Area (m2) heated/cooled by upgrade product (for multi-split system only)<br><br>Room 5 Area (m2) heated/cooled by upgrade product (for multi-split system only) | When installing a multi-split system, select from the drop down list the area (m2) for each room (up to 5 rooms) being heated and cooled by the individual installed indoor unit(s) which are connected to the installed outdoor multi-split system as recorded as installation 1 under the 'Installation Details' section of the VEEC creation form.<br><br>Do not enter a value in these fields when product installed is **not** a multi-split system (e.g. if product is a single split system) |
| Residential sector only | Does product installed meet size recommendations? | Where consumers have chosen to:<br>• Install a product which aligns with the sizing recommendations in the VEU space heating and cooling consumer fact sheet, select 'Yes' for this field.<br>• Install a product which has a smaller or larger kW capacity than what is listed in the fact sheet, select 'No' for this field.<br><br>Complete this field for all activity creation claims (for each completed activity scenario). |
| Residential and business sector | Was ductwork of baseline product replaced? | For upgrades involving the replacement of a ducted system (gas or electric) with a ducted RCAC, select:<br>• 'Yes' where new ductwork was installed as part of the upgrade<br>• 'No' where existing ductwork was connected to the newly installed ducted RCAC<br><br>For upgrades not involving the replacement of a ducted system with a ducted RCAC, select 'N/A as not replacing ducted with ducted'.<br><br>Complete this field for all activity creation claims (for each completed activity scenario). |
| Residential and business sector | Total cooling capacity (kW) of indoor units installed (for multi-split system) | When installing a multi-split system, enter the total cooling capacity (kW) for all indoor units installed connected to the installed outdoor multi-split unit (i.e. the sum of the cooling capacity of all installed indoor units). |

| | | |
|---|---|---|
| | | Do not enter a value in this field when product installed is not a multi-split system. |
| Residential and business sector | Total heating capacity (kW) of indoor units installed (for multi-split system) | When installing a multi-split system, enter the total heating capacity (kW) for all indoor units installed as part of the multi-split system under Activity Scenario 1 ((i.e. the sum of the heating capacity of all installed indoor units).<br><br>Do not enter a value in this field when product installed is not a multi-split system. |

## Document version history

CM Reference: C/21/28378

| Version | Amendments | Effective date |
|---|---|---|
| 1.0 | First release | 10 December 2018 |
| 1.1 | Update to:<br>• remove requirement for an installer to show photo ID<br>• fix an error to product criteria under Activity 7 and 10 | 21 February 2019 |
| 2.0 | Update to:<br>• incorporate 10 June 2019 VEU specifications amendments<br>• include activity 28 into this activity guide | 10 June 2019 |
| 2.1 | Revision to reflect introduction of EPA's e-waste policy | 1 July 2019 |
| 2.2 | • Update to incorporate changes to evidentiary requirements:<br>– added brand and model of existing product to Certificate of Electrical Safety for activities 1B, 1C, 1D, 1F and 3B<br>– update to move certain information requirements from VBA Compliance Certificate to Certificate of Electrical Safety for activities 5A(ii) and 7A(ii)<br>– added geo-tagged photos of installed product to activity 5A(iii)<br>• Update to outline criteria for use of appendix(s) with VBA Compliance Certificate and Certificate of Electrical Safety in common requirements | 28 November 2019 |
| 2.3 | Update to clarify evidentiary requirements for invoices for business and non-residential activities | 1 April 2021 |
| 2.4 | Update to:<br>• provide greater flexibility on persons able to decommission water heaters and the document that can capture the details of decommissioning<br>• clarify:<br>– licensing and evidentiary requirements for the decommissioning of wood-fired room heaters and fireplaces.<br>– that two different products must be decommissioned for scenarios 10A(iv) and 10A(v) | 11 November 2021 |

| Version | Amendments | Effective date |
|---|---|---|
| | products eligible for scenarios 10A(iii) and 10A(v) | |
| 2.5 | Update to reflect minor updates to activities 23 and 28 to align with VEU Specifications - Version 13.0 | 19 September 2022 |
| 3.0 | Update to document structure and to reflect new activity requirements contained in amended VEET Regulations and VEU Specifications – 15.0 | 31 May 2023 |
| 3.1 | Update to:<br>• clarify eligible premises requirement for activity 6<br>• clarify record-keeping requirements for water heating activities and activity 6 | 29 June 2023 |
| 3.2 | Update to:<br>• Remove reference to water heating and space heating activities which became ineligible from 30 June 2023 (Part, 1A, 1D, 1F and 3B<br>• Clarify eligibility requirements in regard to decommissioning scenarios<br>• Clarify details of disposal and recycling records<br>• Clarify guidance relating to licensing requirements for installation of split system heat pump water heaters | 17 October 2023 |
| 3.3 | Revision to reflect changes to VEEC creation fee process | 1 November 2023 |
| 3.4 | Update to reflect updated product requirements for multi-split products in VEU Specifications V16. | 16 November 2023 |
| 3.5 | Update to provide additional guidance on disposal or recycling record/ disposal transportation record requirement | 7 December 2023 |
| 3.6 | Update to remove minor references to water heating and space heating activities which became ineligible from 30 June 2023 | 19 January 2024 |
| 3.7 | Revision to reflect amendment to VEET regulations banning cold-call telemarketing and doorknocking under the program | 1 May 2024 |
| 3.8 | Update to:<br>• Remove water heating products no longer eligible from 1 July 2024<br>• Clarify refrigerant handling and disposal requirements<br>• Clarify licensing requirements, in particular for heat pump water heater upgrades | 1 July 2024 |

| Version | Amendments | Effective date |
|---|---|---|
| 3.9 | Update to reflect release of VEU Specifications 17.0 including:<br>• Updated definitions of water heaters for decommissioning to include solar water heaters with non -functional components.<br>• Updated product requirements for space heating products<br>• Update to CoES and VBA compliance certificate record to be kept. | 1 August 2024 |
| 3.10 | Update to reflect co-payment and warranty requirements as per updated VEET Regulations and VEU Specifications 18 release. | 25 October 2024 |
| 3.11 | Update to provide updated guidance and record keeping requirements in response to October 2024 consultation | 12 December 2024 |
| 3.12 | • Minor clarification update to table 7 of guide.<br>• Update to include appendix B to guide | 20 January 2025 |
| 3.13 | • Update to product warranty requirement to reflect VEU Specifications 19.1 release<br>• Minor clarification to co-payment information requirement | 18 February 2025 |
| 3.14 | • Update to clarify eligibility of upgrades of multiple products under activity 6<br>• Update to clarify invoice and certificate requirements for activity 6<br>• Minor clarification on warranty requirement for activity 6 | 31 March 2025 |
| 3.15 | • Updates to reflect transition to the new VEU Registry system. | 3 June 2025 |
| 3.16 | • Clarification of licence requirements.<br>• Update to clarify how installation limits are to apply and eligibility of upgrades of multiple products under activity 6 | 24 July 2025 |