# VEU Accreditation and VEET Scheme Registry Account Application Form

Version 1.1 – 1 November 2023

This application form must be used when applying to the Essential Services Commission for an accreditation, renewal of accreditation and/or a variation in accreditation conditions, including additional activities.

A person or organisation must be accredited under the Victorian Energy Upgrades (VEU) program to be eligible to create Victorian energy efficiency certificates (VEECs) under the program. This person is called an accredited person (AP).

To use this application form, the applicant must have an active VEU administrative account. To apply for a VEU administrative account, use the online form at [www.veu-registry.vic.gov.au](https://escvic-my.sharepoint.com/personal/vibhuti_bhardwaj_esc_vic_gov_au/Documents/Documents/www.veu-registry.vic.gov.au).

Please note: a VEU administrative account provides administrative access only to the VEU portal and does not enable the holding, transfer or surrender of certificates.

The applicant must apply for a VEET scheme registry account to hold, transfer or surrender VEECs.

This form replaces all previous accreditation application forms for the VEU program.

Lodgement

To lodge this application:

* + 1. Download this form and answer the questions required (see below)
		2. Prepare and provide supporting documentation referenced in this form
		3. Create a new application via the specific VEU administrative account
		4. Upload this form and the supporting documentation, noting that any documents considered as ‘commercial-in-confidence’ are required to be identified to the commission
		5. Pay the applicable application fee at the time of submission
	+ $3000 for new applications
	+ $1000 for renewal of accreditation applications
	+ $1500 for a variation to accreditation conditions

A valid application must be accompanied by the relevant fee. We will not begin processing an application until the relevant application fee has been paid.

Instructions

This form is to be completed by, or on behalf of, an applicant as follows (unless indicated):

* Applicants seeking accreditation as an AP or renewal of their accreditation must complete all sections of Part A and the appendices (Part B) relevant to the prescribed activities the applicant seeks to be approved to undertake.
* In addition, applicants applying for accreditation under public lighting upgrade (activity 27), non-building based lighting upgrade (activity 35), gas efficiency (activities 37-42), cold room (activity 43), commercial and industrial heat pump water heater (activity 44), home energy rating assessment (activity 45) or project-based activities (PBAs) are required to complete questions outlined in appendices B-H.
* APs seeking a variation to their accreditation in order to add additional prescribed activities must complete sections 1, 2, 3 (question 9), 4, 5, 6 and 8 of Part A and the appendices relevant to the prescribed activities the applicant seeks to be approved to undertake.

Application Guide for Accredited Persons

Applicants should refer to the Application Guide for Accredited Persons for guidance on completing and lodging this form. The Application Guide for this VEU Accreditation Application Form can be found at [Application Guide for Accredited Persons (esc.vic.gov.au)](https://www.esc.vic.gov.au/sites/default/files/documents/PBL%20-%20Obligations%20and%20Program%20Guide%20for%20Accredited%20Persons%20-%20v%202.2%20-%2020230531.pdf).

Further relevant documents are available at [www.esc.vic.gov.au/become-veu-accredited](https://escvic-my.sharepoint.com/personal/vibhuti_bhardwaj_esc_vic_gov_au/Documents/Documents/www.esc.vic.gov.au/become-veu-accredited).

# Part A – application for accreditation, VEET scheme registry account, renewal of accreditation or variation of accreditation conditions

When completing this form, please note the following, in relation to corporate applicants:

* The term “officer” includes all Directors and Company Secretary.
* The term ‘senior manager’ refers to persons in positions who make, or participate in making, decisions that affect the whole of, or a substantial part of, the applicant’s business
e.g., Chief Executive Officer, Chief Financial Officer, Managing Director.
* This form must be signed by an officer or a senior manager of the applicant, as defined above.

## Application

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| Type of application |
| **Q1**. What is the applicant applying for?  |
| * **Grant of accreditation** i.e. to be able to create certificates, and **VEET scheme registry account** i.e. to be able to hold, transfer and surrender certificates
 |  [ ]  |
| * **Variation of accreditation** condition i.e. to be able to create certificates for additional activities
 |  [ ]  |
| * **Renewal of accreditation** i.e. to remain accredited under the program, and **VEET scheme registry account** i.e. to be able to hold, transfer and surrender certificates
 |  [ ]  |

## Person making this application

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| Applicant details |
| **Q2.** VEU account name: | The entity/company name applied to the applicant’s VEU administrative account. |
| **Q3.** Name of person preparing this application: | Person preparing the application to identify their name. |
| **Q4.** Job title: | Person preparing the application to identify their job title. |
| **Q5.** Email: | Person preparing the application to identify their email address. |
| **Q6.** Contact phone number: | Person preparing the application to identify their phone number. |
| **Q7.** Activity/activities applied for: | For applications for accreditation and applications for renewals, the applicant must identify all activities (and their corresponding activity number) the applicant seeks approval to undertake (further information is available from our website). For APs seeking approval to undertake additional activities, the applicant must identify which additional activities the applicant is seeking to undertake. |

## Applicant details

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| Organisational overview |
| **Q8**. What is the full name of the applicant? Please include the ABN for all applicants, and the ACN for corporate applicants. Is the applicant capable of being sued in its own name in a court of Australia? Is the applicant a resident of, or does it have permanent establishment in, Australia?  | Full legal name of applicant, ABN as it is registered with the Australian Business Register and/or ACN as it is registered with ASIC. Advise whether the applicant is capable of being sued in its own name in a court of Australia, and if not, why not. Advise whether the applicant is a resident of, or has permanent establishment in, Australia. If not, provide details. |
| **Q9**. What is the applicant’s intended business model?Please identify the models below (as many as applicable) that match the intended model of implementation of the applicant. Select boxes as appropriate:

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| **i.** Sole implementationThe applicant identifies/liaises with the energy consumer directly and is responsible for all aspects of the upgrade activity.  |[ ]
| **ii.** Contracted implementation |[ ]
| The applicant identifies/liaises with the energy consumer directly. The activity is wholly or partially undertaken by a contractor under the direction of the applicant. Please indicate the attachment file name below. | Provide a statement describing the contracted implementation model the applicant intends to undertake. Identify what activities will be undertaken by the contractor and applicant. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **iii.** Sub-contracted implementation |[ ]
| The applicant identifies/liaises with the energy consumer directly. The project is wholly or partially undertaken by sub-contractors under the direction of a contractor. Please indicate the attachment file name below. | Provide a statement describing the sub-contracted implementation model(s) the applicant intends to utilise. Describe the contractor management system in place. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **iv.** Third-party implementation |[ ]
| The applicant directly purchases i.e., no contractual arrangement, a service provided by an external third party e.g., lead and/or installation where the AP has no direct involvement in the customer transaction BUT benefits from the certificate created. Please indicate the attachment file name below. | Provide a statement describing the third-party implementation model the applicant intends to utilise. To be complete, provide evidence of contractual arrangements, clearly outlining the relevant responsibility and liability of each party.  |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **v.** Third party (aggregator) |[ ]
| Your organisation is only involved in VEEC creation and associated due diligence following installation. Please indicate the attachment file name below.  | Click here to enter text. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

***Q10.*** Upload a copy of a statement or organisation chart that outlines the structure of the applicant, or the specific part of the applicant that is responsible for VEU activities.

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| Document file name: | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

**Q11.** Provide a document listing the relevant training, qualification and experience for each of the following staff:* + The person who leads the organisation e.g., chief executive officer, managing director.
	+ The person(s) managing training of staff and/or scheme participants.
	+ The person(s) managing compliance.
	+ The person(s) managing upgrades and installations.
	+ The person(s) who engages with and manages scheme participants.

Each document must include information about past experience in the VEU program (if any) and any relevant licences, qualifications and accreditations. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Q12**. What is the applicant's primary target market? | Provide a statement that describes the intended target market of the applicant entity applicant’s VEU related activities it intends to undertake. For example, regional SMEs, residential homes, and sporting complexes. |
| **Q13**. For the year of operation applicable to this application, provide an annual forecast estimate in relation to each prescribed activity the applicant has applied for, showing:* Forecast number of VEECs to be created.
* Estimated annual revenue from prescribed activities.
* Estimated percentage of total revenue for each VEU activity.
* For applicants applying for renewal of accreditation, estimates may be derived from historic data. All renewal of accreditation applicants must provide a Profit and Loss (P&L) statement to support estimates of expected annual revenue or an annual report with reference to the relevant pages.
 | Apply the following formulas for each activity: Annual VEEC creation = number of installers x estimated premises visited per year x estimated VEECs per premises. Annual revenue = number of VEECs created x VEEC value. VEU revenue as a percentage of total revenue = anticipated VEEC related revenue per activity/estimated total revenue x 100%. |
| **Q14**. Does the applicant intend to enter, or has it entered into any forward contracts for the supply of VEECs? If yes, select the expected percentage of VEECs that will be generated based on forward contracts. | Yes/No |
| * Less than 10%
 |[ ]
| * 10-25%
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| * 26-50%
 |[ ]
| * More than 50%
 |[ ]
| **Scheme participants** |
| **Q15**. Does the applicant have existing contractual relationships with any scheme participants for VEU-related services e.g. installers, lead generators? If so, provide the name and contact details of each scheme participant and the services they are contracted to provide. | Yes/NoIf yes, enter the name, contact details and services provided by each scheme participant. Upload the contract templateprovided to any third-party contractors engaged by the application entity as scheme participants. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Q16.** How will the applicant remunerate its scheme participants including any key performance indicators (KPIs) the applicant has in place or performance-based incentives? | The answer must address how the applicant will remunerate employees the applicant directly employs to undertake service delivery functions related to the VEU program, and any third-party contractors or sub-contractors operating on the applicant entity’s behalf. |
| **Q17**. If the applicant intends to outsource service delivery functions (e.g. lead generation, installation) to third-party scheme participants, will the applicant permit those scheme participants to subcontract services to third parties? If so, how will the applicant ensure that the subcontractor complies with all relevant laws, including the VEU Code of Conduct? | Yes/NoIf yes, explain how the applicant will ensure the subcontractor’s compliance with the law, including arrangements for training, supervision and quality assurance. |

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| Lead generation methods |
| **Q18**. What lead generation methods does the applicant intend to use? |
| Existing client networks: | Yes/No | Door knocking: | Yes/No | Television advertising: | Yes/No |
| Telemarketing (in-house): | Yes/No | Telemarketing (third-party): | Yes/No | Print advertising:  | Yes/No |
| Online or social media: | Yes/No | Direct email: | Yes/No | Radio advertising:  | Yes/No |
| Other: | Please specify |
| **Q19**.In relation to the use of applicant lead generation companies, identify any lead generation third party providers that the applicant intends to engage. For each of these proposed lead generation providers, and any currently contracted lead generation providers listed in Question 15, above, provide its full legal name, relevant business and corporation numbers (for example, ABN and ACN), place of incorporation, head office address, phone number, email address and place of performance of the proposed lead generation services: |  Provide company names, numbers, place of incorporation, head office address, phone number, email address and identify where performance of the service occurs. |

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| Letter of consent |
| **Q20.** Please confirm whether the applicant is a participant in a prescribed greenhouse gas scheme, as set out in the Regulations. If yes, provide a Letter of Consent authorising the relevant administrator of the prescribed greenhouse gas scheme to release relevant information to the commission. | Yes/No/NA |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Letter of undertaking** |
| **Q21.** Prepare a letter of undertaking ([Appendix I](#_Appendix_H)) using the pro forma at the end of this form. This is a legally binding agreement not to claim any benefit under a prescribed greenhouse gas scheme if that would result in a benefit being obtained under both that scheme and the VEU program in respect of the same activity. | Yes/No/NA |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

## Fit and proper person requirements

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| Criminal matters |
| **Q22.** Has the applicant, a related company or any of the applicant’s officers or senior managers, been investigated or found guilty of an offence under the VEET Act or a breach of the Victorian Energy Efficiency Regulations 2018 (the regulations)? | Yes/NoIf yes, please provide details of each investigation and finding of guilt, and the outcome of any investigation and any sentencing orders made in relation to each finding of guilt. |
| **Q23.** In the last 10 years, has the applicant, a related company or any of the applicant’s officers or senior managers, been investigated or found guilty of an indictable offence, whether in Victoria or elsewhere? | Yes/NoIf yes, please provide details of each investigation and all finding of guilt, and the outcome of any investigation and any sentencing orders made in relation to each finding of guilt. Identify. |
| **Q24.** Has the applicant, a related company or any of the applicant’s officers or senior managers, been investigated or found guilty of an offence involving fraud or dishonesty? | Yes/NoIf yes, please provide details of each investigation and all finding of guilt, and the outcome of any investigation and any sentencing orders made in relation to each finding of guilt. Identify. |
| **Q25.** Does the applicant, a related company or any of the applicant’s officers or senior managers, have a pending charge for an alleged commission of any of the offences specified above? | Yes/NoIf yes, please provide details of the pending charges for an alleged commission of any of the offences specified above, including when and where any pending charge happened. |
| **Civil matters** |
| **Q26.** In the last 10 years, has the applicant, a related company or any of the applicant’s officers or senior managers, been investigated or given a civil penalty by a court, or been found by a court to have engaged in conduct that is dishonest, negligent or in breach of a fiduciary duty? | Yes/NoIf yes, please provide details of any investigation into allegedly dishonest or negligent conduct or conduct that allegedly breaches a fiduciary duty. Provide details of all civil penalties issued, and findings of fact made, by civil courts concerning the person’s breach of fiduciary duties, dishonesty, and negligence. State when and where these matters occurred. |
| **Compliance matters** |
| **Q27.** In the past 10 years, has the applicant, a related company, or any the applicant’s officers or senior managers, either working for the applicant or any other entity, had their participation in another energy efficiency program or scheme – including any international programs or schemes - suspended, revoked, disqualified or cancelled, or proposed to be suspended, revoked, disqualified or cancelled? | Yes/NoIf yes, please provide details of what the energy efficiency program was, when it occurred, what type of action was taken, and the reason provided. |
| **Q28.** In the past 10 years, has the applicant, a related company, or any of the applicant’s officers or senior managers, either working for the applicant or any other entity, had an application for accreditation or participation in a similar scheme (including interstate and international energy efficiency program) refused or its trading account suspended, or cancelled? | Yes/NoIf yes, please provide details of the program, when the refusal occurred, and the reason provided. |
| **Q29.** Has the applicant, a related company or any of its officers or senior managers, either working for the applicant or any other entity (including sole trader), been the subject of compliance and enforcement action (including formal warnings)by an Australian regulator?This could include, but is not limited to:* Action taken by Consumer Affairs Victoria, WorkSafe Victoria, EnergySafe Victoria, WorkSafe Victoria, Victorian Building Authority, Clean Energy Regulator, Solar Victoria and Independent Pricing and Regulatory Tribunal.
* Action in relation to suspected or actual misleading, false or deceptive conduct.
* Action in relation to suspected or actual failure to comply with an accreditation condition.
* Action in relation to suspected or actual failure to disclose information requested by the commission or required under the VEET Act or the regulations.
 | Yes/NoIf yes, provide details of:Each instance of compliance and enforcement action taken by an Australian regulator in relation to the person.Each instance of a failure to comply with any provision of the VEET Act or the regulations, including when it happened.Each instance of a failure to disclose information requested by the commission or required under the VEET Act or the regulations, including when they happened.Each instance of a suspension or cancellation, including when it occurred and which program it occurred in. |
| **Q30.** In the past 10 years, has the applicant, a related company or any of the applicant’s officers or senior managers, either in working for the applicant or any other entity, failed to comply with an order or decision made in relation to the VEU program by VCAT, ESC under the VEET Act or a court, whether in Victoria or elsewhere? | Yes/NoIf yes, provide details of any failures to comply with the orders, including when and where they occurred. |
| **Insolvency** |
| **Q31.** In the past 10 years, has the applicant or a related company become, or have any of the applicant’s officers or senior managers been an officer of a company that was at any time subject to a debt judgement or insolvency proceedings (including any administration, liquidation or receivership)? If so, please provide details. | Yes/NoIf yes, please provide details of external administration, including when and where it occurred, and the person’s involvement in it. |
| **Q32.** In the past 10 years, have any of the applicant’s officers or senior managers, become, or ever been declared bankrupt? If so, please provide details. | Yes/NoIf yes, please provide details of any relevant bankruptcies, including when and where they occurred. |
| **Disqualification of officers or senior management** |
| **Q33.** In the past 10 years, have any of the applicant’s officers or senior managers, either in working for the applicant or any other entity, been disqualified from managing a corporation under the Corporations Act 2001 (Cth)? | Yes/NoIf yes, please provide details of details of each disqualification. |
| **Safety** |
| **Q34.** Has the applicant, or any of the applicant’s officers or senior managers, been the subject of proceedings for unsafe work practices in any state/territory or proceedings for an offence against work, health and safety legislation in any state/territory? | Yes/NoIf yes, provide details of the proceedings, including when and where they happened, and what the outcome was. |
| **Other government energy efficiency programs or schemes** |
| **Q35**. Does the applicant provide services to or participate in, or intend to participate in, other Commonwealth, state or local government energy efficiency programs or schemes? Please select below as appropriate (as many as applicable): |
| * ACT’s Energy Efficiency Improvement Scheme (EEIS)
 | Yes/No |
| * NSW’s Energy Saving Scheme (ESS)
 | Yes/No |
| * SA’s Retailer Energy Efficiency Scheme (REES)
 | Yes/No |
| * Commonwealth’s Emissions Reduction Fund
 | Yes/No |
| * Solar Victoria
 | Yes/No |
| Other program/schemes not listed (please provide details): | Click here to enter text. |

## Competence and capability requirements

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| Skills and experience |
| **Q36.** Describe the relevant industry experience that the applicant has internally or will have access to. | Provide a statement describing the applicant’s relevant experience in the industry/field relating to the prescribed activities the applicant has applied for. This may include describing the experience of relevant personnel in the organisation. The description should also include the experience of any contracted third parties providing services. For instance, if the applicant is applying to undertake prescribed activities associated with water heating, describe the applicant’s experience in the water heating industry. |
| **Q37.** Describe the applicant entity’s previous VEU experience. | Provide a statement describing the applicant’s relevant experience, and/or the experience of any contracted third parties, with the VEU program. |

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| Licensing and regulatory approvals |

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| Q38. Does the applicant, its staff and/or scheme participants have the appropriate licensing and regulatory approvals for undertaking the prescribed activities it intends to undertake? | Yes/No |
| **Q39.** Describe the applicant’s policies and procedures that will ensure that administrative and corporate specific licences and regulatory approvals are recorded and maintained. | Registers of relevant corporate licences, regulatory approvals and accreditations, including expiry dates; Governance structures and processes. |
| **Q40.** Describe how the applicant’s policies and procedures will ensure that anyone, whether an employee of the applicant or scheme participant, delivering prescribed activities under the program has the appropriate licensing and regulatory approvals and appropriate skills? | Provide a statement describing your policies and procedures to confirm the applicant’s relevant experience, and/or the experience of any relevant personnel, with the VEU program, including confirmation of relevant licensing and regulatory approvals. |
| **Occupational health and safety** |
| **Q41.** What steps will the applicant take to ensure prescribed activities it intends to undertake as part of the program are conducted in compliance with occupational health and safety legislated requirements? | Provide a statement describing the steps applicant will take to ensure occupational health and safety requirements are met. |
| **Record keeping** |
| **Q42.** How will the applicant collect, collate and keep all records required by the program’s rules, including the VEU code of conduct? Upload a statement describing the applicant’s record keeping policy, including a description of how records are stored and the methods of collecting information associated with the following:

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| * + 1. Lead generation and marketing
 | Yes/No |
| * + 1. Installations e.g. assignment forms, contracts
 | Yes/No |
| * + 1. Decommissioning (including internal records and any third-party receipts)
 | Yes/No |
| * + 1. Stock management (including stock reconciliation and purchase invoices)
 | Yes/No |
| * + 1. Audits conducted by the applicant entity
 | Yes/No |
| * + 1. The use of job numbers, or similar tool, to reconcile documents associated with individual installations
 | Yes/No |
| * + 1. Security, user access, and backup
 | Yes/No |
| * + 1. Employees e.g. records such as contracts, ID, police checks, training certification
 | Yes/No |
| * + 1. Applicant entity’s record keeping policy, including evidence of record keeping procedures and requirements specific to scheme participants
 | Yes/No |

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| Other certifications and qualifications |

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| Q43. Does the applicant, or any of its officers or senior managers, hold certifications or qualifications you consider to be relevant to the applicant’s competence and capability? | Note here, any certifications or qualifications that you consider to be relevant but have not been covered in the rest of the application form, for example, is the applicant ISO4801 (OH&S), ISO9001 (Quality Management) and/or ISO14001 (Environmental Management) certified. |

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| **Training and development** |
| **Q44**.What is the applicant’s training delivery model specific to VEU program? | Provide a statement describing how the applicant’s internal training will be delivered to its own staff, and to scheme participants. To be complete, the statement must make reference to: a) how the training will be delivered, including a schedule of training delivery b) who will deliver the training (including their qualifications/experience to do so) c) any testing or assessment that will be conducted at the conclusion of the training d) how the applicant entity promotes and implements continuous improvement within its business, including training of staff and other scheme participants. |
| **Q45**.Provide copies of training materials the applicant will use to train its staff and/or scheme participants. | Provide a copy of any training materials (whether developed internally or by external providers) that will be used to train the applicant’s staff and/or scheme participants. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

## Code of conduct

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| Compliance obligations |
| **Q46.** How will the applicant ensure that any scheme participant specific services undertaken by itself (employees), or sub-contracted third parties (whether on or offshore), comply with the code of conduct and Australian Consumer Law (ACL)? \*For additional guidance, refer to the [code of conduct guideline](https://www.esc.vic.gov.au/sites/default/files/documents/VEU%20code%20of%20conduct%20-%20guideline%20-%20v1.1.pdf). | Provide a statement that describes the process the applicant will implement to address ACL and code of conduct requirements. |
| **Q47.** Uploadthe following documents (which may include examples or templates) the applicant entity or its associated scheme participant, will use to comply with the code of conduct (Schedule 6 of the Regulations): |

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| * + 1. The standard identification card to be used by lead generators or marketers (clause 9 of code of conduct)
 | Yes/No |
| * + 1. The information that will explain the VEU program to the consumer as required by the code of conduct (clause 13 of the code of conduct)
 | Yes/No |
| * + 1. The information that will explain the prescribed activity to the consumer as required by the code of conduct (clause 14 of the code of conduct)
 | Yes/No |
| * + 1. Any other information that will be provided to the consumer so they can make an informed decision about whether to undertake the prescribed activity (clause 15 of the code of conduct)
 | Yes/No |
| * + 1. A statement of rights (clause 17 of the code of conduct)
 | Yes/No |
| * + 1. The applicant’s template contract for the undertaking of the prescribed activity (clause 17 and 18 of the code of conduct)
 | Yes/No |
| * + 1. A template of the notice to be provided to residents provided to any residents likely to be directly affected by the prescribed activity (clause 23 of the code of conduct)
 | Yes/No |
| * + 1. The information to be provided to the consumer at the completion of the prescribed activity (clause 26 of the code of conduct)
 | Yes/No |
| * + 1. A document describing the applicant’s dispute resolution framework, including a copy of the information provided to consumers (clause 28 of the code of conduct)
 | Yes/No |

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| Document file name: | Click here to enter text. |
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| **Complaints** |
| **Q48**.Describe the applicant's dispute resolution process, including complaints handling and resolution processes. | Provide a statement that describes the processes the applicant will use to handle and resolve complaints. The statement must address complaints regarding: a) products and installation and b) the conduct of the applicant’s scheme participants. |
| **Q49**.What is the applicant’s after-sales service process? | Provide a statement that describes what after-sales service the applicant will provide to energy consumers (if different services apply for residential or non-residential include a description of those differences). Explain what information is provided to the consumer about those services. |
| **Q50.** What is the applicant’s process for handling refund requests? | Provide a statement that describes the process the applicant will follow and the policies that will be applicable to, an energy consumer requesting a refund, replacement and/or repair. The statement should explain what will happen to the VEEC claim associated with that installation. |
| **Q50A. For applicants applying for renewal of accreditation only.**Provide a report detailing any complaints the applicant entity has received over the past 12 months related to its participation in the VEU program. The report must include:* a brief description of each complaint and how it was resolved (or whether it remains unresolved)
* a breakdown of the source of all complaints e.g. installation issues, non-compliant lead generation
* an explanation of how the applicant entity has used information from complaints to improve systems and processes.

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| **Compliance and quality assurance** |
| **Q51.** What is the applicant’s process for verifying employees and scheme participants’ compliance with VEU program requirements, and what is its process for managing identified non-compliance? | Provide a statement outlining the verifications methodology to confirm employees and scheme participants compliance with VEU program requirements and for managing identified non-compliance. This should include information regarding: a) Method/s (field or phone audits, other) b) The percentage of installations to be audited and by what method? c) Audit sample selection methodology d) Process for managing scheme participants who breach the VEU program’s rules such as penalties, incentives, re-training or other contractual specific consequences. |
| **Q52.** What validation methods are applied to data before being uploaded to the VEU Registry? | a) Provide a statement describing data validation methods the applicant entity applicant will use e.g., automated risk flags, methods to track installer installation patterns b) Provide a copy of the applicant entity applicant’s phone and field audit scripts, if applicable. This question is only applicable if the prescribed activity for which the applicant entity applicant is applying has associated audit script requirements listed in the relevant activity guide. |
| I have uploaded a copy of my organisation’s phone audit script: | Yes/No/NA |
| **Phone audit document file name:**  | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| I have uploaded a copy of my organisation’s field audit script: | Yes/No/NA |
| **Field audit document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Field audit document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Q53.** Upload copies of any internal policies or operational manuals related to compliance and quality assurance. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

## Consumer management

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| Consumer management |
| **Q54**. How does the applicant comply with Victoria’s Information Privacy Principles established by the *Privacy and Data Protection Act 2014*? What data protection measures do the applicant and its scheme participants have in place to protect consumers’ personal information? Explain both your paper-records processes and digital-records processes. | Provide a statement that describes how personal information will be collected, stored and protected, including the potential for on selling of that data to other entities not necessarily related to the VEU program. Explain how these processes comply with Victoria’s Information Privacy Principles. |

## Additional documents to be supplied

|  |
| --- |
| Statutory declaration |
| **Q55.** Each officer and senior manager of the applicant must provide a completed statutory declaration noting their Director Identification Number (if they have one) and declaring that the information pertaining to their individual circumstances as provided in this form is true and correct. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Mandatory insurance** |
| **Q56.** To be accredited in the VEU program, the applicant must have appropriate insurance coverage. Provide evidence of:* Public liability insurance cover (and level of cover) of at least $5 million,
* Products liability insurance cover (and level of cover) and identify whether the policy covers replacement and/or rectification of consumers' property damaged as a result of work performed by the AP), and
* Workers’ compensation (where the AP is not a sole trader)
 |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **The certificate of currency is valid until:** | Select date |
| **Assignment form(s) – new applicants only** |
| **Q57.** Upload copies of assignment forms for each of the VEU activities for which the applicant is applying to be accredited. For applications to undertake lighting upgrade activities, activities 27, 34 and 35, this includes copies of AS/NZScompliance declaration. | Yes/No |
|  |
| **Please indicate the assignment form medium:** | Paper/Electronic |

## Declaration

|  |
| --- |
| Declaration |
| I declare that:* I am authorised to submit this application to the Essential Services Commission (commission) on behalf of the applicant;
* To the best of my knowledge and belief, and having taken all reasonable steps to verify the information in this form, that all the information in the application is true and correct as at the date of this declaration;
* The applicant is:

for the purpose of accreditation – a fit and proper person and a competent and capable personfor the purpose of and holding a VEET scheme registry account – a fit and proper person.I understand that:* It is an offence to give information to the commission that I know to be false or misleading in a material particular; and that
* Provision of incorrect or false information may result in the application for accreditation being refused.

On behalf of the applicant, I consent to the commission disclosing the following information to any person as the commission considers appropriate:* Information in respect of the applicant’s accreditation under the Victorian Energy Upgrade (VEU) program, including approved activities covered by the accreditation.
* Information relating to activities undertaken by the applicant under the VEU program.
* Information relating to Victorian energy efficiency certificates (VEECs) created under the applicant’s VEU account for any period(s) requested by the administrator.
* Information concerning the applicant’s compliance with the requirements of the VEU program, including the VEU code of conduct and matters pertaining to the applicant’s account risk profile under the program.
* Information relating to any investigations or enforcement actions which may be taken in relation to the applicant by the commission under the VEU program.

I consent to:* Service of notices issued by the commission via email to the applicant’s email address.
	+ 1. The publication of the applicant’s name and registration number on the Register of APs upon accreditation approval, which is publicly available via the VEU Registry.
 |
| Name: | Click here to enter text. |
| Signature:  | A picture containing white, design  Description automatically generated |
| Date: | Click here to enter a date. |
| Name (witness):  | Click here to enter text. |
| Signature: | A picture containing white, design  Description automatically generated |
| Date: | Click here to enter a date. |

# Part B – VEU activity application

This section requires information that will assist the commission to ascertain if an applicant is competent and capable to undertake the prescribed activities it is applying for.

All Applicants are required to complete at least one of the activity specific forms provided in Part B depending on which activity/activities they are applying to be accredited for:

Appendix A: All activities (except those specific to Appendices B-H)
(Note**:** where applicable, a response is required to be provided for each activity)

Appendix B: Public lighting upgrade (Activity 27)

Appendix C: Non-building based lighting upgrades (Activity 35)

Appendix D: Gas efficiency related upgrades (Activities 37-42)

Appendix E: Cold room upgrades (Activity 43)

Appendix F: Commercial and industrial heat pump water heaters (Activity 44)

Appendix G: Home Energy Rating Assessment (HERA) upgrades

Appendix H: Project-based Activities (PBAs)

Appendix I: Template – Letter of Undertaking

Applicants should refer to the Application Guide for Accredited Persons for further assistance
in completing and lodging this aspect of their application. The Application Guide for this Account and Accreditation Application Form can be found at [Application Guide for Accredited Persons (esc.vic.gov.au)](https://www.esc.vic.gov.au/sites/default/files/documents/PBL%20-%20Application%20Guide%20For%20Accredited%20Persons%20-%20V%201.5%20-%2020230531.pdf).

# Appendix A: Competence and capability requirements – all activities (except those identified in Appendices B-H)

|  |
| --- |
| Eligibility |

|  |
| --- |
| Q1. Uploadadocument that identifies the process that the applicant and its scheme participants will follow to verify that an activity meets the eligibility requirements as set out in the regulations and VEU Specifications. A separate process should be provided for each of the prescribed activities the applicant seeks to be accredited to undertake. |

|  |  |
| --- | --- |
| Document file name: | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Installation** |
| **Q2**. Upload a document that identifies the process the applicant and its scheme participants will follow to ensure that installations specific to each activity for which the applicant is applying comply with all relevant VEU requirements.Note: the process does not need to cover all technical aspects of conducting installations, but simply the steps taken to ensure compliance with program requirements is achieved. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Decommissioning** |
| **Q3.** Upload a copyof the step-by-step process that the applicant and its scheme participants will follow to satisfy the decommissioning requirements specific to each activity that the applicant intends to undertake. Explain how storage, collection, transport and deposit of decommissioned products will be conducted in accordance with the *Environment Protection Act 2017.* Note: If none of the activities applied for require that a product be decommissioned, please record N/A in the field below. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

# Appendix B: Public lighting upgrade (activity 27)

## Applicant details

|  |
| --- |
| Applicant details |
| **Q1.** Is the applicant a relevant body e.g., a distribution company, a Council or responsible road authority?  | Yes/No If yes, state the type of relevant body. |

## Public lighting upgrade type

|  |
| --- |
| Organisational overview |
| **Q2**. Describe the type of public lighting upgrades the applicant intends to undertake. | Provide a statement describing the type of upgrades the applicant intends to undertake.  |

## Policies and procedures

|  |
| --- |
| Policies and procedures |
| **Q3**. Uploadthe applicant’s policies and processes for completing public lighting upgrade activities which must include:* The decommissioning and recycling of removed lighting equipment in accordance with the *Environment Protection Act 2017* and regulations.
* How the applicant will comply with waste management requirements under the *Environment Protection Act 2017* and regulations.
* How the applicant will ensure that the baseline environment for an installation has not been altered prior to the installation (i.e. products replaced as part of an installation were not installed for the purposes of being decommissioned as part of the installation).
* Data validation and quality assurance methods of public lighting upgrades.

|  |  |
| --- | --- |
| Document file name: | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

 |

## Standards

|  |
| --- |
| AS/NZS 1158  |
| **Q4.** Upload a statement outlining how the applicant’s systems incorporate the requirements of AS/NZS 1158.The statement must specify if/when the applicant’s lighting designs deviate from AS/NZS 1158, the justification for the deviation(s) in accordance with the standard, and how the applicant sets out the reasons why the deviation(s) are justified. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

## Documents to be supplied

|  |
| --- |
| AS/NZS 1158 compliance declaration |
| **Q5.** Upload a copy of the applicant’s AS/NZS 1158 Compliance Declaration for Public Lighting Upgrade (Activity 27). The documents must be modelled on the relevant templates (available at [www.esc.vic.gov.au/public-lighting](http://www.esc.vic.gov.au/public-lighting)).

|  |  |
| --- | --- |
| Document file name: | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

 |

# Appendix C: Non-building based lighting upgrade (activity 35)

## Non-building based lighting upgrade type

|  |
| --- |
| Organisational overview |
| **Q1**. Describe the type(s) of non-building based lighting upgrades the applicant intends to undertake: | Provide a statement describing the type(s) of upgrades the applicant intends to undertake**.** |

## Policies and procedures

|  |
| --- |
| Policies and procedures |
| **Q2**. Upload a copy of the applicant’s policies and procedures for non-building based lighting upgrade activities which must include:* + The decommissioning and recycling of removed lighting equipment in accordance with the *Environment Protection Act 2017* and regulations.
	+ How the applicant will comply with waste management requirements under the *Environment Protection Act 2017* and regulations.
	+ How the applicant will ensure that the baseline environment for an installation has not been altered prior to the installation (i.e. products replaced as part of an installation were not installed for the purposes of being decommissioned as part of the installation).
	+ Data validation and quality assurance methods of non-building based lighting upgrades.
 |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

## Quality and safety assurance

|  |
| --- |
| Quality and safety management systems |
| **Q3**. Describe the applicant’s safety management procedures in relation to non-building based lighting upgrade activities and explain how they comply with the *Electricity Safety Act 1998*, the *Gas Safety Act 1997*, the *Occupational Health and Safety Act 2004*, the *Building Act 1993* and regulations made under those acts. | Provide astatementdescribing how the applicant will ensure that it, and any contractors have relevant safety management systems in place for upgrades. Explain in your statement, whether the *Electricity Safety Act 1998, Gas Safety Act 1997 and/or Building Act 1993* are relevant to your proposed activities, and, if so, how your policies comply with those requirements. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Quality management** |
| **Q4**. Is the applicant ISO 9001 certified? | Yes/No |
| **If yes** – attach associated evidence: |
| **Attached evidence file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **If no** – confirm the following and attach associated evidence, such as documented quality policies, to demonstrate that the quality management systems align with the framework of ISO 9001 certification: |
| I declare that the quality management systems of the applicant align with and satisfy the framework of ISO 9001 certification. |[ ]
| **Attached evidence file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Safety Management** |
| **Q5.** Is the applicant AS/NZS 4801 certified? | Yes/No |
| **If yes** – attach associated evidence: |
| **Attached evidence file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **If no** – confirm the following and attach associated evidence, such as documented safety policies, to demonstrate that the safety management systems align with the framework of AS/NZS 4801 certification: |
| I declare that the safety management systems of the applicant align with and satisfy the framework of AS/NZS 4801. |[ ]
| **Attached evidence file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Q6.** Does the applicant have safe work methods that are in line with the compliance and risk profile of non-building based lighting upgrade activities (such as working at heights, operation of working at heights equipment, traffic and pedestrian management, working in close proximity to power lines etc.)? | Yes/No |
| **If yes** – attach associated evidence |
| **Attached evidence file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

## Standards and competencies

|  |
| --- |
| AS/NZS 1158 and AS 2560 |
| **Q7.** Upload a statement outlining how the applicant’s systems incorporate the requirements of AS/NZS 1158 and/or AS 2560. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Training** |
| **Q8.** Upload a documentdescribingthe applicant’s training procedures specific to non-building based lighting upgrades. The description must include the relevant training records of service delivery personnel and reference all required mandatory safety training (MST) with regard to the following installation environments: |
|

|  |  |
| --- | --- |
| * + - Traffic management
 | Yes/No |

 |
|

|  |  |
| --- | --- |
| * + - Working at heights
 | Yes/No |

 |
|

|  |  |
| --- | --- |
| * + - Operation of EWP (scissor-type)
 | Yes/No |

 |
|

|  |  |
| --- | --- |
| * + - Operation of EWP (boom-type, under 11 metres)
 | Yes/No |

 |
|

|  |  |
| --- | --- |
| * Overhead utilities (power lines)
 | Yes/No |

 |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

## Documents to be supplied

|  |
| --- |
| AS/NZS 1150 and/or AS 2560 compliance declaration(s) |
| **Q11.** Upload a copy of the applicant’s AS/NZS 1150 and/or AS 2560 compliance declaration(s). The documents must be modelled on the relevant templates provided at [www.esc.vic.gov.au/non-building-based-lighting](http://www.esc.vic.gov.au/non-building-based-lighting).

|  |  |
| --- | --- |
| Document file name: | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

 |

# Appendix D: Gas efficiency activities (activities 37-42)

## Gas efficiency activity type

|  |
| --- |
| Organisational overview |
| **Q1**. Describe the type(s) of gas efficiency activities applicant intends to undertake. | Provide a statement describing the type(s) of upgrades the applicant intends to undertake. |

## Policies and procedures

|  |
| --- |
| Policies and procedures |
| **Q2**. Upload a copy of the applicant’s policies and procedures for gas efficiency upgrade activities which must include:* The decommissioning and recycling of removed equipment in accordance with the *Environment Protection Act 2017* and regulations.
* How the applicant will comply with waste management requirements under the *Environment Protection Act 2017* and regulations.
* How the applicant will ensure that the baseline environment for an installation has not been altered prior to the installation (i.e., products replaced as part of an installation were not installed for the purposes of being decommissioned as part of the installation).
* Data validation and quality assurance methods of gas efficiency upgrades.
 |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Safety Management** |
| **Q3.** Describe the applicant’s safety management procedures in relation to gas efficiency upgrade activities and explain how they comply with the *Electricity Safety Act 1998*, the *Gas Safety Act 1997*, the *Occupational Health and Safety Act 2004*, the *Building Act 1993* and regulations made under those acts. |  |
| Provide astatementdescribing how the applicant will ensure that it, and any contractors have relevant safety management systems in place for upgrades. Explain in your statement, whether the *Electricity Safety Act 1998, Gas Safety Act 1997 and/or Building Act 1993* are relevant to your proposed activities, and, if so, how your policies comply with those requirements. |
| **Q4.** The applicant is aware of and understands its obligations in relation to occupational health and safety specifically relating to the undertaking of gas efficiency related activities (refer to applicant guide for further information). | Yes/No |

## Standards and competencies

|  |
| --- |
| Minimum thermal efficiency requirements (complete this section if the applicant intends to undertake activity 37 and 38)Activity 37 – Gas-fired steam boiler & Activity 38 – Gas-fired hot water boiler or gas-fired water heater  |
| **Q5.** Upload a statement outlining how the applicant will ensure compliance with the minimum thermal efficiency requirements of activity 37 and/or activity 38in accordance with the following available standards/methods:* BS 845-2 (pre-commissioning), BS 845-1 (post-commissioning); or equivalent standard approved by the Essential Services Commission; or
* Commission Regulation (EU) No 813/2013; or
* The manufacturer’s technical specification for that product (for condensing boilers only)

To be complete, the statement must describe the process, or processes, the applicant proposes to follow to meet the relevant standard. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

## Document to be supplied

|  |
| --- |
| Mandatory insurance |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Q6. To participate in gas efficiency activities in the VEU program, in addition to the insurance requirements in Part A, the applicant must have the required insurance coverage:* Where advice is given and followed, professional indemnity insurance of at least $5 million, covering the replacement and/or rectification of customers’ property damaged as a result of any advice provided by the accredited person.

|  |  |
| --- | --- |
| Document file name: | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

 |

# Appendix E: Cold room activities (activity 43)

## 1. Cold room activity type

|  |
| --- |
| Organisational overview |
| **Q1**. Describe the type of cold room upgrades the applicant intends to undertake. | Provide a statement describing the type(s) of cold room upgrades the applicant intends to undertake. |

## 2. Policies and procedures

|  |
| --- |
| Policies and procedures |
| **Q2**. Upload a copy of the applicant’s policies and procedures for cold room upgrade activities which must include: * The decommissioning and recycling of removed equipment in accordance with the *Environment Protection Act 2017* and regulations.
* How the applicant will comply with waste management requirements under the *Environment Protection Act 2017* and regulations.
* How the applicant will ensure that the baseline environment for an installation has not been altered prior to the installation (i.e., products replaced as part of an installation were not installed for the purposes of being decommissioned as part of the installation).
* Data validation and quality assurance methods of cold room upgrades.
 |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Safety Management** |
| **Q3.** Describe the applicant’s safety management procedures in relation to cold room upgrade activities and explain how they comply with the *Electricity Safety Act 1998*, the *Gas Safety Act 1997*, the *Occupational Health and Safety Act 2004*, the *Building Act 1993* and regulations made under those acts. |  |
| Provide astatementdescribing how the applicant will ensure that it, and any contractors have relevant safety management systems in place for upgrades. Explain in your statement, whether the *Electricity Safety Act 1998, Gas Safety Act 1997 and/or Building Act 1993* are relevant to your proposed activities, and, if so, how your policies comply with those requirements. |
| **Q4.** The applicant is aware of and understands its obligations in relation to occupational health and safety specifically relating to the undertaking of cold room upgrade activities (refer to applicant guide for further information). | Yes/No |

## 3. Standards and competencies

|  |
| --- |
| **Compliance with AS/NZS 5149**Activity 43: Cold room activity |
| **Q5.** Upload a statement outlining the applicant’s understanding of AS/NZS 5149 Refrigerating Systems and Heat Pumps – Safety and Environmental Requirements.To be complete, the statement must describe the process, or processes, the applicant proposes to follow the relevant standard. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

## 4. Document to be supplied

|  |
| --- |
| Mandatory insurance |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Q6. To participate in the cold room activity in the VEU program, in addition to the insurance requirements in Part A, the applicant must have the required insurance coverage:* Where advice is given and followed, professional indemnity insurance of at least $5 million, covering the replacement and/or rectification of customers’ property damaged as a result of any advice provided by the accredited person.

|  |  |
| --- | --- |
| Document file name: | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

 |

# Appendix F: Commercial and industrial water heater (activity 44)

## 1. Commercial and industrial water heater activity type

|  |
| --- |
| Organisational overview |
| **Q1**. Describe the type of commercial and industrial heat pump water heater upgrades the applicant intends to undertake. | Provide a statement describing the type(s) of upgrades the applicant intends to undertake. |

## 2. Policies and procedures

|  |
| --- |
| Policies and procedures |
| **Q2**. Uploada copy ofthe applicant’s policies and procedures for commercial and industrial heat pump water heater activities which must include: * The decommissioning and recycling of removed equipment in accordance with the *Environment Protection Act 2017* and regulations.
* How the applicant will comply with waste management requirements under the *Environment Protection Act 2017* and regulations.
* How the applicant will ensure that the baseline environment for an installation has not been altered prior to the installation (i.e., products replaced as part of an installation were not installed for the purposes of being decommissioned as part of the installation).
* Data validation and quality assurance methods of commercial and industrial water heater upgrades.
 |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Safety management** |
| **Q3.** Describe the applicant’s safety management procedures in relation to commercial and industrial heat pump water heater upgrades and explain how they comply with the *Electricity Safety Act 1998*, the *Gas Safety Act 1997*, the *Occupational Health and Safety Act 2004*, the *Building Act 1993* and regulations made under those acts. |  |
| Provide astatementdescribing how the applicant will ensure that it, and any contractors have relevant safety management systems in place for upgrades. Explain in your statement, whether the *Electricity Safety Act 1998, Gas Safety Act 1997 and/or Building Act 1993* are relevant to your proposed activities, and, if so, how your policies comply with those requirements. |
| **Q4.** The applicant is aware of and understands its obligations in relation to occupational health and safety specifically relating to the undertaking of commercial and industrial water heater related activities (refer to applicant guide for further information). | Yes/No |

## 3. Standards and competencies

|  |
| --- |
| **Compliance with AS/NZS 2712**Activity 44: commercial and industrial heat pump water heater |
| **Q5.** Upload a statement outlining the applicant’s:* Understanding of AS/NZS 2712 Solar and heat pump water heaters – Design and construction standard.
* Decommissioning procedures and processes to ensure the applicant meets the legislative requirements for commercial and industrial heat pump water heater activity.
* Process, approach and/or systems to ensure that approved product/s are installed as modelled in TRNSYS.

To be complete, the statement must describe the process, or processes, the applicant proposes to follow the relevant standard. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

## 4. Document to be supplied

|  |
| --- |
| Mandatory insurance |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Q6. To participate in the commercial and industrial heat pump water heater activity in the VEU program, in addition to the insurance requirements in Part A, the applicant must have the required insurance coverage:* Where advice is given and followed, professional indemnity insurance of at least $5 million, covering the replacement and/or rectification of customers’ property damaged as a result of any advice provided by the accredited person.

|  |  |
| --- | --- |
| Document file name: | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

 |

# Appendix G: Home energy rating assessment (HERA) activities

## Service delivery arrangements (specific to HERA activities)

|  |
| --- |
| Service delivery arrangements |
| **Q1**. Describe the nature of the commercial relationship between the applicant and the Scorecard assessors who will be performing VEU home energy rating assessments. | [ ] The applicant is the Scorecard assessor**.** [ ]  The applicant will employ Scorecard assessors**.**[ ]  The applicant will contract the services of Scorecard assessors**.**[ ] Other, please specify:Click here to enter text. |
| **Q2.** Upload a copy of any template contract that you intend to use, in the engagement of Scorecard assessors.

|  |  |
| --- | --- |
| Document file name: | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

 |

## 2. Policies and procedures

|  |
| --- |
| Policies and procedures |
| **Q3.** Upload a copy of the applicant’s policies and procedures to ensure compliance with Victorian Energy Efficiency Target Regulations 2018 (VEET Regulations) and Victorian Energy Upgrades Specifications 2018 (VEU Specifications) for the home energy rating assessment activity. To be complete, the statement must include policies and procedures to address how you will: * Determine the eligibility of an energy consumer’s premises.
* Contract and manage the accredited Scorecard assessors.
* Perform quality assurance checks of Scorecard information prior to submitting activities for VEEC creation.
 |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Q4.** Upload a copy of the applicant’s policies and procedures to record, store and manage consumer information in accordance with privacy protocols (i.e., managing consumer data in line with consumer consent in the VEEC assignment form and Scorecard privacy and conflict of interest statement form).

|  |  |
| --- | --- |
| Document file name: | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

 |

## 3. Document to be supplied

|  |
| --- |
| Mandatory insurance |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Q5. Upload a copy of the applicant’s certificate of currency, showing:* insured party details
* insured party policy details
* period of coverage
* maximum amount that the policy covers.

Note: To participate in the home energy rating assessment activity in the VEU program, you must have the required insurance coverage:* Public liability insurance cover of at least $5 million
* Products liability insurance cover of at least $5 million (covering the replacement and/or rectification of customers' property damaged as a result of work performed by the accredited person)
* Where advice is given and followed, professional indemnity insurance of at least $5 million, covering the replacement and/or rectification of customers’ property damaged as a result of any advice provided by the accredited person.

|  |  |
| --- | --- |
| Document file name: | Click here to enter text. |
| **Page reference:** | Click here to enter text. |

 |

# Appendix H: Project-Based Activities (PBA)

## Scope of potential projects

|  |
| --- |
| Scope of potential projects |
| **Q1**. Once accredited, how many VEU program PBA projects does the applicant intend to carry out each year? | Click here to enter text. |
| **Q2**. Which PBA methods does the applicant intend to calculate VEECs with? Please tick the boxes below as appropriate. |
|  Measurement and verification |[ ]  Benchmark rating |[ ]
| **Q3.** What types of technologies would be used for the intended PBA project(s)? | Provide a statement that describes the technology(s) the applicant entity intends to use when carrying out PBA projects. How long have they been available in the Australian market? |
| **Q4.** What regulatory/government approvals are needed for this technology to be used in Victoria? | Provide a statement that lists the regulatory or government approvals needed for the technology the applicant entity intends to use when carrying out PBA projects. |
| **Q5.** What other VEU program activities could this project be achieved under? | e.g. none / Activity 34 / all. |
| **Q6.** What is the motivation for using PBA instead of other activities? | Provide a statement that describes why the applicant entity intends to use PBAs, rather than activities 1 to 42, to create VEECs. |
| **Implementation model** |
| **Q7.** What is the applicant’s intended implementation model specific to undertaking PBAs?  |
| Provide a detailed statement that describes how the applicant entity intends to create VEECs under PBA. The statement must explain how all aspects of a PBA project will be undertaken, including who will be engaging with the energy consumer, who will be undertaking work for the purposes of the project and any commercial arrangements between the applicant entity and other relevant parties. |

## Quality and safety assurance

|  |
| --- |
| Quality management |
| **Q8**. Is the applicant ISO 9001 certified? | Yes/No |
| **If yes** – attach certificate |
| **If no** – complete declaration and attach associated evidence, such as documented quality policies, to demonstrate that the quality management systems align with the framework of ISO 9001 certification. |
| I declare that the applicant’s quality management systems align with and satisfy the framework of ISO 9001 certification. I have attached quality management system documents. | Yes/No |
| **Attached certificate or quality management system file name(s):** | Click here to enter text. |
| **Q9.** Do the applicant’s quality management procedures ensure the accuracy of VEEC calculations? | Yes/No |
| Provide a statement of the intended approach to ensuring the quality of evidence to support the accuracy of the calculated energy savings. Where the upgrade is not directly undertaken by the organisation, please outline how the applicant will ensure that contractors will have relevant quality management systems in place. |
| **Safety Management systems** |
| **Q10.** Describe the applicant’s safety management procedures in relation to project based activities and explain how they comply with the *Electricity Safety Act 1998*, the *Gas Safety Act 1997*, the *Occupational Health and Safety Act 2004*, the *Building Act 1993* and regulations made under those acts. | Provide astatementdescribing how the applicant will ensure that it, and any contractors have relevant safety management systems in place for upgrades. Explain in your statement, whether the *Electricity Safety Act 1998, Gas Safety Act 1997 and/or Building Act 1993* are relevant to your proposed activities, and, if so, how your policies comply with those requirements. |
| **Q11.** Is the applicant AS/NZS 4801 certified? | Yes/No |
| **If yes** – attach certificate |
| **If no** – complete declaration and attach associated evidence, such as documented safety policies, to demonstrate that the safety management systems align with the framework of AS/NZS 4801 certification. |
| I declare that the applicant’s safety management systems align with and satisfy the framework of AS/NZS 4801 certification. I have attached safety management system documents | Yes/No |
| **Attached certificate or safety management system file name(s):** | Click here to enter text. |
| **Q12.** Does the applicant have safe work methods that are in line with the compliance and risk profile for undertaking PBAs? | Yes/No |
|

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## Document to be supplied

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| Mandatory insurance |
| **Q13.** To participate in PBAs under the VEU program, in addition to the insurance requirements in Part A, the applicant must have the required insurance coverage:* Where advice is given and followed, professional indemnity insurance covering the replacement and/or rectification of customers’ property damaged as a result of any advice provided by the AP.

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**Q14.** If the applicant is applying to be an AP who intends to carry out a project at its own site, it is exempt from the mandatory requirements. In this case, please attach a signed ‘Insurance waiver declaration – project-based activities’ form. For clarity, APs acting on their own site are responsible for assessing their own insurance needs; the commission does not mandate them.All APs should consider the need for professional indemnity insurance for any experts they contract to provide advice on PBA. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **The certificate of currency is valid until:** | DD/MM/YY |

## 4. Declaration

|  |
| --- |
| Declaration |
| I certify that the above details are correct at the time of completing this form and that I am authorised to act on behalf of the above account.I have read and understood the information and requirements, relevant to the PBA method I intend to use to calculate VEECs, set out in the following guidance documents: * Measurement and Verification Method Activity Guide
* Measurement and Verification Method Compliance Requirements
* Benchmark Rating Method Activity Guide
* Benchmark Rating Method Compliance Requirements

I consent to the provision of the following information to the administrators of greenhouse gas abatement schemes/energy efficiency schemes/emissions reduction schemes:* Information on my account’s VEU accreditation, including approved activities covered by the accreditation.
* Information relating to activities undertaken once accredited under the VEU program.
* Information relating to Victorian energy efficiency certificates created under this VEU accreditation for any period(s) requested by the administrator.
* Information concerning compliance with the requirements of the VEU program, including the VEU code of conduct and matters pertaining to my account’s risk profile under the scheme.
* Information relating to any enforcement actions which may be taken against my account by the Essential Services Commission under the VEU program.

I approve the publication of my name/company name and registration number in the Register of Accredited Persons upon accreditation approval which is publicly available via the VEU Registry.I am aware that any lighting equipment removed during the project must be decommissioned safely and appropriately, and any new or replacement lighting equipment must be a product already approved by the Register of Products.I know that all PBA activities must be undertaken in accordance with all the laws, regulations and codes of practice applicable to that activity.I know that I must assess all relevant PBA project risks and will have appropriate safe work methods and other systems in place to manage those risks.I acknowledge that penalties may be applied for providing misleading information under section 68 of the Victorian Energy Efficiency Target Act 2007. |
| Name: | Click here to enter text. |
| Signature:  | A picture containing white, design  Description automatically generated |
| Date: | DD/MM/YY |
|  |  |
| Name (witness):  | Click here to enter text. |
| Signature: | A picture containing white, design  Description automatically generated |
| Date: | DD/MM/YY |

Appendix I – Template: Letter of Undertaking

[PRINT ON COMPANY LETTERHEAD]

VICTORIAN ENERGY EFFICIENCY TARGET ACT 2007, SECTION 10(2)

UNDERTAKINGS BY APPLICANT TO BECOME AN ACCREDITED PERSON

These undertakings are given to the Essential Services Commission by:

[Company Name]

[ABN]

[Company Address]

(the “Applicant”)

1. **Definitions**

**benefit** means a benefit as defined in section 10(3) of the Victorian Energy Efficiency Target Act 2007.

**ESC** means the Essential Services Commission established under section 7 of the Essential Services Commission Act 2001.

**prescribed greenhouse gas scheme** means a prescribed greenhouse gas scheme as defined in section 3 of the Victorian Energy Efficiency Target Act 2007.

**protected information** means information that is provided to the administrator of the “prescribed greenhouse gas scheme” of which is not publicly available.

**VEEC** means a certificate means created under Division 3 of the VEET Act.

**VEET Act** means the Victorian Energy Efficiency Target Act 2007.

1. **Undertakings**
	* + 1. At the time of signing this letter, the applicant:
2. has advised the ESC of any prescribed greenhouse gas scheme of which it is a scheme participant; and
3. if a participant of a prescribed greenhouse gas scheme, has provided the ESC evidence in the form of the letter of consent to release information (as published by the ESC on its website), that the Applicant has agreed with the administrator of the prescribed greenhouse gas scheme for the administrator of the prescribed greenhouse gas scheme to divulge or communicate to the ESC:
	1. protected information concerning the Applicant; and
	2. any other information held by the administrator of the prescribed greenhouse gas scheme.
		* 1. The Applicant will, as soon as reasonably practicable after becoming a scheme participant in a prescribed greenhouse gas scheme that it has not already informed the ESC it is a participant of:
4. notify the ESC of that fact; and
5. provide to the ESC evidence, in the form of the letter of consent to release information (as published by the ESC on its website), that the Applicant has agreed with the administrator of the prescribed greenhouse gas scheme for the administrator of the prescribed greenhouse gas scheme to divulge or communicate to the ESC:
	1. protected information concerning the Applicant; and
	2. any other information held by the administrator of the prescribed greenhouse gas scheme.
		* 1. The Applicant will not claim, while a participant in a prescribed greenhouse gas scheme, a benefit under that scheme if a VEEC has been created in respect of the same activity.

Signed for and on behalf of

[Company Name]

[Name]

[Title]

[Company Name] \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Signature

in the presence of

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness name Signature of witness

Dated: / /

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