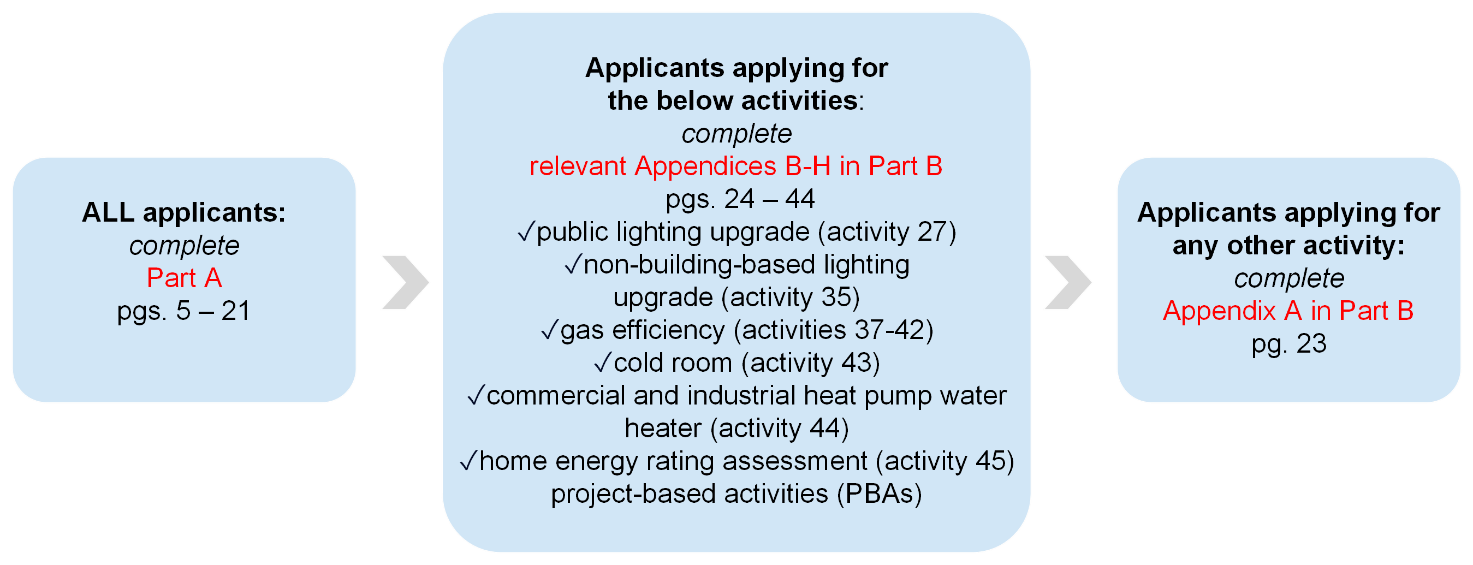
# VEU Accreditation and VEET Scheme Registry Account Application Forms

Version 1.4 – 25 October 2024

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| Purpose of this form |
| An individual or body corporate must be accredited under the Victorian Energy Upgrades (**VEU**) Program to be eligible to create Victorian energy efficiency certificates (**VEECs**) under the VEU Program. This person is called an accredited person (**AP**). This application form must be used when applying to the Essential Services Commission for a:    ***If you are applying for a variation in accreditation conditions, including additional activities,*** [***complete the appropriate form on our website***](https://www.esc.vic.gov.au/victorian-energy-upgrades-program/participating-veu-program/how-become-veu-accredited-person#tabs-container1)***.***  **Fees:**  $3000 for a grant of accreditation **or** $1000 for a renewal of accreditation.  **Please Note:**   * This form is to be completed by, or on behalf of an individual or body corporate seeking accreditation or renewal of accreditation. * This form must be signed by an officer of the Applicant (as defined below), or if the Applicant is an individual, that individual. * Answering "no" to a question on this form will not necessarily be grounds for refusal. It may prompt a request for information and further assessment. A false or misleading answer may have serious consequences, including refusal of the application. * **It is an offence to knowingly provide false or misleading information to the commission, under s68 of the *Victorian Energy Efficiency Target Act 2007*.** |

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| Instructions to apply for a grant of accreditation OR renewal of accreditation |
| Lights On with solid fillA screenshot of a cell phone  Description automatically generated  We will not begin processing an application until the relevant fee has been paid  Follow the instructions on page 3 of this form explaining which sections  to complete  Refer to the [Application Guide](https://www.esc.vic.gov.au/victorian-energy-upgrades-program/participating-veu-program/how-become-veu-accredited-person) for a list of required documents  If you don’t have an account, apply for one here:  [www.veu-registry.vic.gov.au](https://www.veu-registry.vic.gov.au/Public/Public.aspx?id=Home) |

Which sections of this form should you complete?



 If the question does not apply to the activity you are applying for, the form will instruct you to select ‘no’ or skip it.

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| What happens next? |
| Once you have submitted a complete application form and paid the fee, the commission has 20 business days to process your application. This timeline is often extended either due to requests for further information or by agreement with the Applicant.  Badge Tick1 with solid fill**If approved**, the commission will provide a written notice confirming the decision to approve your application. This notice will specify the commencement date of accreditation, the expiry date, and the deadline for the Applicant to apply for renewal. Additionally, it will outline the prescribed activities for which accreditation is granted.  **Badge Cross with solid fillIf refused,** the commission will issue a written notice regarding the decision to reject your application. You may request an internal review of a refusal decision. |

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| Further Assistance |
| Refer to the [Application Guide for Accredited Persons](https://www.esc.vic.gov.au/victorian-energy-upgrades-program/participating-veu-program/how-become-veu-accredited-person#tabs-container1) on our website for guidance on completing and lodging this form.  Contact the VEU Program support team if you have any questions about the application process via phone: (03) 9032 1310 or email: [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au) |

Privacy collection notice – VEU Accreditation Application Form

The commission collections personal information through the VEU Accreditation Application Form (Application Form) to perform the functions and powers conferred on it under the Victorian Energy Efficiency Target Act 2007 (VEET Act) and Victorian Energy Efficiency Target Regulations 2007.

This Collection Notice forms part of our [Privacy Policy,](https://www.esc.vic.gov.au/about-us/our-policies/privacy-and-confidential-information-policy) and together they form our notice for collecting personal information in the Application Form under Information Privacy Principle (IPP) 1.3.

**Please read our Privacy Policy for additional information on:**

* our personal and confidential information handling practices, including how we store and secure personal information
* the purposes for which we collect use and disclose personal information, including in cooperation with law enforcement agencies, and
* our contact details including how you can access and correct your personal information.

**What we collect through the Application Form**

The personal information we collect in the Application Form comprises your or another person’s:

* contact details
* professional qualifications and details of any banning, disqualification, convictions or adverse findings by a Court or Tribunal or any other disciplinary or enforcement bodies
* National Police Check details

**Use and disclosure**

We collect personal information in the Application form for purposes which include to:

* assessing an application for accreditation to determine if it complies with the legislation and must be granted or refused
* determining whether a person is a competent and capable and fit and proper person for the purposes of accreditation.

We may disclose personal information for the purposes for which we have collected it, including:

* as required or authorised by the VEET Act or by a law of the Commonwealth, State or Territory
* to the public, where personal information is required to be published in a register that can be searched by the public, or on our website.

**Complaints**

If you believe we have breached the IPPs, you can submit a complaint in accordance with our Privacy Policy.

Part A – Application for accreditation or renewal of accreditation

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| Defined terms used in this form |

* **“Applicant”** means the individual or body corporate applying for accreditation or for renewal of accreditation.
* **“officer(s) of the Applicant”,** for an Applicant that is a body corporate, means all Directors and the Company Secretary of the Applicant and any person who makes or participates in making decisions that affect the whole of, or a substantial part of, the Applicant’s business, for example the Chief Executive Officer, the Chief Financial Officer, the Managing Director.
* "**related body corporate”** means a subsidiary body corporate, holding body corporate or a subsidiary of a holding body corporate.
* **“VEU Program Requirements”** means the requirements that apply to the undertaking of activities and creation of certificates in the VEU program, as provided in the VEET Act 2007, the VEET Regulations 2018 (including the Code of Conduct), the Secretary’s Specifications, the ESC Guidelines and relevant determinations.

## Type of application

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| Q1. What is the Applicant applying for? *Select the applicable box.* |
| **To become an accredited person** to undertake prescribed activities, create, hold, transfer and surrender certificates, including applying for a [**VEET scheme registry account**](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/veet-scheme-registry-accounts) to be able to hold, transfer and surrender certificates |
| **For a renewal of accreditation** to undertake prescribed activities and to create, hold, transfer and surrender certificates |

## Person preparing this application

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| **Q2. Name and job title of the person preparing this application** |
| Click here to enter text. |
| **Q3. Has a third party assisted the Applicant in preparing this application?**  *If yes, please provide that individual’s name and business name.* |
| Click here to enter text. |
| **Q4. Email address of the person preparing this application** |
| Click here to enter text. |
| **Q5. Contact phone number of the person preparing this application** |
| Click here to enter text. |

## Applicant details

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| **Q6. Full legal name of the Applicant** | |
| Click here to enter text. | |
| **Q7. Email address of the Applicant to be used by the commission** | |
| Click here to enter text. | |
| **Q7. ABN and/or ACN**  *ABN given by the Australian Business Register and/or ACN (if the Applicant is a body corporate) given by ASIC.* | |
| Click here to enter text. | |
| **Q8. Upload a copy of the below:**   * *If the Applicant is not a body corporate:* an Australian Business Register record. * *If the Applicant is a body corporate:* a current and historical ASIC company extract that is no more than 30 days old. This can be obtained from the [ASIC Connect website](https://asicconnect.asic.gov.au/public/;jsessionid=BKYWUr64r6ARJew1TxnajaL51sHngWw-2lFhoptVV-1_QejrXwoh!-1426131398). | |
| **Document file name:** | Click here to enter text. |
| **Q9. Address of principal place of business** | |
| Click here to enter text. | |
| **Q10. Applicant website** | |
| Click here to enter text. | |

## Activities

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| ***Note: When submitting the application in the registry, under Tab 1 of the online application choose all the activities the Applicant plans to undertake in the next 12 months.***  **Q11. What is the Applicant’s primary target market(s)?**  *Describe the target market of the Applicant’s VEU related activities it intends to undertake. For example, “residential homes across Victoria”, “sporting and public complexes in East Gippsland”, “homes in regional Victoria”, “small to medium enterprises across Victoria.”* | |
| Click here to enter text. | |
| **Q12. Provide estimates of percentage of business revenue that will be generated from each activity for the next year.**  *Complete the table below. If applying for more than 4 activities, upload a separate document using the same template.*  ***Note for renewal of accreditation:*** estimates may be derived from historic data.  *Terms used in the table:*   * **Forecasted annual VEEC creation** = number of installers x estimated premises visited per year x estimated VEECs per premises.   + - (For activities 22, 24, 25 and 46 forecasted annual VEEC creation = estimated number of products sold x estimated VEECs per product sold.) * **Estimated annual revenue from activity** = forecasted annual VEEC creation x VEEC value. * **Estimated percentage of total revenue** = estimated annual revenue from per activity / estimated total business revenue x 100%.  |  |  |  |  | | --- | --- | --- | --- | | Activity | Forecasted annual VEEC creation | Estimated annual revenue from activity | Estimated percentage of total revenue | | Enter text. | Enter text. | Enter text. | Enter text. | | Enter text. | Enter text. | Enter text. | Enter text. | | Enter text. | Enter text. | Enter text. | Enter text. | | Enter text. | Enter text. | Enter text. | Enter text. | | |
| **Document file name:** | Click here to enter text. |

## Business model and prescribed activity delivery

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| **Q13. What is the Applicant’s intended business model?**  *Identify the model(s) below that match the intended model(s) of delivery of prescribed activities. Select as many boxes as applicable and complete the questions below each option. Where a question is not applicable to proposed activities under the program, please select No.*  **13.1. Sole delivery model**  *The Applicant engages the energy consumer as a customer directly and is responsible for all aspects of undertaking the prescribed activity.*  **13.1.1.** **Answer the following questions.** *Select Yes or No from the dropdown boxes:* | | |
| a) Is the Applicant a sole trader with no employees or contractors? | | Choose an item. |
| b) Does the Applicant have induction and training processes for new employees and refresher training for existing employees? | | Choose an item. |
| c) Does the Applicant collect and maintain certified copies of current licences of employees (e.g. Electrician and Plumber) required for prescribed activities, where applicable? | | Choose an item. |
| d) Does the Applicant have procedures and policies that ensure the work of all employees is supervised, reviewed or audited so that work is performed in accordance with VEU Program Requirements? | | Choose an item. |
| e) Does the Applicant have disciplinary procedures, that respond to non-compliance with VEU Program Requirements by employees, including procedures to re-train or otherwise support employees to improve? | | Choose an item. |
| **13.1.2. If the Applicant’s response to any of questions 13.1.1 (a-e) is “No”, provide a justification for each response.** | | |
| Click here to enter text. | | |
| **13.1.3. Describe the key steps involved in undertaking prescribed activities under this business model.** | | |
| Click here to enter text. | | |
| **13.2. Contractor delivery model**  *The Applicant engages the energy consumer as a customer directly, and the activity is wholly or partially undertaken by contractors under the direction of the Applicant, and the customer has no direct legal relationship with the contractor.*  **13.2.1. Answer the following questions.** *Select Yes or No from the dropdown boxes:* | | |
| a) Does the Applicant have induction and training processes for contractors? | | Choose an item. |
| b) Does the Applicant collect and maintain certified copies of contractor licences (e.g. Electrician and Plumber) required for prescribed activities, where applicable? | | Choose an item. |
| c) Does the Applicant have contractual terms that require all contractors to adhere to VEU Program Requirements? | | Choose an item. |
| d) Does the Applicant have procedures, that respond to non-compliance with VEU Program Requirements by contractors? | | Choose an item. |
| e) Are the Applicant’s contractors prohibited from using sub-contractors to deliver prescribed activities? | | Choose an item. |
| **13.2.2. If the Applicant’s response to any of questions 13.2.1 (a-e) is “No”, provide a justification for each response.** | | |
| Click here to enter text. | | |
| **13.2.3. Describe the key steps involved in undertaking prescribed activities under this business model. For each prescribed activity, identify what elements of the delivery of the prescribed activity will be undertaken by the contractor and the Applicant.** | | |
| Click here to enter text. | | |
| **13.3. Third party delivery (aggregator) model**  *The Applicant has no direct relationship with the energy consumer. The Applicant establishes a binding legal arrangement with one or more scheme participants to create VEECs, supported by operational procedures to monitor and ensure compliance with all VEU Program Requirements* | | |
| **13.3.1. Answer the following questions, in relation to scheme participants undertaking prescribed activities for which the Applicant may create VEECs.**  *Select Yes or No from the dropdown boxes:* | | |
| a) Are scheme participants required to enter a contract (or similar arrangement) with the Applicant prior to undertaking any prescribed activities for which the Applicant may create VEECs? | | Choose an item. |
| b) Does the Applicant require scheme participants (by contract or similar arrangement) to comply with all VEU Program Requirements? | | Choose an item. |
| c) Is the Applicant entitled (by contract or similar arrangement) to receive certified copies of all current electrical and plumbing licences held by scheme participants or their employees, where applicable? | | Choose an item. |
| d) Does the Applicant require (by contract or similar arrangement) the scheme participant to participate in compliance or audit activities undertaken by or on behalf of the Applicant to provide assurance that a scheme participant is complying with the obligations referred to in (a), above? | | Choose an item. |
| e) Does the Applicant have on-boarding processes and refresher training processes for scheme participants? | | Choose an item. |
| **13.3.2. If the Applicant’s response to any of questions 13.3.1 (a-e) is “No”, provide a justification for each response.** | | |
| Click here to enter text. | | |
| **13.3.3. Describe how the Applicant’s business systems, procedures and contractual or similar arrangements ensure compliance by scheme participants with all relevant VEU Program Requirements in undertaking prescribed activities.**  *The description must address how the Applicant will ensure that energy consumers receive the information that is required to be provided to them by Clause 26 of the Code of Conduct. The description should address the mechanisms identified in questions 13.3.1 (a-e), above.* | | |
| Click here to enter text. | | |
| **13.3.4. Answer the following questions about the Applicant’s assurance activities in relation to scheme participants.** *Select Yes or No from the dropdown boxes:* | | |
| a) Does the Applicant (directly or via a third party not related to the scheme participant) conduct desktop audits and phone audits of scheme participants on a regular basis? | | Choose an item. |
| b) Does the Applicant (directly or via a third party not related to the scheme participant) undertake in person inspection audits of installations? | | Choose an item. |
| **13.3.5. Describe the Applicant’s methods for verifying compliance by scheme participants with all relevant VEU Program Requirements (“assurance activities”), including the frequency of such assurance activities. The description should address the mechanisms identified at (a) and (b), above.** | | |
| Click here to enter text. | | |
| **13.3.6. Answer the following questions.** *Select Yes or No from the dropdown boxes:* | | |
| a) Is the Applicant entitled (by contract or similar arrangement) to have a scheme participant return funds to the Applicant, when a VEEC is surrendered to the commission, due to non-compliance? | | Choose an item. |
| b) Is the Applicant entitled (by contract or similar arrangement) to take action against a scheme participant for non-compliance, such as imposing penalties, providing incentives, re-training or other consequences? | | Choose an item. |
| c) Are scheme participants required (by contract or similar arrangement) to undertake rectification actions, due to non-compliance or installation/product faults? | | Choose an item. |
| **13.3.7. Upload a copy of the Applicant’s standard contractual terms and conditions that apply to scheme participants.** | | |
| **Document file name:** | Click here to enter text. | |
| **13.4. Other business model**  *The Applicant has a business model that differs from the ones outlined above.*  **13.4.1. Describe the key steps involved in undertaking prescribed activities under this business model.** | | |
| Click here to enter text. | | |
| **13.4.2. Describe how the Applicant’s business systems, procedures and contractual or similar arrangements ensure compliance by scheme participants with all relevant VEU Program Requirements in undertaking prescribed activities under this business model.** | | |
| Click here to enter text. | | |
| **Payment for VEU-related services** | | |
| **Q14.** **Describe the basis for payment of any employees, contractors or scheme participants for services related to VEU activities.** | | |
| Click here to enter text. | | |
| **Q15. Are employees and/or contractors wholly or partially paid based on commissions, bonuses or other incentives?** *Select Yes or No from the dropdown box:* | | |
| Choose an item. | | |
| **Q15.1. If yes, describe the payment arrangements, including who will receive payments and what portion of the compensation will be commission, bonuses or other incentives?** | | |
| Click here to enter text. | | |

## Competence and capability requirements

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| **Experience and qualifications** | | |
| **Q16. Upload an organisational chart that outlines the structure of the Applicant, specifically highlighting the personnel responsible for VEU activities.**  *(Note that the relationship with contractors and sub-contractors must be included in this organisational chart).* | | |
| **Document file name:** | Click here to enter text. | |
| **Q17. Upload a document listing the relevant training, qualifications, certifications, and experience of:**   * *The individual who leads the organisation e.g., chief executive officer, managing director,* * *The individual(s) managing training of staff and/or scheme participants,* * *The individual(s) managing compliance,* * *The individual(s) managing upgrades and/or installations, and* * *The individual(s) who engages with and manages scheme participants*. | | |
| **Document file name:** | Click here to enter text. | |
| **Q18. Describe the Applicant’s relevant experience in the industry/field relating to the prescribed activities for which certificates will be created.**   * *For example, if the Applicant is applying to undertake prescribed activities associated with water heating, describe the Applicant’s experience in the water heating industry. This may include describing the experience of relevant personnel in the organisation or any contracted third-party scheme participants providing services.* * *Note any relevant certifications or qualifications that 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.* | | |
| Click here to enter text. | | |
| **Q19. Describe the Applicant’s previous experience in the VEU Program.**  *This may include the Applicant’s employees and any contracted scheme participant’s experience.* | | |
| Click here to enter text. | | |
| **Skills and licensing** | | |
| **>> Skip to question 25 if you are applying to solely undertake activity(ies) 22, 24, 25 or 46** | | |
| **Q21. Does the Applicant have policies and procedures to ensure that relevant licences are recorded and maintained?** *Select Yes, No or Not Applicable from the dropdown box:* | | |
| Choose an item. | | |
| **Q22. Upload a document listing the relevant licence(s) of the Applicant’s employees that will undertake prescribed activities.**  *Include the licence number(s) and expiry date(s).* | | |
| **Document file name:** | Click here to enter text. | |
| **Occupational health and safety** | | |
| **Q23. Do the Applicant’s business systems and procedures include the following?**  *Select Yes or No from the dropdown boxes:* | | |
| a) An occupational health and safety policy approved by senior management. | | Choose an item. |
| b) A documented system for notifying management of hazards in the workplace and at worksites. | | Choose an item. |
| c) A procedure requiring completion of a safe work method statement process. | | Choose an item. |
| d) Staff and contractor induction processes and refresher training that covers the Applicant’s occupational health and safety procedures. | | Choose an item. |
| **Q23.1 If the Applicant’s response to any of questions 23 (a-d) is “No”, provide a justification for each response.** | | |
| Click here to enter text. | | |
| **Q24.** **Describe the Applicant’s occupational health and safety policy and related procedures and upload any relevant documentation.** | | |
| Click here to enter text. | | |
| **Document file name:** | Click here to enter text. | |
| **Record keeping** | | |
| **Q25. Answer the following questions by selecting Yes or No from the dropdown boxes. Does the Applicant:** | | |
| a) Collect and maintain scheme participant records, including required licences and endorsements? | | Choose an item. |
| b) Collect and maintain all required installation and/or sale information, including model and serial numbers of appliances, assignment forms and contracts? | | Choose an item. |
| c) Collect and maintain decommissioning records, including internal records and any third-party receipts? | | Choose an item. |
| d) Collect and maintain stock management records, including stock reconciliation and purchase invoices? | | Choose an item. |
| e) Use job numbers, or a similar method to identify documents associated with individual installations and/or sales? | | Choose an item. |
| f) Have records management systems that deal with use and disclosure of personal information (including in accordance with any applicable privacy laws), including systems for user access to personal information, backup and data storage location and methods? | | Choose an item. |
| g) Collect and maintain employee records, including employee contracts, HR records, identification, employee licences, training certifications? | | Choose an item. |
| **Q25.1. If the Applicant’s response to any of questions 25 (a-g) is “No”, provide a justification for each response.** | | |
| Click here to enter text. | | |
| **Q26. Describe the Applicant’s business systems and procedures that support effective record keeping.** | | |
| Click here to enter text. | | |

## Fit and proper person requirements

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| **Offences** |
| **Q27. Does the Applicant, a related body corporate or any of the officers of the Applicant have any charges against them currently pending in an Australian court?**  *Select Yes or No from the dropdown box:* |
| Choose an item. |
| **Q27.1. If yes, provide details of each pending charge.** |
| Click here to enter text. |
| **Compliance history** |
| **Q28. Has the Applicant, a related body corporate, or any of the officers of the Applicant (either while working for the Applicant or not), been the subject of compliance, enforcement or disciplinary action of any kind (including formal warnings) by an Australian regulator?** *Select Yes or No from the dropdown box:*  *This could include, but is not limited to:*   * *Action taken by an electrical safety or other safety regulator including Worksafe Victoria, Energy Safe Victoria, the Victorian Building Authority or their interstate/national counter-part regulators.* * *Action taken by any accreditation scheme operator including the Essential Services Commission, Solar Victoria, the Clean Energy Regulator or similar interstate/national scheme operator.* * *Action taken by any consumer affairs regulator including Consumer Affairs Victoria, the Australian Securities and Investments Commission, the Australian Competition and Consumer Commission or similar.* |
| Choose an item. |
| **Q28.1. If yes, provide details of each instance of compliance and enforcement action including the dates, location and circumstances.** |
| Click here to enter text. |
| **Insolvency or financial matters** |
| **Q29. In the past 10 years, has the Applicant, any related company, or any of the Applicant’s officers or senior managers been an officer of a company that faced the appointment of a liquidator, receiver, administrative receiver, administrator, compulsory manager or other similar officer?** *Select Yes or No from the dropdown box:* |
| Choose an item. |
| **Q29.1. If yes, provide details of the dates, location, and circumstances.** |
| Click here to enter text. |
| **Q30. In the past 10 years, has the Applicant or any of the officers of the Applicant been declared bankrupt?** *Select Yes or No from the dropdown box:* |
| Choose an item. |
| **Q30.1. If yes, provide details of the dates and circumstances.** |
| Click here to enter text. |
| **Disqualification of officers** |
| **Q31. In the past 10 years, have any of the officers of the Applicant, while working for the Applicant or any other entity, been disqualified from managing a corporation under the Corporations Act 2001 (Cth)**?*Select Yes or No from the dropdown box:* |
| Choose an item. |
| **Q31.1. If yes, provide details of the dates and circumstances.** |
| Click here to enter text. |
| **Other government energy efficiency programs or schemes** |
| **Q32. Has the Applicant or any officers of the Applicant ever participated in other Commonwealth, state or local government energy efficiency programs or schemes?**  *Select as many boxes below as applicable:*  ACT’s Energy Efficiency Improvement Scheme (EEIS)  NSW’s Energy Saving Scheme (ESS)  Retailer Energy Productivity Scheme (REPS)  Commonwealth’s Emissions Reduction Fund  Small-scale Renewable Energy Scheme (SRES)  Solar Victoria  Not Applicable  Other program/schemes not listed (provide details): |
| Click here to enter text. |
| **Other matters** |
| **Q33. Are there any other matters to disclose regarding whether the Applicant is a fit and proper person to be an accredited person?** *Select Yes or No from the dropdown box:* |
| Choose an item. |
| **Q33.1. If yes, provide further details.** |
| Click here to enter text. |

## Code of Conduct

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| **VEU Program Requirements (including the Code of Conduct)** | | | |
| **>> Skip answering points (g) and (h) below if you are applying to solely undertake activity(ies) 22, 24, 25 or 46.**  **Q34. Does the Applicant have procedures that are directed to compliance with each of the following requirements?** *Select Yes or No from the dropdown boxes:* | | | |
| a) That a standard identification card is used by lead generators or marketers, as required by Clause 9 of the Code of Conduct. | | | Choose an item. |
| b) That clear and accurate information is given to energy consumers about the VEET scheme during all permitted marketing activities, including online marketing activities as required by clauses 13 and 13A of the Code of Conduct. | | | Choose an item. |
| c) That clear and accurate information is given to energy consumers for each prescribed activity and related matters as required by clauses 14 and 15 of the Code of Conduct. | | | Choose an item. |
| d) That a statement of the energy consumer’s rights and obligations is provided, as required by Clause 17 of the Code of Conduct. | | | Choose an item. |
| e) That information is given to the energy consumer about the terms and conditions of the contract relating to the undertaking of the prescribed activity, as required by Clause 18 of the Code of Conduct. | | | Choose an item. |
| f) That information is given to the energy consumer about the person who is to undertake the prescribed activity, as required by Clause 21 of the Code of Conduct. | | | Choose an item. |
| g) That the Notice to Residents is provided as required by Clause 23 of the Code of Conduct. | | | Choose an item. |
| h) That information is given to the energy consumer, on completion of the prescribed activity, as required by Clause 26 of the Code of Conduct. | | | Choose an item. |
| i) That information is given to the energy consumer about the applicable complaints and dispute resolution framework, as required by Cause 28 of the Code of Conduct. | | | Choose an item. |
| **Q34.1. If the Applicant’s response to any of questions 34 (a-i) is “No”, provide a justification for each response.** | | | |
| Click here to enter text. | | | |
| **Q35. Describe how the Applicant will comply with VEU Program Requirements including** [**the Code of Conduct**](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/meeting-your-obligations-under-veu-code-conduct)**.** | | | |
| Click here to enter text. | | | |
| **Q36. Upload a copy of the following document(s):**   * The Applicant’s template contract provided to the consumer for the undertaking of the prescribed activity (Clause 18 of the Code of Conduct). *(Not required if you are applying to solely undertake activity(ies) 22, 24, 25 or 46)* * 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) | | | |
| **Document file names:** | | Click here to enter text. | |
| **Complaints** | | | |
| **Q37. Do the Applicant’s procedures include the following?**  *Select Yes or No from the dropdown boxes* | | | |
| a) Processes to resolve complaints about any products that have been installed and/or sold and the installation methods. | | | Choose an item. |
| b) Processes to address the conduct of the Applicant’s scheme participants. | | | Choose an item. |
| **Q37.1. If the Applicant’s response to any of questions 37 (a-b) is “No”, provide a justification for each response.** | | | |
| Click here to enter text. | | | |
| **Q38**. **Describe the Applicant’s processes and procedures regarding customer complaints and dispute resolution.** | | | |
| Click here to enter text. | | | |
| **Q39. Upload a document outlining the Applicant’s processes and procedures regarding after-sales service provisions to energy consumers. This should include:**   * *Rectification arrangements,* * *Repair arrangements,* * *Replacement arrangements,* * *Refund arrangements, and* * *The information that is supplied to consumers about these services.* | | | |
| **Document file name:** | | Click here to enter text. | |
| **Q40. – Q41. for Applicants applying for renewal of accreditation only:** | | | |
| **Q40. How many prescribed activity installations has the Applicant completed over the past 12 months?** | | | |
| Click here to enter text. | | | |
| **Q41**. **Has the Applicant or its scheme participants received any complaints over the past 12 months related to its participation in the VEU Program?**  *Select Yes or No from the dropdown.* | | | |
| Choose an item. | | | |
| **Q41.1. If yes, provide a report detailing any complaints the Applicant has received over the past 12 months related to its participation in the VEU Program. This should include:**   * *A brief description of each complaint and how it was resolved (or whether it remains unresolved), and* * *A breakdown of the source of all complaints e.g. installation issues, non-compliant lead generation.* | | | |
| **Document file name:** | Click here to enter text. | | |
| **Q41.2 If yes, explain how the Applicant has used information from complaints to improve systems and processes.** | | | |
| Click here to enter text. | | | |
| **Q41.3 Has the Applicant complied with any conditions or restrictions of the Accredited Person’s accreditation?** | | | |
| Choose an item. | | | |
| **Q41.4** **If no,** **provide further details.** | | | |
| Click here to enter text. | | | |
| **Compliance and quality assurance** | | | |
| **>> Skip answering points a) to d) below, if you are applying to solely** **undertake activity(ies) 22, 24, 25 or 46.**  **Q42. Answer the following questions by selecting Yes or No in the dropdown box. *Do the Applicant’s compliance controls, and verification procedures include:*** | | | |
| a) Compliance assurance methods such as regular inspection audits, phone audits or desktop audits of activities and products? | | | Choose an item. |
| b) A specified percentage of activities to be audited and by what method? | | | Choose an item. |
| c) A methodology for selecting an audit sample? | | | Choose an item. |
| d) Contractual terms that require rectification of non-compliant activities by scheme participants? | | | Choose an item. |
| e) Contractual terms that include disciplinary outcomes for non-compliance by scheme participants such as penalties, incentives, re-training, or other consequences? | | | Choose an item. |
| f) Validation methods that are applied to data before being uploaded to the VEU Registry? | | | Choose an item. |
| **Q42.1. If the Applicant’s response to any of questions 42 (a-f) is “No”, provide a justification for each response.** | | | |
| Click here to enter text. | | | |
| **Q43. Describe the Applicant’s processes and procedures for ensuring compliance with VEU Program requirements, including the processes for preventing, identifying, and rectifying non-compliance?** | | | |
| Click here to enter text. | | | |

## Additional documents to be supplied

|  |  |  |
| --- | --- | --- |
| **Statutory declaration** | | |
| **Q44. Each officer of the Applicant, or an individual Applicant, must provide a completed statutory declaration noting their Director Identification Number[[1]](#footnote-2) (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. | |
| **Police check** | | |
| **Q45. Each officer of the Applicant, or an individual Applicant, must upload a National Police Check Certificate, obtained within the last 12 months.**  *A National Police Check Certificate can be obtained from a variety of providers, including* [*Service Victoria*](https://www.service.vic.gov.au/services/national-police-check)*,* [*Victoria Police*](https://www.police.vic.gov.au/apply-national-police-check) *and the* [*Australian Federal Police*](https://www.afp.gov.au/our-services/national-police-checks) *websites* | | |
| **Document file name(s):** | Click here to enter text. | |
| **Mandatory insurance** | | |
| **Q46. To be accredited in the VEU Program, the Applicant must have appropriate insurance coverage.** **Provide certificates of currency for:**   * Public liability insurance cover (and level of cover) of at least $5 million, and * 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(s):** | Click here to enter text. | |
| **The certificates of currency are valid until:** | Click or tap to enter a date. | |
| **Assignment form(s) – new Applicants only** | | |
| **Q47. Provide a copy of the assignment forms for each prescribed activity 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/NZS**compliance declaration*. | | |
| **Document file names:** | | Click here to enter text. |
| **Letter of undertaking** | | |
| **Q48.** **Prepare a letter of undertaking using the template at** [**Appendix I**](#_Appendix_I_–)**.**  *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*. | | |
| **Document file name:** | | Click here to enter text. |

## 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, that all the information in the form 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 person; and * if the Applicant is applying for a VEET scheme registry account, that: * (i) the Applicant, or any related body corporate, does not already hold a VEET scheme registry account; and * (ii) the Applicant is, for the purpose of holding a VEET scheme registry account – a fit and proper person.   **I understand that:**   * It is an offence to give information and documentation to the commission that I know to be false or misleading in a material particular; and * Provision of incorrect, false or misleading information may result in the application for accreditation being refused.   **On behalf of the Applicant, I consent to the commission using and disclosing the following information as the commission considers appropriate, in accordance with applicable laws:**   * Information in respect of the Applicant’s accreditation under the Victorian Energy Upgrades (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 and/or the email address of the person preparing this form. * 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:** |  |
| **Date:** | Click or tap 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 to undertake.

**>> Those applying to solely undertake activities 22, 24, 25 or 46, do not need to complete Part B of this form.**

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)](#_Appendix_A:_Competence)  
(Note**:** where applicable, a response is required to be provided for each activity)

[Appendix B: Public lighting upgrade (Activity 27)](#_Appendix_B:_Public)

[Appendix C: Non-building based lighting upgrades (Activity 35)](#_Appendix_C:_Non-building)

[Appendix D: Gas efficiency related upgrades (Activities 37-42)](#_Appendix_D:_Gas)

[Appendix E: Cold room upgrades (Activity 43)](#_Appendix_E:_Cold)

[Appendix F: Commercial and industrial heat pump water heaters (Activity 44)](#_Appendix_F:_Commercial)

[Appendix G: Home Energy Rating Assessment (HERA) upgrades](#_Appendix_G:_Home)

[Appendix H: Project-based Activities (PBAs)](#_Appendix_H:_Project-Based)

[Appendix I: Template – Letter of Undertaking](#_Appendix_I_–)

Applicants should refer to the [Application Guide for Accredited Persons](https://www.esc.vic.gov.au/victorian-energy-upgrades-program/participating-veu-program/how-become-veu-accredited-person#tabs-container1) for further assistance   
in completing and lodging this aspect of their application.

# 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. |

|  |  |  |
| --- | --- | --- |
| 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. |
| **Decommissioning** | | |
| **Q3.** **Upload a copy of 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. | |

# 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?** *Select Yes or No from the dropdown box.* | |
| Choose an item. | |
| **If yes, state the type of relevant body:** | Click here to enter text. |

## Public lighting upgrade type

|  |
| --- |
| Organisational overview |
| **Q2**. **Describe the type of public lighting upgrades the Applicant intends to undertake.** |
| Click here to enter text. |

## 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. |

## 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. |

## 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. |

# 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:** |
| Click here to enter text. |

## 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. |

## 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. Upload any relevant documentation below.**  *Describe how the Applicant will ensure that it, and any contractors, have relevant safety management systems in place for upgrades. Explain in the statement whether the Electricity Safety Act 1998, Gas Safety Act 1997 and/or Building Act 1993 are relevant to the Applicant’s proposed activities, and, if so, how the policies comply with those requirements.* | | |
| Click here to enter text. | | |
| **Document file name:** | Click here to enter text. | |
| **Quality management** | | |
| **Q4. Is the Applicant ISO 9001 certified?** *Select Yes or No from the dropdown box.* | | |
| Choose an item. | | |
| **If yes** **– upload associated evidence:** | | |
| **Document file name:** | Click here to enter text. | |
| **If no** **– confirm the following and upload 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. | |  |
| **Document file name:** | Click here to enter text. | |
| **Safety Management** | | |
| **Q5.** **Is the Applicant AS/NZS 4801 certified?** *Select Yes or No from the dropdown box.* | | |
| Choose an item. | | |
| **If yes** – **upload associated evidence:** | | |
| **Document file name:** | Click here to enter text. | |
| **If no** **– confirm the following and upload 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. | |  |
| **Document file name:** | 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.)?** *Select Yes or No from the dropdown box.* | | |
| Choose an item. | | |
| **If yes** **– upload associated evidence** | | |
| **Document file name:** | 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. |
| **Training** | |
| **Q8. Upload a document describing the 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) regarding the following installation environments:*   * Traffic management * Working at heights * Operation of EWP (scissor-type) * Operation of EWP (boom-type, under 11 metres) * Overhead utilities (power lines) | |
| **Document file name:** | 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. |

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

## Gas efficiency activity type

|  |
| --- |
| Organisational overview |
| **Q1. Describe the type(s) of gas efficiency activities the Applicant intends to undertake.** |
| Click here to enter text. |

## 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. | |
| **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.**  *Describe how the Applicant will ensure that it, and any contractors have relevant safety management systems in place for upgrades. Explain in the statement whether the Electricity Safety Act 1998, Gas Safety Act 1997 and/or Building Act 1993 are relevant to the Applicant’s proposed activities, and, if so, how the policies comply with those requirements.* | |  |
| Click here to enter text. | | |
| **Q4.** **Does the Applicant understand its obligations regarding occupational health and safety, specifically relating to the undertaking of gas efficiency related activities (refer to Applicant guide for further information)?** *Select Yes or No from the dropdown box.* | | |
| Choose an item. | | |

## Standards and competencies

|  |  |
| --- | --- |
| Minimum thermal efficiency requirements  Complete this section if the Applicant intends to undertake:  Activity 37: Gas-fired steam boiler and/or  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 38 in 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. |

## 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 below:   * *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.*   Attach the Applicant’s insurance certificate of currency, if required. | |
| **Document file name:** | 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.** |
| Click here to enter text. |

## 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, if required.* * *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. | |
| **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.**  *Describe how the Applicant will ensure that it, and any contractors have relevant safety management systems in place for upgrades. Explain in the statement, whether the Electricity Safety Act 1998, Gas Safety Act 1997 and/or Building Act 1993 are relevant to the Applicant’s proposed activities, and, if so, how the policies comply with those requirements.* | |  |
| Click here to enter text. | | |
| **Q4**. **Does the Applicant understand 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)?** *Select Yes or No from the dropdown box.* | | |
| Choose an item. | | |

## 3. Standards and competencies

|  |  |
| --- | --- |
| **Compliance with AS/NZS 5149**  Complete this section if the Applicant intends to undertake:  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. |

## 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 below:   * *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.* * *Where the advice is being provided by a scheme participant, not the Applicant, the scheme participant will require insurance cover.*   Attach the Applicant’s insurance certificate of currency, if required. | |
| **Document file name:** | 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.** |
| Click here to enter text. |

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. | |
| **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.**  *Describe how the Applicant will ensure that it, and any contractors have relevant safety management systems in place for upgrades. Explain in the statement, whether the Electricity Safety Act 1998, Gas Safety Act 1997 and/or Building Act 1993 are relevant to the Applicant’s proposed activities, and, if so, how the policies comply with those requirements* | |  |
| Click here to enter text. | | |
| **Q4. Does the Applicant understand 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)?** *Select Yes or No from the dropdown box.* | | |
| Choose an item. | | |

## 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. |

## 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 below:   * *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.* * *Where the advice is being provided by a scheme participant, not the accredited person, the scheme participant will require insurance cover.*   Attach the Applicant’s insurance certificate of currency, if required. | |
| **Document file name:** | Click here to enter text. |

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

## 1. Service delivery arrangements (specific to HERA activities)

|  |  |
| --- | --- |
| Service delivery arrangements | |
| **Q1. Identify the nature of the commercial relationship between the Applicant and the Scorecard assessors who will be performing VEU home energy rating assessments.**  *Select the applicable box:*  The Applicant is the Scorecard assessor**.**  The Applicant will employ Scorecard assessors**.**  The Applicant will contract the services of Scorecard assessors**.**  Scorecard assessors will be financially incentivised to identify prescribed activities that will be delivered by the Applicant.  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. |

## 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. | |
| **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. |

## 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. |

# 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)?**  *Include how long have they been available in the Australian market.* |
| Click here to enter text. |
| **Q4. What regulatory/government approvals are needed for this technology to be used in Victoria?** |
| Click here to enter text. |
| **Q5. What other VEU Program activities could this project be achieved under?**  *e.g. none / Activity 34 / all.* |
| Click here to enter text. |
| **Q6. What is the motivation for using PBA instead of other activities?**  *Describe why the Applicant intends to use PBAs, rather than activities 1 to 42, to create VEECs.* |
| Click here to enter text. |
| **Implementation model** |
| **Q7. What is the Applicant’s intended implementation model specific to undertaking PBAs?** |
| *Provide a detailed statement that describes how the Applicant 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 and other relevant parties.* |
| Click here to enter text. |

## Quality and safety assurance

|  |  |  |
| --- | --- | --- |
| Quality management | | |
| **Q8. Is the Applicant ISO 9001 certified?** *Select Yes or No from the dropdown box.* | | |
| Choose an item. | | |
| **If yes** **– upload certificate** | | |
| **Document file name:** | | Click here to enter text. |
| **If no – complete declaration below and upload 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 uploaded quality management system documents.** *Select Yes or No from the dropdown box.* | | |
| Choose an item. | | |
| **Uploaded 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?** *Select Yes or No from the dropdown box.* | | |
| Choose an item. | | |
| **Q10. 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.* | | |
| Click here to enter text. | | |
| **Safety Management systems** | | |
| **Q11. 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.**  *Describe how the Applicant will ensure that it, and any contractors have relevant safety management systems in place for upgrades. Explain in the statement, whether the Electricity Safety Act 1998, Gas Safety Act 1997 and/or Building Act 1993 are relevant to the Applicant’s proposed activities, and, if so, how the policies comply with those requirements.* | | |
| Click here to enter text. | | |
| **Q12. Is the Applicant AS/NZS 4801 certified?** *Select Yes or No from the dropdown box.* | | |
| Choose an item. | | |
| **If yes – upload certificate** | | |
| **Document file name:** | | Click here to enter text. |
| **If no – complete the declaration below and upload 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 uploaded safety management system documents.** *Select Yes or No from the dropdown box.* | | |
| Choose an item. | | |
| **Uploaded certificate or safety management system file name(s):** | Click here to enter text. | |
| **Q13. Does the Applicant have safe work methods that are in line with the compliance and risk profile for undertaking PBAs?** *Select Yes or No from the dropdown box.* | | |
| Choose an item. | | |

## Document to be supplied

|  |  |  |  |
| --- | --- | --- | --- |
| Mandatory insurance | | | |
| **Q14. 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 below:**   * 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. | | | |
| **Document file name:** | | Click here to enter text. | |
| **Q15. 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 upload a signed ‘Insurance waiver declaration – project-based activities’ form. 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. | | |
| **The certificate of currency is valid until:** | | | Click or tap to enter a date. |

## 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:** |  |
| **Date:** | Click or tap to enter a date. |

# 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:

[Body corporate Name]

[ACN

[Body corporate 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” 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:
   1. Is a participant, or has previously been a participant in the following prescribed greenhouse gas schemes:

ACT’s Energy Efficiency Improvement Scheme (EEIS)

NSW’s Energy Saving Scheme (ESS)

Retailer Energy Productivity Scheme (REPS)

any Solar Victoria scheme

Small-scale Renewable Energy Scheme (SRES)

Commonwealth’s Emissions Reduction Fund

Other, please specify: Click here to enter text.

Not Applicable

2.has advised the ESC of any prescribed greenhouse gas scheme in which it participates; and

* 1. Authorises the administrator of any prescribed greenhouse gas scheme in which it participates or has participated in the past, to release the following information to the ESC:,

1. protected information concerning the Applicant; and
2. any other information concerning the Applicant held by the administrator of the prescribed greenhouse gas scheme.

2.4 Will, as soon as reasonably practicable after becoming a participant in a prescribed greenhouse gas scheme that it has not already informed the ESC it is a participant of, notify the ESC of that fact.

2.5 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, unless an exception applies under the VEET Act.

Signed for and on behalf of

[Body corporate Name]

[Name]

[Title]

[Body corporate Name] ![A white square with a blue border

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Signature

in the presence of

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Description automatically generated](data:image/png;base64,iVBORw0KGgoAAAANSUhEUgAAAH4AAAB+CAMAAADV/VW6AAAAAXNSR0IArs4c6QAAAARnQU1BAACxjwv8YQUAAAAJUExURfP3/ejw/QAAABowVx0AAAADdFJOU///ANfKDUEAAAAJcEhZcwAAIdUAACHVAQSctJ0AAABuSURBVGhD7dtBAQAwDISwq3/Tm4t8iAEUsJ0zWv/KQ+Wh8lB5qDxUHioPlYfKQ+Wh8lB5qDxUHioPlYfKQ+Wh8lB5qDxUHioPlYfKQ+Wh8lB5qDxUHioPlYfKQ+Wh8lB5qDxUHioPlYfKQ3TCvj0wCz4AZuCn5wAAAABJRU5ErkJggg==)

Witness name Signature of witness

Dated: Click or tap to enter a date.

1. Director Identification Numbers can be obtained from the Australian Business Registry Services https://www.abrs.gov.au/ [↑](#footnote-ref-2)