Application Guide for Product Applicants

6 September 2022

An appropriate citation for this paper is:

Essential Services Commission 2022*, Application Guide for Product Applicants,* 6 September

Contents

Introduction

This guide provides information about our Register of Products, and the application, assessment, and approval process for having products listed on the register.

About this guide

This guide provides interested applicants with a general introduction to the Register of Products, and guidance for how to get a product listed on the register.

There are four sections:

- Section 1: Register of Products
- Section 2: Product application and assessment process
- Section 3: Additional product application functionality
- Section 4: General information on product applications

Applicants must also read the relevant sections of the following product application guidance documents:

- Lighting Product Application Guide – product categories 21, 27, 34 and 35
- Water Heating and Space Heating/Cooling Product Application Guide – product categories 1, 3, 5, 7, 9, 10, 23, and 28
- Space Conditioning and Water Efficient Product Application Guide – product categories 12, 13, 14, 15, 17 and 36
- Appliance Product Application Guide – product categories 22, 24, 25, 26, 31, 32 and 33
- In-Home Display Product Application Guide – product category 30
- Commercial and Industrial Air Source Heat Pump Water Heater Product Application Guide – product category 44

Access above documents at www.esc.vic.gov.au/veu-product-applicants

Legal context for this guide

We have prepared this guide as a general summary of relevant parts of:

- Victorian Energy Efficiency Target Act 2007 (the VEET Act)
- Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations)

- Victorian Energy Efficiency Target (Project-Based Activities) Regulations 2017 (the PBA Regulations)
- Victorian Energy Upgrades Specifications 2018 (the VEU specifications)
- Victorian Energy Efficiency Target Guidelines (the VEET guidelines)

View these documents at www.esc.vic.gov.au/veu-legislation

This guide should not be relied upon as substitute for legal advice and should be read in conjunction with the above source documents. In the event of inconsistency between this guide and the source documents, the content in the source documents apply.

1. Register of Products

We maintain a register of energy saving products that may be installed as part of VEU program activities, to enable the creation of Victorian Energy Efficiency Certificates (VEECs).

View the register at www.veu-registry.vic.gov.au/register-products

1.1. Getting a product listed on the register

To be listed on the register, a product must meet the minimum criteria specified in the VEET Regulations, VEU Specifications, and any additional requirements specified by us in the product application guides.

Once listed, all APs may install the product as part of VEU program activities.

1.2. Using the register

The Register of Products provides a list of products that may be installed for each relevant prescribed activity.

You can search for products based on:

- brand
- model
- performance specifications
- application status
- effective date.

You may also export the register for external reference.

1.3. GEMS-listed and AEMO-approved products

While some products approved by other bodies are eligible to be used for VEU installation activities to create VEECs, the product still needs to be listed in our Register of Products for the VEECs to be processed.

These include:

- some products listed on the Greenhouse and Energy Minimum Standards (GEMS) Register (product categories 7, 10, 22, 24, 25, 31 and 32)
- products approved by the Australian Energy Market Operator (AEMO) under public lighting upgrade (product category 27).

We include GEMS listed products on our Register through the product application process. We no longer mine the GEMS listing for eligible products. You can apply to us to list a GEMS-listed product on our register with minimal supporting documentation. To add GEMS-listed products to our Register of Products[1],

- the brand and model of the product must comply with the relevant GEMS determination and be listed on the GEMS Register
- the product category must meet the product criteria specified in the Victorian Energy Efficiency Target Regulations and the minimum energy efficiency requirements specified in the Victorian Energy Upgrades Specifications
- evidence of GEMS registration must be submitted in the form of a downloadable product list (Excel file) from the GEMS Register demonstrating compliance with the product criteria (accessible via https://reg.energyrating.gov.au/comparator/product_types/).

In some cases the data available from the GEMS Register is incomplete and in such cases these products may not be added to our register until additional data is provided. Likewise, if a product is updated or removed from the GEMS Register, that change may not be reflected in the Register of Products immediately.

Given the specialised nature of public lighting upgrade activities, accredited persons (or any other interested stakeholder) will need to apply to us for inclusion of AEMO approved products to our register to enable creation claims for this activity. There will be minimal supporting documentation required for an AEMO approved product application.

For further information on applying to have a GEMS-listed or AEMO-approved product listed on our register, access the relevant documents from www.esc.vic.gov.au/veu-product-applicants.

Read the terms and conditions of listing a product on the register, and the VEU Registry disclaimer at https://www.veu-registry.vic.gov.au/terms-and-conditions and https://www.veu-registry.vic.gov.au/disclaimer

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[1] Note that due to data quality issues, a product listed on the GEMS Register may not be added to our Register of Products until such times as those data quality issues are resolved by the product applicant or GEMS.

2. Product application and assessment process

Applications to have a product listed on the Register of Products must be submitted via the online product application portal, accessible from your account login page at http://www.veu-registry.vic.gov.au.

You must complete your application in one session. The portal does not permit you to save your application partway through and return to it later. Before you begin, ensure you have all the documentation ready to upload.

Use the online product application portal to:

- manage the progress of your application
- communicate with the VEU product assessors
- view your application history
- nominate other products for approval that you wish to install (APs only).

Once your application is lodged, we will review it against the relevant criteria. The approval process is presented in Figure 1.

Processing times for applications

Products will take up to six weeks to be assessed. The processing time for your application can vary depending on several factors, including our workload and the quality of the information provided.

The best way to get your product listed on the register quickly is to make sure you submit a quality application that includes all the required documentation.

If information is missing from your application, it will be requested by us and will result in delays in the assessment process.

Applicant

- Submits product approval application and supporting documentation via VEU Registry website
- Submits missing documentation
- Application returned as incomplete RFI issued to applicant
- Application not approved
- Receives email advising that application is approved

AP

- Nominates product

the commission

- Reviews application
- Sufficient documentation provided to assess product? — No / Yes
- Compliant with VEU requirements? — No / Yes
- Verifies parameters required for establishing abatement
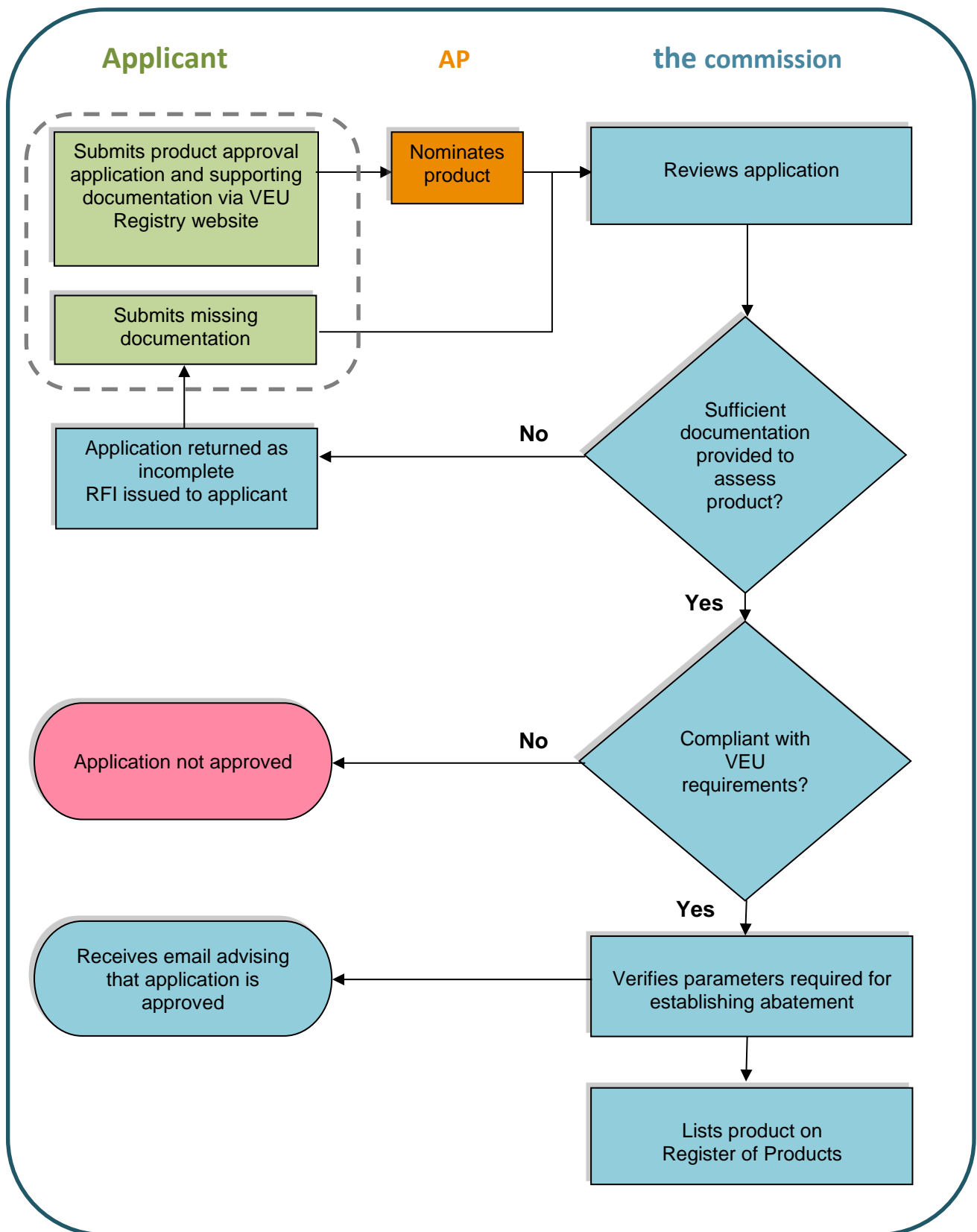- Lists product on Register of Products

Figure 1: Product application flowchart

2.1. Product application process

Step 1: Check the Register of Products

If the product is already listed as **'approved'** on the Register of Products, no further action is required. It can be installed by any AP approved for the corresponding prescribed activity.

If the product is listed as **'pending assessment'**, we have yet to determine whether it meets the minimum eligibility criteria. APs may 'nominate' the product, which will increase its prioritisation in the assessment queue. See Section 3.1 for further information on product nomination.

If the product is not listed, you will need to lodge an application. First, you may need to create a VEU account.

Step 2: Create a VEU account

A VEU account is required to submit a product application. Create your account at: https://www.veu-registry.vic.gov.au/new-account

Step 3: Provide all required documentary evidence

You must submit all required product information and documentary evidence with your application so that we can assess whether the product is capable of achieving the minimum criteria specified in the VEET Regulations and any minimum energy efficiency requirements specified in the VEU specifications.

Refer to the relevant product application guide for the required documentary evidence.

Product types and their relevant application guides are outlined in 'About this guide'. Each application guide describes the product performance requirements and associated documentary evidence that must be submitted with an application. You should also consult the VEET Regulations and VEU specifications when preparing your documentary evidence.

Requests for information.

The product approval requirements differ depending on the product category. You must review and familiarise yourself with the product performance and documentation requirements for each product category (listed in the relevant product application guide) before testing products and submitting product applications.

Documents that need to be submitted with your application may include:

- safety certifications
- test reports

- manufacturer's declarations
- confirmation of accreditation of test laboratory and product specifications.

Products requiring testing based on an Australian or international standards require testing to be conducted at an independent laboratory appropriately accredited by the National Association of Testing Authorities (NATA) or the equivalent national testing authority for that country where the test is being conducted. For example, ISTMT or LM80 test reports for lighting products must be provided by a laboratory that is independent of that manufacturer, and that is appropriately accredited by NATA or equivalent.

For certain product categories such as lighting products it is a requirement to submit a safety certificate. A safety certificate must be issued by a state government safety body or JAS-ANZ accredited approval provider.

In most cases, we will issue no more than two requests for information for a single application.

If a complete application is not re-submitted to the commission after two requests for information have been issued, the application **will not be approved**.

Representing multiple products with a single test report

In some circumstances, an applicant may submit one test report to represent several similar products. Unless explicitly stated in the relevant product application guide, separate tests and accreditations are required for each individual product, and each test report must identify the brand and model of the product to which it applies.

All supporting documentation must specify the product brand and model number. If different supporting documents contain different brands and/or model numbers, the applicant must submit a manufacturer's declaration clearly reconciling the different product brands and/or model numbers used across supporting documentation.

Note: Brand/model reconciliation documents are not accepted for safety certificates or lighting ISTMT reports; these must be issued in the exact brand and model as the product applied for.

Applications that do not contain the required documentary evidence will be returned with a status of **'incomplete'**, and a request for information will be issued.

Applications found to contain falsified information will be denied, without a request for information.

Step 4: Prepare your product application

Note that the portal does not permit you to save your application partway through and return to it later. Before you begin, ensure you have all the documentation ready to upload.

To lodge a new application:

1. Click on the Product - New Application menu item in your VEU account
2. Select the relevant product category
3. Complete the brand, model, and product specification fields.

> The bulk product upload function is not available when submitting product applications under most product categories.

You can still 'bulk upload' up to 16 products at a time for following product categories:

- High efficiency televisions (activity 24)
- High efficiency motors (activity 31)

When submitting applications under 1C, 1D, 1F, and 3B, product categories, there is a limit of three models per application. However, under special circumstances, you will be able to use the bulk upload function to upload up-to eight products per application. Please refer to the specific product applications guides for further details. Please note that you need to submit supporting documents for each model.

You may use zip files for larger attachments with multiple files. Please ensure that each attachment is clearly labelled with what form of evidence it is.

Step 5: Submit the application

Once you have completed the product specification fields and attached the required documentation, please take the time to review the application and ensure all information is accurate. Once you have clicked the 'submit' button at the bottom of the applications portal, your application will be submitted, and you will not be able to amend it.

When you are satisfied with the completeness of the application, click 'submit'. To submit your application, you will be required to agree to the terms and conditions for listing a product on the Register of Products.

Step 6: Product is listed on the register

If we assess the product as meeting the minimum eligibility criteria based on the information you submitted, we will approve and list the product on the Register of Products with a status of **'approved'**.

You will receive an email notifying you that the application was successful.

2.2.   Managing your applications

2.2.1.   Responding to a request for further information

Applications requiring further information will appear in the **'incomplete'** queue in your 'application history' page. You will also receive an email notifying you of the changed application status.

The 'notes' field in the product application will tell you what further information is required.

When an application is returned to you as incomplete you may either resubmit the application with the required information, or voluntarily withdraw the application.

> If you do not respond to the request to provide further information within **40** days, your application will be automatically withdrawn.

If you want to proceed with the application, you must resubmit it with the additional information specified in the notes field.

To resubmit:

1.   Click on the relevant application ID from the **'incomplete'** queue to display the application page
2.   Provide information as requested by either:

   –   adding a new file attachment
   –   replacing an existing file attachment – archive the existing file, then add new file and click 'save'.

3.   Click 'resubmit' to resubmit the application to the commission for assessment
Resubmitted applications are moved from the **'incomplete'** queue to the **'pending assessment'** queue.

We issue a maximum of two requests for further information per application. If a complete application is not re-submitted to us after two requests have been issued, the application will not be approved.

2.2.2.   Withdrawing an application

Where an application is returned to your account as **'incomplete'**, you have the option to withdraw your application.

To withdraw an application:

1.   Click the relevant application ID from the **'incomplete'** queue to display the application page
2.   Click the 'withdraw' button at the bottom of the page (highlighted in red in the screen shot above).

2.2.3.   Notes section

The notes section allows you to communicate with the product officer assessing your application.

If the application does not have the required supporting documentation, you will be advised of what further information is required here.

This tool is to be used for brief notes only and is not intended to capture any of the assessable aspects of the application.

When using the notes section, **make sure you click 'save'** and submit the application before navigating away from the page or the notes will not be saved.

2.2.4.   Viewing your application

You can view all details of your submitted applications via the **'application history'** menu item under the products header. Use the radio buttons above the table to change which products are displayed.

The different statuses are:

- **Approved:** Product applications assessed as satisfying the minimum requirements.
- **Pending assessment:** Product applications currently being assessed by the commission.
- **Incomplete:** Product applications that have been returned to you to provide further information. You must provide the requested documentation and resubmit applications in this queue within the specified time frame.
- **Not approved:** Product applications that were not approved.
- **Withdrawn:** Product applications that have been withdrawn by you or by the commission.

2.3.   Applications that are not approved

The **'not approved'** status means that the application was not successful, and the product will not be listed on the Register of Products. For information on why the application was not approved, check the 'notes' field at the bottom of the relevant product application page.

2.4.   Common issues with product applications

The following are some of the most common reasons why documentary evidence submitted in support of a product application is deemed insufficient. To ensure your application progresses smoothly, please ensure that your application **does not contain** the following issues:

- The applicant fails to submit a complete set of supporting documents – refer to the relevant product application guide for the required supporting documents for each product category.
- The test report did not adequately identify the product, including both brand and model (exactly as applied for and described in other documentation, or else referenced with a manufacturer's declaration which ties the different brands and model numbers together).
- The brand and model numbers listed on the manufacturer's declaration were inconsistent with those on other documentation or with the model applied for.
- The brand and model number listed on the safety certificate or in-situ temperature measurement test (ISTMT) report did not match the product(s) applied for exactly.
- The laboratory that produced the test report was not appropriately accredited.
- The test report was not conducted in accordance with the relevant standards or commission requirements.
- The test sample size was not as specified in the standard or in commission requirements.
- There are no nominations for the application.

Important things to remember

If a product is already listed on the Register of Products, no further action is required

Make sure that you have compiled all necessary documentary evidence

You must begin and complete your application in one session – ensure you have all the documentation ready to upload

Do not click the 'submit' button until the very end

The 'notes' section is for brief comments, if required

3. Additional product application functionality

3.1. Product nomination

We receive a high volume of applications for products to be listed on the Register of Products. However, a large proportion of listed products are not subsequently installed through the VEU program.

To allow us to prioritise the assessment of products most likely to be installed, APs accredited for the relevant prescribed activity can now 'nominate' a product that has a status of pending assessment.

3.1.1. Why nominate a product?

Products require nominations to be assessed. A product is automatically nominated when an AP submits a product for an activity that they are approved to undertake.

We recommend APs nominate *only* those products which they intend to install as part of a prescribed activity – nominating all or many products listed on a particular register as 'pending approval', will not enable us to prioritise assessment of products you are genuinely seeking to install.

3.1.2. How does nomination work?

When a VEU account holder (who is not an AP) lodges an application for a product listing, the product is added to the register with the status of **'pending approval'**. At this initial stage, there is no indication of whether the product is one which any APs wish to install as part of a prescribed activity.

APs accredited for the relevant prescribed activity can nominate that product for assessment. An AP can only nominate a product once.

Products with nominations will be put in a queue for assessment. More nominations increase the prioritisation of a product in the queue to be assessed.

Products applied for under activity 21 (Incandescent lighting replacement) or activity 34 (lighting upgrade) by APs accredited to undertake project-based activities will be automatically nominated. These APs may also nominate products proposed by other applicants under these activities.

3.2. Removing products from, or modifying products on, the register

> Stakeholders can request modifications to, or removal of, approved products on the Register of Products by sending us an email with the required information.

You can submit a request to modify or remove an approved product on the Register of Products by emailing veu@esc.vic.gov.au. Your request must specify:

- the prescribed product category and applicable brand and model number of the product
- the nature of the requesting person's interest in the product
- the nature of the modification requested
- the reasons for requesting removal
- a description of the proposed amendment and the reasons for requesting it
- any other information or supporting evidence that the requesting person considers relevant.

We may request further information depending on the type of proposed modification. Note that we may be unable to modify some entries depending on circumstances.

We may decide to modify the Register of Products as a result of a request if satisfied that the modification is consistent with program requirements. On the contrary, we will remove a product from the Register of Products if we are satisfied that it does not meet the relevant VEET Regulations, product criteria and/or the requirements outlined in the VEU specifications. We will also remove a product if Energy Safe Victoria gives us written notice that a product is unsafe, and we may temporarily suspend a product pending the outcome of an ESV investigation.

Once removed (or while suspended) from the register, the product is no longer eligible to create VEECs.

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Document version control

The RM reference for this document is: C/18/28440

`	Amendments made	Date published
1.0	First release	10 December 2018
1.1.	Consolidated information on removals of products and modifications of the register into section 3.2 Removed bulk upload requirements. The bulk upload function is not available when submitting products under 1A, 1B, 1C, 1D, 1F and 3B product categories.	20 April 2021
1.2	Updated to reflect introduction of commercial and industrial air source heat pump water heater products	1 February 2022
1.3	Updates to: • clarify listing process for GEMS-listed products. • clarify requirement that all product performance tests must be conducted by an independent accredited laboratory (NATA or equivalent) • reflect ability for applicants to bulk upload products applications under product categories 1C,1D, 1F and 3B in limited circumstances.	6 September 2022