

# Upcoming VEU Registry improvements

Release date 25 August  
2025

Aug 2025



# Acknowledgement of Country



*Dill-ba-din Balluk Biik – Protect Community and Country*  
Artist: Simone Thomson

# Housekeeping



This session is being recorded



Microphones are muted



Time for questions after the presentation

# Session overview

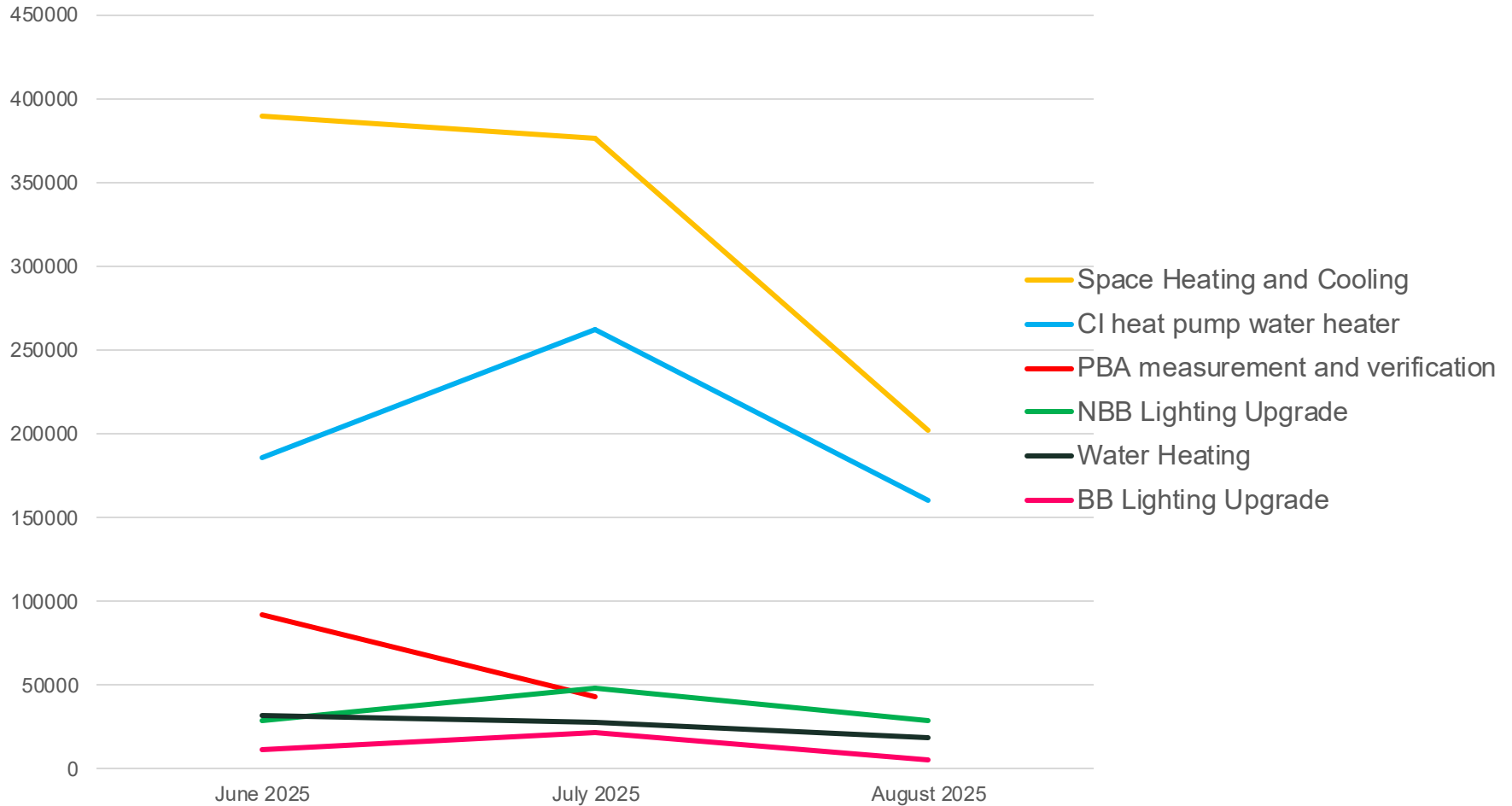
- VEEC creation in the new system
- New system launch: updates
  - VEEC registration and transfer timing changes
  - Activity submission enhancements
  - Activity view enhancements
  - Changes to scheme participant requirements for select activities
  - Activity-specific changes
- Industry reference group
- What's next?
- Questions and answers

## Total VEEC creation – June, July, Aug (to date)

| Month       | Total VEECs created |
|-------------|---------------------|
| June 2025   | 765,331             |
| July 2025   | 792,779             |
| August 2025 | 426,736             |

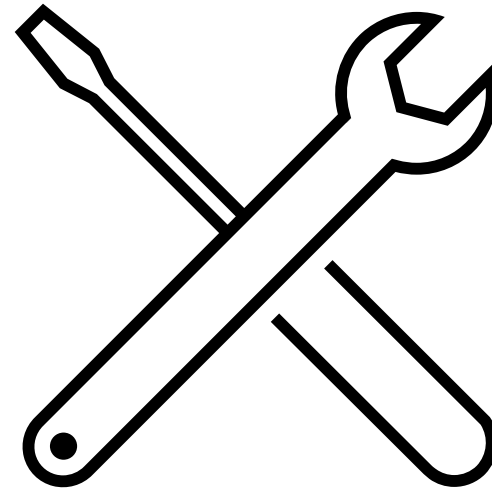
- This data covers all VEECs created (includes pending, withdrawn, registered, etc.)

# Top 6 VEEC creating activities Jun - Aug



# Upcoming system enhancements

- The VEU Registry system will be unavailable from **6:00am to 10:00am on Monday 25 August 2025** while we implement a series of system updates.
- These updates are designed to enhance program compliance and improve operational efficiency.
- Please plan your business operations accordingly.



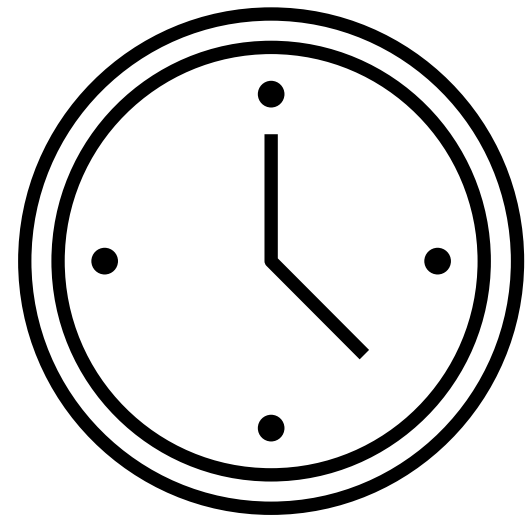


# VEEC registration and transfer timing changes



# VEEC registration and transfer timing update

- Following the system update on 25 August 2025, Victorian energy efficiency certificate (VEEC) transfers will be processed at 4am and 1pm daily.
- VEEC registration batches will be processed twice daily at 1:30am and 12:00pm.
- Any approved activities generating fewer than 20 VEECs will be automatically registered immediately upon approval. This will reduce delays and improve processing times between VEEC transfers.





# Activity submission enhancements

# Activity 44 VEEC submissions

- From 25 August 2025, Activity 44 VEEC submissions will be available for all eligible activities. VEEC calculations will be updated to reflect the new 25 July 2025 specifications.
- This will enable API and manual submissions with an activity date on or after 25 July 2025 (which are currently unavailable).

## Changes to data fields

Updates will be made to some fields on submission forms to remove redundant fields and streamline data entry.

As a result of the data field updates, it will be mandatory to enter the following activity information on or after 25 August 2025:

- Price of Product (inc. GST)
- Consumer Payment for Product (inc. GST) for each product during activity submission for the following activities:

1C(18)    1D(18)    3C            3D            6(23)    43            46

# VEEC calculation checks

To improve data quality and reduce errors, from 25 August 2025, registry and API submissions will prevent submission of activities where the VEECs calculated are zero.

This **excludes** activities 22 and 24 - further details later in this presentation

# Activity view enhancements



# Activity view enhancements

## **Applicant Reference visible in RFI view**

- The Applicant Reference (previously known as 'own reference') field will be displayed in the Request for Information (RFI) view for activities, helping you more easily identify and manage submissions when responding to RFIs.

## **Activity outcome date field available now**

- A new Outcome Date column has been added to the All Activities view in the Activities section of the VEU Registry.
- This appears next to the existing Created Date column, making it easier to track the progress of your activities and reconcile certificate creation.
  - Created Date shows when the activity was submitted
  - Outcome Date shows when the activity was approved/refused

# Changes to scheme participant requirements for select activities



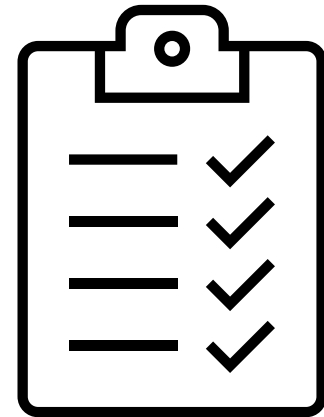
# Mandatory Safety Training (MST) changes for activities 13, 15, 17, 26, 45

Some activities require a scheme participant (SP) to have completed mandatory safety training before undertaking the activity. The registry system will now require identification and training details for the following activities:

- Activity 13 – Double glazed window installation
- Activity 15 – Weather sealing
- Activity 17 – Low flow shower rose
- Activity 26 – High efficiency pool pump
- Activity 45 – Home energy rating assessment

From Monday 8 September, a system control will prevent APs from creating certificates for these activities unless the SPs eligibility has been verified by the commission.

Note: SPs that were verified in the old registry will retain their status and no action will be required.





# Mandatory Safety Training (MST) changes for activities 13, 15, 17, 26, 45

Any new SPs added from 23 May will need to be verified by the commission. **This reinstates the verification process under the old registry for MST activities.**

From **25 August 2025**, you will be able to submit SP details for verification through the SP record in your portal.

More information about SP training and licensing requirements are available on our website.

In addition to having their safety training verified, the identity of SPs impacted must be verified by either:

- Relevant trade licence or Driver's licence or passport

## What you need to - activities 13, 15, 17, 26, 45



APs - you will be able to submit SP details for verification through the SP record in your portal from 25 August 2025.



From Monday 8 September, a system control will prevent APs from creating certificates for these activities unless the SPs eligibility has been verified by the commission.



In the meantime, we recommend collecting the required information in advance so it can be submitted promptly once the system updates go live.

## Important notes – MST changes for activities 13, 15, 17, 26, 45

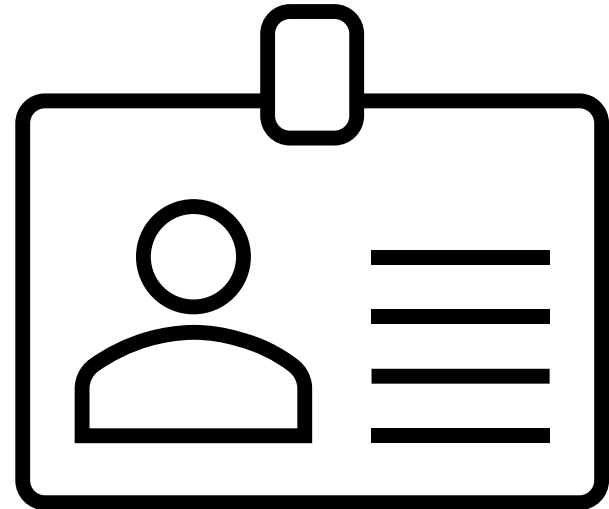
- Unverified SPs will not be visible for selection when creating the MST activities.
- API submissions which include unverified SPs will be blocked from submission and receive an error message.
- Trade licences must be valid for the activity date if used for verification.
- Training must be completed before the activity date to be eligible for the activity.
- APs will be able to view and update ID, licence and training details on SP records.

## Other SP changes: Trade licences

APs will be able to select scheme participant (SP) licence types from a list of trade licences, including:

- Licensed Plumber
- Registered Plumber
- Licensed Electrician (A Grade)
- Restricted Electrical Worker
- Refrigerant Handling Technician
- Registered Builder

APs will have the ability to view, add and update licence records on existing SPs.

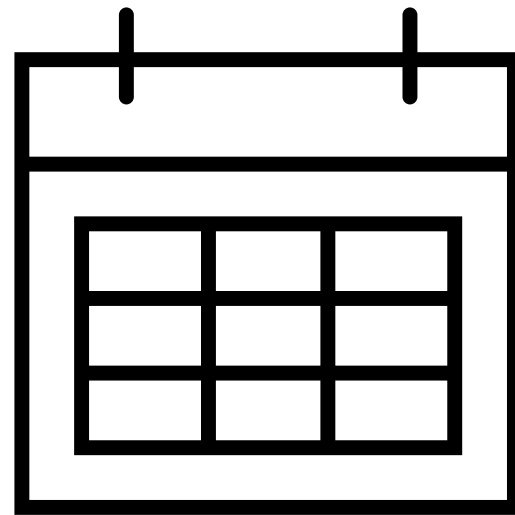


## Other SP changes: Start and end dates for SPs

APs will now be able to view and update SP start and end dates through the registry portal.

Please note that these fields are optional.

SPs are not available for selection for any submissions with an activity date outside of their start and end dates.





# Activity-specific changes



## Activity 6(23) submission updates

When submitting multi-split systems via the API or VEU Registry, two new mandatory fields must be completed:

- the total cooling capacity (kW) of the indoor units installed, and
- total heating capacity (kW) of the indoor units installed

Additionally, installation limits will be added to new Activity 6(23) submissions

These limits apply to both ducted and non-ducted product categories for residential and business installations.

These requirements help ensure VEEC calculations align with the specifications and improve the accuracy of submissions, reducing the likelihood of errors. Note: product categories 6C and 6G are not eligible for residential installations.

## Activities 22 and 24

Accredited persons will be able to submit activities 22 (high efficiency refrigerators or freezers) and 24 (high efficiency televisions) through the VEU Registry portal, although they will not yet be available via the API.

When submitted, these activities will initially generate zero VEECs, with final VEEC values to be manually calculated and entered by commission staff prior to invoicing.

To help estimate potential certificate volumes, users can continue to use the VEEC calculator in the old registry.





## Activity 34 (Non-J6) mandatory HVAC field

The HVAC field will be mandatory for all Activity 34 (Non-J6) submissions via the API.

When the field was optional, missing data led to calculation errors and discrepancies in VEEC creation.

By making this field compulsory, we can ensure VEEC calculations are accurate and consistent with the expected outcomes under the program rules.



# Industry Reference Group

# Future engagement: VEU Industry Reference Group

- In September, the Commission will seek nominations from industry – APs, SPs and energy retailers to form an Industry Reference Group
- The IRG will be Chaired by the Commission and operate as a regular two-way forum about the regulation of the VEU Program, including feedback on the new registry
- The Commission will continue to hold information sessions and forums on major reforms and registry deployments, however the IRG will provide an additional opportunity for the commission to hear from you about the scheme – to identify opportunities for efficiencies and improved outcomes for industry and consumers and to identify and tackle areas of emerging risks that threaten program integrity.

# What's next

A decorative graphic in the bottom right corner consisting of several concentric, curved bands. From the outside in, the colors are white, light blue, dark blue, and a vibrant magenta. The arcs are of varying thickness and curve towards the bottom right corner.

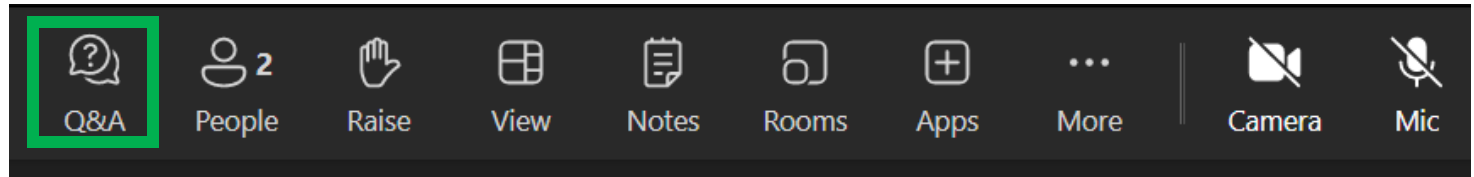


# Questions and answers

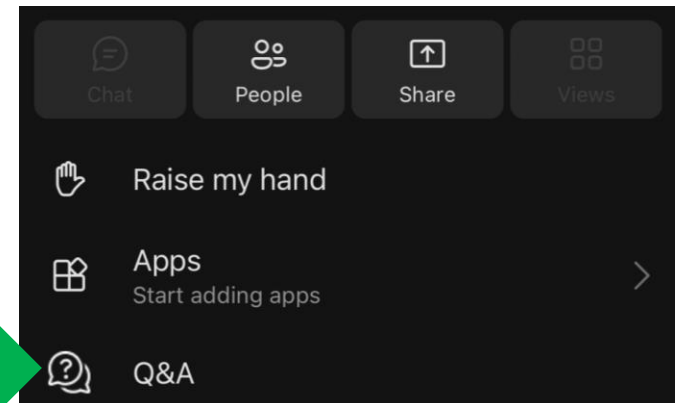
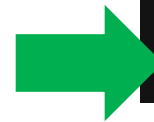


# How to post a question

Computer:



Mobile:



# Have your say – annual AP survey

Final chance to have your  
say with the 2025 annual  
AP engagement survey

Survey closes 5pm today.

Access the survey at:  
<https://www.surveymonkey.com/r/VEUAnnualSurvey25>

