# Commercial and Industrial Heat Pump Water Heater Activity (Activity 44) Application Form

Version 1.1 – 5 December 2022

A person or organisation must be an accredited person (AP) and approved to undertake commercial and industrial heat pump water heater activity under the Victorian Energy Upgrades (VEU) program to be eligible to create Victorian energy efficiency certificates (VEECs) for this activity

To lodge an application, you must have an active VEU account. To apply for an account, use the relevant online form available on the VEU Registry ([www.veu-registry.vic.gov.au](http://www.veu-registry.vic.gov.au)).

To lodge your application:

1. Answer all questions on this form (see below for questions to be completed for certain accredited persons)
2. Prepare all relevant supporting documentation referenced in this form.
3. Create either a new ‘application for additional activities’ (if you are already an AP) or a new ‘application for accreditation’ (if you are not an AP) via your VEU account.
4. Select the ‘CI Heat Pump Water Heater’, checkbox in the ‘select activities’ section.
5. Upload this form and the supporting documentation.

If you are a new AP, we will issue you an invoice for the $500 accreditation fee once we are satisfied that all the necessary information has been provided. Existing APs do not need to pay the accreditation fee again.

Applicants should refer to the Application Guide for Accredited Persons for assistance in completing and lodging this form, available at [www.esc.vic.gov.au/become-veu-accredited](http://www.esc.vic.gov.au/become-veu-accredited).

When providing the requested information to the commission, please identify which, if any, documents should be considered as ‘commercial-in-confidence’.

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| Streamlined application for certain accredited persons |
| APs who are already accredited for water heating, gas efficiency or cold room activities under the VEU program are eligible to complete a streamlined application for this activity provided they have:* received their accreditation approval for these activities within two years of submitting this application, and/or
* created certificates for water heater, gas efficiency or cold rooms upgrades under the program within two years of submitting this application

**Applicants under the streamlined option must complete the following questions:** * Section 1: Q1 to Q5
* Section 2: Q18
* Section 3: Q20 and Q21
* Section 4: Q22
* Section 5: Q29
* Section 6: Declaration
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Applicant details

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| Applicant details |
| **Q1.** VEU account name: | Click here to enter text. |
| **Q2.** Name of primary contact: | Click here to enter text. |
| **Q3.** Job title: | Click here to enter text. |
| **Q4.** Email: | Click here to enter text. |
| **Q5.** Contact phone number: | Click here to enter text. |
| ***Chevron arrows outlineGo to question 18 – if you are eligible for the streamlined application*** |

Operations and implementation

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| Organisational overview |

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| Q6. What type of legal entity is your organisation? |
| Sole trader: |[ ]  Partnership: |[ ]  Private company: |[ ]
| Public company: |[ ]  Other, please specify: | Click here to enter text. |
| **Q7**. What is your organisation’s full legal name? | Click here to enter text. |
| **Q8**. What is your organisation’s ABN/ACN? (If you are applying for accreditation as a company, you must provide your ACN) | Click here to enter text. |
| **Q9**. What is your organisation’s core business? | Provide a statement of 100 words or less that describes your organisation’s core business. Please confirm if your organisation is part of a wider group of companies, e.g. the engineering division of an energy efficiency consultancy. |
| **Q10**. How many years has your organisation been in operation? | Click here to enter text. |
| **Q11**. Once your organisation is VEU program accredited, what percentage of your revenue do you anticipate will be derived from the VEU program? | Enter percentage |
| **Q12**. Describe your organisation’s relevant industry experience: | Provide a **statement** of 100 words or less, describing your organisation’s relevant experience in the gas installation and services industry. |
| **Q13**. Describe the type of commercial and industrial heat pump water heater upgrades your organisation intends to undertake: | Provide a **statement** describing the type of upgrades your organisation intends to undertake  |
| **Q14**. Describe your previous VEU experience: | Provide a **statement** of 100 words or less, describing your organisation’s relevant experience, and/or the experience of any relevant personnel, with the VEU program. Include the length of time for organisation and relevant personnel. |
| **Q15**. What is your target market? | Provide a statement of 50 words of less that describes the intended target market of your organisation’s commercial and industrial heat pump water heater upgrades |
| **Q16**. Describe the VEU related incentive/benefit your clients/consumers will receive: | Provide a statement of 50 words or less that describes the incentive model your organisation intends to use when provide commercial and industrial heat pump water heater upgrades (e.g. free or discounted products and installation) |

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| Organisational structure |
| **Q17**. ***Upload a copy*** of an organisational chart that shows the structure of the portion of your organisation that is dedicated to VEU commercial and industrial heat pump water heater upgrades. To be complete, your organisational chart must record:* all roles and personnel involved with commercial and industrial heat pump water heater upgrades carried out under the program
* the job titles of those roles
* personnel names, if these roles are currently filled
* any personnel or roles based outside Victoria.
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| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Implementation model** |
| **Q18**. **What is your organisation’s intended implementation model?** Please tick the boxes below as appropriate (as many as applicable). If more than one, please provide a detailed statement for each model outlining how your policies and procedures will differ according to the different implementation models.

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| **i. Sole implementation**Your organisation identifies/liaises with the energy consumer directly and is responsible for design and/or fabrication, installation and verification.  |[ ]
| **ii. Contracted implementation** |[ ]
| Your organisation engages with the energy consumer directly. The installation is wholly or partially undertaken by contracted personnel under your organisation’s direction. Please indicate the attachment file name below. | Provide a **statement** describing the contracted implementation model your organisation intends to undertake. You must confirm what aspects will be performed by contracted personnel and describe the contractual arrangements/contractor management system in place. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **iii. Sub-contracted implementation** |[ ]
| Your organisation engages with the energy consumer directly. The installation is wholly or partially undertaken by personnel under the direction of a sub-contracting company. Please indicate the attachment file name below. | Provide a statement describing the sub-contracted implementation model(s) your organisation intends to utilise. You must provide evidence of the applicable contractual arrangements clearly outlining the relevant responsibility and liability of each party, as per commission requirements, and describe the contractor management system in place. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **iv. Third party implementation** |[ ]
| Your organisation is only involved in VEEC creation and associated due diligence following installation. Please indicate the attachment file name below. | Provide a statement describing the third-party implementation model your organisation intends to utilise. To be complete, you must provide evidence of contractual arrangements, clearly outlining the relevant responsibility and liability of each party.  |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **v. Other** |[ ]
| If your organisation’s implementation model is not covered by any combination of the above. Please indicate the attachment file name below. | Click here to enter text. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| ***Chevron arrows outlineGo to question 20 – if you are eligible for the streamlined application*** |

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Policies and procedures

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| Policies and procedures |
| **Q19**. ***Upload a statement*** that describes your organisation’s policies and procedures to ensure compliance with VEET Regulations and VEU specifications for the commercial and industrial heat pump water heater activity. To be complete, the statement must include policies and procedures to ensure: * the eligibility of the premises (type of premises)
* the eligibility of the upgrade products (inclusion of correct components)
* data validation and quality assurance of activities submitted for VEEC creation
* compliance with the VEU code of conduct (for guidance, refer to the [code of conduct guideline](https://www.esc.vic.gov.au/sites/default/files/documents/VEU%20code%20of%20conduct%20-%20guideline%20-%20v1.1.pdf)).
 |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Safety Management** |
| **Q20.** Describe your organisation’s safety management procedures and how they relate to commercial and industrial heat pump water heater upgrades |  |
| Provide a statement describing your organisation’s overall safety management system, including how your organisation will ensure that third party installers and contractors have relevant safety management systems in place or upgrades not directly undertaken by your organisation. |
| **The commission’s role in health and safety management** |
| It is the AP’s responsibility to assess and manage the risks of all aspects of commercial and industrial heat pump water heater upgrades. The commission is responsible for certificate registration, not occupational health and safety (OHS). The commission has no OHS jurisdiction in Victoria and is not responsible for ensuring OHS requirements are met.Under 15(c) of the Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations), VEECs cannot be created if the accredited person knew, or ought to have known that the prescribed activity was not undertaken in accordance with the provisions of the Electricity Safety Act 1998, the Gas Safety Act 1997, the Occupational Health and Safety Act 2004, the Building Act 1993 or their respective regulations.In addition to the requirements, standards and specifications set out in the Victorian Energy Efficiency Target Act 2007 (the VEET Act) and the VEET Regulations, prescribed activities must be undertaken in accordance with all laws, regulations and codes of practice applicable to that activity.If the commission becomes aware that a commercial and industrial heat pump water heater upgrade does not meet any of the above provisions, the commission may not register VEECs for the project, and may refer the matter to the relevant regulator to investigate. |
| **Q21.** I agree that I understand my obligation in relation to health and safety management as outlined above. | Yes/No |

Standards and competencies

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| Compliance with AS/NZS 2712Activity 44: Commercial and industrial heat pump water heater  |
| **Q22. *Upload a statement*** of up to 1,000 words outlining your organisation’s:* + understanding of AS/NZS 2712 Solar and heat pump water heaters – Design and construction standard
	+ Decommissioning procedures and processes to ensure you meet the legislative requirements for commercial and industrial heat pump water heater activity
	+ Process, approach and/or systems to ensure that approved products/s are installed as modelled in TRNSYS.

To be complete, the statement must describe the process, or processes, your organisation proposes to follow the relevant standard. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| ***Chevron arrows outlineGo to question 29 – if you are eligible for the streamlined application*** |

Documents to be supplied

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| Evidence of authority to signAll applicants to provide |
| **Q23.** Prepare a document demonstrating **evidence of authority to sign**. For companies this would be a copy of the ASIC Company Extract along with a letter on the company letterhead indicating the person lodging the application has the authority to sign on behalf of the company. For individuals this requirement would be satisfied by a certified copy of the applicant’s driver’s licence or passport. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Statutory declaration**For applicants that are not accredited persons under the VEU program |
| **Q24.** Provide a completed Victorian statutory declaration declaring that the information you have provided in **Appendix A** of this form is true and correct. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Letter of undertaking**For applicants that are not accredited persons under the VEU program |
| **Q25.** Prepare a **letter of undertaking (Appendix B)** using the pro forma at the end of this form. This is a legally binding agreement not to claim any benefit under a prescribed greenhouse gas scheme if that would result in a benefit being obtained under both that scheme and the VEU program in respect of the same activity. |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Mandatory insurance**For applicants that are not accredited persons under the VEU program |
| **Q26.** To participate in the commercial and industrial heat pump water heater 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.
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| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **The certificate of currency is valid until:** | Select date. |
| **Letter of consent**All applicants to provide |
| **Q27**. Please confirm whether the entity seeking accreditation is a participant in a prescribed greenhouse gas scheme, as set out in the VEET Regulations**.** | Yes/No |
| **Q28.** If yes to above, I have attached the signed **Letter of Consent** to release information with the application, authorising the disclosure of information relating to the entity by that administrator to the commission. | Yes/No |

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| Assignment form  |
| **Q29. *Upload a copy*** of your organisation’s assignment form for the commercial and industrial heat pump water heater activity (activity 44). The document must be modelled on the relevant template which is available at [https://www.esc.vic.gov.au/commercial-and-industrial-heat-pump-water-heater](https://www.esc.vic.gov.au/XXXX) |
| **Document file name:** | Click here to enter text. |

Declaration

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| Declaration |
| I certify that all of 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 in matters relating to the Victorian Energy Efficiency Target Act 2007.I consent to the provision of the following information to the administrators of greenhouse gas abatement schemes/energy efficiency schemes/emissions reduction schemes:* Information in respect of my account’s accreditation under the Victorian Energy Upgrade (VEU) program, including approved activities covered by the accreditation
* Information relating to activities undertaken under the VEU program
* Information relating to Victorian energy efficiency certificates (VEECs) created under my VEU account 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 program
* 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 VEU account name and registration number in the Register of Accredited Persons upon accreditation approval which is made publicly available via the VEU Registry.I acknowledge that penalties may be applied for providing misleading information under the Victorian Energy Efficiency Target Act 2007. |
| Name: | Click here to enter text. |
| Signature:  |  |
| Date: | Click here to enter a date. |
|  |
| Name (witness):  | Click here to enter text. |
| Signature: |  |
| Date: | Click here to enter a date. |

Appendix A

Please complete the questions below. You must also provide a Victorian statutory declaration declaring that the answers you have provided in this appendix are true and correct.

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| **A1** | **Compliance in other schemes** |
| 1.1 | Have you previously participated in any similar scheme (e.g. another interstate energy efficiency scheme) to the VEU program? | [ ]  Yes | [ ]  No |
| 1.2 | Have you, or any of the organisation’s officers or senior managers, ever had your participation in the similar scheme suspended or cancelled, or proposed to be cancelled or suspended? | [ ]  Yes | [ ]  No |
| 1.3 | Have you ever had an application for accreditation or participation in a similar scheme/program refused? | [ ]  Yes | [ ]  No |

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| **A2** | **Disqualification of officers or senior management** |  |  |
| 2.1 | Have you, or any of the organisation’s officers or senior managers, ever been disqualified from managing a corporation under the Corporations Act 2001 (Cth)? | [ ]  Yes | [ ]  No |
| 2.2 | If yes, please provide details |  |  |
|  | Click here to enter text. |

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| **A3** | **Criminal matters** |  |  |
| 3.1 | In the last 10 years, have you, or any of the organisation’s officers or senior managers, been convicted of an offence against a law of the Commonwealth, a state, a territory or a foreign country where the offence relates to dishonest conduct and/or breach of duty? | [ ]  Yes | [ ]  No |
| 3.2 | If yes, please provide details |  |  |
|  | Click here to enter text. |

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| **A4** | **Civil matters** |
| 341 | In the last 10 years, have you, or any of the organisation’s officers or senior managers, incurred any civil liability for breach of trust or other breach of fiduciary duty, dishonesty, negligence or recklessness? | [ ]  Yes | [ ]  No |
| 4.2 | If yes, please provide details |  |  |
|  | Click here to enter text. |

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| **A5** | **Safety** |
| 5.1 | Have you, or any of the organisation’s officers or senior managers, ever been the subject of proceedings for unsafe work practices in any state/territory or proceedings for an offence against work, health and safety legislation in any state/territory? | [ ]  Yes | [ ]  No |
| 5.2 | If yes, please provide details |  |  |
|  | Click here to enter text. |

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| **A6** | **Signature** |
|  | **Signed by authorised signatory of the applicant** |
| Signature: |  |
| Name of signatory: | Click here to enter text. |
| Date: | Click here to enter a date. |

Appendix B

*[PRINT ON COMPANY LETTERHEAD]*

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

UNDERTAKINGS BY APPLICANT TO BECOME AN ACCREDITED PERSON

These undertakings are given to the Essential Services Commission by:

[Company Name]

[ABN]

[Company Address]

(the “Applicant”)

1. **Definitions**

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

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

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

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

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

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

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

Signed for and on behalf of

[Company Name]

[Name]

[Title]

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

 Signature

in the presence of

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

Witness name Signature of witness

Dated: / /