VEU Accreditation Application Form

Version 1.3 – 5 December 2022

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

To apply for accreditation, you must have an active VEU account. To apply for a VEU account, use the online form at [www.veu-registry.vic.gov.au](http://www.veu-registry.vic.gov.au).

To lodge your application:

1. answer all questions in this form
2. prepare supporting documentation referenced by this form
3. create a new ‘application for accreditation’ via your VEU account
4. upload this form and the supporting documentation.

We will issue you an invoice for the $500 accreditation fee via email once we are satisfied that all the necessary information has been provided.

Applicants should refer to the Application Guide for Accredited Persons for further assistance   
in completing and lodging this form.

Applicants who wish to apply for accreditation under public lighting upgrade (activity 27),   
non-building based lighting upgrade (activity 35), gas efficiency (activities 37-42), cold room (activity 43), commercial and industrial heat pump water heater (activity 44) or project-based activities should not use this form. You will need to complete specific application forms for these activities.

All above documents are 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’.

1. Applicant details

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| Applicant details | |
| **Q1.** VEU account name: | Click here to enter text. |
| **Q2.** Name of primary person\*: | 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. |
| **Q6.** Activity/activities applied for: | Click here to enter text. |
| **Q7.** Which sectors do you intend to undertake VEU activities in? | Choose an item. |
| *\* Where the contact is not from the applicant organisation, please provide a letter of authority for the person to act on the organisation’s behalf. This authority must be from an authorised person from the organisation (e.g. director or company secretary).* | |

1. Operations and implementation

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| Organisational overview | | | | | | | | | | | | | | |
| **Q8**. What type of legal entity is your organisation? | | | | | | | | | | | | | | |
| Sole trader: |  | | Partnership: | | |  | | | Private company: | | | | |  |
| Public company: |  | | Other, please specify: | | | Click here to enter text. | | | | | | | | |
| **Q9**. What is your organisation’s full legal name? | | | | | Click here to enter text. | | | | | | | | | |
| **Q10**. 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. | | | | | | | | | |
| **Q11**. What is your organisation’s core business? | | | | | Provide a **statement** of 100 words or less that describes your organisation’s core business. | | | | | | | | | |
| **Q12**. How many years has your organisation been in operation? | | | | | Click here to enter text. | | | | | | | | | |
| **Q13.** Names of the directors of your organisation (if your organisation is a small private company of less than five directors). | | | | | Click here to enter text. | | | | | | | | | |
| **Q14**. How many staff does your organisation currently employ? | | | | | Click here to enter text. | | | | | | | | | |
| **Q15**. How many of those staff would be dedicated to VEU program related operations? | | | | | Click here to enter text. | | | | | | | | | |
| **Q16**. How many of your VEU staff would be based in Victoria? | | | | | Click here to enter text. | | | | | | | | | |
| **Q17**. Where will the remainder be based? | | | | | Click here to enter text. | | | | | | | | | |
| **Q18**. Once accredited, do you expect your VEU staff numbers to change? | | | | | Choose an item. | | | | | | | | | |
| **Q19**. Once you are fully operational under the VEU program what percentage of your organisation’s revenue do you anticipate will be derived from VEU activity? | | | | | | | | | | | Enter percentage. | | | |
| **Q20**. Describe your organisation’s relevant industry experience: | | | | | Provide a **statement** of 100 words or less, describing your organisation’s relevant experience in the industry/field relating to the prescribed activities you have applied for. For instance, if you are applying to undertake prescribed activities associated with water heating, describe your organisation’s experience in the water heating industry. | | | | | | | | | |
| **Q21**. 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. | | | | | | | | | |
| **Q22**. What is your target market? | | | | | Provide a **statement** of 50 words or less that describes the intended target market of your organisation’s VEU related activities. For example, regional SMEs, residential homes and sporting complexes etc. | | | | | | | | | |
| **Q23**. 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 providing VEU services (e.g. will you offer free products, discounted products, free installation, etc.?) | | | | | | | | | |
| **Q24**. Complete this methodology: | | | | For each activity you are applying for:  (No. of installers) x (estimated premises visited per month) x (estimated VEECs per premises) = Estimated monthly VEEC creation for that activity. Leaving the breakdown in this cell, tally the total of all activities below. | | | | | | | | | | |
| **Q25**. Using the methodology above, estimate your monthly VEEC creation rate: | | | | | | | | VEECs per month | | | | | | |
| **Q26**. What products do you intend to install? | | | | | Provide a **list** of the main product types, brands and models that your organisation anticipates installing, if these have already been identified. | | | | | | | | | |
| **Q27**. Have you entered into any forward contracts for the supply of VEECs? | | | | | | | | | | | | | Yes/No | |
| **Organisational structure** | | | | | | | | | | | | | | |
| **Q28**. ***Upload a copy*** of an organisation chart that outlines the structure of the portion of your organisation dedicated to VEU activities, and all personnel involved in the management and delivery of VEU activities. To be complete, the statement or organisation chart must record:   * all roles related to VEU activities * 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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| **Other government energy efficiency programs or schemes** | | | | | | | | | | | | | | |
| **Q29**. What other government energy efficiency programs or schemes are you participating or intending to participate in? Please select below as appropriate (as many as applicable): | | | | | | | | | | | | | | |
| * ACT’s Energy Efficiency Improvement Scheme (EEIS) | | | | | | | | | | | | Yes/No | | |
| * NSW’s Energy Saving Scheme (ESS) | | | | | | | | | | | | Yes/No | | |
| * SA’s Retailer Energy Efficiency Scheme (REES) | | | | | | | | | | | | Yes/No | | |
| * Commonwealth’s Emissions Reduction Fund | | | | | | | | | | | | Yes/No | | |
| Other program/schemes not listed (please provide details): | | | | | | | Click here to enter text. | | | | | | | |
| **Applicant’s history** | | | | | | | | | | | | | | |
| **Q30**. Please confirm you have completed the questions in Appendix A regarding your history. You must also provide a completed Victorian statutory declaration stating the information you have provided in Appendix A of this form is true and correct. | | | | | | | | | | Choose an item. | | | | |
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1. Service delivery arrangements

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| Service delivery arrangements | | | |
| **Q31.** What is the nature of the commercial relationship between your organisation and the personnel who will deliver VEU program services (e.g. installations) on your behalf? | | Direct employees / contractors / other (please specify). | |
| **Q32.** What are the minimum qualifications you will require of your service delivery personnel? | | Click here to enter text. | |
| **Q33.** How will you remunerate your service delivery personnel? | | Click here to enter text. | |
| **Q34.** What incentives or penalties, if any, will be used to influence the behaviour of your service delivery personnel? | | Click here to enter text. | |
| **Q35.** If you have already retained the service of any service delivery companies (e.g. subcontracted installation companies), please provide the names of these companies: | | Click here to enter text. | |
| **Q36**. If you intend to outsource any service delivery functions (e.g. installation) services, will you allow the entities to whom you outsource to subcontract that service to third parties? | | | Yes/No |
| **Q37.** To strengthen your application, you may also ***upload a copy*** of any contracts that you intend to use when engaging third parties to deliver VEU program services on your behalf. This question is optional and will not impact on the assessment of the completeness of your application. | | | |
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| **Page reference:** | Click here to enter text. | | |
| **Exceptions** | | | |
| If you believe that your organisation can undertake compliant VEU activities but that the questions in this section do not apply to you (because of your particular business model), please offer an explanation below. | | | |
| Click here to enter text. | | | |

1. Policies and procedures

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| Processes and policies |
| To participate effectively in the VEU program, your organisation needs internal documentation that specifies a number of key processes, including those associated with:   * complying with the VEU code of conduct * determining the eligibility of an installation under the VEU program * compliant installation of relevant registered products * decommissioning products removed as part of conducting prescribed activities * for lighting activities, the decommissioning and recycling of removed lighting equipment in accordance with Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations) * ensuring 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).   We assess your internal documentation against the minimum requirements to determine both your comprehension of the VEU program’s requirements and your organisation’s level of preparedness to participate in a compliant manner.  Beyond some minimum requirements, the style and detail of this documentation is a matter for your organisation to decide, based on your needs and the scale of your operations. For instance, you might have a single operations manual that covers all aspects of your organisation’s business, or you might use a set of discrete process documents, or some other arrangement entirely. Whatever approach you take, the Essential Services Commission (the commission) must assess whether your documentation meets the minimum requirements.  In each case, the minimum requirements are determined by referring to the relevant sections of the VEET Regulations and the relevant activity guide(s). When we assess your documentation, we will be checking to ensure that each relevant item listed in these two source documents is accounted for.  For example, if you are intending to replace 12V halogen downlights with MR16 LED downlights, the relevant section of the VEET Regulations is activity 21C, which stipulates that the replacement LED lamp must be compatible with the control gear (transformer) used with the replaced halogen lamp. This means your documentation must reference the fact that your installers will need to ensure that the lamps they install are compatible with the existing transformers.  In the remainder of this section, you will need to answer some specific questions relating to your operations, as well as provide references to the parts of your internal documentation which address certain key processes. |

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| Code of conduct | |
| **Q38**. How will your organisation comply with your obligations under the [code of conduct](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/meeting-your-obligations-under-veu-code-conduct)\*?  Provide evidence of compliance management which demonstrates how the systems your organisation has (or will have) in place will ensure compliance with the code of conduct for you and your scheme participants.  \*For additional guidance, please also 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). | |
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| Provision of information under the code of conduct |
| **Q39.** ***Upload*** the following documents, which may include examples or templates, your organisation, or scheme participants associated with your organisation, will use to comply with the code of conduct:   |  |  | | --- | --- | | * + 1. The standard identification card to be used by lead generators or marketers [refer to VEET Regulations 2018, Schedule 6, Part 3, clause 9 (1) and (2)]. | Yes/No | | * + 1. The information that will explain the VEU program to the consumer as required by the code of conduct. [refer to VEET Regulations 2018, Schedule 6 Part 3, clause 13(d),(e), and (g)]. | Yes/No | | * + 1. The information that will explain the prescribed activity to the consumer as required by the code of conduct [refer to VEET Regulations 2018, Schedule 6, Part 3, clause 14]. | Yes/No | | * + 1. Any other information that will be provided to the consumer so they can make an informed decision about whether to undertake the prescribed activity [refer to VEET Regulations 2018, Schedule 6, Part 3, clause 15]. | Yes/No | | * + 1. A template of your contract with consumers, and any other documents referred to in the contract. [refer to VEET Regulations 2018, Schedule 6, Part 4, clauses 17-21]. *Note****:*** *the template may include a* [*statement of rights*](https://www.esc.vic.gov.au/sites/default/files/documents/VEU%20code%20of%20conduct%20-%20statement%20of%20rights.pdf)*, terms and conditions, scheduling, relevant contact information about the person undertaking the prescribed activity and provision for consent. If not, this information should be supplied to the consumer in another document, which should be attached to this application.* | Yes/No | | * + 1. A template of the notice to be provided to residents provided to any residents likely to be directly affected by the prescribed activity. [refer to VEET Regulations 2018, Schedule 6, Part 5, clause 23] | Yes/No | | * + 1. An example of the information to be provided to the consumer at the completion of the prescribed activity. [refer to VEET Regulations 2018, Schedule 6, Part 5, clause 26] | Yes/No | | * + 1. A document describing your dispute resolution framework, including a copy of the information provided to consumers.  [refer to VEET Regulations 2018, Schedule 6, Part 5, clause 26(c) and Part 7, clause 28] | Yes/No |  |  |  | | --- | --- | | Document file name: | Click here to enter text. | | **Page reference:** | Click here to enter text | |

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| Lead generation methods | | | | | |
| **Q40**. What lead generation methods does your organisation intend to use? | | | | | |
| Existing client networks: | Yes/No | Door knocking: | Yes/No | Television advertising: | Yes/No |
| Telemarketing  (in house): | Yes/No | Telemarketing  (third party): | Yes/No | Print advertising: | Yes/No |
| Online or social media: | Yes/No | Direct email: | Yes/No | Radio advertising: | Yes/No |
| Other: | Please specify | | | | |
| **Q41**. If you have already retained the service of any lead generation companies, please provide the names of these companies and indicate whether these are located onshore or offshore: | | | Click here to enter text. | | |
| **Q42.** If you intend to outsource any lead generation services, will you allow the entities to whom you outsource to subcontract that service to third parties? | | | | | Yes/No |
| **Q43.** How will you ensure that any lead generation and marketing services undertaken by yourself, or sub-contracted third parties (whether on or offshore), comply with the code of conduct and Australian Consumer Law (ACL)? | | | Provide a **statement** of 200 words or less that describes the process your organisation will implement to address ACL and code of conduct requirements. To be deemed complete, your answer must address the requirements set out in the ‘Obligations and Program Guide for Accredited Persons’. | | |
| **Eligibility** | | | | | |

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| Q44. *Upload a copy* of the step-by-step process that your organisation’s representatives will use to ascertain the eligibility of potential clients (i.e. energy consumers) to receive VEU services. To be deemed complete, your process must meet the following requirements: |
| |  |  | | --- | --- | | * + 1. The process must be included in internal documentation designed to be used by your service delivery personnel. | Yes/No | |
| |  |  | | --- | --- | | * + 1. The process must cover any relevant eligibility requirements stipulated by the VEET Regulations, for each VEU activity for which you are applying. | Yes/No | |
| |  |  | | --- | --- | | * + 1. The process must cover the eligibility requirements stipulated by the relevant activity guide for each VEU activity for which you are applying. | Yes/No | |

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| **Installation** | |
| **Q45**. ***Upload a copy*** of the step-by-step process that your organisation’s representatives will use to conduct compliant installations under the program. To be deemed complete, your process must meet the following 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.* | |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | * + 1. The process must be included in internal documentation (e.g. an operations manual) designed to be used by your service delivery personnel. | Yes/No |  |  | | | |  |  | | --- | --- | | * + 1. The process must make reference to how the installer will comply with the relevant activity requirements defined by the VEET Regulations, for each VEU activity for which you are applying. | Yes/No | | | |  |  | | --- | --- | | * + 1. The process must make reference to how the installer will comply with the relevant activity requirements set out in the activity guide for each VEU activity for which you are applying. | Yes/No | | | |
| **Document file name:** | Click here to enter text. |
| **Page reference:** | Click here to enter text. |
| **Decommissioning** | |
| **Q46.** ***Upload a copy*** of the step-by-step process that your organisation will use to decommission products removed as part of conducting VEU activities. To be deemed complete, your process must meet the following requirements:  *Note: If none of the activities for which you are applying require that a product be decommissioned, you do not need to provide a decommissioning process and this will not impact on the assessment of the completeness of your application.* | |

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| |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | * + 1. The process must be included in internal documentation (e.g. an operations manual) designed to be used by your service delivery personnel. | Yes/No | | | |  |  | | --- | --- | | * + 1. The process must make reference to how the installer will comply with the relevant activity requirements defined by the VEET Regulations, for each VEU activity for which you are applying. | Yes/No | | | |  |  | | --- | --- | | * + 1. The process must make reference to how the installer will comply with the relevant activity requirements set out in the activity guides for each VEU activity for which you are applying. | Yes/No | | | |  |  | | --- | --- | | * + 1. The process must include the practical steps taken to source and retain documentary evidence of decommissioning (e.g. recycling/scrap metal invoice evidencing weight of products decommissioned). | Yes/No | | * + 1. The process must include the practical steps your organisation and its installers will take to comply with all relevant requirements set by the Environment Protection Authority in their Waste Management Policy (E-waste). | Yes/No | | |

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| **Stock management** | | | | | |
| **Q47.** How will you source the products that your service delivery personnel will install? | | | | In bulk / per job basis / other (please specify) | |
| **Q48.** What personnel will be responsible for inventory management? | | | | Click here to enter text. | |
| **Q49.** What personnel will have access to your stock inventory? | | | | Click here to enter text. | |
| **Q50.** How will stock be distributed to work sites? | | | | Provide a **statement** of 200 words or less, describing the practical steps by which stock is allocated and then transported to the installation sites. | |
| **Q51.** How will stock be reconciled? | | | | Provide a **statement** of 200 words or less, describing the practical steps by which stock is reconciled. ‘Reconciliation’ refers to the method by which your organisation will trace and match up outgoing, installed and returned stock. | |
| **Q52.** ***Upload a copy*** of any administrative tools, such as a reconciliation template, that your organisation will use to reconcile stock. This question is optional and will not impact on the assessment of the completeness of your application. | | | | | |
| **Document file name:** | | Click here to enter text. | | | |
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| **Exceptions** | | | | | |
| If you believe that your organisation can undertake compliant VEU activities but that the questions in this section do not apply to you (because of your particular business model), please offer an explanation below. | | | | | |
| Click here to enter text. | | | | | |
| **Consumer management** | | | | | |
| **Q53**. What is your after-sales service process? | | | Provide a **statement** of 200 words or less that describes what after-sales service your organisation will provide to energy consumers (whether residential or non-residential). | | |
| **Q54.** What is your complaints handling process? | | | Provide a **statement** of 200 words or less that describes the process your organisation will use to handle complaints. To be deemed complete, your answer must address both (i) complaints regarding the products your representatives installed and (ii) complaints regarding the conduct of your representatives. | | |
| **Q55.** What is your process for handling refund requests? | | | Provide a **statement** of 200 words or less that describes the process your organisation will use to handle cases in which energy consumers request a refund. To be deemed complete, your answer must reference what will happen to the VEEC claim associated with that installation. | | |
| **Q56.** What are your processes for communicating information about products and associated warranties to consumers as required by the VEU code of conduct? | | | Provide a **statement** of 200 words or less that describes how information about the product and any associated warranties is communicated to energy consumers. To be deemed complete, your answer must reference who will provide the information, and when (in the context of the engagement/installation processes). | | |
| **Q57.** Do you intend to sell, pass on, or otherwise use consumer information for purposes not associated with the VEU program? | | | | | Yes/No |
| **Q58.** What is your process for ensuring compliance with Australian Consumer Law and the VEU code of conduct? | | | Provide a statement of 200 words or less describing your organisation’s process for complying with Australian Consumer Law (ACL) and the VEU code of conduct in respect of consumer guarantees. | | |
| **Q59**. ***Upload a copy*** of your organisation’s privacy policy. To be deemed complete, your privacy policy must make reference to how consumer information is handled from the perspective of your obligations under Australian privacy legislation. | | | | | |
| **Document file name:** | | | Click here to enter text. | | |
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| **Exceptions** | | | | | |
| If you believe that your organisation can undertake compliant VEU activities but that the questions in this section do not apply to you (because of your particular business model), please offer an explanation below. | | | | | |
| Click here to enter text. | | | | | |

1. Record keeping

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| Record keeping policy |
| **Q60.** ***Upload a statement*** of 1000 words or less describing your organisation’s record keeping policy. To be deemed complete, your statement must include reference to the methods of collecting and storing relevant information associated with the following. Your record keeping policy must comply with the program’s rules, including the VEU code of conduct: |

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1. Compliance and quality assurance

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| Compliance and quality assurance | | | | | |
| **Q61**.What personnel are responsible for compliance and quality assurance? | | | Click here to enter text. | | |
| **Q62**.What verification methods (e.g. field or phone audits) will your organisation employ to ensure compliance with VEU program requirements? | | | Provide a **statement** or list of 250 words or less, describing the systems your organisation will use to monitor VEU compliance. | | |
| **Q63**.What percentage of installations will be phone audited? | | | | Enter percentage. | |
| **Q64**.What percentage of installations will be field audited? | | | | Enter percentage. | |
| **Q65**.How will the audit sample be selected? | | | Provide a **statement** of 100 words or less, describing how your organisation will select a sample to audit. | | |
| **Q66**.If you intend to outsource any aspect of your compliance and quality assurance activities, please provide details of your intended arrangements. | | | Provide a **statement** of 100 words or less, describing any planned outsourcing of compliance and quality assurance activities. | | |
| **Q67**. If you intend to outsource any compliance or quality assurance activities, will you allow the entities to whom you outsource to subcontract that service to third parties? | | | | | Yes/No |
| **Q68**.What validation methods are applied to data before being uploaded to the VEU Registry? | | | Provide a **statement** of 250 words or less, describing any data validation methods your organisation will use (e.g. automated risk flags, methods to track installer installation patterns). | | |
| **Q69**. ***Upload a copy*** of your organisation’s phone and field audit scripts, if applicable. To be deemed complete, your scripts must include all the minimum requirements stipulated by the relevant activity guide, available on the commission website. This is only applicable if the prescribed activity for which you are applying has associated audit script requirements listed in the relevant activity guide. | | | | | |
| I have uploaded a copy of my organisation’s phone audit script: | | | | | Yes/No/NA |
| **Phone audit document file name:** | | Click here to enter text. | | | |
| **Page reference:** | | Click here to enter text. | | | |
| I have uploaded a copy of my organisation’s field audit script: | | | | | Yes/No/NA |
| **Field audit document file name:** | | Click here to enter text. | | | |
| **Page reference:** | | Click here to enter text. | | | |
| **Further supporting material** | | | | | |
| **Q70.** To strengthen your application, you may also upload copies of any internal policies or operational manuals related to compliance and quality assurance. This question is optional and will not impact on the assessment of the completeness of your application. | | | | | |
| **Document file name:** | Click here to enter text. | | | | |
| **Page reference:** | Click here to enter text. | | | | |
| **Exceptions** | | | | | |
| If you believe that your organisation can undertake compliant VEU activities but that the questions in this section do not apply to you (because of your particular business model), please offer an explanation below. | | | | | |
| Click here to enter text. | | | | | |

1. Training and development

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| Training and development | |
| **Q71**.What is your internal training delivery model? | Provide a **statement** of 200 words or less describing how your organisation’s internal training will be delivered. To be complete, the statement must make reference to:  1. how the training will be delivered  2. who will deliver the training (including their qualifications/experience to do so)  3. any testing or assessment that will be conducted at the conclusion of the training. |
| **Q72**.What externally provided training will your service delivery personnel receive? | Provide a **statement** of 200 words describing any externally provided training that service delivery personnel will receive (if any), including mandatory safety training (if required). |
| **Q73**. ***Upload a copy*** of the internal training material your organisation will use to train service delivery personnel (e.g. the personnel conducting installations). This includes both your staff and any other scheme participants associated with your organisation. To be deemed complete, your training material must cover the following topics, at a minimum, as relevant to your nominated prescribed activities: | |

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | | * + 1. The fundamental design and operation of the VEU program, including the role of the commission, accredited persons and relevant entities, and an explanation of the key concepts of ‘prescribed activity’, ‘assignment of rights’ and ‘VEEC’. | Yes/No/NA | |
| |  |  | | --- | --- | | * + 1. The requirements to comply with the VEU code of conduct, by you and your scheme participants, at the lead generation, marketing, contracting, installation and dispute resolution stages. | Yes/No/NA | |
| |  |  | | --- | --- | | * + 1. The process your service delivery personnel must use to determine a client or consumer’s eligibility to participate in the program. | Yes/No/NA | | * + 1. The process your service delivery personnel must use to ensure they conduct a compliant installation. | Yes/No/NA | |
| |  |  | | --- | --- | | * + 1. The process your service delivery personnel must use to fulfil relevant compliance requirements, such as those related to decommissioning and record keeping. | Yes/No/NA | |
| |  |  | | --- | --- | | * + 1. Any relevant information about the products/technology that your service delivery personnel should be equipped with. | Yes/No/NA | |
| |  |  | | --- | --- | | * + 1. The process your service delivery personnel must use when receiving and handling assignment forms. | Yes/No/NA | |

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| **Page reference:** | Click here to enter text |

1. Documents to be supplied

|  |  |  |  |  |  |  |
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| Evidence of authority to sign | | | | | | |
| **Q74.** 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** | | | | | | |
| **Q75.** 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** | | | | | | |
| **Q76.** 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** | | | | | | |
| **Q77.** To participate in additional activities in the VEU program, you must have the required insurance coverage:   * Public liability insurance cover of at least $5 million, and * Products liability insurance cover of at least $5 million (covering the replacement and/or rectification of consumers' property damaged as a result of work performed by the accredited person). | | | | | | |
| **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** | | | | | | |
| **Q78.** 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/NA |
| **Q79.** If yes to above, I have attached the signed **Letter of Consent** to release information with this application, authorising the disclosure of information relating to the entity by that administrator to the commission. | | | | | | Yes/No/NA |
| **Assignment form(s)** | | | | | | |
| **Q80.** I have uploaded copies of assignment forms for each of the VEU activities for which I am applying. (For applications to undertake lighting upgrade activities, activities 27, 34 and 35, this includes copies of other relevant documentation such as the relevant compliance declaration). | | | | | | Yes/No |
|  |
| **Please indicate the assignment form medium:** | | | | Paper/Electronic | | |
| Once an installation has occurred, the ***consumer*** or ***authorised signatory*** must be provided with a copy of the assignment form or another document that shows:   * the assignment date * specific details of the quantity and type of goods and services provided at the premises * the type and amount of benefit provided in exchange for the assignment of a right to create certificates in respect of the activity * the name of the accredited person * the name of the individual undertaking the activity * the organisation the individual works for (if different from the accredited person). | | | | | | |
| **Q81.** What will be provided to the consumer, a copy of the assignment form, or another document that fulfils the above requirements? | | | Click here to enter text. | | | |
| **Q82.** If you have selected ‘other document’, how will the material be provided to the consumer? (When assessing your application for completeness, your answer to this question will only be considered if you have selected ‘other document’ above.) | | | Click here to enter text. | | | |
| **Q83.** If you have selected ‘other document’, please ***upload*** ***a copy*** of the material that will be provided to the consumer. Please note, when assessing your application for completeness, your answer to this question will only be considered if you have selected ‘other document’ above. | | | | | | |
| **Document file name:** | Click here to enter text. | | | | | |
| **Page reference:** | Click here to enter text. | | | | | |

1. Declaration

|  |  |
| --- | --- |
| 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 on the Register of Accredited Persons upon accreditation approval, which is 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **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 the similar scheme refused? | Yes | No |

|  |  |  |  |
| --- | --- | --- | --- |
| **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. | | |

|  |  |
| --- | --- |
| **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 means created under Division 3 of the VEET Act.

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

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

Signed for and on behalf of

[Company Name]

[Name]

[Title]

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

Signature

in the presence of

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

Witness name Signature of witness

Dated: / /

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