Information sheet: Accreditation and VEET scheme registry accounts in the new VEU Registry system

This information sheet outlines key accreditation and VEET scheme registry account changes in the new Victorian Energy Upgrades (VEU) Registry system that went live on 3 June 2025.

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| **Date** | **20 June 2025** |
| **Version number** | **1.2** |

Key changes and impacts

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| Change | Impact |
| **Online application forms for accreditation and VEET scheme registry accounts** | Online accreditation application forms (new, renewal and variation) and VEET scheme registry accounts (VRSA) will be available in the new system, including the ability to upload relevant documents. You can save forms to complete later, and a URL will be provided to continue your application when you are ready. This streamlines the process and offers greater flexibility.  |
| **Consolidated and dynamic questioning on accreditation and VSRA application forms** | Questions in accreditation (new, renewal and variation) and VRSA application forms have been reviewed and consolidated. You will only see questions relevant to your application and based on your answers, making the process more efficient and less ambiguous.  |
| **Greater visibility of the status of your application** | You will be able to see the current status of your applications, including fee payments and Request for Further Information (RFI) responses, offering better application tracking and transparency. |
| **Request for Further Information (RFI) through the portal**  | RFIs will now be managed through the portal, and the application status will change to ‘Information requested’. Status will update to provide visibility of ‘Information received’ when action is taken.You can also seek an extension of the RFI through the RFI response in the portal, enhancing communication and efficiency.  |

More information and support

For more information about the new VEU Registry system, visit our [project website page](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/new-victorian-energy-upgrades-registry-system-project). If you have any questions, please email veu@esc.vic.gov.au.