# Information sheet: Product management in the new VEU Registry system

This information sheet outlines key product management changes in the new Victorian Energy Upgrades (VEU) Registry system going live on 3 June 2025, and how to prepare.

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| .**Date** | **2 May 2025** |
| **Version number** | **1.1** |

Key changes and impacts

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| Change | Impact |
| **Product applications will be through document uploads** | Product applications will change from online digital forms, to Excel spreadsheets that can be uploaded to the new system.  Spreadsheet templates will be available for download from our website for use from 3 June 2025.  Product applicants will be asked to provide details in the application Excel spreadsheet, and provide other details including a request (and reason) for fee waivers if applicable. Applicants will still be required to upload supporting documentation. |
| **Review of application only after fee payment** | We will only undertake any assessments of product applications after a fee is paid.  It is the responsibility of the product applicant to provide enough evidence for the team to assess the validity of the application. |
| **Removal of product nominations feature** | The feature to nominate or vote for products to be included in the VEU Register of Products will no longer be available in the new system. |
| **Ability to withdraw product applications (before approval)** | Applicants may withdraw their application for a product to be included in the VEU Registry of Products at any time before approval.  This provides applicants with flexibility while maintaining the integrity of the application process.  If this occurs after the fee payment, no refunds will be given. |
| **Simplified Product Registry at go-live** | When the new system is launched, the product registry will be available in a simplified format that will not have a download function. This is temporary while we build the new export functionality.  The current register (that will be switched to read-only on 23 May) will still be available and able to be downloaded in the interim.  We will provide a weekly export of the product registry for industry to download. Commission staff will be able to provide additional data extracts on request. |

Checklist: How to prepare for go-live

Submit any product applications that are ready for submission before midday 23 May 2025.

Take note of any current open applications.

Checklist: Day 1

Note that any product applications that were received before midday 23 May 2025 will continue to be assessed by the commission, but you will not see the applications in the new registry. The commission will be in contact to confirm the outcome of the application or if any further information is required. Updates and requests for further information will occur via email.

The commission will contact you to advise the outcome of the application by email and then it will appear in the product registry in the new system.

From 3 June 2025, you will be able to download the product application spreadsheet templates from our website and commence a new application via the new system.

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 [veuregistrysupport@esc.vic.gov.au](mailto:veuregistrysupport@esc.vic.gov.au).