Information sheet: Scheme participants in the new VEU Registry system

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

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| **Date** | **6 June 2025** |
| **Version number** | **1.2** |

Key changes and impacts

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| Change | Impact |
| **‘Installers’ are now called ‘scheme participants’ in the new VEU system** | This reflects the term used in the *Victorian Energy Efficiency Target Act 2007.*  The initial changes will expand the range of scheme participants that must be registered in the system to include all installers.  From 3 June all installers, for all activities, must be registered as scheme participants.  The commission will consider expanding the registration of other types of scheme participants in the future (e.g. upgrade managers, lighting designers etc.). |
| **All scheme participants that are installers must be registered in the new system before an accredited person can submit an activity** | In the current system, accredited persons must already register installers who deliver Activities 13, 14, 15, 17, 26 and 45 for commission verification.  If registered in the current system, these installers will be automatically migrated to the new system as scheme participants.  **Expanded installer registration requirements in the new system**  In the new system, all installers, for all activities, will need to registered as scheme participants.  Initially, only names and dates of birth will be required to register.  In practice, this means accredited persons will need to register each individual installer (e.g. electricians and plumbers) that delivers their upgrades.  This registration must occur before submitting activities.  This will streamline the activity submission process and ensure better tracking of scheme participants across the VEU program. |
| **Why we required date of birth for scheme participants** | The commission is requiring the collection of the date of birth of scheme participants to help us keep accurate records and better understand who is participating in our program.  This helps us track where a person is participating in all areas of the program, and avoids duplicate entries, especially for people with similar names.  We take privacy seriously— all personal information is stored securely and only used for internal program purposes. It won’t be used or disclosed for any other reason. View our [Privacy Policy](https://www.esc.vic.gov.au/about-us/our-policies/privacy-and-confidential-information-policy) for further information. |
| **From 3 June, the new system will simplify and automate the installer registration process** | From the go live date of 3 June 2025, for all activities except the ones listed below, you will only need to provide first name, surname, and date of birth to register your installers as scheme participants.  Once information is submitted, they will be automatically registered and available to be assigned to an activity submission, making the process quick and efficient.  The commission may seek to verify any information through a Request for Further Information (RFI) process.  **Please note:** installer registration for Activities 13, 14, 15, 17, 26 and 45 will not be available in the new system until July 2025. We recommend registering any new installers for these activities in the current system, before 9 May 2025 to ensure they are available in the new system. |
| **The commission will support larger accredited persons to ‘pre-register’ installers to minimise disruption and the impact of registering hundreds of individuals on 3 June** | The commission will support large accredited persons to ‘pre-register’ their installers as scheme participants, by enabling a bulk upload of these details into the new system, so they are available from 3 June.  Large accredited persons are considered those creating more than 50,000 Victorian energy efficiency certificates (VEECs) each year and/or with more than 100 active installers (e.g. electricians and plumbers).  Accredited persons must register their interest in the bulk upload installer registration via email to [veuregistrysupport@esc.vic.gov.au](mailto:veuregistrysupport@esc.vic.gov.au) and then provide a spreadsheet detailing the first name, surname and date of birth of each installer by 16 May 2025. |

Future enhancements

* July 2025: ability to upload full licence and training details and register new scheme participants (installers) for Activities 13, 14, 15, 17, 26 and 45.
* Training, qualification and licence information collection and verification rolled out for all installers.
* Other types of scheme participants such as lead generators, upgrade managers and lighting designers to require registration.

Checklist: How to prepare for go-live

Verify all of your current installer details (for Activities 13, 14, 15, 17, 26 and 45) are correct before 23 May 2025. Note: only registered installers with correct data will be migrated.

Register any additional installers for Activities 13, 14, 15, 17, 26 and 45 in the current system by 9 May 2025 to ensure they are registered and migrated to the new system.

If you are an accredited person creating more than 50,000 VEECs each year and/or with more than 100 unregistered active installers , please contact us at [veuregistrysupport@esc.vic.gov.au](mailto:veuregistrysupport@esc.vic.gov.au) to arrange a bulk upload registration option. This bulk upload option will enable accredited persons to register installers with a minimum of first name, last name and date of birth.

Checklist: Day 1

Check your list of installers in the new system and add any that may be missing with basic information (full name and date of birth).

Register any installers that you were not able to register before go-live.

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).