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 that went live on 3 June 2025.

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| **Date** | **20 June 2025** |
| **Version number** | **1.3** |

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 register 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 ALL scheme participants - not just those with license and training requirements. This information 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. |
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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](mailto:veu@esc.vic.gov.au)