Information sheet: Submitting activities and creating certificates in the new VEU Registry system

This information sheet outlines activity submission and certificate creation 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** | **1.3** |

Key changes and impacts

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| Change | Impact |
| **Installers are now referred to as scheme participants. All installers must be registered in the new system as scheme participants.** | We are now referring to ‘installers’ as ‘scheme participants’, which is the term used in the *Victorian Energy Efficiency Target Act 2007*.  From 3 June, all installers, for all activities, will need to be registered as scheme participants in the new system before an activity can be submitted. For more information see the scheme participant information sheet in the ‘resources’ tab on our [project website page](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/new-victorian-energy-upgrades-registry-system-project). |
| **All installers (for all activities) must be registered as scheme participants before they can be linked to an activity submission** | You must register all individual installers that deliver upgrades on behalf of you as the accredited person before submitting activities that they have delivered.  This applies to all activities in the new system. For example, this requires registering all plumbers and electricians involved in your activities as scheme participants in the new system.  You will not be able to submit activities and create certificates unless you have registered the installer as a scheme participant in the new system.  Registering scheme participants streamlines the submission process and ensures we can better track scheme participants across the program.  At go live, you will only need the scheme participant’s name and date of birth to register them.  For more information see the scheme participant information sheet in the ‘resources’ tab on our [project website page](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/new-victorian-energy-upgrades-registry-system-project). |
| **Fees for resubmitting activities** | An accredited person may withdraw and resubmit an activity before invoicing if an error is found, enabling modifications to be made before payment is made.  Once an activity is submitted and paid for, if there is further information required by the commission, a Request for Further Information (RFI) will be issued.  If a material error is found in an activity, for example it changes the number of VEEC’s created, the AP will still have to withdraw the activity. Generally an AP will be required to pay the new fee for the new submission. |
| **System required data fields** | Initially, a reduced number of data fields are required to submit an activity in the system.  Fields have been removed include:   * fields related to installers (now moving to the scheme participant record) * duplicate fields, also captured in product details * some optional fields.   **Note**: Accredited persons are still expected to record and retain the information as part of the assignment form, even where this is not required for submission of the activity in the system.  We expect to make some system changes in July/August 2025 to refine these mandatory system fields, for example consumer email and co-payment information will be required fields. |
| **Activity 12, 22 and 24 not available at launch**  **Activity 31 and 33 not built** | Changes to Activities 22 and 24 made in December 2024 did not meet the new system build deadline and will not be available at go live.  Activities 22 and 24 submissions will be available once new forms have been implemented later in 2025.  Activity 12 remains suspended.  Activity 31 and 33 have had no submissions for the past 2 years. Please contact the commission if you have an installation to submit for these activities |
| **Removal of Excel sheet uploads and queues for activities submitted** | The new system will allow users to submit activities on a one-by-one basis and queues will no longer be in use. You will be prompted to review and confirm your information before submission. This means that when you submit an activity in the new system, you are creating VEECs and are subject to your legal obligations as an accredited person.  We recommend all accredited persons review the new activity submission process and ensure they have staff trained in this function ahead of 3 June 2025.  Bulk submissions will now be completed through an Application Programming Interface (API) connector and will be immediately submitted (there will be no queues). See further details on [our website](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/new-victorian-energy-upgrades-registry-system-project#toc-bulk-uploads-information-new-veu-registry-system) for further information. |
| **Removal of public Victorian energy efficiency certificate (VEEC) calculator** | The new system will no longer include a separate public VEEC calculator.  Accredited persons seeking to verify VEEC estimates for consumers are able to use the activity submission form.  We are looking at ways of delivering this public-facing capability post 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 [veu@esc.vic.gov.a](mailto:veu@esc.vic.gov.au)