

Appliance Activity Guide

3 June 2025



Acknowledgement

We acknowledge the Traditional Owners of the lands and waterways on which we work and live.

We acknowledge all Aboriginal and Torres Strait Islander communities and pay our respects to Elders past and present.

As the First Peoples of this land, belonging to the world's oldest living cultures, we recognise and value their knowledge, and ongoing role in shaping and enriching the story of Victoria.

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Contents

Guide overview	1
1. Introduction to appliance activities	3
1.1 Appliance activities and their eligible premises	3
1.2 Appliance activities and their program requirements	3
2. Requirements for point of sale/proof of purchase appliance activities 22, 24, 25 and 46	6
2.1 Activity 22: High efficiency refrigerators and freezers	6
2.2 Activity 24: High efficiency televisions	8
2.3 Activity 25: Energy efficient clothes dryers	10
2.4 Activity 46: Induction cooktops and freestanding combined induction cooking products	12
3. Requirements for pool pumps (activity 26) and in-home display (IHD) units (activity 30)	15
3.1 Activity 26: High efficiency pool pumps	15
3.2 In-home display (IHD) unit activities	17
3.3 Activity 30A: Installing a ZigBee in-home display (IHD) unit	19
3.4 Activity 30B: Installing a non-ZigBee in-home display (IHD) unit	22
4. Requirements for non-residential appliance activities 31, 32, 33 and 36	26
4.1 Activity 31: High efficiency motors	26
4.2 Activity 32: Refrigerated cabinets	28
4.3 Activity 33: Refrigeration/ventilation fan motors	30
4.4 Activity 36: Water efficient pre-rinse spray valves	32
5. Activity process for appliance activities	37
5.1 Become accredited	37
5.2 Get product listed on the VEU Register of Products (if not already listed)	37
5.3 Register scheme participants in the VEU Registry (for select activities)	38
5.4 Undertake the activity and collect records	38
5.5 Assignment of rights	39
5.6 Create VEECs in the VEU Registry	39
5.7 VEEC assessment	39
5.8 Commission approves or refuses VEECs for registration	40
Appendix A: In-home display unit installation process	41
Appendix B: In-home display unit photo evidence guidance	42
Appendix C: Examples of ineligible and eligible installation environments under activity 36	45

Guide overview

Accredited persons (APs) and scheme participants (including installers) under the Victorian Energy Upgrades (VEU) program must comply with program requirements when undertaking residential and non-residential appliance activities (such as refrigerators and freezers, televisions, clothes dryers, induction cooktops, in-home display units and pre-rinse spray valves) to create Victorian energy efficiency certificates (VEECs).

About this guide

Use this guide to understand the specific requirements (product, installation, decommissioning, training, and record-keeping) for appliance activities under the VEU program: This document also provides guidance on the key requirements that must be met and expectations of the Essential Services Commission (the commission) for carrying out these prescribed activities.

The guide has five sections:

- Section 1: Introduction to appliance activities
- Section 2: Requirements for point-of-sale / proof of purchase appliance activities including:
 - high efficiency refrigerators and freezers (activity 22)
 - high efficiency televisions (activity 24)
 - energy efficient clothes dryers (activity 25)
 - induction cooktop and freestanding combined induction cooking products (activity 46)
- Section 3: Requirements for pool pumps (activity 26) and in-home display (IHD) units (activity 30)
- Section 4: Requirements for non-residential appliance activities including:
 - high-efficiency motors (activity 31)
 - refrigerated cabinets (activity 32)
 - refrigeration/ventilation fan motors (activity 33)
 - water efficient pre-rinse spray valves (activity 36)
- Section 5: Activity process for appliance activities

The [Obligations and Program Guide for Accredited Persons](#) provides overarching information about the VEU program and summarises key requirements that apply to all accredited persons and provides information about how to create Victorian energy efficiency certificates (VEECs) under the program.

Who should use this guide

You should use this guide if you are:

- seeking accreditation to undertake appliance activities under the VEU program
- an accredited person seeking guidance to undertake appliance activities under the VEU program
- an installer seeking to undertake installations for these activities under the program.

For information about applying for accreditation, visit the commission's website:

<http://www.esc.vic.gov.au/become-veu-accredited>

For information about applying for a product to be listed on the VEU Register of Products, visit the commission's website at: <https://www.esc.vic.gov.au/veu-product-applicants>

Legislative requirements

The legal requirements for accredited persons and scheme participants (including installers) participating in appliance activities under the VEU program are set out in:

- *Victorian Energy Efficiency Target Act 2007* (the VEET Act)
- Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations)
- Victorian Energy Upgrades Specifications 2018 (the VEU Specifications)
- Victorian Energy Efficiency Target Guidelines (the VEET Guidelines).

These documents can be accessed at: www.esc.vic.gov.au/veu-legislation

This guide should not be relied upon as substitute for legal advice and should be read in conjunction with the above source documents. While the commission has made every effort to provide current and accurate information, you should obtain professional advice if you have any specific concern, before relying on the accuracy, currency or completeness of this information. In the event of inconsistency between this guide and the source documents, the content in the source documents apply.

1. Introduction to appliance activities

1.1 Appliance activities and their eligible premises

Appliance activities under the VEU program can be undertaken in residential and/or non-residential premises. The type of eligible premises for each of these activities under the VEU program is set out in Table 1 below.

Table 1: Appliance activities and eligible premises in which these activities can be undertaken

Part #	Activity	Eligible for residential premises ¹	Eligible for non-residential or business premise
22	High efficiency refrigerators or freezers	Yes	Yes
24	High efficiency televisions	Yes	Yes
25	Energy efficient clothes dryers	Yes	Yes
26	High efficiency pool pumps	Yes	Yes
30	In-home display (IHD) units	Yes	No
46	Induction cooktops	Yes	No
31	High efficiency motors	No	Yes
32	Refrigerated cabinets	No	Yes
33	Refrigeration/ventilation fan motors	No	Yes
36	Water efficient pre-rinse spray valves	No	Yes

1.2 Appliance activities and their program requirements

An activity prescribed by the VEET Regulations is referred to as a 'prescribed activity'. The product category, category number and the criteria applying to that activity are contained in Schedule 2 of the VEET Regulations. Any specifications applicable to that product are published by the Secretary of the Department of Environment, Energy and Climate Action (the department) in the VEU Specifications. Requirements set out in the VEET Act, VEET Regulations, VEU Specifications and VEET Guidelines for appliance activities relate to matters such as:

- assignment of rights to create certificates

¹ Residential premises is defined in the VEET Regulations as meaning a building classified as a Class 1, 2, 3 or 4 Building under Part A6 of Volume One of the Building Code

- code of conduct requirements, including marketing and lead generation requirements
- product requirements
- eligibility requirements and installation limits
- training or licensing requirements for installers
- pre-installation requirements
- installation requirements
- co-payment requirements
- warranty requirements
- decommissioning requirements
- consumer information provision requirements
- record-keeping requirements.

1.2.1 Summary of common requirements for appliance activities

Accredited persons and scheme participants must ensure that they undertake all VEU activities in accordance with the program rules as listed in the VEET Act, VEET Regulations (including the code of conduct provisions), VEU Specifications and VEET Guidelines.

In addition, all activities under the VEU program must be undertaken in accordance with the provisions of the *Australian Consumer Law* (Victoria), the *Electricity Safety Act 1998*, the *Gas Safety Act 1997*, the *Occupational Health and Safety Act 2004* or the *Building Act 1993* or the regulations under any of those Acts.

Marketing and lead generation requirements

Accredited persons and scheme participants (such as lead generators) must comply with all relevant laws when undertaking lead generation and marketing activities under the program including:

- the VEU code of conduct provisions in Schedule 6 of the [VEET Regulations](#), including the ban on ‘cold-call’ telemarketing and doorknocking lead generation or marketing practices under the VEU program.
- Australian Consumer Law (Victoria) when engaging in lead generation and marketing practices permitted under the program.
- [Telecommunications \(Telemarketing and Research Calls\) Industry Standard 2017](#) when engaging in telemarketing practices permitted under the program.
- [Spam Act 2003](#) and the [Spam Regulations 2021](#) when sending email or sms text messages for lead generation or marketing under the program. A [summary of obligations](#) is provided by the Australian Communications and Media Authority.

For further information on meeting your obligations under the VEU code of conduct, please review the code of conduct guideline and various supporting resources (including fact sheets and consumer resources) which are published on the [commission website](#).

1.2.2 Assignment of rights to create certificates

An important program requirement is the valid assignment of the right to create VEECs from the consumer to an accredited person. Accredited persons must complete and collect a VEEC assignment form to create VEECs for an activity and to demonstrate compliance with the legislation.

Download the VEEC assignment form template for these activities from the [appliance activities page](#) on the commission's website.

The consumer assigning their rights to create VEECs must be provided a copy of the VEEC assignment form at the time of signing (for written forms) or within 10 business days of signing (for electronic forms). Accredited persons must ensure that all personal information collected in the VEEC assignment form is held in accordance with the Information Privacy Principles under the *Privacy and Data Protection Act 2014 (Vic)*.

You can find more information on these principles at: <https://ovic.vic.gov.au/privacy/>

1.2.3 Accredited Person obligations for collecting and maintaining records

Accredited persons are required to keep documents that record and explain all transactions and other acts engaged in, or required to be engaged in, as provided in the VEET Guidelines.

All documents are required to be maintained for at least 6 years and must be kept in writing in English or in a manner which enables the documents to be readily accessible and convertible into writing in English. The commission may require these documents to be produced.

Review each individual activity's section in this guide for the record-keeping requirements for each activity.

Where an activity requires the work to be undertaken by trained or licensed installers, accredited persons should maintain a register of installers' training (e.g. completion of relevant mandatory safety training unit) or licenses (e.g. electrical licence, plumbing licence and/or refrigerant handling licence) to confirm installers have the relevant training or licenses to undertake an activity.

2. Requirements for point of sale/proof of purchase appliance activities 22, 24, 25 and 46

This section outlines the specific activity requirements (product criteria, eligibility requirements, installation limits, and record-keeping requirements) for the following appliance activities.

- Activity 22: High efficiency refrigerators and freezers
- Activity 24: High efficiency televisions
- Activity 25: Energy efficient clothes dryers
- Activity 46: Induction cooktops

For activities 22, 24 and 25, although the activity is defined as “installing” an eligible product, pursuant to clause 37 of the VEET Regulations, the commission only requires accredited persons to provide a written record of purchase of the product which includes the name and address of the purchaser.

Note: VEECs for activities 22 and 24 are not able to be created in the newly launched VEU Registry system. VEEC creations for these activities will be implemented into the new system in Q3 2025. Accredited persons seeking to create VEECs for these activities should advise us of your interest in undertaking these activities by email: veu@esc.vic.gov.au.

2.1 Activity 22: High efficiency refrigerators and freezers

2.1.1 Summary of product criteria, installation and eligibility requirements

Table 2: Product criteria, installation and eligibility requirements for high efficiency refrigerator and freezer activities

Requirements	Description
Activity	Installing a product which meets one of the product criteria below.
Product criteria (22A – Single door refrigerator)	<p>A single door refrigerator that:</p> <ul style="list-style-type: none">• is a group 1 refrigerator, determined in accordance with AS/NZS 4474:2018• does not have a designation of cooled appliance under AS/NZS 4474:2018• does not have any compartment that is designated as a wine storage compartment, cellar compartment or pantry compartment under AS/NZS IEC 62552.1:2018• has a total storage volume of not less than 250 litres and not more than 700 litres determined in accordance with AS/NZS IEC 62552.3:2018• has a minimum star rating index of 5.5, determined in accordance with AS/NZS 4474:2018• is listed on the GEMS Register at the time of installation

Requirements	Description
	<ul style="list-style-type: none"> is listed on the VEU Register of Products by the time VEECs are created.
Product criteria (22B – Two-door refrigerator)	<p>A two-door refrigerator that:</p> <ul style="list-style-type: none"> is a Group 4, 5B, 5S or 5T refrigerator/freezer, determined in accordance with AS/NZS 4474:2018 does not have a designation of cooled appliance under AS/NZS 4474:2018 does not have any compartment that is designated as a wine storage compartment, cellar compartment or pantry compartment under AS/NZS IEC 62552.1:2018 has a total storage volume of not less than 250 litres and not more than 700 litres determined in accordance with AS/NZS IEC 62552.3:2018 has a minimum star rating index of 5.5, determined in accordance with AS/NZS 4474:2018 is listed on the GEMS Register at the time of installation is listed on the VEU Register of Products by the time VEECs are created.
Product criteria (22C – Chest freezer)	<p>A chest freezer that:</p> <ul style="list-style-type: none"> is a group 6C freezer, determined in accordance with AS/NZS 4474:2018 does not have a designation of cooled appliance under AS/NZS 4474:2018 has a total storage volume of not less than 250 litres and not more than 700 litres determined in accordance with AS/NZS IEC 62552.3:2018 has a minimum star rating index of 4.0, determined in accordance with AS/NZS 4474:2018 is listed on the GEMS Register at the time of installation is listed on the VEU Register of Products by the time VEECs are created.
Product criteria (22D - Upright freezer)	<p>An upright freezer that:</p> <ul style="list-style-type: none"> is a group 6U or 7 freezer, determined in accordance with AS/NZS 4474:2018 does not have a designation of cooled appliance under AS/NZS 4474:2018 has a total storage volume of not less than 250 litres and not more than 700 litres determined in accordance with AS/NZS IEC 62552.3:2018 has a minimum star rating index of 4.0, determined in accordance with AS/NZS 4474:2018 is listed on the GEMS Register at the time of installation is listed on the VEU Register of Products by the time VEECs are created.
Eligible premises and installation limits	<ul style="list-style-type: none"> Residential premises – no limits. Business/non-residential premises – no limits.

2.1.2 Record-keeping requirements

Accredited persons must collect and maintain the documents listed in Table 3 below for each high efficiency refrigerator and freezer activity. The commission may require these documents to be produced.

Table 3: Record-keeping requirements for high efficiency refrigerators and freezers activities

Documents	Details to be provided
VEEC assignment form	VEEC assignment form completed and signed by the accredited person (or retailer/installer on behalf on the accredited person) and energy consumer.
Invoice/proof of purchase	Document must list: <ul style="list-style-type: none">• the product brand and model• the date of purchase or issuing the invoice• the name and address of the energy consumer²• the price of the product (before VEEC incentive is applied)• the VEEC incentive amount³• the amount paid by the energy consumer for the product (after VEEC incentive is applied)• the name, address, and ABN of the retailer/supplier business

2.2 Activity 24: High efficiency televisions

2.2.1 Summary of product criteria, installation and eligibility requirements

Table 4: Product criteria, installation and eligibility requirements for high efficiency television activities

Requirements	Description
Activity	Installing a product which meets the product criteria below
Product criteria	<p>A television that:</p> <ul style="list-style-type: none">• has a minimum star rating of 6 stars• has a minimum screen area of 4000 cm²• is listed on the GEMS Register at the time of installation• is listed on the VEU Register of Products by the time VEECs are created. <p>Measurement, testing, and ratings must be in accordance with the Greenhouse and Energy Minimum Standards (Television) Determination 2013 (No.2).</p>

² Where the name and address of energy consumer is not listed on the tax invoice, this must be recorded on another proof of purchase document (e.g. a sales order, delivery docket).

³ Where the VEEC incentive is not provided to the energy consumer by the seller of the product at the point-of-sale, the VEEC incentive provided to the consumer must be documented in a separate transaction record.

Eligible premises and installation limits	<ul style="list-style-type: none"> • Residential premises – maximum of two products • Business/non-residential premises – no limits.
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2.2.2 Record-keeping requirements

Accredited persons must collect and maintain the documents listed in Table 5 below for each high efficiency television activity. The commission may require these documents to be produced.

Table 5: Record-keeping requirements for high efficiency television activities

Documents	Details to be provided
VEEC assignment form	VEEC assignment form completed and signed by the accredited person (or retailer/installer on behalf of the accredited person) and energy consumer.
Invoice/proof of purchase	Document must list: <ul style="list-style-type: none"> • the product brand and model • the date of the purchase • the name and address of the energy consumer⁴ • the price of the product (before VEEC incentive is applied) • the VEEC incentive amount⁵ • the amount paid by the energy consumer for the product (after VEEC incentive is applied) • the name, address, and ABN of the retailer/supplier business

⁴ Where the name and address of energy consumer is not listed on the tax invoice, this must be recorded on another proof of purchase document (e.g. a sales order, delivery docket).

⁵ Where the VEEC incentive is not provided to the energy consumer by the seller of the product at the point-of-sale, the VEEC incentive provided to the consumer must be documented in a separate transaction record.

2.3 Activity 25: Energy efficient clothes dryers

2.3.1 Summary of product criteria, installation and eligibility requirements

Table 6: Product criteria, installation and eligibility requirements for energy efficient clothes dryer activities

Requirements	Description
Activity	Installing a product which meets the product criteria below
Product criteria	<p>An electric clothes dryer that:</p> <ul style="list-style-type: none">• is not part of a combination washer or dryer• has a minimum star rating of 7 stars• has a capacity of 5kg or more• is listed on the GEMS Register at the time of installation• is listed on the VEU Register of Products by the time VEECs are created. <p>Measurement, testing, and ratings must be in accordance with the Greenhouse and Energy Minimum Standards (Rotary Clothes Dryers) Determination 2015.</p>
Eligible premises and installation limits	<ul style="list-style-type: none">• Residential premises – maximum of one product• Business premises/non-residential premises – no limits

2.3.2 Record-keeping requirements

Accredited persons must collect and maintain the documents listed in Table 7 below for each energy efficient clothes dryer activity. The commission may require these documents to be produced.

Table 7: Record-keeping requirements for energy efficient clothes dryer activities

Documents	Details to be provided
VEEC assignment form	VEEC assignment form completed and signed by the accredited person (or retailer/installer on behalf of the accredited person) and energy consumer.
Invoice/proof of purchase	<p>Document must list:</p> <ul style="list-style-type: none">• the product brand and model• the date of purchase or issuing the invoice• the name and address of the energy consumer⁶• the price of the product (before VEEC incentive is applied)

⁶ Where the name and address of energy consumer is not listed on the tax invoice, this must be recorded on another proof of purchase document (e.g. a sales order, delivery docket).

- the VEEC incentive amount⁷
- the amount paid by the energy consumer for the product (after VEEC incentive is applied)
- the name, address, and ABN of the retailer/supplier business

⁷ Where the VEEC incentive is not provided to the energy consumer by the seller of the product at the point-of-sale, the VEEC incentive provided to the consumer must be documented in a separate transaction record.

2.4 Activity 46: Induction cooktops and freestanding combined induction cooking products

This activity has been proposed as a pilot activity with a duration of 12 months (from 25 October 2024 to 25 October 2025). It is proposed that the Department of Energy, Environment and Climate Action (DEECA) will monitor the performance of this activity over the pilot period and make changes to product requirements if required.

2.4.1 Summary of product requirement, activity requirements and eligibility requirements

Table 8: Product criteria, installation and eligibility requirements for induction cooktop and freestanding combined induction cooking product activities

Requirements	Description
Activity	The sale of a product, which meets the product criteria below, for the purposes of installation in a residential premises with a gas or LPG connection.
Product criteria	<p>An induction cooktop (46A) or freestanding combined induction cooking product (46B) which:</p> <ul style="list-style-type: none"> • has a cooktop surface of at least 550mm wide and 380mm deep • has a cooktop surface with a minimum of 3 independently controlled cooking zones. • is listed on the Secretary's product list by the time VEECs are created. <p>For an induction cooktop (46A), the product must be designed to only be permanently mounted in-bench. On-bench or portable plug-in products are not eligible.</p>
Minimum product warranty period	The induction cooktop or freestanding combined induction cooking product must be covered by a product manufacturer warranty against defects for a period of at least two-years from the date of sale.
Eligible premises and installation limits	<ul style="list-style-type: none"> • Residential premises: <ul style="list-style-type: none"> – with a gas or liquefied petroleum gas (LPG) connection – where the construction of the premises was not completed within the 2 year period preceding the day on which the activity is undertaken • Maximum of one product per residential premises
Mandatory consumer information	In addition to the applicable requirements set out under the Code of Conduct (at Schedule 6 of the Regulations), the accredited person or scheme participant carrying out the activity must ensure that the mandatory VEU Cooktop Consumer Fact Sheet is provided to the energy consumer before VEECs are created for the activity.
Minimum co-payment amount	The energy consumer must have paid the accredited provider or scheme participant a minimum co-payment amount of \$200 (including GST) per product sold. The co-

payment must be paid by the energy consumer before VEECs can be created for the activity. The co-payment amount cannot be reimbursed, in part or in full, to the energy consumer in any form, including money, goods or services.

2.4.2 Record-keeping requirements

Accredited persons must collect and maintain the documents listed in Table 9 below for each induction cooktop activity. The commission may require these documents to be produced.

Table 9: Record-keeping requirements for induction cooktop and freestanding combined induction cooking product activities

Documents	Details to be provided
VEEC assignment form	VEEC assignment form completed and signed by the accredited person (or retailer on behalf of the accredited person) and energy consumer.
Copy of Gas/LPG invoice	A recent gas bill/LPG invoice issued by the gas or LPG retailer/supplier to the gas/LPG consumer of the premises where the induction cooktop is to be installed ⁸ (for gas bills, the invoice must be issued within three months prior to the activity date).
Invoice/proof of purchase	Document must list: <ul style="list-style-type: none">• the product brand and model• the date of purchase or issuing the invoice• the name and address of the energy consumer⁹• the price of the product (before VEEC incentive is applied)• VEEC incentive amount¹⁰• the amount paid by the energy consumer for the product (after VEEC incentive is applied)• the name, address, and ABN of the retailer/supplier business

2.4.3 Fact sheet for retailers

We have developed a fact sheet for accredited persons to provide retailers involved in the sale of eligible induction cooking products. This fact sheet aims to educate retailers about the Victorian Energy Upgrades program and outlines the obligations for retailers involved in providing incentives to consumers under the program.

⁸If the premises has a gas connection that is centrally billed (e.g. apartment), a geo-tagged photograph of the existing gas cooktop may be supplied instead of a gas invoice.

⁹ If the name and address of energy consumer is not listed on the tax invoice, it may be recorded on another proof of purchase document (e.g. a sales order, delivery docket).

¹⁰ Where the VEEC incentive is not provided to the energy consumer by the seller of the product at the point-of-sale, the VEEC incentive provided to the consumer must be documented in a separate transaction record.

Download the fact sheet from the [appliance activities page](#) on the commission website.

2.4.4 Guidance on recording pricing and payment information when creating VEECs

For each activity, you must complete the following pricing information in the VEEC creation form:

- Price of Product inc GST (\$): this is the price of the product (not including delivery and/or installation costs) before the VEEC discount incentive is applied (inclusive of GST)
- Consumer Payment for Product inc GST (\$): this is the price paid by the consumer for the product (not including delivery and/or installation costs) after the VEEC incentive is applied (inclusive of GST). The consumer payment must be at least \$200 (inclusive of GST) to meet the minimum co-payment requirement.

3. Requirements for pool pumps (activity 26) and in-home display (IHD) units (activity 30)

3.1 Activity 26: High efficiency pool pumps

3.1.1 Summary of product criteria, training/licensing, installation and eligibility requirements

Table 10: Product criteria, training/licensing, installation and eligibility requirements for high efficiency pool pump activities

Requirements	Description
Activity	Installer must install a product which meets the product criteria below.
Product criteria	<p>A domestic pool or spa pump that has a single phase, single speed, dual speed, multiple speed or a variable speed pump unit that:</p> <ul style="list-style-type: none">• has an input power of not less than 100W and not more than 2500W when tested in accordance with AS 5102.1• is either:<ul style="list-style-type: none">– listed as part of a labelling scheme determined in accordance with the Equipment Energy Efficiency (E3) Committee's Voluntary Energy Rating Labelling Program for Swimming Pool Pump-units: Rules for Participation, amended in November 2010 and achieves a minimum star rating of 7 stars when determined in accordance with AS 5102.2– registered for energy labelling and achieves the minimum star rating of 7 when determined in accordance with AS 5102.2• is listed on the VEU Register of Products by the time VEECs are created.
Training/licensing	<ul style="list-style-type: none">• Installers must complete the mandatory safety training (MST) unit relating to energy and water efficiency retrofits, including managing risks: VU23076 - Retrofit to improve energy and water efficiency.• Qualified and licensed electricians and plumbers, and registered builders are exempt from completing the MST unit.• If the installation requires wiring work, the installer must be a licensed electrician registered with Energy Safe Victoria. <p>Accredited persons must ensure that installers are submitted and approved by the commission via the VEU Registry (https://veu.esc.vic.gov.au/) before undertaking installations under the program. This requirement applies to electricians, plumbers, and builders.</p>

Eligible premises and installation limits	<ul style="list-style-type: none"> • Residential premises – maximum of one product • Business/non-residential premises – no limits
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3.1.2 Record-keeping requirements

Accredited persons must collect and maintain the documents listed in Table 11 below for each high efficiency pool pump activity. The commission may require these documents to be produced.

Table 11: Record-keeping requirements for high efficiency pool pump activities

Documents	Details to be provided
VEEC assignment form	VEEC assignment form to be completed and signed by the installer and energy consumer.
Invoice / proof of purchase	Document must list: <ul style="list-style-type: none"> • brand and model of product(s) installed • the name and address of the energy consumer • the name, address and ABN of the installer business. • the date of purchase, installation or issuing the invoice • the amount paid by the energy consumer
Certificate of electrical safety (COES) if required by law ¹¹	The certificate must include: <ul style="list-style-type: none"> • the installation address • a description of the type and nature of the work done
VBA Compliance Certificate if required by law ¹²	The certificate must include: <ul style="list-style-type: none"> • the installation address • a description of the type and nature of the work done

¹¹ The Electricity Safety Act 1998 and Electricity Safety (General) Regulations 2019 require a COES to be issued for all electrical installation work. See [Energy Safe Victoria website](#) for more information.

¹² The Building Act 1993 requires a compliance certificate to be given for any plumbing work where total value of the work (parts and labour) exceeds \$750 or where work involves specific types of plumbing work. See [Victorian Building Authority website](#) for more information.

3.2 In-home display (IHD) unit activities

Products available for installation under this activity are classified either as a ZigBee or non-ZigBee product. IHD units that obtain electricity consumption information directly from a smart meter must be ZigBee. ZigBee means a product that can communicate directly with the smart meter. Smart meters and ZigBee IHDs are equipped with a low-power wireless radio transmitter based on the ZigBee standard.

Non-Zigbee IHD units do not communicate directly with a smart meter. Generally, they require a sensor and transmitter to be installed on a residence's electricity meter or main electricity cable. This enables household energy consumption to be measured and transmitted to the IHD unit via short-range radio signals.

Refer to Appendix A for a process map of an in-home display installation.

3.2.1 Compliance with the Energy Retail Code of Practice

Accredited persons engaged in the IHD activity should be familiar with Clause 67 Part 5 Division 1 of the Energy Retail Code of practice, Version 1, 2022. Clause 67 requires an energy retailer installing IHDs to explain how energy consumption and cost information displayed on the IHD compares to that on the customer's bill. Accredited persons should be guided by this and must disclose to the consumer how the data displayed on the IHD unit compares to the information on the energy consumer's bill, including for residential customers in embedded networks that qualify for an IHD installation.

3.2.2 Binding request for ZigBee IHD units

For a ZigBee IHD unit to obtain electricity consumption information from the smart meter, it needs to 'bind' to it. This binding process is when a smart meter connects to an IHD, to enable it to read the electricity consumption information. The binding process is to be initiated by you (the AP) or the installer, completed by the Distributed Network Service Provider (DNSP), and then confirmed by you (the AP).

To bind an IHD unit to a smart meter, the DNSP requires specific details about both the IHD unit and the smart meter. This information must be gathered by you and submitted to the DNSP. The DNSP requires the following information to open a binding window¹³ :

- National Meter Identification number (NMI) - this is a 10-digit number that identifies the site to the DNSP and can be found on the customer's electricity bill

¹³ **Please note:** this list is indicative only and may be amended. Please contact the customer's DNSP to confirm what information they require.

- NMI checksum - this is a single numeral used to assist with data validation and is usually the eleventh character of the NMI
- meter serial number
- VEET approved device (yes/no)
- IHD device name, class, and type
- IHD manufacturer
- IHD model number
- IHD serial number
- IHD firmware version
- Battery powered (yes/no)
- Home Area Network identifier/code
- Media Access Control address (MAC address) - the MAC address, or 'MAC ID', is unique to each IHD and enables the smart meter to identify the customer's IHD unit in order to bind.

The information listed above is required by the DNSP to enable them to bind the IHD unit to the meter. The DNSP uses this information to send a message to the smart meter to ask it to open a 'binding window' and search for that customer's IHD unit. The length of the binding window is generally determined by the binding process set up by the AP and DNSP. Once the binding window is open, the meter seeks the signal from the customer's IHD unit, initiates the bind and completes it.

The binding request may be in the form of an email to the DNSP, a telephone call, or it can be done through an internet portal, depending on the binding process implemented by that DNSP. APs must confirm which process the relevant DNSP in that area uses to facilitate IHD binding.

Once the product is installed, any meter data from previous occupants should not be read by the IHD unit. It is your responsibility to purge or reset the IHD unit to start recording information from the binding day forward. This prevents the meter data of previous occupants being disclosed.

3.2.3 Binding reports for ZigBee IHD units

To verify that an installation of a Zigbee IHD unit has taken place, we require confirmation from the DNSP that a specific smart meter has been bound to a specific IHD unit. This confirmation ensures that VEECs are created for unique binds only. This binding information is contained within a binding report, created by DNSPs and submitted to us. The binding report contains the NMI and MAC address for each IHD unit that has bound to a meter in that DNSP's service area. Under section 60 of the Act, we may request provision of this information within a specified time frame (10 days or more).

3.2.4 Ongoing customer support

This activity requires you to establish a suitable method of ongoing customer support. The nature and extent of that support must be disclosed to the customer. As part of the ongoing customer support, you must:

- provide the customer with a helpline number
- inform the customer on how to troubleshoot device issues.

3.2.5 Privacy issues

The information that is transmitted from the meter to the IHD unit is considered personal information and therefore subject to the National Privacy Principles (NPPs). DNSPs have a responsibility to ensure that meter data is handled according to the Privacy Act 1988 and the NPPs. APs undertaking the IHD activity must also abide by the relevant privacy legislation. As a result, APs will have to confirm that a customer is the registered electricity account holder for that premises, or their authorised agent.

Customers should be fully briefed on data privacy issues relating the installation of an IHD unit. This should include information on how the device operates and stores information and for how long, as well as how to delete historical data.

3.3 Activity 30A: Installing a ZigBee in-home display (IHD) unit

3.3.1 Summary of product criteria, training/licensing, installation and eligibility requirements

Table 12: Product criteria, training/licensing, installation and eligibility requirements for scenario 30A installing a ZigBee in-home display (IHD) unit

Requirements	Description
Activity	<p>Installers must</p> <ul style="list-style-type: none">• install a product which meets the product criteria below.• complete a site assessment to assess whether:<ul style="list-style-type: none">– the premises is suitable for an IHD unit installation– the meter installed at the premises is compatible with the type of IHD unit to be installed– the proposed environment of the display is appropriate to ensure satisfactory transmission and no signal interference.• ensure the unit is only installed in compatible distribution network service provider (DNSP) areas• successfully bind the installed unit to the consumer's smart meter

- ensure that the consumer's specific tariff and National Meter Identification (NMI) is entered into the unit and is accurate
- explain to the consumer which charges will be represented on the unit and that these will not necessarily match the consumer's bill
- show consumers how to use the installed unit
- provide consumers with a manual and troubleshooting guide for the installed unit, including information on how to re-install the unit
- provide consumers with a warranty for the unit
- explain the privacy issues associated with IHD units to consumers
- purge or reset the IHD units at the point of installation to make sure the meter data of previous occupants is not disclosed.

Product criteria

An in-home display unit that when installed in relation to an AMI¹⁴ metering installation in residential premises provides information on the total electricity consumption of the residential premises directly to the consumer, complies with the Zigbee Smart Energy Profile Specification and Zigbee Smart Energy Standard version 1.2, and when tested in a manner approved by us:

- determines electricity consumption information from the sensing apparatus at least every 30 seconds
- stores electricity energy consumption information from the previous 45 days
- displays to the consumer (or relays to a device that displays to the consumer) in a numerical format and non-numerical format and in a manner that allows the consumer to easily distinguish between low and high consumption the:
 - electricity energy consumption information from the previous 45 days in intervals no longer than one hour per day of information displayed and one day per week of information displayed
 - average total household electrical power consumption (in Watts) for the displayed period, which must be updated at least every 30 seconds
 - total household electricity energy consumption (in kWh) for the displayed period and the cost of that consumption, which must be updated at least every 30 seconds
- displays to the consumer (or relays to a device that does this) the tariff (in cost per unit of energy consumed) and the total cost of electricity consumed for the period displayed
- permanently erases all consumption and tariff information held by the product including information entered by the consumer
- has an average electric power consumption of not more than 0.6 Watts when operating under normal circumstances

¹⁴ Advanced metering infrastructure (AMI) is an integrated system of smart meters, communication networks, and data management systems that enables two-way communication between utilities and customers.

	<ul style="list-style-type: none"> • if battery powered, uses a battery that has a manufacturer's rated lifetime of at least 5 years when operating under normal circumstances • is listed on the VEU Register of Products by the time VEECs are created.
Training	<p>Installers must be appropriately trained</p> <ul style="list-style-type: none"> • on the functionality and limitations of the IHD unit they are installing. • in the correct and safe installation of the IHD unit they are installing, including training to ensure that transmitter device is secured in a location which allows for satisfactory signal transmission (e.g. on the outside of metal meter boxes) and safe positioning of any cables.
Licensing	<p>The following types of IHD units must be installed by a licensed electrician registered by Energy Safe Victoria:</p> <ul style="list-style-type: none"> • Clamp-on-type IHD units • IHD units requiring modification to any electrical circuit or meter box as part of its installation.
Eligible premises and installation limits	Residential premises – maximum of one product.

3.3.2 Record-keeping requirements

Accredited persons must collect and maintain the documents listed in Table 13 below for each ZigBee in-home display (IHD) unit activity. The commission may require these documents to be produced.

Table 13: Record-keeping requirements for scenario 30A installing a ZigBee in-home display (IHD) unit

Documents	Details to be provided
VEEC assignment form	VEEC assignment form completed and signed by the installer and energy consumer.
Invoice/proof of purchase	<p>Document must list:</p> <ul style="list-style-type: none"> • the brand and model of product installed • the name and address of the energy consumer • the name, address and ABN of the installer business. • the date of purchase, installation or issuing the invoice • the amount paid by the energy consumer
Certificate of electrical safety if clamp-on type IHD units or IHD units requiring modification to any electrical circuit or meter box are involved	<p>The certificate must include:</p> <ul style="list-style-type: none"> • the installation address • a description of the type and nature of the work done.

Binding report	A report from the DNSP to confirm a specific smart meter has been successfully bound to a specific IHD unit.
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3.4 Activity 30B: Installing a non-ZigBee in-home display (IHD) unit

3.4.1 Summary of product criteria, training/licensing, installation and eligibility requirements

Table 14: Product criteria, training/licensing, installation and eligibility requirements for scenario 30B installing a non-ZigBee in-home display (IHD) unit

Requirements	Description
Activity	<p>Installers must:</p> <ul style="list-style-type: none"> install a product which meets the product criteria below. complete a site assessment to assess whether: <ul style="list-style-type: none"> the premises is suitable for an IHD installation the meter installed at the premises is compatible with the type of IHD unit to be installed the proposed environment of the display is appropriate to ensure satisfactory transmission and no signal interference. physically install the unit and connect it to the sensing apparatus. ensure that: <ul style="list-style-type: none"> the consumer's specific tariff and National Meter Identification (NMI) is entered into the unit and are accurate, or if the consumer is connected to an embedded network and the charges for electricity consumption at the premises reflects consumption at the premises, the consumer's specific tariff and the unique smart meter identifier within that embedded network are entered into the unit and are accurate explain to the consumer which charges will be represented on the unit and that these will not necessarily match the consumer's bill show consumers how to use the installed unit provide consumers with a manual and troubleshooting guide for the installed unit including information on how to re-install the unit provide consumers with a warranty for the unit explain the privacy issues associated with IHD units to consumers for app-based IHD units, brief consumers on data privacy issues relating to: <ul style="list-style-type: none"> the installation of the IHD unit how the IHD unit records information how the manufacturer may collect, use, and sell their information.

- purge or reset the IHD units at the point of installation to make sure the meter data of previous occupants is not disclosed.

Product criteria

An in-home display unit that when installed in relation to any sensing apparatus in residential premises provides information on the total electricity consumption of the residential premises directly to the consumer, and when tested in a manner approved by us that:

- determines electricity consumption information from the sensing apparatus at least every 30 seconds
- stores electricity energy consumption information from the previous 45 days
- displays to the consumer (or relays to a device that displays to the consumer) in a numerical format and non-numerical format and in a manner that allows the consumer to easily distinguish between low and high consumption the:
 - electricity energy consumption information from the previous 45 days in intervals no longer than one hour per day of information displayed and one day per week of information displayed
 - the average total household electrical power consumption (in Watts) for the displayed period, which must be updated at least every 30 seconds
 - the total household electricity energy consumption (in kWh) for the displayed period and the cost of that consumption, which must be updated at least every 30 seconds
- displays to the consumer (or relays to a device that does this) the tariff (in cost per unit of energy consumed) and the total cost of electricity consumed for the period displayed
- permanently erases all consumption and tariff information held by the product including information entered by the consumer
- has an average electric power consumption of not more than 0.6 Watts when operating under normal circumstances
- provides electricity energy consumption information that is accurate to within 5% of actual electricity consumption
- if battery powered, uses a battery that has a manufacturer's rated lifetime of at least 5 years when operating under normal circumstances
- uses, for its communications with the sensing apparatus and any display device, an encrypted communication protocol that is approved by the ESC
- is listed on the VEU Register of Products by the time VEECs are created.

Training

Installers must be appropriately trained:

- on the functionality and limitations of the IHD unit that they are installing.
- in the correct and safe installation of the IHD unit they are installing, including training to ensure that transmitter device is secured in a location which allows for satisfactory signal transmission (e.g. on the outside of metal meter boxes) and safe positioning of any cables.

Licensing	<p>The following types of IHD units must be installed by a licensed electrician registered by Energy Safe Victoria:</p> <ul style="list-style-type: none"> • Clamp-on-type IHD units • IHD units requiring modification to any electrical circuit or meter box as part of its installation.
Eligible premises and installation limits	Residential premises – maximum of one product.

3.4.2 Record-keeping requirements

Accredited persons must collect and maintain the documents listed in Table 15 below for each non-ZigBee in-home display (IHD) unit activity. The commission may require these documents to be produced.

Table 15: Record-keeping requirements for scenario 30B installing a non-ZigBee in-home display (IHD) unit

Document	Details to be provided
VEEC assignment form	VEEC assignment form completed and signed by the installer and energy consumer.
Invoice/proof of purchase	<p>Document must list:</p> <ul style="list-style-type: none"> • the brand and model of product installed • the name and address of the energy consumer • the name, address and ABN of the installer business. • the date of purchase, installation or issuing the invoice • the amount paid by the energy consumer
Certificate of electrical safety if clamp-on type IHD units or IHD units requiring modification to any electrical circuit or meter box are involved	<p>The certificate must include:</p> <ul style="list-style-type: none"> • the installation address • a description of the type and nature of the work done.
Geo-tagged photographs	<p>Geo-tagged photographs which are date and time stamped showing:</p> <ul style="list-style-type: none"> • the serial number of the installed unit • the installed unit, showing both the meter serial number and the entire meter box with IHD unit installed • the consumer's energy bill showing the consumer's tariff rates, the supply address, NMI, and meter number • the screen of the installed unit or consumer's IT device displaying the tariff rates which matches the tariff rates on the consumer's energy bill

- the screen of the consumer's IT device displaying successful pairing between the app and the installed unit with IHD serial number (for app-based IHD units).

See Appendix B for examples of photo evidence that meet the requirements for this activity.

Geo-tagged photographs must:

- be clear and in focus
- include any relevant markings
- include a date stamp showing the date the photographs were taken
- include the GPS derived latitude and longitude coordinates (this should be stored in the metadata and generated automatically by the device used to take the geo-tagged photographs).

4. Requirements for non-residential appliance activities 31, 32, 33 and 36

This section outlines the specific requirements (product criteria, decommissioning requirements, refrigerant requirements, installation and eligibility requirements, and record-keeping requirements) for the following non-residential appliance activities.

- Activity 31: High efficiency motors
- Activity 32: Refrigerated cabinets
- Activity 33: Refrigeration/ventilation fan motors
- Activity 36: Water efficient pre-rinse spray valves

Note: VEECs for activities 31 and 33 are not able to be created in the newly launched VEU Registry system. VEEC creations for these activities will be implemented later in the year. Accredited persons seeking to create VEECs for these activities should advise us of your interest in undertaking these activities by email: veu@esc.vic.gov.au.

4.1 Activity 31: High efficiency motors

4.1.1 Summary of product criteria, training/licensing and installation and eligibility requirements

Table 16: Product criteria, training/licensing and installation and eligibility requirements for high efficiency motor activities

Requirements	Description
Activity	Installers must install a product which meets the product criteria below.
Product criteria (31A – MEPS high efficiency motor)	<p>A three-phase cage induction motor that:</p> <ul style="list-style-type: none">• has 2,4,6 or 8 poles• achieves the minimum performance requirements as follows:<ul style="list-style-type: none">– GEMS registration– a rated output of not less than 0.75 and not more than 185 kW in accordance with AS 60034.1– Labelled as a high efficiency motor– Measurement, testings and ratings must be in accordance with the Greenhouse and Energy Minimum Standards (Three Phase Cage Induction Motors) Determination 2012 unless otherwise stated• is listed on the VEU Register of Products by the time VEECs are created.

Product criteria (31B – super-premium motor)	<p>A three-phase cage induction motor that:</p> <ul style="list-style-type: none"> • has a rated output of not less than 0.75 and not more than 185 kW (as determined in accordance with AS 60034.1-2009 as published on 15 July 2009) • meets the requirements for an IE4 (super-premium) efficiency level motor proposed in Annex A of IEC/TS 60034-31 (when tested in accordance with IEC 60034-2-1) • has 2,4 or 6 poles • is listed on the VEU Register of Products by the time VEECs are created.
Training/Licensing	Installers must be licensed electricians registered with Energy Safe Victoria.
Eligible premises and installation limits	Business/non-residential premises – no limits

4.1.2 Record-keeping requirements

Accredited persons must collect and maintain the documents listed in Table 17 below for each high efficiency motor activity. The commission may require these documents to be produced.

Table 17: Record-keeping requirements for high efficiency motor activities

Document	Details to be provided
VEEC assignment form	VEEC assignment form completed and signed by the installer and energy consumer
Fit-for-purpose declaration	<p>The document must:</p> <ul style="list-style-type: none"> • include a declaration that the work conducted meets the requirements of the VEET Act and the VEET Regulations and is fit-for-purpose • be acknowledged and signed-off by the energy consumer.
Invoice/proof of purchase	<p>Document must list:</p> <ul style="list-style-type: none"> • brand and model of product(s) installed • the name and address of the energy consumer • the name, address, and ABN of the installer business
Certificate of electrical safety	<p>The certificate must include:</p> <ul style="list-style-type: none"> • the installation address • a description of the type and nature of the work done.

4.2 Activity 32: Refrigerated cabinets

A discount factor of zero was applied for installation of products belonging to product class 1 to 11 (inclusive) under the GEMS (Refrigerated Cabinets) Determination 2020 (Cth) effective from 29 June 2022.

4.2.1 Activity 32A (i): Installing a refrigerated cabinet or a gelato or ice-cream scooping cabinet

Summary of product criteria, training/licensing and installation and eligibility requirements

Table 18: Product criteria, licensing and installation and eligibility requirements for refrigerated cabinet activities

Requirements	Description
Activity	Installers must install a product which meets the product criteria below.
Product criteria	<p>A refrigerated cabinet that:</p> <ul style="list-style-type: none">• is class 12,13,14 or 15 in the Greenhouse and Energy Minimum Standards (GEMS) (Refrigerated Cabinets) Determination 2020• achieves an Energy Efficiency Index below 81 within the meaning of GEMS (Refrigerated Cabinets) Determination 2020• is listed on the Commonwealth GEMS Register at the time of the installation• is listed on the VEU Register of Products by the time VEECs are created.
Licensing	<p>Installers must:</p> <ul style="list-style-type: none">• be a licensed electrician registered with Energy Safe Victoria (if required under the <i>Electricity Safety Act 1998</i>).• be a registered or licensed plumber (if required under the <i>Gas Safety Act 1998</i>)• hold a refrigerant handling licence (if required under the <i>Ozone Protection and Synthetic Greenhouse Gas Management Act 1989</i>).
Eligible premises and installation limits	Business/non-residential premises – no limits

Record-keeping requirements

Accredited persons must collect and maintain the documents listed in Table 19 below for each refrigerated cabinet activity. The commission may require these documents to be produced.

Table 19: Record-keeping requirements for refrigerated cabinet activities

Document	Details to be provided
VEEC assignment form	VEEC assignment form completed and signed by the installer and energy consumer

Invoice/proof of purchase	<p>Document must list:</p> <ul style="list-style-type: none"> • the brand and model of product installed • the name and address of the energy consumer • the name, address and ABN of the installer business. • the date of purchase, installation or issuing the invoice • the amount paid by the energy consumer
Product specification sheet	Product specification sheet for each unit installed
Certificate of Electrical Safety (CoES) if required by law ¹⁵	<p>The certificate must include:</p> <ul style="list-style-type: none"> • the installation address • a description of the type and nature of the work done.
VBA Compliance Certificate if required by law ¹⁶	<p>The certificate must include:</p> <ul style="list-style-type: none"> • the installation address • a description of the type and nature of the work done.
Geo-tagged photographs	<p>Geo-tagged photographs which are date and time stamped showing:</p> <ul style="list-style-type: none"> • the installation environment before the product is installed (including existing product replaced if applicable) • the installed product after installation showing the unit is plugged in or in operation <p>Geo-tagged photographs must:</p> <ul style="list-style-type: none"> • be clear and in focus • include any relevant markings • include the GPS derived latitude and longitude coordinates (this should be stored in the metadata and generated automatically by the device used to take the geo-tagged photographs).
Fit-for-purpose declaration	<p>The document must:</p> <ul style="list-style-type: none"> • include a declaration that the work conducted meets the requirements of the VEET Act and the VEET Regulations and is fit-for-purpose • be acknowledged and signed-off by the energy consumer.

¹⁵ The Electricity Safety Act 1998 and Electricity Safety (General) Regulations 2019 require a COES to be issued for all electrical installation work. See [Energy Safe Victoria website](#) for more information.

¹⁶ The Building Act 1993 requires a compliance certificate to be given for any plumbing work where total value of the work (parts and labour) exceeds \$750 or where work involves specific types of plumbing work. See [Victorian Building Authority website](#) for more information..

4.3 Activity 33: Refrigeration/ventilation fan motors

4.3.1 Summary of product criteria, training/licensing and installation and eligibility requirements

Table 20: Product criteria, training/licensing and installation and eligibility requirements for refrigeration/ventilation fan motor activities

Requirements	Description
Activity	Installer must install a product which meets the product criteria below.
Product criteria (33A: Fan motor in a refrigerated display cabinet, or cool room)	<p>A fan motor installed onto a fan in a refrigerated cabinet or cold room, that is:</p> <ul style="list-style-type: none"> • an electronically commutated motor (being a permanent magnet motor with electronic commutation) that: <ul style="list-style-type: none"> – if an internal rotor motor, has a rated motor output of not more than 600 Watts; or – if an external rotor motor, has a rated motor input of not more than 800 Watts • designed to be installed onto a fan in a refrigerated cabinet or cold room • listed on the VEU Register of Products by the time VEECs are created.
Product criteria (33B: Fan motor in an air-handling system)	<p>A fan motor installed into a ducted fan or partition fan in an air-handling system as defined in ISO 13349:2010 that is:</p> <ul style="list-style-type: none"> • an electronically commutated motor (being a permanent magnet motor with electronic commutation) that: <ul style="list-style-type: none"> – if an internal rotor motor, has a rated motor output of not more than 600 Watts; or – if an external rotor motor, has a rated motor input of not more than 800 Watts; and • is designed to be installed onto a ducted fan or partition fan in an air-handling system as defined in ISO 13349:2010 • listed on the VEU Register of Products by the time VEECs are created.
Training	<p>Installer must:</p> <ul style="list-style-type: none"> • be a licensed electrician registered with Energy Safe Victoria • be a licensed refrigeration technician, and supply their licence number and compliance certificate (where any handling of refrigerant is required) • hold other licences which may include a plumbing licence and/or a refrigerant handling licence with the Victorian Building Authority (if it is appropriate to do so for the specific installation).
Eligible premises and installation limits	Business /non-residential premises – no limits

4.3.2 Record-keeping requirements

Accredited persons must collect and maintain the documents listed in Table 21 below for each refrigeration/ventilation fan motor activity. The commission may require these documents to be produced.

Table 21: Record-keeping requirements for refrigeration/ventilation fan motor activities

Document	Details to be provided
VEEC assignment form	VEEC assignment form completed and signed by the installer and energy consumer
Certificate of electrical safety if required by law ¹⁷	The certificate must include: <ul style="list-style-type: none">• the installation address• a description of the type and nature of the work done
VBA Compliance Certificate if required by law ¹⁸	The certificate must include: <ul style="list-style-type: none">• the installation address• a description of the type and nature of the work done• the details and licence number of a licensed refrigeration technician (if the installation includes the handling of refrigerant)
Invoice/proof of purchase	Document must list: <ul style="list-style-type: none">• the brand and model of product installed• the name and address of the energy consumer• the name, address and ABN of the installer business• the date of purchase, installation or issuing the invoice• the amount paid by the energy consumer
Fit-for-purpose declaration	The document must: <ul style="list-style-type: none">• include a declaration that the work conducted meets the requirements of the VEET Act and the VEET Regulations and is fit-for-purpose• be acknowledged and signed-off by the energy consumer

¹⁷ The Electricity Safety Act 1998 and Electricity Safety (General) Regulations 2019 require a COES to be issued for all electrical installation work. See [Energy Safe Victoria website](#) for more information.

¹⁸ The Building Act 1993 requires a compliance certificate to be given for any plumbing work where total value of the work (parts and labour) exceeds \$750 or where work involves specific types of plumbing work. See [Victorian Building Authority website](#) for more information.

4.4 Activity 36: Water efficient pre-rinse spray valves

4.4.1 Activity 36A(i): Pre-rinse spray valve replacing a pre-rinse spray valve

Summary of product criteria, training/licensing and installation and eligibility requirements

Table 22: Product criteria, training/licensing and installation and eligibility requirements for scenario 36A(i) pre-rinse spray valve replacing a pre-rinse spray valve

Requirements	Description
Activity	<p>Installer must:</p> <ul style="list-style-type: none">• install a product which meets the product criteria below• install the product in accordance with AS/NZS 3500 and the Plumbing Regulations 2008• decommission a pre-rinse spray valve that is not rated as having a 4 star or higher water efficiency (when assessed and labelled in accordance with AS/NZS 6400).• install the product on an existing fitting designed and built specifically to fit a pre-rinse spray valve and have hot water connection.• not modify the existing fitting in any way to accommodate installation of the product. <p>The existing fitting must be in place at the time the accredited person or scheme participants first contacts the consumer about the upgrade and before the installer commences work.</p>
Product criteria	<p>A pre-rinse spray valve that is:</p> <ul style="list-style-type: none">• rated as having a minimum star rating of 6 stars for water efficiency when assessed and labelled in accordance with AS/NZS 6400• tap equipment that is determined to be a WELS product under the Water Efficiency Labelling and Standards Determination 2013 (No.2) made under sections 18, 19 and 26 of the Water Efficiency Labelling Standards Act 2005 of the Commonwealth• listed on the VEU Register of Products by the time VEECs are created.
Training/licensing	Installers must be appropriately trained to install the product.
Eligible environments and installation limits	<ul style="list-style-type: none">• Business/non-residential premises – no limits.• Only one pre-rinse spray valve should be installed per fitting.

- Pre-rinse spray valves should only be installed in sinks in commercial kitchens¹⁹
- The Plumbing Industry Commission (PIC) recommends that a backflow prevention device is present at premises where a pre-rinse spray valve is installed. Installers should consult the PIC for further information.
- See Appendix C for guidance on eligible and ineligible environments.

Record-keeping requirements

Accredited persons must collect and maintain the documents listed in Table 23 below for each pre-rinse spray valve (scenario 36A(i)) activity. The commission may require these documents to be produced.

Table 23: Record-keeping requirements for (scenario 36A(i)) pre-rinse spray valve replacing a pre-rinse spray valve

Document	Details to be provided
VEEC assignment form	VEEC assignment form completed and signed by the installer and energy consumer
Invoice/proof of purchase	<p>Document must list:</p> <ul style="list-style-type: none"> • the brand and model of product(s) installed • the name and address of the energy consumer • the name, address and ABN of the installer business • the date of purchase, installation or issuing the invoice • the amount paid by the energy consumer
Geo-tagged photographs	<p>Geo-tagged photographs which are date and time stamped showing:</p> <ul style="list-style-type: none"> • the installation environment before the product is installed, including existing product being replaced • the installed product after installation <p>Geo-tagged photographs must:</p> <ul style="list-style-type: none"> • be clear and in focus • include any relevant markings • include the GPS derived latitude and longitude coordinates (this should be stored in the metadata and generated automatically by the device used to take the geo-tagged photographs). <p>We expect accredited persons to meet the geo-tagging requirements. In some instances where geo-tagged photos cannot be obtained, we may accept alternative</p>

¹⁹ Commercial kitchen being kitchens used for large-scale food preparation and cooking for many people and a premises which is subject to food safety laws under the Food Act 1984 (the Act).

	evidence (e.g. a statutory declaration) that the existing unit was eligible and has been permanently rendered inoperable. The reason why geo-tagged photos are not obtained must be provided.
Decommissioning evidence	Decommissioning evidence for all removed pre-rinse spray valves, including reconciliations, recycling receipts, count forms, and stocktakes.
VBA Compliance Certificate if required by law ²⁰	<p>The certificate must include:</p> <ul style="list-style-type: none"> • the installation address • a description of the type and nature of the work done

4.4.2 Activity 36A(ii): Installing a pre-rinse spray valve

Summary of product criteria, training/licensing and installation and eligibility requirements

Table 24: Product criteria, training/licensing and installation and eligibility requirements for scenario 36A(ii) installing a pre-rinse spray valve

Requirements	Description
Activity	<p>Installers must:</p> <ul style="list-style-type: none"> • install a product which meets product criteria below • install the product in accordance with AS/NZS 3500 and the Plumbing Regulations 2008 • ensure that there is an existing fitting for a pre-rinse spray valve on which no existing pre-rinse spray valve has been installed and have hot water connection • install the product on an existing fitting designed and built specifically to fit a pre-rinse spray valve and have hot water connection. • not modify the existing fitting in any way to accommodate installation of the product. <p>The existing fitting must be in place at the time the accredited person or scheme participants first contacts the consumer about the upgrade and before the installer commences work.</p>
Product criteria	<p>A pre-rinse spray valve that is:</p> <ul style="list-style-type: none"> • rated as having a minimum star rating of 6 stars for water efficiency when assessed and labelled in accordance with AS/NZS 6400; and • tap equipment that is determined to be a WELS product under the Water Efficiency Labelling and Standards Determination 2013 (No.2) made under

²⁰ The Building Act 1993 requires a compliance certificate to be given for any plumbing work where total value of the work (parts and labour) exceeds \$750 or where work involves specific types of plumbing work. See [Victorian Building Authority website](#) for more information.

	<p>sections 18, 19 and 26 of the Water Efficiency Labelling Standards Act 2005 of the Commonwealth; and</p> <ul style="list-style-type: none"> • listed on the VEU Register of Products by the time VEECs are created
Training/licensing	Installers must be appropriately trained to install the product.
Eligible environments and installation limits	<ul style="list-style-type: none"> • Business premises/non-residential premises – no limits • Only one pre-rinse spray valve should be installed per fitting. • Pre-rinse spray valves should only be installed in sinks in commercial kitchens²¹ • The Plumbing Industry Commission recommends that a backflow prevention device is present at premises where a pre-rinse spray valve/trigger nozzle is installed. Installers should consult the PIC for further information. • See Appendix C for guidance on eligible and ineligible environments.

Record-keeping requirements

Accredited persons must collect and maintain the documents listed in Table 25 below for each pre-rinse spray valve (scenario 36A(ii)) activity. The commission may require these documents to be produced.

Table 25: Record-keeping requirements for (scenario 36A(iii)) installing a pre-rinse spray valve

Document	Details to be provided
VEEC assignment form	VEEC assignment form completed and signed by the installer and energy consumer
Invoice/proof of purchase	<p>Document must list:</p> <ul style="list-style-type: none"> • the brand and model of product(s) installed • the name and address of the energy consumer • the name, address and ABN of the installer business. • the date of purchase, installation or issuing the invoice • the amount paid by the energy consumer
Geo-tagged photographs	<p>Geo-tagged photographs which are date and time stamped showing:</p> <ul style="list-style-type: none"> • the installation environment before the product is installed • the installed product after installation <p>Geo-tagged photographs must:</p> <ul style="list-style-type: none"> • be clear and in focus

²¹ Commercial kitchen being kitchens used for large-scale food preparation and cooking for many people and a premises which is subject to food safety laws under the Food Act 1984 (the Act).

- include any relevant markings
- include a date stamp showing the date the photographs were taken
- include the GPS derived latitude and longitude coordinates (this should be stored in the metadata and generated automatically by the device used to take the geo-tagged photographs).

VBA Compliance
Certificate if required
by law²²

The certificate must include:

- the installation address
- a description of the type and nature of the work done

²² The Building Act 1993 requires a compliance certificate to be given for any plumbing work where total value of the work (parts and labour) exceeds \$750 or where work involves specific types of plumbing work. See [Victorian Building Authority website](#) for more information.

5. Activity process for appliance activities

This section provides you with an overview of the steps for undertaking appliance activities under the VEU program.

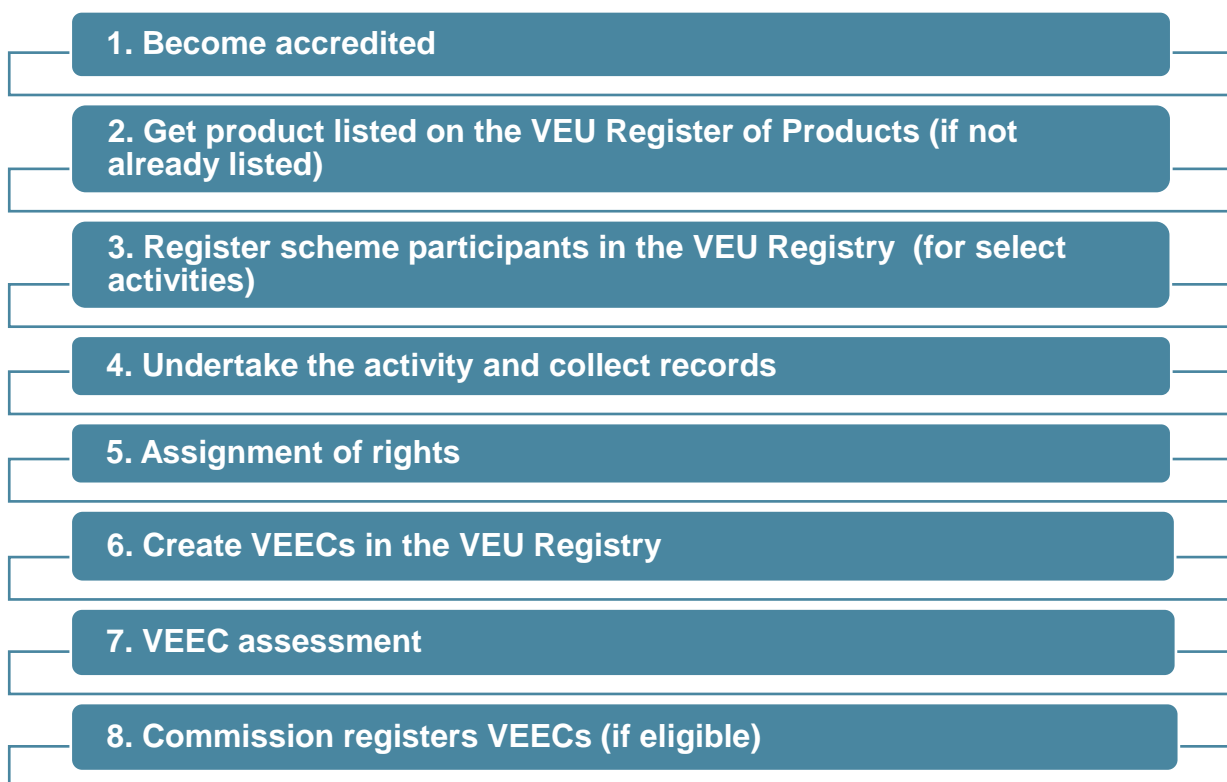


Figure 1: Activity process steps for appliance activities

5.1 Become accredited

A person or organisation must be accredited/approved to undertake the relevant activity to create VEECs for the activity. Visit <http://www.esc.vic.gov.au/become-veu-accredited> for information on how to become accredited.

5.2 Get product listed on the VEU Register of Products (if not already listed)

To create VEECs for appliance activities, the product installed must be listed on the [VEU Register of Products](#). Accredited persons should check the register to see if the product you wish to install has already been listed as another organisation may have submitted the product for listing (e.g. product manufacturer/supplier).

Learn more about getting products listed on the VEU Register of Products in our Appliance Product Application Guide (for products to be installed under activities 22, 24, 25, 26, 31, 32 and 33), the In-Home Display Unit Product Application Guide (for products to be installed under activity 30) and Space Conditioning and Water Efficiency Product Application Guide (for products to be installed under activity 36) – documents available at: www.esc.vic.gov.au/veu-product-applicants

5.2.1 Products listed on the Secretary's product list - induction cooktops and freestanding combined induction cooking products

Induction cooktop products eligible to be sold under activity 46 under the VEU program are those listed in [the product list](#) approved by the Secretary of the Department of Energy, Environment and Climate Action (the department). The products listed in the Secretary's product list are automatically listed in the VEU Register of Products to enable accredited persons to create Victorian energy efficiency certificates (VEECs) for this prescribed activity.

The Secretary may add, suspend, reinstate or remove products from the approved product list in accordance with clause 37C of the VEET Regulations. The department intends to release further details on the process for adding and amending the Secretary's product list for induction cooktops and freestanding combined induction cooking products.

For all enquiries about the Secretary's product list, please contact the Victorian Energy Upgrades team at the department at energy.upgrades@deeca.vic.gov.au

5.3 Register scheme participants in the VEU Registry (for select activities)

Accredited persons need to register installers as scheme participants in the VEU Registry prior to creating VEECs for activities undertaken by the installer. You can register an installer as a scheme participant via the [VEU Registry](#) under 'My Account'.

See Appendix D for the list of scheme participants you will need to record when creating VEECs for activities in this guide.

5.4 Undertake the activity and collect records

Installers must comply with all installation and decommissioning requirements as detailed in the VEET Regulations and VEU Specification. In addition, certificates cannot be created unless a prescribed activity is undertaken in accordance with the provisions of the *Electricity Safety Act 1998*, the *Gas Safety Act 1997*, the *Occupational Health and Safety Act 2004* or the *Building Act 1993* or the regulations under any of those Acts.

The installer and/or accredited person must collect records as listed in tables above for the relevant activity.

5.5 Assignment of rights

Accredited persons and/or installers must complete and collect a VEEC assignment form, signed by the consumer prior to creating VEECs for an activity. The consumer assigning the rights must be provided a copy of the VEEC assignment form at the time of signing (for written forms) or within 10 business days of signing (for electronic forms).

5.6 Create VEECs in the VEU Registry

Prior to creating VEECs for an activity, accredited persons must have collected the required records for the activity. The commission may ask for these records as part of our certificate assessment process.

To create VEECs in the [VEU Registry](#), you can upload the activity using either bulk submissions completed through an Application Programming Interface (API) connector or activity submission form in the VEU Registry. Different activity types have different data input requirements, so it is important that you input the correct data in the relevant fields.

After you press the 'submit' button, the VEECs associated with your activities are created and assigned a unique identifier.

A certificate creation fee of \$2.33 per certificate applies to VEECs created by an accredited person. We issue invoices on Tuesdays and Thursdays each week for VEECs created by accredited persons. If you identify an issue with activities you have submitted for creation, to avoid being charged a creation fee for VEECs you have created, you will need to withdraw the VEECs before 6am on Tuesday and Thursdays.

5.7 VEEC assessment

Once you have paid your certificate creation fees, we will assess your created VEECs and decide whether to register them. Automated checks, manual checks, and desktop audits of the VEEC creation information are conducted as part of this process.

Additionally, we will review an accredited person's early VEEC creation claims closely to verify the claims are undertaken in compliance with the program requirements.

VEECs are assessed in groups based on fee ID's and activity type. The time taken to process VEECs can range from seven to 42 days depending on risk rating of the activity. This timeframe may exceed this time frame if critical issues are identified in assessment.

We may issue requests for further information and documents (RFIs) to assess the eligibility of the VEECs that have been created for registration. Where documents and information are requested by the commission, they are identified in the RFI section of the activity record in the VEU Registry.

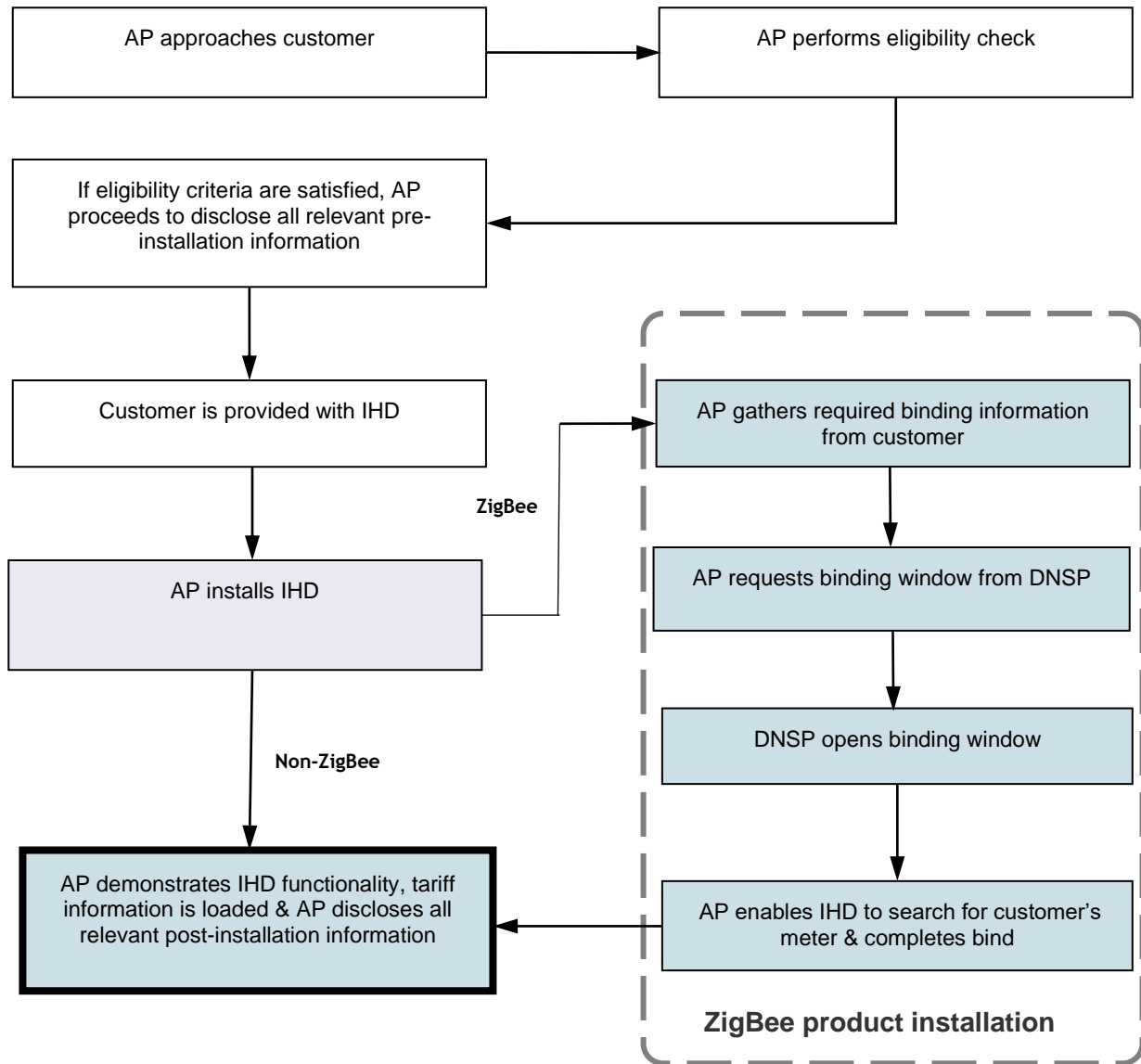
Any information requested must be provided within the time specified in the request, unless otherwise agreed. If the information is not provided within the requested timeframe, the target timeframe no longer applies. We may also require production of information and documents using its compulsory information gathering powers.

The evidence provided in response to a request is then assessed for compliance against the VEET Act and regulations.

5.8 Commission approves or refuses VEECs for registration

Once your VEEC creation claims have been validated, we will register your VEECs and notify you that the VEECs are available to be traded and/or surrendered to us.

Appendix A: In-home display unit installation process





Appendix B: In-home display unit photo evidence guidance

Below are examples of photo evidence that meet the requirements for installing a non-Zigbee in-home display unit (activity 30B).

Confidential personal information has been redacted in these examples, but all information should be clearly visible in all evidence provided by accredited persons.

Table 26: Examples of IHD photo evidence

Evidence requirement	Photo example
The serial number of the installed IHD unit	
The installed unit, showing both the meter serial number and the entire meter box with the IHD unit installed	

The consumer's energy bill showing the consumer's tariff rates

Usage and Supply Details

FOR ELECTRICITY SUPPLY A [REDACTED] VIC 3147

Account Number: [REDACTED]
Next read date within two days of: 13 September 20

Payments since your last account

02/08/2021	Direct Debit Credit Card Full Bill	\$124.64 Cr
Total Payments Received		\$124.64 Cr

Remote Meter Read Index

Reads based on remotely read interval data

Meter Register	Index Read	Date/Time	Index Read	Date/Time	UOM
[REDACTED]	[REDACTED]	13/07/2021 00:00	[REDACTED]	13/08/2021 00:00	KWH

Current transactions

Electricity Charges

Your Plan: Single Rate
From 13 July 2021 to 31 July 2021 (19 days)

Tariff Description	Meter Number	Usage kWh	Rate c/kWh (incl GST)	Charges (incl GST)
Total Anytime	[REDACTED]	256	23.760	\$60.83
Service to Property Charge		19 days	90.750 c/day	\$17.24

Electricity Charges

Your Plan: Single Rate
From 01 August 2021 to 12 August 2021 (12 days)

Tariff Description	Meter Number	Usage kWh	Rate c/kWh (incl GST)	Charges (incl GST)
Total Anytime	[REDACTED]	162	24.794	\$40.17
Service to Property Charge		12 days	90.750 c/day	\$10.89
Total GST for Charges				\$11.74
Total Electricity Charges				\$129.13

- Consumption apportioned evenly over number of days

The screen of the installed unit or consumer's IT device displaying the tariff rates which matches the tariff rates on the consumer's energy bill

Electricity Rates

To help you lower your costs enter your electricity rates

[How to find my electricity rates](#)

Electricity Rates

Cost: \$ 0.2479 /kWh

Supply Charge: \$ 0.9075 /day

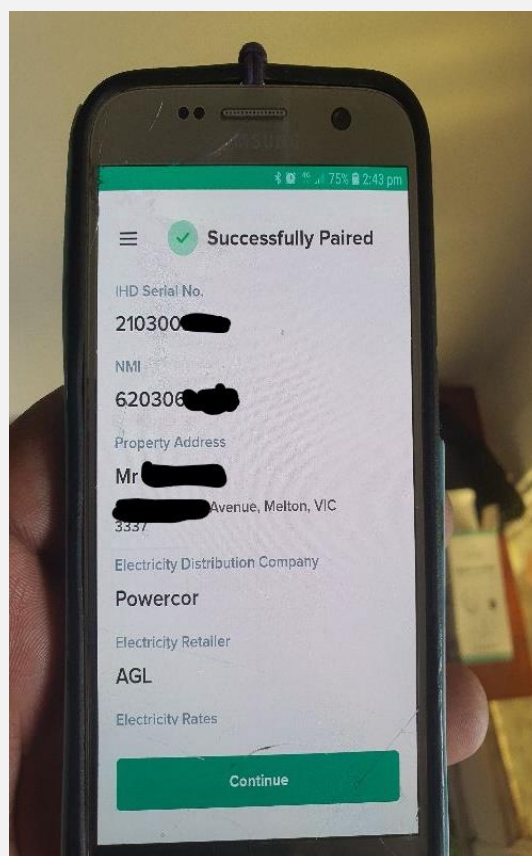
GST Included ☒
Are your electricity rates inclusive of GST?

Discount Percentage ☐
Do you receive a discount on your electricity bill?

0 %


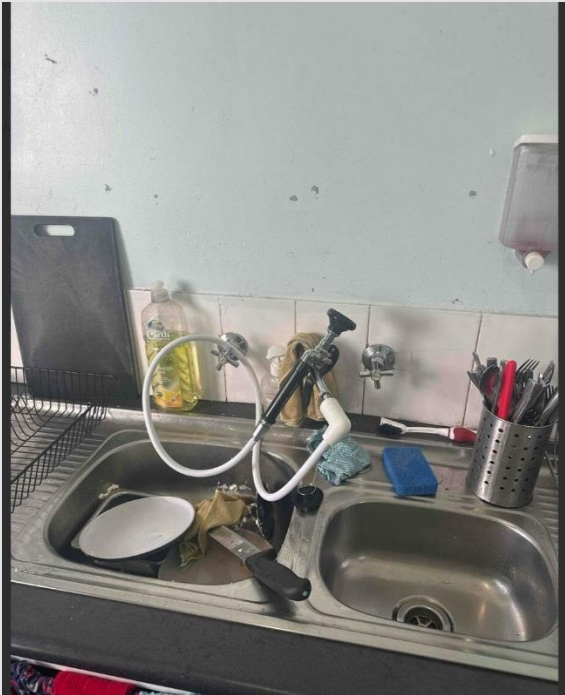
[Save](#)

The screen of the consumer's IT device displaying successful pairing between the app and the installed unit with IHD serial number (for app-based units)



Appendix C: Examples of ineligible and eligible installation environments under activity 36

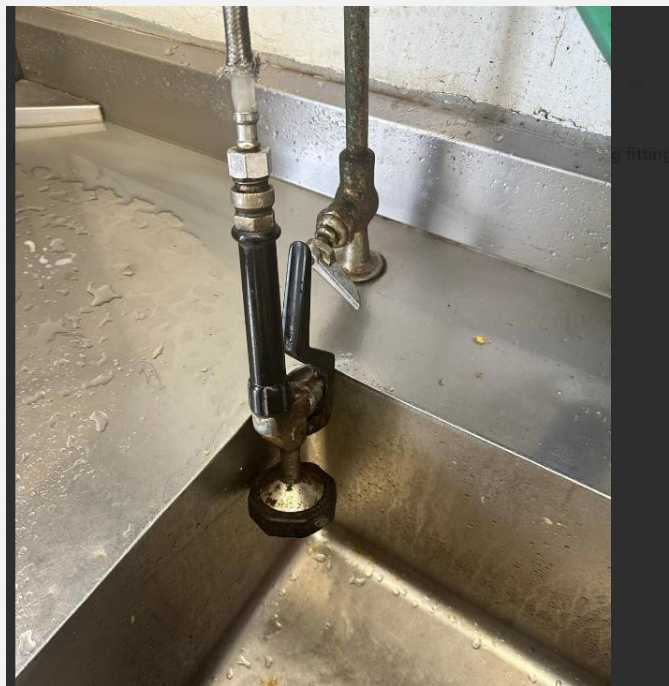
Table 27: Examples of ineligible and eligible installation environments under activity 36

Installation environment	Photo example
<p>The installation environment is ineligible for 36A(i) and 36A(ii) as the photo shows a standard kitchen tap and not an existing fitting designed and built specifically to fit a pre-rinse spray valve.</p>	
<p>The installation environment is ineligible for 36A(i) and 36A(ii) as the photo shows an adaptor on a standard kitchen tap. It is not an existing fitting designed and built specifically to fit a pre-rinse spray valve.</p>	

The installation environment is **eligible for 36A(i)** as the photo shows an existing fitting designed and built specifically to fit a pre-rinse spray valve, with pre-rinse spray valve attached.



The installation environment is **eligible for 36A(i)** as the photo shows an existing fitting designed and built specifically to fit a pre-rinse spray valve, with pre-rinse spray valve attached.



Appendix D: Scheme participants to be recorded on an activity's creation form

Activities	Licensed Electrician	Licensed or Registered Plumber	MST installer	Trained installer	Refrigerant handling license issued by ARC	Number of scheme participants to be recorded on an activity's creation form
Pool pumps (activity 26)	1 ²³	OR	1			1
In home display (activity 30)	1 ²⁴	OR		1		1
Motor (activity 31)	1					1
Refrigerated cabinet (activity 32)	1 ²⁵	1 ²⁶			1 ²⁷	1 to 3
Refrigeration/ventilation fan motor (activity 33)	1	1				2
Water efficient prerinse spray valve (activity 36)				1		1

²³ Only required to be recorded if upgrade involves electrical work required to be undertaken by a licensed electrician under the *Electricity Safety (Registration and Licensing) Regulations 2020*

²⁴ Only required to be recorded for installation of certain type of in-home display units (clamp on units and those requiring modification to electrical circuit or meter box)

²⁵ Only required to be recorded if upgrade involves electrical work required to be undertaken by a licensed electrician under the *Electricity Safety (Registration and Licensing) Regulations 2020*

²⁶ Only required to be recorded if upgrade involves work required to be undertaken by a registered or licensed plumber under the *Plumbing Regulations 2018*

²⁷ Only required to be recorded if upgrade involves handling of fluorocarbon refrigerant which must be undertaken by a person holding a refrigerant handling licence under the *Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995*

Document Version History

Version	Amendments made	Date published
1.0	First release	10 December 2018
1.1	Revision to amend training/licensing and evidentiary requirements to include new requirements for installations of app-based IHD units under activity 30B	13 September 2019
1.2	Revision to: <ul style="list-style-type: none"> • amend training/licensing and evidentiary requirements to include new requirements for installation of IHD units requiring modification to any electrical circuit or meter box • clarify wording that Zigbee units can only be installed in compatible distribution network service provider (DSNP) areas. 	18 October 2019
1.3	Update to outline criteria for use of appendix(s) with VBA Compliance Certificate and Certificate of Electrical Safety in common requirements	28 November 2019
1.4	Revision to clarify evidentiary requirements for geo-tagged photographs for installations of IHD units under activity 30B	20 February 2020
1.5	Revision to clarify evidentiary requirements for non-prescribed Certificate of Electrical Safety under activity 32	8 April 2020
1.6	Revision to clarify activity requirements for the installation of non-Zigbee IHD units under activity 30B in embedded networks and updating the reference to the Energy Retail Code in section 1.1.1	20 November 2020
1.7	Update to include Appendix B telemarketing requirements for IHD	2 December 2020
1.8	Update to remove Activity 19: Destruction of pre-1996 refrigerator or freezer	10 December 2020
1.9	Update to: <ul style="list-style-type: none"> • clarify training/licensing/evidentiary requirements for activity 32 • reflect changes in MST course units 	22 January 2021
2.0	Update to clarify ABN/ACN evidential requirements	1 April 2021
2.1	Revision to clarify evidentiary requirements for activity 22 and installation date Revision to evidentiary requirements for activity 30 IHD installation	28 October 2021
2.2	Update to reflect revision to activity 32 with release of VEET Specifications v. 11	30 October 2021
2.3	Update to include guidance on fit for purpose installations for refrigerated cabinet activity	31 March 2022
2.4	Update to guidance on fit for purpose installations for refrigerated cabinet activity	28 April 2022

Version	Amendments made	Date published
2.5	Change to remove Activity 32 (18) Refrigerated cabinet under the GEMS 2012 determinations	30 June 2022
2.6	Minor updates to product criteria for products installed under activity 26, activity 30, activity 31, activity 33, and activity 36 to reflect revisions in VEU Specifications v. 13	19 September 2022
2.7	Update to include geotagged photographs as record-keeping requirement for activity 26	29 June 2023
2.8	Update to reflect changes to the VEEC creation fee process	1 November 2023
2.9	Revision to reflect amendment to VEET regulations banning cold-call telemarketing and doorknocking under the program	1 May 2024
3.0	Update to reflect introduction of induction cooktop activity as per amendment to VEET regulations and other minor updates to appliances activities.	25 October 2024
3.1	Update to pre-rinse spray valves requirements	20 November 2024
3.2	Update to product requirements for activities 22, 24 and 25 to reflect the release of VEET Specifications - V.19.0	17 December 2024
3.3	Update to clarify gas/lpg invoice requirement under activity 46. Update to Appendix C to clarify eligible installation environments.	20 January 2025
3.4	Minor clarification to co-payment information requirement	18 February 2025
3.5	Update to reflect transition to new VEU Registry system	3 June 2025