



Application Guide for Product Applicants

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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Introduction

This guide provides information about the VEU Register of Products. It covers the application, assessment, and approval process for having products listed on the register.

About this guide

This guide provides interested applicants with a general introduction to the VEU Register of Products, and guidance for how to get a product listed on the register.

There are four sections:

- Section 1: The VEU Register of Products
- Section 2: Product application and assessment process
- Section 3: Additional product application functionality
- Section 4: General information on product applications

Applicants must also read the relevant sections of the following product application guidance documents:

- Lighting Product Application Guide – product categories 27, 34 and 35
- Water Heating and Space Heating/Cooling Product Application Guide – product categories 1, 3, 6, and 28
- Space Conditioning and Water Efficient Product Application Guide – product categories 12, 13, 14, 15, 17 and 36
- Appliance Product Application Guide – product categories 22, 24, 25, 26, 31, 32 and 33
- In-Home Display Product Application Guide – product category 30
- Commercial and Industrial Air Source Heat Pump Water Heater Product Application Guide – product category 44

Access above documents at www.esc.vic.gov.au/veu-product-applicants

Legal context for this guide

We have prepared this guide as a general summary of relevant parts of:

- *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)

View these documents 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. The VEU Register of Products

We maintain a register of energy saving products that may be installed as part of VEU program activities, to enable the creation of Victorian Energy Efficiency Certificates (VEECs).

View the VEU Register of Products at <https://veu.esc.vic.gov.au/vpr/s/productregister>

1.1. Using the VEU Register of Products

The VEU Register of Products provides a list of products that may be installed for each relevant prescribed activity.

You can search for products based on:

- brand
- model
- performance specifications¹
- effective date.

1.2. Getting a product listed on the VEU Register of Products

To be listed on the VEU Register of Products, a product must meet the minimum criteria specified in the VEET Regulations, VEU Specifications, and any additional requirements specified by us in the relevant product application guides.

Once listed, accredited persons (APs) may install the product as part of the VEU program for activities they are accredited to undertake.

For further information on the documentation requirements to apply to have a product listed on the VEU Register of products, access the relevant product application guide from the commission website: www.esc.vic.gov.au/veu-product-applicants.

1.2.1. Product Application Fees

A \$500 application fee is payable to apply to list a product in the VEU Register of Products. You may be eligible for a fee waiver if a product has the same performance characteristics as another product within the same application. We will review and approve the fee waiver proposal if it meets

¹ With transition to the new VEU Registry system, performance specifications will only be able to be viewed in the new system from July 2025.

the criteria. The fee applies irrespective of whether the product is approved for listing on the register. You are also entitled to a fee waiver when applying for listing of GEMS-listed (product categories 22A-D, 24A, 25A, 31A and 32A) and AEMO listed products (product category 27) as per sections below (sections 1.2.4 and 1.2.5)

You apply for fee waivers when submitting your product application in the [VEU Registry](#). If applying for a fee waiver, you will need to advise us for which products you are applying for the fee waiver and the reason for fee waiver as part of submitting your product application.

1.2.2. Terms and conditions for registering products

Read the terms and conditions of listing a product on the VEU Register of Products, and the VEU Registry disclaimer at <https://veu.esc.vic.gov.au/vpr/s/terms-and-conditions> and <https://veu.esc.vic.gov.au/vpr/s/disclaimer>.

1.2.3. Products on the Secretary's product list

Induction cooktop products and freestanding combined induction cooking products which are eligible for sale 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 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 of Energy, Environment and Climate Action at energy.upgrades@deeca.vic.gov.au.

1.2.4. GEMS-listed

Some products listed on the Greenhouse and Energy Minimum Standards (GEMS) Register (product categories 22A-D, 24A, 25A, 31A and 32A) which meet the product criteria do not need to be approved by the commission to be eligible for installation under the VEU program. However, the products need to be listed in the VEU Register of Products to enable the calculation and creation of VEECs for the installed product.

We do not automatically update eligible GEMS listings to the VEU Register of Products. You can request for above GEMS-listed product to be listed on the VEU Register of Products by submitting

a product application with minimal supporting documentation. You are entitled to a fee waiver when applying for listing of these products on the VEU Register of Products. You apply for fee waivers when submitting your product application in the VEU Registry.

To add GEMS-listed products (product categories 22A-D, 24A, 25A, 31A and 32A) to the VEU Register of Products:²

- the brand and model of the product must comply with the relevant GEMS determination and be listed on the GEMS Register.
- the product category must meet the product criteria specified in the VEET Regulations and the minimum energy efficiency requirements specified in the VEU Specifications.

Incomplete data

In some cases, the data available from the GEMS Register is incomplete and in such cases these products may not be added to our register until additional data is provided. Likewise, if a product is updated or removed from the GEMS Register, that change may not be reflected in the commission's register immediately.

1.2.5. AEMO-listed products

Products approved by the Australian Energy Market Operator (AEMO) under public lighting upgrade (product categories 27A and 27B) also do not need to be approved by the commission to be eligible for installation under the VEU program. However, these products also need to be listed in the VEU Register of Products to enable the calculation and creation of VEECs for the installed product.

Given the specialised nature of public lighting upgrade activities, accredited persons (or any other interested stakeholder) will need to apply to us for inclusion of AEMO-approved products to our register to enable creation claims for this activity. There will be minimal supporting documentation required for an AEMO approved product application.

You are entitled to a fee waiver when applying for listing of these products on the VEU Register of Products. You apply for fee waivers when submitting your product application in the VEU Registry.

² Note that due to data quality issues, a product listed on the GEMS Register may not be added to our Register of Products until such times as those data quality issues are resolved by the product applicant or GEMS.

2. Product application and assessment process

Applications to have a product listed on the VEU Register of Products must be submitted via your VEU Registry account login page.

You must complete your application in one session.

The portal does not permit you to save your application partway through and return to it later. Before you begin, ensure you have all the documentation ready to upload.

Use the online product application portal to:

- manage the progress of your application
- communicate with the VEU product assessors
- view your application history

Once your application is lodged, we will review it against the relevant criteria. The approval process is presented in Figure 1.

Processing times for applications

Products will take approximately six weeks to be assessed from the date of fee payment. The processing time for your application is indicative only and processing time may be longer. Processing times are impacted by the quality of the information provided and may be longer in 'peak periods', for instance when new activities commence.

The best way to get your product listed on the VEU Register of Products quickly is to make sure you submit a quality application with all required documentation. A maximum of 8 products can be submitted in the one product application.

If information is missing from your application, it will be requested by us and will result in delays in the assessment process.

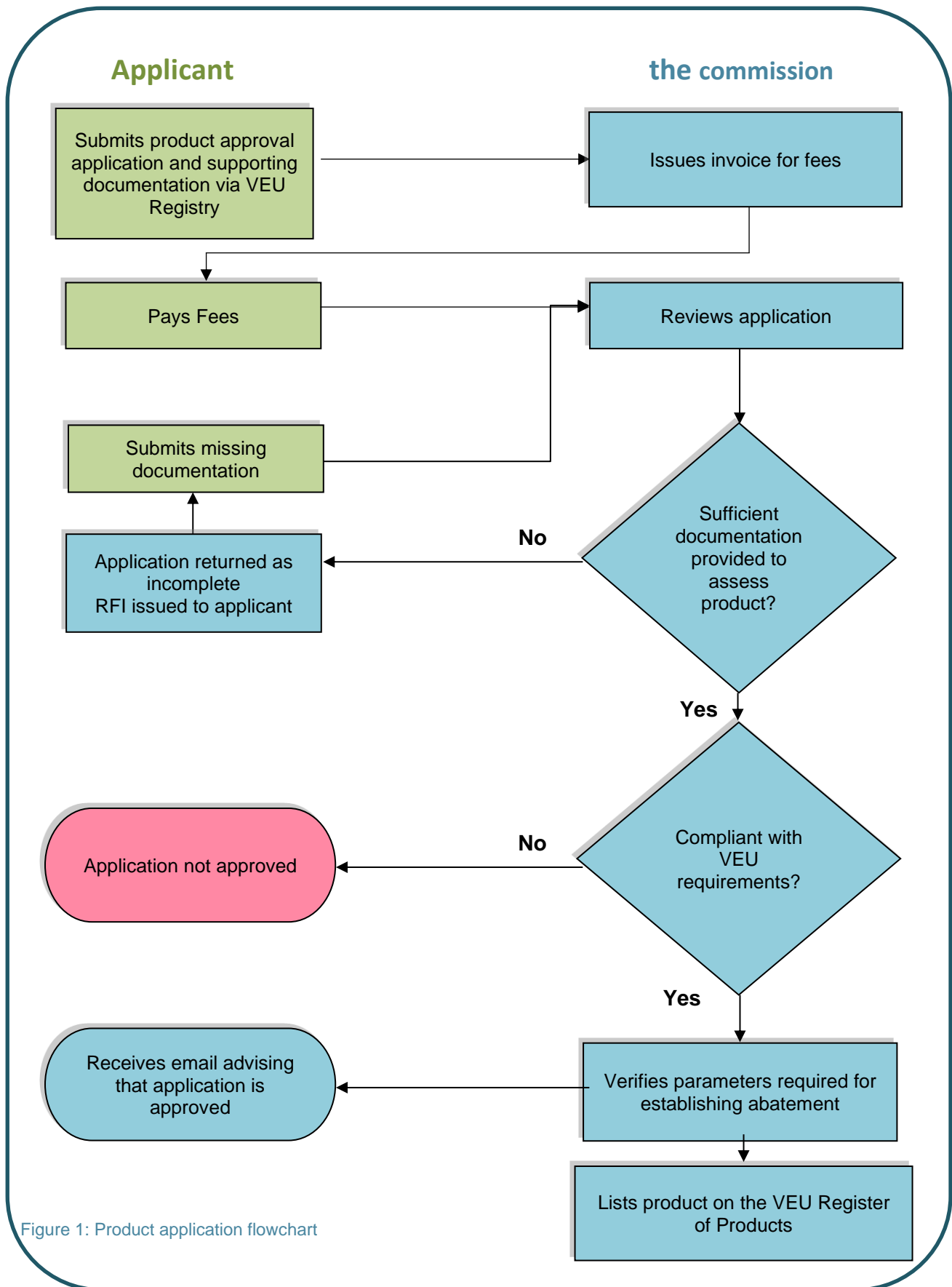


Figure 1: Product application flowchart

2.1. Product application process

Step 1: Check the VEU Register of Products

If the product is already listed as **‘approved’** on the VEU Register of Products, no further action is required. It can be installed by any Accredited Person (AP) approved for the corresponding prescribed activity.

If the product is not listed, you will need to lodge an application. First, you may need to create a VEU account.

Step 2: Create a VEU account

A VEU account is required to submit a product application. Create your account at:

<https://veu.esc.vic.gov.au/s/registration>

Step 3: Download and complete the product application form

You will need to download the product application form for products you wish to apply for listing on the VEU Register of Products. The product application forms are available for download from the [commission website](#).

You will need to complete all required fields in the product application form for submitting in the VEU Registry system.

Step 4: Collect all required documentary evidence

You must submit all required product information and documentary evidence with your application so that we can assess whether the product can achieve the minimum criteria specified in the VEET Regulations and any minimum energy efficiency requirements specified in the VEU Specifications.

Refer to the relevant product application guide for the required documentary evidence available from the commission website: www.esc.vic.gov.au/veu-product-applicants.

Each application guide describes the product performance requirements and associated documentary evidence that must be submitted with an application. You should also consult the VEET Regulations and VEU Specifications when preparing your documentary evidence.

The product approval requirements differ depending on the product category. You must review and familiarise yourself with the product performance and documentation requirements for each product category (listed in the relevant product application guide) before testing products and submitting product applications.

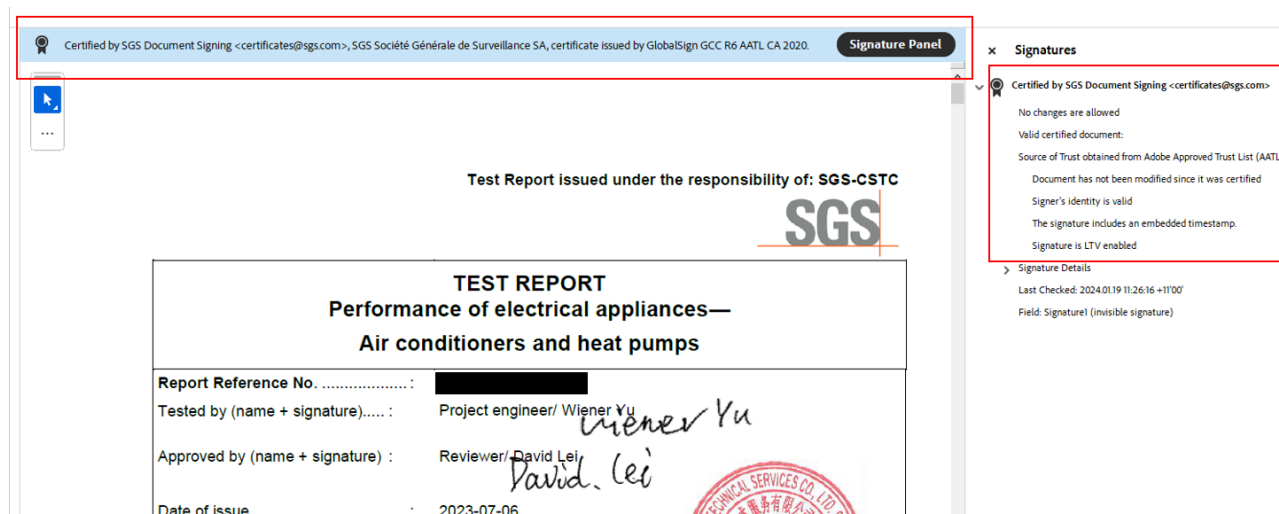
Documents that need to be submitted with your application may include:

- safety certifications
- test reports
- manufacturer's declarations
- confirmation of accreditation of test laboratory and product specifications.

Products requiring testing

Product testing based on Australian or international standards, must be conducted at an approved laboratory³. For example, ISTMT or LM80 test reports for lighting products must be produced by an approved laboratory that is independent of that manufacturer.

We verify independent test reports for authenticity. Most laboratories now produce test reports with inbuilt digital verification methods, such as digital signatures, stamps, or watermarks, confirming the document's authenticity and that the record has remained unchanged since the laboratory's final issue. Please see an example below.



If a test report does not contain built-in digital verification, we may use alternative methods to authenticate it—however, this will likely result in extended processing times. We encourage applicants to use laboratories with built-in digital verification methods for test reports.

³ Approved laboratory means a laboratory that is

- Accredited by the National Association of Testing Authorities; or
- Registered by an authority recognised by the National Association of Testing Authorities under a mutual recognition agreement

Safety certificates, compliance certificates or other third-party approvals

For product categories, such as lighting products, the commission requires that applicants submit a safety certificate issued by a state government safety body or JAS-ANZ accredited approval provider. Please refer to the specific product application guides for more details.

Applications to have heat pumps and solar water heaters listed on the VEU Register of Products require applicants to submit an AS 2712 certification. These products are only eligible for listing if they are certified as complying with AS/NZS 2712. The applicant must submit a valid certification showing compliance with AS/NZS 2712. AS/NZS 2712 certificates must list the brand and model exactly as applied for, brand/model reconciliation documents cannot be accepted.

We approve water-efficient products and appliances based on third-party approvals. Water-efficient products such as efficient shower roses are approved under the Water Efficiency Labelling Standards (WELS) for the duration that product is approved under the WELS program. It is the same for products approved under the Greenhouse and Energy Minimum Standards (GEMS) or the Electrical Equipment Safety Scheme (EESS). If the certification has expired, the product will not be eligible. If a certificate has an expiry date, the commission will only register the product on the VEU Register of Products until that date of expiry. To maintain products on the VEU Register of Products, applicants should contact the commission in advance to provide any updated certification should the product's certification be subsequently updated. Applicants must contact the commission immediately upon learning that any of these certificates have expired or have been removed for any reason.

Representing multiple products with a single test report

In some circumstances, an applicant may submit one test report to represent several similar products. Unless explicitly stated in the relevant product application guide, separate tests and accreditations are required for each individual product, and each test report must identify the brand and model of the product to which it applies.

Clearly indicate the product brand and model number

All supporting documentation must specify the product brand and model number. If different supporting documents contain different brands and/or model numbers, the applicant must submit a manufacturer's declaration clearly reconciling the different product brands and/or model numbers used across supporting documentation.

Note: Brand/model reconciliation documents are not accepted for safety certificates or lighting ISTMT reports; these must be issued in the exact brand and model as the product applied for.

Applications that do not contain the required documentary evidence may be refused.

It is an offence to submit an application containing false or misleading information. Such applications will be refused, and additional enforcement action may be taken by the commission.

Step 5: Prepare your product application

Before you begin, ensure you have all the documentation ready to upload, which includes the product application form and all required supporting documentation. We also suggest that you retain a copy of all files that you submit in support of your application.

To lodge a new application:

1. Click on the Products -- New Application menu item in your VEU account in the [VEU Registry](#)
2. Select the relevant product category
3. Upload the product application form and required supporting documentation as part of your application
4. Select the number of products you wish to apply for (maximum eight)
5. Confirm if you are applying for a fee waiver, and if yes, enter how many products you are applying for the fee waiver to apply to and reason for fee waiver

Water heating product applications

For applications to list products for installation under product categories 1C(18) & 3D – Water heater – Electric boosted solar, please apply by selecting either product category. Once approved, the product will be listed on the VEU Register of Products under both categories.

For products applicable to product categories 1D(18) & 3C – Water heater – Heat Pump, please apply by selecting either product category. Once approved, the product will be listed on the VEU Register of Products under both categories.

You must include all necessary documentation as part of the product application

You must ensure that their application contains all the required information and documents prior to submission. When attaching supporting documentation, you may use zip files for larger attachments with multiple files. Please ensure that each attachment is clearly labelled with what form of evidence it is. You are only able to upload ten files at a time. If your application has more than ten files you will need to upload in batches of ten.

Step 6: Submit the application

Once you have completed all fields and attached the required documentation, please take the time to review the application and ensure all information is accurate. When you are satisfied with the completeness of the application, click 'submit'. To submit your application, you will be required to agree to the terms and conditions for listing a product on the VEU Register of Products.

Once you have clicked the 'submit' button at the bottom of the applications portal, your application will be submitted, and you will not be able to change it.

A product application may be refused if there are documents missing. In some cases, an applicant may be given an opportunity to provide the missing information or documents. However, this will delay the application process.

Step 6: Payment of Product Application Fees

A \$500 application fee is payable for each product applied to be added to the VEU Register of Products, unless we apply a fee waiver to product(s) applied for. Once an application is submitted, an invoice will be issued for the relevant fees. Assessment of the application will not start until fees are paid. Once fee payment is received and your application is allocated to an analyst, the status of your application will then progress to "In Progress".

Step 7: Product application is assessed

When a product application is submitted and fees are paid, product team who assess the application against minimum eligibility criteria for the relevant product category, including reviewing and verifying supporting documentation provided as part of the application.

Applications under assessment will appear with the status "In progress" in your VEU account.

See section 2.2 below for more detailed information on steps involved in managing your applications, including responding to requests for further information (RFI), as part of our assessment process.

Step 8: Product is listed on the VEU Register of Products if assessed to meet requirements

If we assess the product as meeting the minimum eligibility criteria based on the information you submitted, we will approve and list the product on the VEU Register of Products with a status of 'Approved'.

You will also receive an email notifying you that the application was successful.

Applications that are not approved

Applications that are assessed to not meet requirements will not be approved for listing on the VEU Register of Products. Applicants will be notified by email if an application was unsuccessful and the reasons for refusal.

2.2. Managing your applications

2.2.1. Responding to a request for further information

If further clarifying information is required, the applicant will be issued with a request for information. The applicant can view and respond to requests for information (RFI) through their VEU account by clicking on the relevant product application. If an application has been issued an RFI, the application status will appear as “Information Requested” in your VEU account.

You will be able to view the requests for information in the ‘RFI’ tab on your Products page. When an application is returned to you as information requested, you may either respond to the request for information with the required information or voluntarily withdraw the application.

Applicants are able to attach documents and write notes within an RFI response. Documents must be attached prior to leaving notes within an RFI, once notes are entered and saved, the response is returned to the commission for further assessment.

A maximum of three requests for information for the same issue will be generated, after this time the product application may be refused.

If you do not respond to the request to provide further information within the time specified your application will be automatically refused.

Resubmitting your application

If you want to proceed with the application, you must resubmit it with the additional information specified in the RFI.

To resubmit:

1. Click on the relevant application ID with the status ‘Information Requested’
2. Click on the RFI within the application and provide information as requested by:
 - adding a new file attachment
 - leaving a detailed explanatory note regarding the request

3. Click 'save' to resubmit the application to the commission for assessment. Note that files must be attached prior to inputting and saving any comments. Once the comments are saved, the RFI is locked and returned for assessment with no further opportunity to attach files to that RFI.
4. Resubmitted application status is updated from 'information requested' to 'response received'.

2.2.2. Withdrawing an application

Where an application is returned to your account as 'Information Requested', you have the option to withdraw your application.

To withdraw an application:

1. Click the relevant application ID with the 'Information Requested' status to display the application.
2. Click the 'withdraw' button at the top of the page

2.2.3. Viewing your application

You can view summary details and application status of your submitted applications via the 'Applications' menu item under the products header.

The different statuses are:

- **Approved:** Product applications assessed as satisfying the minimum requirements.
- **Submitted:** Product applications received by the commission with fees yet to be paid
- **In Progress:** Product applications currently being assessed by the commission.
- **Information Requested:** Product applications that have been returned to you to provide further information. You must provide the requested documentation and resubmit applications in this queue within the specified time frame.
- **Response Received:** Product applications that you have submitted further information for where the response is under review.

2.3. Common issues with product applications

The most common reasons why documentary evidence submitted in support of a product application is deemed insufficient are listed below. To ensure your application progresses smoothly, please ensure that your application **does not contain** the following issues:

- The applicant fails to submit a complete set of supporting documents – refer to the relevant product application guide for the required supporting documents for each product category.

- The test report did not adequately identify the product, including both brand and model (exactly as applied for and described in other documentation, or else referenced with a manufacturer's declaration which ties the different brands and model numbers together).
- The brand and model numbers listed on the manufacturer's declaration were inconsistent with those on other documentation or with the model applied for.
- The brand and model number listed on the safety certificate or in-situ temperature measurement test (ISTMT) report did not match the product(s) applied for exactly.
- The laboratory that produced the test report was not appropriately accredited.
- The test report was not conducted in accordance with the relevant standards or commission requirements.
- The test report was not able to be appropriately validated via digital signatures or other methods.
- The test sample size was not as specified in the standard or in commission requirements.

Important things to remember

If a product is already listed on the VEU Register of Products, no further action is required

Make sure that you have compiled all necessary documentary evidence

You must begin and complete your application in one session – ensure you have all the documentation (including product application form and required supporting documentation) ready to upload before starting the application

A maximum of eight products may be submitted in the one application

Do not click the 'submit' button until the very end

When responding to a RFI, attach files before adding and saving comments

3. Additional product application functionality

3.1. Removing or modifying products on the VEU Register of Products

Stakeholders can request modifications to, or removal of, approved products on the VEU Register of Products by sending us an email with the required information.

You can submit a request to modify or remove an approved product on the VEU Register of Products by emailing veu@esc.vic.gov.au or via the 'Contact Us' form in the [VEU Registry](#). Your request must specify:

- the prescribed product category and applicable brand and model number of the product
- the nature of the requesting person's interest in the product
- the nature of the modification requested
- the reasons for requesting removal
- a description of the proposed amendment and the reasons for requesting it
- any other information or supporting evidence that the requesting person considers relevant.

We may request further information depending on the type of proposed modification. Note that we may be unable to modify some entries depending on circumstances.

We may decide to modify the VEU Register of Products as a result of a request if satisfied that the modification is consistent with program requirements.

We may remove a product from the VEU Register of Products if we are satisfied that:

- the product may be unsafe
- the product may not be of acceptable quality
- the product may not be fit for its intended purpose
- information provided to the commission with the application to list the product on the VEU Register of Products was incorrect.

We may also temporarily suspend a product pending the outcome of an investigation by Energy Safe Victoria into the safety of a product.

VEECs cannot be created in relation to the installation of the product if it is removed (or suspended) from the VEU Register of Products. It is the responsibility of the accredited person to ensure that the product being installed is on the register. In circumstances where a product is being removed or suspended, advance notice may not be provided.

Document version control

The RM reference for this document is: C/18/28440

Version	Amendments made	Date published
1.0	First release	10 December 2018
1.1.	Consolidated information on removals of products and modifications of the register into section 3.2 Removed bulk upload requirements. The bulk upload function is not available when submitting products under 1A, 1B, 1C, 1D, 1F and 3B product categories.	20 April 2021
1.2	Updated to reflect introduction of commercial and industrial air source heat pump water heater products	1 February 2022
1.3	Updated to reflect removal of product category 21 lighting products	31 January 2023
1.4	Updates to: <ul style="list-style-type: none">Remove references to gas water heating, gas space heating and evaporative cooling products per VEET regulation changesUpdate for consistency with amendments as a result of the Victorian Energy Efficiency Target Amendment (Electrification and Home Energy Rating Assessment) Regulations 2023Other amendments including to listing process for GEMS-listed products, bulk upload process and testing requirements.	31 May 2023
1.5	Updates to explain product application fees.	1 November 2023
1.6	Updates to section 2.1 to provide clarification on the following topics <ul style="list-style-type: none">Product testing required to be undertaken at “approved” laboratoriesAuthenticity of product test reportsSafety certificates, compliance certificates or other third-party approvals	23 May 2024

Version	Amendments made	Date published
1.7	Update to reflect introduction of induction cooktop activity with release of updated VEET Regulations and VEU Specifications – Version 18.0	25 October 2024
2.0	Update to reflect new processes with transition to new VEU Registry system	3 June 2025