

# Home Energy Rating Assessment 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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# Guide Overview

Accredited persons (APs) and associated Scorecard assessors under the Victorian Energy Upgrades (VEU) program must comply with program requirements when undertaking home energy rating assessment activities to create Victorian energy efficiency certificates (VEECs).

## About this guide

Use this guide for assistance in understanding the specific requirements (training, eligible assessment environments, record keeping) for the home energy rating assessment activity (activity 45). The guide has three sections:

- Section 1: Introduction to the home energy rating assessment activity
- Section 2: Record-keeping requirements
- Section 3: Home energy rating assessment activity process

You should read this guide in conjunction with our Obligations and Program Guide for Accredited Persons for:

- overarching information about the Victorian Energy Upgrades program
- your obligations under the program which apply to all accredited persons irrespective of the VEU activity
- guidance on how to create Victorian energy efficiency certificates (VEECs) under the program.

Access this document at [www.esc.vic.gov.au/veu-accredited-persons](http://www.esc.vic.gov.au/veu-accredited-persons)

## Who should use this guide

You should use this guide if you are:

- accredited or seeking accreditation to undertake the home energy rating assessment activity under the VEU program
- an assessor seeking to undertake home energy rating assessments under the VEU program.

This guide will help you to understand the activity, your responsibilities and record-keeping requirements you must meet to create and register VEECs.

To apply to for accreditation for these activities, access the required documents at [www.esc.vic.gov.au/become-veu-accredited](http://www.esc.vic.gov.au/become-veu-accredited)

## Seeking assistance

If you are unsure about any aspects of undertaking this activity and cannot find the answer in this guide or the documents listed above, contact VEU support on (03) 9032 1310 or [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au).

## Legal context for this guide

The legal requirements for accredited persons and scheme participants (including Scorecard assessors) seeking to undertake the home energy assessment rating activity in the Victorian Energy Upgrades 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).

View these documents at [www.esc.vic.gov.au/veu-legislation](http://www.esc.vic.gov.au/veu-legislation)

We have prepared this guide as a general summary of the relevant legislation, regulations, specifications and guidelines. It will help relevant persons to achieve compliance.

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 the Home Energy Rating Assessment activity

The Department of Energy, Environment and Climate Action (the department) introduced the home energy rating assessment activity to the VEU program under part 45 of the VEET Regulations. The activity commences on 31 May 2023.

A home energy rating assessment is an assessment of the energy performance of a residential premises and its fixed appliances, carried out by an accredited Scorecard assessor. The assessment results in a rating which details the energy performance of the home and its features and provides advice which informs homeowners or tenants of possible actions they can take to improve the home's energy performance.

## 1.1. Which activities are eligible?

For a home energy rating assessment to be eligible under the VEU program to create Victorian energy efficiency certificates (VEECs):

- assessments must be conducted by an accredited assessor using the Residential Energy Scorecard (the Scorecard) tool<sup>1</sup>
- the activity must take place in an eligible premises
- the activity must meet activity limits set in the VEET Regulations
- the assessment must be undertaken in compliance with the agreements and requirements under both the Scorecard program and the VEU program
- a person or organisation must be accredited by the commission to undertake the home energy rating assessment activity under the VEU program.

### 1.1.1. Eligible assessors

To be eligible to undertake a home energy rating assessment under the VEU program, an assessor must be:

- an accredited Scorecard assessor
- listed on the public Scorecard website.<sup>2</sup>

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<sup>1</sup> The Scorecard is a Home Energy Rating Assessment that is endorsed by the Nationwide House Energy Rating Scheme and meets the requirements.

<sup>2</sup> [Find a Scorecard assessor \(homescorecard.gov.au\)](https://www.homescorecard.gov.au)

Scorecard assessors must also be registered as an assessor on the VEU Registry prior to an accredited person creating VEECs for the assessment. (See section 3.2 for information on how to submit an assessor for registration on the VEU Registry.)

### **1.1.2. Eligible assessment tool**

A home energy rating assessment activity under the VEU program must be:

- undertaken using the [Residential Efficiency Scorecard assessment tool](#), a Home Energy Rating Assessment tool which is endorsed by the Nationwide House Energy Rating Scheme
- undertaken in compliance with:
  - the Residential Efficiency Scorecard Software Manual for Scorecard Assessors
  - the Residential Efficiency Scorecard Assessor Manual for Scorecard Assessors.

Only individuals who are accredited by the department can conduct Scorecard assessments using the Scorecard tool.

### **1.1.3. Eligible premises**

For a home energy rating assessment to be eligible to create VEECs, the assessment must be undertaken in a Class 1a building (a detached dwelling or townhouse) or a Class 2 building (apartment or flat) as classified under Part A6 of Volume One of the Building Code of Australia (the Building Code or BCA). Premises that are situated on retirement village land, within the meaning of the *Retirement Villages Act 1986* are not eligible for this activity.

Further information about Class 1a or Class 2 buildings is available at <https://www.abcb.gov.au>

### **1.1.4. Activity limits**

An energy consumer is only eligible to create Victorian energy efficiency certificates (VEECs) for a home energy rating assessment for their residential premises once over a period of five years, unless the energy consumer at the property changes in that period, in which case the new energy consumer is eligible to receive a home energy rating assessment.

### **1.1.5. Appropriate accreditation**

A person or organisation must be accredited by us and approved for the home energy rating assessment activity to create VEECs.

Find out how to become accredited for these activities at <https://www.esc.vic.gov.au/become-veu-accredited>.

## 1.2. Compliance with Scorecard program and VEU requirements

Accredited persons and assessors must ensure they understand and meet agreements and requirements under both the Scorecard program and the VEU program.

### 1.2.1. Scorecard obligations

Scorecard assessors accredited by the department, are regularly audited by the department, and must comply with the [Scorecard program's code of conduct](#) and [Scorecard assessor agreement](#) requirements. The Scorecard agreement requirements are those set out in an agreement between the department and the assessor.

### 1.2.2. VEU program obligations

To conduct the home energy rating assessment activity under the VEU program, assessors must work with or become an accredited person under the VEU program.

Accredited persons and scheme participants must ensure that they undertake 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. The rules relate to such matters as

- circumstances in which VEECs may be created
- the way in which an activity must be undertaken
- record-keeping requirements.

Any non-compliance with the program rules will mean a certificate is not eligible for registration. In addition, other compliance and enforcement action may be taken such as suspension or revocation of accreditation and restrictions on accreditation.

#### 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](#).

### 1.2.3. VEECs awarded for home energy rating assessment

The number of Victorian energy efficiency certificates (VEECs) generated by a home energy rating assessment is based on the deemed abatement associated with this activity.

The deemed abatement is calculated using assumptions about a household's reduction in energy consumption as a result of receiving a home energy rating assessment.

The VEEC calculation method is detailed further in part 45 of the VEU Specifications.

Table 1: VEECs awarded for a home energy rating assessment activity

Location <sup>3</sup>	Number of VEECs (for assessments completed by 31 January 2024)	Number of VEECs (for assessments completed from 1 February 2024)
Metropolitan	2	2
Regional	3	2

<sup>3</sup> See the Location Variable List in the VEU Specifications for a list of postcodes classification (metropolitan or regional).

## 2. Record-keeping requirements

You must collect records to demonstrate that each home energy rating assessment has been undertaken in accordance with the VEET Regulations and VEU Specifications. You are required to retain the records for each assessment for a period of six years and provide it to us upon request.

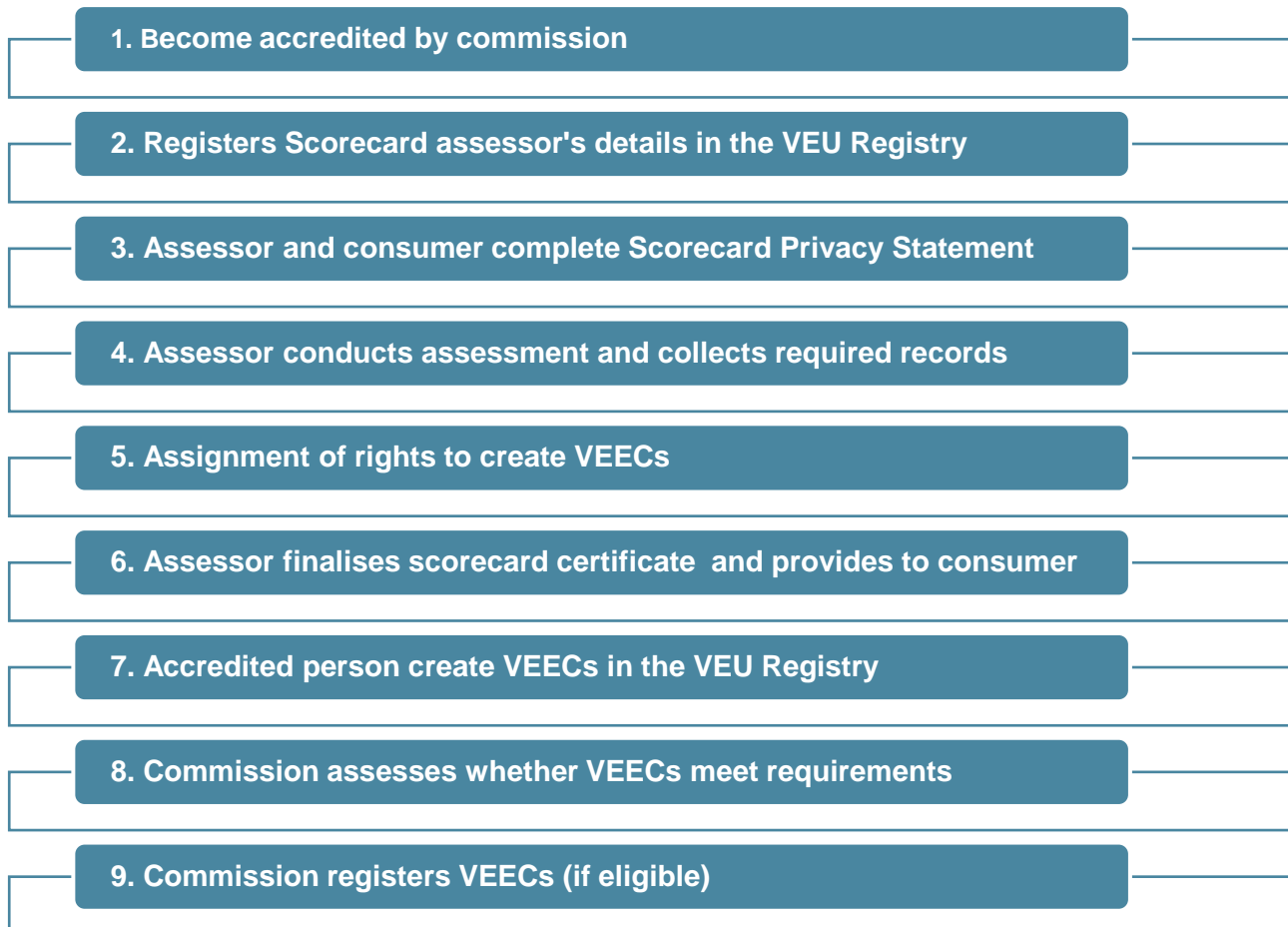
Table 2 sets out the record-keeping requirements accredited persons must collect and provide to us upon request.

Table 2: Record-keeping requirements for home energy rating assessment activity

Requirement	Record-keeping requirement	Description
Assignment of rights to create VEECs	VEEC assignment form	Document must be: <ul style="list-style-type: none"><li>• in the required form (i.e. using the relevant VEEC assignment form template available from the commission website)</li><li>• completed and signed by the assessor and the energy consumer.</li></ul>
Accredited Scorecard assessor	Geo-tagged photograph	The geo-tagged photograph must be time stamped (with the date of the assessment), and show the front of the premises, the accredited Scorecard assessor and their photo identification.
Scorecard assessment undertaken	Scorecard assessment certificate	Document provided by the Scorecard assessor to consumers upon finalising Scorecard assessment data and recommendations.

### 3. Home Energy Rating Assessment activity process

This section provides the accredited person with the process for undertaking a Home Energy Rating Assessment activity under the program.



#### 3.1. Become accredited by commission

Scorecard assessors must be accredited/approved by the commission to undertake this activity or work with a person who is accredited/approved (an accredited person) to undertake this activity, to create VEECs for this activity.

Visit [www.esc.vic.gov.au/become-veu-accredited](http://www.esc.vic.gov.au/become-veu-accredited) for information on how to become accredited.

#### 3.2. Registers Scorecard assessor's details in the VEU Registry

Accredited persons must register their Scorecard assessors as scheme participants in the VEU Registry prior to creating VEECs for home energy rating assessment activities completed by the

assessor under the VEU program. You can register a Scorecard assessor as a scheme participant in the [VEU Registry](#) under 'My Account'.

### **3.3. Assessor and consumer complete Scorecard Privacy Statement**

Scorecard assessors must provide energy consumers with a copy of the [Scorecard Privacy Statement](#) before conducting a Scorecard assessment. The Scorecard Privacy Statement is prepared by the department and completed with an assessor's contact details.

The Scorecard Privacy Statement explains what information will be collected in the home and how it will be protected. The Privacy Statement must be completed and signed by the energy consumer before the assessor can proceed with the Scorecard assessment. The Privacy Statement provides information about the personal information that is collected and seeks consent to disclose the consumer's name and contact information to suppliers of products and services that will increase the energy performance rating of the person's home. A consumer does not have to consent to that disclosure.

### **3.4. Assessor conducts assessment and collects required records**

In conducting the home energy rating assessment, the Scorecard assessor must comply with the Residential Efficiency Scorecard Code of Conduct. This requires, among other things, that the assessor work in a safe manner and comply with all applicable Occupational Health and Safety requirements. In addition, VEECs cannot be created unless the Scorecard assessment is undertaken in accordance with the Occupational Health and Safety Act 2004.

The Scorecard assessor must collect records as required for the VEU program. Some records must be collected on the day of the assessment, whereas the Scorecard Certificate can be finalised and sent to the consumer after the assessment (see section 3.6).

### **3.5. Assignment of rights to create VEECs**

An important part of the VEEC creation process is the valid assignment of the right to create VEECs from the consumer to an accredited person. A VEEC assignment form must be completed for accredited persons to create VEECs and demonstrate compliance with the legislation.

Download the VEEC assignment form template for this activity from the [commission website](#).

Assessors must give the energy consumer 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). Assessors and accredited persons should consider taking steps to 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).

Details of how to comply can be found at <https://ovic.vic.gov.au/privacy>

### **3.6. Assessor finalises Scorecard Certificate and provides to consumer**

Once the assessor has completed the assessment, the assessors finalises the data and sends the Scorecard Certificate to the consumer. This certificate must be provided to and retained by the accredited person as part of the record-keeping requirements for the assessment, together with records collected on the day of the assessment.

### **3.7. Accredited person create VEECs in the VEU Registry**

Prior to creating VEECs for an assessment, accredited persons must have collected the required documents as specified in section 2 from the Scorecard assessor. 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 all 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.

Ensure that you accurately record the following dates when you submit a home energy rating assessment activity for creation in the VEU Registry:

- Assessment date: the date the Scorecard assessment occurred at the premises.<sup>4</sup>
- Activity date: the date on which a copy of the results of the home energy rating assessment (i.e. the Scorecard Certificate) is provided to the energy consumer.

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<sup>4</sup> With the transition to the new VEU Registry system, you may not be required to record this information in the VEEC creation form for an activity for an interim period.

### **3.8. Commission assesses whether VEECs meet requirements**

Once you have paid your certificate creation fees, we will assess the created VEECs for registration. This process involves checks to verify that VEECs have been created in accordance with the VEET Act and VEET Regulations. We may require accredited persons to submit to us record evidence as part of that assessment process.

### **3.9. Commission registers VEECs (if eligible)**

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.

## Document version control

The RM reference for this document is: C/22/14215

Version	Amendments made	Date published
1.0	First release	31 May 2023
1.1	Revision to reflect changes to VEEC creation fee and invoicing process	1 November 2023
1.2	Revision to reflect amendment to VEET regulations banning cold-call telemarketing and doorknocking under the program	1 May 2024
1.3	Update to reflect transition to new VEU Registry system	3 June 2025