

Victorian Energy Upgrades Performance Report 2021



Fact sheet

The Victorian Energy Upgrades program

The Victorian Energy Upgrades program helps Victorians reduce their energy bills and greenhouse gas emissions by providing access to discounted energy efficient product and services through accredited providers.

Since it began in 2009, more than 2 million Victorian residential and commercial premises have benefitted from the program, delivering over **70 million tonnes of greenhouse gas emissions (CO₂e) savings**. This is the equivalent of taking **21 million cars off the road for a year**.

Accredited providers who deliver upgrades for households and businesses are able to create certificates under the program. Each certificate represents one tonne of greenhouse gas emissions (CO₂e) saved.

Key outcomes of the 2021 Victorian Energy Upgrades program

A growing and evolving program, delivering emissions savings and cost savings for Victorian consumers.



Over **650,000 upgrades** delivered in **413,249 households and businesses**

Over **7.5 million tonnes** of greenhouse gas emissions expected to be saved from 2021 upgrades

Around **7.7 gigawatt hours** of energy savings over the lifetime of 2021 upgrades

An estimated annual cost savings of **\$136** for households and **\$2,940** for businesses undertaking upgrades in 2021





Additional 2021 program highlights

- 7,512,776 certificates registered from upgrades undertaken in 2021.
- 168 new businesses registered to own, trade and surrender certificates
- 13 new businesses accredited, and 60 business expanding their accreditation to deliver upgrades under the program.
- 915 new energy efficient products approved for use in the program, bringing the total to 18,326.
- 29 project-based activities impact reports approved – a fivefold increase from 2020.
- 1 new activity introduced into the program (cold room activity).

Maintaining program integrity

Ensuring the integrity of the Victorian Energy Upgrades program and confidence in the energy efficiency benefits delivered to consumers is the commission’s foremost responsibility.



We completed **890** upgrade audits and **57** accreditation related audits

We undertook **30** investigations which resulted in the surrender of **38,623** certificates

We assessed **57,473** upgrade creation claims – a 78 per cent increase from 2020

\$1,820,120 of penalties paid by energy retailers in 2021

Building public confidence and promoting consumer rights

In 2021, the rate of complaints remained at 2020 levels, that is approximately 13 complaints were received for every 10,000 premises upgraded. We continued to work with accredited providers and other regulators to address consumer complaints and protect consumer rights. We also started planning for implementation of the program’s code of conduct which will strengthen consumer protection outcomes under the program. The code comes into effect from 1 July 2022.

Read the full [Victorian Energy Upgrades Performance Report 2021](#)

