

Victorian Energy Upgrades Forum

9 December 2021



Victorian Energy Upgrades Forum – 9 December 2021

Welcome Kate Symons

Chairperson,
Essential Services Commission



Welcome Jeff Cefai



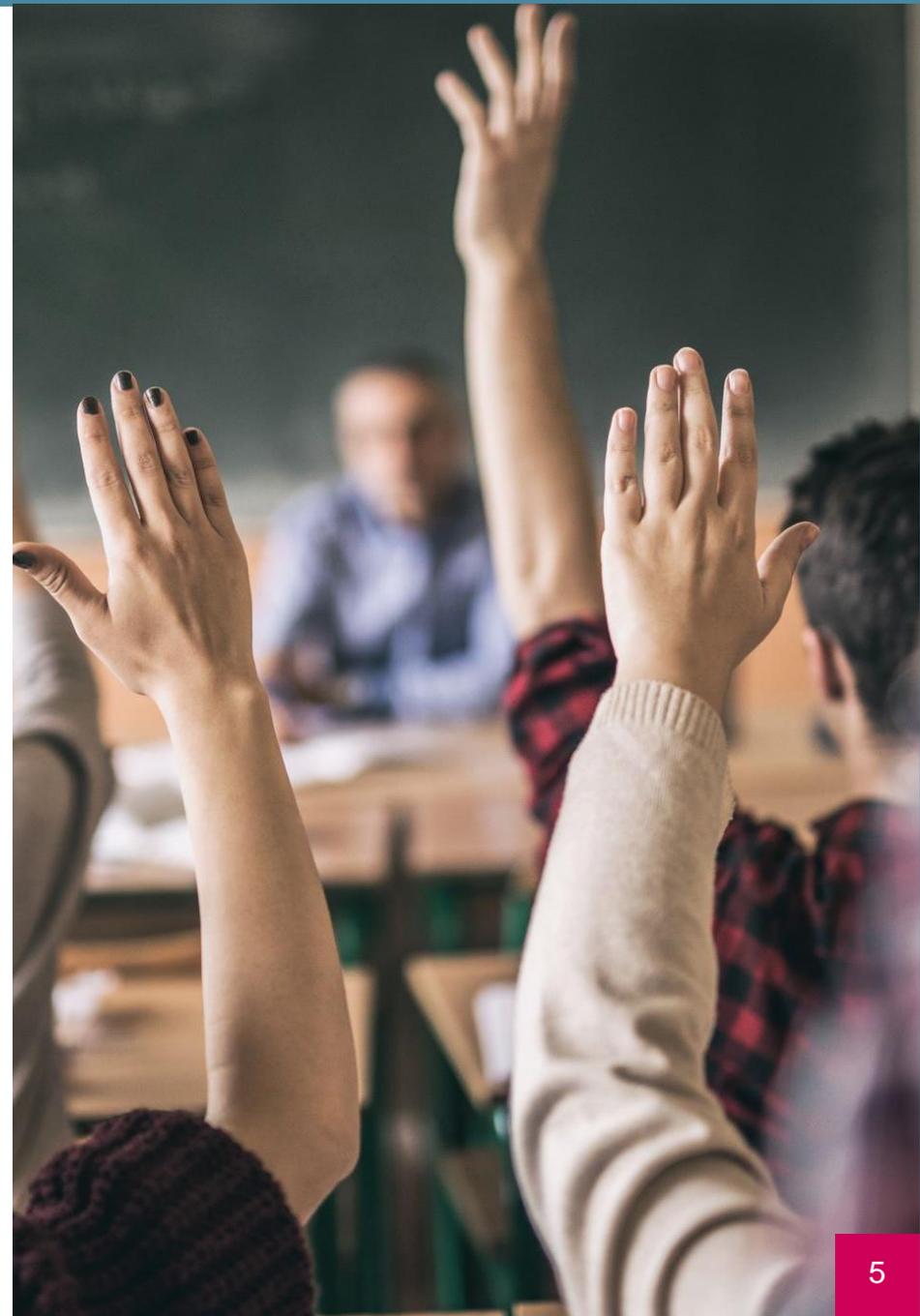
Victorian Energy Upgrades Forum – 9 December 2021

Time	Agenda item
11:00	Welcome and opening comment (Kate Symons, Chairperson) (5 min)
11:05	Forum agenda (Jeff Cefai, Director) (5 min)
11:10	VEU program update (Jeff Cefai, Director) (20 min)
11:30	Code of conduct update (DELWP & ESC) (15 min)
11:45	New and revised VEU activities update (DELWP & ESC) (15 min)
12:00	Large energy users' exemption framework update (DELWP) (10 min)
12:10	Stakeholder engagement feedback (ESC) (15 min)
12:25	Closing remarks (Jeff Cefai, Director)
12:30	CLOSE

Victorian Energy Upgrades Forum

How to: submit questions/comments

- 1.Chat function
- 2.Questions/comments from the floor
- 3.Be respectful



Director program update - Introduction



2021 to date: 1 Jan to 30 Nov



Combined 2021 and 2022 Target: 13.2 m certificates



Available certificates created by 30 Nov: 10.4 m



Available certificates registered by 30 Nov: 9.7 m



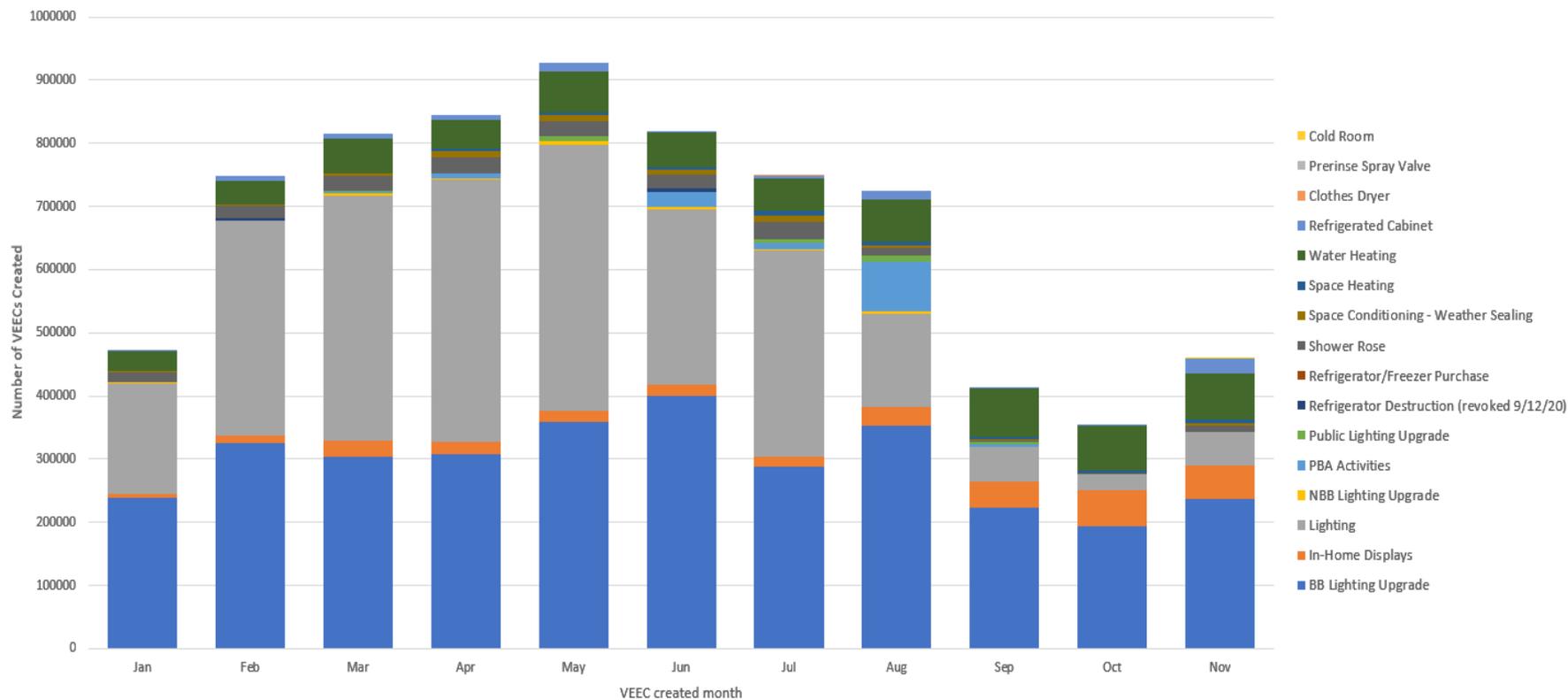
Products approved in 2021: 759



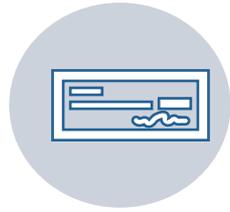
Approved installers in 2021: 1,727

VEECs created by month - 2021

VEECs created by month and type of activity for Jan 2021 - Nov 2021



2021 to date: 1 Jan to 30 Nov



7.078M VEECs registered



BB lighting
3,151K



Lighting (21)
2,577K



Water heating
575K



In-home displays
249K



Shower rose
177K



PB activities
126K



Refrigerated cabinet 78K



Weather sealing
41K



Space heating
30K



Public lighting
28K



NBB lighting upgrade
22K



Refrigeration destruction
9K

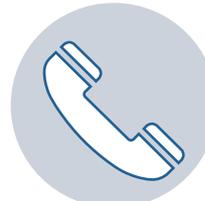
2021 (Jan to Nov) - audits and queries



Field audits
0



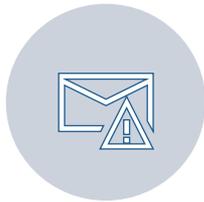
Desktop audits
660



Phone audits
134



VEECS
surrendered from
investigations and
enforcement
actions
24,796



Queries (total)
4528



AP and business
queries
1950



Consumer
queries
2081



Complaints
resolved
412

Program to date



Total upgrades: 5.5 million



Residential: 5.3 million



Non-residential: 207 thousand



Total certificates created: 76.3 million



Total certificates registered: 70.3 million

Registry update

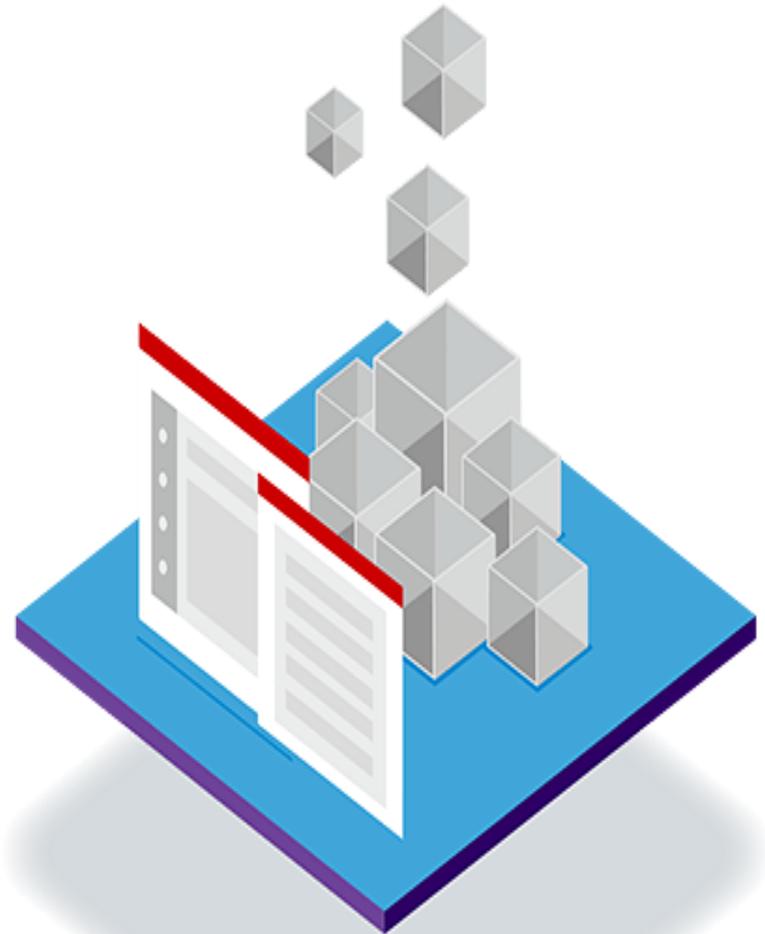
94% of batches approved within target timeframe in 2021

Flexible batching to assist APs with issues uploading certificates before weekly cutoff

Issues with weather sealing claims and engaged directly with APs to improve data

125% increase in accreditation applications in 2021

Further streamlining of additional activity applications. Approval times have shortened significantly - a threefold increase in the number of approvals.



Registry update

Insurance requirements

Published approval processing times for accreditation functions

Certificate assessments streamlined to focus on key risks.

Batches approved ahead of target where resources allow

Staff availability over January



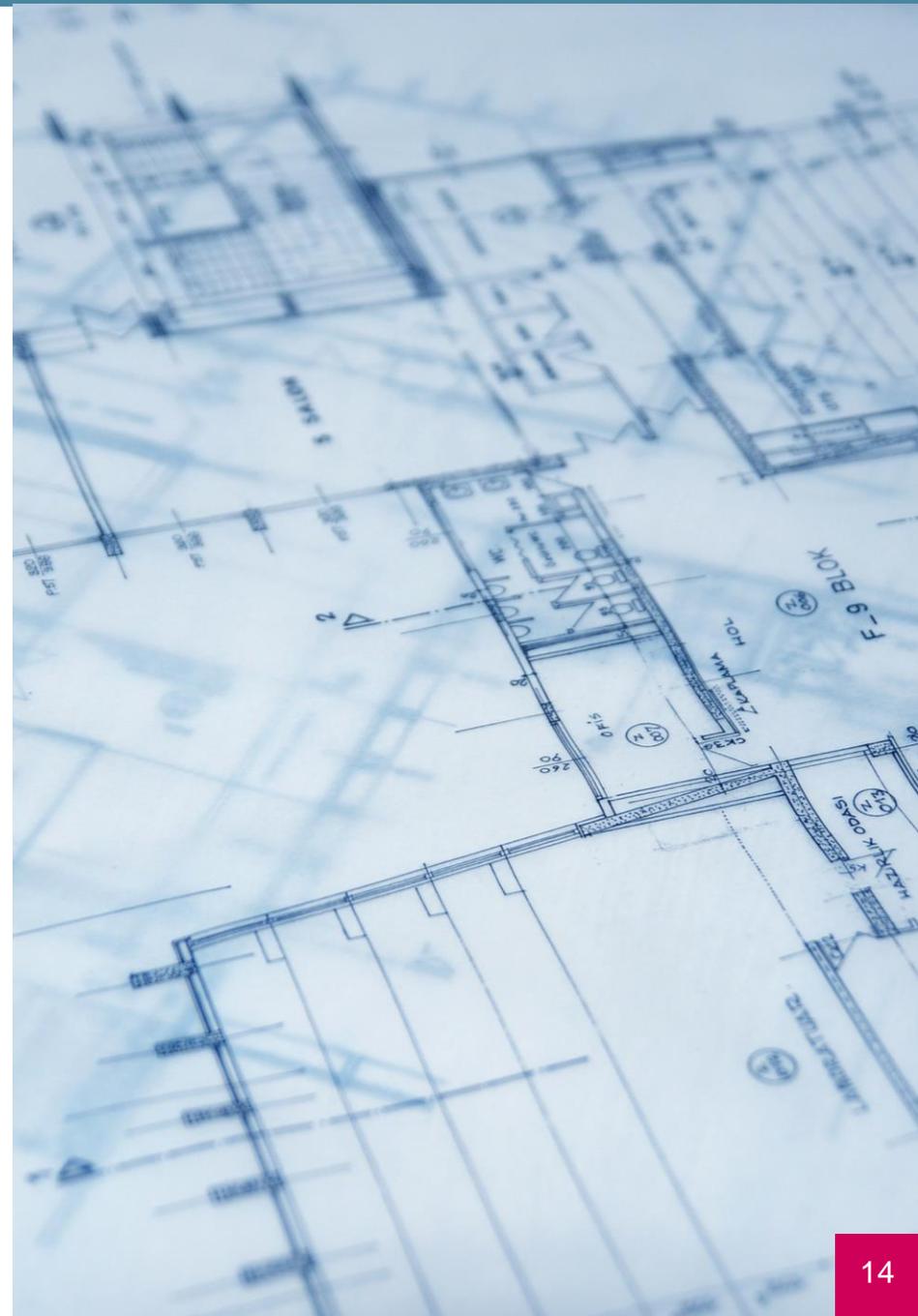
Project based activities

PBA engagement

PBA certificate registrations doubled in 2021 via 27 projects to total 126,000 for the year to date:

2 projects:	> 20,000 VEECs
2 projects:	10,000 – 20,000 VEECs
9 projects:	1,000 – 10,000 VEECs
12 projects:	100 – 1,000 VEECs
2 projects:	< 100 VEECs

In 2022 processing times may stretch due to a higher volume of impact reports



Product approvals

Increasing number of product applications from same applicants

Commission reviewing product assessment process

Time to approval dependent on quality of application.



Compliance

The commission's Enforcement Committee

Compliance matters investigated in 2021

Marketing complaints and the action taken by the commission – referral to Consumer Affairs Victoria

Complaints in relation to product faults – IHDs and hot water systems



Program updates – July to December 2021

PBA assignment form changes (Aug) and effective range rule change (Dec)

Solar and heat pump product application guide update (Aug)

Public lighting update (Oct)

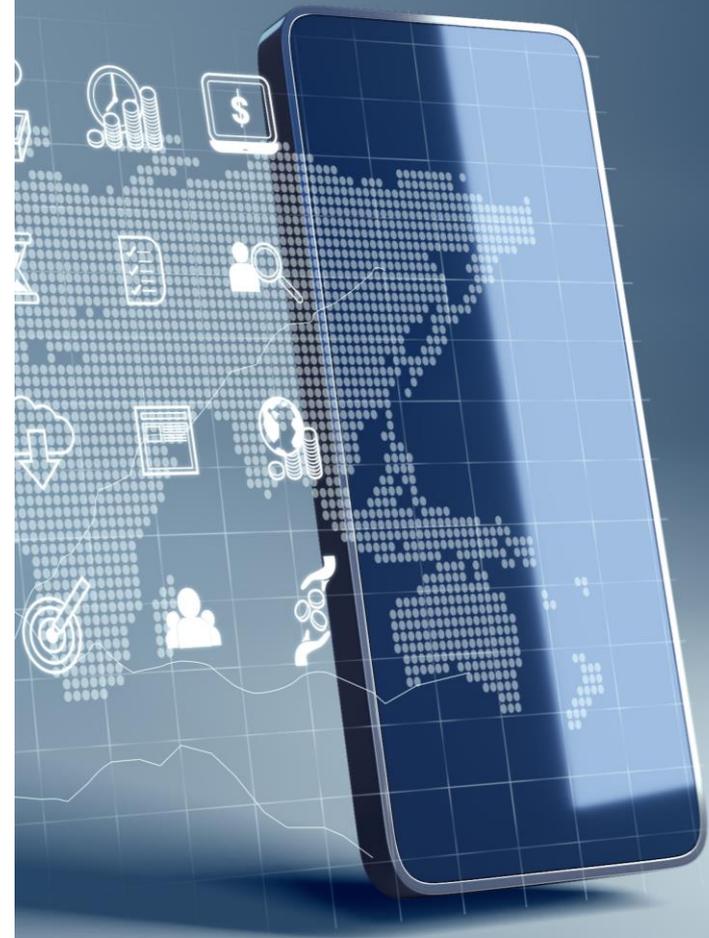
New lighting calculator, approval of VRU devices (Oct)

IHD activity and refrigerator evidence updates (Oct)

Water heating and space heating updates (Nov)

Relevant entity certificate surrender due date extension (Oct)

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System upgrades

Moved database to Azure

CAPTCHA for calculator

Inactive timeout settings (shorter)

Looking at program of continuous improvement over 12 months

2,000 row limit for activity register

Bots: please make sure you minimise log ins (once per hour) and times (preferably after hours)



Other projects

Preparing for the VEET Act reform work and the new/revised activities work program

Published the [VEU 2020 Performance Report](#)

Publishing program data & information

Updates on the program during Covid restrictions



Questions?



Code of conduct update

Emma Jacobs



9 December 2021



Environment,
Land, Water
and Planning

The Code of Conduct aims to increase consumer experience and business confidence

- Increase in complaints
- Vulnerable consumers particularly at risk
- Consumers' expectations are changing



What's in the proposed Code?

Area	Proposed requirements
Marketing	<ul style="list-style-type: none">• No misleading / false information• No high-pressure sales tactics or unwanted engagement• Engage adults of sound mind who understand the language spoken
Information provided to consumers	<ul style="list-style-type: none">• How the program operates• Their product, contract and certificates arising• Consumer rights and complaints processes
Installation & upgrade service	<ul style="list-style-type: none">• Demonstrated consent by adults of sound mind• Any tenants informed• Works accord with manufacturer instructions & warranty requirements
After sales services & complaints	<ul style="list-style-type: none">• Immediately inform customer of, and remedy, faults and issues• Establish/use own dispute resolution processes• Refer unresolved disputes to ESC or other relevant body

- **A public response to consultation will be released in the coming weeks**
- **The Code of Conduct is expected to come into effect mid 2022**

Code of conduct

German Ferrando-Miguel
Essential Services Commission

9 December 2021



What will a code of conduct mean for APs?

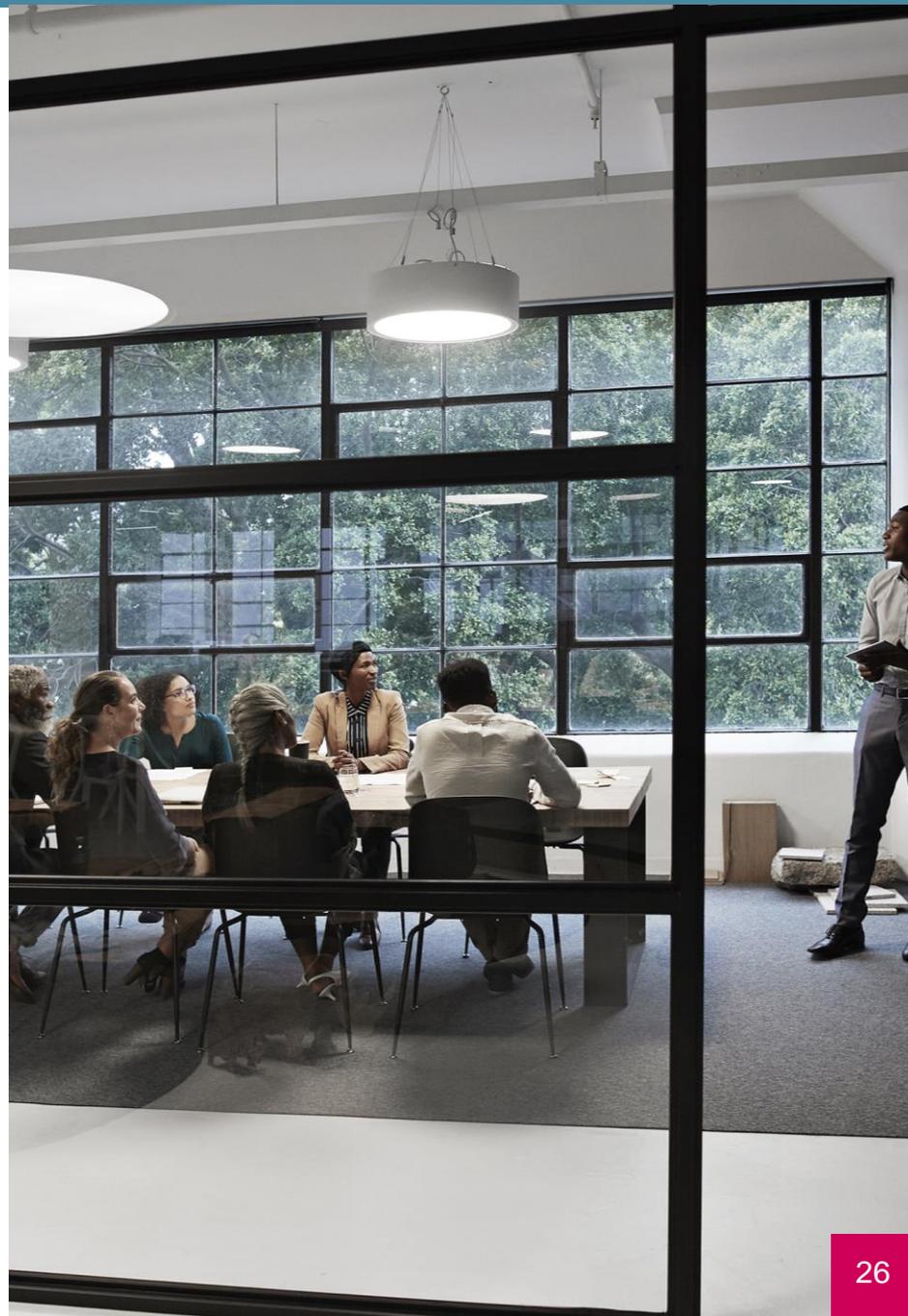
The eligibility of VEECs might depend on:

- The behaviour of lead generators and installers
- The behaviour of your staff
- Systems in place to handle complaints (by you or your contractors)



What we will do

- Prepare guidance so all participants understand their obligations and rights
- Work with you to clarify training
- Work with you to inform what evidence we will seek if we audit you



What you may need to do

1. Familiarise yourself with code requirements once published
2. Train your staff (APs, installers, lead generators)
3. Implement systems to enable APs to trace every installation to an individual lead generator and installer



New and revised VEU activities update

Alex Atkinson



9 December 2021



Environment,
Land, Water
and Planning

VEU new and revised activities in 2021

Department of Environment, Land, Water and Planning

Victorian Energy Upgrades: New and Revised Activities Consultations

Have your say on proposed new and revised activities for the Victorian Energy Upgrades program.



<https://engage.vic.gov.au/victorian-energy-upgrades-new-activities-consultation>



9 new and revised activity consultations



50+ stakeholder submissions



new cold room activity introduced August 2021

On-going stakeholder feedback is a key contributor to revising existing VEU activities and introducing new activities.

VEU new and revised activities



Considerations which may impact timelines – COVID impacts, complexity of process for each activity, supporting industry discussions/questions, Essential Services Commission (ESC) implementation.

Revised activities

- Space heating review
- M&V review
- Insulation review
- Water heating review
- Gas boilers
- Pool pumps

New activities

- Hot pipe lagging
- C&I HPWH
- Cold rooms
- Smart thermostats
- Building EMIS
- Home energy rating assessment

New and revised VEU activities update

Maureen Goey
Essential Services Commission

9 December 2021



2021 - new/revised activities delivered



Changes to building based lighting upgrade (1 April)



Changes to electricity emissions factors and incandescent lighting (1 August)



Cold room activity (17 August)



Updated refrigerated cabinet (30 October)

Cold room activity update



1 business accredited, 2 applied



106 certificates registered (from 2 upgrades)



Released one consultation paper



Meeting with stakeholders and one workshop



Planned release of updated activity guide in Dec or Jan

Updated refrigerated cabinet activity



1,855 new products registered



21,516 certificates created (from 439 upgrades)



2 new business applying for accreditation (from 30 October)

Proposed activity changes in Q1 2022



Electricity emissions factor update



Removal of 34 J6 lighting upgrades



Reduction in HID lamp incentives under 34 Non J 6



Commercial and industrial heat pump water heater

Implementation approach

Activities getting more complex in nature

Reviewing accreditation framework and website structure

We work:

- with DELWP to build administrative framework for activity commencement
- with other regulators to harmonise where possible

We will:

- seek feedback from industry
- clarify/amend activity requirements based on industry feedback



Large energy users' exemption framework update

Paul Lang



9 December 2021



Environment,
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- Review of the definition and treatment of large energy users under the VEU program continues.
- Stakeholder feedback to date broadly supports revised proposal that a site be eligible to opt out where it:
 - uses >100 TJ of electricity and/or gas per year
 - undertakes manufacturing, mining or agriculture, and
 - demonstrates best practice energy management.
- Transitional support to be provided, including promoting energy upgrades for businesses coming into the program.

Large energy users' exemption framework update

- Consultation planned for December - Early Feb 2022, with a new exemption framework to be announced in early 2022 with a start date of 1 Jan 2024.
- No new requirements and the current exemption framework remains in place until that update is made (option for LEU's to opt in to current scheme).

Feedback on ESC engagement initiatives

Maureen Goey & German Ferrando-Miguel
Essential Services Commission

9 December 2021



VEU newsletter

- Released quarterly
- Newsletter aims to:
 - provide platform for Director to regularly communicate key thoughts to participants
 - provide participants with a summary of program activity over quarter
 - flag upcoming program changes/events



Feedback on VEU newsletter

Do you subscribe to the VEU newsletter? Yes/No

For those who subscribe, do you find the VEU newsletter informative? Yes/No

What information do you find most valuable about the VEU newsletter? (select one or more)

- Message from the Director
- Legislative change updates
- Consultations and upcoming events
- Compliance updates
- Administrative updates – registry, accreditations, PBA
- Program statistics

Feedback on VEU newsletter

What additional information would you like to see more in the VEU newsletter? (select one or more)

- Certificate market information
- Activity market information
- Activity profiles
- More information on compliance issues

VEU performance report

- Released annually
- Legislated obligation
- Aims to communicate:
 - benefits delivered under the program
 - key performance outcomes of the program
 - key work activities and projects delivered



Feedback on VEU performance report

Were you aware of release of the 2020 VEU performance report last month? Yes/No

Did you read the 2020 VEU performance report? Yes/No

What information did you find most valuable about the VEU performance report? (select one or more)

- The year in review (summary)
- Information on program performance
- Information on compliance and enforcement
- Information on program administration and development
- Appendix B: Table of VEECs by activity

Feedback on VEU performance report

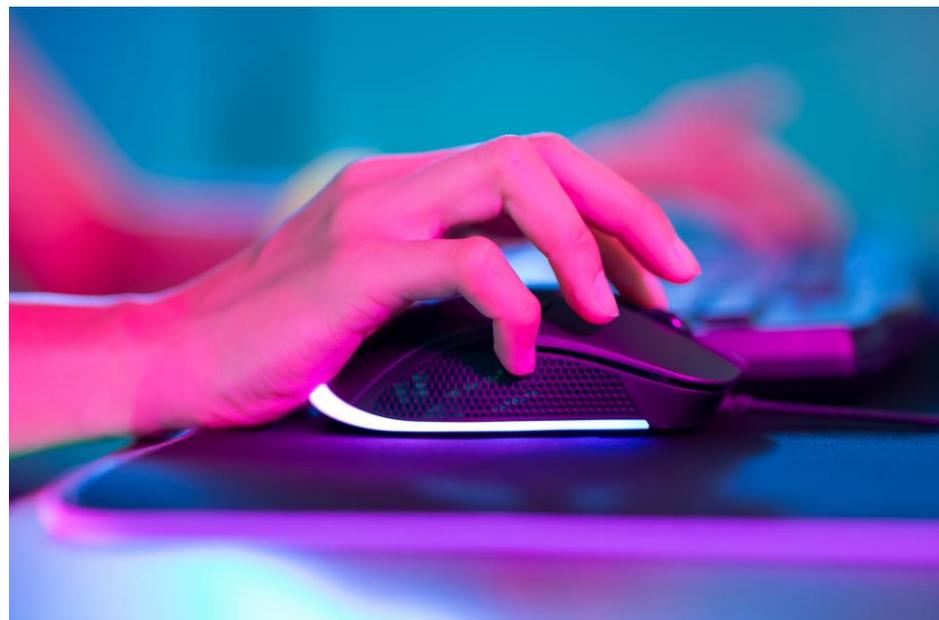
How could the VEU performance report be improved? (select one or more)

- Make the report more concise
- Inclusion of case studies
- Inclusion of more program data
- More targeted program data
- More narrative on program performance
- Better graphics/better design

Search pages

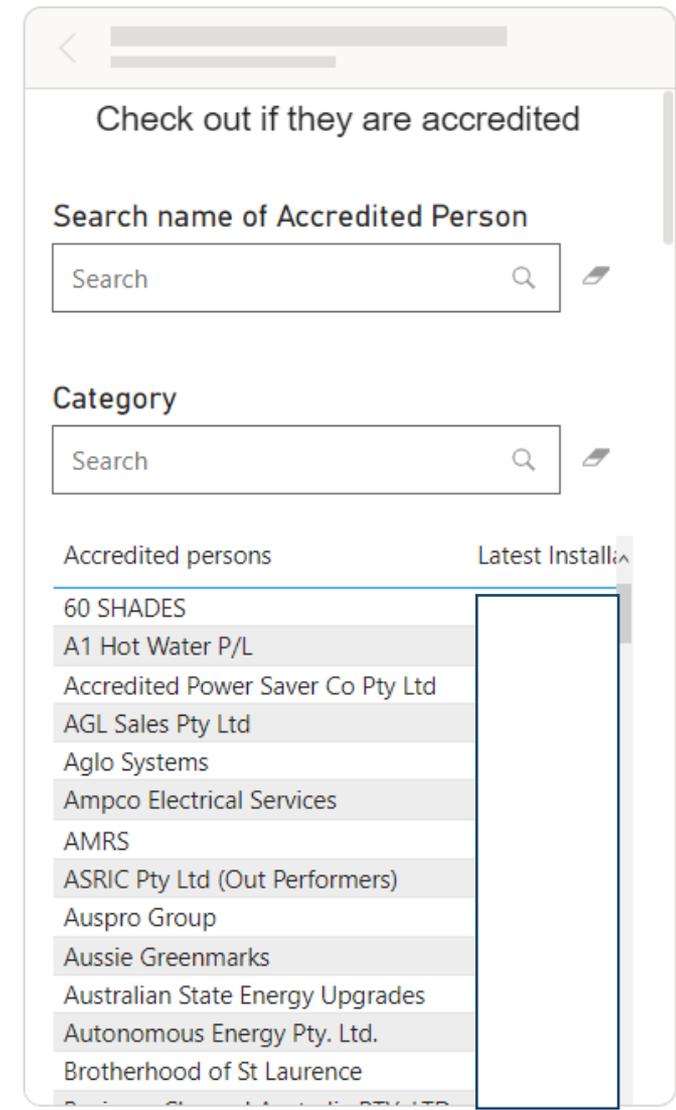
Current information gaps

- Consumers want to know who is an AP (when someone is at their door or on the phone)
- Consumers want to know who can arrange for installations in their area
- APs and industry have said they want more up to date information on market



Making it easier to check out if business is accredited

1. Customised view for mobile phone layout
2. Search by name, allows partial names
3. Can refine by also searching by category (lighting, shower, water, etc..)



Feedback on AP identification search

Should that display list:

- All APs
- Only active APs over last 1 year
- Only active APs over last 5 years

What other information (if any) should be displayed next to the name of the AP?

- Latest installation date
- Main upgrade category
- Number of installations
- None

Identifying active APs and market

Last updated
12/6/2021 12:00:00 AM

Select the type of upgrade you want (drill down for specific upgrades)

- BB Lighting Upgrade
- Cold Room
- Gas Efficiency
- HE Motor
- In-Home Displays
- Lighting
- NBB Lighting Upgrade
- PBA Activities
- Pool Pump
- Prerinse Spray Valve
- Public Lighting Upgrade
- Refrigerated Cabinet
- Refrigeration Fan Motor
- Refrigerator/Freezer Purchase
- Shower Rose
- Space Conditioning - Thermal Efficiency...
- Space Conditioning - Weather Sealing
- Space Heating
- Television
- Water Heating

Don't know who operates in your area for the upgrades you want?

- 1- Select the type of upgrade you want or individual upgrade
- 2- Select your location by region, municipality, locality or postcode
- 3- Select if you are a business or household
- 4- Check out the list of who has been active in the last 3 months
- 5- Find their contact details in <https://www.veu-registry.vic.gov.au/Public/Participants2.aspx>



Select your location (drill down for municipality, locality or postcode)

- Eastern Metropolitan
- Eastern Victoria
- Northern Metropolitan
- Northern Victoria
- South-Eastern Metropolitan
- Southern Metropolitan
- Western Metropolitan
- Western Victoria

Select your type of premises

- Business
- Residential

AP name	Number of premises	Latest upgrade
Energy Savers Victoria Pty Ltd		
ecovantage		
Smart User		
Glow Green		
Eco Light Up		
Green Home Green Planet Pty Ltd		
Aussie Greenmarks		
LED Saves		
Energy Makeovers		
Positive Carbon		
IN2 ENERGY PTY LTD		
CYANERGY		
Chromagen Australia Pty Ltd		
Accredited Power Saver Co Pty Ltd		
MYOM Australia		
Auspro Group		
Evitech Pty Ltd		
GB Environmental Trading Pty Ltd		
EcoCare Carbon Solutions Pty Ltd		
60 SHADES		
Homelab		

Feedback on public search page

Timeframes; should the information be restricted to:

- past 3 months
- past 6 months
- past 12 months

Upgrades selection; should the menu:

- stay at type of upgrade level
- start with individual activity types, or
- dropdown menu first with type of upgrade and then go down to individual activity level

Feedback on public search page

Locality selection; should the menu:

- Keep it at regional level
- Start and keep it at municipal level
- Start and keep it at suburb/township level
- Search by postcode

What information should we display next to AP names?

- Latest installation and number of installations
- Phone number and email contact details
- Number of registered and withdrawn certificates

Questions?

Closing remarks

Jeff Cefai



Contact us

 ESSENTIAL SERVICES COMMISSION	<u>www.esc.vic.gov.au</u>
	/company/essential-services-commission
	@EssentialVic