

Annual Victorian Energy Upgrades (VEU) forum

27 November 2025



Acknowledgement of Country



Dill-ba-din Balluk Biik – Protect Community and Country
Artist: Simone Thomson

Housekeeping



This session is being recorded



Video recording and presentation will be on our website post-forum



Microphones are muted

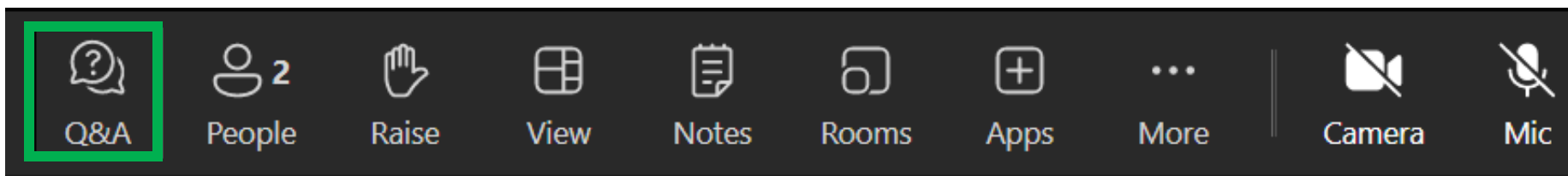
Forum agenda

Item	Presenter
Welcome	Dan Keely
VEU program update	Kate Phillips
Compliance & enforcement priorities	Commissioner Elly Patira
VEU policy update	Stan Krpan, CEO Solar Victoria
New Registry system	Maxie Porter-Heubeck
New developments: Energy Upgrades for the Future Bill & quality assurance expectations	Caroline Gill
Question and answer session	Kate Phillips and panel
Closing remarks	Dan Keely

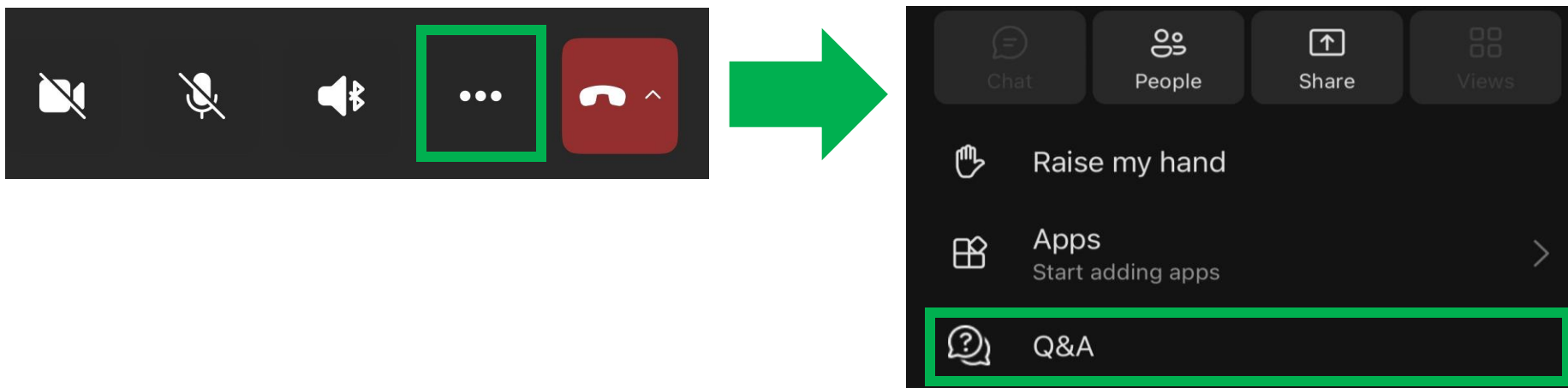
How to post or 'upvote' a question

Open Q&A window:

Computer:



Mobile:



Contact us

VEU support – Essential Services Commission:

- **Email:** veu@esc.vic.gov.au
- **VEU Registry:** contact us form
- **Phone:** (03) 9032 1310

VEU policy – Solar Victoria:

energy.upgrades@deeca.vic.gov.au



VEU program update

Kate Phillips,

Director, Development VEU

Essential Services Commission

2025 program snapshot (1 Nov 2024 to 31 Oct 2025)



**VEECs
created:**
7.2m



54%



**VEECs
registered:**
6.6m



32%



**VEECs
withdrawn:**
313, 447



1%



**Upgrades
delivered:**
214,774



72%



**Premises
upgraded:**
approx.
176,000



64%

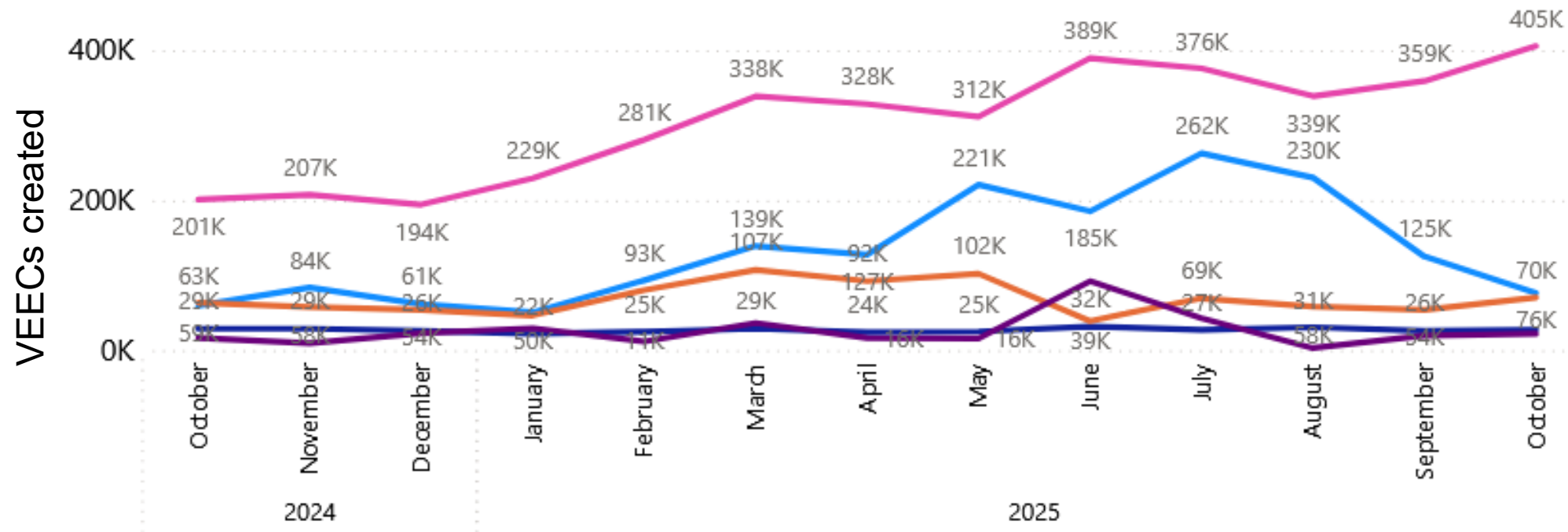


**Project-based
activities
approved:**
147



35%

Uptake of space heating and cooling continues to increase



**Space heating
and cooling**
3,572m
(↑255%)



**Water heating
- C&I**
1,376m
(↑152%)



Lighting
678k (↓35%)



**Water Heating
- Residential**
318k (↓8.9%)



**PBA
activities**
322k (↑1%)

Consumers continue to access a range of other activities



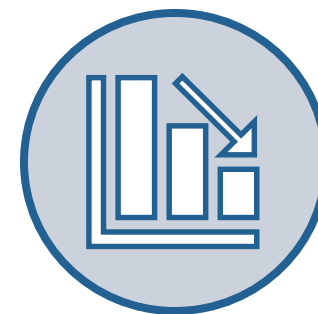
Refrigerated cabinets
122k (↓8%)



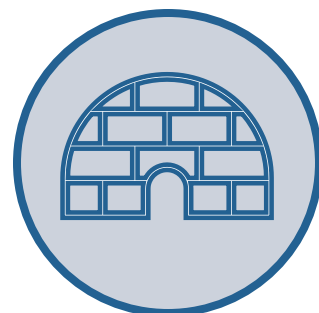
Weather sealing
74k (↓92%)



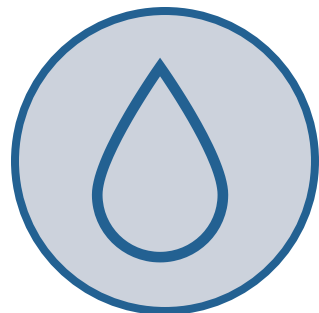
Shower rose
47k (↓90%)



In-home display
14k (↓81%)



Cold room
11k (↑121%)



Pre-rinse spray valve
11k (↓64%)



**Home energy rating
assessment**
5k (↑315%)



Gas efficiency
4k (↓12%)

Growth in accredited persons, products and enquiries



New accredited persons approved: 80 (↑85%)



Active accredited persons: 170 (↑34%)



Products approved: 1,354 (↑22%)



Enquiries received: 10,247 (↑7%)



Stronger accreditation assessments

More engagement and other activity to support compliance



Increased engagement: New VEU Industry Reference Group



Program updates: New and updated guidance materials and information about changes



Streamlined communications: Bulletins and Compliance Alerts for accredited persons



Compliance advice: Guidance on requirements when closing out matters



Feedback: Annual accredited person surveys and other industry feedback opportunities



Compliance & enforcement priorities

Commissioner Elly Patira

Essential Services Commission

Our broader regulatory role and change

Using expanded compliance and enforcement tools

accreditation restrictions

immediate suspensions

penalties

More surveillance to identify non-compliance

site inspections

monitor / analyse data

address emerging risks

share & collaborate with other regulators / agencies

Increasing accreditation refusals

renewing applicants

new applicants

VEU focus areas for compliance and enforcement

Priority: Address conduct that compromises market integrity

We will focus on accredited persons and scheme participants that engage in:

Fraudulent conduct, including creating certificates:

- based on falsified upgrade activities
- where the pre-existing environment is falsified / altered

Upgrades performed without the consent of energy consumer / property owner



2025 highlights:

- Fraud Taskforce established
- enforcement action against 12 accredited persons for providing false information

VEU focus areas for compliance and enforcement

Priority: Address practices that exacerbate cost of living pressures

In the VEU program we will focus on failures to comply with:

Code of conduct provisions, that undermine consumers' ability to make informed choices about upgrade incentives and benefits

Installation standards, so consumers receive expected benefits from upgrades



2025 highlights:

- enforcement action against 3 accredited persons and 1 scheme participant for failing to provide required information to consumers
- risk-based program oversight – industrial heat pump water heater compliance blitz

VEU focus areas for compliance and enforcement

Priority: Hold businesses accountable when they fail to provide vulnerable consumers with fair and equitable access to services:

In the VEU program, we will focus on:

Conduct that targets or exploits consumer vulnerability, e.g. marketing & lead generation

Practices that undermine consumer protections, e.g. telemarketing and doorknocking

Failures to rectify faulty, unsuitable, or unsafe installations



2025 highlights:

Enforcement action against 7 accredited persons for:

- illegal doorknocking and telemarketing
- not obtaining consumer consent
- high-pressure sales tactics

Action taken so far in 2025



6 accreditation restrictions



3 accreditation suspensions



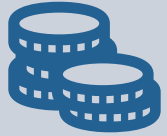
3 immediate accreditation suspensions



2 accreditation cancellations*

*One accreditation cancellation is subject to a decision review period.

Action taken so far in 2025



4 penalties issued to 1 accredited person and 1 scheme participant, totalling \$92,000+



Required ~154,000 certificates to be refused or surrendered, valued at ~\$16 million



Required 6 accredited persons to complete compliance audits



11 warnings issued to accredited persons

Victorian Energy Upgrades: Policy update

Presentation to ESC VEU Forum

27 November 2025



Victoria's policy reforms

Home > Renewable energy > Victoria's Gas Substitution Roadmap

Victoria's Gas Substitution Roadmap

The Roadmap is the start of the journey to net zero emissions for the gas sector.

On this page:

- What is the Gas Substitution Roadmap?
- Why do we need to move away from gas?
- What are the key reforms related to this and how does this affect me?
- Renewable Gas Directions Paper
- What consultation has been undertaken on the Roadmap?
- Supporting documents

Gas Substitution Roadmap

UPDATE 2024

ENERGY CONSUMERS AT THE HEART OF THE TRANSITION

VICTORIA State Government



Home > Households > New electrification and efficiency standards and regulations for Victorian buildings

New electrification and efficiency standards and regulations for Victorian buildings

Cut your energy bills and emissions.

On this page:

Find out how our nation's discounts will help you save money on your energy bills.

We are taking action to make homes safer, more comfortable to live in, save renters hundreds of dollars a year on their energy bills, and cut emissions.

What are the benefits of efficiency and electrification?

All-electric homes are cheaper to run, preserve gas for industry, and are better for the environment.

New all-electric homes save \$880 a year or \$1,820 with solar.

Existing all-electric homes save approximately \$1,700 or \$2,020 with solar.

Replacing gas hot water with electric saves around \$330 a year.

Adding ceiling insulation where not already present saves around \$454 a year.

Home > Households > New electrification and efficiency standards and regulations for Victorian buildings > Energy efficiency for rental properties in Victoria

Energy efficiency for rental properties in Victoria

The Victorian Government has improved minimum energy efficiency standards for rental homes.

On this page:

We have delivered on our commitment to expand efficiency standards for rental homes.

We are supporting rental providers to invest in energy efficiency and electrification.

Victorian Energy Upgrades

Solar for Rentals

Did you know?

Download the factsheet

We have delivered on our commitment to expand efficiency standards for rental homes

Energy efficiency for rental homes in Victoria

We're LEASED

The Victorian Government has delivered on its commitment to expand efficiency standards for rental homes

The standards are designed to improve rental homes while keeping costs manageable for rental providers. The standards also look at different times to help spread expenses over time.

- From 1 March 2027** heating and hot water systems that reach end of life must be replaced with efficient electric systems that use heat pumps or instant cycle air-conditioners (RCA2). At the start of a new lease for conversion to a periodic lease a landlord must also install ceiling insulation in the main living area.
- From 1 March 2025** at the start of a new lease for conversion to a periodic lease, insulation must be installed in ceiling spaces where no insulation is present at the start of a new lease for conversion to a periodic lease, external doors, windows and wall vents must have draught proofing installed.
- From 1 July 2026** efficient electric cooling must be installed in the main living area of all rental homes, irrespective of whether a new lease has been entered into.

Exemptions apply where compliance is impractical or costly – for example in apartment buildings where the cooling system is shared, or in buildings where hot water is supplied by a centralised system. There is also an exemption from draughtproofing where open-flued or flueless gas appliances are present to ensure the health and safety of occupants.

Electrification and efficiency



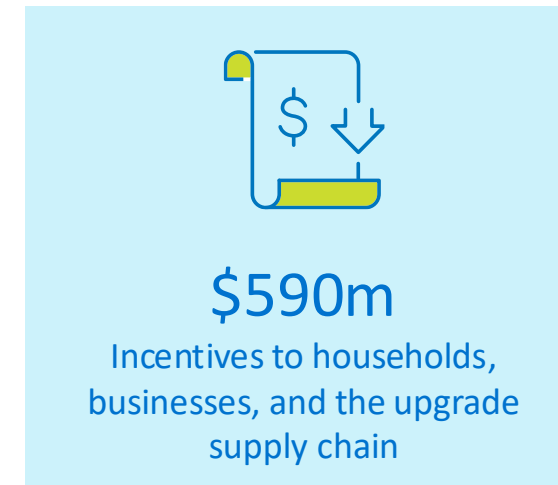
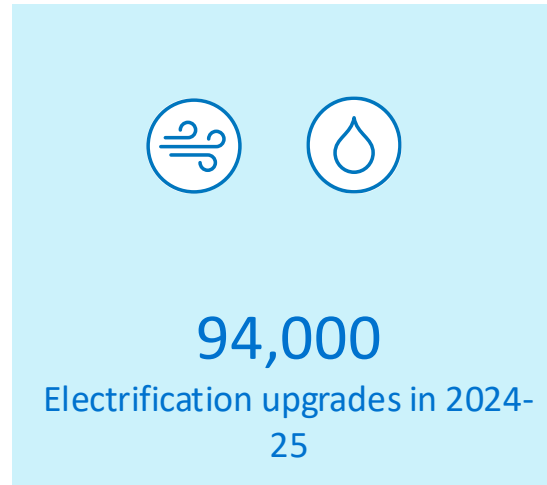
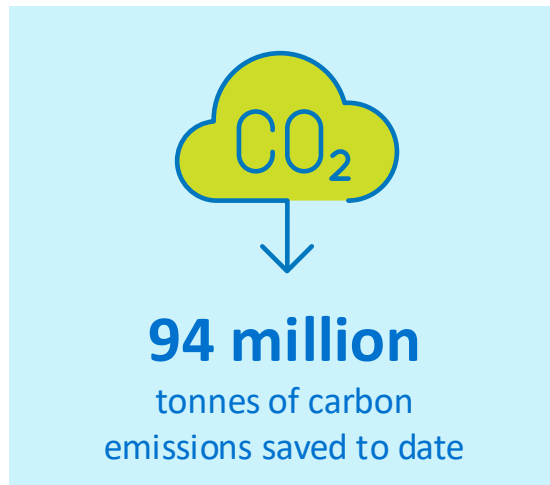
OFFICIAL

VICTORIA State Government

The VEU program is a key contributor to Victoria's energy transition

It aims to:

- Reduce greenhouse gas emissions.
- Support the Victoria gas substitution roadmap.
- Support energy-efficiency upgrades for Victorian homes and businesses by reducing costs.
- Drive industry growth in quality energy efficiency products and services.



2025 achievements and the year ahead

2025 highlights:

- 2026 and 2027 VEU targets set
- Energy Upgrades for the Future Bill passed by Parliament
- Commercial & industrial solar commenced
- PBA reforms to streamline and simplify process
- Launch of the retrofit insulation installation training program.

2026 will focus on:

- Activity review and development
- Commencement of ceiling insulation activity
- Program reforms.

Summary of EUF Act amendments assisting electrification

The *Victorian Energy Efficiency Target (Energy Upgrades for the Future) Act 2025* amended the *Victorian Energy Efficiency Target Act 2007*. The Act introduces changes including:

1. Changes to the 'Additionality' requirement

- The Act ensures that the VEU program can provide discounts even when an upgrade is mandated by another law or regulation. This change enables the VEU program to support consumers who are required to electrify under existing or future laws, regulations, or standards.

2. Support for vulnerable and low-income consumers

- The Act allows future prescribed activities to vary the number of Victorian Energy Efficiency Certificates (VEECs) based on the type of consumer. This flexibility will help expand access to electrification by enabling greater incentives for vulnerable and low-income households.

3. Continuation of the Program

- The Act extends the VEU program to 2045, ensuring long-term access to discounts and incentives that support electrification efforts across Victoria.

4. Flexibility for retailers

- The Act also amended the 'vintage rule', extending the eligible date of certificates and allowing retailers more flexibility in securing certificates to meet their obligations.

Making it easier to install solar at C&I sites

Upfront commercial solar incentives

C&I solar projects currently receive VEU incentives under Project Based Activities (PBA)

- 150 C&I solar projects undertaken to date.
- Measurement and verification (M&V) required.
- 6-12 months lead time for certificates.

C&I Solar is now a deemed VEU activity:

- The C&I sector has lagged behind residential adoption of solar PV. Estimated 6 GW of C&I rooftop potential in Victoria.
- All non-residential sites in Victoria eligible, including new builds and ground-mounted systems.
- Reduce emissions, energy bills and support business electrification.



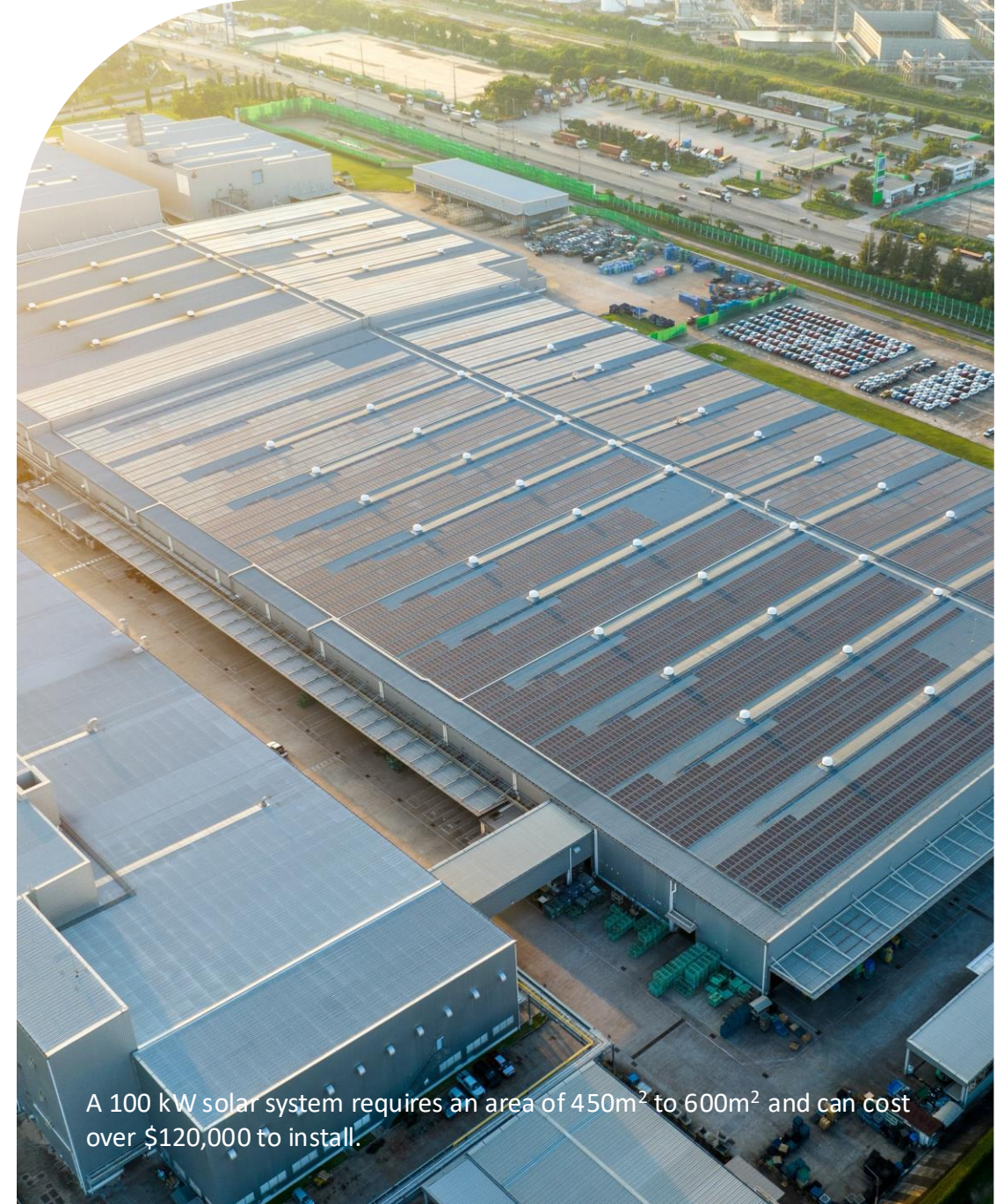
Making it easier to install solar at C&I sites

Upfront commercial solar incentives

The VEU program has introduced incentives for commercial and industrial (C&I) premises (non-residential premises) to save energy and electrify through the installation of solar photovoltaic (PV) systems 30 to 200 kilowatts (kW).

- VEU incentives will provide up to **\$35,000** in up front incentives for commercial and industrial businesses to install a solar system.
- Only one installation allowed per NMI.
- Requirements align with industry norms including CEC product listing, standard warranties, SAA accreditation, DNSP negotiated connection contract processes.
- Incentives can be combined with federal incentives (STCs and LGCs).
- Must become or work with an accredited provider approved for C&I solar to access incentives.

FAQs are now available to answer your questions on the activity. Find them on the [VEU industry program documents](#) webpage



A 100 kW solar system requires an area of 450m² to 600m² and can cost over \$120,000 to install.

Insulation Activity -Summary

This new insulation activity will help reduce emissions, support local manufacturing, and improve the energy efficiency of homes.

Discounts on ceiling insulation

- From early 2026, eligible Victorians will be able to access discounts of \$1,500* on ceiling insulation retrofit upgrades.

Training and workforce development

- In partnership with the Energy Efficiency Council (EEC) and Registered Training Organisations, support will be provided to educate, train, certify and expand the certified insulation installer workforce.

Safety and quality

- A staged rollout will build capability and capacity of the insulation industry, and ensure installations meet the highest safety and quality standards in Australia.
- Working closely with safety regulators, the program will ensure high standards for safe and quality ceiling insulation installations; including an audit regime.



Insulation Activity - Support to train, certify and expand the insulation installer workforce

The Victorian Government is partnering with the Energy Efficiency Council (EEC) and registered trainers to educate, train, certify and expand the Victorian insulation workforce to install insulation to the highest standards of safety and quality.

- Fully funded training is available to eligible students to complete the Retrofit Insulation Installers Training.
- 3 providers have been supported to deliver the 5 training units in metro and regional areas:
 - Australian Wall & Ceiling Institute
 - Homes Glen TAFE
 - Built Training
- Participants who have completed the training can apply for the EEC's Insulation Installer Certification for free.
- The fully subsidised pathway to certification will save up to \$3,500 through the offering.
- The training will support installers to upskill and achieve certification through the staged roll out of the VEU insulation activity to ensure safe and quality installations of ceiling insulation in Victorian households.

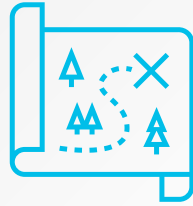


VEU Strategic Review summary – Key themes



Terms of reference

Available on the
VEU website:
[Strategic review](#)



Purpose and objectives

Alignment with government
policies and commitments



VEECs

Metric alignment with
program goals



Targets

Flexible target framework



Activities and products

Improvements on activities
and products, increased
participation



APs/scheme participants

Strengthened consumer focus,
and increased participation



Regulation

Increased flexibility and
responsiveness



Cost and benefits

Equitable participation in
scheme

Timeline and next steps for the Strategic Review

Dec 2024 –
Jan 2025

- Stakeholder engagement
- Data and Research
- Discussion paper development

Feb – Mar
2025

- Discussion paper open for consultation on Engage Victoria
- Research and analysis continues

April - May
2025

- Final analysis
- Policy recommendations presented to government for consideration

Jun – Aug
2025

Policy refinement

Sept – Oct 2025

Potential legislative development, consideration of administrative reforms

Nov - Early 2026

Consultation on Government's proposed reforms and high-level timing

Thank you

energy.vic.gov.au/veu





Registry System

Maxie Porter-Heubeck, Director,
Development VEU

Essential Services Commission

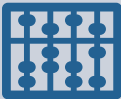
The old VEU Registry: A familiar but ageing platform



Ageing technology developed 15+ years ago



Increased exposure to emerging security threats



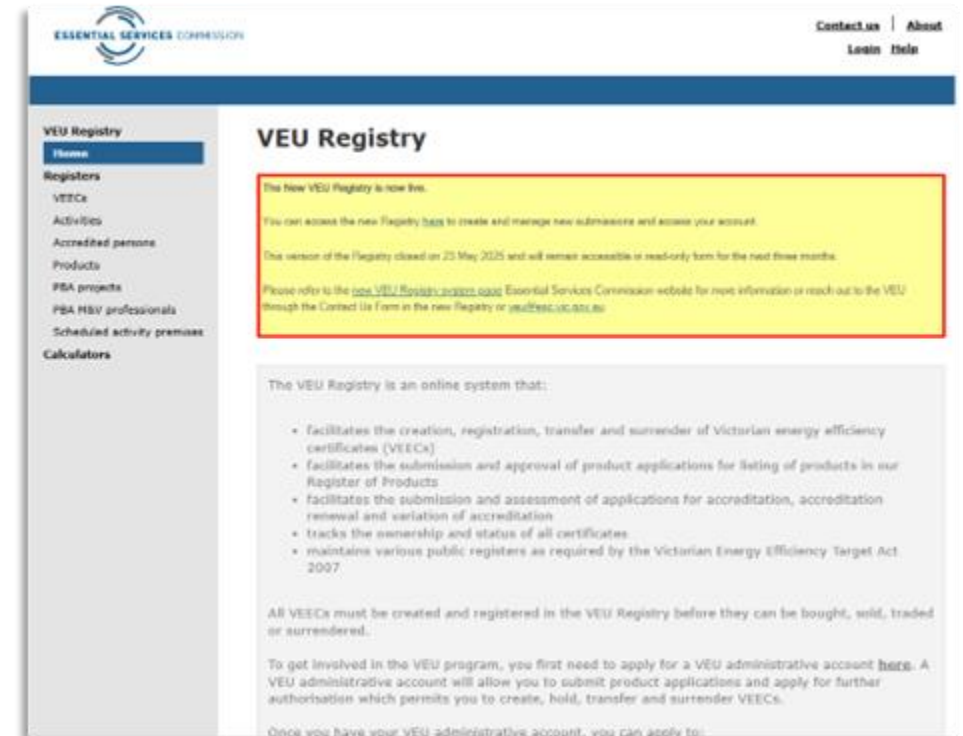
Enhancements slow or unfeasible



Time-consuming to maintain



Unable to support growth or new functionality



The new VEU Registry: A solid foundation for the future



Modern, cloud-based Salesforce platform



Secure, scalable and reliable



Enables “no-code” enhancements without heavy custom development



Supported by continuously updated infrastructure and Salesforce support



Streamlined user experience with smart online forms that can be saved and resumed anytime



We hear you: Thank you for your patience

Since going live, we heard:

- 1) "Public Registry data is not available in the way I need it"
- 2) "Internal reconciliation is hard without the ability to export data from the registry"
- 3) "User admin permissions are restrictive and can waste my time"
- 4) "I need to see more information regarding my VEECs"

So, we acted and:

- 1) Built a new Public Registry dashboard – Released September '25
- 2) Built the ability to export data from the Public Registry – Released September '25
- 3) Built account management self-service – Released September '25
- 4) Kicked off work to enable access to deeper information regarding VEEC holdings

Building the future of the VEU platform



Enhanced reporting, including deeper VEEC related information



Streamlined processes



Release of new activities



Self-management of RFI users



Additional improvements

New developments:

Energy Upgrades for the Future Bill & quality assurance expectations

Caroline Gill, Director, Regulatory
Operations VEU

Essential Services Commission

Key changes introduced by the EUF Act



- Extension of the VEU program and target periods to the end of 2045
- Removal of the 31 January VEEC creation deadline



- Power to extend the 30 April deadline for AEAS lodgment



- Update to VEET Scheme registry account sections of the Act
- New civil penalty requirements



- New commission compliance and enforcement powers (including issuing improvement or prohibition notices)

New and expanded compliance and enforcement powers

New and expanded commission powers to:

- issue prohibition and improvement notices
- issue warnings and impose conditions without repeated, non-compliance
- disclose information about scheme participant conduct to accredited persons.

Failure to comply with a prohibition or improvement notice is an offence. The commission may also:

- suspend or cancel accreditation or disqualify a person from applying for accreditation
- have regard to a person's failure to comply with an improvement notice when determining if the person is competent and capable to be accredited.

Prohibitions for providing false or misleading information

- Prohibitions apply to accredited persons, scheme participants, relevant entities and other industry participants for providing false or misleading information to us.
- You may need to review and update your quality assurance practices to comply.
- Applies to all information, even if you don't know it's false or misleading, including:



Claims made in accreditation applications



Product test results and other supporting documents



Documents supporting eligibility of certificate claims



Responses to Requests for further information (RFIs)



Questions and answers

Facilitator: Kate Phillips

Panel:

Commissioner Elly Patira

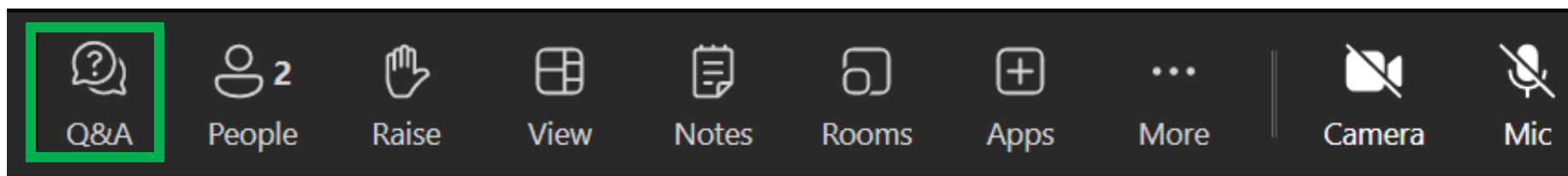
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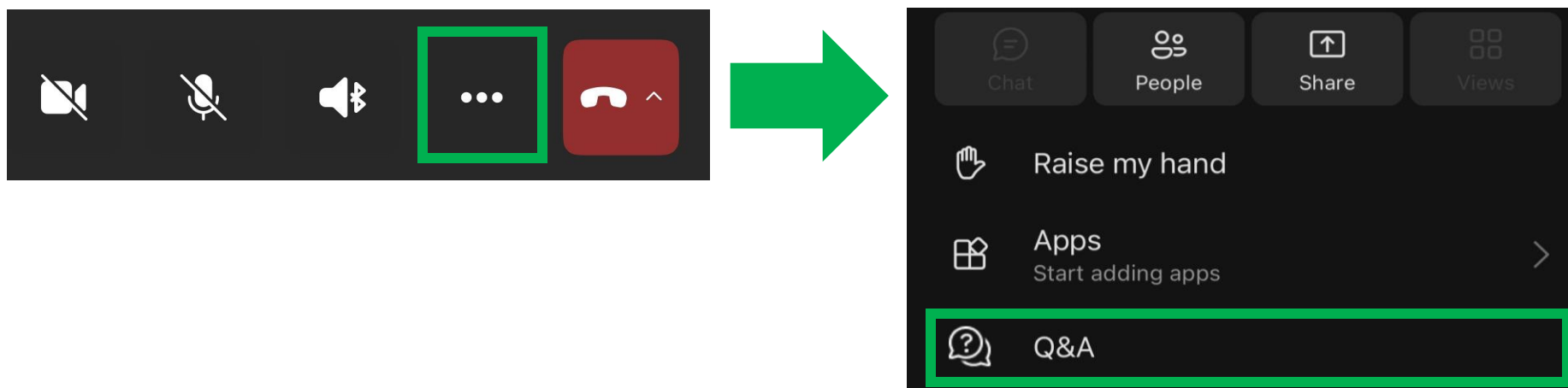
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