Update to reflect inclusion of app-based in-home display units in the VEU program

Information for VEU program participants

13 September 2019

> **Updates have been made to Victorian Energy Upgrades program documents to reflect the inclusion of app-based in-home display units under activity 30 of the program.**

New app-based in-home display unit

We have received and approved an app-based in-home display unit for installation under the Victorian Energy Upgrade (VEU) program on the basis that the product meets the program's product performance requirements and eligibility criteria as set out under Part 30 of the Victorian Energy Efficiency Target Regulations 2018.

However, app-based in-home display units raise new data privacy and installation risks to the traditional in-home display units which were installed under the program.

Accordingly, to reflect the inclusion of these app-based units, we have updated our activity 30:

- installer requirements
- evidentiary requirements
- Victorian energy efficiency certificate (VEEC) assignment form requirements.

Installer requirements

Accredited persons undertaking the in-home display activity must ensure their installers understand the information transmitted from the meter to the in-home display unit is considered personal information and therefore subject to the National Privacy Principles.

Installers must be appropriately trained on the functionality and limitations of the unit that they are installing.

Installers must fully brief consumers on data privacy issues relating to:

- the installation of the unit
- how the unit records private information
- how the manufacturer may collect, use and sell their information.

Evidentiary requirements

Given app-based in-home display units carry new risks of improper installation, when installing these units, accredited persons are required to take geo-tagged photographs to verify that the units have been properly installed. Geo-tagged photographs must clearly show:

- the serial number of the installed unit
- a screenshot displaying the consumer's specific tariff information
- a screenshot displaying successful pairing between the app and the installed unit with the serial number.

Update to VEEC assignment form

We have made the following changes to the VEEC assignment form to capture new information relevant for installation of these app-based in-home display units and to highlight to consumers the data privacy risks of these installations: -

- Revision made to non-ZigBee installation details to:
  - clarify the 'meter pulse rate' terminology is referring to smart meter pulse rate
  - add tariff information of the consumer's energy contract
  - confirm the app has been installed correctly on the consumer's mobile device.

- Revision made to the installation checklist to confirm:
  - the consumer has been informed the manufacturer may collect, use and sell their information
  - the in-home display meter serial number has been confirmed with the manufacturer post installation.

- New declaration by consumer regarding the possible collection, use and sale of their information by the manufacturer.

Accredited persons installing these app-based in-home display units must amend their VEEC assignment forms prior to undertaking installation of these units.

You will not be required to submit updated VEEC assignment forms to us for approval. However, you must ensure that assignment of rights by consumers occurs using the correct VEEC assignment form. Failure to use the correct VEEC assignment form may result in compliance action.

Updated program documents

Our updated Appliance Activity Guide and VEEC assignment form for in-home display units to reflect above changes are available at https://www.esc.vic.gov.au/appliance-activities

APs planning to undertake installations of app-based in-home display units must review these updated program documents.

Where to get help

If you have any questions with respect to matters set out in this program update, please contact VEU Support on (03) 9032 1310 or veu@esc.vic.gov.au.