

Update to our VEEC validation request for further information (RFI) process – Automation of RFIs

Information for VEU program participants



6 November 2019

From the week beginning 18th November, we will be automating our request for further information (RFI) process for all Victorian energy efficiency certificates (VEECs) created in the VEU Registry excluding VEECs for lighting activities (27, 34 J6, 34 Non J6 and 35) and PBA activities.

Accredited persons participating in the program should note they may experience an increase in the number of activities returned with an RFI request.

Key updates in Registry RFI process

From the week beginning 18th November, our RFI process will be automated for all claimed VEU activities **excluding** lighting activities (27, 34 J6, 34 Non J6 and 35) and PBA activities. This system improvement will enhance the efficiency of our VEEC validation process and enable us to undertake more certificate assessment checks.

As a result of this RFI automation, you may experience the following:

- an increase in the number of VEU activities that are returned to you with an RFI request
- a reduction in the number of additional RFIs that are issued during the VEEC validation process

Accredited Persons must return all activities within a batch with the evidence requested for us to commence assessment of the VEECs created for that batch. We will be undertaking certificate assessment checks based on a risk-based approach and may not assess all activities that have been issued RFIs or all the evidence provided as part of an activity's RFI. Submission of documentary evidence for VEECs which we accept for registration does not mean that the evidence has been validated and accepted by us.

If you withdraw activities that have been issued an RFI request, we may issue additional RFIs.

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.

