

Space Conditioning and Shower Rose Activity Guide

1 November 2023



An appropriate citation for this paper is:

Essential Services Commission 2023, Space Conditioning and Shower Rose Activity Guide, 1 November 2023.

Copyright notice

© Essential Services Commission 2023



This work, Space Conditioning and Shower Rose Activity Guide, is licensed under a Creative Commons Attribution 4.0 licence [creativecommons.org/licenses/by/4.0]. You are free to re-use the work under that licence, on the condition that you credit the Essential Services Commission as author, indicate if changes were made and comply with the other licence terms.

The licence does not apply to any brand logo, images or photographs within the publication.

Contents

Guide overview	1
1. Introduction to space conditioning and shower rose activities	3
1.1. Space conditioning activities	3
1.2. Mandatory safety training (MST) obligations	3
1.3. Common requirements for space conditioning and shower rose activities	4
1.4. Audit requirements	6
2. Requirements for space conditioning activities	7
2.1. Activity 12: Under floor insulation	7
2.2. Activity 13: Double glazed window	8
2.3. Activity 14: Thermally efficient window product	9
2.4. Activity 15: Weather sealing activities	10
3. Requirements for shower rose activities	21
3.1. Activity 17: Low flow shower rose	21
4. Activity process for space conditioning and shower rose activities	23
4.1. Become accredited	23
4.2. Get product approved (if not already approved)	23
4.3. Undertake the activity and collect records	24
4.4. Assignment of rights	24
4.5. Collect documentation and create VEECs online	24
4.6. VEEC assessment	25
4.7. Commission approves or refuses VEECs for registration	25
Glossary	26
Appendix A: Lead generation requirements	27
Appendix B: Minimum phone and field audit requirements for activities 15 and 17	28
Appendix C: Additional guidance for activity 17	31

Guide overview

Accredited persons (APs) and their installers under the Victorian Energy Upgrades (VEU) program must comply with program requirements when undertaking space conditioning, shower rose and incandescent lighting activities to create Victorian energy efficiency certificates (VEECs).

About this guide

Use this guide for assistance to meet the specific requirements (product, installation, decommissioning, training, safety and evidentiary) of space conditioning, shower rose and incandescent lighting activities. The guide has three sections:

- Section 1: Introduction to space conditioning and shower rose activities
- Section 2: Requirements for space conditioning activities
- Section 3: Requirements for shower rose activities

This document must be read in conjunction with our Obligations and Program Guide for Accredited Persons which provides:

- overarching information about the VEU program
- accredited persons' obligations under the program
- guidance on how to create Victorian energy efficiency certificates (VEECs) under the program.

Access this document at www.esc.vic.gov.au/veu-accredited-persons

Who should use this guide

You should use this guide if you are:

- seeking accreditation to undertake space conditioning, shower rose and/or incandescent lighting activities under the program
- accredited to undertake these activities under the program
- an installer seeking to undertake installations for these activities under the program.

This guide will help you to understand the activity, your responsibilities and evidentiary requirements you must meet to create and register VEECs.

To apply to become accredited for this activity, access the required documents from www.esc.vic.gov.au/become-veu-accredited

Legal context for this guide

We have prepared this guide as a general summary of relevant parts of:

- Victorian Energy Efficiency Target Act 2007 (the VEET Act)
- Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations)
- Victorian Energy Upgrades Specifications 2018 (the VEU Specifications)
- Victorian Energy Efficiency Target Guidelines (the VEET Guidelines)

View these documents at www.esc.vic.gov.au/veu-legislation

The information in this publication is intended to provide general guidance only. It does not constitute legal or other professional advice and should not be relied on as a statement of the law in any jurisdiction. While the commission has made every effort to provide current and accurate information, you should obtain professional advice if you have any specific concerns, before relying on the accuracy, currency or completeness of this information.

1. Introduction to space conditioning and shower rose activities

1.1. Space conditioning activities

The following activities are covered by the space conditioning category:

- Activity 12: Underfloor insulation
- Activity 13: Double glazed window
- Activity 14: Thermally efficient window product
- Activity 15: Weather sealing – there are eight distinct scenarios (15A to 15H) available under this activity.

1.2. Mandatory safety training (MST) obligations

Installers must complete specified units of competency before they can undertake certain activities. Installers are approved for activities by submitting a certificate of competency from a registered training organisation (RTO) for the relevant units.

All installers must have completed the required training to undertake prescribed activities for Activities 12, 13, 14, 15, and 17 – see table 1 below for unit requirements. Licensed electricians, licensed plumbers, and registered builders are exempt from training requirements (except for training module: Weather Sealing Safely with Gas Appliances as per section 1.3.1 below).

Accredited persons must submit and register installers for the above activities via the [VEU Registry](#) prior to undertaking installations for the above activities under the program. This includes licensed electricians, licensed plumbers and registered builders. Accredited persons must keep their installer database up to date and keep files on record to support those entries (whether that be a copy of their licence of completion of the relevant MST unit).

Table 1: Current MST unit requirements

Group	Available Mandatory Safety Training units	
Group A – unit relating to energy and water efficiency retrofits, including managing risks	VU23076	Retrofit to improve energy and water efficiency.
Group B – units relating to working at heights	CPCCM2012	Work safely at heights.
	CPCCCM2010	Work safely on scaffolding higher than two meters.
	RIIWHWS204E	Work safely at heights.

* Group B unit not required for installations undertaken for activity 17 (shower rose).

1.2.1. Training requirements for weather sealing activity (activity 15) – from 31 May 2023

The weather sealing activity was amended to limit the undertaking of weather sealing activities to residential premises where a flueless gas space heater or open-flue gas appliance is not installed. These amendments come into effect from 31 May 2023.

A training module: Weather Sealing Safely with Gas Appliances which is delivered by a registered training organisation, [Green Business Audit & Training](#), has been developed to provide installers with the requisite skills and knowledge to be able to continue to undertake weather sealing activities in compliance with the VEET Regulations.

Installers who have completed the VU23076 unit (or previous equivalent VU units - VU21858 and VU21859) prior to 31 May 2023 will need to complete the training module: Weather Sealing Safely with Gas Appliances by 31 July 2023 in order to continue to undertake weather sealing activities under the VEU program after 1 August 2023.

Licensed electricians, licensed plumbers (except those licensed to undertake gas fitting work, Type A appliance conversion work and/or Type A appliance servicing) and registered builders are also required to complete the training module: Weather Sealing Safely with Gas Appliances by 31 July 2023 in order to continue to undertake weather sealing activities under the VEU program after 1 August 2023.

As per other MST requirements, accredited persons will have to submit the training module certificates for their weather sealing installers to us via the [VEU Registry](#) by 31 July 2023 to allow installers to undertake weather sealing activities under the VEU program after 1 August 2023.

The training module will be integrated in the delivery of the VU23076 unit from 31 May 2023. Therefore, any installer who completes the updated VU23067 unit will not need to complete the training module as a separate requirement.

1.3. Common requirements for space conditioning and shower rose activities

Accredited person (AP) requirements

Accredited persons, their associate, or an entity under their instructions, must not install a product for the purposes of decommissioning it as part of an activity under the program (e.g. have not altered the baseline environment for a given installation for the purposes of inflating the VEEC claim for that installation).

For an activity involving the decommissioning of product(s), accredited persons, their installer, and the consumer will need to provide a declaration to us stating that the decommissioned product was not installed for the purposes of decommissioning it as part of an activity under the program.

Accredited person (AP) requirements

Accredited persons must ensure they comply with the VEU code of conduct, Australian Consumer Law (ACL) and telemarketing requirements when engaging in marketing practices under the program (including telemarketing practices, door-to-door sales, and lead generation materials). See Section 2.4 of our [Obligations and Program Guide for Accredited Persons](#) for more detail.

To help mitigate risks relating to the program's reputation, we have also placed some additional administrative lead generation requirements on APs undertaking installations under these activities (as detailed in Appendix A).

Accredited persons must ensure that all installers show evidence of their licence/s to the consumer prior to starting the installation. In addition, installers need to present photo identification showing which AP they represent in the VEU program.

Accredited persons must ensure all installers provide a copy of the following documents to the consumer, where applicable:

- VEEC assignment form
- Invoice/proof of purchase
- Manufacturer's instructions
- Certificate of Electrical Safety.

Accredited persons must ensure geo-tagged photographs are taken to verify the activities have been performed in accordance with the VEET Regulations. Geo-tagged photographs must:

- be clear and in focus
- include any relevant markings
- include a date stamp showing the date the photographs were taken
- include the GPS derived latitude and longitude coordinates (this should be stored in the metadata and generated automatically by the device used to take the geo-tagged photographs).

We expect accredited persons to meet the geo-tagging requirements. In some instances where geo-tagged photos cannot be obtained, we may accept alternative evidence (e.g. a statutory declaration) that the existing unit was eligible and has been permanently rendered inoperable. The reason why geo-tagged photos are not obtained must be provided.

An appendix(s) may be provided with a Certificate of Electrical Safety. Where an appendix is used the following criteria must be fulfilled:

- the certificate must refer to the appendix and list the number of pages
- the appendix must be attached to the certificate
- each appendix page is numbered, and the certificate number is referenced on each page
- each appendix page is signed by the licensed electrician responsible for the completed work
- the type of work performed is specified for each premises being claimed for.

Accredited person (AP) requirements

For the specific details required to be listed on the Certificate of Electrical Safety for each activity, see the evidentiary requirements listed below for each activity.

1.4. Audit requirements

Accredited persons should undertake internal audits to ensure that VEECs undertaken for these activities are created in compliance with the VEET Act, the VEET Regulations and the VEET Guidelines.

Accredited persons are required to implement service and quality assurance measures to uphold the integrity of the VEU program. The more detailed the audits, the greater assurance for you, as an accredited person, that your installers are carrying out activities in accordance with the requirements of the program's legislation.

Appendix B outlines the minimum requirements that we recommend accredited persons collect during internal audits. When undertaking phone and field audits, we recommend accredited persons ensure that, at a minimum, the following information is verified and recorded. This is not an exhaustive list and is recommended for use as a guide only. Changing circumstances, such as new activities and new business environments, may result in the need to collect information beyond what is listed below.

It is the responsibility of each accredited person to remain responsive to changing circumstances and to alter their internal audit regimes where necessary to maintain suitable levels of assurance. If in doubt, you should contact us to discuss acceptable quality assurance measures.

2. Requirements for space conditioning activities

2.1. Activity 12: Under floor insulation

A review is pending relating to administrative and installation requirements for the underfloor insulation activity. This review will be undertaken when ceiling insulation is re-introduced into the program. Until this review is complete, VEECs cannot be created for this activity.

Requirements	Description
Activity	Installers must install a product, or two or more products that: <ul style="list-style-type: none">• are installed in respect of a floor area that is not insulated; and• are installed for a minimum of 20m² in accordance with AS 3999.
Product criteria	A product (or two or more products) that: <ul style="list-style-type: none">• is/or are designed so that when installed together, comply with the performance requirements of AS/NZS 4859.1, and• that achieves or together achieve, a minimum winter value of R2.5, determined in accordance with AS/NZS 4859.1, and• is listed on the Register of Products by the time VEECs are created.
Training/licensing	Review pending
Eligible environments and installation limits	<ul style="list-style-type: none">• Residential premises – no limits• Business/non-residential premises – no limits
Record keeping	Review pending

2.2. Activity 13: Double glazed window

Requirements	Description
Activity	<p>Installers must install a glazing product:</p> <ul style="list-style-type: none">• which meets the below product criteria• in place of one or more windows in an external wall• install on a minimum area of 5m².
Product criteria	<p>A glazing product that:</p> <ul style="list-style-type: none">• achieves a maximum total U-value of 4 in accordance with AS 2047• is WERS labelled and rated with a minimum star rating of 4 for heating• complies with the performance requirements of AS 2047 and AS 1288• is listed on the Register of Products by the time VEECs are created.
Training/licensing	<p>Installers must complete the following MST units:</p> <ul style="list-style-type: none">• One MST unit from Group A• One MST unit from Group B. <p>Refer to Table 1 above.</p>
Eligible environments and installation limits	<ul style="list-style-type: none">• Residential premises – no limits• Business/non-residential premises – no limits
Record keeping	<p>For each installation, accredited persons must collect and maintain the following:</p> <ul style="list-style-type: none">• VEEC assignment form completed and signed by the installer and consumer.• Invoice/ proof of purchase listing all products (brand and model) installed.• For business or non-residential upgrades, the invoice for the upgrade must include:<ul style="list-style-type: none">– the name and address of the energy consumer– the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant)– the installation address (if different to the energy consumer)– the name, address and ABN of the installer business.

2.3. Activity 14: Thermally efficient window product

Requirements	Description
Activity	<p>Installers must:</p> <ul style="list-style-type: none"> • install a product which meets the below product criteria on one or more single glazed windows in an external wall • install on a minimum glazed area of 5m² • install a product so that when installed results in a still air gap being created between the single glazed window and the product • ensure the existing window is operable after the upgrade to the same extent it was before the upgrade.
Product criteria	<p>A product that:</p> <ul style="list-style-type: none"> • when installed on a single glazed window, results in a still air gap being created between the single glazed window and the product and raises the thermal efficiency performance of the window • is listed on the Register of Products by the time VEECs are created.
Training/licensing	<p>Installers must complete the following MST units:</p> <ul style="list-style-type: none"> • One MST unit from Group A • One MST unit from Group B. <p>Refer to Table 1 above.</p>
Eligible environments and installation limits	<ul style="list-style-type: none"> • Residential premises – no limits • Business/non-residential premises – no limits
Record keeping	<p>For each installation, accredited persons must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and consumer. • Invoice/ proof of purchase listing all products (brand and model) installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business.

2.4. Activity 15: Weather sealing activities

Weather sealing activities must not be undertaken in a residential premises where a flueless space heater or an open-flued gas appliance installed.

When undertaking one or more of the below weather sealing activities at a residential premises, the upgrade must not result in:

- The volume of air that is exchanged at the premises each hour being less than 50% of the volume of the premises.
- The premises failing to comply with [Part 3.8.5 of Volume Two of the Building Code](#).

You can access information published by Energy Safe Victoria providing guidance on the difference between a flueless/open flued gas heater and a room sealed gas heater on [their website](#)

Activity 15A: Sealing door

Requirements	Description
Activity	<p>Installers must install a product or combination of products on the frame of an external door or to each edge of an external door:</p> <ul style="list-style-type: none">• which meets the below product criteria• in accordance with manufacturer's instructions• so that the installation restricts airflow around the entire perimeter of the door• so that that installation does not impair the normal operation of the door.
Product criteria	<p>A door sealing or door weather stripping product that:</p> <ul style="list-style-type: none">• when installed restricts airflow around the entire perimeter of the door• when installed does not impair normal operation of the door• is covered by warranty against defects for at least 2 years from the date of installation• is listed on the Register of Products by the time VEECs are created.
Training/licensing	<p>Installers must:</p> <ul style="list-style-type: none">• complete the following MST units (refer to table 1 above)<ul style="list-style-type: none">– One MST unit from Group A– One MST unit from Group B.• comply with training requirements set out in section 1.2.1 of this document (i.e. to have completed training on weather sealing safely with gas appliances).
Eligible environments and installation limits	<p>Residential premises where a flueless space heater or an open-flued gas appliance is not installed – no limits.</p>

Requirements	Description
Record keeping	<p>For each installation, accredited persons must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and consumer. • Invoice/ proof of purchase listing all products (brand and model) installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business. • Geo-tagged photo(s) of each installed door seal.

Activity 15B: Sealing window

Requirements	Description
Activity	<p>Installers must install a product or combination of products on to the frame of an openable external window:</p> <ul style="list-style-type: none">• which meets the below product criteria• in accordance with the manufacturer's instructions.• so that the installation restricts airflow through the window• so that the installation does not impair the normal operation of the window.
Product criteria	<p>A window sealing or window weather stripping product that:</p> <ul style="list-style-type: none">• when installed restricts airflow around the relevant edges of the window• when installed does not impair normal operation of the window• is covered by warranty against defects for at least 2 years from the date of installation• is listed on the Register of Products by the time VEECs are created.
Training/licensing	<p>Installers must:</p> <ul style="list-style-type: none">• complete the following MST units (refer to table 1 above)<ul style="list-style-type: none">– One MST unit from Group A– One MST unit from Group B.• comply with training requirements set out in section 1.2.1 of this document (i.e. to have completed training on weather sealing safely with gas appliances).
Eligible environments and installation limits	<p>Residential premises where a flueless space heater or an open-flued gas appliance is not installed – no limits</p>
Record keeping	<p>For each installation, accredited persons must collect and maintain the following:</p> <ul style="list-style-type: none">• VEEC assignment form completed and signed by the installer and consumer.• Invoice/ proof of purchase listing all products (brand and model) installed.• Geo-tagged photo(s) of each installed window seal.

Activity 15C: Self-sealing ceiling or wall exhaust fan

Requirements	Description
Activity	<p>Installers must:</p> <ul style="list-style-type: none"> remove and decommission a ceiling or wall exhaust fan that does not comply with the upgrade product criteria install a product which meets the below product criteria install a product in accordance with the manufacturer's instructions and in the place of the decommissioned fan.
Product criteria	<p>A product that:</p> <ul style="list-style-type: none"> is a ceiling or wall exhaust fan expels air either outside or into the roof space of the premises it is installed in is fitted with a self-closing damper, flap, filter or other sealing product that is designed to: <ul style="list-style-type: none"> allow airflow through the exhaust of the fan when the fan is operating and, restrict airflow when the fan is not operating is covered by a warranty against defects for a period of at least 2 years from the date of installation is listed on the Register of Products by the time VEECs are created.
Training/licensing	<p>Installers must:</p> <ul style="list-style-type: none"> complete the following MST units (refer to Table 1 above). <ul style="list-style-type: none"> One MST unit from Group A One MST unit from Group B comply with training requirements set out in section 1.2.1 of this document (i.e. to have completed training on weather sealing safely with gas appliances) be licensed electricians registered with Energy Safe Victoria if electrical work is required.
Eligible environments and installation limits	Residential premises where a flueless space heater or an open-flued gas appliance is not installed – no limits
Record keeping	<p>For each installation, accredited persons must collect and maintain the following:</p> <ul style="list-style-type: none"> VEEC assignment form completed and signed by the installer and consumer Invoice/ proof of purchase listing all products (brand and model) installed Certificate of Electrical Safety detailing the method of decommissioning, where wiring work is required Geo-tagged photo(s) of each installed self-sealing wall exhaust or ceiling fan Geo-tagged photo(s) of each removed exhaust or ceiling fan.

Activity 15D: Sealing existing ceiling or wall exhaust fan

Requirements	Description
Activity	<p>Installers must:</p> <ul style="list-style-type: none"> • install a product which meets the below product criteria • install a product in accordance with the manufacturer's instructions • install a product on a ceiling or a wall exhaust fan that expels air either outside or into the roof space of the premises and on which an exhaust fan seal (15D product) is not already installed • conduct a compatibility check to ensure the installed exhaust fan seal is compatible with the existing exhaust fan.
Product criteria	<p>A product that:</p> <ul style="list-style-type: none"> • is a self-closing damper, flap, filter or other sealing product • is designed so that when installed on a ceiling or wall exhaust fan, it allows airflow through the exhaust of the fan when the fan is operating and restricts airflow when the fan is not operating • is covered by a warranty against defects for a period of at least 2 years from the date of installation • is listed on the Register of Products by the time VEECs are created.
Training/licensing	<p>Installers must:</p> <ul style="list-style-type: none"> • be licensed electricians registered with Energy Safe Victoria • comply with training requirements set out in section 1.2.1 of this document (i.e. to have completed training on weather sealing safely with gas appliances).
Eligible environments and installation limits	Residential premises where a flueless space heater or an open-flued gas appliance is not installed – no limits
Record keeping	<p>For each installation, accredited persons must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and consumer • Invoice/ proof of purchase listing all products (brand and model) installed. • Certificate of Electrical Safety, where wiring work is required • Geo-tagged photo(s) of each installed exhaust fan seal.

Activity 15E: Sealing external wall vent

Requirements	Description
Activity	<p>Installers must install a product:</p> <ul style="list-style-type: none">• which meets the product criteria below• in accordance with the manufacturer's instructions• in an unsealed wall vent• with the result that a ventilation opening in an external wall is sealed or closed.
Product criteria	<p>A wall vent sealing product that:</p> <ul style="list-style-type: none">• is made of a robust non-shrinking sealing material• is covered by a warranty against defects for a period of at least 2 years from the date of installation• is listed on the Register of Products by the time VEECs are created.
Training/licensing	<p>Installers must:</p> <ul style="list-style-type: none">• complete the following MST units (refer to table 1 above)<ul style="list-style-type: none">– One MST unit from Group A– One MST unit from Group B• comply with training requirements set out in section 1.2.1 of this document (i.e. to have completed training on weather sealing safely with gas appliances).
Eligible environments and installation limits	<p>Residential premises where a flueless space heater or an open-flued gas appliance is not installed – no limits</p>
Record keeping	<p>For each installation, accredited persons must collect and maintain the following:</p> <ul style="list-style-type: none">• VEEC assignment form – completed and signed by the installer and consumer• Invoice/proof of purchase listing all products (brand and model) installed• Geo-tagged photo(s) of each installed wall seal.

Activity 15F: Permanent sealing of chimney or flue

Requirements	Description
Activity	<p>Installer must install a product:</p> <ul style="list-style-type: none"> • which meets the below product criteria • in accordance with the manufacturer's instructions • that is an appropriate size to be installed in the chimney or flue • in an unsealed chimney or flue of an open fireplace in which a permanent chimney or flue seal (15F product) is not already installed • so that when fitted to a chimney or flue of an open fireplace, the product <ul style="list-style-type: none"> – restricts the airflow into or out of the chimney or flue when closed – allows the fireplace to operate safely and effectively when open • so that it is fitted permanently to the chimney or flue. <p>Installer must explain to the consumer how the product should be used, including the required maintenance of the chimney or flue seals.</p>
Product criteria	<p>A chimney or flue sealing product that:</p> <ul style="list-style-type: none"> • is designed so that when fitted to a chimney or flue of an open fireplace used to burn solid fuel, the product: <ul style="list-style-type: none"> – restricts the airflow into or out of the chimney or flue when closed – allows the fireplace to operate safely and effectively when open • is designed to be fitted permanently to the chimney or flue • is covered by a warranty against defects for a period of at least 5 years from the date of installation • is listed on the Register of Products by the time VEECs are created.
Training/licensing	<p>Installers must:</p> <ul style="list-style-type: none"> • complete the following MST units (refer to table 1 above) <ul style="list-style-type: none"> – One MST unit from Group A – One MST unit from Group B • comply with training requirements set out in section 1.2.1 of this document (i.e. to have completed training on weather sealing safely with gas appliances).
Eligible environments and installation limits	<p>Residential premises where a flueless space heater or an open-flued gas appliance is not installed – no limits</p>

Requirements	Description
Record keeping	<p>For each installation accredited persons must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and consumer • Invoice/proof of purchase listing all products (brand and model) installed • Geo-tagged photo(s) of each installed permanent chimney or flue seal.

Activity 15G: Temporary sealing of chimney or flue

Requirements	Description
Activity	<p>Installers must install a product:</p> <ul style="list-style-type: none"> • which meets the below product criteria • in accordance with manufacturer's instructions • into an unsealed chimney or flue of a fireplace in which a temporary chimney or flue seal (15G product) is not already installed • that is an appropriate size to be installed in the chimney or flue • so that when fitted to a chimney or flue of an open fireplace used to burn solid fuel, the product: <ul style="list-style-type: none"> – restricts the airflow into or out of the chimney or flue when closed – allows the fireplace to operate safely and effectively when open • with signage that includes instructions for removing the product. <p>Installers must explain to the consumer how the product should be used, including the required maintenance of the chimney or flue seals.</p>
Product criteria	<p>A product that:</p> <ul style="list-style-type: none"> • is designed so that when fitted to a chimney or flue of an open fireplace used to burn solid fuel, the product: <ul style="list-style-type: none"> – restricts the airflow into or out of the chimney or flue when closed – allows the fireplace to operate safely and effectively when open • is designed to be fitted to the chimney or flue on a temporary or seasonal basis • is covered by a warranty against defects for a period of at least 2 years from the date of installation • is not a chimney or flue balloon • is listed on the Register of Products by the time VEECs are created.
Training/licensing	<p>Installers must:</p> <ul style="list-style-type: none"> • complete the following MST units (refer to table 1 above) <ul style="list-style-type: none"> – One MST unit from Group A – One MST unit from Group B • comply with training requirements set out in section 1.2.1 of this document (i.e. to have completed training on weather sealing safely with gas appliances).
Eligible environments and installation limits	<p>Residential premises where a flueless space heater or an open-flued gas appliance is not installed – no limits</p>

Requirements	Description
Record keeping	<p>For each installation, accredited persons must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and consumer. • Invoice/proof of purchase listing all products (brand and model) installed. • Geo-tagged photo(s) of each installed chimney product.

Activity 15H: Sealing of evaporative cooler outlet

Requirements	Description
Activity	<p>Installers must install a product (not being the reinstallation of a product):</p> <ul style="list-style-type: none"> • in accordance with the manufacturer's instructions and which meets the product criteria below • on a ducted evaporative cooling system to which a ceiling outlet sealing is not already installed • with instructions regarding: <ul style="list-style-type: none"> – the installation and removal of the product – the time of year that the product should be installed and removed.
Product criteria	<p>An evaporative cooler outlet sealing product that:</p> <ul style="list-style-type: none"> • is designed to cover the ceiling outlet of a ducted evaporative cooling system and restrict airflow from inside the residential premises into the evaporative cooling ductwork • is designed to be installed on a temporary or seasonal basis • is covered by a warranty against defects for a period of at least 2 years from the date of installation • is listed on the Register of Products by the time VEECs are created.
Training/licensing	<p>Installers must:</p> <ul style="list-style-type: none"> • complete the following MST units (refer to table 1 above) <ul style="list-style-type: none"> – One MST unit from Group A – One MST unit from Group B • comply with training requirements set out in section 1.2.1 of this document (i.e. to have completed training on weather sealing safely with gas appliances).
Eligible environments and installation limits	<p>Residential premises where a flueless space heater or an open-flued gas appliance is not installed – no limits.</p>

Requirements	Description
Record-keeping	<p>For each installation, accredited persons must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and consumer. • Invoice/proof of purchase listing all products (brand and model) installed. • Geo-tagged photo(s) of each installed evaporative cooling cover.

3. Requirements for shower rose activities

3.1. Activity 17: Low flow shower rose

Guidance notes for undertaking shower rose replacement (activity 17)

- Installers can measure the flow rate of the existing shower rose by using a simple bucket test, running the water at a typical showering temperature. To do this, hold a bucket under the running shower for 15 seconds. Measure the quantity of water captured and multiply by 4 to ascertain the per minute flow rate. To be eligible for replacement, the flow rate of the existing shower rose must exceed 9 litres per minute.
- Where we have identified that the existing shower rose is already efficient (and so not eligible for replacement), bucket test results will not be accepted as sole proof of eligibility.
- Efficient showerheads are typically not compatible with gravity-fed water heaters (most already have low-flow rates). They may also not be compatible with older instantaneous gas water heaters as reduced flow can interfere with the water heater operations.

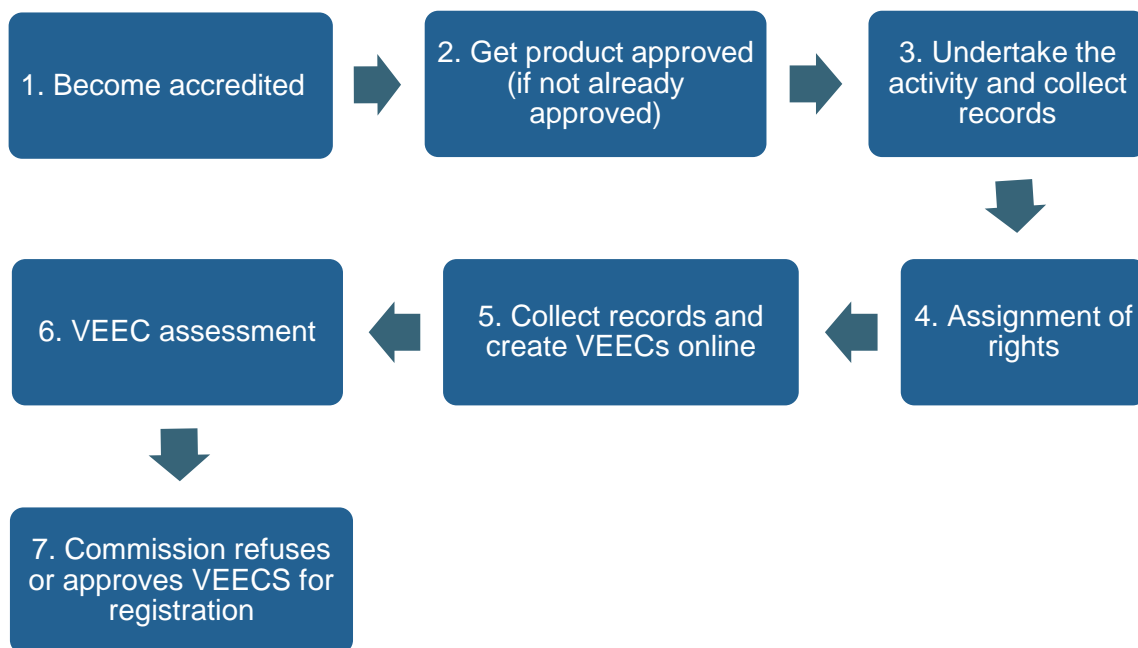
Requirements	Description
Activity	<p>Installers must:</p> <ul style="list-style-type: none">• physically remove and decommission a shower rose with a flow rate above 9 L/min• install a shower rose which meets the below product criteria• verify the existing shower rose was connected to a water supply before the installation• ask the consumer if they have had a low flow shower rose installation before.
Product criteria	<p>A low flow shower rose product that:</p> <ul style="list-style-type: none">• complies with the requirements of AS/NZS 3662 that achieves a minimum 3 star rating and a flow rate of range E when assessed, registered and labelled in accordance with AS/NZS 6400• is listed on the Register of Products by the time VEECs are created.
Training/licensing	<p>Installers must complete the following MST units (refer to table 1 above):</p> <ul style="list-style-type: none">• One MST unit from Group A• One MST unit from Group B.
Eligible environments and installation limits	<ul style="list-style-type: none">• Residential premises – maximum of two products up to 9 June 2019 and three products from 10 June 2019 onwards• Business/non-residential premises – no limits

Requirements	Description
Record-keeping	<p>For each installation, accredited persons must collect and maintain the following:</p> <ul style="list-style-type: none"> • VEEC assignment form completed and signed by the installer and consumer. • Invoice/proof of purchase listing all products (brand and model) installed. • For business or non-residential upgrades, the invoice for the upgrade must include: <ul style="list-style-type: none"> – the name and address of the energy consumer – the Australian Business Number/Australian Company Number (ABN/ACN) of the energy consumer (where relevant) – the installation address (if different to the energy consumer) – the name, address and ABN of the installer business. • Stock reconciliation • Recycling invoice • Geo-tagged photo(s) of each removed shower rose in its original position prior to removal – the face of every rose should be clear and in focus (please see Appendix C for an example).

4. Activity process for space conditioning and shower rose activities

This section provides you with an overview of the steps for undertaking a space conditioning and/or shower rose activities under the program.

Figure 3: Activity process steps for space conditioning or shower rose activities



4.1. Become accredited

A person or organisation must be accredited/approved to undertake the relevant activity to create VEECs for the activity. Visit www.esc.vic.gov.au/become-veu-accredited for information on how to become accredited.

4.2. Get product approved (if not already approved)

To create VEECs for space conditioning and or shower rose activities, the product installed must be listed as an approved product on our [Register of Products](#). Accredited persons should check our register to see if the product you wish to install has already been approved as another organisation may have submitted the product for approval (e.g. product manufacturer/supplier).

Learn more about getting products approved in our Space Conditioning and Water Efficiency Product Application Guide at www.esc.vic.gov.au/veu-product-applicants.

4.3. Undertake the activity and collect records

Installer must comply with all installation and decommissioning requirements as detailed in the VEET Regulations and VEU Specification. In addition, certificates cannot be created unless a prescribed activity is undertaken in accordance with the provisions of the Electricity Safety Act 1998, the Gas Safety Act 1997, the Occupational Health and Safety Act 2004 or the Building Act 1993 or the regulations under any of those Acts.

The installer must collect records as listed under section 2.4 for space conditioning activities and section 3.1 for shower rose activities.

4.4. Assignment of rights

An important part of the certificate creation process is the valid assignment of the right to create VEECs from the consumer to an accredited person. A VEEC assignment form must be completed for accredited persons to create VEECs and demonstrate compliance with the legislation.

Download the VEEC assignment form template for these activities from the [space conditioning and shower rose activities page](#) on the commission's website.

Consumers must be provided a copy of the VEEC assignment form at the time of signing (for written forms) or within 10 business days of signing (for electronic forms). Accredited persons should consider taking steps to ensure that all personal information collected in the VEEC assignment form is held in accordance with the Information Privacy Principles under the Privacy and Data Protection Act 2014 (Vic). Details of how to comply can be found at: <https://ovic.vic.gov.au/privacy/>.

4.5. Collect documentation and create VEECs online

Prior to creating VEECs for an activity, accredited persons must have collected the required documents for the activity. The commission may ask for these records as part of our certificate assessment process.

To create VEECs, you can upload the activity using either an upload form or the online user interface on the VEU Registry. Different activity types have different data input requirements, so it is important that you input the correct data in the relevant fields.

After you press the 'create' button, the VEECs associated with your activities are created and assigned a unique identifier.

A certificate creation fee of \$2.33 per certificate is invoiced at the point of VEEC creation for all VEECs you submit. We issue invoices on Tuesdays and Thursdays each week for VEECs created before 6am on that day. If an activity you created is returned to you as an external duplicate, you may withdraw the activity in the VEU registry system before the 6 am invoicing

deadline on Tuesdays and Thursdays to avoid being charged the fee. You will be able to reconcile invoices with your created activities in the VEU registry.

4.6. VEEC assessment

Once you have paid your certificate creation fees, we will assess the created VEECs for eligibility for registration. This process involves checks to verify that VEECs have been created in accordance with the VEET Act and VEET Regulations. We may require you submit to us record evidence as part of that assessment process.

4.7. Commission approves or refuses VEECs for registration

Once your VEEC creation claims have been validated, we will register your VEECs and notify you that the VEECs are available to be traded and/or surrendered to us.

Glossary

Term	Definition
Decommission	Disable and render permanently unusable.
Flue or chimney balloon	A device that, when inflated, is intended to block the movement of air in a chimney or flue.
Licensed electrician	Licensed electrician means an A Grade electrician licensed under the Electricity Safety Act 1998 to carry out electrical work.
Residential premises	A building classified as a Class 1, 2, 3 or 4 building under Part A3 of Volume One of the Building Code.
VEEC	Victorian energy efficiency certificate created under section 17 of the Victorian Energy Efficiency Target Act 2007.
Warranty	A warranty against defects.
WERS	The Window Energy Rating Scheme managed by the Australian Window Association.
Window	Includes glass roof light, glass panel, glass block, glass brick, glazed sash, glazed part of a door or similar glass product that, when closed, transmits natural light but does not include a louvered product.

Appendix A: Lead generation requirements

All accredited persons (AP) undertaking installations under activities 15 and 17 must:

- provide us with details of the service level agreements with their lead generator and sales organisations clearly showing their relationship with these organisations
- provide us with the following information on a weekly basis (by COB each Monday) via veu@esc.vic.gov.au:
 - lead generator and sales organisations used in the previous week to undertake doorknocking activities [and the postcodes targeted]
 - the lead generators and sales organisation you propose to use in the coming week to undertake doorknocking activities [and the postcodes targeted]
- ensure that all lead generators, salespeople and installers:
 - inform the consumer the VEU program is a **voluntary** government initiative and that consumers can learn more about the program at the commission website, www.esc.vic.gov.au/veu
 - do not make false or misleading claims such as claiming they work for, or on behalf of, the Victorian Government
 - inform the consumers of their name, and the name and address of the AP or installer company they represent
- ensure that all doorknocking lead generators wear a form of ID
- ensure that all telemarketers comply with the [Telecommunications \(Telemarketing and Research Calls\) Industry Standard 2017](#).

Accredited persons should also review section 2.4 of the [Obligations and Program Guide for Accredited Persons](#) which lists the key Australian Consumer Law requirements that must be complied with when engaging in marketing practices under the program.

Appendix B: Minimum phone and field audit requirements for activities 15 and 17

Accredited person internal audits

We recommend that accredited persons undertake internal audits to ensure that VEECs are created in compliance with the legislation and evidence requirements governing the VEU program. Your implementation of service and quality assurance measures is necessary to uphold the integrity of the VEU program.

Minimum audit and compliance requirements

Outlined below are the minimum evidence requirements that we recommend accredited persons collect during internal audits. The more detailed your audit, the greater assurance you will gain that installers are carrying out prescribed activities in accordance with the requirements of the program.

This activity guide does not provide an exhaustive list of all information that accredited persons should gather in all instances and is recommended for use as a guide only. Changing circumstances, such as new prescribed activities and new business environments, may result in the need to collect information beyond what is listed in this activity guide.

Accredited persons are responsible for being responsive to changing circumstances and altering your internal audit regimes where necessary, in order to maintain suitable levels of assurance.

If in doubt, you should contact the commission to discuss acceptable quality assurance measures.

General requirements applicable to Activities 15 and 17

For phone and field audits, we recommend accredited persons verify:

- the name of the resident/business
- the address of the resident/business
- whether the resident/authorised signatory was present at the time of the installation
- the number of rooms/levels in the residence/premises
- whether the resident/business had ever previously had the same activity performed at the residence/premises
- whether a copy of all relevant documents were provided to the resident/authorised signatory.

Specific field and phone audit requirements

Activity 15: Weather sealing

For phone and field audits, we recommend accredited persons verify:

- the total number of products physically installed into the premises per product type
- if the products were all physically installed by the installer. If not, why?
- if any spares were provided. If so, how many?
- if any of the areas were previously sealed. If so, how many?
- whether open flue gas space appliances and/or flueless gas space heater(s) have been installed, if yes, the upgrade is not eligible to claim VEECs
- if the installer provided instructions on how to use the installed product (e.g. manufacturer's instructions)
- if any sealing products had been removed or were no longer being used by the resident. If so, how many and why?
- if the door seals were installed on internal or external doors (Activity 15A)
- if any of the door seals impair the normal operation of the door (Activity 15A)
- if the window seals were installed on external windows (Activity 15B)
- if the window seals impair the normal operation of the window (Activity 15B)
- whether the installation required wiring work to be undertaken, and whether a qualified electrician conducted the installation (Activities 15C and 15D)
- if the installer undertaking the installation was a qualified electrician (Activity 15D)
- if wiring work was undertaken and, if so, whether the resident/business was supplied with a Certificate of Electrical Safety (Activities 15C and 15D)
- whether the sealing product allows airflow when fan is in use and restricts airflow when not operating and expels air outside or into the roof space of the premises (Activity 15C and 15D)
- if wall seals were installed on unsealed wall vents (Activity 15E)
- whether the chimney or flue is attached to a chimney used to burn solid fuel and restricts the airflow when closed (Activity 15F and Activity 15G)
- if any chimneys or flues had previously been sealed. If so, how many? (Activities 15F and 15G)
- if a chimney or flue sealing product has been installed (Activity 15G)
- if the sealing product was fitted to the ceiling outlet of a unsealed ducted evaporative cooling system and restricts the airflow from inside the premises (Activity 15H)
- any other comments or issues.

Activity 17: Low flow shower rose

For phone and field audits, we recommend accredited persons verify:

- the total number of shower rose/s physically installed into the residence/premises
- if the shower rose/s were all physically installed by the installer. If not, why?
- if the consumer knew the removed shower rose/s was low flow
- who originally installed the removed shower rose/s? Was it installed by the consumer or a plumber during a renovation or when the home was built?
- when was the removed shower rose/s installed?¹
- the total number of bathrooms in the premises
- if any spares were provided. If so, how many?
- if the existing shower roses were removed from the premises. If not, why?
- any other comments or issues.

¹ It is a requirement of AS/NZS 3500.1 and AS/NZS 3500.4 that the maximum flow rate from an outlet for a shower, basin, kitchen sink or laundry trough must not exceed 9L/min, from June 2014.

Appendix C: Additional guidance for activity 17

What roses are eligible for replacement?

Activity 17 requires that a shower rose must have a flow rate that exceeds 9L/min to be eligible for replacement.

Activities will not be accepted where the shower rose that has been installed has the same or similar flow rate as the one removed. This is because there is no energy efficiency upgrade occurring in that scenario.

Below is a non-exhaustive list of some common shower roses that are efficient, and are therefore not eligible for replacement

Examples of ineligible efficient shower roses

Model Flow rate	Photo of rose	Model Flow rate	Photo of rose
Lyrio HS066 6.5L/min		Lyrio HS069 7.5L/min	
Lyrio TS016 7L/min		Lyrio TS009 7L/min	

Perfectflow

Ultimate/
Premier

6L/min



Brewers

RJ1AD

7.5L/min



Flexispray

FLX242
Eco6 1F

6L/min



Flexispray
Cascade 1F

7.5L/min



Example of new photo evidence requirements

The photo below is an example of a shower rose in its original position with the face of the rose clearly visible.



Document Version History – C/18/16807

Version	Amendments	Date published
1.0	First release	10 December 2018
1.1	Clarification to photograph requirements for activities 21A to 21F	31 January 2019
1.2	Release of training/licensing requirements for activity 21A Clarification on installation of non-omni directional lamps for activity 21A	12 February 2019
1.3	Clarification of licensed electrician requirement and audit requirements for activity 21	4 April 2019
1.4	Update to extend period allowing non omni-directional lamps under activity 21A to be installed until 31 July 2019	1 May 2019
2.0	Update to: <ul style="list-style-type: none"> incorporate 10 June 2019 specification amendments remove activity 28 (moved to another activity guide) 	10 June 2019
2.1	Update to: <ul style="list-style-type: none"> reflect introduction of EPA's e-waste policy and associated update to decommissioning evidence. include additional lead generation requirements for Activity 21A in Appendix B 	1 July 2019
2.2	Update to: <ul style="list-style-type: none"> clarify eligible environment requirements for activity 21 clarify sign-off requirement on VEEC assignment forms for activities 21A, 21C, 21D, 21E and 21F remove transition arrangements/requirements in respect of installation of non-omni directional lamps 	29 August 2019
2.3	Update to outline criteria for use of appendix(s) with Certificate of Electrical Safety in common requirements	28 November 2019
2.4	Clarification that recycling invoice does not need to be provided to us prior to certificate creation, but upon request.	21 April 2020
2.5	Update to Appendix B (lead generation requirements) and Appendix C (audit requirements for shower rose)	2 December 2020
2.6	Update to reflect change in MST course units	22 January 2021
2.7	Update to clarify ABN/ACN evidential requirements	1 April 2021
2.8	Update to activity 17 evidence requirements and addition of Appendix D for guidance	29 April 2021
2.9	Update to activity 21 to align with the updated VEU specifications (version 9.0)	1 August 2021
3.0	Update to reflect waste framework from new EPA Act	1 February 2022

3.1	Update to activities 12, 13 and 15 to align with VEU Specifications - 13.0	19 September 2022
3.2	Update to weather sealing activity to provide updated guidance on weather sealing upgrades in premises with open flue gas appliances	16 January 2023
3.3	Update to remove activity 21 from the program to reflect VEU specifications – version 14.0	31 January 2023
3.4	Update to reflect weather sealing changes made under VEET regulation amendments and to remove lighting information from the guide.	31 May 2023
3.5	Update to reflect changes to the VEEC creation fee process	1 November 2023