

Victorian Energy Upgrades program

12 August 2025

Upcoming system enhancements to the VEU Registry

Dear Victorian Energy Upgrades stakeholder

The Victorian Energy Upgrades (VEU) Registry system will be unavailable from **6:00am to 10:00am** on **Monday 25 August 2025** while we implement a series of system updates. Please plan your business operations accordingly.

These updates are designed to enhance program compliance and improve operational efficiency. Further updates will be released in future in response to stakeholder feedback and requests for system enhancements.

Please ensure you read through the updates carefully, as there may be action required from your account.

Information session

Prior to the launch of these updates, an information session will be held to provide users with the opportunity to seek clarification and offer feedback on these changes. Further details will be provided shortly.

VEEC registration and transfer timing update

Following the system update on 25 August 2025, Victorian energy efficiency certificate (VEEC) transfers will be processed at 4am and 1pm daily.

VEEC registration batches will be processed twice daily at 1:30am and 12:00pm.

Any approved activities generating fewer than 20 VEECs will be automatically registered immediately upon approval.

This will reduce delays and improve processing times between VEEC transfers.

Activity submission enhancements

Activity 44 VEEC submissions available from 25 August 2025

VEEC calculation for Activity 44 submissions will be updated in the new registry to reflect the new specifications which came into effect from 25 July 2025. This will enable API and manual submissions with an activity date on or after 25 July 2025.

Changes to data fields

We're updating some fields on submission forms to remove outdated and redundant fields, streamline data entry, and improve reporting accuracy. This will also ensure that all submitted information aligns with current VEU program requirements.

A complete breakdown of updated fields can be found [here](#).

As a result of the data field updates, it will be mandatory to enter the *Price of Product (inc. GST)* and *Consumer Payment for Product (inc. GST)* for each product during activity submission for the following activities:

- **Activity 1C(18)** - Water heating - Electric boosted solar replacing electric resistance
- **Activity 1D(18)** - Water heating - Heat pump replacing electric resistance
- **Activity 3C** - Water heating - Heat pump replacing gas
- **Activity 3D** - Water heating - Electric boosted solar replacing gas
- **Activity 6(23)** - Space heating and cooling - High efficiency air conditioner
- **Activity 43** - Cold room
- **Activity 44** - Commercial and industrial heat pump water heater
- **Activity 46** - Induction cooktops

These fields must be entered on any activities listed above on or after 25 August 2025.

VEEC calculation checks

To improve data quality and reduce errors, from 25 August 2025 registry and API submissions will prevent submission of activities where the VEECs calculated are zero (this excludes activities 22 and 24 - see 'Activity-specific changes' section below for further details).

Activity view enhancements

Applicant Reference visible in RFI view

To improve visibility and tracking, the Applicant Reference (previously known as 'own reference') field will be displayed in the Request for Information (RFI) view for activities. This enhancement will help accredited persons (APs) more easily identify and manage submissions when responding to RFIs.

Activity outcome date field available now

A new Outcome Date column has been added to the All Activities view in the Activities section of the VEU Registry. This appears next to the existing Created Date column.

This update makes it easier to track the progress of your activities and reconcile certificate creation.

- **Created Date** shows when the activity was submitted
- **Outcome Date** shows when the activity was approved/refused.

New scheme participant management features

Trade licences

APs will be able to select scheme participant (SP) licence types from a list of trade licences, including:

- Licensed Plumber
- Registered Plumber
- Licensed Electrician (A Grade)
- Restricted Electrical Worker
- Refrigerant Handling Technician
- Registered Builder

APs will have the ability to view, add and update licence records on existing SPs.

Start and end dates

APs will now be able to view and update SP start and end dates through the registry portal. Please note that these fields are optional. SPs are not available for selection for any submissions with an activity date outside of their start and end dates.

Scheme participant requirements for select activities

As you are aware, some activities require a scheme participant (SP) to have completed mandatory safety training before undertaking the activity. To strengthen safety and identity verification under the VEU program, the registry system will require identification and training details for SPs undertaking the following activities:

- **Activity 13** – Double glazed window installation
- **Activity 15** – Weather sealing
- **Activity 17** – Low flow shower rose
- **Activity 26** – High efficiency pool pump
- **Activity 45** – Home energy rating assessment

From **Monday 8 September 2025**, a system control will prevent APs from creating certificates for the above activities unless the SPs eligibility has been verified by the commission. SPs that were verified in the old registry will retain their status and no action will be required.

What you need to do

Any new SPs added from 23 May 2025 will need to be verified by the commission. This reinstates the verification process under the old registry.

From **25 August 2025**, you will be able to submit SP details for verification through the SP record in your portal. More information about SP training and licensing requirements are available on our [website](#). In addition to having their safety training verified, the identity of SPs impacted must be verified by either:

- Relevant trade licence or
- Driver's licence or passport

Please note

- APs will only be able to submit details for verification from 25 August 2025. In the meantime, we recommend collecting the required information in advance so it can be submitted promptly once the system updates go live.
- SPs not undertaking the above activities are not required to provide these details; however, APs may choose to enter them for verification if desired.
- Unverified SPs will not be visible for selection when creating the above activities.
- API submissions which include unverified SPs will be blocked from submission and receive an error message.
- Trade licences must be valid for the activity date if used for verification.
- Training must be completed before the activity date to be eligible for the activity.
- APs will be able to view and update ID, licence and training details on SP records.

Activity-specific changes

Activity 6(23) submission updates

When submitting multi-split systems via the API or VEU Registry, two new mandatory fields must be completed:

- the total cooling capacity (kW) of the indoor units installed and
- total heating capacity (kW) of the indoor units installed.

Additionally, installation limits will be added to new Activity 6(23) submissions. These limits apply to both ducted and non-ducted product categories for residential and business installations.

These requirements help ensure VEEC calculations align with the specifications and improve the accuracy of submissions, reducing the likelihood of errors.

Note: product categories 6C and 6G are not eligible for residential installations.

Activity 34 (Non-J6) mandatory HVAC field

The HVAC field will be mandatory for all Activity 34 (Non-J6) submissions via the API. When the field was optional, missing data led to calculation errors and discrepancies in VEEC creation.

By making this field compulsory, we can ensure VEEC calculations are accurate and consistent with the expected outcomes under the program rules.

Activities 22 and 24

Accredited persons will be able to submit activities 22 (high efficiency refrigerators or freezers) and 24 (high efficiency televisions) through the VEU Registry portal, although they will not yet be available via the API.

When submitted, these activities will initially generate zero VEECs, with final VEEC values to be manually calculated and entered by commission staff prior to invoicing.

To help estimate potential certificate volumes, users can continue to use the [VEEC calculator](#) in the old registry.

PBA activities added to accreditation forms

Additional PBA activities will be able to be selected on all types of accreditation forms, including new, renewal, and variation applications.

These new activity types are:

- Specific measurement method (SMM)
- Advanced measurement and verification method (advanced M&V)

The new PBA activity types can also be submitted through the registry portal.

Your continued cooperation and feedback are greatly appreciated as we continue to improve the system over time.

Kind regards

Victorian Energy Upgrades program

Contact us

If you have any questions about the contents of this email or the VEU program, please contact us by phone on (03) 9032 1310 or email at veu@esc.vic.gov.au.



