VEU Additional Activity Application Form

Version 1.0 – 10 December 2018

## Instructions

To lodge an application, you must have an active VEU account. To apply for an account, use the relevant online form available on the VEET Registry ([www.veu-registry.vic.gov.au](http://www.veu-registry.vic.gov.au)).

To lodge your application:

1. Answer all questions on this form specifically in the manner that they relate to the VEU activities for which you are applying. Please note: only applicants currently approved solely for project-based activities (PBA) are required to complete Part B of this form.
2. Prepare all relevant supporting documentation referenced in this form.
3. Create a new ‘application for additional activities’ via your VEU account.
4. Upload this form and the supporting documentation.

Applicants should refer to the Application Guide for Accredited Persons for assistance in completing and lodging this form.

Applicants who wish to apply to accreditation/approval for public lighting upgrade (activity 27), non-building based lighting upgrade (activity 35) or project-based activities (PBA) should not use this form. You will need to complete specific application forms for these activities.

All above documents are available at [www.esc.vic.gov.au/become-veu-accredited](http://www.esc.vic.gov.au/become-veu-accredited).

All information supplied during the application process is treated as commercial in confidence.

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Part A: All applicants to complete

1. Applicant details

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| Applicant details | |
| **Q1.** VEU account name: | Click here to enter text. |
| **Q2.** Contact person: | Click here to enter text. |
| **Q3.** Activities applied for: | Click here to enter text. |
| **Q4.** Contact phone number: | Click here to enter text. |
| **Q5.** Which sectors do you intend to undertake prescribed activities in? | Choose an item. |

1. Organisational overview

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| Organisational overview | | | | | |
| **Q6.** Describe your organisation’s relevant industry experience: | | | Provide a **statement** of 100 words or less, describing your organisation’s relevant experience in the industry/field relating to the prescribed activities you are applying for. For instance, if you are applying to undertake prescribed activities associated with water heating, describe your organisation’s experience in the water heating industry. | | |
| **Q7.** What is your target market? | | | Provide a **statement** of 50 words or less that describes the intended target market of your organisation’s VEU related activities. For instance, regional SMEs, residential homes, sporting complexes etc. | | |
| **Q8.** Describe the VEU related incentive/ benefit your clients/ consumers will receive: | | | Provide a **statement** of 50 words or less that describes the incentive model your organisation intends to use when providing VEU services (e.g. will you offer free products, discounted products, free installation, etc.?) | | |
| **Q9.** Complete this methodology: | | For each activity you are applying for:  (No. of installers) x (estimated premises visited per month) x (estimated VEECs per premises) = Estimated monthly VEEC creation for that activity. Leaving the breakdown in this cell, enter tally the total of all activities below. | | | |
| **Q10.** Using the methodology above, estimate your monthly VEEC creation rate: | | | | | VEECs per month |
| **Q11.** What products do you intend to install? | | | | Provide a **list** of the main product types, brands and models that your organisation anticipates installing, if these have already been identified. | |
| **Organisational structure** | | | | | |
| **Q12.** ***Upload a copy*** of an organisation chart that outlines the structure of the portion of your organisation dedicated to VEU activities, and all personnel involved in the management and delivery of VEU activities (both existing and for which you are currently applying). To be complete, the statement or organisation chart must record:   * all roles related to VEU activities * the job titles of those roles * personnel names, if these roles are currently filled * any personnel or roles based outside Victoria. | | | | | |
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1. Service delivery arrangements

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| Service delivery arrangements | | | |
| **Q13.** What is the nature of the commercial relationship between your organisation and the personnel who will deliver VEU services (e.g. installations) on your behalf? | | Direct employees / contractors / other (please specify). | |
| **Q14.** What are the minimum qualifications you will require of your service delivery personnel? | | Click here to enter text. | |
| **Q.15.** How will you remunerate your service delivery personnel? | | Click here to enter text. | |
| **Q16.** What incentives or penalties, if any, will be used to influence the behaviour of your service delivery personnel? | | Click here to enter text. | |
| **Q17.** If you have already retained the service of any service delivery companies (e.g. subcontracted installation companies), please provide the names of these companies: | | Click here to enter text. | |
| **Q18**. If you intend to outsource any service delivery functions (e.g. installation) services, will you allow the entities to whom you outsource to subcontract that service to third parties? | | | Yes/No |
| **Q19.** To strengthen your application, you may also ***upload a copy*** of any contracts that you intend to use when engaging third parties to deliver VEU program services on your behalf. This question is optional and will not impact on the assessment of the completeness of your application. | | | |
| **Document file name:** | Click here to enter text. | | |
| **Page reference:** | Click here to enter text. | | |
| **Exceptions** | | | |
| If you believe that your organisation can undertake compliant VEU activities but that the questions in this section do not apply to you (because of your particular business model), please offer an explanation below. | | | |
| Click here to enter text. | | | |

1. Policies and procedures

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| Processes and policies | | | | | | | | | | | |
| To participate effectively in the VEU program, your organisation needs internal documentation that specifies a number of key processes, including those associated with:   * determining the eligibility of an installation under the VEU program * ensuring compliant installation of relevant registered products * decommissioning products removed as part of conducting prescribed activities * for lighting activities, the decommissioning and recycling of removed lighting equipment in accordance with the Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations) * ensuring that the baseline environment for an installation has not been altered prior to the installation (i.e. products replaced as part of an installation were not installed for the purposes of being decommissioned as part of the installation).   We assess your internal documentation against the minimum requirements to determine both your comprehension of the program requirements and your organisation’s level of preparedness to participate in a compliant manner.  Beyond some minimum requirements, the style and detail of this documentation is a matter for your organisation to decide, based on your needs and the scale of your operations. For instance, you might have a single operations manual that covers all aspects of your organisation’s business, or you might use a set of discrete process documents, or some other arrangement entirely. Whatever approach you take, the Essential Services Commission (the commission) must assess whether your documentation meets the minimum requirements.  In each case, the minimum requirements are determined by referring to the relevant sections of the VEET Regulations andthe relevant activity guide(s). When we assess your documentation, we will be checking to ensure that each relevant item listed in these two source documents is accounted for.  For example, if you are intending to replace 12V halogen downlights with MR16 LED downlights, the relevant section of the VEET Regulations is Activity 21C, which stipulates that the replacement LED lamp must be compatible with the control gear (transformer) used with the replaced halogen lamp. This means your documentation must reference the fact that your installers will need to ensure that the lamps they install are compatible with the existing transformers.  In the remainder of this section, you will need to answer some specific questions relating to your operations, as well as provide references to the parts of your internal documentation which address certain key processes. | | | | | | | | | | | |
| **Lead generation methods** | | | | | | | | | | | |
| **Q20**. What lead generation methods will your organisation use? | | | | | | | | | | | |
| Existing client networks: | Yes/No | | | Door knocking: | | Yes/No | | Television advertising: | | | Yes/No |
| Telemarketing  (in house): | Yes/No | | | Telemarketing  (third party): | | Yes/No | | Print advertising: | | | Yes/No |
| Other: | Please specify | | | | | | | | | | |
| **Q21**. If you have already retained the service of any lead generation companies, please provide the names of these companies: | | | | | | | Click here to enter text. | | | | |
| **Q22.** If you intend to outsource any lead generation services, will you allow the entities to whom you outsource to subcontract that service to third parties? | | | | | | | | | Yes/No | | |
| **Eligibility** | | | | | | | | | | | |
| **Q23.** ***Upload a copy*** of the step by step process that your organisation’s representatives will use to ascertain the eligibility of potential clients (i.e. energy consumers) to receive VEU services. To be deemed complete, your process must meet the following requirements: | | | | | | | | | | | |
| |  |  | | --- | --- | | * + 1. The process must be included in internal documentation designed to be used by your service delivery personnel. | Yes/No | | | | | | | | | | | | |
| |  |  | | --- | --- | | * + 1. The process must cover any relevant eligibility requirements stipulated by the VEET Regulations, for each VEU activity for which you are applying. | Yes/No | | | | | | | | | | | | |
| |  |  | | --- | --- | | * + 1. The process must cover the eligibility requirements stipulated by the relevant activity guide for each VEU activity for which you are applying. | Yes/No | | | | | | | | | | | | |
| **Document file name:** | | Click here to enter text. | | | | | | | | | |
| **Page reference:** | | Click here to enter text. | | | | | | | | | |
| **Installation** | | | | | | | | | | | |
| **Q24**. ***Upload a copy*** of the step by step process that your organisation’s representatives will use to conduct compliant installations under the program. To be deemed complete, your process must meet the following requirements:  *Note: the process does not need to cover all technical aspects of conducting installations, but simply the steps taken to ensure compliance with VEU requirements is achieved.* | | | | | | | | | | | |
| |  |  | | --- | --- | | * + 1. The process must be included in internal documentation (e.g. an operations manual) designed to be used by your service delivery personnel. | Yes/No | | | | | | | | | | | | |
| |  |  | | --- | --- | | * + 1. The process must make reference to how the installer will comply with the relevant activity requirements defined by the Principal Regulations, for each VEU activity for which you are applying. | Yes/No | | | | | | | | | | | | |
| |  |  | | --- | --- | | * + 1. The process must make reference to how the installer will comply with the relevant activity requirements set out in relevant activity guide for each VEU activity for which you are applying. | Yes/No | | | | | | | | | | | | |
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| **Decommissioning** | | | | | | | | | | | |
| **Q25.** ***Upload a copy*** of the step by step process that your organisation will use to decommission products removed as part of conducting prescribed activities. To be deemed complete, your process must meet the following requirements:  *Note that if none of the prescribed activities for which you are applying require that a product be decommissioned, you do not need to provide a decommissioning process and this will not impact on the assessment of the completeness of your application.* | | | | | | | | | | | |
| |  |  | | --- | --- | | * + 1. The process must be included in internal documentation designed to be used by your service delivery personnel. | Yes/No | | | | | | | | | | | | |
| |  |  | | --- | --- | | * + 1. The process must include the practical steps followed by relevant personnel for physically removing, transporting and storing the products to be decommissioned (unless they are decommissioned in situ). | Yes/No | | | | | | | | | | | | |
| |  |  | | --- | --- | | * + 1. The process must include the practical methods used to decommission the products. | Yes/No | | | | | | | | | | | | |
| |  |  | | --- | --- | | * + 1. The process must include the practical steps taken to source and retain documentary evidence of decommissioning (e.g. recycling/scrap metal receipts evidencing weight of products decommissioned). | Yes/No | | | | | | | | | | | | |
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| **Page reference:** | | Click here to enter text. | | | | | | | | | |
| **Stock management** | | | | | | | | | | | |
| **Q26.** How will you source the products that your service delivery personnel will install? | | | | | In bulk / per job basis / other (please specify). | | | | | | |
| **Q27.** What personnel will be responsible for inventory management? | | | | | Click here to enter text. | | | | | | |
| **Q28.** What personnel will have access to your stock inventory? | | | | | Click here to enter text. | | | | | | |
| **Q29.** How will stock be distributed to work sites? | | | | | Provide a **statement** of 200 words or less, describing the practical steps by which stock is allocated and then transported to the installation sites. | | | | | | |
| **Q30.** How will stock be reconciled? | | | | | Provide a **statement** of 200 words or less, describing the practical steps by which stock is reconciled. ‘Reconciliation’ refers to the method by which your organisation will trace and match up outgoing, installed and returned stock. | | | | | | |
| **Q31.** ***Upload a copy*** of any administrative tools, such as a reconciliation template, that your organisation will use to reconcile stock. This question is optional, and will not impact on the assessment of the completeness of your application. | | | | | | | | | | | |
| **Document file name:** | | | Click here to enter text. | | | | | | | | |
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| **Exceptions** | | | | | | | | | | | |
| If you believe that your organisation can undertake compliant VEU activities but that the questions in this section do not apply to you (because of your particular business model), please offer an explanation below. | | | | | | | | | | | |
| Click here to enter text. | | | | | | | | | | | |
| **Consumer management** | | | | | | | | | | | |
| **Q32**. What is your after-sales service process? | | | | | Provide a **statement** of 200 words or less that describes what after-sales service your organisation will provide to energy consumers (whether residential or non-residential). | | | | | | |
| **Q33.** What is your complaints handling process? | | | | | Provide a **statement** of 200 words or less that describes the process your organisation will use to handle complaints. To be deemed complete, your answer must address both (i) complaints regarding the products your representatives installed and (ii) complaints regarding the conduct of your representatives. | | | | | | |
| **Q34.** What is your process for handling refund requests? | | | | | Provide a **statement** of 200 words or less that describes the process your organisation will use to handle cases in which energy consumers request a refund. To be deemed complete, your answer must reference what will happen to the VEEC claim associated with that installation. | | | | | | |
| **Q35.** What are your processes for communicating information about products and associated warranties to consumers? | | | | | Provide a **statement** of 200 words or less that describes how information about the product and any associated warranties is communicated to energy consumers. To be deemed complete, your answer must reference who will provide the information, and when (in the context of the engagement/installation processes). | | | | | | |
| **Q36.** Do you intend to sell, pass on, or otherwise use customer information for purposes not associated with VEU? | | | | | | | | | | Yes/No | |
| **Q37.** What is your process for ensuring compliance with Australian Consumer Law? | | | | | Provide a **statement** of 200 words or less describing your organisation’s process for complying with Australian Consumer Law (ACL). | | | | | | |
| **Exceptions** | | | | | | | | | | | |
| If you believe that your organisation can undertake compliant VEU activities but that the questions in this section do not apply to you (because of your particular business model), please offer an explanation below. | | | | | | | | | | | |
| Click here to enter text. | | | | | | | | | | | |

1. Record keeping

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| Record keeping policy | |
| **Q38.** ***Upload a copy*** of a statement of 1000 words or less describing your organisation’s record keeping policy. To be deemed complete, you statement must include reference to the methods of collecting and storing relevant information associated with the following: | |
| |  |  | | --- | --- | | * + 1. Installations (e.g. assignment forms) | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Decommissioning (including internal records and any third party receipts) | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Stock management (including stock reconciliation and purchase invoices) personnel. | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Audits conducted by your organisation | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Use of job numbers, or similar tool, to reconcile documents associated with individual installations | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Security, user access, and backup | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Employees (e.g. records such as contracts, ID, police checks, training certification etc.) | Yes/No | | |
| |  |  | | --- | --- | | * + 1. Whether records are kept in hard or soft copy (or both). | Yes/No | | |
| **Document file name:** | Click here to enter text. |
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1. Compliance and quality assurance

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| Compliance and quality assurance | | | | | | |
| **Q39**.What personnel are responsible for compliance and quality assurance? | | | Click here to enter text. | | | |
| **Q40**.What verification methods (e.g. field or phone audits) will your organisation employ to ensure compliance with VEU requirements? | | | Provide a **statement** or list of 250 words or less, describing the systems your organisation will use to monitor VEU compliance. | | | |
| **Q41**.What percentage of installations will be phone audited? | | | | Enter percentage. | | |
| **Q42**.What percentage of installations will be field audited? | | | | Enter percentage. | | |
| **Q43**.How will the audit sample be selected? | | | Provide a **statement** of 100 words or less, describing how your organisation will select a sample to audit. | | | |
| **Q44**.If you intend to outsource any aspect of your compliance and quality assurance activities, please provide details of your intended arrangements. | | | Provide a **statement** of 100 words or less, describing any planned outsourcing of compliance and quality assurance activities. | | | |
| **Q45**. If you intend to outsource any compliance or quality assurance activities, will you allow the entities to whom you outsource to subcontract that service to third parties? | | | | | | Yes/No |
| **Q46**.What validation methods are applied to data before being uploaded to the VEU Registry? | | | Provide a **statement** of 250 words or less, describing any data validation methods your organisation will use (e.g. automated risk flags, methods to track installer installation patterns). | | | |
| **Q47**. ***Upload a copy*** of your organisation’s phone and field audit scripts, if applicable. To be deemed complete, your scripts must include all the minimum questions stipulated by the relevant activity guide. This question is considered applicable if any of the prescribed activities for which you are applying have associated audit script requirements listed in the relevant activity guide. | | | | | | |
| I have uploaded a copy of my organisation’s phone audit script: | | | | | Yes/No/NA | |
| **Phone audit document file name:** | | Click here to enter text. | | | | |
| **Page reference:** | | Click here to enter text. | | | | |
| I have uploaded a copy of my organisation’s field audit script: | | | | | Yes/No/NA | |
| **Field audit document file name:** | | Click here to enter text. | | | | |
| **Page reference:** | | Click here to enter text. | | | | |
| **Further supporting material** | | | | | | |
| **Q48.** To strengthen your application, you may also upload a copies of any internal policies or operational manuals related to compliance and quality assurance. This question is optional and will not impact on the assessment of the completeness of your application. | | | | | | |
| **Document file name:** | Click here to enter text. | | | | | |
| **Page reference:** | Click here to enter text. | | | | | |
| **Exceptions** | | | | | | |
| If you believe that your organisation can undertake compliant VEU activities but that the questions in this section do not apply to you (because of your particular business model), please offer an explanation below. | | | | | | |
| Click here to enter text. | | | | | | |

1. Training and development

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| Training and development | | |
| **Q49**.What is your internal training delivery model? | | Provide a **statement** of 200 words or less describing how your organisation’s internal training will be delivered. To be complete, the statement must make reference to:  1. how the training will be delivered  2. who will deliver the training (including their qualifications/experience to do so)  3. any testing or assessment that will be conducted at the conclusion of the training. |
| **Q50**.What externally provided training will your service delivery personnel receive? | | Provide a **statement** of 200 words describing any externally provided training that service delivery personnel will receive (if any), including mandatory safety training (if required). |
| **Q51**. ***Upload a copy*** of the internal training material your organisation will use to train service delivery personnel (e.g. the personnel conducting installations). To be deemed complete, your training material must cover the following topics, at a minimum, as relevant to your nominated prescribed activities: | | |
| |  |  | | --- | --- | | * + 1. The fundamental design and operation of the VEU program, including the role of the commission, accredited persons, relevant entities, and an explanation of the key concepts of ‘prescribed activity’, ‘assignment of rights’ and ‘VEEC’. | Yes/No/NA | | | |
| |  |  | | --- | --- | | * + 1. The process your service delivery personnel must use to determine a client or consumer’s eligibility to participate in the program. | Yes/No/NA | | | |
| |  |  | | --- | --- | | * + 1. The process your service delivery personnel must use to ensure they conduct a compliant installation. | Yes/No/NA | | | |
| |  |  | | --- | --- | | * + 1. The process your service delivery personnel must use to fulfil relevant compliance requirements, such as those related to decommissioning and record keeping. | Yes/No/NA | | | |
| |  |  | | --- | --- | | * + 1. Any relevant information about the products/technology that your service delivery personnel should be equipped with. | Yes/No/NA | | | |
| |  |  | | --- | --- | | * + 1. The process your service delivery personnel must use when receiving and handling assignment forms. | Yes/No/NA | | | |
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1. Documents to be supplied

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| Assignment form(s) | | | | |
| **Q52**.I have uploaded copies of assignment forms for each of the VEU activities for which I am applying (for applications to undertake lighting upgrade activities, activities 27, 34 and 35, this includes copies of other relevant documentation such as the relevant compliance declaration): | | | | Yes/No |
|  |
| **Please indicate the assignment form medium:** | | | Paper/Electronic | |
| **Leave behind material** | | | | |
| Once an installation has occurred, the ***consumer*** or ***authorised signatory*** must be provided with a copy of the assignment form or another document that shows:   * the assignment date * specific details of the quantity and type of goods and services provided at the premises * the type and amount of benefit provided in exchange for the assignment of a right to create certificates in respect of the prescribed activity * the name of the accredited person * the name of the individual undertaking the activity * the organisation the individual works for (if different from the accredited person). | | | | |
| **Q53.** What will be provided to the consumer, a copy of the assignment form or another document that fulfils the above requirements? | | Click here to enter text. | | |
| **Q54.** If you have selected ‘other document’, how will the material be provided to the consumer? (When assessing your application for completeness, your answer to this question will only be considered if you have selected ‘other document’ above.) | | Click here to enter text. | | |
| **Q55.** If you have selected ‘other document’, please ***upload a copy*** of the material that will be provided to the consumer.  *Note: When assessing your application for completeness, your answer to this question will only be considered if you have selected ‘other document’ above* | | | | |
| **Document file name:** | Click here to enter text. | | | |
| **Page reference:** | Click here to enter text. | | | |

Part B: Accredited persons currently only approved for project-based activities (PBA) to complete

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| Organisational overview | | | |
| **Q56**. How many staff does your organisation currently employ? | | | Click here to enter text. |
| **Q57**. How many of those staff would be dedicated to VEU related operations (VEU staff)? | | | Click here to enter text. |
| **Q58**. How many of your VEU staff would be based in Victoria? | | | Click here to enter text. |
| **Q59**. Where will the remainder be based? | | | Click here to enter text. |
| **Q60**. Once approved, do you expect your VEU staff numbers to change? | | | Please select |
| **Q61**. Once you are fully operational under the additional activity(s), what percentage of your organisation’s revenue do you anticipate will be derived from VEU related activity? | | | Click here to enter text. |
| **Q62**. Describe your previous VEU experience: | | | Click here to enter text. |
| **Q63**. Have you entered into any forward contracts for the supply of VEECs? | | | Click here to enter text. |
| **Policies and procedures** | | | |
| **Q64.** How will you ensure that any lead generation services undertaken by yourself or sub-contracted third parties are undertaken in compliance with the Australian Consumer Law (ACL)? | | | Click here to enter text. |
| **Q65**. ***Upload a copy*** of your organisation’s privacy policy. To be deemed complete, your privacy policy must make reference to how consumer information is handled from the perspective of your obligations under Australian privacy legislation. | | | |
| **Document file name:** | | Click here to enter text. | |
| **Page reference:** | | Click here to enter text. | |
| **Documents to be supplied: mandatory insurance** | | | |
| **Q66.** To participate in additional activities in the VEU program, you must have the required insurance coverage:   * public liability insurance cover of at least $5 million, and * products liability insurance cover of at least $5 million (covering the replacement and/or rectification of customers' property damaged as a result of work performed by the accredited person). | | | |
| **Document file name:** | | Click here to enter text. | |
| **Page reference:** | | Click here to enter text. | |
| **Declaration** | | | |
| I certify that all of the above details are correct at the time of completing this form and that I am authorised to act on behalf of the above account in matters relating to the Victorian Energy Efficiency Target Act 2007.  I consent to the provision of the following information to the administrators of greenhouse gas abatement schemes/energy efficiency schemes/emissions reduction schemes:   * Information in respect of my account’s accreditation under the Victorian Energy Upgrade (VEU) program, including approved activities covered by the accreditation * Information relating to activities undertaken under the VEU program * Information relating to Victorian energy efficiency certificates (VEECs) created under this VEU account for any period(s) requested by the administrator * Information concerning compliance with the requirements of the VEU program, including matters pertaining to my account’s risk profile under the program * Information relating to any enforcement actions which may be taken against my account by the Essential Services Commission under the VEU program.   I approve the publication of my VEU account name and registration number on the Register of Accredited Persons upon accreditation approval which is publicly available via the VEU Registry.  I acknowledge that penalties may be applied for providing misleading information under the Victorian Energy Efficiency Target Act 2007. | | | |
| Name: | Click here to enter text. | | |
| Signature: |  | | |
| Date: | Click here to enter a date. | | |
| Name (Witness): | Click here to enter text. | | |
| Signature: |  | | |
| Date: | Click here to enter a date. | | |