

Victorian Energy Upgrades Bulletin

Supporting accredited persons' scheme participation and compliance

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February 2026

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Recent enforcement action

Commission takes action to protect consumers and uphold integrity in the VEU

So far this year, we have taken enforcement action against several businesses for alleged breaches of the VEU program rules.



These actions included cancellations, a suspension and a restriction of accreditation for conduct that compromised program integrity, consumer protections, and installation safety issues.

False and misleading information

Accredited persons must not provide false or misleading information to the commission. Where this occurs, the commission may take serious enforcement action, including cancelling accreditation and refusing or cancelling certificates.

We recently cancelled the accreditation of the following accredited persons for making false claims about VEU projects, including submitting doctored photos as evidence. We no longer consider these businesses to be fit and proper, or competent and capable to be accredited:

- [Save Energy Solutions](#) had their VEU accreditation cancelled and 1,920 certificates refused registration or ordered to be surrendered, valued at over \$150,000.
- [Planetwise](#) had their VEU accreditation cancelled, 662 certificates refused registration and 773 certificates ordered to be surrendered, valued at over \$110,000. The decision to cancel Planetwise's accreditation and refuse certificates was upheld following review.

We took swift action to immediately suspend, then remove, these non-compliant businesses from the program. Investigations continue into these matters, and the commission will consider further sanctions as appropriate.

Prohibited sales and marketing

The VEU code of conduct sets clear requirements for how accredited businesses and their contractors engage with consumers. Prohibited sales and marketing practices, including misleading claims or high-pressure tactics, undermine consumer protections and program integrity.

- [Target Green](#) had their VEU accreditation suspended for three months after allegedly making false claims about weather sealing and shower rose upgrades and engaging in banned sales and marketing activity, including doorknocking and high-pressure sales tactics. We also ordered 64 certificates to be surrendered valued at over \$5,000 and required the business to complete an independent compliance audit to assess their compliance.

Non-compliant installations

The VEU program is intended to help Victorians lower their energy bills and lower greenhouse gas emissions. Failing to complete installations correctly undermines these objectives and program integrity.

We recently restricted the VEU accreditation of [Cyanergy](#) for six weeks after contractors allegedly completed non-compliant heat pump water heater upgrades including wiring issues that posed potential safety risks. We also refused registration and ordered the surrender of 36 certificates valued at almost \$3,000.

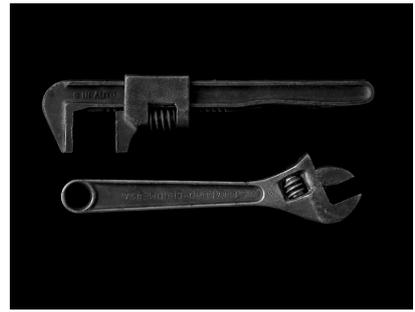
These actions demonstrate our continued focus on protecting consumers and maintaining the integrity of the VEU program, which also provides a level playing field for industry participants. We will continue to take strong enforcement action where businesses fail to meet their VEU obligations.

You can read more about the [enforcement action we took in 2025](#) on our website.

Compliance matters

Gas product decommissioning requirements

When decommissioning a gas product, appropriate steps must be taken to seal the gas pipe in a compliant manner. To be compliant, the gas supply piping must be sealed and/or capped using appropriate materials to ensure compliance with AS/NZS 5601.1: 2022 Gas Installations, Part 1: General Installations.



The following guidance materials and free upskill training are available to accredited persons and scheme participants to support the compliant sealing and capping of gas pipes:

- Decommissioning guidance as specified in the [Water Heating and Space Cooling Activity Guide](#).
- Building and Plumbing Commission guidance on [the compliant sealing of gas piping as part of the decommissioning process](#).
- [Free upskill training](#) for registered and licensed plumbers, as well as fourth-year apprentices for installing heat pump hot water systems through Solar Victoria.

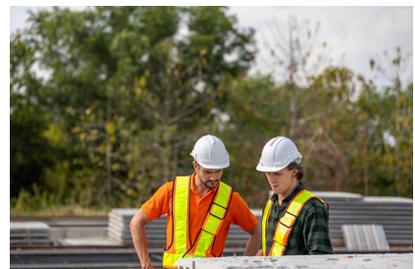
We strongly encourage you to familiarise yourself with the guidance materials and take advantage of the training opportunities listed above to understand your obligations. Please also share this information with any employees and contractors who conduct these installations.

We will continue to work with Solar Victoria, the Building and Plumbing Commission, Energy Safe Victoria and WorkSafe Victoria to ensure these installations comply with industry and safety standards across Victoria.

Accredited persons are responsible for ensuring compliance with decommissioning requirements, failure to comply may result in compliance and enforcement action being taken and may have implications for your accreditation.

Recent site inspections and consumer verification calls... more to come in 2026

We've kicked off 2026 with more proactive compliance monitoring activity than ever, to detect and take strong action against non-compliance in the VEU program. This includes site inspections, consumer calls and data analysis.



Together with our other compliance monitoring activity, each inspection and call helps make sure upgrades deliver genuine energy savings and meet industry standards. It also provides a level playing field for accredited persons and scheme participants that do the right thing.

Our other key compliance monitoring activity includes certificate assessments, audits, consumer surveys and investigating tip-offs.

Site inspections and consumer calls

Our inspectors were recently in the Ballarat area on a compliance blitz, doing site inspections to check that lighting upgrades on farming and agricultural sites meet VEU program rules.

As part of our Fraud Taskforce, we're also calling thousands of consumers to check the work was completed in line with the program rules.

The results from the inspections and calls inform our compliance and enforcement activity, and we'll continue to share any outcomes.

If you have any questions or require further information on complying with VEU program rules, please reach out to our team at veu@esc.vic.gov.au or via phone (03) 9032 1310.

We'll continue to take strong action against businesses that break the rules and share outcomes with industry, other regulators and the community.

Read more about our enforcement action in 2025 in our [media release](#).

Updates and insights

Submit your VEU accreditation renewal application on time to stay accredited and avoid a late fee

To maintain your VEU accreditation status and avoid a late fee, it is important to submit your annual accreditation renewal application by the **due date**. To be prepared, we recommend that you take note of this date when you receive your notice of accreditation or renewal.



Accreditation renewal applications are due at least 90 calendar days before your accreditation expiry date. Timely submission of your renewal application facilitates uninterrupted participation in the program, including the ability to create Victorian energy efficiency certificates for VEU upgrades.

If your accreditation expires before a valid renewal application is submitted, the accreditation lapses and we cannot accept a renewal application.

Applications lodged less than 90 calendar days before the expiry date may not be accepted and are subject to a substantial **late fee of \$7,376.00**. No renewal applications can be accepted after the expiry date.

Renewal reminders

Renewal reminders are sent to the Primary User of your VEU Registry account. To ensure you receive these notifications, please verify that your account details are up to date and the Primary User regularly checks the VEU Registry.

How to submit your renewal application

You can now complete your renewal application using the streamlined online form in the new VEU Registry. The online renewal form includes:

- Consolidated questions to reduce the length of the form.
- The ability to save forms in progress to come back and complete at a later date.

Late applications and late fee

We may consider accepting renewal applications after their due date but before the expiry of an existing accreditation. To request acceptance of a late application, use the 'Contact us' form in the VEU Registry. Please provide justification in writing so we can consider your request.

We have discretion whether to accept renewal applications submitted after the due date, but before the expiry date. Renewal applications cannot be accepted after the expiry date. As noted above, the applicable **late fee is \$7,376.00**.

After the expiry date

Once expired, accredited persons may re-apply for accreditation at any time and a standard application fee of \$3,000 will apply. We cannot accept renewal applications after the expiry date.

For detailed guidance on the accreditation renewal process, including all steps and documentation, please refer to the [Renewing your accreditation](#) section of our website.

Requests for Further Information (RFI) due dates and non-response

The commission issues Requests for Further Information (RFIs) when we need more information to assess an application, activity, scheme participant, compliance or other program matter.

RFIs play an important role in our regulatory decision-making. The information provided in response to an RFI may be used to determine if an applicant is competent and capable, or whether they are a fit and proper person. It may determine whether certificates can be registered or be used in other important decision-making matters.

Accredited persons must have appropriate systems and processes in place to monitor, manage and respond to all RFIs, and to ensure that all RFIs are addressed by the due date.

How RFIs are issued

All RFIs are issued through the VEU Registry. The location where an RFI appears in your account depends on what the RFI relates to:

- **Activity RFIs:** appear in your Activities list view under RFIs.
- **Accreditation and VEET scheme registry account (VRSA) application RFIs:** appear under My Account > Accreditations and VSRA.
- **Scheme participant registration RFIs:** appear under My Account > Scheme Participants.
- **Product application RFIs:** appear under Products.
- **Project-based activities (PBA) RFIs:** appear under Projects.

How to respond to an RFI

To respond to RFIs you should take the following steps:

- Check for an RFI request in any of the above categories.

- Attach any requested documents to the 'Notes & Attachments' section.
- Add your comments into the notes section by clicking the pencil icon. Note: You must enter relevant comments to each RFI when responding (attaching documents only will not trigger the next stage).
- Click 'Save' to submit your response by the due date. This will notify us that you have responded.

RFI due dates

Each RFI includes a due date to respond with the requested information. RFI due dates are based on legislative timeframes, size and complexity of the request.

For Activity RFIs, accredited persons should have all required evidence at the time of VEEC creation. As a result, this information should be readily available when an RFI is issued. Delays in responding may impact VEEC registration timeframes and result in processing times exceeding the standard 21-day timeframe.

In some cases, response timeframes are prescribed by legislation – for example, under section 10A(1), applicants for new or renewal accreditation are given a response period of no less than 14 days. Accredited persons should submit a complete response by the due date so we can progress with the assessment.

Requests for extensions

If you are unable to meet the RFI response due date, a request for an extension must be made prior to the due date lapsing. A request for more time can be made via the Contact us form in your VEU Registry account. Please note: for product applications you should request the extension by submitting a response via the comments in the RFI.

You are not required to request an extension for an activity RFI, however, if you do not respond to a RFI request you will receive notification that the activity may be rejected. To avoid this, ensure you have all the required evidence available and ready to upload prior to creating the activity.

Approval of an extension is at our discretion and may depend on the circumstances and the reasons provided. Extension requests submitted after the due date will not generally be considered.

What happens if an RFI is not responded to on time

If you fail to respond to an RFI by the due date (and no extension has been applied for/approved), this may result in outcomes including, but not limited to:

- refusal of an application
- refusal of certificates
- compliance or enforcement action, where applicable.

Clarifying scheme participant status in the VEU Registry system: 'Submitted' vs 'Registered'

We have received enquiries about why some scheme participants appear in the VEU Registry system with a 'Submitted' status, while others are verified by commission staff and appear as 'Registered'.

When does 'Submitted' status appear?

When an accredited person submits the name and details of their scheme participants, the scheme participant status appears as 'submitted'.

What does 'Registered' status mean?

'Registered' status appears where scheme participants have been verified by the commission. For these scheme participants, we verify the identity and training and competency documents uploaded by the accredited person. Most activities do not require this verification step before a scheme participant can be selected.

Only registered scheme participants can be selected for the following activities:

- double glazed window (activity 13)
- thermally efficient window product (activity 14)
- weather sealing (activity 15)
- home energy rating assessment activity (activity 45)
- commercial and industrial solar photovoltaic system activity (C&I solar activity) (activity 47)

Further information on the scheme participant requirements for each of these activities see: [VEU program training and competency requirements](#) on our website.

What does 'Submitted' status mean?

Scheme participants with a 'Submitted' status can be selected for activities that do not require verification by the commission.

This applies to all other activities, including Activities 1, 3, 6 and 44 (providing the activity is within the scheme participants start and end dates).

Key takeaways – what you need to do

When you create a new scheme participant record or add a trade license or training record to an existing scheme participant in the VEU Registry, if you advise the scheme participant will be used for activities 13, 14, 15, 45 or 47, our verification is required. To avoid delays, only answer 'Yes' to the question asking if the scheme participant will undertake these activities if this is accurate.

Accredited persons can select scheme participants for other activities if they are listed under status 'Submitted'.

For activities 13, 14, 15, 45 and 47, you can only select scheme participants with a status of 'Registered'.



Seeking feedback: draft 'Getting to Fair: Advancing Equity' strategy

The commission is seeking feedback on our draft *Getting to Fair: Advancing Equity* strategy, to address individual and systems-level inequity to improve consumer outcomes, with a continued focus on consumers experiencing vulnerability.

Advancing Equity does this by ensuring the costs, benefits and risks of the essential services we regulate are shared fairly across diverse consumers and groups.

The draft strategy is an evolution of work that began with our [Getting to Fair strategy 2021–2024](#). It also aligns with our [Strategic Plan 2025–29](#) vision for fair and dependable essential services, today and tomorrow.

We want to hear your ideas and feedback on our draft strategy. You can provide feedback via [Engage Victoria](#).

Consultation on the draft strategy closes at 5pm, Wednesday 18 February 2026.

Why am I receiving this?

You're receiving this because you are an Accredited Person under the Victorian Energy Upgrades program.

Contact us

If you have any questions about the contents of this bulletin or the VEU program, please contact our VEU Support team on (03) 9032 1310 or via email at veu@esc.vic.gov.au.



This email was sent by Essential Services Commission, Level 8, 570 Bourke Street, Melbourne, Victoria 3000, Australia to elizabeth.rosenberg@esc.vic.gov.au

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