

Victorian Energy Upgrades Bulletin

Supporting accredited persons' scheme participation and compliance

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December 2025

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- [Release of VEU Registry changes and other activity updates.](#)

Recent enforcement action

- [Businesses punished for providing false information, failing to get consent for energy efficient upgrades.](#)

Important news

VEU support availability and processing times over the holiday period

There will be reduced availability of commission staff during the holiday period. This may result in longer processing and response times across all Victorian Energy Upgrades (VEU) services over this period and into the new year as we catch-up on submissions and enquiries.



Please make a note of the following dates and plan ahead to minimise disruption to your business:

- **22 December 2025** - Last day for invoicing for 2025 (resumes 6 January 2026).
- **23 December 2025** - Last day for Victorian energy efficiency certificate (VEEC) registrations for 2025 (resumes 5 January 2026).
- **24 December 2025 – 2 January 2026** - No account approvals, no installer verifications, no VEEC assessments, no VEEC registrations, no project-based activities (PBA) assessments, no product assessments.

VEU Registry system and support during the holiday period

The VEU Registry system and our online services will continue to be available throughout the holiday period.

Limited support staff will be available on the non-public holidays between Christmas and New Year's Day (29–31 December 2025). You can continue to contact us as follows, however it may take us a little longer than usual for us to respond:

- **Contact us form** in the VEU Registry system.
- **Email:** veu@esc.vic.gov.au.
- **Phone:** (03) 9032 1310.

Accredited persons who have a pending accreditation application with a decision due date that falls over the holiday period have been sent a separate update with information about processing timeframes.

Reminder – Revised VEU program fees commencing 1 January 2026

Further to our [email in October](#), the following revised VEU program fees for 2026 and 2027 will apply from 1 January 2026:

Fee type	Revised fees
Certificate creation fee	\$4.35 (increase)
Annual accreditation renewal fee	\$1,000 (no change)
Application for accreditation fee	\$3,000 (no change)

Application for variation of conditions of accreditation	\$1,500 (no change)
Project-based activity fee	\$500 (no change)
Product application fee	\$500 (no change)
Lodging an energy acquisition statement fee	\$4,829 (increase)
Opening a VEET registry account fee	\$2,000 (no change)
Review of reviewable decision fee	\$750 (no change)
Late lodgment of accreditation renewal fee	\$7,376 (decrease)

Please note that the new fees will apply to all certificates created after 31 December 2025, including any certificates withdrawn and recreated after that date (e.g. recreations to address duplicate flags).

More information

Please refer to the [Department of Energy, Environment and Climate Action's website](#) for more information about the process they undertook to determine the revised VEU program fees.

Updates and insights

Annual VEU Forum recap

On 27 November 2025 we hosted over 250 stakeholders at our annual Victorian Energy Upgrades (VEU) Forum, including accredited persons, energy retailers, product manufacturers and other industry participants.

Commissioner Elly Patira and our directors shared updates on:

- program data and trends
- our compliance and enforcement priorities, and implementation of changes to protect consumers and strengthen program integrity
- the new VEU Registry system
- recent regulatory changes introduced under the Energy Upgrades for the Future (EUF) Act.

Insights from Solar Victoria



Stan Krpan, CEO of Solar Victoria provided updates on policy, the program roadmap, new activities and the strategic review led by the Department of Energy, Environment and Climate Action. He covered a range of topics, including:

Highlights of 2025:

- VEU program targets for 2026 and 2027 set
- new commercial and industrial solar activity introduced
- existing activities reviewed and amended, including project-based activities and motors to meet consumer needs
- legislative changes.

Upcoming in 2026:

- updated workplan and its continued focus on reviewing existing VEU activities and introducing new activities
- new insulation activity to be released in 2026
- update on the Strategic Review and other program reforms which are planned for 2026.

Question and answer session

The question and answer session was a great opportunity for participants to ask questions of panel members from the commission and Solar Victoria. A wide variety of topics were discussed, including questions about the new insulation activity, certificate targets, and the assurance audit program.

Post-forum event materials now available

The strong forum attendance and questions reflect industry appetite to participate in the program, see it grow and succeed in delivering the intended consumer and environmental outcomes.

View the forum video recording and presentation slides on our website here: [Our VEU presentations.](#)

Duplicate activities in the VEU Registry

Most certificate creations are invoiced, paid and queued for assessment (status: pending assessment) without any preliminary checks. Our assessment begins after payment of the invoice and you may be asked to provide additional information at that stage.



However, where the VEU Registry system identifies “duplicates”, a different process applies. After submitting an activity, the system will automatically identify and flag any duplicate activities overnight. The duplicate flag is triggered where our records indicate that the activity has already been undertaken at this address.

When an activity is flagged as a duplicate, it will:

- be withheld from the invoicing process and not appear under a Fee ID unless a justification has been provided
- retain a status of ‘submitted’
- appear in your activity list view under ‘All Duplicate Activities’ (from the day following creation).

What to do if a submitted activity is not invoiced

If you notice that a submitted activity is missing from an invoice/Fee ID, you should log into the VEU Registry and filter your activity view to 'All Duplicate Activities' to confirm whether the activity has been flagged.

Duplicates may be external (submitted previously by another accredited person) or internal (previously submitted by the same accredited person).

What to do if a duplicate is flagged

If an activity is flagged as a duplicate, you must:

- investigate why the duplicate occurred
- ensure that you hold all required evidence (e.g. dated photos, customer declarations, invoices)
- withdraw the activity and resubmit it with a clear justification in the VEU Registry if you choose to proceed with creating certificates.

The duplicate process provides accredited persons with an opportunity to verify their activity submissions before they proceed to invoicing.

Submitting activities you know will be flagged as duplicates

If you are submitting an activity and are aware it will trigger a duplicate flag, we encourage you to provide a clear justification when submitting. This will help prevent delays and reduce the need to withdraw and resubmit activities.

New terminology for quality assurance activities by accredited persons

In recent months, we have been speaking about the importance of quality assurance in the VEU program.

For accredited persons, quality assurance means ensuring that your employees, contractors or other scheme participants comply with program requirements when undertaking regulated actions and prescribed activities.



In addition to assurance and compliance audits, accredited persons must undertake quality assurance activities as part of their accreditation. These are checks to confirm that installations meet the required standards and comply with VEU program rules.

New terminology to clarify quality assurance activities

These quality assurance activities by accredited persons may have previously been referred to using terms like 'desktop audit' or 'phone audit.' However, use of the term 'audit' in this context has led to some confusion, as 'audit' refers to two distinct audits under the *Victorian Energy Efficiency Target Act 2007* – assurance audits and compliance audits.

To avoid confusion and to better reflect the nature of activities being undertaken, these activities will now be referred to as **quality assurance assessments**.

You will see the following terminology used in accreditation application forms:

- **desktop quality assurance assessments**
- **phone quality assurance assessments**
- **on-site quality assurance assessments.**

We may also impose additional conditions on accreditation, requiring accredited persons to provide quarterly reports on quality assurance assessments.

Accredited persons should now use these terms when discussing or reporting on VEU quality assurance processes and activities.

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 christopher.taylor@esc.vic.gov.au

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