

Victorian Energy Upgrades Bulletin

Supporting accredited persons' scheme participation and compliance

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January 2026

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- [Revised VEU program fees from 1 January 2026](#)

Compliance matters

Reminder: new penalty notices of up to \$24,421.20 for providing false or misleading information to the commission

As of 1 July 2025, the Essential Services Commission (the commission) can now issue civil penalty notices of up to \$24,421.20 to VEU program participants for providing false or misleading information to the commission.



The expanded powers are part of [amendments made by the Victorian Government](#) to expand and strengthen the VEU program.

To avoid penalties, accredited persons, scheme participants, product applicants and relevant entities must have appropriate quality assurance systems and processes to ensure they do not provide incorrect, false or misleading information/documents to the commission.

What information this applies to

These powers apply to all types of information and documentation you may provide to the commission including:

- Claims made in accreditation applications.
- Product test results and other supporting documents.
- Documents supporting eligibility of certificate claims.
- Responses to Requests for further information (RFIs).

New civil penalties for providing false or misleading information

Providing false or misleading information to the commission may be subject to civil penalty notices with amounts of 20 penalty units (\$4,070.20) for natural persons and 120 penalty units (\$24,421.20) for body corporates.

A court may order higher penalties for providing false or misleading information to the commission (up to 60 penalty units (\$12,210.60) for an individual or 240 penalty units (\$48,842.40) for a body corporate).

These prohibitions apply even where the person does not know the information is false or misleading.

Where a person knows the information is false or misleading, criminal offences may also apply.

Recent Action

This year, the commission has taken action against a number of accredited persons for providing falsified information, using its powers to prevent further breaches.

Read more about our recent [compliance and enforcement action](#) on our website.

Recent enforcement action

Enforcement outcomes in 2025

In 2025, the commission continued to increase and strengthen its compliance and enforcement efforts with significant sanctions imposed to protect consumers and the integrity of the VEU program.

This action included requiring businesses to forfeit \$16 million in Victorian energy efficiency certificates and imposing sanctions in response to non-compliance, such as penalties, and accreditation cancellations, suspensions and restrictions.



These outcomes were supported by increased site inspections, improved intelligence, and the creation of a fraud taskforce – a unit focused on stamping out fraudulent activity in the program.

This activity complemented our existing compliance monitoring, including certificate assessments, audits, consumer surveys and investigating tip-offs.

Key enforcement outcomes:

In 2025, the commission:

- refused to register or required businesses to surrender over 150,000 energy efficiency certificates, valued at around \$16 million
- restricted, suspended or cancelled the VEU accreditation of 16 businesses
- issued penalty notices totalling over \$92,000
- required six accredited businesses to complete compliance audits
- issued formal warnings to 11 accredited businesses.

The commission will continue to take strong action based on the level of risk and harm, using our expanded compliance and enforcement tools. This may include restricting accredited persons from conducting specific activities or immediately suspending businesses from the program for more serious breaches.

Accredited persons must have robust due diligence and quality assurance measures in place to ensure the compliance of their operations, and the compliance of any scheme participants they work with under the program.

Further information regarding enforcement action undertaken in 2025 is available in our recent [media release](#).

Updates and insights

VEU Industry Reference Group – membership and first meeting

Following an expression of interest process, we recently appointed 19 industry representatives to the new VEU Industry Reference Group (IRG), who met for the first time on 11 December 2025.



The IRG has been established to support VEU program delivery and consumer outcomes and enhance the way we listen and communicate with industry stakeholders.

Thank you to everyone who submitted expressions of interest to join the IRG. Due to the high number of applications received, we could not appoint all who expressed interest in joining the

inaugural IRG.

We aimed to recruit a cross-section of industry, with representatives from across accredited persons, relevant entities, scheme participants and other industry participants.

The IRG acts as a forum for testing and refining ideas, both regarding the current operation of the VEU program and potential future changes. It also provides an opportunity for industry participants to communicate feedback to the commission. It is not a decision-making body and provides guidance only.

More information

Visit the [VEU Industry Reference Group](#) webpage to learn more about the IRG's role and membership, and to view summaries of IRG meetings.

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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