

VEU December 2021 forum - QA session

Question ¹	Answer (including clarification post forum)	Chat or verbal
Just wondering is there any data on how long it takes on average to prep an application?	This depends on who the business is and if the application is for a product or an organisation.	Chat
Have any impact reports been presented during 2020 with the accounting for COVID?	This information can only be provided to the APs who have submitted the impact report.	Chat
Why is space heating recording less certificates than water heating?	There are a number of space and water heating activities in the program with different uptake rates. It is the nature of the program that some activities are more popular.	Verbal
How many reports have been submitted with the revised covid baseline and what was the result?	We are unable to comment on particular cases as these may be commercial in confidence	Verbal
Water heating, reference water heating consumption is not updated in the application form to the new standard – when will this be updated?	We will answer this question offline. Please send an email to us regarding this issue. DELWP are currently reviewing water heating activities available under the VEU program. The review includes options to update relevant water heating activities to align with changes to AS/NZS 4234:2021 'Heated water systems - Calculation of energy consumption'. Stakeholders will be consulted on proposed changes in Q1 2022.	Chat

¹ Transcribed verbatim from the questions asked by stakeholders at the forum

<p>Will accounting for COVID be reviewed during 2020?</p>	<p>There are no firm plans for review but the commission and DELWP will review as circumstances of COVID evolve and the need arises.</p>	<p>Chat</p>
<p>Currently we are replacing LED to LED and we are asked to decommission LED light which still have quite a lot of life left in them. Why can't we give them to another state where the scheme is not available or to a third world or developing nation and reduce the carbon emissions further?</p>	<p>The VEET legislation for the activity requires decommissioning as part of the activity requirements and as regulator, we need to ensure compliance with the legislation.</p>	<p>Chat</p>
<p>Is there any plans for VEEC rounding or changes to the emissions factors due to the emissions factor reduction negatively affecting residential upgrades the most at a time that residential households need energy savings the most?</p>	<p>DELWP will be considering this issue in 2022 as part of our ongoing work on the VEET Act review.</p>	<p>Chat</p>
<p>Thank you for the update on IHD compliance. In the letter sent to APs 6th October it was stated that if non-compliant behaviour continued it could result in the removal of the activity from the scheme. We are still receiving a large number of complaints from consumers to our support desk and on our social media channels and therefore remain concerned as to the ongoing availability of the activity. Please can the ESC update on</p>	<p>IHD is an emerging high-volume activity, and the commission will investigate all complaints.</p> <p>DELWP reviews VEU activities on a continual basis. No changes are currently planned for the IHD activity. The Guidelines for updating the Victorian Energy Upgrades Specifications – Version 1.0 outline the process that will be followed when updating or changing the Specifications, and ensures stakeholders are given appropriate time to plan for changes.</p>	<p>Chat</p>

<p>whether activity removal is still on the table.</p>		
<p>Will the proposed code of conduct include product specific requirements (outside of mandatory complaints resolutions processes) e.g., mandatory testing, warranties?</p>	<p>There are already a number of activities that have specific consumer protections and consumer warranties under the VEU program, and we will continue to embed these. Australian Consumer Law also has requirements on warranties and performance for all products sold in Australia. The code of conduct will not apply additional generic product requirement. More details can be found in the response to consultation on the Code of Conduct available on the Engage Victoria website</p>	<p>Chat</p>
<p>Did we hear correctly that the smart thermostats consultation is now delayed until next year?</p>	<p>Confirmed. DELWP will be consulting early next year (i.e., 2022).</p>	<p>Chat</p>
<p>Slide 30 DELWP: This timeline is very helpful. It would be good to have this very easy to find on the web. Also a similar timeline for the activities moving from consultation and response to their launch and ongoing review (as is on Engage Victoria by consultation type) All on the one page would be great. ESIA has raised this recently with DELWP and is keen to engage in testing this on behalf of our members.</p>	<p>The timeline slide is available on the DELWP website: https://www.energy.vic.gov.au/energy-efficiency/victorian-energy-upgrades-veu-market-update-and-work-program DELWP are keen to consult on the process.</p>	<p>Chat</p>

<p>Will there be any consideration as part of the code pertaining to contractor behaviour and requirements to APs to report such behaviours to ESC so the contractors can be reviewed to determine their further participation in the program?</p>	<p>We have had a lot of feedback on this topic. DELWP want to make sure that ESC is fully empowered to take action against third parties where there is non-compliance. APs are encouraged to report any issues they are aware of to ESC.</p>	<p>Chat</p>
<p>Is the BEMS linked to new systems or linked to old systems improving energy consumption?</p>	<p>There has been initial consultation on this, and we will provide more detail over time on what this will look like.</p>	
<p>Can the ESC provide what period of warranty does the AP need to provide a consumer? In particular does an AP need to warrant a product for the entire length of the abatement life such as 10 years?</p>	<p>There are certain activities that require activities to be installed in the right manner to meet the warranty. Otherwise, Australian consumer law should apply.</p>	<p>Chat</p>
<p>How ESC will respond to a complaint from the consumer if the product is out of warranty?</p>	<p>Products need to meet the stated product warranty. If it is out of warranty, we cannot do anything. We try to facilitate an outcome for the VEU consumer as best we can.</p>	<p>Chat</p>
<p>Industry is generally aware Schedule 34 J6 activity ceases Q1 2022 & changes to non J6 HID requirement. Can you clarify Schedule 34 Non J6 lighting activity for commercial lighting will continue if so for how long? There seems to be some confusion in the market. Can you clarify please.</p>	<p>Part 34 will change going forward. In Jan 23 you will only be able to replace LED tubes and non-integrated CFLs. It is worth going back and reviewing the previous consultation.</p>	<p>Chat</p>

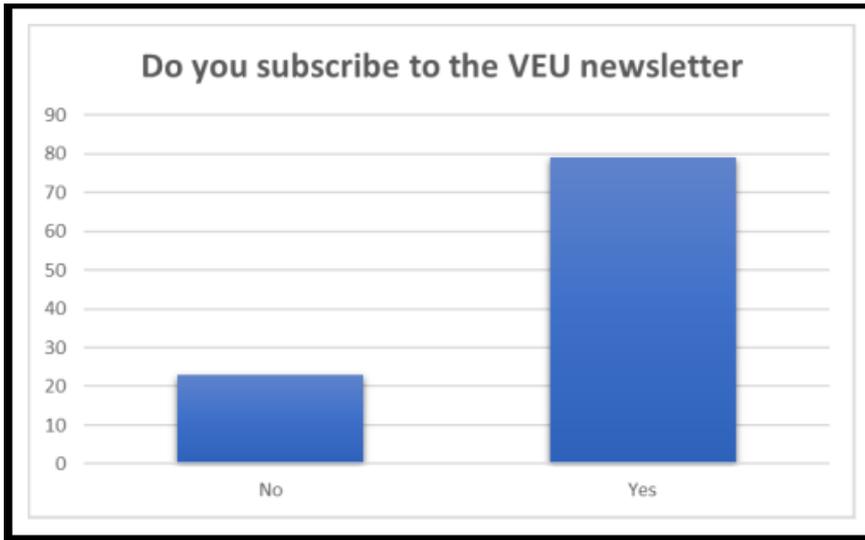
<p>Is it possible to wait until site refurbishment is complete before undertaking the lighting upgrade and therefore the classification will be considered a non J6 upgrade?</p>	<p>DELWP cannot provide advice. It is up to the AP to make those decisions and that all upgrades are appropriate. DELWP will be happy to address this if sent an email</p>	<p>Chat</p>
<p>Can you confirm when the elec and gas reduction rates will be published on your website?</p>	<p>The greenhouse gas reduction rates were published on 14 December 2021.</p>	<p>Chat</p>
<p>Can the ESC confirm that 2 current APP based IHDs have internal lithium batteries which when they cease to operate the IHD must be thrown out? Can the ESC confirm they are aware of this and whether IHDs should have replaceable batteries?</p>	<p>We will take these issues on notice and provide a reply later. Our current requirement is that the battery last five years.</p>	<p>Chat</p>

Results of polling at VEU December forum

Feedback on VEU newsletter

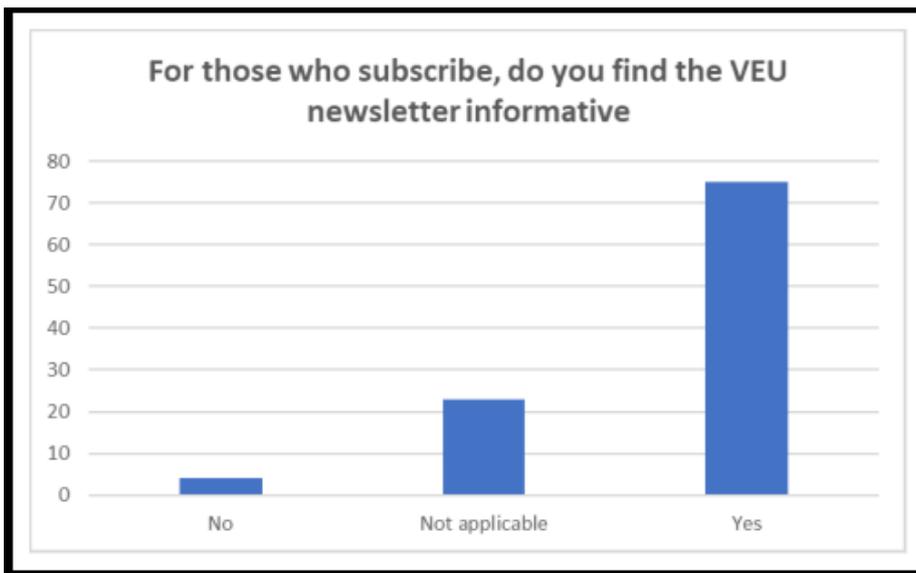
1. Do you subscribe to the VEU newsletter?

- Yes
- No



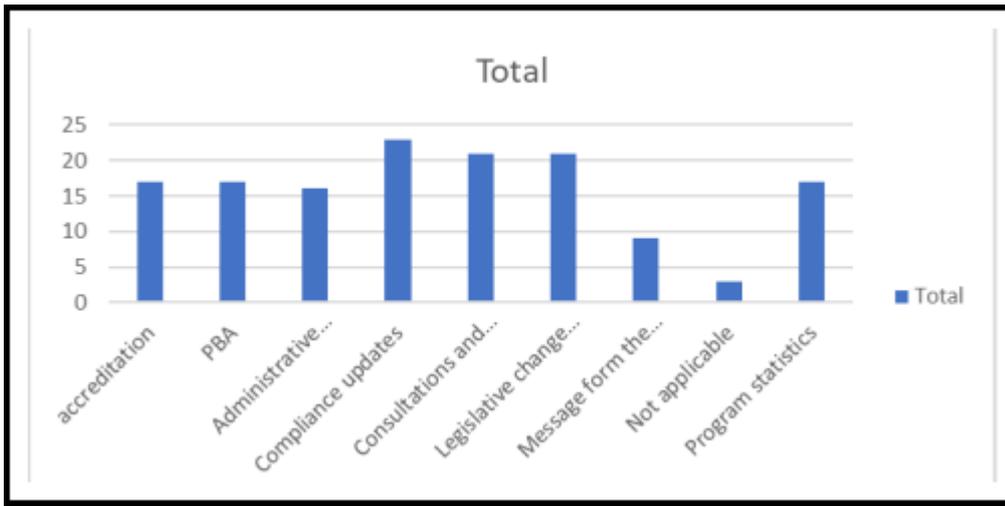
2. For those who subscribe, do you find the VEU newsletter informative?

- Yes
- No



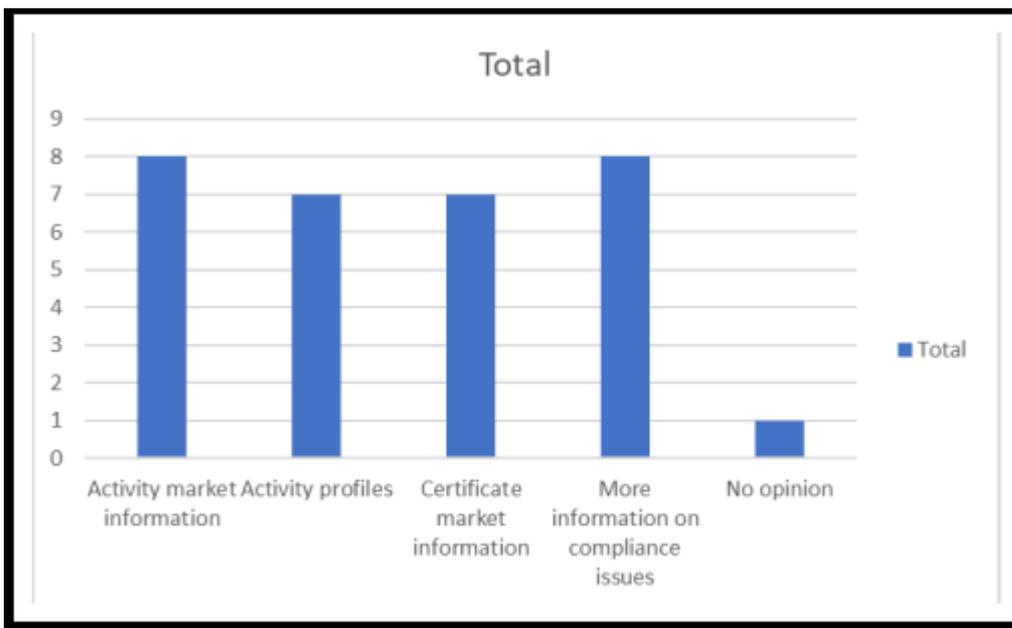
3. What information do you find most valuable about the VEU newsletter?

- Message from the Director
- Legislative change updates
- Consultations and upcoming events
- Compliance updates
- Administrative updates - registry, accreditation, PBA
- Program statistics



4. What additional information would you like to see more in the VEU newsletter?

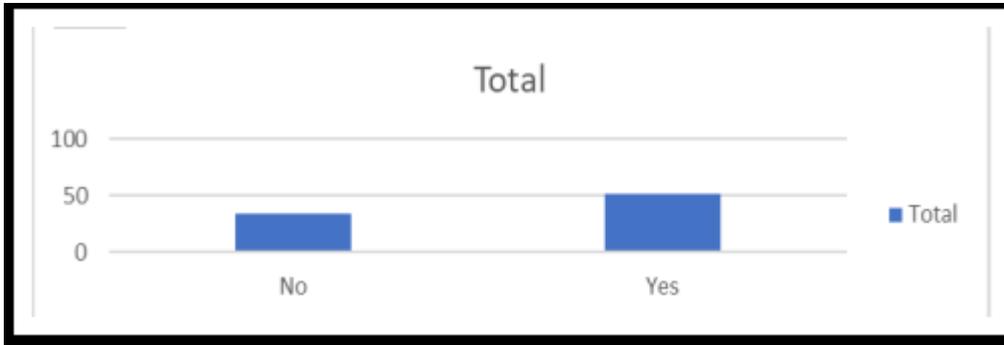
- Certificate market information
- Activity market information
- Activity profiles
- More information on compliance issues



Feedback on VEU performance report

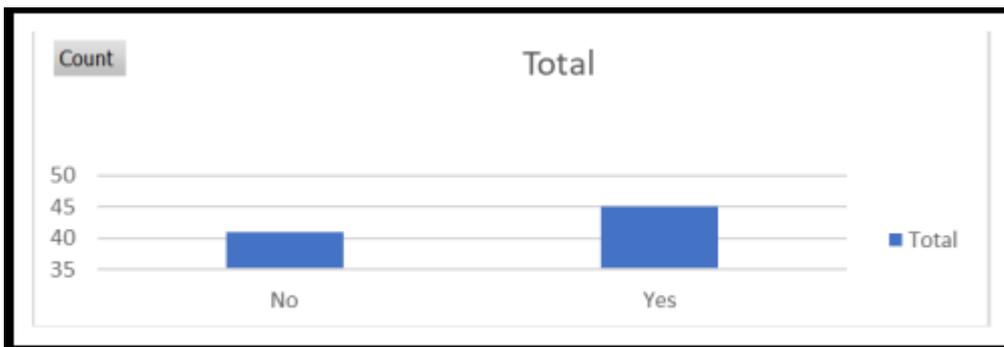
1. Were you aware of the release of the 2020 VEU performance report last month?

- Yes
- No



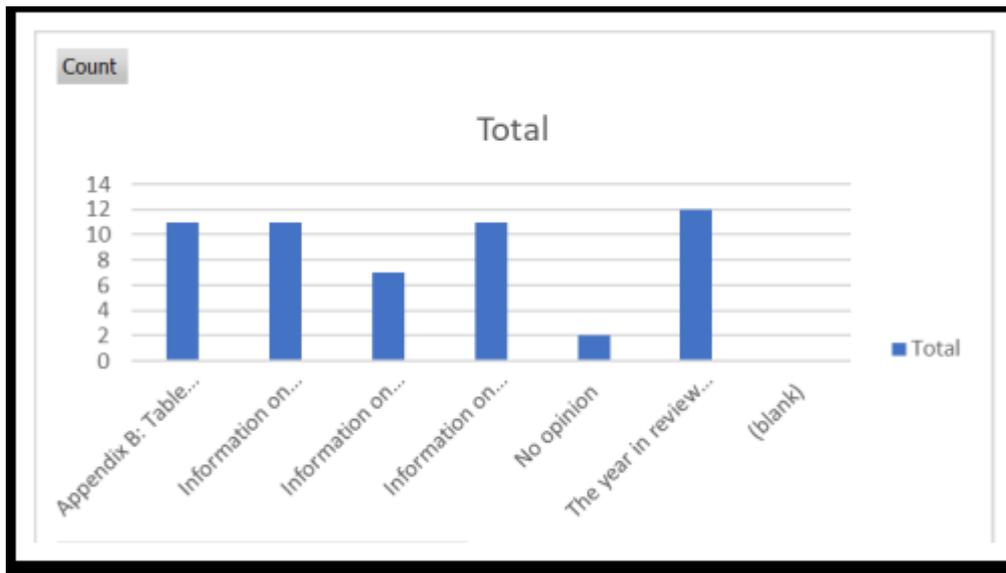
2. Did you read the 2020 VEU performance report?

- Yes
- No



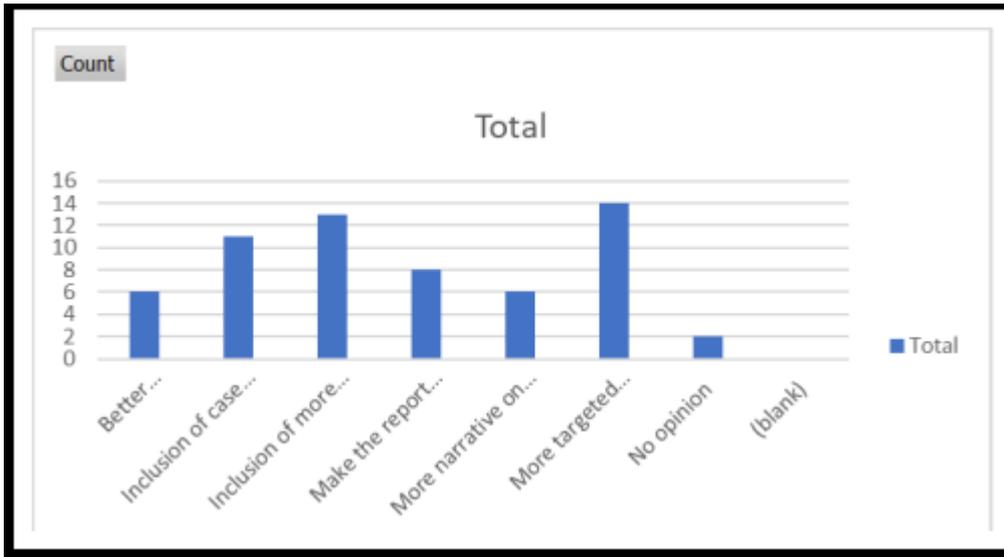
3. What information did you find most valuable about the VEU performance report?

- The year in review (summary)
- Information on program performance
- Information on compliance and enforcement
- Information on program administration and development
- Appendix B: Table of VEECs by activity



4. How could the VEU performance report be improved?

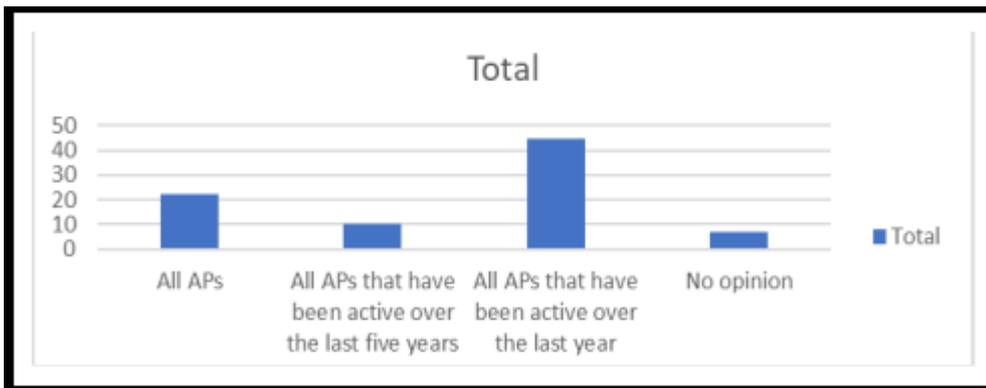
- Make the report more concise
- Inclusion of case studies
- Inclusion of more program data
- More targeted program data
- More narrative on program performance
- Better graphics/better design



Feedback on proposed AP identification search web page

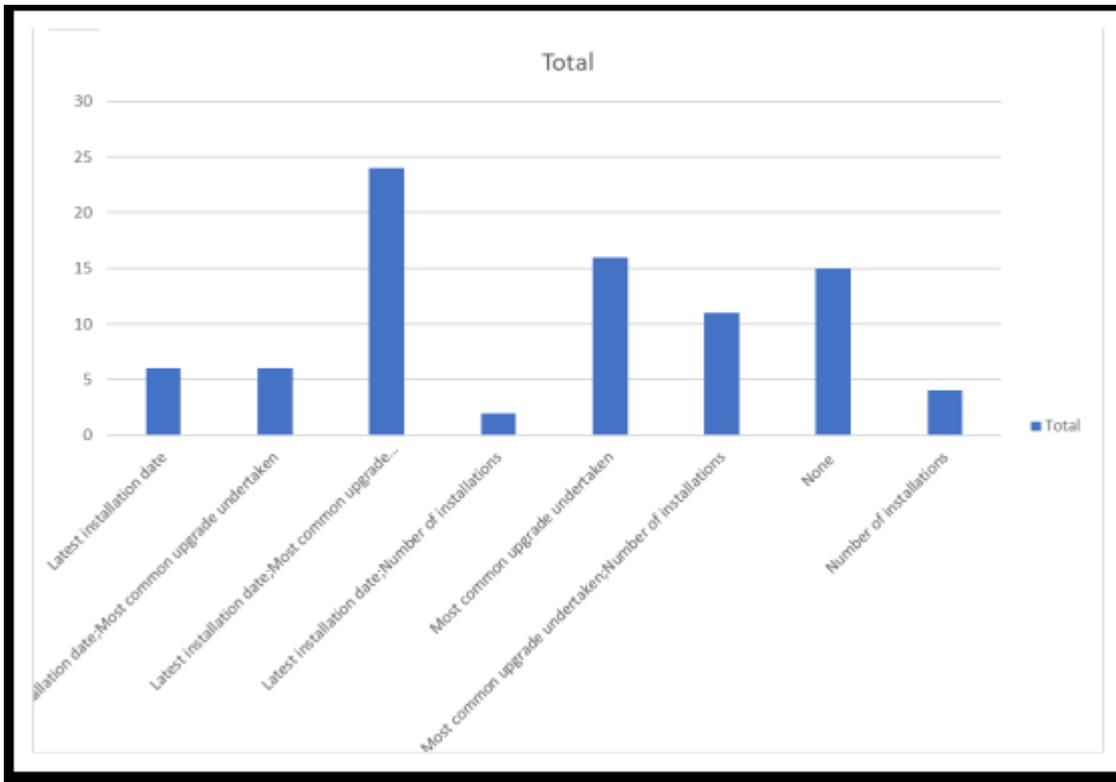
1. Should the display list

- All APs
- All APs that have been active over the last year
- All APs that have been active over the last five years
- No opinion



2. What other information (if any) should be displayed next to the name of the AP?

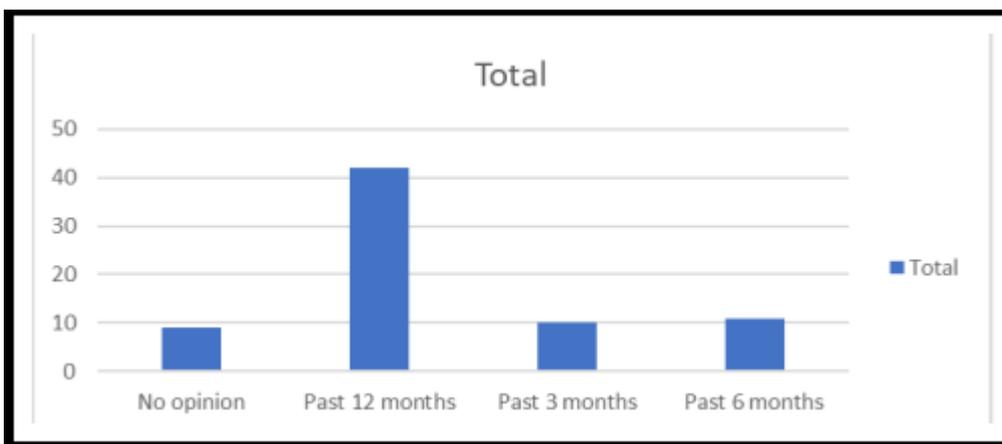
- Latest installation date
- Most common upgrade undertaken
- Number of installations
- None



Feedback on proposed public search page

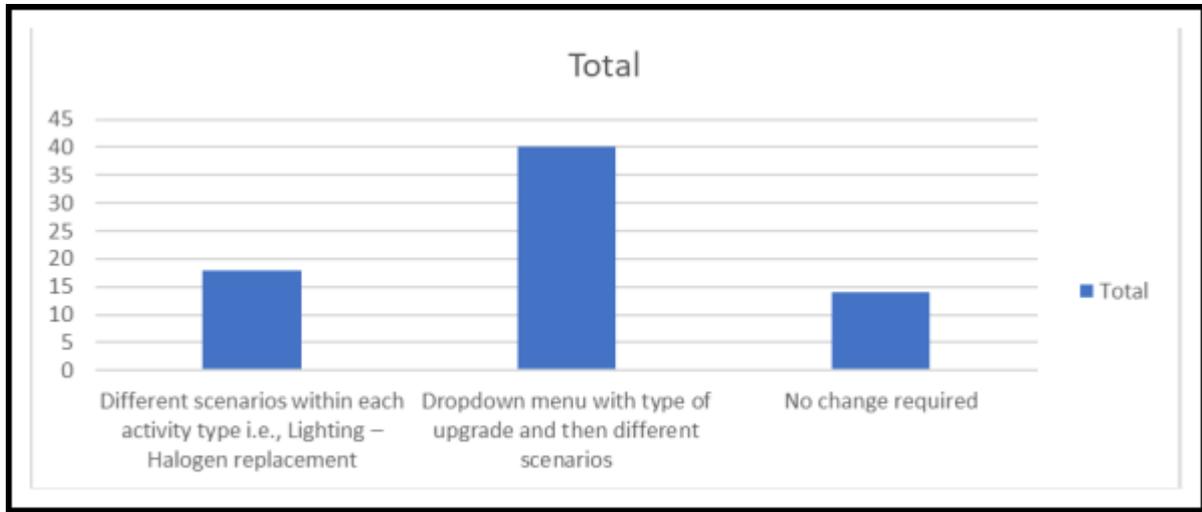
1. What timeframes should information be available for?

- Past 3 months
- Past 6 months
- Past 12 months
- No opinion



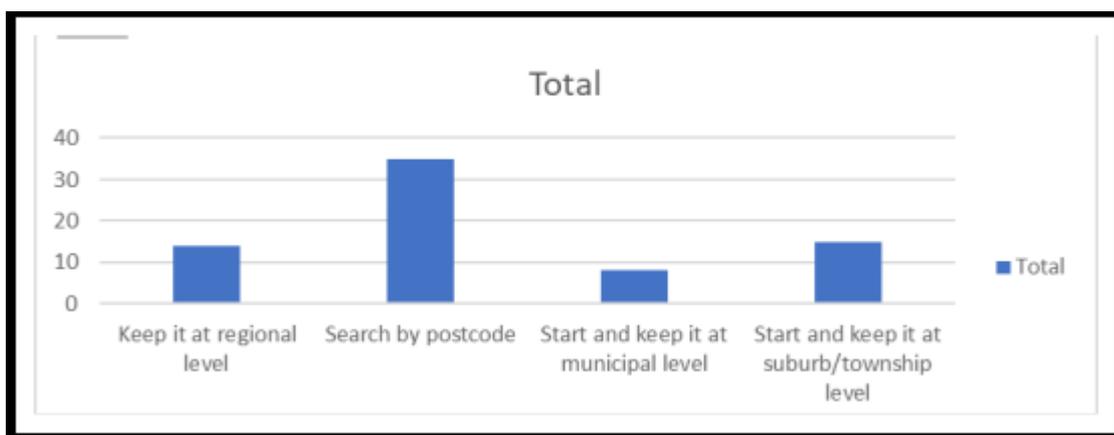
2. What level of detail should the upgrade menu show?

- No change required
- Different scenarios within each activity type i.e., Lighting – Halogen replacement
- Dropdown menu with type of upgrade and then different scenarios



3. Should locations be, regional, municipal, postcode?

- Keep it at regional level
- Start and keep it at municipal level
- Start and keep it at suburb/township level
- Search by postcode



4. What information should we display next to AP names?

- Latest installation and number of installations
- Phone number and email contact details
- Number of registered and withdrawn certificates
- No opinion

