

VEU program industry guide

Undertaking activities under the VEU program

Instructions for use

The industry guide contained in the following pages is part of a series for accredited persons and scheme participants about how they should engage with consumers under the Victorian Energy Upgrades (VEU) program and their obligations in the [VEU code of conduct](#) ('the code').

It has been supplied as a resource to assist businesses with informing their employees, suppliers, subcontractors and any other scheme participants about the code. This includes using the content of this template in other branded products. It is not designed to inform consumers about the VEU program.

If being used in other branded products, users:

Can...	Can't...
✓ Change the font, structure and format of the document	✗ Include the commission's branding or the Essential Services Commission logo
✓ Include their own brand colours, logos, styles and contact information	✗ Change any of the content of the document
✓ Add other relevant obligations under the code of conduct	✗ Present only some of the content (i.e. it must be made available in full)

This industry guide does not provide or create legal obligations. Its purpose is to assist compliance by accredited persons and scheme participants. You should obtain professional advice if you have any specific concern, before relying on the accuracy, currency or completeness of this information.

Please see the commission's other industry guides on '[Generating leads and marketing the VEU program](#)' and '[Contracting with consumers](#)' for more information on these activities.

Undertaking activities under the VEU program

To comply with the Victorian Energy Upgrades (VEU) program code of conduct ('the code'), there are certain obligations that must be met when you undertake upgrades. Some of these obligations are outlined below.

Compliance with the code is required of both accredited persons and scheme participants that deliver upgrades to consumers. As industry professionals, positive consumer experiences start with you and the code provides the means by which this can be achieved.

Non-compliance with the code means a certificate cannot be created for that upgrade.

For more information, please see the [VEU program code of conduct](#), and the [code of conduct guideline](#).

Notice to residents

When undertaking upgrades as part of the VEU program, your obligations under the code extend beyond just your customers. You must also take reasonable steps to give notice to each residential premises likely to be 'directly affected' by the upgrade.

A premises is considered directly affected if an essential service, such as cooking, refrigeration, heating or life-dependent equipment, or access to that residence will be affected by the upgrade.

The notice must include:

- what the upgrade is
- the date and time it will be undertaken
- the essential services (if any) that may be affected by the upgrade
- the consumer receiving the upgrade
- contact information for the accredited person who is undertaking the activity, or on whose behalf the activity is being undertaken, including their
 - full name
 - business telephone number
 - business email address.

The notice can take any form. However, you must be able to demonstrate that you have taken reasonable steps to give residents notice that access to their property or their essential services may be affected by the upgrade.

Time of undertaking activities

You must take all reasonable steps to ensure that activities are commenced, undertaken and completed on the dates and at the times agreed with consumers. This includes for all installation, replacement or decommissioning activities.

Consumers must also be advised as soon as practicable if these timeframes cannot be met or must change. You should also organise new timeframes for undertaking and completing these activities with consumers, if possible.

Information at completion of activities

When an upgrade is completed, the consumer must be given certain pieces of information. These include:

- the name, telephone number and email address of the person who completed the upgrade, or on whose behalf the upgrade was completed
- the name, telephone number and email address of any scheme participants who undertook any part of the upgrade (if applicable)
- the dispute resolution information related to the upgrade (i.e. the relevant accredited person's dispute resolution framework)
- a copy of any instructions and warranties related to the upgrade, if applicable.

General obligations

- You must leave a residential premises immediately if, at any point, you establish that no one 18 years of age or older is present while undertaking upgrades.
- You must ensure that upgrades are undertaken in accordance with the [Victorian Energy Efficiency Target Regulations 2018](#) and the [Secretary's Specifications](#) for those upgrades.