

## VEU code of conduct workshop for small business accredited persons – 11 August 2022

### Open forum – questions and answers

#### What are the details the contractor must provide the consumer before undertaking an activity, or entering into a contract?

Clause 21 of the code requires the person undertaking the work to provide the information about themselves. In the scenario described, the contractor undertaking the work needs to provide:

- their full name
- their business phone number
- their business email address
- the name of the accredited person who will create certificates.

#### How will the code of conduct help accredited persons manage and monitor non-compliant installers?

The code was designed to protect consumers. Accredited persons are accountable and responsible to ensure scheme participants (including installers) comply with the code. This may include:

- reviewing the compliance history of each scheme participant
- becoming familiar with scheme participants' processes
- ensuring risk management and compliance protocols are in place
- periodically auditing scheme participants' work to check compliance.

We have also published supporting guidance to help accredited persons and scheme participants have a common understanding of expectations and requirements. The commission recommends you seek legal advice in relation to this matter to fully understand your exposure.

Accredited persons can report alleged non-compliant installers to the commission by email to [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au).

### **What measures are available to prevent non-compliant installers from moving from accredited person to accredited person?**

Accredited persons are expected to conduct their own background checks into employees, contractors and other relevant personnel.

### **Can you audit all possible jobs submitted to the VEU from electricians with a history of non-compliance once identified?**

Accredited persons can check the history of contractors and other installers and are expected to train them about how to comply with the program. Accredited persons are also responsible for auditing installations prior to creating certificates to ensure compliance.

### **Can the commission be used for reference checks?**

No. The commission administers and regulates the VEU program. Our role is to check that:

- accredited persons that create certificates comply with the program's rules
- products installed under the program meet energy efficiency standards
- energy retailers comply with their obligations to surrender certificates as required by legislation.

### **Is the commission planning an audit program for code compliance about telemarketing?**

The commission is responsible for ensuring accredited persons and scheme participants comply with the program's rules around telemarketing. The commission can receive complaints from consumers about alleged non-compliant telemarketing calls and launch an investigation if required.

### **Removing telemarketing would save everyone a massive headache. Is this being considered?**

The Department of Environment, Land, Water and Planning (DELWP) is the body responsible for setting the program's rules. The commission regulates participants based on those rules.

### **If working as an aggregator, do all these requirements in the code of conduct apply to the company conducting the actual installation?**

Accredited persons (including aggregators) are responsible for ensuring all scheme participants (including installers) comply with the code.