



Victorian Energy Upgrades program

Code of conduct workshop

Thursday 11 August 2022





Welcome & housekeeping

Josephine Daly

Engagement Lead

Acknowledgement of country

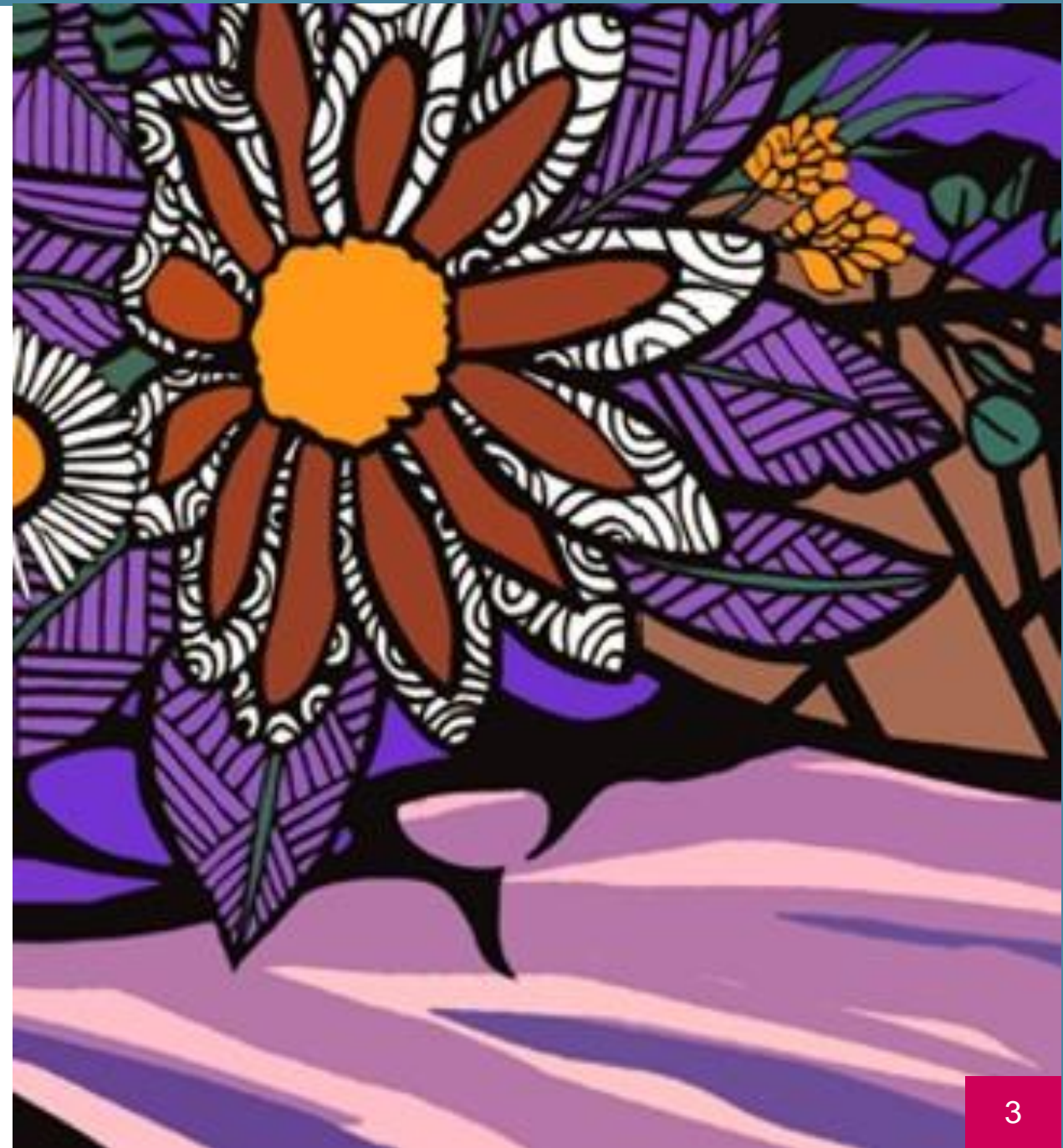
I acknowledge the Traditional Owners of the land on which we are meeting.

I am coming to you from the lands of Naarm (Melbourne) home to the Wurundjeri people of the Kulin nation.

I pay my respects to their elders, past and present, and the elders from other communities who may be here today.

I also acknowledge the Traditional Owners of the lands you are on today, and any Aboriginal or Torres Strait Island people who are attending our workshop today.





Barring Djinang artwork by Jade Kennedy.
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Agenda & housekeeping

Time	Item	Speaker/Facilitator
15.00	Welcome and housekeeping	Josephine Daly (facilitator) VEU Engagement Lead Essential Services Commission
15.05	Opening remarks	Simon Corden Commissioner, Essential Services Commission
15.10	Contract requirements	Stephanie Morrow Advisor, Essential Services Commission
15.20	Undertaking prescribed activities	Ben Roberts VEU Project Lead, Essential Services Commission
15.30	Open Q&A session	Josephine Daly VEU Engagement Lead, Essential Services Commission
15.55	Summary and concluding remarks	Simon Corden Commissioner, Essential Services Commission
16.00	Workshop close	

During this workshop, please:

-  keep your microphone muted when not speaking
-  put questions into the chat
-  raise your hand to ask a question during our Q&A sessions
-  participate in the polls



Opening remarks

Simon Corden, Commissioner

Contract requirements

Stephanie Morrow, Advisor

Contract requirements

The code of conduct outlines several requirements that relate to the contract between consumers and accredited persons and scheme participants.

Both accredited persons and scheme participants must comply with these requirements *before carrying out the prescribed activity or entering into a contract with the energy consumer for the supply of a prescribed activity, whichever is earlier.*

If these requirements are not met, the code has not been complied with and certificates cannot be created for those activities. It is important that, as APs, you ensure you have the right policies and contract templates in place and mechanisms for confirming that your scheme participants adhere to the code of conduct.

Contract requirements: before entering into a contract

Consumers must be given a **statement of their rights and obligations** in relation to the contract. This must include information on their rights and obligations under:

- The Act
- The VEET Regulations
- The code of conduct
- Australian Consumer Law (Victoria).

In addition, consumers must be given clear and accurate information about the terms and conditions of the contract, including:

- Standard fees and charges
- Payment terms
- Consequences of failing to meet the payment terms
- Any applicable cooling-off periods*

* information on cooling-off periods must be provided in a manner required by the Australian Consumer Law (Victoria), if applicable.

APs and scheme participants must also ensure the consumer **has been informed of and understands** the prescribed activity, and **provides their consent**.

Contract requirements: what to include

There are two requirements in the code of conduct for content to include in your contracts with consumers.

Scheduling

Accredited persons and scheme participants must ensure that a contract for a prescribed activity **sets out the scheduling for undertaking and completing it.**

'Undertaking and completing' a prescribed activity includes all installation, replacement and decommissioning activities.

Information about the person undertaking the prescribed activity

A person undertaking a prescribed activity (or any part of a prescribed activity) for a consumer must ensure the consumer is provided with the following information:

- The person's full name
- The person's business telephone number
- The person's business email address

Where a scheme participant is undertaking the prescribed activity on behalf of an accredited person, **the name of the AP on whose behalf the activities are taking place must also be given.**



Undertaking prescribed activities

Ben Roberts, VEU Project Lead

Undertaking prescribed activities (clauses 22, 24 and 25)

- **What is a prescribed activity – refer to the *VEET Act 2007***
 - An activity that will result in a reduction in greenhouse gas emissions that would not otherwise have occurred if the activity was not undertaken.
- **What is required when undertaking a prescribed activity?**
 - **Must** leave a residential premises **immediately** if you establish no one 18 or over is present (clause 22)
 - Take **all reasonable steps** to undertake all activities on the dates and at the times agreed with consumers; or
 - Ensure the energy consumer is **advised ASAP** if this cannot occur (clause 24)
 - Ensure prescribed activities adhere to the VEET Regulations and Secretary's Specifications (clause 25)

Providing Notice to residents (clause 23)

- **Who and when to provide notice of a prescribed activity?**
 - All residential premises that may be **directly affected** by the activity (e.g. the energy consumer, adjoining residents, other residents whose services or access may be affected)
 - Take all **reasonable steps** to give **reasonable notice** ie. in advance
- **This notice must include:**
 - The nature of the activity
 - The date and time of the activity
 - The essential services that may be affected
 - The consumer on whose behalf the activity is being undertaken
 - Contact details of the accredited person or the scheme participant undertaking the activity including:
 - full name
 - business telephone number
 - email address

Completion of a prescribed activity (clause 26)

- **What information is required to be provided to consumers at completion?**
 - Name, telephone number and email address of the accredited person
 - Name, telephone number and email address of any scheme participant who undertook the activity (or any part of it)
 - The dispute resolution information relating to the activity
 - Manufacturer's instructions and warranty for any product supplied (if applicable)

Collect and retain documentation to demonstrate your compliance with the Code



Open Q&A

Josephine Daly

VEU Engagement Lead

Concluding remarks

Simon Corden, Commissioner

Contact us

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	(03) 9032 1310
	<u>/company/essential-services-commission</u>
	<u>@EssentialVic</u>

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