

Duplicate address checking tool

Weather sealing, low flow shower roses and in-home displays



A duplicate address checking tool is available to accredited persons to check whether Victorian Energy efficiency certificates (VEECs) have been created at an address for these Victorian Energy Upgrades (VEU) program residential activities:

- weather sealing (Activity 15)
- low flow shower roses (Activity 17)
- in-home displays (Activity 30).

Please note: In addition to using this tool, accredited persons must do their own due diligence to determine VEEC eligibility and minimise risk of invalid VEECs. The tool does not guarantee eligibility as it does not account for installations where VEECs are yet to be created.

More information is on page two to assist, including eligibility criteria for duplicate scenarios.

How to use the duplicate address checking tool

Accredited persons can use the duplicate address checking tool as follows to check whether VEECs have been created at an address for weather sealing (Activity 15), low flow shower roses (Activity 17) and in-home displays (Activity 30):

1. Visit the VEU portal at <https://www.veu-registry.vic.gov.au/>
2. Select 'Activities' in the VEU portal menu.
3. Enter the relevant details of the premises being checked and select 'search'.
4. Complete a CAPTCHA code and agree to terms and conditions when prompted.
5. The tool will display the result.

Important things to note about the tool and appropriate use

- Each account will be limited to 800 queries in a 24-hour period.
- The tool must only be used once a consumer has been engaged for a VEU upgrade.
- The tool cannot be used for marketing or lead generation purposes.

This tool is being implemented as a trial, and if successful, may be expanded to other activities. We will monitor use of the tool and misuse may result in restriction or compliance action.



Steps accredited persons should take to minimise risk of invalid VEECs

Accredited persons must continue to undergo their own due diligence to determine eligibility in conjunction with the duplicate address checking tool, including the following:

- Comply with all eligibility criteria for each activity, such as baseline and decommissioning requirements.
- Refer to the clarification of VEEC eligibility criteria for duplicate scenarios below.

Clarification of VEEC eligibility criteria for duplicate scenarios

The VEEC eligibility criteria for specific duplicate scenarios are clarified below for these activities:

- **Weather sealing (Activity 15):** VEECs can be created once per product category, per premises. VEECs created first may be eligible and any 'duplicate' VEECs created subsequently for the same product category/premises generally cannot be accepted.
- **Low flow shower roses (Activity 17):** VEECs can be created for a maximum of 3 products per premises. The first activity/activities installed (up to the prescribed limit) may be eligible for VEECs.
- **In-home displays (Activity 30):** VEECs can be created for 1 product per premises. The first activity installed may be eligible for VEECs.

More information

The activity guides on our website provide more information about eligibility requirements:

- [weather sealing \(Activity 15\)](#)
- [low flow shower roses \(Activity 17\)](#)
- [in-home displays \(Activity 30\)](#).

Contact us

If you have any questions about the information in this fact sheet, please contact VEU support on (03) 9032 01310 or veu@esc.vic.gov.au.

