

# Public engagement summary: Guidance and recordkeeping requirements for water heating and space heating and cooling activities under the Victorian Energy Upgrades program

## Project background

Changes to the Victorian Energy Upgrades (VEU) program's water heating and space heating and cooling activities were made by amendment to the below instruments by the Department of Energy, Environment and Climate Action:

- Victorian Energy Efficiency Target Amendment (Electrification and Home Energy Rating Assessment) Regulations 2023
- the updated VEU Specifications 2018 – v 15.0.

These amendments came into effect on 31 May 2023.

On 6 April 2023, the Essential Services Commission (the commission) released a [consultation paper](#) on the Engage Victoria website inviting feedback from program participants, industry stakeholders, and members of the public on our revised guidance, record-keeping requirements and proposed form changes to reflect the proposed update to the program's water heating and space heating and cooling activities.

Our activity guidance, record-keeping requirements, assignment forms and creation forms for the program's water heating and space heating and cooling activities, which were released on 22 May and 31 May 2023, have been informed by stakeholder feedback received through this consultation process.

In finalising our guidance, record-keeping requirements and forms, a key consideration for the commission is protecting the integrity of the program and promoting compliance amongst participating businesses.

## How we engaged



### Key dates

- 6 April 2023: consultation opened on Engage Victoria website
- 17 April 2023: online consultation workshop
- 24 April 2023: consultation on Engage Victoria website closed



### Methodology

- We sought feedback and submissions via Engage Victoria on the proposed revised guidance materials, record-keeping requirements and program forms for water heating and space heating and cooling activities.
- We held an online public consultation workshop on 17 April 2023. The workshop provided the opportunity for stakeholders to discuss the proposed changes and to ask questions.



### Number of participants

- The Engage Victoria consultation page received 1,631 views by 851 visitors between 6 April 2023 and 24 April 2023.
- Approximately 50 stakeholders attended the online public consultation workshop, including:
  - VEU program accredited persons and scheme participants
  - Product manufacturers
  - Industry groups and representative bodies
  - Members of the general public
  - Victorian government departments and authorities.



### Number of submissions received (written, verbal)

- Written submissions were received from eight stakeholders, comprising:
  - 2 accredited providers
  - 2 industry associations
  - 1 product manufacturer
  - 3 members of the public.