

# Know your obligations under the Victorian Energy Upgrades program

## Conducting installations and other work



Anyone conducting installations and other work under the Victorian Energy Upgrades program is required to meet the highest standards when engaging with consumers. The enforceable [code of conduct](#) requires you to:

- act in a professional and ethical manner
- protect consumers' interests and promote confidence in the program
- meet high standards of conduct in your dealings with consumers
- provide sufficient information to enable the person to properly understand and make informed decisions in relation to the VEU program and the proposed activity
- comply with all relevant laws.

### Key obligations when delivering work and engaging with consumers

Do	Don't
✓ Deliver upgrades to required standards in line with program rules and specifications	✗ Pressure, manipulate or intimidate consumers
✓ Leave immediately if someone under 18 years is present without an adult	✗ Say you represent the Victorian Government or that upgrades are compulsory
✓ Before starting work, tell nearby residents if their home or an essential service is affected	✗ Enter a premises without consumer consent
✓ Deliver upgrade/s at agreed times	✗ Remain in someone's home if they ask you to leave or appear uncomfortable
✓ On completion, provide contact and dispute resolution details, and instructions/warranties	✗ Begin work without consumer consent or providing the job details
✓ Ensure activity is in line with the Gas Safety Act 1997, Building Act 1993, Electricity Safety Act 1998, Occupational Health & Safety Act 2004 or associated regulations	✗ Leave behind waste or debris (including the decommissioned product for certain activities if it is safe and practical to remove). Refer to activity guides for requirements by activity.





## What happens if you do not meet your obligations

The Essential Services Commission can take significant enforcement action against accredited persons and anyone conducting activity on their behalf who breach the code of conduct, which may include penalty notices or civil penalty litigation. This includes any person involved in contracting or installation activities.

Accredited persons in breach of the code, or who are no longer considered 'fit and proper' or 'competent and capable' under [new accreditation standards](#) may also:

- have conditions imposed on their accreditation
- have their accreditation suspended, cancelled or disqualified
- be required to surrender Victorian energy efficiency certificates associated with the alleged breach
- be subject to an assurance or compliance audit.

## More information and resources about your obligations

- [Code of conduct website page](#): provides more detailed information about your obligations under the program and additional resources to support compliance, including the code of conduct guideline, industry checklists and other industry guides.
- [Know your obligations – lead generation and marketing fact sheet](#): Outlines your obligations under the code when discussing proposed upgrades with consumers.

*This fact sheet provides general guidance only. It does not constitute legal or other professional advice.*

*While every reasonable effort has been made to provide current and accurate information, please consider obtaining professional advice if you have a specific concern.*