

## Victorian Energy Upgrades Program - Fee waivers, reductions and refunds

Our costs to administer and regulate the Victorian Energy Upgrades (VEU) program are met by the payment of fees by participants in the program. These fees were fixed by the Minister of Energy and Resources under section 73 of the Victorian Energy Efficiency Target Act 2007 (VEET Act) on 29 June 2023.

We may, at our discretion, reduce, waive or refund in whole or in part, any fee.

We decided to waive fees in the circumstances described below. In the event a person wishes the commission to consider waiver, reduction or refund of fees in other circumstances, the person is asked to follow the process below. As a general principal, we do not grant fee waivers or reductions, except in exceptional circumstances.

## Fees

Fee	As at 1 July 2023	As at 1 November 2023
Application for registration of a certificate/creation of certificate	\$1.00	\$2.33
Application for accreditation	\$3000	
Application for renewal of accreditation	\$1000	
Application for approval of a project impact report, where there has been no prior approval of an application for a project impact report for the project	\$500	
Application to list a product on the ESC Register	\$500	
Lodgement of an energy acquisition statement	\$3122	
Request for reconsideration of a reviewable decision	\$750	
Late lodgement of an application for renewal of accreditation	N/A	\$13,814
Application to open a VEET scheme registry account	N/A	\$2000
Application for variation of conditions of accreditation	N/A	\$1500

## Where fees will be waived

The commission has decided to waive fees in the following circumstances.

Type of fee	Circumstance in which fee will be waived	Action required by applicant
Application for registration of a certificate/creation of certificate	<p>Certificates cannot be created in relation to a prescribed activity if during a relevant period (which depends on the prescribed activity), the prescribed activity has previously been undertaken (whether or not certificates were created).</p> <p>Where a certificate is created, a check is undertaken to see whether the certificate is ineligible for registration on the basis that the same activity has already been carried out at the same address by a different accredited person (if this is</p>	None. The applicant will not be invoiced for these fees.

identified it is termed an “**external duplicate**”). In this instance, the creator of the certificate is given the opportunity to withdraw the certificate.

In these circumstances, where the certificate creator withdraws the certificate immediately, the fee for the certificate creation is waived (**Waiver – Category 1**)

Application to list a product on the ESC Register	Where a product the subject of an application to list a product on the ESC Register has the same performance characteristics as another product the subject of an application for registration by the same applicant, the fee for that further product is waived ( <b>Waiver – Category 2</b> ).	A product applicant must notify the commission that it considers this circumstance applies to its product application in accordance with the process below.
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In the event an applicant considers there are other circumstances warranting the waiver, reduction or refund of a fee, an applicant is required to apply to the commission. The commission has authorised some of its officers to consider these applications.

### **Applying to have fees waived, reduced or refunded in other circumstances**

A person who considers that a fee should be waived, reduced or refunded must apply to the commission. That application should be in writing and sent to [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au). The subject line of the email should include “Application for fee [waiver/reduction/refund] of [type of fee] – [name of applicant]”.

For persons seeking waiver or reduction of fees associate with product applications that application may be made by way of adding a note in the registry at the time of applying to have a product registered.

The application should clearly outline the circumstances that the applicant believes warrant a fee waiver, reduction or refund. The application should include any supporting documents that validate the circumstances as described.

Each application will be carefully scrutinised and a decision will be reached on a case-by-case basis. The amount of time to consider the application will depend on the circumstances of the application, but in most cases a decision will be made within 20 business days.

The commission is committed to ensuring transparency about the waiver, reduction and refund of fees and will publish information about these decisions from time to time. In the event an applicant considers any part of its application contains confidential information, that should be clearly identified, and an explanation provided.