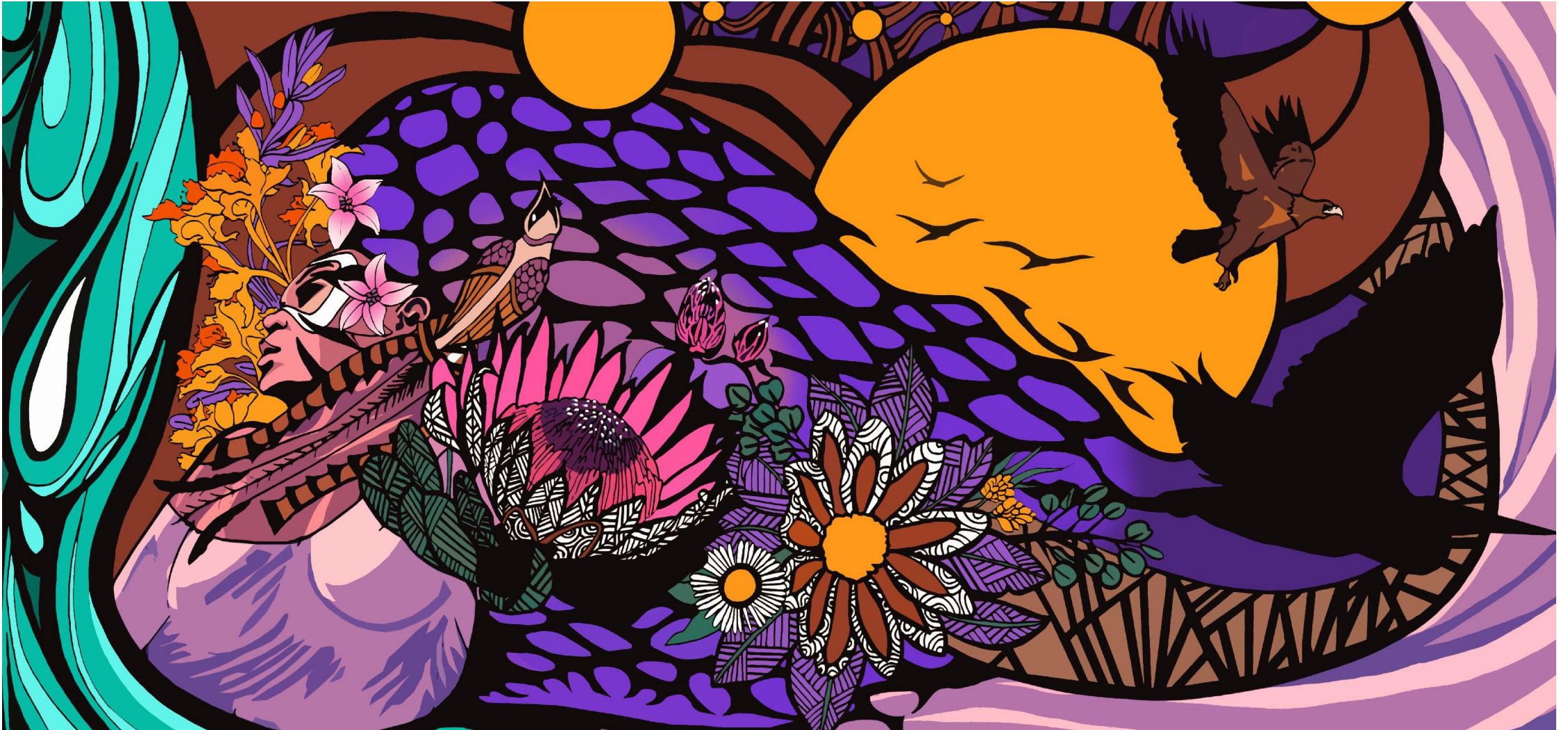


Online stakeholder forum

5 December 2023



Acknowledgement of country



Barring Djinang artwork by Jade Kennedy.
Reproduced with permission.

Forum agenda

| Time | Item |
|---------|--|
| 10.00am | Welcome |
| 10.05am | Opening remarks |
| 10.15am | VEU program update |
| 10.20am | Program highlights, trends and issues |
| 10.30am | Presentation from the Department of Energy, Environment & Climate Action |
| 10.45am | New and revised fees and associated changes |
| 10.50am | Accreditation renewals |
| 10.55am | Questions |
| 11.25am | Closing remarks |

Housekeeping



This session is being recorded



Your microphone is muted



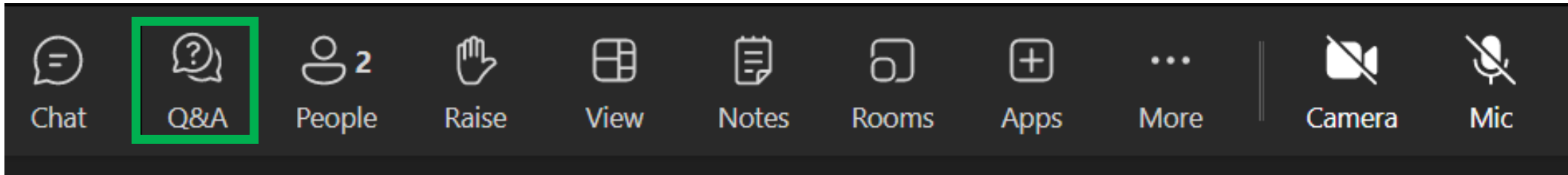
Ask a question: post in 'Q&A' pane **or** raise hand during Q&A segment



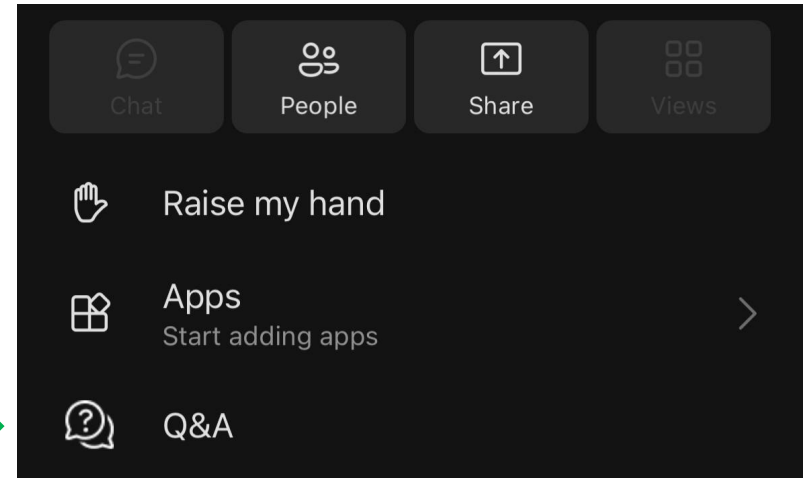
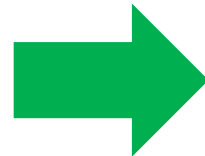
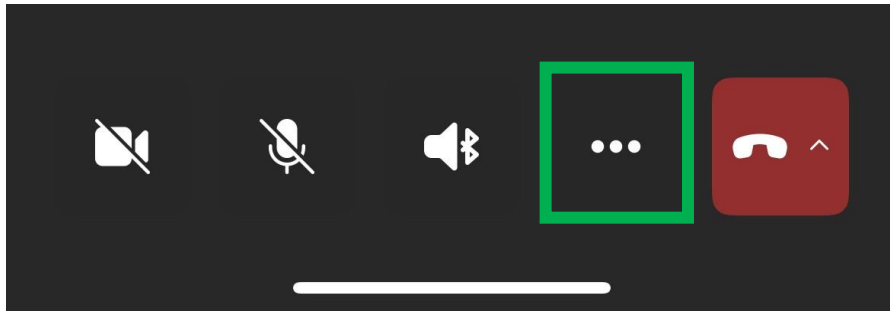
Responses to questions, video recording and presentation to be available on website post-forum

How to post a question

Desktop:



Mobile:





Opening remarks

Kate Symons, Commissioner and
Chairperson

Essential Services Commission

Message from the Minister for Energy and Resources





Opening remarks

Kate Symons, Commissioner and
Chairperson

Essential Services Commission



VEU program update

Baethan Mullen, Executive Director VEU

Essential Services Commission



Program highlights, trends and issues

Kasper Maat, Director, Regulatory
Operations, VEU

Essential Services Commission

2023 program snapshot (to 30 November)



Active accredited persons: 99



New accredited persons approved: 26



Upgrades delivered: 831,330



Premises upgraded: 511,815



Representative greenhouse gas emissions savings: approximately 4.5 million tonnes

2023 program snapshot (to 30 November)



Certificates created: 5,074,036



Certificates registered: 4,497,431



Certificates withdrawn: 747,526



Products approved: 801

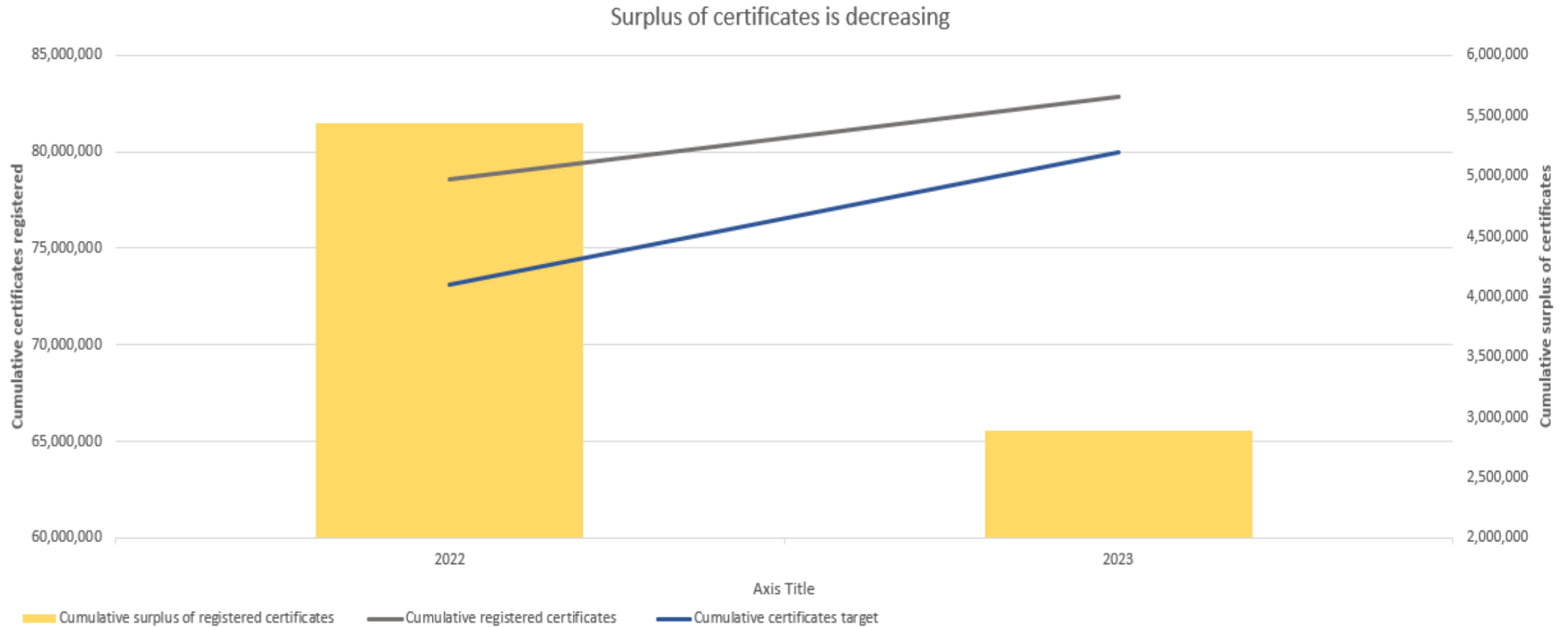


Project-based activities projects approved: 56



Enquiries received: 2,135

Victorian energy efficiency certificate (VEEC) surplus trend



1 Jan 2023 to 30 Nov 2023



4.497 million VEECs registered



Lighting
2.1m



**Weather
sealing**
876k



**Water
heating**
451k



**Shower
rose**
328k



**In-home
displays**
220k



**Refrigerated
cabinet**
219k



**PBA
activities**
200k



**Space heating
and cooling**
62k



**Pre-rinse
spray valve**
27k



**Cold
room**
6k



**Gas
efficiency**
1.6k

2023 compliance and enforcement snapshot



Warnings issued: 15



Restrictions / conditions imposed: 6



VEECs compulsorily surrendered by APs: 3,736



Accreditations suspended: 2



Shortfall penalties paid by energy retailers: \$53,600

Current regulatory issues

- Water heater installation quality (including safety)
- Baseline manipulation
- Code of Conduct
- Certificate withdrawals

Assisting compliance

- Activity guides, program updates, VEU emails (ensure you keep updated!)
- Compliance team provide guidance closing out matters
- Activity 15 update coming soon
- VEU team are here to support you

Contact veu@esc.vic.gov.au or call (03) 9032 1310 (ext 2) Taking live calls!

Scheme participant behaviour

- **The behaviour of scheme participants is a primary compliance concern:**
 - Aggressive or high-pressure doorknocking
 - Misleading statements
 - Poor quality installations
 - Baseline manipulation
- Accredited persons are responsible even if they have no awareness of the behaviour at the time it occurred
- Penalties may be issued to both the scheme participant and accredited persons for breaches of the Code of Conduct
- Commission has recently issued fact sheets to assist compliance

Victorian Energy Upgrades Online Forum

Department of Energy, Environment and Climate Action Update
December 2023





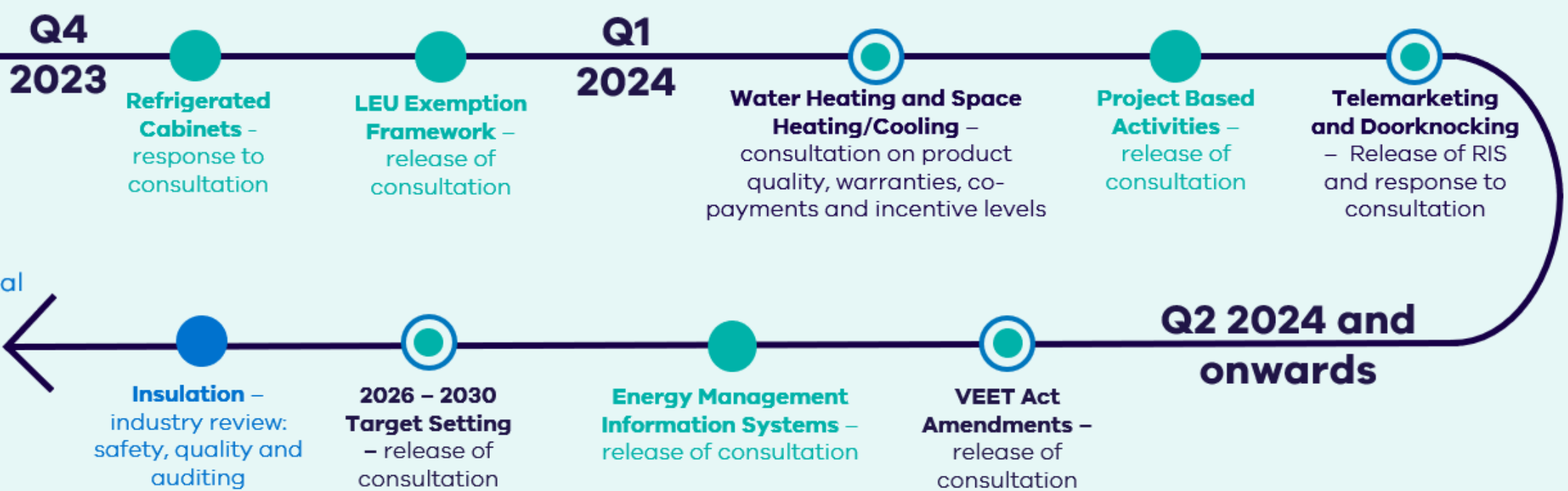
We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it.

We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

DEECA is committed to genuinely partnering with Victorian Traditional Owners and Victoria's Aboriginal community to progress their aspirations.

New and revised activities – as at December 2023

Where we're going



Business

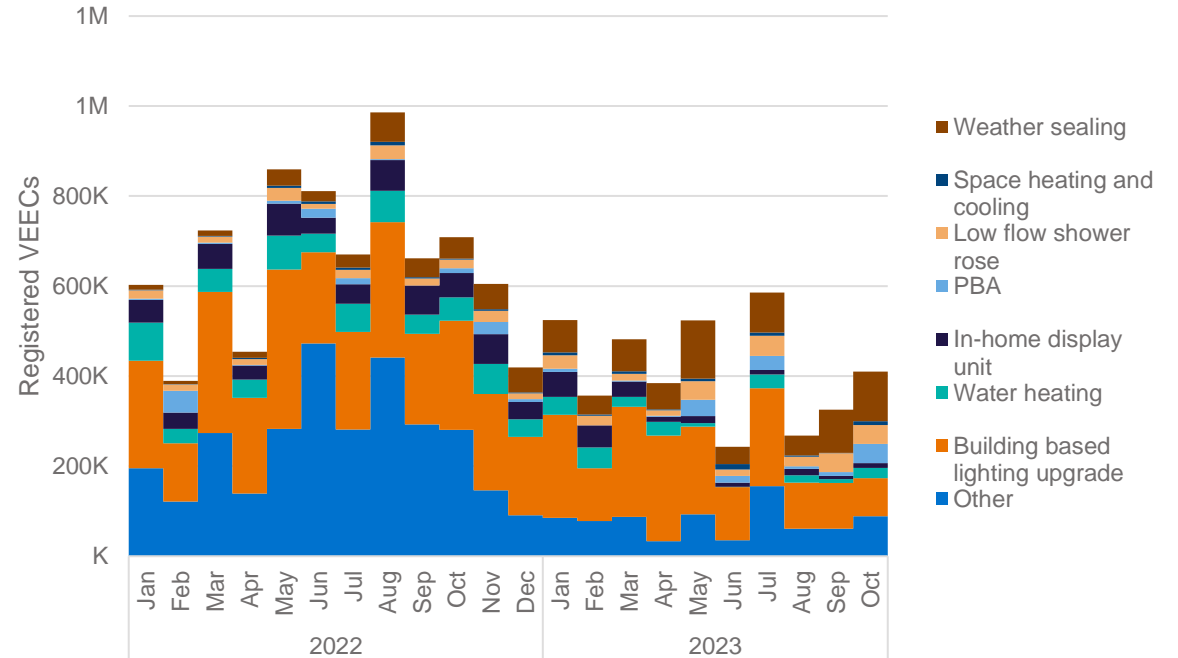
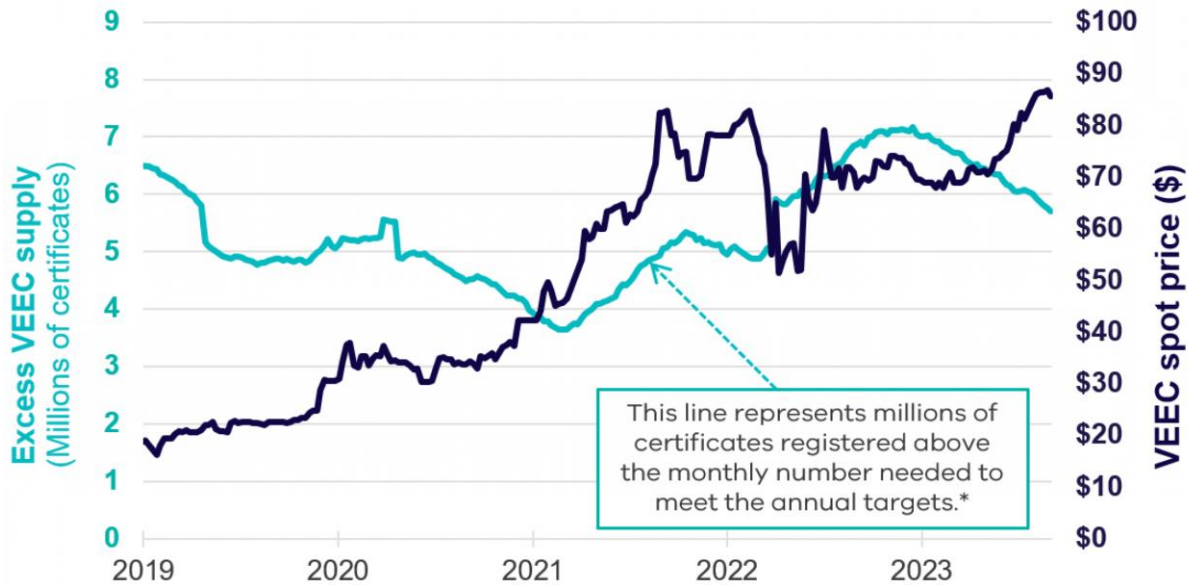
Residential

Both

Market snapshot

- The 2023 target has been met
- The surplus certificate supply (teal line) is reducing

- An increase in registered VEECs from August to October
- Project based activity certificates up by 42% from 2022
- Electrification activities increasing in recent months



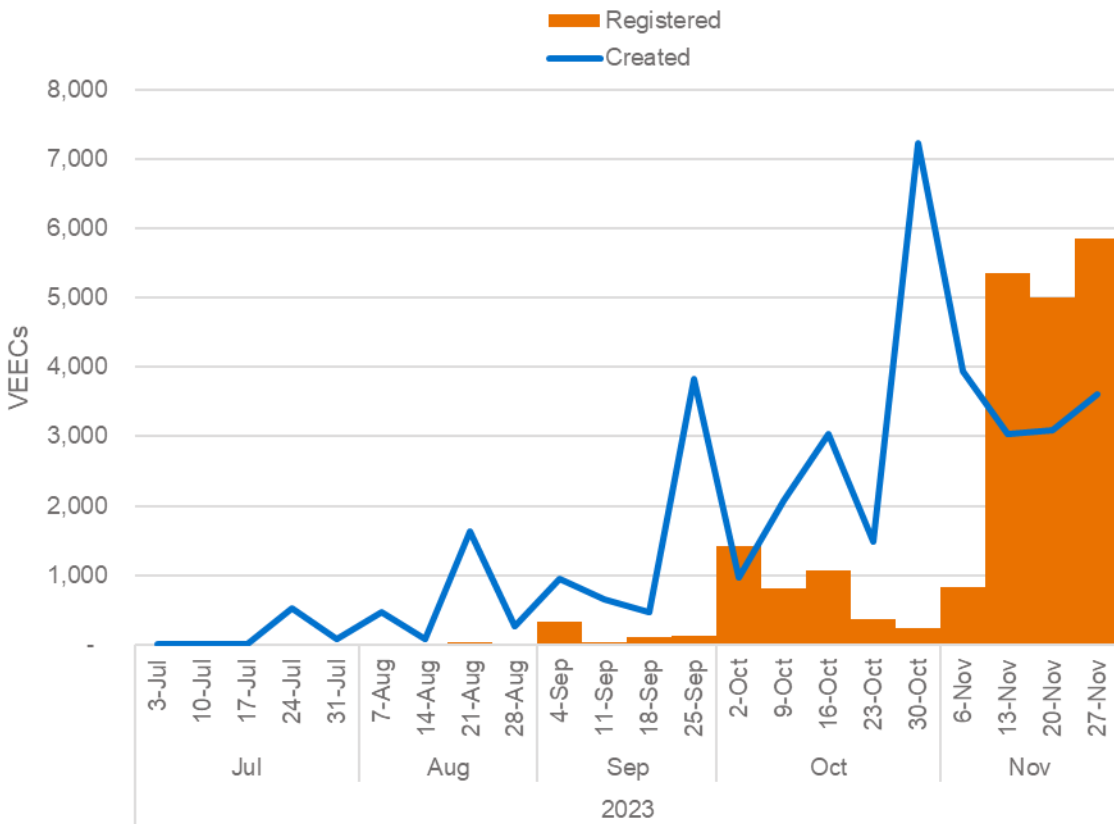
*If this line were at zero, the program would be perfectly on schedule to meet the targets.

**A small percentage of these certificates over the years do not go towards targets, due to voluntary surrenders, withdrawals etc. This has been adjusted for at the 2018, 2019, 2021 and 2022 surrender dates.

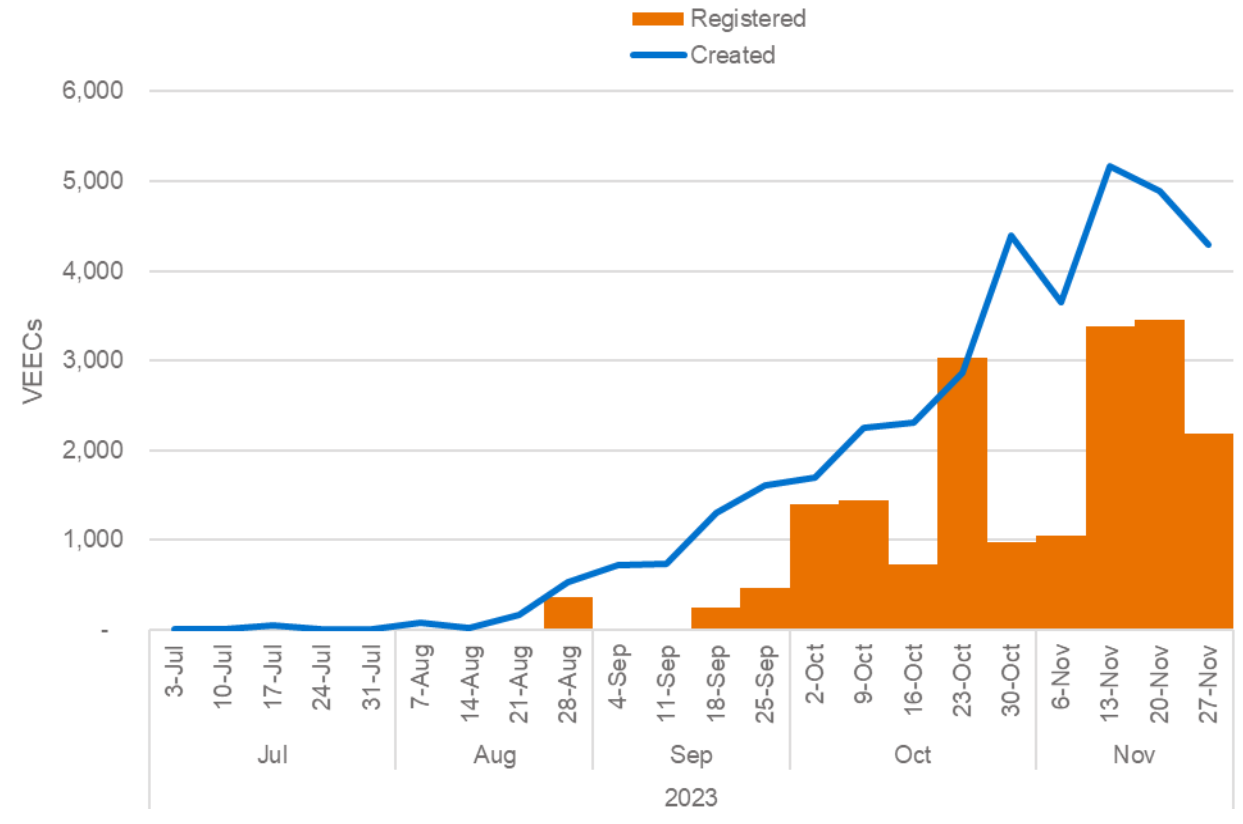
*VEEC registrations for residential lighting activities continue slightly past the phasing out date, due to the time required to process VEECs after the actual activity occurred

Electrification activity uptake is increasing

Hot water (3C)



Space heating and cooling



Thank-you



Energy,
Environment
and Climate Action



New and revised fees and associated changes

Dan Keely, Director Development, VEU

Essential Services Commission

Changes to program fees – 1 July & 1 November 2023

Changes to existing fees payable by accredited persons

| Service | Existing fee (\$) | New fee (\$) | Commencement |
|--|-------------------------------------|------------------------------------|-----------------|
| Application for registration of a certificate (cost per certificate) | \$1/ certificate (for registration) | \$2.33/ certificate (for creation) | 1 November 2023 |
| Application for accreditation | \$500 | \$3,000 | 1 July 2023 |

New fees payable by accredited persons

| Service | Fee (\$) | Commencement |
|---|----------|-----------------|
| Application for renewal of accreditation | \$1,000 | 1 July 2023 |
| Late lodgement of an application for renewal of accreditation | \$13,814 | 1 November 2023 |
| Application for variation of conditions of accreditation | \$1,500 | 1 November 2023 |
| Application for approval of a project impact report | \$500 | 1 July 2023 |

Other changes

| Service | Applies to | Fee | Commencement |
|--|------------------------|---------|-----------------|
| Application to list a product on the ESC register | Product applicants | \$500 | 1 July 2023 |
| Lodging an energy acquisition statement | Energy retailers | \$3,122 | 1 July 2023 |
| Application for a VEET scheme registry account | Certificate traders | \$2,000 | 1 November 2023 |
| Request for reconsideration of a reviewable decision | Persons seeking review | \$750 | 1 July 2023 |

VEEC creation fee process from 1 Nov 23

1. APs create certificates.
2. External duplicates are immediately returned to the AP, and the AP has an opportunity to withdraw certificates.
3. Every Tuesday and Thursday at 6am, the VEU system calculates and issues fees.
4. Any certificates that are not withdrawn by this time will be charged a fee.
5. Activities that have been charged a fee are updated to Pending payment and an invoice is created.
6. Once the fee is paid, Registry staff can follow their normal batch assessment and validation routine.

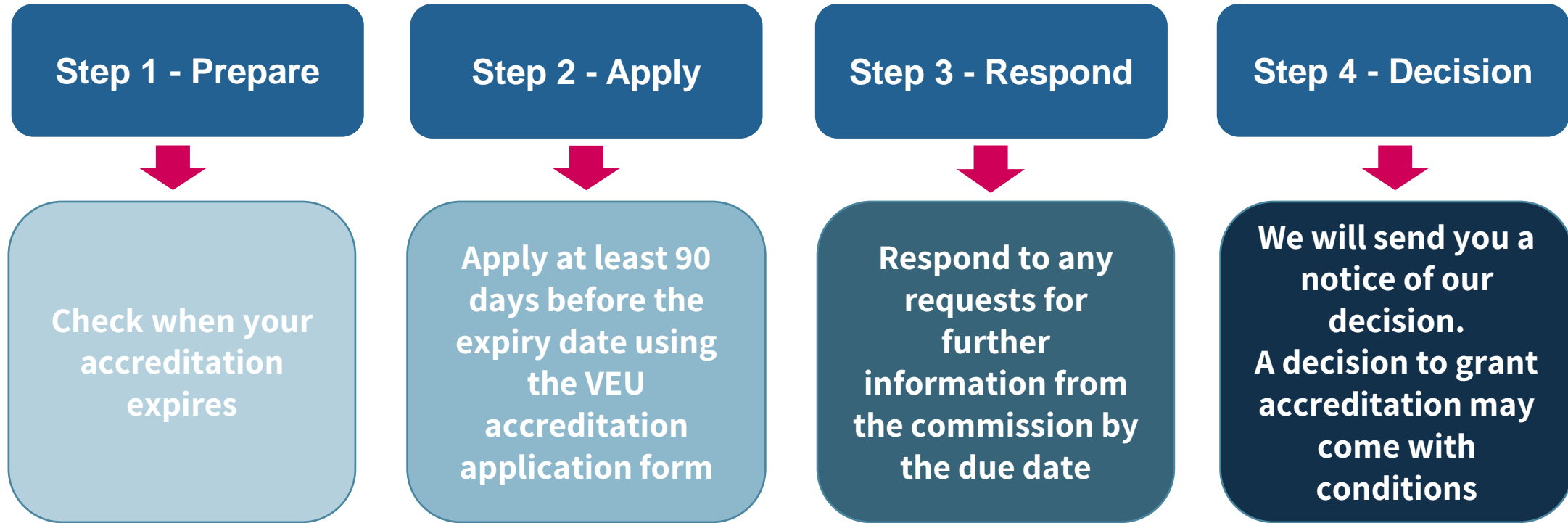


Accreditation renewal process

Kasper Maat, Director, Regulatory Operations, VEU

Essential Services Commission

Renewing your accreditation



- The commission's declaration on the accreditation transition period and expiry dates for accredited persons **on our website.**
- The commission is sending notifications to accredited persons individually based on expiry date

Accreditation renewal process

New accreditation processes and standards from 1 July 2023:

1. Annual renewal of accreditation
2. Legislative requirements that raise the bar:
 - Fit and Proper Person
 - Competent and Capable Person tests
 - Conditions on accreditation
3. Consideration of participation history in the program
4. Information from other regulators/programs (e.g. Solar Victoria)
5. Reviewing of published website and advertising materials used by applicant



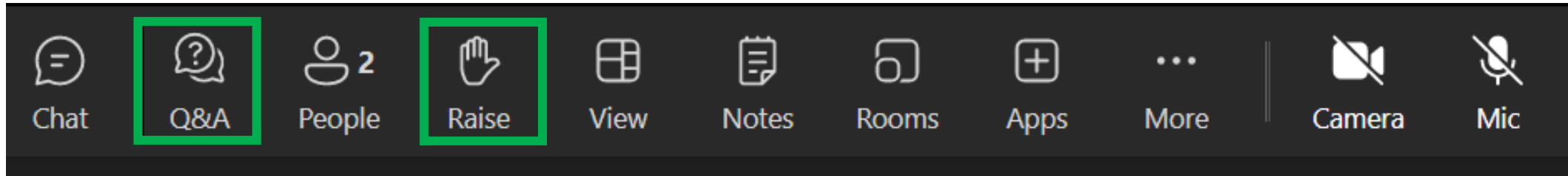
ESSENTIAL SERVICES COMMISSION

Short survey and Questions



How to post a question or raise your hand

Desktop:



Mobile:

