

VEU Forum 15 July 2021- Responses to stakeholder questions

Questions raised by stakeholders*	Respondent	Answer
<i>'is this being recorded and will a video be available to people who couldn't attend? or just the slides?'</i>	ESC	Yes, the slides and a recording of the online forum will be made available on our website.
<i>'Why didn't the ESC name the installers/Electricians. The industry needs to know company names and responsible people to avoid a repeat via other Aps How will the ESC make sure these installers/electricians will never be involved in the VEU program again'</i>	ESC (from minute 20 in the video)	The Commission has not formally investigated the conduct nor made any findings in relation to the third party installers involved in the recent enforcement actions. The third parties are not subject to our direct regulatory oversight under the VEET Act. When matters involve third party installers or electricians, we refer these matters to the appropriate enforcement agencies which may include Consumer Affairs Victoria, the Australian Consumer and Competition Commission, Energy Safe Victoria or Victoria Police.
<i>'Significantly delayed response times to inquiries sent through to the helpdesk seems to indicate that team may be overworked. Are you going to hire more Helpdesk staff to get the response times down?'</i>	ESC	On occasions there has been some delay in response to queries as the number and complexity of queries has increased. We have reviewed our inquiries process since the forum and made some improvements to improve response times. We will monitor these changes and welcome any further feedback from stakeholders.
<i>'1000 row limit is less than the number of jobs in a batch sometimes. When can we expect this limit to be removed?'</i>	ESC	The full range of data can still be accessed by doing multiple smaller searches. Since the forum the commission has increased the row limit to 2,000. We are further investigating ways to improve system performance so that the limit may be removed. One of the issues currently being investigated is the use of bots by participants. This appears to be creating performance issues. We will keep you informed on any changes.
<i>'ESIA strongly recommends that ESC establish a register of approved installers -- aim is to prevent rogue contractors'</i>	ESC	The commission does not have direct regulatory oversight of third party installers under the VEET Act. Accredited Persons are responsible for the actions of all third party installers operating on their behalf.

<i>moving from AP to AP without redress. Why can the ESC not do this?'</i>		
<i>'Question: What is the current status of the proposed VEU portal overhaul? This was mentioned many forums ago and it would be good to know in order to prepare our systems.'</i>	ESC	We are testing the current Microsoft build and working through a plan to progress the development. We will keep participants informed on timings for deployment. The current changes to emissions factors, Activity 21 abatement values and new activities for 2021 will be implemented using the existing system.
<i>'Shower rose complaints are not AP driven they are driven by the poor quality of shower rose products currently approved in the VEU which the VEU needs to look into how some poor quality products are being allowed to be supplied'</i>	ESC	The VEU program assesses products based on their ability to meet the requisite technical specifications. We work directly with consumers and Accredited Persons to resolve issues and complaints, however note that issues related to product quality fall under the jurisdiction of Consumer Affairs Victoria.
<i>'Installers and electricians may NOT be the master mind of inflating baseline. The contracting companies that engaged them directly need to be questioned too.'</i>	ESC	We value and appreciate any intelligence that stakeholders can provide to the Commission to assist us to effectively monitor and respond to any alleged non-compliant conduct. We encourage stakeholders to contact the Commission on (03) 9032 1310 or via the online contact form to raise any concerns: Contact the VEU program team Essential Services Commission.
<i>'There was a sudden focus on BB power switchable luminaires that was never really explained how that was a significant compliance risk that required very strong intervention. How are the commission looking at sensor factors - any future action we can expect there?'</i>	ESC	Certificate calculations heavily rely on the product's ability to meet the full range of technical requirements. A product that can be used in multiple settings and easily switched poses an unacceptable compliance risk to the integrity of the program. We welcome any feedback on actions that stakeholders think we should consider in relation to sensor factors.
<i>'sensor multipliers. are they an overcreation concern?'</i>	ESC	We welcome any feedback on actions that stakeholders think we should consider in relation to sensor multipliers.
<i>'Will you update the VEEC calculator on the portal so we can calculate the EEf reduction?'</i>	ESC	The portal is updated to reflect the regulatory and policy settings at the time. Our practice is not to publish a calculator to predict future certificates under potential future policy settings, as timelines for changes may depend on external parties and changes outside of our control.

* Note: transcribed verbatim from the questions asked by stakeholders at the forum