

## Victorian Energy Upgrades forum, 5 December 2023

### Written responses to questions raised (and not answered) at the Q&A session

#### Written responses from the commission for regulatory and administrative based questions

We have had many challenges with invoicing of project-based activities (PBA) impact report submissions. Are there process changes in place (or planned) to ensure future invoice process is smooth?

We experienced a few issues with the recent introduction of project-based assessment (PBA) invoicing to the VEU registry system. These issues were addressed via updates to the VEU registry system.

We are in the process of reviewing our PBA records to ensure that all accounts of accredited persons have been appropriately reconciled following these invoicing issues. We expect to complete this review process shortly.

I understand that some hot water heaters are being check tested to validate results. When do you think the results of these will be known?

We are undertaking a project to test hot water heaters together with the New South Wales' Office of Energy and Climate Change (OECC) to test heaters being installed under both the VEU program and the New South Wales' Energy Savings Scheme. We expect to receive the results in early May 2024.

Can a person without any experience in the program but with good understanding about the program and the customer-oriented skills become an accredited person under the program?

Lack of experience in the VEU program is not a barrier to a well-run business from being accredited. To be granted accreditation or renewal of accreditation, you will be assessed as to whether you are 'fit and proper' and 'competent and capable' to be an accredited person in the

VEU program. In deciding whether to grant or refuse an accreditation, or renew an existing accreditation, we will consider the information and evidence available to us.

More information about how to become an accredited person can be found on the [How to become a VEU accredited person page](#) on the commission website.

### **Written responses from the Department of Energy, Environment and Climate Action (DEECA) for policy related questions**

Are there any plans for introducing VEEC incentives for replacing gas cooktops with electric (i.e. induction) cooktops?

The recently released [Gas Substitution Roadmap Update](#) included an announcement that the VEU will be bringing in a new activity in 2024 to incentivise induction cooktops. DEECA will undertake public consultation in early 2024 to inform the development and implementation of the activity. To keep up to date with developments around the new activity you can subscribe to the to the [Victorian Energy Upgrades newsletter](#) (which is under the heading Get the latest about the Victorian Energy Upgrades program), or visit our [induction cooktop web page](#)

During the forum presentation, a graph showed that the surplus of certificates was reducing on the back of low creation. What new activities does the government anticipate will address the lack of certificate creation?

We have seen progressive increases in the uptake of the new electrification activities that were introduced on 31 May 2023, and expect to see this continue into 2024. DEECA will undertake a public consultation process on both water heating and space heating/cooling activities in early 2024, with a view to tweaking these activities to continue to drive uptake.

Further information on any upcoming changes to the program or new activities can be found at this web page - [Industry market update and work program \(energy.vic.gov.au\)](#).

Are there plans to review cold room activity method to potentially include count of evaporators or other means to provide a better reflection of actual abatement?

DEECA is considering opportunities to expand and improve the cold room activity in future however it is not currently on the workplan for Q1 & Q2 2024.

## Written responses to questions raised and answered in the Q&A chat during the forum

Where can I find information on how to apply to become an accredited person under the program?

You can access information on how to become an accredited person from the [How to become a VEU accredited person page](#) on the commission website.

Are VEEC incentives for commercial refrigerators going to be reintroduced soon for Victorian consumers?

DEECA is aiming to publish a response to consultation on reintroducing refrigerated cabinets back into the program in January 2024 and aiming to publish updated Regulations and Specifications prior to re-introducing this activity in mid-2024.

Why is the solar feed-in tariff only 4.9 cents for a unit while the retailer charges about 6 times more than that for every unit in the bill?

Information on the feed-in tariff can be found here: [Minimum feed-in tariff review 2024–25 | Essential Services Commission](#)

Does accreditation renewal apply to accreditation as a whole or to individual activities?

Accreditation renewal applies to accreditation as a whole. During the review, each prescribed activity will be considered.