

## Eligibility Process for activity ID

### Process Steps

#### 1. Accreditation and Product Approval

**VEU Accreditation:** Confirm that the applicant is accredited under the VEU program to carry out Activity ID.

**Product Approval:** Ensure that only products approved by the VEU program and listed on the Commission's Register of Products are used in the activity and comply with *VEET 2018 - Schedule 4 2* Water heating products

#### 2. Eligibility Verification

##### Consumer Details Collection:

- Collect and securely store the energy consumer's full name, address, email, and phone number.
- Adhere to privacy policies and document handling guidelines to protect personal information.

##### Premises Verification:

- Confirm that the construction of the premises where the activity is to be undertaken was completed more than two years prior to the activity date.

##### Previous Activity Check:

- Determine if any previous VEU activities have been conducted at the premises.
- Ensure that the maximum limit of two products per premises has not been exceeded. *VEET 2018 - Schedule 4 2* Water heating products

(1) A certificate cannot be created in relation to a prescribed activity involving the installation, in residential premises, of a water heating product specified in Part 1 or 3 of Schedule 2 if, during the relevant period, 2 or more water heating products specified in Part 1 or 3 of Schedule 2 have been installed at the premises as part of a prescribed activity (whether or not a certificate was created for that activity).

##### Existing System Details:

- Collect evidence of the current water heating system, including make, model, and serial number.
- Determine the type of existing system (e.g., electric resistance water heater).

##### Eligibility Based on Existing System:

- Confirm that the existing system is eligible for upgrade under VEU specifications:
  1. **Electric Boosted Solar Water Heater:** Eligible if it only provides heat from the electric resistance element due to a non-functional solar heat exchanger and associated solar heating components, provided:
    - These components are no longer within the relevant warranty period.

- At least five years have lapsed since the system was installed.

2. **Electric Resistance Water Heater:** Eligible if it heats water solely using an electric resistance element.

**Connection Test:**

- Verify that the existing electric resistance water heater is connected to an electrical supply.

**Switchboard Check:**

- Collect evidence of the current switchboard to determine if an upgrade is required to support the new system.

**Product Suitability Assessment:**

- Determine the correct size and type of the new system suitable for the premises.
- Use the **VEU Water Heating Consumer Fact Sheet** as a guideline.
- Gather information such as the number of occupants, number of bedrooms, and location of the existing hot water system.

**Product Selection:**

- Select a new, more energy-efficient product that is approved and registered with the VEU program.
- Ensure that the product achieves a minimum of 60% annual energy savings compared to the existing system.

Product must also comply with *VEET 2018 Schedule 2 44C*

a) A Product that -

- I. has an insulated storage volume not exceeding 700 litres; and
- II. is certified by an accredited body as complying with AS/NZS 2712; and
- III. achieves the specified minimum annual energy savings; and
- IV. is modelled against the specified heat pump modelling requirements; and
- V. uses a refrigerant that meets the specified refrigerant requirements

60%, determined in accordance with AS/NZS 4234:2021 and the Water Heating and Space Heating/Cooling Product Application Guide when modelled in climate zone:

- a. HP4-Au, if the product is installed in climatic zone 4\*; or
- b. HP5-Au, if the product is installed in climatic zone 5\*.

For the purposes of demonstrating compliance with this requirement, a VEU product used for a 'medium upgrade' under this scenario must be modelled at the 'medium' load under AS/NZS 4234:2021 and a VEU product used for a 'small upgrade' under this scenario must be modelled at the 'small' load under AS/NZS 4234:2021.

### 3. Upgrade Offer

**Documentation Provided to Consumer:**

Send the following documents to the energy consumer:

- 1 **VEU Water Heating Consumer Fact Sheet:** Provides information on choosing the appropriate hot water system.
- 2 **Consumer Statement of Rights – VEU Program:** Outlines the consumer's rights under the VEU program.
- 3 **Q36 CONTRACT FOR THE SUPPLY AND INSTALLATION OF A HEAT PUMP WATER HEATER.pdf**

**Clear Communication:**

- Provide clear and accurate information about the suitability of the product to be installed, considering the consumer's hot water needs and premises.
- Advise whether the size of the product to be installed is consistent with the recommendations in the **VEU Water Heating Consumer Fact Sheet**.

**Quote / Contract for the Prescribed Activity ID.**

- Energy consumer is provided with contract for the installation of the prescribed activity using template - Q36 CONTRACT FOR THE SUPPLY AND INSTALLATION OF A HEAT PUMP WATER HEATER.pdf

**Attachments Provided to Consumer:**

1. **VEU Water Heating Consumer Fact Sheet**
2. **Consumer Statement of Rights – VEU Program**
3. **Q36 CONTRACT FOR THE SUPPLY AND INSTALLATION OF A HEAT PUMP WATER HEATER.pdf**

**Eligibility Process for activity 3C****Process Steps****I. Accreditation and Product Approval**

**VEU Accreditation:** Confirm that the applicant is accredited under the VEU program to carry out Activity 3C.

**Product Approval:** Ensure that only products approved by the VEU program and listed on the Commission's Register of Products are used in the activity and comply with *VEET 2018 - Schedule 4 2* Water heating products

## **2. Eligibility Verification**

### **Consumer Details Collection:**

- Collect and securely store the energy consumer's full name, address, email, and phone number.
- Adhere to privacy policies and document handling guidelines to protect personal information.

### **Premises Verification:**

- Confirm that the construction of the premises where the activity is to be undertaken was completed more than two years prior to the activity date.

### **Previous Activity Check:**

- Determine if any previous VEU activities have been conducted at the premises.
- Ensure that the maximum limit of two products per premises has not been exceeded. *VEET 2018 - Schedule 4 2* Water heating products

(1) A certificate cannot be created in relation to a prescribed activity involving the installation, in residential premises, of a water heating product specified in Part 1 or 3 of Schedule 2 if, during the relevant period, 2 or more water heating products specified in Part 1 or 3 of Schedule 2 have been installed at the premises as part of a prescribed activity (whether or not a certificate was created for that activity).

### **Existing System Details:**

- Collect evidence of the current water heating system, including make, model, and serial number.
- Determine the type of existing system (e.g. LPG Water Heating Unit).

### **Eligibility Based on Existing System:**

- Confirm that the existing system is eligible for upgrade under VEU specifications:

### **Connection Test:**

- Verify that the existing electric resistance water heater is connected to an electrical supply.

### **Switchboard Check:**

- Collect evidence of the current switchboard to determine if an upgrade is required to support the new system.

### **Product Suitability Assessment:**

- Determine the correct size and type of the new system suitable for the premises.
- Use the **VEU Water Heating Consumer Fact Sheet** as a guideline.

- Gather information such as the number of occupants, number of bedrooms, and location of the existing hot water system.

#### **Product Selection:**

- Select a new, more energy-efficient product that is approved and registered with the VEU program.
- Ensure that the product achieves a minimum of 60% annual energy savings compared to the existing system.

Product must also comply with *VEET 2018 Schedule 2 44C*

b) A Product that -

- VI. has an insulated storage volume not exceeding 700 litres; and
- VII. is certified by an accredited body as complying with AS/NZS 2712; and
- VIII. achieves the specified minimum annual energy savings; and
- IX. is modelled against the specified heat pump modelling requirements; and
- X. uses a refrigerant that meets the specified refrigerant requirements

60%, determined in accordance with AS/NZS 4234:2021 and the Water Heating and Space Heating/Cooling Product Application Guide when modelled in climate zone:

- a. HP4-Au, if the product is installed in climatic zone 4\*; or
- b. HP5-Au, if the product is installed in climatic zone 5\*.

For the purposes of demonstrating compliance with this requirement, a VEU product used for a 'medium upgrade' under this scenario must be modelled at the 'medium' load under AS/NZS 4234:2021.

### **3. Upgrade Offer**

#### **Documentation Provided to Consumer:**

Send the following documents to the energy consumer:

- 1 **VEU Water Heating Consumer Fact Sheet:** Provides information on choosing the appropriate hot water system.
- 2 **Consumer Statement of Rights – VEU Program:** Outlines the consumer's rights under the VEU program.
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#### **Clear Communication:**

- Provide clear and accurate information about the suitability of the product to be installed, considering the consumer's hot water needs and premises.
- Advise whether the size of the product to be installed is consistent with the recommendations in the **VEU Water Heating Consumer Fact Sheet**.

#### **Quote / Contract for the Prescribed Activity 3C.**

- Energy consumer is provided with contract for the installation of the prescribed activity using template - Q36 CONTRACT FOR THE SUPPLY AND INSTALLATION OF A HEAT PUMP WATER HEATER.pdf

**Attachments Provided to Consumer:**

1. **VEU Water Heating Consumer Fact Sheet**
2. **Consumer Statement of Rights – VEU Program**
3. **Q36 CONTRACT FOR THE SUPPLY AND INSTALLATION OF A HEAT PUMP WATER HEATER.pdf**

