

A. Overview

This document outlines the steps that applicants and scheme participants must follow to ensure that heat pump installations comply with all relevant Victorian Energy Upgrades (VEU) program requirements. Adhering to these steps will help maintain compliance, enhance energy efficiency, and support the goals of the VEU program.

I. Licence/registration requirements for installers

Water heating activities under the program must be undertaken in accordance with the Building Act, Electricity Safety Act and regulations made under the legislation. licence and/or registration requirements set out in the Plumbing Regulations 2018 and Electricity Safety (Registration and Licensing) Regulations 2020, which are administered by the Victorian Building Authority (VBA) and Energy Safe Victoria (ESV)

Step-by-Step Installation Process for Compliance with VEU Requirements

2.1. Pre-Installation Preparation

Ensure Licensing Compliance: Verify that installers are appropriately licensed to carry out both plumbing and electrical work. Installers must have the relevant licenses according to the Plumbing Regulations 2018 and the Electricity Safety (Registration and Licensing) Regulations 2020.

Installation of activities ID & 3C must only be conducted by licensed and registered persons relevant to the scope of work being undertaken as per IOE VEET act 2018

- I) All contracted installers must undergo fit and proper checks as part of the onboarding process these include but not limited to
 - a) Provision of Registration / License from relevant industry regulatory body as per the above e.g. VBA
 - b) Insurance check, specifically public liability cover with a minimum of \$5 million
 - c) Experience with the activities being undertaken
 - d) Comply with **Table 5 page 11 - Water Heating and Space Heating Cooling Activity Guide - V. 3.9- 20240813.pdf**

Plumbing Work: Installers must be registered or licensed plumbers for water supply and, if necessary, gas fitting work.

Electrical Work: Installers must be licensed electricians (Grade A) to handle all electrical disconnections and connections related to the installation.

Conduct Assessment:

- Inspect the premises to ensure that the installation can be conducted safely and efficiently.
- Confirm the eligibility of the premises by checking the construction completion date and ensuring it meets the VEU criteria (e.g., the property must not be newly constructed within two years of the installation).
- Confirm correct address and energy consumers details
- Confirm the make and model of the unit matches the photographic evidence supplied by the energy consumer.
- Ensure that a person of 18+ is on the premises
- Ensure that HWS is connect electricity (ID) or gas (3C)

3. Decommissioning of Existing System

Electrical Disconnection:

- Disconnect the existing electric resistance or gas/LPG water heater from the electrical supply, ensuring all connections are made safe.

Gas Disconnection (for 3C activity):

- Disconnect the existing gas or LPG water heater from the gas supply, taking steps to seal the gas line safely and in compliance with safety standards.

Water Disconnection:

- Shut off the water supply and disconnect the inlet and outlet connections from the existing heater to prevent any leakage during removal.

Safe Removal of Old Heater:

- If safe and practical, remove the decommissioned heater from the premises for proper disposal. If the heater cannot be removed, ensure it is permanently disabled (e.g., drilling holes in the tank, removing key components).

4. Installation of the New Heat Pump Water Heater

Positioning the New Unit:

- Place the new heat pump water heater in a location that complies with manufacturer guidelines and relevant safety regulations. Ensure adequate ventilation and clearances are maintained.
- The product must not be installed together (in-line) with an additional hot water storage tank or hot water system e.g. a 'manifold system'.

Connecting Water Supply:

- Connect the water inlet and outlet pipes to the new unit, ensuring all fittings are secure and leak-free. Use appropriate materials and methods as per Australian standards for water heating installations.

Electrical Connection:

- Connect the unit to the electrical supply, ensuring all wiring is completed in accordance with the AS/NZS 3000 wiring rules and local electrical safety standards.

Insulation and Protection:

- Ensure all exposed pipes are insulated appropriately to improve energy efficiency and prevent heat loss. Securely fasten any external components to prevent damage or exposure to the elements.

5. Commissioning the New System

System Testing:

- Test the newly installed heat pump water heater to ensure it operates correctly. Check for proper heating performance, water pressure, and absence of leaks.
- Test the electrical safety features, including RCD protection, to ensure safe operation.

Operational Verification:

- Verify that the system meets the performance requirements outlined in the VEU program, ensuring that it achieves the minimum energy savings criteria.

6. Final Checks and Compliance Documentation

Consumer Information:

- Provide the consumer with the VEU Water Heating Consumer Fact Sheet, manufacturer instructions, and any relevant compliance certificates.
- Explain how to operate the new system, including any maintenance requirements and safety precautions.

- Provide warranty details, Tax Invoice / proof of purchase and assignment forms to energy consumer

Documentation Completion:

- Complete and collect all necessary documentation, including a Certificate of Electrical Safety, Victorian Building Authority Compliance Certificate (if applicable), and the VEEC Assignment Form signed by the installer and consumer.
- Ensure geo-tagged photos of the installed product are taken and stored as part of the compliance records.

7. Waste Disposal and Site Cleanup

Waste Management:

- Remove any waste materials, including the decommissioned heater, from the site. Ensure disposal complies with the Environment Protection Act 2017 and relevant EPA guidelines.
- Retain disposal receipts or documentation as proof of proper waste management inc images of decommissioning

8. Post-Installation Review

Review with the Consumer:

- Conduct a final review with the consumer to confirm satisfaction with the installation and address any questions they may have.

Feedback and Record-Keeping:

- Encourage consumer feedback on the installation process and ensure all records are stored securely for future reference.
- Obtain Declaration from energy consumer of activities being completed



Type of work	Licensing requirements for installer(s)	Guidance on licensing requirements administered by VBA and ESV
Plumbing work	All plumbing work involved in decommissioning and/or installing a water heating product must be undertaken by an appropriately	<ul style="list-style-type: none"> For plumbing work involving decommissioning an electric resistance water heater¹, the plumber must be registered⁹ or licensed in water supply work. For plumbing work involving decommissioning a gas-fueled water heater³ (gas/LPG storage, gas/LPG instantaneous or gas boosted solar), the plumber must be registered⁹ or licensed in gas-fitting work and water supply work.
	registered or licensed plumber by the VBA in accordance with the Plumbing Regulations 2018 ⁸ .	<ul style="list-style-type: none"> For plumbing work involving installing an electric boosted solar water heater, the plumber must be registered⁹ or licensed in water supply work. For plumbing work involving installing a heat pump water heater, see Table 6 below.
Electrical work	All electrical work involved in decommissioning and/or installing a water heating product must be undertaken by an appropriately licensed electrician by ESV in accordance with the Electricity Safety (Registration and Licensing) Regulations 2020.	<ul style="list-style-type: none"> For electrical work involving decommissioning an electric resistance water heater¹, the person must be a licensed electrician (grade A). For electrical work involving decommissioning a gas-fuelled water heater³ (gas/LPG storage, gas/LPG instantaneous or gas/LPG boosted solar) and installing an electric water heater (electric boosted solar or heat pump), the person must be a licensed electrician (grade A) For electrical work involving decommissioning an electric resistance water¹ and installing an electric water heater (electric boosted solar or heat pump water heater), the person must be a licensed electrician (grade A).

Table 5 page 11 - Water Heating and Space Heating Cooling Activity Guide - V. 3.9- 20240813.pdf

Documents supplied participants

- 1) **Water Heating and Space Heating Cooling Activity Guide - V. 3.9- 20240813.pdf**
- 2) **PBL - VEU code of conduct - Code of Conduct Guideline 1.3 20240801.pdf**
- 3) **Workflow Chart 1.2.pdf**