

Important information

The Essential Services Commission (**the commission**) has issued you an Accreditation Notice (**Notice**) under section 13A of the *Victorian Energy Efficiency Target Act 2007* (**the Act**). The Notice contains important information about your accreditation including the prescribed activities you are accredited to undertake under the Victorian Energy Upgrades (**VEU**) Program. This document contains further information about your accreditation and your participation in the VEU Program. Both documents should be read carefully.

Ban on telemarketing and doorknocking

Please be aware that the Victorian Government imposed a ban on telemarketing as a form of lead generation on 1 May 2024 and doorknocking on 1 August 2024.

For more information see: [Meeting your obligations under the VEU code of conduct | Essential Services Commission](#)

Renewal of accreditation

Your accreditation expires after twelve months. To renew your accreditation, an application must be made to the commission at least 90 days prior to the expiry of your accreditation. This date is recorded in the Notice.

Assurance Audits

From 1 July 2024, an accredited person must conduct an assurance audit when directed to do so by the commission. The Act requires assurance audits to occur at least once in every two-year period. The commission approved the initial audit schedule on 18 June 2024 and published the schedule on 28 June 2024. The audit schedule will be reviewed and updated at least every 12 months. You will receive a notice from the commission when you are required to undertake an assurance audit.

For more information see: [VEU Assurance Audits](#)

Application to vary conditions

If you wish to vary the conditions of your accreditation (for instance, to undertake additional prescribed activities), you may apply to the commission for approval to vary a condition(s) by making an application via the VEU portal in accordance with section 13D of the Act. A fee of \$1500 is required to be paid for an application to vary a condition of accreditation.

Review rights

If you are dissatisfied with the decision of the commission to impose conditions on your accreditation, you may request the commission reconsider its decision in accordance with section 56 of the Act. A request must be in writing setting out the reasons for the request and made to the commission within 30 business days of the date of this notification. There is a fee of \$750 payable for the making of a request for reconsideration under section 56 of the Act that must be made within this time for the request to be valid.

Duty to disclose matters adverse to accreditation

As an accredited person, you must disclose to the commission any adverse matter within 14 days of becoming aware of the adverse matter. A matter is an adverse matter if it is likely that the commission, having regard to the matter, would determine that you are not a fit and proper person or competent and capable person for the purposes of accreditation. A failure to make such a disclosure (without a reasonable excuse) is an offence, under section 14D of the Act.

Matters that should be disclosed to the commission include, but are not limited to:

- The accredited person becoming insolvent or entering a Deed of Company Arrangement
- An application for winding up order being lodged against the accredited person
- An officer or senior manager of the accredited person being disqualified from managing a corporation
- Any of the accredited person's licensing or other regulatory approvals noted in its application being suspended, cancelled, revoked or lapsing
- A finding of guilt made against the accredited person or any of its officers or senior managers, where the offence involves dishonesty of any kind
- A declaration by any court or tribunal that the accredited person or any of its officers or senior managers have contravened the law, where the conduct occurred in the course of trade or commerce
- Enforcement action is taken by a regulator against the accredited person or any of its officers or senior managers.

Compliance with Program Rules

It is your responsibility as an accredited person to ensure it and its scheme participants comply with the Act, the Regulations, the Victorian Energy Upgrades Specifications 2018, the Victorian Energy Efficiency Target Guidelines and other applicable legal requirements, as amended from time to time. The commission publishes guidance for accredited persons, this includes activity guides pertaining to the activities you are accredited to undertake.

These can be found at: [Activities offered under the VEU program | Essential Services Commission](#).

You must maintain your status as a fit and proper person, who is competent and capable of participation in the VEU Program. This includes being honest in all dealings with consumers and regulators and maintaining good reputation and character.

The Act provides the commission a range of enforcement tools to ensure compliance with the legal requirements that support the safe and effective operation of the VEU Program. The commission will not hesitate to use those tools where it is appropriate to do so.

Promoting the objectives of the VEU program

Your participation in the VEU program must never undermine the program objectives, which are: to reduce greenhouse gas emissions; to encourage the efficient use of electricity and gas; and to encourage investment, employment and technology development in industries that supply goods and services which reduce the use of electricity and gas by consumers.

The conduct of each accredited person and scheme participant reflects upon the VEU Program as a whole. As an Accredited Person, you are expected to enhance, and never damage the reputation of the VEU Program.

Public register of accreditation

In accordance with Act requirements, you will appear on the public register of VEU Program participants. The register provides information to consumers including:

- the name and registration number for each accredited person
- contact details of accredited persons
- the prescribed activities or class of prescribed activities an accredited person is approved to undertake
- the areas of Victoria serviced by the accredited person

Contact details

Please note that the commission will use the contact details listed in your VEU administrative account to contact the business from time to time. This may be to provide important program updates, or to discuss a matter relating to your participation in the VEU program. Please ensure that these contact details (including email address, telephone number and mail address) are kept up to date at all times.