



Application Guide for Product Applicants

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Introduction

This guide provides information about the VEU Register of Products. It covers the application, assessment, and approval process for having products listed on the register.

About this guide

This guide provides interested applicants with a general introduction to the VEU Register of Products, and guidance for how to get a product listed on the register.

There are four sections:

- Section 1: The VEU Register of Products
- Section 2: Product application and assessment process
- Section 3: Additional product application functionality
- Section 4: General information on product applications

Applicants must also read the relevant sections of the following product application guidance documents:

- Lighting Product Application Guide – product categories 27, 34 and 35
- Water Heating and Space Heating/Cooling Product Application Guide – product categories 1, 3, 6, and 28
- Space Conditioning and Water Efficient Product Application Guide – product categories 12, 13, 14, 15, 17 and 36
- Appliance Product Application Guide – product categories 22, 24, 25, 26, 31, 32 and 33
- In-Home Display Product Application Guide – product category 30
- Commercial and Industrial Air Source Heat Pump Water Heater Product Application Guide – product category 44

Access above documents at www.esc.vic.gov.au/veu-product-applicants

Legal context for this guide

We have prepared this guide as a general summary of relevant parts of:

- *Victorian Energy Efficiency Target Act 2007* (the VEET Act)
- *Victorian Energy Efficiency Target Regulations 2018* (the VEET Regulations)

- Victorian Energy Efficiency Target (Project-Based Activities) Regulations 2017 (the PBA Regulations)
- Victorian Energy Upgrades Specifications 2018 (the VEU Specifications)
- Victorian Energy Efficiency Target Guidelines (the VEET Guidelines)

View these documents at www.esc.vic.gov.au/veu-legislation

Important notice

The information in this publication is intended to provide general guidance only. It does not constitute legal or other professional advice and should not be relied on as a statement of the law in any jurisdiction. While the commission has made every effort to provide current and accurate information, you should obtain professional advice if you have any specific concern, before relying on the accuracy, currency or completeness of this information.

1. The VEU Register of Products

We maintain a register of energy saving products that may be installed as part of VEU program activities, to enable the creation of Victorian Energy Efficiency Certificates (VEECs).

View the VEU Register of Products at www.veu-registry.vic.gov.au/register-products

1.1. Getting a product listed on the VEU Register of Products

To be listed on the VEU Register of Products, a product must meet the minimum criteria specified in the VEET Regulations, VEU Specifications, and any additional requirements specified by us in the product application guides.

Once listed, all accredited persons (APs) may install the product as part of VEU program activities.

1.2. Using the VEU Register of Products

The VEU Register of Products provides a list of products that may be installed for each relevant prescribed activity.

You can search for products based on:

- brand
- model
- performance specifications
- application status
- effective date.

You may also export the commission's register for external reference.

1.3. Products on the Secretary's product list

Induction cooktop products and freestanding combined induction cooking products which are eligible for sale under the VEU program are those listed in the [product list](#) approved by the Secretary of the Department of Energy, Environment and Climate Action (the department). The products listed in the Secretary's product list are automatically listed in the VEU Register of Products to enable accredited persons to create Victorian Energy Efficiency Certificates (VEECs) for this prescribed activity.

The Secretary may add, suspend, reinstate or remove products from the approved product list in accordance with clause 37C of the Victorian Energy Efficiency Target Regulations 2018. The

department intends to release further details on the process for adding and amending the Secretary's product list for induction cooktops and freestanding combined induction cooking products.

For all enquiries about the Secretary's product list, please contact the Victorian Energy Upgrades team at the Department of Energy, Environment and Climate Action at energy.upgrades@deeca.vic.gov.au.

1.4. GEMS-listed and AEMO-listed products

While some products approved by other bodies are eligible to be used for VEU installation activities to create VEECs, the product needs to be listed in the VEU Register of Products to enable the processing and calculation of VEECs for the installed product.

These include:

- Some products listed on the Greenhouse and Energy Minimum Standards (GEMS) Register (product categories, 22, 24, 25, 31 and 32).
- Products approved by the Australian Energy Market Operator (AEMO) under public lighting upgrade (product category 27).
- We no longer populate eligible GEMS listings on the VEU Register of Products in the absence of a request to list the product in the VEU Register of Products You can request for us to us to list a GEMS-listed product on the VEU Register of Products with minimal supporting documentation using the product application process.

To add GEMS-listed products to the VEU Register of Products:¹

- The brand and model of the product must comply with the relevant GEMS determination and be listed on the GEMS Register.
- The product category must meet the product criteria specified in the Victorian Energy Efficiency Target Regulations and the minimum energy efficiency requirements specified in the Victorian Energy Upgrades Specifications (VEU Specifications).
- Evidence of GEMS registration must be submitted in the form of a downloadable product list (Excel file) from the GEMS Register demonstrating compliance with the product criteria (accessible via https://reg.energyrating.gov.au/comparator/product_types/).

¹ Note that due to data quality issues, a product listed on the GEMS Register may not be added to our Register of Products until such times as those data quality issues are resolved by the product applicant or GEMS.

Incomplete data

In some cases, the data available from the GEMS Register is incomplete and in such cases these products may not be added to our register until additional data is provided. Likewise, if a product is updated or removed from the GEMS Register, that change may not be reflected in the commission's register immediately.

AMEO-approved products

Given the specialised nature of public lighting upgrade activities, accredited persons (or any other interested stakeholder) will need to apply to us for inclusion of AEMO-approved products to our register to enable creation claims for this activity. There will be minimal supporting documentation required for an AEMO approved product application.

Further information

For further information on applying to have a GEMS-listed or AEMO-approved product listed on the VEU Register of Products, access the relevant documents from www.esc.vic.gov.au/veu-product-applicants.

1.5. Terms and conditions for registering products

Read the terms and conditions of listing a product on the VEU Register of Products, and the VEU Registry disclaimer at <https://www.veu-registry.vic.gov.au/terms-and-conditions> and <https://www.veu-registry.vic.gov.au/disclaimer>.

1.6. Product Application Fees

Fees are payable for submitting an application to list a product in the VEU Register of Products. See <https://www.esc.vic.gov.au/victorian-energy-upgrades/about-victorian-energy-upgrades-program/veu-program-fees> for details

2. Product application and assessment process

Applications to have a product listed on the VEU Register of Products must be submitted via the VEU program's online product application portal, accessible from your account login page at <http://www.veu-registry.vic.gov.au>.

You must complete your application in one session.

The portal does not permit you to save your application partway through and return to it later. Before you begin, ensure you have all the documentation ready to upload.

Use the online product application portal to:

- manage the progress of your application
- communicate with the VEU product assessors
- view your application history
- nominate other products for approval that you wish to install (APs only).

Once your application is lodged, we will review it against the relevant criteria. The approval process is presented in Figure 1.

Processing times for applications

Products will take approximately six weeks to be assessed from the date of fee payment. The processing time for your application is indicative only and processing time may be longer. Processing times are impacted by the quality of the information provided and may be longer in 'peak periods' for instance when new activities commence.

The best way to get your product listed on the VEU Register of Products quickly is to make sure you submit a quality application that includes all the required documentation.

If information is missing from your application, it will be requested by us and will result in delays in the assessment process.

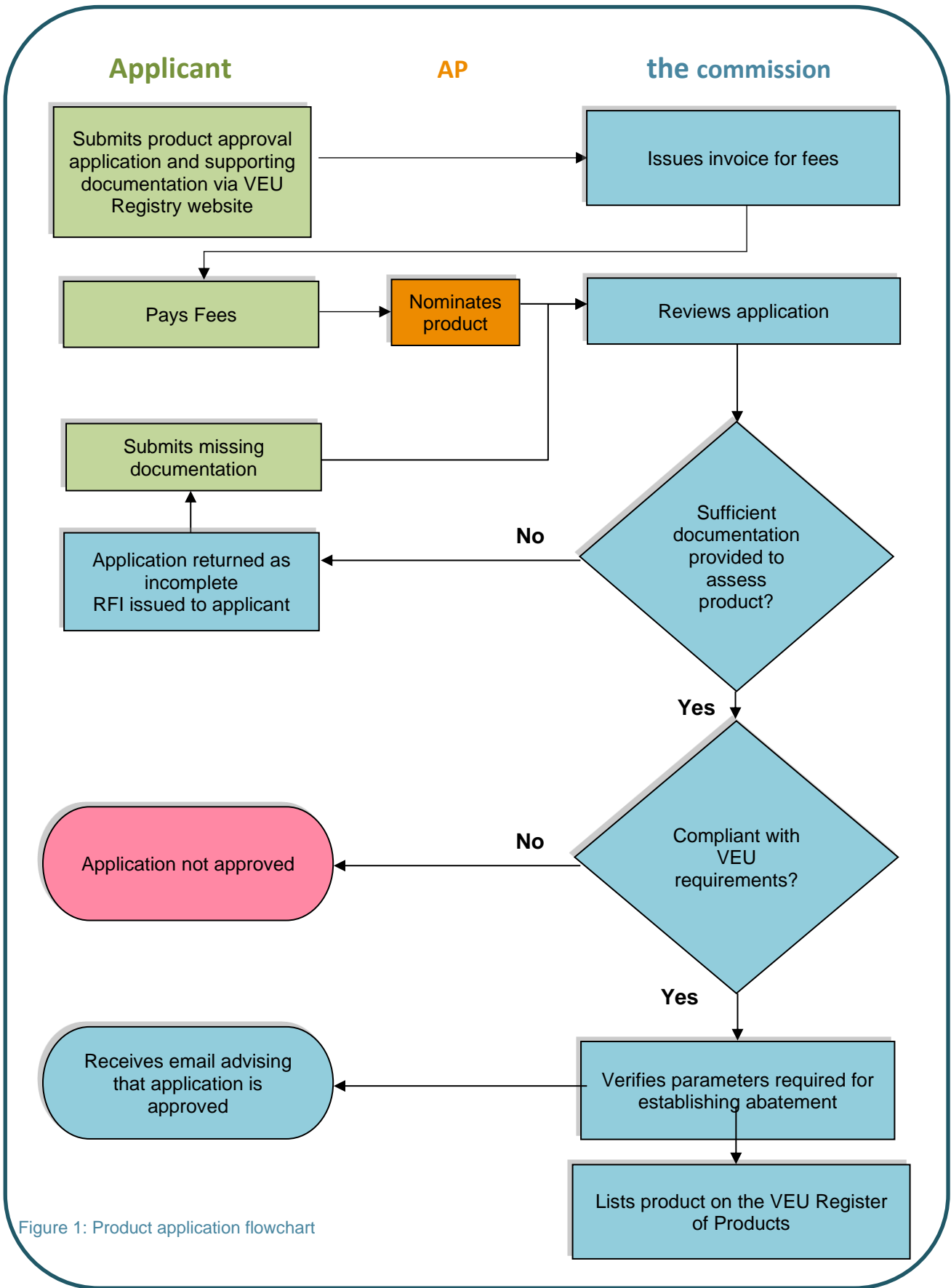


Figure 1: Product application flowchart

2.1. Product application process

Step 1: Check the VEU Register of Products

If the product is already listed as **'approved'** on the VEU Register of Products, no further action is required. It can be installed by any Accredited Person (AP) approved for the corresponding prescribed activity.

If the product is listed as **'pending assessment'**,² we have yet to determine whether it meets the minimum eligibility criteria. APs may 'nominate' the product, which will increase its prioritisation in the assessment queue. See Section 3.1 for further information on product nomination.

If the product is not listed, you will need to lodge an application. First, you may need to create a VEU account.

Step 2: Create a VEU account

A VEU account is required to submit a product application. Create your account at:

<https://www.veu-registry.vic.gov.au/new-account>

Step 3: Provide all required documentary evidence

You must submit all required product information and documentary evidence with your application so that we can assess whether the product is capable of achieving the minimum criteria specified in the VEET Regulations and any minimum energy efficiency requirements specified in the VEU Specifications.

Refer to the relevant product application guide for the required documentary evidence.

Product types and their relevant application guides are outlined in 'About this guide'. Each application guide describes the product performance requirements and associated documentary evidence that must be submitted with an application. You should also consult the VEET Regulations and VEU Specifications when preparing your documentary evidence.

Requests for information

The product approval requirements differ depending on the product category. You must review and familiarise yourself with the product performance and documentation requirements for each product

² Products will not appear in the product register until fees are paid.

category (listed in the relevant product application guide) before testing products and submitting product applications.

Documents that need to be submitted with your application may include:

- safety certifications
- test reports
- manufacturer's declarations
- confirmation of accreditation of test laboratory and product specifications.

Products requiring testing

Product testing based on Australian or international standards, must be conducted at an approved laboratory³. For example, ISTMT or LM80 test reports for lighting products must be produced by an approved laboratory that is independent of that manufacturer

We verify independent test reports for authenticity. Most laboratories now produce test reports with inbuilt digital verification methods, such as digital signatures, stamps, or watermarks, confirming the document's authenticity and that the record has remained unchanged since the laboratory's final issue. Please see an example below.

The image shows a digital document titled "TEST REPORT Performance of electrical appliances— Air conditioners and heat pumps" issued by SGS-CSTC. The report includes fields for "Report Reference No.", "Tested by (name + signature)", "Approved by (name + signature)", and "Date of issue". The "Tested by" field is signed by Wiener Yu, and the "Approved by" field is signed by David Lei. A red circular stamp of "TECHNICAL SERVICES CO., LTD." is visible. A "Signature Panel" is overlaid at the top, and a "Signatures" sidebar on the right provides verification details, including the source of trust (Adobe Approved Trust List) and the last checked timestamp (2024.01.19 11:26:16 +1100').

³ Approved laboratory means a laboratory that is

- a) Accredited by the National Association of Testing Authorities; or
- b) Registered by an authority recognised by the National Association of Testing Authorities under a mutual recognition agreement

If a test report does not contain built-in digital verification, we may use alternative methods to authenticate it—however, this will likely result in extended processing times. We encourage applicants to use laboratories with built-in digital verification methods for test reports.

Safety certificates, compliance certificates or other third-party approvals

For product categories, such as lighting products, the commission requires that applicants submit a safety certificate issued by a state government safety body or JAS-ANZ accredited approval provider. Please refer to the specific product application guides for more details.

Applications to have heat pumps and solar water heaters listed on the VEU Register of Products require applicants to submit an AS 2712 certification. These products are only eligible for listing if they are certified as complying with AS/NZS 2712. The applicant must submit a valid certification showing compliance with AS/NZS 2712.

We approve water-efficient products and appliances based on third-party approvals. Water-efficient products such as efficient shower roses are approved under the Water Efficiency Labelling Standards (WELS) for the duration that product is approved under the WELS program. It is the same for products approved under the Greenhouse and Energy Minimum Standards (GEMS) or the Electrical Equipment Safety Scheme (EESS). If the certification has expired, the product will not be eligible. If a certificate has an expiry date, the commission will only register the product on the VEU Register of Products until that date of expiry. To maintain products on the VEU Register of Products, applicants should contact the commission in advance to provide any updated certification should the product's certification be subsequently updated. Applicants must contact the commission immediately upon learning that any of these certificates have expired or have been removed for any reason.

Include all the necessary documentation

The applicant must ensure that their application contains all the required information and documents prior to submission. A product application may be refused if there are documents missing.

In some cases, an applicant may be given an opportunity to provide the missing information or documents. However, this will delay the application process.

Representing multiple products with a single test report

In some circumstances, an applicant may submit one test report to represent several similar products. Unless explicitly stated in the relevant product application guide, separate tests and

accreditations are required for each individual product, and each test report must identify the brand and model of the product to which it applies.

Clearly indicate the product brand and model number

All supporting documentation must specify the product brand and model number. If different supporting documents contain different brands and/or model numbers, the applicant must submit a manufacturer's declaration clearly reconciling the different product brands and/or model numbers used across supporting documentation.

Note: Brand/model reconciliation documents are not accepted for safety certificates or lighting ISTMT reports; these must be issued in the exact brand and model as the product applied for.

Applications that do not contain the required documentary evidence may be refused.

It is an offence to submit an application containing false or misleading information. Such applications will be refused, and additional action may be taken by the commission including prosecution.

Step 4: Prepare your product application

Note that the portal does not permit you to save your application partway through and return to it later. Before you begin, ensure you have all the documentation ready to upload.

To lodge a new application:

1. Click on the Product -- New Application menu item in your VEU account
2. Select the relevant product category
3. Complete the brand, model, and product specification fields.

The bulk product upload function is not available when submitting product applications under most product categories.

You can 'bulk upload' products under the following categories:

- Electric boosted solar and heat pump hot water systems (product categories 1 and 3)
- High efficiency air conditioners – ducted and non-ducted (product category 6)
- High efficiency televisions (product category 24)
- High efficiency motors (product category 31)

You may use zip files for larger attachments with multiple files. Please ensure that each attachment is clearly labelled with what form of evidence it is.

Step 5: Submit the application

Once you have completed the product specification fields and attached the required documentation, please take the time to review the application and ensure all information is accurate. Once you have clicked the 'submit' button at the bottom of the applications portal, your application will be submitted, and you will not be able to change it.

When you are satisfied with the completeness of the application, click 'submit'. To submit your application, you will be required to agree to the terms and conditions for listing a product on the Register of Products.

Step 6: Payment of Product Application Fees

Fees are payable for each product applied to added to the VEU Register of Products. Where an application contains products that identical in performance and design, the commission may only charge fees for the first of the identical products. You may apply for a fee waiver at the time of product application, by setting out the circumstances that you consider warrant a fee waiver in the notes section of the product application. Please include details of how the products are similar and any differences so we can easily assess your request.

Once an application is submitted, an invoice will be issued for the fees. Assessment of the application will not start until fees are paid.

Step 7: Product is listed on the VEU Register of Products

If we assess the product as meeting the minimum eligibility criteria based on the information you submitted, we will approve and list the product on the VEU Register of Products with a status of '**approved**'.

You will receive an email notifying you that the application was successful.

2.2. Managing your applications

2.2.1. Responding to a request for further information

Applications requiring further information will appear in the '**incomplete**' queue in your 'application history' page. You will also receive an email notifying you of the changed application status.

The 'notes' field in the product application will tell you what further information is required.

When an application is returned to you as incomplete you may either resubmit the application with the required information, or voluntarily withdraw the application.

If you do not respond to the request to provide further information within the time specified your application will be automatically refused.

Resubmitting your application

If you want to proceed with the application, you must resubmit it with the additional information specified in the notes field.

To resubmit:

1. Click on the relevant application ID from the **'incomplete'** queue to display the application page.
2. Provide information as requested by either:
 - adding a new file attachment
 - replacing an existing file attachment – archive the existing file, then add new file and click 'save'.
3. Click 'resubmit' to resubmit the application to the commission for assessment.

2.2.2. Resubmitted applications are moved from the **'incomplete'** queue to the **'pending assessment'** queue. **Withdrawing an application**

Where an application is returned to your account as **'incomplete'**, you have the option to withdraw your application.

To withdraw an application:

1. Click the relevant application ID from the **'incomplete'** queue to display the application page.
2. Click the 'withdraw' button at the bottom of the page (highlighted in red in the screen shot above).

2.2.3. Notes section

The notes section allows you to communicate with the product officer assessing your application.

If the application does not have the required supporting documentation, you will be advised of what further information is required here.

This tool is to be used for brief notes only and is not intended to capture any of the assessable aspects of the application.

When using the notes section, **make sure you click 'save'** and submit the application before navigating away from the page or the notes will not be saved.

2.2.4. Viewing your application

You can view all details of your submitted applications via the **'application history'** menu item under the products header. Use the radio buttons above the table to change which products are displayed.

The different statuses are:

- **Approved:** Product applications assessed as satisfying the minimum requirements.
- **Pending assessment:** Product applications currently being assessed by the commission.
- **Incomplete:** Product applications that have been returned to you to provide further information. You must provide the requested documentation and resubmit applications in this queue within the specified time frame.
- **Not approved:** Product applications that were not approved.
- **Withdrawn:** Product applications that have been withdrawn by you (or by the commission in cases where an application is automatically refused on the grounds of an unreasonable delay to respond to a request for further information).

2.3. Applications that are not approved

The **'not approved'** status means that the application was not successful, and the product will not be listed on the VEU Register of Products. For information on why the application was not approved, check the 'notes' field at the bottom of the relevant product application page.

2.4. Common issues with product applications

The most common reasons why documentary evidence submitted in support of a product application is deemed insufficient are listed below. To ensure your application progresses smoothly, please ensure that your application **does not contain** the following issues:

- The applicant fails to submit a complete set of supporting documents – refer to the relevant product application guide for the required supporting documents for each product category.
- The test report did not adequately identify the product, including both brand and model (exactly as applied for and described in other documentation, or else referenced with a manufacturer's declaration which ties the different brands and model numbers together).
- The brand and model numbers listed on the manufacturer's declaration were inconsistent with those on other documentation or with the model applied for.

- The brand and model number listed on the safety certificate or in-situ temperature measurement test (ISTMT) report did not match the product(s) applied for exactly.
- The laboratory that produced the test report was not appropriately accredited.
- The test report was not conducted in accordance with the relevant standards or commission requirements.
- The test sample size was not as specified in the standard or in commission requirements.
- There are no nominations for the application.

Important things to remember

If a product is already listed on the VEU Register of Products, no further action is required

Make sure that you have compiled all necessary documentary evidence

You must begin and complete your application in one session – ensure you have all the documentation ready to upload

Do not click the 'submit' button until the very end

The 'notes' section is for brief comments, if required

3. Additional product application functionality

3.1. Product nomination

We receive a high volume of applications for products to be listed on the VEU Register of Products. However, a large proportion of listed products are not subsequently installed through the VEU program.

To assist in prioritisation of the assessment of products most likely to be installed, APs accredited for the relevant prescribed activity may 'nominate' a product that has a status of pending assessment.

3.1.1. Why nominate a product?

Products require a nomination to be prioritised for assessment. A product is automatically nominated when an AP submits a product for an activity that they are approved to undertake.

We recommend APs nominate *only* those products which they intend to install as part of a prescribed activity – nominating all or many products listed on a particular register as 'pending approval', will not enable us to prioritise assessment of products you are genuinely seeking to install.

3.1.2. How does nomination work?

When a VEU account holder (who is not an AP) lodges an application for a product listing, the product is added to the register with the status of '**pending approval**'. At this initial stage, there is no indication of whether the product is one which any APs wish to install as part of a prescribed activity.

APs accredited for the relevant prescribed activity can nominate that product for assessment. An AP can only nominate a product once.

Products with nominations will be put in a queue for assessment. More nominations increase the prioritisation of a product in the queue to be assessed.

Products applied for under product category 34 (lighting upgrade) by APs accredited to undertake project-based activities will be automatically nominated. These APs may also nominate products proposed by other applicants under these activities.

3.2. Removing or modifying products on the VEU Register of Products

Stakeholders can request modifications to, or removal of, approved products on the VEU Register of Products by sending us an email with the required information.

You can submit a request to modify or remove an approved product on the VEU Register of Products by emailing veu@esc.vic.gov.au. Your request must specify:

- the prescribed product category and applicable brand and model number of the product
- the nature of the requesting person's interest in the product
- the nature of the modification requested
- the reasons for requesting removal
- a description of the proposed amendment and the reasons for requesting it
- any other information or supporting evidence that the requesting person considers relevant.

We may request further information depending on the type of proposed modification. Note that we may be unable to modify some entries depending on circumstances.

We may decide to modify the VEU Register of Products as a result of a request if satisfied that the modification is consistent with program requirements.

We may remove a product from the VEU Register of Products if we are satisfied that:

- the product may be unsafe
- the product may not be of acceptable quality
- the product may not be fit for its intended purpose
- information provided to the commission with the application to list the product on the Register of Products was incorrect.

We may also temporarily suspend a product pending the outcome of an investigation by Energy Safe Victoria into the safety of a product.

VEECs cannot be created in relation to the installation of the product if it is removed (or suspended) from the VEU Register of Products. It is the responsibility of the accredited person to ensure that the product being installed is on the register. In circumstances where a product is being removed or suspended, advance notice may not be provided.

Document version control

The RM reference for this document is: C/18/28440

Version	Amendments made	Date published
1.0	First release	10 December 2018
1.1.	Consolidated information on removals of products and modifications of the register into section 3.2 Removed bulk upload requirements. The bulk upload function is not available when submitting products under 1A, 1B, 1C, 1D, 1F and 3B product categories.	20 April 2021
1.2	Updated to reflect introduction of commercial and industrial air source heat pump water heater products	1 February 2022
1.3	Updated to reflect removal of product category 21 lighting products	31 January 2023
1.4	Updates to: <ul style="list-style-type: none">Remove references to gas water heating, gas space heating and evaporative cooling products per VEET regulation changesUpdate for consistency with amendments as a result of the Victorian Energy Efficiency Target Amendment (Electrification and Home Energy Rating Assessment) Regulations 2023Other amendments including to listing process for GEMS-listed products, bulk upload process and testing requirements.	31 May 2023
1.5	Updates to explain product application fees.	1 November 2023
1.6	Updates to section 2.1 to provide clarification on the following topics <ul style="list-style-type: none">Product testing required to be undertaken at “approved” laboratoriesAuthenticity of product test reports	23 May 2024

Version	Amendments made	Date published
	<ul style="list-style-type: none"> <li data-bbox="323 255 1107 338">• Safety certificates, compliance certificates or other third-party approvals 	
1.7	Update to reflect introduction of induction cooktop activity with release of updated VEET Regulations and VEU Specifications – Version 18.0	25 October 2024