

As a consumer engaging in the Victorian Energy Upgrades (VEU) program, you have rights. These rights affect how people and businesses must engage with you as part of the VEU program, even if you do not pay for the products or services supplied.

Some of these rights include:

Misleading or deceptive conduct

A person or business must not engage in conduct that could mislead you about the products or services you're provided with as part of the upgrade.

This includes anything they say about **product quality or performance**, the **availability of spare parts**, etc.

Unconscionable conduct

A person or business must not 'act unconscionably'.

This means they must give you **time to read a contract** and ask questions about it. They cannot **pressure you** into an upgrade. They cannot **take advantage of you** for any reason or ask you to **sign a blank contract**.

Refunds, repairs and replacements

If a product supplied does not meet a consumer guarantee, the person or business which supplied it must provide a refund, repair, replacement or other 'remedy'.

If the issue is minor, **they must repair it** within a reasonable timeframe or provide you with a refund.

If it is a major issue – if the product cannot be fixed or fixing it would take too long – **you can choose to return the product** for a refund or exchange, or keep it and **be compensated** for any drop in value.

Consumer guarantees or warranties

When a person or business provides you with a product or service as part of the VEU program, both they and the product manufacturer must guarantee that those products or services meet a certain minimum standard.

Any products supplied as part of the VEU program must:

- Meet a level of **acceptable quality and performance**
- **Match any description**
- Meet **any other warranties** (e.g. a manufacturer's guarantee)
- Be **fit for any specified purpose**
- **Match any sample** or demonstration model
- Be **theirs to sell**
- **Not be repossessed** from you.

Any service provided as part of the VEU program must be:

- Done with **due care and skill** (providers must take care to avoid any loss or damage)
- Done in a **reasonable time**
- **Fit for purpose**.



Doorknocking and telemarketing

Any salesperson who initiates contact with you must follow certain rules.

- Doorknockers can only knock at certain times and telemarketers can only call at certain times
- They must tell you their name, who they work for and why they have approached you
- They must give you a copy of any agreement in writing
- They must also respect your **'cooling-off' rights** – you can change your mind and cancel the contract for any reason without penalty within 10 business days.

For more information, see the VEU [consumer information resource](#).

It is the responsibility of accredited persons and scheme participants to comply with the Code of Conduct at Schedule 6 to the Victorian Energy Efficiency Target Regulations 2018. This Statement of Rights is a template prepared by the Essential Services Commission for general guidance only, it does not constitute legal or other professional advice and should not be relied on as a statement of the law.

To contact the
Essential Services
Commission

www.esc.vic.gov.au

veu@esc.vic.gov.au

(03) 9032 1310



Unfair terms in contracts

A person or business **cannot** create a contract with you for an upgrade that allows them to:

- **Change the contract** without telling you
- **Avoid responsibility** if things go wrong
- **Avoid liability** for negligence
- **Charge fees** not related to costs incurred.

This includes a verbal contract, a signed document, an agreement over the phone or clicking 'I agree' on a website.



Name of installer:

Name of accredited person creating VEECs:



VEU code of conduct

You also have rights under the [VEU code of conduct](#). You can learn more about these rights in the commission's VEU [consumer information resource](#).

If an issue arises with any product or service provided to you as part of the VEU program, you should **contact the accredited person** you're working with. If they do not assist you, or you do not know who they are, you should **contact the Essential Services Commission**.

Accredited persons must ensure **all reasonable steps are taken to resolve your complaint** within 20 business days.

If this requires fixing or replacing a product installed under the VEU program, they must ensure this is done in accordance with the program requirements.

Save on your energy costs and help save the environment

With the Victorian Energy Upgrades (VEU) program, you can access discounted energy-efficient products and save on your energy bills.

The VEU is a voluntary Victorian government initiative that provides incentives for Victorians to make energy-efficient improvements to their homes and businesses. This helps cut power bills and reduce greenhouse gas emissions.

Since 2009, the program has supported over 1.8 million Victorian households and 100,000 businesses to upgrade their appliances and equipment.

Eligibility

Every Victorian household and business can take part in the program and access discounted energy-efficient products and services.

Your participation is voluntary.

Save on your energy bills through the VEU

	HOUSEHOLDS	BUSINESSES
Current savings per year	Depending on the upgrade/s, the average household can save between \$120 and \$1,100 a year on energy costs.	Depending on the size of your business and the upgrade/s, you can save between \$500 and \$74,000 a year.





Participating in the program is easy

- Step 1.** Look at the available products.
- Step 2.** Choose the products you wish to install to reduce your energy costs.
- Step 3.** Engage an accredited provider. You need to work with an accredited provider that is authorised to install VEU energy-efficient products. Accredited providers are also responsible for organising a discount or rebate for any products you choose to install. They will tell you:
 - what products you can use
 - who can install the products you choose.

To find an available product or accredited provider

Go to www.victorianenergyupgrades.vic.gov.au
Call the VEU helpdesk on (03) 9032 1310

Products you can install

	HOUSEHOLDS	BUSINESSES
Lighting 		<ul style="list-style-type: none"> • Lighting • Commercial/industrial lighting • Outdoor lighting • Street lighting
Water efficiency and hot water 	<ul style="list-style-type: none"> • Hot water systems • Shower heads • Pool pumps 	<ul style="list-style-type: none"> • Hot water systems • Shower heads • Pool pumps • Pre-rinse spray valves
Heating and cooling, and building shell upgrades 	<ul style="list-style-type: none"> • Heating and cooling • Glazing • Weather sealing 	<ul style="list-style-type: none"> • Heating and cooling • Gas efficiency
Other 	<ul style="list-style-type: none"> • In-home displays 	<ul style="list-style-type: none"> • Measured energy savings for commercial and industrial sites under the M&V method • Motors

How the VEU benefits all Victorians

Victorian Energy Upgrades reduce emissions and lower energy prices for all Victorians.

Reducing energy bills

Energy-efficient products installed under the VEU program reduce energy demand and the need to build new energy infrastructure. This, in turn, lowers energy prices for everyone by more than the cost of the program.

While those that undertake upgrades through the program will save more, even those who do not participate will save on their bills. Average households are estimated to save \$150 over the next 10 years.

Reducing greenhouse gas emissions

Under new emission reduction targets, the VEU will lock in 28 million tonnes of greenhouse gas emissions savings for Victoria between 2022 and 2025. That's equivalent to taking more than 8.5 million cars off the road a year.

VEECs and how the program works

Victorian households and businesses access discounts through accredited providers who operate across the state. When providing or installing discounted energy-saving products and services, accredited providers generate Victorian Energy Efficiency Certificates (VEECs).

Each certificate represents one tonne of greenhouse gas that has been prevented from entering our atmosphere. The incentive or discount you receive varies depending on the upgrade and certificate price.

Find out more

www.victorianenergyupgrades.vic.gov.au

Call the VEU helpdesk on **(03) 9032 1310**

You can write to us at:

Victorian Energy Upgrades Program
 c/o Department of Environment, Land, Water and Planning
 PO Box 5000, Melbourne VIC 8002

Deaf, hearing or speech impaired?

Please contact the National Relay Service on 133 677 or www.relayservice.gov.au

Save on your energy costs and help save the environment

With the Victorian Energy Upgrades (VEU) program, you can access discounted energy-efficient products and save on your energy bills.



Victorian Energy Efficiency Target scheme consumer factsheet

The VEU is a voluntary Victorian government initiative that provides incentives for Victorians to make energy-efficient improvements to their homes and businesses. This helps cut power bills and reduce greenhouse gas emissions.

Eligibility

Every Victorian household and business can take part in the program and access discounted energy-efficient products and services. **Your participation is voluntary.**

Save on your energy bills through the VEU

Participating in the program is easy

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Your rights under the VEU program

The VEU program has a Code of Conduct setting out minimum standards of behaviour aimed at protecting consumers. This applies to everyone involved in delivering or marketing upgrades.

Marketing activities

If an accredited provider or third party operating on their behalf contacts you about the VEU program they must:

- only market/sell VEU program upgrades to you if you are over 18 years and able to understand the information provided
- explain that the program is voluntary and you do not have to take part
- explain how they got your address and why they are visiting your house or business
- tell you what business they work for
- always wear an identification card that includes a photo, their full name, contact details, ABN, and main contractor details
- not use high-pressure tactics to sell or market products or services
- provide accurate information about the goods or services being provided and their quantity
- not say things that are false or deceptive – this includes that they work for the Victorian Government or the Essential Services Commission, or that the Victorian Government provides private contact information (such as phone numbers) for the purposes of marketing.

Contracts

If you are working with an accredited provider or a third party operating on their behalf, they must:

- only enter into a contract with someone who is 18 years or older
- make sure they tell you about any work to be done and you understand this before the work is started
- give you information about your rights and obligations under VEU program, as well as the upgrade they are offering and a contract. The contract should detail the product/service, a quote and any additional fees, decommissioning procedures, and cooling-off periods

- tell you about and make sure you understand any work to be done before it is started
- tell you who is installing the upgrade if you choose to go ahead with a product or service
- provide a phone number for you to contact the person or company installing the upgrade.

Undertaking work

When starting work with an accredited provider or a third party operating on their behalf, they must:

- only start work once you have given your consent
- not start any work if they haven't notified you about the details of the job. This might include the time and date, product/service to be installed, and information of the person undertaking the activity, such as their accredited provider and contact details
- only talk to someone who is over 18 years
- give you, once the job has been completed, their contact details so you can contact them if required
- give you dispute resolution information and any instructions and warranty information for product/services installed.

Want to talk to us about the VEU program?

Please call **(03) 9032 1310** or email us veu@esc.vic.gov.au

Where else to go for assistance with your rights as a consumer?

If you do not wish to receive telemarketing calls you can sign up to the **Do Not Call register**, which makes it illegal for any non-exempt Australian or overseas telemarketer to contact you. Visit www.dontcall.gov.au/ or call **1300 792 958**.

If you have a complaint about false or misleading claims, telemarketing or door knocking, contact Consumer Affairs Victoria. Visit www.consumer.vic.gov.au/contact-us or call **131 450**.