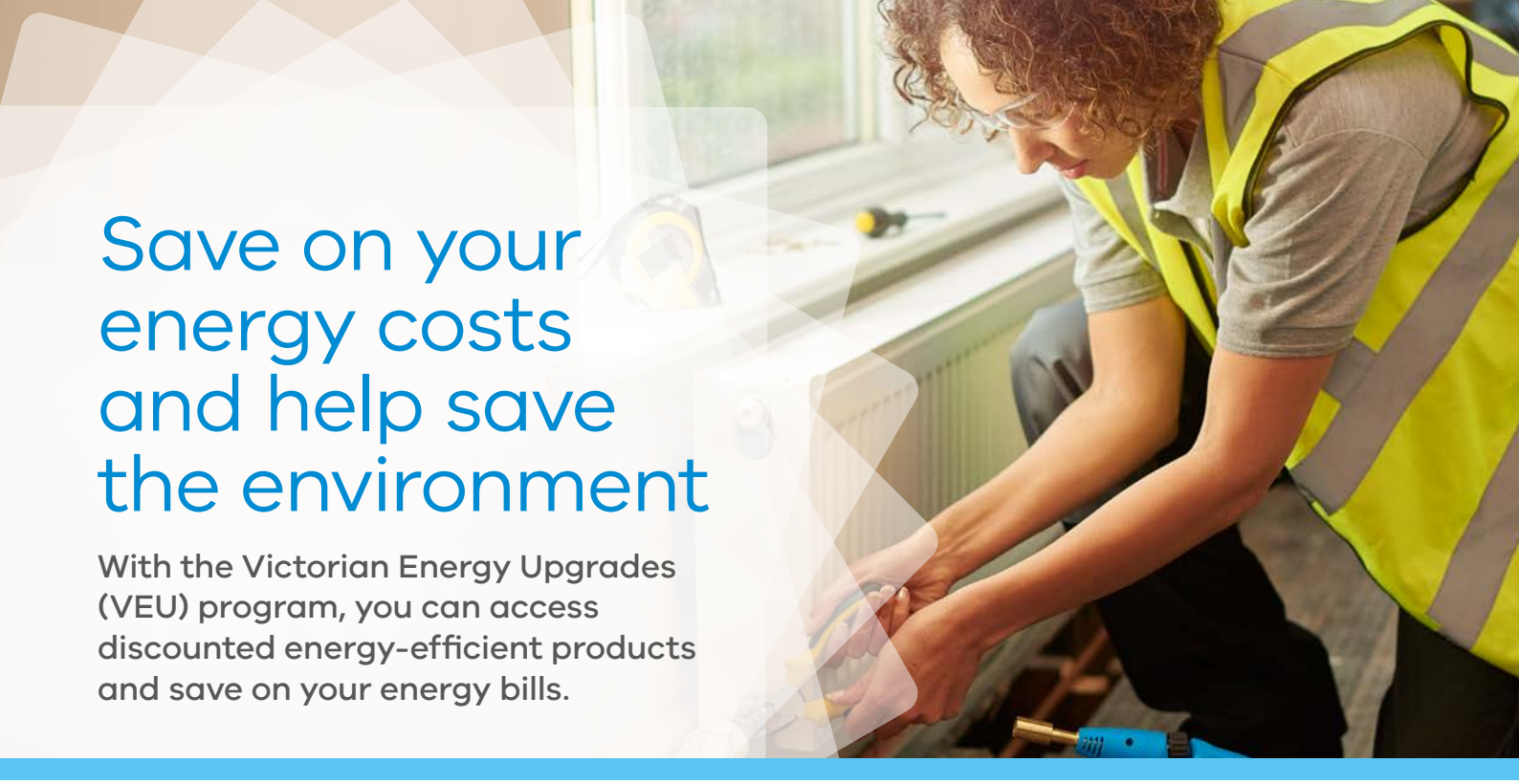

Save on your energy costs and help save the environment

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

	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

Deaf, hearing or speech impaired?
Please contact the National Relay Service on 133 677 or www.relayservice.gov.au

Victorian Energy Upgrades

VICTORIA State Government

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.donotcall.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.**

Victorian Energy Upgrades

This factsheet is required to be provided to consumers under the Code of Conduct for the Victorian Energy Upgrades program.

VICTORIA State Government