

How to take part in the Victorian Energy Upgrades (VEU) ceiling insulation activity



Interested in delivering ceiling insulation upgrades through the VEU program?

Learn the eligibility requirements, benefits, and responsibilities of becoming an Accredited Provider or Scheme Participant. Access guidance on compliance, safety and program requirements.

About the VEU program

The VEU program offers discounts on energy-efficient appliances and products. It helps households and businesses:

- save on energy bills and upfront costs
- improve comfort in their home or workplace
- reduce emissions and help the environment by using less energy.

When a home or business becomes more energy-efficient through the VEU program, Accredited Providers create Victorian Energy Efficient Certificates (VEECs).

Each certificate represents one tonne of greenhouse gas prevented from entering our atmosphere.

Approved businesses known as Accredited Providers then sell these certificates to energy retailers. This sale funds discounts and rebates.

Energy retailers use the certificates to meet annual emissions targets set by the Victorian Government.

Program roles and responsibilities

- **Solar Victoria, as part of DEECA**, develops policy for the VEU program and introduces new energy efficiency upgrade activities to support participation in the program.
- **The Essential Services Commission (ESC)** administers and regulates the VEU program, including the accreditation process for Accredited Providers, approving products, overseeing VEEC creation and monitoring compliance with program requirements.

VEU ceiling insulation activity

The ceiling insulation activity will improve the energy efficiency of Victorian homes, helping households stay comfortable year-round while reducing emissions.

How to participate

Businesses can participate in the VEU program as either:

- an Accredited Provider
- a Scheme Participant.

Option 1: Become an Accredited Provider

As an Accredited Provider, your business can:

- participate directly in the VEU program or engage installers/subcontractors
- deliver or arrange ceiling insulation upgrades using Energy Efficiency Council (EEC) certified installers
- create and trade VEECs
- offer customer discounts funded through VEECs.

Benefits of becoming an Accredited Provider include:

- creating and selling VEECs for eligible installations
- accessing VEU program discounts and passing them on to consumers to help reduce upfront installation costs
- building customer confidence by operating under accredited standards that support safe, high-quality installations.

To become an Accredited Provider you must:

- review the ESC's Accredited Provider application guide which outlines the requirements to become accredited in addition to the conditions related to accreditation (such as pre-installation requirements)
- open a VEU account with the ESC using an ABN
- submit an application and provide supporting information including an application fee
- complete the ESC assessment process and provide any additional information requested, including evidence of trading history, business capability, financial standing and relevant contractual arrangements.

Once accredited, businesses:

- deliver eligible upgrades
- create VEECs for those upgrades
- manage record keeping and evidence requirements
- maintain compliance with VEU rules
- engage Scheme Participants to carry out upgrades on their behalf.

The Accredited Provider is the organisation that receives the VEEC revenue and is accountable to the ESC.

Option 2: Become a Scheme Participant

Scheme participants will be acting on behalf of an Accredited Provider to carry out a range of activities. A Scheme Participant is a business or individual that undertakes any part of the activity on behalf of an Accredited Provider, such as an insulation company or installer.

The Scheme Participant does not create VEECs directly. Accredited Providers are responsible for claiming, registering and trading VEECs.

A Scheme Participant may:

- generate business leads by engaging with customers and undertake marketing activities
- conduct assessments and provide quotations
- install approved insulation products (using EEC certified installers)
- collect required evidence and submit documentation to the Accredited Provider
- engage with the customer for an Accredited Provider following the VEU Code of Conduct requirements.

Benefits of becoming a Scheme Participant include:

- earning income by providing services to Accredited Providers
- offering customers discounted insulation upgrades through an Accredited Provider
- operating without taking on the accreditation and certificate creation responsibilities that remain with the Accredited Provider.

To become a Scheme Participant you must:

- find and engage with an Accredited Provider
- establish a commercial agency agreement with your chosen Accredited Provider
- be registered with the ESC before undertaking activities
- understand training and competency requirements to be a Scheme Participant
- understand and comply with VEU program requirements
- deliver insulation upgrades *on behalf of* the Accredited Provider.

Undertaking a ceiling insulation activity

Always check the ceiling insulation discounts and ceiling insulation requirements for industry.

- Before undertaking any VEU installation, accreditation for the Accredited Provider must be finalised by the ESC.
- The Scheme Participant must have an agency agreement with an Accredited Provider. Scheme Participants can engage with multiple Accredited Providers and undertake VEU activities on behalf of any Accredited Provider with whom they have an agency agreement.
- Both Accredited Providers and Scheme Participants can provide quotations and help consumers complete contracts.
- However, the commercial transaction (contract) must be between the Accredited Provider and the consumer.
- An installer (Scheme Participant) may enter into a contract on behalf of the Accredited Provider if they are acting as the Accredited Provider's authorised agent.

Note: telemarketing and door knocking are prohibited under the VEU program.

Key resources



[Ceiling insulation activity specifications](#) – outlines activity requirements, product specifications and VEEC calculations for eligible upgrades.



[Ceiling insulation activity guide](#) – comprehensive guidance on eligibility and activity requirements for creating VEECs.



[How to become an Accredited Provider](#) – explains the accreditation process, eligibility requirements and application steps.



[Obligations and program guide for Accredited Providers](#) – outlines key VEU program information, including Accredited Provider obligations and requirements for creating VEECs in accordance with program requirements.



[General accreditation conditions for the ceiling insulation activity](#) – sets out the accreditation conditions specific to the ceiling insulation activity that Accredited Providers must meet.



[DEECA insulation requirements for industry](#) – information for Accredited Providers and installers to support the delivery of the first stage of the VEU Ceiling Insulation activity.



Forms and supporting documents



Ceiling insulation [VEEC assignment form](#) – used to assign VEECs to an Accredited Provider.



[Owner consent form](#) – records customer consent for ceiling insulation upgrades under the VEU program.



[Victorian Energy Efficiency Target scheme consumer factsheet](#) – provides information for consumers about the program and their rights and obligations.



[Pre-installation electrical safety assessment](#) – electrical safety assessment requirements that must be completed by an electrician before installation.



[Pre-installation installer safety assessment](#) – installer safety assessment requirements that must be completed by an EEC certified installer before installation.



[Ceiling insulation installation safety technical guidance sheets](#) – technical safety requirements and installation guidance for industry participants.

Contact us

Contact the VEU team if you have questions about:

- participation options
- accreditation requirements
- ceiling insulation activity requirements.

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