

Victorian Energy Upgrades Code of Conduct

Community sector online workshop

13 September 2022



Acknowledgement of country

I acknowledge the Traditional Owners of the land on which we are meeting.

I am coming to you from the lands of Naarm (Melbourne) home to the Wurundjeri people of the Kulin nation.

I pay my respects to their elders, past and present, and the elders from other communities who may be here today.

I also acknowledge the Traditional Owners of the lands you are on today, and any First Nations people who are attending our workshop today.

Barring Djinang artwork by Jade Kennedy.
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Agenda

Time	Item	Speaker
14.00	Acknowledgement of Country Agenda and housekeeping	Josephine Daly Engagement Lead, Essential Services Commission (ESC)
14.05	Opening remarks	Kate Symons Commissioner and Chairperson, ESC
14.10	About the Victorian Energy Upgrades (VEU) program	Gabrielle Henry Executive Director, VEU Program, ESC
14.20	Code of conduct: consumers first	Ben Roberts Project Lead, ESC
14.30	Supporting consumers	Stephanie Morrow Advisor, ESC
14.40	Q&A session	Josephine Daly Engagement Lead, ESC
14.55	Closing remarks	Kate Symons Commissioner and Chairperson, ESC
15.00	Close	

Housekeeping

During this workshop, please:

-  keep your microphone muted when not speaking
-  participate in our case study
-  raise your hand to ask a question during our Q&A sessions
-  complete our feedback survey



Welcome

Kate Symons, Commissioner and Chairperson

Victorian Energy Upgrades program

Gabrielle Henry, Executive Director – VEU

About the Victorian Energy Upgrades program



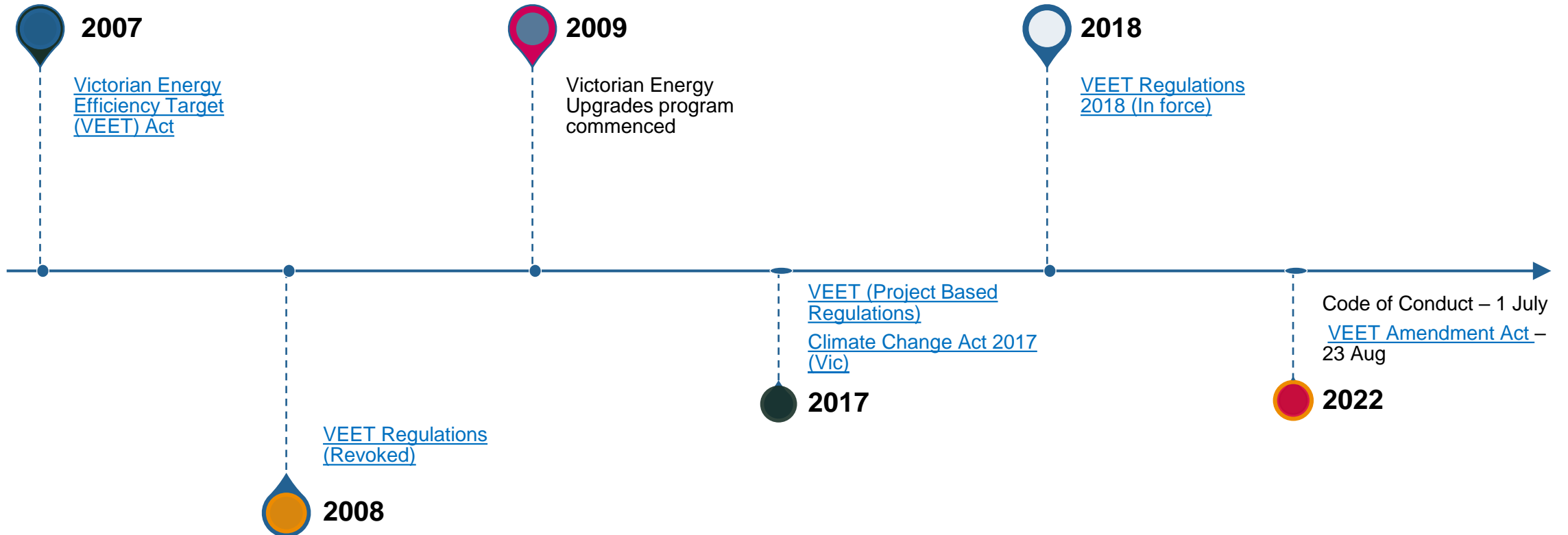
About the
Victorian
Energy
Upgrades
program

Useful info [here](#)

Subscribe to VEU newsletter for households [here](#)

Subscribe to VEU newsletter for businesses [here](#)

Evolution of the program



2021 Victorian Energy Upgrade program stats

Greenhouse gas emissions savings for Victoria

Over **7.5 million** tonnes of greenhouse gas emissions (CO₂e) were **saved** by the program in 2021.



50% of savings were delivered by Victorian households

50% of savings were delivered by Victorian businesses



34% of savings were delivered in regional Victoria

66% of savings were delivered by metro Melbourne

Over **70 million** tonnes of greenhouse gas emissions (CO₂e) have been **saved** by the program since 2009 to December 2021.

This is the equivalent to taking **21 million cars off the road** for a year.



168 new businesses registered to own, trade and surrender certificates.



13 new businesses were accredited and **60** businesses expanded their accreditation to deliver more activities.



915 new energy efficient products were approved for the program, bringing total to **18,326**.



1 new activity (cold room activity) introduced into the program.



29 project-based activity (PBA) impact reports approved – a fivefold increase from 2020.

2021 upgrades are expected to deliver an average of



10MWh of energy savings and **\$136 of annual cost savings** for participating households.



190MWh of energy savings and **\$2,940 of annual cost savings** for participating businesses.



WE UNDERTOOK

890

upgrade audits (phone, desktop and field audits) and **57 accreditation related audits**.

30

investigations which resulted in the surrender of **38,623** certificates.



WE ASSESSED

57,473

upgrade creation claims in 2021 **78%** increase to 2020.



\$1,820,120 penalties paid by energy retailers in 2021



561 complaints were received



13 complaints per 10,000 premises upgraded

The code of conduct



Staff articles

24 June 2022

New resource to help industry implement incoming VEU code of conduct

We have published a new guideline to help Victorian Energy Upgrades program participants understand the requirements of the incoming enforceable code of conduct and adapt their business practices accordingly.



Media releases

01 July 2022

Code of conduct to protect consumers now in force for Victorian Energy Upgrades program participants

Starting today, 1 July 2022, every business and person involved in engaging with consumers or responsible for creating energy efficiency certificates under the Victorian Energy Upgrades program must follow an enforceable code of conduct.



Code of Conduct: consumers first

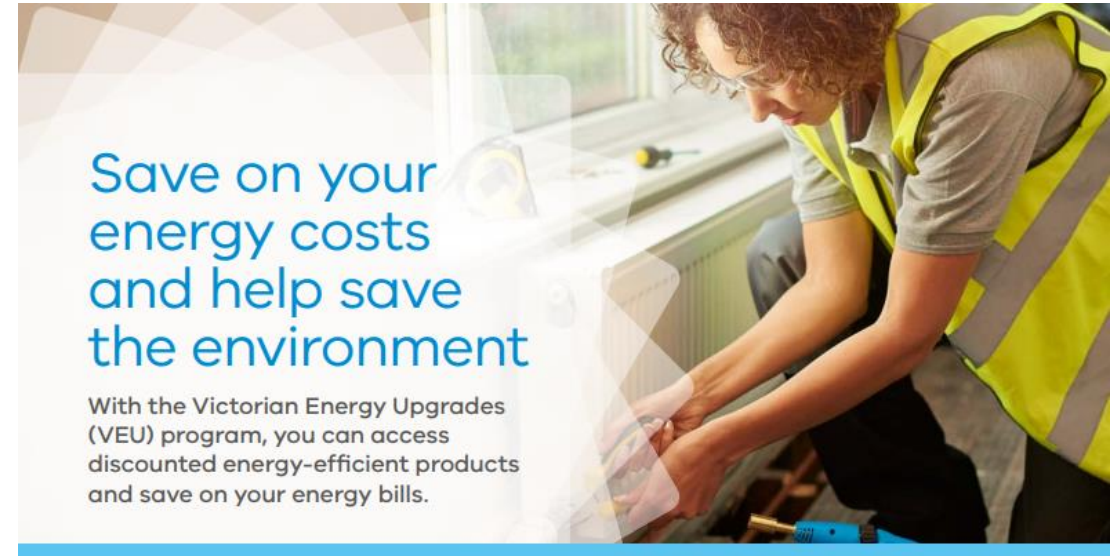
Ben Roberts, Project Lead

What is an Accredited Person?

A person or organisation approved by the commission to create Victorian energy efficiency certificates based on VEU upgrades.

They may undertake a range of activities:

- lead generation and marketing
- contract negotiation
- installation of energy efficient products
- after sales service



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

- 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.

	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.

Consumers first and the code

Obligations on accredited persons to:

- consider consumers capacity
- provide written information or documents
- undertake activities only when an adult is present
- not use high pressure tactics
- not generate leads at a person's premises if they have a sign requesting 'no doorknocking' or something similar
- schedule activities
- give notice to residents

Victorian Energy Upgrades program – know your consumer rights

The Victorian Energy Upgrades program is open to all Victorian homes and businesses.

Your participation in the program is voluntary.

The people and businesses involved in marketing and delivering products and services under the program are not employed by the Victorian Government or the Essential Services Commission. They must follow the code of conduct when they speak with you on the phone or in person, and when they carry out installation work.

Marketing activities

A person or business who contacts you about the Victorian Energy Upgrades program **must**:

- explain that you do not have to take part in the program and that the program is voluntary
- identify or name the business they represent
- only market the program to you if you are 18 years or older
- not say things that are misleading, false or deceptive – including lead generators and accredited providers misrepresenting themselves as working for the Victorian Government or the Essential Services Commission
- inform you about any product recommendations and requirements, and any warranties for the product and installation work
- not mislead you as to the nature, the characteristics, the suitability for their purpose or the quantity of goods or services to be supplied
- not use high-pressure tactics such as pressurising, coercion, bullying, aggression and intrusive manners to market or sell the program
- following additional rules if they use doorknocking or telemarketing.



Consumers first and the code

Before entering a contract consumers must receive:

- a Statement of Rights
- terms and conditions
- information about the upgrade
- provide consent for the upgrade



The contract must include:

- a schedule of all activities undertaken as part of the upgrade
- information about the installer/s
- information about the Accredited Person

Capacity to understand

Any activity must be carried out where a person 18 years or older is present

Must take reasonable steps (and retain records) to consider whether a person has difficulty to understand due to:

- mental illness or impairment
- language barriers



Supporting consumers

Stephanie Morrow, Advisor



Queries and complaints about the VEU program

First step for complaint resolution

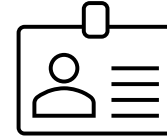
- **Contact your Accredited Person**

Second step

- [Essential Services Commission](#)
- [Do Not Call Register](#)
- [Australian Communications and Media Authority \(ACMA\)](#)
- [Consumer Affairs Victoria](#)

Want to talk to us about the VEU program?
Please call (03) 9032 1310 or email us at veu@esc.vic.gov.au

Accredited persons and dispute resolution



All accredited persons **must** provide consumers with:

- a clear and effective dispute resolutions framework
- an **accessible** internal process to handle complaints (i.e. including those raised by third parties on behalf of a consumer)
- other **avenues** if the complaint cannot be resolved by the accredited person
- **assistance** to the consumer if their complaint is not covered by the framework

What your client can expect from the commission

1. Commission facilitates contact with Accredited Person about complaint.
2. Commission may investigate a suspected breach of the code. Your client may be contacted by an investigator seeking more information (voluntary participation).

How to triage your client's enquiry or complaint

"My elderly mother agreed to an installation of a VEU product on the phone. They don't need it but felt pressure to say 'yes'".

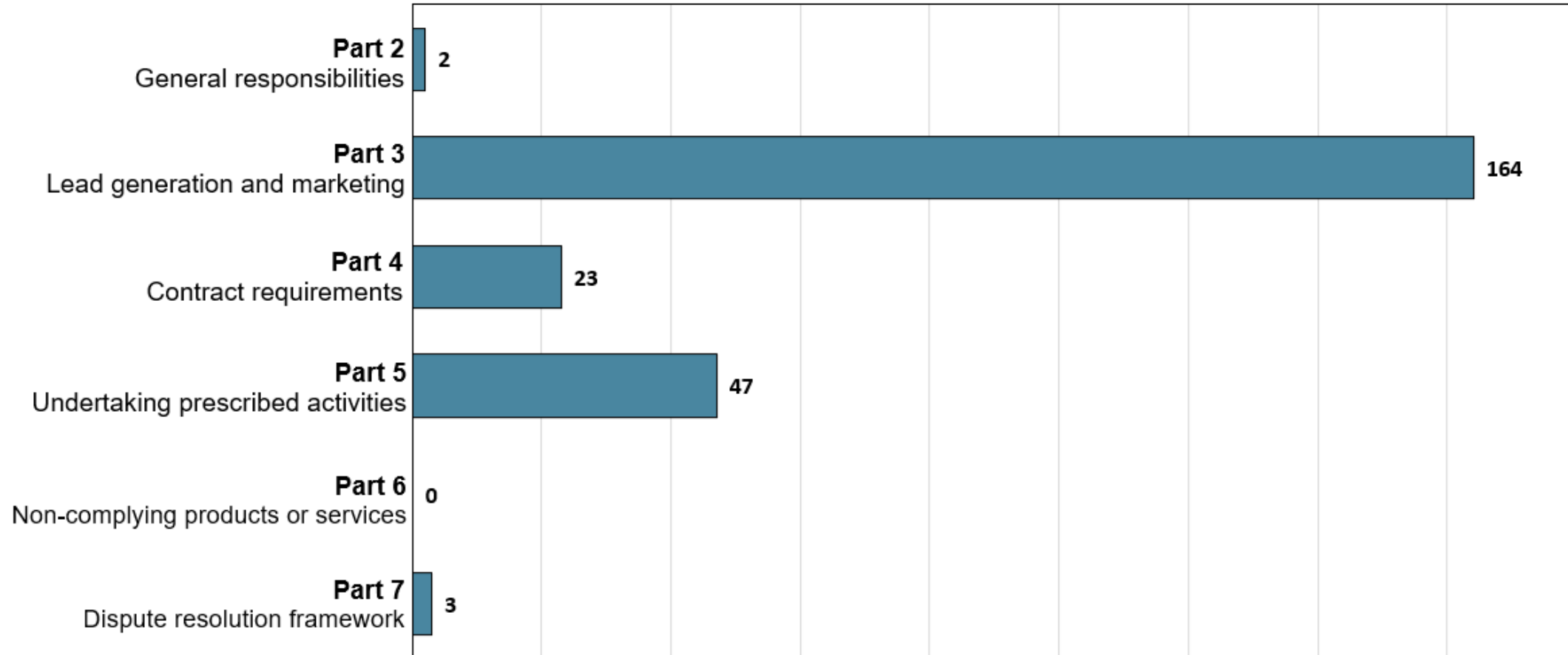


"My water saving shower rose is leaking due to a sealing issue."

"My client has tried to resolve their problem with an installer for over a month, with no resolution."

"My in-home display unit is not working. I don't have the details of the person who installed it."

Alleged code breaches received by part (from 1 July 2022)



Our compliance and enforcement tools

- Educational engagement
- Warning letters
- Forced surrender of certificates
- Require external audit of compliance
- Official warning
- Reprimand
- Impose a condition or restriction on the accreditation of the accredited person
- Suspend the accreditation of the accredited person
- Prosecution of the accredited person

Questions

Josephine Daly, Engagement Lead

Closing remarks

Kate Symons

Commissioner and Chairperson

Contact us



www.esc.vic.gov.au



03 9032 1300 or 1300 664 969



veu@esc.vic.gov.au



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www.energy.vic.gov.au/for-households/victorian-energy-upgrades-for-households