

Victorian Energy Upgrades Performance Report 2022



Participant fact sheet

About the Victorian Energy Upgrades program

The Victorian Energy Upgrades program is the largest energy efficiency program in Australia, providing Victorians access to discounted energy-saving products and services.

Accredited providers who deliver upgrades for households and businesses can create certificates under the program. Each certificate represents one tonne of greenhouse gas emissions saved.

Since 2009, over 2.1 million households and over 155,000 business premises have reduced their energy usage and saved on their energy bills through the program. The program is expected to deliver around 78.5 million tonnes of greenhouse gas emissions savings and valuable savings off participating consumers' energy bills since it began in 2009.

Key program outcomes in 2022



Over **818,000 upgrades** delivered in over **535,000** households and businesses



Over **7.8 million energy efficiency certificates** registered



25 per cent increase in energy efficient upgrades compared to 2021

Other 2022 program highlights

- Over 7.8 million tonnes of expected greenhouse gas emissions savings.
- Expected average annual cost savings of \$100 and \$2,117 for participating households and businesses.
- 69 per cent of upgrade activities in metropolitan Melbourne, 31 per cent in regional Victoria.
- 90 accredited persons created energy efficiency certificates across 35 program activities.
- 48 project-based activities approved – a 65 per cent increase on 2021. Most proposed project-based activities in the last two years in the retail trade and manufacturing sectors.



Maintaining program integrity and protecting consumers



1,020 upgrade audits and 20 investigations completed in 2022

13,020 energy efficiency certificates surrendered in 2022 worth over **\$900,000**

Accreditation of two accredited providers suspended and one revoked in 2022

Over \$1.5 million in shortfall penalties paid by energy retailers in 2022

1,645 consumer complaints were received in 2022, which is 31 complaints per 10,000 premises upgraded. Most complaints related to product issues, marketing and sales, and installer conduct.

New laws and program requirements were introduced in 2022 to strengthen the program in the long-term interest of Victorian consumers following extensive engagement with accredited persons and other program participants.

This includes a new enforceable code of conduct that all accredited providers and third parties operating on their behalf must comply with when engaging with households and businesses about the program. On 1 July 2023, further program changes came into effect – including strengthened commission functions and powers, new accreditation processes and standards, and new fees.

Upgrades to supermarkets across Victoria

395 supermarkets have implemented energy efficiency upgrades since project-based activities were introduced in 2017 to the end of 2022, covering a range of technologies:

- heating, ventilation and air-conditioning, including heat pumps
- building control management system optimisation
- refrigeration, bakery oven and building fabric upgrades
- solar photovoltaic and variable speed drive installation.

81 supermarkets underwent upgrades in 2022, translating to over 78,000 tonnes of expected greenhouse gas emissions savings (14 per cent of projects have not yet provided estimates).

Visit our website to access the [Victorian Energy Upgrades Performance Report 2022](#)