

# Update to requirements for in-home display activities

Information for VEU program participants



18 October 2019



We have received a product approval application for a new type of in-home display unit which is mains powered and therefore requires modifications to the electrical circuit as part of the installation.

We have made changes to our product application guide and activity guide to update our requirements to reflect this new in-home display unit type, and to refine a number of other requirements for in-home display activities under the Victorian Energy Upgrades (VEU) program.

Participants involved in or interested in applying for products and/or undertaking in-home display installations should familiarise themselves with the updated documents.

## Updates to In-Home Display Product Application Guide

We have released an updated In-Home Display Product Application Guide to update the following requirements:

Update	Rationale for the change
Battery lifetime requirement for battery powered in-home display units	To clarify our product requirements around battery life, a manufacturer's five-year replacement warranty on both the battery and the unit is now required.
'Erasure' requirement for app-based in-home display units	To address new data privacy and installation risks associated with the installation of these units.
Data privacy requirements	To highlight:





Update	Rationale for the change
	<ul style="list-style-type: none"><li>• data collected through in-home display units should not be shared or sold to third parties without the consumer's written consent</li><li>• the in-home display unit and the data storage system must be equipped with data security systems.</li></ul>
Product and installation requirements	To provide guidance on what documents must be submitted with the product application if the installation of an in-home display unit requires modifications to any electrical circuit or the meter box.

The updated guide is available at [www.esc.vic.gov.au/veu-product-applicants](http://www.esc.vic.gov.au/veu-product-applicants)

## Updates to Appliance Activity Guide

We have also updated the Appliance Activity Guide to:

- include requirements that if the installation of the in-home display unit requires modifications to any electrical circuit or the meter box
  - a licensed electrician must undertake the installation
  - a Certificate of Electrical Safety must be issued
- clarify wording that zigbee units can only be installed in compatible distribution network service provider (DSNP) areas.

The updated guide is available at [www.esc.vic.gov.au/appliances-activities](http://www.esc.vic.gov.au/appliances-activities)

## Where to get help

If you have any questions with respect to matters set out in this program update, please contact VEU Support on (03) 9032 1310 or [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au).

