

VEU code of conduct workshop for small business accredited persons – 11 August 2022

Presenters' key points

Commissioner's welcome

- Thank you for attending today's 'Know your obligations' code of conduct workshop. This workshop focuses on small business accredited persons. It builds upon the information provided at previous workshops on 14 July 2022 and 2 August 2022.
- The code provides an effective framework to support industry to put consumer welfare and customer service at the centre of the Victorian Energy Upgrades program and is important to build consumer confidence to engage with the program. It assures the integrity of the program, and the energy efficiency certificates that are generated through the upgrade activities.
- Critically, it is accredited persons who are ultimately responsible for compliance with the code and to ensure scheme participants that provide the products and services that create the certificates also comply.
- Both accredited persons and scheme participants are strongly encouraged to take the time to read the code and the guideline that has been developed to support it.

We strongly encourage you [read the code](#) and the [commission's guideline](#) to fully understand and be able to undertake your obligations.

It is also recommended to closely review your business models and the activities of contractors, installers, marketers and others involved in your business to make sure you comply with the code and have appropriate systems, processes and records in place to support.

Undertaking prescribed activities (Code of conduct Part 5, clauses 22-26)

- The legal definition for a **prescribed activity** is found under section 15 of the [Victorian Energy Efficiency Target Act 2007](#).
- A prescribed activity is where an accredited person or scheme participants installs VEU approved energy efficient products that reduce greenhouse gas emissions.
- **Regulated actions** are the different stages undertaken in completing an energy-efficient upgrade:

- lead generation
 - marketing
 - entering into a contract for the sale or supply of the product or service
 - undertaking, in part or in full, the installation, repair or replacement of the product or service
 - undertaking any follow-up action that relates to the installation, repair or replacement of the product or service.
- During the installation stage, the following requirements must be adhered to in order to comply with the code:
 - A person who is 18 years old or over must be present at the residential premises where the upgrade is to be undertaken. This applies to both installation and door-to-door marketing. Accredited persons and/or scheme participants, must leave the premises immediately if it is determined that no such person is present (clause 22).
 - Reasonable steps must be taken to provide reasonable notice to all residential premises that they may be directly affected by an upgrade (clause 23). For more detail, refer to the [code of conduct guideline](#).
 - Like other stages of the engagement, supply and installation chain, the consumer is required to be provided with the following information at the time of completing the upgrade, either in hard copy or electronic form (clause 26):
 - the name, telephone number and email address of the accredited person
 - the name, telephone number and email address of any scheme participant who undertook the action (or any part of it)
 - the dispute resolution information relating to the upgrade (which should align with that already provided at the lead generation stage)
 - the manufacturer's instructions and warranty for any product supplied (if applicable).