



Application Guide for Product Applicants

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Introduction

This guide provides product applicants (whether they be accredited persons, product manufacturers or other stakeholders) with information about the Register of Products and how to get products listed on that register through the product application, assessment and approval process.

About this guide

This guide contains a general introduction to the Register of Products and guidance on how stakeholders could get their products approved and listed on the register.

There are into four key sections:-

- Section 1 – Register of Products
- Section 2 – Product application and assessment process
- Section 3 – Additional product application functionality
- Section 4 – General information on product applications

This guide must be read in conjunction with the following specific product application guidance documents:

- Lighting Product Application Guide – Product categories 21, 27, 34 and 35
- Water Heating and Space Heating/Cooling Product Application Guide – Product categories 1, 3, 5, 7, 9, 10, and 23
- Space Conditioning and Water Efficient Product Application Guide – Product categories 12, 13, 14, 15, 17 and 36
- Appliance Product Application Guide – Product categories 22, 24, 25, 26, 31, 32 and 33

Access above documents at www.esc.vic.gov.au/veu-product-applicants

Who should use this guide

You should use this guide if you are interested in applying for a product to be listed on the Register of Products.

This guide will give you a brief introduction to the Register of Products, how you could make an application to list a product on the Register of Products and an overview of the functionality of the online product application tool.

Legal context for this guide

We have prepared this guide as a general summary of relevant parts of:-

- Victorian Energy Efficiency Target Act 2007 (the VEET Act)
- Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations)
- Victorian Energy Efficiency Target (Project-Based Activities) Regulations 2017 (the PBA Regulations)
- Victorian Energy Upgrades Specifications 2018 (the VEU specifications)
- Victorian Energy Efficiency Target Guidelines (the VEET guidelines)

All above legislative documents are available at www.esc.vic.gov.au/veu-legislation

This guide should not be relied upon as substitute for legal advice and should be read in conjunction with the above source documents. In the event of inconsistency between this guide and the source documents, the content in the source documents apply.

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1. Register of Products

We maintain a Register of Products listing products (by brand and model) that you are able to install under each of the activities of the Victorian Energy Upgrades program. Only products that meet the criteria listed in the VEET Regulations and the minimum efficiency requirements specified in the VEU specifications will be able to be listed on our register, and be eligible to create Victorian energy efficiency certificates (VEECs) under the program.

The Register of Products is accessible via the VEU Registry (www.veu-registry.vic.gov.au/register-products). The register includes functionality for users to refine their search based on product brand, model, performance specifications, application status and effective date. The register also allows users to export the register for external reference

APs can install any product listed on the Register of Products provided they are approved by us to undertake the prescribed activity to which the product belongs.

Under the VEET Regulations, products are not required to be listed on our Register of Products at time of installation – however, they are required to be listed on our register at time of VEEC creation (with the exception of certain products which are listed on the Commonwealth GEMS Register and AEMO listed products for public lighting). However, if you install products not yet approved by us for listing on our register, you do so at your own risk. VEECs can only be created for activities involving products which have been approved by us for listing on our Register of Products.

1.1. GEMS listed products

For some activities with products which are listed on the GEMS Register (activities 7, 10, 22, 25, 31 and 32), the VEET Regulations provide that the products only need to be listed on the GEMS Register at the time of installation and creation of VEECs. However, from an IT systems perspective, all products need to be recorded in our Register of Products in order to create VEECs in our registry system. We will be populating our register on a periodic basis (at least annually) with eligible products from the GEMS Register.^{1 2} In most circumstances, you should not need to apply to us to have a product listed on our register for these activities. However, if an update has been

¹ Note that due to data quality issues we encounter when reviewing the GEMS Register, a product may not be added to our Register of Products as part of this periodic update.

² Note that we are not able to migrate many two door refrigerators (product category 22B) to our Register of Products from the GEMS Register as many of these products listed on the GEMS Register do not detail the fridge volume and freezer volume information – information which is required to calculate the eligible VEECs for installation of the product.

made to the GEMS Register which has yet to be reflected in our Register of Products, you will be able to apply to us to have this product listed on our register with minimal supporting documentation (e.g. a screenshot of the product listed in the GEMS Register showing its minimum performance criteria).

1.2. AEMO approved products

AEMO approved products to be installed under public lighting upgrade (activity 27) are also not required by the VEET Regulations to be listed on our Register of Products at the time of installation. As the same considerations apply, you will need to apply to us (with minimal supporting documentation) to have a product listed on our register prior to creating VEECs for these activities.

For information on applying to have a product listed on our register, access the relevant documents from www.esc.vic.gov.au/veu-product-applicants.

1.3. Adding a product to the register

To add a product to the Register of Products, you must have a VEU account. A link to create a new VEU account can be found at www.esc.vic.gov.au/veu-become-accredited

Account holders seeking to have a product listed on the Register of Products are required to submit an application using the online product application tool, accessible via your VEU account menu. Applications require supporting documentation so that we can assess whether the product is capable of meeting the minimum criteria required by the VEET Regulations and/or the minimum energy efficiency requirements in the VEU specifications. The following section will guide you through the product application and assessment process.

1.4. Removing/modifying a product from the register

APs should note that we must remove a product from the Register of Products if we are satisfied the product does not meet the product criteria listed in the VEET Regulations and/or the minimum energy efficiency requirements in the VEU specifications. Upon its removal from the register, installations involving that product will not be eligible for the creation of certificates.

We may remove a product if Energy Safe Victoria gives us written notice that a product is unsafe. We may remove or modify a product listing in the register further to a request from stakeholders – see Section 3.2 of this guide.

All users of the Register of Products should familiarise yourselves with the terms and conditions of listing a product on the register and the VEU Registry disclaimer (see <http://www.veu-registry.vic.gov.au/>).

2. Product application and assessment process

All account holders who wish to have a product listed on the Register of Products must apply via the online product application portal, accessible from your account login page at <http://www.veu-registry.vic.gov.au>.

The online product application portal allows you to manage the progress of your application, communicate with the VEU product assessors, view your application history and, if you are an AP, nominate products which are not yet approved but that you wish to install.

Once a product application has been lodged, we will review the submission for completeness. The information provided by the applicant is assessed against the program's product criteria and a decision is made on whether the product meets the requirements of the program. The product approval process is presented as a flow chart in Figure 1.

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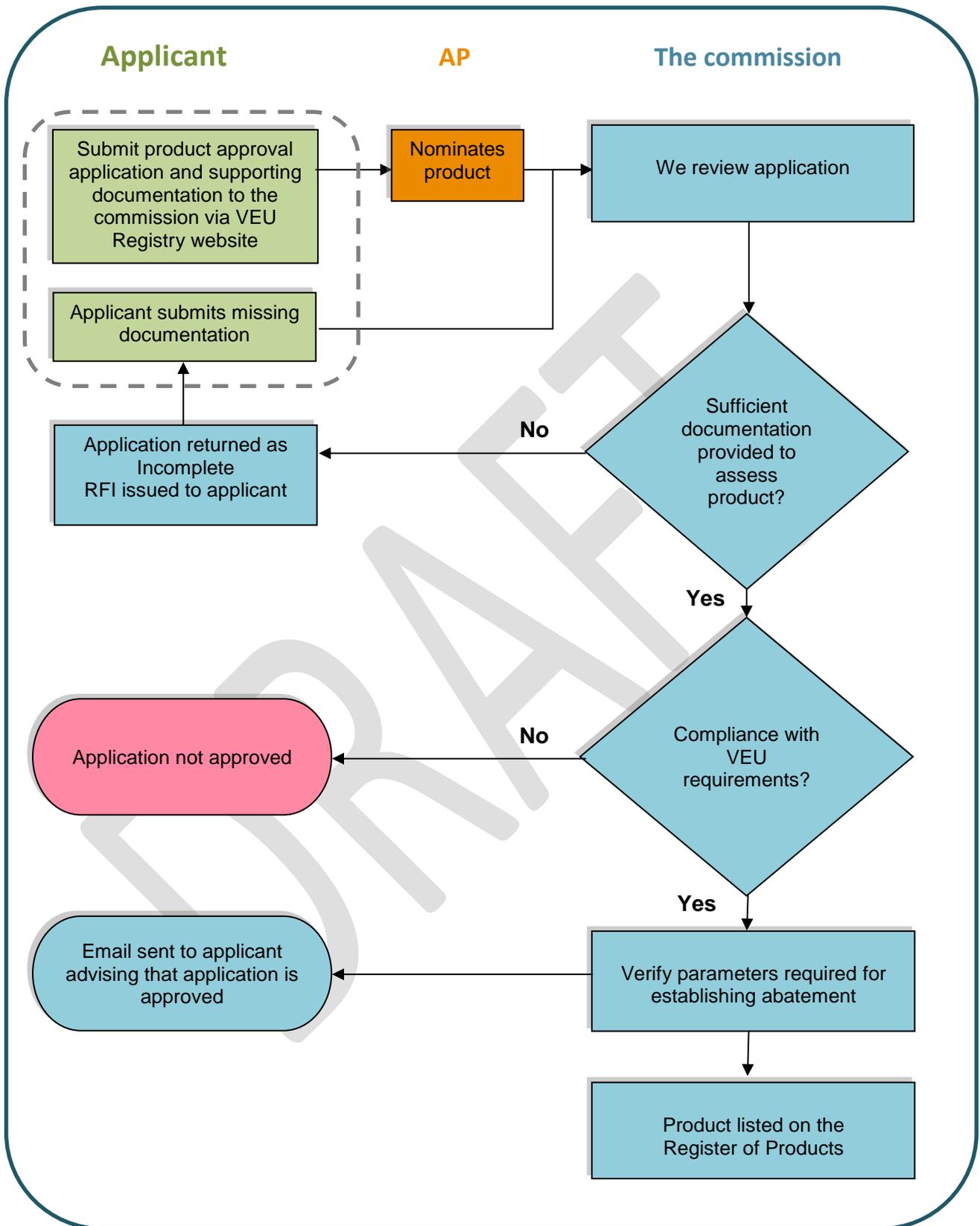


Figure 1: Product application flowchart

2.1. Product application process

Step 1: Check the Register of Products for currently approved products

If the product is already listed on the Register of Products with a status of **'approved'** no further action is required. The product will be available for installation by any AP approved for the corresponding prescribed activity.

If the product is listed on the register as **'pending assessment'**, this means that the product has been placed in a queue for assessment by us to determine whether the product meets the minimum eligibility criteria. If you are an AP and you intend to start installing the pending product, you may 'nominate' it, which will assist in its prioritisation in the assessment queue. See Section 3.1 for further information on product nomination.

If the product is not listed on the register you will need to lodge a product application following the procedure set out in this section. First, you may need to create a VEU account.

Only VEU account holders can lodge product applications.

Step 2: Create a VEU account

To submit a product application, you must be a VEU account holder. If you do not have a VEU account, you can create a new account by registering your details at the following link:

<https://www.veu-registry.vic.gov.au/Public/NewAccount.aspx>

Step 3: Read the relevant product guide and compile all required documentary evidence

It is essential that all required product information and documentary evidence is submitted with your application so that the commission can assess whether the product is capable of achieving the minimum criteria specified in the VEET Regulations and any minimum energy efficiency requirements specified in the VEU specifications. Please refer to the relevant specific Product Application Guide for documentary evidence required for different types of products.

Each application guide describes the product performance requirements and associated documentary evidence to be submitted with a product application. Applicants should also consult the VEET Regulations and VEU Specifications when preparing your documentary evidence.

Applications that do not contain the required documentary evidence will be returned to the applicant with a status of **'incomplete'** and a Request for Information (RFI) will be issued. In the majority of circumstances, we will issue a maximum of two RFIs when an application is returned as incomplete. If a complete application is not re-submitted to the commission after two RFIs have been issued, the application will not be **approved**. Applications that are found to contain falsified information will not be issued an RFI and will not be approved.

Step 4: Preparing your product application

To lodge a new application, you need to click on the Product - New Application menu item in your VEU account and select the relevant product category. You must complete the brand, model and product specification fields accurately.

For activity 1F, 3B, 24 and 31 a 'bulk upload' facility is also available to assist applicants who are applying for a large number of products. To use this functionality, click on the 'generate product upload form' button, enter the details of all products you are applying for and save the product upload form to your computer's desktop. After doing so, click in the 'upload file' box, navigate to the file saved on your desktop and click the 'upload products' button.

Using the relevant product application guide and the attachment guide located on the right-hand side of the application screen, attach the documentary evidence required by us. The system allows a maximum of 16 attachments. You may use ZIP files for larger attachments with multiple files. Please ensure that all attachments are clearly labelled indicating what form of evidence the attachment includes.

Step 5: Submit the application

Once you have completed the product specification fields and attached the required documentation, please take the time to review the application to ensure all information submitted is accurate. Once you are satisfied with the completeness of the application, select 'submit'. Once you have submitted the application, you will be required to agree to the terms and conditions for listing a product on the Register of Products.

Step 6: Nominating a product (only for accredited persons)

To nominate a product, you must first be accredited to create certificates in the corresponding prescribed activity.

To nominate a product, select the 'product nomination' menu item. Only products currently 'pending assessment' can be nominated.

Step 7: Product assessment

The product assessment process commences after the product application receives a nomination.

Nominated product applications will be listed on the register with a status of '**pending assessment**' and the application will be placed in a queue until the commission has assessed it to determine whether the product meets the minimum criteria, based on the information you have

provided. You can monitor the progress of the application in the 'application history' page in your account menu.

If your application is incomplete, you will be issued a request for information (RFI) – see section 2.2.1 for responding to RFIs

Step 8: Product is listed on the register

If the product is assessed by the commission to meet the minimum eligibility criteria, based on the information submitted, the product will be listed on the Register of Products with a status of '**approved**'. You will receive an email notifying you that the application was successful.

2.2. Managing your applications

2.2.1. Responding to a request for further information

Applications requiring further information will appear in the '**incomplete**' queue in your 'application history' page. You will also receive an email notifying you of the changed application status. The 'notes' field in the product application will provide instruction on what further information is required for the commission to complete the assessment.

When an application is returned to you as incomplete you may either: a) resubmit the application with the required information, or b) voluntarily withdraw the application.

If you do not respond to the request to provide further information within **40** days, your application will be automatically withdrawn.

If you want to proceed with the application, you will be required to resubmit the application with the additional information specified in the notes field.

To resubmit an application, click on the relevant application ID from the '**incomplete**' queue to display the application page and follow the steps below:

1. Provide information as requested either by:
 - adding a new file attachment
 - replacing an existing file attachment – archive existing file and then add new file, and click 'save'.
2. Click 'resubmit' to resubmit the application to the commission for assessment
3. Resubmitted applications are moved from the '**incomplete**' queue to the '**pending assessment**' queue.

We will issue a maximum of two RFIs per application. If a complete application is not re-submitted to us after two RFIs have been issued, the application will not be approved.

2.2.2. Withdrawing an application

Where an application is returned to your account as **'incomplete'**, you have the option to withdraw your application. This option is available to you if you no longer wish to continue with your application.

To withdraw an application, click on the relevant application ID from the **'incomplete'** queue to display the application page and click the 'withdraw' button at the bottom of the page (highlighted in red in the screen shot above).

2.2.3. Notes section

Notes section allows you to communicate with the product officer assessing your application.

If the application does not have the required supporting documentation, you will be advised of what further information is required here.

When using the notes section, **make sure you click 'save'** and submit the application before navigating away from the page or the notes will not be saved.

2.2.4. Viewing your application

You can view all details of your submitted applications via the **'application history'** menu item under the products header. Using the radio buttons above the table, you can change which products are displayed. The list below explains the different statuses:

- **Approved:** product applications assessed as satisfying the minimum requirements.
- **Pending assessment:** product applications currently being assessed by the commission.
- **Incomplete:** product applications that have been returned to you to provide further information. You must provide the requested documentation and resubmit applications in this queue within the specified time frame.
- **Not approved:** product applications that were not approved.
- **Withdrawn:** product applications that have been withdrawn by you or by the commission.

2.3. Applications that are not approved

The **'not approved'** status means that the application was not successful and the product will not be listed on the Register of Products. For information regarding why the application was not approved, please see the 'notes' field at the bottom of the relevant product application page.

2.4. Common issues with product applications

Following are some of the most common reasons why documentary evidence submitted in support of a product application is deemed insufficient. To ensure your application progresses smoothly, please ensure that your application does **not** contain the following issues:

- The applicant fails to submit a complete set of supporting documents. Please refer to the relevant product application guide for the required supporting documents for each product category.
- The test report did not adequately identify the product, including both brand and model (exactly as applied for and described in other documentation, or else referenced with a manufacturer's declaration which ties the different brands and model numbers together).
- The brand and model numbers listed on the manufacturer's declaration were inconsistent with those on other documentation or with the model applied for.
- The brand and model number listed on the safety certificate or in-situ temperature measurement test (ISTMT) report did not match the product(s) applied for exactly.
- The laboratory that produced the test report was not appropriately accredited.
- The test report was not conducted in accordance with the relevant standards or commission requirements.
- The test sample size was not as specified in the standard or in commission requirements.
- There are no nominations for the application.

3. Additional product application functionality

3.1. Product nomination

We receive a high volume of applications for products to be listed on the Register of Products. However, a large proportion of products listed on the register are not subsequently installed through the VEU program. To ensure the efficient and effective allocation of resources, we have introduced additional functionality to the online product application tool to allow APs accredited for the relevant prescribed activity to ‘nominate’ a product that has a status of pending assessment. This functionality allows us to prioritise assessment of products most likely to be installed under the program.

3.1.1. Why nominate a product?

Only product applications with nominations will be assessed. A product will be automatically nominated when an AP submits a product for an activity that they are approved to undertake.

If you are accredited for the prescribed activity in which the product is eligible for installation, choosing to nominate a product will allow us to prioritise the assessment of the product according to likelihood of use, thus reducing the time between product application submission and approval to install the product. We recommend APs nominate *only* those products which they intend to install as part of a prescribed activity – nominating all or many products listed on a particular register as ‘pending approval’, will not enable us to prioritise assessment of products you are genuinely seeking to install.

3.1.2. How does nomination work?

When a VEU account holder (who is not an AP) lodges an application to have a product listed on the register, the product is automatically added with the status of **‘pending approval’**. At this initial stage, there is no indication of whether the product is one which any APs wish to install as part of a prescribed activity.

APs intending to install a product are able to ‘nominate’ that product. Only APs accredited for the relevant prescribed activity can nominate a product and an AP can only nominate a product once.

Products with nominations will be put in a queue for us to assess against the product criteria listed in the VEET Regulations and the minimum energy efficiency requirements listed in the VEU specifications. Products meeting the program’s requirements will be approved by us and updated in the Register of Products to a status of **‘approved’**.

Products applied for under activity 21 (Incandescent lighting replacement) or activity 34 (lighting upgrade) by APs accredited to undertake project-based activities will be automatically nominated. These APs may also nominate products proposed by other applicants under these activities.

Please refer to step 6 in Section 2.1 for more information on how to nominate a product.

3.2. How to lodge a request to modify the Register of Products

Stakeholders can request to modify or remove approved products on the Register of Products by sending an email with the required information to us.

You can submit a request to modify or remove an approved product on the Register of Products. The request should be emailed to veu@esc.vic.gov.au and must specify:

- the nature of the modification requested
- the prescribed activity category and applicable brand and model number of the product
- for the removal of a product, the reasons for requesting its removal
- for an amendment to the description of a product, a description of the proposed amendment and the reasons for requesting it
- the nature of the requesting person's interest in the product
- any other information or supporting evidence that the requesting person considers relevant.

We will assess this information and may request further information depending on the type of proposed modification. Note that we may be unable to modify or remove a product if we believe the product to still be in use, or that a stakeholder may still hold stock of that product.

We may decide to modify the Register of Products as a result of a request if satisfied that the modification is consistent with program requirements.

4. Important things to know

Before getting into the detail of preparing your application, there are a number of things you should bear in mind throughout the process.

1. If a product is already listed on the Register of Products, no further action is required

If a product is listed on the register, APs accredited for the corresponding prescribed activity and that intend to install the product are **not** required to apply. If the product is listed with a status of 'pending assessment', APs may 'nominate' the product to indicate their intention to install the product and so assist us in prioritising assessments.

2. Make sure that you have compiled all necessary documentary evidence

Before you begin your application, make sure that you have compiled all of the required documentary evidence listed in the relevant table in the appendix. All attachments should be clearly named and correspond with the required documentary evidence. Applications that do not contain the required documentary evidence will be returned to you and marked as 'incomplete'. Applicants should be aware that in the majority of circumstances, we will issue a maximum of two RFIs per application.

3. You must begin and complete your application in one session

The application portal does not permit you to save your application partway through and return to it later. Before you begin, ensure you have all the documentation ready to upload.

4. Do not select the 'submit' button until the very end

Once you have clicked the 'submit' button at the bottom of the applications portal, your application will be submitted and you will not be able to amend it.

5. The 'notes' section is for brief comments, if required

Your application should comprise a number of documents prepared and uploaded by you. A text box is included in the product application tool to be used for brief notes only and is not intended to capture any of the assessable aspects of the application.

6. Nominated applications can take up to six weeks to be assessed

Processing time for your application can vary depending on a number of factors, including our workload and the quality of the information provided by you. We only assess nominated applications and generally a product will take up to six weeks to be assessed. The best way to get your product listed on the register quickly is to make sure you submit a quality application that

includes all the required documentation. If information is missing from your application, it will be requested by us and will result in delays in the assessment process.

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