

Home Heating and Cooling Upgrades Program

Customer Portal User Guide

For owner-occupiers

14 October 2022



HOME HEATING AND
COOLING UPGRADES



This program is delivered by Solar Victoria

The purpose of this guide is to walk you through the customer rebate application process for owner-occupiers as part of the Victorian Government's Home Heating and Cooling Upgrades program.

If you are a rental provider, you can find the relevant information on the website at heatingupgrades.vic.gov.au.

On the portal home page, you can find information about applying, including the eligibility criteria, what you need to get started, and frequently asked questions about applying for a Home Heating and Cooling upgrades rebate.

For more details including finding a suitable supplier please visit the [Home Heating and Cooling Upgrades website](#).

Apply for a home heating and cooling rebate

Apply for a rebate for an energy-efficient reverse-cycle air conditioner.

This takes about **15 mins**

→ Before you start → What you'll need → FAQ

Eligibility criteria

If you are an owner-occupier, you must have:

- a valid concession card, or
- a combined household income below \$90,000

If you're a rental provider, you must have a residential property:

- earning \$500 weekly rent or less, or
- occupied, to the best of your knowledge, by renters holding a valid concession card or combined household income below \$90,000, or
- that's unoccupied, with potential weekly rent of \$500 or less

A rental provider that is an 'entity' is a company, partnership, trust, self-managed super fund or similar legal entity that owns and rents a property to renters. Only an authorised representative can apply on behalf of an entity rental provider, e.g. a trustee, director or beneficiary.

You must be upgrading from a:

1. gas space heater
2. fixed electric heater
3. reverse-cycle air conditioner more than 7 years old
4. wood heater, or
5. gas ducted heater servicing the main living area

If you have more than 1 heater type in the main living area, you must be upgrading from the type higher in the above list.

The current heater must be in the main living area. Gas ducted heaters must service the main living area.

Households with no fixed heating installed in the main living area can also apply.

An approved supplier must decommission your:

- gas space heater
- fixed electric heater
- reverse-cycle air conditioner more than 7 years old

Your new heater must be:

- a new reverse-cycle air conditioner from the [approved products list](#)
- installed in the main living area by an [approved supplier](#)

Learn more about [owner-occupier eligibility requirements](#)

Learn more about [rental property eligibility requirements](#)

How we use your info

We'll process your info and pass it on to the Home Heating and Cooling Upgrades team, within Solar Victoria, to assess your eligibility for a heater rebate. We won't use your info for any other purpose unless permitted by law. You can [contact Solar Victoria](#) if you want to access your personal info. Learn more about [how we use your info](#).

Apply now

1.0

You're now ready to begin your application.

Enter your **property address**.

Select the **heating system** you will upgrade.

After you select the heating system you will upgrade and decommission, a customer declaration will appear. Please read the declaration and confirm that you understand the requirements of the installation of the new reverse-cycle air conditioner and decommissioning of the old system (if required).

Apply for a home heating and cooling rebate

1 Property details

Your property

Your property details

We need to know about the property where you're upgrading your system.

If you can't find your address below, please contact the [Home Heating and Cooling Upgrades team](#).

Property address

50 Bologna Crescent, GREENVALE VIC 3.X

Current heating in your main living area

- gas space heater
- fixed electric heater
- reverse-cycle air conditioner more than 7 years old
- wood heater
- gas ducted heater servicing the main living area
- no fixed heating

Declaration

I understand that I have selected gas space heater as the heating system currently installed in the main living area of the home and that it must be decommissioned to be eligible for this program. The new reverse-cycle air conditioner must be installed in the main living area.

Next

2.0

The next step is to declare the ownership details of the property. Select **'I'm an owner-occupier'** and click **'next'**.

Apply for a home heating and cooling rebate

Eligibility

Your property ownership details

We need this information to assess your application.

Choose the statement that fits best:

- I'm an owner-occupier
- I'm a rental provider – individual
- I'm a rental provider – entity

i Owner-occupiers live in the property they're applying for.

Back **Next**

The screenshot shows a progress indicator on the left with six steps: 1. Property details (checked), 2. Eligibility (highlighted in orange), 3. Personal details, 4. Identity, 5. Review, and 6. Done. The main content area is titled 'Eligibility' and asks for 'Your property ownership details'. It includes a radio button selection for 'I'm an owner-occupier', which is circled in yellow. Below the selection is an information box stating 'Owner-occupiers live in the property they're applying for.' At the bottom right, there are 'Back' and 'Next' buttons.

2.1

The next step is to **prove your eligibility**.

If you hold a valid concession card select **'Yes'**.

When you select 'Yes', the 3 types of concession cards we accept are listed as options.

Select the concession card you own as a primary cardholder, and then enter your details including your name, reference number, and expiry date as they appear on the card.

Once you have entered your concession card details click **'verify my card'**.

Your card will be verified instantly.

After your card is verified you will also need to **enter your annual household income which must be below \$90,000** to be eligible for the rebate.

Apply for a home heating and cooling rebate



Eligibility

You can prove you meet the income test by entering the details of a valid concession card.

Do you have a concession card?

Yes

No

Select your concession card

Health Care Card

Pensioner Concession Card

Commonwealth Seniors Health Card



Concession card details

- Enter your name as it is on your card.
- Include spaces and punctuation.
- We can only check the primary cardholder's details. Don't enter listed dependants.

If your middle name is on the card, just use the first letter, e.g. for John Michael Doe, enter 'John M' for given names, 'Doe' for family name.

Given name(s)

Raj

Family name

kapoor

CRN

564231654d

Date of expiry

02/02/2025

[Edit](#)

Card validated

Enter your household taxable income

\$89999.99

The amount before tax or deductions

2.2

If you do not have a valid concession card select **'No'** and confirm that your household taxable income is **below \$90,000**.

After you submit your application, the Home Heating and Cooling Upgrades team will email you requesting income documents as proof of your income.

Apply for a home heating and cooling rebate

Eligibility

You can prove you meet the income test by entering the details of a valid concession card.

Do you have a concession card?

Yes

No

Enter your household taxable income

The amount before tax or deductions

Declaration information

We'll email you about how you can prove your income after you submit your application.

This means it will take slightly longer to assess your application.

[Back](#) [Next](#)

The screenshot shows a progress indicator on the left with six steps: 1. Property details (checked), 2. Eligibility (highlighted in orange), 3. Personal details, 4. Identity, 5. Review, and 6. Done. The 'No' radio button for the concession card question is circled in yellow. The income field contains '\$89999' and is followed by the text 'The amount before tax or deductions'. At the bottom right, there are 'Back' and 'Next' buttons.

3.0

Enter your **name**, **email address** and **phone number**.

Apply for a home heating and cooling rebate

✓ Property details

✓ Eligibility

3 Personal details

4 Identity

5 Review

6 Done

Your details

We only use your details to assess your application and for the HHCU team to contact you if needed.

Personal details

Given name(s)

Family name

Email address

Mobile number

[Back](#) [Next](#)

4.0

Once you've entered your details you will need to confirm your identity.

To confirm your identity online you will need two identification documents – we've listed the types of identification documents we accept in the **'What You'll Need'** tab.

Make sure you have these ready when you begin your application.

Apply for a home heating and cooling rebate

Identity

You can verify your identity online by entering the details of 2 forms of ID.

You can use:

- Australian driver licence
- Medicare card
- Australian passport
- Australian birth certificate
- Australian citizenship certificate
- Foreign passport and a valid Australian visa
- ImmiCard

Make sure the names on both documents are the same.

If you don't have these handy now, please restart the application when you've got everything you need.

[Back](#) [Next](#)

→ Before you start → **What you'll need** → FAQ

4.1

Before we begin the identification verification process, you will be asked if you would like to save your identification details with Service Victoria. This will make any future applications you submit through Service Victoria easier.

If you click **'Yes'**, you can easily create a new Service Victoria account. You can still continue on with your application if you select **'No'**.

Saving to an account

Remember me

Make things quicker next time. Remember that you verified your identity with a Service Victoria account. If you don't have an account already, you'll need to create one.

Would you like us to remember you verified your identity today?

Yes

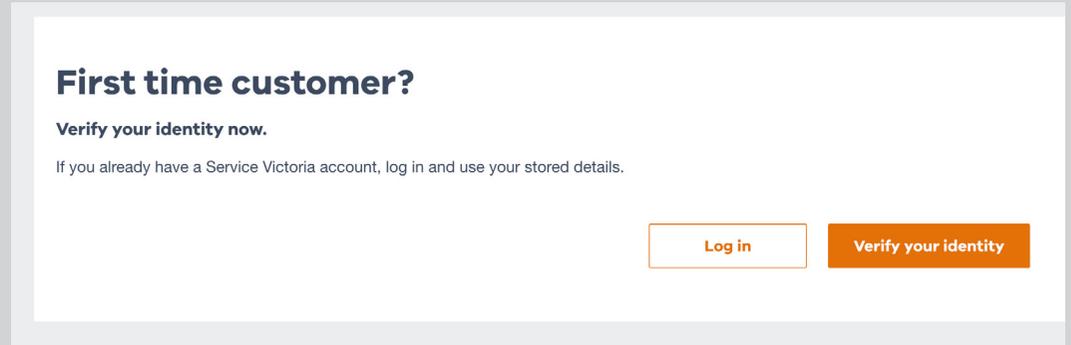
No

Next

4.2

If you already have a Service Victoria account, you can **'Log in'** with your details to speed up the identity process.

If not, click **'verify your identity'** to continue as a guest.



4.3

Select the **first form of ID** you will provide and click **'Next'**.

Enter the **required details**.

You have three attempts to enter these correctly.

Prove your identity

Choose your ID:

- Australian passport
- Australian driver licence
- Medicare card
- Australian birth certificate
- ImmiCard
- Foreign passport
- Australian citizenship certificate

Enter your details

Document type
Australian passport
(current or expired less than 3 years ago)

Passport number

All given names in full

Family name

Date of birth

I consent to have my Australian passport checked with the issuer or official record holder

4.4

Select your **second form of ID**. Again, you have three attempts to answer the details correctly.

If the identification details on your documents match you'll have successfully verified your identity.

The screenshot shows a web interface for identity verification. At the top, there is a header with the text "Prove your identity" in white on an orange background. Below this, a white box contains the heading "Choose your ID:" followed by a list of seven radio button options: "Australian passport", "Australian driver licence", "Medicare card", "Australian birth certificate", "ImmiCard", "Foreign passport", and "Australian citizenship certificate". At the bottom right of the white box, there are two buttons: "I don't have this" (a white button with an orange border) and "Next" (a solid orange button).

5.0

After you verify your details with Service Victoria, you'll be brought back to your Home Heating and Cooling Upgrades program application to **review the details**.

All the details you provided will be displayed for you to review and confirm. You can go back and edit any details that are incorrect.

Apply for a home heating and cooling rebate

Review

Check your details and edit any incorrect info before submitting your application.

Your property details —

Property address
150 Warrigal Rd MENTONE VIC 3194

Current heating in your main living area
gas space heater, fixed electric heater, reverse-cycle air conditioner more than 7 years old, wood heater, gas ducted heater servicing the main living area

[Edit](#)

Your eligibility —

You are:
an owner-occupier

Do you have a concession card?
Yes

Concession card type
Pensioner Concession Card

Enter your household taxable income
\$89000

[Edit](#)

Person applying —

Given name(s)
Solar

Family name
Vic

Email address
rahulchavan.delwp@gmail.com

Mobile number
0452041021

[Edit](#)

[Back](#) [Next](#)

5.1

Finally, **read the terms and conditions** of the program, Service Victoria's terms and conditions, and the **privacy policy**.

Tick the boxes to agree.

Once you've confirmed this, you're ready to **'Submit'** your application.

Apply for a home heating and cooling rebate

Consent and declaration

The following declarations must be made before submitting the application.

Home Heating and Cooling Upgrades Terms and Conditions

[Home Heating and Cooling Upgrades General Terms and Conditions](#)

[Home Heating and Cooling Upgrades Applicant Declaration](#)

I have read and agree to the Home Heating and Cooling Upgrades General Terms and Conditions and Applicant Declaration

I understand that I have selected gas space heater as the heating system currently installed in the main living area of the home and that it must be decommissioned to be eligible for this program. The new reverse-cycle air conditioner must be installed in the main living area.

I attest that I am the Applicant who is applying for a rebate under the HHCU program, or I am the authorised representative of the Applicant (e.g. trustee, director or beneficiary) applying for this rebate.

Service Victoria Terms and Privacy policy

[Service Victoria's Terms of Use](#)

[Service Victoria's Privacy and security policy](#)

I understand and agree to Service Victoria's Terms of Use and Privacy and security policy

Solar Victoria updates

(optional) I would like updates from Solar Victoria, including info about:

- my heating and cooling system, and
- other relevant programs

6.0

Once you submit, you'll receive an email from us confirming we received your application. Our team will contact you if we require additional information.

Please allow up to five business days to process your application.

Once the review is complete, we'll send you an email advising you of the outcome of your rebate application.

Apply for a home heating and cooling rebate

Submitted

Thank you for applying for a home heating and cooling rebate.

We just need to check a few more details. It may take up to 5 days to get back to you.

Your Service Victoria transaction reference number

SV-HCU-000-006-159

What's next?

- Someone from the team will assess your application and email you.
- If eligible, we'll send you a rebate token and info on how to find an approved supplier.
- Your supplier will inspect your old system and supply you with a quote before you can upgrade to your new system.

How was your experience?

Good Bad

The screenshot shows a progress bar on the left with six steps: Property details, Eligibility, Personal details, Identity, Review, and Done. The 'Done' step is highlighted in orange. The main content area has a green checkmark icon and the word 'Submitted' in bold. Below this, there is a thank you message, a note about a 5-day wait for details, a transaction reference number (SV-HCU-000-006-159), a 'What's next?' section with three bullet points, and a 'How was your experience?' section with 'Good' and 'Bad' feedback buttons.

For more information visit
heatingupgrades.vic.gov.au

