

# Heat Pump Sales Training

ESS IHEAB F16, F17, HEER D17-21, VEU Activity 1D, VEU Activity 44

Revision 1

In order to become an Authorised Representative to operate under the NSW Energy Savings Scheme with Northmore Gordon please complete this training, initial each page, sign your declaration at the end.

For any queries, you can contact:

- Northmore Gordon on [certificates@northmoregordon.com](mailto:certificates@northmoregordon.com) | 1300 878 500

## Contents

Code of Conduct Requirements .....	2
Lead Generation .....	2
Contracting with Consumers.....	3
General Heat Pump Considerations .....	4
Common Variations.....	5
Program Eligibility.....	5
Building types .....	5
Business Site.....	6
Existing System.....	6
When to Use F16 vs F17.....	6
Tricky Cases.....	7
Missing Labels.....	7
Solar Hot Water Systems.....	8
Heat Pump Hot Water Systems.....	9
Heavy Duty Systems .....	9
Small Systems .....	9
Training Acknowledgement .....	10
Key Concepts.....	10

## Code of Conduct Requirements

### Lead Generation

#### Wearing identification

You must wear an identification tag whenever you're generating leads or marketing the ESS or VEU program in person (e.g., when 'doorknocking' or interacting with consumers in any capacity). This identification must display:

- your photograph
- your full name
- your contact details.
- your ABN (if you are an accredited person).

If you're a scheme participant, you must also include: the name, trading name and ABN of the accredited person on whose behalf you're acting.

#### High-pressure tactics

In line with your existing obligations under Australian Consumer Law, you must not engage in high-pressure tactics when generating leads for or marketing. This includes:

- pressuring, bullying, or manipulating consumers
- acting aggressively
- asking intrusive or unreasonable questions
- contacting a number on the 'Do Not Call Register', or a consumer who has requested no further contact from you.

#### Provision of information to consumers

It is important that consumers are fully informed as part of their engagement with you and the ESS or VEU program. This starts with lead generation and marketing. You are obligated to give consumers specific information about the:

- program
- upgrade you are proposing for them
- any other information they may need to make an informed decision about undertaking the upgrade.

#### Information on the ESS and VEU programs

You must ensure you only give consumers clear and accurate information about the program, and take reasonable steps to ensure they know:

- you do not work for the Victorian Government
- the upgrade and any products supplied are not provided by, or on behalf of, the State Government
- their participation in the program is voluntary.

You must give consumers a clear explanation of the program, in plain English, without technical information or industry-specific language they may not understand. You must also:

- inform consumers that a code of conduct exists, and give them a copy of it if they ask for it
- give consumers dispute resolution information related to the upgrade
- offer consumers a copy of the scheme consumer factsheet.

Importantly, when you conduct any lead generation or marketing activities, you must provide any consumer you contact with the name of the accredited person who will be creating certificates for the proposed upgrade. If you do not provide this information, then you have not complied with the code and accredited persons will not be able to create certificates for those upgrades.

You must also ensure you give consumers clear and accurate information about the upgrade, including:

- how to use the new product or service you are supplying
- the performance of the product or service you are supplying
- the suitability of this product or service to them
- any recommendations and requirements related to the new product or service
- the warranty that applies to the product or service (if any)
- the decommissioning procedures that apply to any products that are replaced as part of the upgrade.

### General obligations

- If you give a consumer estimated prices for an upgrade (rather than an actual quote) you must make sure the consumer understands those prices are not a final quote.
- You must leave a residential premises immediately if you are asked to do so or if, at any point, you establish that no one 18 years of age or older is present.
- You must also ensure you do not conduct lead generation or marketing activities at a premises that displays signs which say 'no canvassing', 'no doorknocking' or similar

## Contracting with Consumers

### Terms and conditions

Consumers must be given clear and accurate information about the terms and conditions of the contract they're entering into for the upgrade. Contracts with consumers must include:

- standard fees and charges (such as installation fees, labour costs, etc.)
- payments terms
- what will happen in the event the consumer does not adhere to payment terms

- what – if any – cooling-off periods apply – information on cooling-off periods must be given in a way that is consistent with the requirements of Australian Consumer Law (Victoria).

### Consumers' consent

You must ensure consumers have been informed of and understand what will happen as a result of agreeing to the upgrade. This includes what may happen once the upgrade is complete. Consumers must understand this before you enter a contract with them. You must also ensure they consent to the activity and document this consent.

That is, the contract must include information on the activities taking place as part of the upgrade and capture the consumer's consent to these activities (e.g. in the form of a signature)

### Scheduling an upgrade

The contract with consumers must include information on the scheduling of the upgrade. It must set out when all installations, replacements or decommissioning activities will take place and be completed by.

### Information about who will undertake the upgrade

Consumers must know who will be involved in the upgrade. This includes people only responsible for part of an upgrade. For example, if one of your employees decommissions a product and another installs a replacement as part of an upgrade, the consumer must have the contact information below for both employees.

For each person involved in an upgrade, this information must include the person's:

- full name
- business telephone number
- business email address.

For all scheme participants involved in the upgrade, the name of the accredited person they are acting on behalf of must also be given to consumers.

### General obligations

- These obligations apply whether your contract with consumers is written or verbal. Accredited persons must collect evidence to demonstrate compliance with these obligations.
- Accredited persons must be able to provide the commission with this evidence, if required. This may mean accredited persons collecting it from scheme participants who contract with consumers

## General Heat Pump Considerations

- How many litres of hot water do you use per day?

- What temperature do you need hot water at?
- Is hot water used continuously or only at certain times of day? How long between uses and will the system be able to recover at a fast enough rate?
- Heat pumps must be installed with adequate air flow, do you have footprint for this?
- Is noise a concern? Heat Pumps have compressor unit with similar noise to an air conditioner
- Do you regularly have outside temperatures below 0°C?
- Does the system come with an electric boost?

### Common Variations

The following are commonly found on site and may require additional work and charges. The customer should be made aware of these before agreeing to the upgrade.

- System relocations – out from under a sink, move to outside, move from mezzanine / ceiling to ground level. These will require additional plumbing and wiring  
**Tip:** mark up a site plan or emergency exit map with the new and old locations for the installation team
- Switchboard upgrades / additional circuit. The switchboard may need to be upgraded (e.g. adding RDCs) or additional cables may need to be run.  
**Tip:** take a photo of the switch board so that the electrician can assess its suitability for a heat pump

### Program Eligibility

For business and non-residential sites in Victoria is the site a Scheduled Activity Premises (SAP), if yes, the site may not be eligible, contact NG for more information. Check the SAP register: <https://www.veu-registry.vic.gov.au/Public/SAPList.aspx>

Check the products you want to install are approved on the ESS and VEU product registers respectively:

NSW: [https://tessa.energysustainabilityschemes.nsw.gov.au/ipart?id=accepted\\_products](https://tessa.energysustainabilityschemes.nsw.gov.au/ipart?id=accepted_products)

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

### Building types

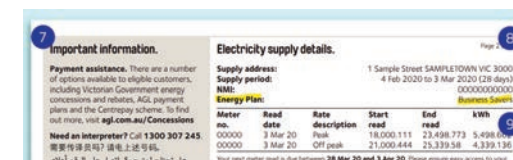
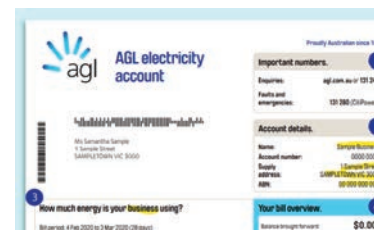
Building BCA Classification	ESS Eligible	VEU Eligible
Class 1 – House	Residential Only	Residential Only
Class 2 – Apartment	Residential Only	Residential Only
Class 3 – Hotel/motel, etc	Residential & Commercial	Residential Only
Class 4 – Care takers residence	Residential Only	Residential Only
Class 5 – Office Buildings	Commercial	Commercial
Class 6 – Retail	Commercial	Commercial
Class 7 – Warehouses & Carparks	Commercial	Commercial

Class 8 – Factories	Commercial	Commercial
Class 9A – Hospitals	Commercial	Commercial
Class 9B – Assembly buildings	Commercial	Commercial
Class 9C – Aged Care	Commercial	Commercial

### Business Site

To determine if the site is a business premises, collect a recent electricity bill, this will show:

- Business name & ABN
- Site address (connected to the electricity grid)
- Whether it is on a business or residential electricity plan.



### Existing System

The existing hot water system need to be connected to water supply and hot water plumbing, and to electricity (electric replacement) or gas (gas replacement) in order to be eligible.

**Note:** the existing system does not need to be in working order, i.e. replacement due to failure of the system is eligible for incentives.



### When to Use F16 vs F17

F16: for replacing capacity

F17: for new capacity

- Each unit can only be for F16 or F17 – you can't spit a unit capacity across each method
- Lessor of the new or existing capacity can

Figure 2 Examples of how activity definitions would apply in different scenarios



### Solar Hot Water Systems

Look out for upgrades that include the following, special attention is required and they may not be eligible for an upgrade.

Look for:

1. Reticulation pump
2. Additional piping to roof (in addition to the cold in / hot out)
3. Boost element half way up the tank
4. Any mention of "Solar" on the tank or label
5. Common brands: EcoSmart, Solahart, Apricus



Upgrading Solar Hot Water Systems is NOT ELIGIBLE

### Tricky Cases

#### Missing Labels

In order to claim the commercial incentives (IHEAB F16 / VEU44), we need to be able to see the type and heating capacity of the old unit. This information may be partially visible on a worn label, however if it is missing the claim will **not be eligible** as we are unable to verify the baseline power consumption



In Victoria the age of the unit is also required to verify that it is older than 10 years:

## Heat Pump Hot Water Systems

Look for:

- Fans or ventilation holes
- Any mention of “heat pump” or “refrigerant” on the tank or label
- Boost element half way up the tank
- Common brands: Quantum, Midea, Chromogen, Eco Alliance, Stiebel Eltron, Bosch

Upgrading Heat Pump Hot Water Systems is **NOT ELIGIBLE**



## Heavy Duty Systems

- Typically 300 – 400L tank
- 3 – 6 heating elements in the tank (compared to 1-2 in a residential systems)
- 10 – 36 kW in heating capacity
- Recovery / Reheat of 185 – 620L per hour (50°C rise)

Consider if the proposed upgrade can meet the volume of hot water required



## Small Systems

- Typically 25L to 80L in capacity
- If upgrading to a larger tank, the fit for purpose and energy savings will need to be considered
- **Relocation of the system will usually be required**
- Also, in some cases are located on ceiling or mezzanine, in these cases the tank should be relocated to ground level



## Training Acknowledgement

This document outlines the installers requirements and provides the training requirements for installers performing ESS D17-21, F16-F17, VEU Schedule 1 and 44 Water Heating Activities. Including, the installation of Heat Pump Water Heating, solar water heaters, and commercial & industrial heat pumps.

## Key Concepts

- the NSW Energy Savings Scheme (**ESS**) is a voluntary program to provide a financial incentive for households and businesses to reduce Energy Consumption in NSW. The program is regulated by the Independent Pricing and Regulatory Tribunal (**IPART**).
- the Victorian Energy Upgrades Program (**VEU**, formally known as the VEET program) is a voluntary program to provide a financial incentive for households and businesses to reduce Green House Gas Emissions in Victoria. The program is regulated by the Essential Services Commission (**ESC**).
- the **ESS** and **VEU** places an obligation on the Energy Retailers (e.g. AGL, Origin, Energy Australia, etc) to acquire “Certificates” and that this provides the incentive funding for the upgrade. It is not a government paid rebate.
- in order for Northmore Gordon to create the Certificates on behalf of the customer, we must be nominated / assigned the rights to do so. In NSW this must occur **BEFORE** the installation occurs, in VIC this occurs **after** the installation.
- the Accredited Provider / Accredited Certificate Provider is **Northmore Gordon Environmental Pty Ltd** You will need to identify the AP/ACP when performing the installation.
- all installations under the ESS and VEU are subject to independent audit from the regulators.
- You are accessing up to 3 incentives by installing these systems:
  1. VEECs through the VEU or ESCs through the ESS for replacing an electric resistance system with a heat pump or solar system
  2. PRCs through the NSW Peak Demand Reduction Scheme (PDRS)
  3. STCs through the Renewable Energy Target (RET) for installing a Heat Pump or Solar System

## Installer Training

In order to become an Authorised Representative to operate under the Victorian Energy Upgrades/ NSW Energy Savings Scheme with Northmore Gordon please complete this training, **initial each page, sign your declaration at the end, AND supply copies/photo of your**

- 1. Licence(s)**
- 2. Insurances and a**
- 3. selfie photo**

For any queries, you can contact

Northmore Gordon on [certificates@northmoregordon.com](mailto:certificates@northmoregordon.com) 1300 878 500

Thank you

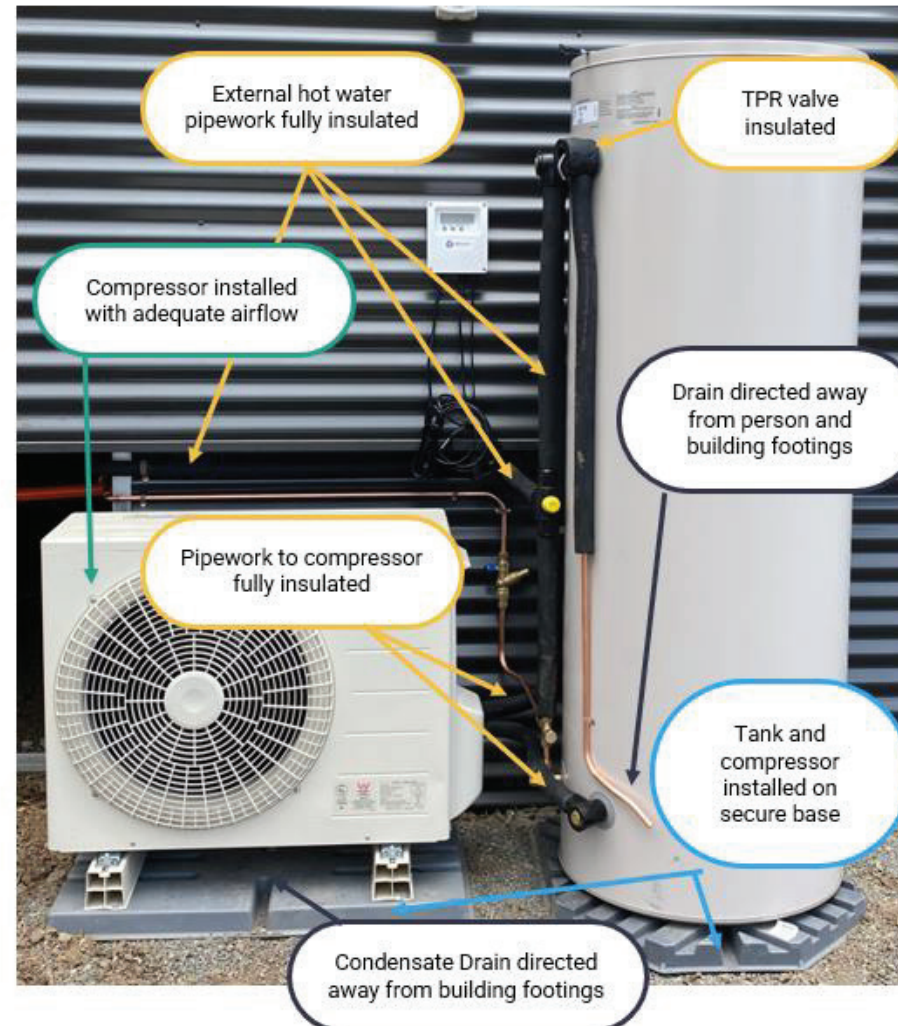
## Contents

1	Hot Water Systems Installation Best Practises A reminder to all installers on the installation requirements for hot water systems .....	3
2	Best Practice Installation REMINDERS.....	5
3	Recommended Steps in the Installation Process .....	7
4	Check your Photos.....	8
4.1	Exterior of Building.....	8
4.2	Existing Unit Prior to removal.....	9
4.3	Existing Unit Compliance Plate.....	10
4.4	Method of Decommissioning .....	11
4.5	New Unit Compliance Plate.....	14
4.6	New Unit inplace .....	15
4.7	Selfie With the System installed.....	16
4.8	Guidelines for Photos .....	16
5	Check your Documents.....	18
5.1	Certificate of Electrical Safety .....	18
5.2	Plumbing Compliance Certificate .....	18
5.3	Recycling Certificates (ONLY if no photo provided) .....	19
5.4	Invoice To Customer.....	19
6	Water Heating Training Acknowledgement .....	20
	<b>Key Concepts (VEU):</b> .....	20
	<b>Key Concepts (ESS):</b> .....	21
	<b>Acknowledgement (VEU)</b> .....	22
	<b>Acknowledgement (ESS)</b> .....	23

# 1 Hot Water Systems Installation Best Practises

A reminder to all installers on the installation requirements for hot water systems

## Split System





### All in One System



## 2 Best Practice Installation REMINDERS

- Install tank to a base / stable footing and in a structurally stable, protected location
- Bolt down Compressor to anti vibration pad / fix securely by bracket
- Lag all hot water piping exposed (inc into the building where required)
- Ensure correct location of pressure relief valve + drain ( not onto the person , not where drainage might damage personal property)
- Ensure tank upright and straight
- Check model has adequate airflow around unit
- Consider noise implications
- Make control panel accessible
- Manage electrical circuit requirement/ RCD circuit, cables + conduits
- Check refrigeration licence requirement ( restricted + unrestricted by product)

*Water Heating Evidence Guide ESS D17,D19, F16,17, NSW*

Minimum Required Records	F16/WH1	F17		D17/D19
<b>NOTE: Type of site must be non-residential (class 3,5,6,7,8,9, and common areas Class 2 building)</b>	Replace	New Install	<b>NOTE: Type of site must residential (Class1,2,or 4) or small business site (as defined by sites electricity consumption being under 100MWh/year)</b>	Replace Electric or Gas
<b>Product Approved</b> – new EUE must appear on IPARTS List of <a href="#">Accepted Products</a> for activity definition F16/F17.	✔	✔	<b>Product Approved</b> – new EUE must appear on IPARTS List of <a href="#">Accepted Products</a> for activity definition D17/D19	✔
<b>Customer engagement</b> – the installer must supply the Energie Group Information Pack* to the purchaser and arrange nomination of Energie Group as Energy Saver and Capacity Holder prior to implementation using the Energie Group Nomination + Terms.	✔	✔	<b>Customer engagement</b> – the installer must supply the Energie Group Information Pack* to the purchaser and arrange nomination of Energie Group as Energy Saver prior to implementation using the Energie Group Nomination + Terms.	✔
<b>Electricity Bill /ABN</b> – clear photo of electricity bill, showing site address and electricity consumption. Also confirms connected address of site belongs to Electricity Network in NSW and determines BCA Climate Zone. If ABN not on bill, then also provide ASIC search, receipt or invoice confirming ABN + address.	✔	✔	<b>Electricity Bill /ABN</b> – clear photo of electricity bill, showing site address and electricity consumption. If SMB and ABN not on bill, then also provide ASIC search, receipt or invoice confirming ABN + address.	✔
<b>Pre Site Assessment</b> – IHEAB Site Assessment signed by installer prior to implementation	✔	✔	<b>Pre Site Assessment</b> – HEER Site Assessor Declaration signed by installer prior to implementation	✔
<b>Photos - all geo tagged and date stamped.</b> Before implementation: 1. exterior of <u>building</u> / business signage 2. existing EUE, <u>before removal</u> in situ 3. existing EUE, <u>compliance plate</u> showing make, model, nameplate heating capacity(kW)** 4. prospective <u>location of new</u> EUE before installation After implementation: 5. <u>installed</u> new EUE in situ 6. installed EUE, <u>compliance plate</u> showing make, model, nameplate heating capacity(kW) 7. existing EUE <u>permanently disabled</u> 8. photo of installer(s) on site (selfie)	✔ ✔ ✔ n/a ✔ ✔ ✔ ✔ ✔	✔ n/a n/a ✔ ✔ ✔ n/a ✔	<b>Photos - all geo tagged and date stamped.</b> Before implementation: 1. exterior of <u>building</u> / business signage 2. existing EUE, <u>before removal</u> in situ showing electric resistance or gas storage 3. existing EUE, <u>compliance plate</u> showing make, model number** After implementation: 4. <u>installed</u> new EUE in situ 5. installed EUE, <u>compliance plate</u> showing make, model, nameplate heating capacity(kW) 6. existing EUE <u>permanently disabled</u> (eg hole in tank, next to nameplate) 7. photo of installer(s) on site (selfie)	✔ ✔ ✔ ✔ ✔ ✔ ✔
<b>Post Implementation</b> - IHEAB Installer Declaration signed by installer after the implementation	✔	✔	<b>Post Implementation</b> - HEER Post Implementation Declaration signed by installer after the implementation	✔
<b>Tax Invoice</b> - purchaser business name, ABN, install address, date of install, EUE make/model. NB there is no minimum co-payment under IHEAB, therefore evidence of payment not needed.	✔	✔	<b>Tax Invoice</b> - purchaser (business name, ABN), install address, date of install, EUE make/model. In addition, evidence that payment has been received for at least \$30 (ex GST) to cover the minimum co-payment ; eg Sales ledger	✔
<b>Decommissioning</b> – itemised disposal or recycling certificate OR photo evidence existing EUE has been rendered permanently unusable /decommissioned	✔	n/a	<b>Decommissioning</b> – itemised disposal or recycling certificate OR photo evidence (as above) of existing EUE rendered permanently unusable /decommissioned	✔
<b>Installation Compliance</b> - signed, completed and dated CCEW for electrical work, CoC for plumbing/gas-fitting work or Commissioning report signed by the party responsible for commissioning the work.	✔	✔	<b>Installation Compliance</b> - signed, completed and dated CCEW for electrical work, CoC for plumbing/gas-fitting work or Commissioning report signed by the party responsible for commissioning the work.	✔

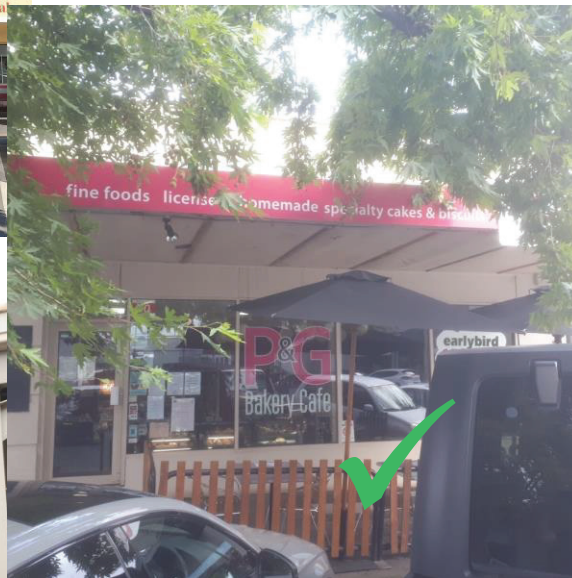
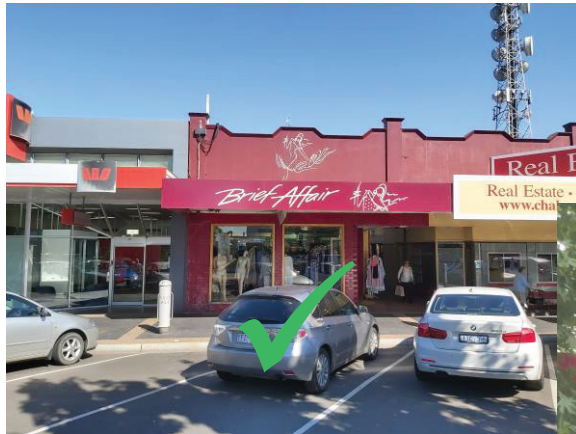
## Water Heating Evidence Guide

### 3 Recommended Steps in the Installation Process

1. Show your licence to the customer before starting work.
2. Take a photo of the front of the building – showing the **business signage** or **street address**
3. Check that the existing system is **not** a solar or heat pump hot water system
4. Write the Unit number / address on the tank below the compliance plate with a permanent marker.
5. Take a photo of the whole system, showing the surrounds, including the electrical connection point, and plumbing connections to the tank, **BEFORE** any work is started on site
6. Take a close up photo of the compliance plate so that all the markings can be read, including the unit number and address that has been written on.
7. Disconnect the unit – Plumber and Electrician.
8. **Electrician to decommission the unit** by drilling a hole into the tank, ensure that you have drilled all the way through the out casing and into the tank. Drill the hole below the compliance plate so that it can be seen with the address that you have written on.
9. Take of photo of the tank with a hole in it.  
**Tip:** insert a screw driver into the hole to show that it is all the way through.
10. **Plumber to Install** the new heat pump hot water system.
11. Take photos of the new system installed so that we can see all the components and the surrounds.
12. Take close up photos of the tank compliance plate, showing the make, model, and serial number.
13. Take close up photos of the heat pump compliance plate, showing the make, model, and serial number (if separate).
14. Plumber to take a Selfie with the installed system
15. **Plumber to sign** the installer declaration on the assignment form.
16. Ask the customer to sign the declaration on the assignment form.
17. Complete the VBA plumbing certificate and the Certificate of Electrical Safety and give a copy to the customer.
18. Remove the old unit from site and take to a metal recycler and get a recycling invoice or docket itemising how many units were dropped off.
19. Invoice the customer for the installation.

## 4 Check your Photos

### 4.1 Exterior of Building



## 4.2 Existing Unit Prior to removal



1 Shows where the old unit was installed – external or internal



2 Old unit number written on the tank

### 4.3 Existing Unit Compliance Plate



2 Shows brand, model, and serial number



3 Shows type of old unit, weathered is OK

**Note:** for ESS F16-F17 and VEU 44, if the existing compliance plate is worn off the unit may not be eligible if we are not able to determine the kW heating capacity of the unit and age (VEU only)

#### 4.4 Method of Decommissioning

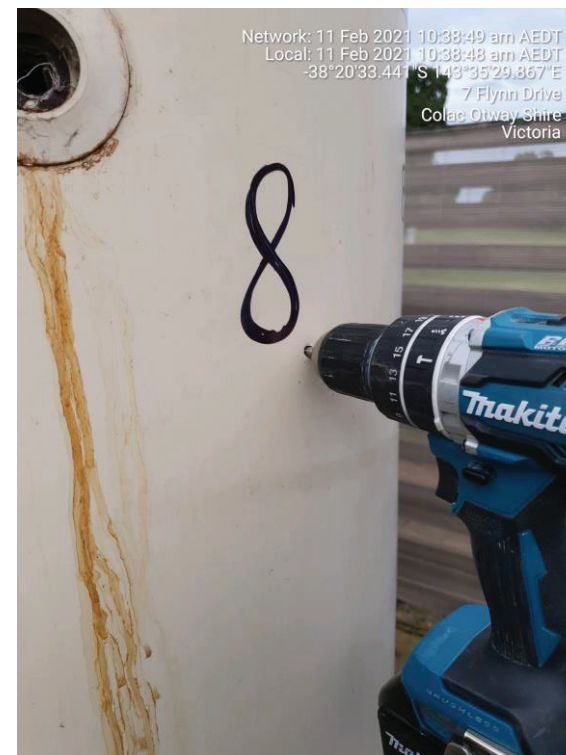


4 Clearly shows hole drilled in tank and element removed



5 Clearly shows hole drilled in tank, element still in place





6 Clearly shows hole drilled in tank and the unit number recorded on the unit

**TIP:** Insert a screwdriver into the hole to show that it is through the outer casing and into the tank

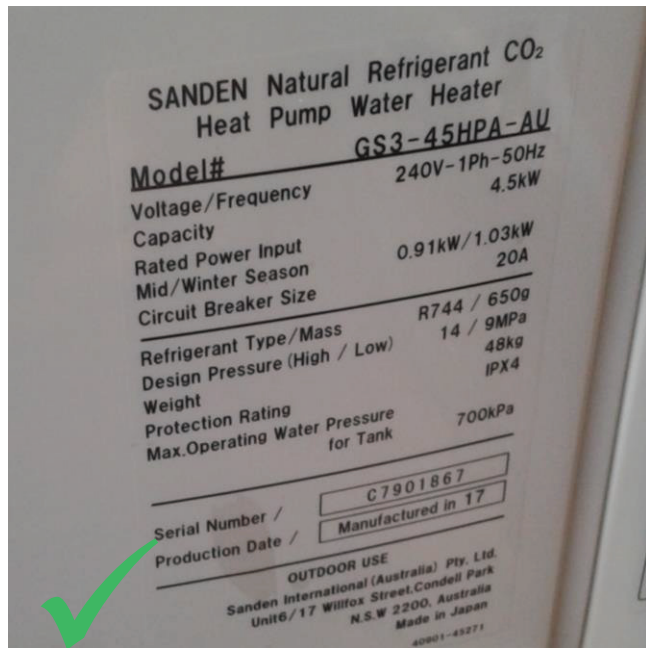


7 Can NOT see method of decommissioning

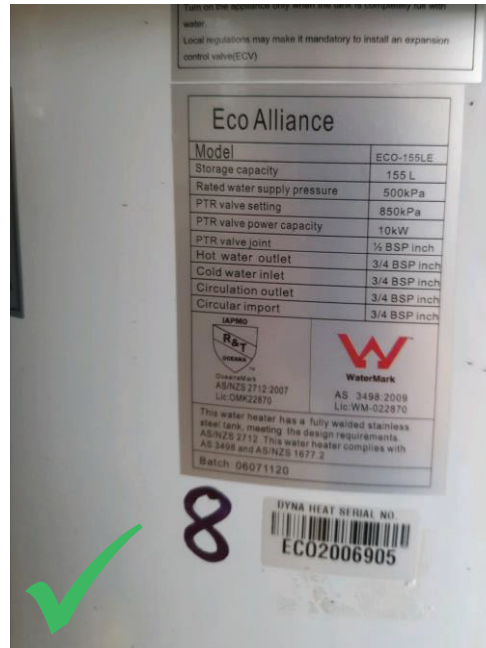


8 No hole in tank, element is intact

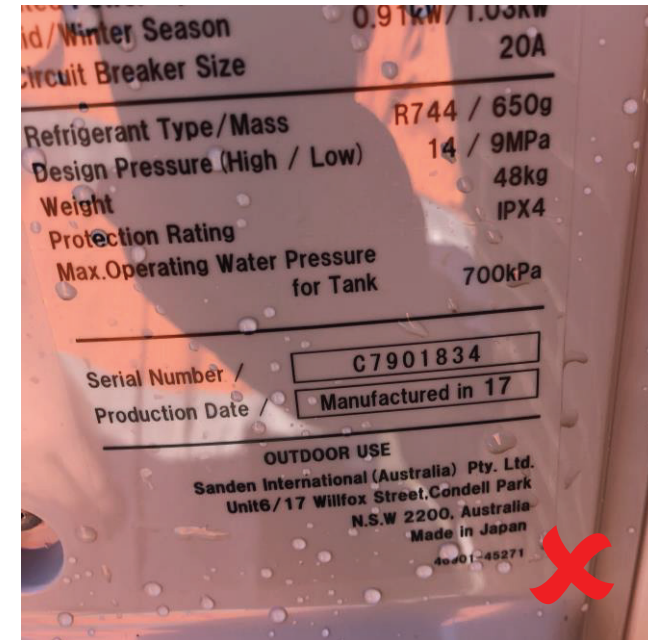
## 4.5 New Unit Compliance Plate



6 Shows make, model and serial number



7 Show make model, serial number and unit number written on



8. Does NOT show make or model

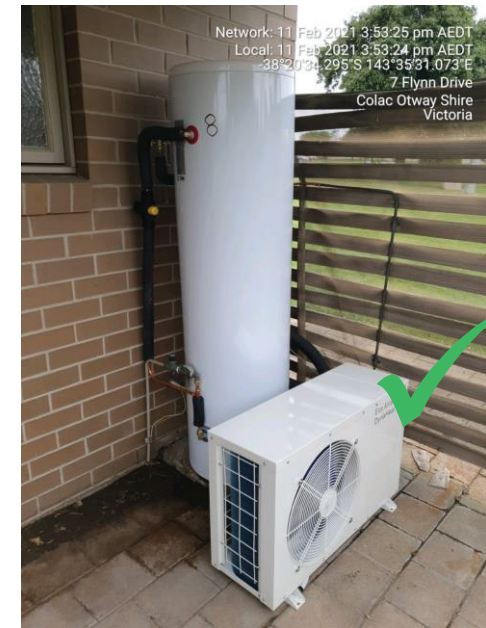
#### 4.6 New Unit inplace



8 Shows Capacity, model, and serial number



11 Shows full system installed



#### 4.7 Selfie With the System installed



#### 4.8 Guidelines for Photos

Photos must be taken on site and be:

- Clear and in focus
- Include any relevant markings
- include a date stamp showing the date the photographs were taken; and
- include the GPS derived latitude and longitude coordinates (i.e. geotagged). This should be stored in the metadata and generated automatically by the device used to take the geo-tagged photographs

**Note:** emailing or messaging a photo from a phone may strip the geotags, **we recommend taking the photos from inside the application** to avoid geotagging problems

## 5 Check your Documents

### 5.1 Certificate of Electrical Safety



NSW Fair Trading \*Serial No: [ ]

**Online Certificate Compliance Electrical Work (CCEW)**  
Any field marked with an \* is mandatory

**INSTALLATION ADDRESS**

Property Name: [ ]

Street: [ ] Unit: [ ] \*Street Number: [ ] S/C: [ ] Loc/Room: [ ]

\*Street Name: [ ] Nearest Cross Street: [ ]

\*Suburb: [ ] \*State: [ ] \*Post Code: [ ]

R1/R2/R3/Pole No.: [ ] Meter No.: [ ] Meters: [ ] AEM: [ ] Metering Provider ID: [ ]

**CUSTOMER DETAILS**  Please tick if Customer Address is same as Installation Details

\*First Name: [ ] \*Last Name: [ ]

Company Name: [ ]

Name: [ ] Unit: [ ] \*Street Number: [ ] S/C: [ ] Loc/Room: [ ]

\*Street Name: [ ] Nearest Cross Street: [ ]

\*Suburb: [ ] \*State: [ ] \*Post Code: [ ]

Street: [ ] Office No.: [ ] Mobile No.: [ ]

**INSTALLATION DETAILS**

\*Type of Installation: Residential  Commercial  Industrial  Rural  Mixed Residential

\*Work carried out: New Work  Installed Work  Alteration to Existing

Additional/alteration to existing:  Install Advanced Meter

An inspection of non-compliant work:  Non-Compliance No.: [ ]

Special Conditions: Over 100 amps  Hazardous Area  Off Grid Installation   
High Voltage  Unearthed Supply  Secondary Power Supply

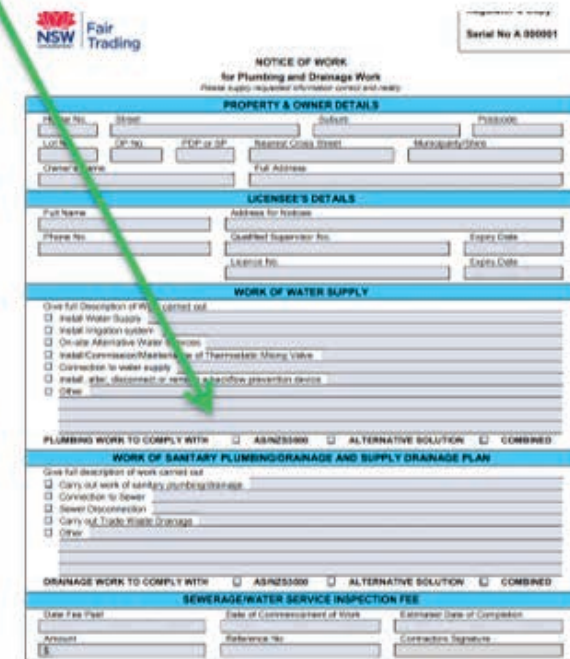
Note: the CoES / CoC **MUST** specify in the description of works:

- Type of the old unit, e.g. 250L electric resistive water heater
- Make and model of the old unit
- Method of decommissioning, e.g. heating element removed or unrepairable hole in tank.
- Make and model of the new unit.
- Method of disposal of old unit

For Example:

Replaced **electric resistance hot water system (old system make and model)** with **(New system make and model)**. Tested and commissioned to correct operation. **Old unit was rendered inoperable with a hole drilled into the tank.**

### 5.2 Plumbing Compliance Certificate



NSW Fair Trading Serial No A 990001

**NOTICE OF WORK for Plumbing and Drainage Work**  
Please supply inspection officer contact and details

**PROPERTY & OWNER DETAILS**

Title No.: [ ] Street: [ ] Suburb: [ ] Postcode: [ ]

Lot: [ ] DP No.: [ ] PDP or DP: [ ] Nearest Cross Street: [ ] Municipality/State: [ ]

Owner Name: [ ] Full Address: [ ]

**LICENSEE'S DETAILS**

Full Name: [ ] Address for Notices: [ ]

Phone No.: [ ] Qualified Supervisor No.: [ ] Expiry Date: [ ]

License No.: [ ] Expiry Date: [ ]

**WORK OF WATER SUPPLY**

Give full description of work carried out:

Install Water Supply

Install Irrigation system

On-site Alternative Water Systems

Install Commission/alteration of Thermostatic Mixing Valve

Connection to water supply

Install, alter, decommission or remove backflow prevention device

Other: [ ]

PLUMBING WORK TO COMPLY WITH:  AS/NZS1900  ALTERNATIVE SOLUTION  COMBINED

**WORK OF SANITARY PLUMBING/DRAINAGE AND SUPPLY DRAINAGE PLAN**

Give full description of work carried out:

Carry out work of sanitary plumbing/drainage

Connection to Sewer

Sewer Disconnection

Carry out Trade Waste Drainage

Other: [ ]

DRAINAGE WORK TO COMPLY WITH:  AS/NZS1500  ALTERNATIVE SOLUTION  COMBINED

**SEWERAGE/WATER SERVICE INSPECTION FEE**


User Fee Paid: [ ] Date of Commencement of Work: [ ] Estimated Date of Completion: [ ]

Amount: [ ] Reference No.: [ ] Contractor Signature: [ ]

1. This is your notification that you, as the Responsible Person, intend to carry out the work described on this NOTICE OF WORK, in accordance with provisions of the Regulation Act, Regulations, Codes and Standards.
2. This NOTICE TO WORK must be produced on the request of any person duly authorized by the REGULATOR.
3. The corresponding numbered CERTIFICATE OF COMPLIANCE must be submitted by you to the Local Regulator on the completion of a FINAL INSPECTION on the above work.

## 5 Check your Documents

### 5.1 Certificate of Electrical Safety



**CERTIFICATE OF ELECTRICAL SAFETY for Non-Prescribed Electrical Installation Work**  
22122H BUILDING ACT 1993

**CERTIFICATE OF COMPLIANCE**

1. Responsible Person (as defined in the Victorian Building Act 2018)

2. Licensed Electrical Installation Worker (as defined in the Victorian Building Act 2018)

3. Details of Electrical Installation

4. Electrical Work Description

5. Description of work undertaken (as defined in the Victorian Building Act 2018)

**DISCONNECT EXISTING ELECTRIC HOT WATER SERVICE AND INSTALL ISOLATION ON CIRCUIT**

- Electric resistive hot water service decommissioned by drilling an un-repairable hole in tank, removed from site, and recycled.
- Install new Sanden GAUS-250EQTB heat pump hot water service.

energy safe VICTORIA

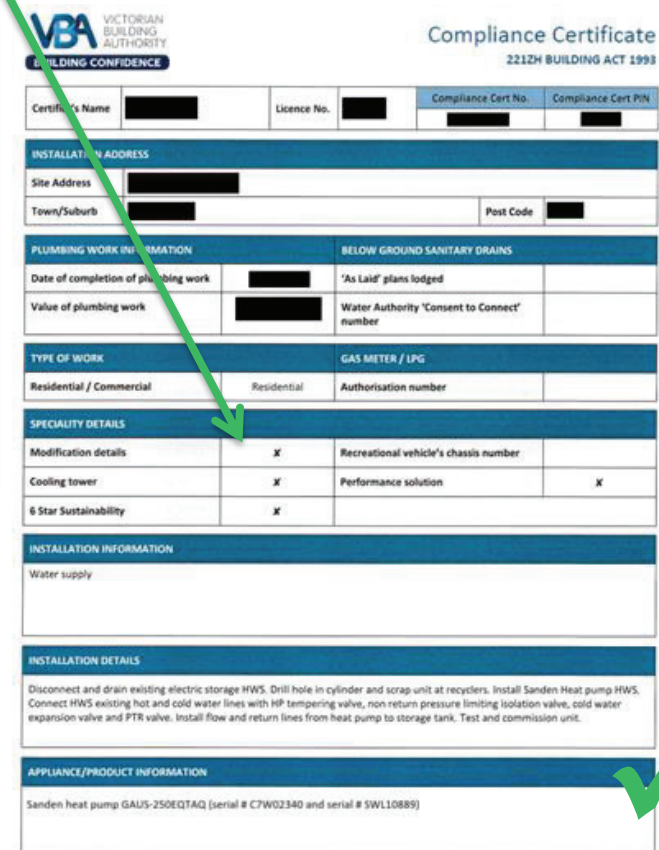
Note: the CoES / CoC **MUST** specify in the description of works:

- Type of the old unit, e.g. 250L electric resistive water heater
- Make and model of the old unit
- Method of decommissioning, e.g. heating element removed or unrepairable hole in tank.
- Make and model of the new unit.
- Method of disposal of old unit

For Example:

Replaced **electric resistance hot water system (old system make and model)** with **(New system make and model)**. Tested and commissioned to correct operation. **Old unit was rendered inoperable with a hole drilled into the tank.**

### 5.2 Plumbing Compliance Certificate



**VBA VICTORIAN BUILDING AUTHORITY**  
22122H BUILDING ACT 1993

**Compliance Certificate**

Certificate Name [redacted] Licence No. [redacted] Compliance Cert No. [redacted] Compliance Cert PIN [redacted]

**INSTALLATION ADDRESS**

Site Address [redacted]  
 Town/Suburb [redacted] Post Code [redacted]

**PLUMBING WORK INFORMATION**

Date of completion of plumbing work [redacted]  
 Value of plumbing work [redacted]

**BELOW GROUND SANITARY DRAINS**

'As Laid' plans lodged  
 Water Authority 'Consent to Connect' number

**TYPE OF WORK**

Residential / Commercial Residential Gas Meter / LPG  
 Authorisation number

**SPECIALITY DETAILS**

Modification details [redacted] X Recreational vehicle's chassis number  
 Cooling tower [redacted] X Performance solution X  
 6 Star Sustainability [redacted] X

**INSTALLATION INFORMATION**

Water supply

**INSTALLATION DETAILS**

Disconnect and drain existing electric storage HWS. Drill hole in cylinder and scrap unit at recyclers. Install Sanden Heat pump HWS. Connect HWS existing hot and cold water lines with HP tempering valve, non return pressure limiting Isolation valve, cold water expansion valve and PTR valve. Install flow and return lines from heat pump to storage tank. Test and commission unit.

**APPLIANCE/PRODUCT INFORMATION**

Sanden heat pump GAUS-250EQTAQ (serial # C7W02340 and serial # SWL10889)

### 5.3 Recycling Certificates (ONLY if no photo provided)

#### J.K. Recycling Pty Ltd

Scrap Metal Mechants  
ACN: 115 044 294 ABN: 57 115 044 294

360 Huntingdale Rd  
South Oakleigh, Vic 3167  
p: (03) 9543 4751  
f: (03) 9543 1666



Date: [REDACTED]

To: [REDACTED]

#### Destruction notice

26 hot water units weighing a total of 1.86 Tones we received today and have been crushed and destroyed at JK Recycling yard.

Regards,



JK Recycling Pty Ltd

Shows quantity and /or weight of units recycled and date of recycling



### 5.4 Invoice To Customer

TAX INVOICE				
<b>Joe Customer</b>	<b>Invoice Date</b>	ACME Electrical Co		
<b>22 Customer St</b>	12 Jun 2021	123 Sparky Blv		
<b>Melbourne VIC 300</b>	<b>Invoice Number</b>	Melbourn VIC 3000		
<b>ABN: 12 000 000 000</b>	INV-0001	Ph 1300 000 000		
	<b>Reference</b>	Hot water		
	<b>ABN</b>	12 345 678 901		
Description	Quantity	Unit Price	GST	Amount AUD
Supply and Install a 315ltr Co2 Heat pump (Reclaim REHP-CO2-315Gt), Includes removal of old Electric hot water system	1.00	4,800.00	10%	4,800.00
STC Incentive (Residential)	32.00	(35.00)	10%	(1,120.00)
Veec Rebates	33.00	(30.00)	10%	(990.00)
Removal of old System and pipe work re- directed.	1.00	200.00	10%	200.00
				2,890.00
				289.00
				3,179.00
				3,179.00
				0.00

#### Must show:

1. Name of the customer
2. Installation Address
3. ABN if a business customer
4. Make, model, and quantity of all units installed
5. VEEC Value given to the customer (shown as a discount)
6. STC Value give to the customer (shown as a discount)
7. Value of any other incentive payments (shown as a discount)





## 6 Water Heating Training Acknowledgement

### Key Concepts (VEU):

- the Victoria Energy Upgrades (VEU) is a voluntary program to provide a financial incentive for households and businesses to reduce Energy Consumption in VIC. The program is regulated by the Essential Services Commission (**ESC**).
- the **VEU** places an obligation on the Energy Retailers (e.g. AGL, Origin, Energy Australia, etc) to acquire “Certificates” and that this provides the incentive funding for the upgrade. It is not a government paid rebate.
- in order for Northmore Gordon to create the Certificates on behalf of the customer, we must be assigned the rights to do so. In Victoria this must occur **AFTER** the installation occurs.
- the Accredited Provider is **Northmore Gordon Environmental Pty Ltd**. You will need to identify us as the AP when performing the installation.
- all installations under the VEU are subject to audit from the ESC.
- You are accessing up to 2 incentives by installing these systems:
  - a. STCs through the Renewable Energy Target (RET) for installing a Heat Pump
  - b. VEECS through the VEU for replacing an electric resistance system with a heat pump or solar system

## Key Concepts (ESS):

- the NSW Energy Savings Scheme (**ESS**) is a voluntary program to provide a financial incentive for households and businesses to reduce Energy Consumption in NSW. The program is regulated by the Independent Pricing and Regulatory Tribunal (**IPART**).
- the **ESS** places an obligation on the Energy Retailers (e.g. AGL, Origin, Energy Australia, etc) to acquire “Certificates” and that this provides the incentive funding for the upgrade. It is not a government paid rebate.
- in order for Energie Group or Northmore Gordon to create the Certificates on behalf of the customer, we must be nominated / assigned the rights to do so. In NSW this must occur **BEFORE** the installation occurs.
- the Accredited Certificate Provider is **Northmore Gordon Environmental Pty Ltd**. You will need to identify us as the ACP when performing the installation.
- all installations under the ESS are subject to independent audit from the regulators.
- You are accessing up to 3 incentives by installing these systems:
  - a. STCs through the Renewable Energy Target (RET) for installing a Heat Pump
  - b. ESCs through the ESS for replacing an electric resistance system with a heat pump or solar system
  - c. PRCS through the PDRS for reducing peak demand by installing a heat pump