

Victorian Energy Upgrades compliance and enforcement priorities 2024–25



Strategic compliance and enforcement priorities 2024–25



Heat pump water heater installations

Working collaboratively with our co-regulators and supporting industry to ensure heat-pump hot water systems are installed correctly first time, every time.



Baseline manipulation

Making sure accredited persons provide accurate information about the type and number of products they are replacing.



Telemarketing and doorknocking

Supporting industry to comply with the new telemarketing and doorknocking bans, and monitoring compliance and acting on non-compliance once the bans are in effect.

Enduring compliance and enforcement priorities



Conduct that involves serious exploitation of consumer vulnerability



Conduct that could cause serious personal injury



Serious misleading, deceptive or fraudulent conduct



Conduct that could seriously compromise the program's integrity



Conduct that could seriously compromise the program's reputation

