

# Hot water, cool prices.

Eligible households can claim a discount on the cost of a hot water system, up to a maximum rebate of \$1,000.



## Why install a solar hot water or heat pump system?



Save up to \$400 per year on your energy bills

(based on a typical household)



Existing customers who have moved house can apply for incentives for the house they have moved to



Save up to \$1,000 on your hot water system



Help create industry jobs



Tackle climate change

## About the hot water rebate

The Solar Homes Program is supporting Victorian households to install a replacement hot water system, by providing a rebate of up to \$1,000.

The discount applies to electric-boosted solar hot water and heat pump systems that meet safety and quality standards. The hot water rebate is not available to new build homes and the system being replaced must be at least three years old.

The rebate amount will be paid directly to your authorised hot water retailer and will be deducted from the total cost of your hot water system, with you paying the outstanding balance directly to your retailer once installed.

Eligible households can apply to receive both a hot water rebate and a solar panel (PV) rebate to save even more on energy bills. Find out more at [solar.vic.gov.au/how-to-apply](https://solar.vic.gov.au/how-to-apply)

## Eligibility criteria

Victorian householders could be eligible to receive a rebate under the Solar Homes Program if:

- » you are the owner-occupier of an existing property where the system is to be installed
- » the combined household taxable income of all owners is less than \$210,000 per year
- » the property is valued at under \$3 million
- » the property address has not previously received a hot water rebate or a solar battery rebate under the Solar Homes Program\*
- » the hot water system to be replaced is at least three years old from the date of purchase
- » the hot water system is installed by an authorised Solar Victoria hot water installer
- » the solar (or heat pump) hot water system is on the Solar Homes Program hot water products list.

\*Our Customer Service team can confirm for you if a property has previously participated in the Solar Homes Program.

Once you're confident that your property fits the eligibility criteria, you should start researching retailers who are authorised to participate in the Program and can meet your energy needs.

## Need an emergency hot water system replacement?

In the event of an emergency, e.g. your hot water systems breaks down and needs to be replaced immediately, Solar Victoria has an 'Emergency install' process at [solar.vic.gov.au/hotwater](https://solar.vic.gov.au/hotwater)

This process allows you to lodge an eligibility application and install your system while we assess your eligibility. If you are eligible for the program, we will pay the rebate directly to your provider. If you do not meet the program eligibility criteria, you will be required to pay all out of pocket expenses for the installation.

# How to apply

## Step 1

### Inform yourself and obtain a quote

Before you sign a contract for a hot water system, you should be sure that you understand the rebate process and eligibility criteria.

Once you have researched and identified the authorised hot water retailer you want to use, contact them to obtain a quote. Advise your retailer that you intend to apply for the Solar Homes rebate.

Obtaining a quote is necessary to apply for an eligibility number, which your installer will use to confirm that they can go ahead with your installation.

Solar Victoria does not recommend signing a quote acceptance or paying a deposit prior to receiving your rebate eligibility confirmation. As a minimum you should confirm with your retailer that any deposit is fully refundable.

Please note that the hot water rebate requires the installation of an approved product from the Clean Energy Regulator (CER) Register of approved products and the Victorian Essential Services Commission (ESC) Registered Products list.

For a list of approved products, visit [solar.vic.gov.au/approved](http://solar.vic.gov.au/approved)

## Step 2

### Apply for a rebate

To commence your eligibility application visit [solar.vic.gov.au/hotwater](http://solar.vic.gov.au/hotwater)

If you are a new customer who has not received a rebate from Solar Victoria you will need to provide:

- » a quote from an authorised hot water retailer
- » two forms of ID
- » proof of income

If you are an existing customer who has already received a solar panel (PV) rebate you will need to provide:

- » a quote from an authorised hot water retailer
- » two forms of ID

If there is more than one owner of the property, we require proof of income for all listed owners.

Forms of ID must include one form of photo ID. Accepted documents can be a passport, an Australian birth certificate or Australian citizenship certificate, a driver's license or Learner permit and a Medicare card.

You'll need to make sure the names on both documents are the same.

Depending on your financial situation, proof of income documents may include:

- » Australian Tax Office Notice of Assessment (NOA) confirming annual taxable income
- » If all or most of your income is from Centrelink (e.g. Age Pension, Newstart/JobSeeker, Carers, Concession card), your annual Centrelink Payment Summary or a copy of your Health Care Card\*, Pensioner Concession Card or Commonwealth Seniors Healthcare Card.

\*Foster Child Health Care Card and Ex-Carer Allowance (Child) Health Care Card are not eligible.

- » Completed and signed Statutory Declaration if you are a self-funded retiree (i.e. don't receive any payments from Centrelink). Please complete a Statutory Declaration and include your total income including any Superannuation for the financial year

If you didn't receive a taxable income, we still need you to complete a signed Statutory Declaration that states your income amount.

Once you are comfortable that you have all the information listed above you can start your application for a hot water rebate.

You will receive an email from Solar Victoria when you've submitted your application, either confirming your eligibility for the rebate or requesting further information.

## Step 3

### Get the system installed

Once you have received confirmation of approval by Solar Victoria, you will be able to arrange the installation of the system with your retailer.

The retailer will upload the proof of installation documents via the secure link after completing the installation process. The retailer will then be directly paid the rebate amount.

## Step 4

If you are also interested in installing solar PV panels, scan this QR code to visit [solar.vic.gov.au/how-to-apply](http://solar.vic.gov.au/how-to-apply) to see if you are eligible for a solar panel (PV) rebate.



### Contact us

You can find more information on the program at [www.solar.vic.gov.au](http://www.solar.vic.gov.au) or call our Customer Service team on 1300 376 393 (during business hours).



If you'd like to speak to us in your language you can access free phone translation services by calling the National Translating and Interpreting Service on 131 450.

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