



Victorian Energy Upgrades

Cut your power with Australia's largest energy efficiency program

Victorian homes and businesses can cut their energy bills and carbon emissions through Victorian Energy Upgrades (VEU).

This Victorian Government program provides discounts on energy-efficient products and services. When you improve your energy efficiency, you use less power, so pay less on bills.

All Victorian households and most businesses¹ qualify for these discounts.

How do I get the discounts?

1. The quickest and easiest way to start is by calling Shine On on 1300 013 648, or send an email via www.shine-on.com.au/contact-us
2. We will help you decide which discounted energy efficient product or service will give you the greatest return on investment and help you reach your sustainability goals.
3. You can shop around to other VEU accredited businesses that sell the product or service you want. A list of other VEU businesses can be found [here](#).
4. Choose your product and we will arrange installation – including an upfront discount.

A government-supported program

While this is a Victorian Government Program, we are a private business that sells and installs the discounted products.

Taking part is voluntary.

Not happy with a product or service?

The Essential Services Commission oversees Victorian Energy Upgrades.

1. Around 250 large energy users and some other businesses are currently exempt from the program. This means that they do not bear the pass-through costs of the program and cannot access the incentives.

Discounted energy efficiency products that we offer



LED lighting



Solar PV for large-generation systems (+100kW)



Refrigerated display cabinets

All VEU accredited businesses must follow Australian Consumer Law, including telemarketers and doorknockers.

If you have a complaint, you can [email](#) the Essential Services Commission or contact them at:

Level 8, 570 Bourke Street
Melbourne, VIC 3000
Phone: (03) 9032 1310

More information

You can find further information regarding the scheme on our [website](#), including:

- Our dispute resolution process
- Our VEET Code of Conduct.
- The VEET scheme consumer factsheet

Find out more:

www.victorianenergyupgrades.vic.gov.au