



Solar
Victoria

Solar Victoria Portal Customer User Guide

Applying for a rebate

SVP



1. Check the eligibility criteria and what documents you need, then click 'apply now'

The screenshot shows the "Apply for a Solar Homes rebate" page on the Victorian Government Service Victoria website. The page has a white background with orange accents. At the top, there is a navigation bar with the Service Victoria logo, the tagline "The new place to go for government services", and links for "Find services", "About us", "Contact us", and "Log in". Below the navigation bar, the main heading "Apply for a Solar Homes rebate" is displayed in white on an orange background. The main content area features a white box with the text "Apply for a rebate from the Victorian Government towards installing a solar panel (PV) system or solar battery." and a clock icon indicating "This takes about 15 mins". Below this, a "Quick start guide" section lists four eligibility criteria: household income below \$180,000, property worth less than \$3 million, a quote from an authorised retailer, and no previous rebates. A note states that incomplete applications are held for 14 days. A horizontal menu below the guide has three tabs: "What you'll need" (selected), "How it works", and "FAQ". The "What you'll need" section is titled "To confirm your eligibility online now, you need" and lists: a quote from an authorised retailer, a council rates notice, a proof of income, and two forms of ID. It specifies that one ID must be a full Australian birth certificate, an Australian passport, a foreign passport with a valid Australian visa, or an ImmiCard. At the bottom of the page, there are two buttons: "Check eligibility" and "Apply now". The footer includes the text "A program of" followed by the Solar Victoria and Victorian Government logos.

SERVICE Victoria
The new place to go for government services

Find services | About us | Contact us | Log in

Home and property / Apply for solar

Apply for a Solar Homes rebate

Apply for a rebate from the Victorian Government towards installing a solar panel (PV) system or solar battery.

This takes about **15 mins**

Quick start guide

- The combined household taxable income for the installation property must be below \$180,000.
- The installation property must be worth less than \$3 million.
- You must have a quote from a Solar Homes authorised solar retailer.
- You have not already received a rebate as part of the Solar Homes program.

if for any reason you cannot complete your application in one go, we will hold the application for up to 14 days.

→ What you'll need | → How it works | → FAQ

To confirm your eligibility online now, you need

- A quote from a Solar Homes authorised solar retailer
- A council rates notice for the installation property
- [Proof of your income](#) (to see what documents we accept go to our website).
- 2 forms of ID to prove your identity using your phone.

One of your IDs must be:

- a full Australian birth certificate
- an Australian passport
- a foreign passport with a valid Australian visa (with photo).
- an ImmiCard issued by the Department of Home Affairs (with photo).

[Check eligibility](#) [Apply now](#)

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2. Enter your email and mobile number

SERVICE State Government / The new place to go for government services

Find services ▾ | About us ▾ | Contact us ▾ | **Log in**

[Housing and property](#) / Apply for solar

Apply for a Solar Homes rebate

Your contact details

- 1 Apply**
- 2 Identity
- 3 Review
- 4 Done

Your contact details

We need this so we can contact you in relation to your application for a Solar Homes rebate.

Email

Confirm email

Mobile phone

Back **Next**

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Applying for a rebate

SVP



3. Search for your retailer, enter the quote number from their quote, and enter the total installation cost

SERVICE State Government / The new place to go for government services

Find services ▾ | About us ▾ | Contact us ▾ | Log in

Housing and property / Apply for solar

Apply for a Solar Homes rebate

Your quote

- 1 Apply**
- 2 Identity
- 3 Review
- 4 Done

Tell us who your quote is from
Start typing the name of your retailer and select them from the list. They must be on the list of [Solar Homes authorised retailers](#).

Only quotes from approved retailers can be submitted.

Quote number

This must exactly match your quote

Total quote amount
Before any deductions are applied

Total quote amount including GST, before any rebate, STC or loan amount has been deducted

[Save and exit](#) [Back](#) [Next](#)

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4. Confirm that we've matched your details against the correct quote

The screenshot shows a web page for applying for a Solar Homes rebate. At the top, there is a navigation bar with the "SERVICE State Government" logo and the tagline "The new place to go for government services". Navigation links include "Find services", "About us", "Contact us", and a "Log in" button. Below the navigation bar, a breadcrumb trail shows "Housing and property" and "Apply for solar".

Apply for a Solar Homes rebate

Your quote

1 Apply
2 Identity
3 Review
4 Done

Quote found

Solar panel (PV) system

Solar Battery

Please confirm this is for your property in:

FOOTSCRAY, 3011

If this isn't your property, please contact your retailer and ask them to correct your quote in the system.

[Save and exit](#) [Back](#) [Next](#)

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Applying for a rebate

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5. Select whether the rebate is for your home or a rental property

A screenshot of a web application interface for applying for a Solar Homes rebate. The page has a white background with orange accents. At the top, there is a navigation bar with the "SERVICE State Government" logo, the tagline "The new place to go for government services", and links for "Find services", "About us", and "Contact us". A "Log in" button is on the right. Below the navigation bar is a breadcrumb trail: "Housing and property / Apply for solar". The main heading is "Apply for a Solar Homes rebate". The form is titled "Homeowner details" and contains a progress indicator on the left with four steps: "1 Apply", "2 Identity", "3 Review", and "4 Done". The "Apply" step is highlighted with an orange border. To the right of the progress indicator is the "Applicant Details" section, which asks "You are:" and provides two radio button options: "An owner-occupier" (which is selected) and "A landlord". At the bottom right of the form are three buttons: "Save and exit" (underlined), "Back", and "Next". At the bottom of the page, it says "A program of" followed by the "Solar Victoria" logo and the "VICTORIA State Government" logo.

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6. Upload your council rates notice to confirm property ownership

SERVICE State Government / The new place to go for government services

Find services ▾ | About us ▾ | Contact us ▾ | Log in

Home / [Housing and property](#) / Apply for solar

Apply for a Solar Homes rebate

Your property

- 1 Apply**
- 2 Identity
- 3 Review
- 4 Done

Upload your Council Rates Notice

Part of establishing eligibility for the solar rebate is proving that you are the homeowner.

We will use the council rate notice to collect the **homeowner name(s)**. We won't collect any other information and we won't retain the document. Here is a sample [council rates notice](#).

 Take your photo in portrait so we can read your document.

 Upload File

- We accept jpg, png or pdf
- Files can be up to 5MB

[Save and exit](#) | [Back](#) | [Next](#)

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7. See if you qualify for a loan

The screenshot shows the 'Apply for a Solar Homes rebate' page. At the top, there is a navigation bar with the 'SERVICE State Government' logo, the tagline 'The new place to go for government services', and links for 'Find services', 'About us', and 'Contact us'. A 'Log in' button is also present. Below the navigation bar, a breadcrumb trail shows 'Housing and property' and 'Apply for solar'. The main heading is 'Apply for a Solar Homes rebate'. The 'Your quote' section features a vertical progress indicator with four steps: 1. Apply (highlighted), 2. Identity, 3. Review, and 4. Done. To the right of the progress indicator, three validation checks are listed, each with a checkmark icon: 'Your quote is valid', 'Your property value is valid', and 'You qualify for a loan'. At the bottom of the quote section, there are three buttons: 'Save and exit' (underlined), 'Back', and 'Next'. The footer includes the text 'A program of' followed by the Solar Victoria logo and the 'VICTORIA State Government' logo.

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9. If you're eligible for a loan, read over the details and decide whether you wish to receive one

Apply for a Solar Homes rebate

Rebate and Loan details

- 1 Apply
- 2 Identity
- 3 Review
- 4 Done

The Victorian Government is offering you the following:

Rebate amount up to
\$2225

Loan amount up to
\$2225

Interest rate
0%

Loan term
48 months

Monthly repayment
46.35 per month

* All amounts include GST. Your loan will be interest free with no fees.

The loan is:

- Administered by State Trustees
- Fee-free and interest-free
- Repaid by direct debit from your chosen account
- Over 48 months
- In monthly installments, starting 30 days after installation is complete

The government pays your retailer the rebate and loan amounts, meaning you only pay any difference on installation.

In addition to your rebate, would you like a loan?

- Yes
 No

[Save and exit](#)

[Back](#)

[Next](#)



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10. Read the loan terms and conditions, then confirm that you agree with them

Apply for a Solar Homes rebate

Loan details

- 1 Apply
- 2 Identity
- 3 Review
- 4 Done

We used the information you provided to prepare the loan contract. Please check the information is correct and complete.

Before you accept this loan offer, read it carefully so you know exactly what you're committing to and your obligations. Don't agree to this contract if there's anything you don't understand. Once you accept the offer, you're bound by it.

This will also be emailed to you.

Solar Homes Program - Loan Agreement

1. Definitions

In this Loan Contract:

Acknowledgements means the acknowledgements in Part B of this document.

Applicant or you means the person who applies for a Solar Homes Loan.

Approved Solar Retailer means a company who is a signatory to the Clean Energy Council Retailer Code of Conduct (unless otherwise exempt) and has successfully registered to participate in the Solar Homes Program, as published on DELWP's website from time to time.

Availability Period has the meaning given to it in the Key Terms.

- By entering into the loan contract I agree to the terms set out in the Loan Contract. I acknowledge that;
- before entering into the loan contract I have read and understood the loan contract
 - I have not applied for and will not attempt to receive more than one Solar Homes loan.

- I declare that I have authority to enter into the loan contract and I do not need anybody else's consent before I enter into the loan contract.
- the estimated savings from the solar system are based on existing consumption patterns and, if they change, this will be at my risk and will not affect my obligation to repay the loan amount
 - any information I provide in connection with the Solar Homes loan will be retained by me for audit and compliance purposes.

[Save and exit](#)

[Back](#)

[Next](#)

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Applying for a rebate

SVP



11. Enter the details for the bank account that you want to pay back the loan from

Apply for a Solar Homes rebate

Bank details

- 1 Apply
- 2 Identity
- 3 Review
- 4 Done

Direct Debit Request

This is the account you wish to have your loan repayments deducted from.

Bank name

Account name

BSB here

Account number

This debit or charge will be processed by State Trustees Limited as administrator for Solar Victoria, through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated above and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

I understand and agree to the terms and conditions governing debit arrangements between me and the Administrator as set out in this Request and in my Direct Debit Request Service Agreement. The Administrator is State Trustees Limited.

Direct Debit Request Service Agreement

In relation to the Solar Victoria - Loan Contract

Company Name: State Trustees Limited ABN 68 064 593 148 ("Debit User")
1 McNab Avenue, Footscray
Contact Details:
Email: loans@team.solarvic.gov.au
Telephone: 1300 138 672

This is your Direct Debit Service Agreement with the Debit User. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

By agreeing to these Terms and Conditions I authorise for you to arrange for funds to be debited from my account in accordance with the agreement

[Save and exit](#)

[Back](#)

[Next](#)



Applying for a rebate

SVP



12. If you have your identity documents on hand, you can begin confirming your identity

[Housing and property](#) / [Apply for solar](#)

Apply for a Solar Homes rebate

Confirm your identity online

- Apply
- Identity**
- Review
- Done

You need one of the following:

- A current Australian passport
- An Australian birth certificate
- A foreign passport with current Australian visa
- An ImmiCard.

AND one of:

- An Australian driver licence (or learner permit)
- A Medicare Card.

We recommend you use a passport and driver licence.

If the names on your documents don't match, you'll also need official proof of your name change.

Scan with your phone

You'll use a smartphone to securely scan your documents and match them to your face.

[Back](#) [I don't have these things](#) [Confirm identity online](#)

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Applying for a rebate

SVP



13. Consent to let the portal determine if your phone can be used to confirm your identity

Prove your identity

Your phone

First we need to make sure your phone is compatible.

To do this, we'll send you a link by SMS. Follow the link and software will automatically check your device.

Your consent

By continuing, you agree to let us check your phone's compatibility. We can't access the files or content on your phone.

Please enter your mobile number

Mobile number

Cancel

Send SMS

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SVP



14. Review your details and click 'next'

Apply for a Solar Homes rebate

Review your details

- ✓ Apply
- Identity
- 3 Review
- Done

Your quote

Product
SOLAR_PANELS

Retailer
Marvel Clean Energy

Total quote amount
\$921

Your home
Suburb
BENDIGO, 3550

[Edit](#)

Person applying

Family name
John

Given name(s)
Smith

Date of birth
11 - 11 - 1970

Proof of income
milo.jpg

Annual income
150000

[Edit](#)

Your Loan

Would you like a loan?
yes

Bank details

Bank name
test

Account name
test

BSB
000000

Account number
999999

[Edit](#)

[Save and exit](#) [Back](#) [Next](#)

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SVP



15. Consent to the program terms and conditions

Apply for a Solar Homes rebate

Consent And Declaration

✓ Apply

✓ Identity

3 Review

4 Done

Solar Homes Terms and Conditions

1. Definitions

In these Terms and Conditions:

Applicant or you means the person who applies for a Solar Homes Rebate.

Approved Solar Retailer means a company who is a signatory to the Clean Energy Council Solar Retailer Code of Conduct (unless otherwise exempt) and has successfully registered to participate in the Solar Homes Program, as published on DELWP's website from time to time.

Approved System Provider means:

- a. in relation to a Solar System, an Approved Solar Retailer;

I've read and understand the Solar Homes Terms and Conditions. I acknowledge:

- I have applied for a Solar Homes Rebate.

I agree to Service Victoria's [terms and conditions](#) and [privacy and security policy](#)

installed at my Nominated Property.

- I agree that I satisfy the Eligibility Criteria and all information disclosed to support my application for a

[Save and exit](#) [Back](#) [Next](#)

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