

# Solar Victoria Portal – Customer User Guide

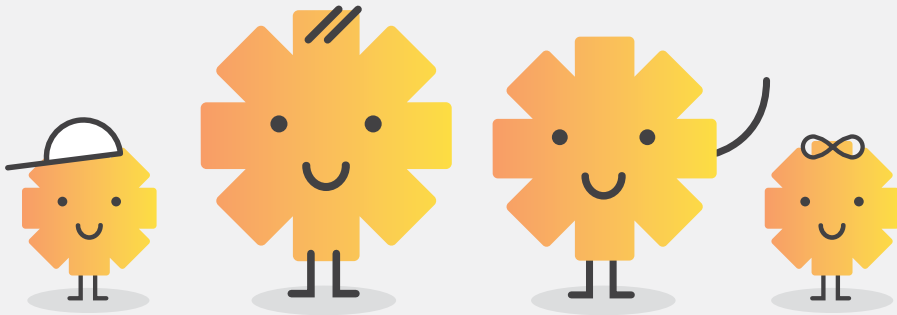
## Applying for eligibility



The purpose of this document is to walk you through the customer rebate application process as part of the Victorian government's Solar Homes Program.

After engaging a retailer and receiving a quote, your retailer will upload your quote to the **Solar Victoria Portal**.

You will then be sent an email with a link directing you to the portal to retrieve the quote.



## 1.0

On the **Solar Victoria Portal home page** check the eligibility criteria and which documents you need to get started.

Click

**Apply now**

### 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 **22 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**      **Apply now**

## 1.1

When you're ready to begin your application, enter your **email address** and **phone number**.

**Apply for a Solar Homes rebate**

**Your contact details**

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

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

Email  
doubt@test.com

Confirm email  
doubt@test.com

Mobile phone  
0484605082

[Back](#) [Next](#)

Email  
doubt@test.com

Confirm email  
doubt@test.com

Mobile phone  
0484605082

## 1.2

**Search** for the name of your chosen retailer and click on their name in the list.

**Enter the quote number** provided by your retailer, and the total quoted amount.

**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.

Test Account PVT

Only quotes from approved retailers can be submitted.

**Quote number**

PVT1

This must exactly match your quote

**Total quote amount**  
Before any deductions are applied

\$ 5000

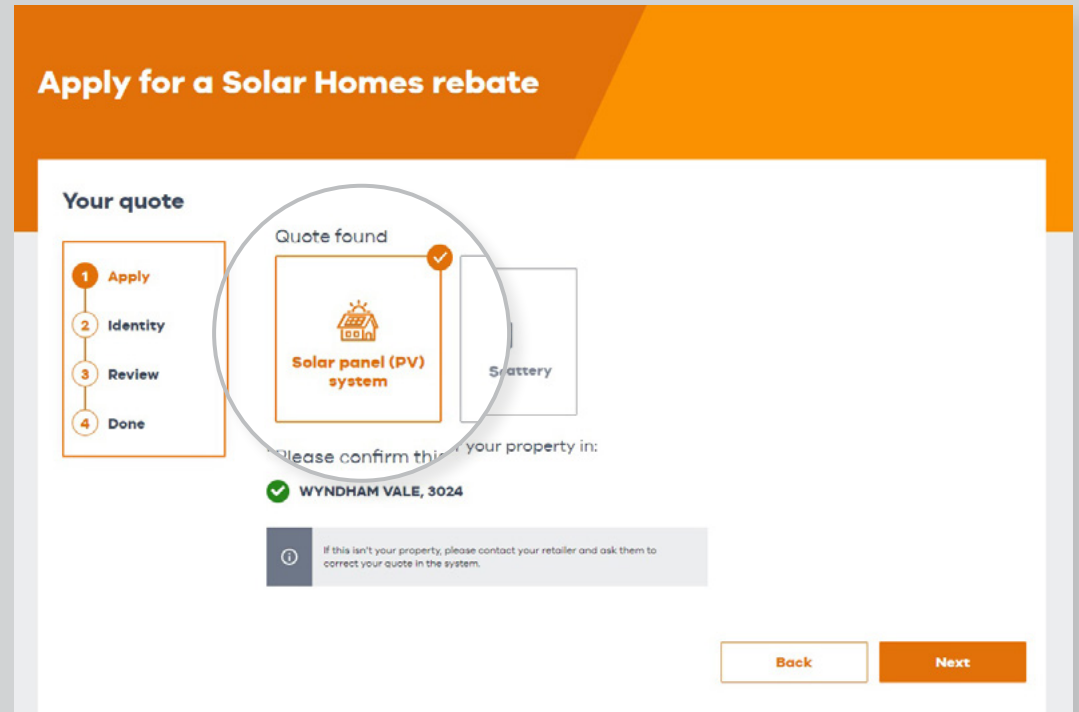
Total quote amount including GST, before any rebate, STC or loan amount has been deducted

[Back](#) [Next](#)

## 1.3

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

Contact your retailer if these details are incorrect.



## 1.4

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

The screenshot shows a web form titled "Apply for a Solar Homes rebate". The "Homeowner details" section is active. On the left, a progress indicator shows four steps: 1. Apply (highlighted), 2. Identity, 3. Review, and 4. Done. The "Applicant Details" section asks "You are:" and provides two radio button options: "An owner-occupier" (selected) and "A landlord". At the bottom right of the form are "Back" and "Next" buttons.

**Applicant Details**  
You are

- An owner-occupier
- A landlord

## 1.5

Upload your Council Rates Notice to confirm property ownership.

**Once you have progressed to this page, you have reserved a place in the portal.**

You have 14 days to complete your application once you have found your quote in the portal. If you do not submit your application in this timeframe you will lose your allocated place and need to wait until the next release opens to restart the application process.

**Apply for a Solar Homes rebate**

### Your property

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

Upload your council rates notice

We'll use the document to collect the **homeowner name(s)** and may also collect the **Capital Improved Value**. It must be in the homeowner's name and not the name of an organisation or family trust.

[What's that look like?](#)

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

EP Young\_Two\_Rates.jpg Change

**Checking the names match**

The names shown below will be used to verify your income and later your identity. We'll use these names throughout the application process, and they can't be changed later. Please make sure they match the names that appear on your proof of income and identity documents

Homeowner

Family Name

All given names in full

[Remove](#)



If the portal cannot find the value of your property you can enter it manually. You will find the value of your property on your Council Rates Notice for the last year, under **Capital Improved Value**.

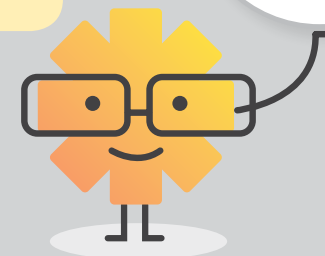


## 1.6

Once the notice is uploaded, make sure that the property owners' names that appear on screen are spelled exactly the same as your ID documents.

The screenshot shows a web form with two identical sections for adding homeowners. Each section starts with a 'Homeowner' header and a person icon. The first section has 'Family Name' with the value 'YOUNG' and 'All given names in full' with the value 'E P'. The second section has 'Family Name' with 'YOUNG' and 'All given names in full' with 'T'. Below each section is a 'Remove' link. At the bottom right of the form, there is a 'Save and exit' button and a 'Next' button.

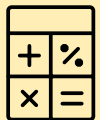
Once you've entered these details you can **save and exit** your application at any point, and you'll be sent a link so you can continue it at a later time.



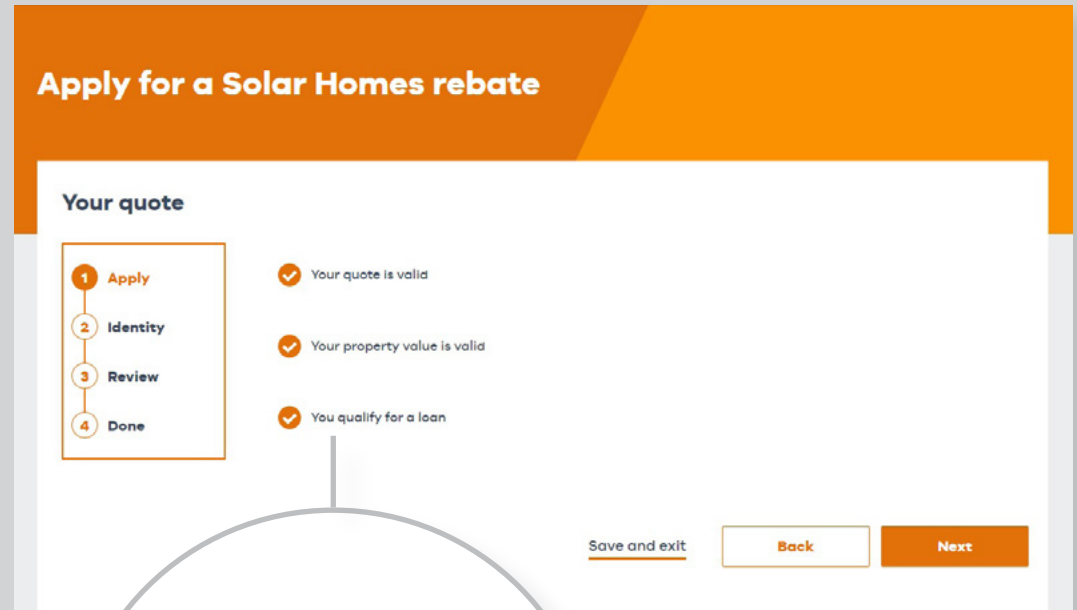
## 1.7

### See if you qualify for a loan.

The portal will check if your quote and property value are valid and let you know if you qualify for a loan based on the benefits calculation that your retailer provided.



Loan qualification is based on the benefits calculation that your retailer provided.



✓ You qualify for a loan

## 1.8

To declare the total household income for the property, each property owner needs to provide the following:

- Name
- Date of birth
- Proof of income  
(select their income status, which will prompt them to upload the relevant document)

Then, they need to tick the box to confirm they have not applied for a rebate before.

Apply for a Solar Homes rebate

### Homeowner details

1 Apply

2 Identity

3 Review

4 Done

To make sure your income meets eligibility for the program we need to see proof of income for each homeowner.

Please confirm the names and details of all the owners as listed on your council rates notice.

**Homeowner**

Family Name  
YOUNG

Given Names  
E P

Date of birth

I haven't participated in the Victorian Government's Solar Homes program before.

**Please select the statement that best fits you:**

I receive income from employment, personal investments or trusts  
**Or**  
 I am required by the Australian Taxation Office to complete a tax return for another reason

I receive **all** my income from Centrelink allowances, e.g. Age Pension, Disability, Newstart, Carer  
**Or**  
 I receive **all** my income from Department Of Veteran Affairs

I receive **all** my income from another source and am not required by ATO to submit a tax return

Upload a Notice Of Assessment from one of the last two tax years

This comes from the ATO. You'll be able to find it by logging in to myGov. [Here is a sample notice of assessment](#).

We will use the document to collect your **full name, tax year and taxable income**. We won't collect any other information and we won't retain the document

**i** You don't have to provide your tax file number, and you're not allowed to upload somebody else's document with a tax file number on it. Black it out before you upload.

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

EP Young\_NOA.jpg Change

**Income details**

Please enter your annual income and corresponding financial year.

**Taxable income (annual)**

If you don't have a taxable income just enter zero (0)

**Financial year**

Solar Victoria Portal Customer User Guide

## 1.9

Select the name of the primary applicant. This will be the person who needs to provide their ID documents for the identity check.

**Apply for a Solar Homes rebate**

**Homeowner**

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

**Who is applying for the rebate:**  
We need to identify who's name the loan will be under. We also need to know which person will be doing the identity check.

**Who is applying**  
 E P YOUNG  
 T YOUNG

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

## 1.10

If you are eligible for a loan, you'll be offered the default loan amount of up to \$1,888 and the relevant repayments will be displayed.

You can decide whether to accept or decline the loan here.

Note: Accepting the loan here does not guarantee you'll get the loan as any changes in the installed system size may affect your eligibility.



### Rebate and Loan details

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

The Victorian Government is offering you the following:

Rebate amount up to \$1,888

Loan amount up to \$1,888

Interest rate 0%

Loan term 48 months

Monthly repayment \$39.33 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](#)

## 1.11

Review and accept the **Terms and Conditions** and confirm you want to enter the loan contract.

**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 will engage an approved solar retailer to install a solar system at your nominated property
- the loan amount will be transferred directly to my chosen approved solar retailer
- 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 us for auditing and program reporting purposes for a sufficient period to satisfy DELWP's reporting and record-keeping requirements

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.

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

## 1.12

Enter the details for the bank account where the loan repayments will be deducted from and agree to the associated terms and conditions of repayments.

### 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

Account number

I authorise and request State Trustees limited as administrator for Solar Victoria to debit or charge your account in accordance with the agreement, held at the financial institution you have nominated. This will be made through the Bulk Electronic Clearing System (BECS) and be subject to the terms and conditions of the Direct Debit Request Service Agreement below.

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, APCAID 535972.

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.

Definitions

account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

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

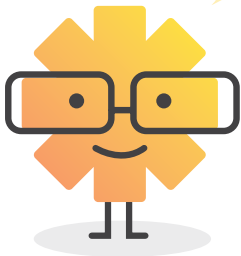
[Save and exit](#) [Back](#) [Next](#)

## 2.1

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

To verify your identity online you will need a smart phone.

If you do not have access to a smartphone, or you do not want to prove your identity digitally, you can verify your identity with a manual form. Note that manual identity verification will take longer to process.



### Apply for a Solar Homes rebate

#### Confirm your identity online

- ✓ Apply
- 2 Identity
- 3 Review
- 4 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





## 2.2

Consent to let the portal determine if your phone can be used to confirm 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**

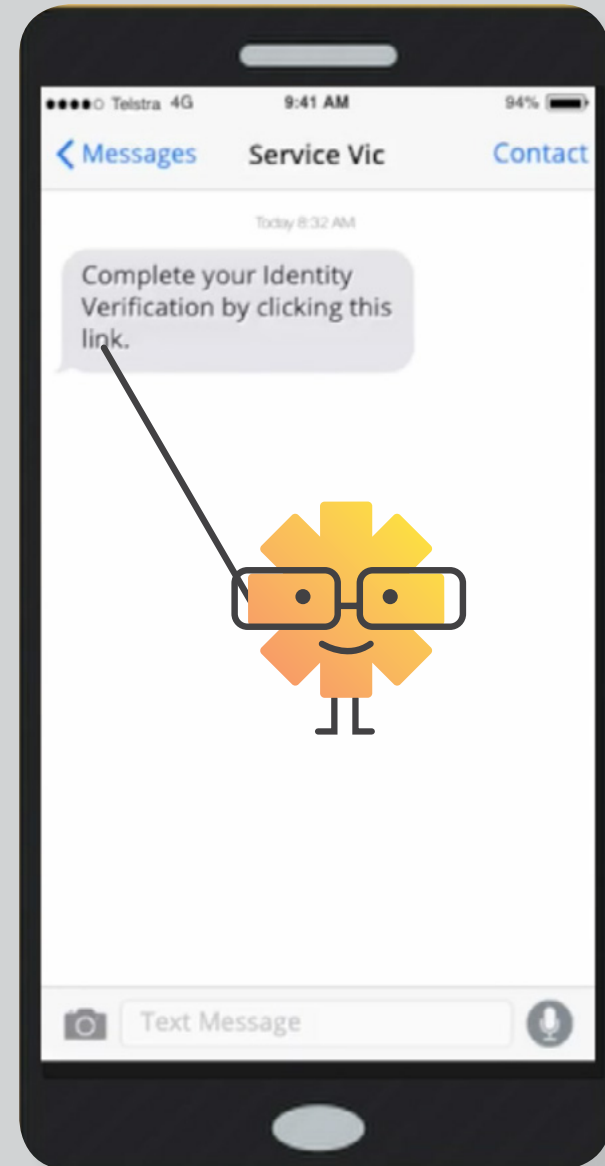
Mobile number

**Cancel** **Send SMS**

## 2.3

If you choose to use your smartphone you will be sent an **sms with a link**.

Select the link to start the process and check that your phone is compatible.

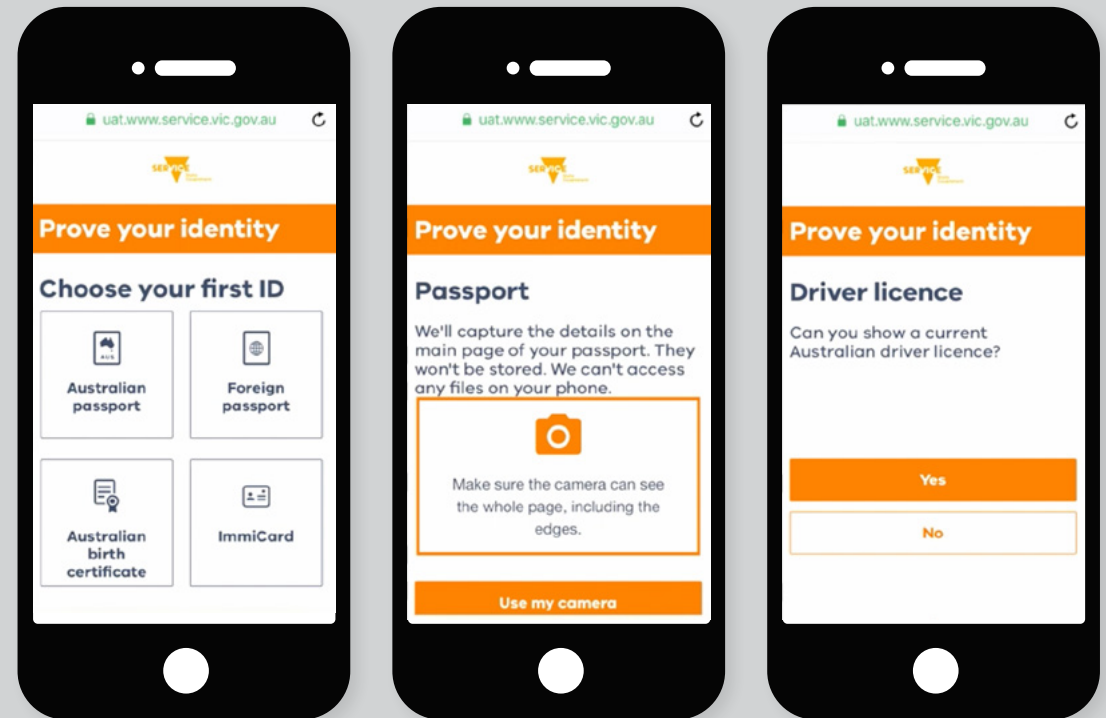


## 2.4

You will have to provide **two forms of identification**.

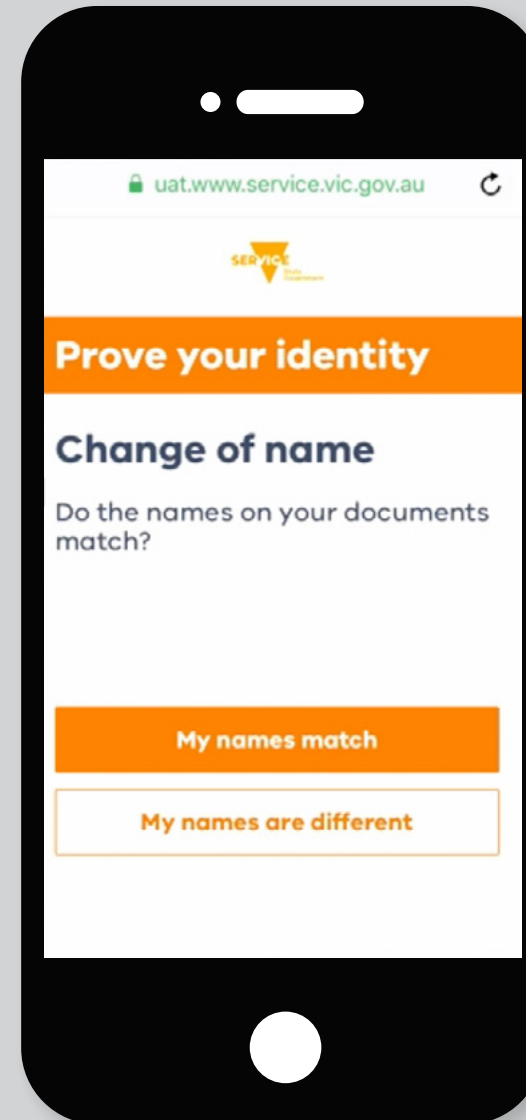
The first must be a passport, an Australian birth certificate or an ImmiCard.

It is preferable if the second is a driver's license, but a Medicare card is also acceptable.



## 2.5

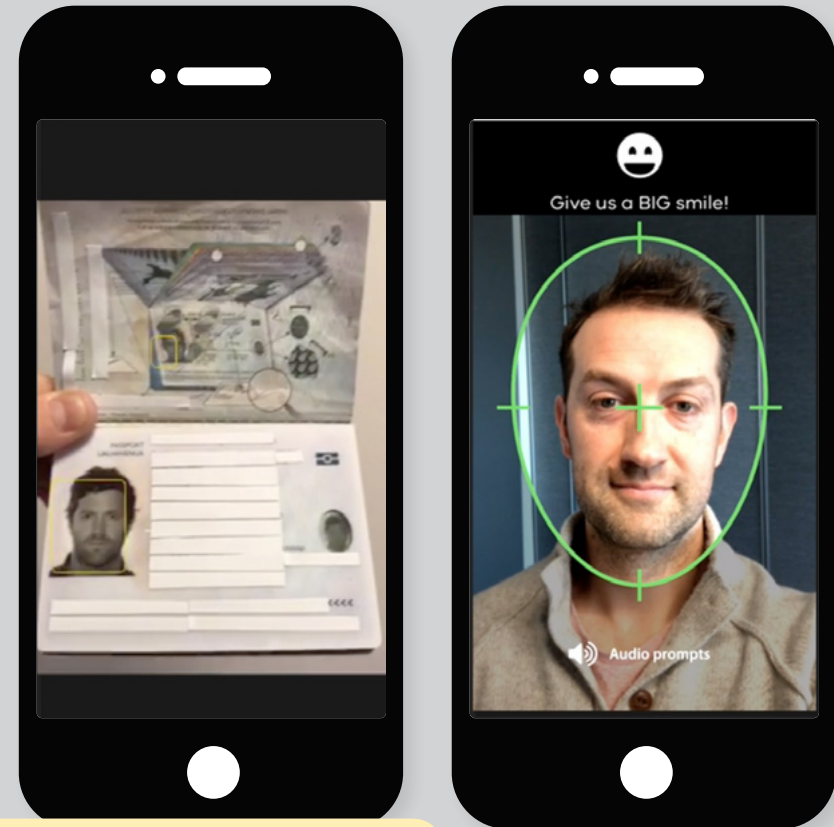
Confirm that the names on both forms of identification match.



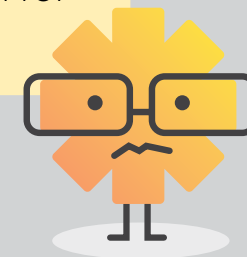
## 2.6

When you take a photo of your identification, **ensure that there are no shadows and that there is enough lighting**, so that the image is clear and the text is readable.

Now the portal will match you to the documents you've submitted. The instructions on your phone will prompt you to complete different facial actions to help verify your identity.

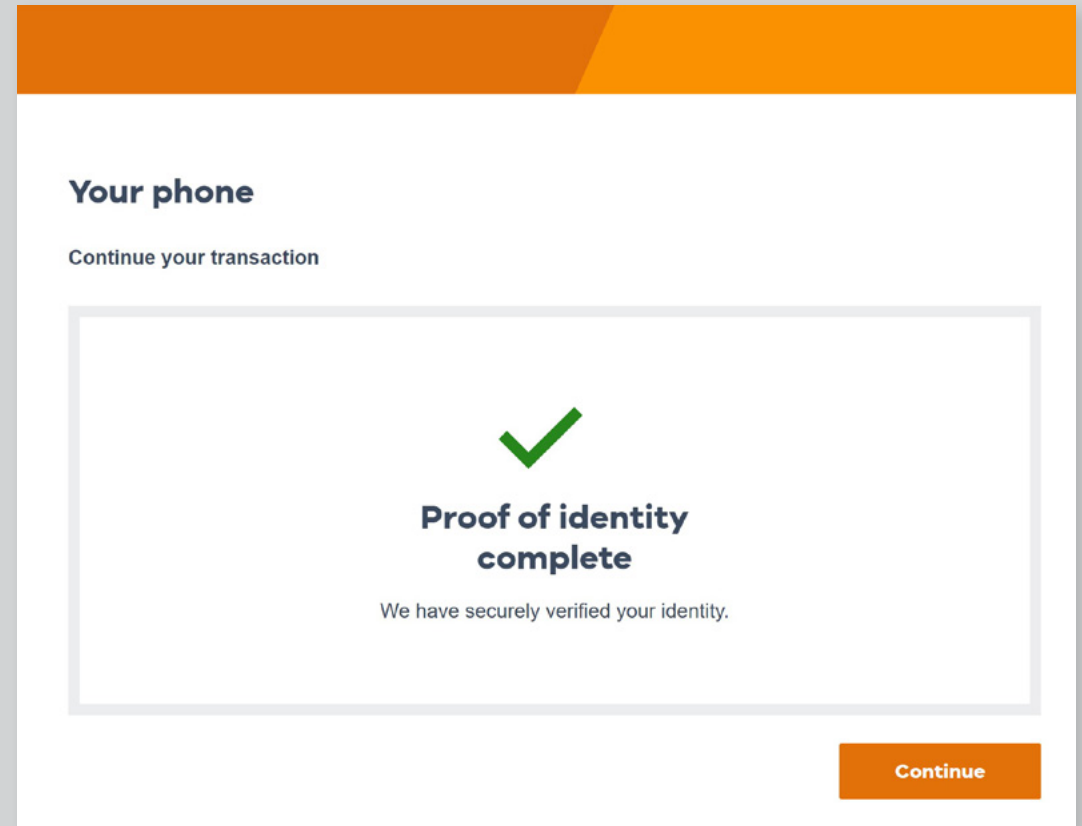


Note: If the automated identification fails twice, you will be sent a form for **manual verification**.



## 2.7

You have successfully verified your identity. Now you can proceed to review your application details.



## 3.1

### Review your details.

All the details you've provided will be displayed for you to review and confirm. You can go back and edit any details that are incorrect.

Click **Next**

**Apply for a Solar Homes rebate**

### Review your details

- Apply
- Identity
- Review**
- Done

#### Your quote

Product: SOLAR\_PANELS  
Retailer: Test Account PVT  
Total quote amount: 5000  
Your home: WYNDHAM VALE, 3024  
[Edit](#)

#### Person applying

Family name: Jaiswal  
All given names in full: Anup  
Date of birth: 1 - 1 - 1980  
Proof of income: EP Young\_NOA.jpg  
Annual income: 54096  
[Edit](#)

#### Your Loan

Would you like a loan?: yes  
Bank details: NAB  
Account name: test user  
BSB: 11222  
Account number: 11222333  
[Edit](#)

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

**Next**

## 3.2

### Consent to the program terms and conditions.

You need to agree to the terms and conditions of the program, as well as Service Victoria's terms and conditions and privacy policy. This is because Service Victoria is providing the digital identification service.

**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.
- DELWP is not obligated to provide me with a Solar Homes Rebate unless it is satisfied that I comply with the Eligibility Criteria and I have fulfilled all other conditions set out in the Terms and Conditions.
- I may only use the Solar Home Rebate to assist me with the supply and installation cost of the Solar System, Solar Battery System or the Solar Hot Water System selected by me in my application to be installed at my Nominated Property.
- I agree that I satisfy the Eligibility Criteria and all information disclosed to support my application for a Solar Homes Rebate is true, complete, accurate and not misleading.
- I acknowledge and consent to DELWP collecting information regarding the past and future electricity use at the Nominated Property.
- DELWP may reject or cancel my application for a Solar Homes Rebate, or if DELWP has already paid the Solar Home Rebate, seek reimbursement, under certain circumstances provided in the Terms and Conditions.

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

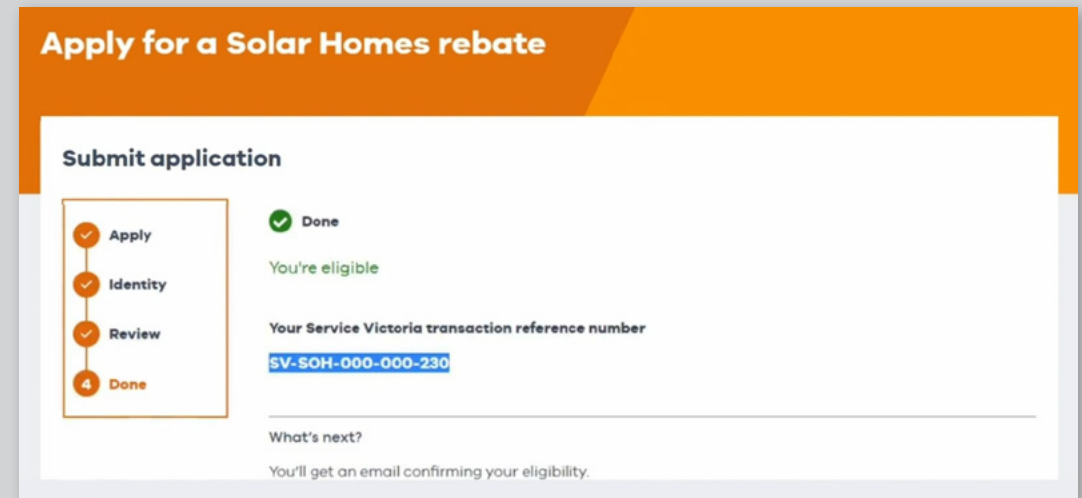
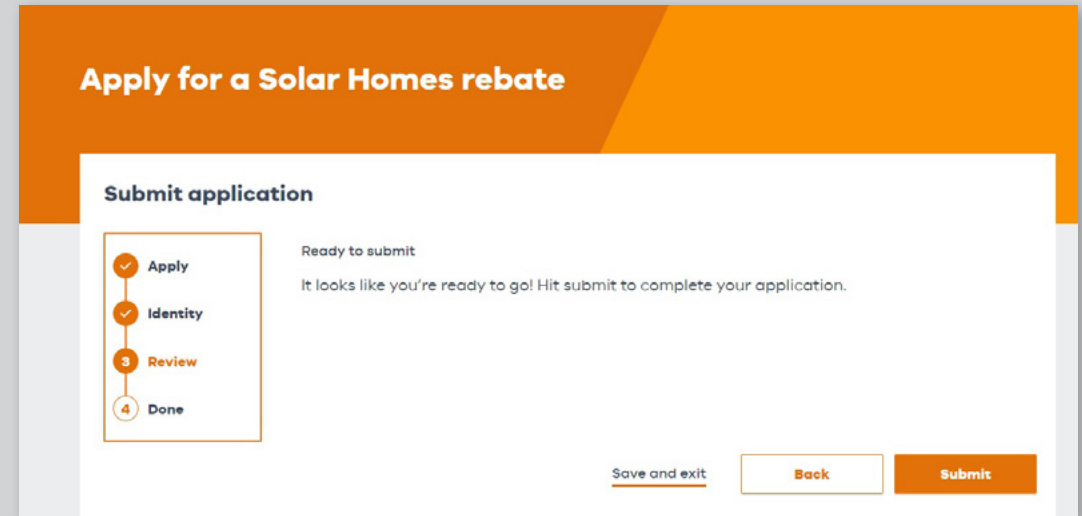
[Save and exit](#) [Back](#) [Next](#)



## 3.3

### Submit your application.

Once you've confirmed this you're ready to submit your application.

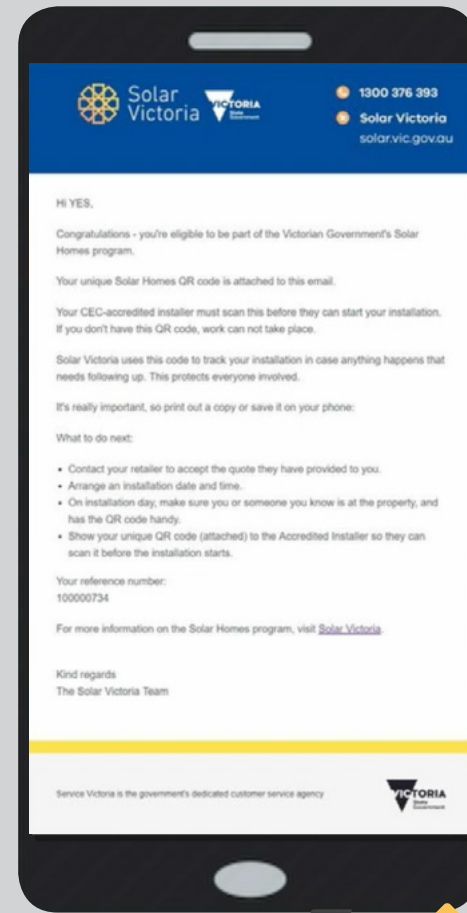


## 4.1

Once you've submitted your application you'll automatically receive an email from the portal confirming we received your application.

If we've got all the information we need, your eligibility will be confirmed immediately. If not, we'll need to review some of the details or ask for additional information.

For more information visit **[solar.vic.gov.au](http://solar.vic.gov.au)**



Once the review is complete, we'll send you an email advising you of the outcome of your rebate application.

