

Hot water, cool prices. Thank you, sun.

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



Solar
Victoria



Why install solar hot water?



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

(based on a typical household)



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



Help create solar industry jobs



Tackle climate change

About the solar hot water rebate

The Solar Homes Program is supporting up to 6,000 eligible Victorian households to install a new or replacement hot water system, by providing a rebate of up to \$1,000.

The discount applies to all solar hot water systems that meet safety and quality standards. The solar 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 solar provider and will be deducted from the total cost of your solar hot water system, with you paying the outstanding balance directly to your provider once installed.

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 www.solar.vic.gov.au/solar-hot-water-rebate.

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.

Eligibility criteria

To be eligible for a hot water rebate you must meet all of the following criteria:

- » you are the owner-occupier of the property where the system is being installed
- » the combined household taxable income of all owners is less than \$180,000 per annum (based on your Australian Tax Office Notice of Assessment)
- » it is an existing property, valued at under \$3 million
- » the hot water system to be replaced is at least three years old (based on the date of purchase)
- » you have not already claimed a rebate as an owner-occupier under the Solar Homes Program
- » the property is not a new build
- » the solar (or heat pump) hot water system is on the Solar Homes program approved products list
- » properties that are connected to reticulated natural gas, without solar PV greater than 2.5kW, can only install gas-booster solar hot water systems (see the Approved products page for more information)

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

How to apply

Step 1

Inform yourself

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

Once you have researched and identified the provider you want to use, contact them to obtain a quote.

Please note that the Solar 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 www.solar.vic.gov.au/approved

Step 2

Apply for a rebate

To commence your eligibility application visit www.solar.vic.gov.au/solar-hot-water-rebate

Solar Victoria will provide you with an eligibility pack containing documents that will need to be completed. Completed documents can be returned to Solar Victoria via a secure link.

Solar Victoria will assess your application and if you are eligible we will provide confirmation to you and your solar hot water supplier.

Solar Victoria does not recommend signing a quote acceptance or paying a deposit before receiving your rebate eligibility confirmation.

As a minimum, it is recommended, you confirm with your retailer that any deposit is fully refundable.

Step 3

Get the system installed

You should then arrange the installation of the system with your solar hot water provider.

The solar hot water provider 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.

Documentation required

When you're ready to apply you will need to provide copies of the following documents:

- » proof of identity
- » proof of property ownership
- » proof of income

Be sure that you have your paperwork handy.

Your solar hot water retailer will be required to complete a provider statement which they will provide to Solar Victoria.

Proof of identity documents (with at least one being a form of photo ID) can be a passport or an Australian birth certificate, and a driver's license or a Medicare card.

Evidence of property ownership can be provided via your local council rates notice.

We require proof of income documentation for each person named as an owner on your local council rates notice. For instance, if there is more than one owner of the property, we require proof of income for all listed owners. If there is more than one listed owner, you will need to provide proof of income documents for each person from the same financial year.

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 (e.g. \$0) for the financial year.

Contact us

You can find more information on the program at 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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