

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.



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 Victorian households to install a 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.

Eligibility criteria

Victorian household owners are eligible to receive a rebate under the Solar Homes Program if:

- » they are the owner-occupier of the property where the system is being installed
- » they have not already claimed a rebate as an owner-occupier under the Solar Homes Program
- » all owners have a combined household taxable income of less than \$180,000 per annum (based on their Australian Tax Office Notice of Assessment for the last two years)
- » it is an existing property, valued at under \$3 million
- » the property address has not previously taken part in the Solar Homes Program
- » the hot water system to be replaced is at least three years old from the date of purchase
- » the property is not a new build
- » the solar (or heat pump) hot water system is on the Solar Homes program approved 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 solar 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 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.

How to apply

Step 1

Inform yourself and obtain a quote

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. 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 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. Once you have completed all the documents, you will need to return all the documents and attachments to Solar Victoria via the secure link provided.

Solar Victoria will then assess your application and inform you and your solar (or heat pump) hot water system provider on whether the application has been approved.

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 solar (or heat pump) 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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