



# Solar Victoria Portal Customer User Guide



# Apply for a Solar for Business rebate

The purpose of this guide is to walk you through the customer rebate application process as part of the Victorian Government's Solar for Business 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 begin your rebate application.

On the Portal home page, you can find information about applying, including the eligibility criteria, what you need to get started, and frequently asked questions about applying for a Solar for Business rebate. For more details including finding a suitable retailer please visit the [Solar Victoria website](#).

## 1.0

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

Click

**Apply now**

The screenshot shows the 'Apply for a Solar for Business rebate' page on the Solar Victoria Portal. The page features a navigation bar with the 'SERVICE' logo and the tagline 'The new place to go for government services'. Below the navigation bar, there are links for 'Find services', 'About us', and 'Contact us'. The main heading is 'Apply for a Solar for Business rebate'. A sub-heading reads 'Apply for a rebate towards installing a solar panel (PV) system for your business.' To the right of this text is a clock icon and the text 'This takes about 15 mins'. Below this, there are three tabs: 'Before you start' (which is active), 'What you'll need', and 'FAQ'. Under the 'Before you start' tab, there is a section titled 'Small businesses must:' followed by a list of requirements: 'have 1-19 employees', 'operate from non-residential premises', 'operate from individually metered premises', and 'have your system installed by a Solar Victoria approved solar retailer'. At the bottom of the page, there is an 'Apply now' button.

## 1.1

You're now ready to begin your application. You may be the owner of the business, or an authorised business representative who has approval to manage the application on the business's behalf.

Enter your **email address** and **mobile phone number**. You don't have to use the same email address as the one you gave your retailer when you got your quote.

The screenshot shows a web form titled "Apply for a Solar Victoria rebate". The form is divided into a progress indicator on the left and a main content area. The progress indicator shows four steps: 1. Contact details (highlighted in orange), 2. Quote, 3. Review, and 4. Done. The main content area is titled "Contact details" and contains the following text and form fields:

**Your contact details**  
We need this so we can contact you about your rebate application.  
We'll text you a unique security code to verify your phone number.

Email

Confirm email

Mobile phone

You can't have used this phone number to apply if you've had this type of solar rebate before.

At the bottom right of the form, there are two buttons: "Back" and "Next".

## 1.2

You will then receive a code to the mobile number you provided. Enter it here.

**Apply for a Solar Victoria rebate**

**Contact details**

**1 Contact details**

**2 Quote**

**3 Review**

**4 Done**


**Enter Security Code**


We've sent a security code to **XXXX XXX 823**. It will only be valid for 10 minutes.

Security code

[Back](#) [Resend Code](#) [Next](#)

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 Solar Victoria



## 2.0

**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 before any rebates or discounts are applied. The portal won't be able to find your quote unless these details match exactly.

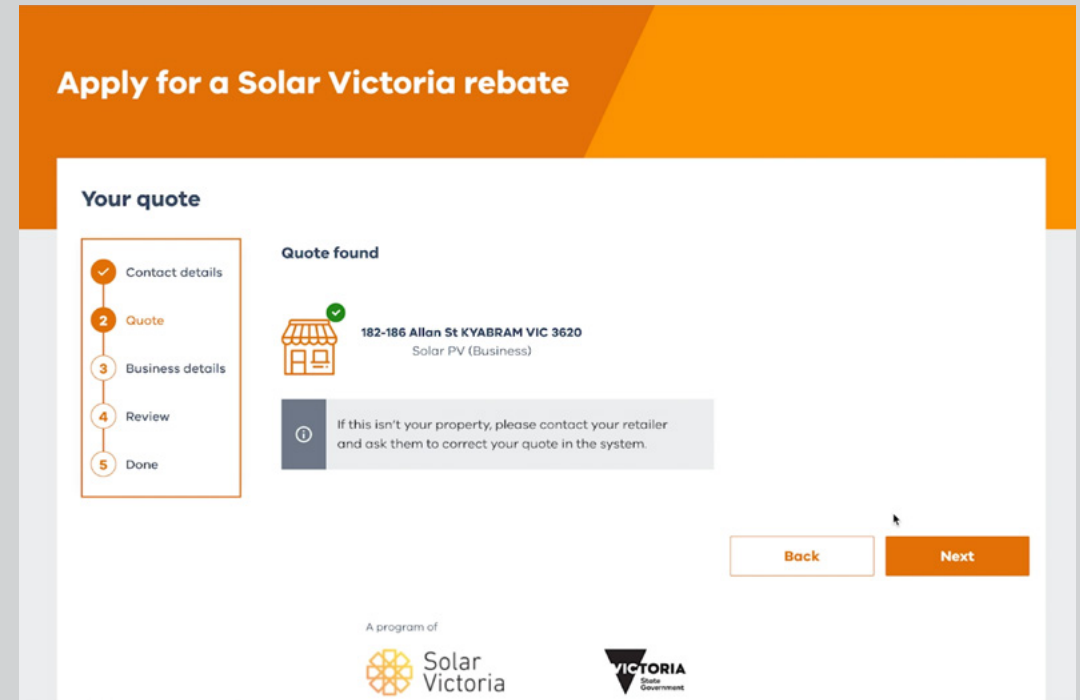
The screenshot shows a web form titled "Apply for a Solar Victoria rebate" with a sub-section "Your quote". On the left, a vertical progress indicator shows four steps: 1. Contact details (checked), 2. Quote (highlighted in orange), 3. Review, and 4. Done. The main form area contains the following fields and instructions:

- Enter your quote details exactly as they appear in your email from Solar Victoria. Check your junk or spam folders just in case you may have missed it.**
- Tell us who your quote is from**  
Start typing the name of your retailer, then choose them from the list.  
Input field: "Rahul Retailer Test New"
- You can only submit quotes from approved retailers**
- Quote number**  
Input field: "123456789"  
This must exactly match your quote
- Total quote amount**  
Before any deductions are applied  
Input field: "\$ 15000"  
Total quote amount including GST, before any rebate, STC or loan amount has been deducted

At the bottom right, there are two buttons: "Back" and "Next".

## 2.1

Confirm that the details of the retrieved quote match your business's address. Contact your retailer if these details are incorrect.



## 2.2

Select whether you own the business premises where the installation will take place, whether it is owned under an associated entity, or if you rent.

An associated entity is where you own or control the property under a different name to that of your business, such as a trust.

The screenshot shows a web form titled "Apply for a Solar Victoria rebate". The main heading is "Applicant details". On the left, there is a vertical progress indicator with five steps: 1. Contact details (checked), 2. Quote (highlighted in orange), 3. Business details, 4. Review, and 5. Done. The main content area asks "You are:" and provides three radio button options: "an owner occupier" (selected), "an associated entity", and "a renter". Below these options, there is a note: "Click 'Next' to secure your allocation in this release. You'll then have 14 days to finish and submit your application or you'll have to start again." At the bottom right, there are two buttons: "Back" and "Next". At the bottom center, it says "A program of" followed by the "Solar Victoria" logo and the "VICTORIA Home Government" logo.



## 2.3

If you are an associated entity or renter you will need to upload a completed copy of the **Landlord and Tenant Guidelines and Consent Form**. You can download this form from the Solar Victoria website.

Once you have completed the form, click “upload file” to upload it to the portal.

The screenshot shows a web form titled "Apply for a Solar Victoria rebate". The form is divided into sections, with a progress indicator on the left showing five steps: 1. Contact details (checked), 2. Quote (highlighted in orange), 3. Business details, 4. Review, and 5. Done.

The "Applicant details" section includes the following elements:

- You are:** Radio buttons for "an owner occupier", "an associated entity", and "renter". The "renter" option is selected.
- Information box:** A grey box with an information icon containing the text: "You own or control the property under a different name to that of your business."
- Landlord name:** A text input field.
- Instruction:** "Make sure your landlord name matches the Landlord and Tenant Consent form exactly."
- Landlord and Tenant Consent form:** A section with the text: "To continue, we need you to upload a Solar Victoria Landlord and Tenant Consent form. If you haven't done this already, [download a blank form now](#)." Below this is a dashed-line box containing an "Upload File" button and two bullet points: "We accept jpg, png or pdf" and "Files can be up to 5MB".
- Navigation:** "Back" and "Next" buttons at the bottom right.

## 2.4

Once you have progressed to this page you will have reserved a place in the portal and you can save and exit at any time from this point on.

If you do save and exit, you'll be sent a link to return to your application later. You then have 14 days to complete your application. If you don't complete it in this time your application will time out and you'll have to start the process from the beginning.

The screenshot shows a web interface for applying for a Solar Victoria rebate. At the top, it says "Apply for a Solar Victoria rebate". Below this is a section titled "Application progress" which includes a vertical progress bar with five steps: 1. Contact details (checked), 2. Quote (highlighted in orange), 3. Business details, 4. Review, and 5. Done. To the right of the progress bar, a green box contains a checkmark and the text: "Your place is reserved for 14 days. You've secured your place in the current solar rebate release." Below this, a message states: "You can save and exit at any time. Just make sure you return and finish applying for your rebate within 14 days. Even if you need to start over, we'll know your place is reserved." At the bottom right, there are three buttons: "Save and exit" (underlined), "Back", and "Next". At the bottom, it says "A program of" followed by the Solar Victoria logo and the Victoria State Government logo.

## 3.0

Next enter your **Australian Business Number**. It's important that your business details are up to date with the Australian Business Register, including your business property address.

Click "Check ABN" to validate your details.

Click "Next".

**Apply for a Solar Victoria rebate**

### Business details

We need to know a bit about your business so we can assess if you're eligible for a rebate. If you need to, [re-check the eligibility criteria](#).

ABN

[Check ABN](#)

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

### Business details

We need to know a bit about your business so we can assess if you're eligible for a rebate. If you need to, [re-check the eligibility criteria](#).

[Business Found](#)

ABN

12004044937

Entity Name

SAMPLE BUSINESS NAME

Not your business? [Re-enter details](#).

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

## 3.1

Next you will need to enter your **WorkCover Employer Number**. You can find this either in your WorkSafe Renewal Notice or by logging into your WorkSafe Online Portal.

You will then need to enter your **Certified Rateable Remuneration** amount as reported to WorkSafe Victoria for the last financial year (or this financial year if no remuneration was reported last year).

Then enter the **number of employees** in your business.

Next enter your first name and last name, as the **representative** making the application on behalf of the business.

**Apply for a Solar Victoria rebate**

**Business details**

- ✓ Contact details
- ✓ Quote
- 3 Business details
- 4 Review
- 5 Done

WorkCover Employer Number (WEN)

Your WEN is at the top right of your WorkSafe Renewal Notice.

Remuneration amount  
This is the amount you reported to WorkSafe Victoria for the prior financial year. Estimate for this year if you didn't report last year.

Find this in your WorkSafe Online portal or contact your WorkSafe Agent directly.

Number of employees

**Business representative**  
We'll communicate with you about your application progress.

Family Name

Given Name(s)

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

A program of

## 4.0

All the details provided will be displayed for you to review and confirm. If you need to edit any details click the 'Edit' button.

### Apply for a Solar Victoria rebate

#### Review your details

Check your details and edit any incorrect info before submitting your application.

- Contact details
- Quote
- Business details
- 4 Review**
- 5 Done

**Your quote**

Property address  
182-186 Allan St KYABRAM VIC 3620

Retailer name  
Rahul Retailer Test New

Rebate type  
Solar PV (Business)

[Edit](#)

**Applicant details**

Applicant type  
Owner Occupier

[Edit](#)

**Business details**

ABN  
12004044937

Business entity name  
NATIONAL AUSTRALIA BANK LIMITED

WorkCover Employer Number (WEN)  
18989788

Remuneration amount  
250000

Number of employees  
10

**Business representative**

Family name  
Citizen  
Given name(s)

## 4.1

On the next page, agree to the terms and conditions of the Program by clicking the tick box, as well as Service Victoria's terms and conditions and privacy policy. You'll also need to confirm that you're authorised by the business to manage the application.

You should read the items listed carefully.

The screenshot shows a web form titled "Consent and Declaration". On the left is a vertical progress indicator with five steps: "Contact details", "Quote", "Business details", "Review" (highlighted in orange), and "Done". The main content area includes:

- 13. General**
  - 13.1 Severability**

If any provision of these Terms and Conditions is void, voidable by a party, unenforceable, invalid or illegal and would not be so if a word or words were omitted, then that word or those words are to be severed and, if this cannot be done, the entire provision is to be severed from these Terms and Conditions without affecting the validity or enforceability of the remaining provisions of these Terms and Conditions.
  - 13.2 Governing law**

These Terms and Conditions are governed by the laws in force in Victoria
- A declaration statement: "The following declaration must be made before submitting the application. For the purposes of this declaration, 'the applicant' is defined as the business applying for the Solar for Business rebate."
- A checked checkbox: "I attest that I am an authorised business representative (e.g. director, employee, lawyer, accountant) of the business applicant. I have approval from the applicant to make this application for the Solar for Business Rebate and to make this declaration on its behalf."
- An unchecked checkbox: "I agree and declare that:" followed by a list of conditions:
  - The applicant has read, understands and agrees to the Solar for Business Program General Terms and Conditions.
  - The applicant is applying for the Solar for Business Rebate.
  - The applicant will only use the Solar for Business Rebate to assist with the supply and installation cost of the Solar System selected by the applicant in the application to be installed at the business premises.
  - At the date of this application, the applicant is an employing business that employs at least one person and less than 20 people and satisfies all Eligibility Criteria.
  - The applicant operates its business from the premises where the Solar System is to be installed.
  - The applicant either owns or leases the premises as identified in this application and has the consent of the owner of the premises for the installation of the Solar System at the premises.
  - All information disclosed to support this application for the Solar for Business Rebate is true, complete and accurate. Any information that is found to be false, untrue or misleading may be referred to law enforcement authorities and penalties may apply.
  - The applicant has sought pre-approval from their Distribution Network Service Provider regarding connection of the Solar System to the electricity grid and has received information from their solar retailer regarding pre-approval and any associated export constraints.
  - Solar Victoria may reject or cancel an application for a Solar for Business Rebate, or if Solar Victoria has already paid the Solar for Business Rebate, seek reimbursement from the applicant, under certain circumstances as provided in the Solar for Business Program General Terms and Conditions.
- A checked checkbox: "I understand and agree to Service Victoria's [Terms of Use](#) and [Privacy and security policy](#)"
- An unchecked checkbox: "I would like updates from Solar Victoria, including info about:" followed by a list:
  - my solar system, and
  - other relevant programs

At the bottom right, there are three buttons: "Save and exit" (underlined), "Back", and "Next".

## 4.2

You're ready to submit your application!

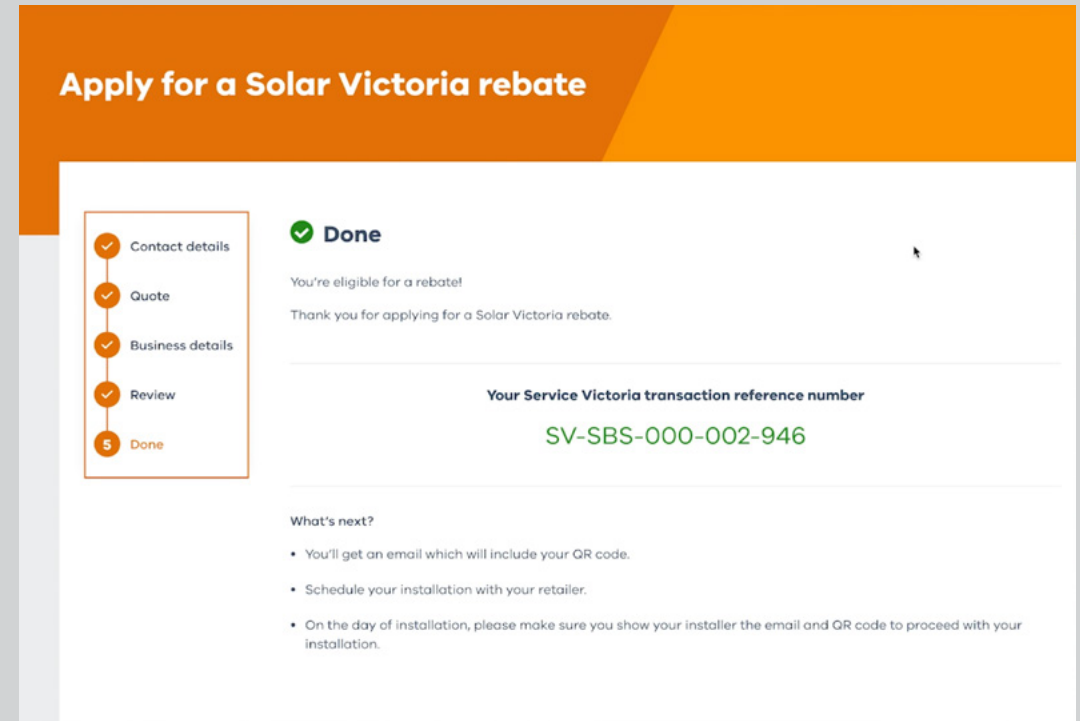
Click submit.

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



## 5.0

If we've got all the information we need, your eligibility will be confirmed.





## 5.1

If we don't have all the information we need, our team will review your application and get in touch asking for further information.

We'll then send you an email advising you of the outcome of your rebate application.

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

The screenshot shows a confirmation page titled "Apply for a Solar Victoria rebate". On the left, a vertical progress bar shows five steps: "Contact details", "Quote", "Business details", "Review", and "Done". The "Done" step is highlighted with a white background and a checkmark. The main content area features a green checkmark icon followed by the word "Submitted". Below this, a message reads: "Thank you for applying for a Solar Victoria rebate. We just need to check a few more details. It may take up to 5 days to get back to you." A horizontal line separates this from the next section, which displays "Your Service Victoria transaction reference number" in bold, followed by the number "SV-SBS-000-002-869" in a large green font. Another horizontal line follows, leading to a "What's next?" section. This section contains the text: "You'll get an email from us updating you about your application. While you wait here's some key things you should know." Below this is a bulleted list of three items: "If it will help with your application, we may contact you using details you've provided to get more info.", "We recommend you don't sign a contract or schedule installation until we confirm your eligibility.", and "If you haven't heard from us after 5 days, check your junk and spam email folders. If you don't have an email from us, call 1300 376 393."