



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 and interest-free loan 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.

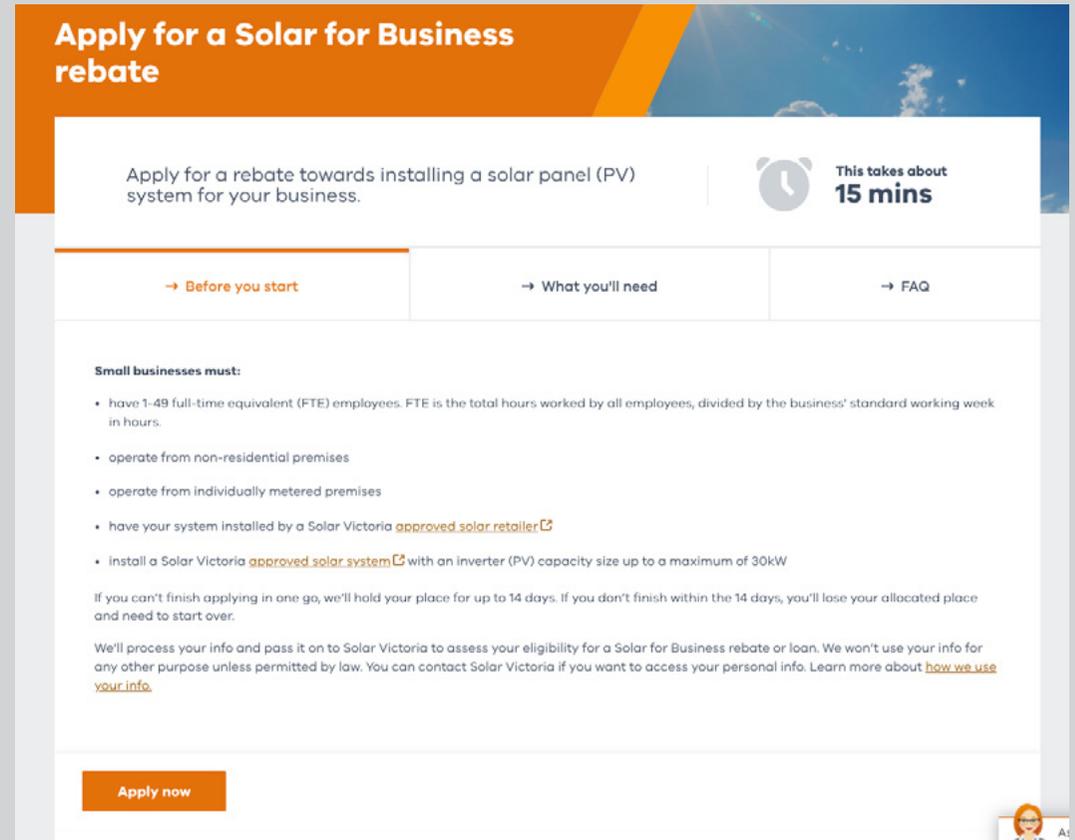
On the Portal home page, you can find information about applying, including the eligibility criteria, what you need to get started, and frequently asked questions about applying for a Solar for Business rebate. For more details including finding a suitable retailer please visit the [Solar Victoria website](#).

1.0

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

Click

Apply now



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.

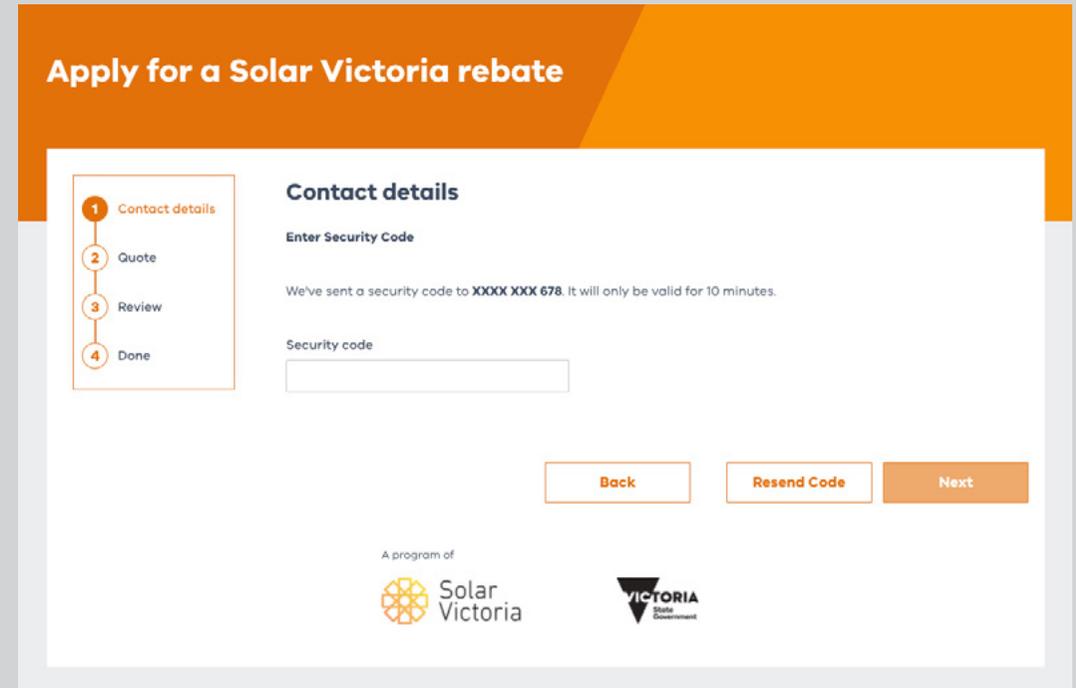
Enter your **email address** and **mobile phone number**. You don't have to use the same email address as the one you gave your retailer when you got your quote.

The screenshot shows a web form titled "Apply for a Solar Victoria rebate" with a sub-section "Contact details". On the left, a progress indicator shows four steps: 1. Contact details (highlighted), 2. Quote, 3. Review, and 4. Done. The main form area includes the following elements:

- Contact details** header
- Your contact details** sub-header
- Text: "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** label and an empty text input field.
- Confirm email** label and an empty text input field.
- Mobile number** label and a text input field containing "e.g 0412345678".
- Text: "You can't have used this phone number to apply if you've had this type of solar rebate before."
- Two buttons at the bottom right: "Back" and "Next".

1.2

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



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.

Apply for a Solar Victoria rebate

Your quote

✓ Contact details
2 Quote
3 Business details
4 Loan
5 Identity
6 Review
7 Done

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.

You can only submit quotes from approved retailers

Quote number

This must exactly match your quote

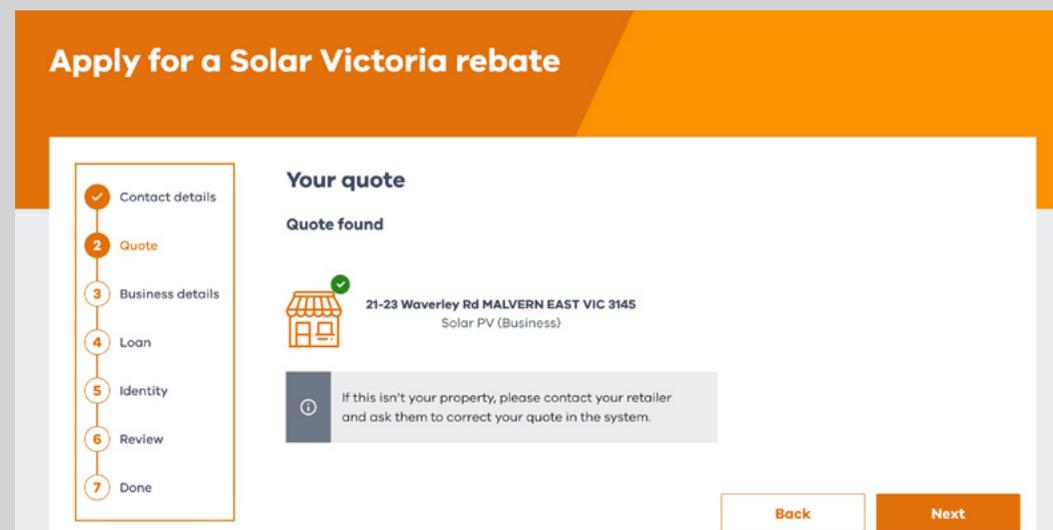
Total quote amount
Before any deductions are applied

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

[Back](#) [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". On the left, a vertical progress bar contains seven steps: 1. Contact details (checked), 2. Quote (highlighted in orange), 3. Business details, 4. Loan, 5. Identity, 6. Review, and 7. Done. The main content area is titled "Applicant details" and asks "You are:" with three radio button options: "an owner occupier" (selected), "an associated entity", and "a renter". Below this is a grey information box with a question mark icon stating "You own the property in the same name as your business." Underneath, it says "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 is a "Back" button and a help icon labeled "Ask Vicky for Help".

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.

Apply for a Solar Victoria rebate

Applicant details

Contact details

2 Quote

3 Business details

4 Loan

5 Identity

6 Review

7 Done

You are:

an owner occupier

an associated entity

renter

i You own or control the property under a different name to that of your business.

Landlord name

Make sure your landlord name matches the Landlord and Tenant Consent form exactly.

Landlord and Tenant Consent form

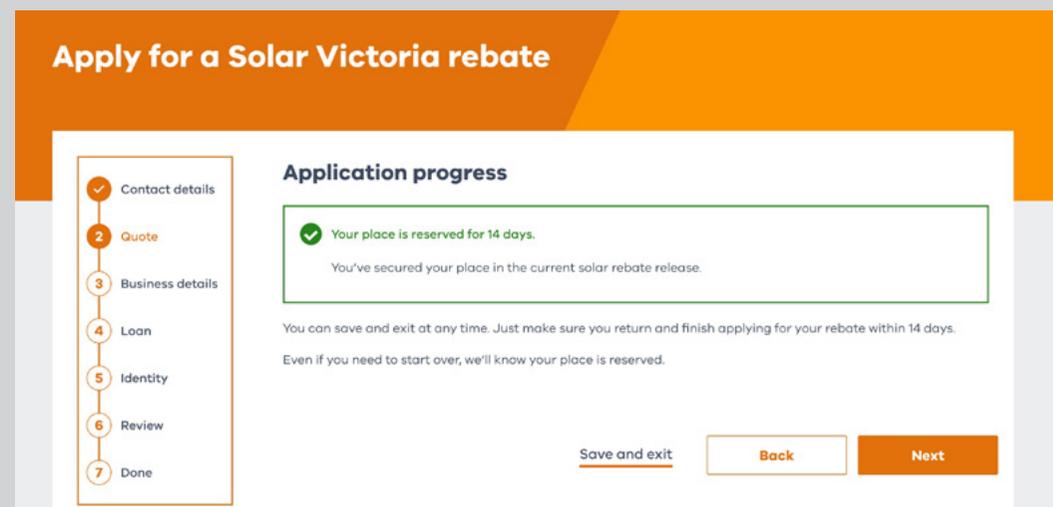
To continue, we need you to upload a Solar Victoria Landlord and Tenant Consent form. If you haven't done this already, [download a blank form now](#).

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

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.



3.0

Enter the details of the representative who is authorised by the business owner or owners to manage this application. Make sure the names match the ID documents you will need to provide to complete this application.

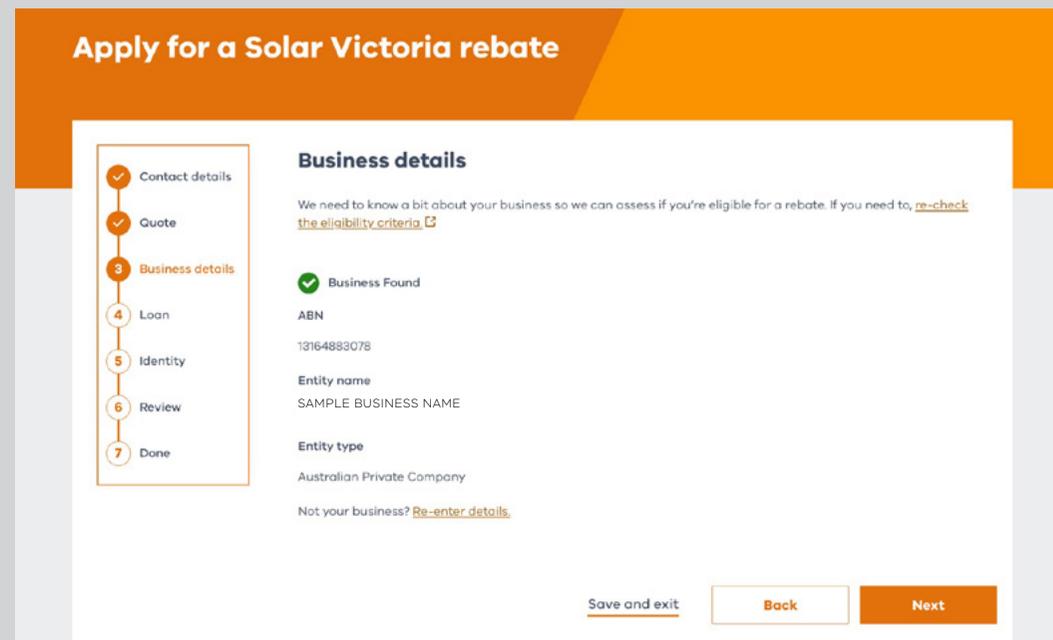
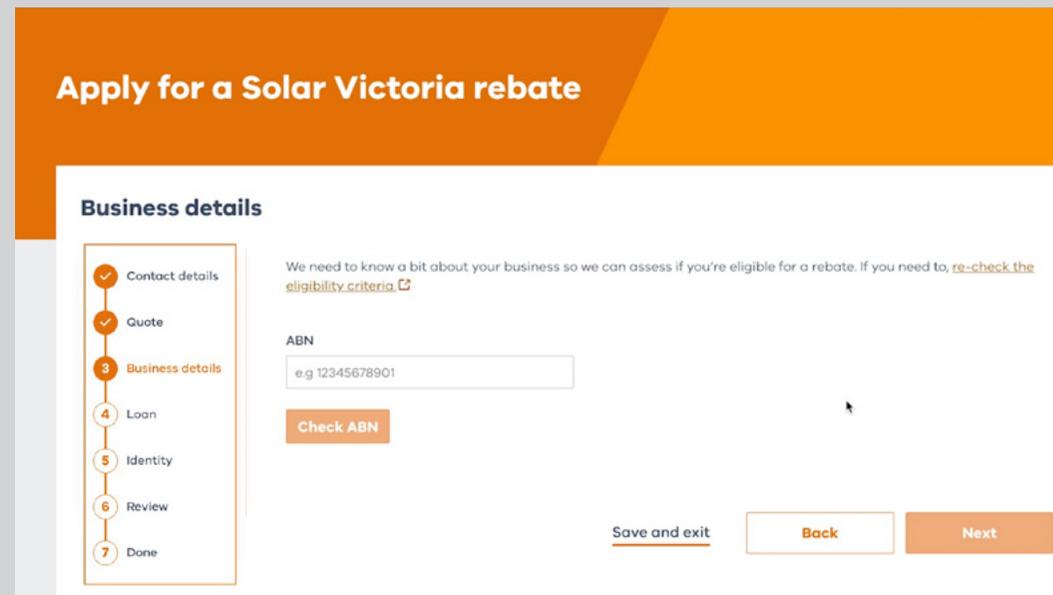
The screenshot shows a web form titled "Apply for a Solar Victoria rebate". On the left, a vertical progress bar contains seven steps: 1. Contact details, 2. Quote, 3. Business details (highlighted in orange), 4. Loan, 5. Identity, 6. Review, and 7. Done. The main content area is titled "Business details" and includes the following text: "Business representative details", "You must be authorised by your business owner to manage the application. Some examples of business representatives are directors, employees, lawyers or accountants.", and "Make sure you enter your names exactly as they are on your ID documents." Below this text are three input fields: "Given name(s)", "Family name", and "Email". 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.

3.1

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".



3.2

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 **full-time equivalent (FTE) employees** in your business. FTE is the total hours worked by all employees, divided by your business' standard weekly full-time hours.

For example for a standard working week of 35 hours, two part-time employees working 17.5 hours a week would be the equivalent of one full-time employee.

The screenshot shows a web form titled "Apply for a Solar Victoria rebate". On the left, a vertical progress bar contains seven steps: 1. Contact details, 2. Quote, 3. Business details (highlighted in orange), 4. Loan, 5. Identity, 6. Review, and 7. Done. The main form area is titled "Business details" and contains the following fields and instructions:

- WorkCover Employer Number (WEN)**: A text input field. Below it, a note states: "Your WEN is at the top right of your WorkSafe Renewal Notice."
- Remuneration amount**: A text input field with a dollar sign (\$) on the left. Below it, a note states: "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 FTE employees**: A text input field. Below it, a note states: "FTE is the total hours worked by all employees, divided by the business' standard working week in hours."

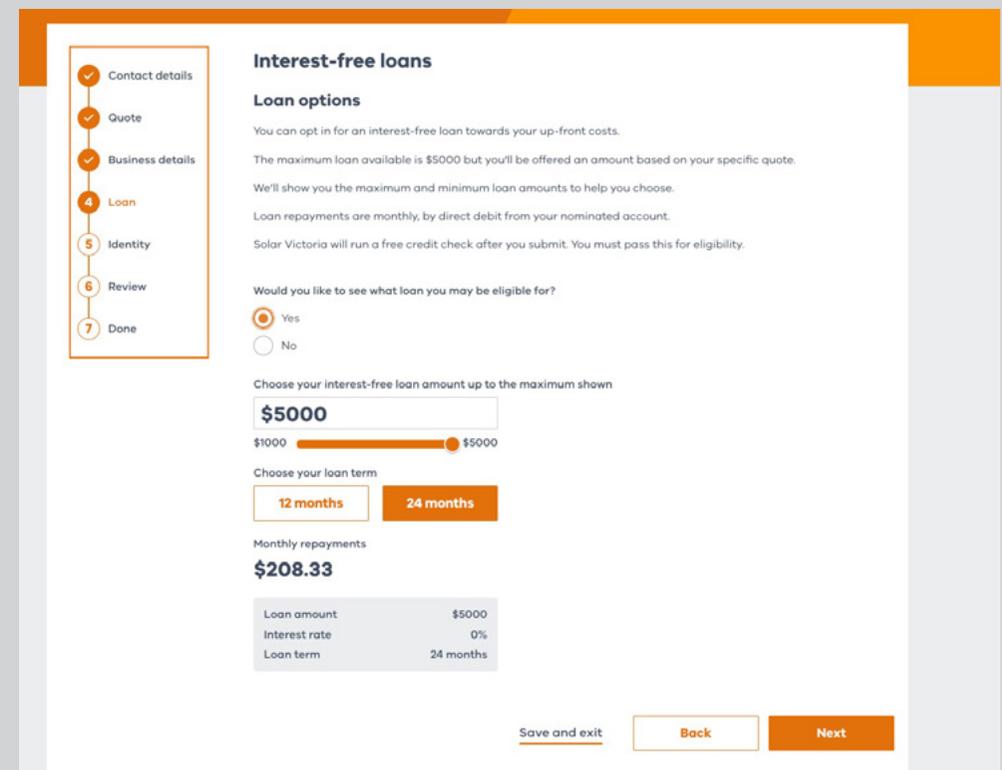
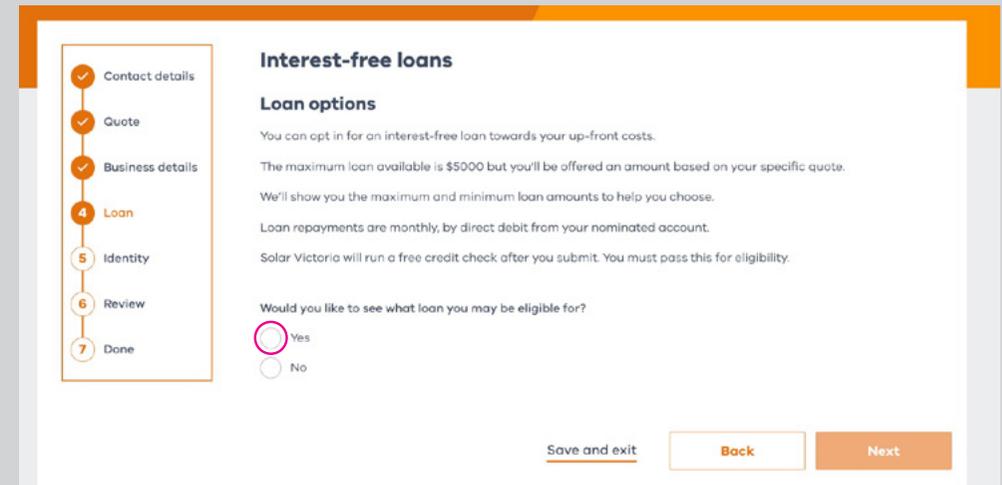
At the bottom right of the form, there are three buttons: "Save and exit" (underlined), "Back", and "Next". At the bottom center, there are logos for "A program of Solar Victoria" and the "VICTORIA State Government".

4.0

If you would like to see if you are eligible for an interest-free loan select 'yes'.

If you apply for a loan you will be offered an amount based on the quote you provided, you are able to reduce the loan amount to a minimum of \$1,000.

Once you have selected your preferred loan amount you can choose loan term. Your monthly repayment amount will then appear. Once you are happy with the loan amount and monthly repayment amount select next.



4.1

State whether you are the beneficial owner of the business. A beneficial owner is an individual who has 25 per cent or more ownership in the business. This can be direct ownership or indirect ownership such as in a trust.

If you are not a beneficial owner you will need to enter the details of any beneficial owners.

You can add up to four beneficial owners. We need these details for loan applications to obtain, verify, and record information about the ownership structure of legal entity applicants.

Apply for a Solar Victoria rebate

Interest-free loans

Beneficial owners

A beneficial owner is an individual who has 25% or greater ownership of a business entity.

Company
Individual shareholders who own directly or indirectly 25% or more of the shares in the company.

Are you a beneficial owner of the business?

Yes

No

Whether you're a beneficial owner or not, you must have authority to act for the business entity in order to apply.

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

A program of
 Solar Victoria

4.2

Enter the details of the business's bank account where the monthly loan payments will be deducted from.

Apply for a Solar Victoria rebate

Contact details

Quote

Business details

4 Loan

5 Identity

6 Review

7 Done

Interest-free loans

Direct debit request

This is the bank account your monthly loan repayments will be deducted from.

Account name

BSB
e.g. 112-789

Account number

[Save and exit](#)

A program of  

4.3

Accept the bank debit and loans terms and conditions. You can access and read them through the links provided.

Apply for a Solar Victoria rebate

Interest-free loans

The following declarations must be made before submitting the application.

Bank direct debit terms

[Direct Debit request service agreement](#)

I have read, understood and agree to the terms and conditions of direct debits between the business I represent and the State Trustees Limited.

I authorise and request State Trustees Limited, as administrator for Solar Victoria, to debit or charge the bank account provided as per the agreement.

Loan terms and conditions

[Solar for Business Program - Loan agreement](#)

I have read, understood and agree to the Solar for Business loan terms and conditions.

I declare the business or entity I represent authorises me to apply for this loan.

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

5.0

To verify your identity online you will need two documents with same details on both of them.

Select two forms of identity and enter the required details. You have three attempts to enter these correctly.

Apply for a Solar Victoria rebate

- Contact details
- Quote
- Business details
- Loan
- 5 Identity**
- 6 Review
- 7 Done

Your identity

We need to verify your identity to be sure you are who you say you are, and to protect you from identity fraud.

You'll need any 2 of these documents:

- Australian driver licence
- Medicare card
- Australian passport
- Australian birth certificate
- Australian citizenship certificate
- Foreign passport and a valid Australian visa
- ImmiCard

Make sure your names on the 2 documents match.

If you don't have these handy now, please 'Save and exit' and finish your application when you've got everything you need. Make sure you do this within 14 days.

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

A program of  

Choose your ID:

- Australian passport
- Australian driver licence
- Medicare card
- Australian birth certificate
- ImmiCard
- Foreign passport
- Australian citizenship certificate

[I don't have this](#) [Next](#)

Enter your details

Document type
Australian passport
(Current or expired less than 3 years ago)

Passport number

All given names in full

Family name

Date of birth

I consent to have my Australian passport checked with the issuer or official record holder

[Back](#) [Verify](#)

5.1

To verify your identity online you will need two documents with same details on both of them.

Select two forms of identity and enter the required details. You have three attempts to enter these correctly.

Prove your identity

Choose your ID:

- Australian passport
- Australian driver licence
- Medicare card
- Australian birth certificate
- ImmiCard
- Foreign passport
- Australian citizenship certificate

[I don't have this](#) [Next](#)

Enter your details

Document type
Australian passport
(current or expired less than 3 years ago)

Passport number

All given names in full

Family name

Date of birth

I consent to have my Australian passport checked with the issuer or official record holder

6.0

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

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

Your quote —

Property address
21-23 Waverley Rd MALVERN EAST VIC 3145

Retailer name
Amir Retailer

Rebate type
Solar PV (Business)

Applicant details —

Applicant type
Retail occupier

Edit

Business details —

ABN
13164883078

Entity name
PADANG FOODS PTY LTD

Entity type

Date of birth
01/02/1998

Edit

Owner 3

Given name(s)
Andrew

Family name
Jogn

Email
rahul@gmail.com.au

Date of birth
01/09/1990

Edit

Bank details

Account name
andrea Wilcock

Account number
19091099

BSB
012345

Bank name
ANZ

Edit

Save and exit **Back** **Next**

6.1

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.

Apply for a Solar Victoria rebate

Progress bar: 1 Contact details, 2 Quote, 3 Business details, 4 Loan, 5 Identity, 6 Review, 7 Done

Consent and declaration

The following declarations must be made before submitting the application.

Solar Victoria Terms and Conditions

[Solar for Business Program General Terms and Conditions](#)

[Solar for Business Program Applicant Declaration](#)

I have read and agree to the Solar for Business Program General Terms and Conditions and Applicant Declaration

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.

Service Victoria Terms and Privacy policy

[Service Victoria's Terms of Use](#)

[Service Victoria's Privacy and security policy](#)

I understand and agree to Service Victoria's Terms of Use and Privacy and security policy

Solar Victoria updates

(Optional) I would like updates from Solar Victoria, including info about:

- my solar system, and
- other relevant programs

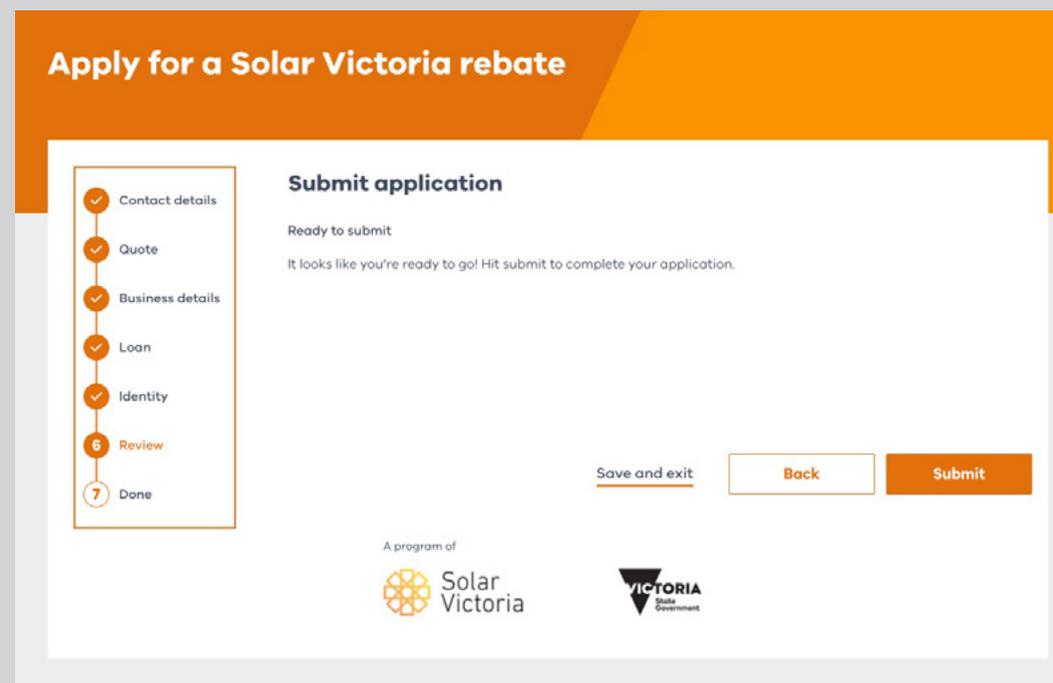
Buttons: [Save and exit](#), [Back](#), [Next](#)

6.2

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.



7.0

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

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

