

# Solar Victoria Portal – Customer User Guide

## Applying for eligibility

02 May 2022



Environment,  
Land, Water  
and Planning

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 rebate from the Victorian Government towards installing a solar panel (PV) system or solar battery.

This takes about **22 mins**

→ Before you start    → What you'll need    → FAQ

**Eligibility**

- 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 haven't already received a Solar Homes PV or battery rebate.

If for any reason you cannot complete your application in one go, we will hold the application for up to 14 days. Otherwise, you'll lose your allocated place for this month and need to restart the process.

We'll process your info and pass it on to Solar Victoria to assess your eligibility for a Solar Homes rebate. We won't use your info for any other

**Apply now**

Your income status	Proof of income document
Employed, paying above the tax free threshold	Notice of Assessment from the Australian Taxation Office (this is the ATQ notice provided to you after completing an annual tax return, it is not a PAYG statement or group certificate)
On a government payment, i.e. Jobseeker - formerly Newstart - or Old Age Pension	<ul style="list-style-type: none"> <li>Department of Veteran Affairs PAYG Payment Summary</li> <li>Department of Veteran Affairs Payment Summary Letter</li> <li>Centrelink PAYG Payment Summary</li> </ul>
Retired, no pension or self-funded	Statutory declaration of income*
No income	Statutory declaration of no income*
Low or no taxable income	Valid Centrelink concession cards including: <ul style="list-style-type: none"> <li>Health Care Card**</li> <li>Commonwealth Seniors Health Card</li> <li>Pensioner Concession Card</li> </ul>

\*A statutory declaration or 'stat dec' must be signed before an authorised declaration witness.  
 \*\*Foster Child Health Care Card and Ex-Carer Allowance (Child) Health Care Card are not eligible.  
 See examples of [documentation required to prove eligibility](#) on the Solar Victoria website.

Can I use an approved Centrelink concession card to prove my income?  
 Yes, but we can only verify the main cardholder's details, even if your card also shows your partner or dependents.  
 If you're both named as homeowners while applying for a rebate, your partner will still have to prove their income.

How can I update my details?

**Apply now**

## 1.1

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

Note: You can't have used your mobile phone number to apply before.

### Apply for a Solar Victoria rebate

- Contact details
- Quote
- Review
- Done

#### Contact details

**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 number

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

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

A program of

## 1.2

Enter the **unique security code** sent to the mobile phone number you entered.

The screenshot shows a web form titled "Apply for a Solar Victoria rebate". On the left is a vertical progress bar with four steps: 1. Contact details (highlighted in orange), 2. Quote, 3. Review, and 4. Done. The main content area is titled "Contact details" and "Enter Security Code". It states: "We've sent a security code to XXXX XXX 444. It will only be valid for 10 minutes." Below this is a label "Security code" and a text input field containing "889405". At the bottom right are three buttons: "Back", "Resend Code", and "Next" (highlighted in orange). At the bottom center, it says "A program of" followed by the "Solar Victoria" logo and the "VICTORIA State Government" logo.

## 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.

### Apply for a Solar Victoria rebate

✓ Contact details

2 Quote

3 Review

4 Done

#### Your quote

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.

Retailer Name

You can only submit quotes from approved retailers

Quote number

abcd1

This must exactly match your quote

Total quote amount  
Before any deductions are applied


\$ 23456

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


Back

Next

A program of



Solar Victoria



## 2.1

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

Contact your retailer if these details are incorrect.

### Apply for a Solar Victoria rebate

✓ Contact details

**2** Quote

3 Homeowner details



4 Identity

5 Review


6 Done

#### Your quote

Quote found



**2 Kennedy St EUROA VIC 3666**  
Solar PV (Owner Occupier)



If this isn't your property, please contact your retailer and ask them to correct your quote in the system.

Back

## 2.2

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

The screenshot shows a web form titled "Apply for a Solar Victoria rebate". On the left is a vertical progress bar with six steps: 1. Contact details (checked), 2. Quote (highlighted in orange), 3. Homeowner details, 4. Identity, 5. Review, and 6. Done. The main content area is titled "Applicant details" and asks "You are:" with two radio button options: "An owner-occupier" (selected) and "A landlord". Below this, it says "Click 'Next' to secure your allocation in this release." and "You'll then have 14 days to submit your application or lose your place." At the bottom right are "Back" and "Next" buttons. At the bottom center, it says "A program of" followed by the "Solar Victoria" logo and the "VICTORIA State Government" logo.

## 2.3

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 time frame you will lose your allocated place and need to wait until the next release opens to restart the application process.



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**.

### Apply for a Solar Victoria rebate

✓

Contact details

2

Quote

3

Homeowner details

4

Identity

5

Review

6

Done

#### Application progress

✓

Your place is reserved for 14 days.

You've secured your place in the current solar rebate release.

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.

Save and exit

Back

Next

## 2.3

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 time frame you will lose your allocated place and need to wait until the next release opens to restart the application process.



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**.

✓

Contact details

✓

Quote

3

Homeowner details

4

Identity

5

Review

6

Done

### Your property

Upload your council rates notice

We'll use this to collect the **homeowner name(s)**. We may also use it to collect the **Capital Improved Value**.

Your rates notice must include the names of all homeowners and not the name of a company or family trust.

[More information](#)

**+ Tips for uploading documents**

Upload File

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

✓

Contact details

✓

Quote

3

Homeowner details

4

Identity

5

Review

6

Done

### Your property

Council rates notice uploaded

✓ Test-1099(2).pdf

ⓘ

We still can't read your document

Enter your details

Please type in the homeowner names exactly as shown on your passport or driver licence.

👤 Homeowner 1

✕ Remove

Family Name

All given names in full

**+ Add a homeowner**

Save and exit

Back

Next

## 3.0

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.

### Apply for a Solar Victoria rebate

- ✓ Contact details
- ✓ Quote
- 3 Homeowner details
- 4 Identity
- 5 Review
- 6 Done

#### Homeowner details

Each home owner needs to show proof of income to confirm eligibility.

Homeowner 1

Family Name

Chithra

Edit Name

Given Name(s)

Ramachandran

Date of birth

dd mm yyyy

☐ I haven't received the Victorian Government's Solar Homes PV or Battery rebate

Income details

[More information about proving your income](#)

Please select the statement that best fits you:

- ☐ I lodge an income tax return with the ATO each year.
- ☐ All or most of my income is from Centrelink.
- ☐ All or most of my income is from Department of Veteran's Affairs.
- ☐ All or most of my income is from another source and the ATO doesn't require my income tax return.

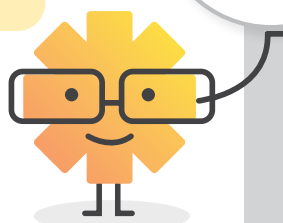
Save and exit

Back

Next

Save and exit

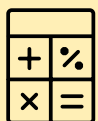
Once you've entered these details you can **save and exit** your application at any point, and you'll be sent a link so you can continue it at a later time.



## 3.1

### 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.



### Apply for a Solar Victoria rebate

✓

Contact details

✓

Quote

3

Homeowner details

4

Identity

5

Review

6

Done

#### Application progress

✓

Your quote is valid

✓

Your property value is valid

✓

You qualify for a loan

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

✓ You qualify for a loan

## 3.2

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)

Each owner needs to tick the box to confirm that they have not applied for a rebate before.

### Apply for a Solar Victoria rebate

✓

Contact details

✓

Quote

3

Homeowner details

4

Identity

5

Review

6

Done

#### Homeowner details

Each home owner needs to show proof of income to confirm eligibility.

Homeowner 1

Edit Name

Family Name

Galle

Given Name(s)

Sandeep

Date of birth

05 11 1991

☐ I haven't received the Victorian Government's Solar Homes PV or battery rebate

Income details

[More information about proving your income](#)

Please select the statement that best fits you:

☒ I lodge an income tax return with the ATO each year.

☐ All or most of my income is from Centrelink.

☐ All or most of my income is from Department of Veteran's Affairs.

☐ All or most of my income is from another source and the ATO doesn't require my income tax return.

Upload your Notice Of Assessment

This comes from the ATO and must be from one of the last 2 tax years. Find yours by logging in to myGov.

We'll use this to collect your:

- full name
- tax year, and
- taxable income

We won't collect any other information and we won't keep your document. [See an example](#)

**Tips for uploading documents**

Upload File

Tap to browse

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

Please enter your annual income and corresponding financial year.

Annual taxable income

80000

If you don't earn any taxable income, please enter \$0

Financial year

2021

Save and exit

Back

Next

## 3.3

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 Victoria rebate

✓ Contact details

✓ Quote

**3 Homeowner details**

4 Identity

5 Review

6 Done

#### Homeowner applying

**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

☐ Emma Watts

☐ Emily Watts

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

A program of

## 3.4

If you are eligible for a loan, you'll be offered the default loan amount of up to \$1,400 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.



### Apply for a Solar Victoria rebate

✓

 Contact details

✓

 Quote

3

 Homeowner details

4

 Identity

5

 Review

6

 Done

#### Rebate and loan details

The Victorian Government is offering you the following:

Rebate amount up to \$1400

Loan amount up to \$1400

Interest rate 0%

Loan term 48 months

Monthly repayment 2917 per month

All amounts include GST.

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

**Would you like a loan?**

☐ Yes

☐ No

Next

## 3.5

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

### Apply for a Solar Victoria rebate

✓

Contact details

✓

Quote

3

Homeowner details

4

Identity

5

Review

6

Done

#### Loan details

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.

**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, a Solar Homes Loan for more than two rental properties of which I am the landlord in a given financial year and one Solar Homes Loan for the property which is my principal place of residence
- 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 will vary based on existing consumption patterns at the Nominated Property and, if they change for any reason (including if the Nominated Property becomes vacant), this will be at your risk and will not affect your 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
- if I have entered into a Landlord Tenant Agreement, I:
  - remain responsible for making repayments under the Loan Contract notwithstanding the terms of any Landlord Tenant Agreement (and any amounts the Tenant agrees to pay to satisfy the repayment of the Loan Amount will be paid directly to me)
  - must not claim any amount from the tenant of the Nominated Property in respect of the Loan Amount that is referable to any period after the tenant vacates the Nominated Property

☐ 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.

## 3.6

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.

### Apply for a Solar Victoria rebate

✓ Contact details

✓ Quote

3 Homeowner details

4 Identity

5 Review

6 Done

#### Bank details

Direct Debit Request

This is the account you wish to have your loan repayments deducted from.

BSB

Bank name

Account number

Account name

☒ 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, APCAD 535972.

#### Direct Debit Request Service Agreement

In relation to the Solar Victoria - Loan Contract

Company Name: State Trustees Limited ABN 65 064 593 148 ("Debit User")  
 1 McNab Avenue, Footscray  
 Contact Details:  
 Email: loans@team.solar.vic.gov.au  
 Telephone: 1300 138 872

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).

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

## 4.0

If you have your identity documents on hand, you can begin confirming your identity. If you already have a Service Victoria account, you can log in with your details now. If not, you can continue as a guest.

### Apply for a Solar Victoria rebate

✓ Contact details

✓ Quote

✓ Homeowner details

4 Identity

5 Review

6 Done

#### Your identity

You can verify your identity online by entering the details of 2 forms of ID. We need this to be sure you are who you say you are, and to protect you from identity fraud.

You can use:

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

Make sure the names on both documents are the same.

If you don't have these documents nearby you can save and exit and we'll email you a link so you can resume your application.

You have 14 days from when you started your application to complete it.

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

### First time customer?

**Verify your identity now.**

If you already have a Service Victoria account, log in and use your stored details.

[Log in](#)
[Verify your identity](#)

## 4.1

Select your **first** form of ID.

**Note that the names on both forms of ID will need to match.**

### Prove your identity

#### Choose your ID:

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

## 4.2

Enter the required details.

You have three attempts to enter your details correctly.

### Prove your identity

#### Enter your details

ID type  
Driver licence

State of issue  
VIC

Licence number  
12345678

Family name  
Smith

Given name(s)  
Joe

Date of birth  
01 01 1980

☒ I consent to have my Australian driver licence verified with the document issuer or official record holder

Back Next

## 4.3

Select your **second** form of ID.

### Prove your identity

#### Choose your ID:

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

## 4.4

Enter the required details.

You have three attempts to enter your details correctly.

### Prove your identity

#### Enter your details

ID type

Australian Passport

Passport number

Family name

Given name(s)

Date of birth

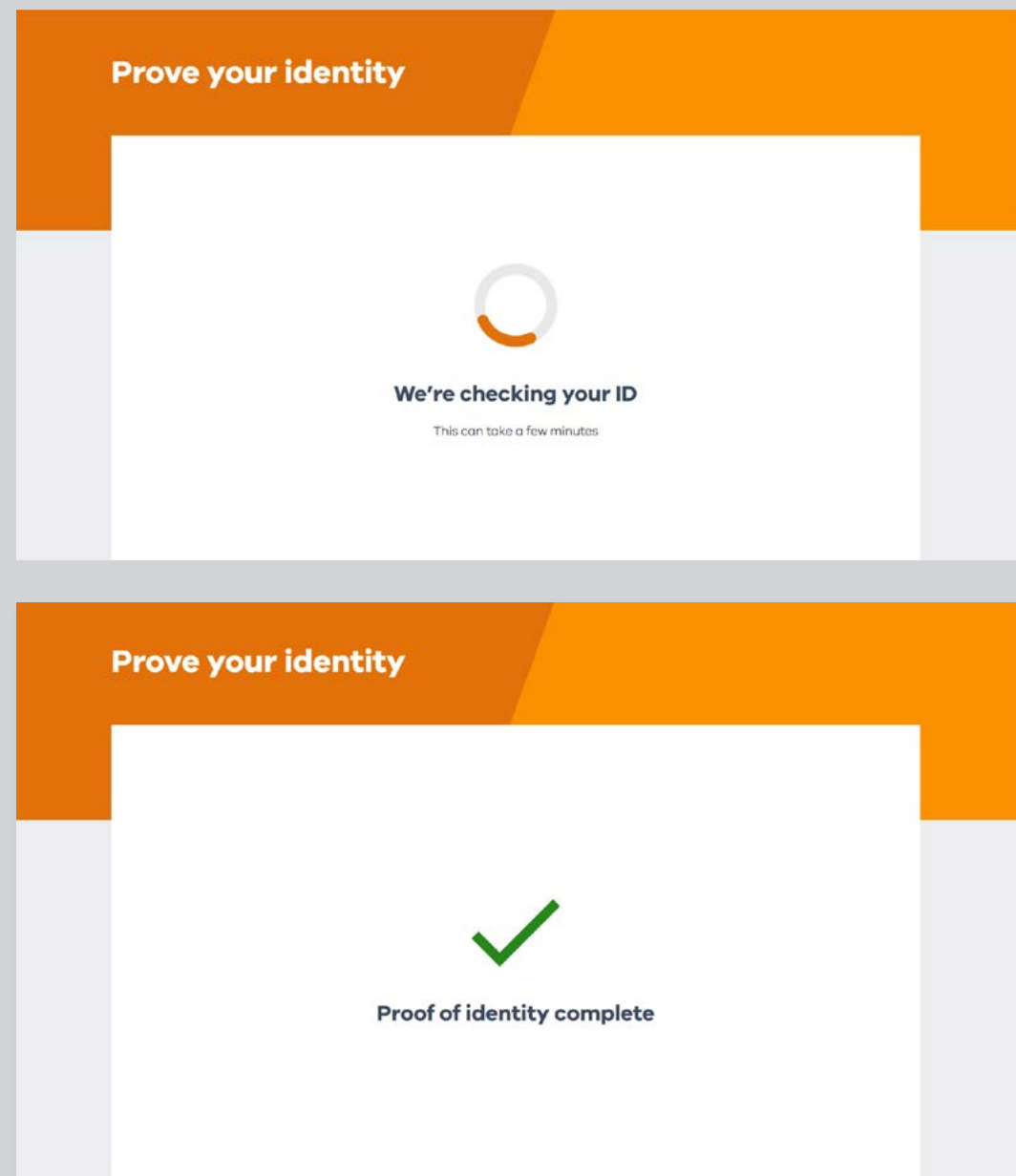
☒ I consent to have my Australian Passport verified with the document issuer or official record holder

BackVerify

## 4.5

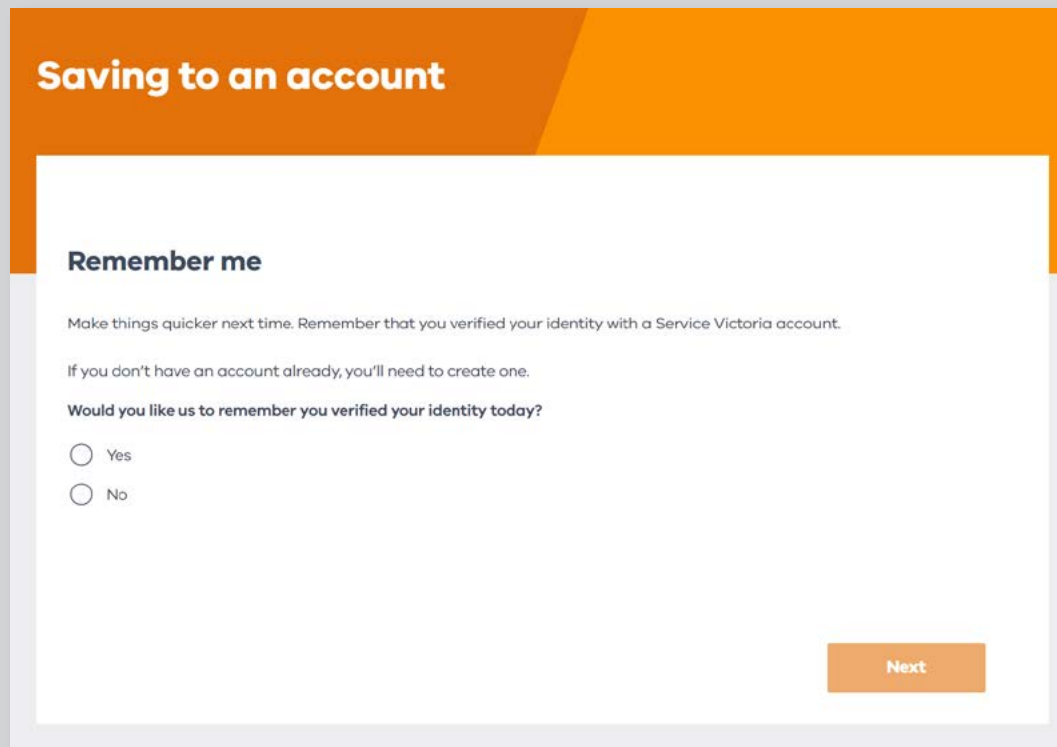
You have successfully verified your identity. Now you can proceed to review your application details.

If the names on your documents match, you'll have successfully verified your identity. Now you can proceed to review your application details.



## 4.6

If you'd like, you can create a Service Victoria account to use for future transactions. You don't have to create an account if you don't want to.



**Saving to an account**

**Remember me**

Make things quicker next time. Remember that you verified your identity with a Service Victoria account.

If you don't have an account already, you'll need to create one.

Would you like us to remember you verified your identity today?

☐ Yes

☐ No

Next

## 5.0

### 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**

**Review**

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

**Your quote**

Product  
SOLAR\_PANELS

Retailer  
Daniel Clift Retailer Account (Test)

Total quote amount  
\$10000

**Your home**

Suburb  
EUROA, 3666

[Edit](#)

**Person applying**

Family name  
Krishna

All given names in full  
Rakhee

Date of birth  
11 - 05 - 1991

Proof of income  
Test-100000.pdf

Annual income  
80000

[Edit](#)

**Your loan**

Would you like a loan?  
No

[Edit](#)

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

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 Solar Victoria

## 5.1

### 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 Victoria rebate

✓ Contact details

✓ Quote

✓ Homeowner details

✓ Identity

5 Review

6 Done

#### Consent and declaration

The following declarations must be made before submitting the application

##### Solar Victoria Terms and Conditions

[Solar Homes General Terms and Conditions](#)

[Solar Homes Applicant Declaration](#)

☒ I have read and agree to the Solar Homes General Terms and Conditions and Applicant Declaration

##### 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

✓ Contact details

✓ Quote

✓ Homeowner details

✓ Identity

5 Review

6 Done

#### Create or log in to your Service Victoria account

With an account, you can easily:

- reuse your details in future visits
- see transaction records you chose to store
- check and update your details any time

You can still use Service Victoria as a guest even if you have an account.

Back

No thanks

Log in or create account

## 6.0

### Submit your application.

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

### Apply for a Solar Victoria rebate

✓ Contact details

✓ Quote

✓ Homeowner details

✓ Identity

5 Review

6 Done

#### Submit application

Ready to submit:

It looks like you're ready to go! Hit submit to complete your application.

Back

Submit

✓ Contact details

✓ Quote

✓ Homeowner details

✓ Identity

✓ Review

6 Done

#### Submitted

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.

Your Service Victoria transaction reference number

SV-SOH-000-201-061

What's next?

You'll get an email from us updating you about your application.

While you wait here's some key things you should know.

- 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.
- 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.

How was your experience?

Good

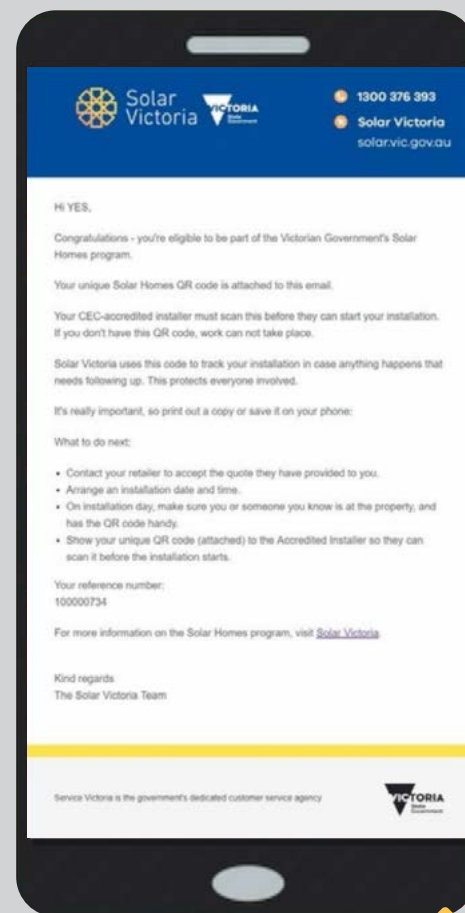
Bad

## 6.1

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.

