Solar Victoria Portal – Customer User Guide

Applying for eligibility for existing properties

August 2022

Solar Victoria

VICTORIA State Government | Environment, Land, Water and Planning

The purpose of this document is to walk you through the customer rebate application process for existing properties as part of the Victorian government's Solar Homes Program.

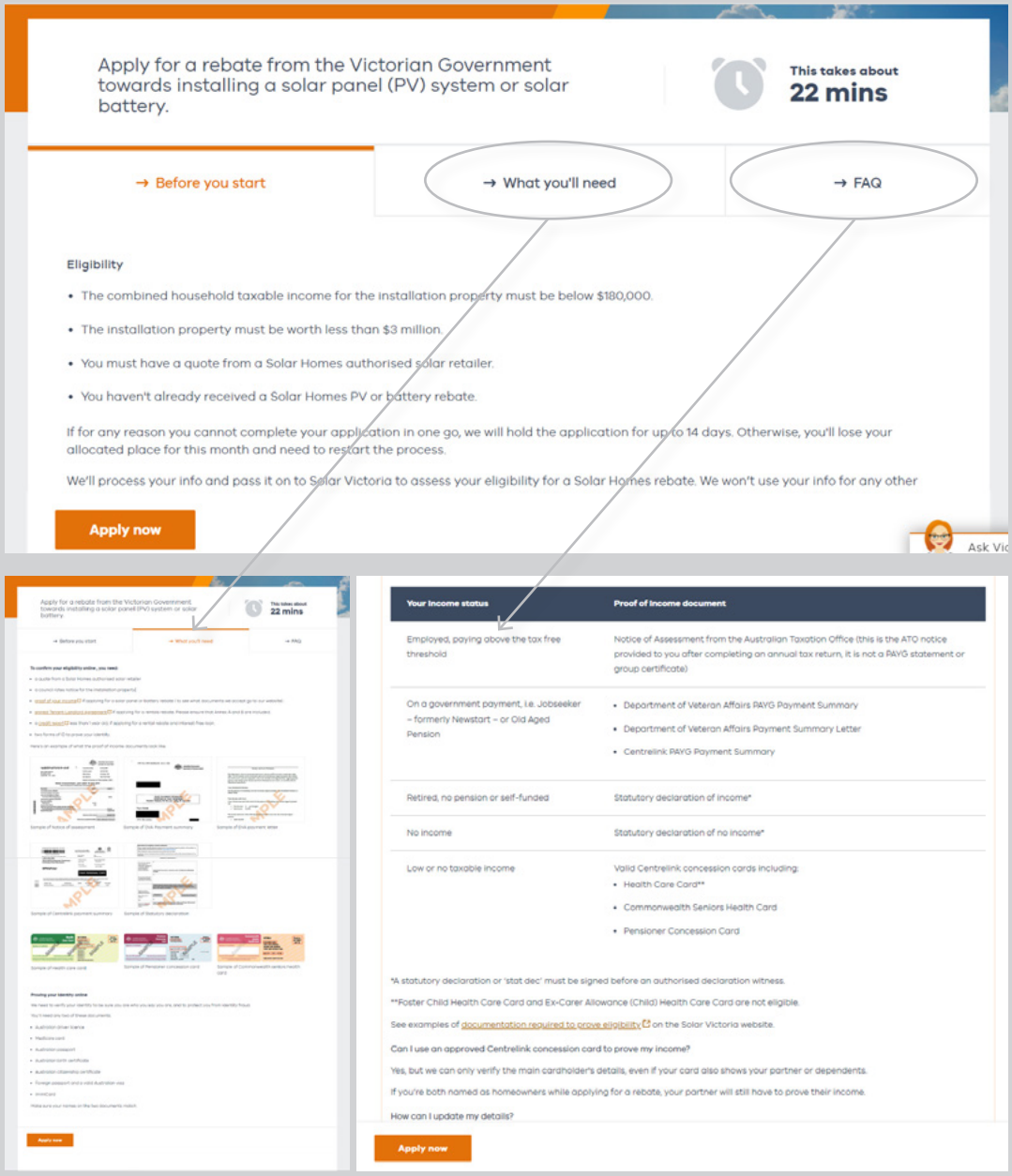
After engaging a retailer and receiving a quote, your retailer will upload your quote to the **Solar Victoria Portal**.

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.

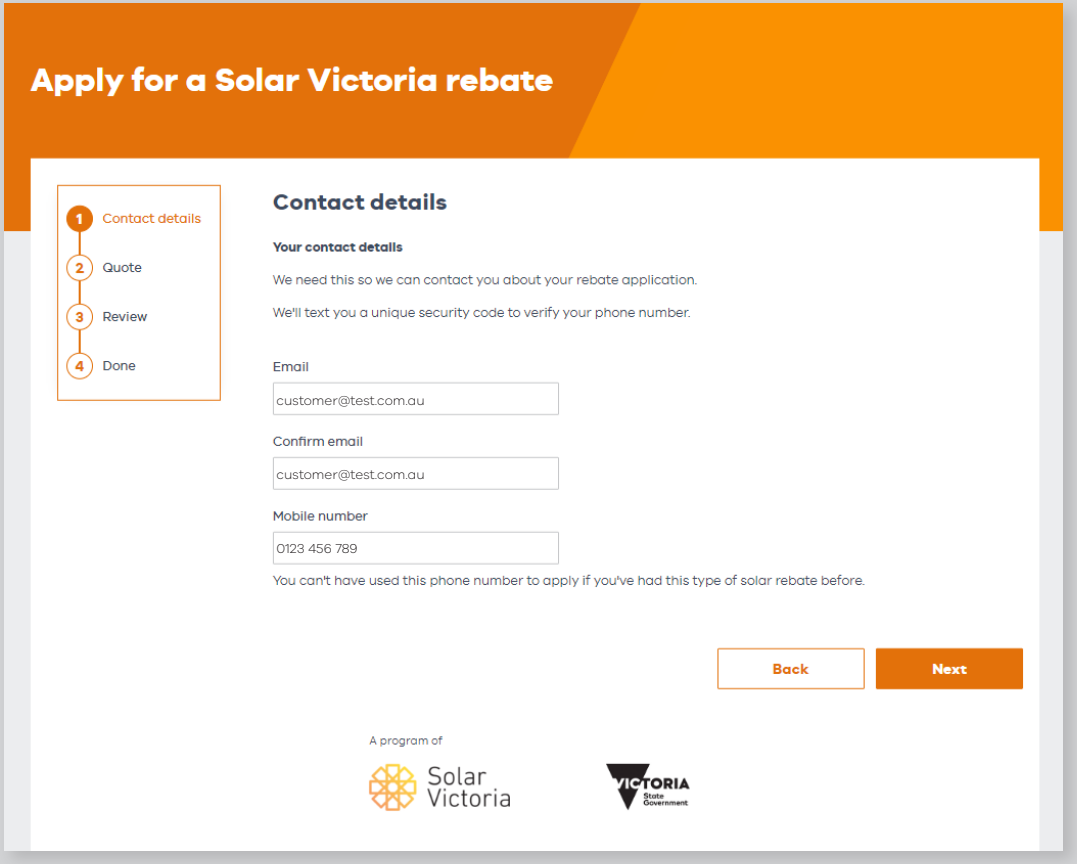
Click **Apply now**



1.1

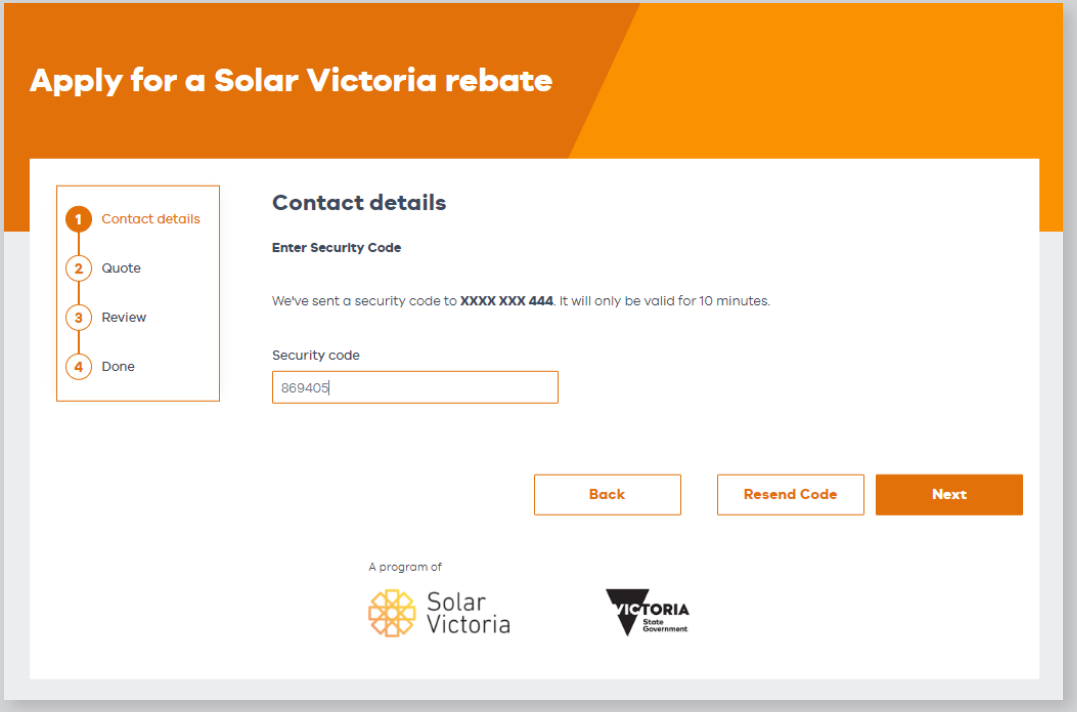
When you're ready to begin your application, enter your **email address** and **mobile phone number.**

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



1.2

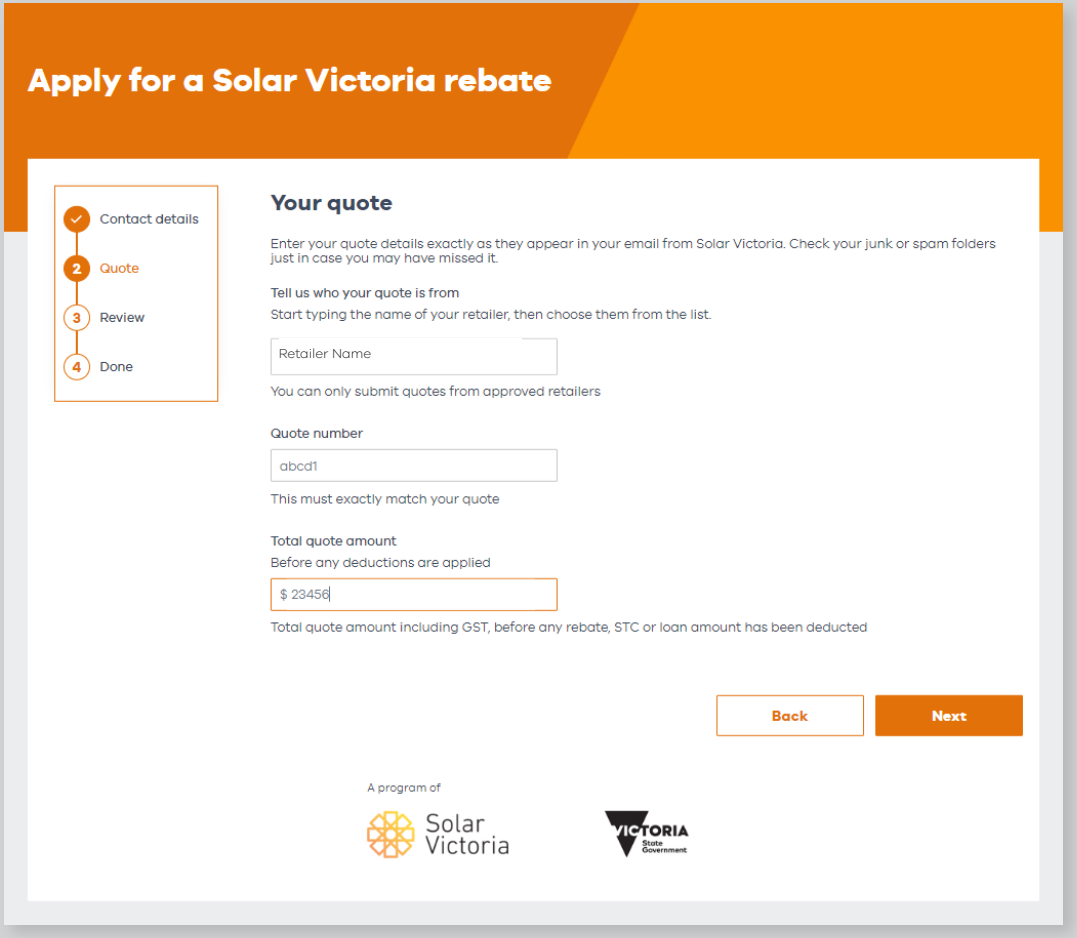
Enter the **unique security code** sent to the mobile phone number you entered.



2.0

Search for the name of your chosen retailer and click on their name in the list.

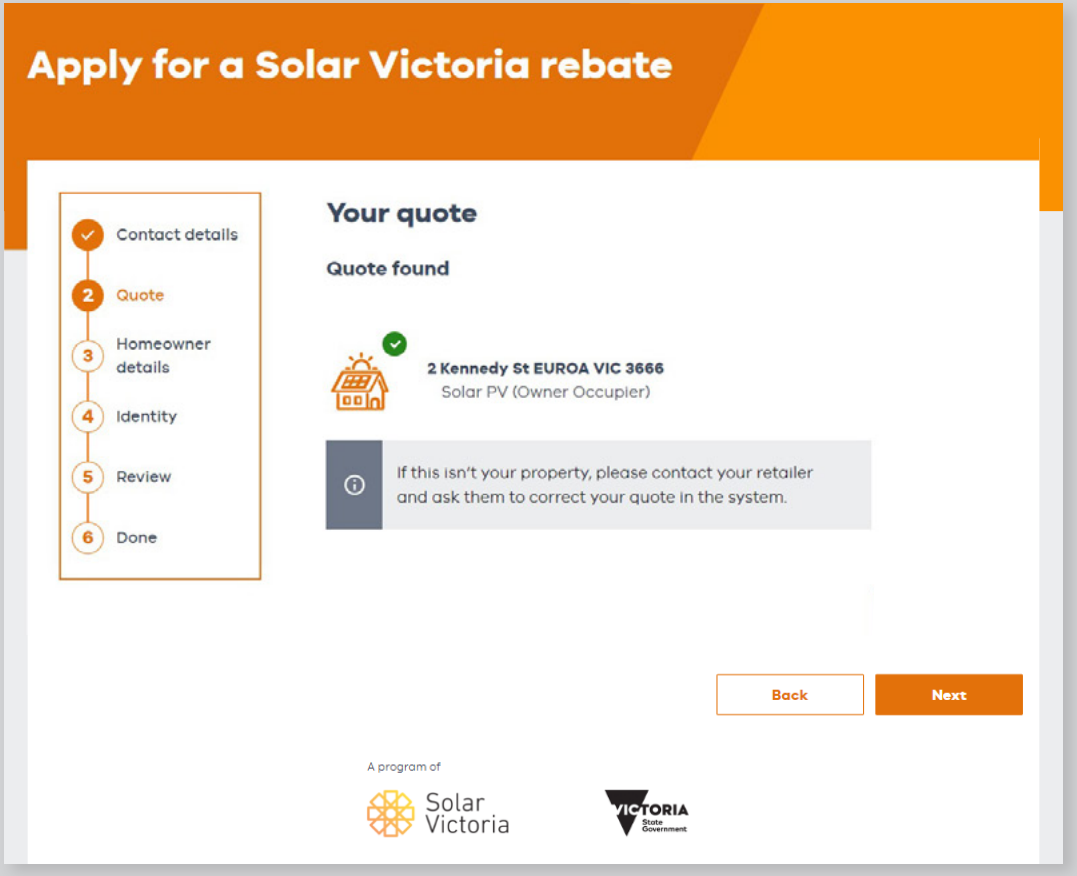
Enter the quote number provided by your retailer, and the total quoted amount before any rebates or discounts are applied.



2.1

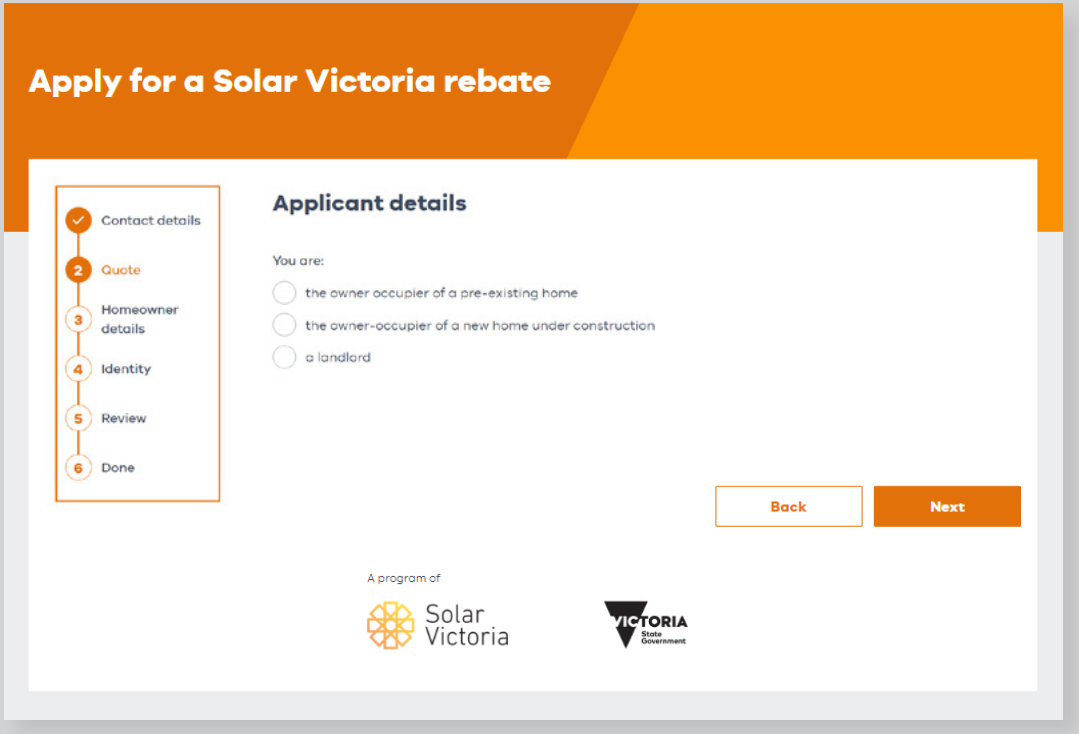
Confirm that we've matched your details against the correct quote.

Contact your retailer if these details are incorrect.



2.2

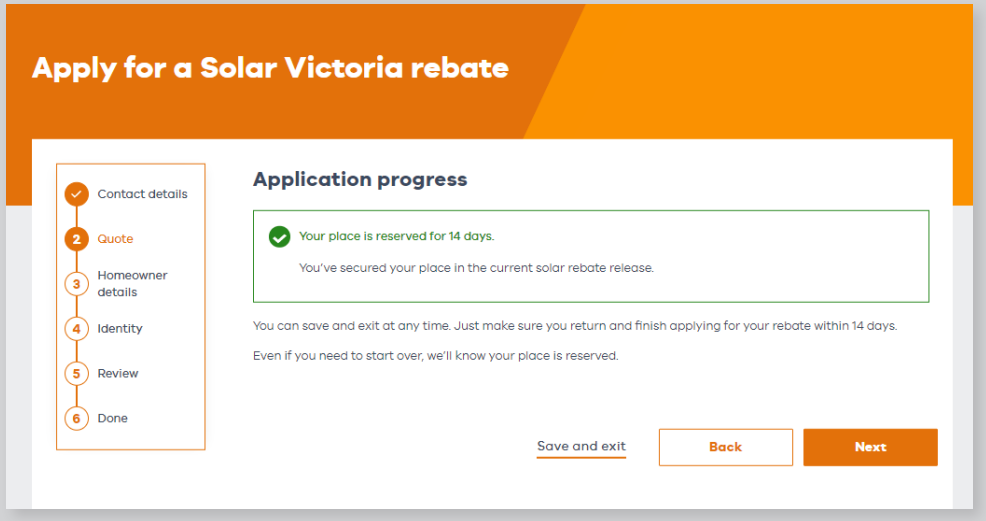
Select whether the rebate is for your **pre-existing home** or a **rental property**.



2.3

Once you have progressed to this page, you have reserved a place in the portal.

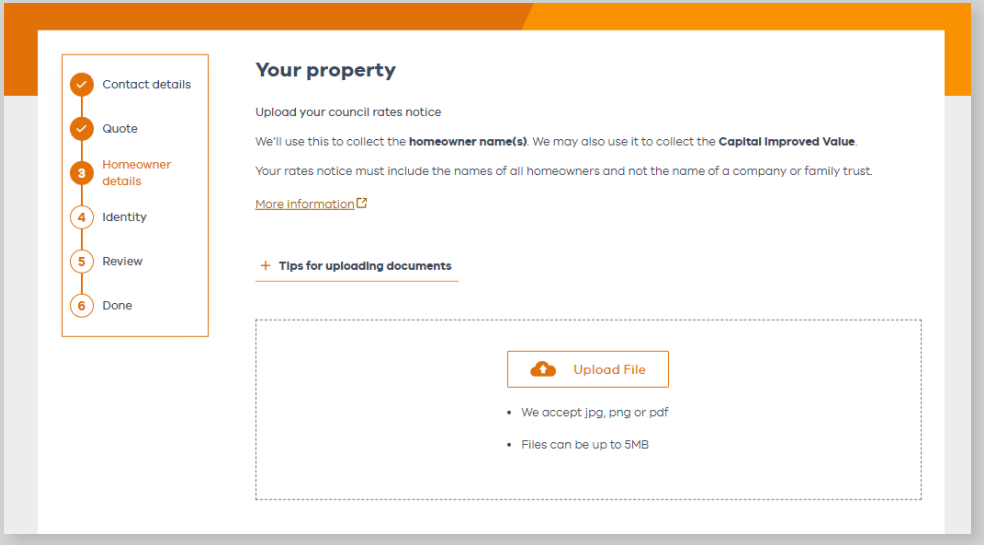
You have 14 days to complete your application once you have found your quote in the portal. If you do not submit your application in this time frame you will lose your allocated place and need to wait until the next release opens to restart the application process.

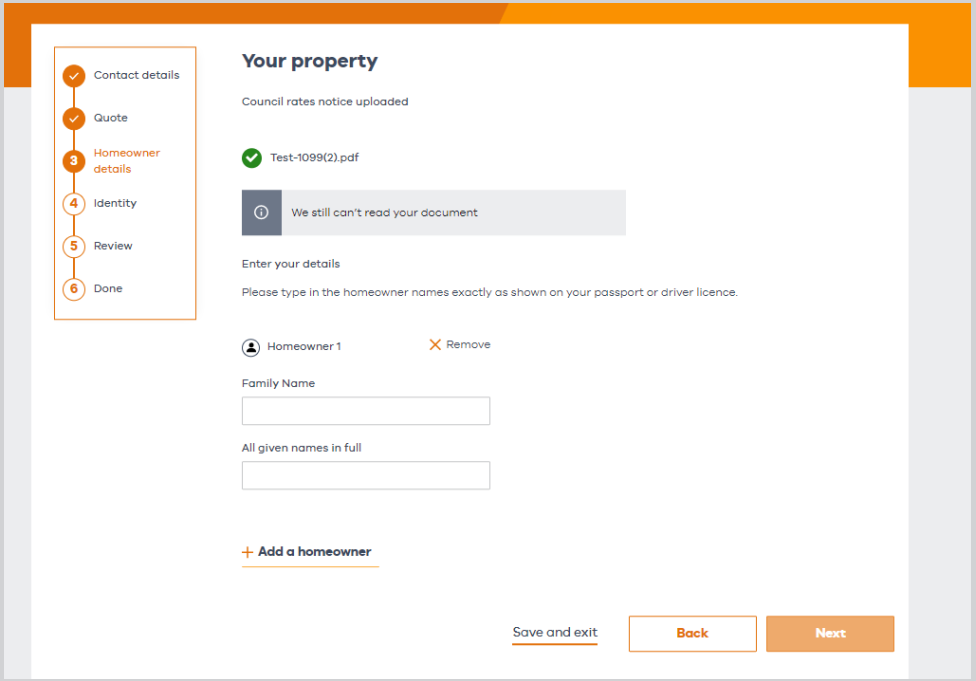


3.0

Upload your Council Rates Notice to confirm property ownership.

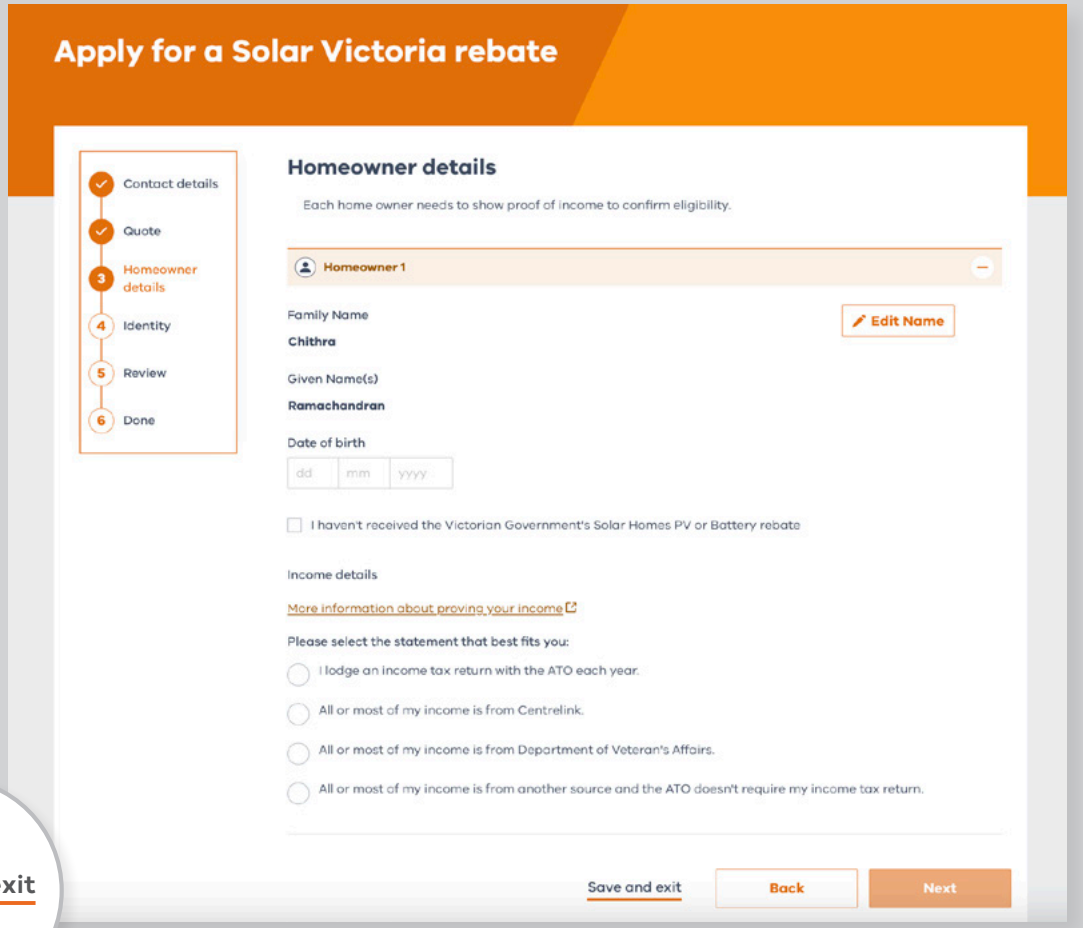
If the portal cannot find the value of your property you can enter it manually. You will find the value of your property on your Council Rates Notice for the last year, under **Capital Improved Value**.



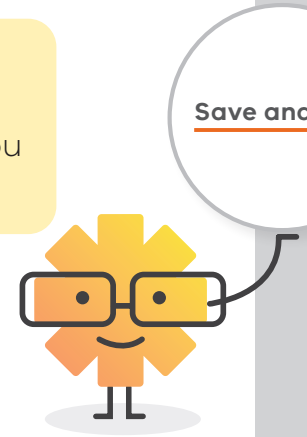


3.1

Once the council rates notice or the Certificate of Title is uploaded, make sure that the property owners' names that appear on screen are spelled exactly the same as your ID documents.



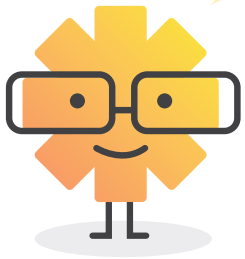
Once you've entered these details you can **save and exit** your application at any point, and you'll be sent a link so you can continue it at a later time.

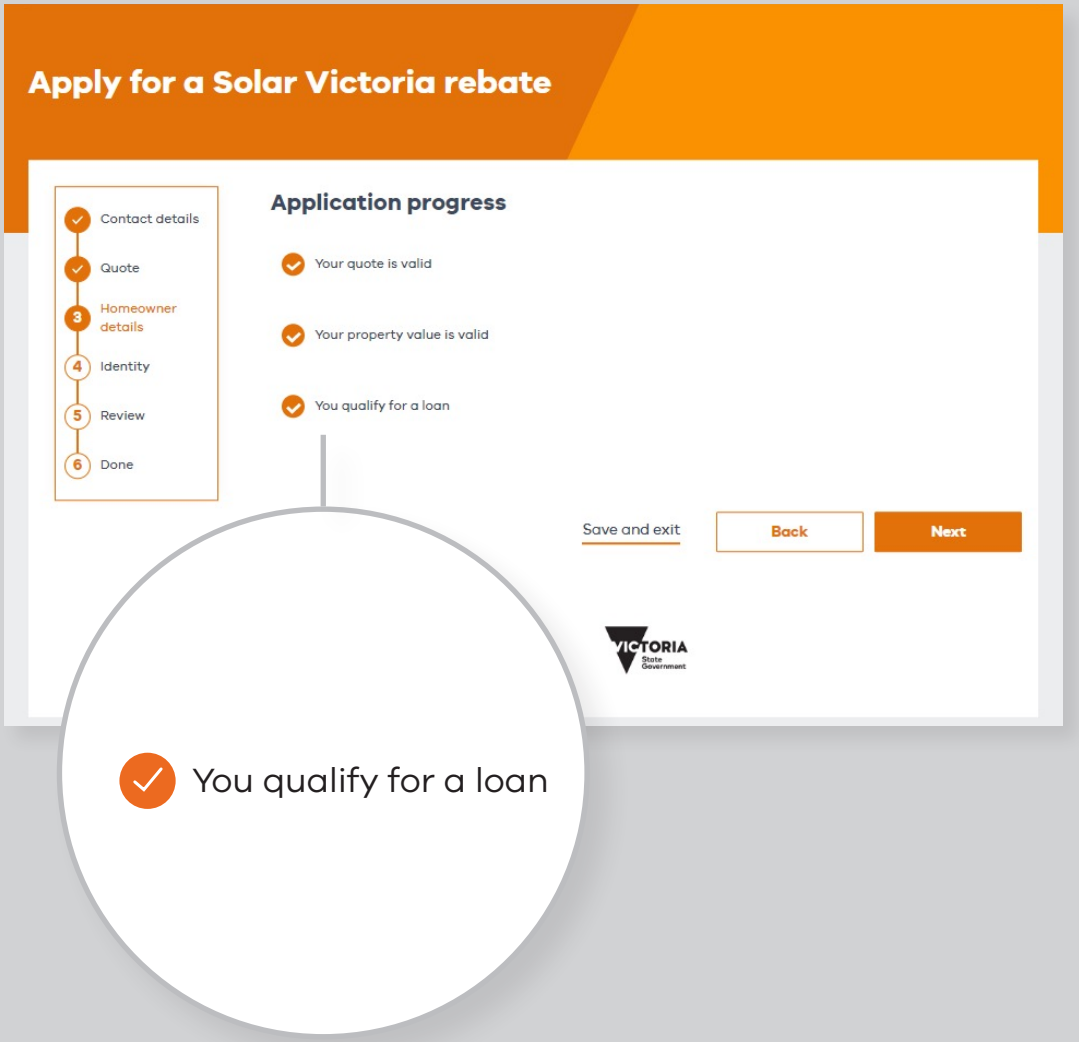


3.2

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.



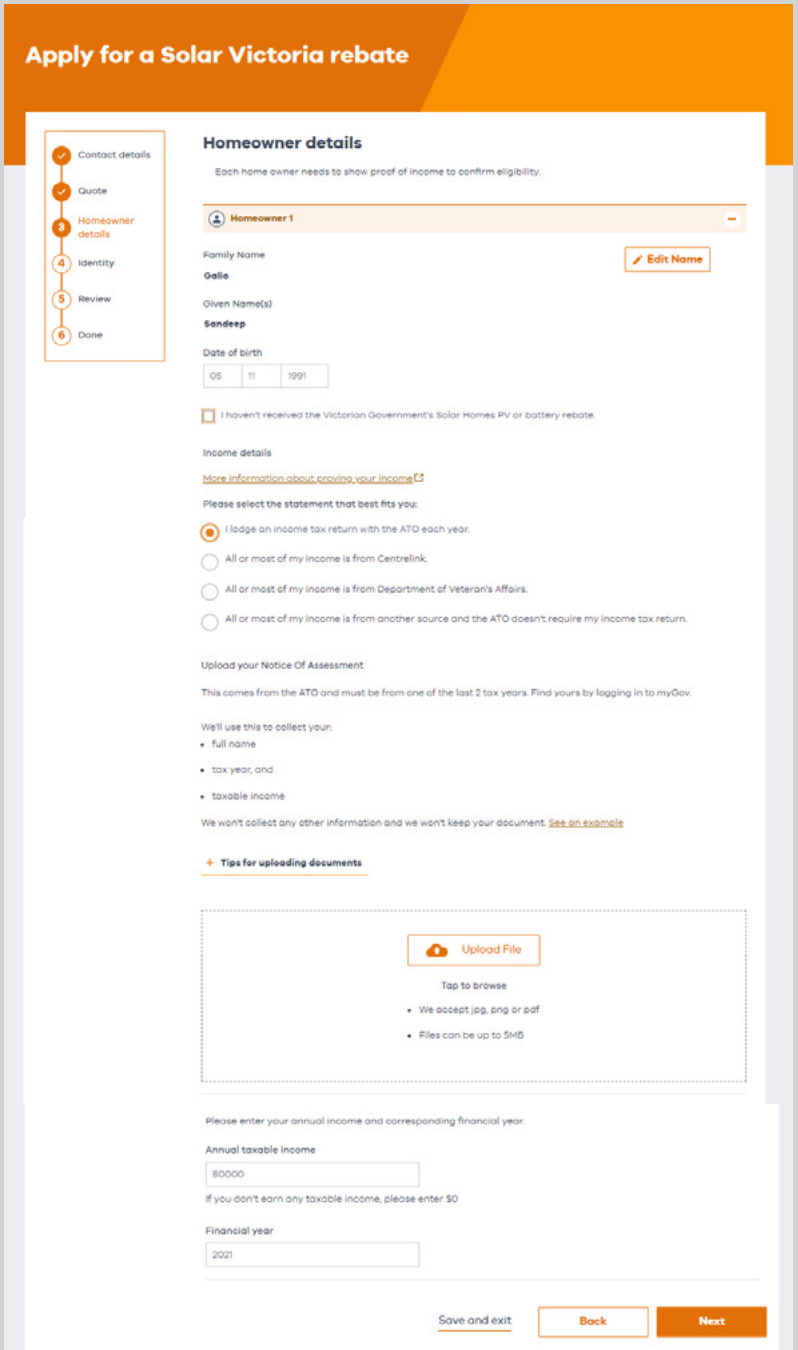


3.3

To declare the total household income for the property, **each property owner** needs to provide the following:

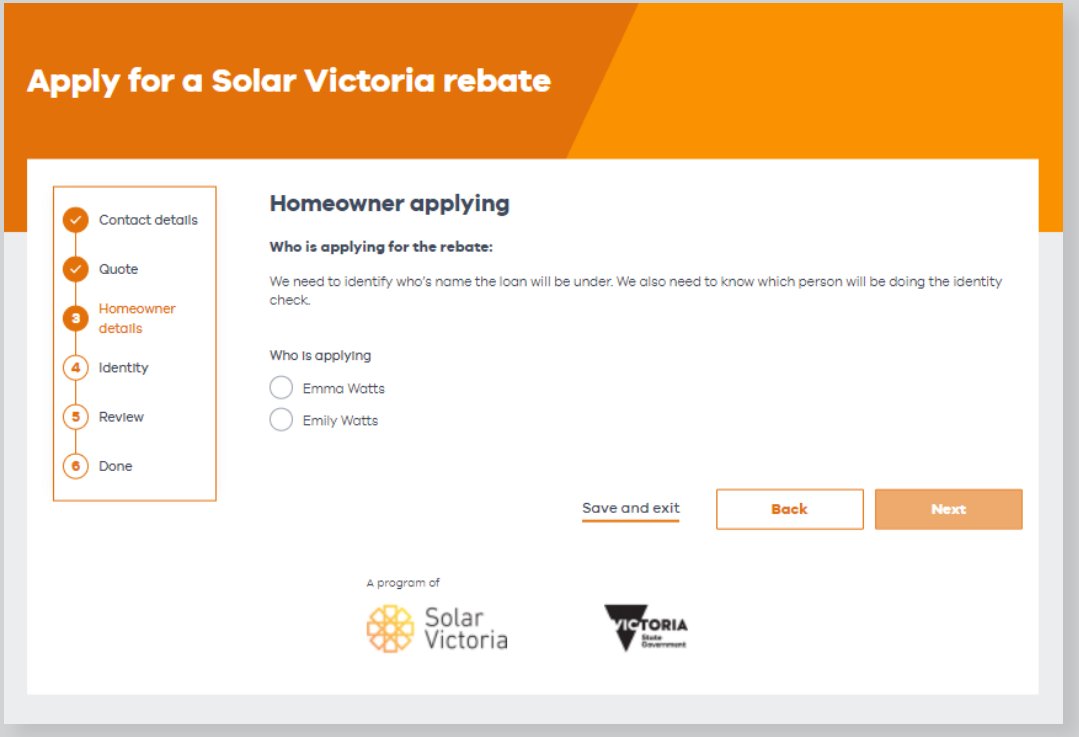
- **Name**
- **Date of birth**
- **Proof of income**
  (select their income status, which will prompt them to upload the relevant document)

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



3.4

Select the name of the primary applicant. This will be the person who needs to provide their ID documents for the identity check.

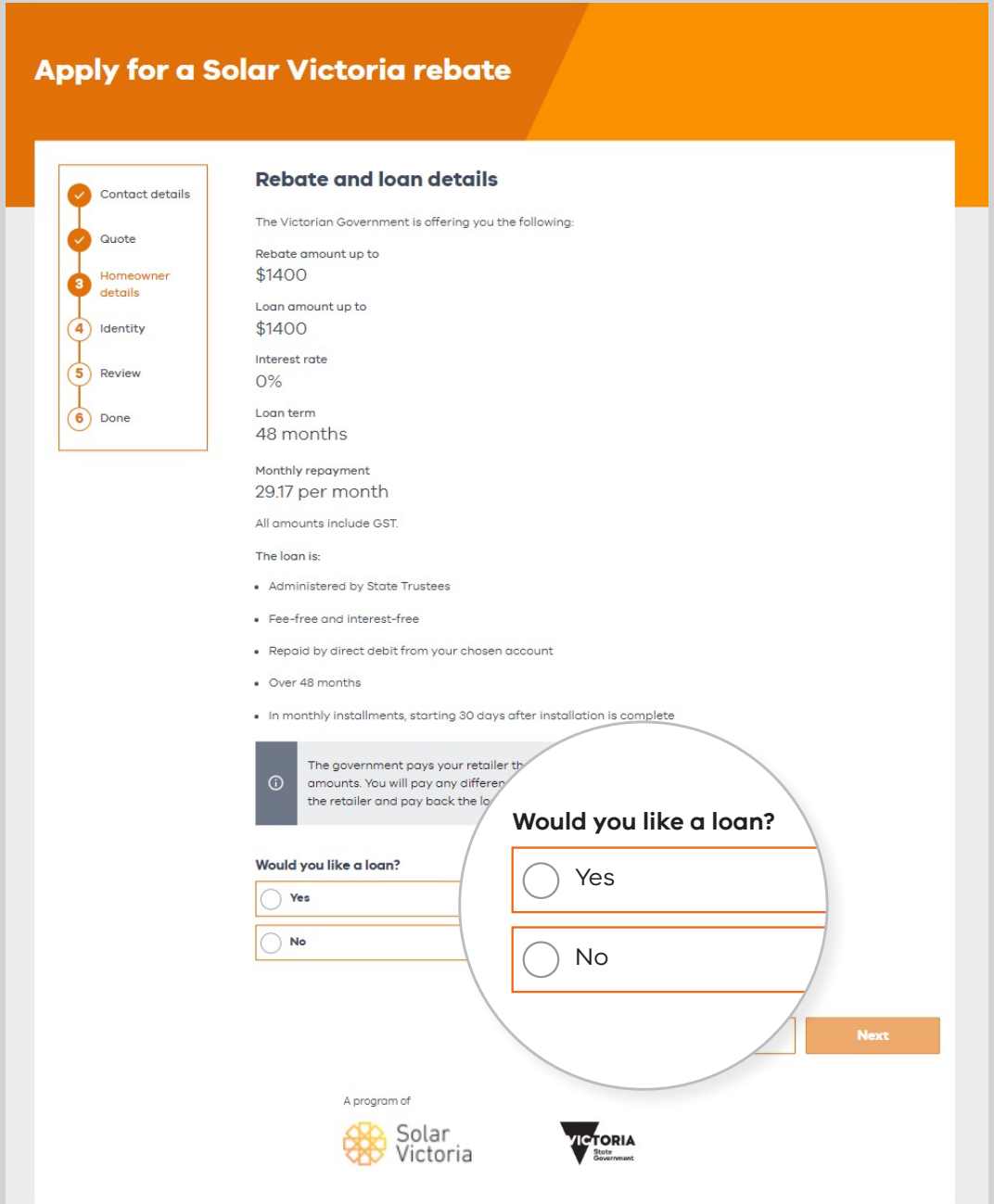


3.5

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.

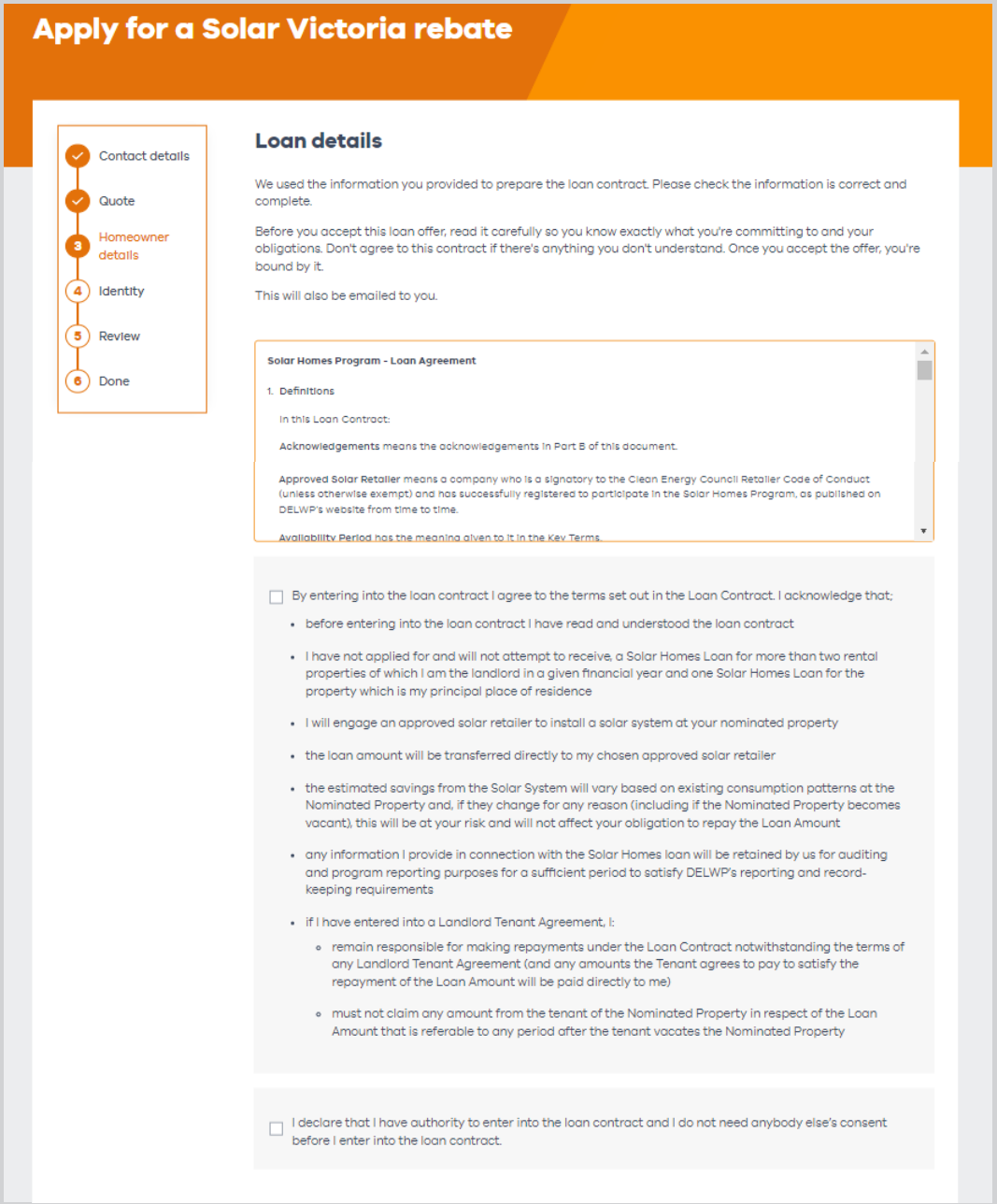
You can decide whether to accept or decline the loan here.

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.



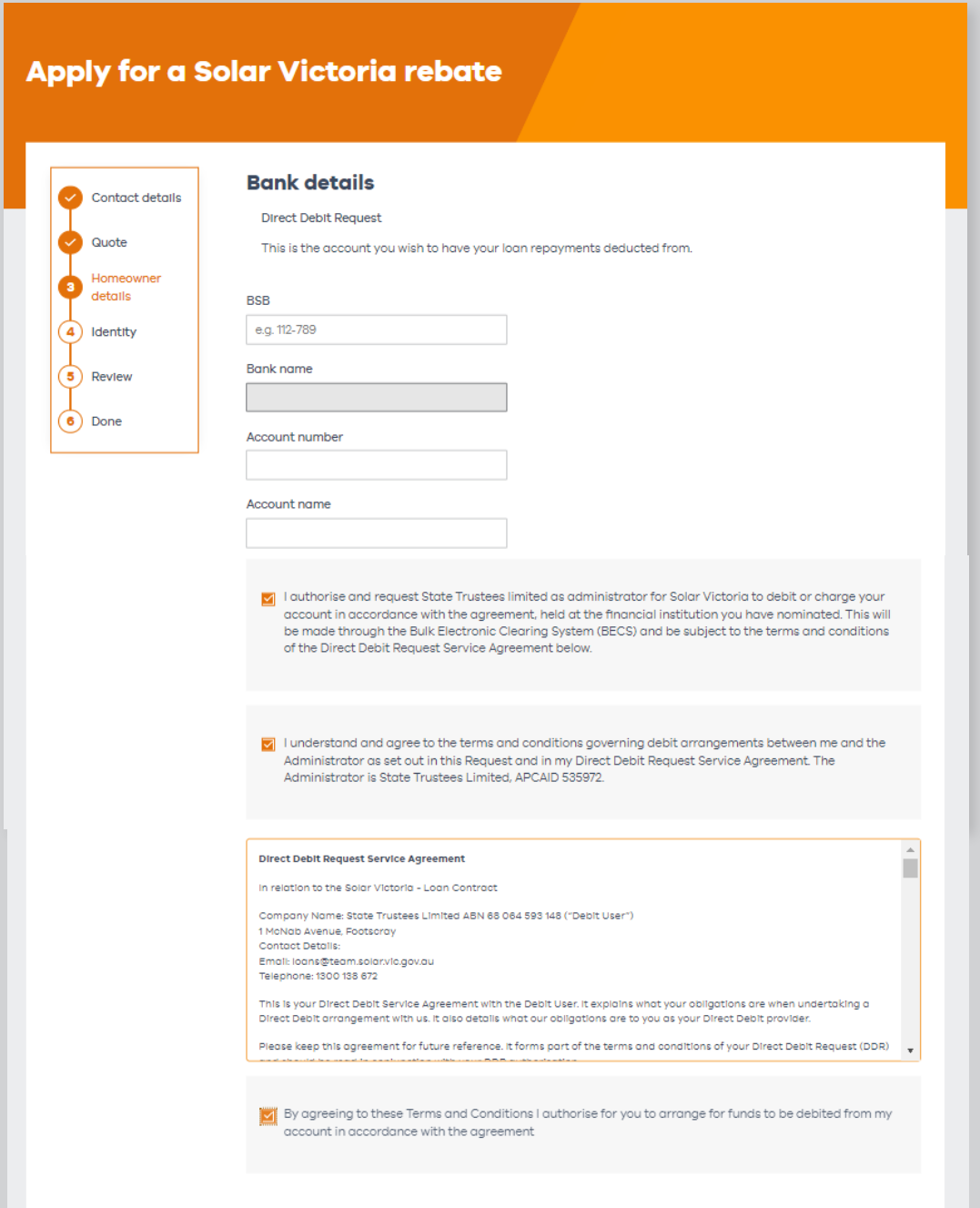
3.6

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



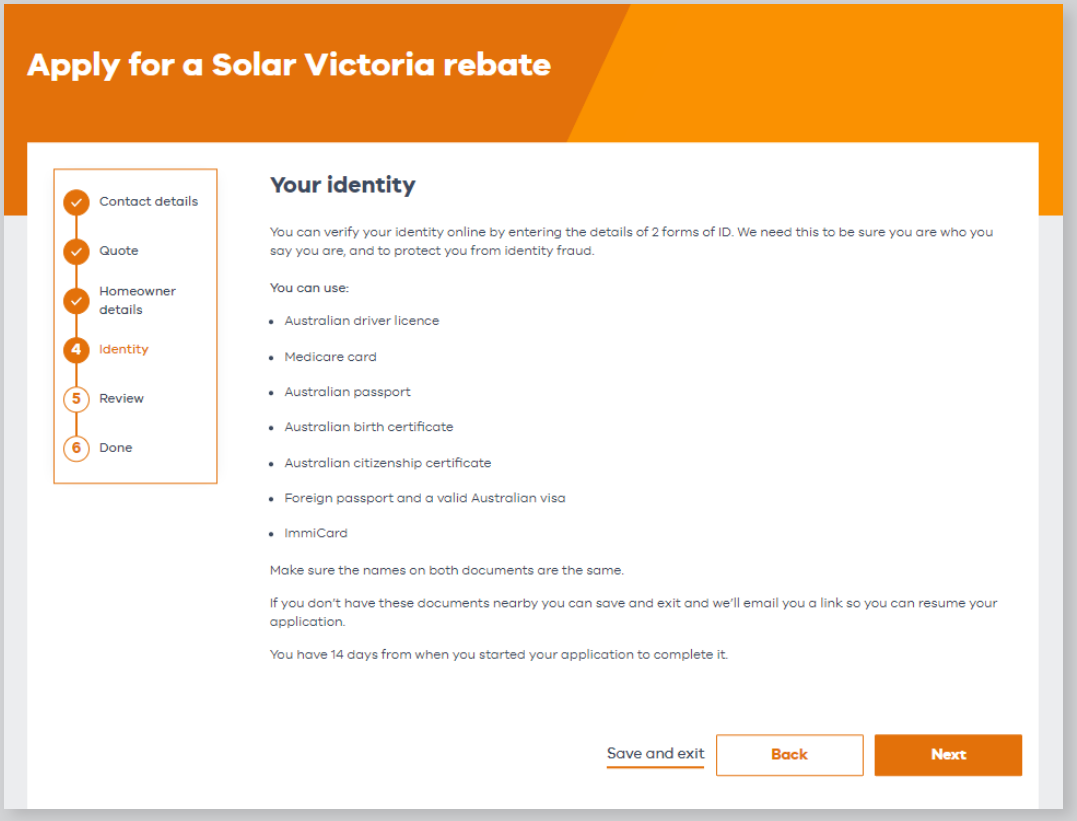
3.7

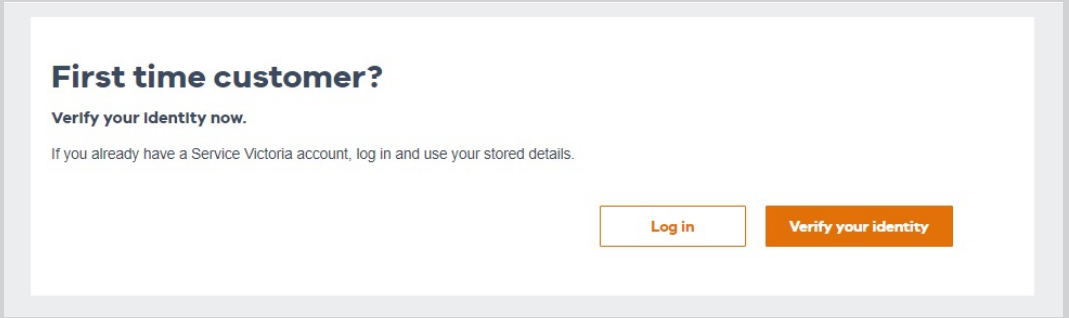
Enter the details for the bank account where the loan repayments will be deducted from and agree to the associated terms and conditions of repayments.



4.0

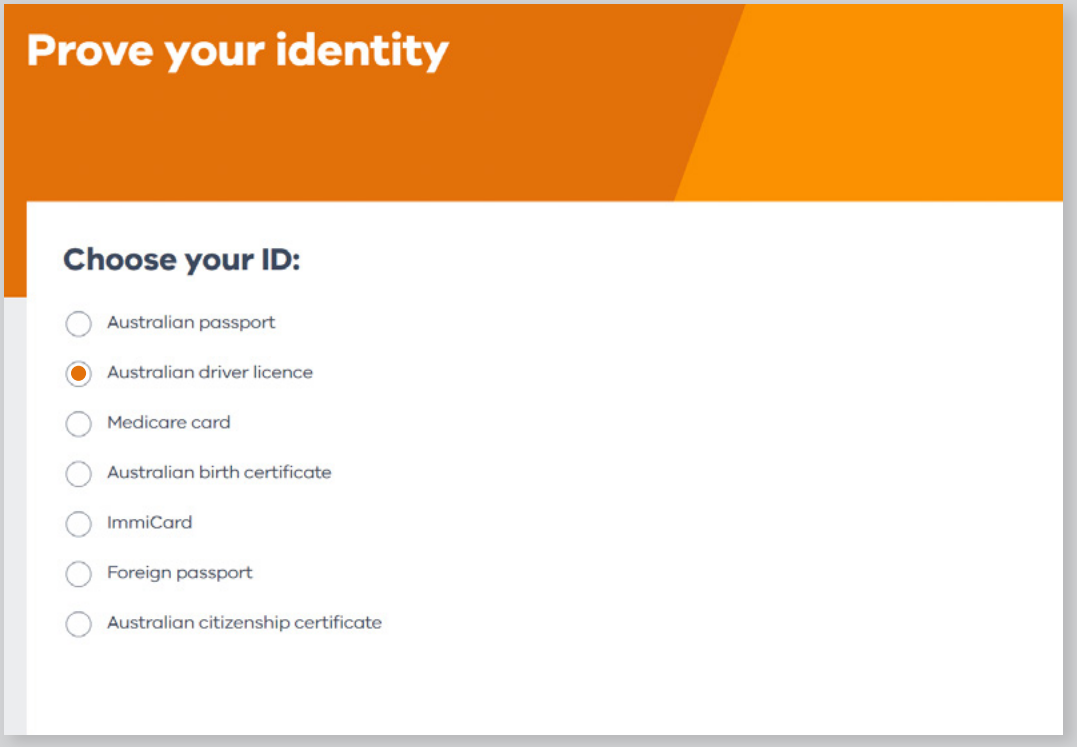
If you have your identity documents on hand, you can begin confirming your identity. If you already have a Service Victoria account, you can log in with your details now. If not, you can continue as a guest.





4.1

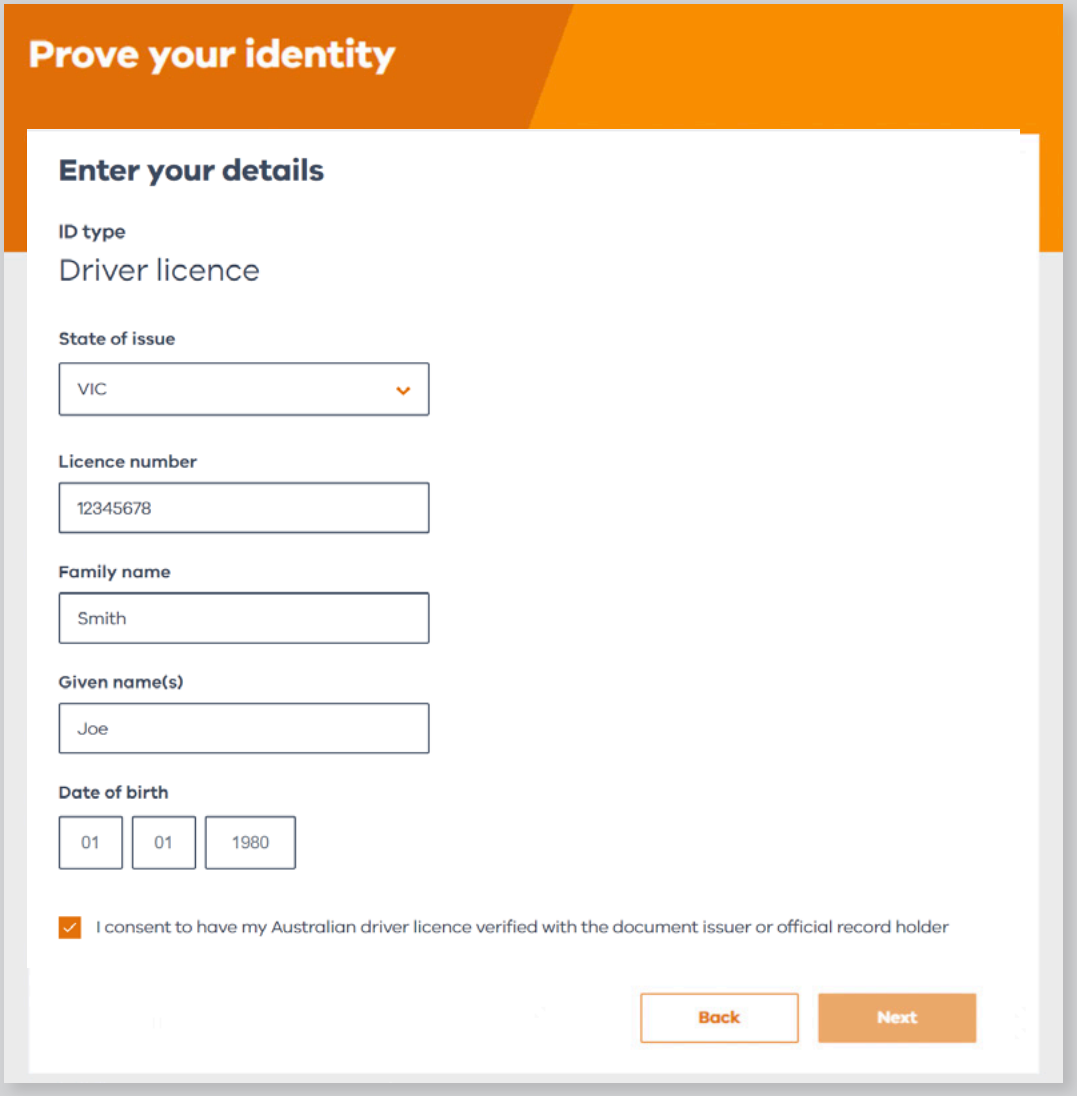
Select your **first** form of ID.
Note that the names on both forms of ID will need to match.



4.2

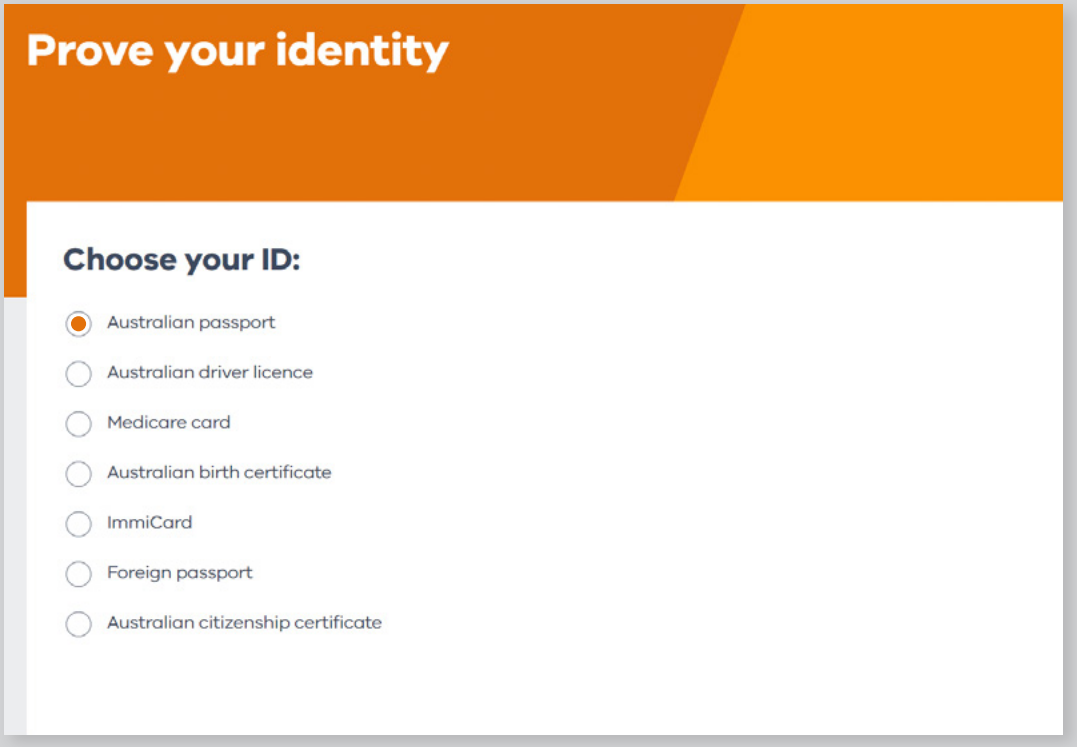
Enter the required details.

You have three attempts to enter your details correctly.



4.3

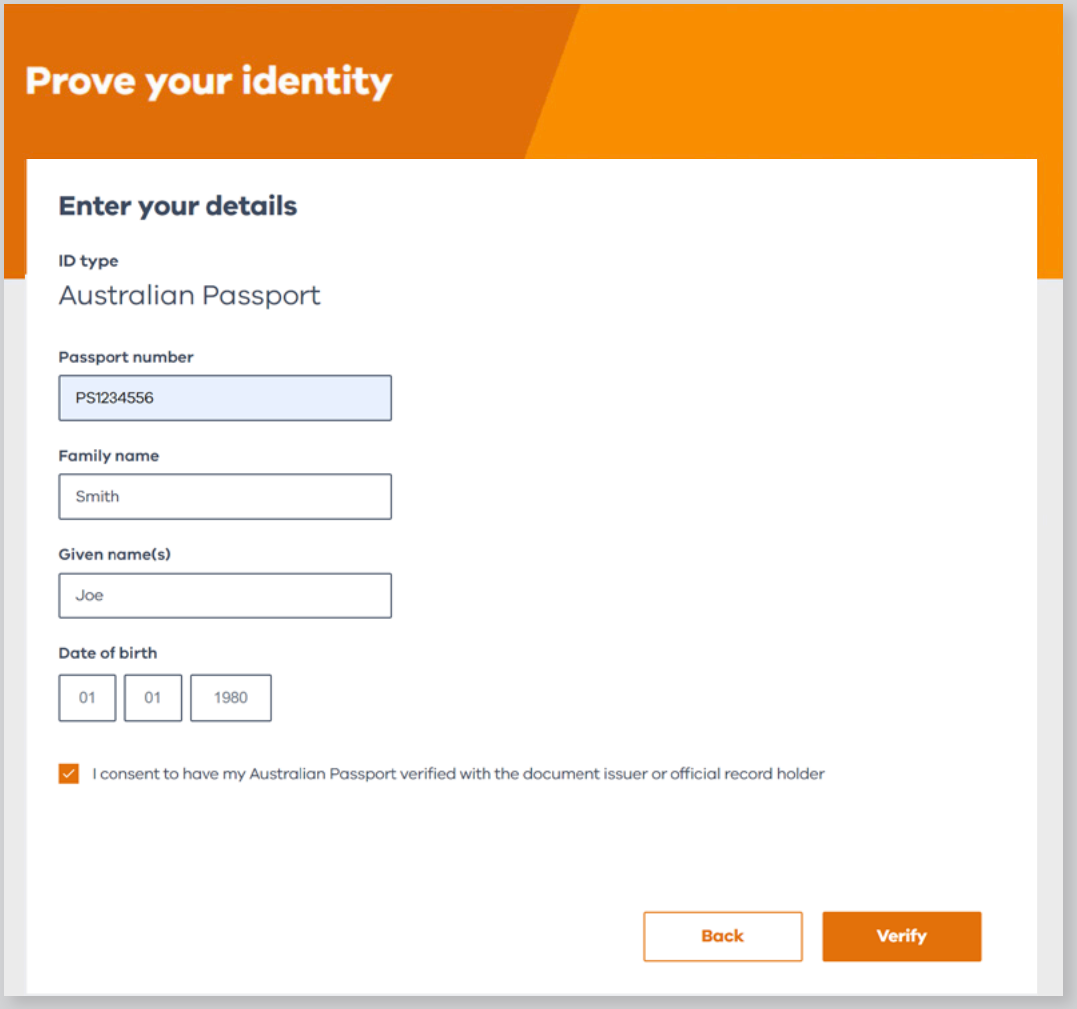
Select your **second** form of ID.



4.4

Enter the required details.

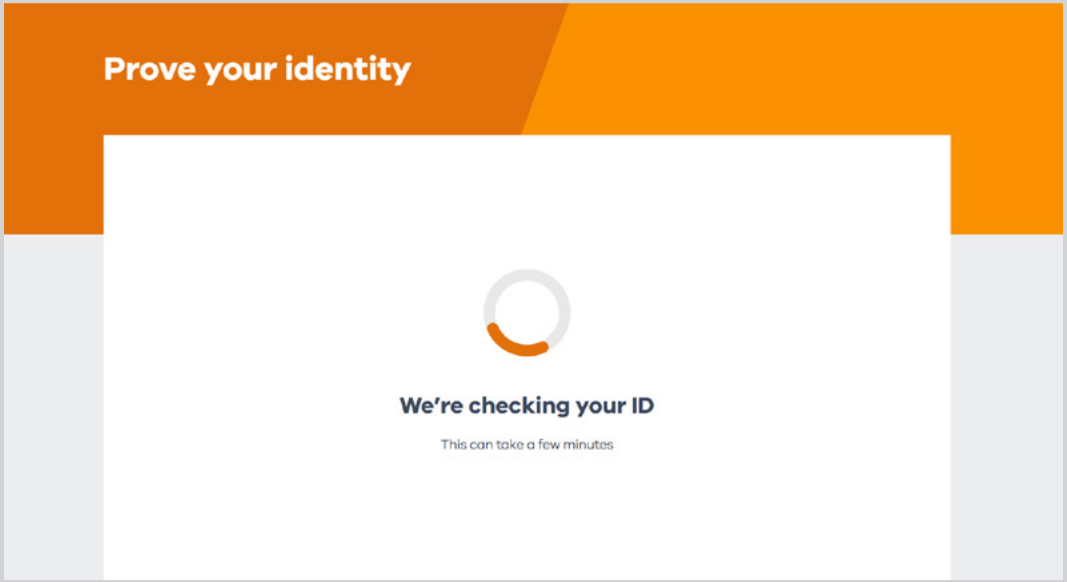
You have three attempts to enter your details correctly.

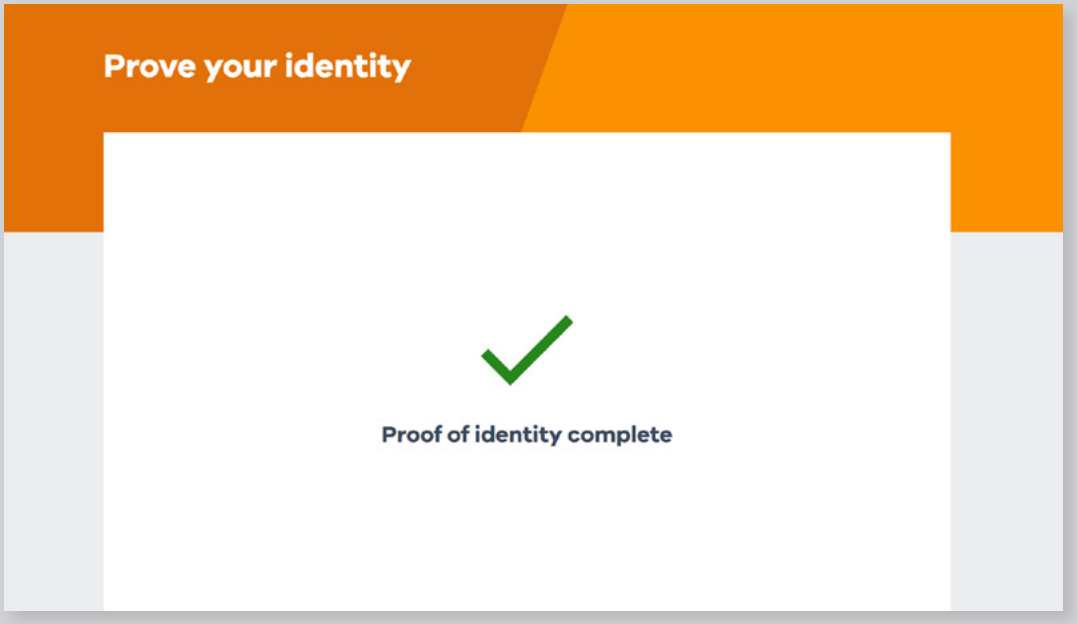


4.5

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

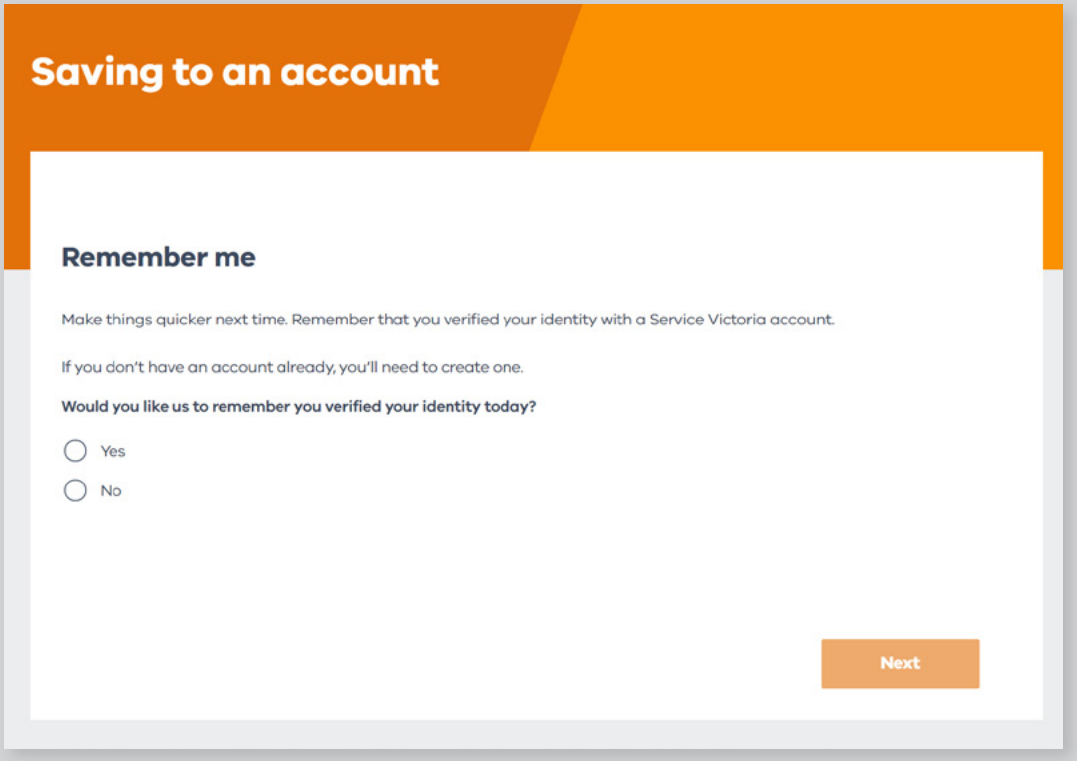
If the names on your documents match, you'll have successfully verified your identity. Now you can proceed to review your application details.





4.6

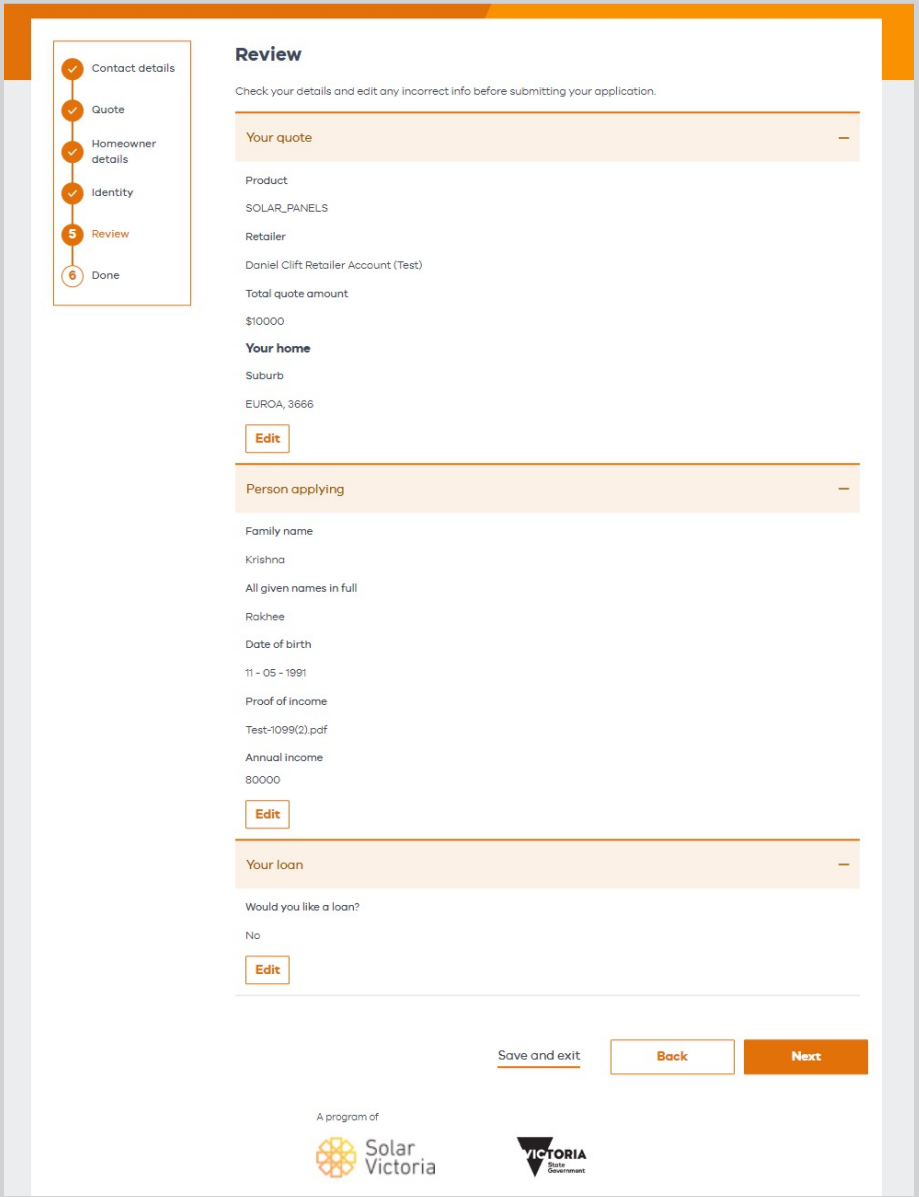
If you'd like, you can create a Service Victoria account to use for future transactions. You don't have to create an account if you don't want to.



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.

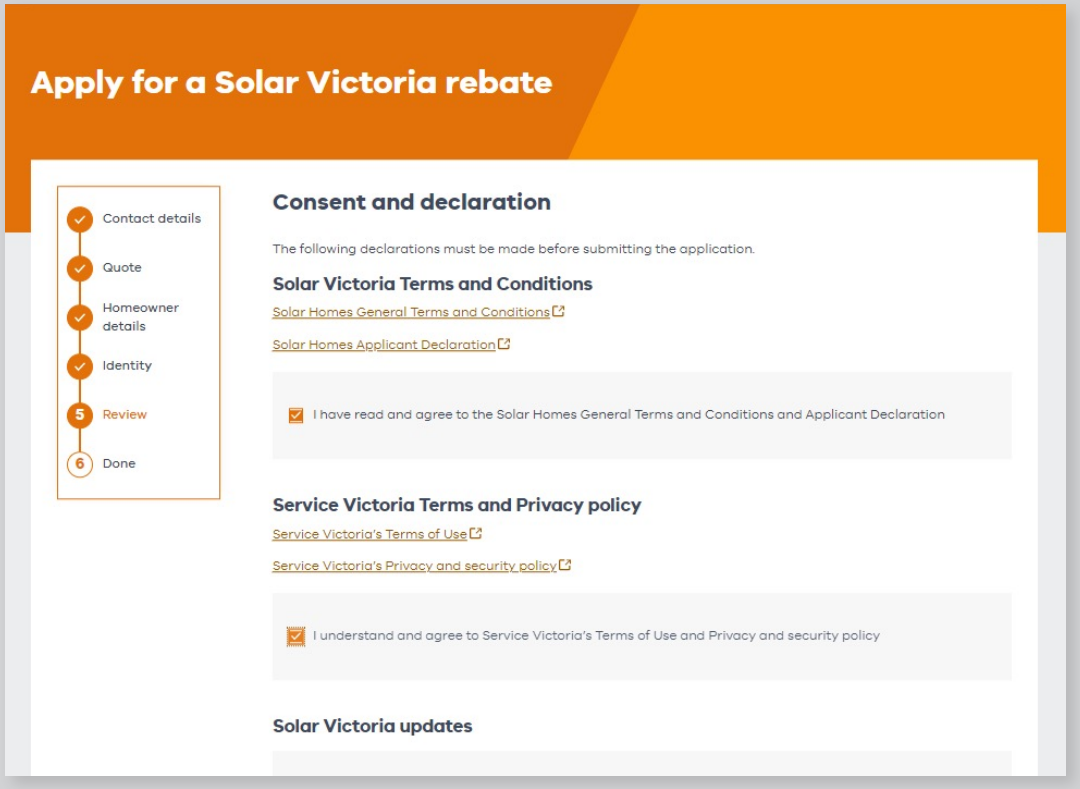
Click **Next**

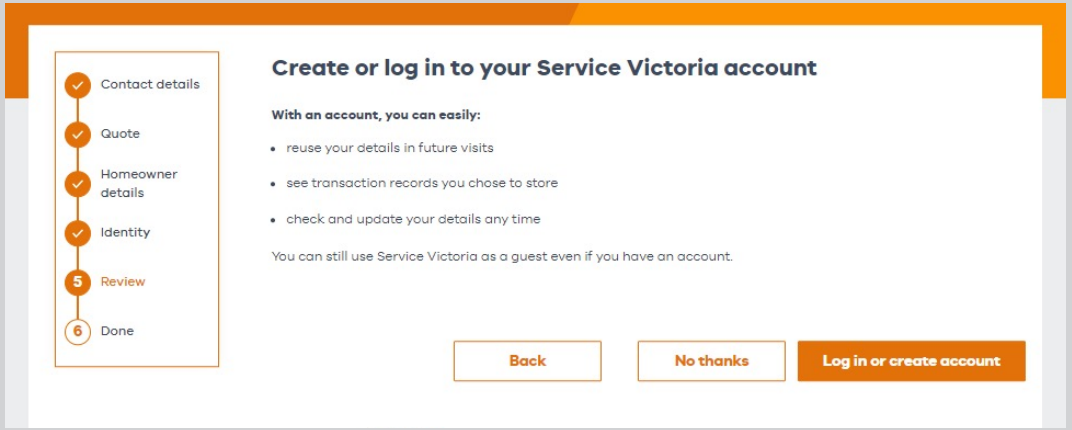


5.1

Consent to the program terms and conditions.

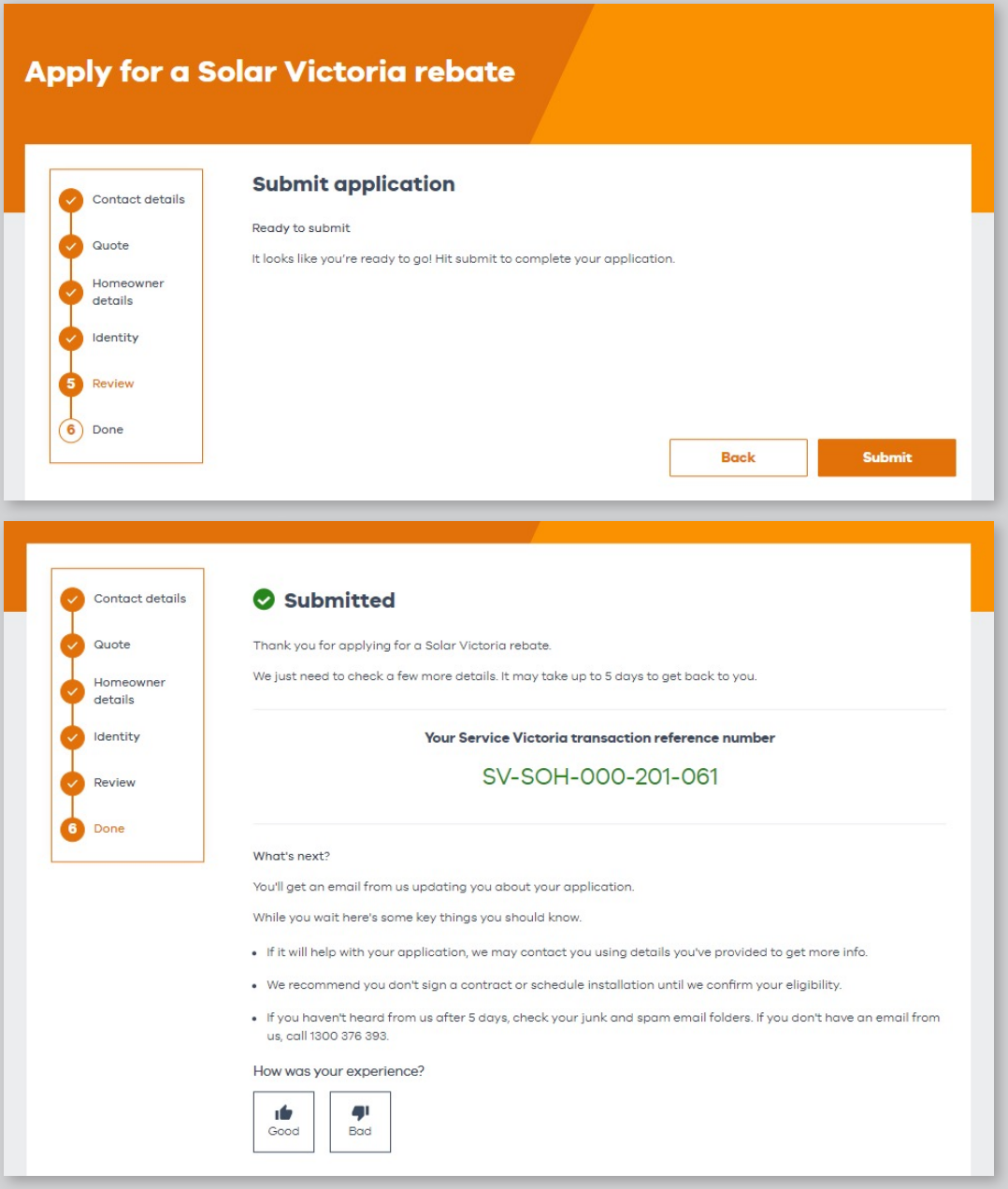
You need to agree to the terms and conditions of the program, as well as Service Victoria's terms and conditions and privacy policy. This is because Service Victoria is providing the digital identification service.





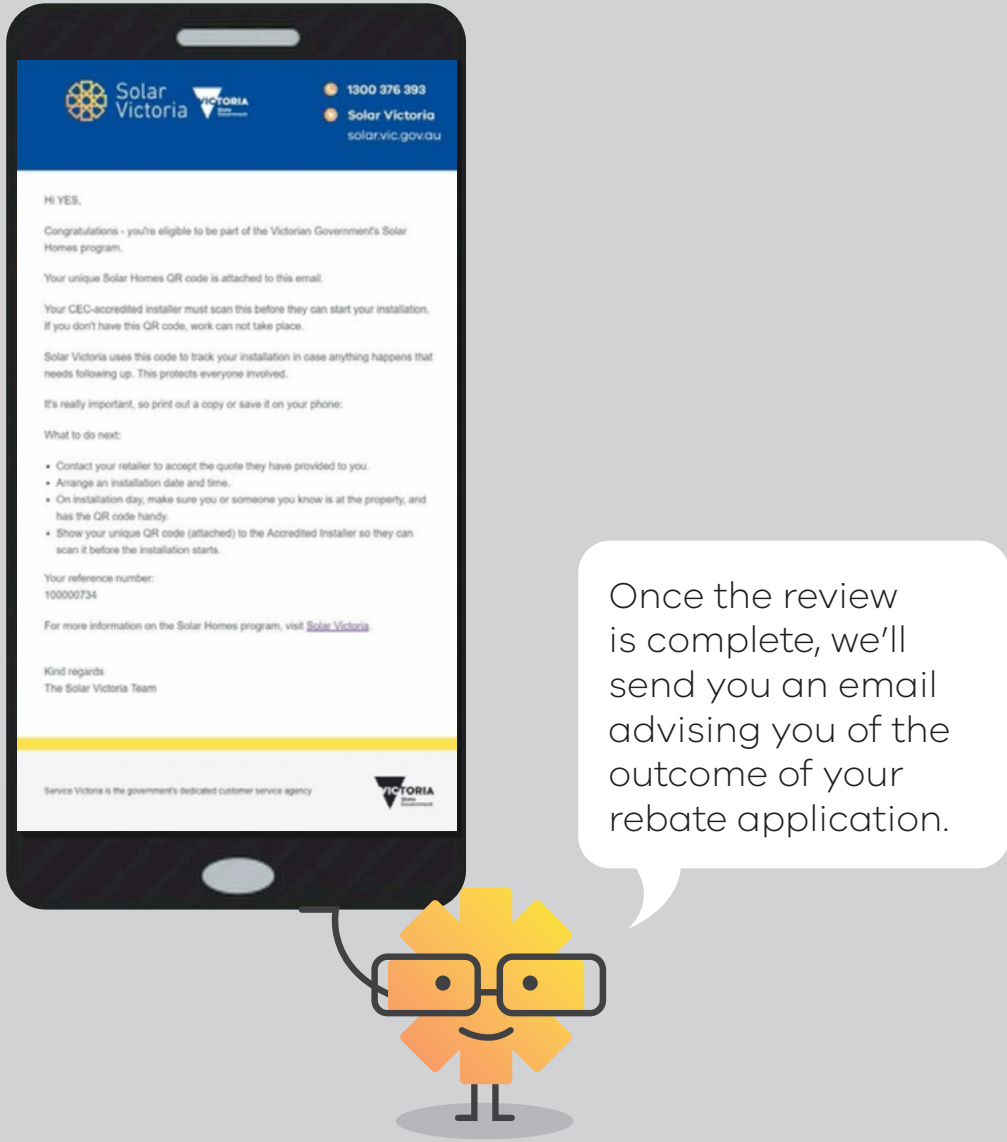
6.0

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



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**