Solar Victoria Portal – Customer User Guide



Applying for a hot water rebate

For existing solar panel (PV) customers





The purpose of this document is to walk you through the customer rebate application process for existing solar panel (PV) rebate customers to apply for a hot water rebate.

After engaging an authorised hot water retailer and receiving a quote for your solar hot water or heat pump installation, 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.

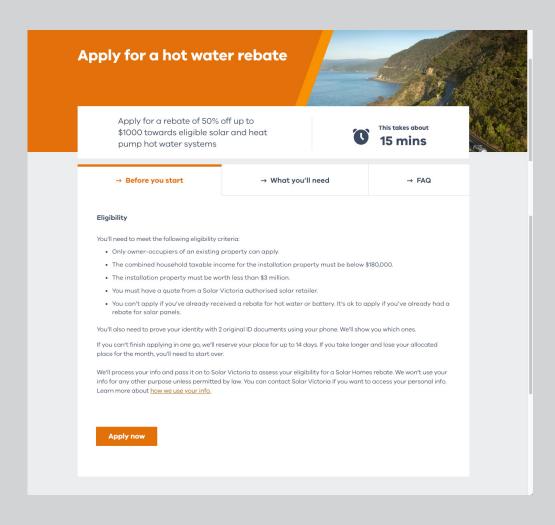


Start your application

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

Click

Apply now



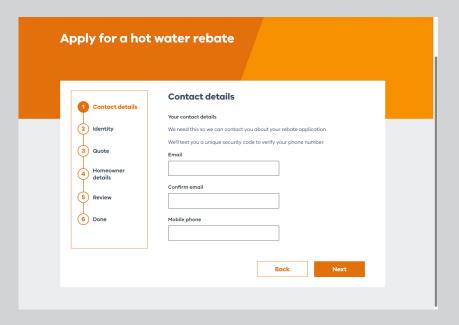


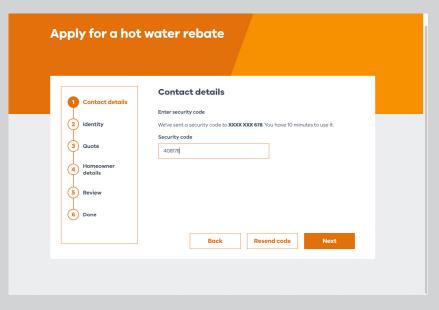
Enter your contact details

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

Enter your security code

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



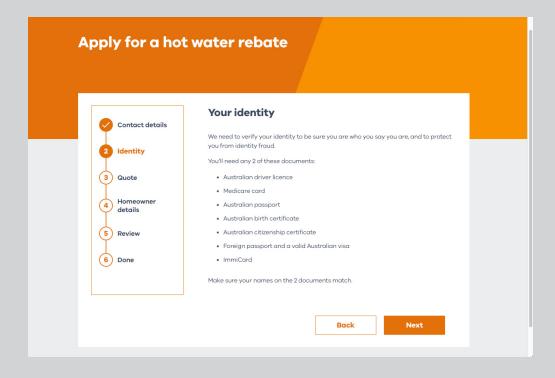




Confirm your identity

If you have your identity documents on hand, you can begin confirming your identity.

You will need to provide two documents. Please make sure the names on both documents match.

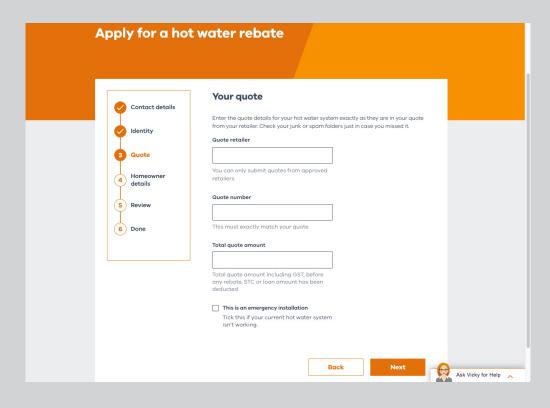




Enter your quote details

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.

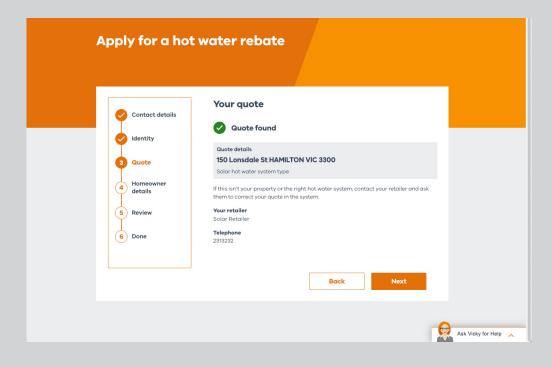
Check the tick box if this is an emergency installation.





Confirm your quote

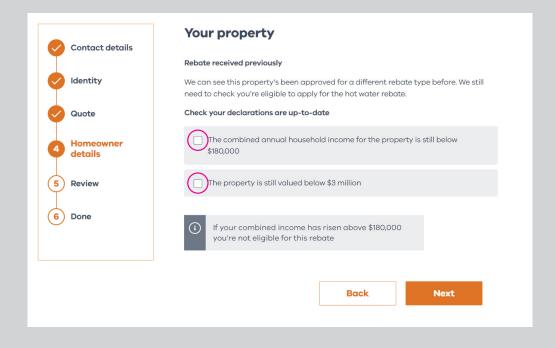
Confirm that we've matched your details against the correct quote.
Contact your retailer if these details are incorrect.





If your property has already received a solar (PV) rebate

You will need to declare that your property and income details are up to date.

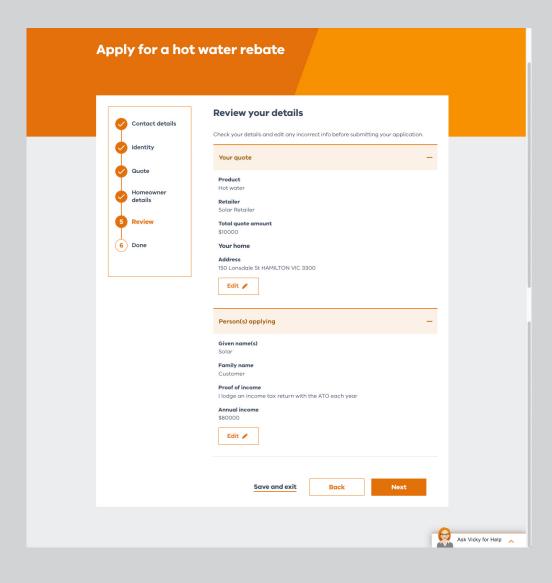




Review your details

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.

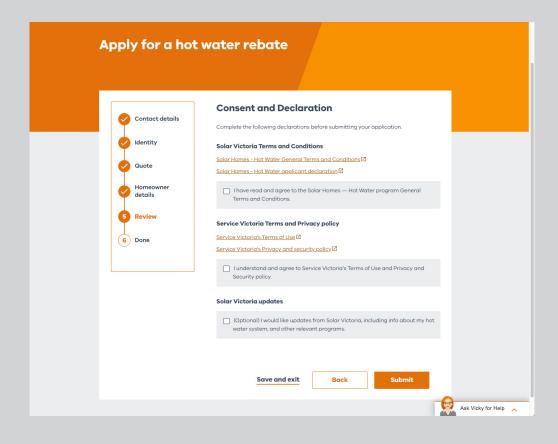






Consent to the program terms and conditions

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. You can also opt in to receive updates from Solar Victoria.





Submit your application

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

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

