

# Solar Victoria Portal – Customer User Guide

## Applying for a hot water rebate

For new customers

February 2023



**The purpose of this document is to walk you through the customer rebate application process to apply for a hot water rebate.**

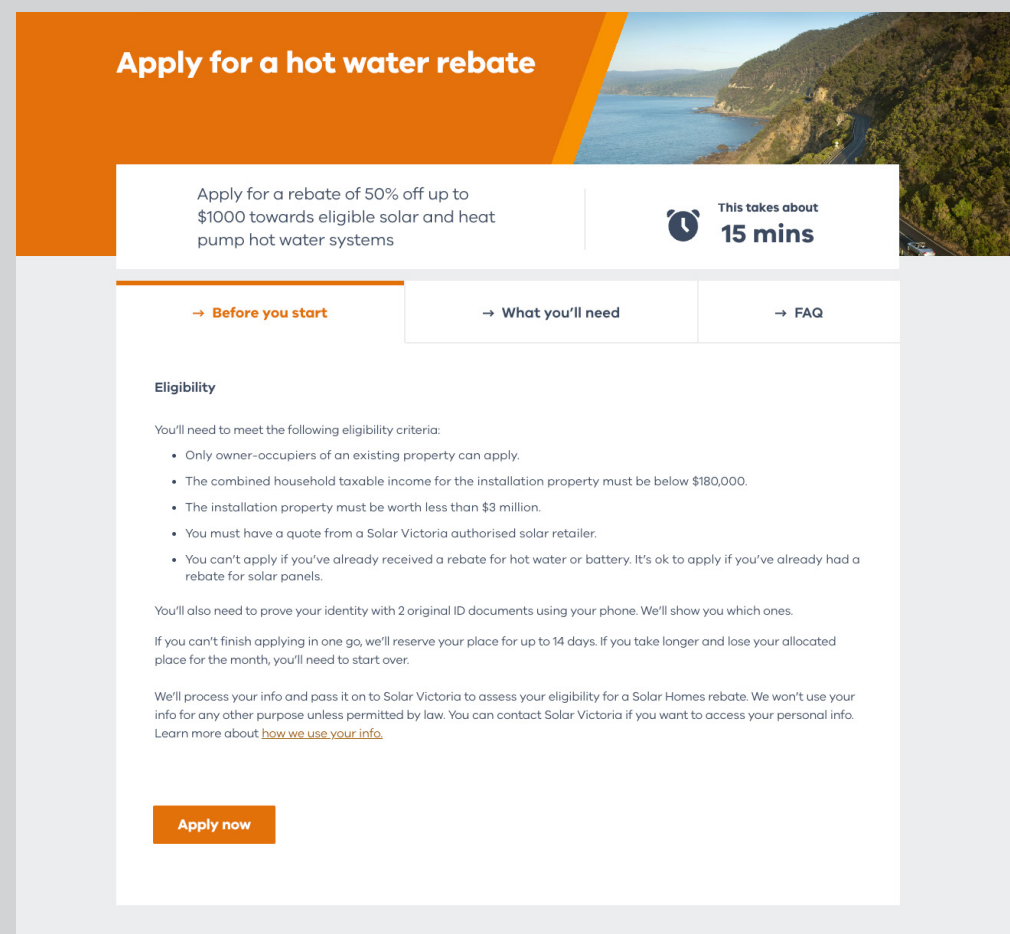
After engaging an authorised hot water retailer and receiving a quote for your solar hot water or heat pump installation, your retailer will upload your quote to the **Solar Victoria Portal**. You will then be sent an email with a link directing you to the portal to retrieve the quote.

## 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**



The screenshot shows the 'Apply for a hot water rebate' page on the Solar Victoria Portal. The page has an orange header with the title 'Apply for a hot water rebate' and a background image of a coastal landscape. Below the header, there's a white box with the text: 'Apply for a rebate of 50% off up to \$1000 towards eligible solar and heat pump hot water systems'. 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' (selected), '→ What you'll need', and '→ FAQ'. The 'Before you start' tab is active, showing the 'Eligibility' section. The eligibility criteria are listed as follows:

- You'll need to meet the following eligibility criteria:
  - Only owner-occupiers of an existing property can apply.
  - 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 Victoria authorised solar retailer.
  - You can't apply if you've already received a rebate for hot water or battery. It's ok to apply if you've already had a rebate for solar panels.
- You'll also need to prove your identity with 2 original ID documents using your phone. We'll show you which ones.
- If you can't finish applying in one go, we'll reserve your place for up to 14 days. If you take longer and lose your allocated place for the month, you'll need to start over.
- 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 purpose unless permitted by law. You can contact Solar Victoria if you want to access your personal info. Learn more about [how we use your info](#).

At the bottom of the page, there is an orange button labeled '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.

**Apply for a hot water rebate**

**1 Contact details**

**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 phone

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

**Apply for a hot water rebate**

**1 Contact details**

**Contact details**

Enter security code

We've sent a security code to XXXX XXX 678. You have 10 minutes to use it.

Security code

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

## 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.

### Apply for a hot water rebate

✓ Contact details

2 Identity

3 Quote

4 Homeowner details

5 Review

6 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.

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Next

## 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.

### Apply for a hot water rebate

✓ Contact details

✓ Identity

3 Quote

4 Homeowner details

5 Review

6 Done

#### Your quote

Enter the quote details for your hot water system exactly as they are in your quote from your retailer. Check your junk or spam folders just in case you missed it.

**Quote retailer**

You can only submit quotes from approved retailers

**Quote number**

This must exactly match your quote

**Total quote amount**

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

☐ **This is an emergency installation**  
Tick this if your current hot water system isn't working.

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Next

Ask Vicky for Help

## Confirm your quote

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

### Apply for a hot water rebate

✓ Contact details

✓ Identity

3 Quote

4 Homeowner details

5 Review

6 Done

#### Your quote

✓ Quote found

Quote details

**150 Lonsdale St HAMILTON VIC 3300**

Solar hot water system type

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

**Your retailer**  
Solar Retailer

**Telephone**  
2319232

Back

Next

Ask Vicky for Help

## Confirm your quote (cont.)

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 may need to wait until the next release opens to continue the application process.

The screenshot displays the 'Apply for a hot water rebate' portal. On the left, a vertical progress bar shows six steps: 1. Contact details, 2. Identity, 3. Quote (highlighted in orange), 4. Homeowner details, 5. Review, and 6. Done. The main content area is titled 'Reserved spot' and features a green checkmark icon followed by the text 'Your place is reserved for 14 days'. Below this, it states: 'You've secured your place in this rebate release. 'Save and exit' any time if you need to. Make sure you return and finish applying within 14 days. Even if you need to start over, we'll know your spot's reserved.' At the bottom of the main area are three buttons: 'Save and exit' (underlined), 'Back', and 'Next'. In the bottom right corner, there is a small chat icon with the text 'Ask Vicky for Help'.



## Homeowner details

Enter your details then the choose the statement that best fits your eligibility to receive the rebate.

Check the box to declare that your property valued below \$3 million.

Enter details for any additional homeowners (if applicable).

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 hot water rebate

✓ Contact details

✓ Identity

✓ Quote

4 Homeowner details

5 Review

6 Done

#### Homeowner details

Each homeowner needs to confirm eligibility by showing proof of income. After you give your own proof of income, tap 'Add homeowner' to give others' details.

Solar Customer

**Given name(s)**  
Solar

**Family name**  
Customer

**Date of birth**  
01/01/1980

**Income details**

Choose the statement that best fits:

☐ 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

Please enter your annual income and the financial year it's for:

**Annual taxable income**

\$

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

**Financial year**

e.g. 2022

[Add owner +](#)

**Eligibility declaration**

I understand there are penalties for declaring false information and confirm:

☐ the property is valued below \$3 million

☐ I have provided the names of all owners

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

## 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**

### Apply for a hot water rebate

✓ Contact details

✓ Identity

✓ Quote

✓ Homeowner details

5 Review

6 Done

#### Review your details

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

**Your quote**

**Product**  
Hot water

**Retailer**  
Solar Retailer

**Total quote amount**  
\$10000

**Your home**

**Address**  
150 Lonsdale St HAMILTON VIC 3300

Edit

**Person(s) applying**

**Given name(s)**  
Solar

**Family name**  
Customer

**Proof of income**  
I lodge an income tax return with the ATO each year

**Annual income**  
\$80000

Edit

[Save and exit](#)

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Next

Ask Vicky for Help

## 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.

### Apply for a hot water rebate

✓ Contact details

✓ Identity

✓ Quote

✓ Homeowner details

5 Review

6 Done

#### Consent and Declaration

Complete the following declarations before submitting your application.

**Solar Victoria Terms and Conditions**

[Solar Homes - Hot Water General Terms and Conditions](#)

[Solar Homes - Hot Water applicant declaration](#)

☐ I have read and agree to the Solar Homes — Hot Water program General Terms and Conditions.

**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 hot water system, and other relevant programs.

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

Ask Vicky for Help

## 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](https://solar.vic.gov.au)**

### Apply for a hot water rebate

✓ Contact details

✓ Identity

✓ Quote

✓ Homeowner details

✓ Review

6 Done

✓ Submitted

Thank you for applying for a Solar Victoria hot water rebate.

We just need to check your details. It may take up to 10 days to get back to you.

**Your Service Victoria transaction reference number**

**SV-HW-000-033-124**

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**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 10 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

Ask Vicky for Help