

Solar Victoria Portal – Customer User Guide

Applying for eligibility for an interest-free solar battery loan

July 2023



Solar
Victoria



The purpose of this document is to walk you through the initial customer eligibility application check for interest-free solar battery loans.

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 your quote number so you can begin your application for eligibility.

If your eligibility is confirmed, we will then send you information to complete your loan application.

This application must be completed by the customer and not the solar retailer.

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 Solar Homes rebate or loan

Check if you're eligible for a loan or rebate towards a solar panel (PV) system or battery.

This takes about **22 mins**

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

[Check your eligibility for a solar panel \(PV\) rebate](#)
[Check your eligibility for a solar panel \(PV\) rental rebate](#)
[Check your eligibility for a solar battery loan](#)

If you're applying for an interest free loan, Solar Victoria will be in touch about the outcome based on your credit history check.

If you can't finish applying in one go, we'll hold 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.

Check if you're eligible for a loan or rebate towards a solar panel (PV) system or battery.

This takes about **22 mins**

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

To confirm your eligibility online, you need:

For Solar PV rebate and loan for an owner-occupied home or a home under construction

- a quote from a Solar Homes authorised solar retailer
- a council rates notice for installation at an existing property
- a certificate of title or council rates notice for installation at a property under construction
- proof of your household income
- 3 forms of ID to prove your identity online

For Solar PV rebate and loan for a rental property

- a quote from a Solar Homes authorised solar retailer
- a council rates notice for installation at an existing property
- signed Tenant Landlord Agreement if applying for a rental rebate. Please include Annex B and C
- a credit report less than 1 year old if applying for a rental rebate and/or interest free loan
- 3 forms of ID to prove your identity online

For a solar battery loan – existing properties only

- a quote from a Solar Homes authorised solar retailer
- a council rates notice for installation at an existing property
- proof of your income if applying for a solar panel (PV) rebate or battery loan
- 3 forms of ID to prove your identity online

Here's what the approved proof of income documents look like:

Proving your identity online

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

Quotes, retailers and installation

Which retailers can I use?

To apply online for eligibility, you must already have an organised a quote with an Authorised Solar Retailer. You'll only see authorised retailers in the list.

To do more research or compare offers before you apply, please see [Authorised Solar Retailers](#).

Authorised retailers are those who meet the Solar Victoria program quality, safety and code of conduct requirements. This includes signing on to the Clean Energy Council's Retailer Code of Conduct.

How do I choose a good solar system?

To learn more about choosing a good solar system, read Solar Victoria's [Solar Buyers Guides](#).

All solar systems or batteries must be listed on the [Approved Products List](#) to qualify for a rebate. Your retailer will choose an approved product for you.

How do I start my application?

After talking to an Authorised Solar Retailer and getting a quote, your retailer will upload your quote to the Solar Victoria Portal.

We'll then send you an email with a link to the portal to retrieve your quote so you can apply.

What information from my quote will I need?

You'll need your mobile handy as we'll text you a one-time password to access the Solar Victoria Portal.

When you retrieve your quote and apply, you'll need to enter:

1. your chosen retailer's name
2. the quote number they gave you
3. the quote number they gave you
4. the total quoted amount*

* (including GST, before any rebate, STC or loan amount has been deducted).

Enter your details carefully. The portal won't be able to find your quote unless these details are an exact match.

Watch our video about applying for eligibility on the [Solar Victoria website](#).

When should I pay money to my solar retailer/installer?

Don't pay any solar provider until Solar Victoria confirms your eligibility.

What is the QR code?

1.1

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

The screenshot shows a web form titled "Apply for a Solar Homes rebate or loan". 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 includes the sub-header "Your contact details". Below this, there is explanatory text: "We need this so we can contact you about your rebate application." and "We'll text you a unique security code to verify your phone number." The form contains three input fields: "Email" (with the placeholder "customer@test.com.au"), "Confirm email" (also with "customer@test.com.au"), and "Mobile number" (with the placeholder "0123 456 789"). A note below the mobile number field states: "You can't have used this phone number to apply if you've had this type of solar rebate before." At the bottom right are "Back" and "Next" buttons. The footer includes the text "A program of" above the "Solar Victoria" logo, and the "VICTORIA State Government" logo.

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 Homes rebate or loan". On the left is a vertical progress bar with four steps: 1 Contact details (highlighted), 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 XXXX 209. You have 10 minutes to use it." Below this is a text input field labeled "Security code". At the bottom right are three buttons: "Back", "Resend code", and "Next". At the bottom center, it says "A program of" followed by the Solar Victoria logo and the Victorian 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 (including GST and before the loan amount is applied).

Apply for a Solar Homes rebate or loan

✓ 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 and select 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 as it appears on your quote. If you're unsure, ask your retailer.


Back

Next

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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 Homes rebate or loan

✓ Contact details

2 Quote

3 Homeowner details


4 Identity

5 Review

6 Done

Your quote

Quote found



✓

65 Mickleham Drive CRANBOURNE NORTH VIC 3977

Battery


❗

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


Back

Next

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2.2

Select that the loan is for your existing home.

Please note rental properties and homes under construction are not eligible for a solar battery loan.

Apply for a Solar Homes rebate or loan

✓ Contact details

2 Quote

3 Homeowner details

4 Identity

5 Review

6 Done

Applicant details

You are:

☒ the owner occupier of a pre-existing home


☐ the owner-occupier of a new home under construction

☐ a landlord


Back

Next

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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 you will need to restart the application process.

Apply for a Solar Homes rebate or loan

Reserved spot

✓ **Your place is reserved for 14 days.**

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

'Save and exit' any time if you need to, but be sure you return and finish applying within 14 days.

'Even if you need to start over, we'll know your place is reserved.'

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

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The screenshot shows a web interface for applying for a Solar Homes rebate or loan. At the top, there's a progress bar with six steps: 1. Contact details, 2. Quote, 3. Homeowner details, 4. Identity, 5. Review, and 6. Done. Step 2, 'Quote', is currently selected and highlighted in orange. Below the progress bar, the heading 'Reserved spot' is followed by a green checkmark and the text 'Your place is reserved for 14 days.' Below this, there's a message: 'You've secured your place in the current solar release.' and two lines of text: 'Save and exit' any time if you need to, but be sure you return and finish applying within 14 days. and 'Even if you need to start over, we'll know your place is reserved.' At the bottom right, there are three buttons: 'Save and exit' (underlined), 'Back', and 'Next'. At the bottom, it says 'A program of' followed by the 'Solar Victoria' logo and the 'VICTORIA State Government' logo.

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**.

✓

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 names. 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

If capturing an original document using your phone before uploading

Fit the whole document in the frame – don't cover details with fingers.

If uploading a stored file from your device

Use only a JPG, PNG or PDF file smaller than 5MB.

Upload file

Drag and drop your files here

OR

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

Upload your council rates notice

Council rates notice uploaded

✓ **Annual_Rates_Notice.jpeg**

[Change](#)

We'll use this to collect the homeowner names. 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](#)

Check your name appears exactly as in ID or proof of ownership documents. Correct it here if you need to.

Homeowner 1

✕ Remove

Family name

SMITH

All given names in full

Q D

3.1

Read the **Eligibility declaration** to confirm you understand each of the statements, tick the box if they are true.

Click **Next** to proceed.

[+ Add a homeowner](#)

Eligibility declaration
I declare that:

☒


- I meet the eligibility criteria for this loan.
- Solar Victoria will reject my application if I'm ineligible.
- Solar Victoria can refuse payment if I provide false information.


[Save and exit](#)

[Back](#)

[Next](#)

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 Solar Victoria



3.2

We will then confirm that the details you have entered are valid.

You can then proceed to your proof of income and identity.

The screenshot shows the 'Apply for a Solar Homes rebate or loan' application progress screen. On the left, a vertical progress bar lists six steps: 1. Contact details, 2. Quote, 3. Homeowner details (highlighted with a red border), 4. Identity, 5. Review, and 6. Done. To the right, under 'Application progress', two status checks are shown: 'Your quote is valid' and 'Your property value is valid', both with green checkmarks. At the bottom right, there are three buttons: 'Save and exit' (underlined), 'Back', and 'Next'. The footer includes the text 'A program of' above the 'Solar Victoria' logo and the 'VICTORIA State Government' logo.

3.3

Once the council rates notice is uploaded, make sure that the homeowners' 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.



Save and exit

Apply for a Solar Homes rebate or loan

- Contact details
- Quote
- Homeowner details**
- Identity
- Review
- Done

Homeowner details

Each homeowner needs to show proof of income to confirm eligibility.

Homeowner 1

Family name
SMITH

Given name(s)
Q D

[Edit Name](#)

Date of birth
08 / 01 / 1980

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

Income details

[More information about proving your income](#)

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.

Upload your Notice Of Assessment

This comes from the ATO and must be from 1 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 details and we won't keep your document. [See an example.](#)

Tips for uploading documents

If capturing an original document using your phone before uploading

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

- ## Solar Victoria Portal Customer User Guide

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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 Homes rebate or loan

✓ Contact details

✓ Quote

✓ Homeowner details

4 Identity

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 or learner permit
- 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

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 first ID:



We can't verify the following documents right now as the issuer's system is down for maintenance:

- Foreign passport
- ImmiCard

Please choose another document or try these again after Invalid Date AEST.
Sorry for the inconvenience.

- ☐ Australian passport (current or expired less than 3 years ago)
- ☐ Australian driver licence / learner permit (current)
- ☐ Medicare card
- ☐ Australian birth certificate
- ☐ ImmiCard
- ☐ Foreign passport
- ☐ Australian citizenship certificate

[I don't have this](#)

[Next](#)

4.2

Enter the required details.

You have three attempts to enter your details correctly.

Prove your identity

Enter your details

Document type
Australian driver licence / learner permit

Registration state
VIC

Licence number
054289198

Card number (if you have one)
P9131906

If your licence has no card number on the back, leave this blank.

Sticker on your licence?
[Log in to the VicRoads portal](#) first to make sure you have your latest card number.

Given name
Andrea

Middle name or initial
Suzanne

Family name
Wilcock

Date of birth
08 / 01 / 1980

☒ I consent to have my licence checked with the issuer or official record holder

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

4.3

Select your **second** form of ID.

Prove your identity

Choose your second ID:

i

We can't verify the following documents right now as the issuer's system is down for maintenance:

- Foreign passport
- ImmiCard

Please choose another document or try these again after Invalid Date AEST.
Sorry for the inconvenience.

☐ Australian passport (current or expired less than 3 years ago)
 ☐ Medicare card
 ☐ Australian birth certificate
 ☐ ImmiCard
 ☐ Foreign passport
 ☐ Australian citizenship certificate

I don't have this

Next

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

When you have successfully verified your identity, 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.

Prove your identity



We're checking your ID

This can take a few minutes

Prove your identity

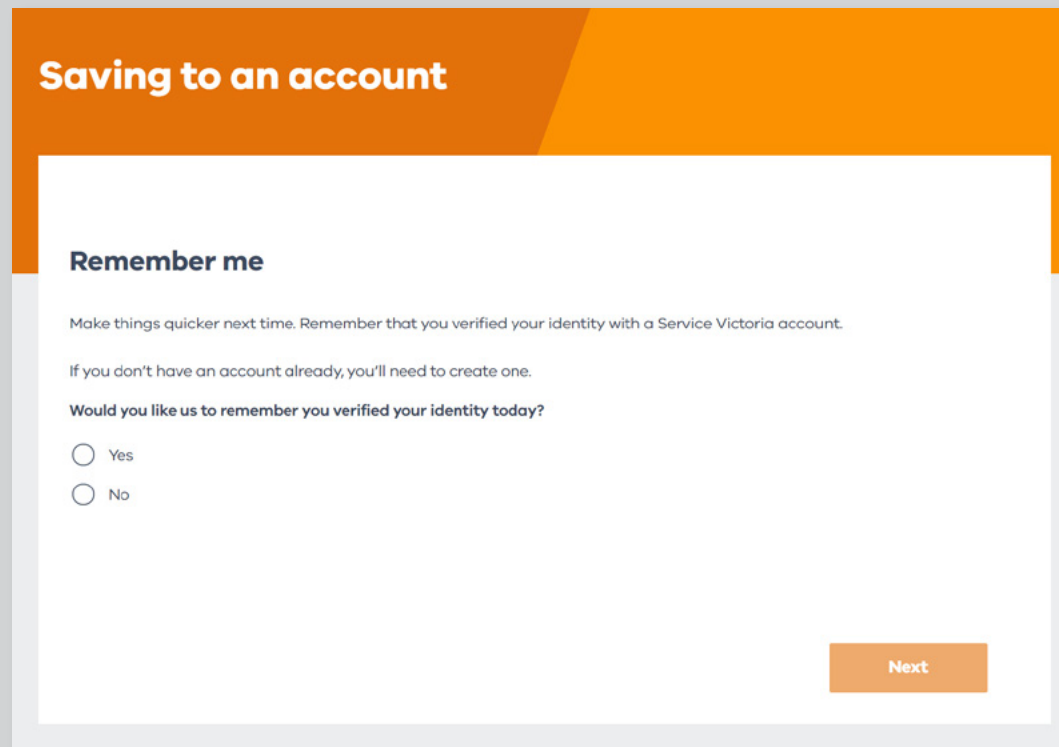


Proof of identity complete

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.



The screenshot shows a web interface with an orange header bar. Below the header, the title "Saving to an account" is displayed in white text on an orange background. The main content area is white and contains the following text: "Remember me" in bold, followed by "Make things quicker next time. Remember that you verified your identity with a Service Victoria account." and "If you don't have an account already, you'll need to create one." Below this is the question "Would you like us to remember you verified your identity today?" with two radio button options: "Yes" and "No". A blue "Next" button is located in the bottom right corner of the white content area.

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

Apply for a Solar Homes rebate or loan

✓ Contact details

✓ Quote

✓ Homeowner details

✓ Identity

5 Review

6 Done

Review

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

Your quote

Product

BATTERIES

Retailer

Solar Retailer

Total quote amount

\$10000

Your home

Suburb

WANTIRNA, 3152

Person applying

Family name

Doe

All given names in full

John

Date of birth

20 - 05 - 1990

Proof of income

Test-1099(2).pdf

Annual income

100000

Edit

Back

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.

Apply for a Solar Homes rebate or loan

- ✓ 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

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

- my solar system, and
- other relevant programs

Back
Next

A program of

6.0

Submit your application.

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

Apply for a Solar Homes rebate or loan

✓ 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

A program of

 Solar Victoria
 

✓ Contact details

✓ Quote

✓ Homeowner details

✓ Identity

✓ Review

6 Done

Submitted

Thanks for applying to be part of a Solar Victoria program.

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-000-036-049

What's next?

You'll get an email from us telling you what to do next.

While you wait, it's important to be aware of the following.



- You're not done yet. You still need to pass a credit history check if you opted for any loan offered. Solar Victoria will get in touch with you for more info.
- If it will help us assess your application, we may contact you using details you've given us, to get more info.


6.1


Once you've submitted your application you'll automatically receive an email from the portal confirming we received your initial eligibility application. We will review your application and let you know of the outcome.

If your eligibility is confirmed, we will then send you information to complete your loan application.

For more information visit
solar.vic.gov.au


Solar Victoria



1300 376 393


solar.vic.gov.au

Hi **<Customer name>**

Thanks for applying to be part of the Solar Homes program.

Your reference number: **<ref number>**

We're assessing your application. If you applied for more than one offer, for example PV and a battery, each has its own reference number.

We'll contact you using the details you provided if we need more information.

Next steps

1. We'll email you within 5 to 8 work days with next steps.
2. Check your junk and spam folders if you don't see the email in your inbox.
3. Please respond within 5 to 8 business days.
4. If you still haven't heard from us after 5-8 business days email enquiries@team.solar.vic.gov.au

For more info on Solar Homes programs, [visit Solar Victoria](#).

Kind regards
The Solar Victoria Team

Service Victoria is the government's dedicated customer service delivery agency

