

# Solar Victoria Retailer Portal – User Guide

Uploading a hot water quote

May 2025



Solar  
Victoria



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Go to the **Solar Victoria Portal** and enter your login details.

Note: if you haven't previously registered for the Portal, check your email for an invitation or contact our customer service team.



Username

Password

Log In

☐ Remember me

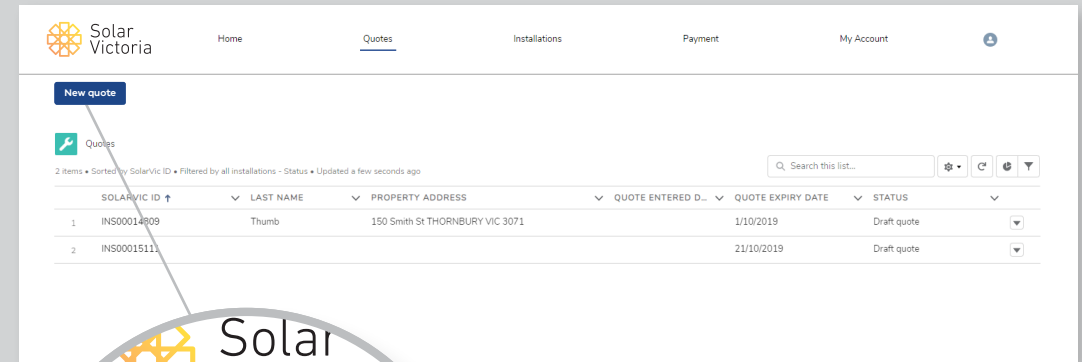
[Forgot your Password?](#)

# Uploading a hot water quote

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Go to the **quotes** page of the Portal.

Click **New quote**



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### Confirm Conditions.

Read the Solar Provider Statement terms and conditions. You are required to confirm an acknowledgement of the conditions by checking ☒ the box that reads:

"I confirm I have read my obligations in relation to the Solar Provider Statement"

### Solar Provider Statement

Terms & conditions

Quote details

Confirm & submit

#### Please review and confirm

This statement needs to be completed by you, the authorised solar retailer, to initiate your customer's application for a Solar Victoria rebate and loan if applicable. You must complete this form in accordance with the Solar Victoria Retailer Terms and Conditions you accepted upon registering for a Solar Victoria Program.

Once submitted, your customer will be notified by email that they can start their application for a rebate and loan if applicable.

You will be notified when your customer's application is approved by Solar Victoria. If the customer subsequently accepts your quote, Solar Victoria will directly pay you the rebate and loan contribution once you have submitted satisfactory proof of installation documentation.

As an Authorised Solar Provider, and in accordance with the Solar Victoria Retailer Terms and Conditions that you have accepted, you are responsible for ensuring that the information you provide is accurate and complete, as this will affect the customer's eligibility. This includes population of this Solar Provider Statement to assess the eligibility of the proposed Solar System.

If your customer requests a change to the system, you will need to submit a new solar provider

☒ I confirm I have read my obligations in relation to the Solar Provider Statement

Archive Delete

Exit 

Next

# Uploading a hot water quote

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Complete all the **required fields** for the application.

- Select the hot water rebate
- Enter contact details

Note: If the **monthly release** is filled, you can save a draft quote here by clicking 'save and exit.' You can then go back into the quote and finishing submitting it when the next month's release opens.



- Select product information
- Enter quote details

**Solar Provider Statement**

Quote details

Confirm & submit

▼ **Rebate or Loan**

\*Rebate or Loan Type  
Hot Water (Owner Occupier)

\*Quote Effective date  
1 May 2025

▼ **Customer**

\*First Name  
Jack

\*Last Name  
smith

\*Email  
jack.smith@gmail.com

Installation Address  
9 Circa Way, ARARAT VIC 3377

☒ Is this an emergency hot water system replacement?

This is an emergency hot water installation. I confirm that the customer has no working hot water system, and that the old system is broken down or unsafe. By ticking this box, I understand that providing false information is in breach of the Solar Homes Program Terms and Conditions. Providing false information can result in disciplinary action including, but not limited to, cancellation of rebate payment and/or suspension from the Program.

▼ **Select Solar Products for Installation**

Please select equipment

PRODUCT	QUANTITY
TE-400-GL-MID-44	1

\*Hot Water System type  
Heat pump

☒ I confirm that the hot water system installed meets the mandatory warranty requirements outlined in Solar Victoria's **Notice to Market**, including a minimum 5-year warranty on all major components.

Archive Delete Exit Save and Exit Previous Next

**Solar Provider Statement**

Quote details

Confirm & submit

▼ **Select Solar Products for Installation**

Please select equipment

PRODUCT	QUANTITY
TE-400-GL-MID-44	1

\*Hot Water System type  
Heat pump

☒ I confirm that the hot water system installed meets the mandatory warranty requirements outlined in Solar Victoria's **Notice to Market**, including a minimum 5-year warranty on all major components.

▼ **Quote Details**

\*Total quote reference  
Q890

\*Total price (inc GST) before STC/VEEC or Solar Homes Program rebates  
\$10,000.00

\*Less STC (incl GST)  
\$1,000.00

Less VEEC (incl GST)  
\$1,000.00

GST @ 10%  
\$909.09

Price before Solar Program rebates (inc GST)  
\$8,000.00

Estimated Solar Program Rebate (inc GST)  
\$750.00

Estimated Net payable by customer (inc GST)  
\$7,250.00

\*Total cost to customer after ALL discounts (including STCs and any discounts offered by the retailer) are applied  
\$1,000.00

☒ I confirm the quote amount includes all price reductions including any sales, promotional or early payment discounts offered by my business. I am aware that failure to report all discounts is in breach of Solar Victoria's retailer terms and conditions and may result in suspension or cancellation from the Solar Homes Program

Quote Expiry Date

Archive Delete Exit Save and Exit Previous Next

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Review and confirm the quote details by clicking

**Submit**

The screenshot shows a web form titled "Solar Provider Statement". At the top, there is a progress bar with three steps: the first two are marked with checkmarks, and the third is labeled "Confirm & submit". Below the progress bar, there is a list of required documents:

- Certificate of Electrical Safety
- Plumbing Compliance Certificate (where it's a hot water installation)
- Tax invoice including total cost of system installation, any discounts and rebates applied (e.g. Small-scale Technology Certificates), and the amount paid by the customer.

Below the list, there is a section titled "Declaration" with the text "I declare as the Solar Provider that:" followed by a bulleted list:

- The information I have given is correct.
- Giving false or misleading information will render the applicant ineligible for the rebate or liable to reimburse Solar Victoria for the rebate paid.
- I need to inform Solar Victoria of any changes to the information provided in this statement as soon as the change occurs.
- 

At the bottom of the declaration section, there is a checkbox labeled "I Solar Retailer, agree to this statement on behalf of Solar Retailer".

At the bottom of the form, there are four buttons: "Archive", "Delete", "Exit", and "Submit". The "Submit" button is highlighted with a yellow circle and a black arrow pointing to it.