

Solar Victoria Portal – Customer User Guide

Applying for eligibility

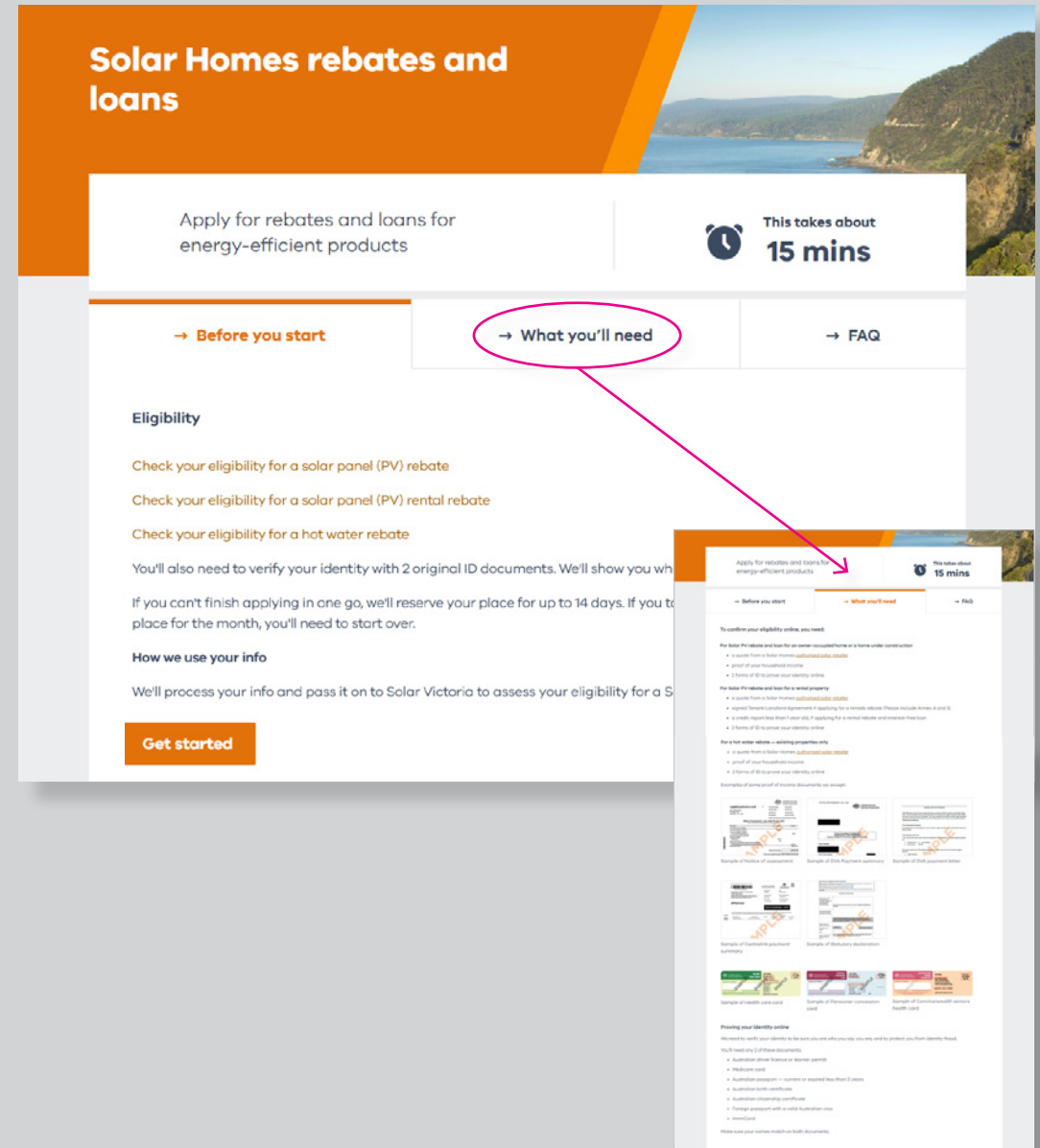


The purpose of this document is to walk you through the application process for a Solar Homes Program rebate or loan.

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.

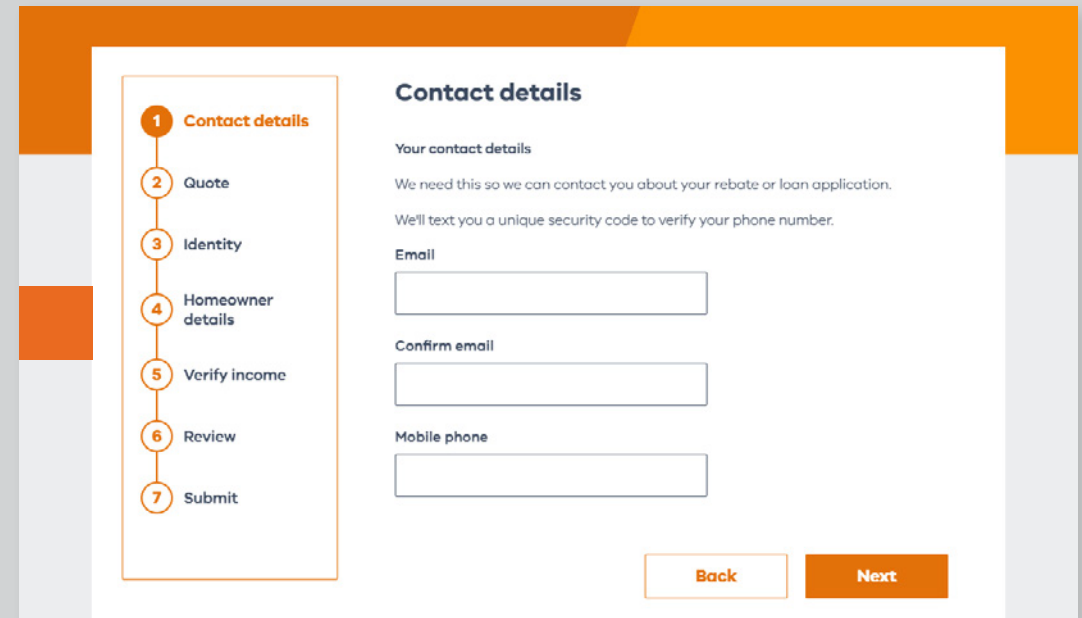
Get started

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

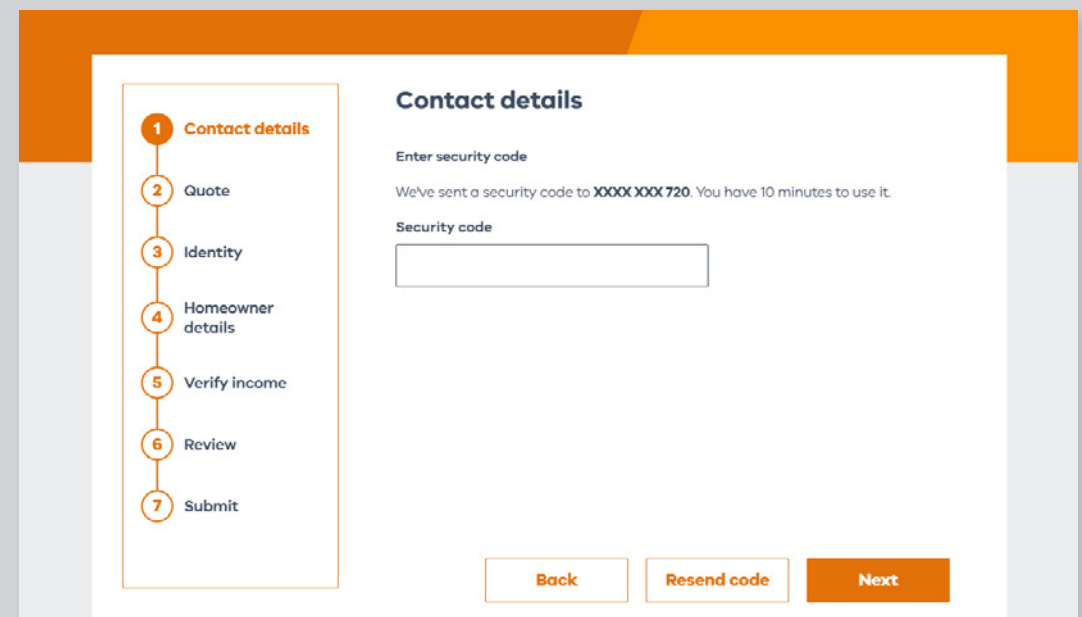


Enter your contact details

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



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



Enter your quote details

Enter the name of your chosen **retailer** and the **quote number** provided, as well as the **total quoted amount** before any rebates or discounts are applied.

If you have quotes for more than one type of incentive:

1. Enter each quote number separately and complete the application.
2. Log back in to the portal and enter the details of another quote.
3. Follow the process again.

Solar Homes rebates and loans

- ✓ Contact details
- 2 Quote**
- 3 Identity
- 4 Homeowner details
- 5 Verify income
- 6 Review
- 7 Submit

Your quote

Enter the quote details for your chosen rebate or loan exactly as they are in your retailer quote. Check your junk or spam folders in case you missed the email.

Quote retailer

You can only submit quotes from approved retailers

Quote number

This must exactly match your quote

Total quote amount

Total quote amount as it appears on your quote. If you're unsure, ask your retailer.

1 Your quote details are in this part of the email Solar Victoria sent.

↪

Back
Next

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

Contact your retailer if these details are incorrect, the quote has expired, been cancelled or cannot be found.

This screenshot shows a 'Quote cancelled' error. On the left, a vertical progress bar has five steps: 'Contact details' (checked), 'Quote' (highlighted in orange), 'Identity', 'Homeowner details', and 'Verify income'. The main content area features a red 'X' icon and the text: 'Quote cancelled', 'Retailer cancelled your quote', and 'Contact them to find out why.' Below this, the retailer's information is listed: 'Your retailer: 123 Solar', 'Telephone: 8764-2273', and 'Email: sanchezsonia1393@example.net'.

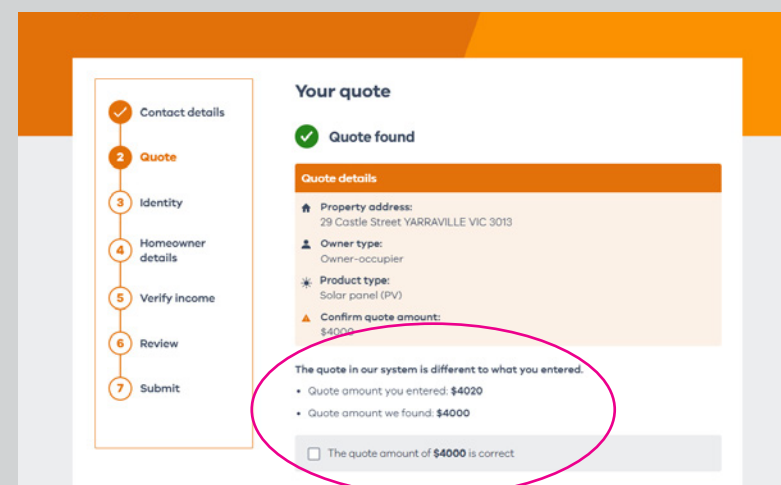
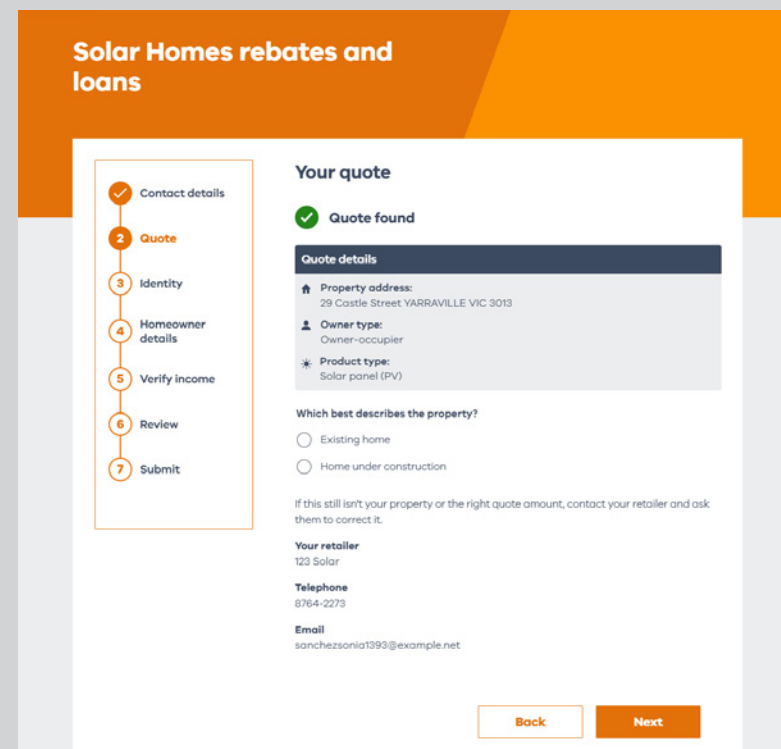
This screenshot shows a 'Quote not found' error. The progress bar on the left is identical to the previous screenshot, with 'Quote' highlighted. The main content area features a red 'X' icon and the text: 'Quote not found', 'We couldn't find a quote matching the details you entered', and 'Please check your details and try again, or contact your authorised retailer for more help.' Below this, an information icon (i) is followed by the text: 'Your quote details are in this part of the email Solar Victoria sent.' A small email preview is shown below, featuring the Solar Victoria logo and the text 'Hi Samantha,'.

This screenshot shows a 'Quote not ready' error. The progress bar on the left is identical to the previous screenshots, with 'Quote' highlighted. The main content area features an information icon (i) and the text: 'Quote not ready', 'Your quote is for a future date', and 'The effective date for your quote is 11/06/2024. Please come back and apply after that date.'

Your quote will be displayed on the screen.

You will be able to see your property address, rebate and or loan type.

You may also be asked to confirm the rebate amount and property type. Contact your retailer if these details are incorrect.



If your quote is for a hot water rebate and you need an emergency installation, tick the box circled (right).

Solar Homes rebates and loans

Your quote

Quote found

Quote details

- Property address:** 4 Main Road CLAYTON SOUTH VIC 3169
- Owner type:** Owner-occupier
- Product type:** Hot water

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

If this still isn't your property or the right quote amount, contact your retailer and ask them to correct it.

Your retailer
123 Solar

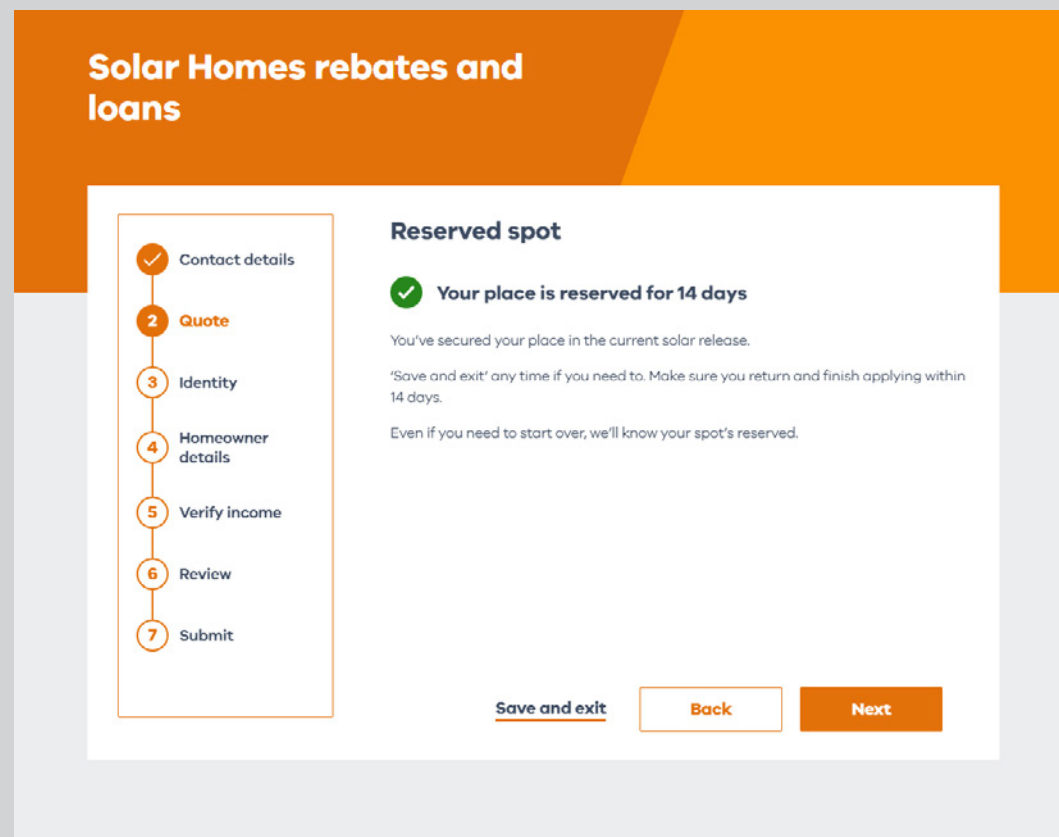
Telephone
0764-2273

Email
sanchezsonia1393@example.net

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

Once you have progressed to this page, you have reserved a place in the portal. You have 14 days to complete your application.

If you do not submit your application within 14 days, you will lose your allocated place and will need to restart the application process.



If you are a new customer, you will need to confirm your identity.

Have your identity documents ready.

If you already have a Service Victoria account, you can log in with your details now. If not, you can continue as a guest.

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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 — current or expired less than 3 years
- Australian birth certificate
- Australian citizenship certificate
- Foreign passport with a valid Australian visa
- ImmiCard

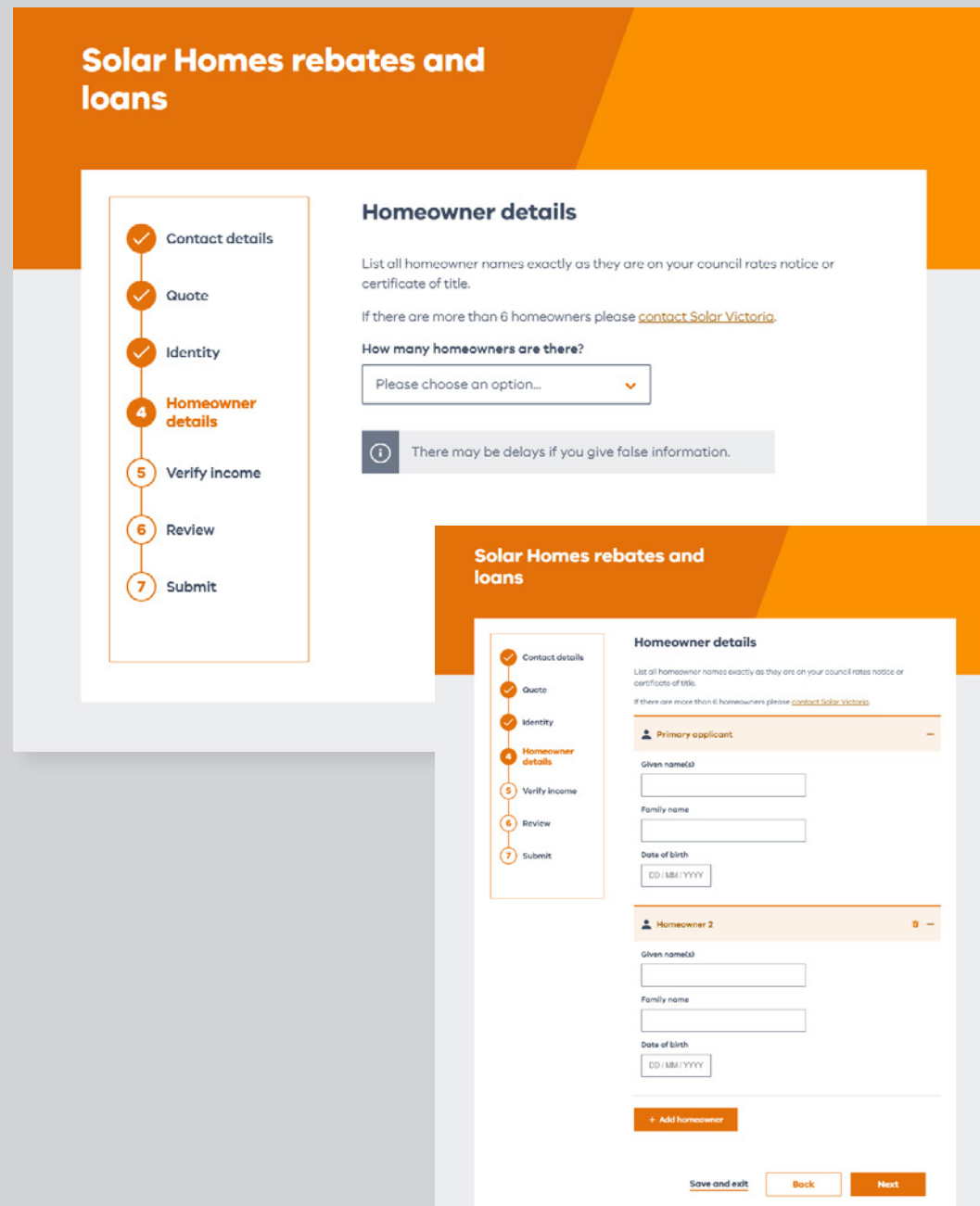
Make sure your names on the 2 documents match.

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

The screenshot shows a progress indicator on the left with seven steps: 1. Contact details, 2. Quote, 3. Identity (highlighted in orange), 4. Homeowner details, 5. Verify income, 6. Review, and 7. Submit. The main content area is titled 'Your identity' and explains the need for identity verification. It lists seven acceptable documents and includes a note to ensure names match. At the bottom, there are three buttons: 'Save and exit' (underlined), 'Back', and 'Next'.

Enter homeowner details

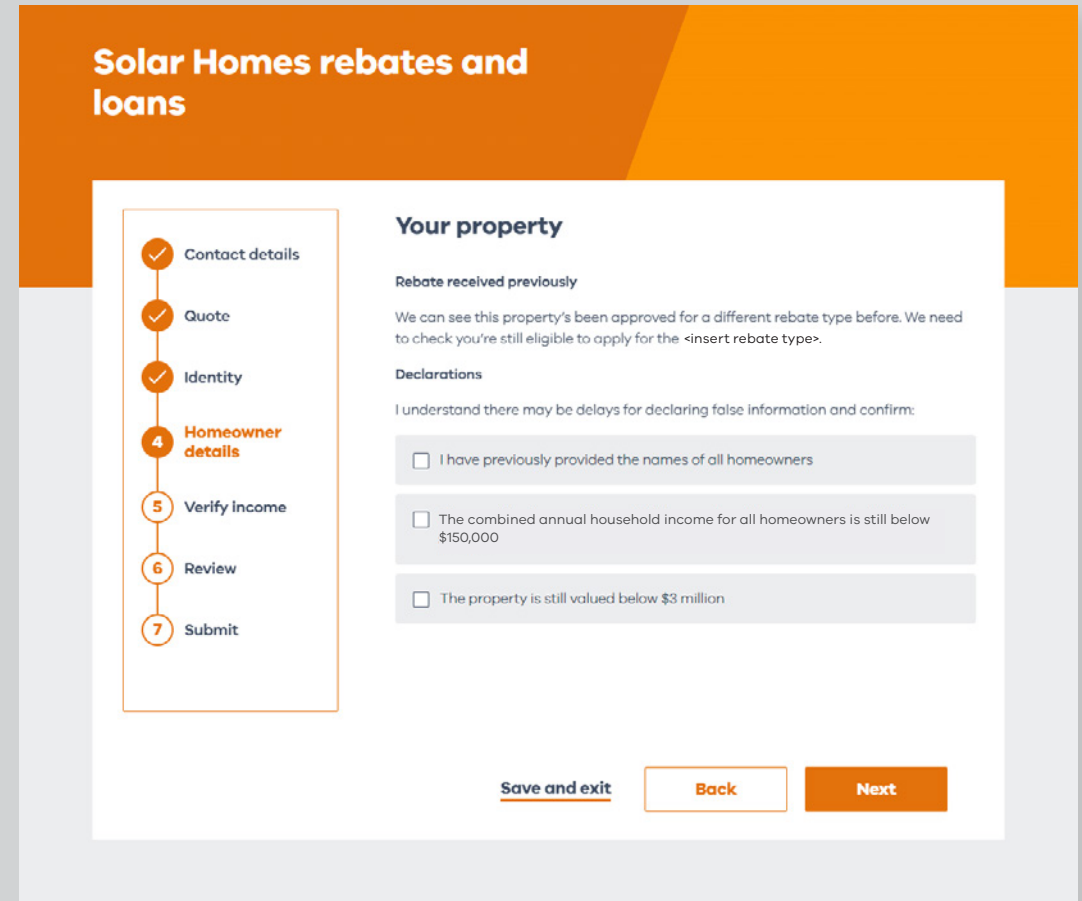
You must enter details of all homeowners. Homeowner details must be spelled exactly as they appear on your identification documents or your Council Rates Notice. You can also add or remove homeowners.



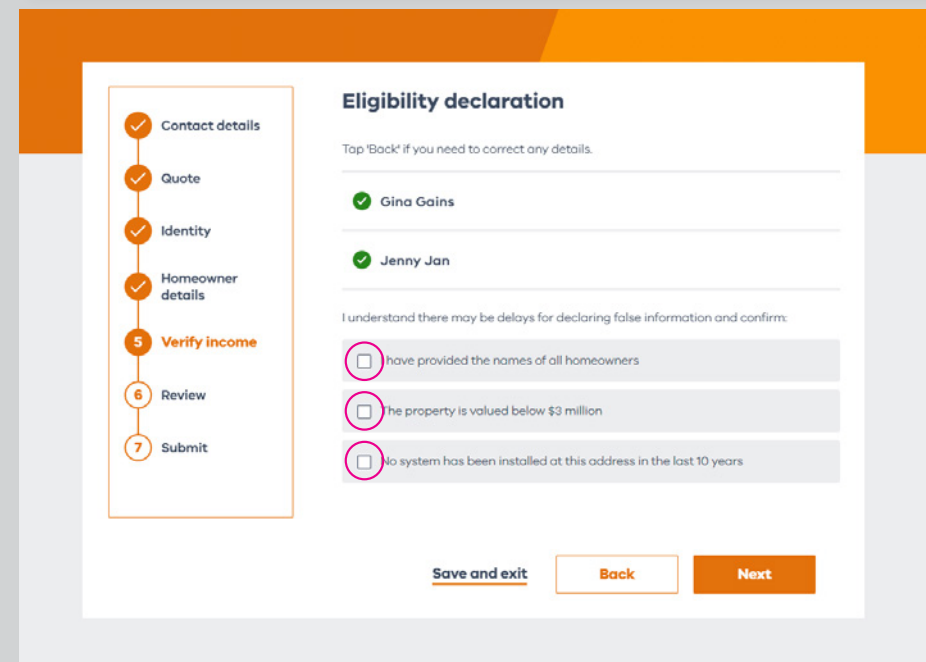
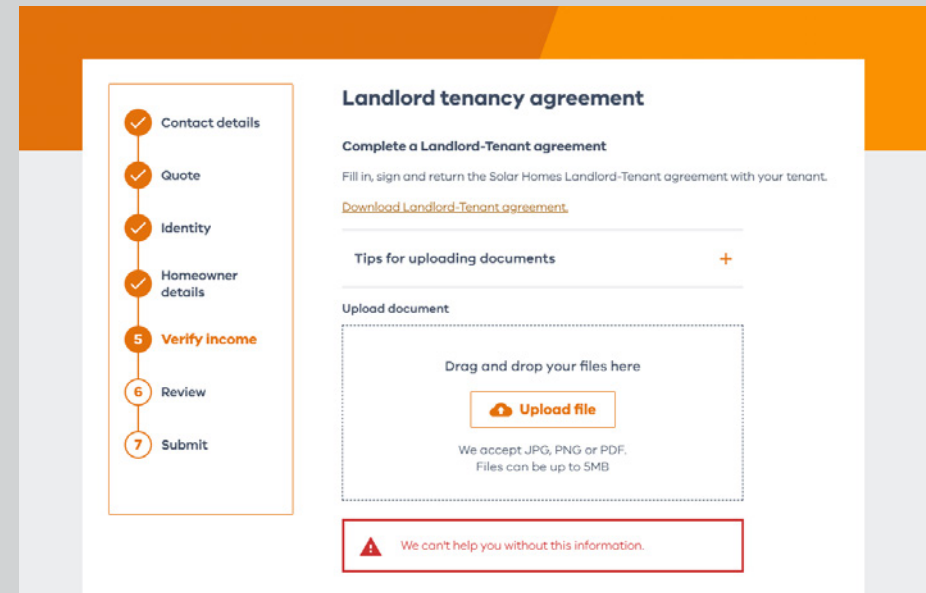
If you have been approved for a Solar Homes rebate or loan before, the portal will recognise you as an existing customer, so you do not have to provide homeowner details again.

You will still need to verify your identity and provide identification documents so we know it's you.

Existing customers will need to tick the declaration check boxes so they do not need to provide documentation to verify income and property value.



If you are a rental provider, you will need to enter homeowner details and provide the documents listed on the screen.



Verify your income: For new customers

New customers will have to verify their income for each homeowner and complete the eligibility declaration.

Verify your income: For existing customers and/or rental providers

Existing customers and/or rental providers will not have to provide documents to verify their income. They will have to tick the check box to declare that their combined annual household income is below \$150,000.

The screenshot shows the 'Verify your income' form. On the left is a vertical progress bar with steps 1-7. Step 4, 'Verify income', is highlighted. The main content area includes a header 'Verify your income' with a sub-header 'Each homeowner needs to confirm eligibility by showing proof of income.' Below this is a form for 'Libby Goods' with fields for 'Given name', 'Family name', and 'Date of birth'. There are three radio button options for 'Choose the statement that best fits'. Below that are input fields for 'Annual taxable income' and 'Financial year'. At the bottom are 'Save and exit', 'Back', and 'Next' buttons.

The screenshot shows the 'Eligibility declaration' form. The progress bar on the left has step 5, 'Verify income', highlighted. The main content area has a header 'Eligibility declaration' and a sub-header 'Tick Back if you need to correct any details.' It shows 'Libby Goods' and 'Sarah Main' with green checkmarks. Below are three checkboxes for declarations. At the bottom are 'Save and exit', 'Back', and 'Next' buttons.

The screenshot shows the 'Your property' form. The progress bar on the left has step 4, 'Homeowner details', highlighted. The main content area has a header 'Your property' and a sub-header 'Rebate received previously'. It contains a text block and a checkbox. Below is a 'Declarations' section with a text block and three checkboxes. At the bottom are 'Save and exit', 'Back', and 'Next' buttons.

Loan option (only available for PV quotes)

If you would like an interest-free loan for a solar panel (PV), enter details on the screen and upload your documents.

If you do not want an interest-free loan, click 'no' and finalise your application.

Rebate and loan details

Subject to your consent to the terms and conditions and/or a satisfactory credit report (where applicable) the Victorian Government offers you the following loan:

Rebate amount up to	\$1400.00
Loan amount up to	\$1400.00
Interest rate	0%
Loan term	48 months

Monthly repayment
All amounts include GST. \$29.17

The loan is:

- administered by State Trustees
- fee-free and interest-free
- repaid by direct debit from your chosen account
- over 48 months
- in monthly installments, starting 30 days after installation is complete

Interest-free loan

Your quote includes an interest-free loan offer. If you choose 'no' you won't be offered a loan option.

Do you wish to accept the loan?

Yes

No

Credit report

Upload your credit report

We need to see a credit report less than a year old. If you don't have one, it's easy to do [a free credit report online through MoneySmart](#).

Credit reports can take up to 10 days to come back, so save your progress if you don't have one right now.

Tips for uploading documents +

Upload document

Drag and drop your files here

We accept JPG, PNG or PDF.
Files can be up to 5MB

Review and submit your application

Review the details carefully on the screen.

The screenshot shows a web interface for reviewing application details. On the left is a vertical progress bar with seven steps: Contact details, Quote, Identity, Homeowner details, Verify income, Review (highlighted in orange), and Submit. The main content area is titled 'Review your details' and includes a sub-header 'Check your details and edit any incorrect info before submitting your application.' Below this are several sections: 'Your quote' (with a minus sign), 'Owner type' (Owner-occupier), 'Product type' (Solar panel (PV)), 'Retailer' (T23 Solar), 'Total quote amount' (\$4000), and 'Your home' (Property address: 29 Castle Street VARRAVILLE VIC 3013). The 'Person(s) applying' section lists 'Homeowner 1' (Libby, born 10/10/2000, annual income \$80000) and 'Homeowner 2' (Main, born 08/03/1998, annual income \$50000), each with an 'Edit' button. The 'Your loan' section shows 'Do you wish to accept the loan?' with 'No' selected and an 'Edit' button. At the bottom are 'Save and exit', 'Back', and 'Next' buttons.

Tick the declaration checkboxes and submit your application.

Solar Homes rebates and loans

Consent and Declaration

Complete the following declarations before submitting your application.

Solar Victoria Terms and Conditions

[Solar Homes — General Terms and Conditions](#)

[Solar Homes rebate or loan — applicant declaration](#)

I have read and agree to the Solar Homes — General Terms and Conditions

Service Victoria Terms and Privacy policy

[Service Victoria's Terms of Use](#)

[Service Victoria's Privacy and security policy](#)

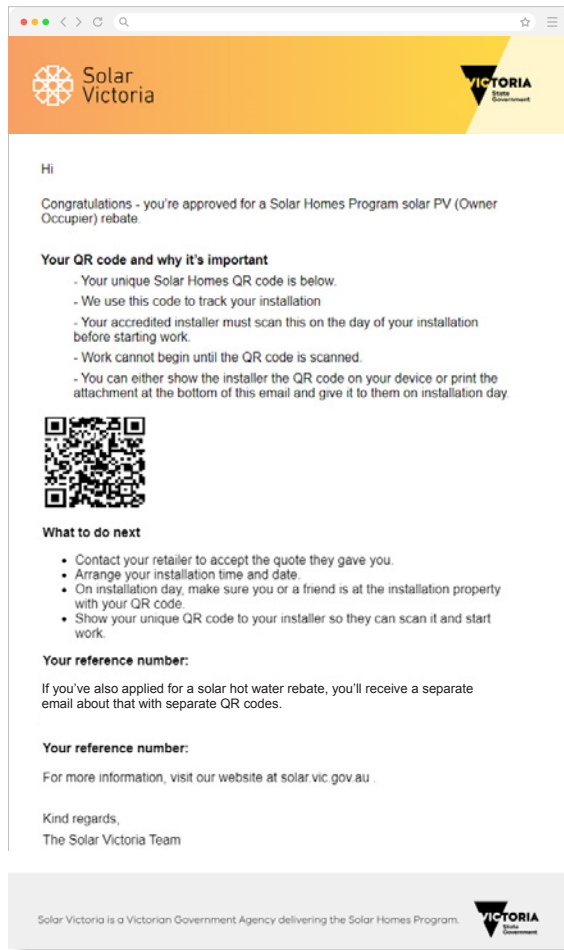
I understand and agree to Service Victoria's Terms of Use and Privacy and Security policy

Solar Victoria updates

I would like to receive regular updates from Solar Victoria.

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

When you have submitted your application, you will receive an email from us with next steps.



Solar Homes rebates and loans

- ✓ Contact details
- ✓ Quote
- ✓ Identity
- ✓ Homeowner details
- ✓ Verify income
- ✓ Review
- 7 **Submit**

✓ Submitted

Thank you for applying for a Solar battery loan. 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-SOH-000-047-218

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 helps us with your application, we may contact you for more info, using details you've given.
- Don't sign a contract or schedule installation until we confirm your eligibility.
- If you haven't heard from us after 10 working days, check your junk and spam email folders. If you don't have an email from us, call 1800 376 393.

How was your experience?

