

Solar Victoria Portal – Customer User Guide

Applying for a hot water rebate

For new customers

November 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

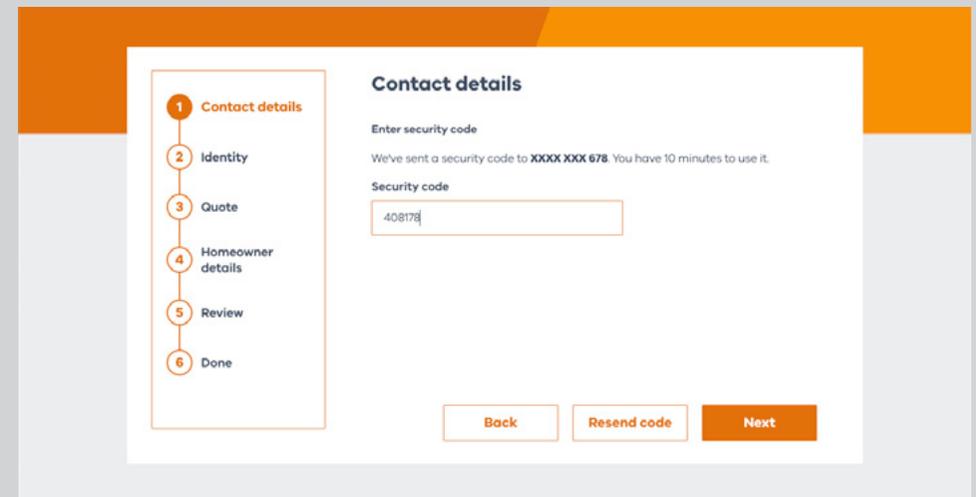
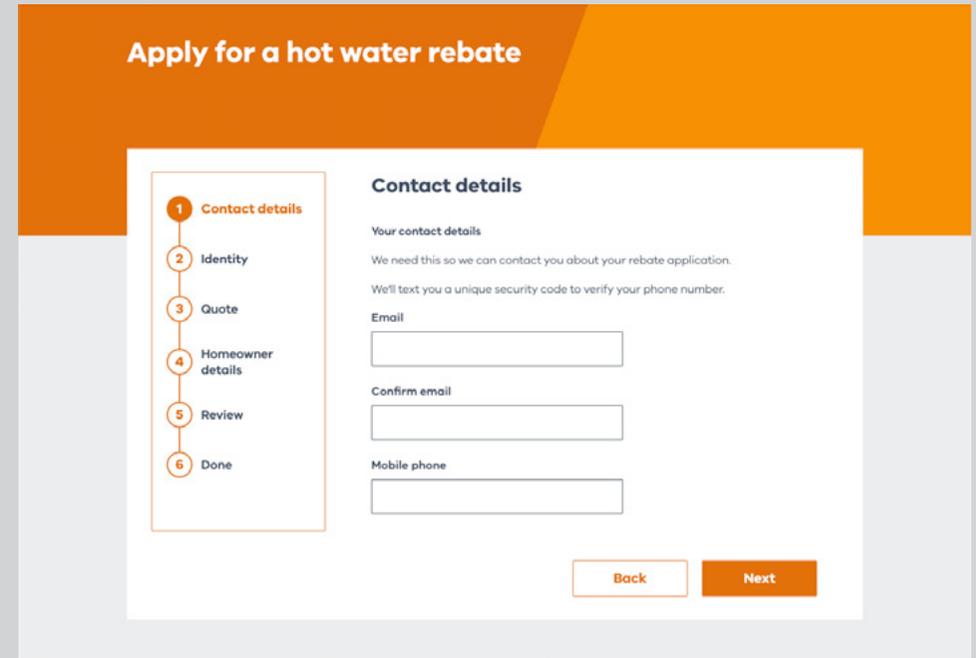
The screenshot shows the 'Apply for a hot water rebate' page. At the top, there's a header with the title 'Apply for a hot water rebate' and a background image of a coastal road. Below the header, a white box contains the text: 'Apply for a rebate of 50% off up to \$1000 towards eligible solar and heat pump hot water systems'. To the right of this text is a clock icon and the text 'This takes about 15 mins'. Below this box are three navigation tabs: '→ Before you start' (highlighted in orange), '→ What you'll need', and '→ FAQ'. The main content area is titled 'Eligibility' and contains the following text: 'You'll need to meet the following eligibility criteria:'. This is followed by a bulleted list: '• You must have a quote from a Solar Victoria authorised solar retailer.', '• Only owner-occupiers of an existing property can apply.', '• The combined household taxable income for the installation property must be below \$210,000.', and '• The installation property must be worth less than \$3 million.'. Below the list, it says 'Owner-occupiers who received a rebate for a prior address can still apply at a new property to receive one for:' followed by another bulleted list: '• solar PV', '• hot water, or', and '• an interest-free battery loan'. The next paragraph states: 'You'll also need to prove your identity with 2 original ID documents using your phone. We'll show you which ones.' The following paragraph says: '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.' The final paragraph reads: '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 'Apply now' button.

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.



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.

Apply for a hot water rebate

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

Admin PVT Retailer Account (Test)

You can only submit quotes from approved retailers

Quote number

Q12345

This must exactly match your quote

Total quote amount

\$5000

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.

Solar Victoria

Hi Samantha,

You've received a Hot Water (Owner Occupied) quote from Service Vic UAT Retailer for participation in the Solar Homes Program. You can view your application online for 5 Emoh Close CRANBOURNE VIC 3077 by following these steps below.

As part of the application process, we'll need you to provide the information listed in Step 1, so we can confirm your eligibility.

Step 1 - Documentation

Refer to the list below for the documents we need to confirm your eligibility and complete your application:

- Proof of income* for each person named on the council rates notice, from the same financial year ([click here](#))
- Two forms of identification ([click here](#))

Step 2 - Apply online:

Apply online here: [Hot Water application page](#) using the following to begin your application:

- Your solar retailer's name: Service Vic UAT Retailer
- Your quote number: TEST-QUOTE-001
- Your total quote amount: \$10,000.00

This will take approximately 10 minutes to complete. You can start your application, save it and come back to it within 14 days if you can't complete it in one go.

Step 3 - Submit your application:

After you submit your application, we may request more information if needed. To keep things moving we ask that you respond to any request within 3 days.

We will let you know when your application is approved via email. This generally takes up to 5 to 8 business days.

We're here to help:

If you have any questions about the Solar Victoria rebate programs, please call us on 1300 376 900 between 9am to 5pm Monday to Friday, except for public holidays.

Kind regards,
The Solar Victoria team

Back **Next**

Confirm your quote

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

Check the tick box if this is an emergency installation.

Your quote

✔ **Quote found**

Quote details

Property address:
104 Lonsdale Street HAMILTON VIC 3300

Owner type:
Owner occupier

Rebate or loan type:
Solar hot water rebate

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

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

Your retailer
Admin PVT Retailer Account (Test)

Telephone
(07)-4938-3793

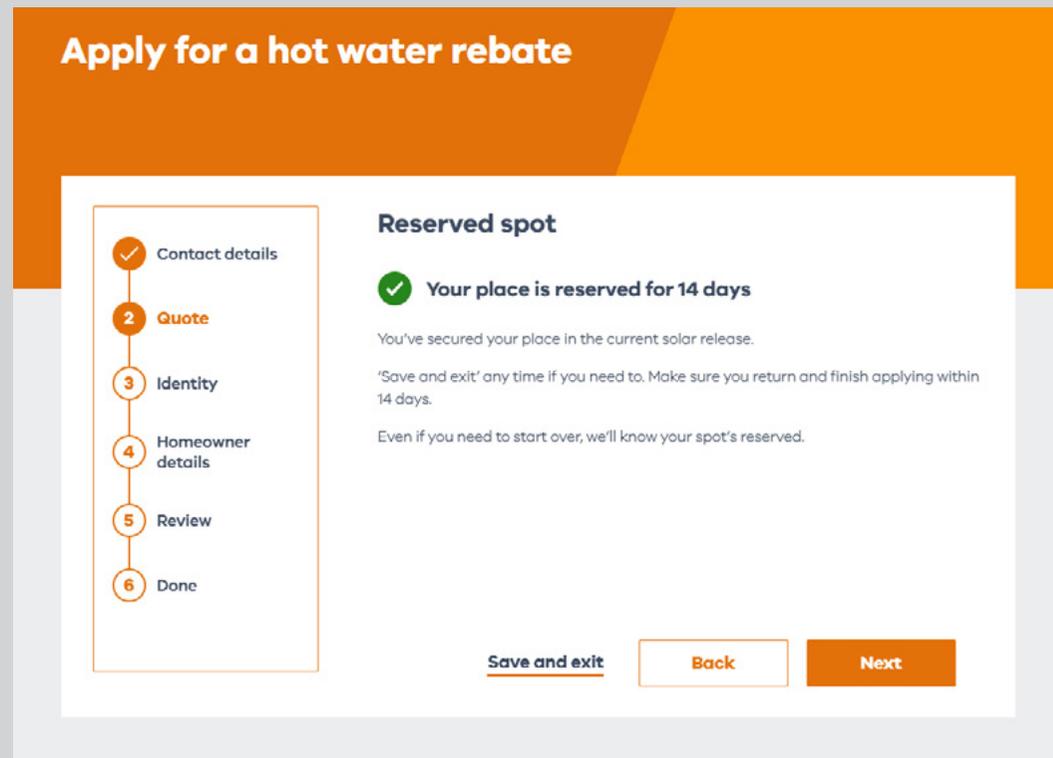
[Back](#) [Next](#)

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.

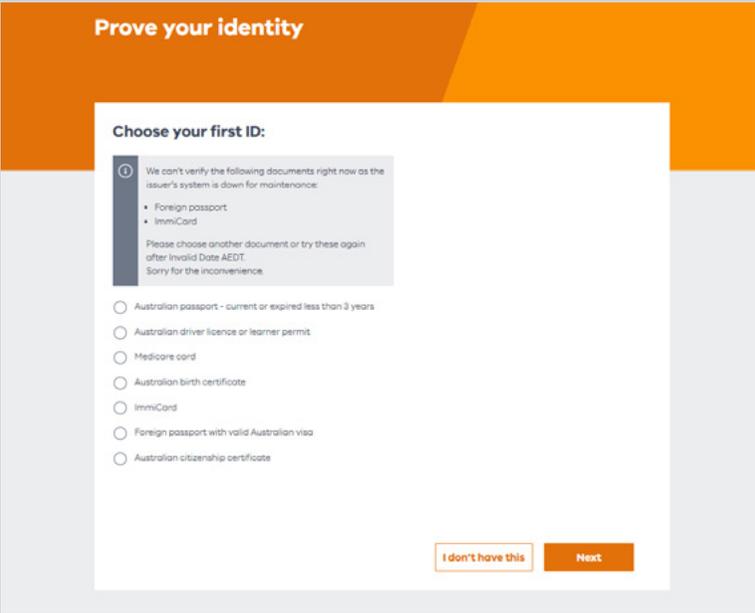
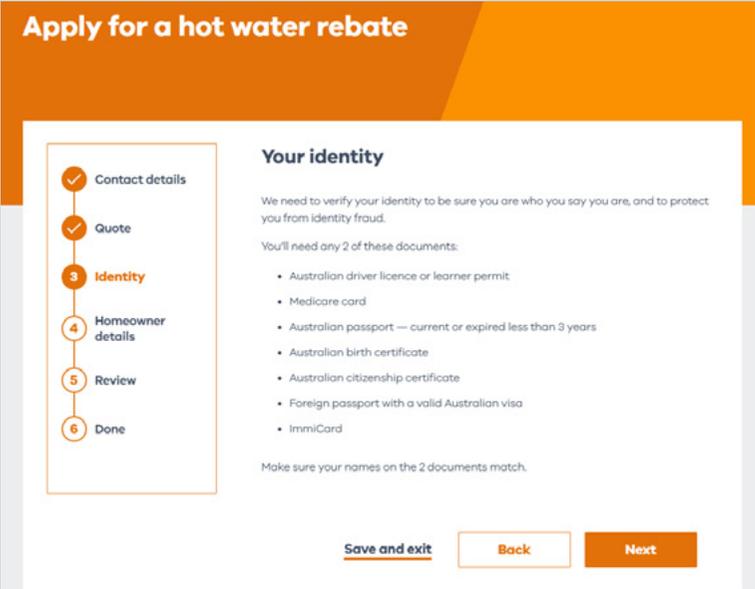
If you do not submit your application in this time frame you will lose your allocated place and may need to wait until the next release opens to continue the application process.



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.



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

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

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 Lansdale 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 **Back** **Next**

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.

The screenshot shows a web form titled "Apply for a hot water rebate". On the left, a vertical progress bar contains six steps: "Contact details", "Identity", "Quote", "Homeowner details", "Review" (highlighted in orange), and "Done". The main content area is titled "Consent and Declaration" and includes the following sections:

- 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.

At the bottom right, there are three buttons: "Save and exit" (underlined), "Back", and "Submit". In the bottom right corner of the page, there is a small chat icon with a person's head and the text "Ask" next to it.

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

