

Some like it hot (water)!

Eligible households can claim a discount on the cost of a solar hot water system, up to a maximum rebate of \$1,000.

Why install solar hot water?



Save up to \$400 per year on your energy bills
(based on a typical household)



Save up to \$1,000 on your solar hot water system



Help create 5,500 solar industry jobs



Tackle climate change

About the solar hot water rebate

The Solar Homes Program is supporting up to 6,000 eligible Victorian households to install a new or replacement hot water system, by providing a point of sale discount up to a maximum of \$1,000.

The discount applies to all solar hot water systems that meet safety and quality standards. The solar hot water rebate is not available to new build homes and the system being replaced must be at least three years old.

The rebate amount will be paid directly to your solar provider and will be deducted from the total cost of your solar hot water system, with you paying the outstanding balance directly to your provider once installed.

Before you begin: Understand the program eligibility

Victorians are eligible to receive a rebate under the Solar Homes Program if they meet the following criteria:

- they are the owner-occupier of the property where the system is being installed
- the combined household taxable income of all owners is less than \$180,000 per annum (base on your Australian Tax Office Notice of Assessment)
- it is an existing property, valued at under \$3 million
- the hot water system to be replaced is at least three years old (based on the date of purchase)
- they have not already claimed a rebate as an owner-occupier under the Solar Homes Program
- the property is not a new build

Once you're confident that your property fits the eligibility criteria, you should start researching solar retailers who are authorised to participate in the Program and can meet your energy needs.

Need an emergency hot water system replacement?

In the event of an emergency, e.g your hot water systems breaks down and needs to be replaced immediately, Solar Victoria has an 'Emergency install' process at www.solar.vic.gov.au/solar-hot-water-rebate.

This process allows you to lodge an eligibility application and install your system while we assess your eligibility. If you are eligible for the program, we will pay the rebate directly to your provider. If you do not meet the program eligibility criteria, you will be required to pay all out of pocket expenses for the installation.

How to apply

Step 1 - Inform yourself

Before you sign a contract for solar hot water, you should be sure that you understand the rebate process and eligibility criteria.

Once you have researched and identified the provider you want to use, contact them to obtain a quote.

Please note that the Solar Hot Water rebate program requires the installation of an approved product from the Clean Energy Regulator (CER) Register of approved products and the Victorian Essential Services Commission (ESC) Registered Products list.

Step 2 - Apply for a rebate

Visit www.solar.vic.gov.au/solar-hot-water-rebate to commence your eligibility application.

Solar Victoria will provide you with an eligibility pack containing documents that will need to be completed. Completed documents can be returned to Solar Victoria via a secure link.

Solar Victoria will assess your application and if you are eligible we will provide confirmation to you and your solar hot water supplier.

Solar Victoria does not recommend signing a quote acceptance or paying a deposit prior to receiving your eligibility confirmation. As a minimum you should confirm with your retailer that any deposit is fully refundable.

Step 3 - Get the system installed

You should then arrange the installation of the system with your solar hot water provider.

The solar hot water provider will upload the proof of installation documents via the secure link after completing the installation process. The retailer will then be directly paid the rebate amount into their nominated bank.

Documentation required to prove eligibility

You will need to provide a provider statement, proof of identity, property ownership and proof of income.

The provider statement is completed by your solar hot water retailer.

Proof of identity documents can be a passport or an Australian birth certificate, and a driver's license or a Medicare card.

Evidence of property ownership is provided via your local council rates notice.

We require proof of income documentation for each person named as an owner on your local council rates notice. For instance, if there is more than one owner of the property, we require proof of income for all listed owners. If there is more than one listed owner, you will need to provide proof of income documents for each person from the same financial year.

Depending on your financial situation, proof of income documents may include:

- Australian Tax Office Notice of Assessment (NOA) confirming annual taxable income
- Centrelink Payment Summary showing dates, reference number and confirming pension income for the financial year
- Centrelink PAYG Payment Summary
- Completed and signed Statutory Declaration if you are a self-funded retiree (i.e. don't receive any payments from Centrelink). Please complete a Statutory Declaration and include your total income including any Superannuation for the financial year

If you didn't receive a taxable income, we still need you to complete a signed Statutory Declaration that states your income amount (e.g. \$0) for the financial year.

Contact us

You can find more information on the program at www.solar.vic.gov.au or you can call us on 1300 376 393 (during business hours) if you'd prefer to talk to our Customer Service team.



If you'd like to speak to us in your language you can access free phone translation services by calling the National Translating and Interpreting Service on 131 450.

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