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Frequently Asked Questions

Answers to common questions about the Victorian Energy Upgrades (VEU) services provided by Unwind Data & AI Pty Ltd, an accredited provider under the VEU program (accreditation AA003264).

What is the Victorian Energy Upgrades (VEU) program?

The VEU program is a Victorian Government initiative that helps households and businesses install energy-efficient products at a reduced cost. Accredited providers like us deliver the upgrade and pass on a discount funded by the certificates (VEECs) the upgrade creates.

What upgrades do you offer?

High-efficiency reverse-cycle air conditioning (space heating and cooling) and heat-pump hot water systems, along with other VEU activities on request.

Am I eligible?

- Your premises must be in Victoria with an electricity or gas account.
- It must be an existing dwelling (the program is for retrofits, not new builds).
- You must be replacing an eligible existing system.
- Owner-occupiers and renters can take part — renters need the landlord's permission.

What does it cost?

Most upgrades have no upfront cost: the value of your VEECs is assigned to us as a discount. A regulated minimum co-payment (from \$200 depending on the system) applies and is required by law. We give you a clear written quote before any work begins.

What are VEECs and why do I assign them to you?

Victorian Energy Efficiency Certificates each represent one tonne of greenhouse gas abated by your upgrade. You assign the rights to these certificates to us in exchange for the discount — this is how the program funds your rebate.

Can I combine this with other rebates?

Heat-pump hot water systems can often be combined with the Solar Victoria Hot Water Rebate and federal small-scale technology certificates (STCs), subject to eligibility. We will tell you what you qualify for.

Who carries out the work, and do I need to be home?

A licensed and accredited contractor completes the installation and will carry identification. Someone aged 18 or over should be present at the premises.

What warranty do I get?

Installed products carry a manufacturer's warranty of at least five years against defects, and your rights under the Australian Consumer Law also apply.

I'm renting — can I still get an upgrade?

Often yes, with your landlord's permission. For fixed systems (such as ducted heating/cooling or hot water) the landlord may need to be the claimant. Renters can access the VEU program, though not the separate Solar Victoria rebate.

How long does it take?

After a site assessment and signed consent, most installations are completed in a day. Exact timing depends on the product and your site.

Can I cancel or get a refund?

Yes. You can cancel at no cost before work begins. Full details are in our Refund & Cancellation Policy.

How do I make a complaint?

Contact us on 0481 357 950 or info@unwindai.com.au. Our Dispute Resolution Framework explains the process, and unresolved matters can be referred to the Essential Services Commission.

Is my personal information safe?

Yes. We handle your information in line with the Privacy Act 1988 (Cth) and our Record Keeping & Privacy Procedure, and retain records for six years as the program requires.

How do I get started?

Get in touch on 0481 357 950 or info@unwindai.com.au and we will assess your eligibility and provide a written quote.

Approved by:
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