

# Solar Victoria Portal – Customer User Guide

## Applying for eligibility

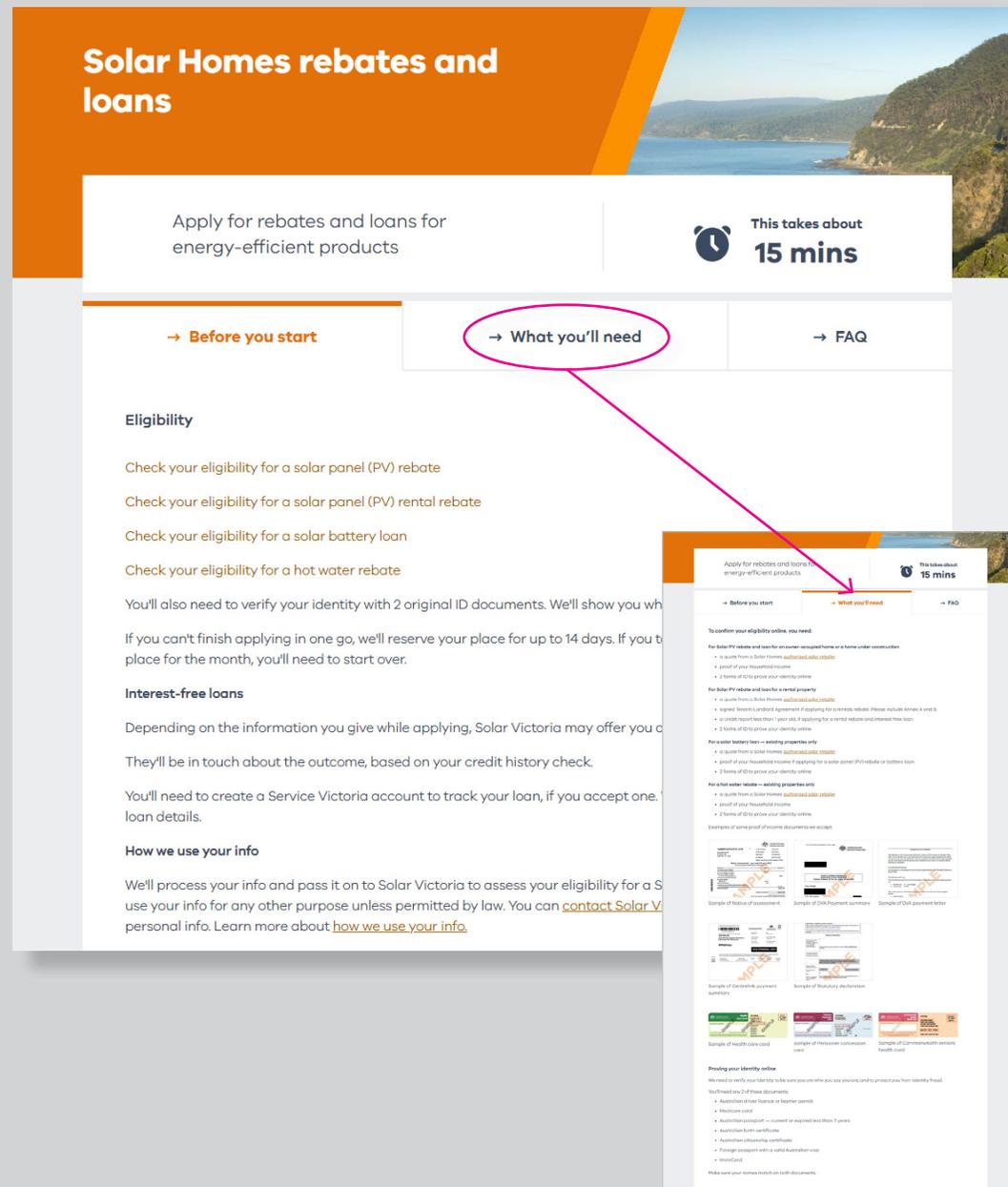


The purpose of this document is to walk you through the application process for a Solar Homes Program rebate or loan.

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**.

The screenshot shows a web form titled "Contact details" with a progress indicator on the left. The progress indicator has seven steps: 1. Contact details (highlighted), 2. Quote, 3. Identity, 4. Homeowner details, 5. Verify income, 6. Review, and 7. Submit. The main content area includes the following text and fields:

- Contact details**
- Your contact details
- We need this so we can contact you about your rebate or loan application.
- We'll text you a unique security code to verify your phone number.
- Email**
- 
- Confirm email**
- 
- Mobile phone**
- 
- [Back](#) [Next](#)

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

The screenshot shows the same web form titled "Contact details" with the progress indicator on the left. Step 1 is now completed and step 2, "Enter security code", is highlighted. The main content area includes the following text and fields:

- Contact details**
- Enter security code**
- We've sent a security code to **XXXX XXX 720**. You have 10 minutes to use it.
- Security code**
- 
- [Back](#) [Resend code](#) [Next](#)

## 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

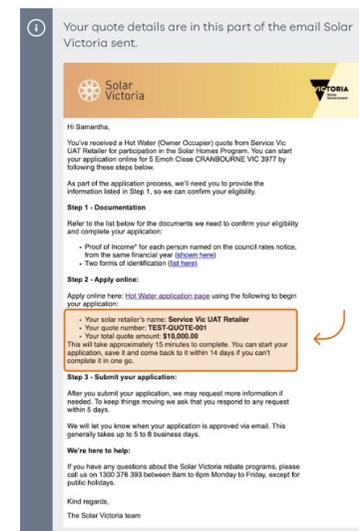
You can only submit quotes from approved retailers

#### 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.



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 progress bar on the left with five steps: 'Contact details' (checked), 'Quote' (highlighted in orange), 'Identity', 'Homeowner details', and 'Verify income'. The main content area is titled 'Quote cancelled' and features a red 'X' icon. The message reads: 'Retailer cancelled your quote. 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'.

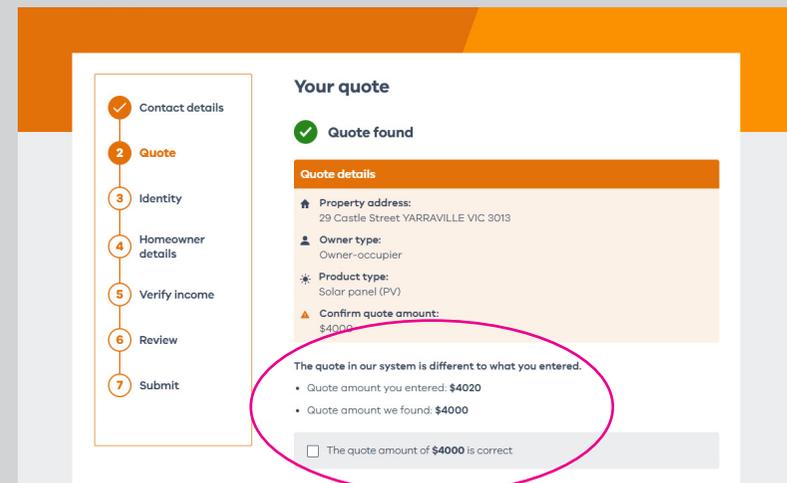
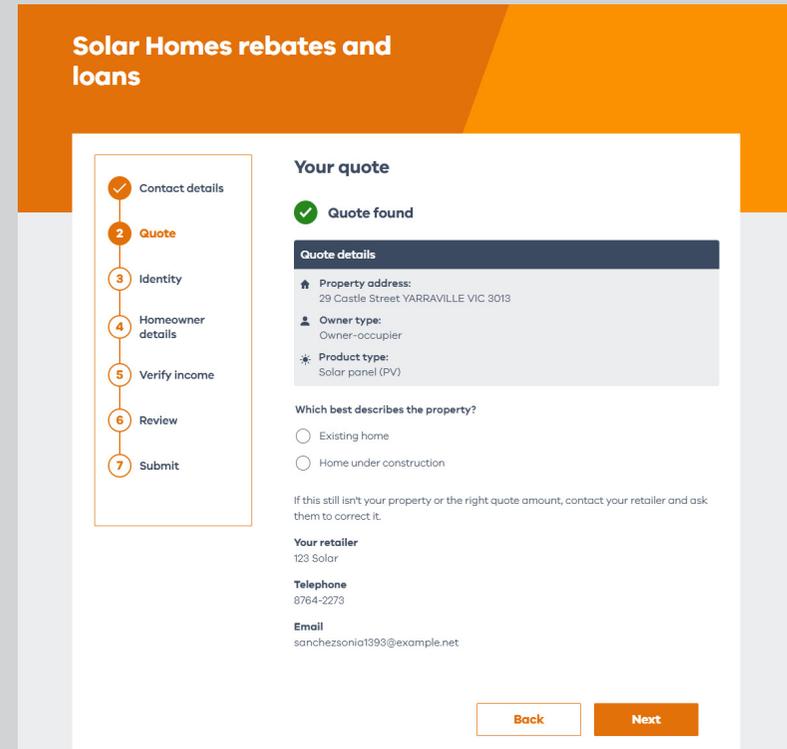
This screenshot shows the same progress bar as above. The main content area is titled 'Quote not found' and features a red 'X' icon. The message reads: 'We couldn't find a quote matching the details you entered. Please check your details and try again, or contact your authorised retailer for more help.' Below the message is an information icon and a text box: 'Your quote details are in this part of the email Solar Victoria sent.' An email preview is shown below with the Solar Victoria logo and the text 'Hi Samantha,'.

This screenshot shows the same progress bar as above. The main content area is titled 'Quote not ready' and features an information icon. The message reads: 'Your quote is for a future date. 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

✓ Contact details

**2 Quote**

3 Identity

4 Homeowner details

5 Verify income

6 Review

7 Submit

#### 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

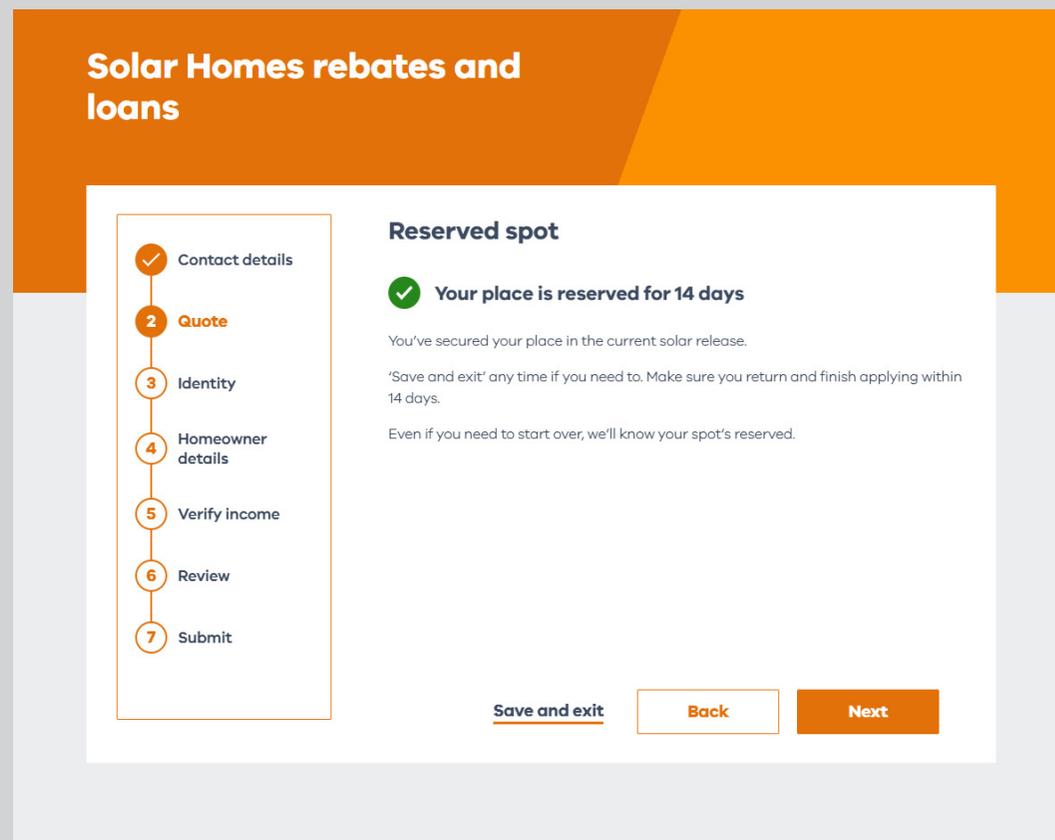
**Telephone**  
8764-2273

**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.

**Solar Homes rebates and loans**

**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

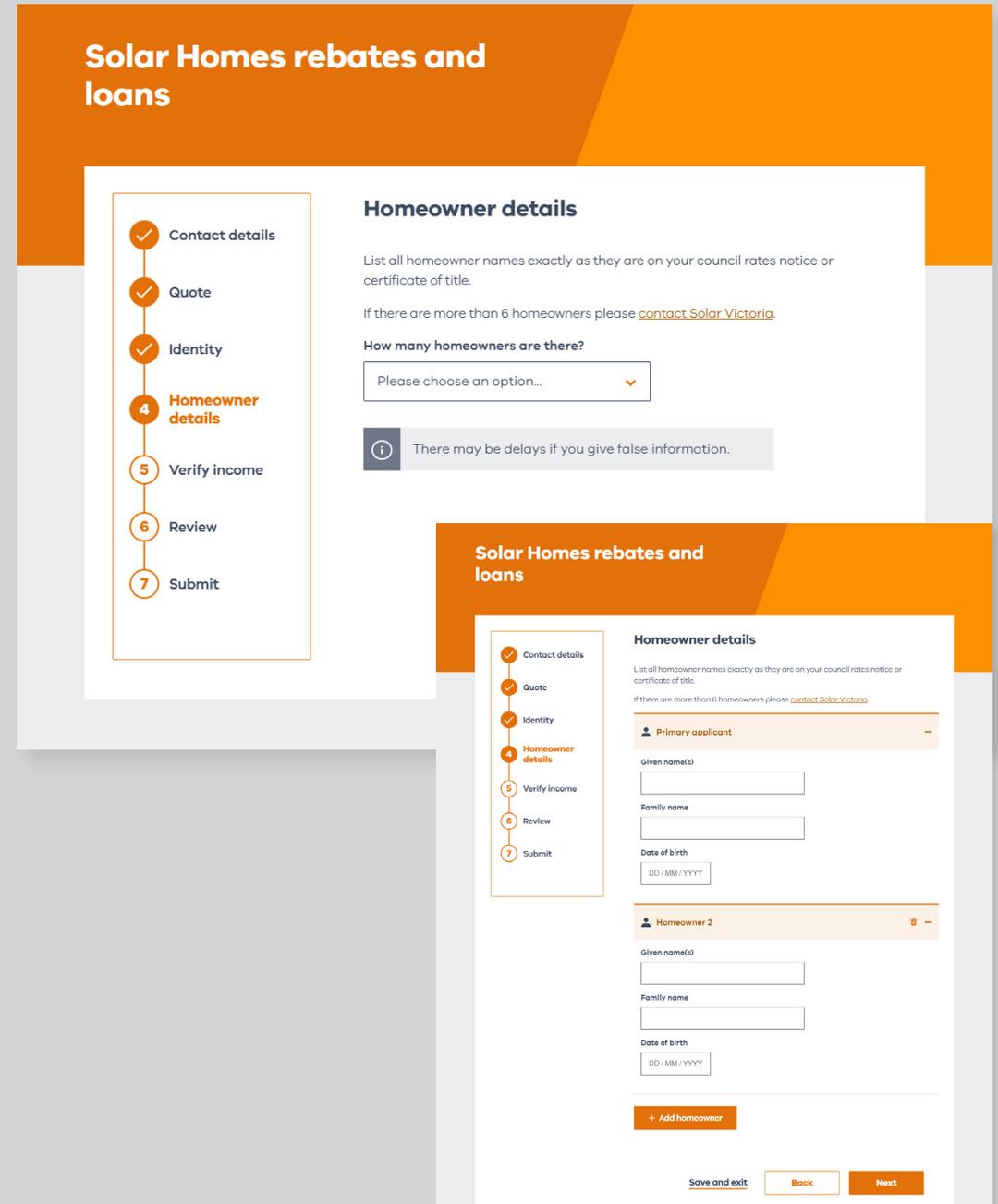
Make sure your names on the 2 documents match.

[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', '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.

## Solar Homes rebates and loans

**Your property**

**Rebate received previously**

We can see this property's been approved for a different rebate type before. We need to check you're still eligible to apply for the <insert rebate type>.

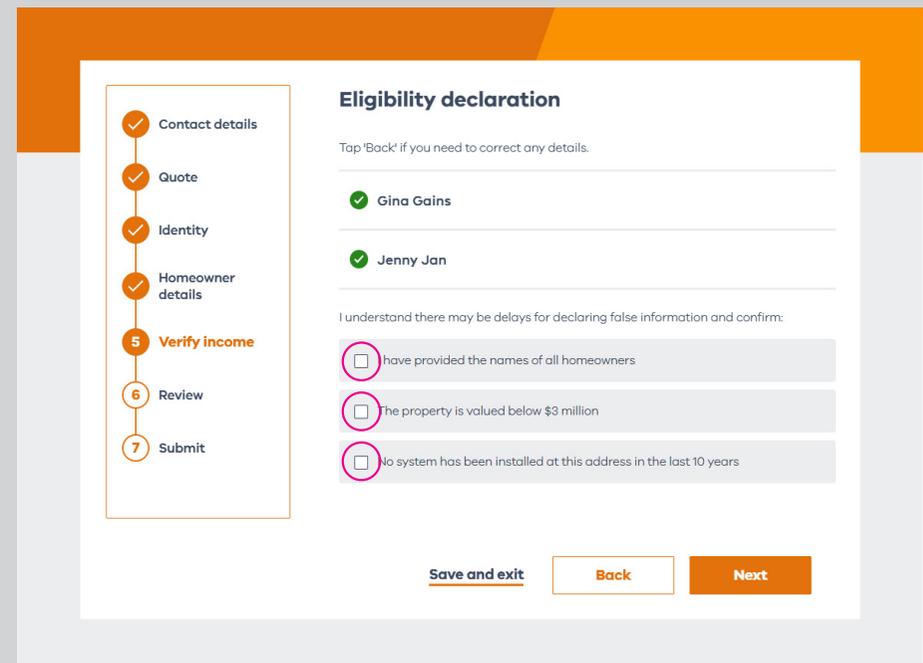
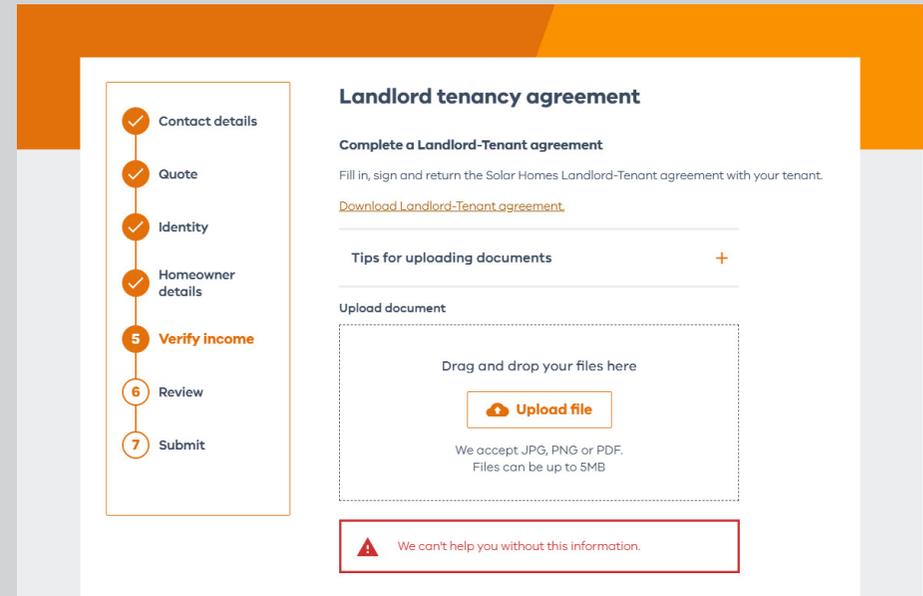
**Declarations**

I understand there may be delays for declaring false information and confirm:

- I have previously provided the names of all homeowners
- The combined annual household income for all homeowners is still below \$210,000
- The property is still valued below \$3 million

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

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 \$210,000.

The screenshot shows the 'Verify your income' form. On the left is a vertical navigation menu with steps 1-7. Step 5, '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(s)', 'Family name', and 'Date of birth'. There are 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. On the left is a vertical navigation menu with steps 1-7. Step 5, 'Verify income', is highlighted. The main content area includes a header 'Eligibility declaration' with a sub-header 'Tip: Back if you need to correct any details.' Below this are sections for 'Libby Goods' and 'Sarah Main'. There are checkboxes for 'I have provided the names of all homeowners', 'The property is valued below \$2 million', and 'No system has been installed at this address in the last 10 years'. At the bottom are 'Save and exit', 'Back', and 'Next' buttons.

The screenshot shows the 'Your property' form. On the left is a vertical navigation menu with steps 1-7. Step 4, 'Homeowner details', is highlighted. The main content area includes a header 'Your property' and a section 'Rebate received previously' with a paragraph of text. Below that is a section 'Declarations' with a paragraph of text and three checkboxes: 'I have previously provided the names of all homeowners', 'The combined annual household income for all homeowners is still below \$210,000', and 'The property is still valued below \$3 million'. At the bottom are 'Save and exit', 'Back', and 'Next' buttons.

## Loan option (only available for PV and battery quotes)

If you would like an interest-free loan for a solar panel (PV) or battery, 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 again.

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

**Upload file**

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

**Save and exit** **Back** **Next**

## Review and submit your application

Review the details carefully on the screen.

The screenshot shows a web application interface for reviewing 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 three sections: 'Your quote', 'Person(s) applying', and 'Your loan'. Each section contains various fields with values and an 'Edit' button with a pencil icon. At the bottom right are three buttons: 'Save and exit', 'Back', and 'Next'.

**Review your details**

Check your details and edit any incorrect info before submitting your application.

**Your quote** —

**Owner type**  
Owner-occupier

**Product type**  
Solar panel (PV)

**Retailer**  
T23 Solar

**Total quote amount**  
\$4000

**Your home**

**Property address**  
29 Castle Street YARRAVILLE VIC 3013

**Person(s) applying** —

**Homeowner 1**

**Given name(s)**  
Libby

**Family name**  
Goods

**Date of birth**  
10/10/2000

**Proof of income**  
I lodge an income tax return with the ATO each year

**Annual income**  
\$80000

**Homeowner 2**

**Given name(s)**  
Sarah

**Family name**  
Main

**Date of birth**  
08/03/1998

**Proof of income**  
I lodge an income tax return with the ATO each year

**Annual income**  
\$50000

**Edit**

**Your loan** —

**Do you wish to accept the loan?**  
No

**Edit**

**Save and exit** **Back** **Next**

**Tick the declaration checkboxes and submit your application.**

### Solar Homes rebates and loans

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

#### 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](#)

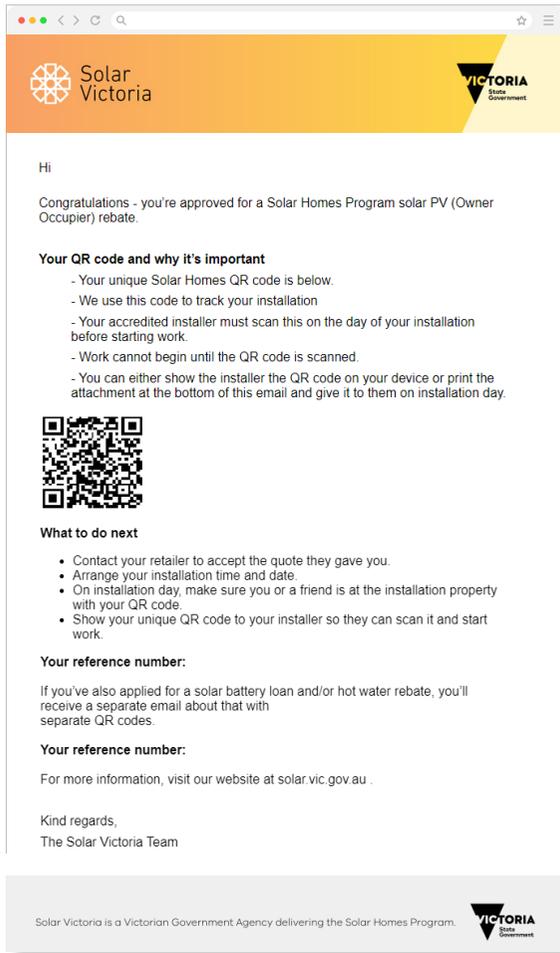
I understand and agree to Service Victoria's Terms of Use and Privacy and Security policy

##### 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?

