



SOLAR FOR LOW INCOME HOUSEHOLDS VERIFICATION & PRIORITISATION PROCESS

ELIGIBILITY

To be eligible for a solar system under this **GIVING POWER** project the **Homeowner** must:

- own the house they are living in (with or without a mortgage);
- be eligible for Solar Victoria (<https://www.solar.vic.gov.au/solar-panel-rebate>); &
- be within Victorian Government Low or Very Low Household Income ranges (<https://www.planning.vic.gov.au/policy-and-strategy/affordable-housing>).

OVERALL PROCESS

The process under the program is generally as listed below:

- STEP 1:** Homeowner completes Expression of Interest (EOI) (<https://www.bsg.org.au/giving-power/homeowners>)
- STEP 2:** Bendigo Community Health Services (BCHS) undertakes assessments of:
- Household Eligibility
 - Household needs (informs prioritisation)
- STEP 3:** Homeowner is placed on Homeowners Eligible List (HEL) for possible solar installation. The HEL is then Prioritised (HELP) based on set criteria including income category, need and length of time Homeowner has been on the HEL.
- STEP 4:** Bendigo Sustainability Group (BSG) leads the **GIVING POWER** fundraising campaign to raise funds from the community that would more normally need to be provided by the Homeowner.

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- STEP 5:** **BSG** runs a tender process to select and appoint one or more solar sellers / installers. This process involves:
- an Expression of Interest open to all Bendigo area solar installers who are dedicated solar / renewable energy sellers / installers and/or have a significant local solar business as listed on the New Energy Technology website (<https://www.newenergytech.org.au/find-an-approved-seller>) - key criteria being those that will provide significant local employment and income retention benefits; *followed by*
 - a tender process to invited companies short-listed from the EOI process;
 - one or more solar sellers / installers are appointed - the **Installer(s)**
- STEP 6:** When sufficient homeowners are on the HELP and as sufficient funding is available, batches of installations will be allocated to the **Installer(s)**
- STEP 7:** **BSG** will advise the **Homeowner** with regard to the allocated **Installer** who will then make contact with the **Homeowner**
- STEP 8:** The **Installer** will work with the **Homeowner** to complete required Solar Victoria forms & paperwork (<https://www.solar.vic.gov.au/solar-panel-rebate> to get the \$1,400 rebate. When all is in order the solar system is ready for installation
- STEP 9:** The **Installer** installs and commissions the solar system, completes the required paperwork, hands over manuals and gives basic instructions to the **Homeowner**
- STEP 10:** The **Homeowner** completes a short survey advising of the level of customer service they received from the **Installer** and program. The **BSG** pays the **Installer** the agreed amount as per the tender process.
- The Homeowner / Household does not need to pay anything.**

FURTHER DETAIL OF KEY STEPS RELEVANT TO HOMEOWNER

STEP 1: Homeowner Expression of Interest

Homeowners / households who meet the eligibility criteria may complete an Expression of Interest (EOI) form either via the Bendigo Sustainability Group (BSG) website (<https://www.bsg.org.au/giving-power/homeowners>) or hardcopy available from the BSG or our community partner Bendigo Community Health Services (BCHS).



Homeowner Expression of Interest

chris@bsg.org.au [Switch account](#)

✉ Not shared

☁ Draft saved

* Indicates required question

STEP 2: BCHS Eligibility and Needs Assessment

BCHS will undertake an Eligibility and Needs Assessment that has been developed jointly with BSG including to be consistent with Solar Victoria & Government requirements where relevant.

The Eligibility assessment is as listed at the start of this document.

The Needs assessment includes, but is not necessarily limited to:

- Low vs Very Low Income category
- A house inspection
- Living arrangements and challenges
- Level of disadvantage
- Length of time the household has been on the Homeowners Eligible List (HEL)



These criteria may be amended by the project team at any time to improve the program and outcomes for the households most in need.

Prioritisation of Homeowners on the Homeowners Eligible List (HEL) is based on the agreed criteria and weightings determined by BCHS and BSG and may change from time-to-time.

STEP 8: Solar Victoria Documentation Required to Prove Eligibility

Homeowners will need similar documentation to be provided to Solar Victoria as will be required by BCHS to determine program eligibility.

Information on the documentation required to provide eligibility is located here:

<https://www.solar.vic.gov.au/how-to-apply#documentation-required-to-prove-eligibility>

Solar Victoria FAQs are located here: <https://www.solar.vic.gov.au/solar-panels-solar-pv>

STEP 10: Homeowner Completion Survey

The **Homeowner** completes a short survey advising their views and feedback on the **GIVING POWER** program and the process from EOI through to solar installation. The Homeowner will be asked regarding the level of customer service and assistance that they received from the **Installer** through the Solar Victoria grant application process and the solar installation itself. This information will be combined with feedback information provided by **BCHS** and **BSG** regarding the **Installer** and the combined information will influence the allocation of future household solar system installations to be made under the program to ensure that customer service from the **Installer** in particular as well as the overall process are as high as possible.

Through this campaign, we can work towards a more sustainable and just future for all and support low-income families now, with rising energy costs. The project will help make clean energy accessible to everyone in our community!

This project hosted, led and funded by the Bendigo Sustainability Group, is also supported by the Victorian Government's Department of Energy, Environment and Climate Action through the New Energy Jobs Fund program.



To find out more:

www.bsg.org.au/giving-power

giving-power@bsg.org.au

03 5443 5244



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