

Victorian Energy Upgrades (VEU)

A Guide to Rebates on Energy-Efficient Rinnai Heating and Cooling

What is the Victorian Energy Upgrades (VEU) Program?

The Victorian Energy Upgrades (VEU) program is a Victorian Government initiative designed to help households and businesses reduce greenhouse gas emissions and lower energy costs.

If you're a Victorian homeowner or business considering an upgrade to a Rinnai reverse cycle air conditioner, eligible installations may receive an upfront discount through the Victorian Energy Upgrades (VEU) program. Eligibility depends on the product being VEU-approved, the installation meeting VEU requirements, the property qualifying under the program, and the work being undertaken by a VEU Accredited Person (AP).

Who Benefits and How?

Households

Save on energy bills with upfront discounts on energy-efficient appliances and enjoy year-round comfort.

Businesses

Lower operational costs by upgrading to energy-efficient heating and cooling, with discounts applied at the time of installation.

Renters and Landlords

Private rental properties may be eligible, subject to VEU requirements and any required landlord consent.

Key Participants

Victorian Government

Sets the program targets and regulations via the Essential Services Commission (ESC).

Essential Services Commission (ESC)

Administers and regulates the VEU program, accredits providers, and maintains the list of approved products.

Accredited Persons (APs)

Install your eligible Rinnai product and apply the discount directly to your invoice. You'll need to use an AP to access the rebate.

Energy Retailers

Purchase the certificates created by your AP to meet their annual government-set targets, which is what funds your discount.

You: the Homeowner or Business Owner

Eligible customers receive an upfront discount on their installation, applied directly to their invoice by the AP.

Step-by-Step VEU Process

The VEU Process Explained

Below, we've outlined how the VEU process works so you know exactly what to expect when upgrading to a Rinnai energy-efficient air conditioner.

The aim of the VEU program is to reduce electricity and gas costs and consumption across Victoria. When you install an Eligible energy-efficient reverse cycle air conditioner, you receive an upfront discount applied directly to your installation invoice through a VEU Accredited Person (AP). These discounts are funded by Victorian Energy Efficiency Certificates (VEECs), which your AP creates and sells to energy retailers.

Here's what the process looks like from start to finish.

Step 1. Choose an Eligible Rinnai Product Browse Rinnai's range of energy-efficient reverse cycle air conditioners and decide which split, multi-split, or ducted system best suits your home or business.	Step 2. Find a VEU Participating Rinnai Dealer Browse participating Rinnai dealers who can assist with eligible VEU installations. They'll confirm your eligibility, assess your property, and provide a quote with the VEU discount already applied.
Step 3. Installation Day Your AP's licensed installer fits your new Rinnai system and decommissions your old unit where applicable. The VEU discount is applied directly to your invoice on the day, so there's no claim form or government process for you to complete.	Step 4. Your AP Manages the Paperwork Following installation, your AP collects the proof of purchase, installation records, and compliance documentation, and creates the Victorian Energy Efficiency Certificates (VEECs) through the ESC registry on your behalf.
Step 5. How Your Discount Is Funded Certificate Created: Each VEEC represents one tonne of greenhouse gas emissions saved by your upgrade. Certificate Sold: Your AP sells these certificates to energy retailers, who are required by the Victorian Government to buy them each year to meet emissions targets. Your Savings: The value from that sale is what funds the upfront discount on your installation invoice, and it's reflected in your quote before you commit to anything.	

Eligible Rinnai Products and VEEC Values

Victorian Energy Upgrades (VEU) Program | Scenario (vii): Replacing ducted gas heater | Metro Mild Region | Residential

Rinnai has several products eligible under the VEU program. VEEC values below are indicative only and not a guaranteed rebate. Certificate price has not been set — actual rebate value will depend on the current market price of VEECs at time of installation. Contact a participating Rinnai dealer or Accredited Person for confirmation. Certificates cannot be created unless the product is on the ESC Register at the time of creation.

Split Systems

Model Code	Description	Heating kW	Cooling kW	VEECs
HONRTX90/HINRTX90	9.0kW Split System TX Series	9.5	9.0	38
HONRPX80/HINRPX80M	8.0kW Split System PX Series	8.7	7.95	35
HONRTX80/HINRTX80	8.0kW Split System TX Series	8.2	7.65	33
HSNRP80B	8.0kW Split System PB Series	8.3	7.8	33
HONRPX70/HINRPX70M	7.0kW Split System PX Series	7.7	7.0	31
HSNRP70B	7.0kW Split System PB Series	7.8	7.15	31
HONRJX70/HINRJX70	7.0kW Split System JX Series	7.5	7.04	30
HONRTX70/HINRTX70	7.0kW Split System TX Series	7.5	7.0	30
HONRPX60/HINRPX60M	6.0kW Split System PX Series	6.55	6.0	27
HONRPX50/HINRPX50M	5.0kW Split System PX Series	6.0	5.0	25
HONRTX50/HINRTX50	5.0kW Split System TX Series	5.54	5.0	23
FSNRP50B	5.0kW Split System PB Series (Floor)	5.5	4.9	22
HSNRP50B	5.0kW Split System PB Series	5.4	5.0	22
HONRJ50B/HINRJ50B	5.0kW Split System JX Series	5.2	5.2	21
HONRJX50/HINRJX50	5.0kW Split System JX Series	5.2	5.2	21
HONRT50B/HINRT50B	5.0kW Split System TX Series	5.2	5.2	21
HONRPX35/HINRPX35M	3.5kW Split System PX Series	3.8	3.5	17
HONRTX35/HINRTX35	3.5kW Split System TX Series	4.0	3.5	17
HONRJX35/HINRJX35	3.5kW Split System JX Series	3.8	3.55	16
HSNRP35B	3.5kW Split System PB Series	3.8	3.5	16
HONRPX25/HINRPX25M	2.5kW Split System PX Series	3.25	2.6	14
HONRJX25/HINRJX25	2.5kW Split System JX Series	2.7	2.65	12
HONRTX25/HINRTX25	2.5kW Split System TX Series	2.795	2.5	12
HSNRP26B	2.6kW Split System PB Series	2.7	2.65	12

* Minimum customer co-payment: \$200.

Multi Split Systems

Model Code	Description	Heating kW	Cooling kW	VEECs
MVRFON6H20	20.0kW Multi System Outdoor Unit (VRF)	23.5	20.0	101
MON6H19B1TA	19.0kW Multi System Outdoor Unit	21.5	19.0	87
MON6H18B	17.5kW Multi System Outdoor Unit	20.6	17.5	83
MON5H14B1LA	13.5kW Multi System Outdoor Unit	14.0	13.5	59
MON5H13B	13.0kW Multi System Outdoor Unit	13.5	13.0	58

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MON5H11B1LA	11.6kW Multi System Outdoor Unit	12.5	11.6	54
MON5H11B	11.5kW Multi System Outdoor Unit	12.3	11.5	49
MON4H09B	9.0kW Multi System Outdoor Unit	9.3	9.0	39
MON4H09B1LA	9.0kW Multi System Outdoor Unit	9.5	9.0	39
MON3H07B	7.5kW Multi System Outdoor Unit	7.4	7.5	31
MON3H07B1LA	7.2kW Multi System Outdoor Unit	7.3	7.2	31
MON2H05B	5.2kW Multi System Outdoor Unit	5.3	5.2	22
MON2H05B1LA	5.4kW Multi System Outdoor Unit	5.4	5.4	22

* Minimum customer co-payment: \$1,000.

Ducted Systems

Model Code	Description	Heating kW	Cooling kW	VEECs
DONSR18B1TA/DINLR18B1SA	18.0kW Ducted System	18.0	17.0	68
DONSR18B1/DINLR18B1	18.0kW Ducted System	18.0	17.0	67
DONSR15B1TA/DINLR15B1SA	17.0kW Ducted System	17.0	14.0	66
DONSR15B1LA/DINLR15B1SA	16.8kW Ducted System	16.8	14.0	64
DONSR13B1LA/DINLR13B1A	14.5kW Ducted System	14.5	12.6	57
DONSR15B1/DINLR15B1	14.5kW Ducted System	14.5	14.0	56
DONSR13B1/DINLR13B1	13.0kW Ducted System	13.0	12.5	51
DONSR11B1LA/DINLR11B1A	12.5kW Ducted System	12.5	10.5	48
DONSR11B1/DINLR11B1	11.5kW Ducted System	11.5	10.5	44
DONSR09B1LA/DINLR09B1A	10.5kW Ducted System	10.5	9.0	41
DONSR09B1/DINLR09B1	10.0kW Ducted System	10.0	9.0	39
DONSR07B1/DINLR07B1	7.5kW Ducted System	7.5	7.3	30
DONSR07B1LA/DINLR07B1A	7.5kW Ducted System	7.5	7.3	30

* Minimum customer co-payment: \$1,000.

To learn more about the VEU program — www.energy.vic.gov.au/victorian-energy-upgrades/about

Find an Accredited Person —

www.esc.vic.gov.au/victorian-energy-upgrades/energy-saving-information-consumers/find-accredited-provider

Customer service or technical support: 1300 555 545

VEEC values are indicative only and calculated for the following scenario: Postcode 3000, VEU Region Metro Mild, Residential installation, Decommissioning Scenario (vii) Ducted gas heater only. \$/VEEC price not included. Actual rebate value will vary depending on installation postcode, scenario, and the current VEEC market price at time of installation.

Indicative estimates only - not guaranteed rebates. VEECs are a certificate count, not a dollar amount. Realised value also depends on installer margins, site eligibility, and whether the installation meets all decommissioning requirements in Part 6 of Schedule 2 to the Regulations. Minimum co-payment: every eligible product carries one (\$1,000 incl GST for multi-split and ducted systems and non-ducted units of 10 kW or more; \$200 incl GST for smaller non-ducted units) - it must be disclosed in any material quoting a rebate. Multi-split systems: figures assume indoor units summing to the full outdoor-unit capacity, the specification maximum; actual certificates depend on the units installed.

Figures are calculated on VEU rules current as of 22 July 2026 and are valid until 29 September 2026 only. From 30 September 2026: (1) minimum co-payments for ducted systems (6A–6C) and multi-split systems 10 kW and above increase from \$1,000 to \$3,000 incl. GST; (2) a 20kW residential capacity cap applies to multi-split systems, reducing certificate figures for larger installations, in some cases significantly. Confirm current values with your Accredited Person after this date.

For sales enquiries, contact your local Rinnai Account Manager. For customer service or technical support, call 1300 555 545.

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