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Heat Pump Rebate Disclaimer

Prepared for Harvey Norman | 18 November 2026

This document explains the conditions applying to government rebates and certificate-based incentives for PowerBay heat pump hot-water installations. Eligibility and the final discount must be confirmed for each customer and installation before proceeding. Reference numbers correspond to the links at the end of this document.

1 General eligibility

Purchasing a heat pump alone does not guarantee eligibility, approval or a particular discount. These incentives relate to eligible domestic hot-water systems and do not apply to pool-heating products. Eligibility depends on location, the exact model, the existing hot-water system, configuration, installation date, applicable installer or retailer requirements, and each scheme's rules. [1]

2 Federal Small scale Technology Certificates

Eligible air source heat pump installations may qualify for Small-scale Technology Certificates (STCs) under the federal Small-scale Renewable Energy Scheme. The exact model must appear on the Clean Energy Regulator's register, and the installation must meet applicable requirements. [2, 3]

Customers may assign their right to create STCs to a registered agent in exchange for a discount, or retain that right and arrange the certificates themselves. The same entitlement cannot be claimed again after assignment. [2]

STC quantities depend on the model, postcode zone and installation year. Certificate counts are not dollar rebate amounts or confirmation of an approved claim. The actual discount depends on the agreed certificate price and applicable fees. [1, 2]

3 Victoria Victorian Energy Upgrades

Eligible hot-water replacements may receive a Victorian Energy Upgrades (VEU) discount through an accredited provider or its partner installer. An approved product must be used, and applicable installation and warranty requirements must be met. [4]

Discounts vary with the replacement activity, product and provider offer. Victorian Energy Efficiency Certificates (VEECs) are tradable certificates rather than a fixed government cash payment to every customer. Contact an accredited provider before purchasing or installing the system; retrospective discounts are generally unavailable. The provider should confirm the model and include the discount in the written quote. [1, 4]

4 Victoria Solar Victoria Hot Water Rebate

Eligible owner-occupiers may receive 50% of the eligible product purchase price after other discounts, including STCs and VEECs. The rebate is capped at $1,000 for eligible products, or $1,400 for products specifically approved for the locally made incentive. The higher cap must not be assumed to apply to PowerBay products. [5]

General eligibility includes combined household taxable income of all owners below $150,000, property value below $3 million, an existing system at least three years old, and restrictions relating to previous hot-water or solar battery rebates at the property. Scheme-specific exemptions may apply. [5]

Customers must use an authorised retailer and an eligible product. Eligibility approval and the QR code should be obtained before installation, except under the official emergency-installation process. Emergency installation does not guarantee subsequent approval. The approved rebate is deducted from the customer's invoice. [5]

5 New South Wales Energy Savings Scheme

Eligible households and small businesses may receive an upfront installation discount through an installer partnered with an Accredited Certificate Provider (ACP). The discount depends on the existing water heater, replacement model, installation circumstances and provider offer. Not all models qualify, and eligible models of the same capacity may attract different discounts. A customer contribution is required. [6]

The nomination form must be completed before installation begins. Work already completed is not reimbursed under this incentive. Eligible heat pump water heaters must have a minimum five-year defects warranty covering the heat pump unit, tank and other manufacturer-supplied components. The quote should specify the work, discount and total cost. [6]

6 South Australia and other states or territories

In South Australia, eligible Retailer Energy Productivity Scheme (REPS) provider offers may be available in addition to federal STCs, subject to separate requirements. Availability and amounts depend on the provider, existing system and proposed upgrade. [1]

For Queensland, Western Australia, Tasmania, the Northern Territory and the Australian Capital Territory, eligible systems may qualify for federal STCs. Any local incentive requires separate confirmation. [1]

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7 Combining incentives and confirming costs

Federal and state incentives may be combined only where all relevant scheme conditions are satisfied. Eligibility under one scheme does not establish eligibility under another. [1]

Before installation, the participating provider should confirm eligibility, required approvals and documentation. The written quote should identify each incentive separately and show the remaining installation costs payable by the customer. Customers should check current scheme requirements, product listings and provider offers before proceeding. [1]

Reference links

1 PowerBay — Government Rebates

2 Clean Energy Regulator — Solar Water Heaters and Air Source Heat Pumps

3 Clean Energy Regulator — Register of Solar Water Heaters

4 Victorian Government — Hot Water System Discounts

5 Solar Victoria — Hot Water Rebate

6 NSW Government — Hot Water Upgrade Incentive