

FAQs - Introduction of new FR5 Credit Type

1. Why is Sustainability Victoria introducing a new \$30 (ex GST) credit type called FR5 Credit?

A recent commercial change means that it is no longer financially viable for Sustainability Victoria to continue the sale of \$15 (ex GST) credits. This change brings Sustainability Victoria into alignment with the CSIRO HERS Portal, which only accepts one credit.

After 12 July 2021 (9am), all New Home, Existing Home and Alteration & Addition credits held by users will be converted to the new \$30 (ex GST) credit type called FR5 Credit.

2. What changes will happen to the FirstRate5 website on 12 July 2021?

Users will notice the following changes to the FirstRate5 website from 12 July 2021 (9am).

- The credit balance banner displayed will only show the balance for the new FR5 Credit type. Any New Home credits held by users will immediately be converted to FR5 Credits and will be available for use. Any Existing Home and Alteration & Addition credits held by users will be converted and added to users' credit balances by 16 July 2021 (5pm).
- Users will only be able to purchase FR5 Credits through the 'Purchase Credits' page.
- The 'Credit Summary' and 'Credit History' tables will be updated to include the new FR5 Credit type.

3. Will the new FR5 Credit type be used to issue NatHERS Certificates for all types of ratings?

Yes, the new FR5 Credit type will be used to issue all types of certificates (i.e., New Home, Existing Home and Alteration & Addition certificates).

4. What is the process for converting New Home credits to FR5 Credits?

After 12 July 2021 (9am), New Home credits will be converted to FR5 Credits at a 1-for-1 basis (i.e., one New Home credit will be converted to a single FR5 Credit). The conversion will happen immediately, and users will be able to view their credit balance by logging in after 9am on 12 July 2021.

5. What is the process for converting Existing Home and Alteration & Addition credits to FR5 Credits?

After 12 July 2021, Existing Home and Alteration & Addition credits will be converted to FR5 Credits at a 1-for-2 basis (i.e., two Existing Home/Alteration & Addition credits will be converted to a single FR5 Credit).

It will take up to five business days for the converted Existing Home and Alteration & Addition credits to be added to users' accounts. The credit conversion process will be complete by Friday 16 July 2021 (5pm).

6. Why do I need to have an even number of Existing Home and Alteration & Addition credits in my account for conversion process?

Existing Home and Alteration & Addition credits will be converted to the new FR5 Credits at a 1-for-2 basis (i.e., two Existing Home/Alteration & Addition credits will be converted to a single 'FR5 Certificate' credit).

For this reason, Sustainability Victoria asks that all users have an even number of credits in their accounts by 12 July 2021 (7am) to allow Sustainability Victoria to convert the credits at a 1-for-2 basis.

7. Is it possible to get a refund instead of having my Existing Home and Alteration & Addition credits converted to the new FR5 Certificate credits?

Yes, it is possible for Sustainability Victoria to process a refund instead of converting the \$15 (ex GST) Existing Home and Alteration & Addition credits. Please note that it will take up to 4 weeks to process the refund. If you wish to receive a refund instead of converting your credits, submit a query through the online contact form or via email support@fr5.com.au by COB Wednesday 7 July 2021.

8. Can I continue to purchase credits normally on the FR5 website before 12 July 2021 (7am)?

Yes, up until 12 July 2021 (7am), users will be able purchase New Home, Existing Home, Alteration & Addition credits on the FR5 website to finalise any outstanding jobs. After this time any remaining credits held by users will be converted to the new FR5 Credit type.

9. I need to perform two ratings for an alteration to an existing dwelling (i.e., before and after rating). After the removal of Existing Home and Alteration & Addition credits, will I need to use two FR5 Credits?

When completing an alteration rating, two certificates will need to be produced one for the existing dwelling and one for the proposed dwelling.

With the introduction of 12-month replaceable certificates, provided that the proposed dwelling certificate is issued within 12 months of issuing the certificate for the existing dwelling, users will only need to use one \$30 (ex GST) FR5 Credit for each address.

For an alteration rating, simply upload the project file for the existing dwelling and issue the first certificate, and then upload the project file for the proposed dwelling and produce the second certificate. When you produce the certificate for the proposed dwelling you will be prompted to replace the certificate issued for the existing dwelling. It should be noted that you will still have a copy of the existing dwelling certificate, which would have been emailed to you when it was originally issued.

This approach will allow users to generate the two certificates required for an alteration rating for a total cost of \$30 (ex GST).