

What To Do When You Receive a Defect Notice

A plain-English guide for Sydney property owners who have received an electrical defect notice from Ausgrid or Endeavour Energy.

A defect notice means your network distributor has inspected the connection between the street and your property and found something that does not meet the NSW Service and Installation Rules. It is not a fine — it is a formal instruction to make the connection safe and compliant within a set timeframe. Acting quickly protects your supply and avoids disconnection.

ACT WITHIN THESE TIMEFRAMES

DEFECT CATEGORY	WHAT IT USUALLY MEANS	TYPICAL TIMEFRAME
Immediate / dangerous	Live safety risk — exposed conductors, arcing, unsafe attachment	Rectify at once; supply may be disconnected until made safe
Priority	Non-compliant but not immediately dangerous	Commonly a short window stated on the notice
Standard	Maintenance or minor compliance items	Longer window stated on the notice

Always read the notice. The exact category, reference number and due date are printed on your notice. If your power has been disconnected for safety, treat it as immediate and phone a Level 2 ASP straight away.

STEP BY STEP

- 1. Do not attempt the work yourself.** The work described in a defect notice is on the network side or the point of attachment. It can only be carried out by a Level 2 Accredited Service Provider (ASP).
- 2. Read the notice and note the details.** Record the reference/notice number, the distributor (Ausgrid or Endeavour Energy), the category and the due date.
- 3. Photograph the issue if it is safe to do so.** Keep the notice and any photos together for your electrician.
- 4. Call a Level 2 ASP.** Quote your notice number. The ASP will assess what is required and whether a supply outage or coordination with the distributor is needed.
- 5. Have the rectification carried out.** The ASP performs the work to the Service and Installation Rules and lodges the required paperwork.
- 6. Confirm the notice is cleared.** Keep the completion documentation for your records and any future property sale.

WHO CAN FIX WHAT

Level 2 ASP only

- Service mains between the pole/pit and your property

General electrician

- Switchboard and wiring inside the installation (where the defect relates to it and no ASP work is involved)

- Point of attachment and service line
- Metering and consumer mains connection points
- Overhead/underground service repairs and upgrades

If in doubt, a Level 2 ASP can advise which trade the notice requires.

BEFORE YOU CALL — QUICK CHECKLIST

- ☐ Notice number and due date recorded
- ☐ Distributor identified (Ausgrid or Endeavour Energy)
- ☐ Defect category noted (immediate / priority / standard)
- ☐ Photos of the issue taken (only if safe)
- ☐ Notice kept somewhere you can email or hand it over
- ☐ Level 2 ASP contacted with the notice number