



Notices of Defective Electrical Work (NDEWs)

This Regulatory Guide provides information for electrical contractors about what to do when they receive a Notice of Defective Electrical Work.

What is a Notice of Defective Electrical Work?

TechSafe Australia Pty Ltd (TechSafe) conduct inspections of new electrical work in Tasmania on behalf of Consumer, Building and Occupational Services (CBOS).

If TechSafe identify defective electrical work during an inspection, they issue a Notice of Defective Electrical Work (NDEW) to the responsible electrical contractor.

A NDEW specifies the defects identified by TechSafe, the timeframe that the defects have to be fixed within, and the reinspection fee payable.

How will I receive a NDEW?

A NDEW will be sent to the postal address noted on your electrical contractor's licence.

You can opt to have NDEWs sent to you via email by contacting TechSafe at tascec@techsafe.com.au.

I have received a NDEW. What do I need to do?

If you receive a NDEW, you need to do the following within the timeframe on the NDEW:

1. Rectify the defects
2. Submit a Certificate of Electrical Compliance (CEC) to TechSafe marked "Faults Rectified" which quotes the notice number on the NDEW
3. Pay the reinspection fee to TechSafe

Before you attend a property to rectify defects, you need permission from the property owner/occupier.

You can pay another electrical contractor to rectify the defects for you. This would be necessary, for example, if you no longer hold a current electrical practitioner's licence.

You can't pass on the costs of rectifying the defects to your customer. This is unless you are rectifying defects caused by another electrical contractor, in which case you may charge the customer that ordered the rectification work.

If you have any questions about a NDEW you can call TechSafe on (03) 6282 3100 or email tascec@techsafe.com.au.

What if I can't rectify the defects within the required timeframe?

If you can't rectify the defects within the specified timeframe, you can request an extension of time from TechSafe by emailing tascec@techsafe.com.au. Include the CEC number, reasons for the request and the extra time you need. You need to submit this request before the NDEW expires.

TechSafe can only grant extensions for a further 21 days. If you need more time, you need to contact CBOS by emailing cbos.info@justice.tas.gov.au.

Extensions will only be granted in exceptional circumstances and with your customer's permission.

How do I request a review of a NDEW?

If you don't agree with a NDEW, you should first contact the TechSafe inspector who issued it. You can request a review from them in writing. Include the CEC number, the defect(s) you are disputing and the reasons you are disputing them.

If you are unsatisfied with the outcome, you can contact TechSafe management by emailing tascec@techsafe.com.au. The NDEW will then be reviewed by other inspectors.

If you are still unsatisfied, you can contact CBOS by emailing cbos.info@justice.tas.gov.au. CBOS will then review the NDEW, make a decision and inform you in writing.

What if the customer does not want me to rectify the defects?

If the customer does not want you to rectify the defects, you need to obtain written confirmation from them of this. They also need to acknowledge that rectification will be at their own cost.

Once you receive this written confirmation, forward it to CBOS by emailing cbos.info@justice.tas.gov.au along with the CEC number.

CBOS can then close out the defect notice if appropriate. You still need to pay the reinspection fee(s).

What if I don't comply with a NDEW?

If you don't comply with a first NDEW, TechSafe will issue you with a **second NDEW**, which includes a requirement to pay further reinspection fees (over \$200). You will have 14 days to comply.

If you still don't comply, TechSafe will issue you with a **third and final NDEW**, which includes a requirement to pay further reinspection fees (over \$200). You will have 7 days to comply.

If you don't comply with the third NDEW, CBOS will issue you with a **Rectification Order**. If you don't comply with this Order, CBOS may issue you with an infringement notice (can exceed \$2,000).

Repeat failures to rectify defect(s) or pay reinspection fees may result in your contractor's licence not being renewed. If you don't pay reinspection fees, the amount(s) will be referred to a debt collector.

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