

Bushfire Prevention Defect Notice Information

Keeping you and your community safe



To help stop bushfires before they start, Ausgrid checks private power poles and powerlines in bushfire-prone areas, including on private properties. This is part of NSW Government legislation aimed to reduce bushfire risks from electrical equipment.

Property owners are responsible for keeping private electrical equipment safe. Overgrown trees or damaged electrical equipment can be dangerous and increase the risk of fire.

What should I do after receiving a defect notice?

1

Get the defect fixed

Book a licensed contractor to fix the issue.

2

Share your defect notice

Give the contractor the defect notice so they know what needs to be fixed.

3

Let Ausgrid know once it's done

You can call us on **13 13 65** or email us at privatemains@ausgrid.com.au to let us know the defect has been fixed.

How long do I have to fix my defect?

Please let us know within **30 days** that you plan to fix the defect. The repairs must be finished within **60 days**. We'll stay in touch with you during this time.

Who can fix my defect notice?

Working around electricity can be very dangerous. Always hire a professional who is licensed to work on and around the electricity network.

How much will it cost to fix my defect?

The cost to fix a defect depends on the damage and other factors such as how easy it is to access your property and powerlines.

If you're concerned about the cost of repairs, Ausgrid offers support through our **Vulnerable Customer Policy**. This policy is designed to assist customers who may need help covering the cost of bushfire safety work.

To find out more call us on **13 13 65**.

If English is not your preferred language, please call TIS National on **13 14 50** and ask them to telephone Ausgrid on **13 13 65** for a free translation service.



For more information visit
ausgrid.com.au/bushfireprevention

