



electrical and
communications
association



Customer FAQ's

What is the Master Electricians program?

Master Electricians is an accreditation program provided by the Electrical and Communications Association. Members of the program, Master Electricians, are accredited to deliver the highest standards of quality, electrical safety, energy efficiency advice, and integrity. They are experienced, safe and informed electrical contractors who offer customers a 12-month guarantee on their workmanship. It is not possible for an electrical contractor to be associated with Master Electricians or use the logo without being accredited for safety, quality and service.

Why use a Master Electrician?

Electrical work is one of the most dangerous tasks that can be performed in a home or business. Every year, dozens of people are electrocuted or shocked by substandard electrical work. By choosing a Master Electrician, you are choosing a contractor whose safety systems are accredited and monitored, and who provides a workmanship guarantee. Master Electricians are also reliable contractors who provide excellent service and information, potentially saving you time and money.

How does an electrical contractor become a Master Electrician?

To become a Master Electrician, a contractor must:

- Have at least three years in the electrical industry or equivalent appropriate experience
- Implement a recognised safety management system
- Pass an annual safety and quality audit
- Be able to offer qualified energy efficiency advice to customers
- Adhere to a code of ethics
- Offer customers a 12-month guarantee on electrical work

How are the Master Electricians standards enforced?

The Electrical and Communications Association is responsible for monitoring the performance of accredited Master Electricians. The ECA checks the credentials and systems of electrical contractors who apply to be Master Electricians, undertake regular audits, provide avenues for customer feedback, and investigate any complaints. You can leave feedback about your master electrician at www.masterelectricians.com.au.

How will I know I am dealing with a Master Electrician?

Accredited Master Electricians can identify themselves in their telephone listings, advertising and printed material they provide to customers. The Master Electricians website also contains a quick search function to allow consumers across Australia to locate the accredited Master Electrician nearest to them. If you are in any doubt over the credentials of an electrical contractor, please contact us immediately.

What if I have a negative experience with a Master Electrician?

If one of our members fails to adhere to our strict standards, we want to hear about it. Please contact us immediately on 07 3251 2444 or www.masterelectricians.com.au.