Customer Satisfaction Survey

The Electrical Safety Authority will be conducting a survey to obtain customers’ views of the Continuous Safety Services Program (CSS), with the goal of providing the ESA feedback on opportunities for improvement. An independent research firm has been hired by the ESA to conduct this research. Your responses are confidential and anonymous.

The research is being conducted in two phases. In the first phase, one-on-one interviews will be conducted with some of the companies that participate in the CSS Program. This phase will give you the opportunity to voice your opinion regarding your personal experiences with the CSS Program. The objective of this phase is to understand the views and perceptions that customers have about the program. The goal is to use this feedback to design a questionnaire that will measure satisfaction with the CSS Program in order to evaluate and improve the performance of the ESA in this area. In the second phase all companies who are members of the CSS Program will then be asked to respond to the questionnaire.

We strongly encourage you to participate in this research, as it will help the ESA to better understand and address your needs.

If you have any questions about the research, please contact:

David Vaughan
CSS Program Coordinator
Electrical Safety Authority
(877) 854-0079
dave.vaughan@electicalsafety.on.ca

Notice to Facility Owners and Operators Hiring External Electrical Contractors

Ontario Regulation 570/05 states that effective January 1, 2007 every electrical contracting business in Ontario is required to hold a valid Electrical Contractor Registration Agency of the Electrical Safety Authority (ECRA/ESA) Licence.

As of August 15, 2007 subsections 12 (2) and (4) of the Ministry of Government Services Consumer Protection and Service Modernization Act, 2006, c. 34, which amend the Electricity Act, 1998, came into force. This new legislation renders it an offence for unlicensed individuals and businesses to advertise or offer to provide electrical contracting services without an ECRA/ESA Licence. It also creates an obligation for facility owners and operators not to employ unlicensed persons to engage in electrical contracting work.

Please note, there are some exemptions in O. Reg. 570/05 of which your facility staff may fall under. Section 2 (2) of O. Reg. 570/05 states that “this Regulation does not apply to a person engaged in the following types of electrical work: work done on equipment or electrical installations within an industrial establishment or on a farm if done by an owner, an operator or an employee of the owner or operator”. The definition of an industrial establishment “means an office building, factory, arena, shop or office, and any land, buildings and structures appertaining thereto.” Further exemptions can be found in O. Reg. 570/05 which is on our website www.esaecra.info.

Therefore, if you are hiring external businesses or people to do electrical work in your facility, it is in your best interest to hire those that are licensed.

A list of Licensed Electrical Contractors is available on our website www.esaecra.info.
Frequently Asked Questions

We are pleased to introduce our contractor “Frequently Asked Questions” (FAQs) knowledgebase, which is posted on our website under “Technical FAQs” at www.esasafe.com. This new tool is the expansion of our FAQs search engine launched in 2004, which provides general information to questions about the Ontario Electrical Safety Code.

This expanded contractor section is called “Ontario Electrical Safety Code – 2002”. The information set-up in this knowledgebase follows sections of the Code, and is organized by the related Rule number and subject description. The topics in the new section are taken from ESA’s technical publications, articles published in Dialogue and Electrical Business, HVAC industry Q&A, and questions asked by inspectors at their technical training. The knowledgebase will grow as contractors using the “Ask a Question” function of the FAQs tool submit new questions.

The knowledgebase offers additional beneficial functions for contractors including the ability to track the status of submitted questions, and the option to receive notice if the answer to a particular question is changed in the future.

The new section went live in July 2006, and is accessible by password. New subscribers to ESA Bulletins will be provided with a user profile. Access to the knowledgebase is included in the cost of subscribing to the Bulletins.

To subscribe to the Bulletins please contact your local Territory Office. The phone numbers are listed to the right of the CSS Participation Sticker.

CSS Participation Sticker

For those customers wishing to obtain stickers to post at their facilities please contact your local Territory Office.

Eastern  (613) 228-7064 x223
Northern  (705) 523-1032 x221
Metro   (905) 712-5356
Central   (705) 739-5104

Occupational Electrocution
By Type of Work 1998-2005

Repair/maintenance 63%
Construction 19%
Vehicle 3%
Farming 3%
Other 12%
Demolition
Disassembling
Installation
Moving
Padding
Utility
Other

Taken from the 2005 Ontario Electrical Safety Report

Repair and Maintenance, at 63%, was the most common type of work where electrocutions occurred, followed by construction at 19%. These two types of work accounted for 82% of occupational electrocutions.

It is worth noting that Certification of Qualification is required for electricians in the construction sector. Such qualification is not required in other sectors of the industry.