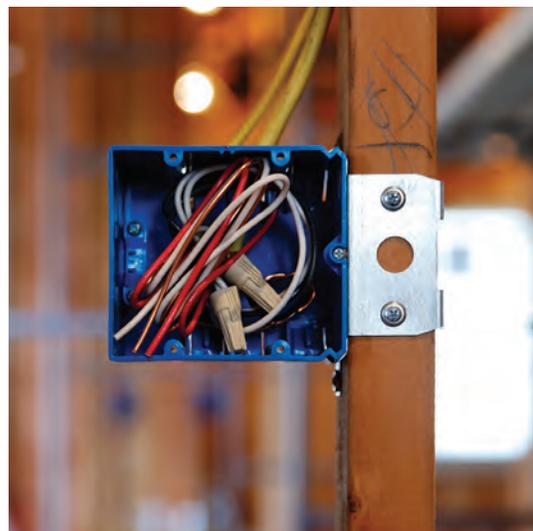


SUMMARY REPORT 2014 – 2015



For the
Electrical Contractor
Community



**Electrical
Safety
Authority**

About this Report

Every year ESA produces a corporate *Annual Report* which provides a comprehensive review of the company's initiatives and accomplishments and is designed for use by multiple stakeholders.

This *Contractor Summary Report* is produced specifically for the licensed electrical contractor and Master Electrician community and focuses on items of greatest relevance to them. To read or obtain a copy of the ESA Annual Report, visit esasafe.com.

Advisory Councils

An important way that ESA gets contractor input is through its Advisory Councils. The Contractor Advisory Council considers a broad range of issues related to the application of the Ontario Electrical Safety Code (OESC), while the Electrical Contractor Registration Agency (ECRA) Advisory Council focuses on contractor and Master Electrician licensing.

2014-2015 Contractor Advisory Council (CoAC) Members as of March 31, 2015

Richard Charron, Chair
Sandy Ragno,
Vice-Chair
Dave Ackison
Luke Bogdanovic
Scott Kelly
Joe Kurpe
Michael Lettner
Tony Minna
Barry Moss
Dan Toppazzini
Larry Shaver

2014-2015 Electrical Contractors Registration Agency (ECRA) Advisory Council as of March 31, 2015

Fred Black, Acting Chair
Larry Allison
Sean Bell
John Buchanan
Joe Kurpe
Debbie Mattina
Diana C. Miles
Gary Oosterhof
Brian Smith
Louis Violo

Meeting Minutes

Minutes of Advisory Council meetings can be found on ESA's website at: www.esasafe.com/about-esa/stakeholder-engagement/meeting-minutes

For more information about ESA's Advisory Councils contact stakeholder.esa@electricalsafety.on.ca

Letter from ESA's Vice President, Operations

ESA made significant progress on a number of contractor-focused initiatives this year.

- Launched the contractor version of the e-WorkSAFE tool
- Developed the high-risk worker safety plan
- Implemented a service recovery plan at ESA's Customer Service Centre
- Held 31 regional contractor meetings attended by more than 650 licensed electrical contractors

FY2015 marked the conclusion of ESA's Harm Reduction Strategy, which began in 2010. ESA set a goal of reducing electrical fatalities by 30 per cent, and ESA achieved a 37 per cent reduction.

We will continue to prioritize safety among contractors and electrical workers as we build on this year's successes. We work best when we work together, and with you, ESA is looking forward to making Ontario an even safer place.

Earl Davison

Vice President, Operations

Call Centre Improvements

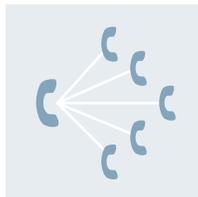
ESA heard the frustration contractors had with wait times at ESA's Customer Service Centre. A significant amount of effort over the last year has gone into identifying the underlying causes and improving service. ESA has:



Hired and trained more permanent staff



Hired and trained temporary staff for peak season



Added more phone lines



Increased late shift staffing



Introduced "place in queue" and "wait time" messages



We are pleased to report that we have been consistently meeting and maintaining our service level objective of answering **70% of calls within 30 seconds or less**. We are committed to continue this high level of service while providing a quality customer experience.



Key Achievements of the Year – FY2015

An Electrician's Safety Partner

ESA's *e-WorkSAFE* contractor safety tool offers licensed electrical contractors the option to provide a tool to help them and their employees work safely on the job.



Available online for only
\$9.99 +HST

First-Ever Jail Sentence

A sharp-eyed ESA inspector discovered that a renovation in a Hamilton home had been done without a permit and found numerous electrical hazards. The inspector determined that it was the handiwork of an individual known to ESA for previous illegal electrical work. Richard Hazel, operating as Voltcom Electrical Services, was previously convicted in 2012 on 19 counts of violating electrical safety regulations at seven sites in the Windsor area and was fined \$23,750.

The 2014 prosecution related to the Hamilton work resulted in the first jail sentence from an Ontario Court for violating the electrical contractor licensing and Ontario Electrical Safety Code regulations. Hazel was sentenced to 30 days in jail and fined \$6,250.

ESA publishes all convictions in *Plugged In* and on esasafe.com

Monitoring Emerging Safety Issues

In August 2014 when reports from Saskatchewan indicated a potential electrical safety hazard related to a model of electrical meter, ESA initiated a review to determine if there were any safety implications for Ontario. ESA's expert team concluded that the Sensus 3.2 with remote disconnect meter in use in Ontario shared the same design as the meter in Saskatchewan and was susceptible to a specific type of failure: the electrical current could jump or 'arc' between components if water/moisture and other contaminants got into the meter.

ESA ordered all Ontario Local Distribution Companies (LDCs) to remove these meters from service in the interest of public safety. At the time, there were 5,110 in use by 13 LDCs. All of these meters were removed from service by May 2015.

Key Achievements of the Year – FY2015

Shining a Light on Safety

Utility-sponsored incentive programs have encouraged companies to retrofit their lighting systems to reduce energy costs and help the environment. When an approved existing lighting system is altered by adding new components, it's no longer an approved product under the Ontario Electrical Safety Code. ESA worked with industry to ensure electrical safety didn't take a backseat to efficiency. ESA engaged contractors and utilities to provide clarity for the approved and safety retrofit options, and to develop a process to streamline the work for contractors, their customers and ESA.

Contractor Engagement

ESA is committed to considering contractor perspectives in decision-making and sharing information with contractors in a timely and effective manner.

ESA asks for contractor feedback through:

- Advisory councils
- Public consultations
- Newsletters
- Notices and updates
- Regional meetings for local contractors across the province
- Annual Licence Holder meetings
- An open Annual General Meeting
- Web-posted information
- A complaint response system
- ESA's Annual Report
- Freedom of Information Policy

To find out more contact

esa.stakeholder@electricalsafety.on.ca



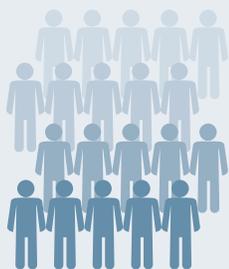
IN THE
LAST YEAR:

Over **2,360**
LECs were
members
of **ACP**



ESA answered
more than
492,500 calls

More than
**4,100 Continuous
Safety Service
customers**



More than
939 people
attended
contractor
meetings



ESA performed
more than
442,600
inspections

CSS inspectors
visited
26,375 sites



Financial Information

Revenue

ESA's funding comes from fees paid for safety oversight, safety services, licensing, and training, as well as investment income. For this report, we are providing information on the allocation of revenues from wiring permits and licensing fees.

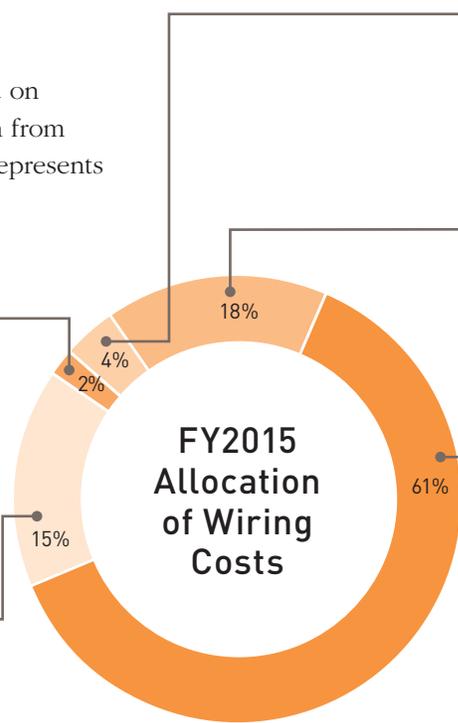
FY2015 Wiring Revenue: \$58.4 million based on \$30.7 million from residential and \$27.7 million from industrial, commercial and institutional. This represents 58 per cent of ESA's annual revenues.

Awareness and Education:

- Plugged In newsletter distributed to all LECs
- Campaigns to raise awareness of electrical wiring safety
- Safety event participation: Partners in Prevention and local community events
- Ongoing stakeholder engagement, consultations and advisory council management
- Issues management e.g. disconnections, storms
- Publicizing convictions

Corporate Services:

- Associated costs to support the wiring program including labour and direct expenses for finance, HR, IT, policy, government liaison, building and infrastructure costs, insurance, etc.



Regulation/Code Development:

- New Code implementation and updates
- CSA and government liaison
- Ongoing technical assistance (TA), bulletins
- Regulatory policy reviews

Customer Service Activities:

- 492,542 customer service calls
- Permit processing
- Inspector scheduling
- Database management and account management
- Records searches

Wiring Inspection Activities and Enforcement:

- 442,643 inspections
- 21,008 warnings issued
- 232,454 defects
- 1,093 investigations conducted
- 26 charges laid
- 24 convictions
- Inspector and staff training
- ACP administration
- IT systems support and developments

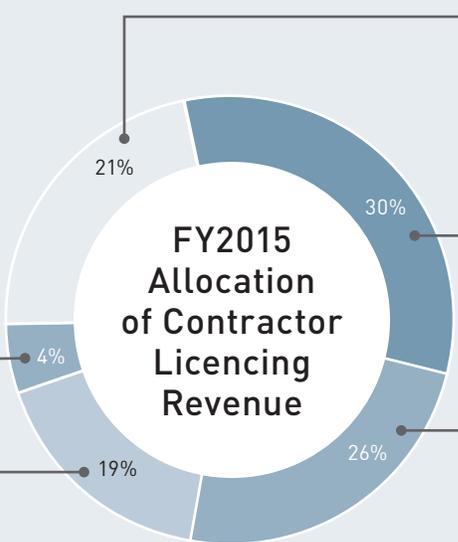
Contractor Licensing Revenue: \$4.1 million from licensing fees and associated training. This is 4.1 per cent of ESA's annual revenues.

ECRA/Other:

- ECRA Advisory Council activities and projects, including release of the *Guideline to the Duties and Responsibilities of Licensed Electrical Contractors (LECs) and Designated Master Electricians (DMEs)*
- Master Examining Committee activities

Communications and Awareness Efforts:

- 45 million impressions for public awareness campaign advising consumers to use an LEC
- 109 LEC toolkits distributed and social media strategy developed



Corporate Services:

- Associated corporate support to the contractor licensing program including labour and direct expenses for finance, HR, IT regulatory, policy, government liaison, building and IT infrastructure costs, insurance, etc.

Licensing Administration:

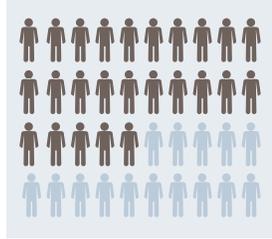
- 10,656 licences renewed
- 841 master exams administered
- 685 ME licences issued
- 1,821 licensing complaints handled
- Development of ESA online services

Licensing Enforcement:

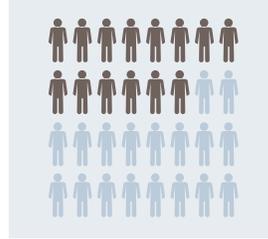
- Investigations and enforcement activities including:
 - o 777 discipline notifications and 487 licensing violations
 - o 74 licensing investigations
 - o Suspension of 73 licences
 - o Laying of 48 charges

High Risk Worker Safety

Occupational electrical-related fatalities continue to outnumber non-occupational deaths by a ratio of almost 2 to 1.



From 2005 to 2009, **25 (63%)** of the 40 electrical-related fatalities were occupational.



From 2010 to 2014, **18 (62%)** of the 29 electrical-related fatalities were occupational.

Electricians and apprentice electricians accounted for 16% of occupational electrical-related fatalities

between 2005 and 2014. Furthermore, they are critically injured when working on energized electrical panels or Ballasts/347V lighting.

71% of the fatal incidents are related to improper work procedures.

The Year Ahead

Ontario Electrical Safety Code (OESC)

Pending approval from the Ministry of Government and Consumer Services, the next version of the Code is planned to come into effect in May 2016. New Code books will be available in October 2015. Some key changes to note:

- Expanded AFCI protection within dwellings
- Enhanced safety for renewable energy installations
- Clarifying voltage drop requirements for residential and industrial facilities
- Defined clearances between lighting fixtures and nearby combustible material
- New requirements for wiring at non-commercial docks;
- Introduction of new requirements for the installation of light emitting diodes (LEDs)

10 Years of Province Wide Licensing

2015 marks ten years since Regulation 570/05, Licensing of Electrical Contractors (LECs) and Master Electricians (MEs), came into force in Ontario. Province Wide licensing has come a long way since then, and today we're looking at ways to simplify licensing administration. Over the next year, ESA will be looking for LECs' opinions on how to ease the amount of paperwork required for licensing renewals. Stay tuned!

2015-2020 Harm Reduction Strategy 2.0

With the successful end of the 2010-2015 Harm Reduction Strategy, ESA has launched a new five-year strategy. The key goals include the following:

- 20 per cent decrease in electrical fatalities and critical injuries
- 5.5 per cent increase in the amount of renovation wiring work being captured by ESA's compliance processes
- Measured recognition as an effective, publicly accountable organization

Hire a Licensed Electrical Contractor!

ESA safety campaigns continue to grow in impact, using market research to better reach our target audiences: homeowners who are about to hire electrical workers and high risk workers.



More than **13,000 clicks** on the Find an LEC tool on ESA's website



Research shows consumers who saw ESA's ads were **twice** as likely to hire an LEC!



More than **26,000 visits** to ESA's website for more safety information



More than **465,000 views** of the powerline ad

About ESA

The Electrical Safety Authority (ESA) is a delegated administrative authority acting on behalf of the Government of Ontario with specific responsibilities under the Electricity Act and the Safety and Consumer Statutes Administration Act. As part of our mandate, we are responsible for administering regulation in four key areas:

- Ontario Electrical Safety Code (Regulation 164/99)
- Licensing of Electrical Contractors and Master Electricians (Regulation 570/05)
- Electrical Distribution Safety (Regulation 22/04)
- Electrical Product Safety (Regulation 438/07)

ESA operates as a private, not-for-profit corporation. Our funding derives from fees for safety oversight, safety services, and licensing of Electrical Contractors and Master Electricians.

Our activities include:

- identifying and targeting leading causes of electrical risk
- promoting awareness, education and training on electrical safety
- ensuring compliance with regulations;
- investigating fatalities, injuries and fire losses associated with electricity
- engaging with stakeholders to improve safety

In 2010, ESA launched its five-year Harm Reduction Strategy which targets a 30 per cent reduction in electrical fatalities and fire fatalities by 2015.

MANDATE

To promote and undertake activities which enhance public electrical safety.

MISSION

To improve electrical safety for the well-being of the people of Ontario.

VISION

An Ontario where people can live, work and play safe from electrical harm.

CONTACT US

esasafe.com

1-877-ESA-SAFE

(1-877-372-7233)

www.esaonlineservices.com

