



Electrical
Safety
Authority

2017/2018 Summary Report for the

ELECTRICAL CONTRACTOR COMMUNITY

**GAINING
MOMENTUM**





About this Report

Every year, the Electrical Safety Authority (ESA) produces a corporate Annual Report which provides a comprehensive review of the company's initiatives and accomplishments. This Contractor Summary Report is produced specifically for Licensed Electrical Contractors (LECs) and Master Electricians and focuses on items of greatest relevance to them. Visit esasafe.com to read ESA's corporate Annual Report.

Advisory Councils

One important way ESA gets contractor input on an ongoing basis is through its advisory councils. The Contractor Advisory Council (CoAC) provides advice on a broad range of issues related to the application of the Ontario Electrical Safety Code (Code), and the Electrical Contractor Registration Agency (ECRA) Advisory Council advises ESA on contractor and Master Electrician licensing issues.

We thank all the council members, past and present, for their many contributions.

2017/2018 CONTRACTOR ADVISORY COUNCIL MEMBERS

Joe Kurpe (Chair)

Scott Kelly (Vice-Chair)

Dave Ackison

Clint Attard

Luke Bogdanovic

Mark Hopkins

Tony Minna

Larry Shaver

Rob Smith

Rob Sloan

Dan Williams

ELECTRICAL CONTRACTORS REGISTRATION AGENCY (ECRA) ADVISORY COUNCIL

Sean Bell (Co-Vice Chair)

Joe Kurpe (Co-Vice Chair)

Larry Allison

Ron Bergeron
(to September 2017)

Cameron Hann

Debra Mattina

Larry Shaver

Brian Smith

Catherine A. Taylor

Minutes of advisory council meetings can be found on the ESA's website at:

www.esasafe.com/meetingminutes

On the cover: ESA inspector Tony Di Fonzo reviews a new electrical installation with Josh Brown of Plan Group
On this page: Corey Leadbetter, Birnie Electric

Message from Earl Davison, VP Operations and Normand Breton, Registrar and Director Contractor Licensing and Powerline Safety

This was year three of the Electrical Safety Authority's (ESA's) five-year Harm Reduction Strategy 2.0 and the focus was on gaining momentum based on the solid achievements made in previous years. ESA made significant progress in fiscal 2018 (2017/2018) towards achieving the corporate goals related to safety, compliance and public accountability. All three have specific targets ESA is working to achieve by 2020:



To see a 20 per cent decrease in electrical fatalities and critical injuries;



To achieve a 7.5 per cent increase in the amount of renovation wiring work being recorded in our system, indicative of capturing more of the underground economy;



To ensure ESA is recognized as an effective, publicly accountable organization as measured through regular stakeholder feedback.

Among the key initiatives this year were: hosting 15 town hall meetings with LECs to gather important insights on the proposed changes to the risk-based oversight model; continued proactive efforts to combat the illegal and unsafe electrical work in the underground economy; and the creation of a multi-year awareness and education campaign to address an emerging area of risk: injuries and burns from electrical shocks among children.

Members of CoAC and ECRA, members of the contractor community and other advisory councils provided important insight, advice and guidance on a wide range of issues throughout the year. Together, we make Ontario a place where people can live, work and play safe from electrical harm.

2017/2018 KEY ACHIEVEMENTS

Gaining momentum with risk-based oversight

ESA's key priority for 2017/2018 was to advance the development of the risk-based oversight project (RBO). ESA is moving to a risk management approach for Code-side electrical wiring by 2020, where ESA will spend more effort on higher risk Code-side electrical wiring work, and less on lower risk work, while not compromising safety.

The RBO project team members finalized a framework design in early 2017, taking a new approach to enhance stakeholder engagement and acceptance by hosting 15 town hall meetings with LECs across Ontario in February and March 2018. While some of the program design elements had been finalized, there was significant opportunity for contractors to provide input to shape those decisions that had not yet been made. In addition, ESA gained important insights from contractors on how the proposed changes to the oversight model would



89 per cent of town hall participants said that they felt they had a chance to contribute to ESA's thinking about how to design RBO

affect their business and customers overall, which will be considered as the project matures.

In all, approximately 500 electrical contractors attended the town hall meetings. Of those who participated, 94 per cent indicated they were satisfied with the sessions and 89 per cent said that they felt they had a chance to contribute to ESA's thinking about how to design RBO.

Addressing the underground economy in the commercial sector

The underground economy, especially in construction and renovation activities, is an ongoing problem that can put public safety at risk. In 2016/2017, ESA piloted a strategic, data-driven approach to uncovering illegal electrical work in the commercial renovation sector. This program, which rotates through the province, officially launched in the Durham Region in October 2017 followed by the Ottawa area beginning in January 2018.



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Results have been encouraging; of the 445 investigations completed in Durham and Ottawa regions by year end, 260 sites were found to have no permits. Of these, 143 involved LECs who did not obtain permits and 30 related to unlicensed electrical contractors. There were 87 sites where property owners did not obtain the appropriate permits from ESA. Further, charges were filed against one contractor who was operating without a valid electrical contractor's licence.

Leveraging convictions as deterrents via the media

ESA was encouraged to see the courts send a strong message in two high-profile cases this year. David John was found guilty on two counts of working without an electrical inspection. Charges included jail time and \$40,000 in fines and \$10,000 in victim surcharge for illegal electrical work done in homes in Milton.

Mississauga career college owner Jamal Shihadeh was the first commercial business owner to be convicted and fined under the licensing regulation for hiring an unlicensed contractor. Tragically, the worker died of electrocution. Shihadeh received a \$15,000 fine and was ordered to pay a \$3,750 victim surcharge.

Both convictions received significant print, broadcast and online media coverage across the province. Publicizing convictions like these raised public awareness on how to identify and avoid hiring illegitimate operators and also provided a deterrent to those who might consider operating outside the law.

Emerging Risk - Protecting kids from electrical hazards at home

In 2017/2018, ESA launched a public awareness campaign to address an emerging electrical safety risk: approximately 110 kids under age 15 end up in the emergency department each year in Ontario because of electrical injury; more than half are under the age of five.

The strategy included the immediate launch of a multi-year awareness and education campaign and partnerships with fire services and other community groups to advance awareness of the electrical hazards in homes and provide solutions on simple home fixes. An effort to include electrical safety awareness in the Ontario curriculum is scheduled for future years.



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Electrical fire and shock prevention in high risk homes

ESA performed against its ElecCheck goals in 2017/2018 launching the enhanced ElecCheck service on July 3, 2018 province-wide, in alignment with non-regulatory business requirements. The service was tailored to high risk homes built prior to 1976, homes with aluminum wiring or a home that has been an illegal cannabis grow-operation. Fires caused by deteriorated or improperly maintained electrical systems are more prevalent in these homes.



ESA streamlined its ElecCheck service to focus efforts that address the aging infrastructure harm. Homes built prior to 1976 are at an increased risk of electrical fire and shock.

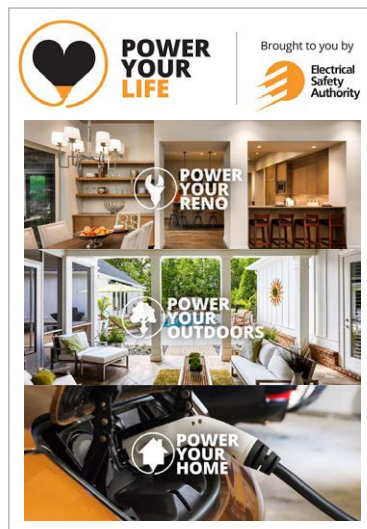
ElecCheck captures the safety value of a checklist based approach that found more deficiencies than the General Inspection approach. Based on this, ESA discontinued what was referred to as General Inspections (or standard ElecChecks) as of April 30, 2018. ESA will continue to work towards the target of a reduction of fire and shock risk in homes deemed high risk.

ESA Launches New ‘Hire an LEC’ Campaign: Power Your Life

ESA launched a fresh new approach for our LEC campaign in 2017/2018 to encourage Ontarians to hire a LEC for their home renovations.

Previously, ESA’s Power Your Reno Campaign focused specifically on indoor renovation projects in partnership with celebrity design expert Kimberley Seldon. The new-look Power Your Life campaign encompasses renovations as well as outdoor projects with electrical considerations with help from gardening expert Frank Ferragine (a.k.a. Frankie Flowers). Power Your Life will also feature new electrical technologies for the home (EV charging stations, electricity storage and more) with the help of tech expert Mark Saltzman.

As with previous campaigns, digital, social media and print advertising will drive homeowners to ESA’s campaign microsite Power Your Life so they can learn more or find an LEC in their area. Regular content updates are designed to keep our homeowners coming back for more useful ideas and information.



Beyond renovation, ESA’s Power Your Life Campaign will explore topics that resonate – from design to outdoor power to the latest in tech innovation.

BY THE NUMBERS

More than

97,901

PERMITS

submitted online.



585,749 +
CALLS ANSWERED

at the Customer Service Centre (3,346 in French).



More than

468,498
INSPECTIONS

conducted by
ESA Inspectors
across Ontario.



\$131,000 +

IN FINES with 30 convictions
involving electrical work offered
or performed without an
electrical contractor’s licence.

107 INVESTIGATIONS
54 CHARGES

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.

FY2018 Wiring Revenue:

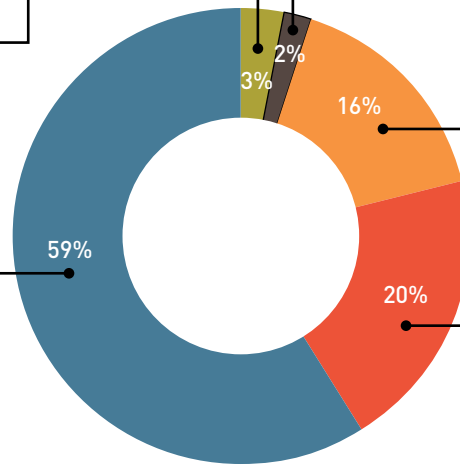
\$64.2 million based on \$38.0 million from residential and \$26.2 million from industrial, commercial and institutional (numbers may not add due to rounding). This represents 58 per cent of ESA's annual revenues of \$110.3 million.

REGULATION/CODE DEVELOPMENT

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

WIRING INSPECTION ACTIVITIES AND ENFORCEMENT

- 468,498 inspections
- 824 investigations conducted
- 32 charges laid
- 62 convictions
- Inspector and staff training
- ACP administration
- IT system support and development



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

CUSTOMER SERVICE ACTIVITIES

- 585,749 customer service calls answered
- Permit processing
- Inspector scheduling
- Database management and account management
- Records searches

FY2018 Contractor Licensing Revenue:

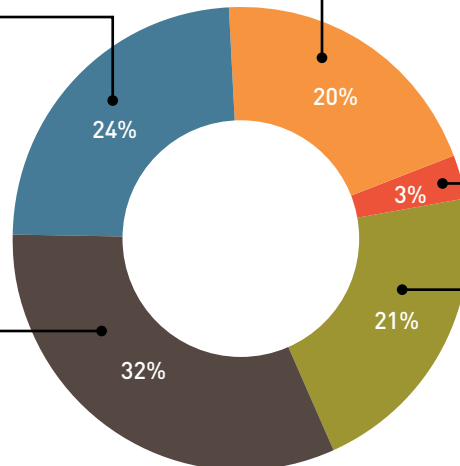
\$4.4 million from licensing fees and associated training. This represents four per cent of ESA's annual revenues of \$110.3 million.

LICENSING ENFORCEMENT

- Investigations and enforcement activities including:
 - 1,072 discipline notifications to LECs
 - 769 licensing violations issued to unlicensed contractors
 - 107 licensing investigations
 - Suspension of 75 licences
 - 54 charges laid
 - 30 convictions

LICENSING ADMINISTRATION

- 21,952 electrical contracting and ME licences renewed
- 847 master exams administered
- 2,057 licensing complaints handled



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.

ECRA/OTHER

- ECRA advisory council activities and projects
- Master exam committee activities

COMMUNICATIONS AND AWARENESS EFFORTS

- More than 57,000 visits to esasafe.com as a result of "Hire an LEC" awareness campaign efforts
- Ontarians who saw ESA's advertisements were almost twice as likely to hire an LEC

ELECTRICAL WORKER SAFETY

■ Advancing Workplace Electrical Safety

ESA continued to work collaboratively with stakeholders to enhance workplace electrical safety in 2017/2018 focusing on three areas of stakeholder participation: regulator, public and private-sector partnerships.

ESA collaborated with the workplace safety regulator, the Ministry of Labour (MOL) on the development of the MOL Chief Prevention Officer's safe workplace standard that seeks to increase the acceptance and understanding of accountability for compliance with regulatory obligations by workplace parties.

ESA also worked with newly hired MOL inspectors to clarify ESA's role in advancing electrical safety in the workplace and provide insights on how MOL and ESA inspectors can work together successfully to address electrical safety issues in the workplace.

Active in several consultations, ESA provided input to the MOL's Safe at Work Ontario initiative, making submissions in partnership with the Office of the Coroner to the Canadian Electrical Code to improve worker safety in the use of manual motor controls, and providing input to the Ontario College of Trades to help improve safety for apprentices.

Public-sector partnership initiatives included participating in conferences and committee meetings related to curriculum development at Ontario colleges. On the private-partnership front, ESA continued to engage the Heating Refrigeration and Air Conditioning Institute of Canada (HRAI) at chapter meetings and HRAI-sponsored trade shows to raise electrical safety awareness among contractors in this industry.

BY THE NUMBERS

73 MASTER ELECTRICIAN

exam sessions held.



8,393 LICENSED ELECTRICAL CONTRACTORS (LECs) REGISTERED



13,178 MASTER ELECTRICIANS (MEs) REGISTERED

■ The Year Ahead



Move forward on next steps for risk-based approach to wiring work



Continue to target the underground economy and unlicensed contractors



Enhance consumer awareness campaigns, encourage consumers to hire LECs



Regular surveys with LECs who have recently completed the inspection process



Continue to engage LECs to gather feedback on our customer experience

Close to **300** ATTENDEES

at the 2017 Licence Holder Meetings for electrical contractors.



15 RISK-BASED OVERSIGHT (RBO)

town halls held in Ontario.



The Electrical Safety Authority(ESA) is an 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

MANDATE

To promote and undertake activities which enhance public electrical safety including training, inspection, authorization, investigation, registration, enforcement, audit, and other regulatory and nonregulatory public electric safety quality assurance services

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:

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 Electrical Safety Authority