



Electrical
Safety
Authority



BUILDING
A STRONG
FOUNDATION

2015/2016 Summary Report for the

Electrical Contractor Community



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 (MEs) and focuses on items of greatest relevance to them.

Visit esasafe.com to read ESA's full 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 (OESC), and the Electrical Contractor Registration Agency (ECRA) Advisory Council advises ESA on contractor and Master Electrician licensing.

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

Contractor Advisory Council (CoAC)

Joe Kurpe, Chair
 Scott Kelly, Vice-Chair
 Dave Ackison
 Clint Attard
 Luke Bogdanovic
 Michael Lettner
 Tony Minna
 Larry Shaver
 Rob Sloan
 Dan Toppazzini

Electrical Contractors Registration Agency (ECRA) Advisory Council

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

Meeting Minutes

Minutes of advisory council meetings can be found on the ESA's website www.esasafe.com/about-esa/stakeholder-engagement/meeting-minutes

On the cover: Enhancing electrical safety in Ontario takes a collaborative approach. Pictured: Ron Busse (left) and Wes Busse (right) of Heniz Busse Electric Ltd.

A Message from Earl Davison, Vice President, Operations and Normand Breton, Registrar and Director, Contractor Licensing and Powerline Safety

With the successful end of ESA's first Harm Reduction Strategy in 2015, ESA launched the new **Harm Reduction Strategy 2.0** in 2015/2016. The key goals are:



Improve electrical safety as demonstrated by a 20 per cent decrease in electrical fatalities and critical injuries over five years;



Increase compliance to regulations where required as measured by a 7.5 per cent increase over five years in the amount of renovation wiring work being captured by ESA's compliance processes;



Ensure ESA is recognized as an effective, publicly accountable organization as measured by bi-annual stakeholder research.

In 2015/2016 we initiated many programs to progress toward these goals. Members of CoAC and ECRA together with our other advisory councils provided important insight, advice and guidance.

We know we have a lot to accomplish over the next five years. ESA believes that together with electrical contractors, we have started to build the strong foundation necessary to achieve these goals.



2015/2016 Key Achievements

2015 Ontario Electrical Safety Code

ESA collaborated with its safety partners to produce the [2015 Ontario Electrical Safety Code \(OESC\)](#) which came into effect in May 2016. The Ontario Provincial Code Committee, which includes contractor members, met over two years to propose and analyze changes that enhance electrical safety for Ontarians. Stakeholders including contractors, MEs and industry associations were invited to provide feedback on these changes online.

Reducing Complexity to Improve Compliance

In 2015/2016 ESA conducted a review of licensing and permitting processes to identify where we can make it easier for you to do business with us. In-depth interviews with contractors identified improvement opportunities related to the licence renewal process; ACP; enforcement; stakeholder relations; OESC complexity; LEC/ME awareness of their obligations under law and regulation; and how ESA notifies contractors about the status of scheduled inspections. We have begun planning improvements.

2015/2016 Key Achievements (Continued)

Introducing the Five Year Licence for LECs

The amount of paperwork and time LECs and MEs need to renew licences has been significantly reduced as a result of a recent process change. Instead of submitting complete paperwork packages every year, licensees now submit only a declaration of compliance every year, and provide full packages once every five years. This new system was developed based on feedback from the contractor community, including CoAC and ECRA.



Improving the Customer Experience

In 2015/2016, ESA delivered on our commitment to reduce call wait times. Even in the busiest season, ESA's Customer Service Centre (CSC) answered 70 per cent of calls in 30 seconds or less on average, in line with industry benchmarks. ESA also continued our efforts to make it easier to do business with us. We added additional functionality to our new online application system (NOLA). LECs can now pay their accounts online using a credit card, and can make changes to permits and their account information.

Investigations of Suspected Underground Work

In 2015/2016, an ESA investigations team blitzed suspected underground electrical work in commercial facilities in Western Ontario. ESA cross-referenced building permits with electrical permit records and monitored for signs of obvious commercial renovation work at sites with no electrical permit.

By year-end, our investigations team found electrical work without a permit being done by some unlicensed individuals and also, disappointingly, by LECs.

Results of the program showed that permit volumes increased in the areas where the blitz was held. Based on the results of the pilot, ESA will fine-tune its approach and determine how to extend similar efforts into other regions.

Significant Conviction for Faulty Electrical Work that Left Man Dead

In March 2016, the courts [convicted a contractor](#) whose faulty electrical work left one man dead. The contractor was fined \$537,500 — the largest fine in the history of electrical contractor licensing in Ontario — after pleading guilty to three charges: leaving an unsafe electrical condition, failure to procure connection authorization before use, and failure to apply for an electrical inspection.

ESA's media outreach resulted in significant coverage that helped educate consumers and remind those who work outside the law — whether licensed or unlicensed — that ESA will aggressively pursue them for putting public electrical safety at risk.

Commercial Wiring Logbook Pilot

In February 2016 a group of LECs in the Western region volunteered to participate in a logbook pilot focused on testing compliance options for lower risk work. The LECs record small commercial renovation work in an online logbook. ESA reviews and audits the logbook entries based on the LECs' level of compliance. Inspectors determine what sites to inspect based on safety risk.

Participating LECs said the process improves their ability to comply with the OESC and was less disruptive to the work flow, keeping projects on schedule. For ESA, it provides an opportunity to audit work based on safety risk. The pilot is continuing in 2017/2018.

2015/2016 Key Achievements (Continued)



Measuring Accountability

ESA is accountable to the electrical contracting industry, the public and other stakeholders for our actions. ESA surveyed LECs, MEs and other safety partners to measure stakeholder perceptions of ESA's commitment to accountability. The [research](#) found that stakeholders have a positive view of ESA and also identified areas for ESA to improve upon. ESA's average score was 7.9 out of 10, with LECs and MEs rating ESA eight out of 10.



Awareness Campaigns

ESA continued to raise awareness about the importance of hiring an LEC, and to drive consumers to the "Find an LEC" tool on the [ESA website](#) through advertising. Advertisements were strategically placed to capture the attention of Ontarians who are most likely to hire someone to do electrical work but have low awareness of the legal requirement to hire only an LEC. The results are significant: post campaign research found that homeowners who saw these ads were twice as likely to hire an LEC.



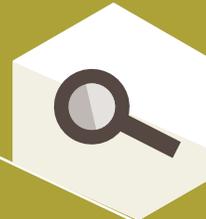
4,179

Continuous Safety Services customers with 27,609 sites



451,000

inspections



14,700

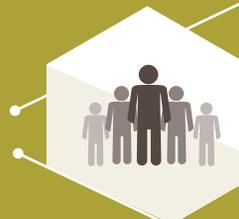
licence renewals



Over

542,000

calls answered at ESA's Customer Service Centre



2,386

Authorized Contractor Program members

Additions to our online permit system allow LECs to pay their accounts using a credit card and make changes to permits and their account information.



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. For ESA's complete financial statement, read the full Annual Report on esasafe.com.

FY2016 Wiring Revenue: \$59.4 million based on \$33.5 million from residential and \$25.9 million from industrial, commercial and institutional. This represents 57 per cent of ESA's annual revenues of \$104.3 million.

Wiring Inspection Activities and Enforcement:

- 451,878 inspections
- 26,974 warnings issued
- 238,947 defects
- 1,047 investigations conducted
- 45 charges laid
- 36 convictions
- Inspector and staff training
- ACP administration
- IT systems support and developments

Regulation/OESC Development:

- Implementation and updates of new OESC
- CSA and government liaison
- Ongoing technical assistance, bulletins
- Regulatory policy reviews

Awareness and Education:

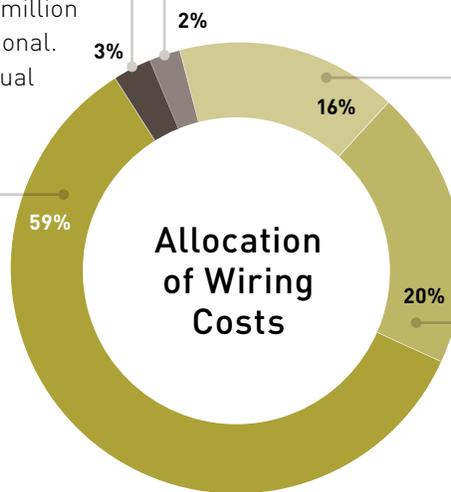
- Plugged In newsletter distributed to all LECs
- Campaigns to raise awareness of electrical wiring safety and hiring LECs
- Safety event participation: Partners in Prevention and local community events
- Ongoing stakeholder engagement, consultations and advisory council management
- Issues management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

- 542,867 customer service calls
- Permit processing
- Inspector scheduling
- Database management and account management
- Records searches



FY2016 Contractor Licensing Revenue:

\$4.3 million from licensing fees and associated training. This is 4.1 per cent of ESA's annual revenue.

Licensing Enforcement:

- Investigations and enforcement activities including:
 - 604 discipline notifications and 472 licensing violations
 - 94 licensing investigations
 - Suspension of 64 licences
 - Laying of 36 charges

Licensing Administration:

- 14,711 licences renewed
- 841 master exams administered
- 791 ME licences issued
- 1,365 licensing complaints handled
- Development of New Online Application System (NOLA)

Corporate Services:

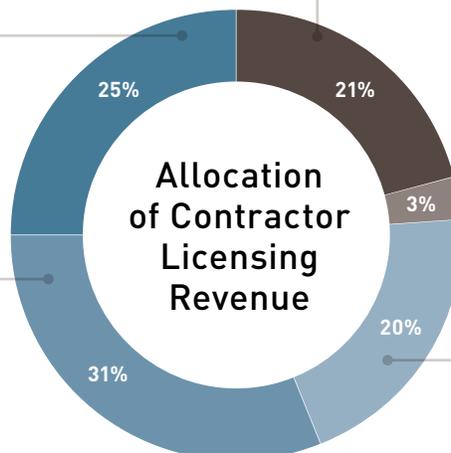
- Associated corporate support to the contractor licensing program including labour and direct expenses for finance, HR, IT regulatory, policy, government liaison, building and IT infrastructure costs, insurance, etc.

ECRA/Other:

- ECRA Advisory Council activities and projects
- Master Examining Committee activities

Communications and Awareness Efforts:

- 25,960 clicks on the "Find an LEC" tool on esasafe.com during FY2016 awareness campaigns

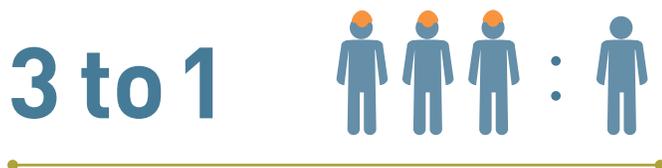


Electrical Worker Behavioural Research

ESA wanted to better understand the underlying behavioural dynamics that cause trained professional electricians to take unnecessary risks or choose to work unsafely. Sixty electricians and 11 inspectors were selected from a group of 1,500 volunteers to give in-depth interviews to capture these thought processes. Results will help ESA identify critical decision-making points in electrical work, and help electricians find ways to avoid working live. The results from this study are available at www.esasafe.com/about-esa-stakeholder-engagement/stakeholder-research

Electrical Worker Safety by the Numbers

Between 2005 and 2014, occupational electrical-related fatalities continue to outnumber non-occupational deaths by a ratio of



Between 2010 and 2014, **19** workers died due to electrical contact.



Electricians and apprentice electricians accounted for

24%

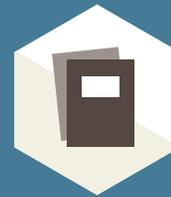
of occupational electrical-related fatalities between 2005 and 2014. They were critically injured while working on energized electrical panels or ballasts/347V lighting.



Approximately **60%**

of fatal incidents are related to improper work procedures.

The Year Ahead



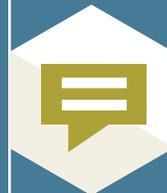
Move forward on next steps for the Commercial Wiring logbook program

Continue to target the underground economy and unlicensed contractors



Reduce frequency of Inspectors unable to make a scheduled inspection

Promote resources that make clear the regulatory obligations of LECs, MEs and Designated Master Electricians (DMEs)



Enhance consumer awareness campaigns, encourage consumers to hire LECs



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; and
- engaging with stakeholders to improve safety.

Contact Us

esasafe.com | 1-877-ESA-SAFE | 1-877-372-7233
www.esasafe.com/contractors



VISION

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



MISSION

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



MANDATE

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