



2014 Regional Contractor Meeting



Agenda

- Call Centre Improvement Plan
- ESA Operational/Regional Updates
- Licensing Update
- ACP Update
- Training Opportunities & Update
- Crisis Response
- After Hours Update
- 5 Year Strategic Direction
- Accident Trends/Contractor Safety Tool
- Technical update/Q & A

ESA's Call Centre Challenge

- Call wait times have been challenging for the last 2 summers
- We are very concerned and disappointed with our performance
- We have identified the following root causes:
 - IT infrastructure
 - Staffing/training levels
 - Inability to react swiftly to high volume periods

Call Centre Improvement Plan Summary

- Summer of 2014 was basically “hold the fort” with existing staff borrowed from other parts of the organization
- A call centre improvement strategy is being developed
- Significant effort is being spent now on scheduling and forecasting ALL calls, emails, faxes, etc. to ensure better staffing long term
- Continued focus on improving ESA Online Services self-serve tool with increased functionality planned for all groups (contractors, LDCs, etc.)
- All LECs with an active email pre-registered for ESA Online Services
- Significant efficiency changes were made at the call centre in mid-summer and will continue to be monitored

Call Centre Improvement Plan Summary

- Many IT and process improvements are being initiated, all with the goal of improving efficiency so we can provide better service
- Development of a new and more flexible training and recruitment plan to deal with call/work volume fluctuations
- Returning to the basic call centre performance functions and implementing continual reevaluation of performance and process
- We are confident that the steps initiated will lead to continuous process improvement

Operations update

- Pan Am Games – largest sporting event in Canadian History
- ITP 10 – intense training program to ensure consistent inspections for new hires
- Text Pilot & other improvement of efficiencies
- F2F Opportunities with contractors – safety meetings
- Stakeholder involvement and event attendance (OEL, OEN, ECAO, etc). – OEL: two new chapters and enhance our presence
- Legal Grow-Op process, G/I process, etc. (staying up to date when legislation, regulation or external factors change)



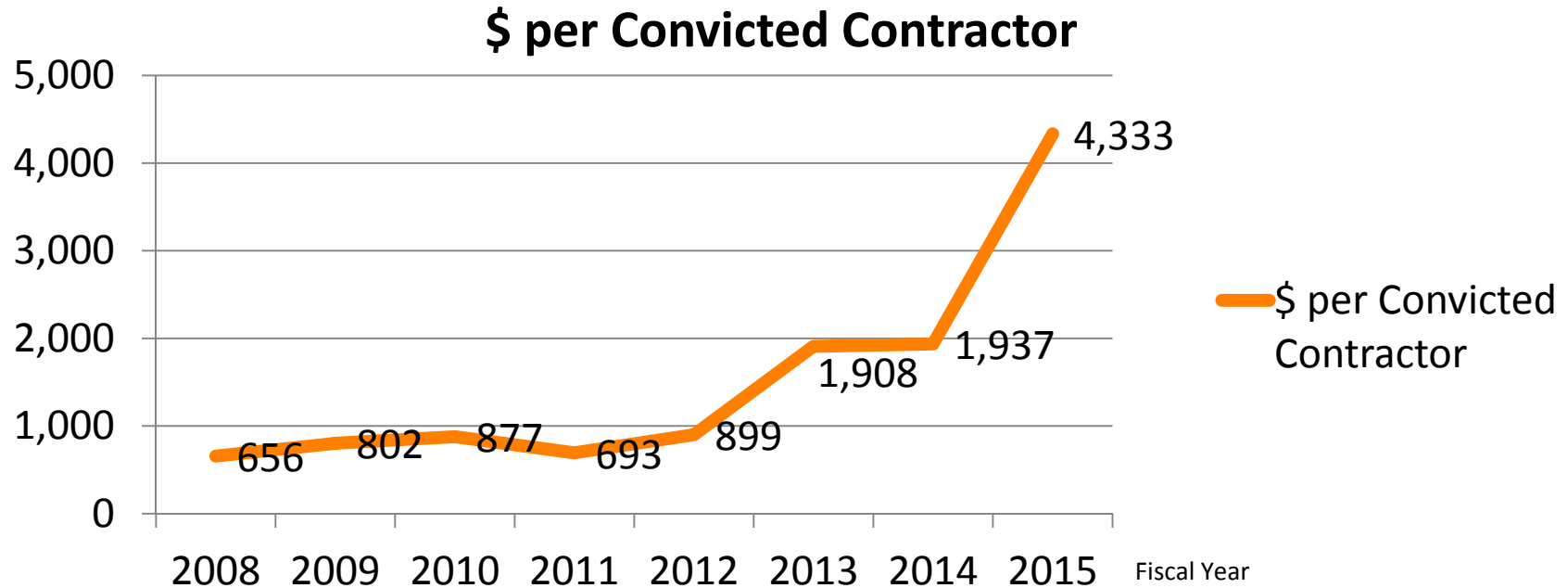
Regional Update



Regional Contractor Meeting: Licensing Update



Fine Amounts of Unlicensed Contractors



In FY2013 ESA shifted focus to pursue charges against individuals where there is a strong likelihood of conviction and where we can make the greatest impact on public electrical safety to include public awareness of convictions.

Convictions of LECs are now being published on ESA website.

Triple Threat Eliminated

Construction G, *General Contractor*

- \$47,000 + \$11,750 victim surcharge
- No EC Licence (13 counts); failure to apply (8 counts); unsafe conditions (1 count)

NM Electric, *Licensed Electrical Contractor*

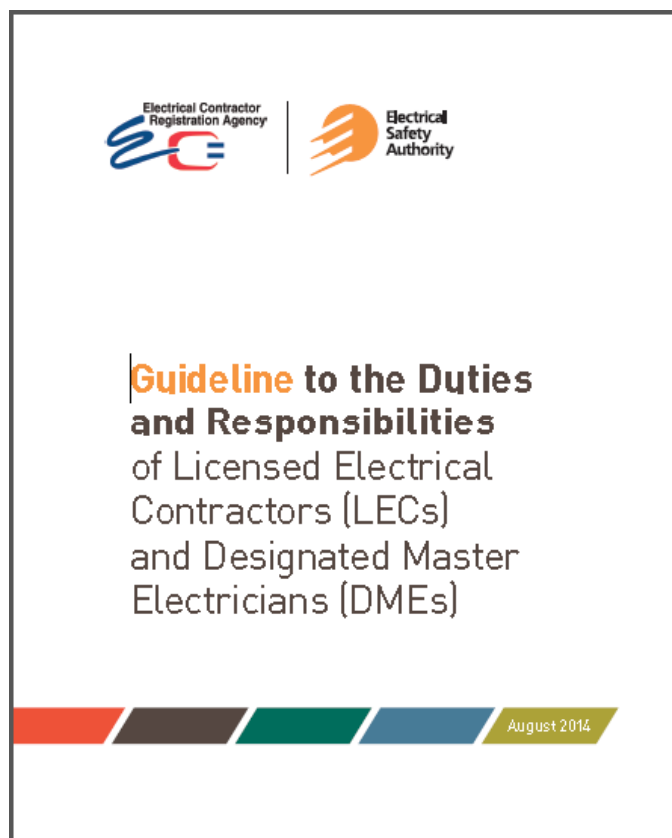
- \$6,000 + \$1,500 victim surcharge
- Permitting unauthorized individual to do electrical work (6 counts)

Martin Laprade, *Unlicensed Contractor / Worker*

- \$15,000 + \$3,750 victim surcharge
- No EC Licence (2 counts); leaving unsafe condition (1 count)



Guideline for LECs and DMEs



A plain-language guide to the obligations of Licensed Electrical Contractors and Designated Master Electricians as defined in the licensing regulation.

No new requirements in the Guideline – it is simply an explanation of existing laws.

Authorized Contractor Program (ACP)

- ACP has specific program elements for:
 - Residential – new and renovations
 - Residential HVAC
 - Commercial – Industrial Small jobs
 - Pole Line Maintenance
 - Substation Maintenance
- A contractor may apply for membership to a single Program element or to a combination of elements.
- ACP offers contractors who consistently do Code-compliant work a number of benefits for ACP-eligible work. ACP is an audit-based program founded on the principle of risk management; some installations are not eligible for ACP.

Authorized Contractor Program (ACP)

Issues:

Commercial-Industrial ACP Small Jobs

- Data indicates that this program element is underutilized.
- The most likely reason is failure to file on the correct form, select the correct category when filing on-line, or identify the work as a “Small Job” when phoning in the application.

Pre-authorized Connection Authorization (CA)

- If the outage is cancelled or the date changed, the contractor must advise ESA no later than the morning of the originally scheduled outage.
- A new CA will be required when the outage is rescheduled.

Most Common “Technical” Defects

Residential & C/I

Code Rule
02-100(3) Complete panel directory req`d
26-700(11) GFCI prot recept <1.5m
02-034 Equipment to be Approved for Use
12-114 Make Safe unused Conductors
12-510(1) Min support spacing, NMSC
02-300 Compl wiring, devices, fixt, etc
12-618 Min support spacing, arm cable
02-300 Maintain Electrical Equipment
26-722(f) AFCI req`d for branch circuits
10-204(1b) Supply Neutral Grounded

HVAC

Code Rule
02-034 OC prot req`d as per nameplate
12-1308 Liquid tight flex cond. support
02-100(3) Complete panel directory req`d
02-034 OC prot req`d as per mftrs specs
10-406(4) Bond gas piping, min #6
26-806(5)(6)(7) Furnace Disconnect loc
26-712(g) Tamper Proof Recep req`d
02-308(1) 1 m work space req`d
12-510(1) Min support spacing, NMSC
02-034 Equipment to be Approved for Use
10-906(6) Bond Receptacle to Box

Feb 1 – July 31, 2014; ACP Contractors

ESA Training: A Risk-Reduction Solution

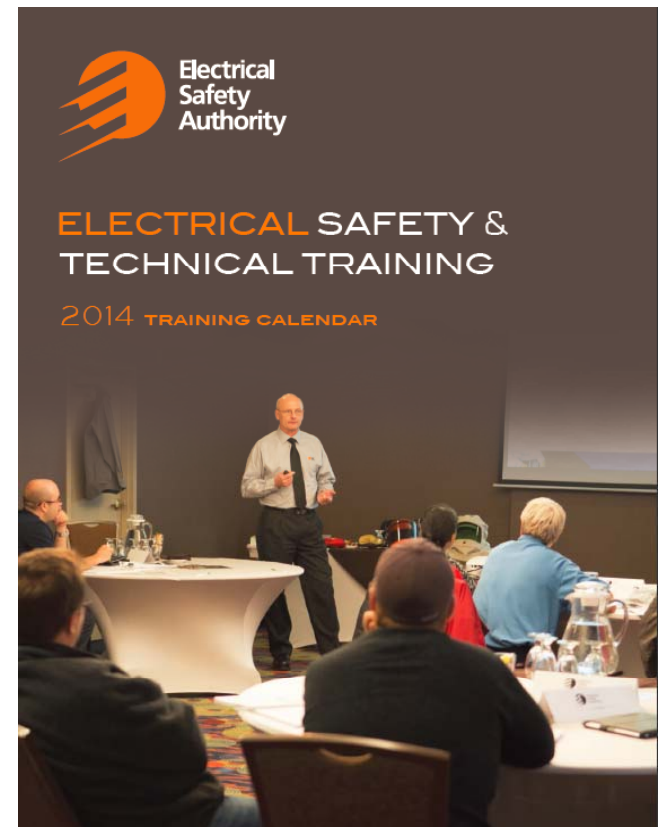
Did you know...

“Occupational electrical-related fatalities are a significant and ongoing problem...”

“Studies have shown that the highest proportion of electrocution deaths is among electricians and electrical helpers...”

Source: 2011 Ontario Electrical Safety Report

Pick-Up your copy of ESA's Training Calendar today!



A Full Suite of Training Options

Exciting online and classroom workshops

- Maintenance of Electrical Systems – Introduction (Z463)
- Understanding Workplace Electrical Safety (Z462)
- Understanding PPE Requirements (Clause 4.3 of Z462)
- Control of Hazardous Energy (Lock-Out and Tag-Out)

Plus many more workshops to meet all your electrical safety and technical training needs!

Coming in 2015!

New classroom and online courses on the...

New/Amended Requirements of the 2015 OESC

Visit the Safety & Technical Training section of ESA's website for more information.

