



Date: Thursday, February 19, 2015

Location: CHSI, 5110 Creekbank Road, Training Room 9

Meeting: Contractor Advisory Council (CoAC)

Present:

Rick Charron (Chair)	OEL
Sandy Ragno	ECAO
Dave Ackison	OEL
Earl Davison	ESA
Luke Bogdanovic	OEL
Barry Moss	OEL
Joe Kurpe	ECAO
Larry Shaver	ECAO

Absent:

Dan Topazzini	ECAO
Scott Kelly	OEL
Michael Lettner	ECAO

Guests:

Al Merlo	ESA Board of Directors
Tony Minna	ECAO

ESA Staff:

Earl Davison	ESA
Mark Taylor	ESA
Kathryn Chopp	ESA (part time)
Nancy Evans	ESA (part time)
Eric Kingston	ESA (part time)
Scott Saint	ESA (part time)
Nansy Hanna	ESA (part time)
Normand Breton	ESA (part time)
Chris Johdan	ESA (part time)
Farrah Bourre	ESA
Carol Keiley	ESA

15.01.01 **Motion to Approve Agenda**

*MOTION to approve agenda by Rick Charron
Seconded by Joe Kurpe and Dave Ackison
Carried*

Motion to Approve November 27, 2014 Minutes

*MOTION to approve November 27, 2014 minutes by Rick Charron
Seconded by Dave Ackison
Carried*

Outstanding Actions

The outstanding actions were reviewed and the status was updated.

Action 14.05.03 – ACP

ACTION 1: Nancy Evans ESA to create information piece for consumers on ACP contractors including inspection protocol; do an upcoming article for Plugged In on fundamentals on ACP, repeated in ACP newsletter.

There was a question as to whether ESA is considering ACP for Field Evaluation inspections. Mark Taylor responded that ACP applies to regulated work only. FE is a non-regulatory business of ESA (i.e. competes with other supplies)so ACP cannot be applied.

ACTION 2: Mark Taylor to schedule meeting with the Regulatory group to review the ANSI standards.

ACTION 3: Complete. The guidelines were circulated in the quarterly/ December 2014 ACP newsletter.

ACTION 4: Mark Taylor has not received any requests from CoAC members to have a conference call to explain the ACP program.

ACTION 5: Complete. The next ACP meeting is March 4th; CoAC members to let Mark know if they have agenda items.

Action 14.05.04 – LEC/DME Guideline

ACTION 6: Complete. CoAC was advised that ECRA met last week and will make recommendations to the ME committee (MEC). They will review the guideline and look for content for ME exam. The discussion has begun to include course content for guideline as part of Masters training by adding four hours to the current program or reducing current content to include guideline information.

Action 14.05.05 – LEC Campaign

ACTION 7: Complete. Three contractors met with ESA to provide ideas on the Spring LEC campaign.

Action 14.04.04 – Consumer Market Research Results

ACTION 9: Dave Ackison to follow up with copy of the letter from Peterborough Utilities.

15.01.02

Wiring Fee Adjustment Deferral - Single Family Dwellings and Apartments

Earl reviewed the history of the recent change in fee calculation for certain fee items, how the fee setting process occurs, and ESA's decisions to defer implementation of the change for 6 months.

The proposed fee calculation change for single family dwellings and apartments were reviewed with CoAC in 2014 and some feedback was provided at that time.

In January, 2015 ESA implemented an average increase of 1.9% to wiring fees. It was applied asymmetrically, meaning some fees would see a below average increase and some fees would see an above average increase but the total adjustment would net out a 1.9% increase.

ESA's Fee Committee determines how fee adjustments are applied based on feedback, complaints, cost assessments and other factors collected over the course of a year.

With regards to large homes and apartment buildings, in the past ESA had been directing inspectors to levy extra visit charges to cover extra time and effort. However, this led to inconsistent application and the extra charges were unexpected and not well received by contractors. The change in fee calculation was an attempt to rectify this. ESA determined that only 1,800 notifications/year would be impacted by this calculation change.

ESA received significant negative feedback from some contractors on this change when it was communicated in January. In particular, contractors could not capture this cost change in already existing jobs/contracts and flagged that the change would significantly raise costs for certain jobs.

In response to this feedback, ESA initiated a deferral of the change to August, 2015.

In addition, ESA is seeking to change its planning process so such calculation changes, if contemplated, can be included in wiring fee consultations to ensure better transparency and opportunity to comment.

In discussion CoAC members expressed significant concern about how the change was managed including the fact that CoAC was not used sufficiently as a forum for vetting such contemplated adjustments.

In addition, members expressed concern about the bottom line cost impact on relevant jobs. Some members did not agree with the methods for calculating fees (square footage and device count) and said that contractors might not have this information available. A number of alternate approaches were raised including pricing based on service size at 100, 200 or 400+

ESA staff acknowledged the concerns raised.

ACTIONS ITEMS – Earl Davison/Mark Taylor:

1. Get further input from relevant contactors regarding apartments and condos including connecting with Scott Kelly on high rises.
2. ESA will change the consultation process to include any calculation changes within fee consultations.
3. Up-date CoAC at next meeting on actions/ decisions re: this item.

15.01.03

Authorized Contractor Program Update

Next ESA internal meeting is scheduled for March 2015.

ACTION: CoAC to provide Mark Taylor with agenda items

In discussion, members identified a number of issues related to the ACP system:

The 20 permit requirement – Members raised concerns about whether that threshold is always reasonable e.g. people in remote areas with limited work opportunities, categories such as pole lines where one notification covers multiple items of work, the implications of not having an ACP status for emergency response, possible different thresholds for established LECs vs. new ones, cases where an ACP contractor might want an inspection for certain work type, and why solar is not under ACP.

Staff noted that leeway is already provided around the 20 permit limit based on circumstance. Mark also noted that ESA is open to proposals to consider specific changes. Solar projects are not “cookie cutter” enough for ACP to apply. Staff agreed that further discussion on ACP is needed.

15.01.04

CSC Update

Eric Kingston provided an update on the Customer Service Centre plan to reduce wait times. (see attached presentation).

Discussed call centre's issues since last summer and how they are being addressed, and how ESA is working towards the goal of 70% of calls answered in 30 seconds (an industry customer service standard) by May 2015.

The following items were raised in discussion with the Council:

- Plans for improvements to the online permit system (eNOLA.) Eric noted that a significant next up-grade is planned March with up-dates planned each quarter. There is also a long-term road map for eNOLA with prioritized improvements and enhancements. .
- The option of an online help attendant/ chat function. Eric advised that is a possible future option but the immediate priority is the quality of call handling, which currently represents (90% of call centre volume).
- Whether the end customer could to deal directly with ESA. The contractor would provide customers with their notification numbers, and they would then phone ESA to arrange inspections.
- Scheduling: If you do it online, have an inspection the next day, but if you use the phone, you can get an inspection that day. The online system/eNOLA enforces the inspection rules; however, these rules are not being enforced at the call centre so there is an inconsistency. Mark and Eric will take this topic back to ESA to have a further discussion about it.

15.01.05 **LEC Campaign Update**

Kathryn Chopp reviewed the spring LEC Campaign (see attached presentation).

Kath mentioned that contractors can get information about the campaign toolkits from ESA.

The spring LEC campaign will target Ontario homeowners planning renovations or electrical work. ESA is using consumer segmentation to target sensible urbanites, eager urbanites and lawful home keepers.

This will be a cost effective campaign. Since most home improvement research is happening online, our resources will be put towards digital messaging (nine weeks total).

The campaign will also include sponsored content in the Toronto Star – this gives the perception of unbiased information.

Kath asked for suggestions of elements for an LEC Toolkit. Members suggested lawn signs, magnets, door hangers, business card “backs”, and apparel.

Members was suggested that ESA look at the recent College of Trades ads and contact the college about its messaging related to hiring qualified people, not just those that have a CofQ.

ACTION: Nancy Evans will look into what OCOT ads and will address with OCOT, if necessary.

15.01.06 **Regulatory Briefing**

Nansy Hanna provided an overview of the proposed Ontario amendments to the Ontario Electrical Safety Code (OESC)(see attached presentation).

New OESC is effective May 2016.

Nansy advised that the presentation is an overview of the consultation on the Ontario amendments; explaining the amendments and getting feedback. If CoAC members are looking for a more detailed presentation, please let her know.

Discussion with CoAC included:

Will AFCIs be included? AFCIs are already in the Canadian code.

Scott Saint added that these are our proposals to the amendments of the CEC, which has already been published. These amendments have to go through public consultation first and that’s why we need feedback from the CoAC.

Note: Some members of CoAC don’t agree with the proposal of the requirement to remove the stove outlets.

It was mentioned by a council member that the AFCI outlets change will be an added expense. Is ESA communicating this to contractors even though it’s not effective until May 2016?

There was a comment from a council member about a Plugged In article and the cut off between electrical and mechanical work; however, no bulletin was issued regarding this.

ESA’s answered that a permit is needed under the code, even though the work is considered mechanical.

ACTION: Mark Taylor/Farrah Bourre to take this feedback and review past copies of Plugged In to see what is defined as electrical and mechanical work.

ESA will include this information in Plugged in and will communicate it to builder's associations, etc.

15.01.07 **Freedom of Information Requests**

Chris Johdan of ESA provided an overview of Freedom of Information requests.

ESA is not subject to provincial or federal Freedom of Information and Personal Privacy (FIPPA) legislation; ESA follows the Access of Privacy code under our administrative agreement with the Ministry of Consumer and Government Services. Anyone can apply to access information in our reserve at ESA. However, there are certain exceptions, for example, personal information, SIN, etc.

There is a fixed fee for these requests – could be large or small amount depending on the size of the request.

Other regulatory bodies, like CRA, can request information from ESA as well.

ESA's Legal department would have to review the specific request to determine if the intention was to do harm or get a competitive edge. Access to information is about transparency. If someone puts in a request for all details related to someone's business, that would raise a flag and ESA would notify the contractor.

A question was raised as to whether the party affected by the FOI request can find out what information had been requested, what information was sent and why? Chris replied that ESA would provide the scope of the request.

15.01.08 **Other Business**

14.03.03 – Masters license for Domestic & Rural electricians

ACTION 14: Complete. ECRA does not have an issue with this. This is an OCOT issue.

A CoAC member commented that Toronto Hydro no longer needs an ESA certificate of inspection for their conservation programs.

ACTION: Earl Davison to confirm process with Toronto Hydro.

CoAC Chair and Vice Chair Elections

Farrah reminded member that the nomination for chair and vice chair will take place at the next meeting. Reminder: We will need quorum.

ACTION: Farrah Bourre to send out call for nominations

Membership:

After many years on CoAC, this was Sandy Ragno's last meeting. Earl thanked Sandy Ragno for his contribution to public safety and support.

Adjournment

*MOTION to Adjourn by Barry Moss and
Seconded by Joe Kurpe
Carried*

End of Contractor Advisory Council Meeting

Next Meeting: Wednesday, April 22, 2015
Time: 9:30 am – 3:15 pm
Location: Centre for Health and Safety Innovation
5110 Creekbank Road, TBD

If there are any discrepancies to these minutes, please report them to Richard Charron and Farrah Bourre by email.

2015 Meeting Dates:

April 22, 2015
June 25, 2015
September 10, 2015
November 12, 2015