

15.03.01 **Motion to Approve Agenda**

MOTION to approve agenda by Joe Kurpe

Seconded by Scott Kelly

Carried

Motion to Approve April 22, 2015 Minutes

MOTION to approve April 22, 2015 minutes by Joe Kurpe

Seconded by Clint Attard

Carried

Outstanding Actions

The outstanding actions were reviewed and the status updated.

A discussion ensued regarding #19: Knob and tube wiring:

More insurance and homeowners want validation it is safe. Some LECs have been asked to provide letters to insurance companies confirming the safety of a home's wiring.

Discussion focussed on whether LECs should write these letters or refer the insurance companies to ESA. ESA confirmed it has no authority to authorize or restrict LECs from writing such letters to insurance companies but flagging that the LEC will likely be taking on some liability risk.

ACTION:

#20 – There was discussion about other desired improvements in the online application system. At the September meeting, there will be a more in depth discussion with Eric Kingston to develop a NOLA 'wish list' in advance of ESA's fall planning cycle.

15.03.02 **Proposed Wiring Fee Adjustments**

a) adjustment to large apartment and large home fee calculations

Initially planned for implementation in January, 2015, ESA deferred these fee changes to August so that further stakeholder consultation could occur.

Two workshop facilitated sessions were held. The large home session was very well attended. ESA took input and came back with proposal which was discussed on a follow-up conference call – only one person participated in the call out of the nine who attended the workshop.

ESA proposed defining point the threshold at 7000 sq ft. It was also decided not to raise the 200 amp fee and stay with current structure.

Apartments (large apartments inside a building) – A dozen contractors were invited to participate; only three confirmed and two attended. ESA gathered input. It was decided that 40 devices was too low a threshold so the number of devices was raised to 80, which would definitely be a very large apt.

Through this process ESA dealt with contractor concerns raised through CoAC and by associations.

ESA's adjusted pricing approach with a new effective date of January, 2016 was incorporated in the overall 2016 fee consultation process (see below.) No comments were made on these items in the overall consultation feedback.

b) Consultation on 2016 fee increase

ESA completed a stakeholder consultation on an average 1 per cent fee adjustment for January, 2016 and a series of individual fee pricing adjustments. Consultation has just closed and ESA is reviewing the feedback.

We received nine responses – a mix of in favour, neutral or opposed. There was one comment about fees applied to hard wired fire alarms and CO detectors. ESA will review the input and post the results of the consultation, and then roll out communications about plans for adjustment.

15.03.03 **Customer Service Centre Update**

Eric Kingston and Patience Cathcart provided an update on the results of the Customer Service Centre's (CSC) actions to improve service (see presentation).

CSC is moving from service 'recovery' to 'enhancement'.

At peak volume right now, but we are currently exceeding our committed service levels of 70% of calls answered in 30 seconds or less. With vacation schedules and summer peak activity, ESA will continue to monitor service levels closely. The current average time to answer is 23 seconds.

Now looking at enhancing service with the Quality Program – have to communicate to people on a regular basis and tell them how they are doing.

Questions/Comments:

There was a question as to whether abandoned calls are being tracked. Yes, they are, and ESA is well below call centre industry standards of 3-5%.

NOLA

There have been two big releases – one in March for “new” items and one just recently in June for online payments.

March release – “New” bubbles show what’s has been changed/added to alert users to what ESA changes has been making.

June release –

- Payment online by credit card – had been requested for a long time. Credit card information is encrypted for security.
- Account invoice history allows you to pay by account, not just per transaction.
- Ability to control who can pay your invoices on your account – now you can set that permission online rather than making a phone call to CSC.
- Ability to view GPS coordinates.
- Confirmation pop-ups for validation.

What’s next?

Mass email went out in June about latest improvements and there will be an article in the next Plugged In.

There will be future quarterly releases – non-ACP; user experience and mapping; application pool improvements.

At the September CoAC meeting, there will be a discussion on the CoAC ‘wish list’ to feed into to future improvements.

CoAC had positive feedback for the online payments, describing it as the way of the future.

15.03.04 **LEC Campaign Update**

Kath Chopp reviewed the campaign results for the spring LEC Campaign (see presentation).

All four ads performed equally well – all four had really engaging messages.

Twenty-five LECs ordered promotional materials from the LECStore and 83 downloaded free components. If the Council has any alternative ideas to increase use of the LECstore items, please contact Kath.

If there are any CoAC members using lawn signs from other suppliers at a lower cost, please let Kath know.

Post-campaign survey shows the campaign increased consumer awareness of the need to pull a permit and also increased awareness of using LECs among

those who saw the ads. When people see the ads it does change attitudes and awareness.

Overall, the campaign results were beyond expectations.

ESA will be working next on the challenge of helping homeowners understand the difference between an LEC and a qualified electrician; and also how to get ESA ads in front of more people.

15.03.05 **Authorized Contractor Program Update**

Nansy Hanna up-dated CoAC on ongoing work related to possible changes to ACP.

ACP has been an active topic at CoAC. ESA needs a systematic approach to addressing the issues.

ESA will be looking at short and long term approaches and it needs to take into account permit value and fee items, along with IT and system changes that will be required as a result of changes to the program.

Nansy reviewed a working concept: if a contractor drops below 20 permits but stays above 10, they will keep their ACP status, but will have 100% inspections. They will continue to have the other ACP benefit for connection and reconnection.

Comments:

Some customers want inspections and when an inspection doesn't happen, the LEC is left to explain why there wasn't one. It can be difficult communicating this to the customer.

There is a big issue with the scheduling of inspectors and inspections.

15.03.06 **Alternative compliance**

Nancy Hanna gave an update on the planned alternative compliance approach for commercial renovations (see presentation).

This is a planned new program for small commercial renovations to ensure they are done safely and to the Code. ESA to track these as there needs to be an oversight process to align with level of risk.

The Investigation Team Pilot process design has been completed.

The LEC Record of Work process is still in the process of being developed.

Roll out of a pilot is set for September in Halton region.

The current process has operational challenges and involves low risk work.

Suggested solutions – pre-purchase a number of small commercial renovation entries; electronic record of work with a monthly fee; and/or use of logbook.

The concept is based on minimum fee notifications – defects and volume affects fees. The pilot program for volunteer LECs on Industrial Commercial Installations (ICI) in the Halton region will start Sept. 1.

There is no cut-off on number of entries at this point; however, there will be a minimum on what the inspector reviews and inspects in the logbook.

Comments:

Inspector approaches can vary. This has to be done by jurisdiction as inspectors can vary from one job to another depending on location; also location of LEC business is a factor.

Electronic logbook is also a consideration, along with the option of submitting photos of the work done.

15.03.07

Regulatory Update

Nancy Hanna gave an update on Regulatory activities at ESA.

2015 OESC Update

The final package of proposed changes to the OESC has gone to the Ministry of Government and Consumer Services to become regulation. ESA is working with them on adoption of the new Code with an effective date of May 2016.

ESA is working on adjustments to agreements and contracts with CSA regarding sale of the Code Book and bulletins as and also working on distribution channel.

With the 2015 Code, Bulletins will be available online for everyone who orders a code book.

Currently, developing training for inspectors and contractors – there will be a limited number of sessions in the fall. There will be two fall sessions for contractors – an overview and in-depth training on certain rules

15.03.08

Other Business

Contractor Summary Report

The report can be compared to a mini Annual Report. ESA takes key things from the Annual Report that the contractor community will be interested in. The report is distributed at the fall Licence Holder Meetings, as well as through Plugged In. It specifically talks about the work of CoAC and ECRA.

New September Meeting date

The Council was asked to change the date of the September 10th meeting due to several association conflicts – the new tentative date is September 22, 2015. ACTION: ESA will send a note to all CoAC members to confirm the new date works.

Other Business

Several issues were discussed:

1. Discussion of decision regarding trade qualifications required to do some work in Hamilton area.

ESA oversees installations and does not have jurisdiction over C of Q. It was OCOT's decision as to who has the qualifications. The issue has to be taken up with OCOT.

ESA issued a notice in Plugged In that a notification must be taken about for installation of duct work. Someone has to be accountable for this. DME has direct oversight and so there are legal precedents that can be relied on. Take this to ECRA as it is related to licensing, and they are the best avenue to tackle the issue.

2. Discussion about authority to do street lighting work. Is there anything ESA can do?

ESA responded that such work has to comply to the Code and they have to be electrical contractors to do the work. .

3. Discussion about ESA Inspectors issuing defects when working live and whether this is in ESA's scope or is an MOL matter.

ESA responded that there are requirements in the OESC related to restrictions on working live so technically the Inspector can engage on these matters.

ACTION: will revisit this in September. Should ESA just write the

defects? How do we deal with the working live issue? ESA's general mandate of electrical safety.

[See **Addendum** on page 10]

4. Contractors not pulling permits for work.

ESA can and will pursue these people and enforce regulation. We do give them a chance to come clean and pull permits for jobs for which they haven't already. Some contractors do flag themselves by pulling very small number of permits over a year.

5. Is there way to put placeholder for the work involved when pulling permits before the full detail of the required work is known?

This would have to be addressed by Eric Kingston at the CSC.

6. Discussion about whether it is true that firefighters refuse to go on roofs with solar installation before a disconnect.

Solar panels remain energized and can represent a significant hazard to firefighters. The new Code will require a stop/shut off button to disconnect at combiner boxes, but the panels are still energized.

Future meeting topics

Have discussions on four or five biggest defects found by ESA

GFI outlet required at the panel
Nansy Hanna to look into this

Bring to CoAC the inspectors' "Defect of the month" program (defects they talk about on their site visits)

*Bring in an inspector to talk to CoAC about defects
Earl to look at this for next CoAC*

Safety topic discussion at each meeting – such as a case study; look at it, what happened (educational topic); alternate with different topics

Adjournment

*MOTION to Adjourn by Tony
Seconded by Larry
Carried*

End of Contractor Advisory Council Meeting

Next Meeting: September 22, 2015
Time: 9:30 am – 1:30 pm
Location: Centre for Health and Safety Innovation
5110 Creekbank Road, Training Room #2

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

2015 Meeting Dates:

September 22, 2015
November 12, 2015

ADDENDUM**From:** Davison, Earl**Sent:** June-25-15 11:07 AM**To:** dackison@cogeco.ca; epgelectric@cogeco.ca; joe_JLelectrical@bell.net;
Michael.lettner@nieuport.com; epielectrical@bellnet.ca; dan.toppazzini@weuil.com;
scottkelly@thompstonelectric.ca; lshaver@gordonwrightltd.com; clinta@nemail.ca;
rob@langstaffandsloan.com**Cc:** Bourre, Farrah; Evans, Nancy; Taylor, Mark; Chopp, Kathryn; Kingston, Eric; Hanna, Nansy; Smith, Alicia; Ma, Lydia (MGCS)**Subject:** RE: June 25 CoAC Meeting Agenda

Just so everyone has the correct starting point for the Working Live issue we discussed today, here are the relevant code rules. The issue is the circumstances in which it is issued, and the downstream implications of receiving the defect for the LEC.

2-304 Disconnection(see [Appendix B](#))

- (1) Δ No repairs or alterations shall be carried out on any live equipment except where complete disconnection of the equipment is not feasible.
- (2) Three-way or four-way [switches](#) shall not be considered as [disconnecting means](#).
- (3) Adequate precautions, such as locks on [circuit breakers](#) or [switches](#), warning notices, sentries, or other equally effective means, shall be taken to prevent [electrical equipment](#) from being electrically charged when work is being done.

Appendix B notes

Δ **Rule 2-304**

Examples of tasks that are not feasible when [electrical equipment](#) has been completely disconnected are troubleshooting of [control circuits](#), testing, and diagnostics.

It is intended by this Rule that persons performing maintenance, adjustment, servicing, or examination of energized [electrical equipment](#) adhere to all applicable safe work practices around the energized [electrical equipment](#).

See [Section 0](#) for the definition of [Qualified person](#).

CSA Z462 provides assistance in determining severity of potential exposure, planning safe work practices, and selecting personal protective equipment (PPE) to protect against shock and arc flash hazards.