



Date: Thursday, November 27, 2014

Location: CHSI, 5110 Creekbank Road, Training Room 3

Meeting: Contractor Advisory Council (CoAC)

Present:

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| Rick Charron (Chair) | OEL |
| Sandy Ragno | ECAO |
| Dave Ackison | OEL |
| Earl Davison | ESA |
| Luke Bogdanovic | OEL |
| Barry Moss | OEL |
| Michael Lettner | ECAO |
| Scott Kelly | OEL |
| Joe Kurpe | ECAO |

Absent:

| | |
|---------------|------|
| Dan Topazzini | ECAO |
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Guests:

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| Al Merlo | Board of Directors |
| Tony Minna | ECAO |
| Larry Shaver | ECAO |
| Mark Taylor | ESA |
| Kathryn Chopp | ESA (part time) |
| Nancy Evans | ESA (part time) |
| Bohdan Baluta | ESA (part time) |
| Scott Saint | ESA (part time) |
| Ted Olechna | ESA (part time) |
| Joel Moody | ESA (part time) |

14.05.01 Motion to Approve Agenda

*MOTION to approve agenda by Sandy Ragno
Seconded by Joe Kurpe
Carried*

Motion to Approve September 18, 2014 Minutes

*MOTION to approve September 18, 2014 minutes by Dave Ackison
Seconded by Michael Lettner
Carried*

Outstanding Actions

The outstanding actions were reviewed and the status was updated.

Action 14.04.01 and 14.03.03 –

ACTION: Normand Breton will be asked to send out a note to CoAC identifying the outcome of the discussion at ECRA regarding whether a Masters license should be granted to a D&R (domestic & rural) electrician.

Action 14.04.04 –

ACTION: Dave Ackison will forward a letter from Peterborough Utilities re a request to inspect 350 homes. There are also two real estate letters that will be forwarded.

14.05.02 Wiring Fee Adjustment Update

Nancy Evans identified that the wiring fees are increasing on Jan 20, 2015. There was a consultation during the summer and all the input was reviewed. The average fee increase will be 1.9% which is the government's projected cost of living increase. The non-contractor fee items will have a higher than the average increase. The first time ESA discussed the proposed fees, the average increase was proposed at 3% and it has been decreased subsequent to review and stakeholder feedback.

14.05.03 Authorized Contractor Program Update

Four representatives from CoAC recently attended an ACP committee meeting. ACP program changes get voted on by the ACP committee. The committee consists of 5 inspectors, a General Manager, Regulatory, CSC, reps, and PWU union stewards. The committee would continue to consider the quantity of permits issued. Michael Lettner provided his observations on how the issues were reviewed and the programs. He indicated that he doesn't think a lot of the contractors understand the depth of the ACP program. He suggested that after some further review of some issues the members would

like to go back to the ACP meeting for further discussion. He indicated that there are different viewpoints among the members of the ACP committee re some components of the ACP program, particularly the 20 permit limit. Contractors in and out of the program are not aware of the guidelines for the ACP program. Mark agreed that there is an awareness gap; the program has been out since 1998. The perception that is growing in the marketplace is that the program is synonymous with quality and that general contractors are awarding jobs only to LECs with ACP status. Mark mentioned ACP is not to be a quality differentiator, that there are many non-ACP LECs doing code compliant work. ACP's primary goal is to 'authorize' contractors for the work to proceed in a different manner than non-authorized contractors.

Action: Nancy Evans indicated that they would investigate whether the ACP program information is accessible and thoroughly described on the ESA website.

It was noted that education of the contractors is paramount. It was agreed that ESA would look into enhancing the marketing of the program.

There were 3 suggestions from the CoAC representatives regarding the 20 permit criteria; \$ value, number of visits made, and years in business and overall record.

Action: Mark Taylor agreed to take the 20 permit criteria issues back to ESA's Regulatory group to review the ANSI standards regarding any possible adjustment to the criteria. Mark will bring the results of this review to the February CoAC meeting.

Mark noted that at the recent GTA ECAO meeting, it was agreed that ESA would re-communicate the guidelines regarding the range when a defect is called a warning and the range when it is considered a technical defect.

Action: Mark Taylor – Arrange to re-communicate the guidelines regarding the range when a defect is called a warning and the range when it is considered a technical defect.

Inspector feedback is often sought and considered when a contractor goes under the 20 permit limit in a geographic area with few contractors.

Barry suggested that perhaps we should simplify and consider that every contractor qualifies for ACP and then unqualify contractors to a different program when they don't meet quality levels. Earl identified that we are looking at getting to a point where we don't tie up good contractors who do good work and provide more oversight to those who are not as good.

Sandy asked whether ESA has data on defects for all contractors. The defect ratio is identified on ACP invoices. There is defect data for all contractors, however, ratios are only identified for ACP contractors.

Michael indicated that he thinks the program does need revamping and would like to have further discussions with the CoAC members.

ESA has to have valid rationale for why they do not visit some notifications. Risk mitigation is an important issue of the program or changes to the program.

Action: COAC – If CoAC members have interest in learning more how ACP program currently works, contact Mark Taylor who will host a conference call together with Joan Tracey.

It was agreed that the ACP Program would be a standing topic at future CoAC meetings.

Action: Mark Taylor – Advise CoAC members of the date of the next ACP meeting.

14.05.04 **LEC/DME Guideline**

Farrah Bourre asked for any feedback on the guideline and whether they've given it to them staff. Crickets.

Action: Farrah Bourre investigate whether the LEC/DME guideline is provided during the Masters training programs.

Farrah mentioned that the MEC (Masters Examining Committee) is considering including some questions related to the LEC/DME guideline in the Masters exams. This was supported by the group.

Plugged In Reader Survey Results

Farrah provided results from the recent Plugged In survey. Rick asked whether we had ever considered giving away a gift when completing a survey in order to encourage more responses. The suggestion was noted for future surveys.

Barry suggested having a note redirecting people to the website for further details. Examples identified included, ITP class identification; new inspectors in areas, and identification of changes of inspectors in areas, etc.

Sandy asked whether there was an opportunity to do an opt-in or opt-out process for the paper. Kathryn Chopp indicated that it sounds like it's time to start moving to a digital format but it will take some time for all contractors to convert.

14.05.05 **LEC Campaign Update**

Kathryn Chopp reviewed a presentation regarding the Fall LEC Campaign. Kath asked what types of materials would be most useful and what advance notice would you need. Barry identified that something that could be put in an invoice; how do we let consumers know what to look for, ie, ECRA/ESA license

number? Some other suggestions offered were: Graphics on hoarding of building sites as a suggestion; lawn contractor signs with ESA messaging.

Action: CoAC – Let Kath Chopp know who would like to act as a volunteer for a focus group to meet or on a conference call with our marketing agency for ideas on the spring campaign.

14.05.06

HRS Update

A new General Manager has been hired for the Customer Service Centre (Eric Kingston). There was a consulting company that came in January to review processes at the CSC. The biggest issue was acting like a single channel call centre; also does email, outbound calls, calls from inspectors. It is important to take all these areas into consideration. A comprehensive plan has been put into place based on the findings. The goal is a 70/30 service of call answers by the next busy season. The ramp up process is starting now. The most obvious challenge and intense focus is on the inbound calls.

Dave indicated the simple answer is to get more people. The call centre is the number one complaint to council members from contractors. Rick indicated that it is often a surprise if he gets answered before 20 minutes. There is a lot of frustration out there right now regarding not being able to get through on the phones. Kath asked for suggestions on how to provide information to the contractors on how we are making progress to improving the call answer process. We don't care about the 'plan', we want it fixed; not in 6 months but in 3 months. An opinion was expressed regarding not identifying how the plan is going as it causes more angst from the contractors. Sandy indicated the communication could be focussed more along the lines of we recognize that there is a problem, keep it brief and simple, identify alternatives; there was a suggestion regarding changing or focusing the on hold message. If we have a known issue with high call volumes, there should be an internal communication so that all staff are aware in case they are contacted by contractors. Kath asked for help from the associations with communicating out messages to their members. Rick identified that the eNola does not seem to be as simple as it was originally. There are plans for improving the online system but it is on a different timeline path than improving the call system issues.

14.05.07

Regulatory Briefing

Ted Olechna provided a presentation with information regarding implementation of AFCIs in bedroom and general circuits. The question was why the bathroom or kitchen was not a focus; the stats of incidents are lower than bedroom and general receptacles.

Planned dates for the OESC 26th Edition – Consultation was completed on Section 75. There will be another consultation in Jan-Mar 2015 on technical and administrative amendments.

Code adoption will be Summer 2015; books/training will be available in Fall 2015; therefore there are 9 months before the regulation will come into effect May 2016. (Inspector training will be in January/February 2016.)

14.05.08 **2013 Ontario Electrical Safety Report**

Joel Moody presented highlights from the 2013 Ontario Electrical Safety Report. Joel asked for input/feedback from CoAC members for any other data they would like to see included or addressed.

14.05.09 **Chair & Vice-Chair Nomination and Election Process**

Farrah identified that she would work with OEL to get replacements to attend the February 2015's CoAC meeting. Rick questioned whether the existing members would be able to vote on the Chair and Vice Chair.

14.05.10 **Other Business**

Permit Issue – There was a quote published attributed to Normand Breton re “Do not pay your bill until you have your certificate in hand?” Nancy indicated that we were trying to drive the customers to hire Licensed Electrical Contractors. Rick identified that another strategy would be for a customer to request a copy of the permit or provision of the Notification number. Nancy indicated that ESA is revisiting the messaging. There is an issue with this statement as some of the contractors hold the certificate to ensure payment. Visit validation stickers are applied when an inspector visits a job. Mary Beth asked whether a consumer could contact ESA to determine whether a certificate has been issued on their job.

Double Permit – Dave identified a situation where two permits were issued on a site in order for the individual to get a final on a job. The original contractor wouldn't give the certificate until paid and didn't get paid but a second contractor came in and was paid for the full job.

Action: Rick Charron – Provide Earl Davison with specifics regarding the situation identified so he could investigate the situation/process followed internally.

2015 Meeting Dates – After discussion/review, the following CoAC Meeting dates were confirmed.

February 19, 2015
April 22, 2015
June 25, 2015
September 10, 2015
November 12, 2015



Adjournment

*MOTION to Adjourn by Barry Moss
Seconded by Sandy Ragno
Carried*

End of Contractor Advisory Council Meeting

Next Meeting: Thursday, February 19, 2015
Time: 9:30 am – 3:15 pm
Location: Centre for Health and Safety Innovation
5110 Creekbank Road, Training Room 9

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

2015 Meeting Dates:

February 19, 2015
April 22, 2015
June 25, 2015
September 10, 2015
November 12, 2015