



Date: Tuesday, September 22, 2015

Location: CHSI, 5110 Creekbank Road, Training Room 2

Meeting: Contractor Advisory Council (CoAC)

Present:

Joe Kurpe	ECAO
Dave Ackison	OEL
Scott Kelly	OEL
Larry Shaver	ECAO
Rob Sloan	OEL
Tony Minna	ECAO

Absent:

Clint Attard	OEL
Michael Lettner	ECAO
Dan Topazzini	ECAO
Luke Bogdanovic	OEL

Guests:

ESA Staff:

Nancy Evans	ESA
Mark Taylor	ESA
Kathryn Chopp	ESA (part time)
Eric Kingston	ESA (part time)
Nansy Hanna	ESA (part time)
Joel Moody	ESA (part time)
Normand Breton	ESA (part time)
Farrah Bourre	ESA (part time)
Carol Keiley	ESA

15.03.01 **Motion to Approve Agenda**

*MOTION to approve agenda as amended by Joe Kurpe
Seconded by Scott Kelly
Carried*

Motion to Approve June 25, 2015 Minutes

*MOTION to approve June 25, 2015 minutes by Scott Kelly
Seconded by Larry Shaver
Carried*

Outstanding Actions

The outstanding actions were reviewed and the status updated.

There was a discussion about greenhouses and insurance – in some cases customers received insurance letters advising them to change lights. How do we get insurance companies to understand there is more to wiring than safe lighting?

No one has yet been able to provide ESA with a sample letter to review.

15.03.02 **Licensed Electrical Contractor (LEC) Campaign Update**

(See attached presentation.)

Kathryn Chopp reviewed the plan for the fall LEC Campaign which launches Oct. 5.

Reviewed spring campaign results:

Ads were in the right place and resonated with consumers who saw them. Post campaign results showed 25% intended to hire an LEC; consumers who saw the ad were twice as likely to hire an LEC.

There is still confusion among consumers regarding LECs and electricians; this will be addressed in updated campaign messaging.

LEC Store has received about 100 orders. Many LECs are downloading free images to use on company websites. .

Comments/Questions:

LECs are not buying promotional material from LEC Store as it is too expensive.

We will continue to try using the LEC store, but may look at other options for promotion if it's not working for LECs.

Some LECs want to promote what sets them apart from other LECs who use the same ESA materials.

15.03.03 **Wiring Fee Adjustments**

A wiring fee adjustment of a 1% increase and some individual line item adjustments went to stakeholder consultation in June. ESA received nine responses to the consultation (lower than in the past) which were a combination of for/against/neutral.

Based on feedback, ESA will proceed with the increase with one exception. With the entertainment industry, ESA proposed a flat rate fee approach, but did not end up getting any feedback from the sector. ESA is loathe to make the change without any stakeholder input so will not be implementing the flat rate approach at this time.

ESA will now prepare for the implementation of the fee changes to be ready for the January effective date; includes IT changes and communications to LECs over the next few months.

15.03.04 **Safety Topic: Working Live**

(See attached presentation.)

Joel Moody provided a presentation on occupational injuries and working live.

ESA obtains data from various organizations, e.g. hospitals and Ministry of Labour (MOL).

The electrical fatality rate has been reduced by 37% over the last ten years.

50% of critical injuries occur in electricians with ten or more years of experience

In 2013, there were nine electrical-related fatalities in total – eight were occupational (but not specific to electrical trades).

The best way to eliminate the electrical hazard is to turn off the power and work in a de-energized state and there is no exposure to the hazard.

Questions/Comments:

Are there geographical areas with more incidents?

The Western region currently has a higher incident rate.

There are times you have to keep the power on, especially when troubleshooting a problem – it can impossible to avoid.

The proper PPE can help protect you in those cases. CSA Z462 advises how to protect yourself if there is absolutely no choice but to work live.

Sometimes complacency comes into it. It's a culture that a lot of guys have been trained in. The new guys/apprentices seem to be more cautious and bringing in a new culture of safety first.

Were there more electricians employed during this timeframe that would impact the data?

Number of hours working has increased so exposure has increased; raw numbers have been steady.

15.03.05 **Working Live Defects**

There is a process for dealing with Authorized Contractor Program (ACP) contractors who receive defects for working live. The Ontario Electrical Safety Code (OESC) states there should be no repairs or alterations on live equipment except in extraordinary circumstances, and ESA reports cases where this occurs to the MOL.

ESA is using processes within ESA's mandate to do so.

Questions/Comments:

How can ESA write a defect on an administrative part of the code? There is no way to correct it. ACP status should not be suspended, especially due to one defect. Further, the contractor will always have a hard time with the inspector who wrote the defect from now on.

Much consideration is taken before giving warnings and suspensions. If ESA sees a trend developing action can be taken through awareness and communications.

MOL should do the 'policing' on working live, not ESA.

Safety should be the number one consideration. ACP is granted by ESA and is a privilege.

It depends on the work being done; some see ACP as a burden in terms of the inspection process. MOL doesn't inspect or have any impact on residential work.

Electrical Worker Safety Behaviour Research

ESA is undertaking research that is seeking to understand the safety behaviours of electrical workers while on the job.

ESA is looking for 309A electricians and apprentices to complete a survey. It is completely anonymous. ESA doesn't have access to the names of those who respond to the survey.

ACTION: CoAC Members to pass this on to respective associations or directly to those that qualify and CoAC think might be interested.

15.03.06 **Customer Service Centre Update**

(See presentation.)

Eric Kingston provided an update on the Customer Service Centre's (CSC) service improvements.

Improved wait times and calls answered; wait times have been consistently low.

The strategy is to manage and predict call volume. The volume has been predictable and consistently high. Monday has the highest volume and peaks at 3 p.m.

One third of CSC staff is brand new and recently completed training.

A number of initiatives have been completed:

- Customer Service Survey
- CSC internal audit – wiring issuance and intake; accounts receivable
- Quality program
- Staff check-in's, scorecards and coaching
- NOLA – upcoming release (non-ACP scheduling/rescheduling)

FY2016 plans will focus on enhancing the customer experience.

Accounts Receivable

The purpose of account blocks, which differ from defect blocks, is to reduce and manage credit risk.

The major challenge occurs when a payment to ESA hasn't been made within the 60-day timeframe, and the main contact on ESA's file can't be reached to arrange payment. If payment isn't made, a block is then placed on the account. LECs or company administration can contact the CSC and arrange for payment so the account won't be blocked.

There are three different types of “Blocks”: Defects, Accounts, and Licensing.

Questions/Comments:

Contractors need to know and understand what the three blocks are... what the process is, etc.

15.03.07 **Authorized Contractor Program Update**

Nancy Evans and Mark Taylor updated CoAC on developments related to possible changes to ACP.

Internally at ESA, there is more to consider than just the 20 permit requirement. ESA needs to look at the entire program, the challenges created by ACP, and how to manage it going forward. Thus a comprehensive ACP review is needed.

Contractor track record should be considered, and the work being done. The program has grown over the past 16 years and a narrow approach to revisions will not work to address all issues associated with ACP’s development. One or two tweaks (e.g. the permit requirement) will not help; need to look at the entire program. Permit changes would only address one group of contractors and negatively affect others.

ESA wants to ensure it has a full picture of how the program works. A full review will take several months and will require dialogue between ESA and LECs. This needs to be done quickly but deliberately.

Questions/Comments:

ACP predates licensing and this is key. Licensing has requirements so where does ACP fit in?

The program created a dynamic that wasn’t intended – ACP contractors appear to be a better choice than other LECs.

ESA is looking at gathering feedback in February or March 2016.

ESA has already made changes to our contractor lookup tool and website content so the ACP contractors don’t appear better than other LECs to consumers.

15.03.06 **Alternative Compliance for Commercial Renovation**

(See attached presentation)

Nansy Hanna gave an update on the pilot program for Alternative Compliance for Commercial Renovations.

An LEC Record of Work Pilot Program will allow eligible LECs to record small commercial electrical renovation work in an online logbook that will be audited by the ESA inspector. A Certificate of Inspection can be manually produced by the ESA Inspector. This Pilot is scheduled to launch in the Western Region in early November.

Fees will be influenced by volume after the conclusion of the pilot. The more entries (max. 20 devices per site per entry) in the online logbook, the more discount on program monthly fees.

To participate in the pilot LECs must sign an agreement outlining the rules of the pilot, comply with licensing, and pay a monthly fee.
Contact Nansy or Dwight Dyke to participate.

ACTION:

Nansy Hanna and Dwight Dyke to send their contact information to CoAC members and a copy of the presentation.

15.03.07

Regulatory Update

(See attached presentation.)

Nansy Hanna provided an update on Regulatory activities at ESA.

2015 OESC Update

ESA provided recommended changes to OESC to Ministry of Government and Consumer Services (MGCS). New Code is expected to become effective May 2016; ESA is now waiting on Minister's approval of OESC.

ESA procured a new vendor for distribution of the OESC Book. →All bulletins will be included with the purchase of a Code book and the electronic version of the book will be searchable without needing an internet connection.

The new cost of the OESC and Bulletins will be less than the current price for buying the OESC and Bulletins separately.

15.03.08

General Inspection Program: ElecCheck

(See attached presentation.)

Norm Breton gave an update on the new General Inspection Program "ElecCheck".

Goal of ElecCheck is to mitigate fires in older homes (43% of fires happen in homes built pre-1975). This is an area of high risk.
ElecCheck was modeled on the General Inspection program, but is more comprehensive. It relies on a checklist that has over 100 inspection items on it.

Communications will be implemented to inform consumers about ElecCheck. Currently, most requests for ElecCheck are coming through insurance agencies.

ESA has set a goal of completing 500 ElecChecks by March 31, 2016.

15.03.09 **Other Business**

LDC Licensing Issues

LDCs that do Code work are held to the same regulatory requirements as LECs e.g. must obtain a license and must pull permits.

ESA will regroup internally to address street lighting work being done by unlicensed individuals on behalf of LDCs. Norm will lead this initiative.

LDCs have been advising customers to undertake lighting retrofit incentive programs, but don't advise ESA about the retrofit.
ESA permit processes apply, but some LDCs ask for proof of a permit before payment is released, some do not.

Labourers are installing conduits in railways without permits.
Railways are federal land. Federal rules apply and overrule provincial regulations (OESC).

Contractor Summary Report

All council members received a copy of the FY2015 Contractor Summary Report and were provided with an overview of the document.

Membership Survey

The results of the CoAC member survey were presented.

- 80% response rate
- CoAC helped identify problems at the CSC and suggested constructive solutions
- 2015-16 Council focus will be on ACP
- CoAC could use perspectives from both an insurance person and electrical engineer

Reminder about AGM/Safety Awards on Sept. 24.

Adjournment

*MOTION to Adjourn by Tony Minna
Seconded by Dave Ackison
Carried*

End of Contractor Advisory Council Meeting

Next Meeting: November 12, 2015
Time: 9:30 am – 1:30 pm
Location: Centre for Health and Safety Innovation
5110 Creekbank Road, Training Room #3

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