

Meeting: Contractor Advisory Council (CoAC)

Date: Thursday, June 1, 2017

Location: ESA Customer Service Centre, Cambridge

Present:

Joe Kurpe (Chair)	ECAO
Scott Kelly (Vice Chair)	OEL
Dave Ackison	OEL
Mark Hopkins	ECAO
Tony Minna	ECAO
Larry Shaver	ECAO
Rob Sloan	OEL
Robert Smith	LEC
Dan Williams	LEC

Regrets:

Clint Attard	OEL
Luke Bogdanovic	OEL

ESA Staff:

- Nancy Evans
- Earl Davison
- Jennifer Beardmore
- Farrah Bourre
- Carita Edwards
- Tatjana Dinic
- Eric Kingston
- Mark Taylor
- Carol Keiley

17.03.01 AGENDA/MINUTES/ACTION ITEMS

Motion to Approve Agenda

MOTION to approve agenda as amended by Scott Kelly
Seconded by Mark Hopkins

Carried

Motion to Approve Minutes

MOTION to approve April 13, 2017 minutes by Larry Shaver
Seconded by Tony Minna

Carried

Review Outstanding Actions

The outstanding actions were reviewed and the status updated – see attachment.

17.03.02 STATUS OF MAJOR PROJECTS: RISK-BASED OVERSIGHT

Earl Davison provided Council with an update on the status of Risk-Based Oversight (RBO). See presentation.

Phase 1

ESA is expanding the Commercial Renovation Pilot (where small, low-risk jobs recorded in an electronic logbook) as phase one of the three-year implementation plan for RBO. Participation in the Commercial Renovation Pilot is voluntary.

The Council noted ESA should be aware of current contractor business processes that may be impacted by changes related to the logbook.

Phase 2

The second phase will include residential renovations.

Phase 3

The third phase will; expand to new residential work which currently operates well under ACP. The target for RBO implementation across Ontario is the end of fiscal 2020.

Ultimately, ESA will ask a fixed set of questions to determine risk level rather than rely on contractors' perception of what the risk is. ESA is aiming to categorize the risk or sort the work for the inspector. The risk calculator is modified by the feedback given

by Inspectors; however, the contractor will not see a risk value/number assigned to a job.

ESA will not reduce the number of inspectors, but will use a better method for assigning the inspection work.

Council members were concerned about ACP going forward. What will be the benefit of the program if all work is inspected under a risk-based model? Council also had concerns related to how a contractor will 'close out' a job while waiting for inspection under RBO.

In response, ESA noted ACP contractors have been taking out fewer permits through the current ACP process versus using the logbook where there's less effort involved. ESA is aware of the benefits of ACP to contractors and will reconcile this through RBO stakeholdering.

ACTION

ESA will invite a contractor currently participating in the commercial renovation program to a future CoAC meeting; will also invite an Inspector to address contractor concerns.

17.03.03

MULTICHANNEL ASSESSMENT

Eric Kingston provided Council with a high-level overview of ESA's multi-channel assessment report.

ESA carried out an analysis of the channels available for submitting work to ESA and assessed opportunities for moving to alternate/non-telephone channels. Surveys were conducted with LECs, homeowners and key stakeholders.

Highlights of the assessment include:

- CSC received a benchmark score of 70% as demonstrated by a strong work environment and customer focus
- Generally, customer satisfaction is quite high – score of 86.6% versus 82% in 2015
- Customers want to use their preferred channel of choice, and do not want to be told how to interact with ESA
- For users of eNOLA the opinions were split (27% of customers use it regularly)
- Customers want more channels (e.g. apps, chat, logbook, etc.), not less

In summary, customer satisfaction is high, but ESA must adapt to the changing world; ESA's ability to respond to channel choices is imperative to compliance. The report recommended ESA should focus on channel efficiency and automation rather than

channel shifts or changes.

The next step is for ESA management to determine how to integrate the report's recommendations and findings into current business practices.

17.03.04 2018 BUSINESS PLAN

Nancy Evans provided CoAC with an overview of ESA's plans for the next fiscal year (Apr 2017 – Mar 2018). See presentation.

ESA will continue with our 5-year goals of safety, compliance and public accountability. Also, ESA will conduct environmental scans and review potential implications for ESA.

F2018 priorities are as follows:

1. RBO
2. Compliance – target underground economy
3. Safety – target priority harms and continue to 20% reduction in fatalities and critical injuries
4. Public accountability
5. Financial sustainability
6. Operational efficiency and effectiveness

The F2018 Business Plan is available on esasafe.com

17.03.05 COAC GROUP PHOTO

The Council had a group photo taken for communications use.

17.03.06 ESA CORE PROCESSES: PERMITS & INSPECTIONS

Jennifer Beardmore, Training & Development Coordinator, provided an overview of the permit life cycle. See presentation.

Included was the CSC's service commitments and information that is required to help Customer Service Representatives (CSRs) correctly process applications and contribute to a "factual" inspection certificate.

Inspection forms are available on esasafe.com and are updated annually in January/February. Contractors are encouraged to check the website to ensure they are using the correct versions of a particular form.

ACTION Include an article in a future edition of Plugged In related to updated forms (winter edition).

17.03.07 PROGRAMS UPDATE

ACP Renewal Process

The ACP renewal form was in place for HVAC and LECs before the licensing regulation came into effect; the form came back into place this year. The form was modified based on feedback received from contractors. The number of employees question was removed and the declaration section was adjusted (the declaration was intended as a reminder of what's required in the ACP manual).

A concern was raised regarding contractors who are suspended from ACP receiving an invoice for ACP renewal. ESA responded that it depends on timing, when in the year the status was suspended and when the forms are sent out.

Another concern was raised about the ACP renewal fee which is currently less than non-ACP. If ESA moves to the RBO inspection model where practically all work is considered ACP, then the contractor will pay more in renewal fees, but will receive fewer inspections. ESA noted that this will be factored in when ESA engages stakeholders for feedback.

New Inspector Lookup Tool

Mark Taylor introduced and demoed the new Inspector Lookup Tool, which will replace the current inspection schedules posted to esasafe.com. It uses Google maps to identify inspectors and the days of inspection in a particular area. It also provides the name of the utility in that area.

The tool is currently in testing mode and will be posted to the website in approximately two weeks.

The new Inspector Lookup Tool was well-received by Council members.

17.03.08 REGULATORY UPDATE

Amendments to Regulation 570/05 – Licensing of Electrical Contractors and Master Electrician

ESA reviewed the licensing regulation and proposed 29 amendments. These amendments are still under government review; however, ESA is anticipating approval later in June 2017 with implementation by October 1 2017.

Ontario Building Code Amendment – Electric Vehicle Charging Stations

Regulation 137/17 amendments were signed in May 2017, and will come into effect January 1 2018. The amendments are as follows:

Building Code and EV supply equipment shall be

- i) Installed in accordance with Section 86 of the Code
- ii) Remaining parking spaces designed to permit the future installation of EV supply equipment
- iii) In a house – minimum 200 amp panel board
- iv) Electrical outlet box in the garage or carport
- v) Conduit/electrical outlet box has a barrier against gas/fumes
- vi) Not applicable if not connected to distribution system or seasonal property

Council members felt that these amendments will have a significant impact on contractors' business practices, specifically around the 200 amp panel.

17.03.09

CoAC TOUR OF THE CSC

Emile Fontaine, Workforce Specialist, led the Council on a tour of the CSC, as well as the Western Region and Plan Review offices.

The Council expressed interest in receiving access to the CSC's call information within the online system – calls in queue, number of available agents, average call time, estimated wait time, etc.

17.03.10

Q&A'S

No questions were submitted by Council members for discussion. However, a question was raised regarding the new building code amendments.

Will the Building Code accept 200 amp panel submissions?

ESA responded yes, as long as the Building Code permit is taken out prior to January 1 2018.

17.03.11

OTHER BUSINESS

2018/2019 Wiring Fee Adjustments

Notice has been sent that ESA is deferring the wiring fee decision based on volumes coming in; decision to follow.

AGM/Safety Awards Reminder

Reminder that the AGM and Safety Awards event is on September 28 2017.

Jamal Shihadeh Conviction

Overview of recent conviction of a business owner, Jamal Shihadeh, who was convicted and fined for hiring an unlicensed contractor to do electrical work. The contractor died on the job. Shihadeh was fined \$18,750.

New Business

Concern regarding Rule 2-012 energizing before inspection – it is not clear
Could it be an Ontario amendment proposal? **The matter was referred to OPCC.**

Concern re proposal in CEC to include 1-inch exclusion zone under metal roofs;
roofers use 5-inch screws which effects conduit installation – ESA is against this
proposal and it has been a big topic at CPCC.

ESA to report results at next meeting for exceptions using a rigid conduit.

ACTION Ted and Tatjana to participate in next meeting for CEC changes.

ACTION Robert Smith to bring CoAC's concern regarding Rule 2-012 – energizing before
inspection to OPCC and update CoAC.

Adjournment *MOTION to Adjourn by Mark Hopkins
Seconded by Rob Sloan*

Carried

End of Contractor Advisory Council Meeting

Next Meeting: **October 12, 2017**
Time: **8:30 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 by email to Joe Kurpe
and Farrah Bourre.*