



Meeting: Contractor Advisory Council (CoAC)
Date: Wednesday, June 13, 2018
Location: CHSI, 5110 Creekbank Road, Training Room 4

Present:	Joe Kurpe (Chair)	ECAO
	Dave Ackison	OEL
	Clint Attard	OEL
	Mark Hopkins	ECAO
	Tony Minna	ECAO
	Larry Shaver	ECAO
	Robert Smith	LEC
	Rob Sloan	OEL
Regrets:	Scott Kelly (Vice Chair)	OEL
	Luke Bogdanovic	OEL
	Dan Williams	LEC
Guests:	Sharmila Uruthiranandasivam	MGCS
ESA Staff:	Farrah Bourre	John Calabrese
	Kathryn Chopp	Nansy Hanna
	Earl Davison	Shana Hole
	Mark Taylor	Jeff Thomson
	Carol Keiley	

18.02.01 AGENDA/MINUTES/ACTION ITEMS

Motion to Approve Agenda

MOTION to approve agenda by Mark Hopkins
Seconded by Tony Minna

Carried

Motion to Approve Minutes

MOTION to approve Feb 14 2018 minutes by Larry Shaver
Seconded by Mark Hopkins

Carried

Review Outstanding Actions

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

18.02.02 RISK-BASED OVERSIGHT UPDATE

Mark Taylor provided the Council with an update on the Risk-Based Oversight (RBO) activities, including the 15 town hall workshops conducted across Ontario from February through April. See presentation.

Approximately 500 contractors attended the town halls to provide feedback on the proposed design of the RBO model; as well as discuss the benefits, challenges and outcomes of moving to risk-based inspection.

Feedback on RBO related to three key themes:

1. The role of defects
 - Defects are just one of nine risk attributes; contractors asked ESA to consider a weighted warning system.
2. Inspector scheduling
3. Parallels between RBO and ACP

Attendees were surveyed after the town halls and overall, they were satisfied with the town halls and the perceived impact of RBO was generally positive.

ESA's IT department is building the new system to support RBO over the summer.

ESA is also drafting the fee model to have it ready for fall town hall meetings with contractors.

Additional comments received from Council members included:

ESA should consider applying defects to the person who did the work, not the LEC. ESA is willing to consider this; however, the challenge is how to get the information. It is encouraging for ESA to hear that LECs are willing to provide this information.

There should be a way of rewarding consistently good work with no defects.

Warnings have a good communication benefit – a way to tighten up a contractor’s work. Keep warnings in place.

ESA should consider more evening town halls.

18.02.03

COMMERCIAL RENOVATION PILOT UPDATE

Mark Taylor provided CoAC with an update on the low-risk Commercial Renovation Pilot. See presentation.

The pilot is winding down and learnings from it will be included in RBO development.

The pilot was applied to outlets and devices only, and was considered a success due to increased compliance. ESA brought in a lot of non-ACP contractors to the pilot at a reduced price point; however, ESA did not achieve its uptake target and geographic implementation was impractical.

The remaining twenty high volume participants will stay in pilot until December 2018 while the other 80 participants will be redirected to regular channels. ESA’s efforts are switching to trialing RBO starting in June 2018 in southwestern Ontario to assess impact on low, medium and high (required) visits.

Council comments:

What happens to pre-authorizations?

Pre-authorization capability will continue (although ACP designation will not continue). ESA recognizes LECs need that predictability; however, there will be some criteria (e.g. minimum of five service permits for a particular line of business and good defect ratio). There will be some other designation (e.g. Pre-Authorization Eligible) so inspectors will know in advance. Consistent performance will be even more important.

18.02.04

MULTI-STAKEHOLDER ACCOUNTABILITY SURVEY

Kathryn Chopp gave a presentation on the multi-stakeholder accountability perception measure that assesses stakeholder perceptions and identifies priority areas for improvement. See presentation.

ESA's weighted accountability index score is 8.2 (increase 0.3) from 2015. A score of 7.6-8.3 was the target. ESA surveyed LECs and MEs, LDCs, Safety Stakeholders and Product Manufacturers. Scores were up with all groups except homeowners (same score as 2015).

Most important attributes (i.e. key driver of favourability) among the groups:

- Homeowners – “fairness and ethics”
- LECs and all industry stakeholders/LDCs – “service and interaction”

Opportunities for consideration:

- Household income is a negative driver of favourability for homeowners; lower household income could present a barrier to engaging in the permit process.
- There needs to be a focus on how much information is shared with LECs/MEs as too much could be a negative driver of favourability.
- Access attributes, such as “fairness and ethics” are negative drivers of favourability among LDCs (i.e. ESA represents red-tape).

Key take-aways from the survey:

- Accountability index is on the rise
- Increase due to intensity (i.e. more respondents indicate very favourable impression of ESA compared with 2015)
- There is no ‘one size fits all’ approach to accountability
- Service and value delivered drive favourability among all stakeholder groups

18.02.05 ESA BUSINESS PLAN AND PRIORITIES

Kathryn Chopp provided CoAC with an overview of ESA's business plan and priorities for the fiscal next year. See presentation.

ESA is continuing with its five-year goals: 20% decrease in fatalities and critical injuries; 7% increase in compliance; and maintain positive stakeholder perceptions.

Environmental scans show there are key elements that influence or impact ESA, and these elements have implications on how we do business.

- Increasing electrification, e.g. EVs

- Changes to electricity system – generation, distribution, storage, etc.
- Changing roles (e.g. generation and storage at customer end)
- New technology (e.g. Power over Ethernet)
- User-controlled applications (e.g. smart homes, entertainment, etc.)

ESA's F2019 plan continues to focus on key areas:

1. RBO – preparing for Fiscal 2020 launch
2. Compliance – target underground economy with 500 investigations
3. Safety – 20% reduction in fatalities and critical injuries
4. Public accountability – maintain positive performance; continue gathering input from stakeholders on RBO
5. Financial sustainability – \$247,000 surplus from operations
6. Operational efficiency and effectiveness – 1% improvement in defect correction ratio (defects closed within 60 days)

18.02.06

ELECCHECK UPDATE

Jeff Thomson, GM Western Region provided an update on ElecCheck which was formerly known as the general inspection program. See presentation.

An ElecCheck is a non-regulatory service offered by ESA and involves the inspection of a home's electrical wiring and/or devices to identify potential fire or shock hazards. It addresses the high risk of fire and shock present in homes built prior to 1976.

Pre-1976 homes present higher risk; the older the home, the higher the chance incorrect wiring has been done, or the wiring is damaged or deteriorated. The Code is more robust now than it was prior to 1976.

Newer homes will be inspected under ElecCheck if they are deemed to be high-risk (e.g. previously used as a grow-op).

ESA has piloted ElecCheck across Ontario and has taken learnings from it have been taken into account for the full province-wide roll-out in July 2018.

ESA has been communicating with municipalities about listing ESA as the source for general inspections – ESA has made them aware that others offer this service.

Visit eleccheck.ca for more information.

Comments from Council members:

Why is an ME not required for ElecCheck inspections?

An ME is not required because no electrical work is being done. Inspection is not considered electrical work under regulation.

Are there deficiencies to be corrected by the homeowner after an ElecCheck?

Yes, ESA provides the homeowner with deficiencies to be corrected.

The report in the early stages of ElecCheck was very detailed and robust because it was based on a checklist; it was impressive.

18.02.07 LEC AWARENESS CAMPAIGN

Kathryn Chopp presented Council with the results from the F2018 LEC awareness campaign. See presentation.

The campaign targeted consumers and business owners. For consumers, the goal was to drive awareness of hiring a LEC (it's the law), and position ESA and an effective overseer and regulator. Results:

- Reach 66.3 million impressions
- 53% awareness (79% if you saw the ad)
- 0.7% click-through rate on the ads
- Engagement - 157,387 website visits
- Intent was 15% (up from 11%) – consumers who saw ESA's ads are twice as likely to hire an LEC

For business owners, ESA targeted commercial and residential business owners and property managers in GTA. The message is an LEC is the only professional capable of doing electrical work.

Power Your Reno will evolve in 2019 to Power Your Life – a hub that includes *Power Your Reno*, *Power Your Home* and *Power Your Outdoors*. ESA has partnered with experts to get the electrical safety messaging out.

18.02.08 DEFECT OF THE MONTH: UNUSED OPENINGS AND MISSING COVER PLATES

John Calabrese reviewed the defect of the month for June – unused openings and missing cover plates.

Over the past year, ESA inspectors have identified more than 5,000 defects regarding missing cover plates and unused openings in electrical enclosures. Rule 12-3024 of the Ontario Electrical Safety Code (OESC) requires unused openings in boxes, cabinets, and fittings to be effectively closed by plugs or plates. Unused openings and missing cover plates represent an electrical shock hazard.

ESA strongly recommends maintenance staff and facility operators perform periodic inspections to ensure unused openings in electrical enclosures are filled properly and all cover plates on electrical devices are in place.

An electrical incident related to a meter base (meter base was pulled and caused a fire) was also reviewed.

18.02.09

REGULATORY UPDATE: INVESTIGATIONS PROGRAM

Shana Hole provided an update on ESA's proactive commercial investigation program. The goal is to reduce the amount of work being performed in the underground economy, as well as increase compliance and safety. See presentation.

The program started in Durham region and ran from Oct-Dec 2017. Building permits were reviewed to see if wiring permits were also taken out. During this time, 191 investigations were completed and it was found almost half of them didn't have a permit. Further, 55 of them were LECs.

There was an overall increase of 44% in notifications taken during the program. The second phase of the program, which ran Jan-Mar 2018, showed an increase in notifications being taken out as well. Of the 254 completed, 167 sites were found to have no permits; 88 involved LECs who did not obtain permits.

Next steps:

- ESA will continue to rotate the program throughout the province and conduct at least 500 investigations.
- ESA will conduct a residential renovation pilot to inform activities for F2020

Comments from Council members:

The results may be skewed – unlicensed individuals may not be taking out building permits as well.

Consider looking at Google Earth to determine if work has been done without a permit in a particular area.

There may be legal implications for using certain types of data and information and/or for conducting "sting" operations; ESA is researching possibilities.

18.02.10

REGULATORY UPDATE: ONTARIO ELECTRICAL SAFETY CODE

Nansy Hanna provided an update on the final proposed Ontario Code amendments; including feedback and comments received during the public consultation. See presentation. See presentation.

ESA is anticipating that the new Code will be adopted in Fall 2018; it is currently being reviewed by the Ontario government.

Next steps:

- ESA communications to start in Fall 2018 (upon approval)
- Training starts in Winter 2019
- Code enforcement date is currently scheduled for May 16th 2019

Nansy went through feedback received, along with ESA's comments. Please see esasafe.com/consultation for the full public consultation feedback and response document.

New proposals submitted were not taken into consideration, but will be considered for next code cycle.

Council comments:

Regarding 2-012/013 Connection Authorization – changes need to be made to this rule and the language should be updated.

When will new code book be available?

The new Code book is planned for Fall 2018 (provided that the new Code is adopted into regulation as scheduled)

18.02.11

Q&A'S

Submission by CoAC member: Requirements for temporary permits

There was an issue in Hamilton with the Ministry of Labour (MOL). A contractor took out a permit for a tower crane connection, but MOL advised that more information about crane was required on the permit.

Would this info be reflected on a permit supplied?

CSRs are trained to record as much information as an LEC provides; the information will be recorded, but we don't specifically ask for it.

ESA doesn't ask for specific crane information on the permit, only the location. For temporary installations, the process at ESA includes a three-month renewal date that comes up for the inspector as a reminder, and it continues until the permit is closed.

18.02.11

OTHER BUSINESS

COAC Member Survey

The bi-annual member survey will be sent out shortly via Survey Monkey email.

2018-19 work plan

The updated work plan for 2018-2019 will be sent out with the minutes; CoAC to let ESA know if they any comments or anything to add.

Council was notified that Luke Bogdanovic will not be returning to CoAC.

Motion to adjourn by Tony Minna
Seconded by Dave Ackison

End of Contractor Advisory Council Meeting

Next Meeting: **October 11, 2018**
Time: **8:30 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 by email to Joe Kurpe and Farrah Bourre.