



Safety Excellence Describes ESA's Corporate Strategy

Each year ESA undergoes a highly detailed strategic planning process to define corporate activities that will focus performance for the next fiscal year and set the longer-term direction for the business. A critical component driving this strategic planning exercise is the review and response to input ESA gathers from our various internal and external stakeholder groups. The objective is to match ESA's performance and activities to the priorities identified by our various stakeholder groups through numerous feedback channels, including:

- Contractor Advisory Council
- Industry Advisory Council
- Utility Advisory Council
- Consumer Advisory Council
- ECRA Board
- Safety Organizations
- Provincial Government
- Customer Satisfaction Survey
- Market Risk Assessment Research

As we have evolved, our corporate mission has changed - from creating processes that make it *easier to do business with us* in 2001-2003; to striving for *operational excellence* in 2004-2006; to *safety excellence* in 2007 and 2008. We are currently finalizing our areas of focus for fiscal year 2008 (running from April 1st, 2007 to March 31st, 2008), which is comprised of 33 action plans, many of which impact how we do business with contractors, such as:

- implementing the enforcement of contractor licensing,
- introducing a more effective inspector scheduling tool,
- investigating the expansion of the ACP program,
- reinforcing electrical safety in the trades,
- ongoing administration of the contractor satisfaction survey, and
- continuing to conduct contractor information meetings.



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- Face-to-Face Meetings
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Electrical Safety Authority

www.esasafe.com
1-877-esa-safe

Do you have your ECRA/ESA Electrical Contractor's Licence? IT'S TIME.

The Electrical Contractor Registration Agency of the Electrical Safety Authority (ECRA/ESA) thanks all who submitted complete Licence applications prior to the deadline. *All contractors who met the application deadline will be receiving two (2) complimentary ECRA/ESA vehicle licence decals from ATD Signs Niagara, courtesy of the Electrical Safety Authority.*

Licence Applications Processed

As of February 14, 2007, ECRA/ESA has issued 3,138 Electrical Contractor (EC) Licences, 1,240 Provisional Electrical Contractor Licences and 5,039 Master Electrician (ME) Licences.

Haven't received your Licence yet?

If you submitted your application before November 30, 2006 and are waiting to receive your licence, please continue to operate your business as usual. Applications are being processed in priority sequence based on the date of receipt.

Have you submitted your Licence application yet?

If you have not submitted your application PLEASE NOTE THAT THE DEADLINE HAS PASSED AND YOU ARE OPERATING IN NON-COMPLIANCE OF REGULATION 570/05.

PLEASE SUBMIT YOUR APPLICATION IMMEDIATELY. Application forms are available on our website www.esaecra.info and from our Customer Service Centre 1-877-esa-safe, **select option #3**. Any questions regarding application forms should be directed to the Customer Service Centre.

Pre-Master's Course and Exam are in high demand!

ESA has held over 85 Pre-Master's Courses and 97 Master Electrician Exam sessions across the province since October, 2005. Many new courses and exams are being scheduled for 2007 to meet the high demand. Please see the schedule on our website for upcoming courses offered in your area.

The 2002 Ontario Electrical Safety Code – Gets Updated!

Proposed technical amendments →

- Rule 2-306 - "Shock and Flash Warning" label on panel-boards, etc.
- Rule 24-116 - receptacles in hospitals to be GFCI-protected in areas subject to standing fluids on the floor or drenching.
- Rule 26-700 - GFCI's can be used in older buildings where no bonding-to-ground means exists.
- Rule 26-710 - all dwelling units to have GFCI-protected outside receptacles.
- Rule 30-308 (new) - each fluorescent luminaire with voltages exceeding 150 volts-to-ground shall be provided with an integral disconnecting means.

Changes in the 2006 Canadian Electrical Code have not been incorporated into this edition of the OESC.

ESA will be notifying electricians, contractors, consultants and users as proposed changes are approved. These proposed changes will be reviewed during the "one-on-one" information meetings between licensed electrical contractors and inspectors.



ESA is currently working with the Ministry of Government Services on amendments to the 2002 Ontario Electrical Safety Code (OESC). The tentative date for these amendments to be finalized is the end of June/early July 2007. There are five administrative rules and five technical rules under consideration:

Proposed administrative amendments →

- Rule 2-000 - utilities aligning with the OEB licensing requirement.
- Rule 2-004 - requirement for filing application for inspection has been aligned with Contractor Licensing.
- Rule 2-005 (new) - exemption of like-for-like replacement permit requirements for licensed contractors in owner-occupied single-dwelling units.
- Rule 2-008 - ESA has the right to refuse an Application for Inspection filed by a contractor who is not licensed to operate an electrical contracting business under Regulation 570/05.
- Rule 2-010 - changes for plan review submission requirements.



Ontario Electrical
Safety Code

23rd Edition/2002



Electrical Contractor Licensing

YOU MUST DISPLAY YOUR LICENCE #

Requirements for Displaying your Electrical Contractor Licence Number

Ontario Regulation 570/05 requires electrical contractors, at their cost, to display their Electrical Contractor Licence number when communicating with the public by referencing it on all:

- ✓ correspondence
- ✓ contracts, advertisements, and yellow pages
- ✓ business vehicles
- ✓ websites

Note: You must display your licence number within 90 days from the date of issuance.

Purchasing ECRA/ESA Vehicle Licence Decals

To assist contractors in obtaining vehicle decals at a reduced rate, the Electrical Safety Authority has negotiated an agreement with ATD Signs Niagara. The vehicle decals can be purchased for \$5.45 per decal (+ taxes + S&H).

Here are the easy steps to follow to place an order:

1. Contact ATD Signs Niagara:
Phone: (905) 228-1359
Fax: (905) 228-1371
Mail: P.O. Box 350 Vineland Ontario L0R 2C0
E-mail: atdniagara@cogeco.ca
2. Provide your company name, address and licence number.
3. Choose your preferred shipping method.
4. Provide payment; cheque, credit card, or money order.

Vehicle Decal Sample (Artist's rendition)



(actual size 5" by 12")

Note: ESA is not receiving any profit from the purchase of the decals.

Guidelines for the placement of Electrical Contractor Licence numbers and Logo options are available on our website www.esaecra.info.

Emailing Inspection Correspondence

Many licensed electrical contractors have indicated an interest in exchanging business information with ESA via e-mail. In response, ESA has developed the technology to email inspection correspondence to our account customers. Certificates of Inspection, Outcome Summaries, and Defect Notices may now be received from ESA by email. Please contact the Customer Service Centre at 1-877-esa-safe (372-7233) and **select option #4** to make arrangements for ESA to email your correspondence.

Providing Timely Information to Contractors is a Priority for ESA

Feedback gathered during the 2006 Contractor Satisfaction Survey told the Electrical Safety Authority (ESA) that licensed electrical contractors are looking for more information. ESA has used many different forums for providing information to licensed electrical contractors and will continue to add new ways of keeping them informed.

Here is a list of some of the ways ESA keeps information flowing with contractor customers ...

- ESA is introducing “**One-on-One**” **Meetings** between licensed electrical contractors and inspectors. This initiative comes as a result of your responses in our June 2006 Contractor Satisfaction Survey. We are finalizing plans to offer a free one-hour face-to-face information session with an inspector for all licensed electrical contractors. Representatives from ESA's local territory offices will be contacting licensed electrical contractors to arrange these meetings. In addition to responding to contractor questions, ESA inspectors plan to discuss upcoming Code changes, provide general information about common Code issues, and provide more specific information about the contractor's most frequent defects.
- We hosted 36 **Regional Contractor Meetings** in 2006, and plans are underway to host more this spring and fall. Stay tuned for further announcements.
- A dedicated **Contractors Section** on our website at www.esasafe.com, provides regular industry updates.
- Territory-specific **Inspection Schedules** are posted in the Contractors Section of our website. Although they will not reflect short-term changes (i.e. meetings, training, illness), we endeavor to explore more interactive maps and schedules.
- ESA conducts an annual **Contractor Satisfaction Survey** to gather feedback from contractor customers. The 2007 Contractor Satisfaction Survey of licensed electrical contractors will be conducted in March.
- Our quarterly Contractor newsletter “**Plugged In**”, shares information on key initiatives that impact contractors. Archived materials can be found in the Contractors section of our website.
- Weekly updates on our website **Home Page (unsafe products/recalls)** provide the latest reports of unsafe products and recalls.
- An automated **Unsafe Product Reporting Form** is posted in the Contractors Section under the Unsafe Electrical products tab of our website. This form makes it easier to report potentially unapproved or counterfeit products.

**We'd like your input. Please send us your comments to:
Plugged.In@electricalsafety.on.ca**



**Electrical
Safety
Authority**

www.esasafe.com
1-877-esa-safe