



November 9, 2015

Electrical Safety Authority
155 Matheson Boulevard West
Mississauga, Ontario
L5R 3L5

Email to: esa.stakeholder@electricalsafety.on.ca

To Whom It May Concern:

Re: Electrical Safety Authority Public Consultation #15-02 – Public Electrical Safety Awareness Survey

On October 8, 2015, the Electrical Safety Authority (“ESA”) invited comments on a recommendation to the Ontario Energy Board (“OEB”) for a standardized public electrical safety awareness survey (“Safety Awareness Survey”). The survey is to be used by LDCs to measure the level of public electrical safety awareness which will be reported in future scorecards under Component A of the Safety Performance Category.

This is the submission of the Coalition of Large Distributors (“CLD”)¹ regarding the consultation.

The CLD has had an opportunity to review the Electricity Distributors Association’s (“EDA”) submission to the consultation dated November 4, 2015 and supports the EDA’s recommendations in general, with the following additions:

Question 1 and 2

Consolidate questions 1 and 2, and discontinue the survey if the recipient is “Younger than 18”.

Questions 5 to 10

The CLD wishes to reinforce the need to use the Safety Awareness Survey to educate and inform consumers as well as to measure their current level of electrical safety knowledge. As recommended by the EDA, this outcome may be accomplished by providing correct answers and short explanations in response to the core safety awareness questions (numbers 5 through 10), at the end of the survey exercise. As this survey will not be limited to electricity account holders, the safety message will reach a broader audience than LDCs have been able to reach in the past with various customer communications.

Question 7

The EDA has recommended the following wording:

How closely do you believe you can safely come to an overhead power line with your body or an object? Would you say ...

0.00 pt You can safely touch an overhead power line

0.00 pt Less than 1 metre (less than 3 feet)

0.00 pt Greater than 1 metres (greater than 3 feet)

1.00 pt Greater than 3 metres (greater than 9 feet)

0.75 pt Greater than 6 metres (greater than 20 feet)

0.00 pt Don't know

¹The CLD consists of Enersource Hydro Mississauga Inc., Horizon Utilities Corporation, Hydro Ottawa Limited, PowerStream Inc., Toronto Hydro-Electric System Limited, and Veridian Connections Inc.

The CLD respectfully submits that safe distances are determined by the installed voltage. If the question were asked in the context of an installation greater than 750 volts, for example, a respondent would be correct if he/she answered “greater than three metres”. The ESA may want to provide this distinction in its creation of a correct response to this question, which would reinforce the safety message.

Additional Question

The Safety Awareness Survey would also be an opportunity to understand who a member of the public turns to for questions of electrical safety. The question could be drafted as:

If you have questions, concerns, or want more information about electrical safety, which would you contact:

*The Electrical Safety Authority
Your local utility
The Ontario Energy Board.*

General Comment

The CLD understands that the Safety Awareness Survey is to be conducted every two years, similar to the OEB requirements to conduct Customer Satisfaction surveys. In the interests of mitigating cost and survey fatigue for customers, the CLD supports the consolidation of these two surveys and recommends that LDCs be given the flexibility to incorporate the proposed questions into the Customer Satisfaction survey.

The CLD also understands that the Safety Awareness Survey will assess the safety knowledge of the general population within a service territory. In that circumstance, those surveyed will not need to identify themselves as a customer of the distributor. The CLD accordingly submits that it may be appropriate for the ESA to conduct public awareness campaigns of the general population and to leverage the LDCs as a channel to the customer. However, it is the CLD’s position that it would be appropriate that a distributor’s public safety awareness score be assessed based on the knowledge of its customers, since they are the ones who would be exposed to the electricity safety efforts of the distributor and can offer insights based on that experience.

The CLD appreciates the opportunity to comment on this consultation. If there are any questions or concerns, please do not hesitate to contact the undersigned.

Sincerely,

[original signed by]

Enersource Hydro Mississauga Inc.

On behalf of the CLD Members:

Enersource Hydro Mississauga Inc.
(905) 283-4098

Horizon Utilities Corporation
(905) 317-4785

Hydro Ottawa Limited
(613) 738-5499 ext. 7663

PowerStream Inc.
(905) 532-4649

Toronto Hydro-Electric System Limited
(416) 542-7834

Veridian Connections Inc.
(905) 427-9870 x2202