



**Electrical
Safety
Authority**



SUMMARY REPORT
FOR FISCAL YEAR 2012
(April 2011 - March 2012)



FOR THE
Electrical Contractor
Community

ABOUT THIS REPORT

We are pleased to provide this first Summary Report for the electrical contractor community.

Every year, ESA produces an Annual Report which provides a comprehensive review of the work of the organization and which is designed for use by many stakeholders. This year, we have introduced a complementary Summary Report for the electrical contractor community in order to focus on items of greatest relevance to them.

Connecting with Contractors

ESA connects with the contractor community in many ways – through our customer service staff, Inspectors, Technical Advisors, Plugged In newsletter, bulletins and notices, meetings and events, and more.

One key way we share information and get contractor input is through the Contractor Advisory Council (CoAC) and the Electrical Contractors Registration Agency (ECRA) Advisory Council.

The CoAC considers a wide range of issues including the implications of new electrical technologies, appropriate application of the Ontario Electrical Safety Code, and interactions with ESA and contractors, among others.

The ECRA Council provides input specifically related to Electrical Contractor and Master Electrician licensing including the Master Electrician examination, and the development of guidelines to strengthen and clarify the licensing of Electrical Contractors in the province.

ESA thanks the Advisory Councils' members for their time, effort and commitment to safety.

This report covers our fiscal year 2012 – April 1, 2011 to March 31, 2012.

We welcome your feedback.

To read the ESA Annual Report, go to www.esasafe.com.

CoAC Members

Richard Charron, Chair
Sandy Ragno, Vice-Chair
Dave Ackison
Luke Bogdanovic
Joe Kurpe
Michael Lettner
Barry Moss
John Salmon
Dan Toppazzini

ECRA Members

John Salmon, Chair
Richard Charron, Vice Chair
Larry Allison
Sean Bell
Fred Black
John Buchanan
Mark Garner
Paul Rawlings
Debra Mattina
Louis Violo

2012

Letter from ESA's Chief Operating Officer

The electrical contractor community plays an important role in improving electrical safety in Ontario. By abiding by the Ontario Electrical Safety Code and the obligations of a Licensed Electrical Contractor and Master Electrician, you're making an important contribution to keeping the people of Ontario safe. We thank you for your efforts.

The past year was a busy one with many accomplishments. ESA handled more than 500,000 customer service calls, and conducted more than 450,000 electrical inspections that took us into every corner of the province and into every type of location – from small apartments to massive industrial complexes.

We also renewed over 12,000 Licensed Electrical Contractor and Master Electrician licenses and with tremendous support from the contracting community and its associations, successfully concluded the five-year provisional licensing transition period for LECs.

We actively pursued individuals doing electrical work outside of the licensing system through inspections, spot checks, and legal action, and we secured the largest fine ever levied for doing electrical work without a license. ESA will continue to maintain robust enforcement efforts.

With new electric technologies evolving quickly, it's important that we identify and address safety implications early. As such, the 2012 Code introduced requirements for the installation of new green technologies, such as photo voltaic systems and electric vehicle charging stations.

ESA also continued to focus on ways for us to deploy our resources for maximum safety impact. This included developing a new tool to more precisely and consistently assess the relative safety impact of any type of wiring installation job.

I would like to thank the members of the Contractor Advisory Council (CoAC), the Electrical Contractor Registration Agency (ECRA), and the Ontario Provincial Code Committee (OPCC) for their insight and support over the past year. Among the matters reviewed by the Councils were: technical issues impacting electrical contractors, proposed ESA operational improvements including a new online application system, persistent rates of injuries and fatalities among electrical workers, collaboration with the electrical utility community on common safety issues, guidelines for understanding the obligations of an LEC or ME, Code clarifications and updates, changes for the 2012 Code, and much more.

Thanks to everyone involved in our accomplishments and I look forward to another successful year.



Scott Saint
Chief Operating Officer (COO)

Key Achievements of the Year – FY2012

2012 Ontario Electrical Safety Code

The 25th Edition of the Ontario Electrical Safety Code came into effect on May 1, 2012. It incorporates the 2012 Canadian Electrical Code and Ontario-specific amendments. The amendments create greater harmonization with other jurisdictions, and reduce the burden on homeowners and business owners for low-risk work. The Code also includes a new section on installation associated with renewable energy generation and electric vehicle charging stations.

Electrical Safety Impact

ESA assesses the impact of its efforts using an Electrical Safety Impact measurement tool. Based on that assessment, ESA generated a 7.5 percent increase in electrical safety impact year over year.

Contractor Search Online Tool

ESA launched an online search tool on www.esasafe.com to assist the public in finding a Licensed Electrical Contractor in the province.

Public Education and Awareness Campaign

ESA ran a province-wide marketing campaign to raise consumer awareness of the risks of doing electrical work and the value of hiring a Licensed Electrical Contractor (see picture). This year's campaign reached more than 12 million Ontarians.

Conclusion of Provisional Electrical Contractor Licensing

The five-year term for provisional licensing ended in December, 2011. ESA worked diligently to make certain that all provisional licence holders were contacted to ensure a smooth transition to full licensing.

Licensing & Renewals

There are currently about 7,200 valid Licensed Electrical Contractors and more than 11,400 valid Master Electricians in Ontario. Over the course of FY2012, ESA handled more than 12,000 renewals of LEC and ME licences. While the number of MEs has been growing slightly, the number of LECs in the province has remained flat for the last two years.



Safety Risk Assessment Tool

With input from stakeholders, ESA developed a tool to gauge the relative safety risks of various types of wiring installations. This will help ESA focus efforts on higher-risk installations, and explore other approaches to manage compliance for low-risk installations.

Inspection Efficiency

ESA improved inspection efficiency by pre-scheduling an average of 3,000 appointments per month, thus reducing the need for repeat visits.

LEC/ME guidelines

The ECRA Council is developing guidelines to clarify the licensing rules for licensed industry professionals. The guidelines will provide plain language guidance to Licensed Electrical Contractors and Master Electricians about the duties and responsibilities associated with licensing.

Master Examining Committee

The Master Examining Committee is developing a new exam to align with the 2012 Ontario Electrical Safety Code.

2011 Licence Holder Meetings

The meetings had the best turnout in their five year history with more than 400 people attending.

Financial Report

Wiring Revenue: FY2012 - \$49.2 million based on \$28.3 million from residential and \$20.9 million from industrial, commercial and institutional. This revenue represents 55 percent of ESA's total revenues of \$ 89.2 million.

Revenue

ESA's funding comes from fees paid for safety oversight, safety services, licensing, and training, as well as investment income. For this report, we are providing information on the allocation of revenues from wiring permits and licensing fees, based on a typical annual allocation.

* Allocation of Costs For Wiring:

Regulation/Code Development:

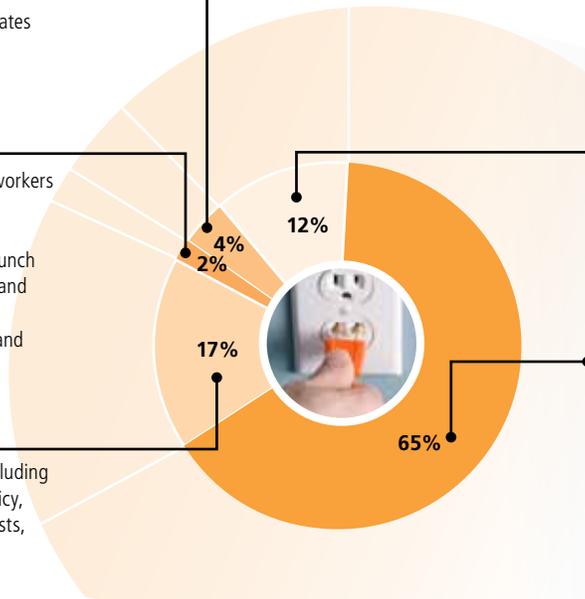
- New Code development, implementation and updates
- CSA and government liaison
- Ongoing technical assistance (TAs), bulletins
- Regulatory policy reviews

Awareness and Education:

- Worker Safety Supplement distributed to 57,000 workers
- Plugged In newsletter distributed to all LECs
- Campaigns to raise awareness of electrical wiring safety, holiday safety campaign and 2012 Code launch
- Safety event participation: Partners in Prevention and 400+ local community events
- Ongoing stakeholder engagement, consultations and advisory council management
- Issues management e.g. disconnections, storms

Corporate Services:

- Associated cost to support the wiring program including labour and direct expenses for finance, HR, IT, policy, government liaison, building and infrastructure costs, insurance, etc.



Customer Service Activities:

- 500,000+ customer service calls
- Permit processing
- Inspector scheduling
- Database management and account management
- Records searches

Wiring Inspection Activities and Enforcement:

- 450,000 inspections
- 21,000+ warnings issued
- 230,000 defects
- 2,607 investigations conducted
- Approximately 100 charges laid, resulting in 56 convictions
- Inspector and staff training
- ACP program administration
- IT systems support and development

Contractor Licensing Revenue:

\$3.5 million from licensing fees and associated training or 4 percent of total ESA revenue.

*Allocation of Costs for Contractor Licensing:

Corporate Services:

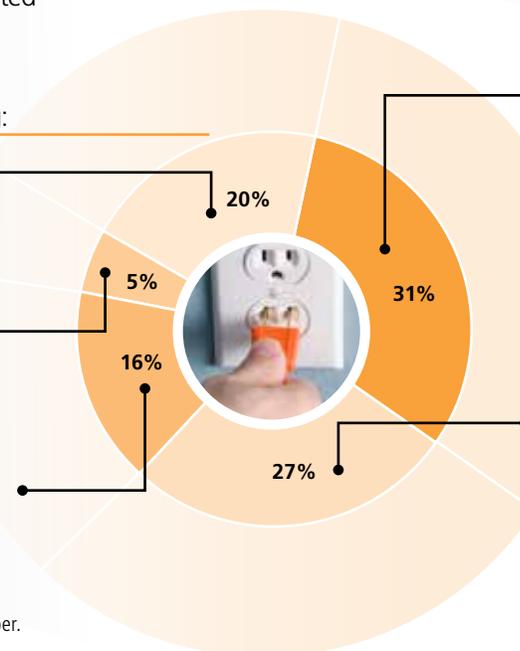
- Associated cost to support the contractor licensing program including labour and direct expenses for finance, HR, IT, regulatory, policy, government liaison, building and IT infrastructure costs, insurance, etc.

ECRA/Other:

- Development of a new Guideline to clarify LEC and ME Roles and Responsibilities
- Reconstituted the Master Examining Committee and updated the ME exam for new 2012 Code

Communications and LEC Awareness Campaign:

- Reach to over 12 million Ontarians with public awareness campaign advising consumers to use an LEC



Licensing Administration:

- 12,000+ licences renewed
- 1,100+ master exams administered
- 1,189 ME licences issued
- 1,400 licensing complaints handled
- Managed a smooth transition when the five-year term for provisional licensing ended in December 2011.
- Launched a licensed electrical contractor search tool for consumers

Licensing Enforcement:

- Issued 405 discipline notifications and 556 licensing violations
- Conducted 135 licensing investigations
- Suspended 61 licences
- Laid 72 charges
- Obtained the largest fine to date for an unlicensed contractor
- Manage appeals process

Please note: Percentages have been rounded to nearest number.

*based on a typical annual allocation

Raising the Alarm about Electrical Worker Safety

The overall rate of serious electrical injuries and fatalities on the job has been steadily decreasing but not for electrical workers, as seen in the graph at right. In fact, the electrical injury and fatality rate for this trade group has increased since 2000.

Electrical worker incidents most often occur during electrical repair and maintenance work and typically are associated with unsafe work practices.

As a result, ESA has made improving safety for electrical workers a key priority over the next few years.

We want to work with contractors to turn this trend around and reduce the number of events. We welcome the ideas and input of contractors to help us make everyone safer.

Consumer Education Efforts

ESA has been running public awareness campaigns about electrical safety for many years. Research in 2011 found that public awareness of electrical safety has increased over the past five years. Appreciation of high-risk electrical concerns has increased by 95 percent and more than 60 percent of consumers surveyed said they would use a licensed electrical contractor to do electrical work.

Occupational Safety Five-year Average in Ontario



Conclusion: 34% decrease in the five-year rolling average; 2001-2005 to 2006-2010

ESA continues to work to ensure access to important electrical safety information and to reach high-risk audiences with new approaches for raising awareness. In the past year, ESA:

- reached more than 12 million people via radio and newsprint ads and a province-wide public relations effort about the risks of home electrical work and the importance of hiring Licensed Electrical Contractors
- launched the first co-branded awareness campaign with a contractor group
- saw more than 780,000 visits to its web site, www.esasafe.com, with 35 percent from homeowners seeking electrical safety information
- educated more than 1.4 million homeowners about electrical safety through a partnership with the Office of the Fire Marshal's Risk Watch campaign
- generated media coverage that shared holiday season safety tips with more than 12 million people

...the rate of serious electrical injuries and fatalities on the job has been steadily decreasing but not for electrical workers...



Looking Forward

Among ESA's key initiatives in FY2013 (April 1, 2012 – March 31, 2013):

Launch of Enhanced Online System for Contractors

ESA has been working to enhance its online system for permit application to provide more services and features.

Electrical Worker Safety Program

In order to reduce the rate of electrical safety incidents involving electricians, ESA is developing a dedicated electrical worker safety program to help change high-risk behaviour.

Operational Efficiencies and Process Improvements

ESA continues to seek ways to improve its efficiency. This includes reviewing current processes and exploring ways to eliminate extra steps and improve the use of people's time.

Risk-Informed Approach to Wiring Installations

The development this past year of the Safety Risk Assessment Tool was an important step in ESA's ongoing efforts to apply risk-informed management strategies. We are undertaking a multi-staged approach to implementation from FY2013 to FY2015.

Increasing Impact of Consumer Awareness Activities

ESA will continue to look for ways to increase the impact of its awareness campaigns by fine-tuning its marketing strategies and developing co-branded marketing efforts with stakeholders.



Survey of Contractors

ESA last surveyed contractors in 2009. To update that data and ensure we have a good understanding of contractor perspectives, ESA will be surveying contractors in the months ahead. Look for more information coming.

Support a National Approach to Product Safety

ESA will work with Health Canada and the Government of Ontario to reconcile the current provincial and federal product safety requirements and eliminate duplication, which will reduce the regulatory burden on industry, ensure clarity and improve efficiency.

The Electrical Safety Authority (ESA) is a delegated administrative authority acting on behalf of the Government of Ontario with specific responsibilities under the Electricity Act and the Safety and Consumer Statutes Administration Act. As part of our mandate, we are responsible for administering regulation in four key areas:

- Ontario Electrical Safety Code (Regulation 164/99);
- Licensing of Electrical Contractors and Master Electricians (Regulation 570/05);
- Electrical Distribution Safety (Regulation 22/04); and
- Electrical Product Safety (Regulation 438/07).

ESA operates as a private, not-for-profit corporation. Our funding derives from fees for safety oversight, safety services, and licensing of Electrical Contractors and Master Electricians.



**Electrical
Safety
Authority**

MANDATE

To enhance public electrical safety in Ontario.

MISSION

To improve electrical safety for the well-being of the people of Ontario.

VISION

An Ontario free of electrical fatalities and serious damage, injury or loss.

OUR ACTIVITIES INCLUDE:

- identifying and targeting leading causes of electrical risk;
- promoting awareness, education and training on electrical safety;
- ensuring compliance with regulations;
- investigating fatalities, injuries and fire losses associated with electricity;
- engaging with stakeholders to improve safety.

In 2010, ESA launched its five-year Harm Reduction Strategy which targets a 30 percent reduction in electrical fatalities and fire fatalities by 2015.

CONTACT US

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