

Guidance Materials: Contractor Locator Tool




Summary

The new online licensing platform modernizes and streamlines services for contractors, Licensing staff, and the public. A highlight of the platform is the Contractor Locator Tool, designed to protect consumers by making it easy to confirm whether a contractor is properly licensed. The Contractor Locator Tool enhances consumer protection by making licence status accessible including clearly providing details of compliance actions including conditions, prosecutions and administrative penalties. The tool empowers the public to choose licensed contractors safely and supports improved transparency as licence information is accessible and easy to verify.

Key Benefits for the Public

- By hiring licensed contractors, it helps ensure safety and accountability.
- Provides quick access to verified contractor information.
- Transparent and easy-to-use interface.
- Allows confidence in making informed hiring decisions.

Glossary / Legend

Term	Definition
APO	Administrative Penalty Order - a monetary penalty imposed on individuals who fail to comply with certain provisions of the Electricity Act, 1998 and/or its regulations.
Condition	A condition is a requirement imposed on a licence by the Director of Licensing to address compliance concerns. Conditions are a form of compliance action taken against a licence holder to address non-compliance issues.
Conviction	Indicates an individual or contractor has been convicted of a violation of the Electricity Act.
LEC	Licensed Electrical Contractor - A business licenced by ESA to contract and carry out electrical installations and services
Pre-Auth	Pre-Auth means a contractor has received pre-authorized service reconnections for certain types of electrical work under RBO. Contractors must meet certain requirements to obtain Pre-Auth status.
	The business has received a conviction or administrative penalty.
	Indicates a business exists at this location. Click on the lightning bolt to see the company details.
	A number inside a circle indicates the amount of businesses in that area of the map. Zoom in to see the specific business details.

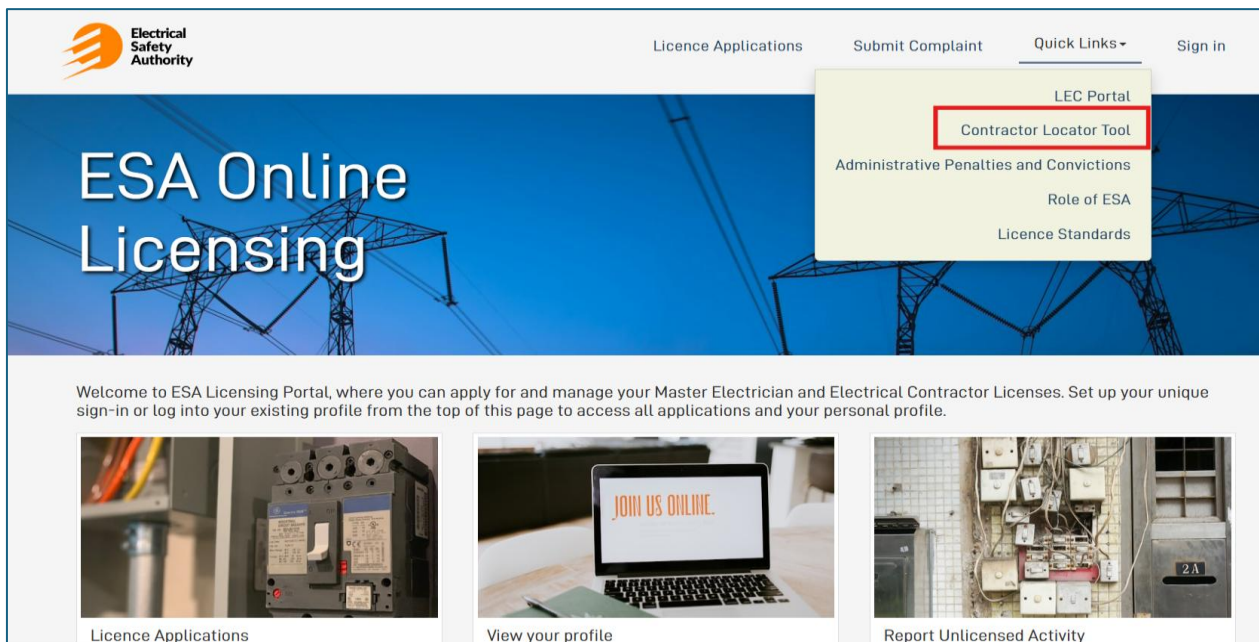
Licence Status Definitions

- **Valid** – The licence is active, and the contractor is authorized to perform electrical work and conduct business.
- **Expired** – The licence has lapsed and is no longer valid.
- **Suspended** – The licence is temporarily invalid and will be reinstated once the suspension period ends. A licence can be suspended for different reasons, including non-payment, non-compliance with conditions, or failure to continue to meet requirements for a licence.
- **Closed** – The contractor has voluntarily closed their licence.
- **Unlicensed** – The contractor does not hold a licence.
- **Revoked** – The licence has been permanently withdrawn and cancelled. The licence cannot be reinstated. A licence can be revoked for different reasons, including non-compliance with conditions, or failure to continue to meet requirements for a licence.

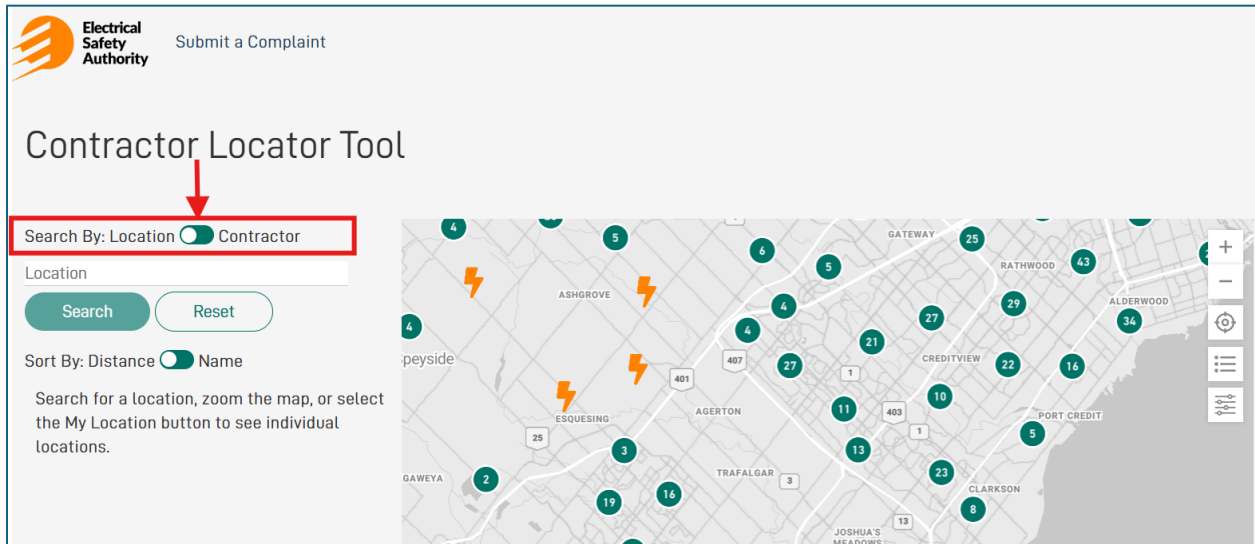
How to Use the Contractor Locator Tool

1. To search for a contractor, go to **licensing.esasafe.com** or **findacontractor.esasafe.com**

From licensing.esasafe.com, select “Quick Links”, then “Contractor Locator Tool”:



Search by Location or Contractor by selecting the toggle button:



Electrical Safety Authority Submit a Complaint

Contractor Locator Tool

Search By: Location ☒ Contractor

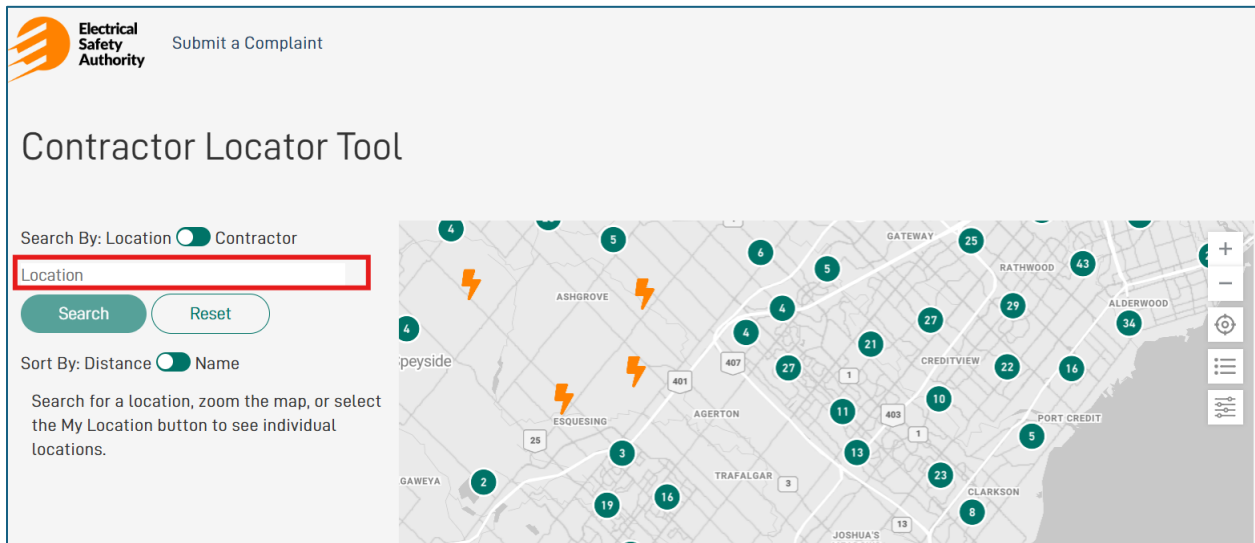
Location

Search Reset

Sort By: Distance ☒ Name

Search for a location, zoom the map, or select the My Location button to see individual locations.

If searching by Location, enter as much of the street address known in the tool bar:



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Contractor Locator Tool

Search By: Location ☒ Contractor

Location

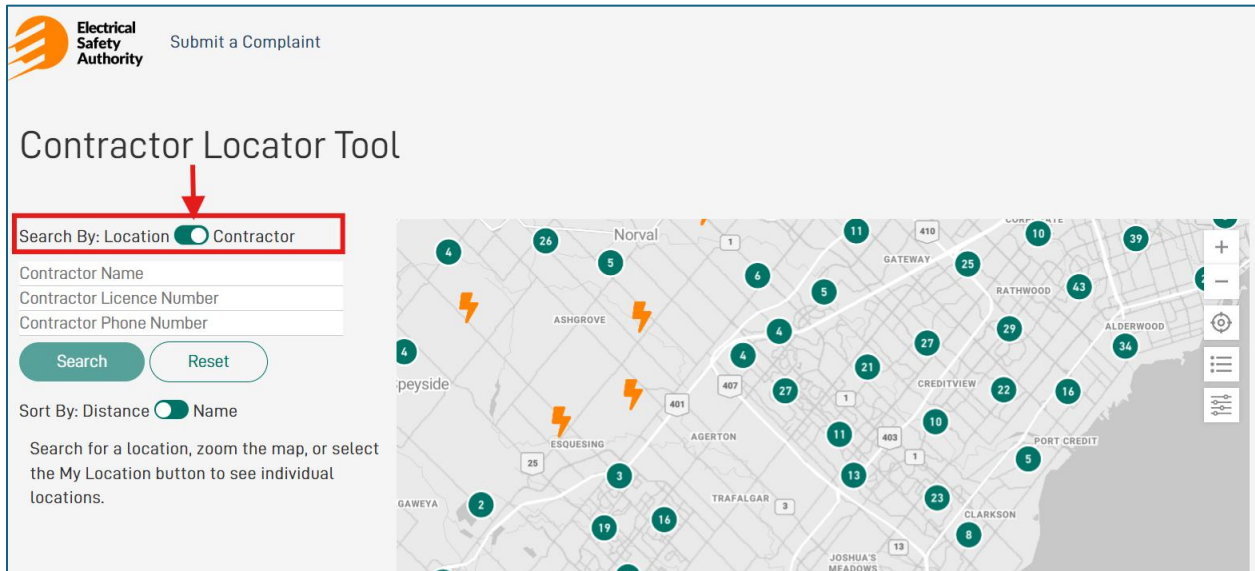
Search Reset

Sort By: Distance ☒ Name

Search for a location, zoom the map, or select the My Location button to see individual locations.

Note: Full address is not necessary to complete a search

Toggle to “Contractor” to search by contractor business name, licence number or phone number. You can search by more than one field (such as business name and phone number). Enter as many details as you would like to narrow the search.



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Contractor Locator Tool

Search By: Location ☐ Contractor ☒

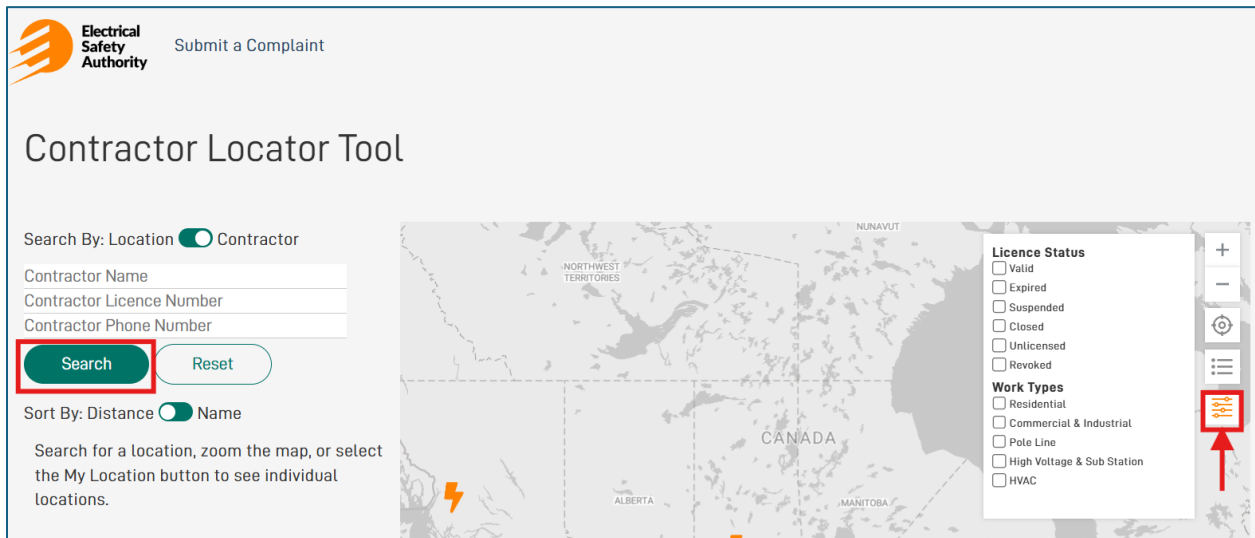
Contractor Name
Contractor Licence Number
Contractor Phone Number

Sort By: Distance ☒ Name

Search for a location, zoom the map, or select the My Location button to see individual locations.

The map displays a local area with various locations marked by numbered green circles (1-43) and orange lightning bolt icons. Labels on the map include Norval, Ashgrove, Esquesing, Agerton, Trafalgar, Gateway, Creditview, Port Credit, Clarkson, and Joshua's Meadows.

To further narrow your search, select the filter icon and select the licence status and/or type of work. For example, select valid and residential, to find electrical contractors with an active licence who are permitted to perform electrical work at a home. Select the search button to see the available contractors.



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Contractor Locator Tool

Search By: Location ☐ Contractor ☒

Contractor Name
Contractor Licence Number
Contractor Phone Number

Sort By: Distance ☒ Name

Search for a location, zoom the map, or select the My Location button to see individual locations.

The map displays a national view of Canada with labels for Northwest Territories, Nunavut, Alberta, Manitoba, and Canada. A filter menu is open on the right side of the map, showing options for Licence Status and Work Types.

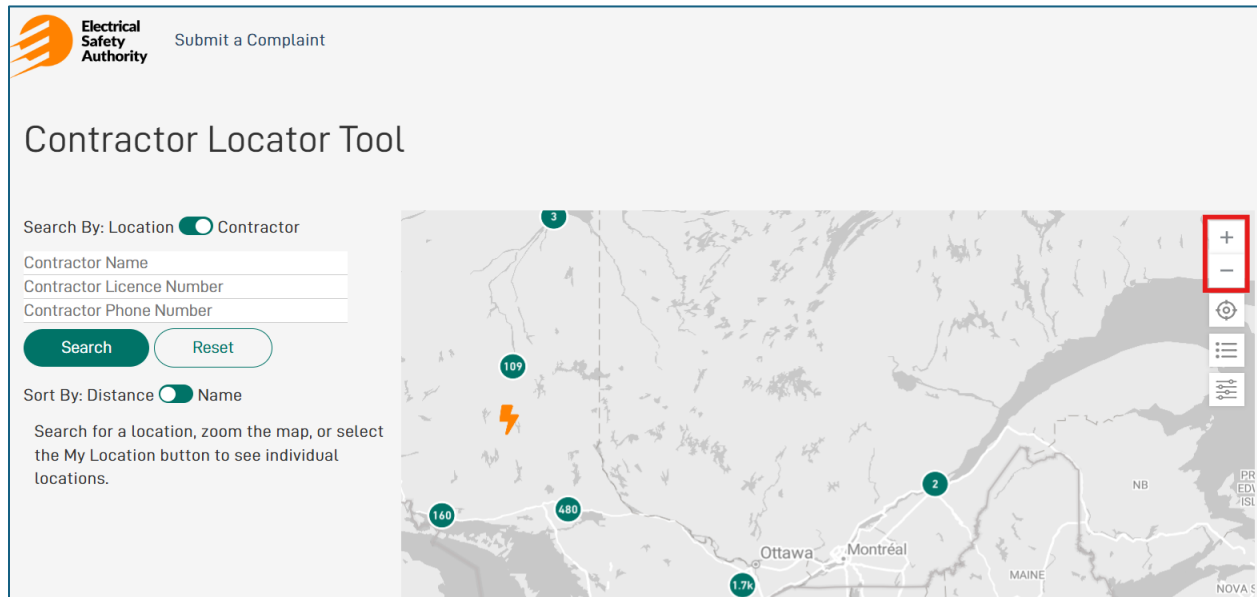
Licence Status

- ☐ Valid
- ☐ Expired
- ☐ Suspended
- ☐ Closed
- ☐ Unlicensed
- ☐ Revoked

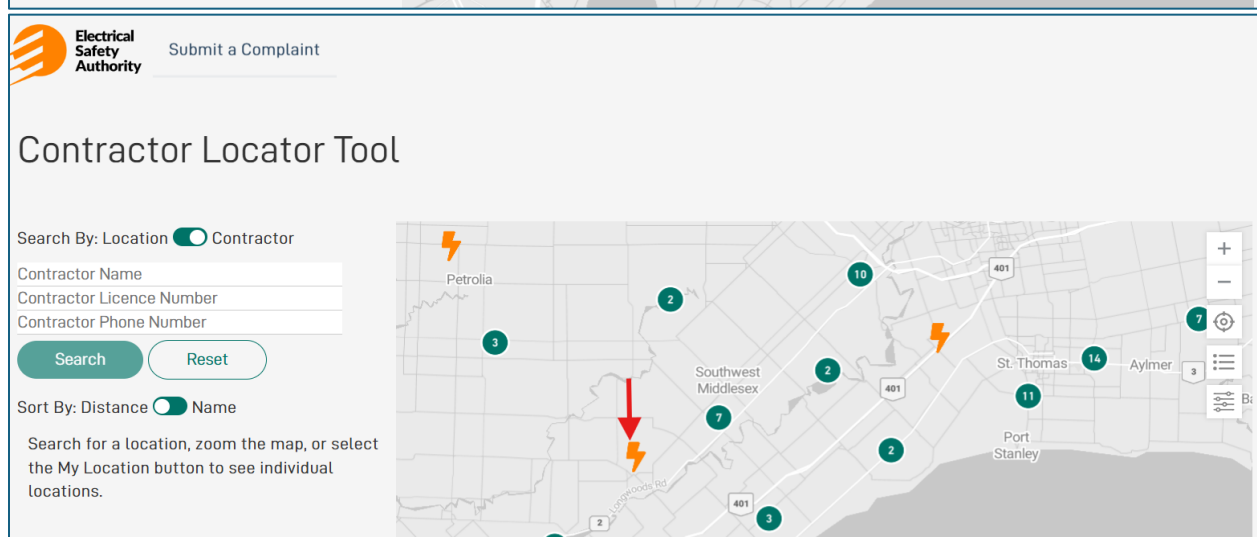
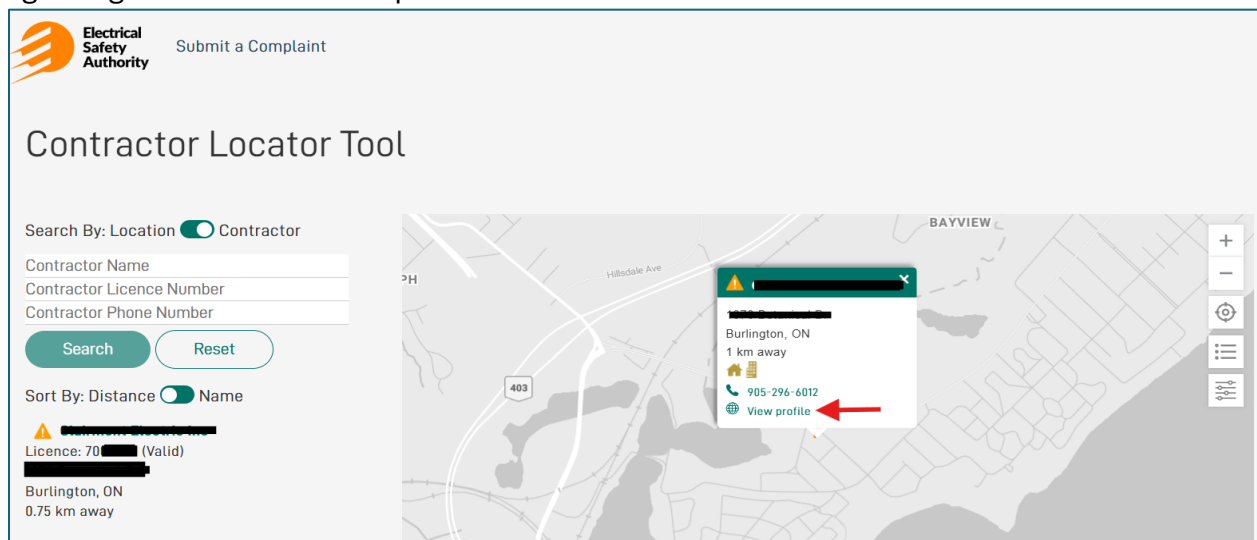
Work Types

- ☐ Residential
- ☐ Commercial & Industrial
- ☐ Pole Line
- ☐ High Voltage & Sub Station
- ☐ HVAC

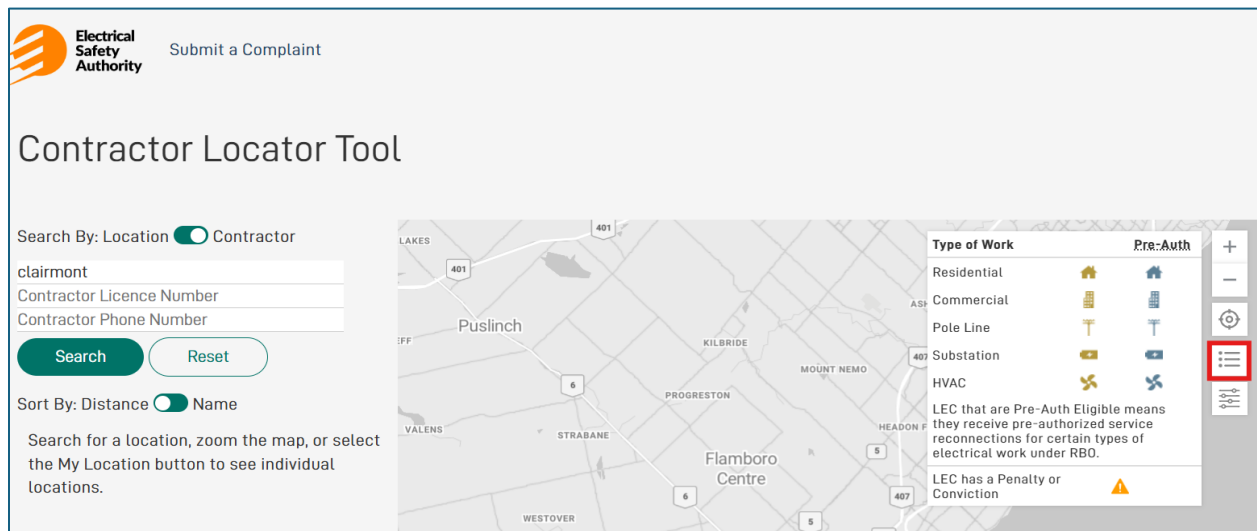
Use the plus and minus buttons to zoom in or out of an area to find contractors in the area.



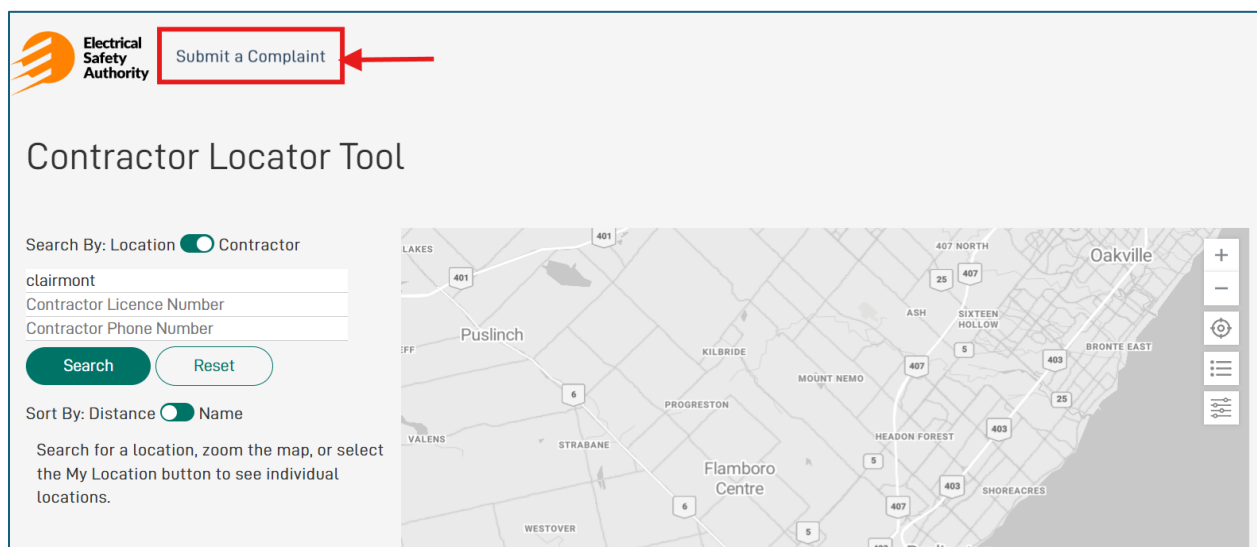
Select a contractor's profile to view licence type and status. You can also click on the lightning bolt icon on the map to view details of a contractor.



Zoom in to find a contractor. Select a business then click on the legend to view the types of work a licence holder can conduct.



To file a complaint against a licence holder who has failed to meet their licence requirements or an unlicensed contractor, select “Submit a Complaint”:



FAQs

Usage

Q: Why should I use the Contractor Locator Tool?

A: It protects you by confirming whether a contractor is licensed, ensuring you hire qualified professionals. It also provides you with some compliance information.

Q: What if I can't find a contractor?

A: If a contractor does not appear, they are not in our system and are not licensed.

Q: Do I need an account to search?

A: No. The Contractor Locator Tool is available to the public without login or registration.

Content

Q. Are Master Electricians listed on the tool?

A. No. In Ontario only electrical contractors licensed by ESA may do electrical work for hire and are the only licences currently listed on the tool.

Q: Who will be displayed on the new Contractor Locator Tool?

A: Licensed Electrical Contractors (LECs) will be listed on the new tool.

Individual Master Electricians (MEs) and unlicensed ESA account holders (such as HVAC technicians, pool bonders, etc.) will not appear on the locator tool. If an unlicensed contractor has been caught performing electrical work and has received an Administrative Penalty Order or a Conviction, they will be displayed as **unlicensed**. This is intended to help warn consumers so they can make an informed decision about who they are hiring.

Q. Can I opt out of being listed on the website?

A. At this time all licences are displayed. If you have a business address that you would like shown, please email esa.licensing@electricalsafety.on.ca

Q. Will unlicensed account holders (e.g. HVAC/pool bonding contractors) appear?

A. Contractors that do not require a licence will not be listed on the new tool, i.e. HVAC, pool installers. Known unlicensed contractors, or those that allowed their licence to lapse, will be displayed by name without contact information.

Q. What conditions are displayed?

All active conditions applied to a licence are posted. Examples include requirements to demonstrate competence with licensing requirements, such providing corrective action plans or taking training.

Complaint Process

Q: Can I file a complaint online?

A: Yes. Select "Submit a Complaint" at the top left of the Contractor Locator Tool. You can also select "Submit a Complaint" from licensing.esasafe.com

Q. What does your complaint process involve? Do you contact contractors when complaints are received?

A. ESA reviews all complaints and reports received about licence holders. The review may include contacting the complainant, ESA Inspector, Licensed Electrical Contractor and/or Master Electrician to gather information. Please visit www.esasafe.com/contractors/compliance-and-oversight/ for more information on the process.

Q. Are all complaints posted online?

No, only escalated compliance actions appear on the locator tool. As part of our compliance process, we work with our licence holders when complaints are received to

ensure they understand their licence requirements. In cases of repeated findings of non-compliance, or based on the severity, frequency or nature of the non-compliance, conditions may be applied to a licence, which are publicly accessible.

Conditions, Administrative Penalty Orders (APOs), and Convictions

Q: What compliance information will be displayed on the Contractor Locator Tool? Can it be removed?

- A. Recent licensing compliance actions and current licence status will appear on the locator tool. They cannot be removed. More specifically:
- **Administrative Penalty Orders (APOs) and Convictions:** Displayed for five years. These actions are only posted after ESA has followed a formal due process, ensuring fairness before any decision is made.
 - **Active Conditions:** Displayed only while they are in effect; once resolved, they will no longer appear.
 - **Licence Status:** Always visible (e.g. authorized/valid, suspended, revoked, expired, closed).

Q. What is a condition?

A. A condition is a requirement imposed on a licence by the Director of Licensing to address compliance concerns. Conditions are a form of compliance action taken against a licence holder to address non-compliance issues.

Q. How long are conditions displayed online?

A. Once the condition is met, it is removed from the licence and no longer publicly displayed on the Contractor Locator Tool.

Q. Do contractors have the ability to dispute the information posted online?

A. Yes. Before convictions or APOs are posted online, all licence holders have the ability to appeal the decision and nothing is published before due process is afforded.

Q. Why are you posting information about licences, such as convictions, APOs, and conditions?

The Contractor Locator Tool enhances consumer protection by making licence status accessible including details of compliance actions so that the public is able to choose licensed contractors and be informed of compliance history.

Who do I contact if I have a question?

Licensing Department	
APOs, Convictions, or Conditions	All questions should be submitted in writing to esa.licensing@electricalsafety.on.ca
Licence status	All questions should be submitted in writing to esa.licensing@electricalsafety.on.ca
An invoice received for a licence	All questions should be submitted in writing to esa.licensing@electricalsafety.on.ca
A complaint that was filed	All questions should be submitted in writing to esa.licensing@electricalsafety.on.ca
Customer Service Centre	
Filing notifications of work	1-877-372-7233 or ESA.Cambridge@electricalsafety.on.ca

RBO eligibility	1-877-372-7233 or ESA.Cambridge@electricalsafety.on.ca
An invoice received for notifications obtained	1-877-372-7233 or ESA.Cambridge@electricalsafety.on.ca