

Things to know about RBO

What is Risk-based Oversight?

ESA's oversight of an electrical installation is based on an assessment of the safety risk. A risk ranking is assigned to every notification when it is processed. When scheduled, notifications are sorted into like groupings for each contractor based on risk. Risk determines the visit ratio for that group of notifications.

The Benefits of RBO

RBO affords Licensed Electrical Contractors and qualified installers the opportunity to be eligible for selective inspections, preauthorized service reconnections and RBO specific programs. Eligibility for RBO benefits is dependent on a contractor's notification volume and Defect Ratio.

ESA's objective is to reduce the burden on contractor time and workflow by making it easier to comply with electrical safety regulations.

Defect Ratio

Contractor performance is measured by Defect Ratio, which is one factor that determines risk ranking for selective inspections and other benefits. Defect Ratio is calculated using the following formula:

$$\frac{\text{Number of Notifications with defect(s)}}{\text{Number of Notifications visited}} = \% \text{ Defect Ratio}$$

Understanding Defected Notifications

Defect Category	Value	Description
Postponement and Administrative Defects	0	Do not count toward the Defect Ratio calculation.
Warning Defects	0.2	Count toward the Defect Ratio calculation and are cumulative per notification up to one whole defective notification.
Technical Defects	1	One or more technical defect(s) on the same notification is equal to one defective notification.

Your Defect Ratio and RBO information is available to you 24/7 using ESA Online Services.

RBO Resources and Account Eligibility

- More information about RBO including the Risk-based Oversight (RBO) Guidebook can be found on our [website](#).
- For questions specific to your account eligibility, contact us at ESA.Wiring@electricalsafety.on.ca
- For all other inquiries including assistance with ESA Online Services, contact the Customer Service Center at 1-877-372-7233.