



**Meeting:** Contractor Advisory Council (CoAC)

**Date:** Thursday, October 12, 2017

**Location:** CHSI, 5110 Creekbank Road, Training Room 2

**Present:**

Joe Kurpe (Chair)	ECAO
Scott Kelly (Vice Chair)	OEL
Dave Ackison	OEL
Clint Attard	OEL
Tony Minna	ECAO
Larry Shaver	ECAO
Rob Sloan	OEL
Dan Williams	LEC

**Regrets:**

Luke Bogdanovic	OEL
Mark Hopkins	ECAO
Robert Smith	LEC

**Guests:** Sharmila Uruthiranandasivam MGCS

**ESA Staff:**

- Kathryn Chopp
- Earl Davison
- Ted Olechna
- Mark Taylor
- Carol Keiley

**17.04.01 AGENDA/MINUTES/ACTION ITEMS**

**Motion to Approve Agenda**

MOTION to approve agenda by Tony Minna  
Seconded by Dave Ackinson

Carried

**Motion to Approve Minutes**

MOTION to approve June 1, 2017 minutes by Larry Shaver  
Seconded by Scott Kelly

Carried

**Review Outstanding Actions**

The outstanding actions were reviewed and the status updated – see attachment.

**17.04.02 STATUS OF MAJOR PROJECTS: RISK-BASED OVERSIGHT**

Earl Davison and Mark Taylor provided Council with an update on the status of Risk-Based Oversight (RBO).

ESA is assessing safety risk based on three areas:

1. *Who* does the installation
2. *What* the installation is
3. *Where* the installation takes place

ESA will use a risk-based method for assigning the inspection work meaning more effort will be allocated to high-risk work. The proposed factors to determine when to do an inspection will be based on:

- The data submitted in the application form which translates into 9 risk attributes (*who, what, when*)
- Business rules and filters get added to the risk attributes in order to recommend visit or no visit
- Inspectors will continue receive all Notifications so they can apply their own knowledge to the safety risk recommendation
- Audit possibility of LEC work

Business rules and filters are being developed to address areas where more oversight in addition to the nine risk attributes may be needed. Business filters under

consideration now are related to permit value, geography, low permit volume (less than 10), and new residential.

As part of RBO, ESA is also looking at fee models other than today's transaction based model.

Town hall meetings will be held in early 2018 to obtain contractor feedback on RBO and there will also be other opportunities to give feedback.

Two issues contractors should consider:

1. When contractors do not have all the information required for the nine risk categories to determine risk, the inspection will default to a higher risk category.
2. Inspectors will provide feedback into the system which will influence future ratings (i.e. contribute to business rules and filters).

Out of approximately 140,000 non-ACP wiring permits taken out last year, about half of them fell into a low-risk category. ESA's objective is to inspect one in five (currently inspecting 100%) which would allow inspectors to focus on high-risk work and allows more time to be spent with the contractor. More time can also be spent investigating the underground economy.

An RBO goal is that the contractor would receive advance notice as to whether or not the inspection will take place (ideally while the permit is being submitted in real time); and should not cause additional work for the contractor.

ESA's goal is to have all wiring work go through the RBO system by 2020.

#### **17.04.03**

#### **LEC SEGMENTATION SURVEY**

Kathryn Chopp presented results from the LEC Segmentation Survey.

ESA surveyed contractors to find out how licence holders perceive electrical safety and electrical work, ESA, and various social factors; all LECs were invited to participate and there was a 12.6% response rate.

Understanding the LEC segments allows ESA to communicate in different ways to different contractors based on their needs and perspectives.

The segments were identified and described as:

1. Skeptical pragmatists (29%) – Mid-size to large businesses, these Licence Holders do a high volume of permit work but are slightly dissatisfied with ESA
2. Lone traditionalists (26%) – Small businesses with small volumes of work, this

- segment is less focused on how future changes may impact their businesses
3. Enterprising adaptors (17%) – Forward-looking Licence Holders, placing trust in the ESA and the industry to continue driving high volumes of business
  4. Cautious vanguard (17%) – Forward-looking and focused on safety, a high volume of work has contributed to a pragmatic outlook for these small operators
  5. Old school craftsman (10%) – Traditional in their values and their approach to work, these trades balance an aversion to risk with an affinity for ESA oversight

Results show feedback received from one contractor doesn't apply to all contractors in Ontario; each segment could be communicated with differently.

#### **17.04.04 NEW AWARENESS CAMPAIGN**

Kathryn Chopp provided Council with an overview of the new non-occupational awareness campaign recently launched.

ESA is raising awareness of potential shock or burn in the homes and helping the public understand the consequences of low voltage shocks using the message "There's no such thing as a safe electrical shock."

Campaign components include a safety video, info graphic, fact sheet and advice on ways to protect kids.

The "No Safe Shock" video was played for the Council and showed how electricity treats everyone the same.

ESA is also partnering with Parachute, a leading child safety organization, to get the message out; also using social media posts and hash tag #NoSafeShock.

#### **17.04.05 2016 ONTARIO ELECTRICAL SAFETY REPORT (OESR)**

Freda Lam shared safety data from the 2016 OESR, which educates and informs members of the electrical safety system, and guides ESA's corporate goals and strategy.

- At least one electrical tradesperson will die from an electrical-related accident over the next year
- Occupational fatalities outnumber non-occupational fatalities
- There were no non-occupational deaths in 2016
- The majority of visits to the ER for electrical injuries involve men with injuries to hand and wrist
- The majority of electrical injuries (80%) are classified as critical

- No electrical fatalities due to powerline contacts in 2016

An electrical worker case study was reviewed. In the case, safe work procedures were not discussed and safety policies were not followed, and there was a lack of communication between contractor and building management.

#### 17.04.06

#### REGULATORY UPDATE

Ted Olechna presented proposed amendments to the Canadian Electrical Code (CEC).

Highlights of work ESA does at the Canadian level; however, not all proposals that are submitted are accepted. Some of the proposals were reviewed:

- Roofing industries and roof screws (CEC proposal to include 1-inch exclusion zone under metal roofs) – the proposal was defeated and the requirement will not be in the next CEC. ESA will be working with the roofing industry to raise awareness of this safety issue and prevent the installation of conductors in concealed locations, as well the channel space under the metal roof.
- Power over Ethernet (POE) wiring – OESC already has rules for wiring of residential lights; the proposal has passed and ESA will assist going forward.
- Marina, wharfs and docks – enhanced GFCI requirements for branch circuit and feeder was accepted for marinas and like installations.
- Heating controls and devices – permitted to be closer than 1 metre to sink, tub or shower if protected by GFCI.
- Increase use of AFCIs – proposal was defeated; there were a number of issues raised as to why not to accept (i.e. nuisance tripping of AFCIs).
- EVs in res, commercial buildings – building code says 200 amp service for single dwellings as of 2018.
- EVs in industrial/commercial buildings – as of 2018, 20% parking spaces located in buildings and additional for future installations.
  - Regulation is amended by adding the following Subsection:  
Electric Vehicle Charging Systems
    - where vehicle parking spaces are located in a building, other than an apartment building, not less than 20% of the parking spaces shall be provided with electric vehicle supply equipment installed in accordance with Section 86 of the Code
    - The remaining parking spaces located in a building shall be designed to permit the future installation of electric vehicle supply equipment
    - A house need not comply where it is not connected to a distribution system, or used/intended to be used as a seasonal recreational building

**17.04.07**

**CUSTOMER SERVICE**

Eric Kingston participated via conference call to address two issues raised by Council members – adding fee codes to the online system and service levels at the Customer Service Centre.

**FEE CODES IN THE ONLINE SYSTEM**

The fee guide includes fee codes; COAC would like to see these fee codes included in the online system as well as on the system used by CSR's. CSRs are not familiar with the fee codes and often transfer contractor calls to the plan review department.

ESA could look at a potential enhancement and would also need to ensure CSRs are familiar with the codes.

**SERVICE LEVELS**

Service levels have been slipping since the beginning of April 2017. The CSC has a goal of 70% of calls answered in 30 seconds; as of October 2017, this was down to 30-50% in 30 seconds.

The CSC call volumes are up 18% over last year. There were also several unplanned absences and five people left suddenly. A new class of trainees just started bringing the number of calls answered up to the 50-60% range lately. However, the CSC still needs to hire more people to get back to the 70% target.

Thus, service levels were affected by more work coming in with lower capacity to handle the work.

Mondays are exceptionally busy, the previous Monday levels were at about 12% calls answered in 30 seconds, and service levels increased as the week went on.

The CSC is taking steps to address the lower service levels, but the more work that contractors can do through the online system, the better.

**17.04.08**

**Q&A'S**

No questions were submitted by Council members for discussion. However, a question was raised by Earl Davison regarding ESA's top 25 defects and what can be done to address them.

**TOP 25 DEFECTS**

AFCIs have replaced GFCIs as the top defect found by inspectors. Also, approximately 10,000 defects apply to inability to access. What can be done?

Feedback from Council:

- Reduce schedule forwards and provide advance notice to the LECs so they are aware of the new date
- Provide customers with a link to pay for a precise inspection time
- Implement software like Uber to track inspectors' routes

In the long run, ESA expects the rate of defects attributed to access to go down with RBO.

**ACTION** ESA to have an Inspector come to CoAC to demonstrate how they schedule their day.

#### **17.04.09 OTHER BUSINESS**

##### **LEC Summary Report**

The Fiscal 2017 Summary Report for the Electrical Contractor Community is now available. Copies were distributed to Council members and the report can also be accessed via [esasafe.com](http://esasafe.com)

##### **2018 Meeting Dates**

The 2018 meeting dates were decided:

- Wed, February 14
- Thu, April 20 (added at the request of Council members who felt an April meeting was required)
- Wed, June 13
- Thu, October 11
- Thu, November 29

### **End of Contractor Advisory Council Meeting**

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**Next Meeting:** December 8, 2018  
**Time:** 8:30 am – 1:30 pm  
**Location:** Centre for Health and Safety Innovation  
5110 Creekbank Road, Training Room 3

*If there are any discrepancies to these minutes, please report them by email to Joe Kurpe and Farrah Bourre.*