

**Meeting:** Consumer Advisory Council (CAC)  
**Date:** February 15, 2019  
9:30 a.m. to 1:30 p.m.  
**Location:** ESA Provincial Office – Boardroom

**Present:**

Rod Skinkle (Chair)	Sunaina Menezes
Julia Budahazy	Tammie Orifa
Larry Allison	Sandy Manners

**Absent:**

**Guests:**

**ESA Staff:**

Farrah Bourre	Danielle O'Rourke
Carol Keiley	Said Ismail
Saad Pervez	

---

## **1. APPROVAL OF AGENDA AND MINUTES**

Motion to approve the agenda by Larry Allison  
Seconded by Sandy Manners

Motion to approve the minutes of the October 18, 2018 meeting by Julia Budahazy  
Seconded by Sunaina Menezes  
CARRIED

Conflict of interest declaration – none identified.

A reminder of the importance of risk management was given.

Council was introduced to Danielle O'Rourke, acting Director of Communications and Stakeholder Relations; there was a round table introductions of all members.

## 2. COUNCIL ADMINISTRATION

### Recruitment Strategy

Posted a Linked In message and ESA has received a couple of applications; one or two look promising. Focus on getting an LEC on board first and then look to the other areas requiring representation.

The selection process includes an interview with ESA to determine if they're a good fit/suitable for CAC.

The gaps in Council are currently LEC, consumer representative, vulnerable population/social housing; also looking a hi-rise representative and a younger person looking for Advisory Council experience.

ESA will explore putting information in its internal newsletter as staff may know people who are interested.

Farrah will provide an update at the next meeting in June.

### Utility Advisory Council (UAC) Consumer Nomination

Sandy Manners is the nominee to cross sit on UAC and a vote held by CAC – all in favour of Sandy attending UAC on behalf of CAC.

**ACTION:** Carol Keiley to resend Linked In messaging to CAC members.

## 3. 2017 ONTARIO ELECTRICAL SAFETY REPORT (OESR)

Saad Pervez shared safety data from the 2017 OESR, which educates and informs members of the electrical safety system, and guides ESA's corporate goals and strategy. Findings from the report are used for development of safety programs. See presentation.

Highlights included:

- There has been a downward trend in the rates of electrical-related fatalities, electrical fire fatalities, and electrical injuries in Ontario
- The largest share of fatal injuries occur among 40-59 year olds
- The majority of electrical fatalities occur in the months of July, August and December
- On average, at least one electrical tradesperson will die from an electrical-related incident; however, there were no tradesperson deaths in 2017
- 80% of electrical injuries are critical

Copies of the report were distributed to CAC members.

## 4. UPDATE ON RISK-BASED OVERSIGHT (RBO)

Farrah Bourre provided the Council with an update on the Risk-Based Oversight (RBO) activities, specifically feedback from the 2018 fall town hall workshops and consumer focus groups. See presentation.

### **Contractor Town Halls**

Highlights from town halls:

- 16 town halls were held last fall with approximately 650 contractors in attendance
- Presented progress on RBO and decisions made, including fees
- ACP to be incorporated into RBO
- The 20% discount ACP currently receives will be eliminated – all contractors will have one set of fees and rules
- RBO levels the playing field for all contractors
- RBO allows more time for ESA to focus on underground economy and high-risk electrical work

A Council member asked if there is a broad RBO communication plan for the public.

ESA response was that communications to the public will focus on the value of safety oversight versus explaining the change in inspection processes.

### **Consumer Focus Groups**

- Four consumer focus groups took place in the fall
- There were varying levels of awareness of undertaking electrical work and the process involved
- Overall awareness of ESA was low
- The contractor is often the “face of ESA” so need to focus on hiring an LEC for electrical work
- Many participants were comfortable using the underground economy for electrical work, especially small jobs

A member commented that inspections are becoming a very big issue in the insurance world so there needs to be a focus on risk management.

Another member added that a person’s financial means can influence the choice of an LEC or going to the underground economy. Also need to focus on how to reach those people who cannot afford the LEC.

See presentation for verbatim feedback from consumer focus groups

## **5. SERIOUS ELECTRICAL INCIDENTS**

Sais Ismail, an incident investigator at ESA, provided a review of serious electrical incidents that have taken place in Ontario – meter fire case study and Lichtenberg generators. Incidents were analyzed and the root cause provided.

CAC also asked staff about the Wellesley apartment buildings in Toronto. Staff gave a high-level

overview of the situation and CAC discussed the probability of future incidents.

## **6 ELECTRICAL LANDSCAPE 2025**

Council reviewed “How the electrical landscape will change over the next ten years” (created November 2016) to determine if updates should be made. Members decided the group discussion should take place in fall 2020.

## **7 OTHER BUSINESS**

### **ECRA update**

Larry Allison to update CAC at the next meeting as this round was cancelled due to weather.

### **UAC Update**

Farrah Bourre provided CAC with an update on the recent UAC meeting. Hydro One did a presentation on residential stray voltage – this is a big issue on farms as it affects animals more than human. Also looking to measure levels of stray voltage in residential areas, especially around pools. Bulletins have been sent to LDCs.

Auditor debrief results were also presented.

Regarding buildings and additions in the proximity of powerlines, LDCs have asked ESA to assist with outreach to municipalities. ESA requires more information/data to support this (i.e. Is it really a harm?). Some LDCs already work these issues out with their municipalities.

Expenses

Carol Keiley provided an overview of the expense process for Council members.

**Adjournment:** Motion to adjourn by Julie Budahazy

Seconded by Sandy Manners

Carried

### **End of Consumer Advisory Council Meeting**

---

**Next Meeting:** June 12 2019 9:30 a.m. to 2:30 p.m.

**Location:** ESA Provincial Office