



Meeting: Contractor Advisory Council (CoAC)

Date: Thursday, April 25, 2018

Location: CHSI, 5110 Creebank Road, Training Room 3

Present:

Joe Kurpe (Chair)	ECAO
Dave Ackison	OEL
Clint Attard	OEL
Shawn Blacklock	OEL
Mark Hopkins	ECAO
Tony Minna	ECAO
Larry Shaver	ECAO
Robert Smith	LEC
Rob Sloan	OEL

Regrets:

Scott Kelly (Vice Chair)	OEL
Dan Williams	LEC

Guests:

Larry Pearson	OEL
Gurvinder Chopra	EFC
Sharmila Uruthiranandasivam	MGCS

ESA Staff:

Farrah Bourre	Malcolm Brown
Borjana Bulajic	David Collie
Earl Davison	Esau Habibulla
Mark Taylor	Shana Hole
Carol Keiley	Eric Kingston

19.01.01 AGENDA/MINUTES/ACTION ITEMS

Motion to Approve Agenda

MOTION to approve agenda as amended by Mark Hopkins
Seconded by Tony Minna

Carried

Motion to Approve Minutes

MOTION to approve Oct. 11, 2018 minutes by Tony Minna
Seconded by Clint Attard

Carried

Review Outstanding Actions

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

19.01.02 RISK-BASED OVERSIGHT UPDATE/ FALL TOWN HALL OVERVIEW

Mark Taylor provided the Council with an update on the Risk-Based Oversight (RBO) progress to date, including an overview of feedback received from LECs during the fall 2018 town hall meetings. See presentation.

Approximately 700 LECs attended fall town halls. A Council member commented that 700 LECs out of 8,400 is not a great turnout for such an important initiative. ESA was not surprised; and those that did attend were very engaged and provided a lot of feedback. About 1,000 different LECs attended the spring and fall town hall sessions.

Another member commented that they did not like the format for the meeting as questions were brought forward to LECs and discussions were facilitated; felt they could only ask the questions provided. ESA responded that this format helped focus the discussion on the key aspects of RBO and the fee model.

A Council member had a concern about RBO and high-voltage and substation work – there may only be three or four substations a year and too many permits will have to be taken out to maintain the benefits they currently see with ACP. Contractors want to know going forward that this work/pre-authorized connections will be seamless. ESA responded that there won't be any change to high-voltage and substation work, as long as your defect ratio is low, you will receive the same benefits you receive today.

Next steps and key decisions that have been made by ESA were reviewed.

A member recommended adding a rural area and medium-risk ACP work to the pilot program.

The benefits of ACP will be absorbed into RBO. If you're "pre-auth" eligible now, it won't change under RBO – ACP will become "pre-auth eligible."

A Council member asked if multi-plexes will be pre-auth eligible. ESA responded that new residential is not, but renovations and service upgrades are included under pre-auth; however, that will be verified for COAC.

ESA sent LECs defect ratio communications to show what their defect ratio looks like calculated under RBO, not the current ACP terms. ESA will send out defect ratios every three months; once RBO goes live, it will be part of your account and you will be able to check it online.

A Council member asked if there will be a probation period under RBO like there currently is under ACP. ESA advised that a contractor can lose the privilege of being "pre-auth eligible" when their defect ratio falls under 10% for three consecutive months. Then the contractor would need three consecutive months of good performance to get it back.

The goal of RBO is to shift the number of visits from low-risk work and focus on high-risk work. ESA will aim to get the Pass/No Visit to approximately 50%. Under ACP you have the ability to schedule an inspection at anytime and under RBO you will still be able to do this for medium-risk work. High-risk inspections will be scheduled for when the inspector can attend.

ESA plans to go live in early 2020, but is dependent on IT progress – decision to be made in June.

ACTION: **ESA (Mark T.)** to confirm that new residential multi-plexes are not pre-auth eligible, and that renovations and service upgrades are eligible.

19.01.03 COUNCIL ADMINISTRATION

Farrah Bourre provided Council with an update on administrative items, including:

Member Survey Results

- 100% response rate
- High level overview of the survey questions and responses
- Council's greatest accomplishments also highlighted; as well as challenges/opportunities and recommendations for moving forward

There was a comment that RBO should have been brought to CoAC earlier, before the decision was made to implement it; Terms of Reference (TOR) mentions that members vote on issues and they are to advise ESA.

Membership and Recruitment

- Overview of membership requirements within the TOR
- COAC has room for 12-13 members; currently have 11
- Larry Pearson will be the replacement for Scott Kelly (OEL)
- Ryan Delisle is the upcoming member for ECAO

Chair and Vice Chair elections

- No reference to Chair and Vice Chair in TOR
- New Vice Chair needed
- ESA recommends that COAC review the TOR and advise on terms for Chair and Vice Chair – consider terms that strengthen membership
- Opportunity to look at *all* areas of the TOR
- The TORs will be reviewed at the June meeting – Council members to provide recommendations

ACTION: Farrah B: Send a copy of previous TOR (change to such mentioned as an accomplishment). Will also send TORs for the other Councils for CoAC's review.

19.01.04 FROM ELECTRO-FEDERATION CANADA (EFC) UPDATE ON AFCI NUISANCE TRIPPING

Gurvinder Chopra, EFC Vice President, Standards & Regulation, provided Council with an update on AFCI Nuisance Tripping reporting.

Electro Federation Canada (EFC) is working with manufacturers to help fix the issue of nuisance tripping. EFC receives reports from ESA and LECs on AFCI nuisance trip incidents and informs the appropriate manufacturers (e.g. Siemens, Eatons). Manufacturers are supposed to will follow up directly with the LEC that filed the report.

A Council member commented that complaints not being answered by EFC or manufacturers. EFC responded that they track complaints, but do not follow up with the manufacturers; they wait for manufacturers to report back to them on the complaint. EFC doesn't have the authority to enforce manufacturers to report on the data or follow up on a resolution

COAC members felt that the AFCI issues are continuing to increase. There was another comment that some manufacturers are just replacing the AFCI, which doesn't get to the root cause/issue. It also appears that data is getting lost and data

collection needs to be improved between EFC and the manufacturers. Manufacturers do not publish the results of the AFCI complaints which doesn't give contractors a good comfort level when using these products. It would be nice as an industry to see the full report.

A Council member asked how ESA can enforce this AFCI technology if it's not working. ESA responded that it follows the Canadian Electrical Code and works with EFC to deal with the technology issues.

Next steps for EFC:

1. Coordinate with Contractors' Associations, ECAO and OEL, to create a platform to bring manufacturers and contractors together to discuss and resolve ASFCI issues.
2. Look into possibility of making the reporting form easier to fill out so users are encouraged to convey the issues they are facing.
3. With expected increase in issues reported, EFC will look into analyzing the data with the help of our members and providing a feedback to contractors/end users.

19.01.05 INVESTIGATION PROGRAM UPDATE

Shana Hole provided an update on ESA's Investigation Program. See presentation.

Commercial renovation investigation program is a proactive approach to tackling electrical work in the underground that has been continually evolving. Over the past year, ESA has been working on the best approach to implement a residential renovation program.

Two residential pilots have been completed. ESA had a lot of difficulty getting into homes or even talking to homeowners. ESA subsequently used building department records and letters to reach homeowners.

There was a comment that a lot of homeowners don't want to take out a permit or think it's the same as a building permit.

Recommendations from Council included:

- Engage insurance underwriters and have them communicate to homeowners
- Work with building departments and have a mandatory addition of trades working onsite

19.01.06 ESA CORPORATE STRATEGY

David Collie presented ESA's Corporate Strategy to the Council and provided members with an opportunity to give their input.

ESA is heading into the last year of the five-year strategy which has focused on a 20% reduction in fatalities and critical injuries; increasing compliance; and public accountability.

The government has advised ESA to stay focused on delivering value and make an impact on safety in Ontario. ESA must also reduce regulatory burden and target the underground economy. ESA needs to make sure the customer is looked after and ESA is "customer-centred."

The Goals of the next strategic plan include:

1. Further reduce electrical related harms – apply concepts of RBO across the organization
2. Create a regulatory environment that enables electrical safety – enable electrical safety by focusing on the contractor community
3. Operate with excellence to maximize electrical safety – work efficiently and effectively with resources to achieve the ESA mandate
4. Be a publicly accountable regulator – improve stakeholder interactions with ESA so ESA is seen as publicly accountable

There will be an opportunity for contractors to submit feedback as ESA will be consulting on the new strategy.

19.01.07

CUSTOMER SERVICE UPDATE

Eric Kingston provided Council with an update on performance at the CSC – including staffing improvements and major initiatives that took place over the past year. See presentation.

Eric reviewed the service levels at the CSC over the past three years. There was a large bump in calls to the CSC in March, which is usually seen in May. ESA is trying to determine what caused this unexpected increase. In the meantime, there is a class of CSRs currently in training, waiting to hit the phones and tackle the increase.

ESA's intake satisfaction survey was strong – feedback received was shared with COAC.

Eric also presented the CSC plans for fiscal year 2020.

A Council member asked if the logbook trial would be happening again because they found it to be great. While ESA can't bring this logbook back, ESA is looking at how to make the online system work similarly – simplicity is key.

Another Council member asked how many CSRs are at the call centre. Eric responded that there are about 63.

19.01.08 ELECTRICAL INCIDENT INVESTIGATIONS

Malcolm Brown provided a review of recent serious electrical incidents in Ontario. The analysis and root cause were discussed.

Malcolm also talked about the new Code change to Rule 10-606, regarding the use of reducing washers – reducing washers shall not be used to maintain the bonding continuity of the wiring system.

19.01.09 FEE CONSULTATION 2020

Esau Habibulla provided an overview of RBO and 2020 Fee Guide changes. Fee changes being considered are included in the presentation.

ESA will complete a public consultation on proposed fee changes in the near future. ESA's goal is to have the consultation ready by mid-June.

The Council suggested that HVAC should have a similar fee as a consumer; and definitely more than the LEC's.

For building demolition fees, there was a comment that ESA needs to be more specific on the type of building implied.

A COAC member commented that there was no fee for running Power Over Ethernet (POE). There are currently no code rules so how do you take out a permit?

ACTION Esau will bring the POE fee comment back to the fee committee for discussion.

19.01.10 OPERATIONAL Q&A

No questions submitted.

19.01.11 OTHER BUSINESS

Undue Hardship Clause

Sharmila Uruthiranandasivam provided the Council with an overview a the Ministry of Government and Consumer Services' (MGCS's) public consultation on proposed

changes to Ontario Regulation 570/05 Licensing of Electrical Contractors and Master Electricians to its Regulatory Registry.

The proposed changes include introducing a Hardship Clause under the licensing regulation. This will provide ESA's Statutory Director with discretion to approve additional time to meet the Master Electrician Licence renewal requirements to those who encounter unique challenges in meeting the requirements for renewing a licence in the provided time frame, due to undue hardship. It is up to the contractor to prove the hardship, and ESA developing guidelines and definition to support this.

The consultation document is available on Ontario's Regulatory Registry until April 28, 2019.

Contractor Issues/New Business

Licence renewal

A Council member received a communication that permits will not be issued until fees are paid? Is this new? ESA responded that this is not a not a change.

There was also note regarding charges additional credit card fees. ESA to look into this.

Providing information on customers – are contractors authorized to do this? ESA to look into this as well.

Connection Authorizations

There appears to be an issue with miscommunication between utilities and ESA inspectors about connection authorization orders.

ACTION: ESA (Earl D.) will raise the Connection Authorization concern with the utility operations' contacts.

Carol K. to send Sharmila's contact info to COAC in case they have any questions.

ESA (Farrah B.) to look into the issue of credit card fees.

Motion to adjourn by Mark Hopkins

Seconded by Tony Minna

End of Contractor Advisory Council Meeting

Next Meeting: June 12, 2019

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.