



Minutes of the ECRA Advisory Council Meeting
 Wednesday, October 28, 2020
 Virtual Meeting (Zoom Platform), 9:00am

COUNCIL MEMBERS PRESENT	ESA MEMBERS PRESENT
Joe Kurpe, Chair	Soussanna Karas, ESA
Cameron Hann, Vice Chair, OEL	Borjana Bulajic, ESA
Sean Bell, Utility Contractors Association Vice Chair	Scott Eason, ESA
Vince De Gasperis, Utility Contractors Association	Shana Hole, ESA
Larry Allison, Consumer Advisory Council	Allison Hawkins, ESA
Larry Shaver, ECAO	
Matthew Aston, AMMCTO	REGRETS
Catherine Taylor, Community at Large Representative	Leo Grellette, ESA
Steve Del Guidice, OEL	
Brian Smith, ESA	
GUESTS	
Doug McGinley, MEC	
Esau Habibulla, ESA	
Will Barrett, ESA	MINUTES
Jodie Ritchie, ESA	Tracey Gauley, ESA
Freda Lam, ESA	

**Agenda Item: 1 Call to Order
 Notice & Quorum
 No conflicts were declared with the Agenda**

Presenters: Joe Kurpe, Chair 9:00am

The Chair welcomed everyone, opened the meeting for business and briefly mentioned some of the topics to be discussed.

Matters Arising

The Council reviewed the Matters Arising from the June 15, 2020 Minutes and their disposition. Comments and discussion from the Council were as follows:

LHM

The upcoming LHM meeting date is set for November 24, 2020, one hour set aside from 2:00-3:00 for the main meeting/presentations, with a further technical hour to follow afterward, held virtually via Zoom platform. The link will be sent out to all members, the team is currently working on the Agenda and presentations. It will be disseminated by means of *Plugged In*, social media, and every license holder will receive an invitation in their email. We are hoping for a great turnout, more information to come.

MEC Presentation

Fred Black will not be delivering the MEC presentation to ECRA AC today due to a conflict, Doug McGinley will be presenting on behalf of MEC.

Vice-Chair Selection

Selection of new ECRA AC Vice Chair will be later today, decision made via voting process. Jacques Levesque's presentation from the June meeting will be provided to all new members with the Minutes of this meeting. The presentation provides a background of roles and responsibilities for persons serving on ECRA AC. ESA will check with ECRA AC to see if the Council would like for Jacques to return to deliver this presentation next year.

Joe and Soussanna to work together offline on the Chair and Vice Chair Position Description, then once the Vice Chair is elected, the Vice-Chair will join and provide his/her feedback.

IBC

ESA has met with Peter Karageorgos ("Peter") from Insurance Bureau of Canada ("IBC"), over the Zoom platform twice in the past months. ESA and IBC discussed opportunities for education, collaboration and joint messaging. Peter has been very cooperative but the process has not been as quick as hoped. In the interim, ESA has begun developing an infographic that would be distributed to insurance companies about ESA, Certificate of Inspection, about LEC's etc. ESA will continue working with IBC and will provide Council with the updates.

"Certificate of Inspection" Language Kijiji

Currently the educational message that appears on Kijiji search speaks of Certificate of Inspection. ESA submitted the request to Kijiji about changing the language to Certificate of Acceptance. The Council questioned the terminology change; Management explained that this was due to the RBO launch and language in the OESC changing. With regard to Kijiji, when the project is wrapped, there will be a more fulsome analysis of the data to the Council.

Conclusions:

Motions:

On a motion moved and seconded it was RESOLVED THAT:

The minutes of the meeting of the ECRA AC dated June 15, 2020 are approved. (Moved by Brian Smith, second by Catherine Taylor.)

Motion carried.

Action Items:	Person Responsible	Deadline
10-28-01 <ul style="list-style-type: none"> Send copy of Jacques Levesque' presentation to Steve Del Guidice and new members (Alan & Glen) 	T. Gauley	
10-28-02 <ul style="list-style-type: none"> Review and draft the Vice-Chair Job Description before end of year. 	J. Kurpe, S. Karas, C. Hann	

Agenda Item: 2 Administrative Items

Presenters: Joe Kurpe, Chair

Chair Update on September RAC Attendance & Presentation

The Chair provided an update on the ECRA AC presentation to RAC.

ECRA AC Survey

Management requested that everyone fill in the survey and provide comments for topics each member finds important or suggestions to assist with improving the way the Council works.

Vice-Chair Election

Member Cameron Hann provided an expression of interest to become Vice-Chair of the ECRA AC and presented to the Council some details about his career, his life and reason for interest in the position. Cam has been in the electrical trade since 1983, an ME since 2002, owns and manages along with his son and brother-in-law Jestek Electric Ltd, a company in operation since 2002 employing 20 people. Cam is a member of OEL, currently the Chair of the Contractor Committee, a province-wide group of contractors. He is also Second Vice Chair on the OEL Board of Directors, is President of the Ottawa OEL Chapter and past Chair of MEC. Cam was involved with MEC for ten years, and stated that it would be an honor to serve as Vice-Chair to help mold the future of the industry. Cam shared that he has been married for 36 years, is a volunteer for his local snowmobile & ATV club, keeping the trails clear to ensure Ontarians have safe enjoyment of the Ottawa Valley, he has a daughter and a son, 5 grandchildren, and a 6th on the way. Cam is also a retired volunteer firefighter.

Cameron Hann moved into a separate break-out room while the Council deliberated. The Council agreed unanimously to Cameron's nomination. Comments were that Cameron is passionate and the best candidate for Vice-Chair.

Motions:

On a motion moved and seconded it was RESOLVED THAT:

ECRA AC approve the appointment of Cameron Hann to the Vice-Chair position. (Moved unanimously by all members.)

Motion carried.

Agenda Item: 3 Director of Licensing Update

Presenters: Soussanna Karas, ESA

For more details please see the presentation deck.

Usually, around the June session of the Council, the Director provides an overview of the year past in the Licensing Department. This year is different and unique with COVID-19, therefore June meeting was dedicated to COVID-19 effect on the industry, ESA, various closures and openings.

Year in Review

Soussanna updated the Council on the progress of in-person ME exams. It has been a busy time as ESA had to accommodate those whose exams were cancelled during pandemic as well as new applicants who attended on-line training courses provided by ESA. More ME exams are being scheduled in order to meet the demand. Updated schedule is posted on ESA website.

LEC renewal rate is 1% higher than Q2 of last year. The Council discussed potential reasons for it.

Incoming call intake is up by 10%, partially due to launch of RBO, the new website, new processes, re-introducing of ME exams, new sessions opened up. ESA is working very hard addressing these new challenges and is committed to excellence in customer service and working with stakeholders.

Soussanna shared ESA statistics with respect to renewal rate, new registration rate as well as complaints and compliance reports.

Online Renewal Project

Update has been provided on the progress and goals of the Online Renewal Project.

Kijiji & WSIB Projects

Up to September, ESA issued 1,045 Notices of Violation to individuals who advertise without LEC, 233 to LEC's (if they are LEC, they must post their ESA/ECRA licence number on the website). Then there is the escalation process, if person is not cooperating, ESA sends that ad to Kijiji with a request to have it removed from the platform. Kijiji in turn forcefully removes those ads. This ensures that 100% of those



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tracked ads are removed from this advertising platform. This is a fantastic partnership/project, ensures compliance and consumer protection.

The Council also discussed road signs advertising electrical services without an ESA/ECRA license number. Inspectors report these sightings back to ESA, noting that they are often from rural areas. ESA noted that effective enforcement of pot-light advertisements is difficult due to fluid nature of these ads. ESA urged the ECRA AC members to report these occurrences.

The WSIB project is a new project started in October. ESA has reviewed data provided by WSIB and has been sending compliance oriented letters to those companies and individuals who appear to be operating without LEC license.

Soussanna provided a report on Enforcement activities of ESA.

The Council discussed that quite often, offences go up when the economy suffers or is in recession. Council noted that there are also reports of an increase of underground electrical work being done during COVID-19. It has been noted that there is a high demand for residential renovations right now which potentially will cause more underground work (people are spending money at home, increase in demand for pools and generators for example).

Management advised that investigation, conviction numbers will be shared at the LHM.

Conclusions:

Action Items:	Person Responsible	Deadline
10-28-03 <ul style="list-style-type: none"> Management to show year over year to show numbers from the last year to compare (in terms of fines, convictions & investigations) for next meeting and the LHM. 	Management	

Agenda Item: 4 MEC Chair Report

Presenters: Doug McGinley, Vice-Chair, MEC

Doug introduced himself and outlined agenda for his presentation. .

Doug introduced 3 proposed members of MEC. The Council discussed the terms of the contract for the new Committee members - it is a three year term with the opportunity to extend to another term (totaling six years).

Departure of Two Members:

Doug thanked the two outgoing members of the MEC (Fred Black and Rick Ball). Fred has been on ECRA AC for many years and also on MEC since 2011 and was Chair for many of those years. Rick has been a member of the MEC since 2015. Doug expressed his thanks for the service of both gentlemen and also mentioned that the two new members will be great additions to the MEC.

Frank Cazzola:

Doug discussed the proposed consulting contract for Frank Cazzola, clarifying that pursuant to the contract, he has no voting rights, is not a member, he will be attending as a consultant in order to provide insight. Frank has participated in MEC meetings for quite some time, came to ESA volunteering through a license holder meeting. His insight and contributions to the Committee have been most valuable. Cameron Hann reiterated with some positive comments about Frank's skills, knowledge, trustworthiness and contribution to the Committee, based on Cam's time with MEC. Frank's reimbursement would be the same as members, it is a one year term with opportunity to extend. Doug asked the Council to approve ESA entering into the consulting contract with Frank.

Year in Review:

Doug provided update on the activities of MEC over the last year. For more details, please see the presentation deck.

(SEE SLIDE FOR FURTHER STATISTICAL DATA)

In the first quarter of ESA's fiscal year, (April 1 – March 31st), Doug discussed the average pass rates and statistical data in a bit more detail.

The Chair inquired about next exam dates available to write and when candidates can register to write. New dates will be added for this calendar year; ESA will confirm with ECRA AC when they would be posted.

Conclusions:

Motions:

1) *On a motion moved and seconded it was RESOLVED THAT:*

ECRA AC approve the appointment of Glen Hicks, Alan Gardiner and Reshma Sukdhoe to the Master Examining Committee ("MEC"). (Moved by Larry Shaver, second by Brian Smith.)

Motion carried.

2) *On a motion moved and seconded it was RESOLVED THAT:*

ECRA AC recommends for the ESA to enter into the consulting contract with Frank Cazzola to provide consulting services to the MEC of ECRA AC. (Moved by Cameron Hann, second by Larry Shaver.)

Motion carried.

Action Items:	Person Responsible	Deadline
10-28-04 <ul style="list-style-type: none"> Management to confirm the date that candidates may register to write upcoming ME exams 	Scott Eason	

Agenda Item: 5 RBO Update

Presenters: Will Barrett, ESA

Will Barrett introduced himself as a Senior Inspector for Business Planning and Improvement, looking after the post-RBO launch work after the retirement of Mark Taylor. Will was part of the RBO trials before taking the rotation as Senior Inspector for Risk Based Oversight. He discussed RBO successes and lessons learned. Will encouraged feedback and/or questions from the Council and shared his contact information:

Will.barrett@electricalsafe or rbo@electricalsafety.on.ca. The RBO email continues to be monitored by Will.

(SEE PRESENTATION DECK)

Will conveyed compliments to the Licensing Department, stating it is a dedicated group, providing excellent service to licence holders and working in partnership with inspectors, enforcing rules which improves things for all contractors.

Will also discussed the successes with RBO, what went well considering the objectives: improve scheduling, make the regulator easier to deal with, for messaging to come through easier, faster, a lot of outgoing information (there was a need for work contact information in the new safe system, for notifications taken out after July 6th).

CSC:

The launch of RBO has had effects to other areas of ESA's business, specifically call wait times with the Customer Service Centre.

The Committee inquired about contractors with high defect ratios, how long it takes to reduce that ratio down to an acceptable level or zero defect ratio and to remove it from the record. Will invited questions via email so he can review and address specific questions.

For more information on RBO, please visit ESA website where you can find Q&A, webinars and other information.

Agenda Item: 6 ESA Financials Template

Presenters: Esau Habibulla, ESA

Esau introduced himself and advised that he would be looking into revising the template to be less vague, more detail broken down. He is committed to digging deeper to present in a more business style, showing income, expenses, breakout of advertising, legal and audit, appeal and enforcement costs.

Esau shared a revised template with the ECRA AC and discussed its details.

The Committee discussed the security investigators, one of the biggest items on the list outside of labour. Last year \$400,000.00 was committed to spend on investigations but the number fluctuates. There are fourteen (14) Provincial Offences Officers on contract with ESA to provide investigations for the different regions. Investigators also provide other services such as serving Disconnect Orders, examination proctoring, etc.

The Committee also discussed cost recovery fees. These are fees that result partly from an inspector's tracked time involved with inspecting an electrical installation. These fees are not penalties or fines, paid to ESA, they are calculated based on Ministry guidelines.

Conclusions:

Motions:

- *n/a*

Action Items:	Person Responsible	Deadline
10-28-05 <ul style="list-style-type: none"> • Confirm fees amounts in private meeting with Cameron Hann 	Esau Habibulla	
10-28-06 <ul style="list-style-type: none"> • Provide the Council with last year's general actuals for comparable review 	Esau Habibulla	
10-28-07 <ul style="list-style-type: none"> • Remove the term "security" before "investigators" 	Esau Habibulla	

Agenda Item: 7 OESR Update

Presenters: Freda Lam, ESA

Freda Lam introduced herself and discussed the Ontario Electrical Safety Report with the Council. This Report is prepared every year, currently the 19th edition. The purpose of the Report is to compare the state of electrical safety year to year. The Report also identifies key electrical safety risks, key information used to develop and improve standards, important areas of research and influencing development of safety programs. See presentation deck for more details.

Freda provided her email address for anyone wishing to contact her:
Freda.Lam@electricalsafety.on.ca

(SEE INFOGRAPHIC – SUMMARY FOR STATISTICAL DATA)

Motions		
<ul style="list-style-type: none"> n/a 		
Action Items	Person Responsible	Deadline
<ul style="list-style-type: none"> n/a 		

Agenda Item: 8 Delegation under Regulatory Modernization Act

Presenter: Soussanna Karas, ESA

Soussanna explained The Regulatory Modernization Act (RMA) to the Council. The RMA is the legislation that applies to a number of DAA's including ESA, OMVIC, RECO, TICO etc. The Minister has power to publish and disclose different categories of information to the public, Such powers are granted to the Minister by the legislation. The Minister can delegate some of these powers to a DAA through RMA. There are categories of information that can be disclosed.

Soussanna showed the Council an excerpt (s. 10(4)).

On Sep 24th, the Minister granted delegation under s. 10(4) of the RMA to ESA , which includes powers to disclose compliance and conviction information for electrical contractors.

This delegation allows ESA to review categories of necessary disclosure and consider what needs to be disclosed to the public.

The delegation does not mandate ESA to disclose, it grants discretionary power. The plan is to wait until Auditor General issues its Recommendations to ESA to ensure that ESA responds properly, especially if there are some that relate to disclosure of information. We will also be taking guidance from other DAAs, such as RHRA and Technical Safety BC and will review their license holders' directory. While categories have been discussed by this Council in the past, ESA will continue to work

with ECRA AC on this issue. It was recommended that all the stakeholders, advisory councils be informed about this.

Conclusions

- n/a

Motions

- n/a

Action Items

- n/a

Person
Responsible

Deadline

Agenda Item: 9 Member Recognition

Presenter: Joe Kurpe, Chair

Joe gave some thank you comments to the outgoing Vice Chair, Sean Bell, whom has been with ECRA AC since 2011, he became Vice Chair 1.5 years ago, participated well through the group, has now moved on . He is wished well in his future endeavours.

Sean thanked everyone, complimented Soussanna’s lively presence and take-control attitude and commented that she is doing a fantastic job in the role, that it has been noticed. Sean also thanked Joe for serving as the Chair for many years. He also thanked Cameron for volunteering to be the next Vice Chair. The work on the Guidelines and TOR are appreciated.

Soussanna mentioned that it has been a pleasure working with Sean, he really stepped up and was available when needed.

Conclusions

- n/a

Motions

- n/a

Action Items

- n/a

Person
Responsible

Deadline

Agenda Item: 10 Revision of Guidelines to the Duties and Responsibilities of LECs and DMEs– Working Group Introduction

Presenter: Shana Hole, ESA

Shana revisited the topic of the Guidelines with the Council, and reminded the group that there should be a focus on ensuring the document is useful to licence holders. The issues to consider about the Guidelines are - Is it clear, should the language be easier for the reader, should it be shorter, and can it be evolved to address the new issues of today?

Shana suggested that a working group be comprised of representatives from different groups such as a member from MEC, an expert from another regulator, and individuals knowledgeable about training and how to make things interesting to adult learners. An individual from Mohawk College with knowledge in adult education and Pre-Masters Course instructors would be good addition to the group. The working group would focus on key issues licence holders should know, how to socialize the guideline, and the addition of real-life case scenarios.

The creation of a working group will be paused temporarily as there are other major projects happening such as virtual proctoring and online renewals. In addition, coming soon will be the recommendations from the AG Report that ESA will no doubt need to focus on immediately. There is a need to ensure resources are being used appropriately ensuring quality work, staff time, so best to pause this until the next meeting (post AG Report). Keep on action item list.

Motions:

- *n/a*
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Action Items:	Person Responsible	Deadline
<p>10-28-08</p> <ul style="list-style-type: none"> • Send 10 copies of the Guideline to Joe Kurpe 	Shana Hole	
<p>10-28-09</p> <ul style="list-style-type: none"> • The Guideline Working Group will be paused temporarily to be discussed at next ECRA AC meeting. 	Shana Hole	

Agenda Item: 11 Code Training Recognition Framework

Presenters: Jodie Ritchie, ESA

Shana introduced Jodie Ritchie, Training Development Specialist. She is the lead on the Code Training Recognition Framework project.

Jodie provided an update on the current status of the Code Training Recognition Framework and highlighted what work has been accomplished to date.

Project Scope

Jodi introduced the project's foundational principals, which are the basis of all decision making:

- There is a benefit to industry,
- Allow for an evolution to mandatory requirement (industry buy-in);
- Consideration of the quality of courses (safety and compliance being the guiding principles);



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- The framework is inclusive

She shared a snapshot of the high-level timeline – in three (3) phases

- Phase 1(a) working group will be meeting fairly frequently;
- Phase 1(b) external gathering feedback, EMT/SMT members and Board of Directors, take feedback and analyze then incorporate before making final recommendations;
- Phase 1(c) next spring, develop final recommendation plan; socialization of final plan: presented to Board for approval.

(see presentation for more details.)

The Committee discussed whether training can be expressly specialized so that individuals are recognized for areas of focus that are unique to their own businesses. The business training model (#5) was appreciated and recommended by one of the Council members.

The working group has already had one preliminary meeting in March just before COVID-19 began and the second meeting is next week. There is an aggressive timeline to be in a position to make a model recommendation by end of the calendar year so there are four (4) working group meetings scheduled between next week and the end of December.

Agenda Item: 12 New Business

Presenters: Joe Kurpe, Chair

The next **LHM** meeting is scheduled for **November 24, 2020, from 2:00-4:00**

There is a meeting scheduled with Zoom moderator tomorrow in preparation for the meeting, then the invitation will be sent out.

The format for this LHM will only be 1 hour to cover all presentations, then one hour for the technical Q&A portion. There will not be another ECRA AC meeting before the LHM.

The next ECRA AC meeting will be scheduled for: **January 27th, 2021.**

On a motion moved and seconded it was RESOLVED THAT:

The meeting to be adjourned. (Moved by Catherine Taylor, second by Cameron Hann)
Motion carried.

Termination of Meeting

There being no further business the meeting was terminated at 12:29 p.m.

Next Meeting: January 27, 2021.