
April 29, 2021**10:00 a.m. to 11:45 a.m.****Meeting via Video-conference**

Present: Dave Ackison, OEL (Chair) Joe Kurpe, ECAO
Clint Attard, OEL James McKellar, ECAO
Tony Minna, ECAO Rob Sloan, OEL
Ron Bergeron, OEL Stephen Green, ECAO
Robert Smith, ECAO Mark Hopkins, ECAO
Ryan Delisle, ECAO Chris Ruber, ECAO

Regrets: Dan Williams, LEC Shawn Blacklock, OEL
Sharmila Uruthiranandasivam, MGCS

Guests: Doug McGinley, OEL Scott Yemen, OEL (new members - June)

ESA Staff: Borjana Bulajic Earl Davison
Carol Keiley Claire Loucks
Allison Hawkins Will Barrett

PRELIMINARIES

Chair welcomed everyone to the meeting.

VP, Operations thanked out-going chair for his work with CoAC and thanked all members for their commitment. VP, Operations also acknowledged the incoming Chair.

1. APPROVAL OF AGENDA AND MINUTES

Motion to Approve Agenda

1st: Tony Minna

Seconded by James McKellar

Carried

Motion to Approve Minutes

MOTION to approve March 25, 2021

1st: Tony Minna

Seconded by Mark Hopkins

Carried

2. Review of Language for “Property Manager” section on ESA Website

VP, Operations acknowledged potential for confusing language on the ESA website regarding the obligations of property managers.

- ESA recognizes that there is some confusion around the interpretation of the language and that it touches on a number of work areas.
- ESA will review the language and interpretation, review the data available (defects, CSS, etc.) and present data in September

Comments:

- Member: property management company is different than property manager and property owner (owner occupied dwelling); needs clarity.
- Several members indicated they were pleased to see revised language.
- Member: manager vs owner. Need to look at permits by LECs vs homeowners. Property managers taking few permits; need to recognize the number of permits taken within the context.
- Member: often electricians are required to fix work that has been previously done by property management employees.
- Several members suggested they would need to see data before moving commenting
- Member: key thing: “adequately trained”
- Member: staff forced to do things they aren’t comfortable with. What kind of limitations on this kind of work – need clarity.
- Member would like to see more data: would rather take the defect and have it corrected to ensure it is safe. Many others do the same.
- Member: need to see more data to inform conversation.
 - VP, Operations acknowledged member concerns with data but explained that ESA has a variety of data points to assist in interpretation.

ACTION: VP, Operations will present findings at the September meeting.

3. OPERATIONS UPDATE

VP, Operations provided an update on notification volumes over the past two years. Please see presentation.

- During 2020, trends in notification volumes tracked with restrictions imposed as a result of COVID-19.
- ESA is monitoring trends and their impact on industry.
 - Customer Service Centre response times lagged due the implementation of RBO but are again within ESA's expected timelines.
 - Defect Correction rates meet ESA's 12 month rolling average goal of 90% within 30 days.
- Trends since the implementation of RBO for LEC 24 hr notification – target was 85% of time LEC notified and have met that 6 of 9 months since RBO launched
- Inspector Mapping Tool for inspectors to use to plan their routes, provide advance notice of arrival to site to plan day and deploy staff.
 - General Manager, Operations Planning & Support stated that inspectors are currently being trained on the tool. Contractors will be provided with a time window at the beginning of the day and then an update with more precise time estimate for the inspector's arrival. This aligns with RBO and the Auditor General's recommendations to prioritize inspection communications.

Comments:

- Member stated that communications are working well for small contractors.
- Member asked when a permit is taken out under multiple people's name, will they all receive notifications?
 - General Manager, Operations Planning & Support stated that it's possible to multiple contacts in the system, so that staff in the office and in the field receive notifications, via text or email.
- Member: indicated that at one time ESA reported on all notifications filed and would like to see that information as well as total defects.
- Member stated that he is looking forward to the implementation of the notification tool and asked whether there will be access to it on the ESA website.
 - General Manager, Operations Planning & Support stated notifications are via text and email.
- Member asked if it would be possible to receive notification, first thing in the morning, with a window of time during which the inspector will arrive.
 - General Manager, Operations Planning & Support stated that notifications with a time window will be sent out first thing in the morning and then a

second notification when the inspector is on the way to the site. ESA is targeting a two-hour time window but could increase to 4, depending on feedback and what is practicable for scheduling.

- Member asked whether notifications will also be issued for subdivisions, when there are multiple inspections.
 - General Manager, Operations Planning & Support stated that the process will work for any notification in the system, even when multiple inspections are occurring at large residential sites.
- Member stated that he is looking forward to the updated notification approach and increased efficiency in planning time.
- Member asked whether the notifications are input manually into the system or whether they are generated automatically.
 - General Manager, Operations Planning & Support stated that the notifications are currently manual, although they could be automated in the future through system enhancements. ESA is focusing on getting the basics of the system right before adding functions.
- Member stated that there is no such thing as over-communicating and asked whether there is a process in place to enforce use with inspectors.
 - VP, Operations stated that although use of the tool is currently not mandatory, it will become a requirement for inspectors in the future.
- Member stated that following the implement of RBO, there has been an increase in communications and is looking forward to additional improvements.
- Member stated that he is excited for the tool, as it will increase efficiency to better plan days for small service jobs.
- Two additional members expressed that they are looking forward to seeing the notification tool in use.

ACTION: N/A

4. AUDITOR GENERAL'S REPORT

VP, Operations provided an update on ESA's work on the Auditor General's recommendations; all are in progress and further updates will be provided in June.

5. CODE OF CONDUCT/CONFIDENTIALITY/TERMS OF REFERENCE DISCUSSION

Code of Conduct and Term of Reference (please see presentation)

VP, Operations provided an overview of CoAC's role as an advisory council, members' roles as representatives of the entire contractor industry and ESA's role in balancing the interests of all industry stakeholders.

Comments:

- Member asked who can share confidential information and who can communicate information shared at meetings back to the respective associations.
 - Member stated opinion that until an issue has been fully discussed, information cannot be shared.
- Member asked for clarification on block voting vs unanimous voting.
 - VP, Operations stated that instances of block voting, should they ever occur, would be clear and would signal a different intent than instances of unanimous voting where CoAC members are aligned in their views. VP, Operations also stated that ESA is mindful of its mandate to listen to stakeholders while balancing its role as a regulator.
- Member stated that what happens to members in the field also happens to many others, regardless of association representation, so it is valuable to discuss these issues at CoAC, in order to find solutions.
- Member asked for clarification regarding the advice that ESA receives from CoAC and what is done with it.
 - VP, Operations explained that discussions and feedback at CoAC meetings are important for ESA and are taken into the decision-making process.
 - Member stated that CoAC can use its knowledge and voice to contribute to decision-making and changes.

Confidentiality Requirement

VP, Operations clarified that information contained in materials marked confidential as per the updated Terms of Reference cannot be disclosed by members.

Comments:

- Member stated that the clarification of information specifically marked as confidential is helpful for members to understand expectations.
- Member stated that although he understands that not all CoAC recommendations can come to fruition, he expressed need to advise CoAC members how their feedback is used. Member also asked that if recommendations are made in the meeting minutes by way of a duly approved motion, ESA should provide a response to the feedback and explain the reasoning behind decisions.
 - VP, Operations acknowledged that this was a valid request and would discuss this option with staff.

ACTION: VP, Operations will discuss how to approach providing feedback on suggestions to ESA through approved motions back to CoAC members.

6. Outstanding Items

- Director, Communications, Government and Stakeholder Relations provided an update on OESC consultation and encouraged members to provide feedback by the April 29 submission deadline.
- Member asked for an update on ESA questionnaire on fee schedule and statistics from Operations.
 - VP, Operations stated that in accordance with the Auditor General's recommendation to review certain portions of fees, ESA's CFO will conduct one-on-one discussions with CoAC members to gain feedback on the impact of fees on their business. Consultation on the issue will likely occur in the fall and stated that various models for fees are still under consideration.

ACTION: CFO to include CoAC in fee consultations in response to AG recommendations.

7. NEW BUSINESS

Director, Communications, Government and Stakeholder Relations provided an overview of the information to be presented at the June 16 meeting, regarding ESA's work on the Auditor General's recommendations and items to be discussed with CoAC members for feedback.

Comments:

- Member asked whether members could receive material in advance of the meeting.
 - VP, Operations Earl: Material out at least 7 days in advance.
- Member stated that 7 days in advance is not sufficient time to review the material and that the sooner the better is preferred to help prepare for the discussion.
 - Director, Communications, Government and Stakeholder Relations stated that ESA will work with colleagues to ensure that materials are sent out quickly.
- Member asked about efforts to ensure that inspectors get vaccinated to ensure safety, particularly in high risk settings.
 - VP, Operations explained that each public health unit has different requirements. ESA monitors these requirements and has provided inspectors with letters outlining them. Inspectors have received guidance on COVID-19 protocols for performing remote inspections and using photos and videos where appropriate.
- Member suggested that CoAC members can provide support through letter writing to push to speed up inspection vaccinations.
- Director, Communications, Government and Stakeholder Relations reminded members to return forms within 30 days of the meeting for reimbursement.

VP Operations provided an update with regards to vaccine rollout for inspectors and thanked CoAC members. As the Province vaccination program is comprehensively rolled out there is no need for further support letters.

WRAP UP & ADJOURNMENT

Motion to adjourn by James McKellar

Seconded by Steve Green

Carried

End of Contractor Advisory Council Meeting

If there are any discrepancies to these minutes, please report them by email to Chair and Carol Keiley.

Next Meeting: June 16, 2021

Location: ZOOM Conference Call