

**Contractor Advisory Council**  
Minutes of Meeting

**April 13, 2023**  
9:00 am via Zoom

**Present:**

<b>Contractors</b>	<b>ESA</b>	<b>MPBSD</b>	<b>Regrets</b>
Dave Ackison Ron Bergeron Shawn Blacklock Ryan Delisle Mark Hopkins Jeff Scott Rob Smith	Will Barrett Declan Doyle Esau Habibula Eric Kingston Claire Loucks Steve Nelson	Esther Turner	Joe Kurpe Doug McGinley James McKellar Chris Ruber Scott Yemen

<b>ITEM</b>	<b>SUBJECT</b>	<b>ACTION</b>
1.	<p><b>Preliminaries 9:04 am</b></p> <p><i>No conflicts of interest were declared.</i></p> <p><i>Motion:</i> <i>Agenda be approved.</i> <i>Moved by: Jeff Scott</i> <i>Seconded: Shawn Blacklock</i></p> <p><i>Motion:</i> <i>Minutes of March 2, 2023, meeting be approved</i> <i>Moved by: Jeff Scott</i> <i>Seconded: Ron Bergeron</i></p>	<p>Carried</p> <p>Carried</p>
2.	<p><b>Terms of Reference (ToR)</b></p> <p>Eric Kingston spoke to this.</p> <p>Eric stated:</p> <ol style="list-style-type: none"> <li>1) CoAC ToR are 6 years old and in need of updating.</li> <li>2) Items being revised include the following: membership, nominations, attendance, proxy voting, vice-chair, confidentiality</li> <li>3) The draft will be sent to members prior to the next meeting.</li> </ol> <p>Contractors advised: Confidentiality had been resolved over a year ago. Items are declared confidential only when so stated by members. Should be included in TOR.</p>	<p>Action</p>

3.	<p><b>Industry Metrics/Compliance Behaviour</b></p> <p>Will Barrett spoke to this and presented metrics (specific metrics to remain confidential):</p> <ol style="list-style-type: none"><li>1) A percentage of LECs are engaging in non-compliant behaviours.</li><li>2) It has been difficult to change their behaviours. ESA has done extra training and toolbox talks to this group, but problems persist.</li><li>3) ESA is seeking advice from CoAC on this issue.</li></ol> <p>Council advised: Concern was expressed that not enough effort is spent on this group.</p> <p>A working group of CoAC members is to be established to address non-compliance and how to recognize compliance. Several contractors volunteered to participate.</p>	
4.	<p><b>Surveys of Contractors</b></p> <p>Ryan Delisle spoke to this.</p> <ol style="list-style-type: none"><li>1) Ryan Delisle advised: CoAC should be involved in the development of ESA's LEC surveys to ensure results are consistent with the realities contractors are facing.</li><li>2) Eric Kingston stated: ESA needs to follow the existing survey pattern as part of the 5-year strategic plan that ESA provides to the Ministry.</li><li>3) Ron Bergeron advised:<ol style="list-style-type: none"><li>a) Results from the 2021 joint OEL- ECAO survey differ from the 2021 ESA survey</li><li>b) Re-applying the 2005-09 joint CoAC-ESA survey would better measure results of the three 5-year plans since 2009</li><li>c) All surveys of LECs should first come to CoAC for approval. The includes Council surveys.</li></ol></li><li>4) Claire Loucks stated: There are different surveys. One is the multi stakeholder survey conducted every 2 years which is conducted with a broad range of stakeholders (not only LECs) and the Advisory Council Survey that is intended to gauge member opinions on council effectiveness.</li></ol>	Action
5.	<p><b>Credit Limit Process Overview</b></p>	

Esau Habibulla spoke to this:

- 1) Esau Habibulla stated:  
The process was outlined. He stated that LECs are contacted before the account is blocked.
- 2) Contractor members advised:
  - a) They have heard of times the process may not have been followed
  - b) Many members experienced account blocks when taking a permit.
  - c) LECs are not advised of credit limits.
  - d) This is detrimental to day-to-day operations of contractors. This is especially severe for smaller LECs who comprise 8000 of the 9500 LECs.
  - e) Members made suggestions such as:
    - i) Payment bonds
    - ii) Credit increases based on inflation.
- 3) Esau stated:  
ESA will be increasing permit fees. This will likely to be less than the rate of inflation.

6. **Account Blocks Update**

Eric Kingston and Will Barrett spoke to this:

- 1) Eric stated:  
Statistics for April to March (12 months) were shared  
Accounts : 109  
Defects : 112  
Licensing : 903
- 2) Will stated:  
An update was provided on the Defect Block Pilot. Courier notices for the warnings pilot of 369 letters and the cost was shared. This is not considered scalable for Licensing. An alternative is required.
- 3) Contractors advised:
  - 1) Costs are small when compared to the annual gain-sharing and the possible savings in Plan Review.
  - 2) The disruption of LEC businesses is substantial when there is no warning.
  - 3) Account blocking is too punitive a measure. It does not address safety concerns but is rather an administrative issue better served by fines.

7.	<p><b>Plan Review</b></p> <p>Will Barrett spoke to this.</p> <ol style="list-style-type: none"><li>1) There is a new internal procedure to track and document notification validation with Plan Reivew.</li><li>2) It requires the inspector to act on the administrative defect.</li></ol> <p>Contractors advised:</p> <ol style="list-style-type: none"><li>1) Concerns raised with the accountability by Plan Review</li><li>2) The process continues to create ill-will between contractors and inspectors.</li></ol>	
8.	<p><b>Toolbox Talks</b></p> <p>Steve Nelson spoke to this:</p> <ol style="list-style-type: none"><li>1) Toolbox talk sample articles were presented.</li><li>2) The articles will center on a defect or hot topic of the month and will include Code details to provide context for contractors.</li><li>3) These will appear more prominently on the ESA website and in Plugged-In.</li></ol> <p>Contractors advised:</p> <ol style="list-style-type: none"><li>1) This was a good initiative.</li><li>2) Information on ESA's CSS program be featured in a separate piece to be provided to contractor clients.</li><li>3) Recent incidents be considered and give more technical information for contractors to prevent reoccurrence of a safety issue.</li></ol>	
9.	<p><b>Remote Inspections</b></p> <p>Eric Kingston spoke to this:</p> <ol style="list-style-type: none"><li>1) The new remote inspection app has been launched.</li><li>2) The app will be expanded in the future to provide scheduling and notification capability.</li></ol>	
10.	<p><b>Connections and Reconnections Update</b></p> <p>Council and Eric Kingston spoke to this</p> <ol style="list-style-type: none"><li>1) Council members inquired to the status of the Working Group with LDCs regarding long delays of reconnects.</li><li>2) Eric Kingston stated that Shawn Martel and Claire Loucks are setting up the first meeting expected in June. The Working Group will also include 2 members from other ESA Councils.</li></ol>	
11.	<p><b>Meeting Adjourned at 1:10 pm</b></p>	