



DRAFT - Minutes of the ECRA Advisory Council Meeting

November 16, 2023

9:00 a.m. to 12:45 p.m.

Meeting held virtually via Zoom

<b>COUNCIL MEMBERS PRESENT</b>	<b>ESA EMPLOYEES PRESENT</b>
Cameron Hann, OEL, Chair	Will Barrett
Larry Shaver, ECAO, Vice Chair	Raymond Chan
Cathy Taylor, Community at Large	Declan Doyle
Vince De Gasperis, Utility Contractors Association	Stephanie Dunn
Steve Del Guidice, OEL	Shana Hole
Larry Allison, CAC	Soussanna Karas
Cathy Taylor, Community at Large	Sarah Kempel
Kelly Casey, ESA nominee	Eric Kingston
	Claire Loucks
	Cynthia Magill
	Mohammed Ali Marfatia
<b>GUESTS</b>	<b>REGRETS</b>
Anna Dunscombe, MPBSD	Joe Kurpe, ECAO

Regretfully due to an administrative issue, portions of the November meeting minutes, including movers and seconders, were not properly captured by ESA staff. We have added in names thought to have been associated with the relevant agenda items. We regret this error and apologize.

<b>AGENDA ITEM</b>	Call to Order Notice and Quorum No conflicts were declared with the Agenda
<b>PRESENTER</b>	Chair

**WELCOME AND INTRODUCTIONS**

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<b>MOTION</b>	The motion to accept the minutes of the June 15, 2023 meeting.
<b>MOTIONED</b>	Cathy Taylor
<b>SECONDED</b>	Vince De Gasperis

**Motion carried**

Review of Open Action Items:

1. Working Group for Guidelines will be formed to update existing document:  
*ongoing*
  - This will move forward in FY25.
2. Conduct member survey on a more frequent basis to gauge member sentiment:  
*ongoing*
  - Member stated concern with more surveys and encourage to provide input at meetings
3. Approval of changes to the ECRA Terms of Reference: *see item #6*

**AGENDA ITEM** Introduction of Kelly Casey and ECRA AC

**PRESENTER** Stakeholder Advisor

Kelly Casey was welcomed as the newest member of the ECRA AC

**AGENDA ITEM** Update on Account Blocks

**PRESENTER** VP, Operations

Eric Kingston (VP, Operations) presented an update on account blocks. Explained that an external organization audited the account blocks.

Members discussed:

- Applaud initiatives to have a dedicated person notifying on blocks.
- Emails are not great for contactors and it's important to have a personal touch.
- Robocalls are also not great as they could be considered SPAM.
- DMEs should be notified before a block is in place as they're responsible overall.
- The use of training and education; require LECs to take additional courses based on the nature of their most frequent/severe defects.
- The need for more organizations to be accountable for safety.

Members agreed that often the accounts are blocked and that the DME has not been notified.

**AGENDA ITEM** Administrative Actions: Invoices, payment and frequency of member surveys

<b>PRESENTER</b>	Manager of Government and Stakeholder Relations
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Raymond Chan (Manager of Government and Stakeholder Relations) reviewed the current payment policy and frequency of payments. Members were again encouraged to submit invoices within 30 days.

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<b>AGENDA ITEM</b>	Addressing High Defect Ratios to Improve Safety
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<b>PRESENTER</b>	Director of Licensing and Training and General Manager Business Planning and Improvement
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Director of Licensing and Training and the General Manager of Business Planning and Improvement presented a set of data analytics that just recently became available via RBO tool. This data allows us to gather and review trends in defect ratios, Life and or Property defects and other statistics that ESA gathers on contractor performance. The data shown was s for selected inspection only (more than 10 notification rolling), contractors also need to have been licensed for over five years. The members were informed that the next step for ESA is to confirm data and once confirmed, to meet with the top 5-10 contractors to discuss their compliance and defect history. Member of ECRA were canvassed on what are the best ways to address these contractors and what questions to ask during these interviews with them.

Comments:

- Members discussed how contractors can work toward greater compliance.
- Education and greater awareness of the defects and the rules is the key to ensure contractors are compliant.
- Inspectors don't possess the right tools to monitor defect completion.
- Concerns over the holidays with rotational coverage and understanding the history or what was approved.
- Manpower should be allocated accordingly.
- There should be financial penalties imposed on high ratio contractors
- Ministry of Labour should be notified and there should be greater accountability.
- While the goa is to improve compliance and change behaviour, ESA should be given ability to revoke licenses for those who are unwilling to comply .
- **ACTION Item:** ESA to continue to provide updates to ECRA on steps taken to improve safety of those with high defect ratio

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<b>AGENDA ITEM</b>	Revised Terms of Reference: Membership Provision and Update on Member Selection Process (Vacant Position + AMCTO provision)
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<b>PRESENTER</b>	Manager of Government and Stakeholder Relations
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Manager of Government and Stakeholder Relations presented revised membership terms to broaden membership into greater industry groups.

<b>MOTION</b>	The motion to accept the revised terms of reference (TOR):
<b>MOTIONED</b>	Larry Allison
<b>SECONDED</b>	Vince De Gasperis

*Motion carried*

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<b>AGENDA ITEM</b>	ESA App: Digital Notifications Enhancement
<b>PRESENTER</b>	General Manager, Customer Service Centre

Stephanie Dunn (General Manager, Customer Service Centre) presented on the upcoming enhancements to the ESA ON Mobile application.

Comments:

- Members appreciated the enhancements.

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<b>AGENDA ITEM</b>	Update on Regulatory Compliance Program (RCP)
<b>PRESENTER</b>	Enforcement Coordinator

Members discussed:

- EV chargers and the need to track installations with serial numbers.
- LECs subcontracting should be added to RBO.

*Action item: ESA to review the issues of subcontracting as part of growing underground economy and look into ways to track and address these issues in a better way via RBO or other tools.*

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<b>AGENDA ITEM</b>	Chair's presentation from the upcoming ESA License Holder Meeting
<b>PRESENTER</b>	Chair

Members discussed:

- The Report was accepted by the members and there were no additional questions or concerns

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<b>AGENDA ITEM</b>	ME Competency Profile Resources Project
<b>PRESENTER</b>	Program Coordinator, Continuing Education

Members discussed:

- Framework encompassing sixty-five competencies across 9 domains
- Future actions including connecting MEs with educational resources to support their professional development will be released in 2024
- Members were asked for resources and asked to share with ESA
- Members suggested consider a meeting for “ME licence holders only” and to share stories to support the project

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<b>AGENDA ITEM</b>	Round Table
<b>PRESENTER</b>	All

Discussion:

- Members discussed that it was informative and well run meeting and that defect ratio continues to be top of the mind in terms of electrical safety and contractor compliance

<b>AGENDA ITEM</b>	ECRA Financial Presentation (IN CAMERA)
<b>PRESENTER</b>	Director, Finance

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<b>MOTION</b>	To adjourn meeting.
<b>MOTIONED</b>	Larry Shaver
<b>SECONDED</b>	Vince De Gasperis

***Motion carried***

**ADJOURNMENT: 12:45 p.m.**

**End of ECRA AC meeting**

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***If there are any discrepancies to these minutes, please report them by email to the Chair or Claire Loucks.***

Next Meeting: February 8, 2024

Location: Held virtually via Zoom

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