

Present:

AC Members	ESA	MPBSDP	Regrets
Member, Doug McGinley Member, Rick Leduc Member, Ryan Delisle Member, Scott Yemen Member, Deva Sarathchandran Member, Colin Mercier	Shana Hole, Manager of Licensing Alex Piccini, Stakeholder Advisor Eric Kingston, Vice President of Operations Alicia Smith, Acting General Manager, CSC and General Manager, Wiring Development	Sharmila Uruthiranandasivam	Chair Chris, Ruber Vice Chair, Mat Scratch Member, Joe Kurpe Member, Brendan Fenton

SUBJECT

Welcome and Preliminaries

Alex Piccini confirmed quorum.

With the Chair and Vice Chair absent, the council nominated Scott Yemen as acting Chair for the purposes of today's meeting.

No conflicts of interest were declared.

Motion: *Approval of the Minutes of Meeting for 26-Feb-26*

Moved by: Doug McGinley

Seconded: Rick Leduc

Carried

Motion: *Approval of the Minutes of Meeting for 6-Nov-25*

Moved by: Deva Sarathchandran

Seconded: Rick Leduc

Carried

Open Action Items: Review and Approval of Workplan

The group reviewed and approved the agenda and minutes from the previous meeting held on May 4th, 2025. Alex presented the work plan for 2026, explaining its purpose and flexibility. He further noted it can be amended to account for emerging items the council wishes to discuss and incorporate ESA business lines of relevance for LECs.

Comments: Scott commented on the layout being helpful for anticipating future items

Motions: Motion to approved

Moved by: Doug McGinley

Seconded: Ryan Delisle

Carried

Actions: None

Licence Holder Meeting

Shana Hole provided a presentation on the outcomes of the latest License Holder Meeting (LHM) for LECs and MEs. Shana noted the ways in which ESA has refined the online meeting over the past years to reflect what licensees wish to see more of, including longer question/answer sessions and more technical insights.

Shana noted 465 licensees took part in the latest LHM and 149 questions were answered live.

Shana noted the post LHM survey is helpful in ensuring the meeting reflects the content that licensees want to see and sought feedback from the council on if they themselves attended and any input they wish to share.

Doug McGinley noted that the LHM was largely in line with past iterations and the Q&A was a valuable part and also asked for more insights on non-compliance. Eric noted ESA's compliance action to issue Z7s so far this year.

Shana noted ESA is considering expanding the Q&A section for next year based on positive feedback received anecdotally and through the survey.

Conclusions: More time for Q&A portion of the LHM is desired, with a greater emphasis on compliance action by ESA and technical matters.

Motions: None.

Actions: None.

Quorum Change – Alex Piccini

Following a member dropping off the meeting, the council lost quorum.

Alex Piccini noted that per the CoAC terms of reference, the meeting can either proceed, but there can be no motions or votes, or the meeting could adjourn.

The Acting Chair sought the input of the council who agreed to move forward informally without any votes or motions.

The remainder of the meeting was conducted informally. The below notes reflect the discussion but are not considered part of the official minutes.

Licensing Technology Platform – Sarah Kempel

Sarah Kempel provided an update on how licensees are utilizing the Licensing Technology Portal (LTP) to digitize their licensing interactions.

Sarah presented a snapshot of the licensing platform's performance over the past 4 months, reporting that over 11,000 individuals successfully logged in, representing 65% of total registrations. She noted a significant increase in call volume and complaint records, but reported that the system is working effectively overall, with no formal complaints about the new system. While there were some initial challenges with first-time registrations and renewal processing due to high volume, Sarah indicated that numbers are starting to decrease and the team is addressing these issues with manual support when needed.

The Acting Chair noted a few challenges at the start with LTP being new to LECs, particularly with email verification, but the resolution was quick.

Ryan, and Doug requested that the sign-up information for LTP be shared with them to become more familiar with the system.

Fee Update – Alex Piccini

Alex confirmed that ESA would be proceeding with a 1.9% fee increase. He further noted that the fee guide is being updated and would be available ahead of implementation of the new fees on April 1, 2026 on ESA's website.

Alex further noted that communications would be going out to industry associations and the broader licensed community about the changes.

Comments: The Acting Chair noted that the fee increase is noted, generally a non-issue and understandable.

Conclusions: None.

Motions: None.

Actions: None.

Remote Inspection Feedback – Eric Kingston

Eric Kingston shared an update on the ESA On Mobile application and requested feedback from the council on an update and usage of the app for remote inspections. He emphasized that this change was driven by feedback from CoAC.

The feedback shared from the council was positive overall. The Acting Chair and Doug McGinley noted the usability is very helpful, but there are further refinements on how the application interacts with on-site inspections and communication between licensees and inspectors, defect ratios and on-site scheduling. Eric and Alicia note that these considerations are being made as ESA moves to implement a new enterprise resource planning system.

Colin notes rural inspection schedules continue to pose challenges to LECs when costing jobs and navigating schedules between clients.

Eric noted the feedback and further emphasizes that we have to balance scheduling efficiency with service delivery.

Conclusions: None.

Motions: None.

Actions: None.

Risk Based Oversight Update: Retrofit Luminaries – Alicia Smith

Alicia Smith updated the council that the pre-assessment portion of the retrofit luminaires program will be decommissioned on May 4th, streamlining the process and removing associated fees. The change was made after a year of analysis and stakeholder consultation, with communications planned through Plugged In magazine and direct emails to affected contractors.

Alicia emphasized due to the availability of approved kits and a decline in risk, the process and fees would be decommissioned, and ESA would be proactively reaching out to contractors who have pulled these types of permits in the last two years to inform them of the updates.

Comments: None.

Conclusions: None.

Motions: None.

Actions: None.

Enterprise Resource Platform (ERP) Update – Eric Kingston

Eric Kingston shared an update on ESA's ERP Project. He noted that it involves replacing the current SAP system across all business operations over the next year. The project is in a discovery phase with a system integrator, and while it will be a significant undertaking, Eric emphasized it will be a "lift and shift" rather than a complete transformation. The team discussed challenges with the disconnect/reconnect process, particularly regarding after-hours emergency requests and potential solutions including increased remote inspection resources.

Eric emphasized ESA's desire to keep CoAC informed as ESA moves through this significant operational transformation and underscored the desire to make iterative enhancements along the way that make doing business with ESA more efficient.

Deva noted that his company recently underwent an ERP change and would be able to connect Eric with the team members that did that work on the LEC side.

Doug and the Acting Chair raised concerns about the current defect ratio calculation system, suggesting it needs adjustments to better reflect the relative impact of different types of defects on pre-authorization for programs. Eric acknowledged the feedback. Finally, Eric noted a smaller update to the ESA Call Centre. Through the Omni-Channel program, ESA has combined a number of different communication systems into one. Licensees would not have noticed any changes and that means the new system is working.

Eric further noted that this enables the call centre to be more responsive, reduce costs and enable a callback option.

Conclusions: None.

Motions: None.

Actions: None.

Disconnections/Reconnections & After-Hours Calls – Eric Kingston & Alicia Smith

Eric Kingston and Alicia Smith provided an update on the ESA change to enable connection authorization by email during storm outages. Eric noted the patchwork that was being done prior to different utilities requiring different procedures to reconnect power to customers. Eric notes this for the council's awareness.

Finally, Eric notes that ESA has seen an influx of after-hour calls between 4:00-7:00 pm. He further notes this involved LECs attempting to bypass scheduling, which is particularly impactful in rural areas. Eric asked the council if they had any feedback on how to address that to ensure fair and equitable levels of service.

Doug and the Acting Chair note that it isn't right and perhaps those who seek to maneuver around the scheduling system should go to 100% inspection rate or put more resources into the ESA On Mobile.

The council notes that this is not something they are hearing about in urban areas.

Doug requests that pre-authorization and defect ratios and impact on LECs, while discussed a number of times at previous CoAC meetings, be further discussed at the next CoAC.

Conclusions: None.

Motions: None.

Actions: None.

Other Business

Alex Piccini opens the floor to any items that CoAC members wish to see at the next meeting, on April 9, 2026.

The Acting Chair notes that the council members will take this request back and share any input ahead of the next meeting. He also requests that the AI summary be shared alongside the meeting minutes.

Alex emphasized that this can be done, but the minutes are the official account of the meeting, not the AI summary.

Comments:

Conclusions: None.

Motions: None.

Actions: Alex Piccini to ensure AI summary is shared alongside the meeting minutes.

Adjournment

Having completed the agenda, the Acting Chair declared the meeting adjourned.

The minutes and transcript will be shared ahead of the next CoAC meeting

Please advise the Chair or ESA staff of any discrepancies in these minutes.