



INNOVATIVE
RESEARCH GROUP

Electrical Safety Authority

Multi-Stakeholder Accountability



Key Takeaways

- 1** Relative to 2023, the ESA's overall Accountability Index Score remains consistent this year. This trend is consistent across stakeholder groups, including homeowners, electricians, and industry and LDC stakeholders.

- 2** Among electricians, individual scores remain either stable or up significantly. Relative to 2023, the scores that saw the single biggest increases include perceptions of fairness, respect, trust, and service.

- 3** Whereas, among homeowners, some individual scores saw declines in 2025. Relative to 2023, the scores that saw the single biggest decreases include perceptions of fairness, seeking stakeholder input, and innovation.

- 4** Overall, perceptions among LDC, industry/safety stakeholders remained stable relative to 2023, including broader perceptions of the ESA.

- 5** As has largely been the case since 2015, most stakeholders, from homeowners to sector leaders, recognize the importance of an organization that oversees electrical safety and electrical safety regulations.

Setting the Context



Setting the Context

Multi-Stakeholder Accountability Background

In 2015, the ESA commissioned Innovative Research Group (INNOVATIVE) to design and execute a bi-annual, multi-stakeholder survey to gauge perceptions of the organization. To measure accountability across stakeholder groups, **three dimensions** were identified to collect meaningful, actionable feedback on stakeholder perceptions of the ESA's accountability performance.



Beyond measuring improvement within these key dimensions over time, another objective was and remains to ensure feedback will not only be meaningful to the ESA, but that stakeholders see their perceptions and priorities reflected in the results.

Setting the Context

Survey Methodologies and Stakeholder Groups

In 2015, a standardized questionnaire was designed to be used using both online and telephone methodologies, with comparability between stakeholder groups being the most important aspect of development. The same standardized questionnaire has continued to be used in the 2nd (2017), 3rd (2019), 4th (2021), 5th (2023) and 6th (2025) wave of research, which is the subject of this report.



The findings presented in this report are based on a series of online and telephone surveys conducted between **November 18th, 2025, and December 17th, 2026.**

The results are based on 1,577 completed surveys among qualified respondents in 4 distinct stakeholder groups.

Margins of Error: Below are the estimated margins of error on each of the key audiences (shown at 95% confidence):

LECs & MEs: $\pm 3.1\%$

All Stakeholders: $\pm 11.3\%$

Homeowners: $\pm 4.4\%$

LDC Stakeholders: $\pm 19.0\%$

Stakeholder Group	Methodology	2015 n-size	2017 n-size	2019 n-size	2021 n-size	2023 n-size	2025 n-size
LECs & MEs <i>LEC or ME who has had direct interaction with the ESA within the past 12 months</i>	Telephone	972	1,001	1,000	1,000	1,000	1,000
Homeowners <i>Individuals who have taken out an electrical permit within the past 12 months</i>	Telephone	500	502	500	500	500	500
LDC Stakeholders	Online	124	143	78	67	43	29
Safety and Industry Stakeholders	Online	36	27	19	18	20	48
Total [online only]		160	170	97	85	63	77
Total [telephone and online]		1,632	1,673	1,597	1,585	1,563	1,577

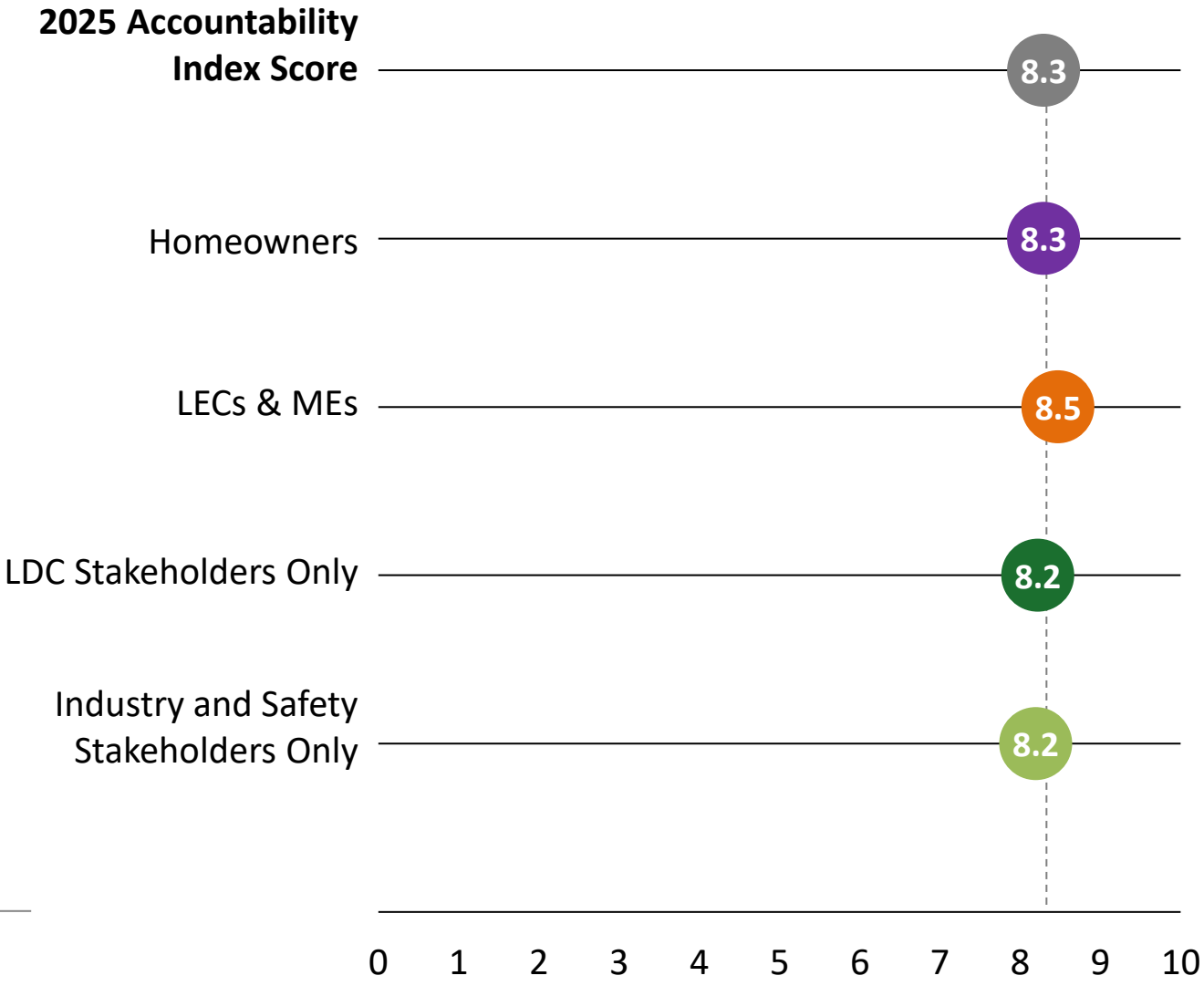
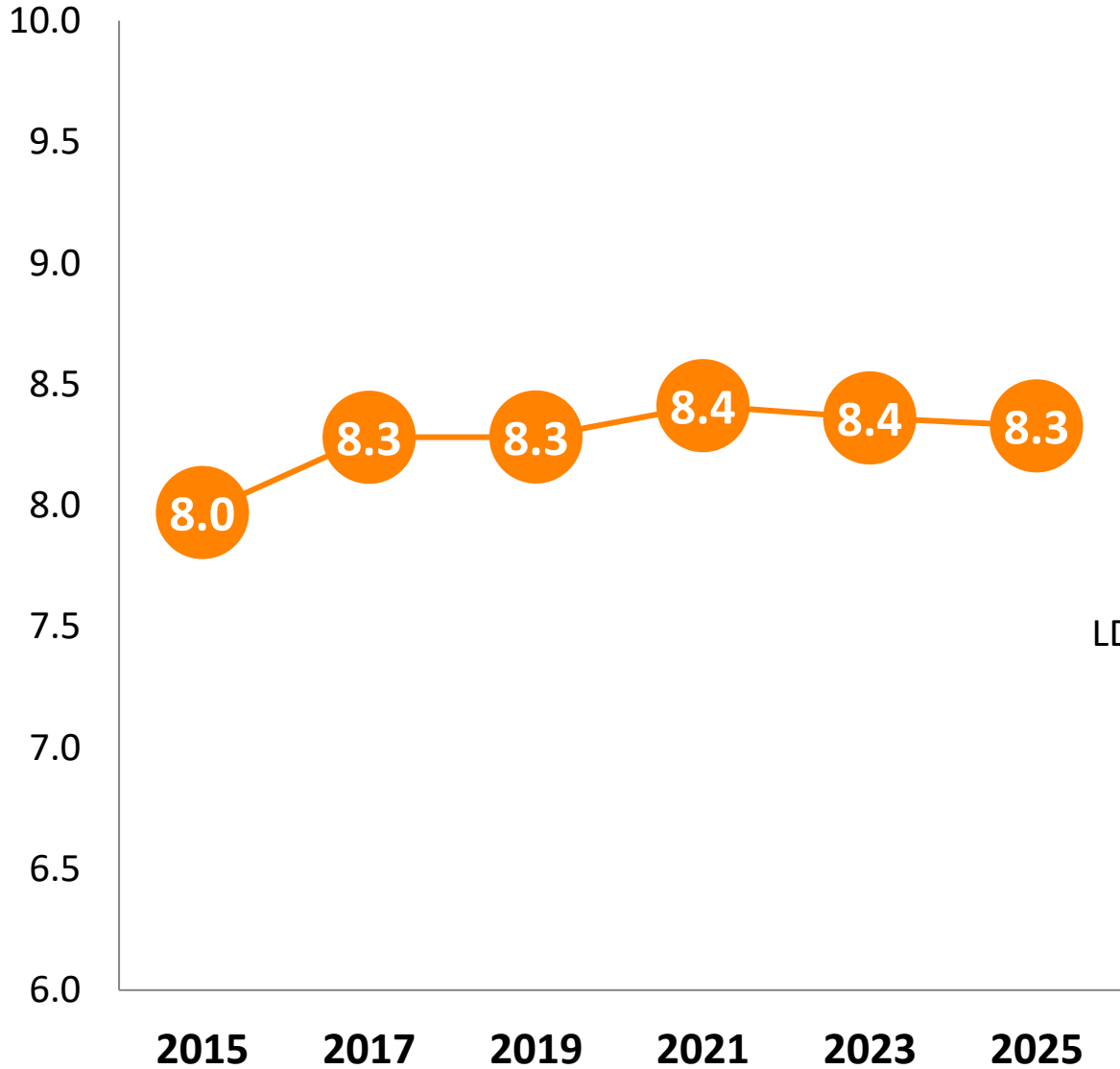
Note: Graphs may not always total 100% due to rounding values rather than any error in data. Sums are added before rounding numbers.

Accountability Index Score



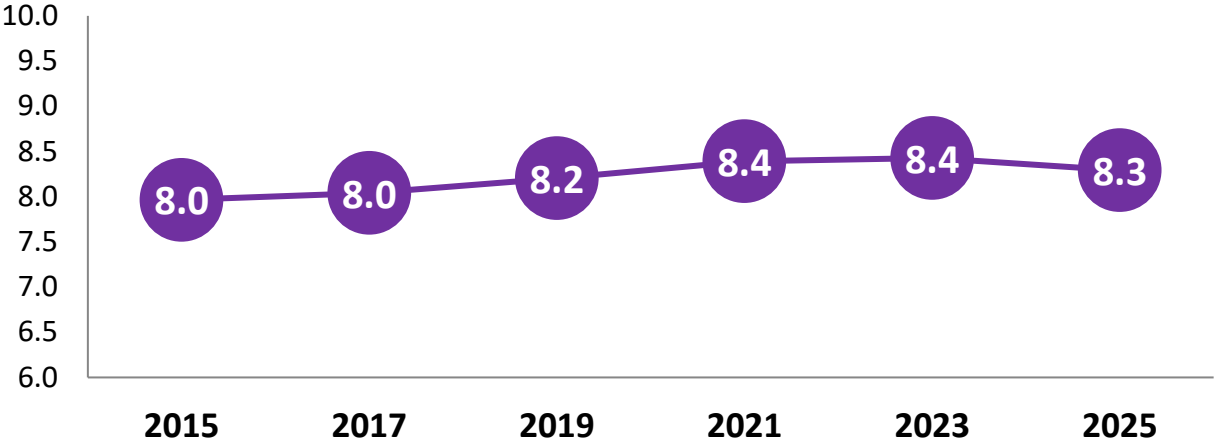
Accountability Index Score

For 2025, ESA's Accountability Index Score among its stakeholders have remained unchanged

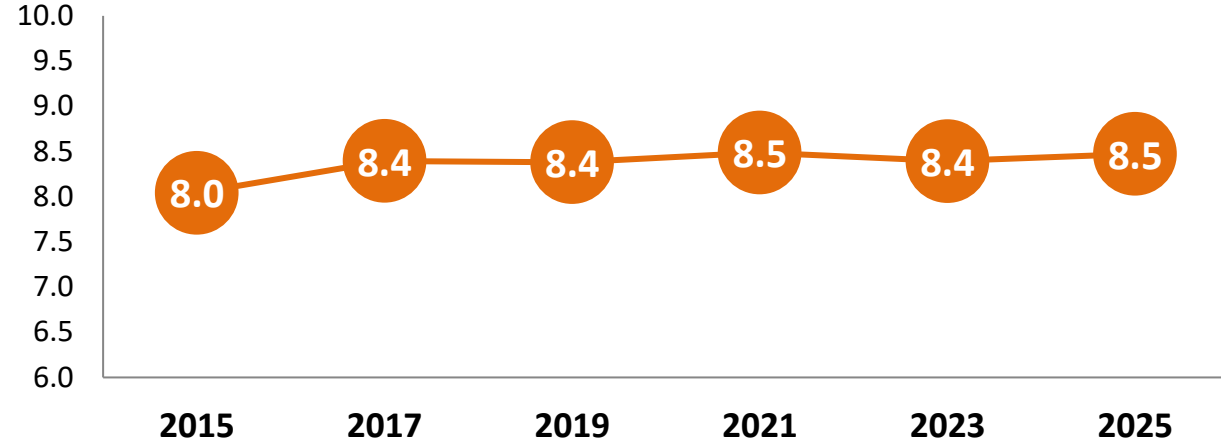


Accountability Index Score by Stakeholders | Tracking

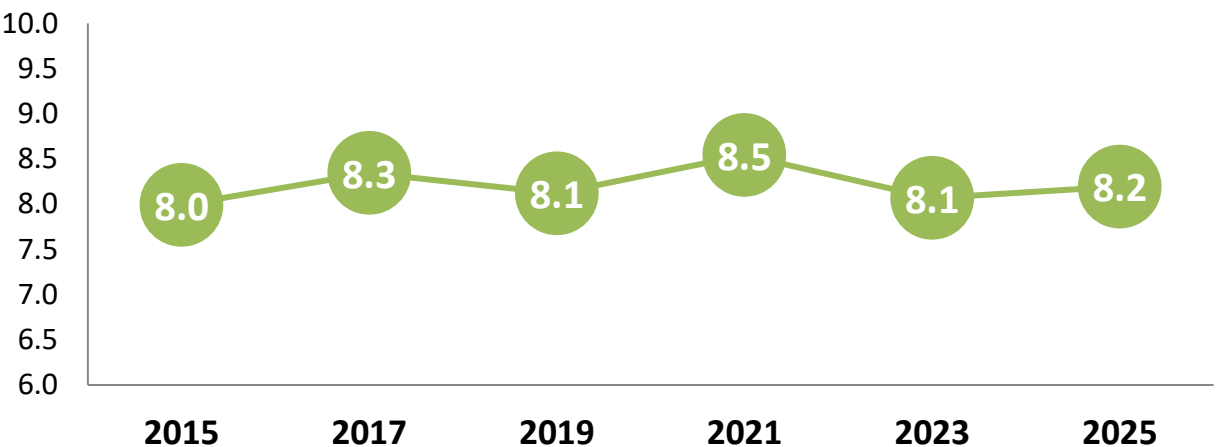
 Homeowners



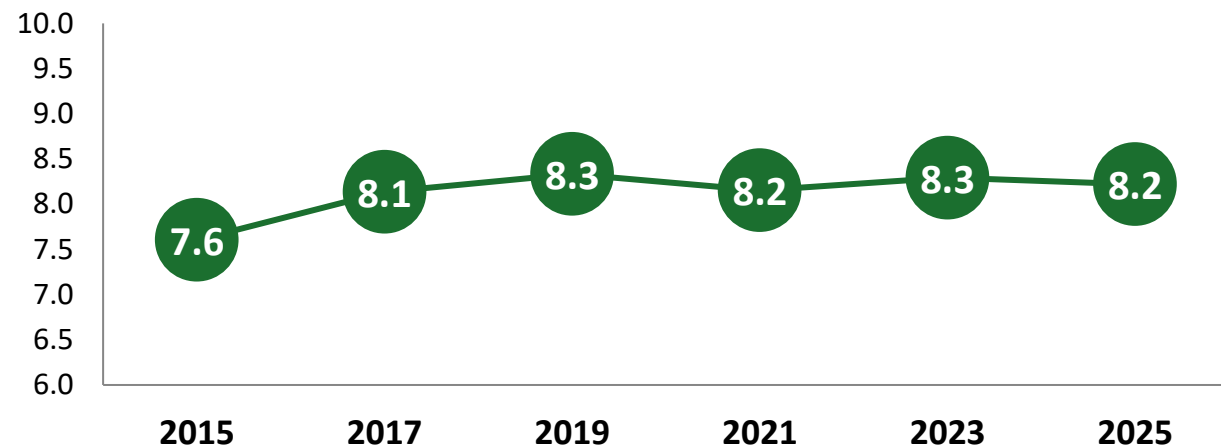
 LECs & MEs



 Industry and Safety Stakeholders Only



 LDC Stakeholders Only



HOMEOWNER ACCOUNTABILITY SCORECARD

Individuals who have taken out an electrical permit within the past 12 months

2015

2017

2019

2021

2023

2025

TREND



ACCESS

Focus on providing information and being easily accessible and responsive to concerns.

Awareness [2]

Making stakeholders aware of rules and regulations and sharing expertise in electrical safety

7.8

7.8

8.0

8.3

8.1

8.1

No change

Information

Making it easy for stakeholders to find relevant information on electrical safety from the ESA

7.3

7.2

7.4

7.5

7.4

7.3

-0.1

Ease of Access

Making it is easy to connect with ESA staff about questions or inquiries

7.8

8.0

8.3

8.5

8.5

8.4

-0.1

Responsiveness

ESA staff listening to and responding to stakeholder concerns

8.1

8.3

8.3

8.6

8.5

8.6

No change



PRACTICE

Engaging with stakeholders in a fair, transparent and ethical manner.

Fairness [2]

Treating stakeholders with fairness and respect

8.5

8.5

8.6

8.9

9.0

8.8

-0.2*

*Sig. decrease

Expertise

Providing leadership in electrical safety

8.3

8.4

8.5

8.6

8.8

8.7

No change

Transparency

Gathering stakeholder input on important issues and decisions

6.6

6.5

6.9

7.2

7.2

6.8

-0.5*

*Sig. decrease

Ethics & Trust [2]

Operating in an ethical and trustworthy manner

8.6

8.6

8.7

8.9

9.0

8.8

-0.2*

*Sig. decrease

Innovation

Being an innovative organization

6.9

7.0

7.3

7.2

7.6

7.2

-0.4*

*Sig. decrease



OUTCOMES

Providing value to stakeholders and improving electrical safety in Ontario.

Service

Offering a good experience when having direct interaction with stakeholders

8.6

8.8

8.9

9.1

9.1

9.0

-0.1

Value Delivered [2]

Contribute to improved electrical safety and overall good value for services provided by the ESA

8.0

8.2

8.3

8.5

8.6

8.5

-0.1

Value of Oversight

Having an organization that oversees electrical safety and electrical safety regulations

9.1

9.3

9.2

9.4

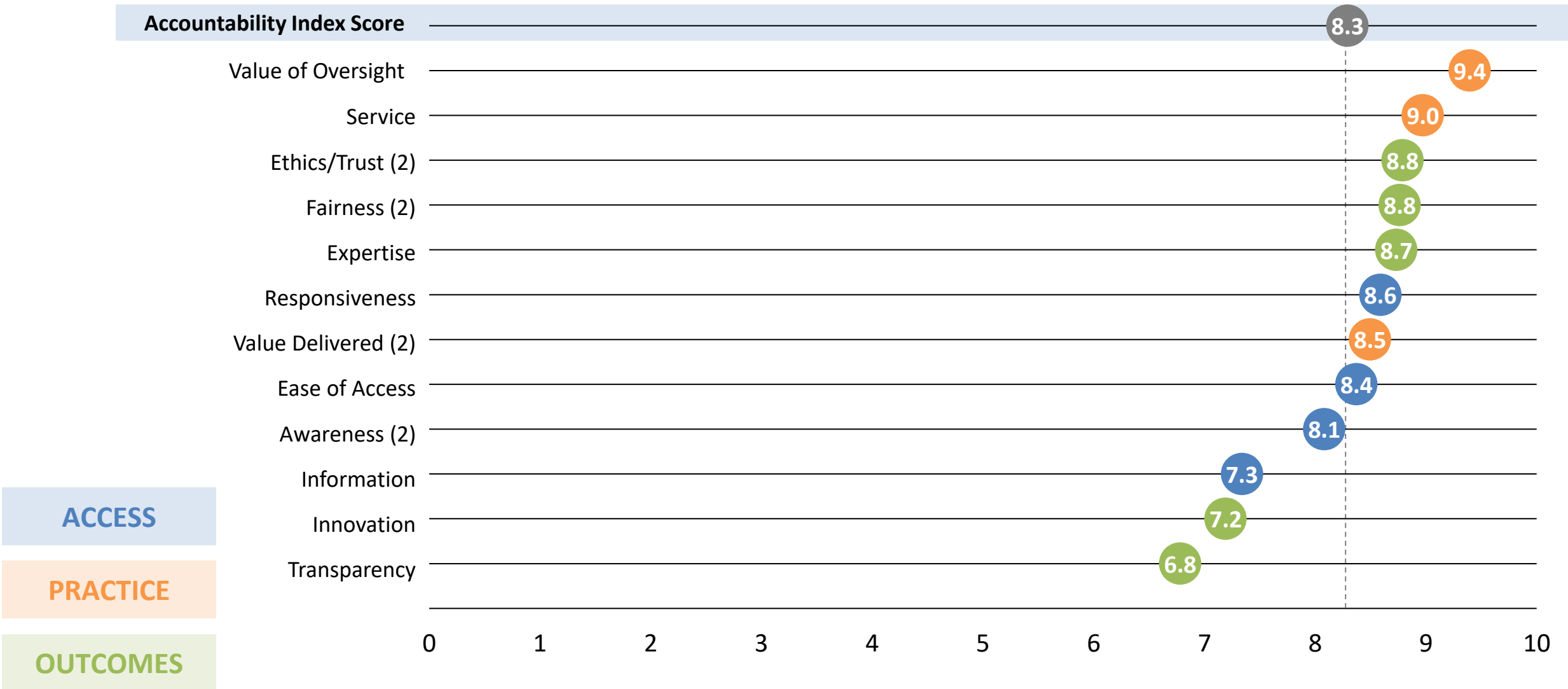
9.5




9.4

-0.1

Accountability Index Score | Homeowners

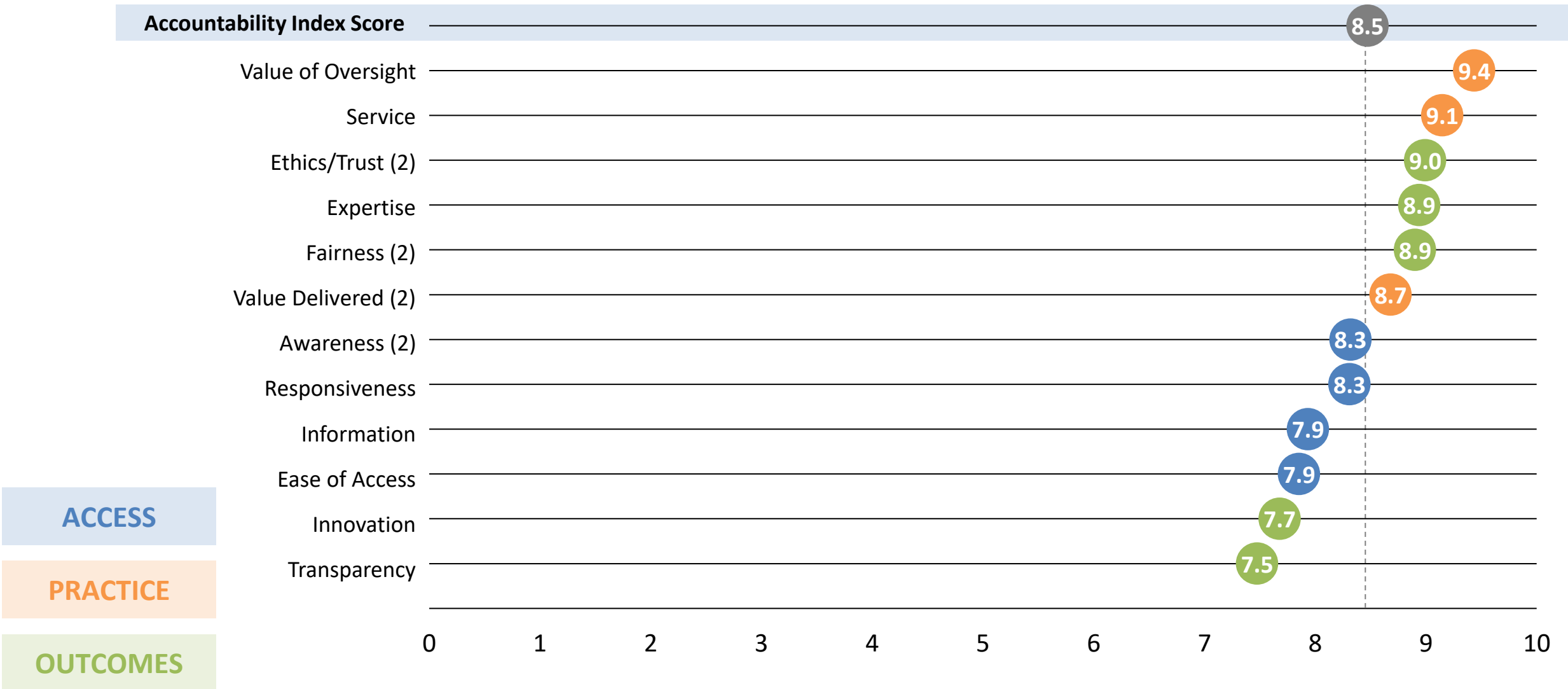
Average performance on individual measures that make up accountability index score



LECs & MEs ACCOUNTABILITY SCORECARD <i>LECs & MEs who have had direct interaction with the ESA within the past 12 months</i>	2015	2017	2019	2021	2023	2025	TREND
 ACCESS Focus on providing information and being easily accessible and responsive to concerns.							
Awareness [2] Making stakeholders aware of rules and regulations and sharing expertise in electrical safety	8.1	8.3	8.3	8.3	8.3	8.3	+0.1
Information Making it easy for stakeholders to find relevant information on electrical safety from the ESA	7.6	7.8	7.8	7.9	7.8	7.9	+0.1
Ease of Access Making it is easy to connect with ESA staff about questions or inquiries	7.3	7.7	7.7	8.0	7.9	7.9	-0.1
Responsiveness ESA staff listening to and responding to stakeholder concerns	7.7	8.2	8.0	8.3	8.3	8.3	No change
 PRACTICE Engaging with stakeholders in a fair, transparent and ethical manner.							
Fairness [2] Treating stakeholders with fairness and respect	8.2	8.7	8.6	8.8	8.7	8.9	+0.2* *Sig. increase
Expertise Providing leadership in electrical safety	8.6	8.8	8.8	8.9	8.8	8.9	+0.1* *Sig. increase
Transparency Gathering stakeholder input on important issues and decisions	7.3	7.8	8.1	7.9	7.6	7.5	-0.1
Ethics & Trust [2] Operating in an ethical and trustworthy manner	8.4	8.8	8.9	8.9	8.8	9.0	+0.2* *Sig. increase
Innovation Being an innovative organization	7.5	7.7	7.6	7.8	7.6	7.7	+0.1
 OUTCOMES Providing value to stakeholders and improving electrical safety in Ontario.							
Service Offering a good experience when having direct interaction with stakeholders	8.6	9.0	8.9	9.1	8.9	9.1	+0.2* *Sig. increase
Value Delivered [2] Contribute to improved electrical safety and overall good value for services provided by the ESA	8.1	8.5	8.4	8.6	8.5	8.7	+0.2* *Sig. increase
Value of Oversight Having an organization that oversees electrical safety and electrical safety regulations	9.1	9.4	9.4	9.3	9.4	9.4	+0.1

Accountability Index Score | LECs & MEs

Average performance on individual measures that make up accountability index score



ALL INDUSTRY STAKEHOLDERS* ACCOUNTABILITY SCORECARD

* Includes LDC CEOs and Managers, Safety Stakeholders and Product Safety Stakeholders

2015

2017

2019

2021

2023

2025

TREND



ACCESS

Focus on providing information and being easily accessible and responsive to concerns.

Awareness [2]

Making stakeholders aware of rules and regulations and sharing expertise in electrical safety

7.5

8.1

8.1

8.0

8.2

7.9

-0.3

Information

Making it easy for stakeholders to find relevant information on electrical safety from the ESA

7.2

7.7

7.8

7.9

7.7

7.8

+0.1

Ease of Access

Making it is easy to connect with ESA staff about questions or inquiries

7.6

8.0

8.5

8.2

8.3

8.0

-0.3

Responsiveness

ESA staff listening to and responding to stakeholder concerns

7.5

8.0

8.1

7.9

8.0

7.9

No change



PRACTICE

Engaging with stakeholders in a fair, transparent and ethical manner.

Fairness [2]

Treating stakeholders with fairness and respect

8.1

8.4

8.8

8.4

8.4

8.5

+0.1

Expertise

Providing leadership in electrical safety

7.8

8.4

8.2

8.5

8.6

8.3

-0.3

Transparency

Gathering stakeholder input on important issues and decisions

7.4

8.0

8.1

8.1

7.9

8.4

+0.5

Ethics & Trust [2]

Operating in an ethical and trustworthy manner

8.0

8.6

8.7

8.4

8.7

8.6

No change

Innovation

Being an innovative organization

6.5

7.0

6.9

7.0

6.7

7.1

+0.4



OUTCOMES

Providing value to stakeholders and improving electrical safety in Ontario.

Service

Offering a good experience when having direct interaction with stakeholders

8.1

8.5

8.8

8.7

8.4

8.6

+0.1

Value Delivered [2]

Contribute to improved electrical safety and overall good value for services provided by the ESA

7.6

8.2

8.3

8.4

8.4

8.3

-0.1

Value of Oversight

Having an organization that oversees electrical safety and electrical safety regulations

8.8

9.1

9.2

9.4

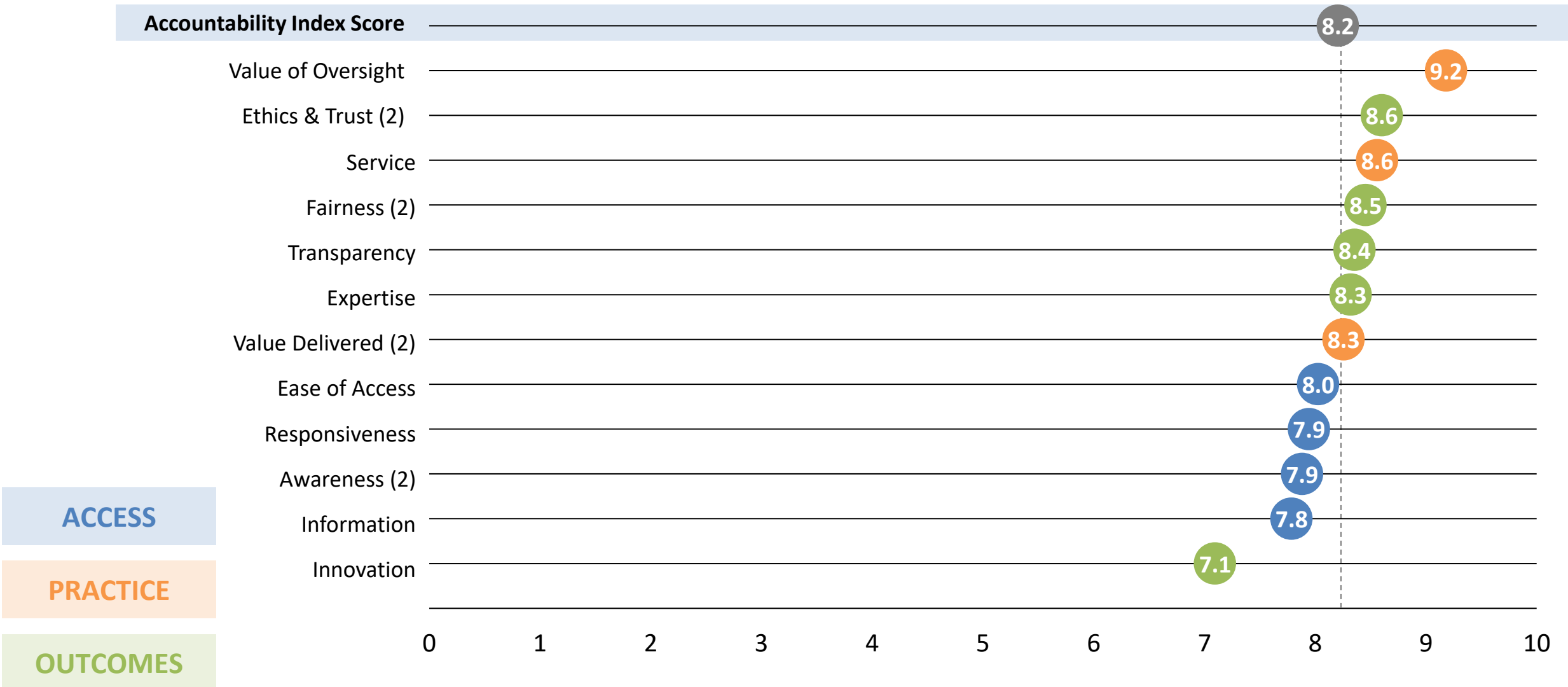
9.5

9.2

-0.3

Accountability Index Score | All Industry Stakeholders

Average performance on individual measures that make up accountability index score



LDC STAKEHOLDERS ONLY* ACCOUNTABILITY SCORECARD

* Represent a subset of "All Industry Stakeholders" (LDC CEOs and Managers)

2015

2017

2019

2021

2023

2025

TREND



ACCESS

Focus on providing information and being easily accessible and responsive to concerns.

Awareness [2]

Making stakeholders aware of rules and regulations and sharing expertise in electrical safety

7.5

8.1

8.2

8.1

8.3

8.4

+0.1

Information

Making it easy for stakeholders to find relevant information on electrical safety from the ESA

7.2

7.7

7.9

7.8

7.8

7.7

-0.1

Ease of Access

Making it is easy to connect with ESA staff about questions or inquiries

7.5

8.1

8.4

8.0

8.4

8.2

-0.2

Responsiveness

ESA staff listening to and responding to stakeholder concerns

7.3

7.9

8.0

7.8

8.0

8.0

No change



PRACTICE

Engaging with stakeholders in a fair, transparent and ethical manner.

Fairness [2]

Treating stakeholders with fairness and respect

8.0

8.4

8.8

8.3

8.5

8.4

-0.2

Expertise

Providing leadership in electrical safety

7.6

8.3

8.3

8.5

8.6

8.4

-0.2

Transparency

Gathering stakeholder input on important issues and decisions

7.4

7.9

8.0

8.0

8.1

8.3

+0.2

Ethics & Trust [2]

Operating in an ethical and trustworthy manner

8.0

8.6

8.9

8.4

8.7

8.5

-0.2

Innovation

Being an innovative organization

6.4

6.9

6.8

6.9

6.6

6.8

+0.2



OUTCOMES

Providing value to stakeholders and improving electrical safety in Ontario.

Service

Offering a good experience when having direct interaction with stakeholders

8.0

8.5

8.9

8.6

8.5

8.5

No change

Value Delivered [2]

Contribute to improved electrical safety and overall good value for services provided by the ESA

7.6

8.1

8.4

8.3

8.5

8.4

-0.1

Value of Oversight

Having an organization that oversees electrical safety and electrical safety regulations

8.7

9.1

9.4

9.3

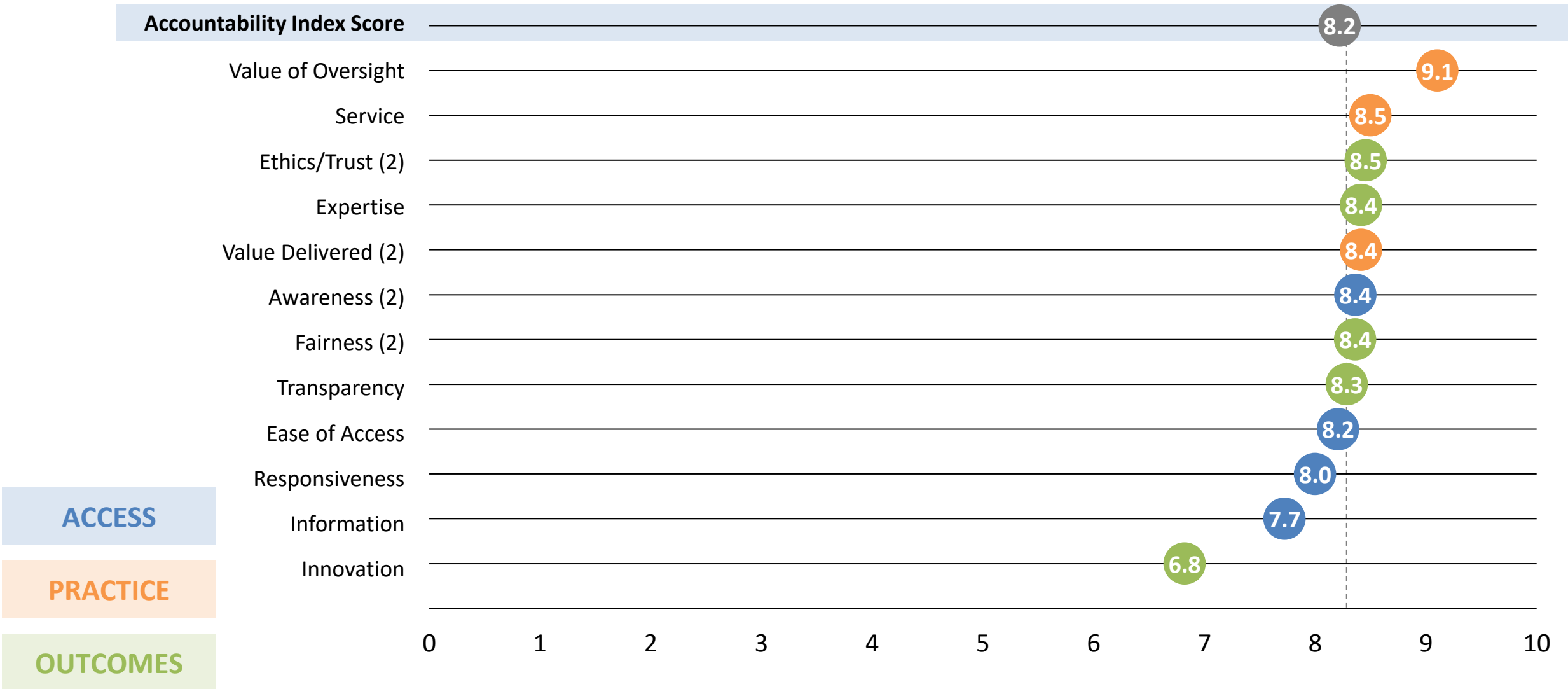
9.4

9.1

-0.3

Accountability Index Score | LDC Stakeholders Only

Average performance on individual measures that make up accountability index score



Electrical Safety Authority Image



General Impression of ESA

In 2025, impressions of the ESA are largely stable relative to 2023, including among homeowners and electricians

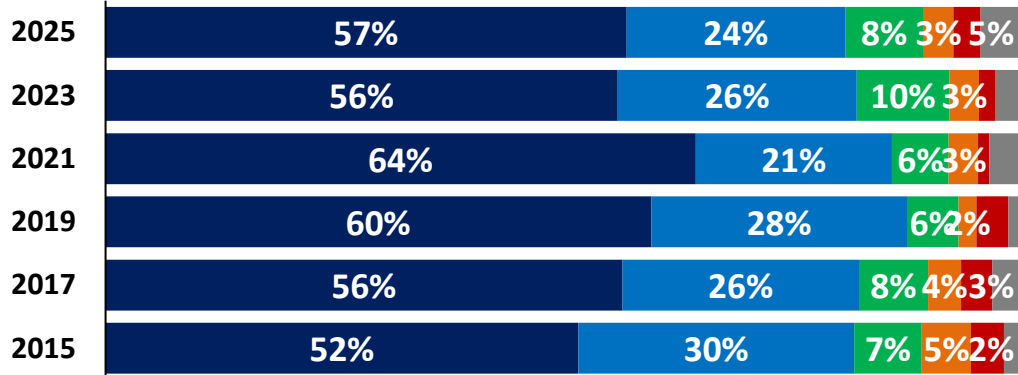


Generally speaking, do you have a very favourable, somewhat favourable, somewhat unfavourable, or very unfavourable impression of the ESA?
[Asked of all respondents]



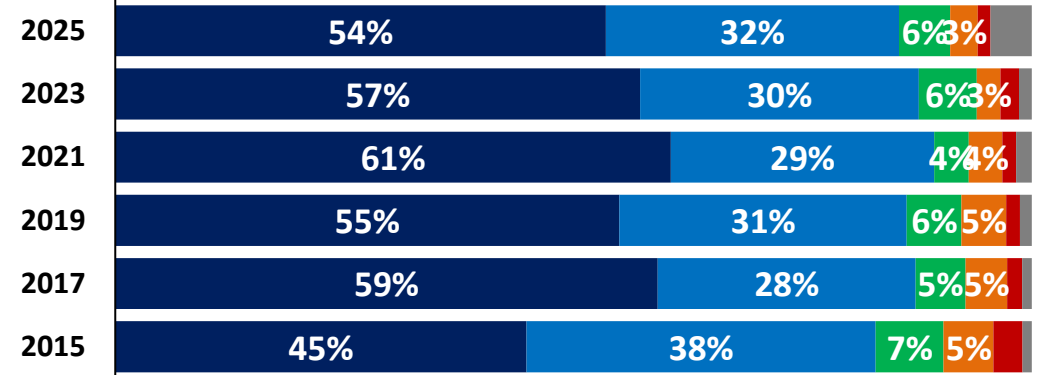
Homeowners

Total Favourable



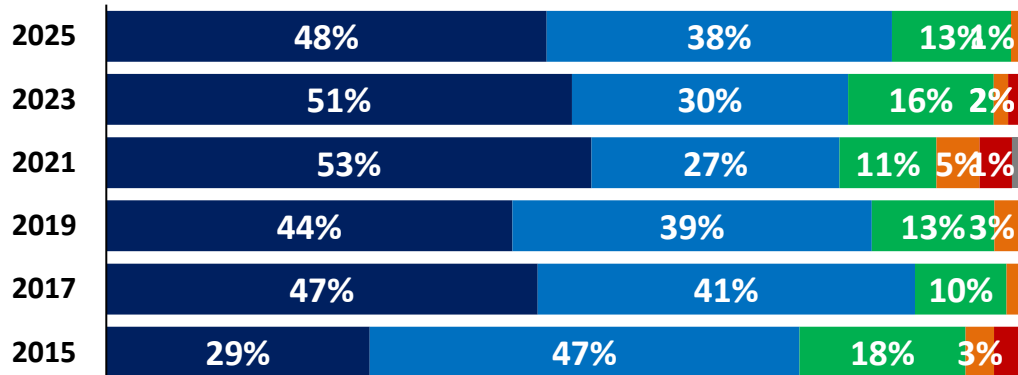
LECs & MEs

Total Favourable



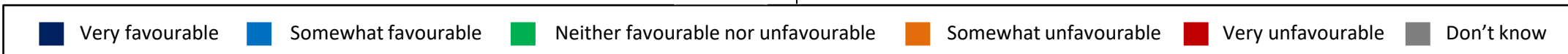
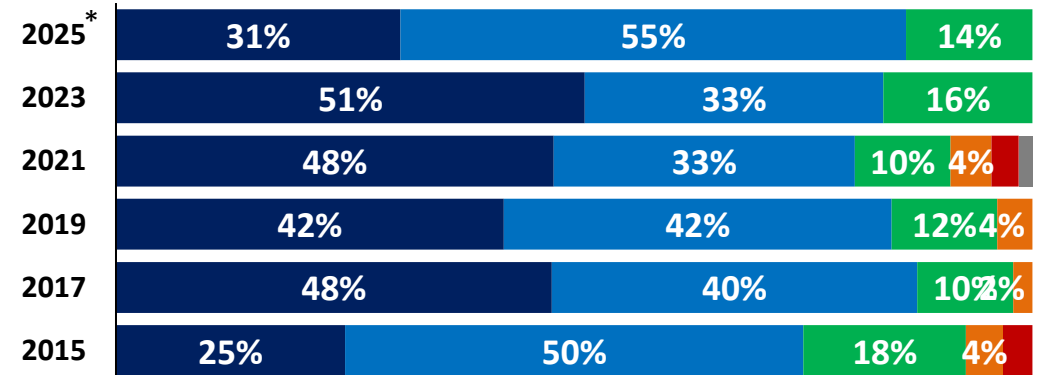
All Industry Stakeholders

Total Favourable



LDC Stakeholders Only

Total Favourable



Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

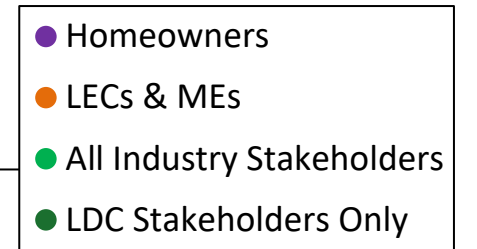
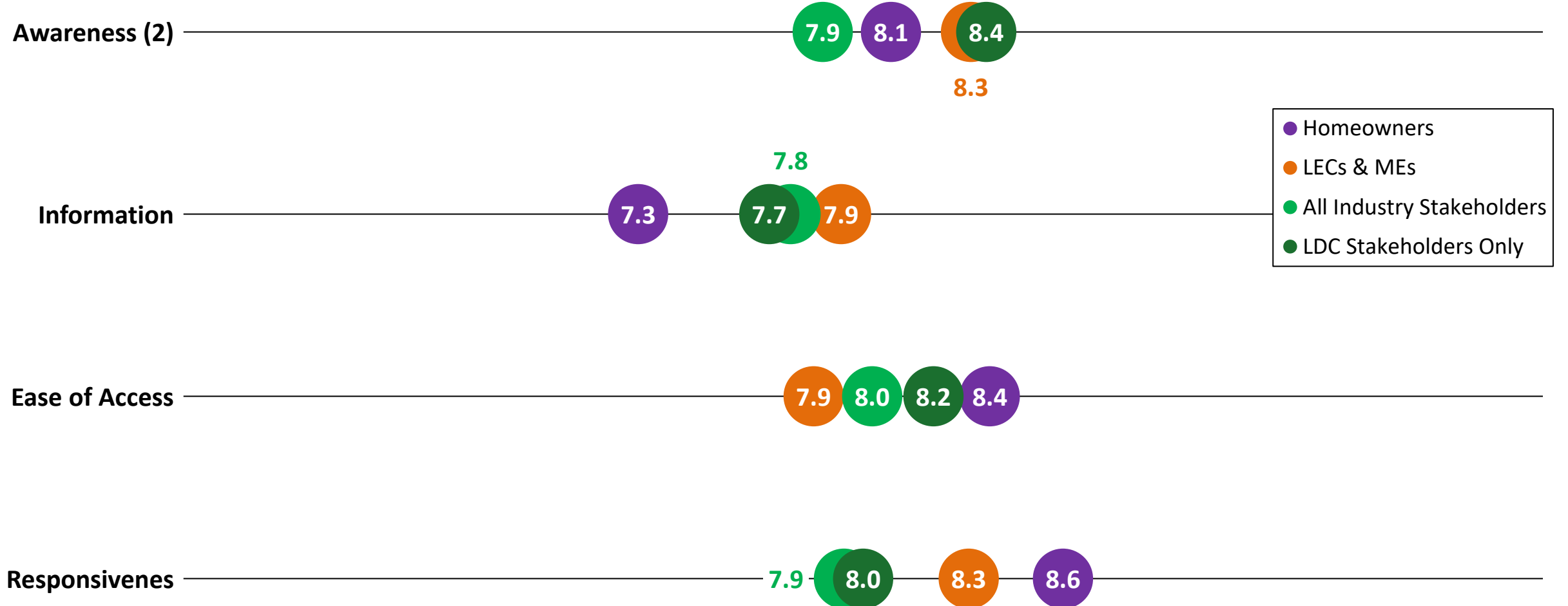
Detailed Dimension of Accountability

Access



Summary of Access Attributes

ACCESS



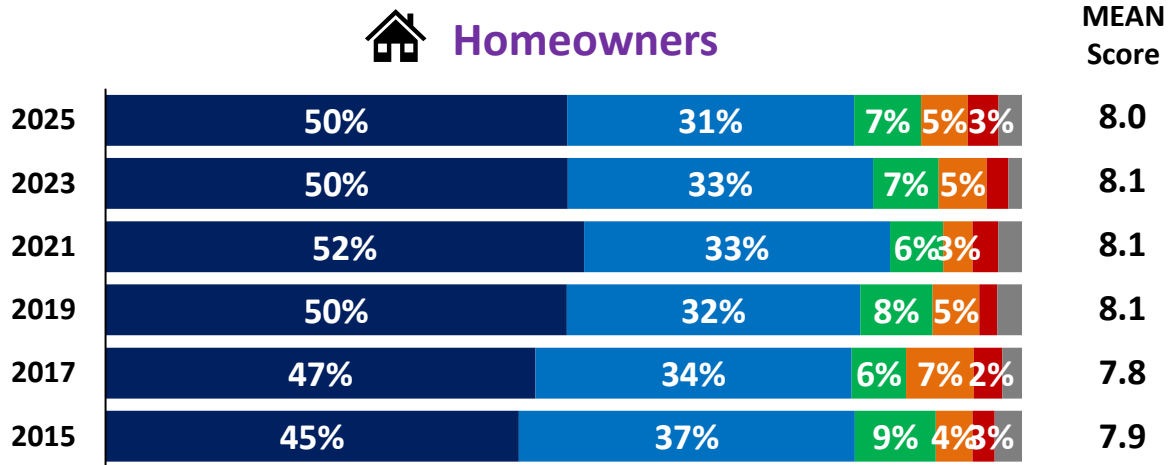
Note: Mean scores exclude those who say "Don't know".

Access | Awareness (Following Rules and Regulations)

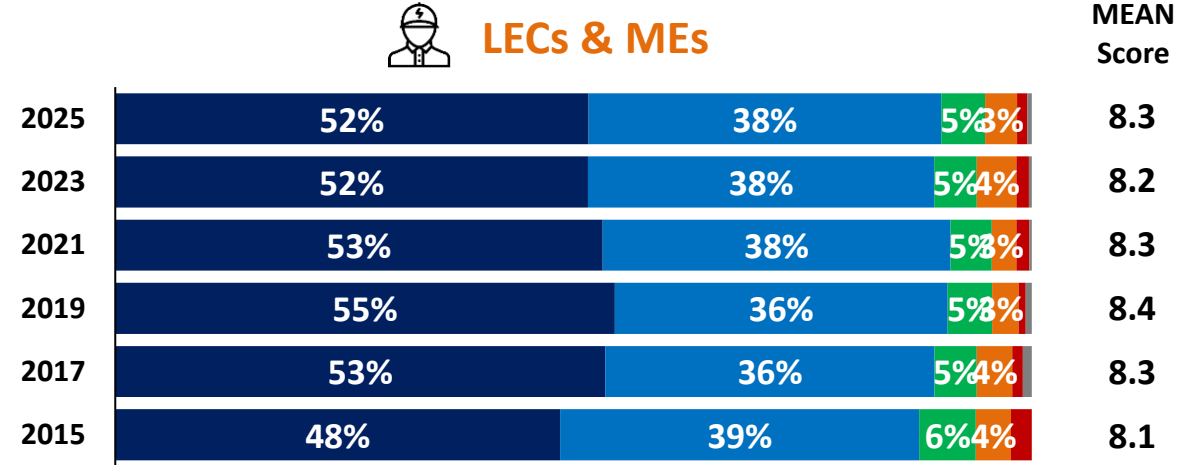
Within all groups, the share who say the ESA raises awareness of rules/regulations is stable year-over-year

“ESA does a good job of ensuring that I am aware of the rules and regulations I need to follow.”

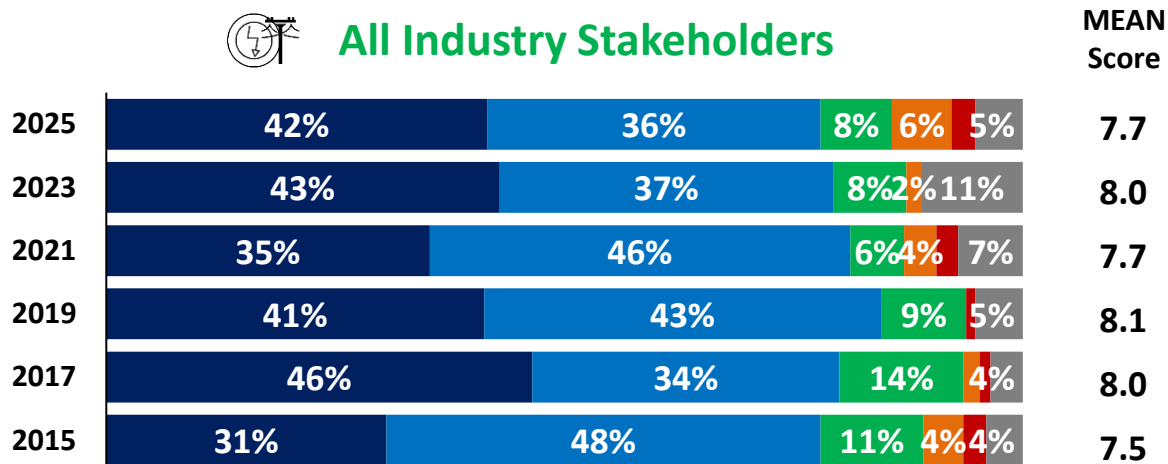
Homeowners



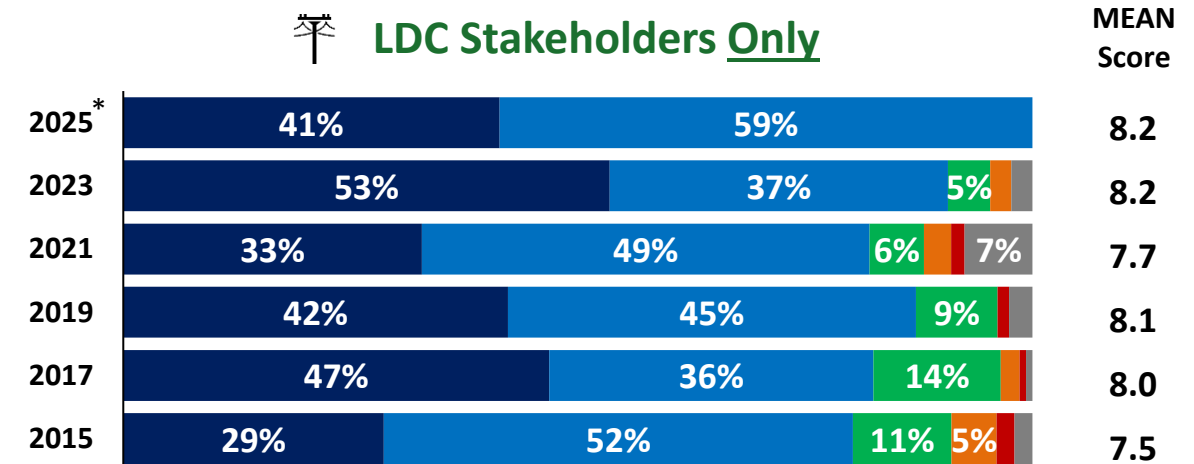
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



Strongly agree (10,9)
 Somewhat agree (8,7,6)
 Neither (5)
 Somewhat disagree (4,3,2)
 Strongly disagree (1,0)
 Don't know

Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

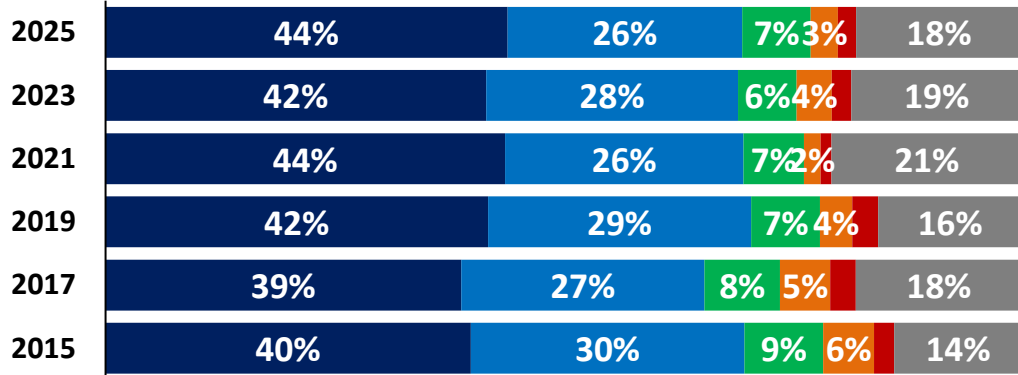
Access | Awareness (Sharing Expertise)

Within all groups, the share who say the ESA shares its expertise is stable year-over-year

“ESA shares its expertise in electrical safety with others.”

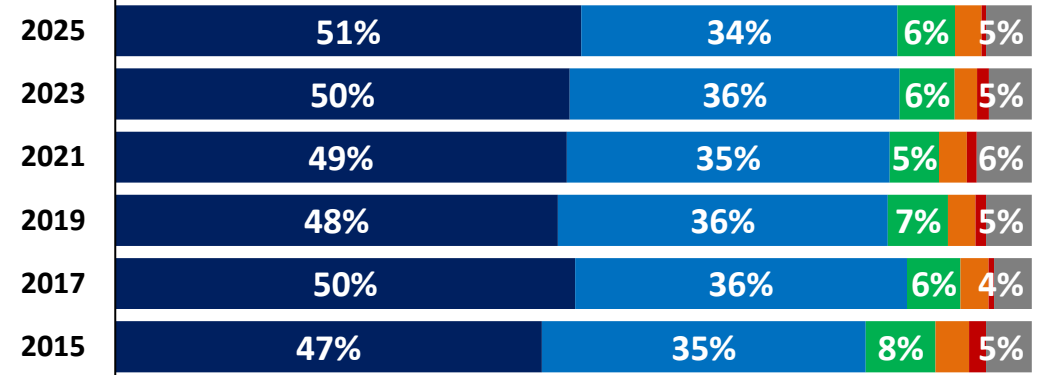
Homeowners

MEAN Score



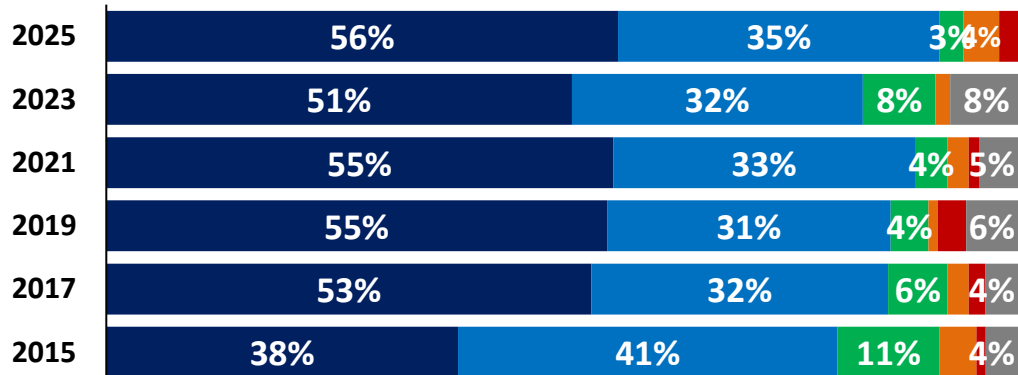
LECs & MEs

MEAN Score



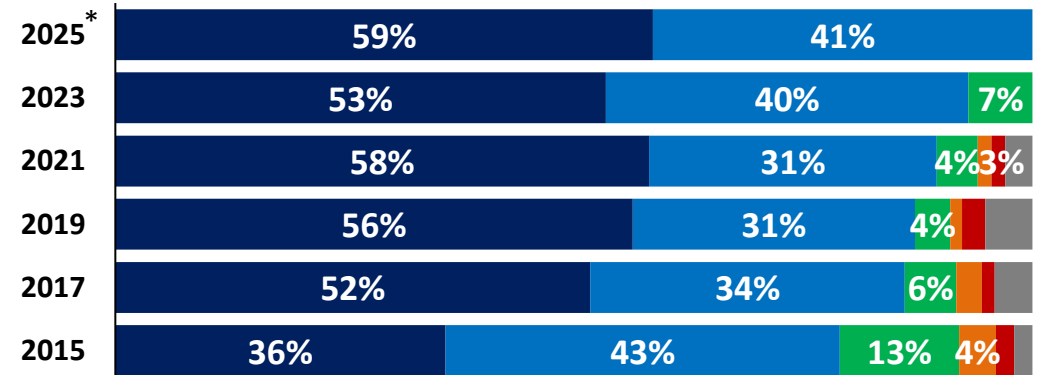
All Industry Stakeholders

MEAN Score



LDC Stakeholders Only

MEAN Score



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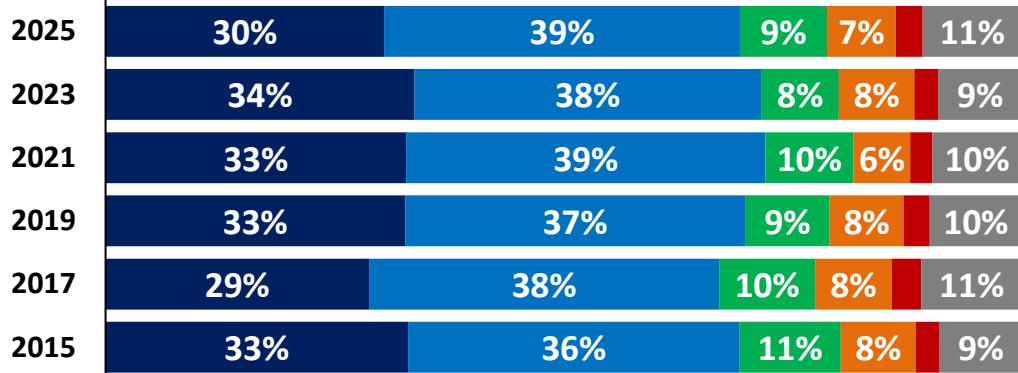
Access | Information

Within all groups, the share who say the ESA makes it easy to find relevant information is stable year-over-year

“It is easy for me to find relevant information on electrical safety from the ESA.”

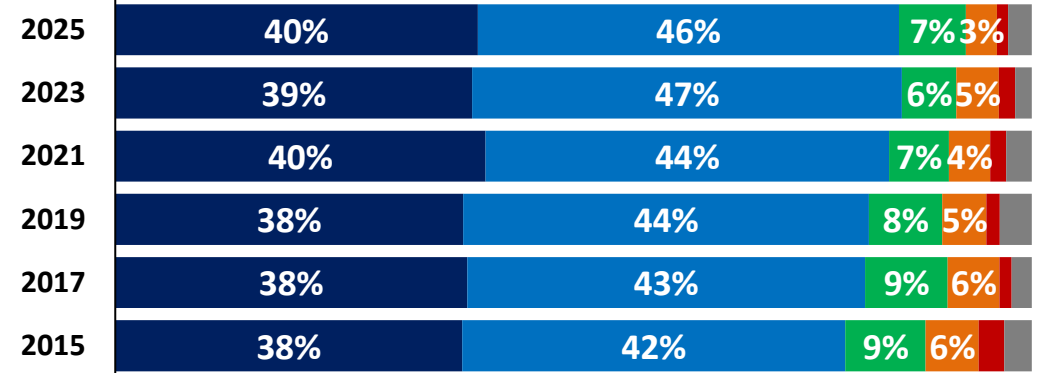
Homeowners

MEAN Score



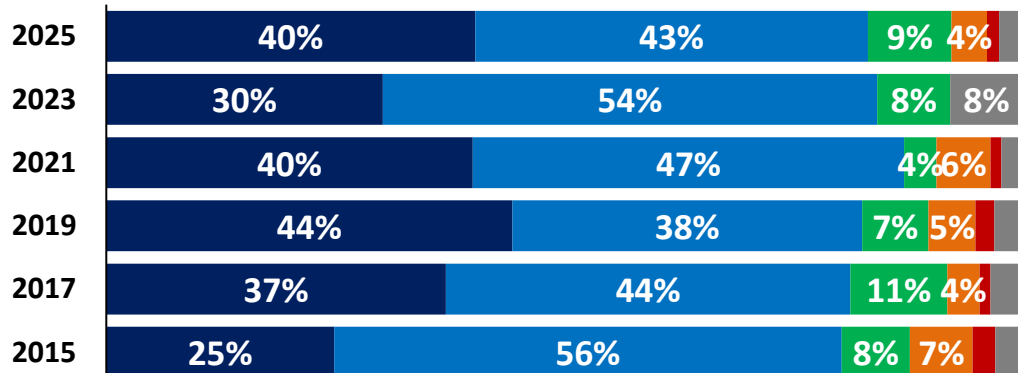
LECs & MEs

MEAN Score



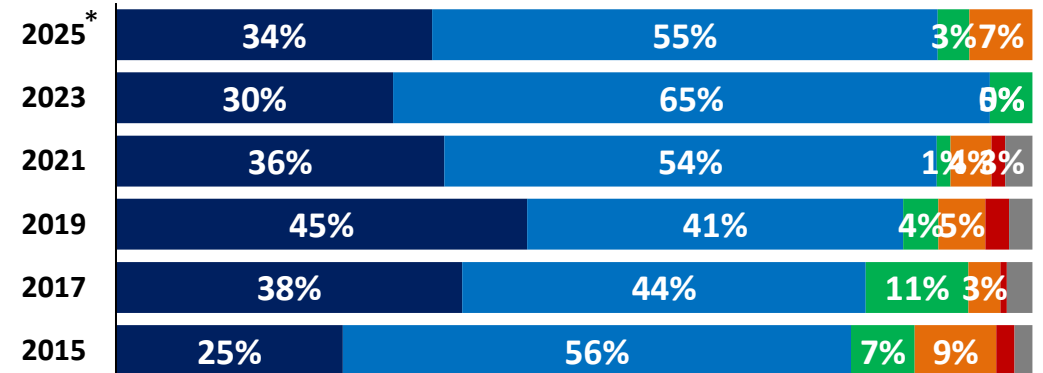
All Industry Stakeholders

MEAN Score



LDC Stakeholders Only

MEAN Score



Strongly agree (10,9)
 Somewhat agree (8,7,6)
 Neither (5)
 Somewhat disagree (4,3,2)
 Strongly disagree (1,0)
 Don't know

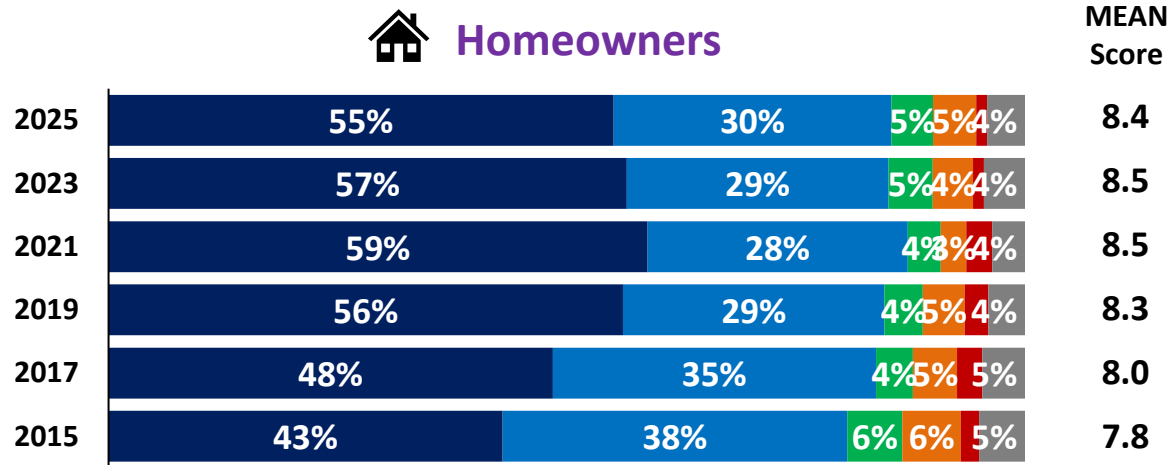
Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Access | Ease of Access

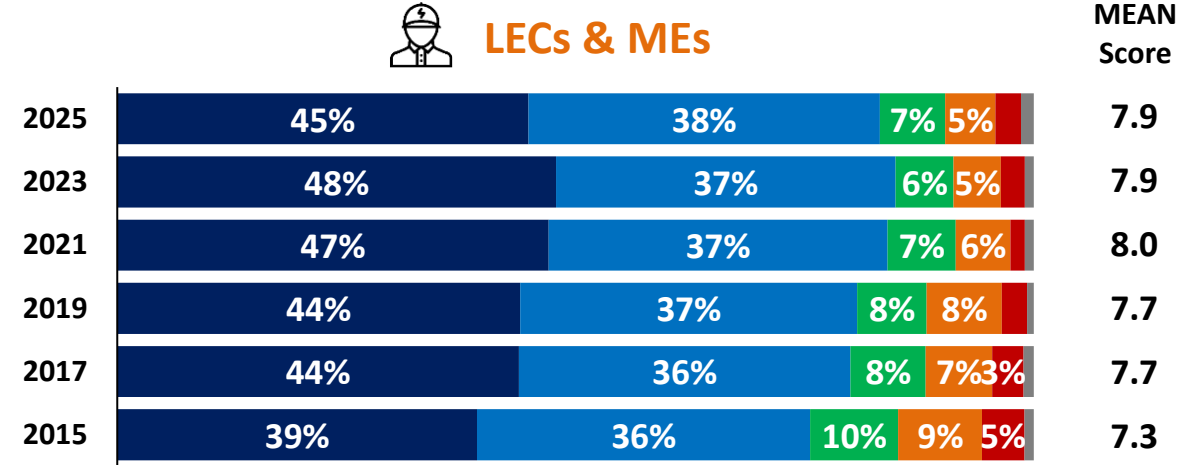
Within all groups, the share who say the ESA makes it connect with staff is stable year-over-year

“It is easy to connect with ESA staff when I have questions or inquiries.”

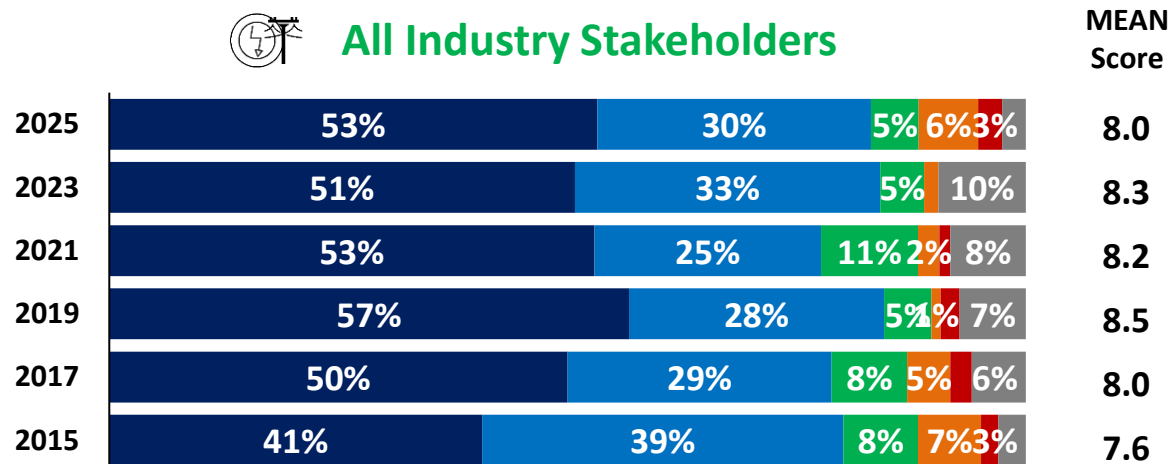
Homeowners



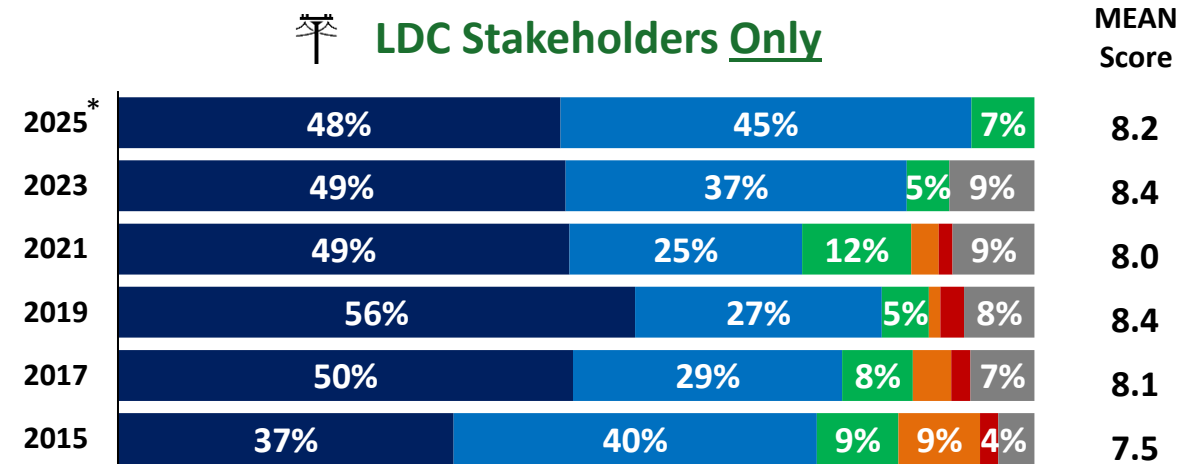
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



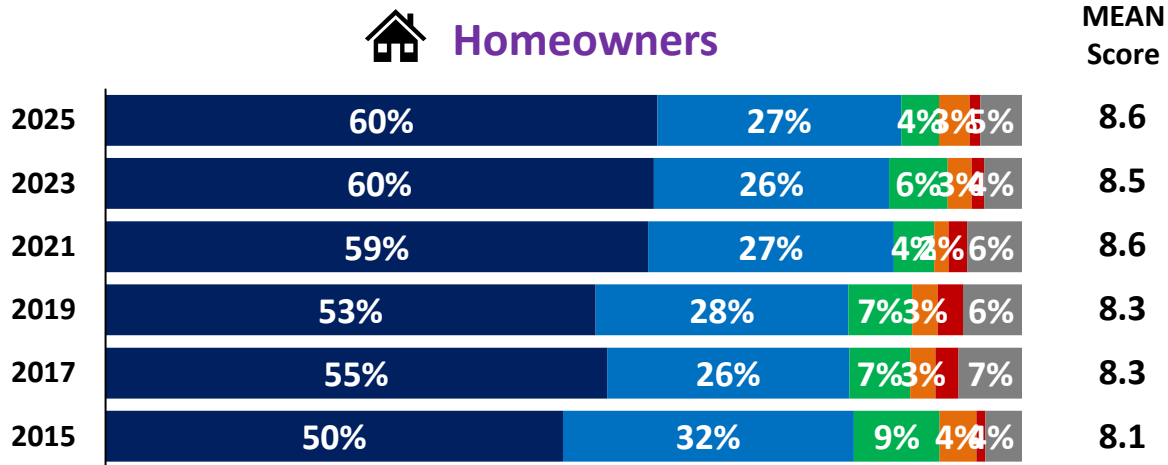
Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Access | Responsiveness

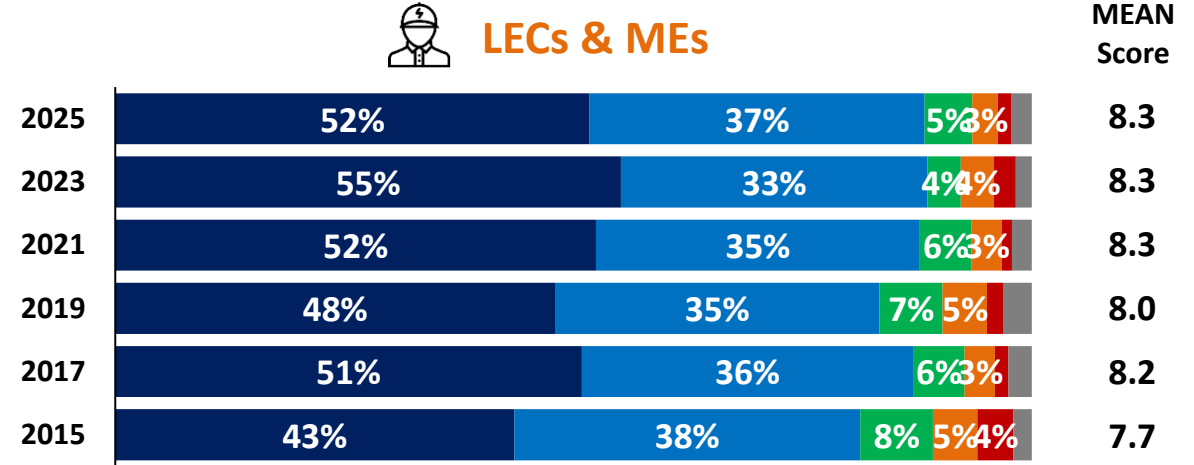
Within all groups, the share who say the ESA listens and responds to concerns is stable year-over-year

“ESA staff listen to and respond to my concerns.”

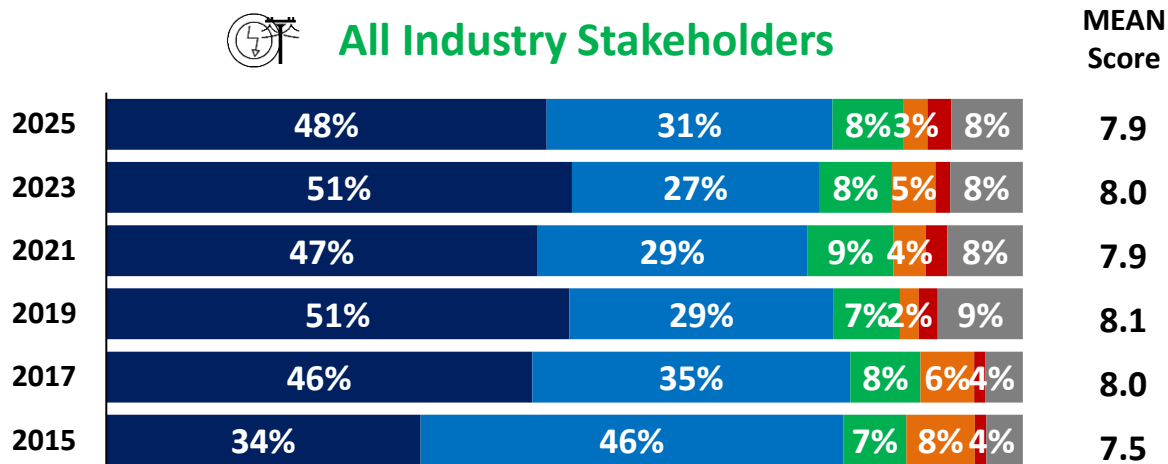
Homeowners



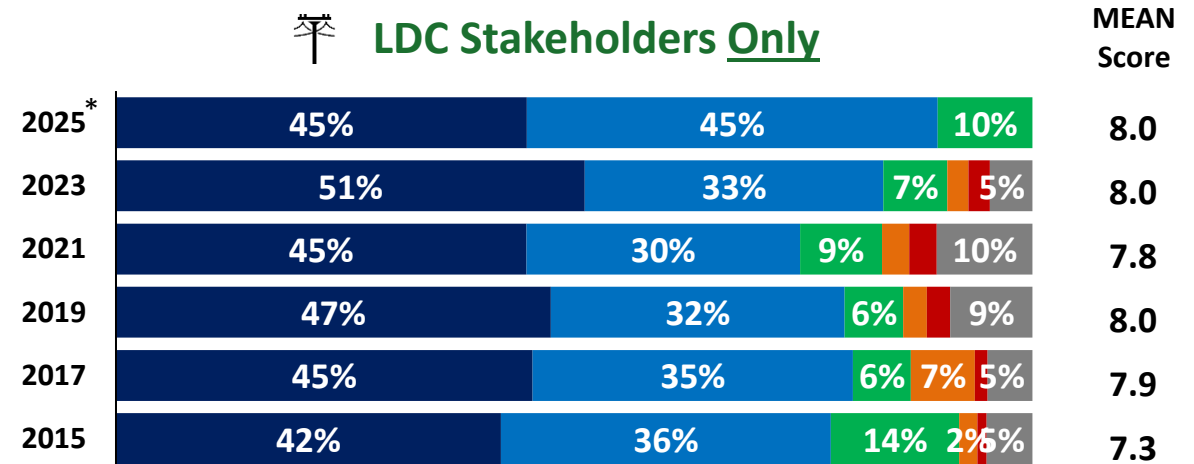
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



Strongly agree (10,9)
 Somewhat agree (8,7,6)
 Neither (5)
 Somewhat disagree (4,3,2)
 Strongly disagree (1,0)
 Don't know

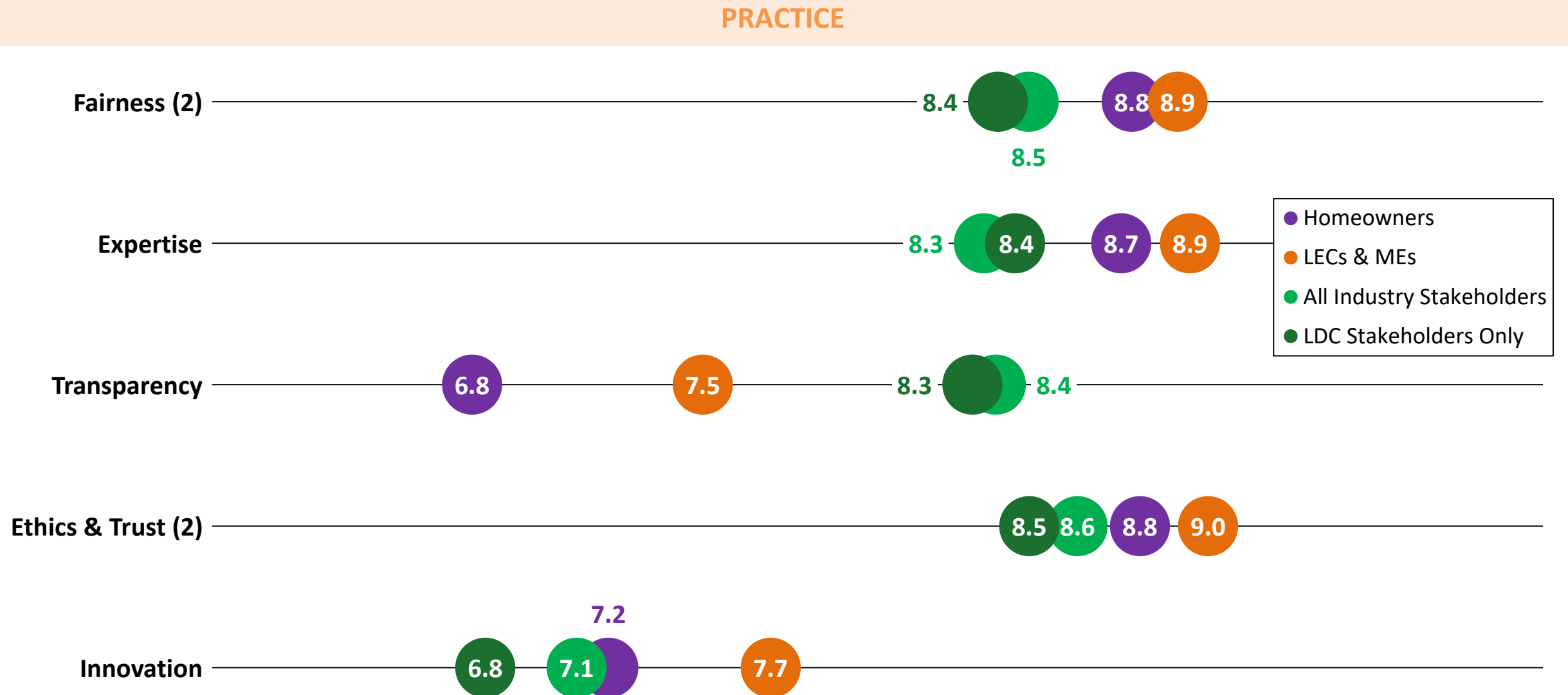
Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Detailed Dimension of Accountability

Practice



Summary of Practice Attributes



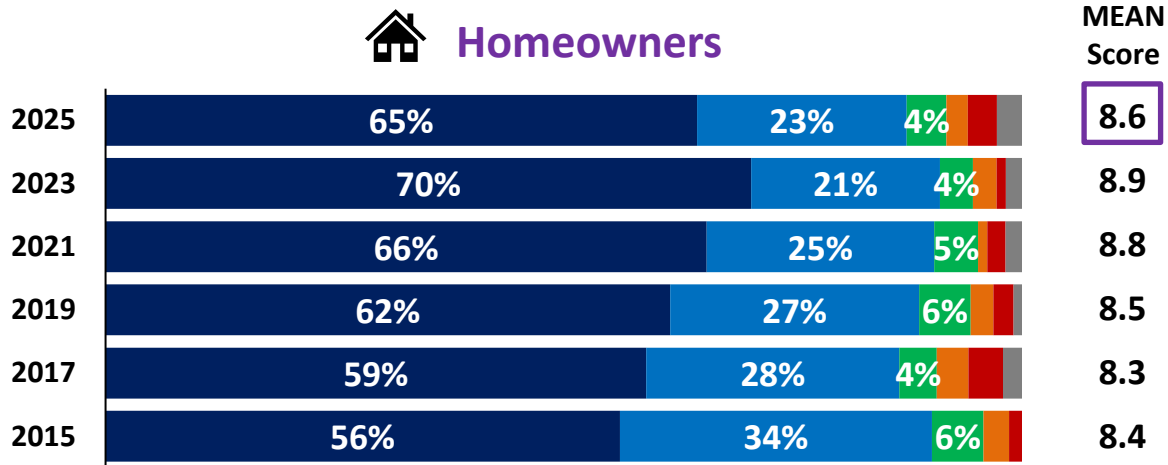
Note: Mean scores exclude those who say "Don't know".

Practice | Fairness (Treats Me Fairly)

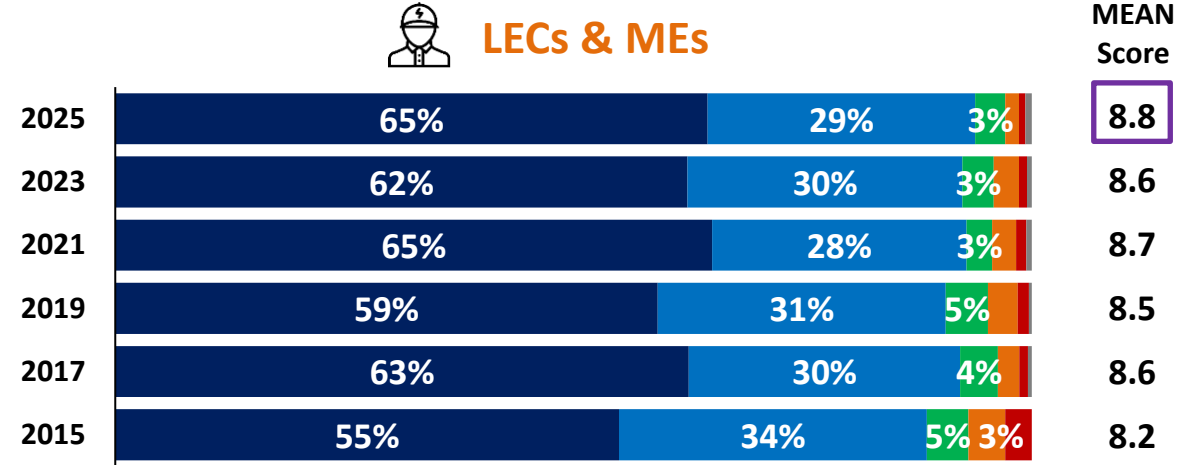
The share who say the ESA treats them fairly is down among homeowners and up among electricians

“ESA treats me fairly.”

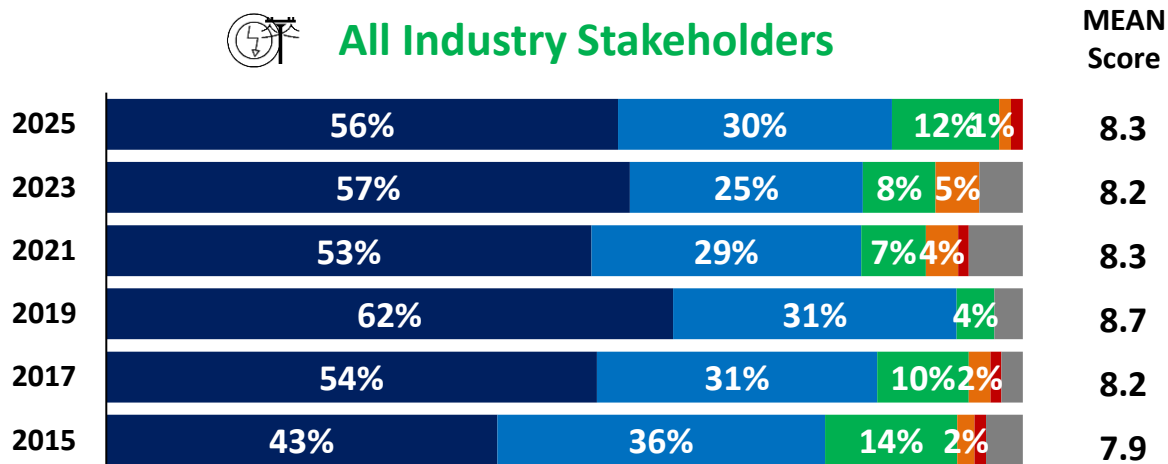
Homeowners



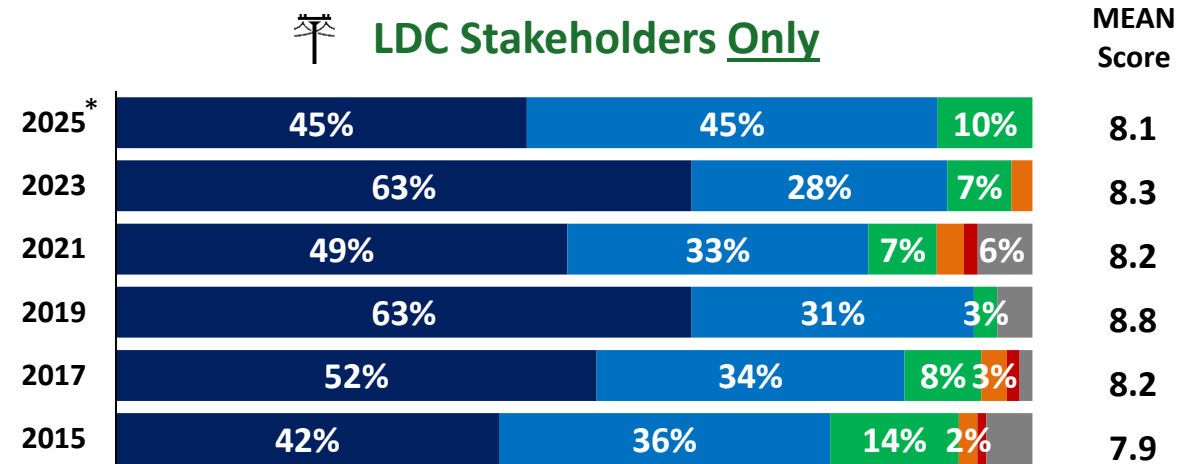
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



Strongly agree (10,9)
 Somewhat agree (8,7,6)
 Neither (5)
 Somewhat disagree (4,3,2)
 Strongly disagree (1,0)
 Don't know

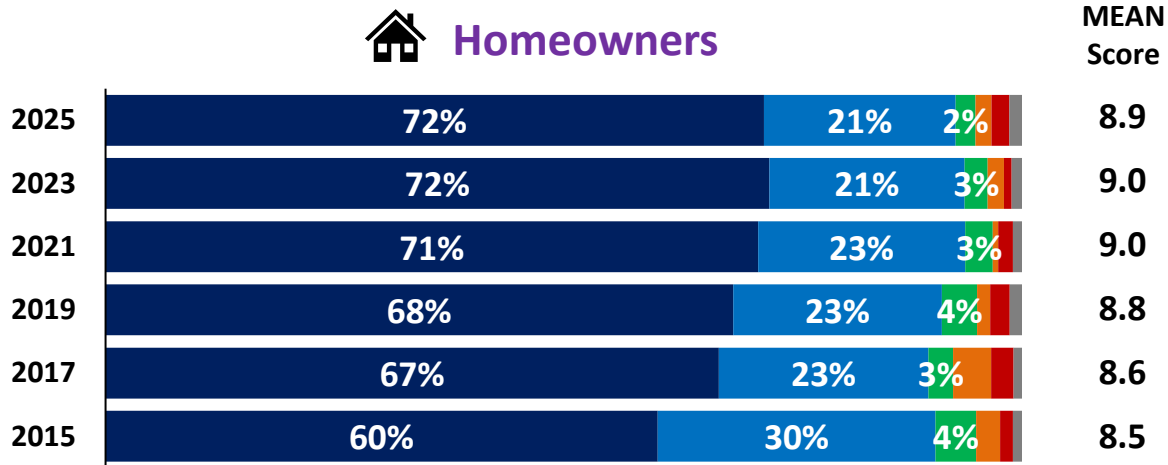
Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Practice | Fairness (Treats Me With Respect)

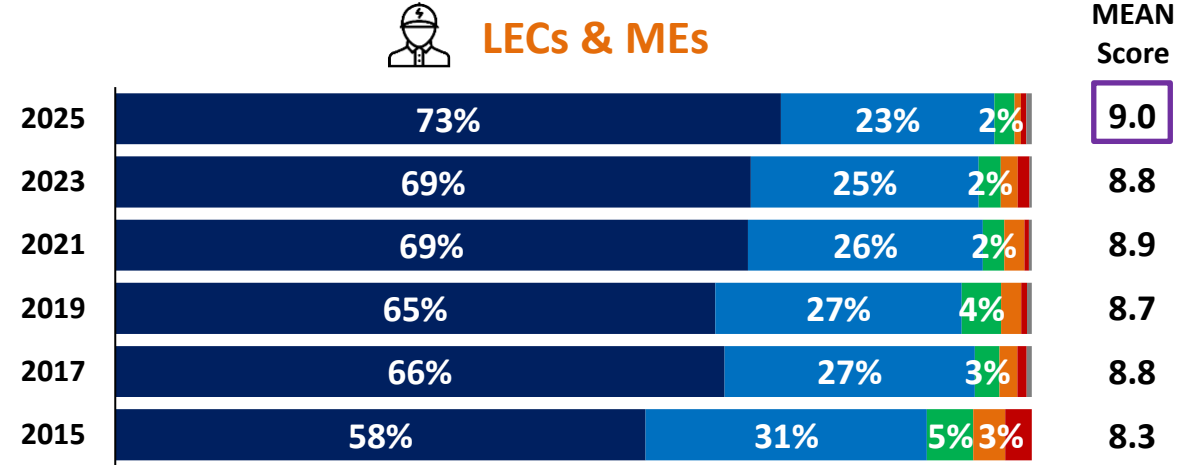
The share of electricians who say that the ESA treats them with respect has reached a 10-year high

“ESA treats me with respect.”

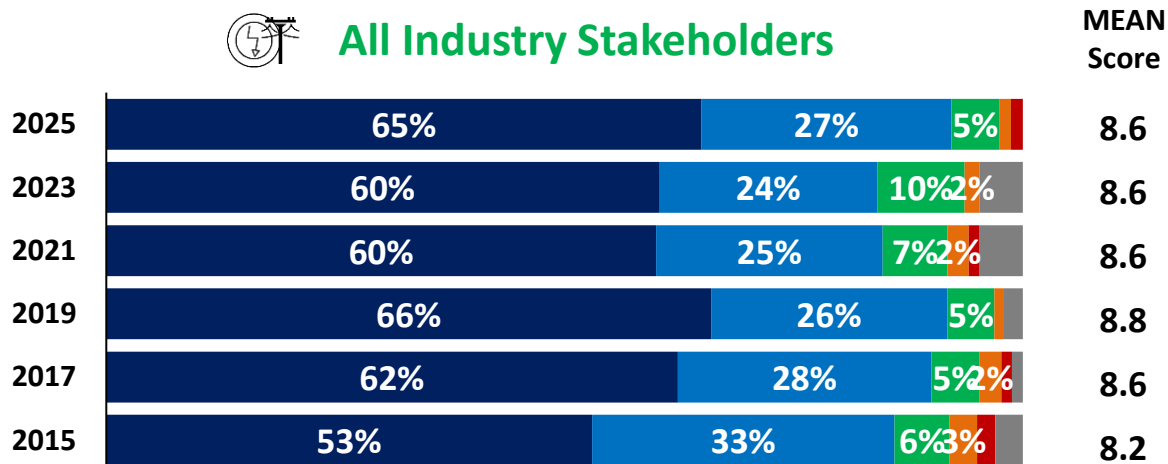
Homeowners



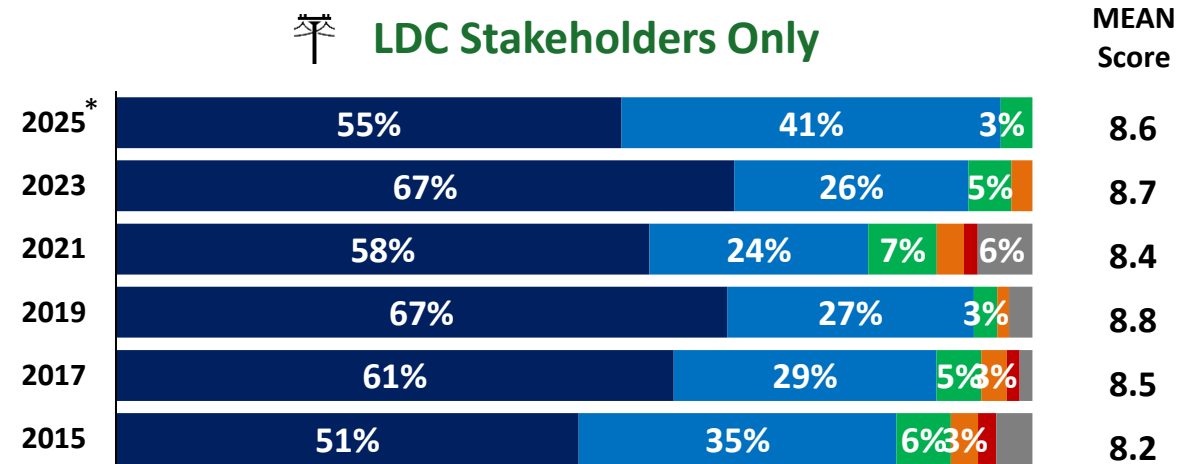
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



■ Strongly agree (10,9)
 ■ Somewhat agree (8,7,6)
 ■ Neither (5)
 ■ Somewhat disagree (4,3,2)
 ■ Strongly disagree (1,0)
 ■ Don't know

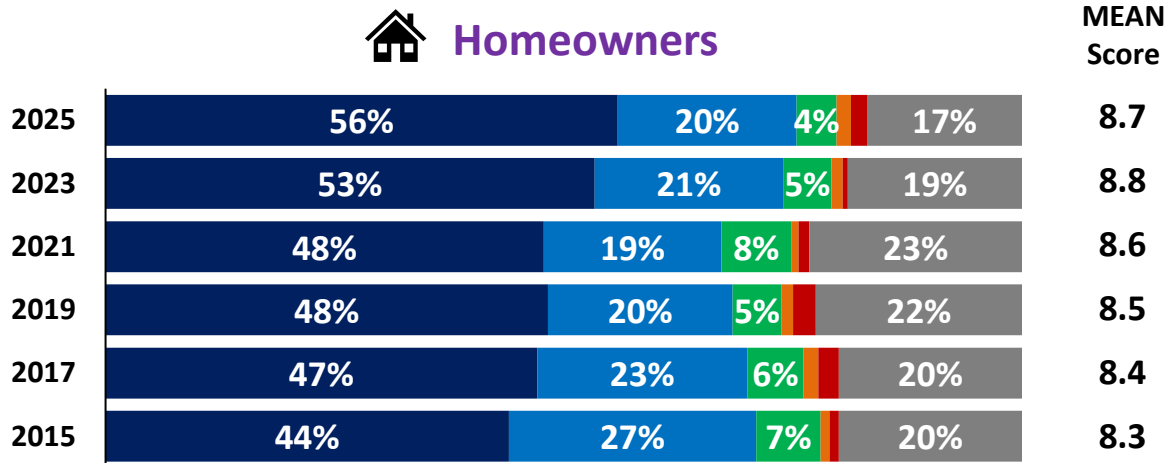
Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Practice | Expertise

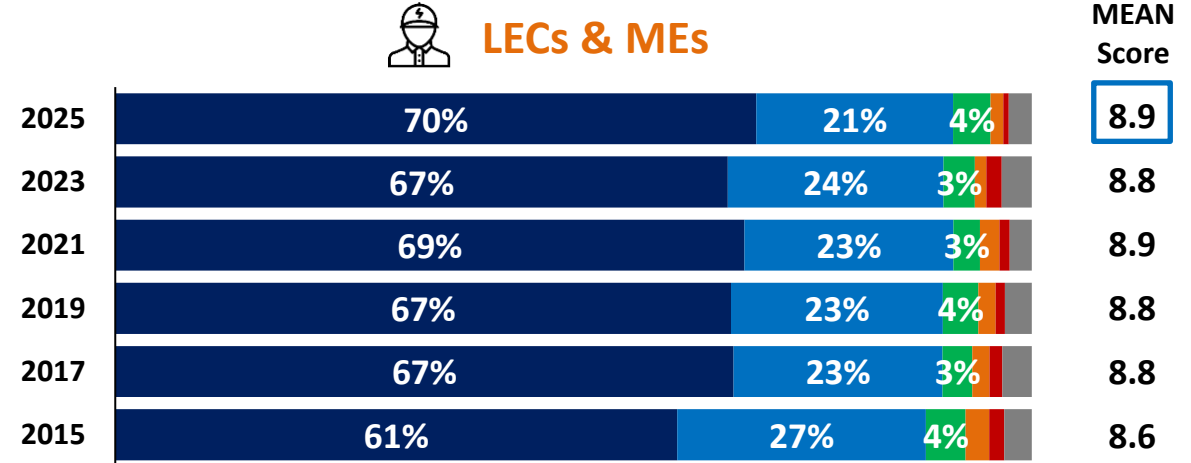
While stable among homeowners and industry stakeholders, perceptions of leadership are up among electricians

“ESA is a leader in electrical safety.”

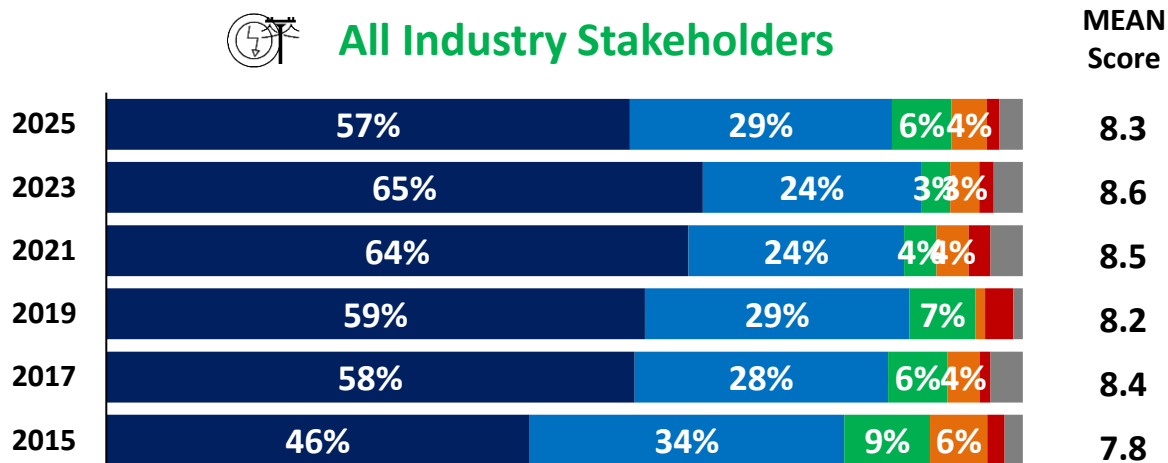
Homeowners



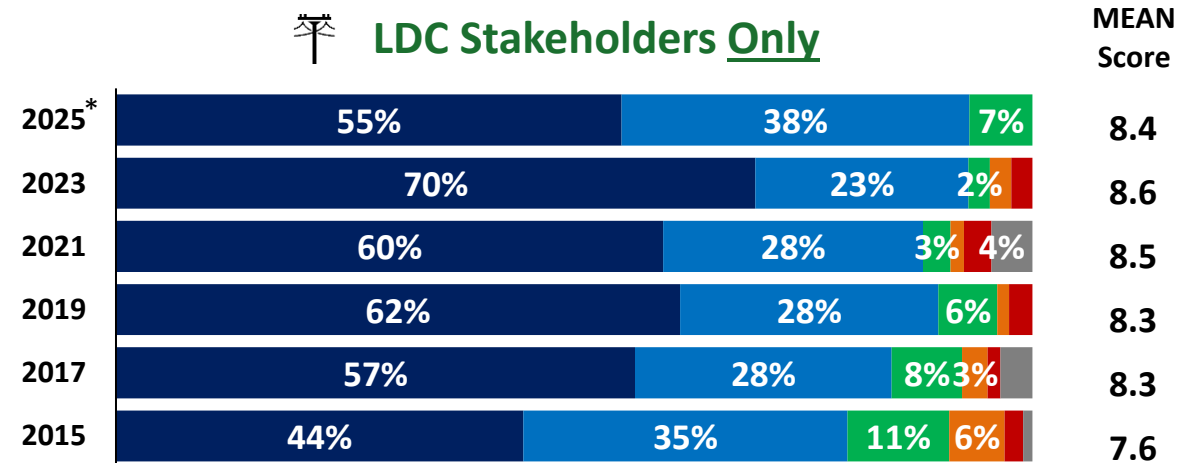
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



Strongly agree (10,9)
 Somewhat agree (8,7,6)
 Neither (5)
 Somewhat disagree (4,3,2)
 Strongly disagree (1,0)
 Don't know

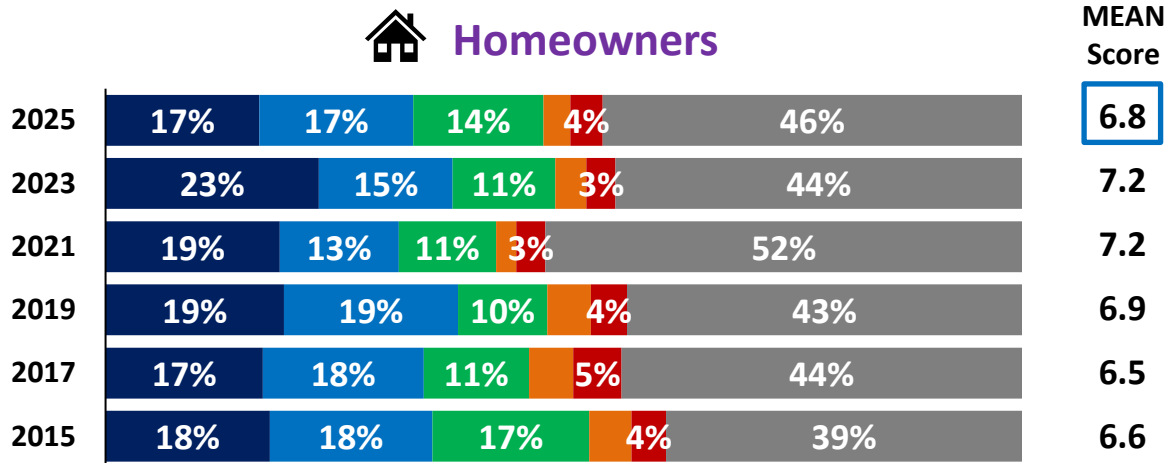
Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Practice | Transparency

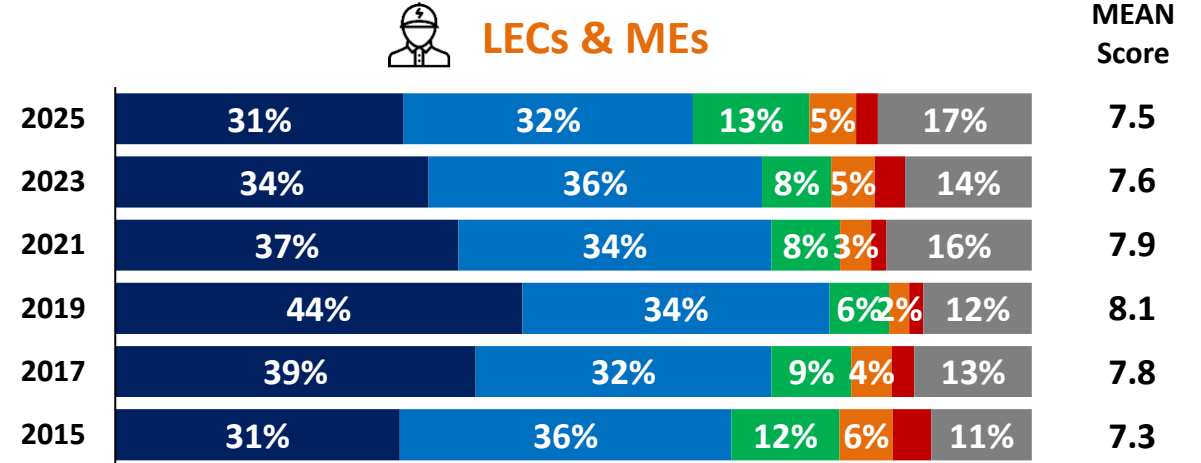
The share of homeowners who believe the ESA asks for input is down; nearly half of homeowners don't know

“ESA asks for stakeholder input on important issues and decisions.”

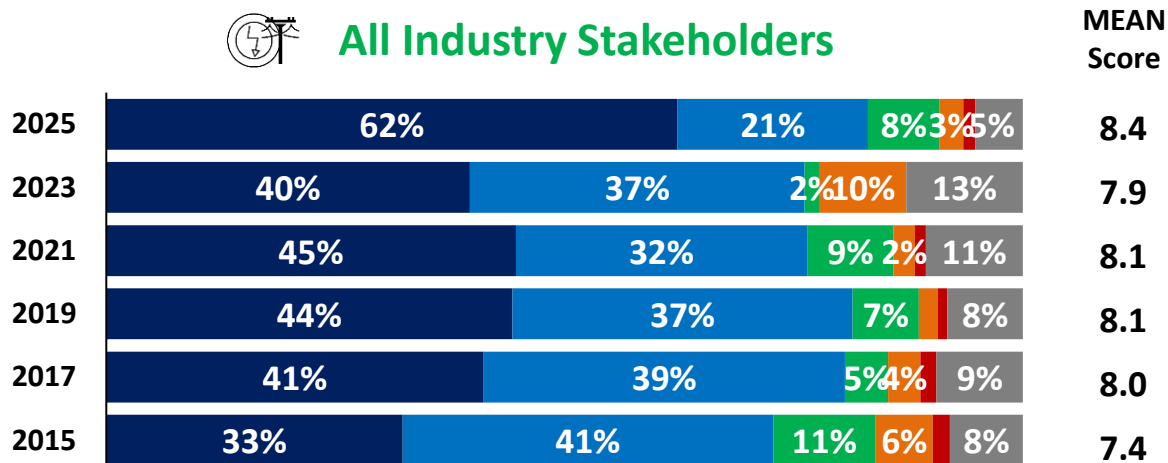
Homeowners



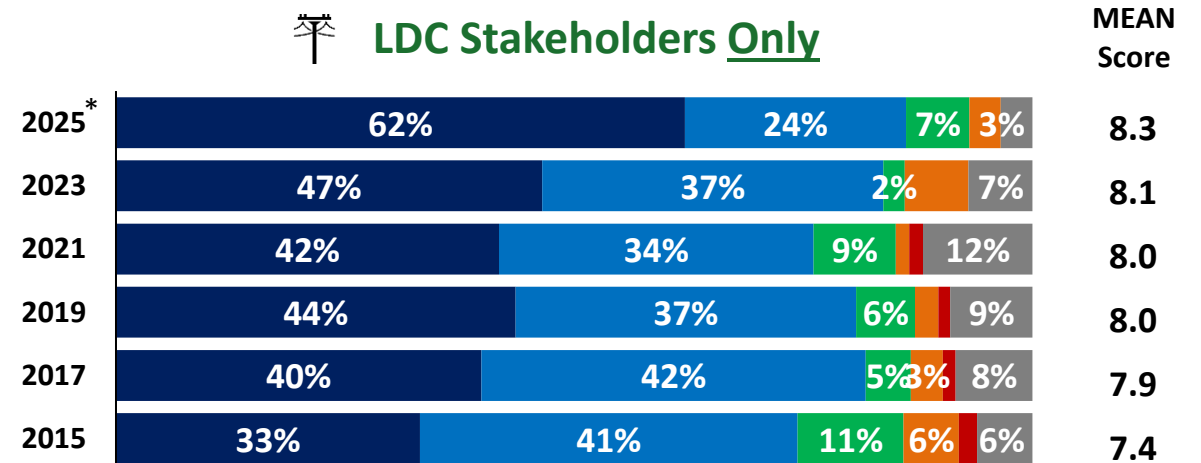
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



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 ■ Neither (5)
 ■ Somewhat disagree (4,3,2)
 ■ Strongly disagree (1,0)
 ■ Don't know

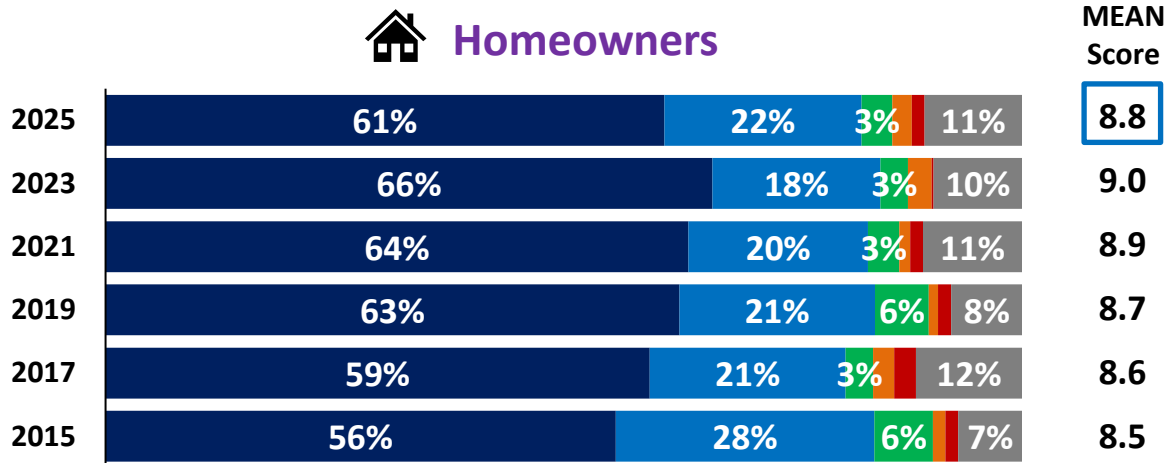
Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Practice | Ethics & Trust (Conducts Itself Ethically)

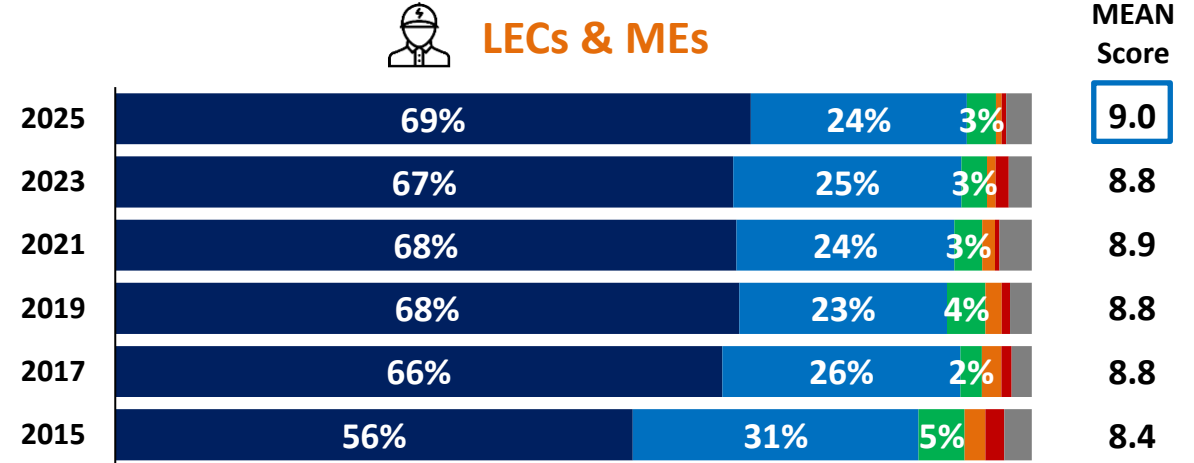
Like the measure on fairness, perceptions of ethics are down among homeowners and up with electricians

“ESA conducts itself ethically.”

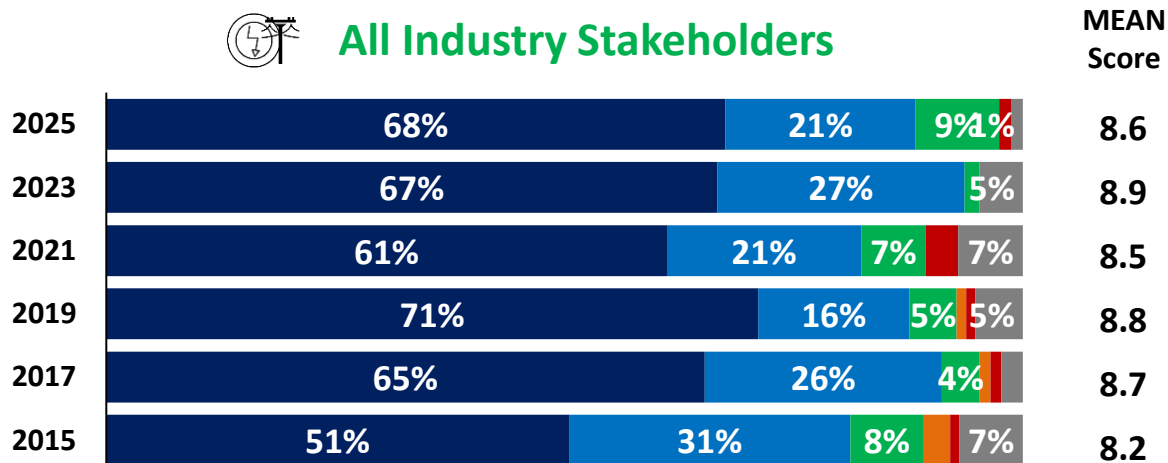
Homeowners



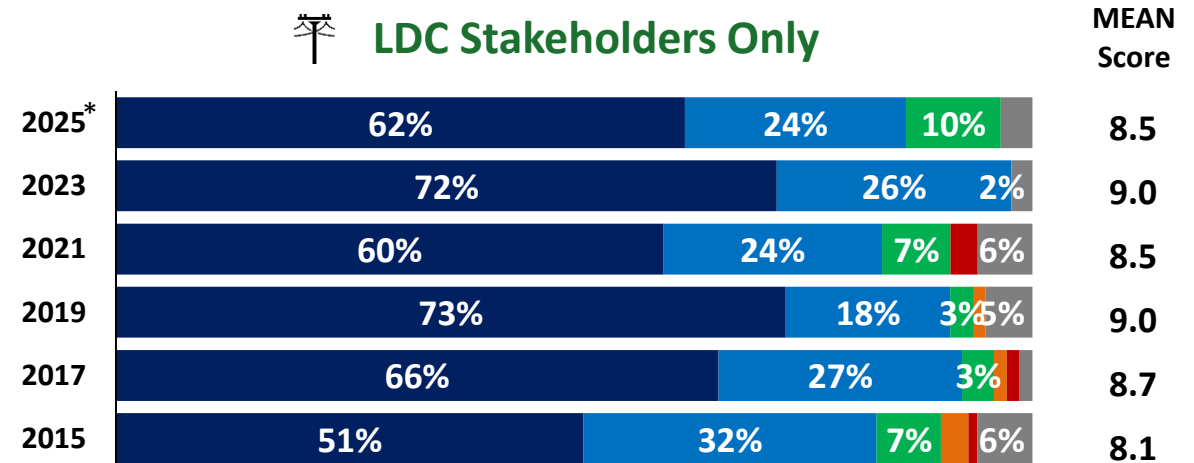
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



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 ■ Neither (5)
 ■ Somewhat disagree (4,3,2)
 ■ Strongly disagree (1,0)
 ■ Don't know

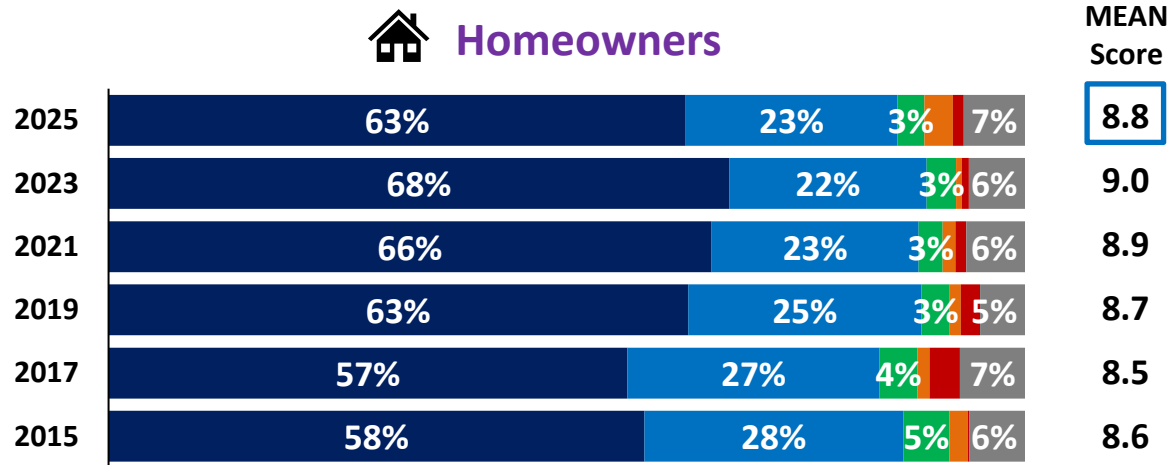
Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Practice | Ethics & Trust (Operates In A Trustworthy Manner)

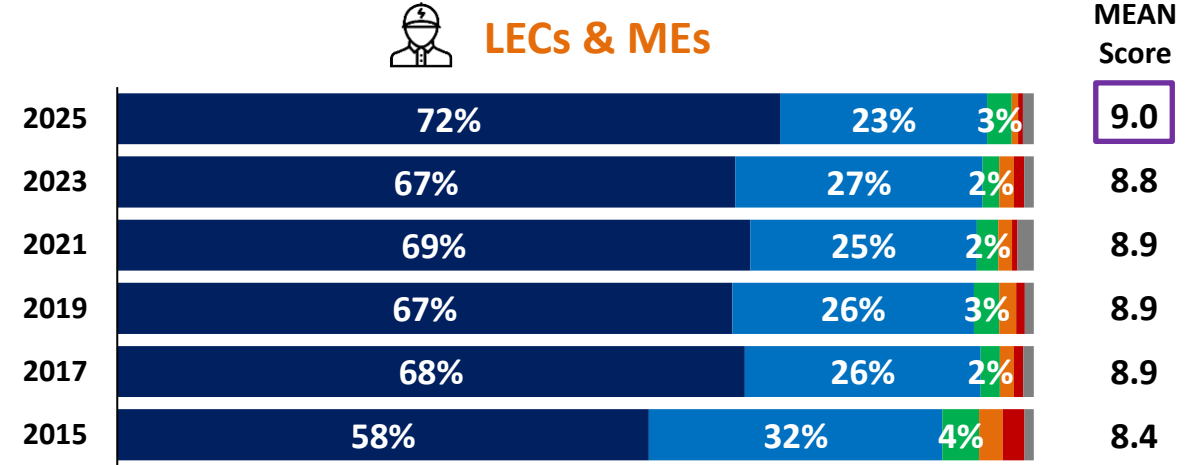
The share who say the ESA is trustworthy is down among homeowners and up among electricians

“ESA operates in a trustworthy manner.”

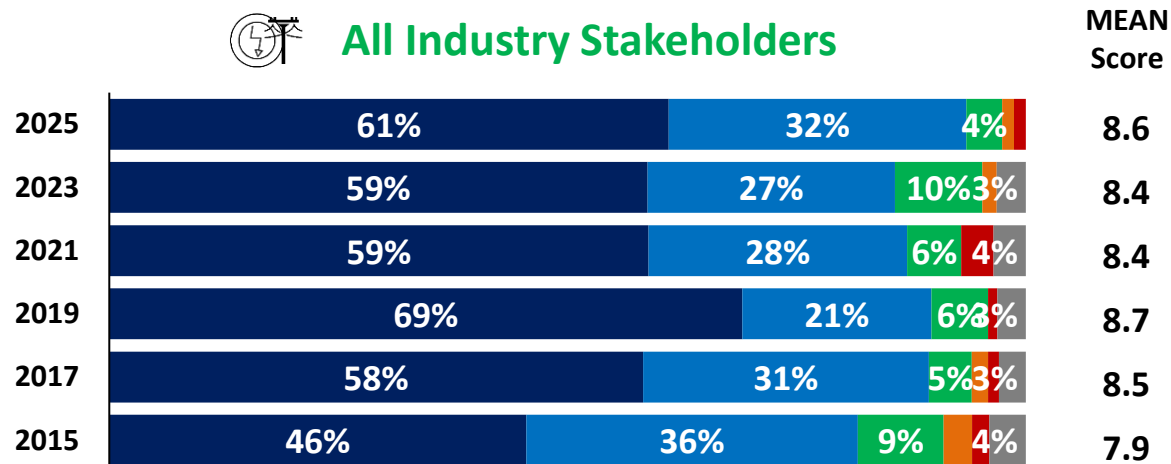
Homeowners



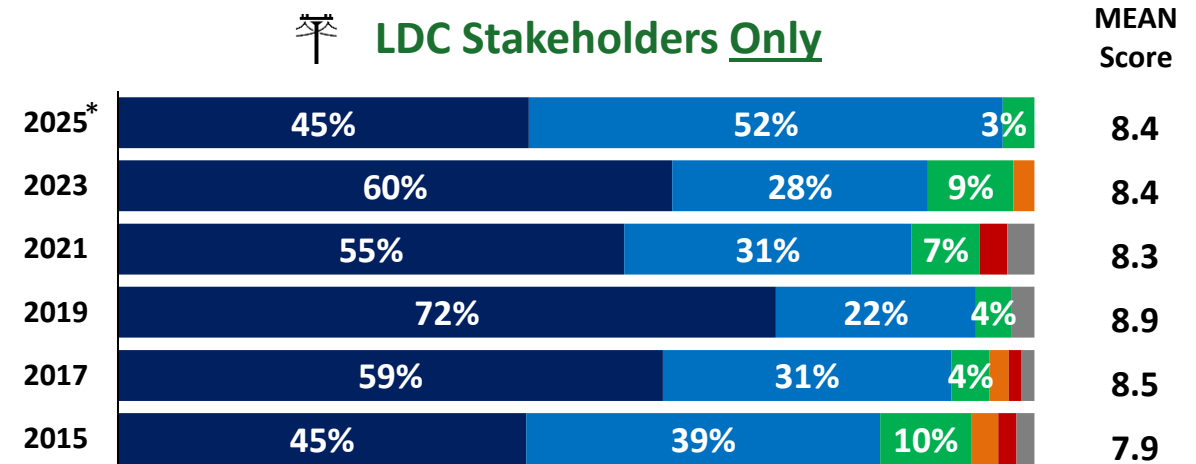
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



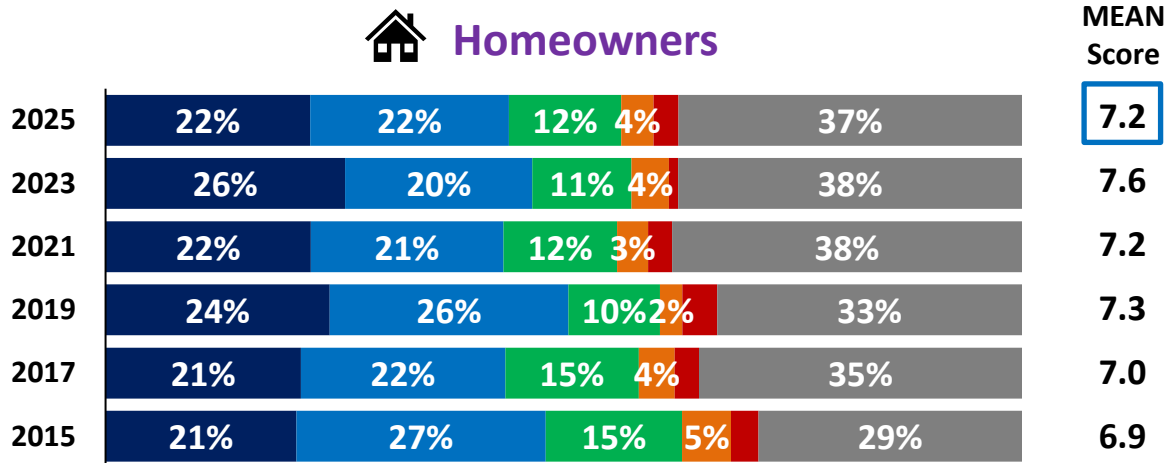
Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Practice | Innovation

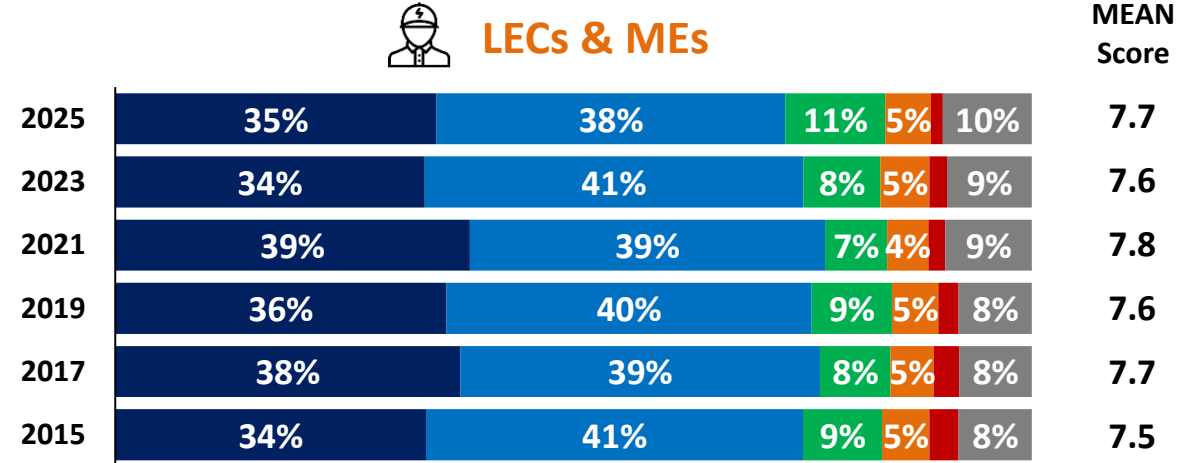
The share of homeowners who believe the ESA is innovative is down; many homeowners don't know

“ESA is an innovative organization.”

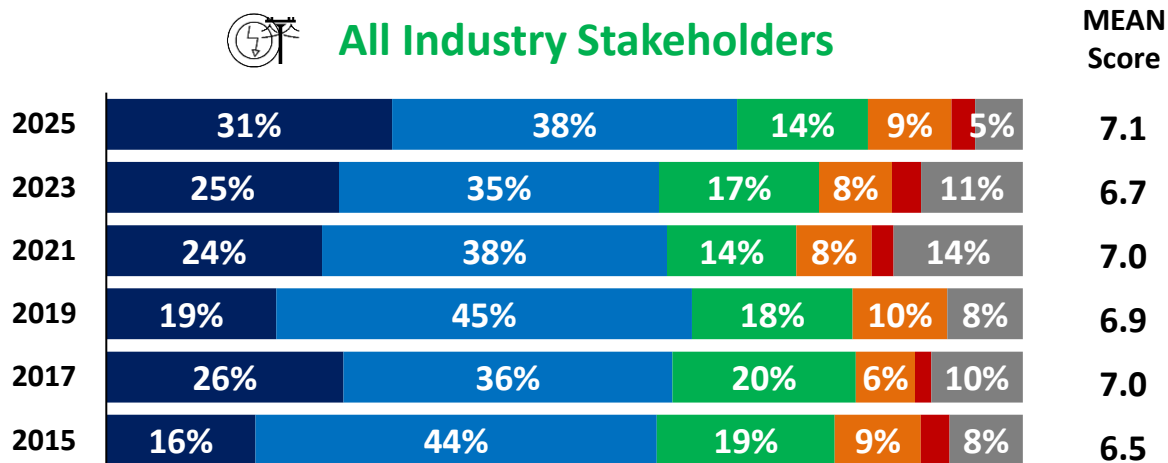
Homeowners



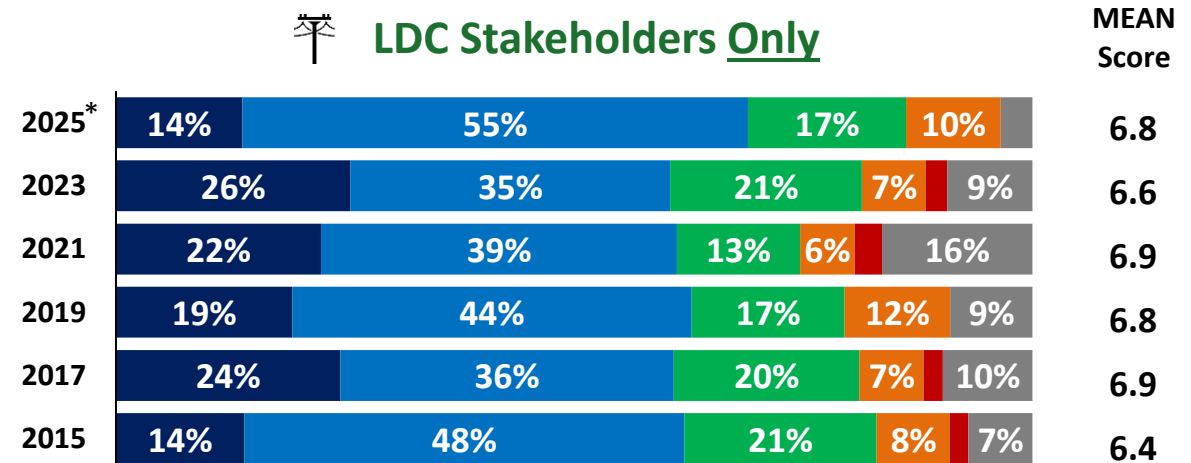
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



■ Strongly agree (10,9)
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 ■ Neither (5)
 ■ Somewhat disagree (4,3,2)
 ■ Strongly disagree (1,0)
 ■ Don't know

Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

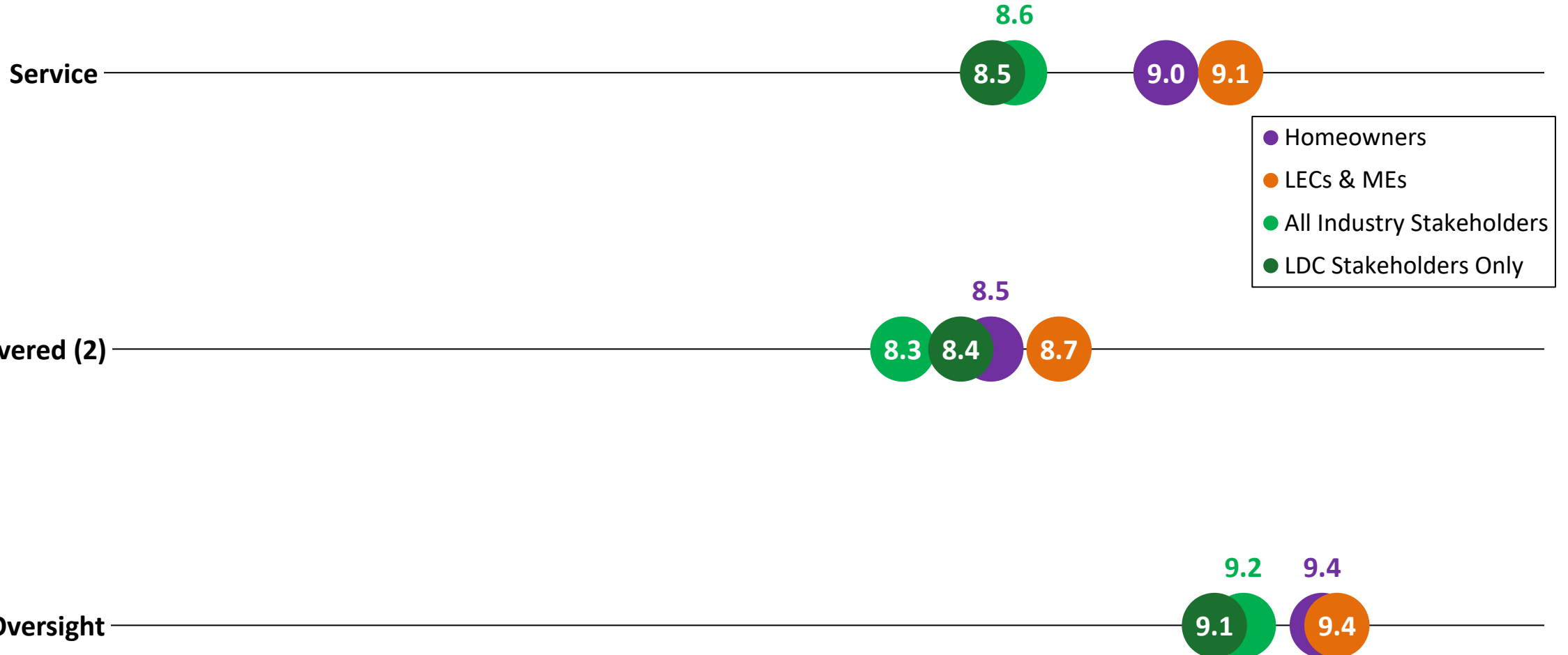
Detailed Dimension of Accountability

Outcomes



Summary of Outcomes Attributes

OUTCOMES



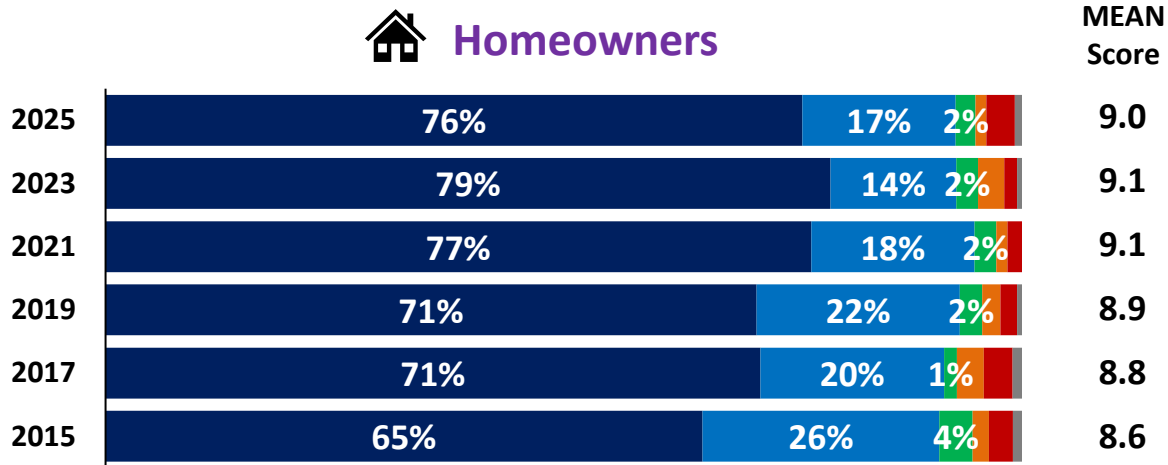
Note: Mean scores exclude those who say "Don't know".

Outcomes | Service

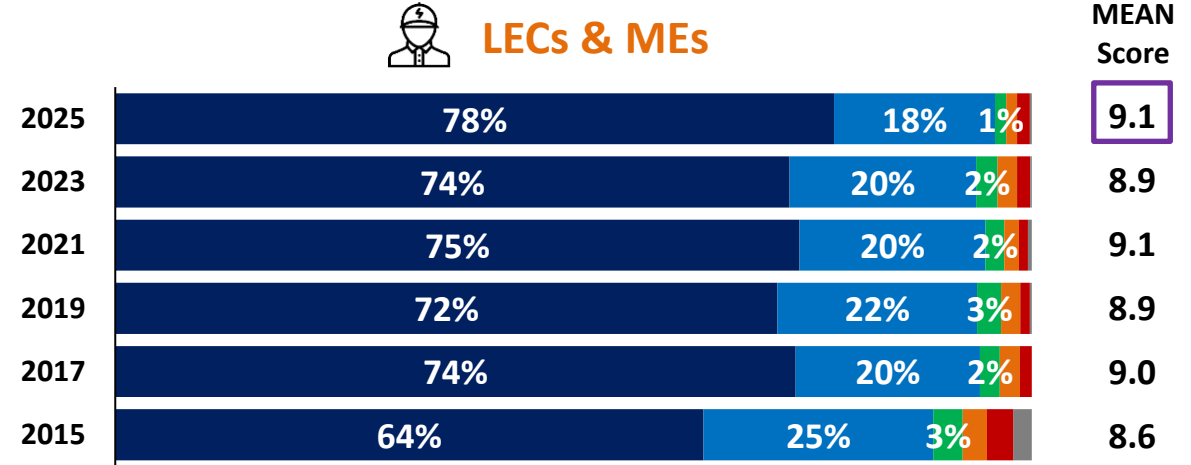
Perceptions of service are up among electricians and stable among other stakeholders, including homeowners

“The last time I had direct interaction with the ESA, my experience was good.”

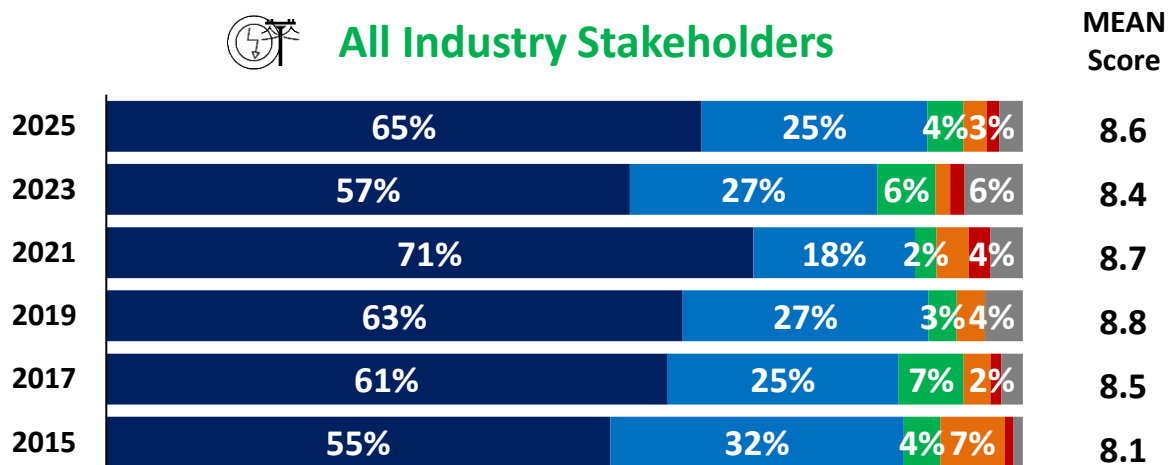
Homeowners



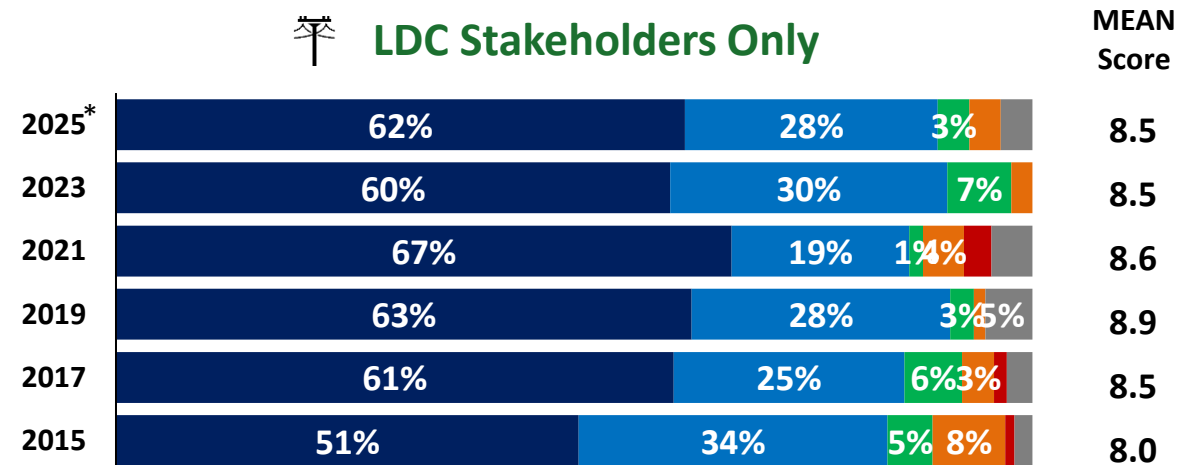
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



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 ■ Neither (5)
 ■ Somewhat disagree (4,3,2)
 ■ Strongly disagree (1,0)
 ■ Don't know

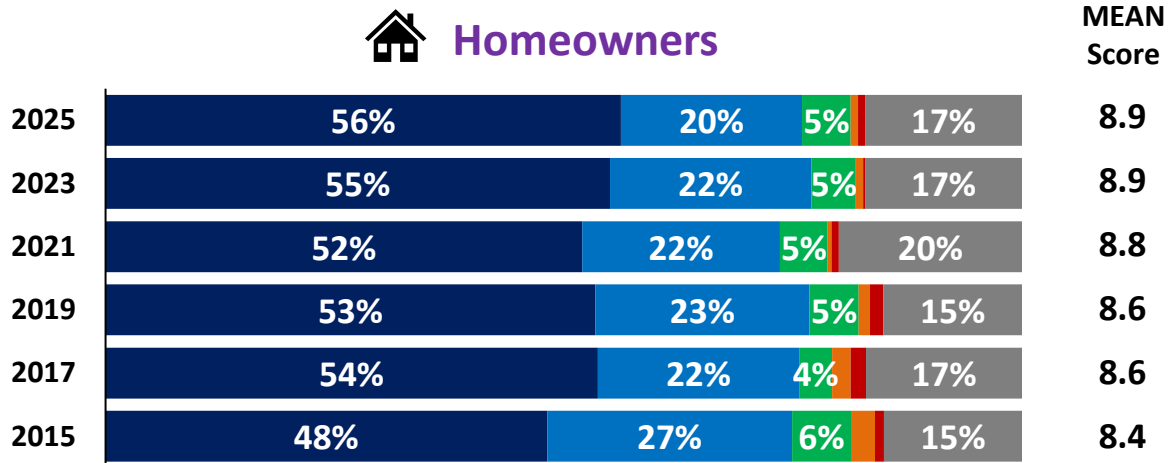
Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Outcomes | Value Delivered (Improved Electrical Safety)

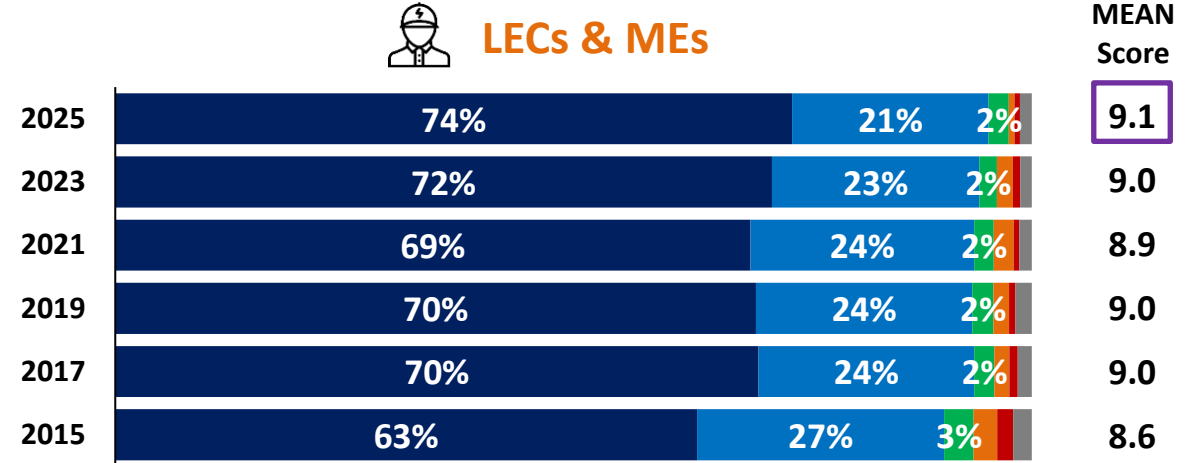
The share of electricians who say that the ESA contributes to improved safety has reached a 10-year high

“ESA has contributed to improved electrical safety in Ontario.”

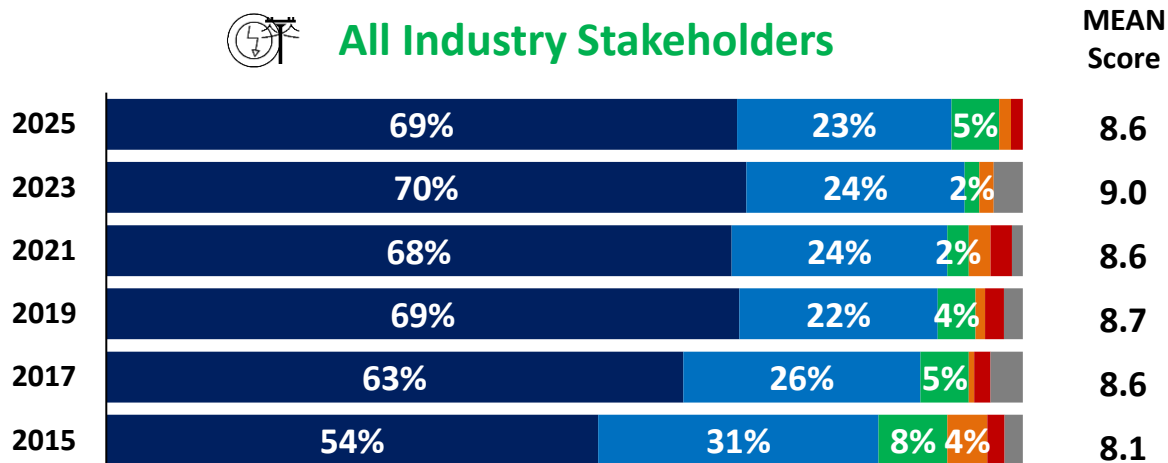
Homeowners



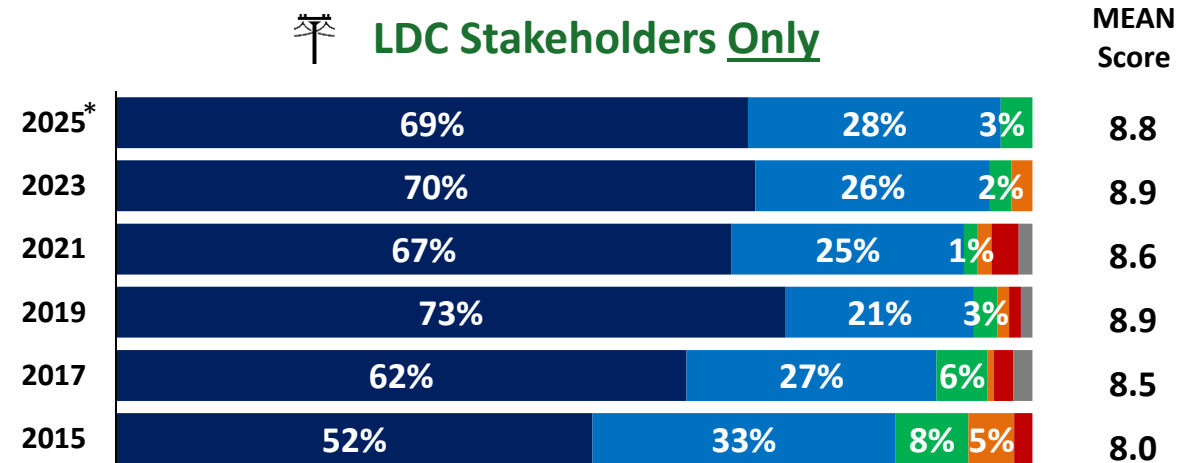
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



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 ■ Neither (5)
 ■ Somewhat disagree (4,3,2)
 ■ Strongly disagree (1,0)
 ■ Don't know

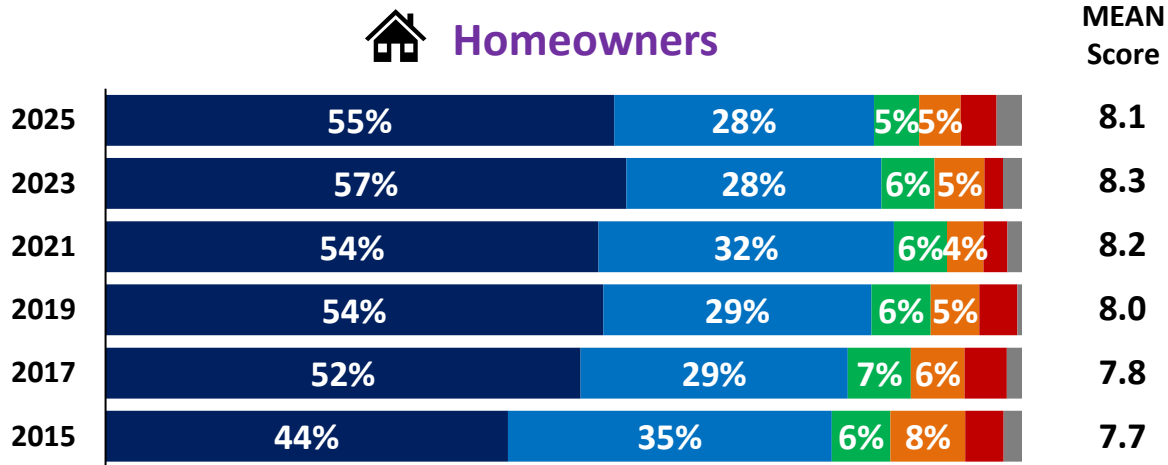
Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Outcomes | Value Delivered (Receive Good Value)

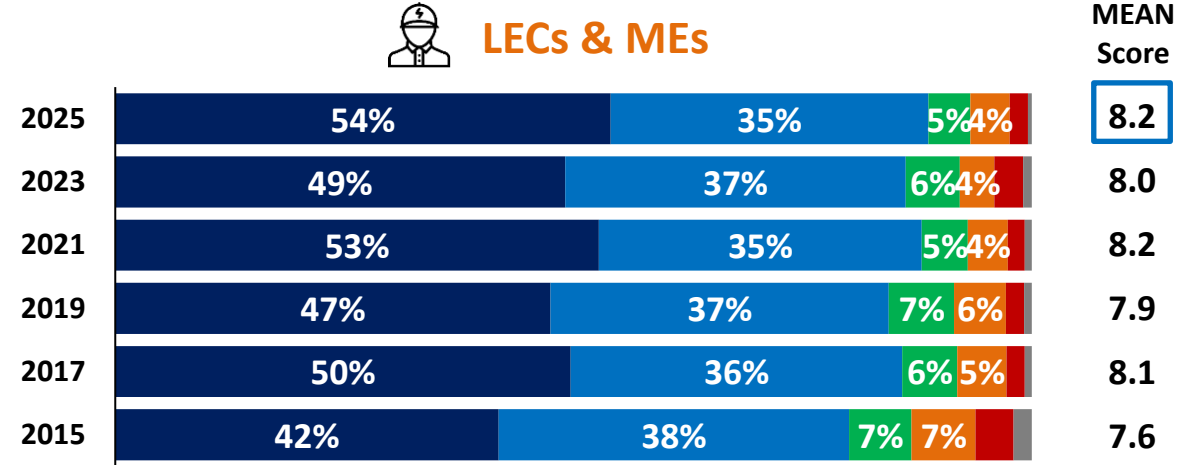
The share of electricians who say that they receive good value from the ESA is up year-over-year

“Overall, I receive good value from the services provided by the ESA.”

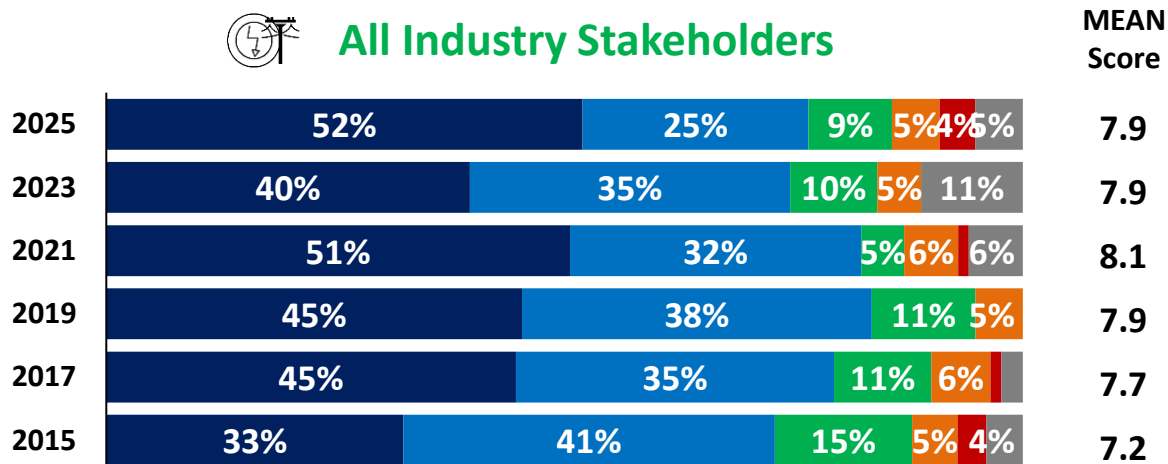
Homeowners



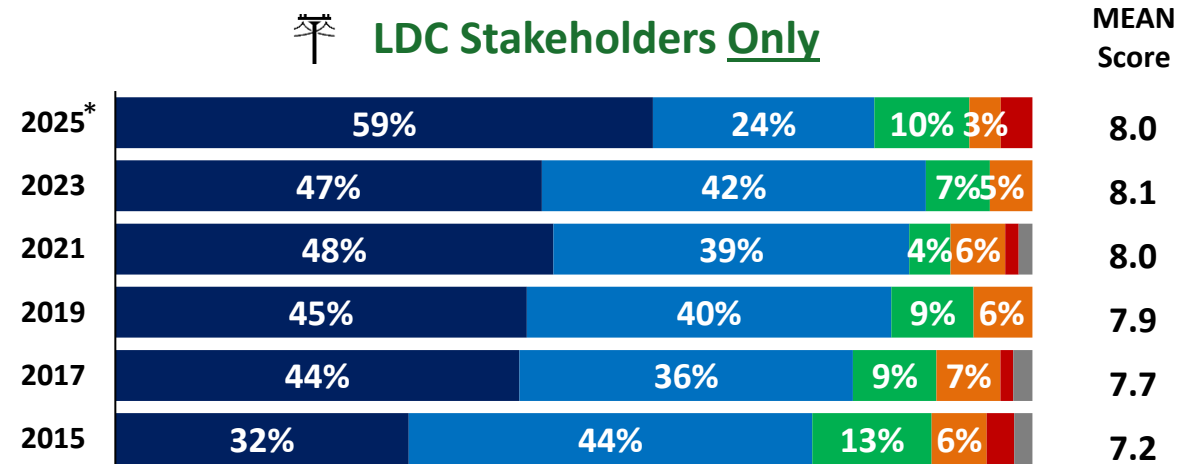
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



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 ■ Neither (5)
 ■ Somewhat disagree (4,3,2)
 ■ Strongly disagree (1,0)
 ■ Don't know

Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

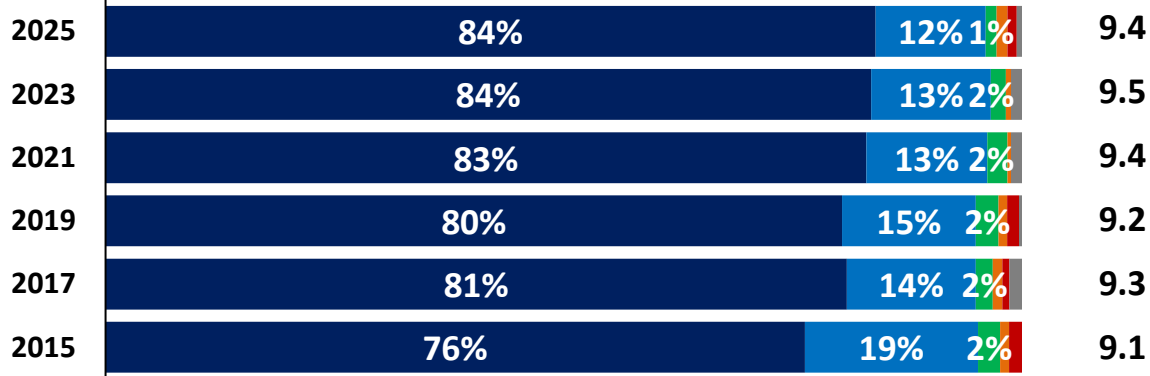
Outcomes | Value of Oversight

Perceptions of the value of oversight are stable across all stakeholder groups

“It is important to have an organization that oversees electrical safety and electrical safety regulations.”

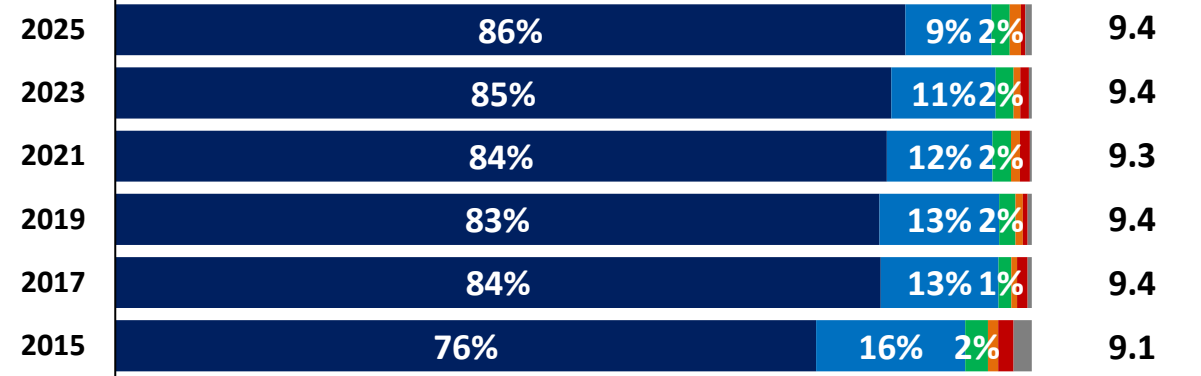
Homeowners

MEAN Score



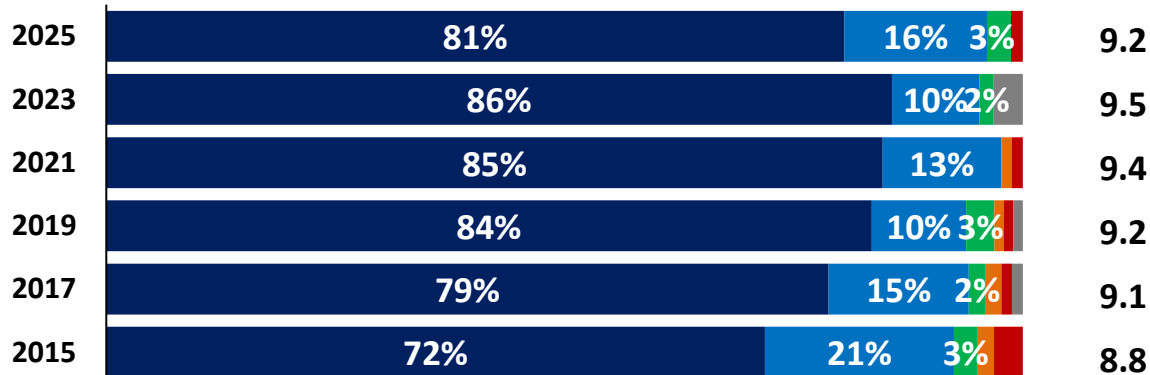
LECs & MEs

MEAN Score



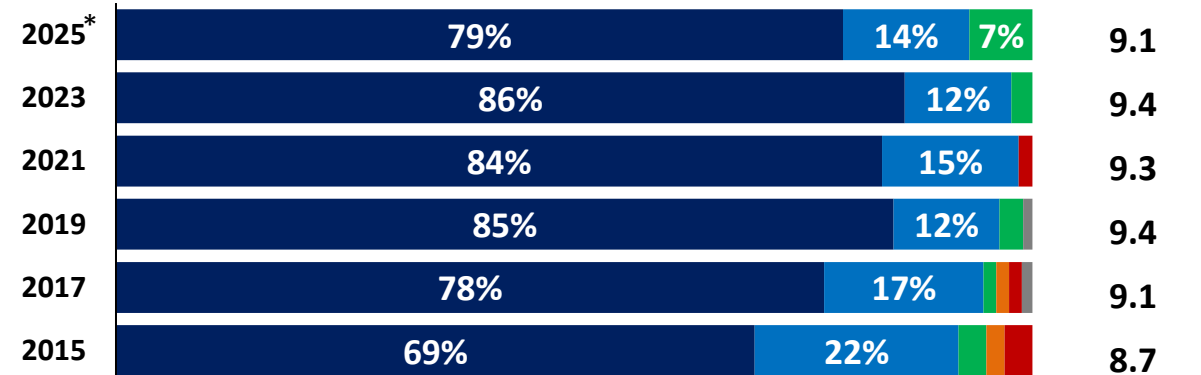
All Industry Stakeholders

MEAN Score



LDC Stakeholders Only

MEAN Score



■ Strongly agree (10,9)
 ■ Somewhat agree (8,7,6)
 ■ Neither (5)
 ■ Somewhat disagree (4,3,2)
 ■ Strongly disagree (1,0)
 ■ Don't know

Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Regulating Ontario's Electricity System



General Electricity Regulation

The share of electricians who say that the electricity system is appropriately regulated has reached a 10-year high

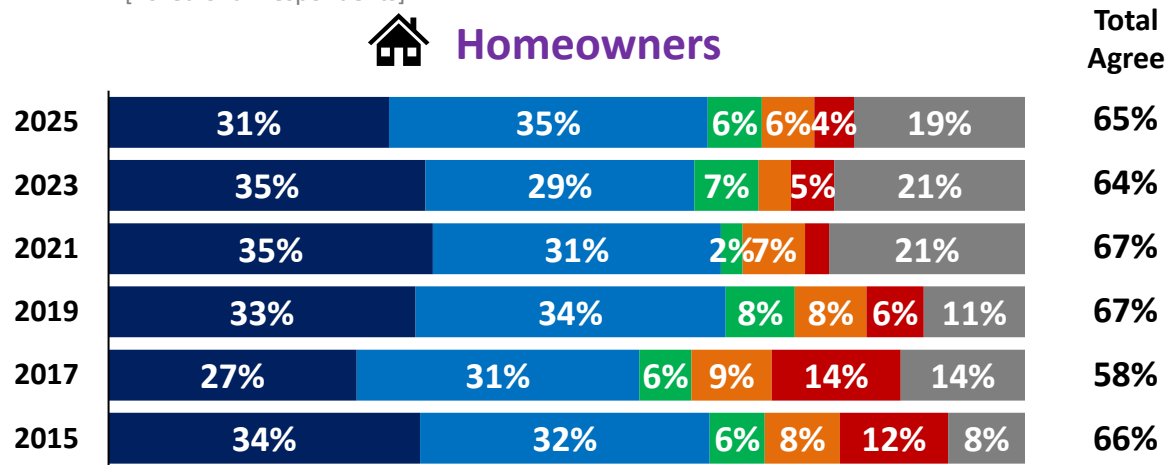


Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement?

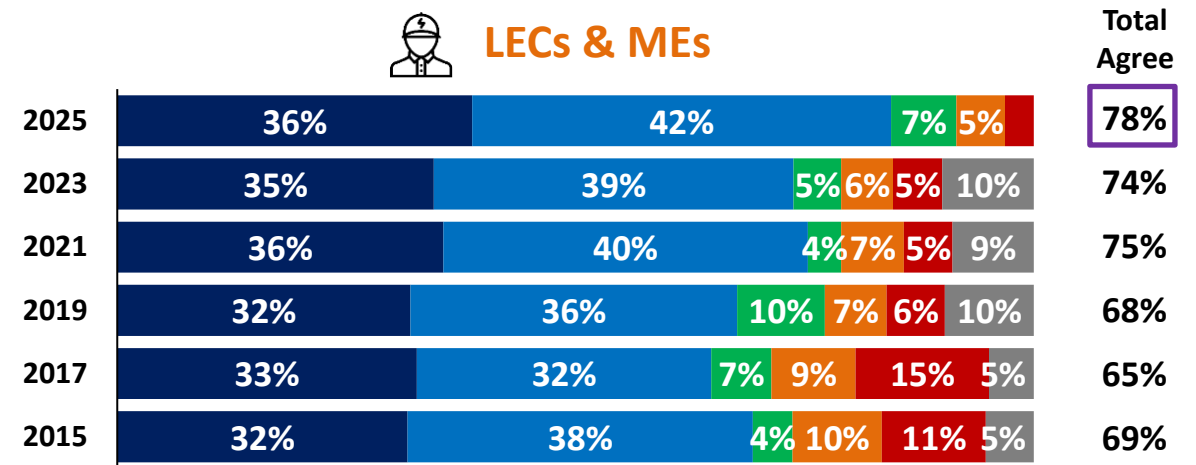
Ontario's electricity system is appropriately regulated.

[Asked of all respondents]

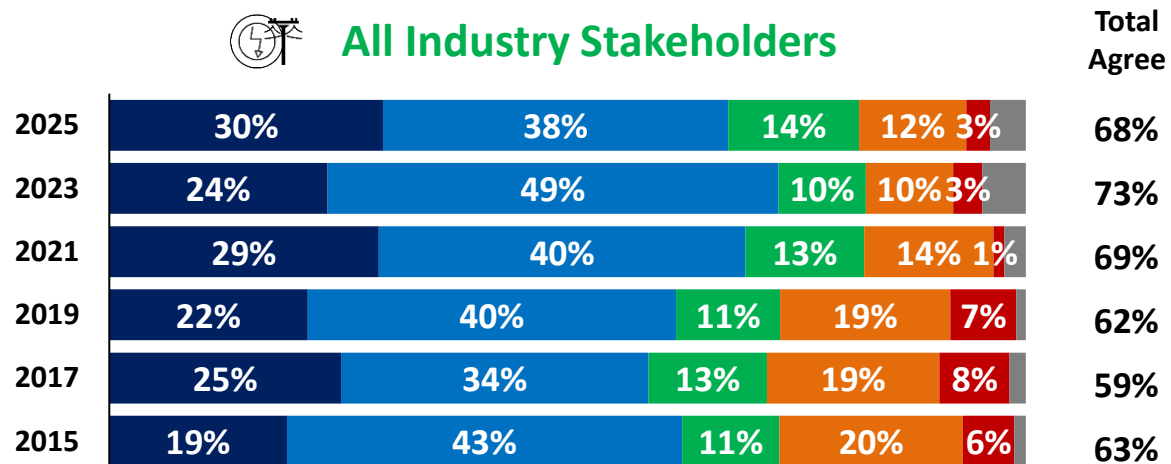
Homeowners



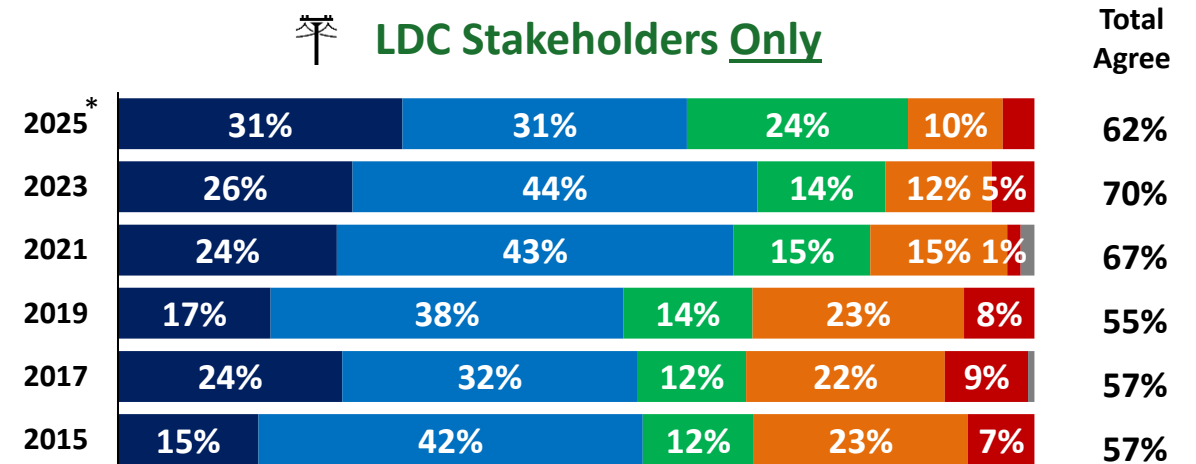
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



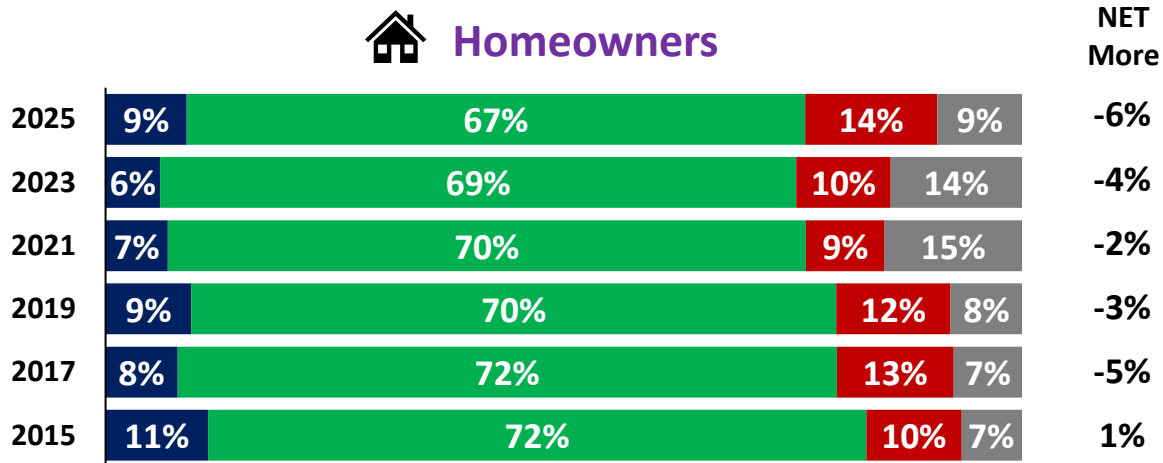
Note: Results outlined in purple are significantly different from the previous wave at 95% confidence and 90% confidence in blue. *Small n size, interpret results with caution.

Electrical Safety Regulations

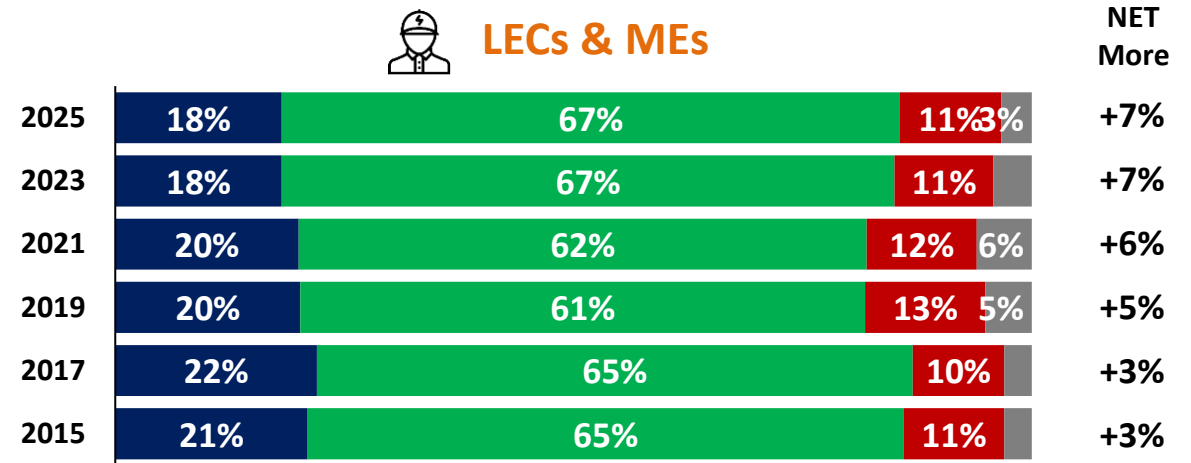
Most stakeholders agree that there is an adequate level of electrical safety regulations

Q Does Ontario need more or less regulations when it comes to electrical safety?
 [Asked of all respondents]

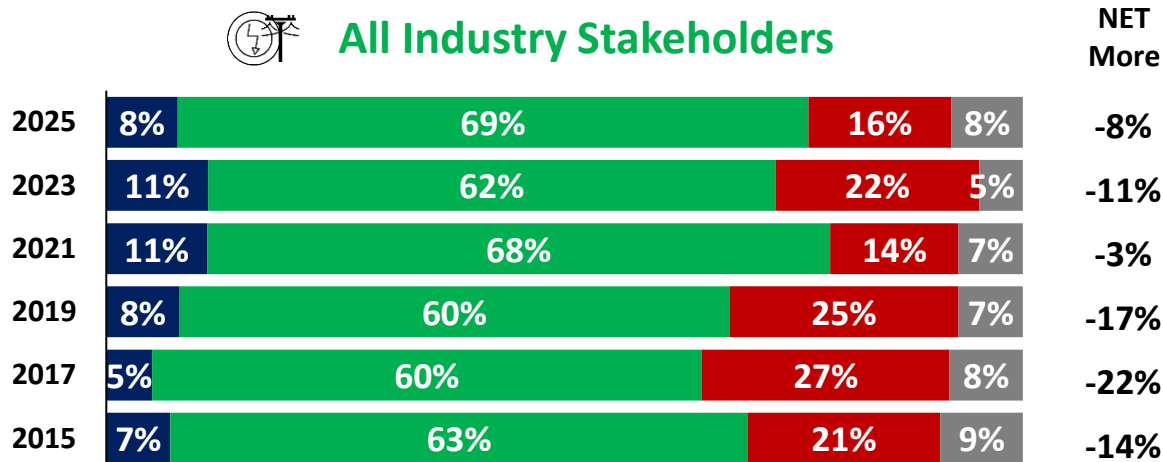
Homeowners



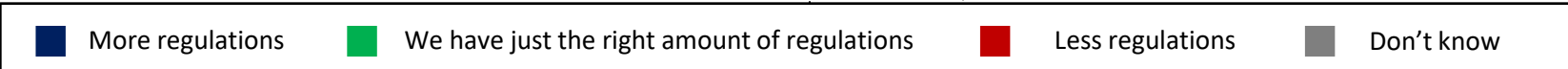
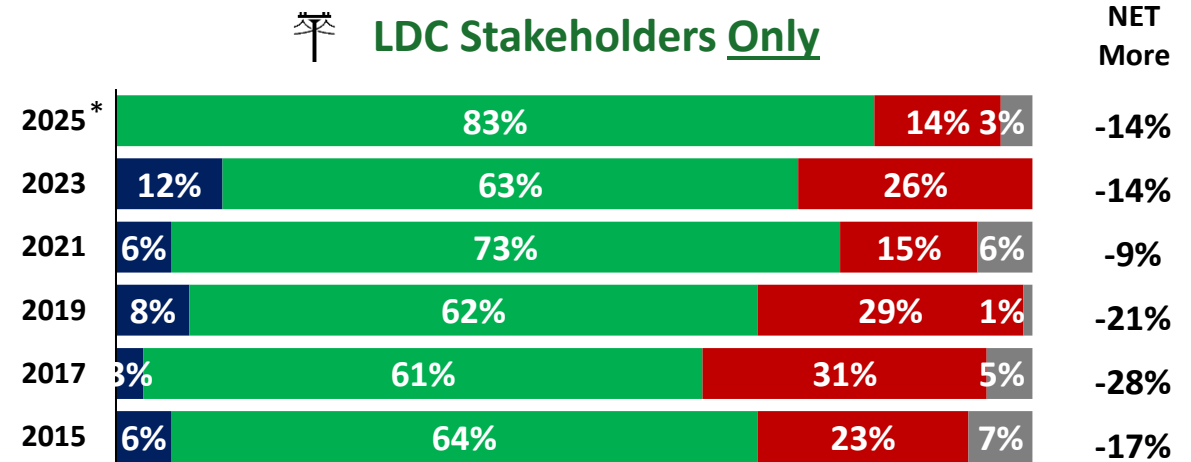
LECs & MEs



All Industry Stakeholders



LDC Stakeholders Only



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Building Understanding.

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