

## LDC/ESA Communications for Code Side Safety Concerns

### Distribution Company Awareness

ESA has created a process whereby automatic email messages are sent to LDCs that report a Code Side Safety Concern. The notifications were requested by LDCs during a Utility Advisory Council meeting.

### Details of Automatic Messages

LDCs will be sent automatically generated confirmation emails whenever an Investigation notification is created within ESA. All emails will go to the primary e-mail address on file with ESA. Below are samples of the emails:

*Subject: Electrical Safety Authority - Confirmation of Receipt of Safety Concern ID [NOTIFICATION #]*

#### Example:



In addition, LDCs will be sent automatically generated emails when the notification is closed by ESA.

*Subject: Electrical Safety Authority - File Closed for Safety Concern ID [NOTIFICATION #]*

#### Example:



## Updating Your Contact Information With ESA

If you are already receiving Connection Authorizations via email, no updates are required. If you would like to ask ESA about your information on file, feel free to contact [Jason.Hrycyshyn@electricalsafety.on.ca](mailto:Jason.Hrycyshyn@electricalsafety.on.ca). If you believe you need to update your ESA data, please contact the Customer Service Centre, preferably by email at:

To: [ESA.Cambridge@electricalsafety.on.ca](mailto:ESA.Cambridge@electricalsafety.on.ca)

Subject: Update: Supply Authority Email Address

Body: Please add/update email [[XXXX@LDC.ca](mailto:XXXX@LDC.ca)] to Supply Authority, master data.