

## Serious Electrical Incidents – Online Reporting Form

### Distribution Company Awareness

This bulletin contains information regarding a new online method for reporting of serious electrical incidents. O.Reg. 22/04 Section 12 requires that an Electrical Distributor, or any contractor or operator acting on the distributor's behalf, report to the Authority any serious electrical incident of which they become aware within 48 hours after the occurrence. Further information is available in the ESA guideline "Reporting of Serious Electrical Incidents".

Starting August 1<sup>st</sup>, 2022, Electrical Distributors are able to use an online reporting form, accessible in the following link or ESA website in the Utilities portal.

[https://esaldc.i-sight.com/portal/reportonline?lang=en\\_US&theme=ESA](https://esaldc.i-sight.com/portal/reportonline?lang=en_US&theme=ESA)

Features of the new form:

- Information required in the online reporting form aligns with the existing form, "Electrical Distribution Serious Electrical Incident Reporting" ("the Reporting Form") in Appendix A in the ESA guideline "Reporting of Serious Electrical Incidents"
- Information reported in the online form will be distributed by email to ESA Customer Service, ESA Utility Regulations, the original submitter and additional email addresses if provided
- Mandatory data fields ensure complete and accurate reporting
- Relevant files and pictures can easily be attached to the submission
- Also accessible on internet browsers of mobile devices

Electrical Distributors may continue to notify ESA of serious electrical incidents, via telephone, fax or email to the customer service center. However, ESA intends to eventually receive all reports via the online form, and a plan for transition will be communicated in the future.

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