

## **Wary consumer gets peace of mind from licensed electrical contractor**

In 2004 Ellen and her husband Peter moved into an older home in downtown Toronto and, like many of us, began a series of renovations. As work progressed they identified possible deteriorated wiring behind the walls and questioned the state of the electrical system in their home.

The couple hired a handyman listed in the phonebook to review their wiring and make repairs where required; however, they soon began to question some of his actions. "I could see he was sticking a lot of the old wires back into the wall which made me nervous," said Ellen. "But once the work was done the electrical system appeared to operate just fine, so I tried to put those concerns out of my mind."

Last year the couple heard about a new law enacted by Ontario's Electrical Safety Authority (ESA) requiring all electrical contracting businesses working in the province to be licensed by ESA. Given their existing concerns, this prompted Ellen and Peter to have their electrical system reviewed. They visited [www.pluginsafely.ca](http://www.pluginsafely.ca), Ontario's resource for locating Licensed Electrical Contractors.

"The [pluginsafely.ca](http://pluginsafely.ca) website provided a list of Licensed Electrical Contractors by area, and it also explained the electrical inspection requirements. We were confident that the Licensed Electrical Contractor we hired would operate in accordance with Ontario laws and would adhere to provincial safety standards," said Peter.

"We didn't realize how many electrical issues were not addressed in our home when we had the work done the first time. Our Licensed Electrical Contractor even provided us with a copy of the Certificate of Inspection from ESA, and we now have a record that the electrical work meets the requirements set out in the Ontario Electrical Safety Code. This gives us peace of mind that our home is safe," Ellen explained.

Since the ESA enacted the law in 2007, the organization has licensed 6,670 electrical contracting businesses in Ontario; followed up on 2,800 complaints related to suspected electrical work being done by unlicensed persons; issued 759 violation notices ordering the unlicensed person to stop work immediately; and laid over 70 charges.