



# **Guideline for Reporting Serious Electrical Incidents**

**Version 3.0**

**Ontario Regulation 22/04**

**Electrical Distribution Safety**

**September 15, 2008**

### **Legal Disclaimer.**

**This document contains GUIDELINES ONLY to assist members of the industry in interpreting Ontario Regulation 22/04 - Electrical Distribution Safety - made under subsection 113(1) of Part VIII of the Electricity Act, 1998. These guidelines do not have the force of law. Where there is a conflict between these guidelines and any legislation or regulation which may apply the relevant law prevails.**

**Retention Periods stated in the guidelines set out the minimum period for which referenced documents are to be retained. Each distributor needs to make its own assessment of the appropriate retention period for specific documents based on its assessment of risk factors and potential liability.**

## Section 12 – Electrical Distribution Safety Regulation

---

**What does Section 12 require?**

The distributor must report to the Electrical Safety Authority (ESA) any “*serious electrical incidents*” involving the public of which they become aware.

---

**What are the Guiding Principles?**

In order to improve public electrical safety, ESA will:

- Proactively conduct investigations of all serious electrical incidents where results of the investigation can add value.
  - Identify root causes of accidents to improve safety standards as per the Regulation.
  - Work with other stakeholders to collect information on all serious electrical incidents to facilitate prevention.
  - Work with MOL to avoid duplication of effort.
- 

**When must I report incidents?**

Report serious electrical incidents within 48 hours after becoming aware of the incident.

Call ESA at 1-877-ESA-SAFE (1-877-372-7233). This call will be answered by ESA Customer Service Centre between 7am – 4:30 pm, and a telephone answering service after normal business hours.

---

**Who do I report to?**

- Ministry of Labour for fatalities, critical injuries, and occurrences involving workers or, their tools (any voltage) or equipment contacting electrical equipment (over 750 Volts)
  - The Electrical Safety Authority does not report incidents involving workers to the Ministry of Labour
  - Electrical Safety Authority for “*serious electrical incidents*” involving a member of the public.
-

**What is a  
“Serious  
Electrical  
Incident” that  
must be  
reported to  
ESA?**

- Any electrical contact (or non-contact such as a severe arc flash condition) that causes death or critical injury to a member of the public.
- All contacts with a primary distribution line operating at 750 volts or above (overhead or underground) caused by or involving a member of the public. e.g. Any tree contacts where a member of the public cuts down a tree or dig-ins.
- A fire or explosion in any part of the distribution system operating at 750 volts or above that caused or in the opinion of the LDC may have caused:
  - Loss of life of a member of the public;
  - Critical injury to a member of the public
- Equipment failure in any part of the distribution system operating at 750 volts or above that caused or in the opinion of the LDC may have caused:
  - Loss of life of a member of the public;
  - Critical injury to a member of the public
  - Except a fire or explosion caused by lightning strike, tornado or forest fire.
  - Any equipment identified in Distributor’s Bulletins
  - e.g. catastrophic failure of a porcelain lightning arrester; explosion of a dry well canister fuse that compromises the integrity of a transformer/switchgear enclosure

The Electrical Safety Authority encourages reporting of any contacts or equipment failures of the secondary distribution system operating less than 750 volts.

**What Type of  
“Serious  
Electrical  
Incidents”  
need not be  
reported?**

- Incidents that **normally do not pose a safety hazard to the public** need not be reported. Eg.
- Routine operation of protective devices
  - Motor vehicle accidents
  - Extreme weather damage
  - Vegetation contacts
  - Animal/Bird contacts
  - Flying debris contacts
  - Routine equipment failures

**What do I  
report?**

- The following information is to be reported. See form for specific format.
- When – Current date, time and date of incident
  - Where – location of incident, address or street intersection, directions
  - What – provide information about the nature of the incident
  - Who – person reporting the incident, e.g. Name and phone number
  - Other authority that the incident has been reported to

**What will ESA investigate?**

ESA will investigate all fatalities, critical injuries, inadvertent contacts, fires and explosions where members of the public are involved. ESA inspector will make contact with the distributor within 2 hours of receiving the call.

**What to do at the incident scene?**

When a reportable serious electrical incident occurs, the distributor is permitted to restore service, however to facilitate an ESA investigation, service restoration should be performed with minimum disturbance to the incident scene. In no case should any thing that would assist an ESA investigation be removed unless the inspector has granted permission. If possible secure the incident scene to prevent people disturbing the evidence.

Motor vehicle accidents are to be reported only if there is an electrical contact resulting in injury or death. Otherwise the 'wreckage" can be moved to the service centre without the approval of the ESA Electrical Inspector.

**Electrical Distribution Serious Electrical Incident Reporting Form**

If you have checked any box with a **Yes** then you must notify Electrical Safety Authority.

**\*\*The Electrical Safety Authority encourages reporting of any contacts or equipment failures of the secondary distribution system operating less than 750 volts. \*\***

Call ESA at 1-877-ESA-SAFE (1-877-372-7233) or Fax to 1-800-667-4278

**Reporting Information**

Caller's name: \_\_\_\_\_ Phone number: \_\_\_\_\_

Agency caller is representing: \_\_\_\_\_

Location of incident: \_\_\_\_\_ City: \_\_\_\_\_

Time & Date of incident: \_\_\_\_\_

Other Authorities involved:

MOL  Police  Fire Department  Other  Please specify: \_\_\_\_\_

*Report to Ministry of Labour for fatalities, critical injuries, and occurrences involving workers or, their tools (any voltage) or equipment contacting electrical equipment (over 750 Volts)*

*The Electrical Safety Authority does not report incidents involving workers to the Ministry of Labour*

**Nature of Incident**

- |    |   |                              |                             |
|----|---|------------------------------|-----------------------------|
| 1. | Any electrical contact or non contact caused by an arc flash that causes death or critical injury to a member of the public   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 2. | All contacts with a primary distribution line operating at 750 volts or above (overhead or underground) caused by or involving a member of the public.<br>E.g. any tree contacts where a member of the public cuts down a tree or dig-ins.  | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 3. | A fire or explosion in any part of the distribution system operating at 750 volts or above that caused or in the opinion of the LDC may have caused: <ul style="list-style-type: none"> <li>➢ Loss of life of a member of the public;</li> <li>➢ Critical injury to a member of the public</li> </ul>   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4. | Equipment failure in any part of the distribution system operating at 750 volts or above that caused or in the opinion of the LDC may have caused: <ul style="list-style-type: none"> <li>➢ Loss of life of a member of the public;</li> <li>➢ Critical injury to a member of the public</li> <li>➢ Any equipment identified in Distributor's Bulletins</li> <li>➢ e.g. catastrophic failure of a porcelain lightning arrester; explosion of a dry well canister fuse that compromises the integrity of a transformer/switchgear enclosure</li> </ul> | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
- (Except a fire or explosion caused by lightning strike, tornado or forest fire).

By submitting personal information to the Electrical Safety Authority, or its agents and service providers, you agree that ESA may collect, use and disclose such personal information in accordance with its privacy policy, applicable laws or pursuant to our administrative agreement with the Province of Ontario. If you provide us with the personal information on behalf of another individual, you represent that you have all necessary authority and/or have obtained all necessary consents from such individual to enable us to collect, use and disclose such personal information for the purposes set forth in our Privacy Policy. A copy of our policy is located on our website at [www.esasafe.com](http://www.esasafe.com)

**Information gathering (if available):**

Name of victim: \_\_\_\_\_

Injury: YES  NO

Contact number: \_\_\_\_\_

Address: \_\_\_\_\_

Type of injury (if any) \_\_\_\_\_

If Worker,  
provide employer information \_\_\_\_\_

**Site information**

Electrical contact with:

Underground

Overhead

Submarine

Substation

Voltage (line to ground): \_\_\_\_\_

Weather & Temperature: \_\_\_\_\_

Locates requested; YES  NO

Accurate locate; YES  NO

Provide details of incident:

Provide a sketch and/or photo of damage:

By submitting personal information to the Electrical Safety Authority, or its agents and service providers, you agree that ESA may collect, use and disclose such personal information in accordance with its privacy policy, applicable laws or pursuant to our administrative agreement with the Province of Ontario. If you provide us with the personal information on behalf of another individual, you represent that you have all necessary authority and/or have obtained all necessary consents from such individual to enable us to collect, use and disclose such personal information for the purposes set forth in our Privacy Policy. A copy of our policy is located on our website at [www.esasafe.com](http://www.esasafe.com)

**Revision Summary – applicable sections**

**January 21, 2008**

Form - Legal statement regarding privacy policy added

**September 15, 2008**

Who do I report to?

What is a “Serious Electrical Incident” that must be reported to ESA?

What do I report?

Reporting Form