

Q. What is Remote Inspection?

A. Under the Ontario Electrical Safety Code (OESC), the Electrical Safety Authority (ESA) determines which installations to inspect. Inspections under ESA notifications may be subject to a remote inspection, which is a discretionary alternative to a physical on-site inspection.

In support of this process, Contractors provide evidence (i.e. photographs/video) demonstrating the full scope of the installation and its compliance with the Ontario Electrical Safety Code (OESC).

ESA reserves the right to make the final determination on whether an installation qualifies for a remote inspection and the outcome.

Q. When will the app be available?

A. The scheduled release of the ESA ON Mobile app is at the end of March 2023. ESA will roll it out incrementally to Contractors for use with their wiring notifications.

Q. Are all Contractors able to use the Remote Inspection App?

A. Not yet. We are gradually rolling out the ESA ON Mobile app throughout calendar year 2023.

Please refrain from contacting the ESA Customer Service Centre with requests to be registered for remote inspection. Contractors with an ESA Account will be contacted directly to participate throughout the year.

In the interim, Contractors that do not have access to the app can continue to work with Inspectors as they do today, i.e. providing relevant photo/video evidence by email or text.

Q. Can registered Contractors use the ESA ON Mobile app for all of their notifications?

A. The app applies to wiring notifications only. Review of the evidence available and application of Remote Inspection is at the Inspector's discretion.

Q. How do Contractors know what Inspectors need to see in the pictures?

A. Refer to the Remote Inspection Guideline document on our website. There is also a link within the app to the Remote Inspection Guideline.

Q. Is there a way to identify which person took the pictures?

A. Yes. ESA ON Mobile app users have a unique login and the submitter's information is available in ESA Online Services under the Remote Inspection tab.

Q. Is there a limit to the length of video submissions?

A. Yes. Each video can be up to 15 seconds long and up to two video files can be sent per submission.

Q. How many pictures or videos can be sent in a submission of evidence through the app?

A. There is a limit of 12 pieces of evidence per submission and this includes 2 videos of up to 15 seconds each.

Q. Can Inspectors or the Customer Service Centre upload evidence for Contractors?

A. No. Customers/Contractors registered for Remote Inspection can capture and submit evidence to ESA via the app.

Q. Can evidence be added by a Contractor via ESA Online?

A. No. Once a Contractor registers for Remote Inspection and use of the app, evidence must be captured and submitted to ESA through the app.

Q. Evidence submitted in error, is there a way to delete or override?

A. No. Through the app, there are several occasions within the process for Customers/Contractors to preview and review the evidence captured prior to submission to ESA. Once the evidence submission is complete, it is not possible to delete or override evidence within our system.

Q. Can Contractors schedule notifications using the app?

A. Not at this time. Scheduling of notifications must be done through ESA's Customer Service Centre or via ESA's Online Services. Submitting evidence does not schedule the notification. Contractors must continue to schedule inspection requests the same way they do today in addition to any evidence submitted.

This is ESA's first app and we are considering the potential for enhancement in the future.

Q. Are there additional fees charged to the Contractor for using the app?

A. No. ESA is not charging Contractors a fee to use the app and there is no cost to Contractors to 'purchase' the app from Google Play Store or the Apple Store.

Q. Can Contractors specifically request that an inspection be performed remotely?

A. No. Remote Inspection is a tool for Inspectors for use at their discretion. When evidence is available to support the additional details on a notification, the Inspector has the option to review and action the notification based on the evidence, conduct a site visit or pass without a visit.

The option to request a Remote Inspection is not available in the app or within ESA Online Services.

Scheduling of notifications must be done through ESA's Customer Service Centre or via ESA's Online Services.

Q. Can Contractors use the app without cell service?

A. Yes. ESA ON Mobile has offline capability. To work offline, the user must ensure they have connectivity, open the ESA ON Mobile app and download up to 20 notifications to work on. Evidence for a specific notification can be captured, temporarily stored, and/or submitted while the user is offline. The user must reconnect (with the app open) before the evidence will be released from the queue and visible in ESA Online Services, this can take up to 15 minutes.



Q. Can Contractors schedule a Remote Inspection using the app?

A. No. There is no option to request a Remote Inspection within the app, all scheduling of notifications must be done through ESA's Customer Service Centre or via ESA's Online Services.

Q. Is the app bilingual?

A. No. Currently the app is available only in English.

Q. Can Contractors submit pictures or videos for Inspector review as part of an after-hours request?

A. Contractors will continue to work with Inspectors as they do today for after-hours requests or emergency circumstances.

Q. Can Contractors view evidence through ESA Online Services?

A. Yes. Contractors can view evidence captured and submitted through the app for all open notifications on that account. Evidence captured in the app but not yet submitted to ESA is not visible in ESA Online Services.

Q. A Contractor submitted evidence through the app, why did the Inspector visit the site?

A. Inspectors still have full discretion whether or not to use or accept the photos as evidence or to make a site visit.

Q. A Contractor submitted photo evidence, can they proceed with the project, close up walls, etc.

A. No. Contractors are still required to schedule an inspection through the ESA Customer Service Center or through ESA Online Services. The Inspector will either process the notification remotely with submitted evidence or visit the site. Contractors must wait for confirmation of a passed inspection before proceeding with the project.

Q. How long does ESA store the pictures/video?

A. Evidence is stored within the ESA ON Mobile app for up to 30 days (from the time it was captured) or until it is submitted to ESA. Once the Contractor submits the evidence to ESA, it is no longer available within the app (it essentially transfers to the ESA Online Services), but will remain with ESA infinitely. Evidence in the app, but not submitted to ESA will permanently delete on day 31 from the date it was captured.

Contractors have access to evidence on open notifications on their account via ESA Online Services.

Q. A Contractor cannot see the Remote Inspection tab in ESA Online Services, is this a system error?

A. No. The Contractor account must be registered for Remote Inspection and at least one ESA Online Services 'User or Administrator' must be granted access to Remote Inspections for the tab to be visible within a notification.

Please refrain from contacting the ESA Customer Service Centre with requests to be registered for remote inspection. Contractors with an ESA Account will be contacted directly to participate throughout the year.

Q. When viewing pictures in ESA Online Services, does the Contractor need to scroll through them all to see the latest submission?

A. No. On the Remote Inspection tab in ESA Online Services, the evidence sorts by the latest submission date.

Q. A Contractor took a video with sound, but nothing can be heard in the preview. What is the issue?

A. Within the device app settings, the user must ensure the microphone is on, if required.