

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 and/ or videos, 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. Are all contractors able to use the Remote Inspection feature of the app?

A. Yes. Contractors with an ESA Online Account have access to this feature, but access to it must be granted by a LEC Portal account administrator. Please consult your administrator and ask them to enable your access to this feature in the app.

Q. I have been granted access to the Remote Inspection feature of the app. Can I use it for all my notifications?

A. The app can be used for wiring notifications only. Review of the evidence available and application of the Remote Inspection process is at the inspector's discretion.

Q. How do I know what inspectors need to see in the evidence I submit?

A. Refer to the Remote Inspection Guideline document on the esasafe.com website. There is also a link within the app to the Remote Inspection Guideline, which may be found as you enter the Remote Inspection feature from the Main Menu.

Q. Is there a way to identify who submitted the evidence?

A. Yes. ESA ON Mobile app users each have a unique login. The submitter's information is visible in the LEC Portal under the Remote Inspection tab of a notification.

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 items of evidence per submission. This includes up to 2 videos of up to 15 seconds duration each.

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

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

Q. Can I add evidence to a notification via ESA Online?

A. No. Evidence must be submitted to ESA through the Remote Inspection feature of the app.

Q. I submitted evidence in error, is there a way to edit or remove it?

A. No. It is not possible to edit or remove evidence once the evidence submission is complete. As part of the evidence capture and submission process through the Remote Inspection feature of the app, there are several opportunities for you to preview and review the evidence prior to submission to ESA.

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

A. No. The option to request a Remote inspection is not available in the app or within the LEC Portal.

Remote Inspection is a tool for Inspectors to use at their discretion. When evidence is available to support the additional details on a notification, the Inspector has the option to review the evidence and action the notification based on the evidence, or conduct a site visit, or pass without a visit.

Q. Can I 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. Is eligibility for registration to use the app and its features, including Remote Inspection, based on my defect ratio?

A. No. All Contractors with an ESA account can register for the app and participate in Remote Inspection.

Q. Can I use the app without cell service?

A. No. The app requires an internet connection to work.

Note that if you are in an area without cell service, you can capture the photo/video evidence while on site without using the app and then upload the evidence to the app from your device once you are connected again.

Q. Can I view my evidence through the LEC Portal?

A. Yes. You can view evidence that has been submitted through the app for all open notifications on your account. Evidence captured or uploaded to the app but not yet submitted to ESA is not visible in the LEC Portal.

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

A. Inspectors still have full discretion to make a site visit even if evidence has been submitted.

Q. I submitted photo evidence, can I proceed with the project, close walls, etc.?

A. No. You are still required to schedule an inspection, either through the app or the LEC Portal, or by contacting the ESA Customer Service Centre. The Inspector will action the notification remotely using the submitted evidence or visit the site. You must wait for confirmation of a passed inspection before proceeding with the project.

Q. How long does ESA store the photo/video evidence?

A. Evidence submitted to ESA will be stored indefinitely.

Evidence that was uploaded to or captured using the app, but not submitted to ESA, will be permanently deleted after 30 days from the date it was captured. Once you submit evidence to ESA, it is no longer visible within the App. You can view evidence that has been submitted through the app for all open notifications on your account using the LEC Portal.

Q. Why can't I see the Remote Inspection tab when viewing a notification in the LEC Portal?

A. You must have access to the Remote Inspection feature granted by an account administrator before this tab is visible. Consult your account administrator and ask them to enable your access to this feature.

Q. How are the photos/videos sorted in the Remote Inspection tab when viewing a notification in the LEC Portal?

A. The evidence is sorted so that the most recently submitted photos/videos are at the top of the list.

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

A. Within the device app settings, you must ensure the microphone is enabled if you wish for your videos to have audio.