



*Safety • Competency*

3 0 J U N E 2 0 0 3

A N N U A L R E P O R T

## ABOUT THE BOARD

The Electrical Workers Registration Board is a statutory body established in 1992. Members are appointed by, and responsible to, the Minister of Energy. There are seven members at any one time. Five are registered or entitled to be registered under the Electricity Act and two are not registered or entitled to be registered.

The Board's main functions are set out in section 149 of the Electricity Act 1992. Its primary focus is to register electrical workers and ensure the ongoing competency of those workers, thereby ensuring the public's safety. In addition to its occupational licensing function, the Board audits electrical workers, holds hearings into complaints and undertakes the promotion of electrical safety and competency.

Income is entirely derived from electrical worker fees and charges.

### BOARD HIGHLIGHTS FOR 2003

- Implementation of revised Strategic Plan initiatives
- Finalisation of requirements for security alarm installers
- Further development of online licensing
- Substantially more information provided to practising licence holders
- Promulgation of Guidelines for Supervision of Electrical Workers
- Ongoing input to legislative and regulatory reviews, including EnergySafe
- Distribution of a Compilation of the Electricity Regulations – a first

THE ELECTRICAL WORKERS REGISTRATION BOARD HAS PLEASURE IN PRESENTING ITS TENTH ANNUAL REPORT.

#### BOARD MEMBERSHIP

Apart from the resignation of Brian Velvin, through increased business commitments, the Board membership remained unchanged.

Brian Velvin's background in electrical contracting, coupled with his grasp of the Electricity Act and Regulations, served the Board well.

The newest members to the Board are lay member, Deborah Rundle, who has brought considerable experience in dispute resolution, group facilitation and consumer issues to the Board. This has proved to be of considerable value in understanding the background procedure of commercial disputes from which many of the Board's disciplinary complaints arise. Deborah's in-depth knowledge of legal requirements has also proved valuable.

Registered member Tom Leong brings to the Board his many years of experience and service in the supply sector. Prior to his appointment to the Board, Tom was involved in the development of AS/NZS 3000:2000, and accordingly has an in-depth appreciation of the new standards and their effect on our industry.

Registered member Tim Elms continued his dedication to the training needs of young persons in our industry. His knowledge of apprentice and unit standard systems, coupled with his "down to earth" approach to electrical contracting, has proved invaluable.

Registered member Dennis Amiss has provided a constant vigil in matters relating to the appliance service sector of the industry and to electrical service technicians, together with his role on a number of industry committees.

Lay member and Deputy Presiding Member, Barrie Mason, the longest serving Board member, has once again proved invaluable to this current Board. His background and experience as C.E.O of a number of companies continue to be a major asset.

The Board urges suitably interested practitioners with an in-depth knowledge of the current Electricity Act and Regulations to consider putting something back into their industry by offering themselves for selection to the Board when vacancies occur. Vacancies are advertised in ELECTRON.

## COMPLAINTS AND DISCIPLINE

Complaints heard by the Board have again increased this year as have the number of complaints processed by the Complaints Assessment Teams.

The rise in complaints results from increased public awareness through problems in the building industry, the Target television series, and the Board promoting the need for all electrical workers to have a current practising licence.

A significant number of complaints initially arise from commercial issues that then reveal sub-standard workmanship, failure to test, failure to have inspections carried out, or failure to issue a Certificate of Compliance on time.

If you feel that your position is in danger of being compromised, use the Board 0800 66 1000 free phone and seek advice.

A new trend of complaint noted by the Board is the failure to have certain work, such as the relocation and or installation of switchboards, new mains and earthing, inspected by a licensed Electrical Inspector. Independent third party inspection is an integral part of the current competency based regime in the electrical sector.

While the Board looks at re-training as a way of upskilling practitioners who have been found to be deficient in their application of the Act, Regulations and Codes, the Board is also moving to recover more of the costs of the disciplinary process from practitioners found guilty of a disciplinary offence. Similarly fines are being ratcheted up. For example, working without a current practising licence is likely to result in a fine of at least \$1,000 plus costs of a similar amount.

MURRAY WILLIS



## MILESTONES

While a disproportionate amount of Board time is taken up by disciplinary hearings, the Board has still managed to achieve some worthwhile milestones during the year:

- The implementation of guide lines for supervision of people carrying out electrical work.
- The distribution to all practitioners of AS/NZS 3000:2000 and the associated CD covering additional standards.
- Finalisation of draft minimum requirements for refresher courses.
- Ongoing dialog in the development of EnergySafe and other code and regulation revisions.

To achieve many of these milestones and others the Board is currently working on, involves Board Member input far beyond the normal meetings.

## ELECTRON

The positive feedback from recipients of ELECTRON, in comparison to previous means of Board communications, is very encouraging.

ELECTRON is a “real-time” publication detailing many issues affecting Licensed Electrical Workers, especially on regulations. Its popularity has resulted in it now being issued six times a year. ELECTRON is your publication and input into the publication from recipients is welcomed.

## ELECTRONIC AND INFORMATION DISSEMINATION

The Board website continues to grow in popularity. The number of licensed workers with email addresses notified to the Board now exceeds 8,000. The number of workers re-licensing online increased this year. You can re-licence online by visiting the Board site at [www.ewrb.govt.nz](http://www.ewrb.govt.nz).

The development of ELECTRON and online information, coupled with the distribution of new standards, regulations and other important information to licensed workers, is seen by the Board as providing value for money for the annual license fee paid by all licensed workers.

## INDUSTRY PARTNERS

Through the year the Board continued to develop relationships with its industry partners by ensuring Board member presence at various industry conferences and meetings, and by encouraging industry representatives to visit the Board on a regular basis.

During the year these visits included the Electrical Contractors Association of New Zealand, Energy Safety Service, Appliance and Electronic Industry Association, New Zealand Electrical Institute, Standards New Zealand and Electrical Industry Training Organisations.

The Board welcomes constructive input from these various groups and in particular acknowledges the support from the Energy Safety Service and Standards New Zealand with funding assistance to enable the AS/NZS 3000:2000 and the associated CD to be provided to every licensed worker free of charge.

During the year the Board was visited by the Associate Minister of Energy, the Hon Harry Duynhoven. It is obvious to the Board that Mr Duynhoven has a clear grasp of the challenges faced by the industry and it is gratifying to know that we have a registered electrician as Associate Minister of Energy.

## PERSONS CONTRAVENING THE ELECTRICITY ACT

The Board is acutely aware of the concerns of the industry relating to electrical work carried out by non-registered people.

In recent years it has not been a primary role of the EWRB to pursue unregistered workers. The Board mandate is the competency and safety of Registered and Licensed workers together with the safety of the public of New Zealand.

Traditionally the industry sees the Board being responsible for both areas, but it is inappropriate for practitioners' licence fee revenue to be utilised in the pursuit of un-registered persons.

In September 2002 the Board determined and announced that it was taking over the pursuit of non registered persons contravening the Electricity Act and the funding for this process is allocated from the Electricity Levy (together with other funding from the Board). As a result there are now more than fifty investigations and prosecutions in progress.

## APPRECIATION

It has been a busy and fruitful year. I personally acknowledge the considerable work and dedication of the Board members. We have a proactive Board and I am proud to serve the Board as Presiding Member. We listen to your concerns and are available both as a collective and on an individual basis to hear your comments.

The Board again wishes to acknowledge the excellent work of the staff of the Electrical Workers Licensing Group, Ministry of Economic Development; the service unit for the Board.

Lastly, the Board expresses its sincere appreciation for the professional and quality services that it continues to receive from the Registrar Mr John Sickels and Board secretary Mrs Janine Anderson.



Murray Willis  
Presiding Member

## STRATEGIC PLAN

Last year I reported that the Board had introduced a strategic plan designed to establish the direction for electrical occupational licensing for a five-year period.

The strategic changes the Board put in place were:

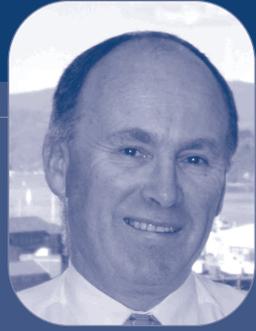
- To focus on its regulatory functions
- To redesign its licensing and enforcement processes
- To target spending on communications to registered people, high-risk workers and industry partnerships for worker competency audits.

Since the introduction of the strategic plan considerable progress has been made in achieving the desired objective which was for the Board to have a business unit as efficient and effective as it can be, whether standalone or within the Ministry of Economic Development.

The progress is summarised as follows:

- In September 2002, the Ministry put a revised staffing structure in place to carry out the Board's operational functions

JOHN SICKELS



- The majority of the approximately 45,000 telephone calls the Board receives each year are now handled by the Ministry's southern call centre at Christchurch
- All renewals of practising licences are now undertaken for the Board by the Companies Office national processing centre at Auckland
- The co-ordinating of material for ELECTRON is done by the Ministry's Business Services Branch
- Financial reporting and processing of Board accounts is done by the Ministry's Business Services Branch
- Formal contracts have been negotiated with Training Providers throughout New Zealand for the provision of services for tuition courses and the conducting of examinations
- Revised procedures have been adopted for the assessing of complaints against registered people
- Revised procedures have been introduced for the issuing of provisional licences
- The offering of Board examinations in the United Kingdom and South Africa has ceased.

#### THE BOARD

During the year Brian Velvin resigned from the Board for business reasons and the Ministry acknowledges the contribution Brian made to the Board.

In February 2003 the Board re-elected Murray Willis and Barrie Mason to the respective positions of Presiding and Deputy Presiding Members.

#### BOARD MEETINGS

The Board met ten times during the year with the business sessions being held at Wellington and hearings into complaints at other centres as required.

#### ONLINE LICENSING

Last year saw the introduction of the Board's online licensing facility with one of the main objectives being to foster e-business.

Licensing online last year exceeded expectations and the system will continue to be available to those persons who prefer to do business by the electronic medium.

This year the e-business aspect was enlarged and in May practising licence reminders were sent by email for the first time with an encouraging response rate.

It is intended to carry out enhancements to the e-business facility as required and develop systems to enable the supply of Certificates of Compliance online.

#### DISSEMINATION OF INFORMATION

The Board has continued with its strategy to provide all information that is relevant to the industry to all people that uplift practising licences. During the year practising licence holders have been provided with:

- A copy of AS/NZS 3000:2000
- A CD containing nine companion Standards to AS/NZS 3000:2000
- A copy of the Board produced Electricity Regulations Compilation 2003
- Two easy reference “pocket mates” relating to testing required under AS/NZS 3000:2000 and AS/NZS 3760.

The Board considers that it has a responsibility to support the future of the industry and as such it has also provided the above material to all Trainees and Apprentices in the industry whose names are available to the Board.

The Board has also increased the publication of ELECTRON to six times a year and now provides ELECTRON to all registered people.

In an unprecedented step in the latter part of the year the Board wrote to all registered people advising of concerns that had arisen over the apparent inadequacy and of failure to carry out testing.

## PUBLICITY

During the 1997/98 financial year the Board and the Electrical Contractors Association of New Zealand combined resources to conduct the first stage of a publicity campaign which introduced Electrical Safety Certificates and re-emphasised the need for Certificates of Compliance.

This year the second stage of the campaign was finalised with the distribution to households of over 300,000 fridge magnets bearing practising licence and work guarantee messages.

## BOARD MEMBERS AVAILABILITY

During the year the Board hosted two industry meetings and these meetings were well attended by registered people. The Board considers the meetings to be a success and intends to continue holding industry meetings in the forthcoming year.

## CONFERENCES

The Board was represented and provided input into the annual conferences of the New Zealand Electrical Institute, the Appliance and Electronic Industry Association and the Electrical Contractors Association of New Zealand.

## PLUMBERS GASFITTERS AND DRAINLAYERS BOARD

Agreement in principle has been reached with the Plumbers Gasfitters and Drainlayers Board for the developing of mechanisms which will enable both Boards to work together in areas of commonality such as registration/licensing and the managing of complaints.

## ASSESSING AND MANAGING COMPLAINTS

During the year the Electrical Workers Licensing Group introduced new Standing Orders for Complaints Assessment Committees. The Group also reorganised the management of the complaints process and the Board acknowledges the benefits that have been derived from these initiatives.

## LEGISLATION, REGULATION AND CODES OF PRACTICE DEVELOPMENT

The Board has continued to be involved in legislative and regulatory development with the EnergySafe legislative programme and amendments to the electricity regulations.

The Board has also put considerable resource into the development of Codes of Practice and the PowerSafe industry-planning project.

#### COMPETENCY AUDITS

The Board has proceeded with the previously published objective to put its competency audit resources into those people who are considered to be high risk. To achieve this the Board has carried out telephone audits of six thousand registered people who have not uplifted a practising licence.

The Board also recognises that the previous system of audit inspections is important and five hundred audit inspections were carried out this year. It is the Board's intention to continue to carry out telephone audits and audit inspections in the future as part of the competency based regime.

#### INVESTIGATION OF PEOPLE WORKING IN CONTRAVENTION OF THE ACT

The Board has received substantial feedback on the question of how investigations and prosecutions against persons working in contravention of the licensing requirements of the Act have been conducted. As a result the Board and the Ministry have put more resources into this area and results of investigations will be published in ELECTRON.

Guidelines for the supervision of people carrying out electrical work were completed during the year and these have received positive feedback from the industry. The guidelines are available on the Board's website.

#### COMPLAINTS

The Registrar received fifty-six new complaints during the year bringing the number of complaints being considered to ninety-one.

Eighty-one of the complaints were assessed by Complaints Assessment Committees and of those fifty-three were referred to the Board for hearing.

Seventy-five of the assessments were completed within twenty-five weeks.

Of the complaints referred to the Board thirty-two hearings were held resulting in twenty-six practitioners being found guilty of a disciplinary offence.

Twenty of the Board hearings were held within twenty-five weeks.

#### A DECADE ON

It was in 1993 that the Electrical Workers Registration Board held its first meeting and consolidated many of the functions carried out by the previous Electrical Registration Board.

Many aspects have changed considerably since 1993 and it is worthy to note that the Board has very successfully operated in a self-funded mode for the decade. Costs have continued to be lowered and

there are now considerable “value added” functions undertaken on behalf of people who support the Board’s practising licence requirements.

The manner in which complaints are handled has also undergone notable change over the years as has the auditing of electrical workers and the licensing process in general.

While it is satisfactory to look back at what has been over the last decade it is also important to acknowledge the challenges ahead. The EnergySafe legislative programme will bring changes to the electrical licensing regime and the Board will be at the centre of the changes.

The Board looks forward to the challenges presented and will ensure that all registered people are kept well informed of proposed changes and final decisions.



John Sickels  
Registrar



BOARD MEMBERS: LEFT TO RIGHT - BACK. TOM LEONG, DENNIS AMISS, TIM ELMS.  
LEFT TO RIGHT - FRONT. JOHN SICKELS, BARRIE MASON, MURRAY WILLIS, DEBORAH RUNDLE.

## BOARD MEMBERS

### DENNIS AMISS

Registered Member, Auckland

Dennis is a registered electrician who originally gained broad experience in the industry with the former Auckland Harbour Board. More recently involved with the appliance industry both in New Zealand and overseas, Dennis has been Executive Director of the Appliance and Electronic Industry Association for 23 years, working extensively with Government, its agencies and the Electrotechnology Industry Training Organisation on behalf of the servicing sector of the industry.

Contact details

PO Box 3481

Auckland 1015

Tel 09 577 3031 Fax 09 577 3032,

Email [d.amiss@clear.net.nz](mailto:d.amiss@clear.net.nz)

**TIM ELMS**

Registered Member, Canterbury

Tim has significant experience in electrical contracting as well as a long record of contributions to the Electrical Contractors Association of New Zealand and the Electrotechnology Training Organisation. Tim has wide experience in the general wiring sector of the industry both in New Zealand and overseas.

**Contact details**

22 Allandale Road

Hawarden

North Canterbury

Tel 03 314 2166, Mobile 025 622 0206,

Fax 03 314 2167

**TOM LEONG**

Registered Member, Auckland

Tom is an electrical engineer and a registered electrical inspector with many years experience in the electrical supply industry. He has extensive knowledge of electrical legislation and electrical industry training. Tom has worked with Standards New Zealand, the Electricity Supply Engineers Association and the National Safety Association to advance safe and competent electrical work in New Zealand.

**Contact details**

8 Williams Avenue

Pakuranga

Auckland 1706

Tel 09 570 5475, Mobile 027 246 0415,

Fax 09 570 6475

**BARRIE MASON**

Deputy Presiding and Lay Member, Auckland

Barrie is a business consultant and company director with a background in management, marketing and communications. Barrie is a Court experienced Justice of the Peace, and a board member of the Museum of Transport and Technology (MOTAT).

Contact details

33 Sylvan Park Avenue  
Milford, Auckland 9  
Tel 09 489 6288

**DEBORAH RUNDLE**

Lay Member, Auckland

Deborah is a Disputes Tribunal Referee, Chairperson of the Discipline and Complaints Committee of the Corporation of Insurance Brokers of New Zealand and a member of the Insurance and Savings Ombudsman Commission. Deborah has considerable experience in dispute resolution, group facilitation, conflict management and consumer issues.

**MURRAY WILLIS**

Presiding and Registered Member, Auckland

Murray has had wide experience in the electronics and electrical industry both in New Zealand and overseas. He has held management, board and committee positions and is at present self-employed specialising in the design and construction of renewable energy generation and communications systems.

Contact details

21 Harpoon Hill  
RD1 Great Barrier Island  
Tel 09 429 0337, Email [earthenergy@xtra.co.nz](mailto:earthenergy@xtra.co.nz)

These accounts are GST exclusive and have not been audited. The information contained in these statements forms part of the Ministry of Economic Development consolidated statements audited by Audit New Zealand.

## FINANCIALS BUDGET ANALYSIS

	Actual 2001/2002 \$000's	Estimates 2002/2003 \$000's	Actual 2002/2003 \$000's	Estimates 2003/2004 \$000's
<b>INCOME</b>				
Practising Licences	1,833	1,593	1,374	1,677
Examination and registration fees	261	238	259	238
Sale of publications	133	121	39	21
Certificates of compliance	749	779	893	879
Miscellaneous revenue	28	278	30	193
<b>TOTALS</b>	<b>3,004</b>	<b>3,009</b>	<b>2,595</b>	<b>3,008</b>

<b>EXPENDITURE</b>				
Personnel	647	672	503	351
Operating	1,437	1,331	1,164	1,878
Depreciation	59	212	213	31
Capital charge	8	7	7	8
Support services	672	623	608	577
<b>TOTALS</b>	<b>2,823</b>	<b>2,845</b>	<b>2,495</b>	<b>2,845</b>

<b>ACCUMULATED FUNDS</b>				
Opening Balance	249	430	430	530
Add Surplus (Deficit)	181	0	100	163
<b>CLOSING BALANCE</b>	<b>430</b>	<b>430</b>	<b>530</b>	<b>693</b>



## REVENUE

- 1 Practising licence revenue for the year was \$1,374,000. This figure is lower than that shown for previous years. The difference has occurred as a result of revenue of \$215,000, which was received in May and June 2002 for 2002/2003 practising licences, being recorded in the previously reported 2001/2002 figure of \$1,833,000.
- 2 Revenue for examinations, registrations and certificate of compliance sales were all above budget.
- 3 The revenue received from sale of publications by the Board has reduced as planned with the introduction of new standards for the carrying out of electrical work and the reduction in the number of codes of practice available.
- 4 Although total revenue was \$409,000 lower than that received in 2001/2002 an overall surplus of \$100,000 was achieved for the year. This surplus is shown in the accumulated funds section of the financials.

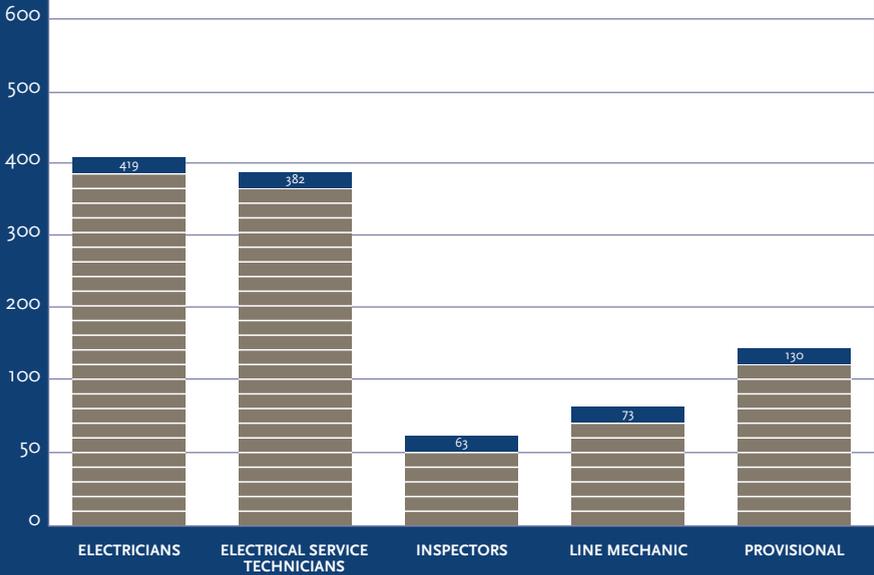
## EXPENDITURE

- 1 Personnel costs have decreased for the year by \$144,000. This is the second consecutive year savings in this area have been achieved.
- 2 As reported previously, there was an expectation that depreciation would increase and this has resulted in expenditure for the year of \$213,000.
- 3 Support services costs for the year are \$608,000. This is an increase of \$224,000 over the 2001/2002 financial year.

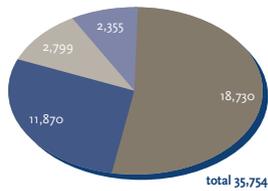
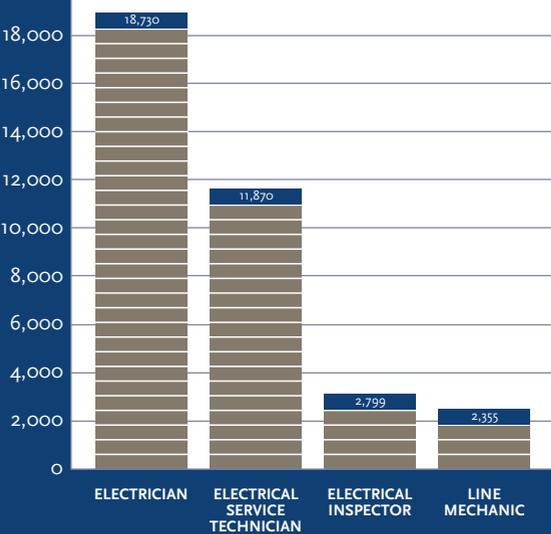
## ESTIMATED 2003 / 2004

The Board will continue to benefit from the recent re-organisation to improve efficiencies while it returns to providing a one stop service for practitioners.

NUMBER OF NEW REGISTRATIONS July 2002 - June 2003



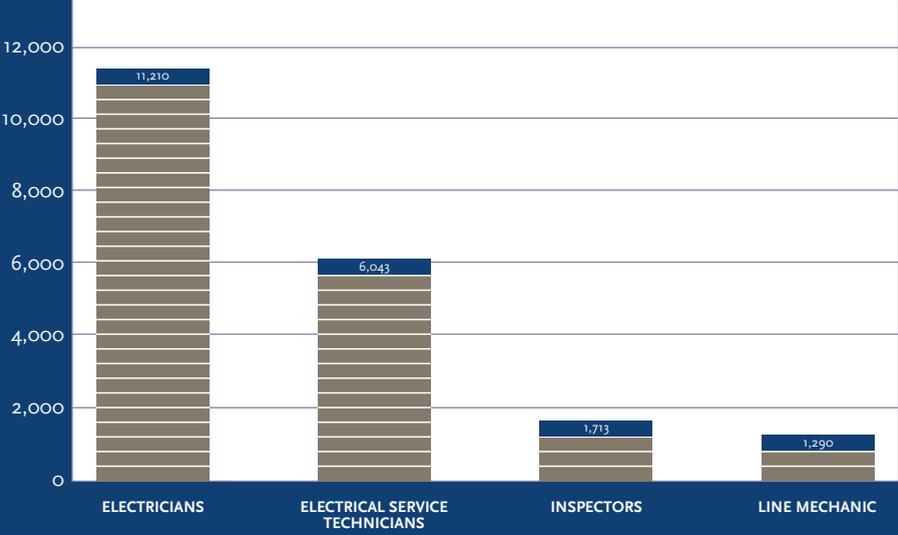
NUMBER OF REGISTRATIONS IN EACH CATEGORY as at 30 June 2003



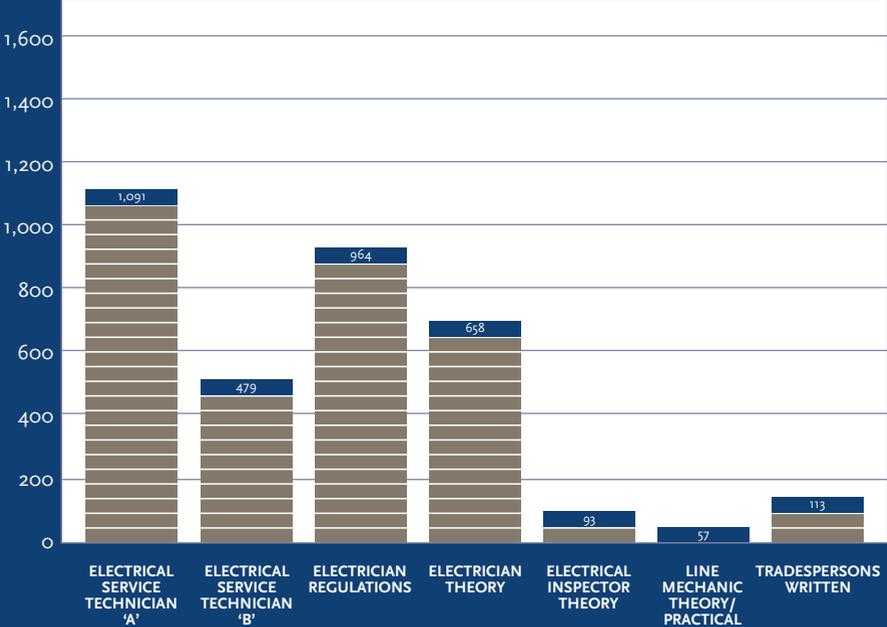
- Electrician 52%
- Line Mechanic 7%
- Electrical Inspector 8%
- Electrical Service Technician 33%

NOTE: all percentages have been rounded to the nearest whole number.

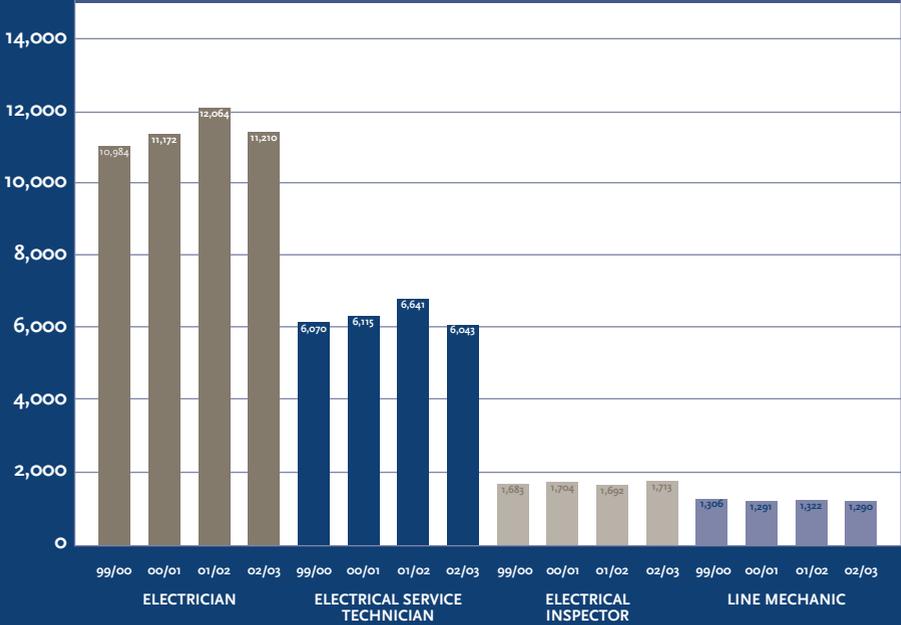
NUMBER OF PRACTISING LICENCES ISSUED July 2002 - June 2003



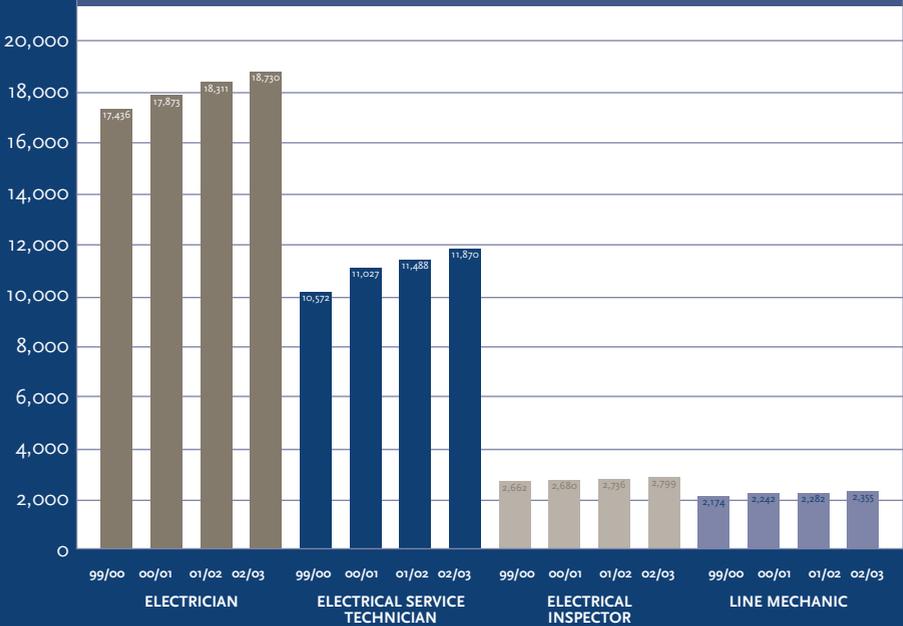
EXAMINATIONS July 2002 - June 2003



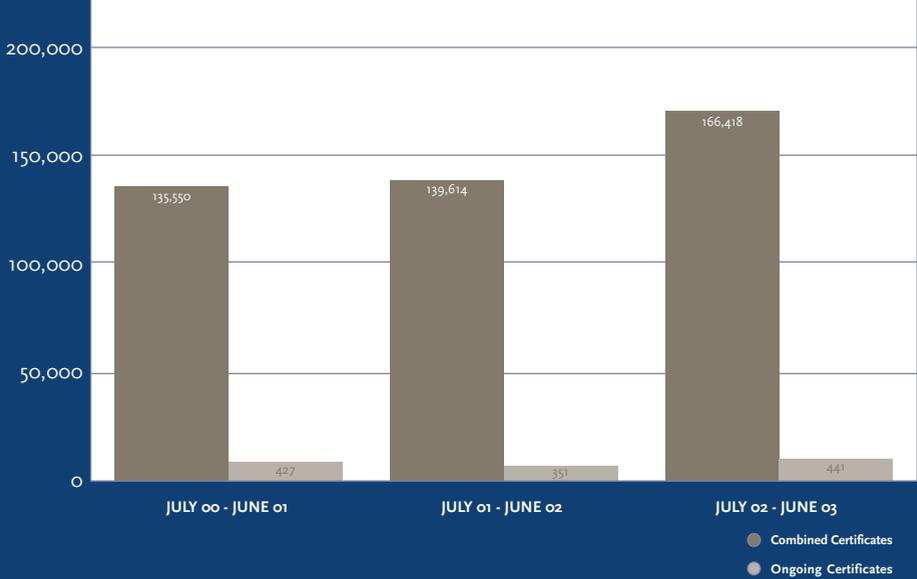
### FOUR-YEAR TREND OF PRACTISING LICENCES ISSUED



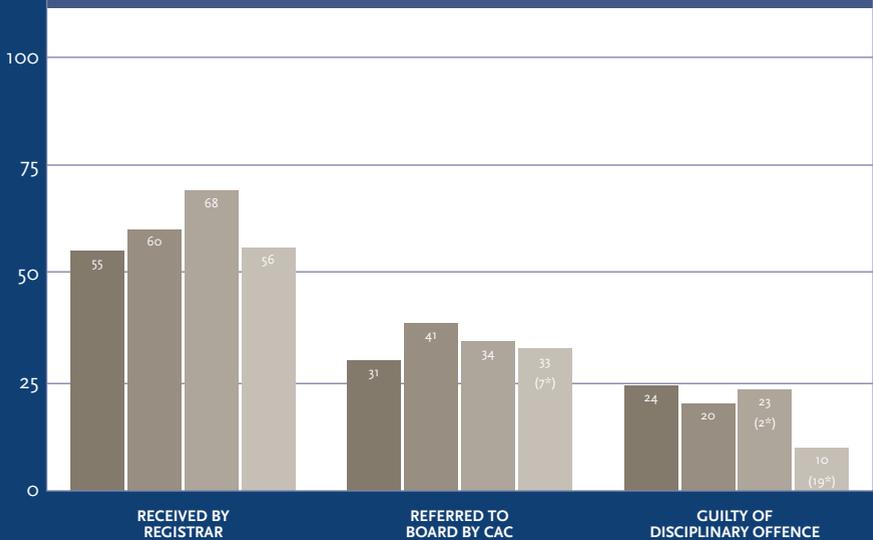
### FOUR-YEAR TREND OF REGISTRATIONS



### CERTIFICATES OF COMPLIANCE SALES/THREE-YEAR TREND



### FOUR-YEAR TREND OF COMPLAINTS



\* Ongoing

- July 1 1999 – June 30 2000
- July 1 2000 – June 30 2001
- July 1 2001 – June 30 2002
- July 1 2002 – June 30 2003

## ELECTRICAL WORKERS REGISTRATION BOARD

REGISTRAR: John Sickels

86-90 Lambton Quay, PO Box 10-156 Wellington 6036

Telephone: 04 472 3636 Facsimile: 04 473 2395 Freephone: 0800 66 1000

Website: [www.ewrb.govt.nz](http://www.ewrb.govt.nz) Email: [info@ewr.med.nz](mailto:info@ewr.med.nz)





*Safety • Competency*

ELECTRICAL SAFETY FOR ALL  
NEW ZEALANDERS THROUGH THE ONGOING  
COMPETENCY OF ELECTRICAL WORKERS