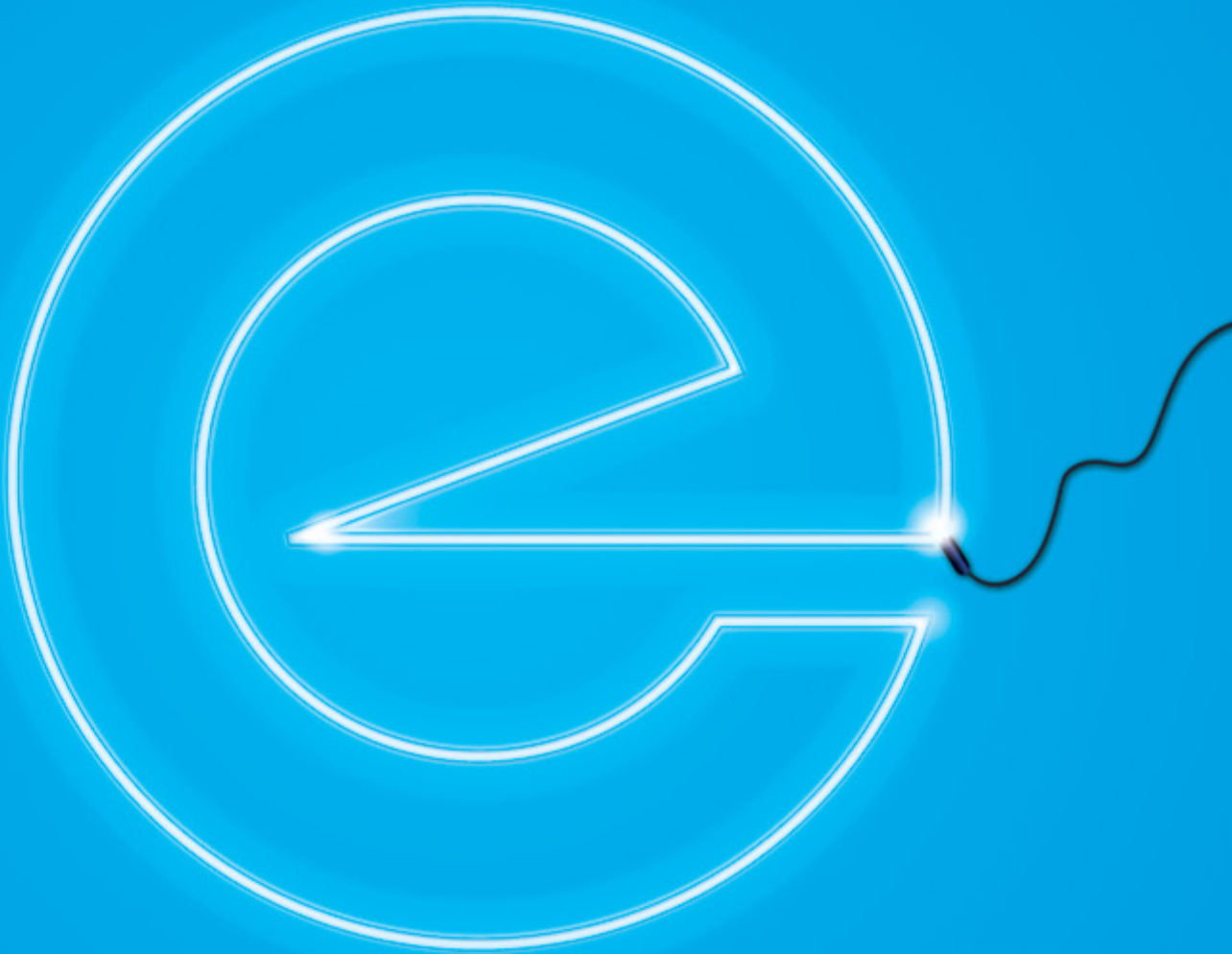


**ANNUAL
REPORT
2019**





Electrical Workers Registration Board

SAFETY | COMPETENCY | COMPLIANCE

The Electrical Workers Registration Board (the Board) is established under section 148 of the Electricity Act 1992 (the Act). The Board's main functions are specified in section 149 of the Act. The Board currently has seven members, five of whom are registered electrical workers. The members are appointed by the Minister of Building and Construction.

The primary functions of the Board are to register and licence electrical workers and ensure competency of those workers in order to promote public safety. This is carried out through ensuring a minimum standard of competence to be issued a licence, auditing of electrical workers, holding hearings into complaints and undertaking other activities that support safe and compliant prescribed electrical work.

The Occupational Licensing Team (OLT) is part of the Consumer Protection and Standards branch within the Ministry of Business, Innovation and Employment (MBIE) and provides, among other things, key operational support for registering and licensing electrical workers on behalf of the Registrar, who is acting under delegation from the Board.

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MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

New Zealand Government

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2018–2019 PRESIDING MEMBER'S REPORT

Licensing and Projects

The past year has seen a significant change in the way electrical workers are registered and licensed. The Board has moved away from carrying out relicensing of all electrical workers over a short three-month window to relicensing cohorts of electrical workers each month on the basis of their first registration date (smoothed relicensing). The change allows the Board to carry out relicensing as a business-as-usual activity rather than having to resource relicensing as a project. It will also promote constant and sustainable demand for competence programmes.

Having made the change to smoothed registration the Board can now return to its initiatives for future proofing licensing and developing a modern, fit for purpose, continuous professional development programme. The Board has previously consulted on these initiatives and has developed concepts from that consultation. It will now focus on further developing the concepts into workable models to put to the industry for its view on them.

The Board is conducting a review of the Trans-Tasman 55 Core Competencies that are used to establish the training requirements for electrical workers in both New Zealand and Australia. A technical committee of industry persons has been established and is working with the Board to modernise and future proof the competencies. The outcome of the review will be put to the Electrical Regulatory Authorities Council (ERAC) for its consideration. ERAC is a regulatory body that brings together all of the electrical regulators from New Zealand and Australia. ERAC is the owner of the 55 Core Competencies and it ensures consistency across states and promotes mutual recognition of licensing.

Board Members

The past year has seen changes in Board membership. In April, the Board said farewell to Neil McLeod. Neil was first appointed to the Board on 2 July 2009 and served as Deputy Presiding Member from 2012 to 2013 and Presiding Member from 2013 to 2016. Neil brought a wealth of practical on-the-job knowledge and experience to the Board and was always willing to take on extra responsibility, working tirelessly to improve electrical worker licensing. In June, Ashley Yan and Russell Keys were appointed to the Board. Ashley is a registered electrical engineer and is currently a lecturer at Unitec Institute of Technology. Russell is a self-employed registered electrical inspector based in the Wairarapa, where he operates an electrical contracting business. Both will bring a wealth of experience and knowledge to the Board.

The Board now has a diverse membership with three female and four male members. Two of the members come from ethnic communities and I am confident this diversity in thought and perspective will be a valuable asset to the Board in the performance of its functions.

The Board has also recently initiated an Aspiring Board Members programme. The programme is aimed at providing governance and disciplinary tribunal experience to younger electrical workers who have shown potential to become future Board members. Harmony Court, an electrician from Auckland, and Justan Clark, an electrical inspector from Wellington, are the two inaugural aspiring members. More detail on the programme is contained in this report.

Industry Engagement

The Board has continued to develop and enhance its industry engagement. The Board's breakfast Meet and Greet sessions remain the cornerstone initiative and it is pleasing to see a steady increase in the numbers of electrical workers attending the sessions. In addition, the Board has also been active in attending and participating in industry forums and conferences, and has been taking every available opportunity to connect with electrical workers to both understand industry issues and keep the industry up to date on the Board's work programme.

The updates on the Board's work programme have included rolling out the Board's new Supervision Companion Guide. The Guide takes a more illustrative approach to explaining electrical workers obligations and responsibilities in respect of supervision and it introduces tools to help electrical workers determine the right level of supervision for tasks that trainees are undertaking.

Disciplinary Function

As part of the Board's initiatives to ensure it is carrying out its functions in an efficient and effective manner the Board has joined the Coalition of Australasian Tribunals (COAT). Membership of COAT has given the Board access to training and knowledge resources in the area of the Board's disciplinary function that will benefit members and allow the Board to keep up to date with developments in hearing procedures.

Having joined COAT, the Board has also decided to adopt the COAT Tribunal Excellence Framework. The Framework involves assessing the Board's performance of its disciplinary function against objective criteria. The results of the assessment will allow the Board to then review its performance and look for opportunities for improvement.

In the area of disciplinary hearings, the Board has taken a number of steps over the past year to refine its disciplinary hearing process and to introduce efficiencies. These include adopting a fixed hearing location schedule which will reduce costs and introducing a prehearing conference in conjunction with a Practice Note on the ways in which a hearing can be dealt with. The Practice Note has resulted in a high proportion of hearings proceeding by way of an agreed statement of facts instead of calling witnesses to give evidence. This has allowed the Board to deal with more matters in shorter time frames and it has reduced the overall costs of hearing complaints.

A Last Word

Finally, I wish to thank the Electrical Workers Registration Board's members for their valued contributions. The year has been a busy one and the 2019–2020 year is looking no less busy, with licensing and competency projects being reinvigorated and a review of the Electricity Act to be undertaken. I would also like to thank the Registrar and the staff at the Ministry of Business Innovation and Employment for their excellent work over the past year and for a job well done in transitioning to smoothed licensing.



A stylized, handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

Mel Orange
EWRB Presiding Member

2018-2019 AT A GLANCE



Relicensing

Renewal round completed during April-June 2019.

Transition to smooth licensing model completed.



Industry Engagement

Participated in nationwide roadshow with electrical contractors in Wellington, Hamilton, Christchurch and Auckland. Hosted a well attended webinar for all competency program providers.



Meet and Greets with Electrical Workers

14 sessions were held around New Zealand. Locations included Wellington, Napier, Invercargill, Whangarei, Ashburton, and New Plymouth.



Online Examinations

All electrical workers examinations (excluding supply industry) were online during the last year.

Total of 5,275 exams sat.



Complaints

135 complaints received, 6.9% decrease year-over-year.

38 hearings held, 8.6% increase year-over-year.



Prosecutions

8 successful prosecutions for illegal Prescribed Electrical Work.



Limited Certificates

A total of 3,308 Limited Certificates issued.



Standards

92 standards available to electrical workers.



Toolbox

Content added throughout the year.

54,550 page views.



Electron

Bimonthly online magazine with circulated mailing list of 47,000.

REGISTRAR'S UPDATE

I have had the privilege and opportunity to engage with, and learn more about, the electrical industry as well as contributing to the successful completion of some important Board initiatives. Having only been appointed in the middle of this year, the first 6 months have been an eventful and exciting time.

I have had a number of engagements with a variety of industry organisations, stakeholders and electrical workers. I am grateful for their time and willingness to share their knowledge and experience.

It has been my pleasure to work with the Board and I extend my gratitude to the Occupational Licensing Team and MBIE staff as well as various industry stakeholders that have contributed to the valuable work carried out this year.

We have worked hard to advance and facilitate the Board's longer term goals, ensuring the workforce remains resilient, competent, able to deal with challenges and take advantage of new and evolving technology. I look forward to continuing this work in the coming year.



A stylized, handwritten signature in black ink that reads "Duncan Connor".

Duncan Connor
EWRB Registrar

LETTER OF EXPECTATIONS

The Board operates according to a Letter of Expectations with the Minister. The following summarises the Board's governance activities.

EXPECTATION	PERFORMANCE MEASURE	OUTPUT
The Board meets all obligations under relevant legislation, including reporting under the Act.	All legislative obligations are met and performance against its obligations is reported in its Annual Report.	Policies, systems and procedures are in place to ensure operational decision is consistent with legislative requirements.
The Board's complaint and disciplinary hearing process is robust.	The complaint and disciplinary process from beginning to end is regularly reviewed.	An audit of the complaint and investigation process was undertaken, and changes implemented. A series of workshops have been implemented to identify areas for further improvement. The Board has developed procedures to allow for prehearing conferences and to enable more hearings to be determined on the basis of agreed statements of fact.
The Board has robust planning processes that identify strategies for improving the carrying out of the functions and obligations of the Act, including the registration and licensing system, and the promotion, monitoring and review of electrical worker competence and safe working practices.	The Board annually reviews its strategic plan, identifies risks, opportunities, and strategies for achieving the Board's strategic goals.	The Board reaffirmed its strategic plan. The Board undertook a strategic planning day, to ensure its work programme is consistent with its strategic goals.
Appropriate Delegations to the Registrar are in place.	Delegations are reviewed by 31 March each year to inform consideration of the next Delegations Agreement.	The Board reviewed and issued new delegations.
Develop, implement, and monitor a Service Level Agreement that sets out the expected service levels to be provided by the Ministry to meet the Board's Delegations to the Registrar and to deliver on the Board's strategic plan.	Performance against the agreed service levels is reviewed by 31 March each year, to inform consideration of the next Service Level Agreement.	An enduring Service Level Agreement is in place. It is monitored routinely. Meetings between the Board and MBIE are held quarterly to review Service Levels.
The Board undertakes an annual self-appraisal of its performance as a Board and provides a summary to the Ministry.	A summary of the self-appraisal is received by 31 October each year, identifying areas which are working well for Board members, areas for improvement, and the action the Board intends to take as a result.	Self-appraisal undertaken.
Board members undertake professional development in the performance of their functions.	Training is available for Board members for at least four half days of development per annum.	New and existing members have undertaken governance training.

INDUSTRY ENGAGEMENT

The Board recognises the importance of actively maintaining and building stronger industry relationships as part of its Stakeholder Engagement Plan. Stakeholders engaged with include: Energy Safety; Master Electricians; Electrical Engineers Association; New Zealand Electrical Inspectors Association; training providers and organisations including Skills, Connexis and Polytechnics; examination developers, moderators and providers.

The Board's website remains a major avenue for industry to receive updates and interact with the regime. The Electrical Worker's Toolbox is an educational resource hosted on the website that provides accurate, practical and accessible information to help electrical workers be safe and compliant. Over the year 54,550 page views were recorded which was a significant increase over the last year.

Along with the website, the Board's publication, Electron, is sent to 47,000 electrical workers and subscribers every two months. This helps to keep industry up to date with pending changes, technical issues and safe work practices. It is also a good avenue to share learnings from the Board's disciplinary hearings.

The Board and MBIE have also continued to work closely with Energy Safety to ensure a joint approach to electrical compliance in New Zealand.

Other engagement initiatives have included hosting a webinar for competency providers and taking part in a Master Electricians New Zealand roadshow for electrical contractors. The Board sees events that aim to upskill and educate electrical workers as vital to the health of the industry. It encourages them and looks to support them wherever it can.

On a wider international stage, the Board coordinates with the joint Australian and New Zealand regulatory body, Electrical Regulatory Authorities Council (ERAC). This organisation is recognised throughout the electrical industry in both jurisdictions as an authoritative voice for electrical regulators. It has also supported the development of joint Australian/New Zealand electrical standards.



Meet and Greets

A key tool for the Board has been the continuation of the well-received 'Meet and Greets' that provide an opportunity for electrical workers to engage directly with the Board in venues around New Zealand.

Due to continued positive feedback from the industry, the Board expanded the 'Meet and Greets' to be nationwide. The feedback received via this face-to-face contact is valuable and allows the Board to hear the issues that electrical workers are facing first-hand and to update them on the Board's activities.

"Your presentations were very to the point, professional and desperately needed."

"Good presentation and important information, much appreciated."

"Thanks for the presentation yesterday. It is good to see you guys there in person. Hope to meet you in the future, if suits. Thanks again!"

"Thank you for yesterday, found it very informative."

"Thank you, yes I did find the event useful in regards to the changes planned for the future and I found the topics well presented."



UPDATES FOR THE YEAR

Standards New Zealand and ebook trial

The Board's agreement with Standards NZ continued during 2018–2019. This agreement permits all licensed electrical workers to access 92 electrical standards through an online library portfolio.

The number of standards in this library has been increased and this year, in conjunction with Standards NZ, electrical workers have had the opportunity to trial a standard in an ebook format.

Ebooks offer significant advantages with regards to convenience and align with the Board's goal to promote mandatory standards and make them easily accessible to all electrical workers.

One Board member participates in the EL-001 committee which is responsible for the development of AS/NZS:3000 and other key electrical standards.

Employer Licence Scheme

Employer licensing is a scheme by which the Board permits a licence holder to authorise employees to carry out specified prescribed electrical work. An earlier quality assurance review of this regime identified specific areas for improvement. In conjunction with a JAS-ANZ Technical Committee the Board developed an enhanced accreditation scheme, which also required a higher level of witnessed 'on-site' safe working practices auditing.

The enhanced scheme was successfully brought into effect this year. Currently Telarc Limited is the only authorised body to carry out audit services for employer licences. The enhanced scheme provides the Board with a higher level of assurance that employer licence holders maintain systems to ensure prescribed electrical work is carried out in a compliant and safe manner.

Fees Changed

Following an earlier consultation by MBIE, increases to the prescribed fees payable to the Board including electrical workers licence and registration fees came into effect in January 2019. The previous fees review was carried out in 2013 when the Board's memorandum account had accumulated a surplus.

Since 2013, registration and licensing fees were lowered to below cost to return this surplus to electrical workers. Following the reduction of the surplus, a fees review and adjustment was necessary to ensure the regime appropriately recovered costs.

This adjustment will ensure the scheme remains adequately funded to recover all cost, fairly reflect service delivery inputs and maintain the integrity and quality of the scheme.



ASPIRING BOARD MEMBERS PROGRAMME

The Board has initiated an aspiring or future Board Member programme. The programme is designed to offer an opportunity to select electrical workers who aspire to join the Board to gain some exposure to what the Board does and what it is like to be a Board Member.

Currently being run as a pilot, the programme involves select electrical workers receiving governance training and a Board induction prior to them participating in a specified number of Board meetings. Aspiring Members do not have voting rights. The programme encourages them to engage and participate in the Board's discussions. Each Aspiring Member is also given a Board Member mentor to assist in their development. Appointments run for one year.

The two pilot participants are Harmony Court, an Electrician from Auckland and Justan Clark, an Electrical Inspector from Wellington. Both sought an appointment to the Board in the last request for expressions of interest for new Members and both impressed with their electrical knowledge. Their engagement as Aspiring Members will offer them the opportunity to add governance and disciplinary hearing experience to their industry knowledge. It is hoped that this will then make them attractive options for Board membership in the future.

If the pilot proves successful, the programme will be expanded to allow for more participants, with expressions of interest potentially being sought on an annual basis.



STRATEGIC PROJECTS

The completion of some key projects now means work can continue on other medium to long-term interlinking projects advancing the Board's future vision. One of the Board's key priorities is to ensure electrical workers have the required competencies and expertise to work safely and proficiently with new and emerging technologies.

Smoothed Relicensing Process

This year has seen the completion of the last of the old biennial practising licence renewal rounds for electrical workers. Under this model all practising licence renewal applications were submitted and processed within 3 months (April–June) every 2 years. This peak activity had a number of challenges, including:

- difficulty for electrical workers to have their competency assessed due to the volume of concurrent requests to competency programme providers;
- logistical difficulty for competency providers to deliver these programmes, with negative results in the quality of some of these programmes and assessments; and
- pressure on the administrative processes due to high volumes of licensing applications with increased risks of delays or errors.

Given the demands of the previous renewals cycle, a new 'smooth model' was introduced. All electrical workers will renew their licences on their specific registration anniversary month, which is based on when they first obtained their registration.

This new licensing regime will provide a more robust regime allowing for future growth in licence renewals. It will allow the industry and the regime's administration processes to more easily respond to demand, reducing risks of low quality assessments, errors and delays.

Just as importantly, it will also allow for the Board's strategic project work, particularly around any changes to competency requirements and how these are assessed.

The Board is pleased with the way this substantial project was organised and seamlessly delivered. The Board would like to extend its appreciation to the Registrar, and all MBIE staff members who have contributed to its successful introduction.



The following key strategic projects were put on hold over the past year. This was to allow for a focus on smoothed relicensing and fee increases and to make sure those initiatives were successfully delivered. The Board is now intent on returning to its work plan and the strategic projects which are discussed below.

Getting Your Registration

The objective of this project is to ensure that the current registration framework and capstones examinations are meeting industry and trainee needs. Work to date has revealed:

- The examination process was not aligned with best practice.
- The training and registration framework could better support the creation of career pathways.

During this year, the Board has authorised an independent examinations provider to deliver new online examinations. This is a significant change from the previous model and aligns with the best practice expectations. The model allows for flexible, reliable and standardised examinations to be delivered where needed, when needed.

Following user testing, the Board and MBIE have begun the development of a stepped framework for registration. This will allow training and experience to be built upon allowing an electrical worker to enter the industry earlier and continue to develop their skills and competence to advance their career.

Competencies for this framework are linked to the Board's review of the 55 Core Competencies, which is being carried out in conjunction with its Australian counterparts, Electrical Regulatory Authorities Council (ERAC).

Keeping Your Licence

This project's objective is to identify and develop tools to help electrical workers stay up to date with technological advances and maintain their skills and competencies.

This project is focusing on:

- improving oversight of the competence assessment programme, and using this better understanding to drive improvements in the programme; and
- considering a competence model that includes a minimum number of training hours during a licensing period, promoting a culture of continuous professional development for electrical workers.

While these two projects are longer term deliverables, the Board is considering changes that could be implemented earlier in the form of a better quality assurance process for the competency programme in its current form.

The introduction of the smoothed relicensing model will facilitate a more sustainable and flexible licensing process over the next two years without the historical peak demands. In line with this change, consideration can now be given to a redesign of the competency programme to move to a continuous professional development model.

LICENSING STATISTICS

Licensed Electrical Workers

There were 32,372 licensed electrical workers as at 30 June 2019.

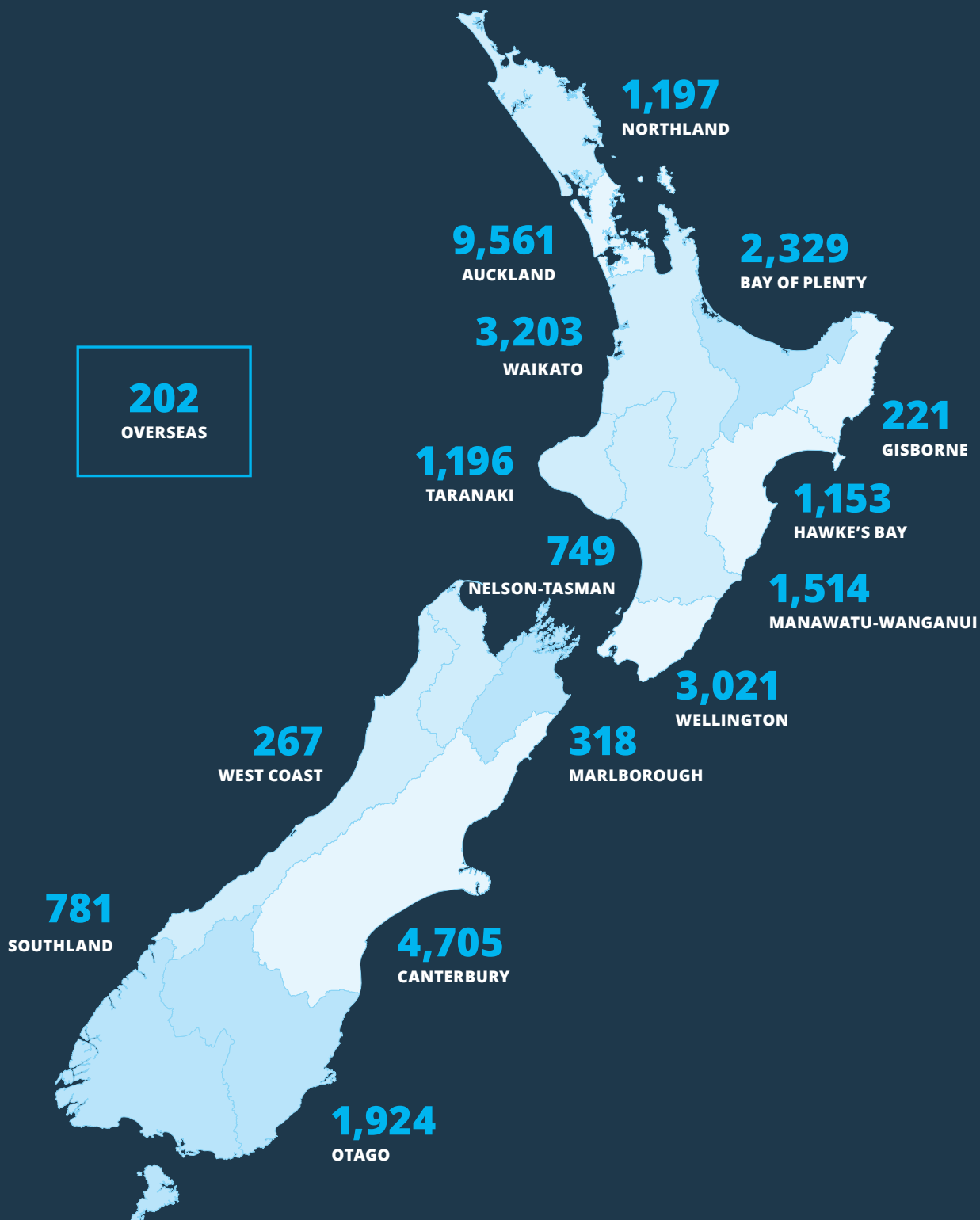
Electrical Workers with a Practising Licence

The following table shows the numbers of licensed electrical workers as at 30 June 2019, broken down by class of registration. Some electrical workers may hold more than one registration.

Registration Class	Number of Registrations
Associated Tradesperson	150
Cable Jointer	301
Distribution Line Mechanic	2,317
Distribution Line Mechanic (Endorsed)	3
Electrical Appliance Serviceperson	2,175
Electrical Appliance Serviceperson (Disconnect/Reconnect)	248
Electrical Engineer	549
Electrical Engineer - Registration with Limitations	6
Electrical Inspector	2,103
Electrical Inspector (Endorsed Mining)	22
Electrical Installer	81
Electrical Installer (with limits)	4
Electrical Service Technician	5,008
Electrician	19,839
Electrician (Endorsed Mining)	90
Traction Line Mechanic	30
Transmission Line Mechanic	147
Total	33,073

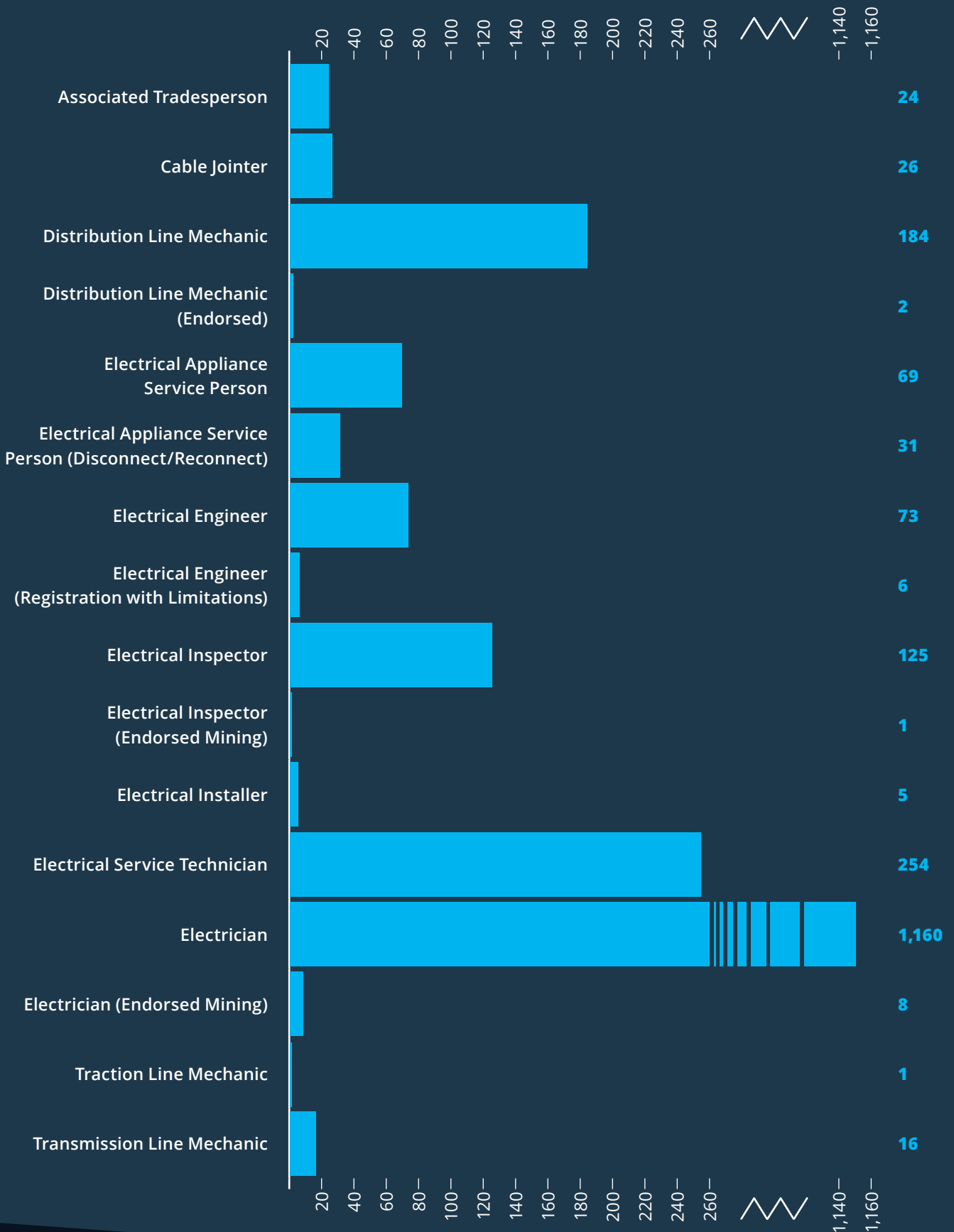
Geographical Distribution of Licensed Electrical Workers

The following map shows the geographical distribution of licensed electrical workers as at 30 June 2019.



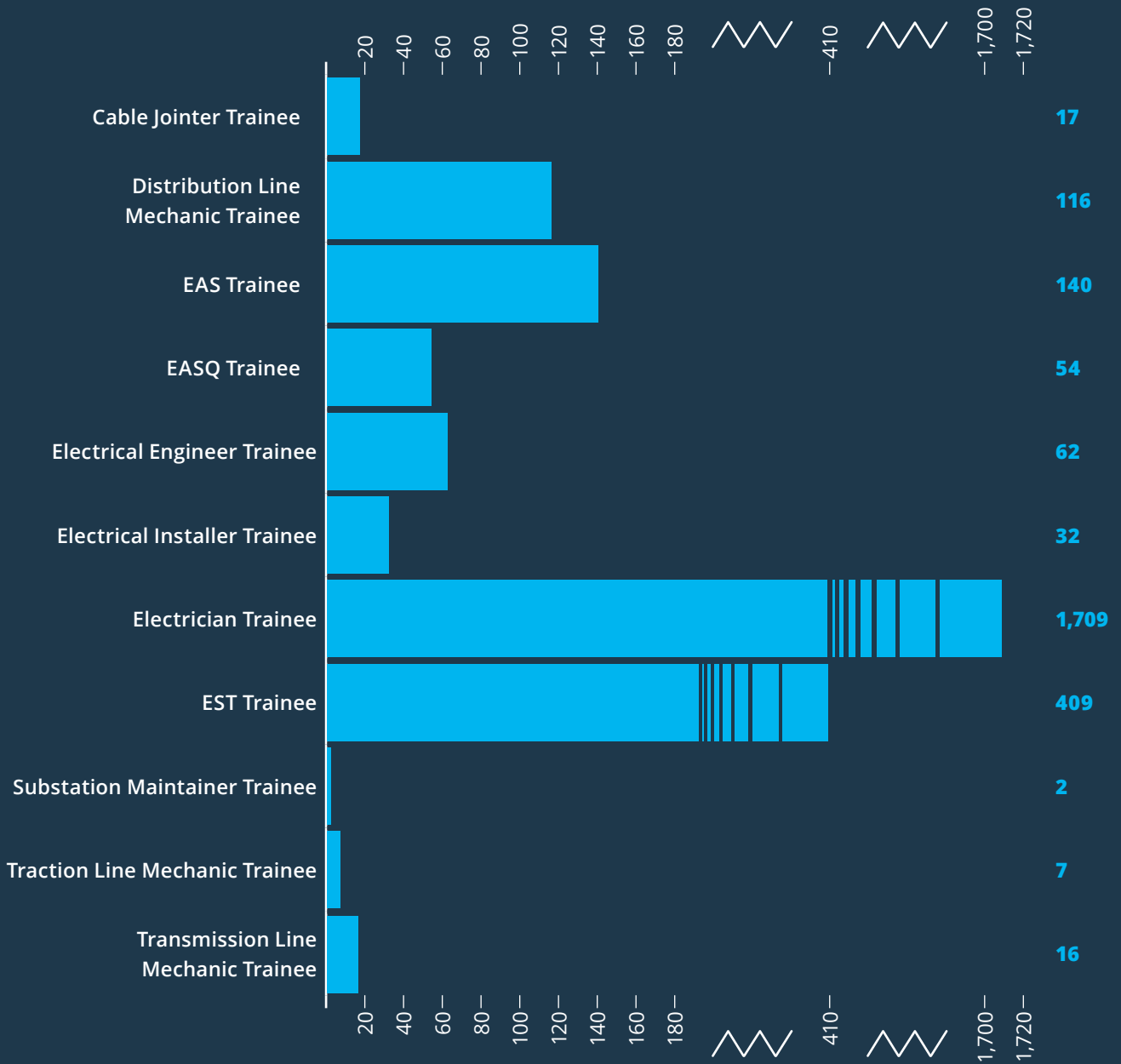
New Registrations Granted

During the 2018–2019 year, a total of 1,985 new registrations were granted. This continues the increase from the previous year by another 8% (during the 2017–2018 year there were 1,837 new registrations). The following graph details the new registrations by class.



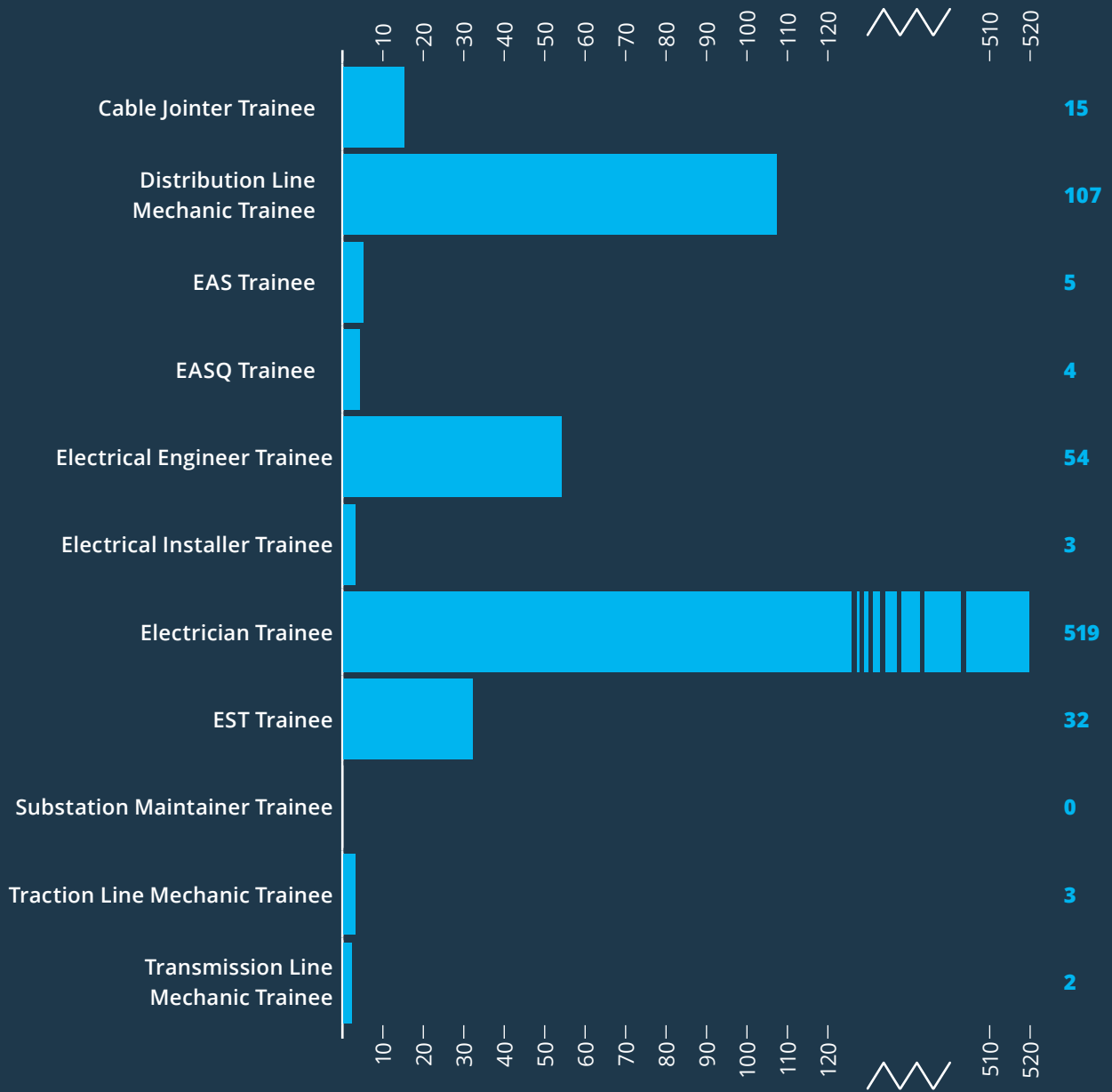
Number Of Limited Certificates Issued to New Zealand Trainees

During the 2018–2019 year, a total of 2,564 Limited Certificates were issued to New Zealand trainees. This is a 3% decrease from 2017–2018 when 2,653 were issued.



Number Of Limited Certificates Issued to Overseas Applicants

During the 2018–2019 year, a total of 744 Limited Certificates were issued to overseas applicants. This is a 53% increase from 2017–2018 when 485 were issued.



Examinations

During the 2018–2019 year, 5275 examinations were held, which is an increase of 21%. Of those, 3,597 (68%) successfully passed the examination. The following table details the examinations by class of registration.

Registration Class	Exams Sat	Exams Passed
Associated Trades	44	34
Electrical Appliance Serviceperson	271	207
Electrical Appliance Serviceperson Qualified	105	83
Electrical Service Technician	680	456
Electrical Installer	6	2
Electricians Theory	1921	1068
Electricians Regulations	2085	1614
Electrical Inspector	163	133
Total	5,275	3,597 (68%)

COMPLAINTS STATISTICS

New Complaints Received

Registered Electrical Workers	87
Non-Registered Persons	48

Total Complaints Received **135**

Investigations Completed

Registered Electrical Workers	87
Non-Registered Persons	60
Total Investigations Completed	147
Reports Completed on Time	86%

Board Determinations (Against Registered persons)

Upheld at Hearing	35
Not Upheld at Hearing	3

Total Registered Heard and Determined **38**

Board Determinations (Against Non-registered persons)

Board Decided Prosecution	13
Board Warning Issued	21
Board Decided No Action	15
Total Non-Registered Board Decisions	49

Court Outcomes

Court Decided Guilty	8
Total Non-Registered with Court Decision	8

Please note that where a complaint against an unregistered individual has proceeded to court, the outcome has always resulted in a "guilty" verdict.

MEMBERS OF THE BOARD



Mel Orange, Presiding Member

Mel is a self-employed barrister and solicitor and business consultant from Christchurch who works in the energy and construction industries. He has previously held senior management positions and board positions in the energy industry. Mel is also a current member of the Building Practitioners Board.



Mike Macklin, Deputy Presiding Member

Mike is a self-employed registered electrical inspector based in Darfield. Mike was previously a director for a large New Zealand low voltage switchboard and switchgear company. He comes to the Board with broad experience in electrical, commercial and disciplinary proceedings.



Russell Keys

Russell is a self-employed registered Electrical Inspector based in the Wairarapa where, with his wife, they own and operate their electrical contracting business, currently employing a team of eight. Russell is currently the Carterton District Council Deputy Mayor and sits on the Audit and Risk Committee and is Deputy Chair of the Policy and Strategy Committee. He is also a volunteer firefighter in the Carterton Brigade with over 20 years service.



Ashley Yan

Ashley is a registered electrical engineer with knowledge in power distribution, power transmission, and electrical machines. She is currently a lecturer at Unitec Institute of Technology. Ashley brings to the board experience in health and safety, electrical testing compliance and renewable energy and bi-language skills. Ashley has a Masters in Engineering (major in electrical) and is a member of Engineering New Zealand and Institute of Electrical and Electronics Engineers (IEEE).



Monica Kershaw

Proudly Pacific of Fijian descent. Monica is an experienced Industrial Electrician, Industrial Measurement and Control Technician with a demonstrated history of working in heavy industry and the higher education industry. Monica is a senior lecturer and is skilled in coaching, fault analysis, electrical safety, electrical wiring, leadership, course delivery, assessment and curriculum development.



Jane Davel

Jane is a businesswoman with a background in product management, marketing and business planning. Jane is currently Deputy Chair of the Lake House Trust, a director of Grafton Holdings Limited and a trustee of the Methodist Trust Association. She has a particular interest in health and safety and has held senior executive roles across a number of service industries, including banking and finance, entertainment and telecommunications. She has a Bachelor of Arts (University of Melbourne), a Masters of Business Administration (University of Canterbury) and is a member of the Institute of Directors.



Mac McIntyre

Mac is a registered electrician with a background in general management, asset management, operations and regulatory compliance. He is self-employed and consults to the electricity sector. He has previously held senior management responsibilities for electricity distribution network assets, metering assets and embedded generation assets. Mac holds a Masters of Business Administration (Southern Cross University), NZCE Electrical and is a member of the Electricity Engineers Association.

MEMBERS OF THE BOARD

From the left: Monica Kershaw, Mac McIntyre, Russell Keys, Fiona Reid (Board Officer), Mike Macklin, Ashley Yan, Duncan Connor, Mel Orange, Jane Davel, Chelsie Offord (Board Officer)



STATEMENT OF FINANCIAL PERFORMANCE

The Electrical Workers Registration Board is a statutory Board created under the provisions of the Electricity Act 1992. The Board's revenue and expenses are managed by the Ministry of Business, Innovation and Employment. As such, no financial data is provided in this report.

HOW TO CONTACT US



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