

Annual Report 2018



MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT HĪKINA WHAKATUTUKI

New Zealand Government



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2017 – 2018 Presiding Member's Report

2018 has seen a number of changes in Board membership. Shane Dolan, William Waterworth and Quentin Varcoe finished their terms and Jane Davel, Monica Kershaw and Mac Macintyre were welcomed as new members.

Jane joins the Board as a lay member and has an extensive business and governance background. Monica, a registered electrician, has a background in industrial electrical work and is currently a Senior Lecturer at Manukau Institute of Technology, teaching new electrical workers. Mac, a registered electrician, is self-employed and consults to the electricity sector. He has previously held senior management positions in the electrical sector.

I wish to thank the members whose terms expired for their service to the Board. Both the Board and the industry have benefited from their input and contributions. A special thank you also goes to Shane Dolan who served as the Presiding Member and previously as the Deputy Presiding Member. Shane successfully led the Board through a period of extensive change and brought about improvements to the Board's systems and processes.

Industry communications have been a focus for the Board over the past year. The Board has revised its communications strategy and a key initiative has been the trialling of breakfast "meet and greets". These sessions allow the Board to share its strategic initiatives with electrical workers, and they offer electrical workers an opportunity to engage directly with the Board. The Board has been pleased with the turnout at these events and has decided to implement a full programme of meet and greets to ensure all regions get the opportunity to meet with the Board.

The Board has also been further developing its Toolbox. The Toolbox was piloted as a way of providing answers to frequently asked questions. New content has been developed and the Board will continue to grow the knowledge base within the Toolbox. The Board encourages electrical workers to view the content and to pose questions that may require an answer.

Over the past year, the Board, in conjunction with the Ministry of Business Innovation and Employment (the Ministry), has refined its thinking and the options for the two strategic initiatives it has been running. Known as "Getting your Licence" and "Keeping your Registration", the two initiatives focus on the pathways to getting registration and the competency options for maintaining and retaining registration and licensing. The Board has been particularly pleased with the level of industry engagement in the two initiatives and thanks all those who contributed their time and knowledge.

The two initiatives are now moving into an options build phase where detailed options will be developed and their implementation planed. The Board looks forward to continued industry engagement in the initiatives and to consulting with electrical workers once final options have been developed.

As part of the "Getting your Licence" initiative, the Board decided to engage a new service provider for the provision of electrical worker examinations. The chosen provider, Aspeq, is a specialist qualifications assessor. With the engagement of Aspeq, the Board will be moving toward electronic examinations. These will be an exciting development that will allow greater flexibility for candidates and earlier notifications of results. As part of the change, the Board wishes to acknowledge and thank Godfrey Nesus, who held the role of Chief Examiner for the Board for 12 years, and his team of examiners, markers and moderators. The exams that were set under Godfrey's watch were always fair and of a high standard.

The past year has also seen extensive work being undertaken on possible changes to the relicensing process to smooth out electrical worker relicensing. The current system sees all electrical workers relicensing over a three-month period starting in April of the relicensing year. This creates work flow and system pressures that result in additional resources having to be engaged and systems having to be designed to cope with peak demand. The proposed changes that the Ministry has been consulting on will result in electrical worker relicensing being spread out so that the demand on resources is constant throughout the year. The Ministry also released a fees review discussion paper at the end of the financial year. The need for a review resulted from increased cost pressures and the memorandum account, the balance of which was above recommended levels, being run down through below-cost licence fees. The Board looks forward to the feedback the Ministry receives on the proposed revised fees.

In May, the Board reviewed its strategic and business plans and is currently working on a plan for the next three years. The plan takes current initiatives and builds on them to ensure the Board and the Ministry continue to improve on the delivery of the Board's functions.

The business plan includes the completion of the Board's section 158 review. Section 158 of the Electricity Act 1992 requires that the Board review those parts of the Act that relate to its powers and functions and to report its findings to the Minister once every five years. The Board will be consulting with key stakeholders and electrical workers as part of the review and will be tabling the report in the next financial year.

The following Annual Report summarises the Board's strategic and operational activities over the past year. The number of registered and licensed electrical workers continues to grow, and the projections for the future are that numbers will continue to increase. The Board hopes proposed changes to how electrical workers obtain their registration will assist with this growth. It has been pleasing to see that the number of complaints received has remained relatively static over the year. Hearing complaints and disciplining registered and licensed persons is an important Board function. The disciplinary process exists to ensure standards are maintained and to protect consumers, the industry and the broader community. Holding hearings accounts for a significant amount of the Board's time. With this in mind, the Board has implemented a number of initiatives over the past year to ensure that hearings are managed effectively and efficiently whilst also ensuring the principles of natural justice are adhered to.

Finally, I wish to thank my fellow Board members, both past and present, the Registrar and the Ministry for their efforts and contributions. It has been a full year with significant progress being made. I especially want to thank my Deputy Mike Macklin and the Board Secretariat for their continued support.



Mel Orange PRESIDING MEMBER ELECTRICAL WORKERS REGISTRATION BOARD

2017 – 2018 Highlights





Registrar's Review

ENGAGEMENT

The Board values its stakeholders. The Board understands that effective stakeholder relationships are critical to achieving its goals.

This is reflected by the implementation of the Board's Stakeholder Engagement Plan. The plan sets out the approach to improving, further developing and maintaining internal and external relationships. An important example of this is the Board's "Meet and Greet" functions, held in the region where the Board is meeting. These forums provide an opportunity for the Board to discuss its functions (including its current activities) and for electrical workers to meet the Board and ask questions.

ENERGY SAFETY

Energy Safety (Work Safe) has provided support on technical and regulatory matters. In recognition of this relationship, an Operational Agreement was drafted between the Manager, Work Safe and the Registrar. Among other things, the agreement provides for a coordination group, which is where issues of common interest can be discussed and managed appropriately.

ELECTRON

The Board's online newsletter, the ELECTRON continued to be an important means of maintaining ongoing contact with the electrical workers. Five issues were posted during the year, with more than 35,000 people receiving each issue.

TOOLBOX

The Board continued to build the capacity of the 'Toolbox' – which is on the Board's website. The Toolbox is a quick-reference link containing practical advice on implementing standards and achieving compliant and safe results across a range of electrical work. Building capacity will continue.

STANDARDS NEW ZEALAND

The scheme's agreement with Standards New Zealand continued during 2017 – 2018. The agreement covers over 70 different standards and enables a number of parties to have online access to view, download and print the documents, free of charge. Parties include practising licence holders, employer licence holders and trainees who have training agreements with Skills or Connexis.

DELEGATIONS RENEWED

Under the Electricity Act 1992, the Board may delegate many of its functions and powers to the Registrar. The Board reviewed the delegations and authorised their continuance for the following year.

WORK PROGRAMME

The Board reviewed its work programme in May. The Board was keen to ensure that any proposed activity was appropriately prioritised and resourced. The Board were able to identify a number of work activities that were linked or dependent to another. By doing so, the Board was in a position to make decisions that were more likely to be efficient and effective – and better aligned to their strategic objectives.

EMPLOYER LICENSING SCHEME

The Board undertook a review of the employer licensing scheme, which is provided for under the Electricity Act 1992. The review was a part of a quality assurance process to ensure that the Board's requirements were consistent with the Act. The review identified areas for possible improvement.

EXAMINATIONS

The project was initiated to address the Board's concerns about the quality of examinations and the variable pass-rates being achieved. The scope was widened to enable the project to decide whether the examination process was the best way to determine eligibility for registration as an electrical worker.

LETTER OF EXPECTATIONS

The Board has entered into a Letter of Expectations with the Minister. The following summarises the Board's activities with respect to them.

Governance		
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 also been implemented to identify areas for further improvement.
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 in accordance with the performance measure.
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.	Developed and implemented. The Service Level Agreement is monitored routinely.
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. Providing a summary of the appraisal to the Ministry is pending.
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 members were inducted and existing members have undertaken training.

Industry Engagement

Meet and Greets:

Communicating with the sector has been top of mind for the Board in recent years. The Board began inviting electricians along to early-evening events to meet the Board, learn more about its role and provide feedback on current affairs at the coalface. Turnout for these evenings, however, was notoriously low and the Board had to rethink how best to engage with the sector. The Board became aware of industry stakeholders putting on early morning breakfast events to attract attendance. This was trialled in September 2016 and has been a success ever since. During the 2017/18 year, the number of "Meet and Greet" sessions were increased. Due to the positive feedback from the industry, and the invaluable opportunity to understand the needs of electrical workers, the Board plan to expand the "Meet and Greets" to a full programme which includes smaller regions around New Zealand.

Recent attendee feedback:

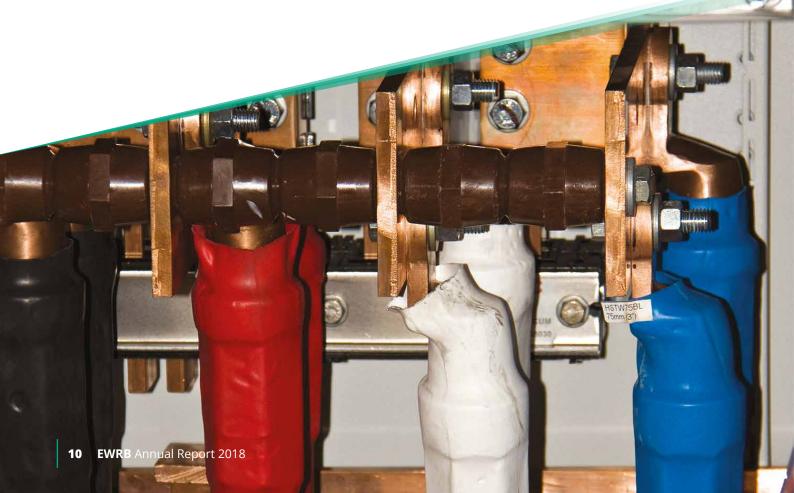
- "The meet and greet was great. I think the most important thing is that we get to see the Board is a real identity and that the people involved are approachable. It would be a good thing if the Board members made themselves available annually."
- "Thanks for this and organising the event. I found it most instructive and would come again."
- "I [found the] meet and greet really helpful, and all information is good information. Also was great to meet members of the Board. In the future, any topics in prescribed electrical work and key regulations are always helpful. I look forward to any future meet and greets."
- "Thoroughly enjoyed myself at the breakfast. It was great just to hear what they did, on day-to-day business, and to meet the Board members."

Industry Engagement:

As part of the Board's key strategic projects electrical workers and stakeholders around the country have been consulted to obtain their thoughts and views and to assist the Board in the development of options to address identified issues. Stakeholders engaged with include: Master Electricians; Electrical Engineers Association; training providers and organisations including Skills, Connexis and Polytechnics; examination developers, moderators and providers.

The Ministry, on behalf of the Board, also conducted workshops with electrical workers, trainees and stakeholders in Auckland, Tauranga, Palmerston North, Wellington, Christchurch and Dunedin. The initial workshops covered issue identification. Subsequent workshops were used to generate ideas and then to validate the ideas generated.

The Board was pleased with the level of engagement from those who participated in the Board's consultations and, in particular, with the input of those who attended workshops.



New Project Work

BOARD PROJECTS

Getting Your Registration Project

The Board determined that an assessment of the quality and integrity of the registration system for electrical workers was warranted. It had been some time since an assessment had been done. Carrying out the review is consistent with best practice.

Insights from electrical workers, training providers, and employers about the current systems were collected. The high-level findings from the engagement will be outlined below.

- > The training landscape contained several factors that affect pass rates, such as the literacy and numeracy of school leavers beginning training.
- > The current:
 - » examination process is not aligned with best practice;
 - » training programme could better support the creation of career pathways; and the
 - » competency programme could better support the competency of electrical workers.

In response to the findings, the Board is considering a number of proposals to improve the process for electrical workers to gain registration – the proposals will cover prototypes that are part of an electrical worker's career life cycle.

Keeping Your Licence Project

Maintaining competence once an electrical worker is registered is becoming increasingly challenging – to an extent, this is due to rapid advances in technology. The purpose of this project is to determine how electrical workers can best meet the challenge.

Following the engagement of MBIE staff and electrical worker representatives across the country, the project team identified five concepts for further analysis. The concepts included the potential for online courses, what needs to be compulsory content and the ability for electrical workers to provide feedback.

The concepts are complementary – they are mutually supportive because they provide a suite of options designed to support the electrical worker to maintain their competence

Licence Renewal (Future Operating Model) Project

This project was prompted by an increasingly unsustainable current operating model for electrical workers applying for the renewal of their practising licence. The current model is based upon a two-yearly renewal period, with a three-month period during which the electrical workers can apply.

In accordance with sound regulatory stewardship, a project was established to consider a future operating model supported by a dedicated resource.

Following stakeholder engagement and analysis, the Board decided to retain the two-yearly renewal period (subject to transitional arrangements) with each electrical worker being assigned a renewal month based on either their first registration date or their birth date.

New Classes of Registration

On 27 October 2017, several new classes of registration for electrical workers came into effect to better recognise the specialist skills required today in specific areas within the electrical industry including mining, distribution and transmission.

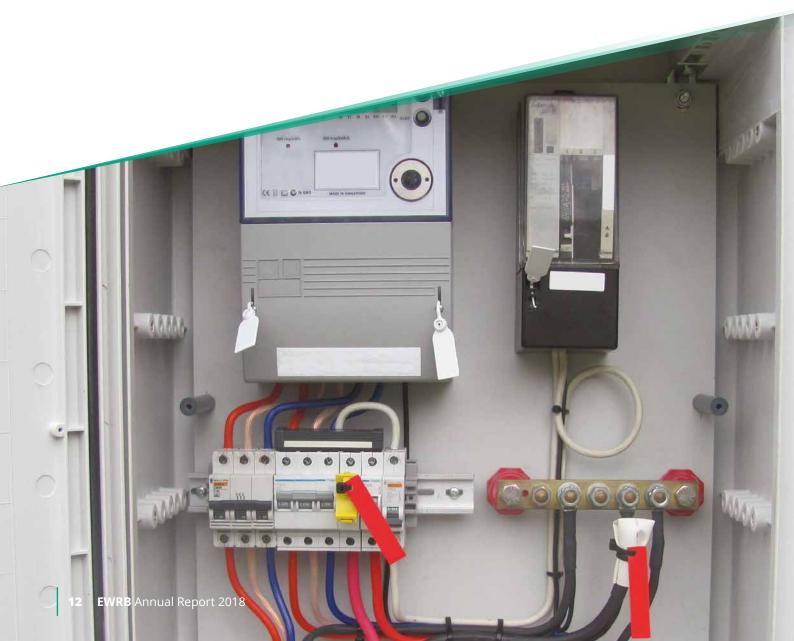
These new classes targeted hazardous work areas where specialist knowledge, training, qualifications skills and experience are required to work safely.

Two new mining classes were created where only Electrical Inspectors or Electricians who hold a mining endorsement are able to perform prescribed electrical work in a mining operation. As at 30 June 2018, there were 20 Electrical Inspectors (Endorsed Mining) and 81 Electricians (Endorsed Mining).

Four new Line Mechanic classes replaced the Line Mechanic class that was then disestablished. Prior to the changes, there were 3819 registered Line Mechanics. As at 30 June 2018, there were 3601 Distribution Line Mechanics, 1 Distribution Line Mechanic (Endorsed), 53 Traction Line Mechanics and 253 Transmission Line Mechanics.

The current classes of registration are:

- > Associated Tradesperson
- > Cable Jointer
- > Distribution Line Mechanic
- > Distribution Line Mechanic (Endorsed)
- > Electrical Appliance Serviceperson
- > Electrical Appliance Serviceperson (Endorsed)
- > Electrical Engineer (Options 1 and 2)
- > Electrical Inspector
- > Electrical Inspector (Endorsed Mining)
- > Electrical Installer (Options 1 and 2)
- > Electrical Service Technician
- > Electrician
- > Electrician (Endorsed Mining)
- > Substation Maintainer
- > Traction Line Mechanic
- > Transmission Line Mechanic



Examinations Update

In February 2018, the Board selected Aspeq Limited to deliver and manage electrical worker examinations that were previously administered by the Board and delivered by the Chief Examiner. Aspeq Limited has a two-year contract with the Board which will see the transition from paper delivery to online delivery.

The last round of paper-based examinations was held during May and June 2018. Future examinations sat after 30 June 2018 will be computer-delivered. The online examinations will see a change in that they will be held at one of Aspeq's examination centres or at a training provider's venue. Examinations will no longer be available only on specific dates but available throughout the year.

Candidates will be able to set up an online account with Aspeq, find an examination centre, view the examination schedule, book an examination, review results and manage the relationship between themselves and the training provider.

Aspeq have engaged a team of subject matter experts from the electrical industry to write, moderate and test the online examinations. The examination material will be developed to maintain a quality and consistency which aligns with the EWRB Teaching Guidelines and the Essential Capabilities for Electrical Registration.

To bridge the gap between paper and online examinations, a candidate video guide has been developed to assist candidates with examples of some online questions. The majority will be auto-marked objective-type questions which will enable results to be released within 24 hours of the sitting.

Candidates will also be provided a list of knowledge deficiency statements with their results notice. This will direct them specifically to the area of the Teaching Guidelines they answered incorrectly and ensure that a candidate revises the topic and not the specific question.

Aspeq are committed to ensuring that the electrical industry has confidence with the level of the examinations. This will result in high quality examinations that meet the needs of trainees.

Statistics

Electrical Workers with a Practising Licence:

The following table summarises electrical workers with a practising licence classified by class of registration. Some electrical workers hold more than one class of registration. The totals indicate the number of registrations holding a practising licence.

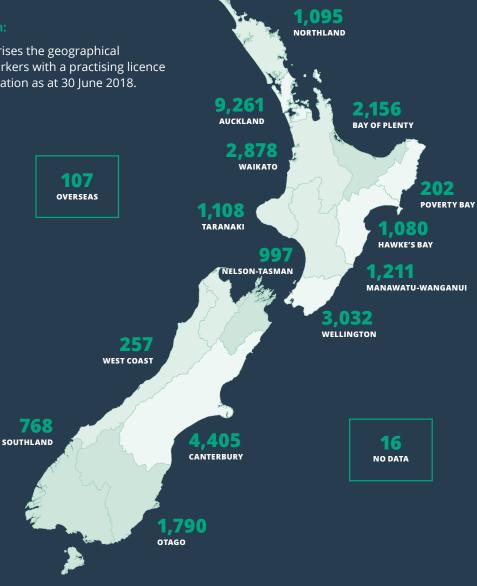
Class of Registration	Number of registrations
Associated Trades	108
Cable Jointer	271
Distribution Line Mechanic	1,981
Electrical Appliance Serviceperson	2,118
Electrical Appliance Serviceperson (Disconnect/Reconnect)	219
Electrical Engineer	434
Electrical Inspector	1,931
Electrical Inspector (Endorsed Mining)	17
Electrical Installer	79
Electrical Installer (with limits)	2
Electrical Service Technician	4,580
Electrician	18,419
Electrician (Endorsed Mining)	81
Substationer Maintainer	0
Traction Line Mechanic	25
Transmission Line Mechanic	98
Total	30,363

Age of Electrical Workers:

The following table summarises the age in ten year bands of electrical workers with a practising licence classified by class of registration as at 30 June 2018.

Age Range	Total
Under 25	1,000
25-35	6,998
36-45	5,977
46-55	7,491
56-65	6,002
Over 65	2,894
No Data	1
Total	30,363

The following map summarises the geographical distribution of electrical workers with a practising licence classified by class of registration as at 30 June 2018.



During 2017/2018, a total of 6,138 new electrical workers were registered. This figure is inflated on previous years due to changes to classes of registration during 2017. 1,837 registrations were new registrations. This was an increase of 11.5% on 2016/2017. 4,301 registrations were re-registrations or upgrades which are summarised in the table below.

Class of Registration	Registrations	Type of Change
Associated Tradesperson	306	Re-Registration
Distribution Line Mechanic	3,606	Re-Registration
Distribution Line Mechanic (Endorsed)	1	Upgrade
Electrician (Endorsed Mining)	81	Upgrade
Traction Line Mechanic	54	Re-Registration
Transmission Line Mechanic	253	Re-Registration
Total	4,301	

New Practising Licences

During 2017/2018, a total of 1,670 new practising licences were issued. This was an increase of 12.8% on 2016/2017.

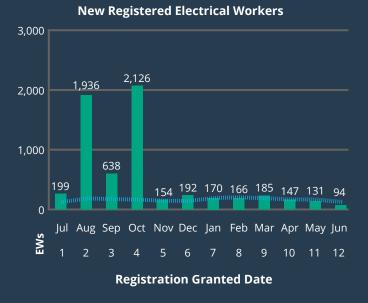
EW Limited Certificates (Trainee) Issued

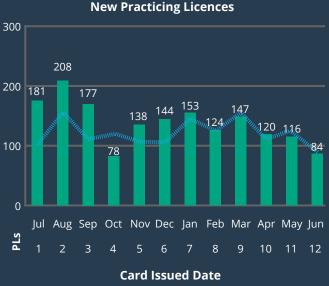
During 2017/2018, a total of 2,653 new trainee limited certificates were issued. This was a 19.9% increase on 2016/2017.

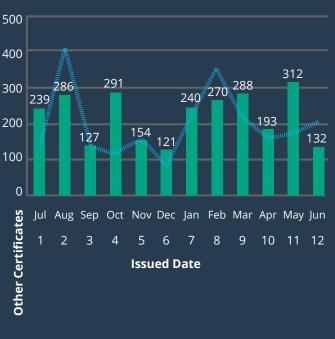
EW Limited Certificates (Other) Issued

During 2017/2018, a total of 485 limited certificates (other) were issued. This was an 18% increase on 2016/2017.

This was an increase of 11.5% on 2016/2017. 4,301 registrations were re-registrations or upgrades which are summarised in the table below.

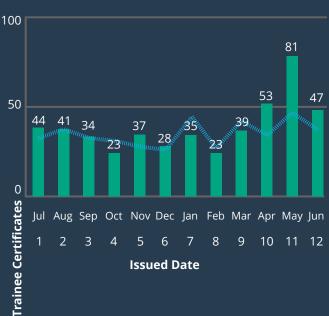






FY 2016 – 2017

EW Limited Certificates (Trainee) Issued



FY 2017 - 2018

EW Limited Certificates (Other) Issued

16

Domestic and overseas applications received

The following table summarises domestic and overseas applications received during 2017/2018. A total of 8,993 applications were received with 7,919 domestic applications and 1,074 overseas applications.

Month	Domestic	Overseas	Total
Jul 2017	185	43	228
Aug 2017	*3,022	110	3,132
Sept 2017	*532	155	687
Oct 2017	*3,174	51	3,225
Nov 2017	123	45	174
Dec 2017	157	88	245
Jan 2018	134	92	226
Feb 2018	115	37	152
Mar 2018	182	168	350
Apr 2018	72	88	160
May 2018	124	115	239
Jun 2018	93	82	175
Total	*7,919	1,074	8,993

*Application numbers include the new changes to classes of registrations which were introduced during 2017.

Examinations

During 2017/2018, a total of 4,372 candidates attempted Board examinations. 3,226 candidates (74%) successfully passed their examination.

Registration Class	Sat 2015/2016	Passed 2015/2016	Sat 2016/2017	Passed 2016/2017	Sat 2017/2018	Passed 2017/2018
Associated Tradespeople	10	10	44	40	24	23
Electrical Installer	3	2	3	2	5	3
Inspectors Theory	178	138	110	73	162	137
Electrical Service Technician	538	376	547	361	646	423
Electrical Appliance Service Qualified	74	57	86	72	99	84
Electrical Appliance Serviceperson	269	215	274	228	281	235
Electricians Regulations	1,652	1,022	1,836	1,207	1,819	1,406
Electricians Theory	1,420	715	1,669	977	1,336	915

Complaints stats:

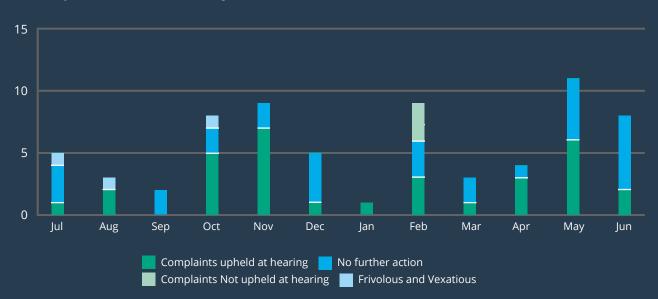
New Complaints	FY 17-18		
Registered	82		
Non-Registered	63		
Total Complaints Received	145		
Investigations			
Registered	69		
Non-Registered	52		
Total Investigations Completed	121		
	87%		
Board Determinations (Registered)			
Upheld at Hearing	32		
Not Upheld at Hearing	3		
Total Registered Heard and Determined	35		
Board Determinations (Non-Registered)			
Board Decided Prosecution	22		
Board Decided No Action	29		
Total Non-Registered Board Decisions	51		
Court Outcomes			
Court Decided Guilty	9		
Total Non-Registered with Court Decision	9		

Complaints Received FY 2017/2018

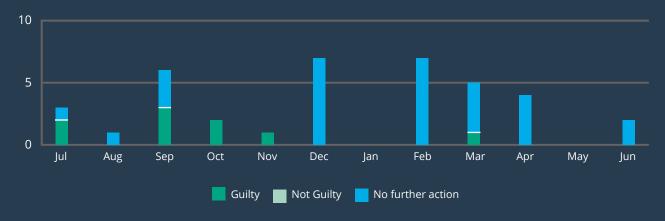


Investigation Reports Completed FY 2017/2018









Complaints - Final Outcome Non-Registered FY 2017/2018

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 Orange 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 Macklin is a self-employed registered electrical inspector based in Darfield. He 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.





Neil McLeod

Neil McLeod is a self-employed registered electrical contractor with a current knowledge of the electrical sector. He was a councillor on the Whangarei District Council from 1998 until 2005 serving on a number of committees including the judicial committee.

Monica Kershaw

Proudly Pacific of Fijian Descent. Monica Kershaw is an experienced industrial electrician and industrial measurement and control technician with a demonstrated history of working in heavy industry and the higher education industry. Currently employed as a Senior Lecturer at Manukau Institute of Technology, Monica is skilled in coaching, fault analysis, electrical safety, electrical wiring, leadership, course delivery, assessment and curriculum development.





Jane Davel

Jane Davel 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 McIntyre 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 an MBA (Southern Cross University), NZCE Electrical and is a member of the Electricity Engineers Association.



Statement of Functions

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 six members, four of whom are registered electrical workers. The members are appointed by the Minister.

The primary functions of the Board are to register and license electrical workers and ensure competency of those workers in order to promote public safety. This is carried out through 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.

(Back row left to right) Neil McLeod, Mel Orange, Simon Robb (Registrar), Mike Macklin, Monica Kershaw

(Front row left to right) Brooke Mansfield (Board Officer), Jane Davel, Mac McIntyre, Fiona Reid (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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