

## ***Industry 12 - Utilities***

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## 1.0 Current Employees

## **1.1 Provincial Overview**

## 1.1 Provincial Overview (N=19)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Most commonly, businesses operating in the utilities industry employ general office clerks (n=4).

**Table E1: Top Five Occupations of Surveyed Businesses\* - Utilities - Provincial Overview**

<b>NOC Code</b>	<b>Occupation Name</b>	<b>n</b>	<b>% (N=19)</b>
1411	General office clerks	4	24.2
0621	Retail trade managers	3	18.1
1241	Secretaries (except legal and medical)	3	18.1
1111	Financial auditors and accountants	3	16.7
7244	Electrical power line and cable workers	3	16.7

\*Multiple responses allowed.

On average, utilities businesses employ 14 paid employees. Furthermore, surveyed businesses employ a total of 255 employees. Most businesses are small, employing one to 19 employees (n=16), while the remaining businesses (n=2) are medium-sized.

Over three-quarters of employees among surveyed businesses (79%) are permanent. Of permanent employees, almost all (98%) are employed on a full-time basis.

**Table E2: Profile of Employees – Utilities - Provincial Overview**

<b>Employee Classification</b>	<b>n</b>	<b>%</b>
Permanent	201	78.8
Casual/Contract	25	9.8
Seasonal	28	11.0
<b>Employee Total</b>	<b>255</b>	<b>100.0</b>
<b>Business Total</b>	<b>19</b>	<b>-</b>

  

<b>Status of Permanent Positions</b>	<b>n</b>	<b>%</b>
Full-time	196	97.5
Part-time	5	2.5
<b>Employee Total</b>	<b>201</b>	<b>100.0</b>
<b>Business Total</b>	<b>16</b>	<b>-</b>

Nearly one-third of employees (32%) from surveyed businesses have a university degree as their highest level of education, while 32% have journeyperson certification.

**Table E3: Highest Education Level of Employees – Utilities - Provincial Overview**

	<b>n</b>	<b>%</b>
University degree	81	31.8
Journeyperson certification	82	32.2
College certificate or diploma	33	12.9
High school	48	18.9
Less than high school	10	3.9
<b>Employee Total</b>	<b>255</b>	<b>100.0</b>
<b>Business Total</b>	<b>19</b>	<b>-</b>

Ten businesses in the utilities industry report their employees to be, on average, between the ages of 25 and 44 years. The remaining businesses (n=8) report an average age of 45 years or older.

## **1.2 Urban/Rural Subdivision**

**1.2.1 Urban Subdivision**

**1.2.2 Rural Subdivision**

### 1.2.1 Urban Subdivision (N=12)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Urban businesses operating in the utilities industry employ general office clerks (n=4), retail trade managers (n=3) and secretaries (except legal and medical) (n=3).

**Table E4: Top Three Occupations of Surveyed Businesses\* - Utilities – Urban Subdivision**

<b>NOC Code</b>	<b>Occupation Name</b>	<b>n</b>	<b>% (N=12)</b>
1411	General office clerks	4	33.3
0621	Retail trade managers	3	25.0
1241	Secretaries (except legal and medical)	3	25.0

\*Multiple responses allowed.

On average, utilities businesses in urban areas employ 16 paid employees. Furthermore, surveyed businesses employ a total of 190 employees. Most businesses are small, employing one to 19 employees (n=10), while the remaining businesses (n=2) are medium-sized.

Among the surveyed businesses, the large majority of employees are permanent (81%). Of permanent employees, almost all (98%) are employed on a full-time basis.

**Table E5: Profile of Employees – Utilities – Urban Subdivision**

<b>Employee Classification</b>	<b>n</b>	<b>%</b>
Permanent	153	80.5
Casual/Contract	12	6.3
Seasonal	25	13.2
<b>Employee Total</b>	<b>190</b>	<b>100.0</b>
<b>Business Total</b>	<b>12</b>	<b>-</b>

  

<b>Status of Permanent Positions</b>	<b>n</b>	<b>%</b>
Full-time	150	98.0
Part-time	3	2.0
<b>Employee Total</b>	<b>153</b>	<b>100.0</b>
<b>Business Total</b>	<b>10</b>	<b>-</b>

Just over one-third of employees (36%) from surveyed businesses have a university degree as their highest level of education, while 26% have journeyperson certification.

**Table E6: Highest Education Level of Employees – Utilities – Urban Subdivision**

	<b>n</b>	<b>%</b>
University degree	69	36.3
Journeyperson certification	50	26.3
College certificate or diploma	29	15.3
High school	37	19.5
Less than high school	5	2.6
<b>Employee Total</b>	<b>190</b>	<b>100.0</b>
<b>Business Total</b>	<b>12</b>	<b>-</b>

One-half of urban businesses in the utilities industry (n=6) report their employees to be, on average, between the ages of 25 and 44 years. The remaining six businesses report an average age of 45 years or older.

### 1.2.2 Rural Subdivision (N=6)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Most commonly, rural businesses operating in the utilities industry employ truck drivers (n=2)<sup>1</sup>.

On average, utilities businesses in rural areas employ eight paid employees. Furthermore, surveyed businesses employ a total of 48 employees. All businesses are small, employing one to 19 employees (n=6).

Among surveyed businesses, 71% of employees are permanent, while 29% are casual/contract. Of permanent employees, most (94%) are employed on a full-time basis.

**Table E7: Profile of Employees – Utilities – Rural Subdivision**

<i>Employee Classification</i>	<i>n</i>	<i>%</i>
Permanent	34	70.8
Casual/Contract	14	29.2
Seasonal	-	-
<b>Employee Total</b>	<b>48</b>	<b>100.0</b>
<b>Business Total</b>	<b>6</b>	<b>-</b>

  

<i>Status of Permanent Positions</i>	<i>n</i>	<i>%</i>
Full-time	32	94.1
Part-time	2	5.9
<b>Employee Total</b>	<b>34</b>	<b>100.0</b>
<b>Business Total</b>	<b>6</b>	<b>-</b>

Almost two-thirds of employees (63%) from surveyed businesses have journeyman certification as their highest level of education.

**Table E8: Highest Education Level of Employees – Utilities – Rural Subdivision**

	<i>n</i>	<i>%</i>
University degree	4	8.3
Journeyman certification	30	62.5
College certificate or diploma	1	2.1
High school	8	16.7
Less than high school	5	10.4
<b>Employee Total</b>	<b>48</b>	<b>100.0</b>
<b>Business Total</b>	<b>6</b>	<b>-</b>

Four rural businesses in the utilities industry report their employees to be, on average, between the ages of 25 and 44 years. The remaining two businesses report an average age of 45 years or older.

<sup>1</sup> Multiple responses allowed.



## **2.0 Hiring and Recruitment Practices**

## **2.1 Provincial Overview**

## 2.1 Provincial Overview (N=19)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Four of the 19 businesses in the utilities industry have a formal human resources plan, that is, a written plan including key elements such as recruitment, retention, compensation and benefits, training, and safety.

Eleven of the 19 businesses in this industry hired at least one new employee over the past 12 months. Of those who hired (n=11), an average of three new employees were hired. Furthermore, these surveyed businesses hired a total of 38 employees.

General office clerks (n=2) was the top occupation hired over the past 12 months<sup>2</sup>.

Of businesses that hired new employees over the past 12 months (n=11), eight were fully satisfied with their new hires. Those not satisfied with at least one employee (n=3) reported on average that they were not satisfied with 34% of the new employees they hired. The primary reasons identified for dissatisfaction were new employees not being suited/qualified for position (n=2) and lacking adequate training/skills (n=1).

Of the 38 new employees hired by surveyed businesses over the past 12 months, less than one-half (42%) have a high school diploma, while 34% have public community college as their highest level of education.

**Table E9: Highest Education Level of New Employees – Utilities - Provincial Overview**

	<i>n</i>	%
University	5	13.2
Public Community College	13	34.2
Private Training Institution	1	2.6
High School	16	42.1
Less than High School	4	10.5
<b>New Employee Total</b>	<b>38</b>	<b>100.0</b>
<b>Business Total</b>	<b>11</b>	<b>-</b>

Businesses that hired at least one employee from the various educational categories were asked to rate the overall job readiness of the employees from each category.

As shown below, the majority of businesses rated the job readiness of new employees as excellent or good, regardless of employees' education level:

- University graduates (n=1) – This employer rated job readiness as good.
- Public Community College graduates (n=5) – One employer rated job readiness as excellent, and four rated it as good.
- Private Training Institution graduates (n=1) – This employer rated job readiness as good.
- High School graduates (n=6) – Two employers rated job readiness as excellent, three rated it as good, and one rated it as fair.

<sup>2</sup> Multiple responses allowed.

Among surveyed businesses in the utilities industry that hired new employees over the past 12 months, 8% of the new employees hired were co-op students.

**Table E10: Classifications of New Employees - Utilities – Provincial Overview**

	<i>n</i>	%
Immigrants	-	-
Co-op students hired for work placement	3	7.9
Persons with disabilities	-	-
Aboriginals	-	-
<b>New Employee Total</b>	<b>38</b>	<b>7.9</b>
<b>Business Total</b>	<b>11</b>	<b>-</b>

Businesses were asked to identify, in general, the methods they use to fill staffing vacancies that occur. The most popular methods used include word of mouth/employee referrals (n=7), ads placed in newspapers (n=7) and ads placed in/use of Service Canada Employment Centre (n=7).

**Table E11: Methods Used to Fill Staffing Vacancies\* - Utilities - Provincial Overview**

	<i>n</i>	% (N=19)
Use word of mouth/employee referrals	7	39.4
Place ad/use Service Canada Employment Centre	7	39.4
Place ad in newspaper	7	37.9
Place ad in student employment centres at colleges/universities	2	12.1
Use unsolicited resumes	2	10.6
Place ad on or check internet/websites	1	6.0
Use an employment agency/headhunter	1	6.0
Union	1	6.0

\*Multiple responses allowed.

Over the past 12 months, 14 of the 19 businesses in the utilities industry have had at least one vacant position available. Those with at least one vacancy (n=14) reported an average of two vacancies. Furthermore, among these surveyed businesses, there were a total of 30 vacant positions.

Of the 30 vacant positions available among these surveyed businesses, 14 or 47% of positions were vacant more than once throughout the past 12 months.

Furthermore, among these surveyed businesses, almost two-thirds (63%) of the positions available were permanent.

**Table E12: Classification of Vacancies – Utilities – Provincial Overview**

	<i>n</i>	%
Permanent	19	63.3
Casual/Contract	5	16.7
Seasonal	7	23.3
<b>Vacancy Total</b>	<b>30</b>	<b>100.0</b>
<b>Business Total</b>	<b>14</b>	<b>-</b>

Businesses were asked if they have experienced any difficulty in filling vacancies. Eight businesses have experienced difficulty, while five have not and five have not hired or attempted to hire.

The most common reasons for experiencing difficulty in filling vacancies were potential hires lacking experience (n=3), lacking educational/training qualifications (n=3) and a workforce shortage (n=3).

**Table E13: Main Reason for Experiencing Difficulty in Filling Vacancies\* - Utilities - Provincial Overview**

	<i>n</i>	<i>% (N=8)</i>
Lacking experience	3	41.3
Workforce shortage	3	41.3
Lacking educational/training qualifications	3	41.3
Salary expectations too high	1	10.4
People not interested in employment	1	10.4
Other	1	10.4

\*Multiple responses allowed.

Among businesses experiencing difficulty in filling vacancies (n=8), gas fitters (n=2) was the most difficult occupation to fill over the past 12 months<sup>3</sup>.

The majority of businesses in the utilities industry (n=17) did not have any employees retire over the past 12 months. The surveyed business that did experience retirement had one employee retire. This employee retired from the construction millwrights and industrial mechanics (except textile) occupation<sup>4</sup>.

Over one-half of businesses in this industry (n=11) do not expect any employees to retire in the next five years. Of the surveyed businesses that expect employee retirement over this period (n=8), an average of four employees are expected to retire, with retirement totaling 33 employees.

Most commonly, employees are expected to retire from the electrical power and cable line workers occupation (n=2)<sup>5</sup>.

Three businesses in the utilities industry expect their owner/manager/CEO to retire within the next five years. Of those three businesses, one has a formal or informal succession plan in place.

<sup>3</sup> Multiple responses allowed.

<sup>4</sup> Multiple responses allowed.

<sup>5</sup> Multiple responses allowed.

## **2.2 Urban/Rural Subdivision**

**2.2.1 Urban Subdivision**

**2.2.2 Rural Subdivision**

## 2.2.1 Urban Subdivision (N=12)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Of the 12 urban businesses in the utilities industry, three have a formal human resources plan, that is, a written plan including key elements such as recruitment, retention, compensation and benefits, training, and safety.

Seven of the 12 urban businesses in this industry hired at least one new employee over the past 12 months. Of those who hired (n=7), an average of four new employees were hired. Furthermore, these surveyed businesses hired a total of 27 employees.

General office clerks (n=2) was the top occupation hired over the past 12 months<sup>6</sup>.

Of businesses that hired new employees over the past 12 months (n=7), five were fully satisfied with their new hires. Those not satisfied with at least one employee (n=2) reported on average, that they were not satisfied with 28% of the new employees they hired. The primary reasons identified for dissatisfaction were new employees lacking adequate training/skills (n=1) and not suited/qualified for position (n=1).

Of the 27 new employees hired by surveyed businesses over the past 12 months, 37% have a high school diploma and 41% have public community college as their highest level of education.

**Table E14: Highest Education Level of New Employees - Utilities – Urban Subdivision**

	<i>n</i>	%
University	4	14.8
Public Community College	11	40.7
Private Training Institution	1	3.7
High School	10	37.0
Less than High School	1	3.7
<b>New Employee Total</b>	<b>27</b>	<b>100.0</b>
<b>Business Total</b>	<b>7</b>	<b>-</b>

Businesses that hired at least one employee from the various educational categories were asked to rate the overall job readiness of the employees from each category.

The majority of businesses rated the job readiness of new employees as excellent or good, regardless of employees' education level:

- University graduates (n=1) – This employer rated job readiness as good.
- Public Community College graduates (n=4) – One employer rated job readiness as excellent and three rated it as good.
- Private Training Institution graduates (n=1) – This employer rated job readiness as good.
- High School graduates (n=4) – One employer rated job readiness as excellent, two rated it as good, and one rated it as fair.

<sup>6</sup> Multiple responses allowed.

Among surveyed businesses that hired new employees over the past 12 months, 11% of the new employees hired were co-op students.

**Table E15: Classifications of New Employees - Utilities – Urban Subdivision**

	<i>n</i>	%
Immigrants	-	-
Co-op students hired for work placement	3	11.1
Persons with disabilities	-	-
Aboriginals	-	-
<b>New Employee Total</b>	<b>27</b>	<b>11.1</b>
<b>Business Total</b>	<b>7</b>	<b>-</b>

Businesses were asked to identify, in general, the methods they use to fill staffing vacancies that occur. The most popular method used include word of mouth/employee referrals (n=5) and placing ads in/using the Service Canada Employment Centre (n=5).

**Table E16: Methods Used to Fill Staffing Vacancies\* - Utilities - Urban Subdivision**

	<i>n</i>	% (N=12)
Use word of mouth/employee referrals	5	41.7
Place ad/use Service Canada Employment Centre	5	41.7
Place ad in newspaper	4	33.3
Place ad in student employment centres at colleges/universities	2	16.7
Use unsolicited resumes	1	8.3
Place ad on or check internet/websites	1	8.3
Use an employment agency/headhunter	1	8.3
Union	1	8.3

\*Multiple responses allowed.

Over the past 12 months, nine of the 12 urban businesses in the utilities industry have had at least one vacant position available. Those with at least one vacancy (n=9) reported an average of two vacancies. Furthermore, among these surveyed businesses, there were a total of 19 vacant positions.

Of the 19 vacant positions available among these surveyed businesses, 5 positions or 26% were vacant more than once throughout the past 12 months.

Furthermore, among these surveyed businesses, just over two-thirds (68%) of the positions available were permanent.

**Table E17: Classification of Vacancies - Utilities – Urban Subdivision**

	<i>n</i>	%
Permanent	13	68.4
Casual/Contract	4	21.1
Seasonal	2	10.5
<b>Vacancy Total</b>	<b>19</b>	<b>100.0</b>
<b>Business Total</b>	<b>9</b>	<b>-</b>

Businesses were asked if they have experienced any difficulty in filling vacancies. Five businesses have experienced difficulty, four have not, and three have not hired or attempted to hire.



The most common reasons for experiencing difficulty in filling vacancies were potential hires lacking experience (n=3), lacking educational/training qualifications (n=3) and a workforce shortage (n=3).

**Table E18: Main Reason for Experiencing Difficulty in Filling Vacancies\* - Utilities - Urban Subdivision**

	<i>n</i>	<i>% (N=5)</i>
Lacking experience	3	60.0
Lacking educational/training qualifications	3	60.0
Workforce shortage	3	60.0

\*Multiple responses allowed.

Among businesses experiencing difficulty in filling vacancies (n=5), gas fitters (n=2) was the most difficult occupation to fill over the past 12 months.

**Table E19: Top Four Occupations That Were Difficult to Fill Over the Past 12 Months\* - Utilities - Urban Subdivision**

<i>NOC Code</i>	<i>Occupation Name</i>	<i>n</i>	<i>% (N=5)</i>
7253	Gas fitters	2	40.0
1122	Professional occupations in business services to management	1	20.0
7331	Oil and solid fuel heating mechanics	1	20.0
7373	Water well drillers	1	20.0

\*Multiple responses allowed.

Most businesses in the utilities industry (n=11) did not have any employees retire over the past 12 months. The surveyed business that did experience retirement had one employee retire. This employee retired from the construction millwrights and industrial mechanics (except textile) occupation<sup>7</sup>.

One-half of businesses in this industry (n=6) do not expect any employees to retire in the next five years. Of the surveyed businesses that expect employee retirement over this period (n=6), an average of five employees are expected to retire, with retirement totaling 28 employees.

Most commonly, employees are expected to retire from the electrical power and cable line workers occupation (n=2)<sup>8</sup>.

Three of the 12 urban businesses in the utilities industry expect their owner/manager/CEO to retire within the next five years. Of these three businesses, one has a formal or informal succession plan in place.

<sup>7</sup> Multiple responses allowed.

<sup>8</sup> Multiple responses allowed.

## 2.2.2 Rural Subdivision (N=6)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

One rural business in the utilities industry reported having a formal human resources plan, that is, a written plan including key elements such as recruitment, retention, compensation and benefits, training, and safety.

Four of the six rural businesses in this industry hired at least one new employee over the past 12 months. Of those who hired (n=4), an average of two new employees were hired. Furthermore, these surveyed businesses hired a total of 9 employees.

Heavy-duty equipment mechanics (n=1), truck drivers (n=1), other labourers in processing, manufacturing and utilities (n=1) and electrical power line and cable workers (n=1) were the occupations hired over the past 12 months.

**Table E20: Top Four Occupations Hired in the Past 12 Months\* - Utilities - Rural Subdivision**

<b>NOC Code</b>	<b>Occupation Name</b>	<b>n</b>	<b>% (N=4)</b>
7312	Heavy-duty equipment mechanics	1	25.0
7411	Truck drivers	1	25.0
9619	Other labourers in processing, manufacturing and utilities	1	25.0
7244	Electrical power line and cable workers	1	25.0

\*Multiple responses allowed.

Of businesses that hired new employees over the past 12 months (n=4), three were fully satisfied with their new hires. The business not satisfied with at least one employee reported on average, not being satisfied with 50% of the new employees hired. The primary reason identified for dissatisfaction was new employees not being suited/qualified for the position (n=1).

Of the 9 new employees hired over the past 12 months, most (89%) have a high school diploma or less than high school diploma as their highest level of education.

**Table E21: Highest Education Level of New Employees - Utilities – Rural Subdivision**

	<b>n</b>	<b>%</b>
University	-	-
Public Community College	1	11.1
Private Training Institution	-	-
High School	5	55.6
Less than High School	3	33.3
<b>New Employee Total</b>	<b>9</b>	<b>100.0</b>
<b>Business Total</b>	<b>4</b>	<b>-</b>

Businesses that hired at least one employee from the various educational categories were asked to rate the overall job readiness of the employees from each category.

Businesses rated the job readiness of new employees as excellent or good, regardless of employees' education level:

- Public Community College graduates (n=1) – This employer rated job readiness as good.
- High School graduates (n=1) – One employer rated job readiness as excellent and one rated it as good.

Among surveyed businesses that hired new employees over the past 12 months, no new employees were hired from the groups shown below.

**Table E22: Classifications of New Employees - Utilities – Rural Subdivision**

	<i>n</i>	%
Immigrants	-	-
Co-op students hired for work placement	-	-
Persons with disabilities	-	-
Aboriginals	-	-
<b>New Employee Total</b>	9	-
<b>Business Total</b>	4	-

Businesses were asked to identify, in general, the methods they use to fill staffing vacancies that occur. The most popular method used is ads placed in newspapers (n=3).

**Table E23: Methods Used to Fill Staffing Vacancies\* - Utilities - Rural Subdivision**

	<i>n</i>	% ( <i>N=6</i> )
Place ad in newspaper	3	50.0
Use word of mouth/employee referrals	2	33.3
Place ad/use Service Canada Employment Centre	2	33.3
Use unsolicited resumes	1	16.7

\*Multiple responses allowed.

Over the past 12 months, four of the six rural businesses in the utilities industry have had at least one vacant position available. Those with at least one vacancy (n=4) reported an average of three vacancies and a total of ten vacant positions.

Of the ten vacant positions available, all positions or 100% were vacant more than once throughout the past 12 months.

Furthermore, 50% of the positions available were seasonal, while 50% were permanent.

**Table E24: Classification of Vacancies - Utilities – Rural Subdivision**

	<i>n</i>	%
Permanent	5	50.0
Casual/Contract	-	-
Seasonal	5	50.0
<b>Vacancy Total</b>	10	100.0
<b>Business Total</b>	4	-

Businesses were asked if they have experienced any difficulty in filling vacancies. Three have experienced difficulty, one has not, and two have not hired or attempted to hire.

The reasons for experiencing difficulty in filling vacancies were salary expectations too high (n=1), people not interested in employment (n=1) and other responses (n=1).

**Table E25: Main Reason for Experiencing Difficulty in Filling Vacancies\* - Utilities - Rural Subdivision**

	<i>n</i>	<i>% (N=3)</i>
Salary expectations too high	1	33.3
People not interested in employment	1	33.3
Other	1	33.3

\*Multiple responses allowed.

Among businesses experiencing difficulty in filling vacancies (n=3), truck drivers (n=1), material handlers (n=1), and electrical power line and cable workers (n=1) were the most difficult occupations to fill over the past 12 months.

**Table E26: Top Three Occupations That Were Difficult to Fill Over the Past 12 Months\* - Utilities - Rural Subdivision**

<i>NOC Code</i>	<i>Occupation Name</i>	<i>n</i>	<i>% (N=3)</i>
7411	Truck drivers	1	33.0
7452	Material handlers	1	33.0
7244	Electrical power line and cable workers	1	33.0

\*Multiple responses allowed.

None of the rural businesses in the utilities industry had any employees retire over the past 12 months.

The majority of businesses (n=5) do not expect any employees to retire in the next five years. The business that does expect employee retirement over this period expects an average of two employees to retire, with retirement totaling two employees.

This business expects employees to retire from the contractors and supervisors, heavy construction equipment crews occupation (n=1) and the water well drillers occupation (n=1).

**Table E27: Top Two Occupations From Which Employees Are Expected to Retire Over the Next Five Years\* - Utilities - Rural Subdivision**

<i>NOC Code</i>	<i>Occupation Name</i>	<i>n</i>	<i>% (N=2)</i>
7217	Contractors and supervisors, heavy construction equipment crews	1	50.0
7373	Water well drillers	1	50.0

\*Multiple responses allowed.

None of the rural businesses in the utilities industry expect their owner/manager/CEO to retire within the next five years.

## **3.0 Business Outlook and Confidence**

## **3.1 Provincial Overview**

### 3.1 Provincial Overview (N=19)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Businesses operating in this industry were generally optimistic about the future, providing a mean rating of 8.1 on a scale of 1 to 10, where 1 was “not at all optimistic” and 10 was “very optimistic”. Businesses provided a not very optimistic (n=1), neutral (n=2), somewhat optimistic (n=8) or very optimistic (n=7) outlook toward the future.

Businesses that provided an optimistic rating (7 or higher out of 10, n=16) explained their positive outlook by their business doing well (n=8).

Businesses with a neutral rating (5 or 6 out of 10, n=2) mainly indicated that the economy is unstable (n=1), while the business that provided a pessimistic rating (4 or lower out of 10, n=1) indicated that there is a workforce shortage.

**Table E28: Reasons for Rating Provided\* - Utilities – Provincial Overview**

<b>Optimistic</b>	<b>n</b>	<b>% (N=16)</b>
Business is doing well	8	52.7
Growing industry/company	4	25.5
Well established company	1	5.5
Economy is unstable	1	7.3
Future is uncertain	1	7.3
Workforce shortage	1	7.3
Other	1	7.3
<b>Neutral</b>	<b>n</b>	<b>% (N=2)</b>
Economy is unstable	1	56.9
Don't know/no answer	1	43.1
<b>Pessimistic</b>	<b>n</b>	<b>% (N=1)</b>
Workforce shortage	1	100.0

\*Multiple responses allowed.

Twelve of the 19 businesses operating in the utilities industry have experienced significant changes to their external operating environment over the past two years.

Businesses that experienced changes (n=12) identified the biggest changes as an increase in fuel prices (n=6) and a change in government legislation (n=3).

**Table E29: Changes Experienced\* - Utilities – Provincial Overview**

	<b>n</b>	<b>% (N=12)</b>
Increase in fuel prices	6	56.1
Government legislation	3	24.5
Increase in cost of supplies/overhead	2	19.5
Other	2	17.1
Downturn in economy	1	9.7
Increase in competition	1	7.4
Workforce shortage	1	7.4

\*Multiple responses allowed.

## **3.2 Urban/Rural Subdivision**

### **3.2.1 Urban Subdivision**

### **3.2.2 Rural Subdivision**



### 3.2.1 Urban Subdivision (N=12)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Urban businesses operating in this industry were generally optimistic about the future, providing a mean rating of 8.1 on a scale of 1 to 10, where 1 was “not at all optimistic” and 10 was “very optimistic”. Urban businesses provided a not very optimistic (n=1), neutral (n=1), somewhat optimistic (n=5) or very optimistic (n=5) outlook toward the future.

Businesses that provided an optimistic rating (7 or higher out of 10, n=10) explained their positive outlook by their business doing well (n=5).

The business with a neutral rating (5 or 6 out of 10, n=1) indicated that the economy is unstable, while the business that provided a pessimistic rating (4 or lower out of 10, n=1) indicated that there is a workforce shortage.

**Table E30: Reasons for Rating Provided\* - Utilities – Urban Subdivision**

<b>Optimistic</b>	<b>n</b>	<b>% (N=10)</b>
Business is doing well	5	50.0
Growing industry/company	2	20.0
Economy is unstable	1	10.0
Future is uncertain	1	10.0
Workforce shortage	1	10.0
Other	1	10.0
<b>Neutral</b>	<b>n</b>	<b>% (N=1)</b>
Economy is unstable	1	100.0
<b>Pessimistic</b>	<b>n</b>	<b>% (N=1)</b>
Workforce shortage	1	100.0

\*Multiple responses allowed.

Eight of the 12 urban businesses operating in the utilities industry have experienced significant changes to their external operating environment over the past two years.

Businesses that experienced changes (n=8) identified the biggest changes as an increase in fuel prices (n=5) and an increase in the cost of supplies/overhead (n=2).

**Table E31: Changes Experienced\* - Utilities – Urban Subdivision**

	<b>n</b>	<b>% (N=8)</b>
Increase in fuel prices	5	62.5
Increase in cost of supplies/overhead	2	25.0
Government legislation	1	12.5
Downturn in economy	1	12.5
Other	1	12.5

\*Multiple responses allowed.

### 3.2.2 Rural Subdivision (N=6)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Rural businesses operating in this industry were generally optimistic about the future, providing a mean rating of 8.0 on a scale of 1 to 10, where 1 was “not at all optimistic” and 10 was “very optimistic”. Rural businesses provided a neutral (n=1), somewhat optimistic (n=3) or very optimistic (n=2) outlook toward the future.

Businesses that provided an optimistic rating (7 or higher out of 10, n=5) explained their positive outlook by their business doing well (n=3).

The business with a neutral rating (5 or 6 out of 10, n=1) could not explain the rating.

**Table E32: Reasons for Rating Provided\* - Utilities – Rural Subdivision**

<b>Optimistic</b>	<b>n</b>	<b>% (N=5)</b>
Business is doing well	3	60.0
Growing industry/company	2	40.0
Well established company	1	20.0
<b>Neutral</b>	<b>n</b>	<b>% (N=1)</b>
Don't know/no answer	1	100.0

\*Multiple responses allowed.

Three of the six rural businesses operating in the utilities industry have experienced significant changes to their external operating environment over the past two years.

Businesses that experienced changes (n=3) identified the biggest change as government legislation (n=2).

**Table E33: Changes Experienced\* - Utilities – Rural Subdivision**

	<b>n</b>	<b>% (N=3)</b>
Government legislation	2	66.7
Increase in fuel prices	1	33.3
Increase in competition	1	33.3
Workforce shortage	1	33.3
Other	1	33.3

\*Multiple responses allowed.

## **4.0 Training and Employment Development**

## **4.1 Provincial Overview**

#### 4.1 Provincial Overview (N=19)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Of the 19 businesses in the utilities industry, 12 have offered some form of informal or formal training to their employees over the past two years.

Of those businesses that made training available to their employees (n=12), two did not offer formal training, while the remaining businesses (n=9) made formal training available.

Of businesses that offered formal training to their employees (n=9), the most common sources of formal, structured training were internal staff (n=6) and a non-profit organization/professional association (n=3).

Overall, formal training sessions account for approximately 6% of these businesses' overall operating budgets.

**Table E34: Sources of Formal, Structured Training\* - Utilities - Provincial Overview**

	<i>n</i>	<i>% (N=9)</i>
Internal staff	6	66.7
A non-profit organization/professional association	3	36.3
A private training institution	1	9.1
Private consultant	1	12.1
Online / internet	1	12.1
Other	2	24.2

\*Multiple responses allowed.

## **4.2 Urban/Rural Subdivision**

### **4.2.1 Urban Subdivision**

### **4.2.2 Rural Subdivision**

### 4.2.1 Urban Subdivision (N=12)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Of the 12 urban businesses in the utilities industry, eight have offered some form of informal or formal training to their employees over the past two years.

Of those businesses that made training available to their employees (n=8), two did not offer formal training, while the remaining six businesses made formal training available.

Of businesses that offered formal training to their employees (n=6), the most common sources of formal, structured training were internal staff (n=4) and a non-profit organization/professional association (n=3).

Overall, formal training sessions account for approximately 6% of these businesses' overall operating budgets.

**Table E35: Sources of Formal, Structured Training\* - Utilities - Urban Subdivision**

	<i>n</i>	<i>% (N=6)</i>
Internal staff	4	66.7
A non-profit organization/professional association	3	50.0
Online / internet	1	16.7
Private consultant	1	16.7
Other	2	33.3

\*Multiple responses allowed.

### **4.2.2 Rural Subdivision (N=6)**

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Of the six rural businesses in the utilities industry, one-half (n=3) have offered some form of informal or formal training to their employees over the past two years.

Of those businesses that made training available to their employees (n=3), all (n=3) made formal training available.

Among these businesses (n=3), sources of formal, structured training were internal staff (n=2) and a private training institution (n=1).

Overall, formal training sessions account for approximately 6% of these businesses' overall operating budgets.



## **5.0 Family Friendly Policies and Procedures**

## **5.1 Provincial Overview**

## 5.1 Provincial Overview (N=19)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Among businesses in the utilities industry, the family-oriented benefits offered include flexible work arrangements (n=12), paid leave benefits (n=8), reduction of work time (n=6), employee/family assistance programs (n=4) and child care and/or elder care initiatives and support (n=2).

Eight of the 19 businesses in this industry employ women in key decision-making positions such as positions at the management and senior management level. Within these businesses (n=8), women account for an average of 34% of all key decision-making positions.

To ensure that jobs of equal value earn equal pay, eight of the 19 businesses in this industry have developed and implemented a written, formal gender-neutral process for job evaluation based on skill level, effort, responsibility and working conditions.

## **5.2 Urban/Rural Subdivision**

- 5.2.1 Urban Subdivision**
- 5.2.2 Rural Subdivision**

### **5.2.1 Urban Subdivision (N=12)**

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Among urban businesses in the utilities industry, the family-oriented benefits offered include flexible work arrangements (n=8), paid leave benefits (n=4), reduction of work time (n=4), employee/family assistance programs (n=4) and child care and/or elder care initiatives and support (n=2).

Four of the 12 urban businesses in this industry employ women in key decision-making positions such as positions at the management and senior management level. Within these businesses (n=4), women account for an average of 40% of all key decision-making positions.

To ensure that jobs of equal value earn equal pay, five of the 12 urban businesses in this industry have developed and implemented a written, formal gender-neutral process for job evaluation based on skill level, effort, responsibility and working conditions.

## **5.2.2 Rural Subdivision (N=6)**

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Among rural businesses in the utilities industry, the family-oriented benefits offered include flexible work arrangements (n=4), paid leave benefits (n=4) and reduction of work time (n=2). No businesses offer employee/family assistance programs or child care and/or elder care initiatives and support.

Four of the six rural businesses in this industry employ women in key decision-making positions such as positions at the management and senior management level. Within these businesses (n=4), women account for an average of 26% of all key decision-making positions.

To ensure that jobs of equal value earn equal pay, three of the six rural businesses in this industry have developed and implemented a written, formal gender-neutral process for job evaluation based on skill level, effort, responsibility and working conditions.

## 6.0 Literacy

## **6.1 Provincial Overview**



## 6.1 Provincial Overview (N=19)

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Overall, six of the 19 businesses in the utilities industry report having at least one employee who has difficulty reading and subsequently applying what was read to his/her job. Among these businesses (n=6), it is estimated that an average of 23% of employees experience this problem.

Furthermore, four of the 19 businesses report having at least one employee who has difficulty working with numbers in his/her job, including difficulty in measuring, calculating, or observing or recording results. Among these businesses (n=4), it is estimated that an average of 29% of employees experience this problem.

Businesses in this industry with at least one employee who experiences a reading or numeracy difficulty (n=6) were asked if they have any initiatives or programs in place to support these employees.

Of these six businesses, four do not have any initiatives or programs in place.

The two businesses that have such initiatives or programs in place offer internal training opportunities<sup>9</sup>.

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<sup>9</sup> Multiple responses allowed.

## **6.2 Urban/Rural Subdivision**

**6.2.1 Urban Subdivision**

**6.2.2 Rural Subdivision**

### **6.2.1 Urban Subdivision (N=12)**

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Overall, four of the 12 urban businesses in the utilities industry report having at least one employee who has difficulty reading and subsequently applying what was read to his/her job. Among these businesses (n=4), it estimated that an average of 22% of employees experience this problem.

Furthermore, three of the 12 urban businesses report having at least one employee who has difficulty working with numbers in his/her job, including difficulty in measuring, calculating, or observing or recording results. Among these businesses (n=3), it is estimated that an average of 24% of employees experience this problem.

Urban businesses in this industry with at least one employee who experiences a reading or numeracy difficulty (n=4) were asked if they have any initiatives or programs in place to support these employees. Two of these four businesses do not have any initiatives or programs in place.

The two businesses that do have initiatives or programs in place offer internal training opportunities<sup>10</sup>.

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<sup>10</sup> Multiple responses allowed.

## **6.2.2 Rural Subdivision (N=6)**

**PLEASE NOTE THAT THE MARGIN OF ERROR IS ABOVE 10%, THEREFORE, FINDINGS SHOULD BE INTERPRETED WITH CAUTION.**

Overall, two of the six rural businesses in the utilities industry report having at least one employee who has difficulty reading and subsequently applying what was read to his/her job. Among these businesses (n=2), it estimated that an average of 26% of employees experience this problem.

Furthermore, one rural business has at least one employee who has difficulty working with numbers in his/her job, including difficulty in measuring, calculating, or observing or recording results. In this business, it is estimated that an average of 50% of employees experience this problem.

Rural businesses in this industry with at least one employee who experiences a reading or numeracy difficulty (n=2) were asked if they have any initiatives or programs in place to support these employees. Neither of these businesses have any initiatives or programs in place.