



Technical Standards and Safety Authority
Minutes of the Fuels Advisory Councils' Plenary Meeting
March 9, 2023

Minutes of the Fuels (Natural Gas, Liquid Fuels and Propane) Plenary Advisory Council Meeting of the Technical Standards and Safety Authority (TSSA) held virtually at 9:00 a.m on the 9th day of March, 2023.

Present: Ian D'Cruz, Rae Dulmage, Rick Hineman, Jay Jackson, Dave Karn, Steve Kuzmanovic, John Lastoria, Robert Loenhart, Laurie Marcil, Ryan McLachlan, Sunaina Menezes, Jeremy Mitchell, Dereck Northcotte, Alan Reitzel, Jennifer Stewart, Greg St Louis, Andy Vella, Neil Waugh, Jim Wood, Martine Luymes

Alexandra Campbell; Nashir Jiwani, AJ Kadirgamar, Lisa Hall, Anil Lal, Gary Highfield, Dan Brazier, Phil Simeon, Director Regulatory Policy; Ammara Khan, Manager of Stakeholder Relations; Sam Sadeghi, Olga Sousa-Dias, Kathy Pearsall, TSSA Advisory Council Support

Guests: Erick Morales, Senior Policy and Program Analyst, Technical Safety Unit, Ministry of Public and Business Service Delivery (MPBSD); Allison Nicholls, Technical Safety Unit, Ministry of Public and Business Service Delivery (MPBSD);

Regrets: Bonnie Rose

1. Welcome and Constitution of Meeting

The Chair, Martin Luymes, called the meeting to order at 9:00 a.m.

a) Safety Moment

For the safety moment, Council was shown a short video with essential tips on preparing for a flood.

2. Adoption of March 7, 2023 Agenda

The agenda was adopted as presented. A. Campbell and N. Jiwani will present on behalf of B. Rose.

3. Approval of the September 21, 2022 minutes

One correction was made to the minutes. Under Item 14: Transfer of Gas Technician/OBT Training and Certification to Skilled Trades Ontario, the statement "P. Simeon replied that alignment with Red Seal applies to gas technicians rather than OBTs" was incorrect and has been amended as follows: "The Red Seal Initiative applies to Gas Technicians and OBT-1."

The minutes of September 21, 2022 were adopted as presented.

4. TSSA President & CEO Report

A.Campbell spoke of the progress and accomplishments over the past fiscal year.

March 9, 2023

Page 1 of 8



- TSSA's commitment to ensuring licences are renewed otherwise devices are shutdown
- Launch of the Elevator Availability Portal
- Development of the new strategic plan with significant consultation with advisory councils and stakeholder engagement
- Design of a new website is underway
- The risk scores are on track with high-risk devices now easily identifiable within the elevator sector.
- OASIS Release 3 is live along with data lake and the implementation of new compliance standards
- The self-service Customer Portal project, which is separate from the website, has commenced.

TSSA has undergone a transformation during the past six years.

- OASIS was created as a single CRM system with a 360-degree view of customer information. The data are reliable with controls in place to maintain reliability.
- The new Business Model is predictable and fair, and it recovers costs. It no longer incents inspections; other regulatory tools are being used to complement inspection services.
- Regarding the Outcome-Based Regulator, there are six new compliance standards and an updated risk score methodology is coming soon.
- Regarding Workforce Culture, the blaming is gone. Teamwork, leadership, and accountability are growing.
- Significant progress on the digitization front as well.

TSSA's achievements move us toward better safety outcomes in the province and better efficiencies. They are also linked to stakeholder concerns, and are being addressed through:

- The new business model, compliance standards and risk-based audits;
- Reducing excessive inspections and levelling the playing field; and
- Swift adoption of national codes. TSSA is now current with all of our codes.

A member asked OASIS transition – have we identified the expected backlog on the implementation and when the backlog might be recovered? S. Sadeghi said the labour disruption contributed to backlog, able to uphold the safety mandate through the use of internal and external resources. Working aggressively to get caught up – number one priority.

5. New Strategic Plan Summary

N. Jiwani detailed the development of the new strategic plan, including significant intensive stakeholder consultation and engagement. The new Strategic Plan was board-approved in December 2022 and is nearing launch.

The success of the strategy rests on four key themes:

1. Rewarding purpose-driven work.
2. Finish what was started under OBR. All programs will be moved onto risk-based scheduling so everyone sees the same thing. People want to see more data. The next five years will bring systematic development of compliance standards and risk scores, as well as education and awareness campaigns.
3. Ease of doing business. The Customer Platform will have a big impact on customers as TSSA simplifies and harmonizes its processes.
4. Be future-ready as new equipment arrives and employees need new skills. Policies and technical frameworks will be developed starting with biofuels, hydrogen, CNG, LNG, and refrigeration. Historical data are being digitized. Ultimately the TSSA will become a unified organization working for a safer Ontario.

A member complimented and thanked TSSA for its work on the strategic plan, with a particular focus on the future-ready aspect which is very important to the fuels industry. N. Jiwani reinforced the collective efforts that led to this development of the plan.

March 9, 2023

Page 2 of 8



A member suggested that, as part of the future-ready approach, is TSSA be willing to revisit the fuels that are currently regulated because many fuel industries are working under old regulations. N. Jiwani said TSSA will be working closely with the industry.

A member asked when more details of the Strategic Plan would be available. A. Campbell said details will come out in the annual business plan.

6. Ministry of Public and Business Service Delivery Report

E. Morales invited questions about the report, which includes the Auditor General of Ontario follow-up, the Gasfitters Reconciliation Agreement, and the Red Seal Initiative.

A member asked if TSSA has heard of concerns on regulatory cooperation table under the Canada Free Trade Agreement. There have been complaints in various parts of the country that the commitment to CRN harmonization is breaking down. In British Columbia, for example, there is a perceived overaggressive application of the CRN and it appears to be no longer respected. E. Morales said he had not heard of this and will investigate it. A second member echoed the concern. When seeking a national registration, some provinces are asking for more information than what is being asked for in Ontario.

A member said Skilled Trades Ontario came to the Canadian Propane Association seminar in September, but few details were given about the Red Seal Initiative. He asked if there were any updates. E. Morales said a policy working group has been established. It is a multi-year, multi-phase project that is expected to be completed in 2025. Regulatory compliance, administration, and other related matters will be addressed. Input from stakeholders will be invited in the near future.

A member suggested being mindful of layers of concern that will be put on top of the Red Seal Initiative, including the potential for choking off supply and new gas technicians. Also, there is a need to focus more broadly than on gas, propane and oil as a trade, and consider migrating technicians to work with electrified products, heat pumps, and the rest. Training programs must be all-inclusive. In future, there will be more heat pump installers required and fewer fuel technicians. E. Morales said this will be considered for future discussion.

A member said the premier's office made an announcement about skilled trades for Grade 11 students. He asked if it ties into future recruitment. E. Morales said he would put the member in contact with someone from the Ministry of Labour who could best answer the question. A member said the premier's announcement is focused on bringing people into the trades, which is welcomed. The focus of Red Seal is to create a clear path into HVAC that brings everything under one roof. They are complementary initiatives.

7. Safety and Compliance Report

V. Dessanti provided highlights from the mid-year safety performance metrics and an update on the TSSA risk score project.

For the May 1 to October 31 timeframe, which is Q1 and Q2 of the fiscal year, there were 434 incidents reported in natural gas, 10 in liquid fuels, four in propane, and 1,800 in pipeline strikes. Many are open but investigations are incomplete. Most that are open are pipeline strikes that tend to be low in severity.

Q2 ended with 3.11% of liquid fuel sites and 1.43% of propane sites being high risk. This is slightly higher than last year, but in line with 10-year trends. Regular touch points are in place where the list of high-risk sites is reviewed with supervisors so they can work more closely with inspectors to address non-compliances. High-risk sites are also offered compliance support at no cost to them.

March 9, 2023

Page 3 of 8



A full-year analysis of safety results will be published in early fall.

8. Revised Risk Score

V. Dessanti said TSSA is building a predictive tool that looks at all data to build a risk profile and identify factors most highly correlated with risk. The analysis will be applied to the current inventory. Risk factors can be structural, inherent, and behavioural. They will be weighted and a score will be derived. A senior consultant has been retained to support this project. The goal is a simple, easy-to-understand. It is expected that this system will help to change behaviour over the long term. TSSA will make the public aware of what they need to do to improve their rankings and offer support. Risk scores will be based on reliable data. The scores will be relatively stable and not swing widely during short time periods. Finally, TSSA will ensure a connection between high-risk inspection results and volume of high-risk sites. For example, the number of high-risk orders and follow-ups for elevators is very high, but there are few high-risk sites because the thresholds used to define high-risk orders and high-risk sites are very disconnected.

The new framework and model for the revised risk scores will be approved by TSSA management at the end of April 2023. The first version of the model will use passenger elevator data.

The Chair asked if TSSA has an annual target for overall high-risk inventory and if there are individual targets for different areas. V. Dessanti said there is one aggregated target of 1.7%.

The Chair asked for a definition of "entity" risk score. V. Dessanti it is any person, business or thing that requires a license or authorization to operate.

A member asked if the four incidents reported in the propane sector occurred on licensed sites that TSSA oversees. V. Dessanti said she will look up the answer and add the information to the next slides. On average, most propane incidents happen on licensed sites.

A member asked if the high-risk scores available to the public will be by sector, individual operator, or aggregated. V. Dessanti said at a minimum, the scores for each regulated party will be made available to them. Open orders and the rankings will be visible. Some data will be publicized because the goal is to influence behaviour.

A member noted that at end of April TSSA will internally improve the framework for risk scores. He asked if TSSA would then share what orders are high risk or just compliance issues. V. Dessanti said the framework for risk scores for passenger elevators will be determined by the end of April. The framework will be used to rank devices in other sectors such as propane and liquid fuel sites, and potentially contractors. Another OBR initiative is to rank all non-compliances and risk assess them to derive a risk score for each non-compliance. There will be follow-ups for high-risk orders only. This compliance standards initiative is planned to begin in fiscal 2024 for liquid fuels and propane.

A member noted that the OBR approach focuses less on inspection and enforcement, yet the data required to derive a risk score are based on inspection and enforcement. V. Dessanti said the new model is not only based on orders. For example, in passenger elevators a strong correlation was found between number of floors and risk ranking. The type of building is also highly correlated with the probability of an incident, along with the type of motor control. Those are called structural or inherent features. With fuels, a different approach to risk assessment will be used. The first iteration is to use TSSA data. In future more sources of data will be acquired.

The Chair asked if TSSA would assess risk based on potential severity of outcomes. V. Dessanti said that this has not been fleshed out yet.



9. Website Update

L. Hall said the new website is expected to launch in mid-November 2023. Popular functions such as registering for an exam or making a payment are being optimized for easy access. Improvements to the search function are ongoing. A content piece is being added to address common questions, along with a searchable document library. New content will be highlighted as it is added, including frequently asked questions. A section is being created on consumer safety. The site currently only targets industry customers.

There were no questions.

10. Customer Portal

AJ. Kadirgamar said the final release (R4) of the OASIS Program involves developing customer-focused, self-serve features. It has four key areas:

1. Customer 360 dashboard for technicians and mechanics to access exam requests and results,
2. Customer account creation and updates,
3. Access to inspection reports and issued orders in real time,
4. An integrated payment process, including public information requests.

Business requirements have been finalized and prioritized at this time.

Within the next two months, focus groups will be conducted to gather feedback on usability and the customer journey. To gather feedback on usability, four or five technicians are being sought. Members are invited to suggest names of technicians who might want to participate. The Chair said he has access to commercial HVAC contractors and a residential group that may offer help. The Chair asked that a request be sent by email to members as soon as possible. [ACTION]

A member asked if only technicians are being sought to test usability. AJ. Kadirgamar replied that people in the field would be best.

To gather feedback on the customer journey, large and small companies have been invited to participate.

The customer portal will be released in early 2024.

A member asked about next steps after Release 4. AJ Kadirgamar said more functionality will be added.

A member asked if volunteers testing the customer portal need to have taken exams recently or if it matters. AJ Kadirgamar said if they have taken exams this year, they might be able to give a better perspective.

A member asked that the email be specific about technicians that would be best suited to participate.

11. New Business Model Review and Fee Update

D. Brazier said a 4% inflationary fee increase in the BPV/OE and Fuels program areas will take effect on May 1, 2023.

The business model implemented last year has been reviewed and shows that the BPV COI program is operating at a \$2.5 million loss, prompting a need for a fee increase early next year. The Liquid Fuels program is operating at a \$0.7 million loss. A business case will be made to the ministry and options will be presented and discussed with the members.

March 9, 2023

Page 5 of 8



A member asked why the deficit in the Liquid Fuels program is related to large bulk plants and gas stations as well as tanker trucks. D. Brazier said the analysis shows that the licensing fees are set too low based on the cost to oversee those areas.

The Chair said his newsletter put the word out of the fee increase and there was no pushback. D. Brazier agreed that most people seem accepting of it. The majority of the inflationary cost is labour-related.

12. Red Seal for Gas Technicians and OBTs

P. Simeon provided an update on the status of the government's Red Seal Initiative. Last year the government committed to recognizing gas technicians, Levels 1 and 2, and oil burning technicians, Level 1.

The Ontario government wants to increase labour supply in skilled trades by incenting mobility from other jurisdictions and ensuring out-of-province workers can register in Ontario within 30 days.

British Columbia's Red Seal Gasfitter Class A program was implemented on January 1, 2023. It is not clear what they will do with their current slate of skilled trade workers and how they will be Red Seal endorsed.

Skilled Trades Ontario is adopting the Red Seal program. The pathways to becoming a gas technician or oil-burning technician are not yet clear in terms of mandatory apprenticeship and the pathways to training and certification. Responsibility for certificate renewal, safety, compliance and enforcement are also underdetermined.

STO, TSSA, MLITSD, and MPBS will meet regularly to advance the initiative.

The Chair noted that Skilled Trades British Columbia is new and not well defined. He suggested other jurisdictions would be worth looking at. P. Simeon said B.C. and Ontario are in similar places which is why it was chosen. Work has been done at the national level to improve harmonization of the gas trade. The Chair suggested looking for model jurisdictions.

A member asked how to look at grandfathering existing gas technicians into the Red Seal system. P. Simeon said it is too early to say.

The Chair said the HRAI view is that existing gas technicians should not be forced to undergo additional certification unless they want the additional status of being deemed a Red Seal ticket-holder. Not everyone working in a Red-Seal certified trade is Red-Seal certified.

The Chair said there are concerns about mandatory apprenticeship and the role of private training providers. P. Simeon said the government is looking at options.

13. Hydrogen/Biofuels Policy Framework

P. Simeon gave an introduction to the steps TSSA is taking in the hydrogen and biofuels sectors.

Ontario's hydrogen strategy sets out a path leading to an eight-fold increase in production capacity of low-carbon hydrogen. TSSA is looking at anticipated growth over the next five years, what other jurisdictions are doing, and options for a policy and technical framework.

Implementation is expected in late 2024 through 2025.



A member asked if TSSA should be targeting a consistent approach to emerging fuels. The emerging industries already have CSA standards. There may be no need to re-invent a policy. P. Simeon said TSSA wants to be consistent in its approach and perform its due diligence at the front end.

A member questioned whether the clean fuel policies will reflect the government mandates coming in the next few years. They noted that the upcoming Canadian Energy Marketing Conference may be of interest to members. It will be held April 17-19, 2023 in Toronto: www.eventcreate.com/e/cemaconference

S. Sadeghi said these questions are on the TSSA radar within the strategic plan. He thanked the member for bringing the meeting to everyone's attention and encouraged all members to bring forward events of interest.

14. Compressed Gas Code Adoption Document

P. Simeon said TSSA references variable codes in the code adoption document and it is hoped the newest codes will be adopted by April 2024. TSSA is looking at internal data to learn how commonly the requirements are being used or referenced.

15. Industry Prioritization Cross-Sector Update

A. Campbell said TSSA will assess and prioritize initiatives based on capacity, risk, and impact and respond to the Advisory Councils. Members are invited to bring forward requests for agenda items prior to the meetings. TSSA will assess whether there is a capacity to address the initiatives and what the risks and impacts will be.

S. Sadeghi said CSA shares upcoming publication dates for relevant national codes. The CSA anticipated public review dates for codes are in the materials. TSSA has contact names that the industry stakeholders can reach out to at the national technical code committee level. He asked Council to spread awareness of the current national code reviews. The website is publicreview.csa.ca.

The Chair said this is helpful information. Others agreed.

A member said at the next meeting perhaps TSSA could share when it anticipates code adoption and under what regulations the CSA standards apply. This would paint the overall picture.

a) Priority Issues

S. Sadeghi said two priority issues have been identified by the Propane and Liquid Fuel councils.

With respect to Propane, the issue has to do with the tank and cylinder drainage training requirements. The ask from TSSA was to allow employees who are adequately trained to gain a record of training for a specialized task of draining the tanks in order to facilitate the change out of the pressure relief valves. An action plan is in place with the ministry to take the next steps.

With respect to Liquid Fuels, the priority had to do with adopting biofuel standards for oil handling and burning equipment. The ask from TSSA was to adopt codes and standards to ensure existing equipment for meets the minimum biofuel requirements. A plan is being prepared for each code and a short list of eight candidate codes has been created. Good progress is being made with U.L.



Technical Standards and Safety Authority
Minutes of the Fuels Advisory Councils' Plenary Meeting
March 9, 2023

A member asked if the slide deck could be shared publicly. A. Campbell said it can be, with the exception of the New Business Model and the Red Seal slides.

The Chair commended TSSA for the remarkable progress made during the past six years.

16. Adjournment

The meeting adjourned at 11:26 a.m. and was followed by a council-only, in-camera session.