



# Technical Standards and Safety Authority

## Minutes of the Natural Gas Advisory Council Meeting

### September 18, 2013

Minutes of the Natural Gas Advisory Council meeting of the Technical Standards and Safety Authority (TSSA) held in Boardroom 1434, 14<sup>th</sup> Floor, Centre Tower, 3300 Bloor Street West, Toronto, Ontario at 9:00 a.m. on the 18<sup>th</sup> day of September 2013.

- Teleconference:** M. Shannon, Union Gas Ltd (Chair); Scott Andrews, State Farm Insurance; Larry Ryan, Utility Brokers and Rental; Gianluca Arcari, Canadian Standard Association; Rick Delaney, Link-Line Group of Companies; Martin Luymes, HRAI; Elizabeth Nielsen, Consumer Advisory Council; and Wally Malcolm, Kitchener Utilities; Dave McPherson, Rheem Canada Ltd.; Alan Reitzel, Reitzel Heating & Sheet Metal Ltd.; and Jim Sanders, Enbridge Gas Distribution.
- In person:** Martin Rego, Reliance Limited Partnership
- In attendance:** Michael Beard, President and CEO (all items); Maram Khalif, Council Coordinator (all items); Marek Kulik, Engineer, (all items); Srikanth Mangalam, Director and Chief Advisor (item 9); John Marshall, Director, Fuels (all items); David Scriven, VP Research and Corporate Secretary (all items); Jonathan Tsao, Policy Advisor, (all items); and Peter Wong, Vice President of Operations (all items).
- Regrets:** Sarah Jeffrey-Hampton, Senior Policy & Program Analyst, Ministry of Consumers Services (MCS)

## 1. Constitution of Meeting

M. Shannon, Chair, called the meeting to order at 9:05 A.M. M. Shannon accepted the chairmanship of the council.

The Chair noted to council that due to a shortened agenda, the meeting has been changed to teleconference.

## 2. Approval of Agenda

Council members approved the agenda of the September 18, 2013 as presented.

## 3. Review of Action Items from Last Meeting

J. Marshall informed council of the outstanding action items that were completed as highlighted. The remaining outstanding action items were reported as follows:

D. Scriven provided information around the new improvements made to the Annual Safety Performance Report. Improvements included a high level safety report with more specific analysis for each sector. The annual financial report will be presented at the Annual General Meeting on September 26, 2013.

In regards to council's request from the last council evaluation and engagement survey (2011) to have more communication and engagements between meetings, D. Scriven reported to council that critical steps have been taken to procure and develop a portal and information will be shared with the Chairs at their next meeting in January 2014.

In regards to conflict resolution process outstanding action item, J. Marshall informed council that this item was still in progress and T. Ayers, VP and General Counsel will be invited to the next meeting to provide a further update on this item.



# Technical Standards and Safety Authority

## Minutes of the Natural Gas Advisory Council Meeting

### September 18, 2013

Customer value survey results will also be deferred to the next meeting for a full update.

In regards to the public awareness research information adhoc working group action item, J. Marshall reported to council that due to the concerns regarding Carbon Monoxide incidents in private dwellings. This issue was now demanding more attention. And how to get the proper safety information to home owners will be thoroughly discussed at their next meeting.

#### 4. Approval of the Minutes

**The council approved the minutes of the June 27, 2013 meeting, as being a true and correct record of that meeting.**

#### 5. TSSA CEO's Report

In advance of the meeting, council received the President and CEO's report, which was treated as read.

M. Beard highlighted that two incidents had occurred since the CEO's report was distributed. Both incidents involved fatality in relation with Carbon Monoxide (CO) and propane and were under investigation. Incidents involving CO and prevention were discussed noting a need for more focus on public education research led by TSSA. It was also noted that CO is also a large concern for public safety internationally and there have been other proposals on how to prevent and educate the public. He also informed council that Minister Tracy MacCharles will be attending TSSA's AGM.

#### 6. Council Evaluation and Engagement Survey Result 2013

In advance of the meeting, council received the result of the survey report, which was treated as read.

D. Scriven provided a high level introduction of the process and methodology of the survey. Nine out of the twelve members completed the survey and the overall relationship between council and TSSA has improved.

It was noted that the survey has been conducted every two years in the past; however, due to the amount of time necessary for follow ups, it was decided that moving forward, the survey will be conducted every three years. Stronger relationship between TSSA and MCS has been noted as well.

D. Scriven informed council that there were references in the survey to having more frequent meetings, reenergizing of the CO prevention strategies and having a dispute resolution process in place. Having challenges with membership and the change of Chair in the past year was also noted in the survey result.

The Chair recommended having a more in depth discussion regarding survey results in an "in camera meeting"

**ACTION:** Council will discuss the results of the survey in camera at the next meeting.



# Technical Standards and Safety Authority

## Minutes of the Natural Gas Advisory Council Meeting

### September 18, 2013

#### **7. Incidents/Issues**

J. Marshall informed council that there have been five significant incidents since the last meeting. These five incidents included the two fatalities noted by M. Beard previously. Two were fatalities involving CO as noted previously. Of the other three, one involved CO as well and two were involved in propane. All were under investigation.

#### **8. Ministry of Consumer Services (MCS)**

With the absence of S. Jeffrey-Hampton, D. Scriven informed council that F. Denton, Deputy Minister, and N. Stewart, Director, attended at the last Committee of Council Chairs meeting held on September 10, 2013. Having continuity in resources from MCS for the Advisory Council meetings was discussed and encouraged.

The Home Inspection Initiative item was deferred to the next meeting.

#### **9. Safety Compliance Information for Natural Gas**

With the aid of a PowerPoint presentation, S. Mangalam presented the safety compliance report as it applies to the natural gas industry.

He outlined compliance analysis and occurrences analysis overview from 2004/2005 to 2011/2012 and provided up-to-date info for 2012/2013.

High level discussion ensued around the reoccurrences of fatality incidents in private dwellings. Having statistical information around how many people conduct annual inspection (in preventing CO incidents) and if there was a way to obtain information around contractors and gas leak technicians who conduct such inspections. It was noted that this particular issue will be addressed at the next public awareness research information adhoc working group. Further information will be brought forward to council at the next meeting.

ACTION: The compliance safety presentation will be sent to council.

#### **10. Questions on Information Items and Other Business**

There were no discussions under this item.

#### **11. In Camera**

There was no in camera meeting at this time.

#### **12. Termination**

The meeting terminated at approximately 10:09 a.m. The next meeting date is January 30, 2014.