



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting

January 30, 2014

Minutes of the Natural Gas Advisory Council meeting of the Technical Standards and Safety Authority (TSSA) held in Boardrooms 1433/1434, 14th Floor, Centre Tower, 3300 Bloor Street West, Toronto, Ontario at 9:00 a.m. on the 30th day of January 2014.

Attendance: M. Shannon, Union Gas Ltd (Chair); Scott Andrews, State Farm Insurance; Gianluca Arcari, Canadian Standard Association; Rick Delaney, Link-Line Group of Companies; Martin Luymes, Heating Refrigeration and Air Conditioning Institute of Canada (HRAI); Elizabeth Nielsen, Consumer Advisory Council; and Wally Malcolm, Kitchener Utilities; Dave McPherson, Rheem Canada Ltd.; Martin Rego, Reliance Limited Partnership; and Jim Sanders, Enbridge Gas Distribution.

In attendance: Zenon Fraczkowski, Eng. Manager (all items), Maram Khalif, Council Coordinator (all items); Srikanth Mangalam, Director and Chief Advisor (item 7); 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).

Guests: Daniel Hoornweg, Chief Safety and Risk Officer, Sarah Jeffrey-Hampton, Senior Policy & Program Analyst, Ministry of Consumers Services (MCS), and Hussein Lalani, Manager, MCS.

Regrets: Larry Ryan, Utility Brokers and Rental; Alan Reitzel, Reitzel Heating & Sheet Metal Ltd.

1. Constitution of Meeting

M. Shannon, Chair, called the meeting to order at 9:05 A.M. D. Hoornweg was introduced and roundtable introduction followed.

2. Approval of Agenda

Council members approved the agenda of the January 30, 2014 by adding a brief update regarding the council portal and a brief introduction of pipeline leaks and natural gas (methane) paper issued in the United States of America and its relevancy, if any, in Ontario under items 13 and 14 respectively.

3. Review of Action Items from Last Meeting

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

In regards to council's request from the last council evaluation and engagement survey (2011) to have more communication and engagements between meetings, an update will be provided under item 13 of today's agenda.

In regards to the conflict resolution process outstanding action item, J. Marshall informed council that this item is still in progress and T. Ayers, VP and General Counsel will lead the discussion on this item at the next meeting. TSSA was still working on the organizational wide internal process before external conflict resolution was brought forward. Some members of council would like to be consulted in the initial discussions around developing the external conflict resolution process prior to the next meeting. Some of their concerns were that they have been pursuing this issue for a long time and would like to ensure the council is engaged and the parameters do not go beyond its initial need and does not get too broad.

Customer value survey results were attached to the meeting package for information and will be included in the agenda for the next meeting.



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In regards to the recent council survey discussions, council was encouraged to discuss it in their in camera session and bring any feedback to TSSA, if necessary.

ACTION: J. Marshall will engage M. Luymes and E. Nielsen in regards to the conflict resolution process and include them in the preliminary dialogues with T. Ayers.

4. Approval of the Minutes

The council approved the minutes of the September 18, 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 regarding TSSA's key activities over the last quarter, which was treated as read.

P. Wong, on behalf of M. Beard, highlighted that since the last meeting, there have been changes to TSSA's Board of Directors. There have been six new directors, including a new chair, Judith Wolfson and co-chair, Norm Inkster.

TSSA is also developing policies to deal with inclement weather and technical issues to ensure there are no adverse impacts on business operations and public safety.

There have been some challenges meeting the deadline for implementation issues for the Ontario Underground Infrastructure Notification System Act and work is still in progress among all the regulators and ministries involved.

Discussion ensued around new trends in the Boilers and Pressure Vessels industry regarding new refrigerants and different pressure points that may have an impact on the current regulations. Further discussion highlighted that these issues are currently under observation for both the Boilers and Pressure Vessels and Operating Engineers Advisory Councils.

The progress around utilizing Risk Informed Decision Making (RIDM) in the propane sector, and in some minor areas, such as, piping in natural gas, was also discussed.

M. Luymes, on behalf of the members of HRAI, expressed interest regarding the new trends in refrigerants and pressure points and how this may have an impact on current regulations for the Boilers and Pressure Vessels program.

6. Option Paper for Fee review and framework

With the aid of a PowerPoint presentation which forms part of the record of the meeting, R. Smart provided lessons learned and next steps for TSSA's fee review and framework.

Discussion ensued around having a process where companies can predict for costs regarding inspections. Invoices may display list of all the services tendered but there were challenges in forecasting



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inspections for certain standard procedures or having a rationale around how the fee charges were incurred. The new field support services would reduce some of the ambiguity in the invoices and having baseline information for certain inspections were being explored. Having less complicated invoices was one of the objectives of the fee review and TSSA was diligently working to ensure there was transparency in the invoicing process.

TSSA was also currently looking into organizing activities and processes in the field such as developing a process to map out standard time needed for a typical scheduled inspection.

This item will be a standing item on the agenda.

7. Annual Safety Performance Report (ASPR)

As part of the advanced materials for this meeting, council received the ASPR, which was treated as read.

With the aid of a PowerPoint presentation which forms part of the record of the meeting, P. Wong provided highlights of the corporate overview of the ASPR. J. Marshall followed with specific industry key safety results.

High level discussion ensued regarding ways to ensure installations were being conducted by properly certified personnel. An update was provided around the use of social media to reach out to large audiences and messaging methods to ensure the public was informed. It was also noted that TSSA's communication strategy included reaching out to those who may not have access to online information.

ACTION: The ASPR presentation will be distributed with the minutes to council.

8. Incidents/Issues

J. Marshall informed council that there have been five significant incidents since the last meeting. These five incidents included eight injuries and one fatality. There were two incidents involving Carbon Monoxide (CO); three fire explosions, and one user behavior incident. All these incidents are still under investigation.

In regards to the CO incidents, TSSA's research around behavioral changes and the key to achieving enhanced safety outcome which was presented to the Natural Gas Ad Hoc meeting was noted. Council discussed the recommendations of the research and acknowledged the benefits of the information found for the industry and for TSSA.

9. Priority Safety Issues:

Partnership/Prevention to enhance prevention efforts regarding gas leaks and partnership with contractors: J. Marshall provided an update regarding these outstanding priority safety issues. He noted that TSSA's research on Behavioural Change was well received by the subcommittee and the need for third party damage control was noted. Also the need for an environmental scan for the next steps was highlighted. Council was encouraged to consider ways to explore funding for the research result. Government of Ontario was seen as a possibility. Further discussions emphasised that TSSA was looking for ways to utilize their research in support for CO awareness.

The recently enacted Bill 77 which made amendments to the Ontario Fire Marshal Act which falls under the Ministry of Community Safety and Correctional Services was discussed. This is an amendment and



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not supplemental to the Act already in place. The ripple effect of this amendment may have on other regulations and industries are still being discussed among all parties involved. TSSA's perspective on CO efforts to be top safety issue remains a priority. TSSA's focus on CO prevention and maintenance remains effective. It was also noted that Bill 77 can be a mitigating factor when there is an incident but it does not replace the need for inspection and maintenance by a licensed technician.

D. Lisle will be invited to the next meeting to include the behavioural research in the customer value survey presentation.

ACTION: D. Lisle to present the CO research on behavioral change presentation along with the customer value survey at the next meeting.

10. Risk Reduction Group Update (RRG)

In advance of the meeting, council received a briefing note highlighting natural gas RRGs recent activities and other related industry's RRGs, which was treated as read.

Z. Fraczkowski highlighted that any amendments made to the Code Adoption Document (CAD) will be included in one draft rather than having separate amendments as per the recommendation from the industry to streamline and simplify the CAD amendments process.

Regarding code Z662-Section 4.25 (which will be amended to accept boiler's test from May 1, 2104 to October 15, 2014), M. Luymes, on behalf of the members of HRAI, expressed interest in finding out more information about this proposal and how he could be involved.

11. Ministry of Consumer Services (MCS)

The MCS representatives provided high level information around the recent MCS' activities as follows:

- Propane Review Panel working on consultation paper for regulatory feedback.
- Boilers and Pressure Vessels working on option paper which may impact regulation and operational challenges.
- ON1Call and Electric Safety Unit are the lead for the implementation for the Ontario Underground Infrastructure Notification System Act and discussions are taking place among all interested parties to coordinate regulation functions related to this act.
- Home inspection initiative report has been posted for public comments.

Further highlights were provided around addressing other ministries that will be impacted by Bill 77.

ACTION: H. Lalani to provide a link where council could provide feedback around home inspection reports.

ACTION: M. Luymes to follow up with Stakeholder Relations Department in regards to the Boilers and Pressure Vessels regulation option paper (regarding AV registration).



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12. Gas Apprenticeship and Ontario College of Trades (OCOT)

J. Marshall provided a high level update around the latest development on gas apprenticeship and OCOT. Apprenticeship program is on hold until further notice.

The issue of overlapping regulations between OCOT and TSSA is still ongoing and there might be a potential joint of certification of qualifications between the parties. However, it was noted that TSSA and MCS were still in discussions with the Ministry of Training and Universities and OCOT and this matter has not yet been resolved.

Some members of council strongly encouraged TSSA to support the revival of the gas apprenticeship program. They noted that a lot of work has been put into developing this program and noted the benefits for the industry.

13. Membership and Matrix for Natural Gas Advisory Council

In advance of the meeting, council received a briefing note highlighting the purpose for the revision of the matrix and a revised matrix, which were treated as read.

Council noted that the names of the categories may need to be revised to align with the changes of the industry. The emphasis around the associations was also noted and its benefits highlighted, especially in the recruitment purposes.

Council would like to discuss changes to the categories to align with the industry at the next meeting.

With the aid of slides presentations, D. Scriven provided an update around the development of the council portal and highlighted some of the features that may enhance communication among council and TSSA between meetings. More information will be presented at the next meeting.

ACTION: Agenda item for the next meeting to focus on renaming the categories to align with the changes of the industry.

14. Questions on Information Items and Other Business

There were no discussions under this item.

15. *In Camera*

Council met in camera without TSSA and guests.

16. Termination

The meeting terminated at approximately 12:30 p.m. The next meeting date is June 4, 2014.