



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting on September 20, 2011

Minutes of the Natural Gas Advisory Council meeting of the Technical Standards and Safety Authority (TSSA) held in Boardroom 1433/1434, 14th Floor, Centre Tower, 3300 Bloor Street West, Toronto, Ontario at 9:00 a.m. on the 20th day of September, 2011.

Present: Bill Vale (Chair), Triple B. Solutions; Scott Andrews, State Farm Insurance; Jim Angus, Utility Brokers and Rental (on behalf of Larry Ryan); John P. Krill, Reliance Home Comfort (A division of Union Energy LP); Lisa Lawler, Enbridge Gas Distribution (on behalf of Jamie Milner); Martin Luymes, HRAI; Wally Malcolm, Kitchener Utilities; Michael Shannon, Union Gas Limited.

In attendance: Michael Beard, Vice President, Operations (all items except 18), Bernadette Celis, Communication Advisor, Public Education (item 15 only), Maram Khalif, Recorder (all items except 18), John Marshall, Director, Fuels (all items except 18), Kathy Milsom, President and Chief Executive Officer (CEO) (all items except item 18), David Scriven, Corporate Secretary (item 8 only), Richard Smart, Chief Financial and Information Officer (item 14 only).

Nicole Stewart, Director, Public Safety Branch, Ministry of Consumer Services (MCS) (all items except 15, 16, 17, 18).

Regrets: Rick Delaney, Link-Line Group of Companies, David Hollett, Greater Toronto Airports Authority Fire and Emergency Services, David Morden, ECR International, Elizabeth Nielsen, Consumer Advisory Council, Alan Reitzel, Reitzel Heating & Sheet Metal Ltd. & Glenn Tubrett, Canadian Standard Association.

1. Constitution of Meeting

B. Vale, Chair, welcomed the council and called the meeting to order. He also introduced N. Stewart, Director, Public Safety Branch, MCS. B. Vale informed the regrets of members and recommended a reminder to be sent for the meetings at least a month prior to the meeting.

ACTION: B. Vale requested a reminder for meetings be sent a month prior to the meeting date.

2. Approval of Agenda

Council members approved the agenda of the September 20, 2011 as presented.

3. Approval of the Minutes

The council approved the minutes of the April 28, 2011 meeting as revised, as being a true and correct record of that meeting.

4. Review of Action Items From Last Meeting

J. Marshall noted that any outstanding items for MCS were to be covered on the agenda.

J. Marshall reviewed the summary of other pending action items from previous meetings with Council members as noted in the action plan.

5. Council Chair's Report

There was no council chair report due to the Committee of Council Chairs meeting being held after this meeting on September 21, 2011.

6. TSSA CEO's Report



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting on September 20, 2011

As part of the advanced materials for this meeting, Council members received a report from the President and CEO concerning TSSA's key activities over the last quarter which was treated as read.

K. Milsom provided an overview of TSSA corporate activities including public safety risk management, public education and outreach, and customer relationship excellence. She also provided a high level update on TSSA safety initiatives highlighting Elevating and Amusement Devices, Boilers and Pressures Vessels, and Operating Engineers, Fuels as well as Upholstered and Stuffed Articles sectors.

7. TSSA Business Plan

With the aid of a Power Point presentation, K. Milsom provided an overview of the company's continued performance from both safety and financial results perspectives.

Discussion ensued on how TSSA benchmarks on safety performance and what indicator metrics used. TSSA utilizes Disability-Adjusted Life-Years (DALY) metrics based on World Health Organization data and at this time, it can only benchmark broadly against national incident rates; however, other jurisdictions have expressed interest in DALYs and would serve as excellent targets for benchmarking.

M. Beard followed with an update on TSSA's five-year strategic plan. He presented a high level view of TSSA's ongoing and future objectives and initiatives driven by the organization's vision and four strategic priorities of leverage risk knowledge; compliance first, shared responsibility for safety, and organizational effectiveness.

K. Milsom further presented TSSA's budget goals and assumptions including updates on its balanced scorecard.

8. Advisory Council Survey Result Update

In advance of the meeting, members received the Natural Gas Advisory Council Evaluation and Engagement Survey result which was treated as read.

D. Scriven informed the council the qualitative portion of the survey will be presented to the Committee of Council Chairs on September 21, 2011 meeting. Also individual final reports will be presented to each council at their next meeting.

Discussion ensued on how the survey findings might influence TSSA strategic plans. Due to the timing of the survey result, it is opportune for TSSA to consider these findings in developing its next year's business plan. Efforts will be made to improve and lower gaps resulting from the survey.

9. Cross Boring Update

As part of the advanced materials for this meeting, council members received a Code Adoption Document (COD) amendment concerning the cross bore issue, which was treated as read.

J. Marshall provided a background on the cross bore issue which is a situation where the gas service line intersects with the sewer lateral and the potential problems related to this. This has been more of an issue in the United States than Canada.

In a previous meeting, as a preventative measure, the council requested TSSA established a Risk Reduction Group (RRG) to identify possible solutions. And as a result of that RRG and the request of the council, the CAD presented today for cross boring is finalized and the RRG is now concluded.



Technical Standards and Safety Authority Minutes of the Natural Gas Advisory Council Meeting on September 20, 2011

10. Training and Certification Advisory Board (TCAB) Update - Apprenticeship

As part of the advanced materials for this meeting, council members received a briefing note on the TCAB concerning gas technician apprenticeship, which was treated as read.

J. Marshall provided an update on the gas technician apprenticeship initiatives which were completed and is now waiting for the development of final policy documentations and application forms. He informed council that he is satisfied with the program. The policy document and application forms are still being finalized by the Ministry of Training, Colleges and Universities (MTCU) and will be available after the fall semester in January 2012.

ACTION: J. Marshall will follow up with MTCU on the status of the policy document and the application form and will share his findings with the council after January 2012.

11. Update on Home Inspector Qualifications

N. Stewart provided a high level introduction of her position at the MCS as a Director of Public Safety which includes responsibility for policy development in the areas of technical safety and electrical safety and professional combative sports, and responsibility for oversight of and liaison with both TSSA and the Electrical Safety Authority.

In regards to home inspector qualification issue, N. Stewart reported that where home inspectors wish to use the designation of "Registered Home Inspector", they must meet the qualifications of and be members of the Ontario Association of Home Inspectors; however, at the present time there is no regulatory requirement for home inspectors to be registered.

Discussion ensued on where the training was taking place i.e. private school or schools administered by the Ontario government, and if they were regulated to give credentials.

A high level discussion followed on how this matter was related to the focus of the Natural Gas Advisory Council. The council noted that a home inspector may be inspecting a home with furnace or gas related devices without being qualified to comment, rule or assess those devices and this has potential issues for safety that have been raised by both the Consumers Advisory Council and the Natural Gas Advisory Council.

A high level discussion focused on consumer knowledge limitation and how the lack of home inspector qualifications and regulations impact the general public.

B. Vale would like N. Stewart to discuss this matter with E. Nielsen and P. Jensen from the Consumers Advisory Council, to understand the potential problems associated with the lack of home inspector registration and qualifications.

ACTION: N. Stewart will follow up to determine which schools train home inspectors in Ontario and will attend a future Consumer Advisory Council meeting for further update on this issue.

12. Future Plans Related to MCS

N. Stewart provided an overview of future plans related to regulatory plans, regulatory impact analysis and consultation processes of MCS.

The Ontario Public Service as a whole is moving forward to standardize and implement policy development tools such as regulatory impact assessments, and these are anticipated to be introduced in the spring. The Public Safety Branch will continue to consult with advisory councils directly and with the broader industry sector and the public through online channels such as Ontario's Regulatory Registry.



Technical Standards and Safety Authority Minutes of the Natural Gas Advisory Council Meeting on September 20, 2011

In pre-election cycle priority focus is on considering what public safety regulatory initiatives may be appropriate to address in the coming years. Policy development priorities will be determined after the government is elected and in place.

TSSA would like to align its priority initiatives with those of the Public Safety Branch such as propane safety.

13. Incidents/Issues

J. Marshall reported four significant incidents all involving natural gas explosions in which two involved fire places. There was one injury and three fatalities as a result of these incidents. Investigations are ongoing.

14. Fee Review Process

As part of the advanced materials for this meeting, the council received a briefing note on the fee review framework and process which was treated as read.

R. Smart informed the Committee that this fee review will include the same level of council engagement although the fee changes are not expected to be as encompassing as the last fee review conducted three years ago. In particular, he noted that the process will be governed by TSSA's memorandum of understanding with the Ministry of Consumer Services – Schedule "I" Fee Setting Process and Criteria. He also noted that he will closely work with TSSA's operations and customer service teams. In this process, TSSA will seek to provide further incentives for compliance and deterrence for non-compliance. In addition, if possible, TSSA will seek to streamline the fee structure through identifying commonalities and building consistency.

He also provided an overview of the timeline for the communication strategy and the final implementation of the recommendations.

A discussion ensued on how the Natural Gas Advisory Council should approach this since they do not meet until spring 2012. The council decided to strike a sub-committee or have another meeting before the next council meeting. It was recommended that subcommittee could meet via webinar to avoid the need for face-to-face meetings. The sub-committee will include of M. Luymes, M. Shannon and J. Milner.

ACTION: J. Marshall and B. Vale to solicit those who were not in attendances at the meeting to determine their interest in joining the subcommittee for fee review.

15. Public Education – Fuels Public Education

With the aid of a PowerPoint presentation, B. Celis provided an overview of the Fuels public education key risks and challenges as well as target audiences and ongoing seasonal campaigns.

The council enquired if resources were an issue for extending campaigns throughout the year. TSSA will not compromise on message and is focusing on reaching out to partnerships and getting as much exposure as possible within budget. Regarding partnerships, some of the organizations that TSSA has partnered with and achieved successful outcomes are Office of the Fire Marshal and the LCBO.

Different methods of advertising were discussed including adding Carbon Monoxide (CO) pamphlets into the utility bills. This method was tried by TSSA previously and feedback found it was not as powerful as when the pamphlets were sent in direct mail. A member commented that the fuel distributors do include safety information as bill inserts.

A high level discussion ensued on TSSA brand recognition and K. Milsom informed council that TSSA would be looking at this under the leadership of Wilson Lee, TSSA's new Director, Stakeholder Relations. She also reported social media will be part of TSSA communication strategy.



Technical Standards and Safety Authority Minutes of the Natural Gas Advisory Council Meeting on September 20, 2011

16. Customer Value Survey Results

This was a follow up item to the presentation provided at the February meeting. By way of a PowerPoint presentation, J. Marshall provided a brief review of the intent of the Customer Value Survey and then initiated a discussion on the contractor rating which has been traditionally below the average of the other customer groups.

A brief discussion ensued on contractor issues. One comment was made that contractors are required to deal with many layers of regulatory requirements.

ACTION: M. Luymes and J. Marshall will discuss the customer value survey results offline and report at the next meeting.

17. Questions on Information Items and Other Business

A. Skills shortage update

- M. Luymes presented the success of Career Promotion Committee and the launch of heating, ventilation, air conditioning and refrigeration (HVACR) Career Connections website <http://www.hvaccareers.ca>
- He also provided many different ways this committee is trying to attract those between 16 and 21 years of age students to a trades career. There is a recruitment initiative for youth ambassadors who will be trained to get the message out. The committee's next step is to approach teachers and parents.

B. RRG update

- J. Marshall provided an update on the Propane RRG meeting which is underway for December 2011.
- He also reiterated the accomplishment of the CAD for the Cross Bore RRG.

C. Depressurization report

- B. Vale reported the chair for the Depressurization RRG has resigned and the vice chair has assumed the role of the chair and is trying to re-energize the committees. There are many subcommittees working on various aspects of this initiative. He will provide an update on progress at the next meeting.

D. Natural Gas Council Advisory membership status

- The council discussed the membership status and agreed to have B. Vale agreed to have a discussion with a member who has not attended the last four meetings.

ACTION: B. Vale to contact member to determine if replacement is needed.

18. *In camera*

Council members met *in camera* without management and guests.

19. Termination

The meeting was terminated at approximately 12:35 p.m. The next meeting date is April 25, 2012.