



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting

February 23, 2016

Minutes of the Natural Gas Advisory Council teleconference meeting of the Technical Standards and Safety Authority (TSSA) and was held in-person in Boardroom 1434, 14th Floor, Centre Tower, 3300 Bloor Street West, Toronto, Ontario at 9:00 a.m. on 23rd of February 2016.

Present: Jim Sanders, Enbridge Gas Distribution (Chair), Jon Dalton, Canadian Standards Association, Dolly Gerrior, Consumers Advisory Council, David Hammond, Hot Water, Martin Luymes, Heating Refrigeration and Air Conditioning Institute of Canada (HRAI) Ltd., Wally Malcolm, Kitchener Utilities, Dave McPherson, Rheem Canada, Martin Rego, Reliance Limited Partnership, Alan Reitzel, Reitzel Heating & Sheet Metal Ltd., and Michael Shannon (Wes Armstrong), Union Gas Ltd.

In attendance: Michael Beard, President and CEO (all except items 8 to 10 and 15), Zenon Fraczkowski, Engineering Manager (all items except 15), Kristian Kennedy, Policy Advisor (all items except 15), Maram Khalif, Council Coordinator (all items except 15), Marek Kulik, Engineer, (all items except 9 & 15), John Marshall, Director, Fuels (all items except 15), David Scriven, VP Research and Corporate Secretary (all items except 15), Supraja Sridharan, Public Safety Risk Analyst (item 7), and Peter Wong, Vice President of Operations (all items except 15).

Guests: Sarah Jeffrey-Hampton, Senior Policy & Program Analyst, Ministry of Government and Consumer Services (MGCS).

Regrets: Rick Delaney, Link-Line Group of Companies and Larry Ryan, Utility Brokers and Rental.

1. **Welcome and Constitution of Meeting**

The Chair called the meeting to order.

As part of the safety moment, Council viewed a safety video highlighting distracted walking while texting.

2. **Adoption of February 23, 2016 Agenda**

The Council approved the agenda of February 23, 2016 meeting, as presented.

3. **Adoption of Minutes of the September 22, 2015 Meeting**

Council approved the minutes of the September 22, 2015 meeting, as revised, as being a true and correct record of that meeting.

4. **Review Action Items From the Last Meeting**

J. Marshall reported that all outstanding action items have been completed as highlighted on the action plan document. The other outstanding action items were updated as follows:

- The ad-hoc members met in November 2015 and an update will be provided under item 11 of today's agenda.
- Follow up on the membership vacancies; J. Marshall is still working on this item and an update will be provided at the next meeting.



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5. Council Chair's Report

There was no update under this item.

6. TSSA President and CEO Report

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

M. Beard highlighted the new TSSA's location: 345 Carlingview Drive. TSSA will be relocating by end of June and additional communications will follow leading up to the date. He further highlighted some of the features in the new location, such as the layout and collaboration areas for staff.

He also provided a high-level update on TSSA's 20/20 initiative focusing on technology and infrastructure changes. He further noted how 20/20 initiative will involve a comprehensive review of business processes and will improve customer service by modernizing systems and featuring paperless technology.

In light of the 20/20 initiative capability, some Council members made suggestions for more efficient ways of issuing licencing renewals and conducting examinations. These will be taken into consideration.

7. Natural Gas Compliance Safety Report

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, J. Marshall provided an overview of sources of risk identified in the 2014/2015 Annual Safety Performance Report (ASPR) as follows: natural gas occurrences (FY08 to FY16 Q3), compliance rate by fuel type (FY11 Q4 to FY16 Q3), and natural gas top 5 clauses cited for issued orders (FY16 Q1 to FY16 Q3).

The internal process of obtaining the data was discussed. TSSA's fiscal year is from May 1 to April 30 and the reasons for the snapshot of the data were explained. The Q4 will be also shared at the next ad-hoc committee meeting prior to the next Natural Gas Advisory Council meeting and will be sent to Council with the minutes.

Some Council members noted that by sharing the presentation with the industry at large, many questions will be asked about the natural gas compliance rate assessed through contractor audits. Council was concerned with the low compliance percentage in the natural gas industry in comparison with other fuels industry.

Consideration of extending data shared at the meeting to 15 years so the longer trend impacts can be viewed was noted. The data provided at the meeting demonstrated five years trends and thresholds. It was kept to five years to ensure same methods and tools were used so data was comparable.

In regards to discussion regarding the top five clauses cited for issued orders, Council recommended having a column indicating order risk level, as well as, an additional column to include orders that were not in the top five but had a high-risk level.

It was noted that the 20/20 initiative will improve the ability to capture and analyze compliance and other data.

ACTION: The full year compliance report including Q3 will be sent to Council after the meeting.



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ACTION: The next compliance report will include a column (under the top five clauses for issued orders) indicating each order's risk level, as well as, high risk orders that were not part of the top five.

8. Code Adoption Document (CAD) Schedule

Z. Fraczkowski reported to Council the process for updating the CAD and the need for greater transparency. .

He highlighted some of the factors impacting the process timelines for developing CAD including environmental implications e.g. posting on Environmental Bill of Rights website (EBR), and trends of adopting national codes with minimal, if any, provincial changes. He also noted the need for a minimum of 60 days for any CAD to become effective.

He further highlighted the training and roll out that will be organized across the province that will include seminars, industry forums, and possible self-study sessions.

Communication will be provided through Risk Reduction Groups, Council meetings, electronic notification and subscriber mail out.

He further provided high-level progress updates of the ongoing CADs within the natural gas as follows:

- Natural Gas –Agriculture Heaters is waiting for a submission from agriculture industry
- Pipelines' comment period were completed by February 26, 2016

9. Ministry of Government and Consumer Services (MGCS)

As part of the advanced materials for this meeting, members received a written report from MGCS, which was treated as read.

S. Jeffrey-Hampton provided information regarding Ontario One Call. Ontario One Call outsourced its Call Centre and the transition was completed in January 2016. The changes were a result of improving the data collection. A fee reduction for ON1Call members took effect in January 2016 which reduced notification fees for members from \$1.10 per notification (previously the fee was \$1.40).

10. Incident/Issues Update

J. Marshall shared information of a few incidents that have occurred since the last meeting. A pipeline explosion involving a contractor resulting in no serious injuries. An explosion in Brampton involving a technician as a result of user behaviour. Carbon Monoxide incident at a commercial building considered a workplace incident. Ministry of Labour is currently investigating and there were no injuries or fatalities.

Special Building Initiative Update: J. Marshall further provided information around the ongoing special building initiative (phase 1) targeting retirement homes and long-term care facilities– this is a top safety priority for TSSA. Special Building includes retirement homes, long-term care facilities, schools and other institutional buildings where the occupants have challenges in evacuating in the case of an emergency. .

The Fuels Safety program is continuing with the Special Buildings Inspection Pilot (SBIP). As part of phase I of SBIP, 104 site inspections were completed and then a communication strategy developed to share the results of the inspections with appropriate stakeholders. As a next step an additional 50 post communications inspections were conducted. TSSA is currently analyzing the results to determine what



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future activities will be necessary to achieve greater regulatory compliance in the Special Buildings sector.

He noted that the results of the 50 post communication inspections indicate all buildings had some form of non-compliance. A high-level discussion ensued around the responsibility of the building owners versus the contractors. The building owners rely on contractors and TSSA will explore enhancing the contractor audit program to address this issue.

J. Marshall informed Council he was working in a partnership with some organizations involved with special buildings beyond those addressed in phase I, such as, Ontario Association of School Business Official (OASBO). OASBO expressed interest in working with TSSA on improving the safety. He noted a representative from OASBO would have expressed an interest in joining this Council.

There is a need for ongoing communication and education on this issue and the appropriate next steps are being explored.

ACTION: Council will respond to the request from Ontario Association of School Business Official (OASBO) joining the Council.

11. **Priority Safety Issues:**

Priority safety issues (old and new) will be combined under Natural Gas Ad-hoc Committee update.

J. Marshall reported to Council that the Natural Gas Ad-hoc Committee met on November 3, 2015. They discussed the following safety priority issues:

- Partnership/prevention focusing on CO
- Plant damages, including Cross Bore issue
- New Building activations, construction heat and initial turn-ons

Partnership/prevention focusing on CO: J. Marshall noted that the following high-level ideas discussed at the ad-hoc committee meeting: raising education awareness to schools; exploring insurance industry to gauge interest in participating in some manner, either premium reductions or proof of maintenance for insurance; or a possible regulation review. He also acknowledged the regulation in Ontario mandating CO alarms in private dwellings and the designation of November 1 - 7 CO Awareness week.

Plant damages including Cross Bore issue: J. Marshall provided historical background of this issue. Cross Bore is the issue of gas service lines intersecting residential sewer laterals. There has not been any major incidents in Ontario; however, the main concern was how to get the message of its potential risk impact to a wider audience. This issue was dealt with in the past at the Council and the information gathered from previous discussions will be posted to TSSA's website.

New Building activations, construction heat and initial turn-ons: J. Marshall noted this is a new priority issue selected by Council at the last meeting. A concern was raised about a number of violations encountered at construction sites. Another concern was the use of furnaces for construction heat applications. HRAI had discussions with the manufacturers to address the latter issue, as the use of furnaces during construction is violation of the warranty; however, up-to date, there has been no consensus.

ACTION: Members of Council representing the Natural gas distributors will provide cross bore program information for further discussions and next steps.



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12. Risk Reduction Group Update

As part of the advanced materials for this meeting, members received fuels related RRG highlights, which was treated as read.

13. Question on Information Items and Other Business

Damage Prevention: With the aid of a PowerPoint presentation, which forms part of the record of the meeting, J. Sanders provided an overview of the damage prevention strategy of Enbridge Gas Distribution and the provincial trends highlighting increased incidents.

Discussion ensued around number of locates in comparison to number of damages, the size of plants and number of customers affected, as well as urban environment versus rural environment. In addition to TSSA's prosecution, the need for other tools for prevention were discussed.

14. In Camera

Council met *in-camera* without TSSA management and guests.

15. Termination

The meeting terminated at approximately 11:20 a.m. The next meeting date is September 15, 2016.