



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting

June 4, 2014

Minutes of the Natural Gas Advisory Council meeting of the Technical Standards and Safety Authority (TSSA) held in Boardrooms 1433, 14th Floor, Centre Tower, 3300 Bloor Street West, Toronto, Ontario at 9:00 a.m. on the 4th day of June 2014.

Attendance: M. Shannon, Union Gas Ltd (Chair); Scott Andrews, State Farm Insurance; John Dalton for Gianluca Arcari, Canadian Standard Association; David Hammond, Hot Water; 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; Alan Reitzel, Reitzel Heating & Sheet Metal Ltd., Jim angus for Larry Ryan, Utility Brokers and Rental; and Jim Sanders, Enbridge Gas Distribution.

In attendance: Michael Beard, President and CEO (except items 8, 12-20), Sandra Cooke , compliance Manager (item 9), Zenon Fraczkowski, Engineering Manager (all items except 20), Maram Khalif, Council Coordinator (all items except 20); David Lisle, Director Education and Research (items 12 and 13), Srikanth Mangalam, Director and Chief Advisor (item 15); John Marshall, Director, Fuels (all items except 20); David Scriven, VP Research and Corporate Secretary (items 9, 10, 12, 13, and 15); Richard Smart, Chief Financial Officer (7), and Peter Wong, Vice President of Operations (all items except 20).

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

Regrets: Rick Delaney, Link-Line Group of Companies and Andrew Scott, State Farm Insurance.

1. Constitution of Meeting

M. Shannon, Chair, called the meeting to order. The Chair informed council that he will leave the meeting midway; in his absence, W. Malcolm will chair the rest of the meeting on his behalf. D. Hammond was introduced as a new member, representing the Manufacturers/Design sector.

A distracted driving video was shown as part of the safety moment.

2. Chair's Annual Report to the President and CEO

As part of the advanced materials for this meeting, which forms part of the record of the meeting, council received the Chair's annual report to the CEO for 2014, which was treated as read.

3. Approval of Agenda

Council members approved the agenda of the June 4, 2014 after including a brief introduction of TSSA's plans for Pan Am Games scheduled for 2015 under item 19.

4. 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:

- M. Luymes informed council that he received the information he requested regarding Boilers and Pressure Vessels' regulation option paper (specifically AV registration).



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- Renaming the categories for the sectors as illustrated in the matrix is item 18 on the agenda.

5. Approval of the Minutes

Council approved the minutes of the January 30, 2014 meeting, as being a true and correct record of that meeting.

6. TSSA CEO's Report

As part of the advanced materials for this meeting, which forms part of the record 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.

In respect to transparency and information sharing, M. Beard noted that the CEO report was part of information sharing that flows from his office to the advisory councils and to the Board of Directors on a quarterly basis.

Lessons learned from a recent propane incident were highlighted. Coordinating with the Office of the Fire Marshall was acknowledged. The utilization of business process was noted as one of the factors that ensured all inspections were up-to-date.

Discussion ensued around the newly passed Private Members Bill 77(Carbon Monoxide Safety). This Bill amends the Fire Protection and Prevention ACT, which is administered by Ministry of Community Safety & Correctional Services. TSSA and MCS are willing to provide support and technical expertise where needed, especially in areas of implementation and enforcement.

7. Option Paper for Fee review and framework

R. Smart reported to council that the option paper for the fee review and framework was still in progress and will be shared with council in the fall meeting when completed. He highlighted TSSA's evolution of fee reviews and fee structure in the past, which has allowed us to find a fundamental way to approach this process.

He highlighted that the changes will be focusing on structural and process for fee review principles The Research and Education Department has been assisting in regards to researching how other similar regulatory bodies deal with their fee changes processes. Moving forward, the option paper will be looking into the areas of transparency, clarity and predictability of cost.

An update was provided around the embedded fee – issuing a full refund or credit to customers for services not rendered. Payments were received for inspections that were not performed. This was a small percentage in the Propane sector and had more of an impact on the liquid fuels sector. TSSA has taken all the necessary steps to remediate those impacted by this oversight. The historical reasons for installing the embedded fee were discussed.

Further discussion ensued around over regulating and the rate/fee of regulations. Cost containment management and ways to change behaviours rather than over-regulating industries were further debated.



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Risk Information Decision Making (RIDM) tool will be introduced to the Propane Sector in the near future. The fuel industry were in support of utilizing RIDM tool in their respective sectors.

8. Introduction of TSSA's External Ombudsman

As part of the advanced materials for this meeting, which forms part of the record of the meeting, council received the charter for TSSA's Ombudsman office, which was treated as read.

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, S. Cooke provided an overview of the process for utilizing the Ombudsman's Office.

Some of the members, who were involved in drafting the charter and the developing of the process for this office, expressed appreciation to TSSA for adopting this program. The most important information for the public and the industry is the connection between this process and the official appeal process, which was not clear prior to the development of the ombudsman's office. The possibility of expanding the department or reviewing its impact will be determined once enough information is collected and reviewed.

9. Safety Compliance Information for Natural Gas

Controlling unlicensed operators and enforcing regulation consistently: there was no specific update at this time. This item will be tabled for the next meeting.

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, J. Marshall provided an update regarding the specific industry key safety results since last meeting.

Compliance rate by fuel type for fiscal year 2009 Q4 to fiscal year 2014 Q3 were highlighted with an emphasis on trends around compliance assessed through contractors audits. Over 1500 orders were issued since the last meeting. The top five causes for those orders issued (contractors' audits) were presented. Decreasing trends in the number of pipeline strike occurrences and non-pipeline strike occurrences were also noted.

ACTION: Safety Compliance presentation will be distributed with the minutes.

10. Incidents/Issues

J. Marshall informed council that there has been one significant incident since the last meeting resulting two fatalities. This incident involved Carbon Monoxide (CO) and user behavior has been determined as the root cause. Reinforcing the need for maintenance for CO was strongly recommended. Getting safety into the hands of homeowners was a priority and is currently being explored with the Research and Education Department.

A high-level discussion ensued around municipalities endorsing (and some already adopting) a user fee for locate services. The challenges related to having fees for services were further discussed, noting that this issue was thoroughly vetted during the establishment of ON1Call and was determined as not beneficial for public safety reasons.

Ontario Regional Common Ground Alliance (ORCGA) is following up with those municipalities interested in installing fees for services to find other alternatives.

11. Priority Safety Issues:



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Partnership/Prevention to enhance prevention efforts regarding gas leaks and partnership with contractors: J. Marshall provided an update regarding these outstanding priority safety issues.

Regarding partnership with contractors, TSSA's Research and Education Department has conducted a research on CO (which will be presented today) which provided specific issues that need to be addressed by the industry. Because of those findings, a dialogue was needed with the larger contractors to tackle this issue. Some recommendations were made, such as, introducing tags or providing videos for information sharing and awareness. More information will be provided at the next meeting once J. Marshall follows up with the contractors sector.

Regarding prevention efforts pertaining to gas leaks, a high-level discussion ensued around the probability of pipeline leaks in Ontario, damages and other factors affecting pipelines in the sector, such as, quality of pipes. Developing a research around this issue was recommended. Working together as industry and regulatory for both commercial interest and public safety respectively was highly recommended. This has the potential of becoming a major issue in the long term as pipelines age and due to the challenges with the quality of foreign made pipelines.

12. Carbon Monoxide (CO) Behavioural Research

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, D. Lisle presented detailed findings of CO research conducted by TSSA.

Discussion followed around ways to engage the industry, other government bodies and/or initiate regulation changes to address some of the findings in the research. The overall economic and health result of CO poisoning were further discussed. Having a partnership and changing behavior of consumers was preferred over having more regulations.

Council appreciated the research. In order to collaborate with the industry, council recommended having a long-term discussions and managing expectations. The next steps will include translating the findings into information to be shared with the stakeholders in pursuit of partnership opportunities.

ACTION: CO research presentation will be sent with the minutes.

13. Customer Value Survey

D. Lisle advised council that the survey was complete and it was in its' final stage of full analysis. Overall results were consistent with previous survey findings. The findings will be posted on TSSA's public website.

14. Ministry of Consumer Services (MCS)

Home Inspection Initiative: H. Lalani reported to council that this initiative was still underway. An expert panel was formed. Regulatory registry was posted. All matters in front of government are pending the provincial election result after June 12, 2014. The initial feedback of the consultation process shows the possibility of developing home inspection regulations.

Other ongoing regulation review projects, such as boilers and pressure vessels were highlighted.



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15. Risk Informed Decision Making (RIDM)

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, S. Mangalam presented a detailed introduction of the RIDM application to council.

In order to avoid relinquishing the ownership of RIDM to TSSA's information system provider, TSSA patented the process to maintain it as intellectual property. However, patenting was not the initial purpose for developing RIDM.

Discussion ensued around sharing RIDM with other regulatory bodies or similar organizations, such as, the Canadian Standard Association. The benefits of making policy changes or making decisions based on evidence were emphasized and the use of RIDM tool was perceived as a useful tool for providing such evidences.

Possible timeline for applying RIDM to other safety programs were also deliberated. Council was specifically interested in timelines for applying RIDM applications to contractors in their sector. It was noted that MCS is currently reviewing ways to apply RIDM to the Propane Industry and other programs will follow. In addition, the Elevating Devices Safety Program has been utilizing RIDM tool with great success.

The use of RIDM in Propane Safety Program will be used as a model for the other fuels sectors.

ACTION: The RIDM introduction presentation will be sent with the minutes.

16. Skills Shortage Update:

Heating, Refrigerator and Air Conditioning Institute of Canada (HRAI): M. Luymes provided an update of ongoing activities from the HRAI.

Gas Apprenticeships and Ontario College of Trades (OCOT): A brief update was provided around the challenges of this issue arising from OCOT's overlapping jurisdictions regarding certain certifications.

M. Luymes informed council that the HRAI fully supports to sustain the apprenticeship for the industry. He reported that HRAI was also directly negotiating with OCOT on this issue.

As for the status of apprenticeship, currently, there is none and gas technicians are still regulated under TSSA. However, a public registry for licenses of trades is available on the OCOT website for homeowners.

17. Risk Reduction Group Update (RRG)

As part of the advanced materials for this meeting, which forms part of the record of the meeting, council received two briefing notes highlighting natural gas RRGs recent activities and other related industry issues, which were treated as read.

Z. Fraczkowski informed council that the Code Adoption Document (CAD) has been drafted and was sent to MCS for final review and feedback, if any. The MCS was given sixty days' notice to review the document. Reviewing CAD by MCS was considered a routine matter and will not be affected by the provincial election.



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18. Renaming the Matrix Category to Align with the Changes of the Industry

As part of the advanced materials for this meeting, which forms part of the record of the meeting, council received a list of a revised matrix to reflect the changes discussed at the last meeting, which was treated as read.

Council agreed that the terms “utility brokers” and “rentals” were outdated and these sectors were currently referred to as “service providers”.

Council would like to discuss how to name the categories of their respective sectors at the next meeting.

ACTION: M. Rego will provide options for renaming certain categories applicable to the sectors he represents.

19. Questions on Information Items and Other Business

Pan Am Games Preparation: J. Marshall reported to council that TSSA had developed a committee to focus on preparing for Pan Am Games starting on July 2015 in the Greater Toronto Area and surroundings. These games will affect mass stakeholders and industries. Those involved in utility sectors were encouraged to ensure all inspections are up-to-date on those sites.

20. In Camera

Council met in camera without TSSA and guests.

21. Termination

The meeting terminated at approximately 1:30 p.m. The next meeting date is September 17, 2014