



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting

September 15, 2016

Minutes of the Natural Gas Advisory Council teleconference meeting of the Technical Standards and Safety Authority (TSSA) and was held in-person in the Ontario Room, 345 Carlingview Drive, Toronto, Ontario at 9:00 a.m. on the 15th of September 2016.

Present: Jon Dalton, Canadian Standard Association, Elizabeth Nielsen, Consumers Advisory Council, Martin Luymes, Heating Refrigeration and Air Conditioning Institute of Canada (HRAI); Ltd., Rick Delaney, Link-Line Group of Companies, Barry Nash, Kitchener Utilities, Dave McPherson, Rheem Canada, Martin Rego, Reliance Limited Partnership, Alan Reitzel, Reitzel Heating & Sheet Metal Ltd., and Michael Shannon, (Acting Chair), Union Gas Ltd., Paul Goddard, Enercare Home Services.

In attendance: Michael Beard, TSSA President and CEO;, Zenon Fraczkowski, Engineering Manager Fuels Safety Program, Kristian Kennedy, Policy Advisor, TSSA Stakeholder Relations, Marek Kulik, Engineer, Fuels Safety Program), John Marshall, Director, Fuels Safety Program, David Scriven, VP Research and Corporate Secretary, TSSA, and Peter Wong, Vice President of Operations, TSSA.

Guests: Ruud Berkel, Supervisor, Fuels Safety Program; Sarah Jeffrey-Hampton (arrived during item 5), Senior Policy & Program Analyst, Ministry of Government and Consumer Services (MGCS); Tyler Boyes, Sr. Coordinator, Utility Cross Bore Program, Union Gas (Item 12); Supraja Sridharan, Public Safety Risk Analyst, Public Safety Risk Management Department, TSSA (item 7), Mark Weston, TCAB Advisor, Fuels Safety Program (item 17).

Regrets: David Hammond, Hot Water Inc., Jim Sanders, Enbridge Gas Distribution (Chair).

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 escalator safety.

2. **Adoption of September 15, 2016, 2016 Agenda**

The Council approved the agenda of September 15, 2016 meeting, as presented.

3. **Adoption of Minutes of the February 23, 2016 Meeting**

Council approved the minutes of the February 23, 2016 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. In particular, J. Marshall provided an update on the First Responders and Insurance sectors.



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5. Council Chair's Report

M. Shannon reviewed the report as tabled and noted that three meetings annually will suffice for 2017.

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 that was treated as read.

M. Beard referenced the new facility and its technology, including remote communications, more efficient cloud based printing, significant rental costs savings and free parking. Increased efficiency has led to increased revenue and reduced costs in the past year which have resulted in a significant rebate to the elevating devices sectors. Regulated customers will benefit from online customer service with the completion of the TSSA 20/20 program. This program will also enable TSSA to support the Ontario government's Open Data initiative.

In response to a question, M. Beard outlined the data that could be made available to the public from the Natural Gas sector and Council discussed.

7. Annual State of Public Safety Report and Compliance Safety Report

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, J. Marshall and S. Sridharan provided an overview of the FY16 Annual State of Safety Report and additional fuel safety results. J. Marshall spoke to the mitigation strategies. Council discussed and S. Sridharan and J. Marshall responded to questions.

In the context of CO, Council discussed the mechanics of a possible mandatory maintenance program, messaging from contractors, and messaging to new immigrants to Canada that are unfamiliar with fuel burning appliances and an upcoming international CO conference hosted in Toronto.

With respect to vulnerable population, council discussed the importance of communication in risk assessment and mitigation reporting.

ACTION: J. Marshall to establish a CO working group and Council members are encouraged to participate.

8. 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 on Ontario One Call, noting that a consultation on compliance has been completed. The results will be used to revise policies. Other initiatives include testing of a new reporting tool and enhancements to the locate request process. More information about Ontario One Call is available on the website: <http://www.on1call.com/contact-us/>.

S. Jeffrey-Hampton responded to questions and council discussed the Ontario One Call mandate and work to date, including communications to increase awareness for homeowners, renters and others.



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9. Incident/Issues Update

J. Marshall provided a verbal update on five incidents that have taken place since the last meeting outlining the causes.

D. LeVasseur, TSSA Inspector, joined the meeting and presented a report on the Special Buildings Initiative with the aid of a presentation that forms part of the record of the meeting. He provided an update on the first phase that focused on retirement and long-term care facilities and noted plans for phase two to address academic facilities, following a similar collaborative approach used in the initial phase. He also outlined a pilot proof of concept initiative focused on monitoring boilers as a preventative measure.

10. Continued Priority Safety Issues

J. Marshall provided a verbal update on partnerships with contractors and CO as noted earlier under item 7.

11. New Priority Safety Issue – New Building Activations

M. Luymes provided an update on this matter noting that discussions with HRAI and homebuilders are underway to find alternatives in the use of heating equipment in the home during construction.

12. New Priority Issue – Cross Bore

M. Shannon introduced Tyler Boyes, Union Gas' Cross Bore Safety Program Coordinator, who joined the meeting to provide information on the Cross Bore issue with the aid of a presentation that forms part of the record of the meeting. T. Boyes responded to questions from Council members, including the technical issues, stakeholder management and measurement of public awareness approaches.

13. Setting Priority Safety Issues for 2016/2019

D. Scriven facilitated discussion of the top priority issues for TSSA and the Natural Gas Council. For TSSA, he noted that the top safety priorities are; Fuels Safety at Private Dwellings (focusing on CO); CO at multi-unit dwellings; Fuel safety at Commercial Buildings; and Fuel safety at Institutions (focusing on academic facilities). He also noted that TSSA is working to enhance its Contractor Audit Program.

After discussion, Council identified the following top priorities:

- Industry Partnerships to support reduction of the CO risk
- Contractor Partnerships, including:
 - Addressing the complex relationship of contractors and the regulator
 - Respecting contractors' role as a "front line inspector"
 - Assist in clarifying contractors' safety role with homeowners (distinct from their role in sale of products)
- New Building Activations, including:
 - Use of heating equipment in new homes for heating during construction;
 - Safety and performance issues related to activation of fuel burning appliances by contractors



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- Safety practices of utilities as related to activation of fuel burning appliances
- Prevention of damage to buried plant
 - Cross bore
 - Call before digging
 - Timely and accurate locates

14. Risk Reduction Group Update

M. Kulik treated the report as read and provided a verbal update noting that the next step for the CAD is TSSA and formal regulatory posting and that early 2017 is the current target date for publishing.

15. Natural Gas Advisory Council Evaluation and Engagement Survey Result

David Scriven facilitated a discussion on the results of the evaluation and engagement survey conducted in the summer of 2016. D. Scriven outlined activities planned on behalf of TSSA to address issues identified: clarify priorities, facilitate remote attendance and improve the portal. Council provided clarity regarding how TSSA can improve the data that it provides Council. In particular, regarding areas of non-compliance, members would like to receive data that is presented in a format that they can effectively share with their constituency to facilitate action to improve compliance.

ACTION: M. Beard to determine if a link can be added to the tssa.org website to access the Council portal.

16. TSSA's Ombudsman office

S. Cooke, TSSA Ombudsman joined the meeting. She treated her report as read and provided background on her role and results in FY16 with the aid of a presentation that forms part of the record of the meeting.

17. Contractor Audit Process Update

M. Westen and R. Berkel TSSA joined the meeting for this item. M. Westen outlined plans to enhance the contractor audit process using a presentation that forms part of the record of the meeting. He outlined the current approach, noting identified challenges; enhancement opportunities such as a permit system that requires further review and regulatory change; and proposed changes to the current practice. Council discussed the challenges in seeking consumers to support permit fees. He noted that some of the changes to the current practices require additional data that will require additional time to collect. Finally, he outlined next steps planned. M. Westen responded to questions on his presentation, including issuance of red tags.

ACTION: TSSA to come back to Council with an update on its review of the contractor audit process review before proceeding.

18. Question on Information Items and Other Business

J. Marshal noted that consideration is being given to exemptions to call for locate, for example, signs that can be put into the ground without any tools. He advised that there is likely to be an advisory in the near future and that he will share in advance of posting.



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Chair updated members' terms and status.

Matrix Discussion re: end-user category:

Not discussed.

Renewal natural gas (biogenic Hydrogen blending):

Not discussed.

19. In Camera

Council did not meet in camera.

20. Termination

The meeting terminated at approximately 2:00 p.m. The next meeting date is February 16, 2017.