



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting

September 14, 2017

Minutes of the Technical Standards and Safety Authority (TSSA)'s Natural Gas Advisory Council meeting at 9:00 a.m. on September 14, 2017.

- Present:** Martin Luymes (Chair), Heating Refrigeration and Air Conditioning Institute of Canada (HRAI); Geoff Atkinson for Paul Goddard, Enercare Home Services; Jon Dalton, Canadian Standards Association; Rick Delaney, Link-Line Group of Companies; Michelle George, Enbridge; Dave McPherson, Rheem Canada; Barry Nash, Kitchener Utilities; Elizabeth Nielsen, Consumers Advisory Council; Martin Rego, Reliance Limited Partnership; Alan Reitzel, Reitzel Heating & Sheet Metal Ltd.; Ian Ross for Michael Shannon, Union Gas Ltd.
- In attendance:** David Scriven, TSSA Acting President and CEO; John Marshall, Director, Fuels Safety Program; Zenon Fraczkowski, Engineering Manager, Fuels Safety Program; Marek Kulik, Engineer, Fuels Safety Program; Robert Wiersma, Manager, Public Safety Risk Management, Steve Robinson, Manager, Communications; Denis Caza, Public Safety Risk Analyst, Ruud Berkel, Supervisor, Technical Services, Kristian Kennedy, Sr. Policy Advisor, Stakeholder Relations; and Consuelo Esquivel, Council Coordinator, Corporate Secretariat.
- Guests:** Sarah Jeffrey-Hampton, Senior Policy & Program Analyst, Ministry of Government and Consumer Services (MGCS).
- Regrets:** Paul Goddard, Enercare Home Services; Dave Hammond, A.O. Smith Enterprises Ltd.; Mike Shannon, Union Gas Ltd.; and Peter Wong, Vice President of Operations.

1. Welcome and Constitution of Meeting

D. Scriven, Acting President and CEO, called the meeting to order.

- Safety Moment

S. Robinson went over home safety preparations for the fall. Council viewed the video trailer on Carbon Monoxide currently being shown in movie theatres.

- New Website / Promotions

S. Robinson provided a preview of the new TSSA website. It will have updated content management and design, more user-friendly navigation, A to Z drop down menus, etc. TSSA is adjusting any technical glitches and ensuring that the site is secure from hacks. The new website will be launched in October. Consumers will have access to the new website.

S. Robinson announced promotional Silent Killer campaigns by TSSA on Carbon Monoxide safety. Aside from the movie trailer, TSSA built a portable home with all the safety features, with sponsorship from the Fire Marshal and potentially from Kidde. The home will make its debut at the fall home show in Markham. TSSA is looking to partner with building developers in the future.

A Carbon Monoxide safety event will take place in November with two ministers in attendance. TSSA hopes to get more traction in CO campaigns with the endorsement of the ministers.

2. Membership

D. Scriven welcomed new Council Member, Michelle George, and Geoff Atkinson sitting in for Paul Goddard, and Ian Ross on behalf of Mike Shannon.



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting

September 14, 2017

D. Scriven reminded Council of Jim Sanders' resignation as Chair of the Natural Gas Advisory Council. Martin Luymes has indicated his interest in the chair. D. Scriven raised a motion to confirm Martin Luymes as chair; the motion was seconded. By a show of hands, Council members indicated their approval. The motion was carried. D. Scriven congratulated Martin Luymes as Chair of the Natural Gas Advisory Council.

3. Adoption of September 14, 2017 Agenda

The Council approved the agenda of September 14, 2017 meeting as presented.

4. Adoption of the minutes of February 16, 2017

Council approved the minutes of the February 16, 2017, as being a true and correct record of that meeting.

5. Review Action Items from the Last Meeting

J. Marshall said that a number of pending actions will be dealt with in today's meeting.

6. TSSA President and CEO's Report

D. Scriven briefed Council on TSSA's key activities over the last quarter. He said that he was honoured to fill the role of acting president while TSSA searches for a president.

He went over the Strategic Plan. He will keep Council apprised about the financial state following the regulatory review initiatives as these continue to impact cost recovery.

D. Scriven informed Council about a Third Party Whistle Blowing Service Provider. TSSA's goal is to ensure that all staff observe the highest standard of ethics in the conduct of their duties and responsibilities. If a TSSA employee, regulated party or member of the public suspects unethical, inappropriate or unlawful behaviour, the individual can communicate anonymously to a third-party whistle blowing service. The service will open up a case file and follow through with protocols.

7. Annual State of Public Safety Reporting (including natural gas compliance report)

With the aid of a slide presentation, which was distributed to Council in advance of the meeting, R. Wiersma elaborated on the state of public safety.

A number of questions/comments were posed which TSSA responded to.

- Why is fuel risks in long-term care homes categorized as "tolerable risk", and not "unacceptable risk"? This is a communications issue which will be addressed.
- What is the basis for fuel risks terminology in long-term care homes? The slide presentation towards the end addresses this question.
- Is TSSA confident that reporting is consistent across all sectors? No, TSSA is not confident in this aspect.



Technical Standards and Safety Authority Minutes of the Natural Gas Advisory Council Meeting September 14, 2017

- Does TSSA accurately capture the health impacts of incidents? In the 69 incidents & near misses in retirement homes, TSSA captures all data such as nausea, poisoning, burns according to the World Health Organization's standards.
- Where are most pipeline strikes happening, at construction sites or private dwellings?
- The compliance rate for contractor audits remains as low as it has been in previous years.
- Data are gathered by inspectors.
- TSSA provided examples of non-compliance.

8. Natural Gas Priorities

- **Carbon Monoxide**

J. Marshall spoke to the item. TSSA tracks the number of activities at a particular time. TSSA works with Public Health Ontario. We submitted proposals to the Canadian Standards Association, but to date have not heard back from them. We continue to partner with the Fire Marshal and Kidde on Carbon Monoxide awareness campaigns.

A member inquired how the Canadian numbers compare with the global point of view. Statistics are collected by Public Health Ontario (e.g. emergency room activities). At this time, TSSA is attempting to gather as much data so that Carbon Monoxide can be prominently featured as a global health risk. At the next NGAC meeting, TSSA may have analyses of data for Council. We hope to have a broader perspective and in the future build a national coalition focused on Carbon Monoxide.

When asked about IGAC's decision, J. Marshall said that there has been no support from other regulators.

Action: J. Marshall to provide analyses of data on Carbon Monoxide.

- Natural Gas underground plant damages – cross bore

Ian Ross handed out a summary of plant damages in August 2017.

A member inquired about the number of locates. I. Ross said that it has reverted from 6% to 9% locate requests.

- New Building activations, construction heat

M. Luymes spoke to the item with a slide presentation, which was distributed to Council in advance. Beginning May 1, 2017, furnace manufacturers prohibited the use of furnaces by home builders for homes under construction. Utility companies, HRAI, home builders, contractors and TSSA held consultations on criteria to address the prohibition of appliance manufacturers. They have also developed a checklist or protocol to guide inspections conducted by utility personnel. The industry treats this as a matter of urgency and awaits TSSA's communication through an advisory.

TSSA is carrying out a final review of the advisory which will be disseminated shortly. J. Marshall will provide the Council with an advance copy. TSSA will also communicate with regulatory bodies in other provinces through IGAC (Interprovincial Gas Advisory Council) and through NPSAC (National Public Safety Advisory Committee).

Action: J. Marshall to communicate TSSA's decision on an Advisory. J. Marshall to communicate the same to IGAC and NPSAC.



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting

September 14, 2017

9. Contract Audit Process

R. Berkel joined the meeting for this item. In May, notification concerning the new contractor audit process was distributed to 500 companies, of which 200 responded. TSSA would like to receive more feedback. Response from associations was mostly positive with some degree of skepticism. M. Luymes offered to assist in notifying HRAI member contractors of their obligations under the new process.

Council suggested to follow up further, as the final alternative is a visit by an inspector.

10. Ministry of Government and Consumers Services' Update

S. Jeffrey-Hampton spoke to the material before Council, which had been shared in advance of the meeting.

The Regulatory Review is in the second phase of deliberations. She emphasized the government's commitment to transparency in this exercise.

She referred to Code Adoption Documents (CADs) and Director's Orders (DOs), which ultimately are changes to laws that can impact a wide spectrum of stakeholders and businesses. The objective is to reduce unnecessary burden on industry.

A member inquired about harmonization of regulations across provinces. The government hopes there will ultimately be the same national standards, for example standards on labour mobility, product mobility.

S. Jeffrey-Hampton referred to Bill 59 – home inspections and door to door sales. Consumers have encountered pressure from door-to-door sales solicitations on a variety of products or services, e.g. hot water heaters, air-conditioners, air cleaners, etc. Bill 59 allows the nullifying of indiscriminate contracts. The Public Registry has posted relevant information.

A member commented about the importance of recognizing safety regulations in the new regulations (e.g. the obligation of gas technicians to inspect and tag unsafe appliances, which might be unintentionally prohibited by the new laws). It was also noted that the regulations would be completely ineffective in the absence of enforcement and consumer education by the government.

The government has other initiatives in the works, such as red tape in home inspections.

11. Incidents/Issues

J. Marshall reported four incidents: 3 explosions and 1 fire, with a total of six injuries.

The first incident caused burns to a restaurant staff member due to a faulty valve in the oven. The second incident occurred in Ottawa - an explosion of a water heater, which had not been serviced for a number of years. The third was a fireplace explosion, currently under investigation. Three people were injured. The fourth was a fire accident with a grill.

J. Marshall reiterated the importance of circulating safety promotion materials to restaurants. He spoke about TSSA/Fire Marshal's work with recreational cannabis facilities on fire safety plans and guidelines. The Office of the Fire Marshal (OFM) is creating the criteria and emergency guidelines. This is work in progress.



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting

September 14, 2017

12. Ontario One Call Role

J. Marshall presented slides on the Memorandum of Understanding between Ontario One Call (ON1CALL) and TSSA.

The slide deck was shared with Council following the meeting.

13. RRG Update and New Code

M. Kulik spoke to this item. An update from the Risk Reduction Group meetings on fuels was provided to Council in advance. With respect to natural gas, the new Gaseous Fuels Code Adoption Document has been finalized. It went into effect July 1, 2017.

14. Consumer Representation at RRG

M. Kulik updated Council on consumer representation at RRG. The RRG mainly discusses technical issues and therefore does not see the need for consumer representation in the group.

15. Question and Answer/Other Business

There were no questions raised.

16. In-Camera

Council did not hold an in-camera session.

17. Adjournment

The meeting adjourned at 11:50 a.m. The next meeting date is February 22, 2018.