



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting on April 25, 2012

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 25th day of April 2012.

Present: Rick Delaney, Link-Line Group of Companies (Interim Chair)(all items except 17); Scott Andrews, State Farm Insurance; Jim Angus, Utility Brokers and Rental (on behalf of Larry Ryan); Gianluca Arcari, Canadian Standard Association (on behalf of Glenn Tubrett); Wes Armstrong, Union Gas Ltd. (on behalf of Michael Shannon); Patricia Jensen, Consumer Advisory Council (on behalf of Elizabeth Nielsen); Martin Luymes, HRAI; Wally Malcolm, Kitchener Utilities; Jaime Milner, Enbridge Gas Distribution; Martin Rego, Reliance Limited Partnership & Alan Reitzel, Reitzel Heating & Sheet Metal Ltd.

In attendance: Michael Beard, Vice President, Operations (all items except 17); Zenon Fraczkowski, Manager, Engineering (items 8 to 16); Judy Harrison, Project Coordinator (item 14 only); Maram Khalif, Recorder (all items except 17); John Marshall, Director, Fuels (all items except 17); Kathy Milsom, President and Chief Executive Officer (CEO) (all items except items 14-17); David Scriven, Corporate Secretary (item 16 only); Richard Smart, Chief Financial and Information Officer (item 7 only); & Melissa Zanetta, Advisor, Government Relations (all items except 17).

Sarah Jeffrey-Hampton, Senior Policy & Program Analyst, Public Safety Branch, Ministry of Consumer Services (MCS) (all items except 17).

Regrets: Elizabeth Nielsen, Consumer Advisory Council; Michael Shannon, Union Gas Limited; Larry Ryan, Consumers Water Heater Income Fund; Glenn Tubrett, Canadian Standard Association; & Bill Vale (Chair), Triple B. Solutions.

1. Constitution of Meeting

R. Delaney, Interim Chair, called the meeting to order at 9:10 A.M. He also informed that he had a previous engagement and could not stay for the in-camera session. J. Milner will Chair the in-camera session.

2. Approval of Agenda

Council members approved the agenda of the April 25, 2012 as presented.

3. Approval of the Minutes

The council approved the minutes of the September 20, 2011 meeting as revised, as being a true and correct record of that meeting.

4. Review of Action Items From Last Meeting

J. Marshall provided update on the three outstanding action items as follows:

J. Marshall provided an update on the ad hoc committee that met via teleconference on April 18, 2012 to discuss prevention and partnership opportunities. He informed this was the first meeting and focused on how to proceed. This is one of the priority safety issue identified by council and will be a standing item on the meeting agenda.



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting on April 25, 2012

On the status of the apprenticeship program, the policy document and the application form for gas technician apprenticeship at Ministry of Training, Colleges and Universities (MTCU) are now completed. Information on the apprenticeship program is posted on the TSSA website.

On customer value survey action item, J. Marshall informed the council that he attended the HRAI Regional Council meeting and discussed the results of the survey with the HRAI Regional Council. Comments from HRAI were a recommendation to improve the communication and revise the fee model. This will be shared with TSSA research and education department and further information will be shared when information becomes available.

All other action items were completed as noted in the action plan.

5. Council Chair's Report

R. Delaney stated that electing a new Chair will be deferred to the next meeting as there was a possibility that B. Vale may remain as Chair. In the interim, R. Delaney was confirmed to Chair the next meeting in September 2012. Council indicated unanimous support for having B. Vale return as Chair, if he is able. Subsequent discussion with B. Vale indicated he is appreciative of council's support and would like to return to the council.

6. TSSA CEO's Report

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

K. Milsom informed the council that the Committee of Council Chairs will be meeting with Deputy Minister Gherson on April 27, 2012 to be briefed on the TSSA oversight fee increase.

K. Milsom provided an overview of ways Risk Informed Decision Making (RIDM) is being used in practical applications around Ontario and the utilization of Disability Adjusted Life Year (DALY) as a benchmark. She further noted that RIDM tools enable TSSA resources to be deployed in a manner that most effectively mitigates safety risks.

W. Malcolm announced that Kitchener Utilities was embarking on its seasonal safety campaigns including Carbon Monoxide (CO) strategy. He enquired about the possibility of partnering with TSSA on this initiative.

ACTION: D. Lisle's contact information will be forwarded to W. Malcolm to follow up on the possibility of partnering with Kitchener Utilities' seasonal safety campaigns.

7. Fee Review and Process

With the aid of a Power Point presentation, R. Smart provided an overview of the proposed fee changes for the natural gas industry.

He also advised that due to the fee review deadlines and challenges with scheduling, there was not a subcommittee meeting for the natural gas sector prior to the council meeting; however, he would present the feedback from today's meeting to the scheduled subcommittee meeting being held on April 30, 2012.

Overall, the council was satisfied with the fee review process as spearheaded by R. Smart.



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting on April 25, 2012

8. Quarterly Safety Compliance Report

With the aid of a Power Point presentation, J. Marshall provided an overview report on contractor audits, fuels occurrences and pipeline strike incidents.

Discussion ensued around the impact of a contractor's level of compliance rating may have on some business. It was noted that the reports do not differentiate the severity of the orders. Council was also informed about the Declaration of Compliance process which is in place to avoid the need for an inspector follow up of low risk orders, thereby resulting in cost avoidance associated with such orders for industry.

J. Marshall informed the council that the annual safety compliance report which provides significantly more information on safety and compliance outcomes for the fiscal year will be available to the public in September.

9. Gaseous Fuels Risk Reduction Groups (RRG) Update

As part of the advanced materials for this meeting, council members received information of the recent actions and activities of the associated RRGs, which was treated as read.

Z. Fraczkowski reported that fuel oil and liquid fuels RRG updates can be eliminated from this list if the council prefers to focus on natural gas. He also informed the Boilers RRG analysis was conducted internally by TSSA with some input from utility industry. The findings will be shared when available at future RRGs updates.

10. Incident/Issues

J. Marshall reported there have been five significant incidents/issues involving natural gas explosions and carbon monoxide. He noted some involved maintenance issues. All these cases are open and under investigation and further information will be provided when appropriate.

It was noted that the average consumer may assume incorrectly that maintenance only involves changing the filter and not having equipment checked by a certified technician. The possibility that the cost of maintenance, particularly for low income earners, may hinder further maintenance being performed was noted.

A brief discussion ensued around natural gas articles reported in the Toronto Star under the Moneyville section.

Priority Safety Issues Update:

11. Partnership/Prevention to Enhance Prevention Efforts regarding Gas Leaks

This item was updated under item 4 – review of action items from last meeting. Further updates will be provided at the next meeting as a standing item.

12. Partnership with Contractors

J. Marshall reported the need to form a partnership with contractors to provide a vehicle to get safety information into home owners' hands as TSSA traditionally does not get into private dwellings to the extent



Technical Standards and Safety Authority Minutes of the Natural Gas Advisory Council Meeting on April 25, 2012

that contractors do. There is also a need to develop a strategy to address contractor concerns about consistency and fairness in code interpretation and enforcement. As well contractors conduct more in home maintenance and service and become an important partner in the safety chain.

High level discussion ensued around what may be considered a contractor audit and how TSSA could help. Ways to engage home owners and taking the socioeconomics of certain regions into consideration was emphasized. It was also pointed out that consumers will most likely pay attention to information at the point of purchase and many researches supported this.

How utilizing public engagement may further support having contractor audits was highlighted. Further discussion followed around having an education strategy at TSSA that can be shared with the media especially columnists at Moneyville who are interested in natural gas related issues.

A next step is to establish RRG and have a meeting to develop a process for this initiative.

13. Regulation Efficiency

J. Marshall reported this priority safety issue will be resolved by the standing RRGs and Code Adoption Documents outcomes by mid year.

14. Input on Industry Trends and Issues

In advance of the meeting, members received a briefing note detailing the purpose of the input on industry trends, which was treated as read.

J. Harrison introduced the input on industry trends as part of a standing item on all council agenda.

M. Beard added that this item evolved from TSSA's strategic planning sessions and was intended to help TSSA support industry better. He advised that the process includes collecting all input and identifying comment elements of all industries and will present findings at the next meeting.

Council shared the following trends and ideas in the natural gas industry:

- Alternative energy such as geo thermal or solar thermal and how this may impact on TSSA regulations
- Building codes which are adopting international standards
- Manufacturing challenges for appliances which are getting smaller and smaller
- Direct venting problems especially the use of high efficiency appliances
- The increase of conversions to natural gas in residential and greenhouses
- Emerging trends in transportation of transferring natural gas in liquid format and operating liquefied natural gas (LNG) facilities
- Market issues - OEM systems products and compressed natural gas (CNG) fuels and transfer stations
- Emerging United States legislations with respect to managing plants and introducing new commercial valves as well as the impacts the US's strict legislation may have on other areas such as emergency responses

Further discussion ensued around other impacts on this industry such as municipal regulations. The council also discussed the impact rate regulators such as the Ontario Energy Board (OEB) may have on the industry



Technical Standards and Safety Authority Minutes of the Natural Gas Advisory Council Meeting on April 25, 2012

in general and how this may further impact on the cost of safety expenditures. The possibility of TSSA playing a bigger role in mitigating these impacts was raised.

15. Questions on Information Items and Other Business

- A. Skills shortage update:
 - J. Marshall presented the success of the HRAI Career Promotion Committee by developing messages targeting high school students. The committee designed a website targeting students, parents, educators and contractors. M. Luymes added that the committee met on April 23, 2012 to discuss targeting beyond the youth and developing strategies for recent immigrants and women.
 - HRAI is a sponsor of this year's Skills Canada Competition, Ontario Chapter in which TSSA is also supporting. This event is taking place May 1 and 2, 2012 in Waterloo.
- B. Depressurization report:
 - J. Marshall informed the council that this is a complicated and multifaceted issue. The committee has been working on this for a long time and formed five subcommittees to look at various aspect of the issue such as depressurization limits and computer programming for sizing. This issue primarily impacts residential dwellings. He reported that the committee is looking into other jurisdictions on how they deal with this issue. Since there has not been any progress to report, he will provide update at the next meeting.
- C. Council membership update:
 - J. Marshall reported he had discussions with the Deputy Fire Marshall about the Office of the Fire Marshall filling the vacancy of first responders. He also noted that D. Morden has resigned from council and there is a vacancy in device manufacturer sector.
 - Brief discussion ensued around the membership vacancies and ways to fill them in timely manner. Council would like to post a call for nomination.

ACTION: A call for nomination will be posted for the vacant sectors for Natural Gas Advisory Council.

16. Advisory Council Engagement Survey Result

In advance of the meeting, members received the engagement survey result, which was treated as read.

D. Scriven provided an update on the survey result which was conducted last summer. He also provided a high level update on how other council have been dealing with the results. The council was encouraged to focus on the survey result in their in-camera session and provide any feedback where necessary.

17. *In Camera*

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

18. Termination

The meeting was terminated at approximately 12:58 p.m. The next meeting date is September 19, 2012.