



Technical Standards and Safety Authority

Minutes of the Natural Gas Advisory Council Meeting

February 16, 2017

Minutes of the Technical Standards and Safety Authority (TSSA)'s Natural Gas Advisory Council teleconference meeting at 9:00 a.m. on February 16, 2017.

Present: Jim Sanders, Enbridge Gas Distribution (Chair); Rick Delaney, Link-Line Group of Companies; David Hammond, A.O. Smith Enterprises Ltd.; Martin Luymes, Heating Refrigeration and Air Conditioning Institute of Canada (HRAI); Barry Nash, Kitchener Utilities; Elizabeth Nielsen, Consumers Advisory Council, Ltd.; Alan Reitzel, Reitzel Heating & Sheet Metal Ltd.; and Michael Shannon, (Union Gas Ltd).

In attendance: Michael Beard, TSSA President and CEO; David Scriven, Vice President, Safety Strategy and Corporate Secretary; John Marshall, Director, Fuels Safety Program; Zenon Fraczkowski, Engineering Manager Fuels Safety Program; Marek Kulik, Engineer, Fuels Safety Program; Kristian Kennedy, Policy Advisor, TSSA Stakeholder Relations; and Tarannum Khatra, Council Coordinator, Corporate Secretariat.

Guests: Susy Ceolin, Communications Advisor, Research and Education; Dwight Reid, Advisor Public Safety Risk Management (item 8); Ruud Berkel, Supervisor, Fuels Safety Program (item 9); Sarah Jeffrey-Hampton, Senior Policy & Program Analyst, Ministry of Government and Consumer Services (MGCS).

Regrets: Jon Dalton, Canadian Standards Association; Paul Goddard, Enercare Home Services; Dave McPherson, Rheem Canada; Martin Rego, Reliance Limited Partnership; and Peter Wong, Vice President of Operations.

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 carbon monoxide safety.

2. Adoption of February 16, 2017 Agenda

The Council approved the agenda of February 16, 2017 meeting as presented.

3. Adoption of the minutes of September 15, 2016

Council approved the minutes of the September 15, 2016 meeting, as being a true and correct record of that meeting.

4. Review Action Items from the Last Meeting

School board update: J. Marshall advised that Council has decided not to give a seat to the school board.

J. Marshall provided an update on the Carbon Monoxide (CO) working group. He advised that TSSA has formed a smaller group to look at the mandatory annual furnace inspection. He informed Council about the mandatory annual furnace inspection/ maintenance. E. Nielsen expressed concerns with this proposal. She was concerned about the fees to consumers, in particular those who cannot afford the costs. J. Marshall advised that the safety aspect is more important to look at rather than the cost aspect



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of inspection. D. Scriven advised that the proposal is at the preliminary stage and that there will be many opportunities for further discussion on this issue.

E. Nielsen expressed her interests in joining the CO working group.

5. Council Chair's Report

J. Sanders advised that there is no report for this meeting.

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.

M. Beard talked about the safety awards. The safety awards video was shown.

7. TSSA Strategic Plan

With the aid of a slide presentation, D. Scriven elaborated on the TSSA Strategic Plan for the upcoming five years. This presentation was distributed to the Council members in advance of the meeting.

D. Scriven advised Council that TSSA strives to become a modern regulator and will work on five broad themes: being transparent, collaborative, informed, effective and innovative. The purpose statement has been refined to reflect "live, work and play for a safer Ontario." Moreover, he stated that TSSA's goal is to be a valued partner that promotes safety awareness and active compliance.

M. Luymes complimented D. Scriven on the graphics. He wanted to know the difference from previous versions of the strategic plan. In response to a question, D. Scriven referred to key differences in TSSA's goals.

M. Luymes is looking for more substantive proof of risk-based decision making. D. Scriven added that the driving force behind TSSA's priorities is risk-based decision-making.

M. Luymes expressed concern that in the case of the Boilers and Pressure Vessels industry, there is a lot of burden of cost for very little discernable safety. J. Sanders pointed to the fact that active compliance is a good concept but that the challenge of risk-based decision making is difficult. It is hard to discern qualitative from quantitative benefits.

M. Shannon queried on how TSSA would measure success as a modern regulator, and the extent of MGCS' involvement. He wondered how Council could assist in the effort. D. Scriven replied that TSSA works closely with the Ministry on this goal. He encouraged Council to advise TSSA if it falls short on collaboration and transparency.

M. Beard advised Council that a safety organization should carry out safety decisions based on risks. TSSA is no different.

8. Natural Gas Compliance report

D. Reid joined the meeting for this item. With the aid of slides, D. Reid presented on fuel-related risks.



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M. Shannon pointed out that pipeline strikes have had no significant trends, a concern that has been looming since inception of the initiative in 2012. Council expressed great concern and requested to receive more details on non-immediate hazards.

Action: D. Reid to provide the number of pipeline strikes in homes. D. Reid to provide a detailed report for specific non-compliance in each category listed on slide 7 of his presentation.

9. Proposed Contract Audit Process

R. Berkel joined the meeting for this item. With the aid of a presentation, R. Berkel talked about the Contractor Audit process. He advised Council that Ontario does not have a permit system in place as in other provinces. In the meantime, changes were proposed to the process.

Council asked about the current TSSA practice and how it defines a job. There should be no bias nor overlook of the vulnerable population. R. Berkel agreed that this is the case at present, and that TSSA is improving its process.

There was also discussion about the 'randomness of selection' process. Council pointed out that the current system is failed as there is no follow-up being done. It was suggested that TSSA adopt a 'permit system.' However, this could potentially increase costs to consumers.

M. Luymes mentioned that with the proportional auditing system, large companies are likely to benefit while small to medium-sized companies stand to benefit to a lesser degree. In M. Luymes' opinion, it is not an equitable system. R. Berkel agreed to M. Luymes' suggestion that a document be shared with contractors.

10. Contractor Partnership

J. Sanders deferred this item to the next Council meeting.

11. Ministry of Government and Consumer Services (MGCS)

In advance of the meeting, Council members had received a written report and a slide deck regarding MGCS and the Government of Ontario's priorities.

S. Jeffrey-Hampton advised that the Ministry is currently reviewing the fuels regulations as part of the Regulatory Renewal Initiative (RRI). In the late summer, the Ministry will advise the RRI Steering Committee on progress in identifying priorities for Phase II of the RRI. Council recognized the need for better communication among consumers/homeowners regarding changes in regulations, for example: red-tag houses.

M. Luymes sought more information about the Red Tape Challenge (RTC) website. He wanted to know the issues faced by TSSA and how these will be addressed.

E. Nielson asked about provincial guidelines/principles for the regulatory review process.

Action: S. Jeffrey-Hampton to provide the Terms of reference, principles for the regulatory review process, and information about the Red-Tape challenge.



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12. MGCS update on Bill 59 regarding home inspections and door-to-door HVAC sales

As part of the meeting materials, Council members received the presentation on Bill 59 home inspections and door-to-door HVAC sales. S. Jeffrey–Hampton advised that information on Bill 59 will be deferred until the next meeting. Any questions on Bill 59 will be sent to T. Khatra, who will forward them on to the Ministry.

Action: T.Khatra to collect questions from Council regarding Bill 59.

13. Incident/ Issues

J. Marshall provided a verbal update on five incidents that had taken place since the last meeting. There were three explosions, one fire-related and one carbon monoxide-related incident in which there was no CO detector in the house.

J. Marshall advised about a user behavior incident in a restaurant in Hamilton which resulted in injury. He pointed out the need to circulate safety materials to commercial restaurants as well.

14. Continued priority issues

D. Scriven provided a verbal update on TSSA's CO Safety Strategy. CO risk plays a part not only in private dwellings but also in commercial dwellings. He advised that the strategy is multi-year and multi-level. There will be a two-day CO risk assessment & management meeting later this year. Plans call for the first CO meeting in Ontario in 2018. He suggested that Council provide updates on any issues they experience with equipment.

Action: T. Khatra to advise Council when TSSA has posted CO updates on the website.

15. Priority issues (2015)

New building activations: Utilities revised their processes to enable only their personnel to activate new services. Utilities will share their findings with TSSA who will in turn distribute them to all stakeholders.

Use of furnaces for construction heat: There was a lengthy discussion about the use of furnaces by construction companies to heat homes at construction sites. M. Luymes said that construction companies are not appropriately following protocol when cleaning up used furnaces. As a result, manufacturers no longer want homebuilders to use the furnaces for construction heat. In the end, furnace manufacturers bear the cost of used furnaces. Utilities, homebuilders and HVAC need to receive proper guidance. Industry stakeholders are developing furnace activation protocol for construction heat..

Per HRAI, all furnace manufacturers prohibit the use of furnaces for construction heat. The outstanding issue is how to address situations when a home ceases to be under construction. The burden of B149 is on the regulator's end to solve the issue.

Action: Utility distributors to share findings re new building activations.
M. Luymes to share this issue with the Ministry per S. Jeffrey–Hampton's request.



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16. Prevention of damage to buried plant:

J. Marshall expressed the need to find a way to improve messaging to homeowners. He advised that CSA 247 standards have a broader description of ground disturbance than the ones used in the regulation. TSSA must adhere to the regulation.

17. Risk Reduction Group (RRG) update

As part of the advanced materials for this meeting, Council members had received a written report regarding an RRG update, which was treated as read. M. Kulik advised that the RRGs for Natural Gas and Propane met in the Fall. The majority of activities relate to the Code adoption documents. The new Code adoption documents will be issued on March 1, 2017. S. Jeffrey-Hampton advised that this document is currently under review with the Ministry.

E. Nielson commented that there should be a National Code rather than a Provincial code. Z. Fraczkowski pointed out that Ontario cannot adopt the National Code as it will impact several companies and potentially cause them to cease business. It was apparent that there is no clear path forward for this issue. E. Nielson volunteered to participate in the next RRG meeting via teleconference.

Action: T.Khatra to include the issue of consumer representation at the RRG meeting.

18. Question on Information Items and Other Business

J. Sanders advised that the following items were forwarded by Council members as agenda item requests:

Ontario one call role – a need for further clarification on the role of Council and TSSA.

Mandatory Furnace inspection - J. Sanders advised that this item needs further investigation.

Renewable Natural Gas Standards - J. Sanders advised the RRG that waste gas/bio gas is active. He discussed the topic of hydrogen blending into the natural gas stream. Union Gas already operates hydrogen plants.

Other Business - E. Nielsen advised that the Consumers Advisory Council administers a scholarship program for University students and graduates planning to conduct a research project on user behaviour. Interested members are to contact T. Khatra for further information.

Future item: Certificate holder refresher operating training

Action: T.Khatra to share information about the scholarship program with interested members.

19. In-Camera

Council did not meet in camera.

20. Adjournment

The meeting adjourned at approximately 1:11 p.m. The next meeting date is September 14, 2017.