



## **Technical Standards and Safety Authority**

Minutes of the Boilers, Pressure Vessels, &

Operating Engineers Advisory Council

Meeting on March 4, 2024

Minutes of the Boilers, Pressure Vessels, & Operating Engineers Advisory Council meeting of the Technical Standards and Safety Authority (TSSA) held by teleconference at 9:00 a.m. on the 4<sup>th</sup> day of March 2024.

**Present:** Mohammed Farooqi; Mario Gogic; Yan Huang; Ryan Jones; John Milton; Ralf Klopff; Mark Lambert (Chair); Peter Michieli; Ronald Morrison; Hillar Prits; Randy Purves; Justin Awoyomi; Ryan McLachlan; Jamie Webb.

Bonnie Rose; Alexandra Campbell; Viola Dessanti; Glen Lang; Kristian Kennedy; Shaun Montano; Olga Sousa-Dias; Ajay Raval; Kim Semper; Dan Brazier; Priya Ferris; Caslav Dinic; Scott Saint; Phil Simeon; Sarah Jeffrey-Hampton; Veronica Zeballos; Carmela Casella; Diana Bosnjak.

### **Action Items**

Action: TSSA to take the issue back of technical touchpoints in relation to the Call Centre.

Action: A. Campbell will follow up with J. Webb on the website's keyword function.

### **1. Welcome & Constitution of Meeting**

The Chair, Mark Lambert, called the meeting to order at 9:00 a.m.

#### **a. Safety Moment**

For the safety moment, the Council was shown a brief presentation on the total solar eclipse.

### **2. Adoption of the March 4, 2024, Agenda**

The council adopted the agenda as presented.

### **3. Approval of the October 12, 2023, Meeting Minutes.**

The council approved the minutes as presented. R. Morrison commented on page 3 about clarification needed about status and coordination of the Red Seal program. Minutes adopted and seconded for consideration of changes in the minutes raised by R. Morrison.

### **4. Review of Action Items**

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There were no questions or comments from the council.

## **5. CEO report**

B. Rose underscored the purpose of the plenary session model: Focus on input on corporate initiatives and Strategic Plan priorities. IACs are opportunities to address more technical matters affecting industry sectors.

B. Rose also spoke about the specific purposes of advisory councils: We use issues raised and have advisory councils prioritize. Ultimately TSSA must take priorities raised and stressed resources are limited to address all of them. B. Rose stressed that it is important for members to connect the priorities tracker with issues raised at each meeting.

B. Rose detailed Year One of the Strategic Plan, walking through accomplishments on key deliverables – on track for Year One deliverables. On the website, the chair noted only one college is identified as an accredited training provider. R. Morrison stated that data quality doesn't appear to be addressed as an issue despite reference to these information gaps on the website. B. Rose explained that data quality is in fact a focus of the organization.

J. Webb stated that he doesn't want to "wall off" contact with staff at TSSA. As staff retire it is getting more difficult to get in touch with staff. Telephone contact appears to be curtailed. Will the website have contact information or are calls to be filtered through a centralized place. This could become a general frustration. B. Rose commented that TSSA has too many entry points so there is a variety of answers provided. A. Campbell added that the portal should be a transactional place that can be used for situations in which one shouldn't need to connect with staff. J. Webb commented that there is even difficulty reaching supervisors, especially non-high-volume users. The 1-800 customer call centre isn't ideal for some inquiries, especially of a technical nature. He encouraged TSSA staff to try the Call Centre as a trail for technical inquiries. He doesn't want to see TSSA become too impersonal.

B. Rose commented that inspectors' contact information should be in inspection reports. There are technical help touchpoints. J. Webb replied that there aren't many such touchpoints. On the website, keyword searching is still problematic. Y. Huang gave a similar example with the portal.

M. Lambert observed that there are several ongoing concerns with the call centre, the website, and the portal. He asked if it would be best for people to



contact A. Campbell. He recommended representatives of industry groups compile concerns and send lists to A. Campbell.

B. Rose enumerated the Release 4 client portal deliverables, specifically transactions available in the portal. A. Campbell spoke to the “soft launch” that is planned for the portal.

S. Montano spoke to the volume of submissions in engineering. Right now, there are 550 submissions outstanding. Since January 1 TSSA has averaged 105 design reviews per week. He detailed the BPV CRN wait times.

Lastly, B. Rose spotlighted recent issues with TSSA certification and exam business lines. TSSA has identified root causes, is planning to prioritize, and is reporting to identify impact in advance. Manual fixes are being made where necessary.

Frustrations on the OE side were noted on expired certificates but the renewal process, raised by R. Purves, P. Michieli and R. Klopff. P. Michieli indicated he will pursue the matter offline. A. Raval and B. Rose explained that there will be a backlog, but TSSA is working to reduce it.

**Action:** TSSA to take the issue back of technical touchpoints in relation to the Call Centre.

**Action:** A. Campbell will follow up with J. Webb on the website's keyword function.

## **6. Fee Update**

P. Ferris provided an update on the inflationary fee increase and the proposal for a late/cancellation fee increase proposal.

The Chair asked on the OE side if it should be taken offline.

R. Jones asked for clarification if there was a communication. P. Ferris commented that it went out. He also asked what the merit is of consultation if inflationary increases are decided. D. Brazier noted that we discussed this at the advisory councils last fall, and we consulted the Ministry, noting it is below inflation. On CPI, TSSA used CPI as it is the more recognized number. He appreciates not everyone in the industry uses it. He noted industry may use a standard method for future fee changes.



R. Klopff cautioned on late and cancellation fees until certificates are going out to users effectively so the optics will be bad for TSSA if late fees are introduced even as the system is backlogged. D. Brazier noted TSSA is not targeting this right away and will seek to resolve the certificate issue. The intention is not to penalize customers for whom TSSA is at fault. He stressed late authorizations are a major drive in the case of customers who actively decide to pay late. A question was asked about the metrics for the amounts decided for late fees. D. Brazier noted that TSSA is not trying to generate revenue; it is to nudge the payment.

(R. Purves/R. Klopff) They want to understand the difference between businesses and individuals with respect to their lateness on fees. This will go out for broader consultation, A. Campbell noted, so there will be an opportunity to comment. R. Klopff remarked that the data is important to gauge how to target late fee amounts. The chair asked for R. Klopff to collect his and other OE concerns. D. Brazier added that late payment fees are also an incentive to encourage customers to keep current data with TSSA. Y. Huang asked which authorizations it will affect. P. Ferris commented that it will apply to all but in the first phase not to COIs. It is excluded but all others will apply, including COCs.

J. Webb circled back to the inflationary increase: With this increase is it expected BPV will become revenue neutral? He understood BPV is behind again, from the last meeting. D. Brazier said it still won't break even. The real issue is one area: the cost to administer the BPV COI. TSSA loses money each year. The amount is too low and TSSA cannot process that amount. TSSA has been trying to look at efficiencies. Also, there is a pool of devices from that have never been licensed. And it costs money to find and authorize those actors. He warned there might be a one-off specific increase. J. Webb asked what the implications are of a future fee increase. D. Brazier warned it will be a significant increase. He reminded the plenary session that the issue of cost recovery has been raised on past agendas.

R. Jones noted it has been a topic of discussion for some time. His recommendation is to rip the band-aid off and put forward the number and make it more palatable than staggering it year over year.

On cancellation fees, R. Purves asked if TSSA is capturing everything it needs for the cancellation fee, does it cover the costs. R. Jones asked if the fee would help TSSA break-even. D. Brazier said it is difficult to project forward whether it will allow for efficiencies or not. Y. Huang informed communications that inspection cancellations were attributed to external factors, including "Mother Nature." Should there be an exemption for extenuating circumstances? D. Brazier noted we don't track cancellations, so TSSA only has anecdotal



information. J. Webb noted that with punitive cancellation fees will look for claw backs if the inspection is late for inspections. That can be expensive for customers.

P. Ferris explained that TSSA is tracking for November.

## **7. Safety and Compliance Update**

V. Dessanti provided a safety and compliance update.

The Chair asked if Ministry of the Environment data can be included. V. Dessanti noted she is not familiar with MECP requirements, and we don't track MECP compliance requirements. K. Semper noted we don't handle requirements under MECP. The Chair noted that he reports releases through MECP as well. V. Dessanti noted that Spills Action Centre reporting does get sent to TSSA so there might be some overlap.

P. Michieli asked what the definition of high-risk is. In general, V. Dessanti replied, a plant with a recent high-risk order has the potential to cause harm. TSSA is in the process of updating its risk profile with additional data points to estimate the relative risks of plants. P. Michieli added that a recent TSSA inspection was very thorough and professional, despite the length of the inspection.

## **8. License and Modernization Update**

P. Simeon and G. Lang spoke of the need for regulatory modernization. G. Lang spoke to the consultation that TSSA has undertaken, noting that there was useful feedback provided during the consultation. There was a question as to whether the fuels licenses will affect BPV. It would not, it would affect fuels. G. Lang clarified to R. Klopff the question that the plant registration certificate is firmly under OE regulation not BPV.

## **9. Ministry of Public and Business Service Delivery**

The presentation was treated as read by D. Bosnjak. There were no questions from the plenary participants.

## **10. Plan to License 17k Unverified Devices and OBR**

K. Semper spoke to the plan to license 17k devices. There were no questions from the plenary participants.



V. Dessanti spoke to the collection of BPV data to inform risk profiles. The Chair asked if the onus is on the owners and insurance companies. V. Dessanti replied that the onus will be on both.

Y. Huang provided some historical information on using National Board information for data initiatives. V. Dessanti noted that she discussed this issue with Y. Huang and K. Semper the week prior. TSSA will take back to assess.

### **11. Update on CSA-B56 Capacity rating and attendance requirement of power plants standard.**

G. Lang spoke about the issue. He noted that CSA is trying to develop a national standard on plant ratings because of variations in plant ratings from province to province. There were no questions or comments.

He also provided an update on the Code Adoption Document for Boilers and Pressure Vessels. Y. Huang asked about the status of the codes, which one's versions TSSA will be adopting.

### **12. OE Alternate Rules Update**

G. Lang enumerated the numbers of registrations and applications in progress for Paths 1 and 2. There were no questions from plenary participants.

### **13. Issue Prioritization Update**

K. Semper spoke to COC, first inspection and Status check on failed inspections or recommendations.

The Chair asked about a federal regulation of OE.

### **14. Adjournment**

The Chair adjourned the meeting at 11:00 a.m. Everyone was thanked for their attendance and contributions.