



Technical Standards and Safety Authority

Minutes of the Fuels (Liquid Fuels, Natural Gas & Propane) Advisory Council Plenary Meeting on September 21, 2022

Minutes of the Fuels (Natural Gas, Liquid Fuels and Propane) Advisory Council plenary meeting of the Technical Standards and Safety Authority (TSSA) held virtually at 9:00 a.m. on the 21st day of September, 2022.

Present: PAC: James Callow, Heating, Ventilating, and Air Conditioning (HVAC); Ian D’Cruz, Superior Propane; Jay Jackson, TSSA’s Consumer Advisory Council; Dave Karn, Dowler-Karn Ltd.; Rob Loenhardt for Marcelline Riddell, Canadian Propane Association (CPA).

LFAC: Michelle Rae (for Terry Ablett), Ontario Petroleum Contractors Association (OPCA); G. Rae Dulmage, TSSA’s Consumers Advisory Council; Brent Francis, Francis Fuels Ltd.; Steve Kuzmanovic, Suncor; Laurie Marcil, Nature & Outdoor Tourism Ontario (NOTO); Dereck Northcote, Heartland Farm Mutual; Jim Wood, Ontario Petroleum Transporters and Technicians Association (OPTTA).

NGAC: Geoffrey Holloway for David Hammond, Huronia/ MED-E-OX Ltd; Shawn Khoshaien, Enbridge Gas Inc.; Martin Luymes (Chair), Heating, Refrigeration, and Air Conditioning Institute of Canada (HRAI); Sunaina Menezes, Office of the Fire Marshal and Emergency Management & TSSA’s Consumer Advisory Council; Greg St. Louis, Kitchener Utilities; Alan Reitzel, Reitzel Heating and Sheet Metal Ltd.; Ron Vanhevel, Rheem Canada Ltd., Andy Vella, Canadian Standards Association.

TSSA: Alexandra Campbell, VP, Communication & Stakeholder Relations; Viola Dessanti, Director, Strategic Analytics (item 09-10); Olga Dias-Sousa, Executive Assistant; Danielle Fernandes, Policy Advisor; Kelly Hart, Assistant General Counsel (item 08); Gary Highfield, Manager, Engineering, Fuels Safety Program; Kristian Kennedy, Manager, Government Relations; Anil Lal, Manager, Engineering & Technical Services, Fuels Safety Program; Nameer Rahman, Policy Advisor; Bonnie Rose, President & CEO; Sam Sadeghi, Director, Fuels Safety Program.

Guests: Diana Bosnjak, Policy Advisor, Technical Safety Unit, Ministry of Public and Government Service Delivery (MPBSD); Sahra Kassim, Policy Advisor, Technical Safety Unit, MPBSD; Allison Nicholls, Senior Policy Advisor, Technical Safety Unit, MPBSD; Miranda Reid, Policy Advisor, Technical Safety Unit, MPBSD; Peter Richardson, Smith School of Business, Queens University (item 06).

Regrets: Rick Hineman, Durham Fuels; John Lastoria, Canadian Tire Petroleum Network Development; Ryan McLachlan, Slegers Engineered products Inc.; Jeremy D. Mitchell, Parkland.

1. Welcome and Constitution of Meeting

The Chair, D. Karn, called the meeting to order at 9:02 a.m.

a) Safety Moment

For the safety moment, Council was shown a short video with safety tips for autumn driving.

2. Adoption of the September 21, 2022 Agenda

The agenda was adopted as presented.

3. Adoption of March 1, 2022 Minutes

The minutes of October 19, 2021 were adopted as presented.



4. Review of Action Items

The action item to update the priority to indicate that only gas technicians with an LP endorsement are currently permitted to drain propane tanks and cylinders was completed.

5. TSSA President & CEO's Report

B. Rose spoke to this item referencing the material shared in advance of the meeting. She highlighted strategic milestones from the last fiscal year, the goals for Year 6 of the Strategic Plan and how these activities meet advisory council concerns, such as reducing invoices and inspection consistency. She noted that the councils were the drivers behind several of these changes. B. Rose also provided an update on TSSA labour relations, noting that negotiations with the engineers' union are going well. The negotiations with the inspectors' union resulted in a strike. She explained that TSSA has a contingency plan to maintain public safety while reducing disruption for business.

There were no questions from the plenary participants.

6. Strategic Planning

B. Rose introduced P. Richardson, who undertook the consultation on TSSA strategic planning and shared an update on the consultation feedback and presented a draft of a proposed strategic plan. P. Richardson noted that the consultations were comprehensive, both with TSSA advisory councils and one-on-one with associations, companies and government.

The council then entered a confidential and anonymous strategic planning poll.

During the Q&A session, a member commented that he liked the customer service division concept planned for the new strategic plan, but wondered how it would be resourced, i.e., with new employees or staff from existing teams. B. Rose indicated that it would be staffed from employees already working on customer service who would be redeployed once freed up from the IT transformation. A member commented that the vision for the strategic plan aligns with what his company is doing. Risk-based approaches are very complex and as TSSA gets into details the key stakeholders should be consulted when it comes to decisions on adopting risk related standards. A member liked the consistency but cautioned that there is a need for a feedback system to prevent silos from reestablishing at TSSA. Another member commented that he liked all the areas the strategic plan tackles, especially customer focus and the attention to employees – he was surprised to see employee sense of purpose as a strategic plan goal. He also liked the focus on outcome-based attention for the defiantly non-compliant. A member agreed with the comment on involving key stakeholders and hopes there will be improvement on alignment with industry when it suggests enhancements to service delivery. She is seeing improvements with the new TSSA approach and hopes it continues to improve.

As for what is not clear in the draft, one member stated that the consultation was comprehensive, but wondered whether there was a plan to consult with consumer protection organizations. Additionally, with respect to outcome-based approaches, most data will come from inspections. Since there is resistance to outcome-based regulatory approaches among inspections, to get a better understanding of their reactions to it, it would be good to know what their criticisms are. Finally, he noted there is not much in the strategic plan on the public perception of TSSA. A member commented that he likes what he sees on data quality, but mining and using the data is the important part. He added that resources need to be put behind new technologies, both staff-wise to monitor developments and in terms of consultations with industry like Risk Reduction Groups. R. Loenhardt commented that there are key points that are good like outcome-based regulatory approaches and employee focus. On the negative side, he has concerns about fees and



Technical Standards and Safety Authority

Minutes of the Fuels (Liquid Fuels, Natural Gas & Propane) Advisory Council Plenary Meeting on September 21, 2022

whether they will increase because of the new strategic plan. A member appreciated that concerns of the tourism sector and marinas are getting included in the vision but wonders what the feedback loop will be with stakeholders. B. Rose replied that the councils are that feedback loop. A member asked about the relationship with the Ontario Energy Board in relation with TSSA. He recommended TSSA be more active on the OEB front as a third-party engaged in OEB deliberations.

7. Ministry of Public and Business Service Delivery Report

A. Nichols provided a ministry update, treating the materials as read.

A member asked if the Ministry has made submissions to the Government of Ontario red tape initiative for burden reduction omnibus bills. A. Nichols commented that MPBSD does provide input into that process.

8. Historic/Lapsed Authorizations Report

K. Hart spoke to this item. She provided an overview of the lapsed authorization program and detailed the historic lapsed authorization process, which goes back five years to tackle older lapsed registrants. She clarified that the project applies to devices, not certificate-holders. She reported on progress in clearing up lapsed authorizations in Fuels. She noted the lapsed authorization project has now been incorporated into Operations and is no longer in project mode. TSSA Customer Management Supervisor, Monifa Barnes, oversees day-to-day operations now. For lapsed authorizations that are historic, Fuels will go live in November.

A member asked if there is a lapsed authorizations breakdown by sector. It would be helpful to have an industry scorecard. K. Hart provided data on lapsed authorizations for Fuels. A member asked if there was any plan for a public directory of companies not operating in good standing. The building sector has a directory of that nature. K. Hart remarked that there has been discussion of something similar at TSSA. Such a directory is already online for certificate-holders. For operators, she indicated that the Call Centre can be called to find out an authorization-holder's status. A member asked what factors contribute to non-renewals. K. Hart replied that contact information is sometimes not inputted by authorization-holders. More than anything, authorizations are the responsibility of the registration-holder, so the onus is on them to renew. A member signalled support for the program but noted a gap: A propane dispenser change of ownership often leads to a push to decommission equipment before the sale of the property. K. Hart replied that TSSA is working on a shutdown policy that will be of some assistance in these circumstances.

9. Safety & Compliance Report

V. Dessanti provided a safety report for the Fuels Safety Program. She covered the state of safety for all TSSA-regulated sectors. She then provided an overview of safety and compliance data for propane, natural gas and liquid fuels.

Questions were deferred to the end of agenda item #10.

10. Revised Risk Score

V. Dessanti spoke to this issue. She noted that changes are being considered this year so that the risk score is more rigorous and data-driven for classification of devices and operators in terms of their low-, medium- and high-risk status. A revised risk score is critical to an outcome-based regulatory model since the new business model and outcome-based regulation is generating better quality data. Updates will be provided as the project rolls out.



Technical Standards and Safety Authority
Minutes of the Fuels (Liquid Fuels, Natural Gas & Propane) Advisory
Council Plenary Meeting on September 21, 2022

A member drew attention to slide 10, commenting that flammable material orders are in most cases about weeds and grass, which are of questionable flammability. He asked if there is a way to risk assess these kinds of orders to reduce the likelihood of “readily ignitable materials” looming so large in the data. He also asked if industry will be involved in the revised risk score. V. Dessanti confirmed that stakeholders will be involved, as they have been in previous reviews of TSSA’s risk methodology. A member agreed about the need to bring stakeholders familiar with risk to the table in the consultation. Another asked for clarity on incident data in relation to the timeframe covered. V. Dessanti clarified that it is based on TSSA’s fiscal year. A member asked if the two fatalities were at licensed facilities or among the public. She explained that a faulty installation was carbon monoxide related, a second was an explosion of a heat-treating appliance. A third fatality is under investigation and will be reported on when the investigation is complete.

11. Stakeholder Engagement Update

- a) Issues/ Priorities Raised Outside of Councils
- b) Customer Value Survey

K. Kennedy enumerated several fuels safety issues that were raised outside council meetings: Red Seal, interprovincial harmonization of fuels certificates and backfill inspections for underground tanks.

K. Kennedy provided council with the results of the TSSA customer value survey, undertaken by Forum Research Inc. from February to April, 2022. He encouraged participants to review the results of the survey and noted they findings will be posted on the TSSA website.

12. Fee-related Updates

D. Brazier spoke to the new business model, noting it has performed as expected with costs being recovered. A few adjustments were made to the model. He noted lapsed authorizations project brought in additional revenue. He referenced the need for inflationary fee increases, noting that the increases are applying to Fuels and Boilers and Pressure Vessels and not anticipated for Elevating Devices, Amusement Devices and Ski Lifts.

A member asked when the fee increases over and above any inflationary increases are anticipated. D. Brazier replied that TSSA will come back to the councils when it has a better sense of what costs will be.

13. Industry Cross-Sector Prioritization Update

S. Sadeghi presented an overview of the priorities raised by the fuels councils and provided TSSA’s response and rationale for each priority. He noted good progress has been made and both will be discussed at the Propane and Liquid Fuels Advisory Councils. He described the priority issue resolution plan (PIRP) and how it supports the development of responses for priorities.

A member commented that he likes the PIRP process as it was set out. Another member commented that this shows TSSA going in the right direction to address priorities raised by councils.

Priority	TSSA’s Response (Classification of priority)	Status
Propane tank & cylinder drainage requirements (LP ROT)	Under Investigation	Ongoing
Biofuel: The effects of modernized biofuels on standards for tanks, piping,	Under Investigation	Ongoing



Priority	TSSA's Response (Classification of priority)	Status
connected equipment and end-user equipment		

14. Transfer of Gas Technician/OBT Training and Certification to Skilled Trades Ontario

P. Simeon provided an overview of the project, explaining that Gas Technician and Oil Burner Technician (OBT) trades will become Red Seal trades. Apprenticeships and certification will be administered by Skilled Trades Ontario (STO). Plan development is still in the early stages. The intent is to transition these three trades to Red Seal. The unknowns are how annual certification will work. He explained the purpose of the Red Seal process.

A member asked about the length of the apprenticeship. He remarked that industry is starving for gas technicians and oil burner technicians so a lengthy apprenticeship process may prolong entrance into the industry of new technicians. Another asked if TSSA has any concerns about delays or risks since it is difficult for members of the public to secure gas technicians services. A member asked if labour mobility is the objective of Red Seal. That could be a help or a hindrance, depending on labour markets. Another commented that this is great news in some respects and concerning in others. He asked if this means Ontario will need to increase its skill base to meet Red Seal standards or does it already meet those standards. N. Rahman explained that it is a harmonized curriculum, noting there will be a practicum component, which may or may not mean an apprenticeship. Ontario, he added, is highly compatible with Red Seal. A member replied that for OBTs Ontario is a unique jurisdiction in the sense that in Ontario OBTs deal with stationary engines. P. Simeon replied that alignment with Red Seal applies to gas technicians, rather than OBTs.

A member asked what this transition means for the current license holder (i.e., G1) and whether upgrade training will be required. Will a holder of G1 be required to upgrade to Red Seal? P. Simeon commented that these are details that are being considered.

15. Compressed Gas CAD Amendment

P. Simeon noted that the Compressed Gas CAD amendment is out-of-date and needs updating. He added it will take about nine months to adopt a new one. When normal operations return, the Compressed Gas CAD will be examined for updates and adoption.

16. Adjournment

The meeting adjourned at approximately 12:10 p.m. after which council members held a council-only in-camera session with their respective councils followed by an in-camera session with B. Rose.