



Kingston Geographic Council Meeting
Friday, October 2, 2015



Portsmouth Olympic Harbour
53 Yonge Street
Kingston, Ontario K7M 6G4

Attendee Name	Company	Stakeholder Category
Karen Santucci, GC Co-Chair	Utilities Kingston	Electrical Distribution
Steve Chapman, GC Co-Chair	Promark	Locator
Scott Needs	IHSA	Safety Organization
Jerry Lollar	Union Gas	Oil Gas
Jeff Hitchcock	Ontario One Call	One Call
Oscar Warren	TSSA	Regulator
Richard Laszlo	QUEST	Safety Organization
David LeVasseur	TSSA	Regulator
Dan Chartrand	Tackaberry	Excavator
Peter Randall	Tackaberry	Excavator
Samira Drapeau	QUEST	Safety Organization
Mike Goldberg	TSSA	Regulator
Mason Reid	K.G. Reid Trenching and Construction	Excavator
Vance Caird	Bell	Telecommunications
Catherine Hawkins	Bell	Telecommunications
Frank	Promark	Locator
Jennifer Parent	ORCGA	Staff
Ian Munro	ORCGA	Staff

Item	Meeting Minutes	Action Items
1	<p>David LeVasseur, Fuels Safety Inspector TSSA</p> <p>TSSA Public Safety Awards On September 29, 2015, TSSA announced that the ORCGA was a recipient of its inaugural Public Safety Awards. These awards celebrate individuals and organizations that have made significant contributions to public safety in Ontario.</p> <p>The ORCGA has brought utilities, municipalities and contractors together to reduce the risk of pipeline hits and damage to other underground infrastructure, which can result in gas leaks, flooding, explosions, and injuries.</p> <p>By promoting safe excavation practices and championing the creation of the Ontario One Call system for free locates of utility pipes and cables, the ORCGA has established a legacy in public safety in Ontario.</p> <p>https://www.tssa.org/regulated/about/safetyawards.aspx</p> <p>Fuels Safety Program The TSSA is a not-for-profit safety organization that is self-funded and is prevention-oriented. The TSSA administers and enforces public safety laws under Ontario's Technical Standards and Safety Act. TSSA's Fuels Safety Program regulates the transportation, storage, handling and use of fuels to ensure conformance to the Technical Standards and Safety Act, 2000, and applicable regulations, codes and standards.</p>	None

Incident Investigation Procedure

The TSSA conducts investigations of all reported incidents in which there have been injuries, property damage, environmental impact, or significant public safety concerns. A Fuels Safety Inspector takes the following steps when investigating an incident:

Step 1 – Recognize the Need – Incident has occurred

TSSA has received a report of a damage to an underground natural gas line. This information is received via the Spills Action Centre 1-800-268-6060 (MOE)

Step 2 – Define/Assess the Incident

Formulation of an investigation plan:

What is current state of the event? Has it been made safe?

Define and Protect the scene:

Who is on scene? What is happening?

Conduct a needs assessment:

What resources are needed?

Step 3 – Collect the Data, Evidence and Information

Documentary Evidence:

Locates from Utility and Contractor

Training records – Contractor, Locator

Written notes

Calibration certificates

Photographs

Physical Evidence:

Damaged utility

Demarcation lines on ground

Locate marks, flags, stakes

Excavation equipment

Video

Testimonial Evidence

Statements

Utterances

Step 4 – Analyze The Data

All of the collected and observed information is analyzed by inductive reasoning: the process in which the total body of empirical data collected is carefully examined in the light of the investigator's knowledge, training, experience, and expertise.

Step 5 – Develop a Hypothesis

Based on the data analysis, the investigator should now produce a hypothesis or group of hypotheses to explain the origin and cause of the incident. This hypothesis should be based solely on the empirical data that the investigator has collected.

Step 6/7– Test The Hypothesis/Select final hypothesis

Pipeline Strikes

There are approximately 500 pipeline strike occurrences per quarter. To date there have been 1854 occurrences in FY15.

Top Causes of Pipeline Strikes (July 1, 2009 – April 30, 2015):

47% - Excavation practices not sufficient

17% - No notification made to Ontario One Call

6% - Facility was not marked or located.

<p>2</p>	<p>Jeff Hitchcock, Education & Training Program Manager Ontario One Call</p> <p>Compliance Overview</p> <p>Process Late Locates Confirm locates are unreasonably late Review 360 Feedback to confirm status Contact the LSP or Member No solution /response inadequate, contact ON1Call Compliance Provide ticket number, Member name and all related info ON1Call will provide a complaint number and contact the Member directly and provide response to complainant</p> <p>Process - Insufficient Response Contact the Member directly to provide paperwork, accurate paperwork or correct physical locate No solution /response inadequate, contact ON1Call Compliance Provide ticket number, Member name and all related info ON1Call will provide a complaint number and contact the Member directly and respond to complainant</p> <p>Process – Emergency Abuse Contact the excavator prior to arriving on site (if possible) to confirm emergency No solution /response inadequate, contact ON1Call Compliance Provide ticket number, Member name and all related info ON1Call will provide a complaint number and contact the excavator/ Member directly and provide response to complainant</p> <p>Emergency Locate Definition An Emergency Locate Request is defined as a loss of service by a utility that in the circumstances would be considered essential, so that absence of the service can reasonably be expected to result in an imminent or significant safety or environmental hazard, or imminent threat to the person or the public.</p> <p>The facility owners need to take all reasonable steps to complete a Locate response (clear or locate) within two (2) hours from its receipt on the system.</p> <p>Registering a Complaint - Go Online Online complaint form http://www.on1call.com/</p> <p>Registering a Complaint - Go Online ON1Call Investigations & Compliance Department Phone - (519) 265 8006 Ext 8201</p> <p>I've complained! Now what? The Compliance Department reviews the complaint to establish and confirm the validity The complaint is input into the ON1Call data base A complaint number is assigned A reply is sent to the complainant, in writing Communication with the Member concerned is provided Member is notified to address the complaint Member and/or Compliance contacts the complainant to advise of steps being taken Members responds to/ addresses/ corrects the complaint</p>	<p>None</p>
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	<p>Should a Member be found to be non-compliant, they may be subject to disciplinary action(s).</p>	
<p>3</p>	<p>Cathy Hawkins Vance Caird Bell</p> <p>Bell Relocates After detailed investigation and root cause analysis we came to the conclusion that the largest factor leading to late locates was the amount of unnecessary relocates our Locate Service Providers (LSPs) had to complete.</p> <p>Examples of unnecessary relocates: Requesting relocates on jobs that have not even started. Requesting relocates just to check the box off in an office to say they've been requested to satisfy internal procedural requirements Requesting relocates even though the field crew could easily be maintaining their own marks based on the initial locate measurements.</p> <p>A new policy needed to be built to provide Bell Relocates in a manner that is truly useful to the excavator, and makes productive use of the LSP's time.</p> <p>The New Bell Relocate Process:</p> <p>The original/initial locate for the project is now valid for the life of the project (assuming the job starts within 60 days of the locate completion date) as we expect the excavators to maintain their field markings.</p> <p>Therefore, any Relocate ticket that is requested will be suppressed as the Initial Locate is still valid.</p> <p>The Bell Relocate Policy does recognize that there are situations where an excavator will need a relocate. Therefore, along with every Relocate Request Suppression Notice, the excavator is given a phone number to call in, speak to a Bell representative and provide a legitimate reason for a relocate.</p>	
<p>4</p>	<p>Richard Laszlo Resilient Pipes & Wires Director, Research & Strategic Initiatives QUEST</p> <p>Quest is a national non-profit organization that provides support and tools to local government, utility, real estate, and other community stakeholders to advance Smart Energy Communities.</p> <p>Large-scale, weather-related events are increasing in frequency, duration and intensity which create long outages for many customers, and cost money for utilities to repair.</p> <p>Resilience investments improve the ability of distributors to withstand extreme weather and to improve recovery from climate-related events.</p> <p>Resilience is defined as: Robustness - withstand extreme weather events and continue operating Resourcefulness - manage operations during extreme weather events Recovery - restore operations to desired performance following extended outage Adaptability - incorporate lessons learned from past events to improve</p>	<p>None</p>

	<p>Resilience in the Distribution Sector Awareness of climate change impacts to the sector is high Awareness of predicted future impacts is low but developing Adaptation in the sector is happening on an ad-hoc, reactive basis in Canada Large scale events are not taken into account in electricity reliability indicators \$1 invested in resilience = \$9 to \$38 savings in disaster costs (TD Economics)</p> <p>Adaptation Actions in the Distribution Sector</p> <p>Adaptation Planning and Risk Assessment Voluntarily: Develop Adaptation Plan and Conduct Risk Assessment Identify: At-risk infrastructure and Direct investments at vulnerable parts of distribution system</p> <p>Infrastructure Solutions Improve robustness to withstand extreme weather events: e.g. concrete vs wood poles; underground wires Build redundancy: Reduce probability of outage by providing multiple energy paths e.g. on-site backup Distributed energy resources: Microgrids and storage; compliment traditional grids</p> <p>Operational Solutions Track and monitor distribution: e.g. smart meters Efficiently deliver energy services:e.g. weather forecasting, predictive asset & right-of-way management Respond quickly to outages: e.g. advanced analytics, smart meters</p> <p>Organizational Solutions Labour force communication and protocols and mutual assistance agreements: Understand roles during an extended outage and centralized call centre/messaging service</p> <p>Communications and Engagement Solutions Improve communication with customers and the public: Websites, social media, radio, call centres, emergency centres, engage proactively; improve preparedness Improve communication with other utilities: acknowledge system interdependencies, develop communications strategy</p>	
5	<p>The meeting concluded. The next Kingston GC meeting is scheduled for March 31, 2016, which will coincide with Utilities Kingston Contractor Day.</p>	None