



Fuels Safety	Ref. No.: FS-248-20
ADVISORY (Subject to Revision as Appropriate)	Date: April 8, 2020

Subject: Revision of TSSA's Fuels Heating Contractor Audit Program

Distribution: Posted on TSSA Website

TSSA is revising its Fuels Heating Contractor Audit Program that will require contractors to demonstrate compliance with O. Reg. 211/01 (Propane Storage and Handling), O. Reg. 212/01 (Gaseous Fuels) and O. Reg. 213/01 (Fuel Oil) depending on the fuel they work with. This revision to the program was developed as part of TSSA's transition to an outcome-based regulator and in response to a recommendation from the Auditor General of Ontario that every technician's work be evaluated for compliance. Unlike the previous contractor audit program, TSSA will oversee the contractor's business operation, as it pertains to the regulation(s), rather than conducting field inspections for code compliance. This allows the contractor to be responsible for compliance including checking their technicians' work in the field.

Audit Parameters

The Propane, Gaseous and Fuel Oil Regulations have seven primary requirements that are a contractor's responsibilities. They are as follows:

1. Only install approved equipment
2. Technicians shall be certified for the work
3. Call for initial inspection by the distributor where fuel is being used for the first time
4. Employees comply with the regulation(s)
5. Incident Reporting
6. Identification, action as required and reporting of non-compliances (unacceptable conditions)
7. Requirement to tag (pressure test tag/installation tag) equipment upon installation completion (in the Fuel Oil Regulation and the Natural Gas and Propane Installation Codes)

Contractors are responsible for complying with the above seven requirements. TSSA's audit will require the contractor to demonstrate compliance through their processes, procedures and records. See Appendix A for further details.

Appendix A – Specifics of the Revised Heating Contractor Audit Program:

- 1) Install approved equipment
 - O. Reg. 211/01 (Propane Storage and Handling) s. 12
 - O. Reg. 212/01 (Gaseous Fuels) s. 4
 - O. Reg. 213/01 (Fuel Oil) s. 17

- 2) Technicians shall be certified
 - O. Reg. 211/01 (Propane Storage and Handling) s. 6 and s. 8
 - O. Reg. 212/01 (Gaseous Fuels) s. 6
 - O. Reg. 213/01 (Fuel Oil) s. 4

- 3) Initial Inspection by the distributor
 - O. Reg. 211/01 (Propane Storage and Handling) s. 9
 - O. Reg. 212/01 (Gaseous Fuels) s. 7
 - O. Reg. 213/01 (Fuel Oil) s. 7 and 9

- 4) Employees comply with the regulation(s)
 - O. Reg. 211/01 (Propane Storage and Handling) s. 5
 - O. Reg. 212/01 (Gaseous Fuels) s. 11
 - O. Reg. 213/01 (Fuel Oil) s. 5

- 5) Requirement to report incidents
 - O. Reg. 211/01 (Propane Storage and Handling) s. 15
 - O. Reg. 212/01 (Gaseous Fuels) s. 12
 - O. Reg. 213/01 (Fuel Oil) s. 21

- 6) Requirement to report non-compliances to the distributor
 - O. Reg. 211/01 (Propane Storage and Handling) s. 19 and s. 20
 - O. Reg. 212/01 (Gaseous Fuels) s. 13 and s. 14
 - O. Reg. 213/01 (Fuel Oil) s. 25 and s. 26

- 7) Requirement to tag equipment upon installation completion
 - O. Reg. 213/01 (Fuel Oil) s. 18

For natural gas and propane s. 6.22 of B149.1-15 entitled "Natural Gas and Propane Installation Code" and in s 1.27 of the Gaseous Fuels Code Adoption Document Amendment (FS-225-17) where sub-clause 6.22.6 has been added.

In the audit, these seven requirements for the contractor will be confirmed by a TSSA Inspector:

Item 1: Install Approved Equipment

TSSA will verify by:

- Asking the contractor to explain approval
- Checking invoices, model #, serial #, inventory, new product introduction process or other means by which the contractor can demonstrate that they used approved equipment

Item 2: Technicians Certified for the Purpose

- Specifically demonstrate through records:
 - Employees that provide fuels services hold the appropriate certification and that it is checked on an on-going basis
 - Fuels work is being provided only by certified persons – specifically that the contractor's volume of work is commensurate with the number of certified technicians

Item 3: Initial Inspection by the Distributor

- There should be a process with records that has been done

Item 4: Employees' Certification and Compliance

- There should be a validation program to check that employees' work is compliant
- Specifically demonstrate through records:
 - Employees who provide fuels services hold the appropriate certification and that it is checked on an on-going basis
 - All certificate holders' work is checked for compliance with the adopted code
 - To assess how often and which work shall be checked for individual technicians, the contractor shall do an analysis which considers the technician's certificate qualifications, years of service, experience, training, history, etc.
 - It is an expectation that, within the first year of the introduction of the revised contractor audit program, each technician within a contractor's employment will be evaluated and their fuels work in the field will be checked for compliance
- Contractors that contract out this service should be able to demonstrate that their sub-contractor is registered and the sub-contractor's employees doing the fuels work hold the appropriate certification. This should be checked annually, as registrations renew annually. TSSA will also expect some process to check sub-contractors', particularly sub-contractors' employees', work is acceptable. For example, sub-contractors need to have a validation program to check their employees' work, as outlined above, which is reviewed annually

- If there is no process to verify the technicians' work, TSSA will perform a field verification

Item 5: Incident Reporting

- There should be a process with record keeping. If no records are available, TSSA will require that record keeping be implemented
- Specifically demonstrate:
 - Incidents have been reported to TSSA through the Spills Action Centre (SAC)
 - No one has interfered with or disturbed any wreckage, article or thing at the scene of an occurrence that is connected with it, except in the interest of public safety, saving life, relieving human suffering, continuity of service or preservation of property
 - Where it has been permitted to interfere with or disturb any wreckage, article or a thing, no one has carried away or destroyed any wreckage, article or thing, unless an inspector has given permission to do so

Item 6: Identification, Action as Required and Reporting of non-compliances

- There should be a process with record keeping
- TSSA will specifically ask for records/identification of non-compliances
- Specifically demonstrate:
 - For immediate hazards, fuel supply is shut-off
 - For non-immediate hazards, required compliance time is no longer than 90 days before the fuel supply is shut-off
 - Notice has been provided to the owner/operator and distributor

Item 7: Installation / Pressure Test Tag for Installations

- There should be a process with record keeping. This should also be checked during the evaluation of a technician's work