



TSSA Customer Alert: New automated certificate process for owners of boilers and pressure vessels effective March 16, 2021

As part of TSSA's commitment to modernize and improve our services, we have implemented an automated process for Certificates of Inspection (COIs) for Boiler and Pressure Vessels (BPV) device owners effective March 16.

New portal for BPV device owners

TSSA is making it easier for BPV device owners to renew their COI after an inspection by an insurance company or inspection agency. Here is the automated process supported by TSSA's new portal:

- After an inspection of your BPV device, your insurer will upload the Record of Inspection (ROI) onto the TSSA portal.
- As the owner, you will receive an email from TSSA for each ROI submitted, that your ROI is available for review. Owners of large plants may choose to create filters that auto-triage TSSA emails into a separate folder to review on a weekly basis.
- Access the new BPV COI portal to review your ROI(s) and ensure the information is accurate. If you need to make any **updates to your information**, please fill out the appropriate form and email account changes to Intake@tssa.org, and device updates to bpvidrequest@tssa.org.
- Review invoice: After you have approved the ROI, the portal will generate a list of ROIs available for payment. Only ROIs approved in your current portal session will be available for payment.
- Make payment: Device owners can pay with a credit card via the BPV COI portal (in the same session in which they approved the ROI) or they can request an invoice which will be sent via email or traditional mail. Pay the invoice within 30 days to obtain a COI. Invoice payment can be made with a credit card via the TSSA Invoice Payment portal.
- Obtain your COI: After payment is received, you can immediately print or download the COI. Post the COI near the device in a visible location.

Note: *There is no change in the process if a TSSA Inspector conducts the BPV periodic inspection or changes to BPV regulations, inspection frequency or the role of insurers and TSSA.*

How to access the new BPV COI portal

- During the week of March 1, TSSA is sending existing BPV device owners an invitation to the new portal from the TSSA email address: uatssacrnotifications@tssa.org. Owners are asked to ensure their security and firewalls allow this email to be received. If you don't receive the email, please check your spam folder

- The email will ask you to redeem the invitation by selecting the redeem code button. You'll be directed to the portal and asked to create a username and password and complete your profile – this will complete the portal registration process.
- Once the portal is live, we will have support and on-demand training available for BPV device owners on tssa.org. You'll also be able to access support through customerservices@tssa.org or 1-877-682-8772.
- Find more information on TSSA's website about the [BPV COI process and regulations](#).

These improvements in the BPV COI process reflect feedback from BPV device owners and insurers. Thank you for your support in helping TSSA deliver safety where Ontarians live, work and play.



2021 / TECHNICAL STANDARDS AND SAFETY AUTHORITY
www.tssa.org

Our mailing address is:
345 Carlingview Drive
Toronto, ON M9W 6N9
1-877-682-TSSA (8772); customerservices@tssa.org

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).