

Frequently Asked Questions: TSSA Incident Reporting Service Transition

1. Can I continue to call the Spills Action Centre (SAC) to report an incident to TSSA?

No. Effective October 28, 2026, SAC will no longer handle incident-reporting calls for TSSA.

To report an incident involving a TSSA-regulated industry, call TSSA's Customer Service at **1-877-682-8772** and select **option 1**.

2. For fuel-related or boiler and pressure vessel (BPV) or operating engineering (OE) incidents, should I continue to contact the Ministry of the Environment, Conservation and Parks (MECP)?

For incidents requiring notification to both TSSA and MECP, TSSA's incident-reporting service offers 'one window reporting'. The service will collect the required information and forward it to both regulators. This includes incidents involving fuels, boilers, pressure vessels and operating engineering that are required to be reported to both TSSA and MECP.

For incidents of this nature, we encourage you to call TSSA's Customer Service at **1-877-682-8772** and select **option 1** to report them.

3. What happens if I call SAC or MECP to report an incident involving a TSSA-regulated industry? Do I have to call TSSA again to report the incident?

Callers who continue to use existing SAC or MECP to report incidents involving TSSA's regulated industries will be transferred to TSSA's incident-reporting service to meet the reporting requirement.

To help ensure your report is handled seamlessly and shared with both authorities, we encourage you to call TSSA's Customer Service at **1-877-682-8772** and select **option 1**.

4. Has the incident-reporting process changed?

No. The process for reporting incidents to TSSA remains unchanged. Customers should continue to call **1-877-682-8772** and select **option 1**.

For more information, visit [Report an Incident](#).

5. Why is TSSA changing its incident-reporting service provider, and why was the Ontario Parks Communication Centre (OPCC) selected?

The change was made as part of operational adjustments. Following an established process, TSSA has selected a public sector organization, Ontario Parks Communication Centre (OPCC), to handle incident reporting as it meets our service requirements. Both SAC and OPCC operate under MECP and have worked together to ensure a seamless transition.

6. Who should I contact if I have questions about whether an incident needs to be reported?

For guidance on TSSA's incident-reporting requirements, visit [Report an Incident](#).

If you need further guidance, contact TSSA's Customer Contact Centre: 1-877-682-8772.