



BPV/ OE Centralized Inspection Scheduling Frequently Asked Questions

BOOKING AN INSPECTION

1. How do I book an inspection?

- Contact inspectionscheduling@tssa.org or 1-833-937-8772 to book an inspection. Agents are available from 8:00 am to 5:00 pm, Monday to Friday.
- Inspectors will no longer be scheduling inspections during these regular business hours. For urgent inspection requests outside of these hours, please contact your local inspector.

2. How do I book an urgent inspection?

- Call a TSSA agent at 1-833-937-8772 to book an urgent inspection. Agents are available from 8:00 am to 5:00 pm, Monday to Friday. The team of TSSA agents will respond in sequence in which the calls were received.
- For urgent inspection requests outside of our regular business hours of Monday to Friday, 8 am to 5 pm, please contact your local inspector (Link to directory)
- For emergency/ BPV/OE incidents, continue to call Spills Action Centre (SAC) 1-800-268-6060

3. How much advance notice do I need to give to book an inspection?

What information do I need to have on hand when I book an inspection?

Inspection preparation checklist		
<ul style="list-style-type: none"> • Billing name, address and address for the inspection • Contact name, email and telephone number • Name of TSSA Inspector who has conducted inspections at inspection site, If applicable • Any Special Safety Training required to access inspection site 		
Inspection type	Lead time requested*	Information requested during scheduling
Shop Inspection - Boiler / Pressure Vessel	Please call 1 business day in advance	<ul style="list-style-type: none"> • Estimated duration of Inspection
Repair Inspection		<ul style="list-style-type: none"> • Device UID number (if known) • Device Serial Number, Device Manufacturer, CRN number, Year Built • Inspection location - Shop or Field • Number of devices that require inspection
Alteration Inspection		<ul style="list-style-type: none"> • Device UID number (if known) • Device Serial Number, Device Manufacturer, CRN number, Year Built • Inspection location - Shop or Field • Number of devices that require inspection • Alteration CRN (5AN) (if available)
Welder – Brazer Test/Ticket	Call or email 2 business days in advance	<ul style="list-style-type: none"> • Type of test required (Welder or Brazer) • Number of tickets required



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Piping Inspection		<ul style="list-style-type: none"> • Inspection location - Shop or Field • Associated Piping CRN (P#) (If more than one (1) Piping CRN, please specify) • Original Work Order Number (If request is for a job in-progress)
First Inspection – Boiler / Pressure Vessel	Call or email 5 business days in advance	<ul style="list-style-type: none"> • Number of devices that require inspection

**Rural or northern Ontario inspections may require longer lead times due to travel*

4. If I send an email/ leave a message with Inspection Scheduling, when can I expect a reply?

Our team of agents will respond to calls in sequence during our regular business hours. Inspections are scheduled based on the time of the request, priority level and Inspector availability. Agents will respond to emailed inspection requests within one business day.

5. Can I request a preferred time for the inspection?

Yes, our agents look to accommodate your preferred inspection time. Inspections are scheduled based on priority level and time the request was made.

6. Can I request a particular individual inspector for the inspection?

TSSA will assign Inspectors based on type of inspection, availability and location. When possible, the same Inspector will be assigned to a worksite for continuity.

7. How will the amount of time required for my inspection be determined?

We've estimated the average time required for different types of inspections. With this average inspection time in mind, TSSA agents will ask additional questions to better understand the scope of the inspection and adjust the time accordingly. You're encouraged to share any details with the agent that could inform the length of the inspection. In addition, Inspectors will proactively review their schedule and request any changes.

8. If we require more than one inspection, do we need to schedule each one separately or can we schedule this work together in one visit?

In many cases, work can be grouped for the same job and type. Please inform the agent when scheduling an inspection.

CHANGING AN INSPECTION

9. If I need to change the inspection time, who do I contact?

You can contact an agent at inspectionsscheduling@tssa.org or 1-833-937-8772. An agent can make changes to the schedule and inform Inspectors of the new times.

10. If an inspector is behind schedule, could my inspection time change or be cancelled?

There may be times when an Inspection Scheduling agent contacts a customer to adjust or change an inspection time. If this inspection time can not be changed due to high priority level, TSSA agent will consider scheduling another Inspector or, if required, consult the BPV/OE Supervisor.

11. How are cancellations or delays of an inspection e.g inclement weather, illness, managed?



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- There may be times when TSSA agents may need to change the timing of an inspection or assign another Inspector. Agents will contact customers to discuss.
- If an inspection is cancelled by the requestor as not ready or not required, while the Inspector is on route or has arrived at the worksite, a flat travel charge will be applied as it is today. Prior cancellations with one business day notice are no charge.

12. What happens if the inspection can not be completed within the allocated time?

In most cases, Inspectors can adjust their schedule while onsite to complete an inspection, similar as they do today. Inspectors will notify the Inspection Scheduling team as required. TSSA also schedules a window of time between inspections that give Inspectors some flexibility within their schedule to stay longer at a worksite or arrive earlier at the next worksite. The Inspection Scheduling team will notify you if there are any changes.