



Frequently Asked Questions for Owners: Boilers and Pressure Vessels (BPV) Portal

TSSA's automated Certificate of Inspection (COI) process for Boilers and Pressure Vessels (BPV), supported by a new portal, went live in March 2021. The updated process through the portal makes it easier for BPV owners to review the information of their devices and renew COIs following an inspection by an insurance company or inspection agency.

The following are answers to some common questions to serve as a guide when using the portal:

1. What is the process to inform TSSA that I have sold, relocated, dismantled, or scrapped a device?
Complete the [Permanent Removal of Boilers or Pressure Vessels from Operation or Use](#) form and send it to bpvcustomerservice@tssa.org.

2. I had an inspection a while ago, but I have not received my Certificate of Inspection (COI) or my invoice, and I cannot see the Record of Inspection (ROI) in the portal. How can I get my COI?

If your device was not registered in TSSA's database through the First/Initial Inspection process, it doesn't have a Unique Identification (UID) Number. Owners/insurers must obtain this number before they can upload an ROI to the portal. Ask your insurer if they have submitted a [Request for UID](#) form to TSSA. If they have, the request is in our queue, and it will be processed in the order it was received. Once an UID has been assigned, your insurer will be able to upload the ROI for you to approve and pay for the COI via the portal. TSSA has received over 1,800 requests for UIDs. We are committed to reducing the turnaround time for processing these forms to 40 days by April 30, 2022.

3. The device information on the inventory page in my portal is wrong. How do I update it?

If the inventory information in your portal account is incorrect, please send an email along with a photo of the nameplate of the device to bpvidrequest@tssa.org. TSSA will review the information, reach out with any questions, and update its records accordingly once it has processed all new requests for UIDs.

4. TSSA has my account and billing information wrong. Where can I send the updated information to?

Please email the following information to customerservices@tssa.org so that TSSA can update its database:

- Registered legal entity name (as found on Ontario's corporations registry)
- Billing address
- Corporation or business identification number
- Regional office address
- Preferred communication method (mail or email).

5. My insurer has uploaded my Record of Inspection (ROI), but I cannot see it in the portal. Where can I find my ROI?

Send an email to customerservices@tssa.org outlining the issue and we will ensure you have visibility to all of your accounts, inventory and ROIs.

6. My Record of Inspection (ROI) is correct but TSSA's data is wrong. How do I ensure that the issued COI will reflect the correct information?

If the ROI submitted by your insurer or AIA is correct, approve the ROI via the portal and wait for a detailed invoice for the prepayment of your COI. If the details in the invoice (e.g. Canadian Registration Number or

inspection frequency) are incorrect, send a copy of the invoice and a photo of the device's nameplate to customerservices@tssa.org. We will update the device information and reissue the invoice with the updated information.

If you have any additional questions related to the portal, please send an email to customerservices@tssa.org.



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www.tssa.org

Our mailing address is:

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

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