



TSSA Inspection Scheduling – Fuels Customer FAQs

Why centralized inspection scheduling?

- Only the scheduling process is changing with centralized inspection scheduling. The inspection process and support you receive from inspectors remains the same.
- As part of TSSA's focus on modernizing and simplifying our processes, we are moving to centralized inspection scheduling.
 - By leveraging technology and shifting inspection arrangement to a dedicated team, inspectors have more time to focus on inspections and customer consultations
 - All customers will have one email/number to call to schedule an inspection, creating a more consistent customer experience
 - Improved consistency with standard inspection lead times and inspection type prioritization
 - Fuel inspectors will be updating their voicemails by April 18th to prompt customers to contact inspection scheduling agents to book an inspection.
- To support centralized inspection scheduling and other changes as we transition to an Outcome-Based Regulator, we're updating our IT systems and simplifying our processes.
 - As a result, TSSA inspectors and agents will have easier access to device and customer information to better inform themselves of the risks and address customer inquiries.
 - The IT upgrade supports our evolution towards more self-serve customer options.
 - The IT upgrade also enables TSSA to focus on high risks and harm.

BOOKING AN INSPECTION

1. How do I book an inspection?

- From March 1 to April 17, there is no change in how Fuel customers book inspections.
- Effective April 18, centralized inspection scheduling takes effect. This means that Fuels customers are required to contact TSSA's inspection scheduling agents to schedule inspections by:
 - Emailing the [inspection request form](#) to fuelsinspection@tssa.org; OR
 - Calling the toll-free number 1-833-WFP-TSSA (1-833-937-8772) from Monday to Friday, 8:00 a.m. to 5 p.m., excluding public holidays

Customers should no longer call an inspector directly to schedule inspections during regular hours. For changes to mailing or contact information, please email Intake@tssa.org the updated details and your account number.

2. How do I book an urgent inspection?

- Call a TSSA agent at 1-833-WFP-TSSA (1-833-937-8772) to book an urgent inspection. Agents are available from 8:00 am to 5:00 p.m., Monday to Friday, excluding public holidays. The team of TSSA agents will respond to calls in the sequence in which they are received.
- For urgent inspection requests outside of regular business hours from Monday to Friday, 8 a.m. to 5 p.m., please contact your local inspector
- For emergency/Fuel 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?

The lead times for inspection and engineering services are as follows:

- Regular Services: 20-30 working days
- Rushed Services: 5-10 working days (Note: There is a fee associated with rushed services)

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

You will need to provide the following information when booking an inspection with an inspection scheduling agent:

- Work order number
- Type of inspection
- Preferred inspection date and time
- Customer name
- Primary business address
- Billing address
- Inspection site address
- Inspection site contact

5. 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 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.

6. 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 the requested time.

7. 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.

8. 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.

9. 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.

10. Information about my devices/company have changed. Who should I contact?

Please email Intake@tssa.org the updated details and your account number prior to your inspection.

ASSIGNING AN INSPECTOR

11. Can I request a specific 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.

CHANGING AN INSPECTION

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

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

13. If an inspector is behind schedule, can 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 cannot be changed due to high-priority level, the TSSA agent will consider scheduling another inspector or, if required, consult the Fuels Supervisor.

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

- 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 en route or has arrived at the worksite, a flat travel charge will be applied as it is today. There is no charge for prior cancellations with a notice of one business day.

CONDUCTING THE INSPECTION

15. What happens if the inspection cannot 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.

16. Will inspectors continue to work directly with contractors and customers on questions/discussions on inspection reports and orders?

Yes, consultations and clarifications on inspection reports and orders continue to be handled by the inspector.

INSPECTOR SUPPORT

17. If I am looking for expertise/to ask a question from an inspector, not a specific inspection, who do I call?

You can continue to reach out to an inspector if you have questions. Depending on the request, inspectors may request that a consultation or inspection be scheduled through Inspection Scheduling. For technical enquiries, please contact the Fuels Safety Tech Desk at fuels_technical_services@tssa.org or call the toll-free number at 1-877-682-8772.

18. Can I continue to call the inspector whom I work with today?

Yes, inspectors continue to be available to support customers. Depending on the request, inspectors may request that a consultation or inspection be scheduled through Inspection Scheduling.

19. I need a consultation, not an inspection. Do I need to book this through an agent?

You can continue to reach out to an inspector if you have questions. Depending on the request, inspectors may request that a consultation or inspection be scheduled through Inspection Scheduling. For technical enquiries, please contact the Fuels Safety Tech Desk at fuels_technical_services@tssa.org or call the toll-free number at 1-877-682-8772. Fuels Tech Desk can provide an Application for a Consultation form if required.

CENTRALIZED SCHEDULING

20. Why has TSSA moved to centralized scheduling?

As part of TSSA's effort to modernize and simplify our processes, we are moving to centralized inspection scheduling and leveraging technology so that inspectors have more time to focus on inspections and customer consultations. All customers will have one email/number to call to schedule an inspection, creating a more consistent customer experience.

21. Has TSSA consulted with stakeholders on these changes before implementation?

Yes. One of the driving factors in making changes was input from stakeholders and industry, and we consulted with Advisory Councils. Moving to centralized inspection scheduling will help create a more consistent customer experience and enable inspectors to focus on inspections and consultations instead of scheduling inspections.

22. My Fuel equipment/ devices are inspected by an insurer. Is there any change for me?

No, your existing Fuel equipment/devices will continue to be inspected by an insurer with no change in approach or frequency.

23. Are there any changes to periodic inspections?

No, TSSA will continue to follow the same process as today.

FEES

24. Are there any changes to fees?

No, this change does not impact today's fee structure. There are previously communicated changes to simplify our fee structure effective May 1.