



# UPDATE

H e a t i n g F u e l s E d i t i o n

## Message from the Director

By Catherine Taylor, Director Engineering & Risk Management

### TSSA Restructures Engineering

During the past year, TSSA's integrated Engineering group has worked together to review our activities with a goal of ensuring that we are well positioned to deliver customer-focused, cost effective and value-added client service. These services include:

- Compliance Services (Design Reviews, Field Support)
- Regulatory Maintenance (Codes/Regulations/Standards)
- Research & Development (Emerging Technologies)
- New Business (Technical Consulting, Other New Services)

As a first step in this review, I am pleased to announce a number of structural changes in the Fuels Engineering area.

Roland Hadaller, who was our Chief Engineer in the Elevator and Amusement Devices Programs (EDAD) adds the Fuels Safety Program to his portfolio as Engineering Manager for EDAD and Fuels.

In order to supplement the leadership resources necessary to accomplish our longer term goals, we have created a new position known as Technical Leader, reporting to Roland. Sandra Cooke returned to TSSA as our

*"...positioned to deliver customer-focused, cost effective and value-added client service."*

Fuels Technical Leader in November 2002. Sandra brings several years of fuels safety experience from her past positions within TSSA, a certification agency and the manufacturing industry.

As Technical Leader, Sandra is responsible for day to day management of our

Engineering and Technical Services and she works closely with the Field Operations group to ensure enhanced interaction between Inspection and Engineering.

The next step within the Engineering group will be to designate Subject Matter Experts who will, in addition to their current duties, lead specific initiatives relative to specific technical areas and our service enhancements.

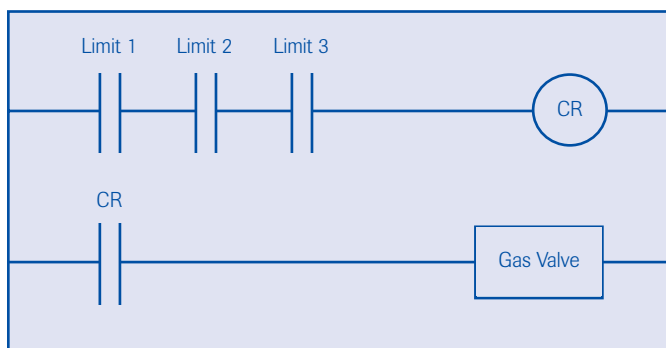
### TSSA Evaluates the Fuel Safety Program

Given the scope and breadth of the Fuels industry

*Continued on page 2*

## Working Tips – Interposing Relays Used in Safety Circuits

By Raphael Sumabat, P.Eng., Fuels Safety Engineer



Limits are wired into interposing relay CR. If the CR contact fails in the closed condition, then multiple limits would be bypassed.

Normally, safety controls such as high temperature limits, air flow proving devices, high and low gas pressure switches and flame safeguards are wired in series directly with gas/oil safety shut-off valves so that activation of the safety limits would cause the safety shut-off valves to close. However, due to the design of some

*Continued on page 2*

### APRIL 2003 IN THIS ISSUE TSSA UPDATE

Fuel Regulation Corner .....	3
Quality and Standards News .....	4
Industry News .....	5
Training Update.....	6
TSSA and the Wasauksing First Nation .....	7
TSSA Contacts .....	8

we serve, our constant challenge is to ensure we are expending resources where they can have the most efficient and effective impact on public safety.

TSSA has recognized the benefits of applying risk management principles throughout the organization, not only to manage its own corporate risk, but to enhance its ability to provide public safety solutions that allow our

stakeholders – industry and the public they serve – to improve their ability to manage risk.

Our risk-based approach

***“We will evaluate our activities from inspection, engineering, training, certification and public education.”***

provides a means for us to target our attentions to areas of greatest safety priority. This in turn allows us to better manage workload, streamline processes, improve the allocation of resources and make better decisions.

In the Fuels program area, we have begun a project to review our safety compliance activities. This project involves assessing and prioritizing the safety issues in all areas of the Fuels industry.

We will then evaluate our activities from inspection, engineering, training, certification and public education to ensure we are focusing our attention where there is the greatest need.

Clearly, we cannot do this alone and in the coming months we will be working with our industry council to review and validate our strategy. We'll continue to report on our progress in future issues of *Update*. ■

## Working Tips ... continued from cover

appliances, an interposing relay is used between the safety limits and the safety shut-off valves.

Recently, TSSA investigated an appliance fire where the normally open contact of the interposing relay failed in the closed position and the air flow proving device, high temperature limit and the operating control became bypassed.

The use of interposing relays was discussed at the

CSA-B149.3, Technical Subcommittee on the Code for the Field Approval of Fuel Related Components on Appliances and Equipment. The use of double or triple contacts for interposing relays was not considered sufficient as failed contacts would not be detected. The committee recommended allowing interposing relays only where the interposing relay would represent a single safety control. Where the

interposing relay would represent more than one safety

***“The use of double or triple contacts for interposing relays was not considered sufficient...”***

control, then a “safety relay” would have to be used as the interposing relay.

A safety relay is a specially designated relay that can monitor its own contact for failure. If a normally open contact in a safety relay fails in the closed position, the safety relay would detect this failure and not allow the operation to continue.

Interposing relays used in Field Approval applications are being reviewed by TSSA to ensure that contact failures will not result in unsafe conditions. ■

## Tag and Cap on Gas Lines

By Mark Mason, Inspector, Fuels Safety Program

Gas lines that are installed by a contractor but not yet hooked up to the main gas lines in a house still require a pressure test tag. This tag must be filled out properly with the contractor's name and registration number and the certificate holder's name and number. A pressure test tag is required regardless of the length of pipe when piping or tubing is installed.

To illustrate this requirement: Contractor A installs an appliance in a new home

and leaves the gas line open on both ends for tie in pur-

***“If I have installed any gas piping or tubing, I have to tag my installation.”***

poses by Contractor B. Contractor B pipes the home for the furnace and water heater which are located in the basement.

Whose responsibility is it to tag the installation of the gas pipe? The answer is that there should be two tags on the gas line, one for the appliance on the main floor and one for the piping done by Contractor B. A good rule of thumb is “If I have installed any gas piping or tubing, I have to tag my installation.”

Another important point to note is never leaving the plastic dust cap on the end of the line and not properly sealing the gas line after

leaving the job. This is a code violation. We have had two separate incidents in the past year where tubing was installed with no pressure test tag and the plastic dust cap was left on the end of the pipe, which was then tied into the main gas line in the house by another contractor. This created a potential hazard of explosion and fire. The pipe end must be properly plugged/capped and sealed before the contractor leaves the job. ■

# Fuel Regulation Corner

## New Fuel Oil Regulatory Bulletin on Tank Installations

By Raphael Sumabat, P.Eng., Fuels Safety Engineer

TSSA has issued a regulatory bulletin amending the clearance requirements for fuel oil tanks, as follows:

"The following changes have been prepared in anticipation of the next edition of the CSA-B139, Installation Code for Oil Burning Equipment.

*Section 6.4.7 and 6.4.8 of CSA-B139-00, "Installation Code for Oil Burning Equipment" are amended as follows:*

### 6.4.7

A tank shall be located so that the:

- (a) temperature of the oil in the tank will not exceed 38°C; and
- (b) horizontal distance from

the tank to the source of ignition on any fuel-fired appliance, other than a combustible-fuel-oil-driven internal combustion engine, shall not be less than 0.6m except when approved as part of an appliance or as permitted by Clause 6.4.8.

### 6.4.8

When the separation required by Clause 6.4.7(b) is impractical, the distance required may be reduced, provided that:

- (a) the tank is shielded from the thermal radiation from the source of ignition from any fuel-fired appliance or appliances by a permanent

shield that has a fire resistance rating of at least 1 hour and is of sufficient length and height to hide the tank completely from the source of ignition,

- (b) the necessary appliance clearances are maintained and the necessary clearances for tank inspection are maintained.

*Section 6.4.9 is added to CSA-B139-00, "Installation Code for Oil Burning Equipment."*

### 6.4.9.1

Supply tanks shall be accessible after installation so that they can be inspected.

### 6.4.9.2

Single-wall, and double-wall

supply tanks without interstitial monitoring shall be installed so that there is at least 450 mm (18 in) clearance along one side and one end of each tank.

### 6.4.9.3

The end or side of a supply tank shall be at least 50 mm (2 in) from a wall.

### 6.4.9.4

When two supply tanks are installed side-by-side, the space between the two tanks shall be at least 100 mm (4 in).

*The Bulletin is effective immediately.*

A copy of this bulletin can be downloaded from our Web site: [www.tssa.org](http://www.tssa.org). ■

## New Supplier Filling Existing Consumer Containers

By Oscar Alonso, P.Eng., Fuels Safety Engineer

TSSA has been informed that some propane distributors supplying gas to containers (tanks) located at private residences are not performing required inspections.

Typically the containers are owned by the propane company supplying fuel under a contract to the customer. If the customers arrange another propane supplier to deliver propane into the tanks without the knowledge of the tank

owner, they may violate requirements of the Ontario Regulation on Propane Storage and Handling as well as their supplier contract.

Section 16 of the Ontario Regulation on Propane Storage and Handling requires that no person shall knowingly supply propane to or use an appliance, a container, equipment, etc., that is not in compliance with the regulation. This means that

new supplier needs first to perform a documented inspection in order to ensure that the propane installation system is in compliance as required in section 18.

Section 18 of the regulation states that no distributor shall supply propane to a container that is connected to an appliance or work unless the distributor is satisfied that the installation and use of the appliance or work complies

with the act and the regulation and that the distributor has inspected the appliance or work at least once within the previous 10 years.

In summary, propane users are suggested not to get propane from a new supplier unless the new supplier has made a documented inspection of the propane system, to demonstrate compliance with the resolutions ■

# Quality and Standards News – Activities Updates

By June Ballegeer, Certification Standards Advisor

## Lab Standard Committee

A Lab Standard Committee has been developed to determine lab equipment requirements for accredited programs delivered across the Province. The first meeting was held on Thursday, January 16, 2003 at our Toronto office. Meetings will continue on a regular monthly schedule.

The deliverable outcome will jointly produce an agreed upon “Lab Standard” to ensure that consistent lab equipment is available and used in all programs.

The Committee will be looking at Natural Gas, Propane and Fuel Oil Programs for the equipment requirements (including tools, meters, boards, aids, etc.). Once the predetermined equipment requirements are established, we will then review the practical component assessment portions for the fuels.

We will keep you updated on the ongoing improvements and developments as we progress. For more information, please contact June Ballegeer at (416) 325-0221 or jballegeer@tssa.org.

## Industrial Maintenance Technician Risk Reduction Group

An Industry Maintenance Technician (IMT) – Risk Reduction Group is being created with representatives from training providers, industry and certificate holders.

The focus of the group will be to:

- jointly develop strategic plans to continually improve and enhance processes and procedures
- develop “user friendly” processes
- meet the present and future needs of all parties

with the development of the processes and procedures

- review course outline
- review IMT Curriculum – Theory and Practical

To ensure that all areas of the province are represented, four groups throughout Ontario have met at a centralized site on a scheduled basis.

If you would like to become part of this Committee, please contact June Ballegeer at (416) 325-0221 or jballegeer@tssa.org.

## Industrial Maintenance Technician Certificate Holders

In February 2003, a letter was sent to all valid Industrial Maintenance Technician (IMT, IMT (E) & IMT (M)) Certificate Holders detailing the changes in our computer system that allow the renewable certificates to be issued with the name and location of the industry, institution or appliance manufacturer where the certificate is valid. The letter was also sent to IMT employers to ensure that the outlined process is fully understood.

The scope of the certificate will still depend upon the records of training kept by the employer as required under both the current and previous certification regulation. The IMT certificate has always been site specific.

Please remember to complete the form attached with the letter, sign and return to us no later than May 31, 2003 in order for TSSA to convert data from the current system to the new system. You will receive the new certificate at the time of completion of the IMT Certificate Process. Please ensure that

all information is clearly marked for input into our new system. Your cooperation is greatly appreciated.

For more information, please contact June Ballegeer at (416) 325-0221 or jballegeer@tssa.org.

## Partnership in Training

Quality and Standards works on the design and establishment of curriculum standards to ensure consistency in program content and delivery amongst training providers,

2003 issue of the college’s Training & Development magazine. Conestoga College has built a state of the art laboratory facility to deliver programs such as Gas Technician 2 (G.2), Gas Technician 3 (G.3), Gas Pipe Fitter and Industrial Maintenance Technician Programs for Canada’s Technology Triangle.

## How Do I Challenge to Obtain Certification?

One of the most common questions from our clients is in regards to how the



TSSA’s June Ballegeer (standing on right) brings training to Conestoga College.

and to provide guidance for students preparing for examinations.

To deliver a program in Ontario, Training Providers/Organizations are required to meet specific standards and conditions in order to be accredited and registered as authorized under O. Regulation 215/01 of the Technical Standards & Safety Act, 2000 to deliver Fuel certification program(s).

Conestoga College in Kitchener recently featured the Hydrocarbon Inc. and TSSA Quality and Standards Accreditation Program partnership in training as a cover story in the spring/summer

Challenge Process works and the necessary documentation required requesting it. A candidate for certification may decide to seek exemption from attending programmed modules of training by challenging the examination(s) for each particular module or by challenging the full level (where the candidate has obtained experience and/or has trade certification and can demonstrate equivalent competency).

Challenge examinations will be based upon **theoretical and practical** knowledge.

The following documenta-

*Continued on page 5*

# Industry News – Update on GSW Water Heaters (Previously Reported March 2002)

By Sandra Cooke, P.Eng., Technical Leader, Fuels Safety Program

## 1992-1997 GSW Power Vented Water Heaters:

GSW Water Heating, in partnership with associated water heater rental companies are launching a co-ordinated program to inspect and repair certain GSW Power Vented Water Heaters which are found to be emitting carbon monoxide (CO).

Over the last six months, installed GSW Power Vented water heaters have been randomly surveyed and tested. Some of these heaters have been found to emit CO at the heater's burner door. The cause of the emissions has not been determined. However certain segments of the population appear to have a higher propensity for this occur-



Example of GSW Power Vented Water Heater.

rence. GSW Water Heating and their customers, Union Energy and Direct Energy, are concentrating the inspection/repair program on the identified groups of water heaters, model years 1992-1997, and the rental companies will monitor the situation through service calls. TSSA will be provided with quarterly status reports.

Please see the Product

Advisory enclosed.

## SIT Gas Control Valve, Conventional Draft Vented Water Heaters:

GSW Water Heating is currently investigating an unexpected opening of the SIT gas control valve, when the water heater is stored at a low temperature, at installation and initial start up.

*"...potential for the installer to sustain burns or other personal injury."*

The investigation is indicating that in certain cases gas could flow to the main burner while the control

knob is in the pilot position and the pilot burner is depressed. In this case, if a source of ignition (spark or flame) is introduced to the combustion chamber there could be a sudden and unexpected ignition or flame roll out causing the potential for the installer to sustain burns or other personal injury.

TSSA cautions installers to avoid any problems or injuries by ensuring the instructions issued by GSW in their product notice are followed. GSW has issued a product alert, which is enclosed.

If you have any questions or need further information on the above issues, please call GSW at 1-800-265-2774. ■

## QUALITY AND STANDARDS NEWS...continued from page 4

tion is required to process a Challenge request:

- Detailed documentation providing proof of continuous work experience, including the equipment/appliances specifications, nature of the work (i.e. installation, service, maintenance, engineering etc.),
- Copies of certificates from completed training programs, and
- An assessment fee

Challenge examinations are set by Quality and Standards. All other requests for a challenge examination will be directed to an accredited Training Provider or an accredited examination centre. The inspector will arrange a practical skills assessment utilizing the assessment technique developed by Quality and Standards. The assessment is based on the stan-

dards for practical skills identified in the approve curriculum. Candidates may complete the theory or practical portion in any order of preference. Both components must be successfully completed in order for a certificate of qualification to be issued.

## Heating Technician Apprenticeship Update

By Penny Connors, Certification Standards Advisor

As you know from previous Update articles, TSSA is working with the Ministry of Training, Colleges and Universities (MTCU) to develop and launch a Heating Technician Apprenticeship in Ontario. The MTCU Occupational Analysis session was held in November 2002 with industry representatives from propane, natural gas and

fuel oil to begin the process of developing the apprenticeship training standards. The proposed apprenticeship model will apply to the Gas Technician 3, 2 and 1 levels including Domestic Appliance (DA) Technician and Gas Pipe Fitter (GP) as well as the Oil Burner Technician 3, 2, and 1 levels.

Further work will be done over the coming months to review the current Gas and Oil Technician training standards and to evolve the heating technician apprenticeship program for new entrants in to the industry.

The Apprenticeship program will not change the requirements for Technicians currently in the field and is intended as an option for training for new Technicians joining the industry.

TSSA will continue to pro-

vide you with Update articles over the coming months as the process evolves.

For further details on the Heating Technician Apprenticeship certification process, you may contact Penny Connors at (416) 325-5475 or pconnors@tssa.org. ■

## Gas Technician Training Profile Update:

In the November 2002 issue it was stated that the Gas Technician Training Profile was available for sale under Training Material Available. Unfortunately, it is not available at this time. We apologize for any inconvenience that this may have caused. ■

## Training Update

### Fuel Oil Symposia:

## A Practical Approach to Interpreting Ontario's Fuel Oil Code

By Terry Brand, Manager, Strategic Development

TSSA is pleased to announce a series of new safety training symposia planned to launch in March, 2003. They are designed to provide up to the minute information and training respecting Ontario's fuel oil requirements under the *Technical Standards and Safety Act 2000*, and associated Regulations, codes (CSA B139-00) and standards.

#### Who Should Attend

This series is designed to

meet the information and training needs of environmental consultants, property managers/building maintenance personnel, and real estate professionals. Three corresponding tracks of symposia are offered, to ensure a focused response to the unique needs of these clients and stakeholders.

For additional information on this program and how to register, please contact Judy Harrison at 416-325-1599. ■

#### Key Topics to be Addressed

- Understanding Ontario's *Technical Standards and Safety Act*, *Fuel Oil Regulation*, and how to apply the Fuel Oil Code
- Inspection Procedures and Penalties
- Interpretation of the Fuel Oil Code and CSA-B139
- Fuel Oil Terminology
- Fuel Oil Distributor Inspections
- Addressing Environmental Contamination
- Applying for Variances from the Fuel Oil Code
- Understanding underground tank upgrade requirements
- Prevention of spills and leaks from fuel oil handling
- Understanding system limitations

The categories of technicians that are required to attend the Update Workshop are:

**Gas Technician 1 (G.1)**

**Gas Technician 2 (G.2)**

**Gas Technician 3 (G.3)**

**Gas Pipe Fitters (GP)**

**Liquid Propane Fitter (LP)**

**Domestic Appliance Certificate (DA)**

**Industrial Maintenance**

**Technician (IMT)**

## Gas Technician Update Workshop/Reminder

By Terry Brand, Manager, Strategic Development

The Gas Technician Update Workshop was launched one year ago and to date approximately half of all registered gas technicians have taken the Update.

Gas Technicians are required to complete this program by December 31, 2003 in order to maintain their certificate and continue to work as gas technicians in the Province of Ontario.

#### Act now!

With less than one year left to fulfill this requirement, we recently sent a letter to all gas technicians as a reminder that this update must be completed before the end of this year. If you are a certified gas technician working in Ontario and have not yet registered to take this update training, we recommend you do so at your earliest convenience to ensure an available class



All other categories of gaseous fuel certification need to be aware of and familiar with the changes appropriate to their industry but attendance at the workshop is not mandatory (i.e. RV

Technicians, ICE (Automotive) categories).

with one of our accredited training providers. A complete listing of TSSA accredited training providers who offer this update is available on our Web site at: [http://www.tssa.org/fuels/tech\\_course.asp](http://www.tssa.org/fuels/tech_course.asp).

In our last newsletter, we announced the launch of the web-based version of this program, offered by the Canadian Standards Association (CSA). ■

To register for the web-based program, please visit [http://learningcentre.csa.ca/main\\_en.asp](http://learningcentre.csa.ca/main_en.asp), and select "Web-based Learning".

For more information on the Web version of the Gas Technician Update Workshop, please contact CSA by calling 1-800-463-6727.

## Oil Burner Technician Training Marketing Joint Venture Agreement

By Terry Brand, Manager, Strategic Development

TSSA is pleased to announce that it has recently reached a joint venture agreement with the Canadian Oil Heat Association (COHA) and Kemptville College of the University of Guelph (KC) to market oil burner technician training materials to other key North American oil heat jurisdictions. This includes Nova Scotia, New Brunswick, Prince Edward Island, Newfoundland and Labrador, Quebec and New England. The agreement was reached on February 10th, 2003 and was signed by John Butt, President & CEO of COHA, Eric Trimble, Vice President, Strategic Development & Marketing of TSSA, Terry Brand, Manager, Strategic Development of TSSA, William Curnoe, Director, of KC and Claude Weil, Head, Training and Business Development Centre of KC.

This joint venture agreement is the culmination of three years of negotiation and collaborative effort

respecting both the development and marketing of OBT 2 & 3 training materials in Ontario. For the purposes of marketing these OBT training materials outside Ontario, COHA, KC and TSSA have adopted the business name of the "Oil Institute of Learning" (OIL) and are currently focusing on development and implementation of marketing strategies for both the Quebec and Atlantic Canadian markets.

Concurrently, OIL is collaborating on the development of a new OBT 1 training program to be marketed both inside and outside of Ontario. OIL plans to begin marketing these materials into these new markets later this year. Through its participation in this joint venture, TSSA is fulfilling its mandate to fill gaps in the safety training market in Ontario and contribute to the enhancement of public safety in Canada and North America. ■



From left to right: Terry Brand, Manager, Strategic Development, TSSA; John Butt, President & CEO, COHA; Eric Trimble, Vice President, Strategic Development, TSSA.

## TSSA and the Wasauksing First Nation

By Ken Langer, Manager, Client Services



Bruce Tabobowing (left) shakes hands with TSSA's André LeBel following the completion of the First Nation's Quality Assessment.

In October of 2002 the Wasauksing First Nation contacted the Quality Assessment people at TSSA to help them with safety issues on their land. In particular, the Band was concerned about the level of safety at their fuel oil and propane installations.

As First Nations land falls exclusively under the jurisdiction of the Federal Government, a consultative, cooperative approach to compliance and safety was required, a perfect fit for the Facility Quality Assessment Program.

Quality Assessor André LeBel teamed up with Mr. Bruce Tabobowding, Operations Support, Wasauksing First Nation and assessed the fuels portion of the Community Complex, Senior's Building, Adult Learning Centre and two multi-residential buildings.

The Quality Assessor noted a number of safety concerns, and a full report outlining our findings, as well as the corrective action required, was presented to the Band.

TSSA's private company status, the cooperative approach to safety of the Quality Assessment program and the expertise of Quality Assessor André LeBel all contributed to a successful and safe project.

To learn more about the Facility Quality Assessment Program, please contact Ken Langer, Manager, Client Services at (416) 325-9623 or email: [klanger@tssa.org](mailto:klanger@tssa.org). ■

# TSSA Contacts

## Main Switchboard

Telephone: (416) 325-2000  
Toll Free: 1-877-682-TSSA (8772)  
Fax: 416-326-1662  
Toll Free fax for Fuels Safety Program:  
1-888-417-1371

## For Engineering Services

### Engineering Administrative Assistant Mackenzie Hill

email: [mkackenzie@tssa.org](mailto:mkackenzie@tssa.org)  
Telephone: (416) 325-1615

### Co-ordinator, Fuels Safety Services

**Richard Lebel**  
email: [rlebel@tssa.org](mailto:rlebel@tssa.org)  
Telephone: (416) 325-2081

### Technical Leader

**Sandra Cooke**  
email: [scooke@tssa.org](mailto:scooke@tssa.org)  
Telephone: (416) 325-0211

### Engineering Manager, Fuels Safety/ Elevating & Amusement Devices Safety

**Roland Hadaller**  
email: [rhadaller@tssa.org](mailto:rhadaller@tssa.org)  
Telephone: (416) 325-4619

### Director, Risk Management & Engineering

**Catherine Taylor**  
email: [ctaylor@tssa.org](mailto:ctaylor@tssa.org)  
Telephone: (416) 325-9250

## For Operations/ Inspection Services

### Inspection Administrative Assistant

**Myrtle Da Fonseca**  
email: [mdafonseca@tssa.org](mailto:mdafonseca@tssa.org)  
Telephone: (416) 325-0289

### Inspection Team Leaders

#### Niagara, Burlington, London, Brantford, Windsor

**Frank Bailey**  
email: [fbailey@tssa.org](mailto:fbailey@tssa.org)  
Telephone: (519) 770-0946

### West Greater Toronto, Kitchener, Guelph, Owen Sound Ruud Berkel

email: [rberkel@tssa.org](mailto:rberkel@tssa.org)  
Telephone: (519) 748-2852

### East Greater Toronto, Barrie, Sudbury, North Bay Sat Virdi

email: [svirdi@tssa.org](mailto:svirdi@tssa.org)  
Telephone: (905) 666-4641

### Oshawa, Kingston, Pembroke, Ottawa, Cornwall

**Stu Seaton**  
email: [sseaton@tssa.org](mailto:sseaton@tssa.org)  
Telephone: (613) 475-5875

### For areas in Northern Ontario (covering Thunder Bay and Timmins), please contact

### Operations Manager

**Mike Scarland**  
email: [mscarland@tssa.org](mailto:mscarland@tssa.org)  
Telephone: (416) 325-5476

### Director, Operations

**Ted Dance**  
email: [tdance@tssa.org](mailto:tdance@tssa.org)  
Telephone: (416) 325-1128

**For inquiries about how  
to apply for a license,  
registration, or certificate  
or their status  
Fax: (416) 326-1663**

### Certification Services

**G. Sebastiampillai**  
email: [gsebasti@tssa.org](mailto:gsebasti@tssa.org)  
Telephone: (416) 325-2797

### Licensing and Registration

**Maria Johnson**  
email: [mjohnson@tssa.org](mailto:mjohnson@tssa.org)  
Telephone: (416) 325-2950

### Debra Thiel

email: [dthiel@tssa.org](mailto:dthiel@tssa.org)  
Telephone: (416) 325-2924

### Team Leader, Licensing, Registration and Certification Carmen Alvarez

email: [calvarez@tssa.org](mailto:calvarez@tssa.org)  
Telephone: (416) 325-2594

## Quality & Standards For inquiries about qualifica- tions to obtain certification

### Certification Standards

email: [certificationstandards@tssa.org](mailto:certificationstandards@tssa.org)  
Telephone: (416) 325-9230  
Fax: (416) 325-2774

### Administrative Assistant

**Theresa Coombes**  
email: [tcoombes@tssa.org](mailto:tcoombes@tssa.org)  
Telephone: (416) 325-2447

### Administrative Support

**Joan Lien**  
email: [jlien@tssa.org](mailto:jlien@tssa.org)  
Telephone: (416) 325-9242

### Certification Standards Advisors

**Penny Connors**  
email: [pconnors@tssa.org](mailto:pconnors@tssa.org)  
Telephone: (416) 325-5475

### June Ballegeer

email: [jballeger@tssa.org](mailto:jballeger@tssa.org)  
Telephone: (416) 325-0221

### Environmental Co-ordinator

**Glen Palmer**  
email: [gpalmer@tssa.org](mailto:gpalmer@tssa.org)  
Telephone: (416) 325-0364

### Director, Quality & Standards

**John Wastle**  
email: [jwastle@tssa.org](mailto:jwastle@tssa.org)  
Telephone: (416) 326-9608

## Quality Assessment Program

### Manager, Client Services

**Ken Langer**  
email: [klanger@tssa.org](mailto:klanger@tssa.org)  
Telephone: (416) 325-9623



We welcome your comments and story ideas for future editions  
of this newsletter. Please contact:

## TSSA UPDATE Heating Fuels Edition

### Fuels Safety Program

3300 Bloor Street West, 4th Floor, West Tower, Toronto, Ontario M8X 2X4  
E-mail: [sko@tssa.org](mailto:sko@tssa.org) Fax: (416) 326-1662 Toll-free fax: 1-888-417-1371