



# UPDATE

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

## A New Look to Serve You Better!

By Ted Dance, Director, Operations  
& Catherine Taylor, Director of Risk Management and Engineering

In our last issue of TSSA Update for our Heating Fuels clients, our President & CEO, Margaret Kelch, discussed the rationale for the recent changes to our structure. In this issue, we would like to introduce ourselves and provide you with details of the benefits of the new structure to TSSA engineering and inspection activities – including how it will improve our ability to better serve you as our clients.

We have consolidated all of our engineering and inspection activities for our three main areas of operations: Fuels, Boilers and Pressure Vessels, and Elevating

and Amusement Devices, under one structure reporting to Bill Wilkinson, Vice President – Safety Compliance. Reporting to him are Ted Dance, Director – Operations, who is responsible for the inspection side of the business and Catherine Taylor, Director of Risk Management and Engineering, who is the lead for our engineering and risk management initiatives.

To ensure that we meet and exceed our client's needs, our inspection team has adopted a "team leader" concept. Each program area has an identified Manager of Operations who will oversee the activities and be

accountable for all inspection activities. In Fuels Safety Program, our new Manager of Operations is Mike Scarland; reporting to him are four area Team Leaders, each with a team of inspectors in their respective areas. (See **Contacts at the back to find the Team Leader in your area.**)

The Team Leader structure is similar to one that is often seen in heating contractor companies, where the team leader plays a role as a supervisor who also continues to perform work in the field. This structure ensures that the front line supervisors stay close to

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### Are you safety informed?

Get the information you need sooner with TSSA's email update service. Sign-up for FREE TSSA emails and get the latest safety-related news, technical updates and advisories targeted to your interests. It's easy to sign up – just visit the TSSA Web site [www.tssa.org](http://www.tssa.org) and click on the "Subscribe" button at the top of the screen.



## Our New Quality & Standards Team

TSSA continually seeks ways to improve and streamline our business processes to clients. This philosophy is the credo under which our new Quality & Standards program was established.

The Quality & Standards team, in conjunction with TSSA operations staff, will be working hard to deliver valued service in the following areas:

### Industry Advisory Councils:

TSSA administers the Regulations and Codes on behalf of the stakeholders in the various sectors being regulated. Each industry sector is represented by

an Advisory Council that provides TSSA with advice concerning strategic issues that will effect the sector. The Advisory Councils work with TSSA to develop public education plans, training proposals, regulatory changes, design changes or new inspection processes suitable for the strategic issue. The Advisory Councils are supported by technical committees that recommend the detailed processes needed to support their plans. The technical committees, called Risk Reduction Groups, also recommend operating improvements for their sectors that may require regulatory changes.

### Training and Certification

TSSA understands that, in order to get a job done well, a skilled professional is required on the job. With this in mind, the Quality & Standards team will be reviewing all certification requirements with the objective of ensuring that training requirements are matched to the job being done. Plans will be developed to make training more readily available, of a higher quality, and consistently delivered. Additionally, the team will work with TSSA's own staff to provide the training that will allow them to meet your approvals needs.

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# Guideline For Incident Reporting

## Criteria For Hydrocarbon Fuels Industry

Every year, many incidents involving hydrocarbon fuels fit into the reporting requirements provided in the Ontario Regulations. Reporting every situation to TSSA, however, would provide little value to the public safety.

There is some confusion surrounding how to “notify forthwith an inspector” as required by the regulations. In order to assist our clients with these issues, TSSA has clarified below the circumstances and procedures for reporting.

### Ontario Regulations require that where it appears that:

- i. carbon monoxide poisoning,
- ii. asphyxiation,
- iii. explosion or fire, or
- iv. an accidental release, vent, leak or spill

has occurred because of the use, handling or storage of hydrocarbons covered under the *Technical Standards and Safety Act*, the certificate or ROT (Record of Training) or license holder, operator, contractor or distributor shall notify forthwith

an inspector of the occurrence by telephone, facsimile or any other form of electronic transmission and a registration or license holder shall have in place procedures for such notification.

The Regulations further require that no person shall interfere with or disturb any wreckage, article or thing at the scene of an occurrence that is connected with it (except in the interest of public safety) until such time as an inspector has given permission to do so.

### Who to Call?

TSSA has an agreement in place with the Ministry of Environment and Energy – Spills Action Centre (SAC) to receive notifications under the Act. All reporting of incidents involving hydrocarbon fuels or their utilization equipment is done through the SAC. They can be reached 24 hrs a day, seven days per week at 1-800-268-6060 or 416-325-3000.

Reporting an incident to SAC meets the regulatory requirement of reporting to TSSA. If there is an immediate need to disturb any article at the site and you wish to speak to a TSSA representative, you must inform the Spills Action Centre operator that you want the TSSA Fuels Safety Program on-call person to contact you.

### Carbon (CO) Monoxide Poisoning

When you attend a scene where a CO exposure has been reported, you must make an assessment as to whether the exposure requires notification. The following provides the criteria when TSSA's Fuels must be notified:

- If it is determined that work was performed on the equipment in the past six months by a technician.
- If equipment failure resulting in CO production occurs in a rental occupancy where someone other than the occupant has responsibility

for the maintenance of the equipment.

- If an ‘abnormal condition’ which may represent a product defect or installation related error is found during investigation of a possible CO exposure.
- If a CO related injury has occurred as a result of problems with the equipment.

A report of a CO detector alarm is not sufficient reason to report a CO incident, and reporting is only required where a hydrocarbon fuel appliance may have been involved (not solid fuel appliances, automobiles etc).

### Explosions

Explosions must be reported where they have caused injury, damage to the equipment, or a fire. Minor ‘delayed ignitions’ would not normally be considered to be reportable.

Questions on these criteria should be directed to Richard Lebel at 416-325-2081 or Mike Scarland at 416-325-5476. ■

## A NEW LOOK...

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new technologies, emerging trends and client issues. It also ensures that any issues that are unique to a particular geographic region are well understood by the immediate supervisory level.

The Team Leaders are expected to maintain a close relationship with their client base and we encourage you to contact them if you would like to suggest ways that will improve our service levels. You will find that the Team Leaders are very interested in ensuring that we satisfy your needs.

On the engineering side, our team of Fuels Safety engineers continue to support our safety

operations in all engineering activities. They will be the focal point for setting the safety guidelines and regulations; coordinating the development of standards and codes, providing technical advice and code interpretation; reviewing applications for licenses, variances, and field approvals; presenting seminars and conducting training; coordinating public education and communication with you.

The Fuels Safety engineers now report to Catherine Taylor, together with engineers in other programs and risk management team. With the engineering and risk management expertise and resources in one group, we can now more effectively implement our risk based approach

in our activities and provide better service to our clients; especially for those who may need to contact our different programs separately for the same project. We are working hard to ensure our operations are effective and efficient.

Our former Fuels Safety Program Chief Engineer, John Wastle, has been re-assigned to a new job as Director, Quality and Standards, a program recently established to continually seek ways to enhance the quality of our activities (**see the article about his new team inside**).

To further ensure the best possible service to our clients, our Service Coordinator, Richard Lebel, is responsible for handling

the significant number of phone inquiries each day in the Fuels Safety area. Richard, who holds Fuels Safety Certificates, deals with calls regarding problems in the field and code clarifications. (**His contact information is provided on the last page of this publication**).

We firmly believe that this new structure will fully allow us to fulfill our mission, improve service quality and provide greater client focus and flexibility in our ability to respond to your needs. We encourage you to contact either of us or any of our Fuels Safety team members if you have comments or suggestions that will help us serve you better. ■

## Training Update

The Gas Technician and Oil Burner Technician Curriculum is currently being reviewed to refine the theoretical and practical requirements.

We have been working this past year to clarify the certification process for IMT (Industrial Maintenance Technician) and will continue the process over the coming months.

### Do you currently hold a certificate for a:

- 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 Technicians are reminded that they must take the Gas Technician Update workshop prior to December 31, 2003 in order to retain their certificates.

Workshops have commenced across Ontario and are available through accredited instructors. During this workshop, you will learn about:

- The new Ontario laws and your legal responsibilities
- Important changes in the newly accepted CSA B149-00 Code
- Code issues and common errors

The objective of the program is to increase public safety by confirming that all certificate holders understand and conform with the above. The program promotes the use of *due diligence* in your daily work as a channel to change awareness into action.

Oil Burner Technician Update Workshops have also commenced. If you wish to continue to hold a valid certificate and practice your

trade in Ontario as a OBT1, OBT2 and OBT3, you will be required to attend one of two, fuel oil specific, update workshops that address the *Technical Standards and Safety Act*, the Fuel Oil

Regulation and the Fuel Oil Code (B139-00).

- **OBTs certified prior to January 1, 2000** will be required to attend a two-day (16-hour) update workshop.
- **OBTs certified through a**

**Technical Standards and Safety Authority accredited training course after January 1, 2000** are required to attend a one-day (8-hour) update workshop.

Please note: If you are a gas certificate holder and have attended the Gas Technician Update, you are still required to attend the appropriate oil-burning workshop.

Please visit our Web site, [www.tssa.org](http://www.tssa.org) for a current listing of training providers, accredited to deliver these workshops.

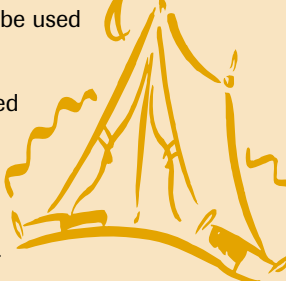
### NEW! Gas Technician Update Workshop - Web-based Version

This training program, developed jointly by CSA and TSSA is an online version of the existing instructor-led Gas Technician Update Workshop currently available through TSSA's accredited training providers in Ontario. The online program is being offered as an alternative to technicians who are located in remote areas where the Workshop is not readily available or for those who have difficulty attending an instructor-led program.

This internet-based program will offer the convenience of learning at your own pace, schedule, and location. It will utilize enhanced interactive multimedia features including electronic tests to ensure that the learner has acquired the knowledge necessary to maintain the TSSA certificate.

We anticipate this program will be available in July 2002. For more information on rates, how to register, and availability, please periodically check the TSSA or CSA Web sites. Information will be posted as soon as it becomes available. ■

## Safety Tips

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- Camping heaters should only be used in a well-ventilated area.
  - Only appliances that are vented to the outdoors are appropriate for Recreational Vehicles.
  - Before using any fuel-burning appliance, check for spider webs, dust and other tiny bits of debris that can close burner ports and create a CO hazard and/or a fire.
  - Read the manufacturer's labels, service instructions and operating directions carefully. Even if you have used the camp stove 50 times, make sure you know exactly what it is intended to do and how to operate it properly.
  - When buying new equipment, always look for the CSA International, Underwriters' Laboratories of Canada (ULC), Canadian Gas Association (CGA) and ETL (Warnock Hersey) symbol to ensure the product has been tested and complies with Canadian safety standards.
  - Many cottages and hunting camp cabins are equipped with propane appliances. If you have a propane refrigerator, make sure it has been serviced within the year by a certified propane technician. Servicing is important because lethal quantities of CO can be produced by a refrigerator flame that is improperly adjusted or partially blocked by dirt.

TSSA delivers a public education campaign throughout the year to promote increased awareness of the dangers of carbon monoxide and other measures that people can take to protect themselves and their families to reduce incidents of CO poisoning from happening in the first place.

For more information about the dangers of Carbon Monoxide, please visit TSSA's public education Web site at [www.public-safety-first.com](http://www.public-safety-first.com).

## Lessons from Others

### Combustible Materials – Again

A fire that occurred in a private residence under construction resulted in an estimated damage of \$10,000. There were no injuries. The point of origin of the fire appeared to be in the immediate vicinity of a natural gas fireplace. The investigation revealed that a worker had placed combustible materials too close to the fireplace. Low overnight temperatures caused the fireplace to remain on continuously. The radiant heat from the fireplace caused the combustible material to ignite, causing the house to catch fire.

### Service! Service!

#### Case 1

An explosion occurred in a factory resulting in injuries to an adult worker. He was injured by a mild explosion while attempting to light a natural gas unit heater. The investigation revealed that the gas valve on the unit heater had seized in a position that allowed gas to flow to the pilot light continuously, whether lit or not. The seizure of the gas valve was due to a lack of maintenance.

The escaping natural gas accumulated in the unit heater and was ignited when the employee attempted to light the appliance.

#### Case 2

An explosion and fire occurred in a private residence with no injuries. The explosion occurred in the basement and subsequently ignited the fire. A natural gas furnace and cooking range were in the basement of the dwelling.

An aluminum electrical wire came into contact with the natural gas copper tubing connected to the cooking range. Electrical arcing caused a hole in the tubing allowing natural gas to leak into the house, resulting in the explosion and subsequent fire.

### Carbon Monoxide Poisoning

A carbon monoxide exposure occurred in a commercial facility. Two people were transported to hospital as a result of the exposure. A number of other people were evacuated by the Toronto Fire Department as a precaution.

The facility used a number of natural gas appliances as part of a heat-treating process. None of the appliances were vented to the outdoors, as required by the Code. This resulted in interior venting and the production of carbon monoxide. A number of unapproved appliances were also discovered. ■

## Fuel Regulation Corner

### ACR Copper Tubing Update

In the March 2002 issue of TSSA Update (Heating Fuels Edition), the use of ACR copper tubing was discussed. We asked you for your comments and promised to bring this forward to the Gaseous Fuels Risk Reduction Group (RRG). The RRG is a sub-committee to our Industry Advisory Council that assists us in developing solutions to identified safety hazards. This meeting took place in April 2002 and the RRG's recommendation was that we conform with present CSA-B149.1 requirements which only recognize types L, K and G tubing for gas and propane service.

Recognizing that this is an important issue to the heating fuels industry, TSSA has asked the CSA B149.1 (Natural Gas and Propane Installation Code) Committee to consider allowing ACR tubing for gas service. We will advise you of the committee decision as soon as it is available.

In the meantime, in line with RRG's recommendations, lack of clear cut industry preference and our desire to harmonize our regulations as much as possible with national requirements, only types L, K and G copper tubing will be allowed in Ontario for use in installations falling under Gaseous Fuels Regulation, O. Reg. 212/01.

### Clarification on Guidelines for Furnaces used for Construction Heat

In our March 2002 issue, we discussed certain requirements for furnaces used as a heat source in a construction site environment. The following are some additional points to consider:

- Our guidelines stated that an affidavit must be completed. This is simply just a notification that will be developed by the fuel distributors and not a legal affidavit.
- The guidelines also said that the affidavit must be filed with the

TSSA. This was incorrectly stated. Affidavits must be filed with the fuel distributors within 48 hours of activities but a copy must be maintained for TSSA to review if requested.

### Fuel Oil Underground Tanks

As of May 1, 2002, fuel oil underground tanks are required to be registered with TSSA. As a condition of registration, new installations, replacement of existing installations or modifications of existing installations require TSSA engineering design review, inspection of installations prior to backfilling and inspection after completion. Please submit applications for registration of underground tanks to Fuels Safety Engineering at least three weeks prior to commencement of the installation along with 2 sets of drawings of the installation, and a list of components (manufacturer, model and specifications) to be installed.

While there is no cost for the registration, engineering and inspection service fees are \$120 per hour.

### Contractor Registration Marking on Vehicles

Section 21(7) of the Gaseous Regulation and section 31(4) of the Propane Regulation require that a registered contractor shall display the evidence of their TSSA registration in a conspicuous place at the contractor's business premises. In addition, all field vehicles, other than delivery trucks, operated by the contractor, whether leased or owned, shall be clearly marked with the contractor's name and registration number.

There are no specific requirements on the format of the sign other than the need for it to be clearly visible. Generally, letters of 5/8" in size or greater have been accepted as satisfying the intent. ■

## Industry News

### Update on Carbon Monoxide from Power Vented Water Heater

In the last edition, we requested information on GSW water heaters with discoloration above the burner opening. Thanks to all of you who took the time to call us. Your input is very valuable and helped our investigation. We are continuing to work with the industry to resolve this issue. Watch out for further news!

### Excavation around Pipelines

TSSA has agreed with TransCanada Pipelines Ltd. to provide the company assistance when excavators or other par-

ties breaking ground in the vicinity of these federally regulated pipelines may work without the required approvals or have interfered with the pipelines.

Upon notification from TransCanada, TSSA will investigate and properly deal with excavators violating safety requirements, in accordance with a protocol on Criteria and Process on Third Party Damage. This protocol has been approved by the National Energy Board.

TSSA will charge the time of inspection to the party at fault, independent of any penalty that may be imposed on the contravenor. If it is found that the third

party does not violate the safety requirements, TransCanada will be billed for that time. The protocol has been in effect since March 1, 2002.

### ECR International Boilers Recall

In cooperation with CSA International, ECR International is voluntarily recalling about 8,000 gas-fired boilers. The burners on these boilers could produce excess carbon monoxide in the flue, due to improper combustion, posing a risk of carbon monoxide poisoning to consumers.

The recalled boilers have the Dunkirk, Sears Kenmore,

Bryant, Carrier, Payne, Lennox and Pennco brand names, which is written on the front of the boilers. Certain models and serial numbers are affected. For details, visit the recall web site at [www.boilerrecall.com](http://www.boilerrecall.com). Independent heating contractors sold and installed these boilers nationwide from August 2001 through March 2002. Consumers should contact ECR International immediately to arrange for a free repair. Consumers can call ECR International at (800) 241-5501 between 8 am and 5 pm ET Monday through Friday or go to the firm's recall web site at [www.boilerrecall.com](http://www.boilerrecall.com). ■

## QUALITY & STANDARDS... continued from cover

### Environmental Services:

Too often, facility operators or businesses or even homeowners that store fuels find that the value of their properties is being impacted by the fact that they store fuels. This stigma occurs prior to any site investigation for contamination or any assessment of operating practices at the property. TSSA has been working with municipalities, fuel distributors, consultants and environmental specialists to develop processes that help property owners in this situation. The Quality & Standards team will carry on with this work to make it widely available.

### Our Quality & Standards team:

**John Wastle, Director, Quality & Standards**, works with all Advisory Councils, Risk Reduction Groups and industry advisory committees to share ideas and improve communications with all sector participants. John can be contacted at (416) 325-9608, 1-877-682-8772 (Outside Toronto) or [jwastle@tssa.org](mailto:jwastle@tssa.org).

**Glen Palmer, Environmental Coordinator**, reviews

summaries of companies incidents of petroleum fuels leaks and spills in the environment reported under the Liquid Fuels Handling Code and the Fuel Oil Code and GA 199 (TSSA's Environmental Protocol). He ensures that the company's actions comply with the environmental requirements under the various codes and to determine if the company needs to take any further action.

**Paul Annis, Operating Engineer Examiner** is responsible for all examinations under the Operating Engineers Regulation, from the national examinations (for 4th – 1st Class Operating/Power Engineers) to the provincial certification as 'Plant Operators' (Refrigeration, Air/Gas Compressors, Steam Engines/Turbines). The examiner also assesses those coming in from other jurisdictions as to their eligibility to sit examinations and obtain Ontario certification.

**Penny Connors and June Ballegeer, Certification Standards Advisors**, analyze training and certification needs and requirements under the *Technical Standards and Safety Act* and

supporting Regulations in order to develop and enhance training standards and programs related to the certification of industry trades and occupations.

The group is also supported by **Miles Murphy, Coordinator – Quality Assessment Training** and **Joan Lein, Administration Support**. ■

## Attention – All Certificate Holders

This **quick review** of your certificate could protect you against suspension:

- **All information correct**
- **Name correct**
- **Address correct** (Regulations state that you must notify this office of any change to your name or address within 30 days of change)
- **Expiry Date** (current date)
- **Category Type correct**
- **Certificate Number**
- Your certificate is your proof that allows you to carry out certain tasks authorized by that certificate.
- It is **your responsibility** to ensure that the certificate is renewed **prior to the expiry date**. Failure to renew the certificate by the expiry date results in a suspension of the certificate until the renewal is completed or for one year – whichever comes first.
- **It is illegal to function as a certificate holder with a suspended certificate.**

**Failure to renew** the certificate within one year of the expiry date automatically causes the certificate to be **revoked**. In this case, the technician must be retrained or pass challenge examinations to regain the certificate.

# 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:**  
Fax: **1-888-417-1371**

## For Engineering and Client Services

### Engineering Administrative Assistant

Theresa Coombes  
email: **tcoombes@tssa.org**  
Telephone: **(416) 325-1615**

### Coordinator, Fuels Safety Services

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

### Director, Risk Management & Engineering

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

## For Operations/ Inspection Services

### Inspection Administrative Assistant

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

### Inspection Team Leaders Niagara, Burlington, London, Brantford, Windsor

Frank Bailey  
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### West Greater Toronto, Kitchener, Guelph, Owen Sound

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Sat Virdi  
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Telephone: **(905) 666-4641**

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

Stu Seaton  
email: **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**  
Telephone: **(416) 325-5476**

### Director, Operations

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

### Licensing, Registration and Certification (LRC)

For inquiries about how to  
apply for a licence, registration,  
certificate or status, contact:

### Certification Services

G. Sebastampillai  
email: **gsebastampillai@tssa.org**  
Telephone: **(416) 325-2797**  
Fax: **(416) 326-1663**

### Licensing and Registration

Maria Johnson/Debbie Thiel  
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Telephone: **(416) 325-2924**,  
**(416) 325-2950**

Fax: **(416) 326-1663**

### LRC Team Leader

Carmen Alvarez  
email: **calvarez@tssa.org**  
Telephone: **416-325-2594**

### Quality and Standards

For inquiries about qualifications to  
obtain certification:

### Certification Standards

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

### Advisors

Penny Connors  
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Telephone: **(416) 325-5475**  
Fax: **(416) 325-2774**

### June Ballegeer

email: **jballegeer@tssa.org**  
Telephone: **(416) 325-0221**  
Fax: **(416) 325-2774**

For inquiries regarding  
Environmental Services,  
please contact:

### Environmental Coordinator

Glen Palmer  
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Telephone: **(416) 325-0364**  
Fax: **(416) 325-2774**

### Director, Quality & Standards

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

## TSSA UPDATE Heating Fuels Edition

### Fuels Safety Program

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