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# TSSA Introduces Late Payment Fee & Inspection Appointment Cancellation Fee

September 3, 2024

The Technical Standards and Safety Authority (TSSA) is responsible for administering technical safety regulations and providing oversight for elevating devices, amusement devices, ski lifts, boilers and pressure vessels, fuels and operating engineers. As part of our commitment to enhancing safety outcomes and operational efficiency, TSSA regularly reviews its fee structures to reflect the true cost of maintaining public safety services.

In pursuit of these goals, **effective November 4, 2024**, TSSA will be introducing two new fees: a Late Payment Fee for licences and other authorizations and an Inspection Appointment Cancellation Fee. These fees are aimed at encouraging timely compliance, reducing regulatory costs, and optimizing resource deployment for inspections.

## Late Payment Fee

All regulated entities must have a valid authorization to operate. Timely renewal of authorizations by individuals and organizations is essential to ensuring safety. While 80% of TSSA customers renew their authorizations on time, overdue renewals result in additional oversight costs and pose potential safety risks to the Ontario public. The Late Payment Fee is intended to encourage on-time authorization renewals and reduce regulatory costs.

The Late Payment Fee, as follows, will be charged on a simple, flat fee basis, due only when invoices are paid after the due date.

Authorization Type	Late Payment Fee
Individuals (certificates)	\$50 per expired renewal
Organizations or Devices (e.g. licences, registrations)	\$75 per expired renewal

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Payment Fee. Invoices are sent 60 days before they are due. Please remember it is each authorization holder's responsibility to keep your contact information up to date with TSSA. Please visit TSSA's [new client portal](#) and sign up if you have not already. Once in the portal, please verify your contact and mailing information to ensure you are receiving your renewal notices and authorizations. TSSA's new client portal makes it easy to pay invoices and renew your authorizations.

### Inspection Appointment Cancellation Fee

As a regulator, TSSA conducts inspections to ensure that organizations are following safety regulations. When inspections are cancelled by customers on short notice, it leads to inefficiencies and additional costs.

To reduce the occurrence of short-notice cancellations, TSSA is introducing an Inspection Appointment Cancellation Fee. The fee will apply to cancellations initiated by customers with 2 business days or less notice. The cancellation fee will also apply if a scheduled inspection can not be completed because a customer is not ready for the inspection.

Cancellation Type	Cancellation Fee
Cancellation or rescheduling one or two business days prior to scheduled inspection date	1 hour labour rate (\$147 - \$192, subject to the regulated industry)
Same day cancellations or customer not ready	Full inspection fee (\$163 - \$1,591, depending on the inspection type)

To avoid the cancellation fee, please plan ahead and contact TSSA to cancel or reschedule an inspection at least three business days in advance. Notice of cancellation of an appointment must be sent using the following email addresses:

Boilers & Pressure Vessels / Operating Engineers: [inspectionsscheduling@tssa.org](mailto:inspectionsscheduling@tssa.org)

Fuels: [fuelsinspection@tssa.org](mailto:fuelsinspection@tssa.org)

Elevating Devices / Amusement Devices / Ski Lifts: [edadinspection@tssa.org](mailto:edadinspection@tssa.org)

### Improving Compliance and Collaboration for a Safer Ontario

The Late Payment Fee and Inspection Appointment Cancellation Fee are being implemented to enhance compliance and foster collaboration in ensuring public safety.

To ensure compliance and avoid unnecessary costs, we encourage customers to keep their contact information up to date and renew authorizations promptly. Please plan ahead and provide advance notice if you need to cancel an inspection.

Thank you for your continued commitment to safety and collaboration.

For further information or assistance, please contact TSSA's Customer Contact Centre at:

Tel: 289-695-3053

Toll-free: 1-877-682-8772

Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)