

## HVAC Safety Violations Online Tool

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These frequently asked questions are designed to support any questions you may have related to the HVAC Safety Violations Online Tool. They have been separated by area. Click on the links below to navigate to each area.

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### **Submit Safety Violations**

#### < **What if I want to submit a Safety Violation online with a timeframe other than 42 days?**

We are only able to accept Safety Violations online with a 42-day timeframe. For timeframes other than 42 days, follow manual procedures by emailing the applicable areas: [safety.gta@enbridge.com](mailto:safety.gta@enbridge.com), [safety.niagara@enbridge.com](mailto:safety.niagara@enbridge.com), [safety.ottawa@enbridge.com](mailto:safety.ottawa@enbridge.com)

#### < **What if I am unable to submit the Safety Violation using the online tool?**

There are two ways to submit Safety Violation to Enridge Gas. You may either submit online using the HVAC Safety Violations Online Tool or you may follow manual procedures by emailing the applicable areas: [safety.gta@enbridge.com](mailto:safety.gta@enbridge.com), [safety.niagara@enbridge.com](mailto:safety.niagara@enbridge.com), [safety.ottawa@enbridge.com](mailto:safety.ottawa@enbridge.com)

#### < **What if I need to enter an infraction type or enter an appliance that is not listed in the drop-down?**

You can choose 'other' from the drop-down selections and enter the details in the 'Other Infraction Reasons' section.

#### < **Do I still need to create a physical Safety Violation to affix to the faulty appliance/equipment?**

Yes, you are still required by the regulations to affix a physical Safety Violation to the faulty appliance or equipment. If you enable the 'Email Me A Copy' feature, and you have access to a mobile printer, you can print a copy from your email confirmation or follow your manual procedures for creating a Safety Violation.

< **Do I still need to send in a copy of the physical Safety Violation to Enbridge Gas if I have issued the Safety Violation using the online tool?**

No, you are not required to send Enbridge Gas the physical Safety Violations if you have issued the Safety Violation using the online tool.

< **What if the address or meter number are not returning a result or the address appears to be incorrect?**

The municipal address or meter number may not match our records. Alternatively, the HVAC Safety Violations Online Tool can only be used for former Enbridge Gas Distribution service areas and the address you are providing may be in the former Union Gas service area. Instead, you can follow manual procedures by emailing the applicable areas: [safety.gta@enbridge.com](mailto:safety.gta@enbridge.com), [safety.niagara@enbridge.com](mailto:safety.niagara@enbridge.com), [safety.ottawa@enbridge.com](mailto:safety.ottawa@enbridge.com)

< **What if I want to submit a Safety Violation once I'm done my day or the next day?**

All Safety Violations should be entered in real time. You will not be able to back date or select another date when using the HVAC Safety Violations Online Tool.

< **What if I need to enter an infraction type that is not listed in the dropdown menu?**

Choose 'other' from the dropdown menu and enter the details in the 'Other Infraction Reasons' section.

## **Clearing Safety Violations**

< **After I submit a Safety Violation online, where do I find the Enbridge Gas meter number in order to clear it using the tool?**

You can find the meter number for any Safety Violations you submitted within the last 90 days in three places:

1. On the Home screen under My Recent Activity.
2. On the email you received if you selected "Email Me A Copy" right after you submitted the Safety Violation.
3. On your Daily or Weekly Report if you enabled the Reports feature in the Activity Centre.

< **Where do I find the Enbridge Gas meter number on the physical meter to enter into the tool?**

Enter the meter number only (numbers only – does not contain any letters).



< **Why is the meter number I'm entering not returning any Safety Violations to clear?**

Ensure that the meter number is entered in the correct format (numbers only - does not contain any letters). If the format is correct and no Safety Violations are present, the Safety Violation may not be entered into our records yet for you to clear through the online tool. In this case, follow manual procedures by emailing the applicable areas: [safety.gta@enbridge.com](mailto:safety.gta@enbridge.com), [safety.niagara@enbridge.com](mailto:safety.niagara@enbridge.com), [safety.ottawa@enbridge.com](mailto:safety.ottawa@enbridge.com)

< **Do I still need to send in the hand-written 'Corrected By' portion of the Safety Violation if I have submitted the repair information using the online tool?**

No, you are not required to send the 'Corrected By' portion if you have submitted the details using the online tool.

< **If there are multiple Safety Violations associated with an address am I able to clear only one of them?**

Yes. You will need to skip through the ones you don't want to clear until you find the one you do want to clear.

## **Recent History**

### **< Why is work I've completed not showing up in my recent history?**

You will only be able to view work created in the last 90 calendar days. If the work was created in the last 90 calendar days and you are still unable to view, you can check your Daily or Weekly Report if you enabled the Reports feature in the Activity Centre. If you still have questions please follow up with the applicable office: [safety.gta@enbridge.com](mailto:safety.gta@enbridge.com), [safety.niagara@enbridge.com](mailto:safety.niagara@enbridge.com), [safety.ottawa@enbridge.com](mailto:safety.ottawa@enbridge.com)

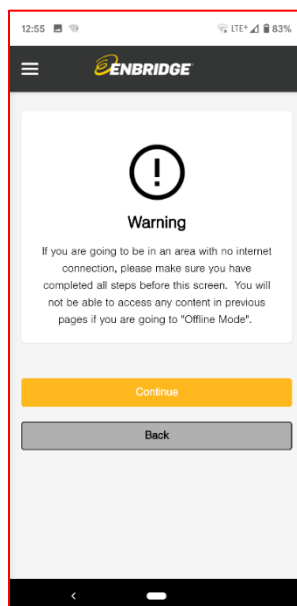
## **Offline**

### **< What is/how do you know if you are offline?**

When you are working in a part of a building that may not be connected to the internet, the offline option allows you to continue completing the work on the tool. Once you can access the internet again, you can submit the work so long as you did not navigate away from your last active screen in the tool.

### **< Will I lose the information I have entered when I am offline?**

You will not lose any work so long as you did not navigate away from your last active screen in the tool. You will also receive a related warning message when you are using the tool.



## **Technical Issues/Questions**

- < **Who do I contact if I have feedback, a technical question, or navigational issue with the online tool?**

You can contact us by email at [safety.niagara@enbridge.com](mailto:safety.niagara@enbridge.com) or by phone: 905-641-4861 or toll free 1-800-461-0998 Monday to Friday 7:30am-4pm.

- < **What devices and browsers are supported by the Enbridge Gas HVAC Safety Violations online tool?**

### Mobile Device Browsers

- < Default browser for iOS 7 or higher
- < Default browser for Android 4.1 or higher
- < Default browser for Windows Phone 8 or higher

### Desktop Browsers

- < Internet Explorer 11 (latest stable version)
- < Edge (latest stable version)
- < Firefox (latest stable version)
- < Google Chrome (latest stable version)

- < **What should I do if I receive a message that the transaction failed when I submitted/cleared a Safety Violation using the online tool?**

If the Safety Violation submitted/cleared failed to make it back to Enbridge Gas, you will need to follow manual procedures by emailing the applicable areas: [safety.gta@enbridge.com](mailto:safety.gta@enbridge.com), [safety.niagara@enbridge.com](mailto:safety.niagara@enbridge.com), [safety.ottawa@enbridge.com](mailto:safety.ottawa@enbridge.com)

- < **Will my account lock after an incorrect password attempt?**

You will be prevented from attempting another login for 60 mins after 6 unsuccessful tries. If it continues or if the password is forgotten, please reset your password.

- < **We have multiple technicians in our HVAC company. Can we have multiple ID's registered to one email?**

No. At this time there is only one ID per registered email. The ability to add multiple users to one email will be a future enhancement and we will communicate more when that is available.