

HVAC Safety Violations Online Tool

Frequently Asked Questions (FAQs)



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

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Submit safety violations

Q: What if I want to submit a Safety Violation online with a timeframe other than 42 days?

A: Enbridge Gas should be notified as soon as possible. The HVAC Safety Violations Online Tool now allows you to select a date up to 37 days in the past. Here's how:

1. Enter all required details for your Safety Violation and click **Submit**.
2. On the **Review** screen, click **Edit Date** (located near the bottom).
3. A calendar will appear. Select the desired date.
4. Click **Save**.
5. Review all details and confirm by clicking **Submit** again.

Enbridge Gas must ensure repairs are completed within 42 days of identifying the non-immediate hazard. For submissions older than 37 days, email safety.gta@enbridge.com so the record can be processed manually within 5 business days.

Q: What if I am unable to submit the Safety Violation using the online tool?

A: You can submit a Safety Violation manually by emailing safety.gta@enbridge.com

Q: What should I do if the infraction type or appliance I need isn't listed in the dropdown?

A: Select "**Other**" from the dropdown and enter details in the **Other Infraction Reasons** section.

Q: Do I still need to create a physical copy of the Safety Violation to affix to the faulty appliance/equipment?

A: Yes. Regulations require a physical copy of the Safety Violation to be affixed to the appliance or equipment. You can print a copy from your email confirmation if you enabled "**Email Me A Copy**", or follow manual procedures.

Q: Do I need to send Enbridge Gas a copy of the physical Safety Violation if I submitted online?

A: No. If you issued the Safety Violation using the online tool, you do not need to send a physical copy to Enbridge Gas.

Q: What if the address or meter number doesn't return a result or appears incorrect?

A: First, verify that you have entered the **meter number only** (numbers only – do not include any letters). If the municipal address or meter number still does not match our records, you can submit a Safety Violation manually by emailing safety.gta@enbridge.com

(Please allow a minimum of 5 business days for processing)

Q: Can I edit a Safety Violation after it has been submitted?

A: No. Once a Safety Violation has been submitted to Enbridge Gas, it cannot be modified.

If you need to provide additional information or correct an error, use the “**Submit an Inquiry**” feature located on the **Help** page.

Q: What happens if I accidentally submit a Safety Violation for the wrong address or meter number?

A: Once a Safety Violation has been submitted to Enbridge Gas, it cannot be changed.

If you submitted incorrect information, use the “**Submit an Inquiry**” feature on the **Help** page to notify our team and provide the correct details.

Clear Safety Violations

Q: How do I find and clear Safety Violations using the tool?

A: You can find and clear Safety Violations using the tool by using one of the following three options:

Option 1: From the Home / My Recent Activity screen.

1. On the **Home** screen, go to **My Recent Activity**.
2. Click **View** next to the Safety Violation.
3. Confirm you are viewing the correct record.
4. Click **Clear**.

Option 2: Search By Address (If you are unsure of the correct postal code, use the Find Postal Code feature).

1. On the **Home** screen, click **Clear Safety Violation**.
2. Search for the address using the **Postal Code**.
3. If you need help finding the postal code, click **Find Postal Code**.
4. Click **Next**.
5. Select the correct address from the list.
6. Click **Next**.

Option 3: Search by Meter Number (Enter numbers only – do not include letters).

1. On the **Home** screen, click **Clear Safety Violation**.
2. Enter the **Meter Number** for the address.
3. Confirm the address details before clicking **Next**.

Tip: You can find the meter number:

- In the **email confirmation** (if you selected “**Email Me A Copy**” when submitting the Safety Violation).
- On your **Daily or Weekly Report** (if you enabled the **Reports** feature in the **Activity Centre**).
- From the submission details for Safety Violations submitted for the address in your **Recent Activity** screen.

Q: Where do I find the Enbridge Gas meter number on the physical meter to enter in the tool?

A: You can find the Enbridge Gas meter number on the physical meter by referring to the photo on the right. It should be in a similar spot on any meter you are looking at. Please ensure you enter numbers only (the meter number itself should not contain any letters).



Q: Why is the meter number or address I'm entering not returning any Safety Violations to clear?

A: First, verify that the **meter number is entered in the correct format** (numbers only – do not include any letters).

If the format is correct and no Safety Violations appear, the record may not have been entered into our system yet. In this case, please email safety.gta@enbridge.com to find out more information.

Q: 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?

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

Q: If there are multiple Safety Violations associated with an address, can I clear only one of them?

A: Yes. You can choose to clear one or multiple Safety Violations. On the **Review** pages, use **Skip This Safety Violation** to move past any violations you don't want to clear. Continue skipping until you reach the ones you want to clear, regardless of their position in the list (first, middle or last), and clear only those selected violations.

Q: Can I partially clear a Safety Violation (e.g., if only some repairs are completed)?

A: No. All infractions listed on the Safety Violation must be corrected before it can be cleared in the online tool. If only some repairs have been completed, email the details to safety.gta@enbridge.com. The Enbridge Gas team will note and monitor your repair to ensure completion of the remaining infractions.

Home / Recent Activity Screen

Q: Can I view previous submissions and clearances?

A: Yes. You can view submissions and clearance dates from the past 90 days. Click the **Calendar** icon under **Recent Activity** on the **Home** page, then select a date to see its associated activity.

Enable **Daily or Weekly Reports** for easier tracking beyond 90 days by toggling the report settings **on or off** in the **Reporting and Notifications** page.

Uploading and Viewing Documents

Q: Can I upload a copy of the form for submissions and clearances?

A: Yes. You can upload a copy of the form to your submissions and clearances.

Best practice tip: Rename files with unique identifiers (e.g. date, address, appliance type) to avoid duplicate upload errors.

Supported file types: PDF, JPG, JPEG and PNG.

Steps to upload:

1. On the **Submit Safety Violation** screen (for submissions) or the **Review Safety Violation** screen (for clearances), click **Browse to Upload** under **Upload Safety Violation Form**. This will open your device's file explorer.
2. Select the desired file.
3. Click **Open**, or drag and drop the file into the **Upload Safety Violation Form** section.

Q: Can I view a copy of a form I have uploaded?

A: Yes. From your **Home** page, choose the desired submission or clearance by clicking **View**, then click the **Download** icon located at the bottom of the screen under **Files**.

Q: When attempting to upload a file, why do I see a message that “Duplicate files cannot be uploaded”?

A: Each file uploaded in the HVAC Safety Violations Online Tool must have a unique name. Rename your file with a distinctive name (for example: date, address and appliance type) and try again.

Q: Can I upload multiple files for the same Safety Violation or Clearance?

A: Yes. You can upload multiple files when reviewing both submissions and clearances.

Administrator Access and Functionality

Q: What is Administrator Access and how do I request it?

A: Administrator Access allows a licensed or non-licensed individual to **submit Safety Violations and Clearances on behalf of technicians within their organization**.

Key Features of Administrator Access:

- Submit and clear Safety Violations for yourself (if licensed) and for other licensed contractors in your organization.
- Select previous submission and clearance dates for accurate record-keeping.
- Attach copies of tags for compliance and proper documentation.
- Enable daily and weekly reporting with a simple toggle for improved visibility and tracking.

Q: How do I request Administrator Access?

A: You can request Administrator Access by following these steps:

- Click **Request Admin Access** in the top-right corner of the screen.
- Verify your company details are correct, then click **Request Admin Access** again.
- If needed, edit your details under **My Profile** and **Company Info** before submitting.

Important: All Administrator access requests are reviewed by the **Enbridge Gas Super Admin team**, and they may request additional details before approving your request.

Q: How do I add a technician to my company profile?

A: Licensed technicians who register using the same **TSSA Company Number** will automatically appear for selection when clearing or submitting Safety Violations.

Each technician must register individually.

To invite a technician:

- Click **List All Users**.
- Click **Send Invite**.
- Enter the technician’s email address and click **Send Email**.

The technician must enter the **TSSA Company Number** exactly as registered by the administrator to be added to the Admin’s list.

Q: How do I clear or submit a Safety Violation on behalf of a licensed technician in my company?

A: To clear or submit a Safety Violation on behalf of a licensed technician in your company, follow these steps:

- From the **Home** page, use the dropdown to select the technician’s name.
- The buttons will activate, allowing you to choose **Submit Safety Violation** or **Clear Safety Violation**.

Q: How do I remove a technician from my company profile?

A: Submit the technician's details using the **Inquiry Form** located on the **Help** page.

The Enbridge Gas team will process your request.

Q: Can an Administrator submit Safety Violations for non-licensed individuals?

A: No. Safety Violations can only be submitted on behalf of licensed technicians who are registered under the same TSSA Company Number.

Q: How do I enable or disable daily and weekly reporting?

A: Go to **Reporting and Notifications > Reports** and toggle the reporting option on or off. Reports will be sent to the email address associated with your account.

Q: Can multiple Administrators be assigned to the same company?

A: Yes. More than one Administrator can be linked to the same company profile, provided they register using the correct **TSSA Company Number**.

Important: All Administrator access requests are reviewed by the **Enbridge Gas Super Admin team**, and they may request additional details before approving your request.

Q: What happens if a technician enters the wrong TSSA Company Number?

A: The technician will not appear in your **Admin list**. They must update their profile with the correct **TSSA Company Number** to be linked to your account.

Q: How do I view all activity submitted by technicians under my company?

A: Use the **Activity Centre** to filter and view submissions and clearances by technician name, date range or status.

Q: What should I do if I no longer require Administrator Access?

A: Submit a request through the **Inquiry Form** on the **Help** page. The **Enbridge Gas Super Admin team** will remove your Administrator privileges.

Technical Issues

Q: Who do I contact if I have feedback, a technical question, or a navigational issue with the Online Tool?

A: You can submit an inquiry to our team using the **Submit Inquiry** feature on the **Help** page.

Q: What devices and browsers are supported by the Enbridge Gas HVAC Safety Violations online tool?

A:

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)

Q: What should I do if I receive a message that the transaction failed when submitting or clearing a Safety Violation using the Online Tool?

A: If you receive a transaction failure message, the Safety Violation was not processed.

Next steps:

1. Try submitting or clearing the Safety Violation again.
2. Before retrying, check your internet connection and ensure you are using a supported browser. (See Technical Issues section for browser compatibility.)
3. If the issue persists, email a copy of the Safety Violation or clearance to safety.gta@enbridge.com (Please allow a minimum of 5 business days for processing.)

Q: Will my account lock after an incorrect password attempt?

A: Yes. You will be prevented from attempting another login for 60 minutes after six unsuccessful tries. If it continues or if the password is forgotten, please reset your password.

Q: How do I reset my password if I forgot it?

A: To reset your password, follow these steps:

- On the **Sign-In** page, click **Forgot Password?**
- Enter your User Name (email address) and click **Next** to proceed with the reset process.
- Check your email for the reset link and follow the instructions.