

InsulationQuarterly



Editor's Note

Just before the Christmas break (and here is hoping that everyone had a relaxing and fun-filled break), TIAA membership renewals went out, accompanied by a letter explaining the need for a change to the current TIAA membership fee structure. In the interest of ensuring consistency and equity for all TIAA members, the Board will be exploring some alternate membership models in the coming year and will advise the membership of the new fee structure, which will be introduced for the 2016 membership year.

This also gives TIAA the opportunity to explore new potential products and services to make available to the membership. TIAA represents 95% of the mechanical insulation industry in Alberta: this is a number that carries weight behind it and gives the ability for true industry representation.

In the coming months, we will keep the membership informed on any new developments. This is your opportunity to tell the Board what you would like to see from TIAA. TIAA's mandate is to improve and elevate the technical and general knowledge of the mechanical industry in Alberta, we are here to serve our members, so don't be shy: let us know how we can help your business.

Thank you in advance for your membership renewal, and we look forward to another exciting and busy year of growth and comederie.

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“TIAA represents 95% of the mechanical insulation industry in Alberta”

Board of Directors

TIAA consists of two chapters (south and north). Each chapter has its own board representatives (a president, a vice president and two directors). These board roles are elected positions determined at a December chapter member meeting each year. The provincial president alternates each term between the southern and northern chapter president. Board members serve in a volunteer role and are not compensated for their service. They are required to act within their authority, to exercise due care and to observe fiduciary responsibilities in acting on behalf of the membership.

NORTH CHAPTER

President (Provincial)

Pat Pearson, Book Insulation Ltd.

Vice President

Dan Gagne, Westerra Insulation Inc.

Director

Andrew Buchanan, Northern Industrial Insulation

Director

Curtis Schoepp, Adler Insulation (2005) Ltd.

Director at Large

Mark Trevors, Kaefer Industrial Services Ltd.

SOUTH CHAPTER

Past President

Murray Wedhorn, Crossroads C & I

Treasurer

Laurie Peloquin, Thomas Insulation

Vice President

Wheeler Boys, AW-NRG Insulation Inc.

Director

John Conti, Nu-West Construction Products Inc.

TIAA COMMITTEES:

Apprenticeship

Labour Relations

AAEA Representative

Skills Committee

TIAC Contractor's Representative

Social

Regis Sevigny (NAIT), Blair Zinter (SAIT)

Pat Pearson, Ryan Wismer

Eric Ludwig

Paul Blinzer

Mark Trevors

North: Jason Meikle

South: Murray Wedhorn

TIAA MISSION STATEMENT

TIAA's mission is to improve and elevate the technical and general knowledge of the mechanical insulation industry in Alberta, promoting excellence in manufacture, application and installation of all insulation products and materials, with just and honorable practice in the conduct of business.

Contact TIAA

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Calgary, Alberta T2P 3G9

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InsulationQuarterly is a publication of the Thermal Insulation Association of Alberta.

Statements of fact and opinion are those of the authors alone, and not the opinion of the officers or members of TIAA. Advertisement of equipment and services does not constitute endorsement by TIAA.

TIAA welcomes articles or story ideas from readers. To submit an article, please contact info@tiaa.cc.

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UPCOMING EVENTS

March 20 – 22, 2015
North Chapter Ski Trip

Lobstick Lodge
94 Geikie Street
Jasper, Alberta

March 25 – 28, 2015
National Insulation Association
60th

San Antonio Hill Country
Resort & Spa
* Visit www.insulation.org/convention/2015 for details and registration

Tuesday, April 14, 2015
Northern Chapter Meeting

Sandman Hotel
17635 Stony Plain Road
Edmonton, Alberta
11:30 am – 1:30 pm
Lunch provided

Thursday, April 16, 2015
Southern Chapter Meeting

Tony Roma's
3010 – 23 Street NE
Calgary, Alberta
11:30 am – 1:30 pm
Lunch provided

Thursday, May 28, 2015
Board of Directors Meeting

Red Deer Lodge
4311 – 49 Avenue
Red Deer, Alberta
9:30 am – 3:30 pm

Thursday, May 28, 2015
Annual General Meeting and
Dinner

Red Deer Lodge
4311 – 49 Avenue
Red Deer, Alberta
4:00 pm – 8:00 pm

Friday, May 29, 2015
Golf Tournament

Riverbend Golf Course

August 14 – 19, 2015
Thermal Insulation Association
of Canada 53rd Annual
Conference

Charlottetown, Prince
Edward Island

Tuesday, September 29, 2015
Board of Directors Meeting

Red Deer Lodge
4311 – 49 Avenue
Red Deer, Alberta
9:30 am – 3:30 pm

Thursday, November 19, 2015
Board of Directors Meeting

Red Deer Lodge
4311 – 49 Avenue
Red Deer, Alberta
9:30 am – 3:30 pm

Thursday, November 19, 2015
Semi-Annual General Meeting
and Dinner

Red Deer Lodge
4311 – 49 Avenue
Red Deer, Alberta
4:00 pm – 8:00 pm

Tuesday, December 8, 2015
Northern Chapter Meeting

Sandman Hotel
17635 Stony Plain Road
Edmonton, Alberta
11:30 am – 1:30 pm
Lunch provided

Thursday, December 10, 2015
Southern Chapter Meeting

Tony Roma's
3010 – 23 Street NE
Calgary, Alberta
11:30 am – 1:30 pm
Lunch provided

The Alberta Energy Efficiency Alliance, working in conjunction with TIAA, has developed a document (see page 4) designed to educate the energy industry on the benefits of pipe insulation.

If your organization would like a pdf copy of this document for use in your customer dealings, please contact the TIAA office.

More on page 4...





Pipe Insulation in Alberta

Insulating high temperature pipes reduces heat losses and improves performance.

Historically insulation levels have been set for burn protection, but it can be more cost effective to select insulation materials and thicknesses based on energy savings, operational improvements and emission reductions.

1. Increase insulation thickness and reduce gaps

STEAM LINE CASE STUDY

2.8-km 36-inch steam line operating at 300°C with mineral wool insulation

INSULATION THICKNESS	36 X 4"	36 X 6" (double layer)
Total capital cost (Material, equipment, installation)	\$ 1,319,250	\$ 2,054,030
Total operating cost per year	\$ 463,677	\$ 260,903
Total cost over 8 years	\$ 5,028,668	\$ 4,141,254

FACILITY CASE STUDY

facility turnaround with 153 high-temperature lines (33,000 linear ft of piping)

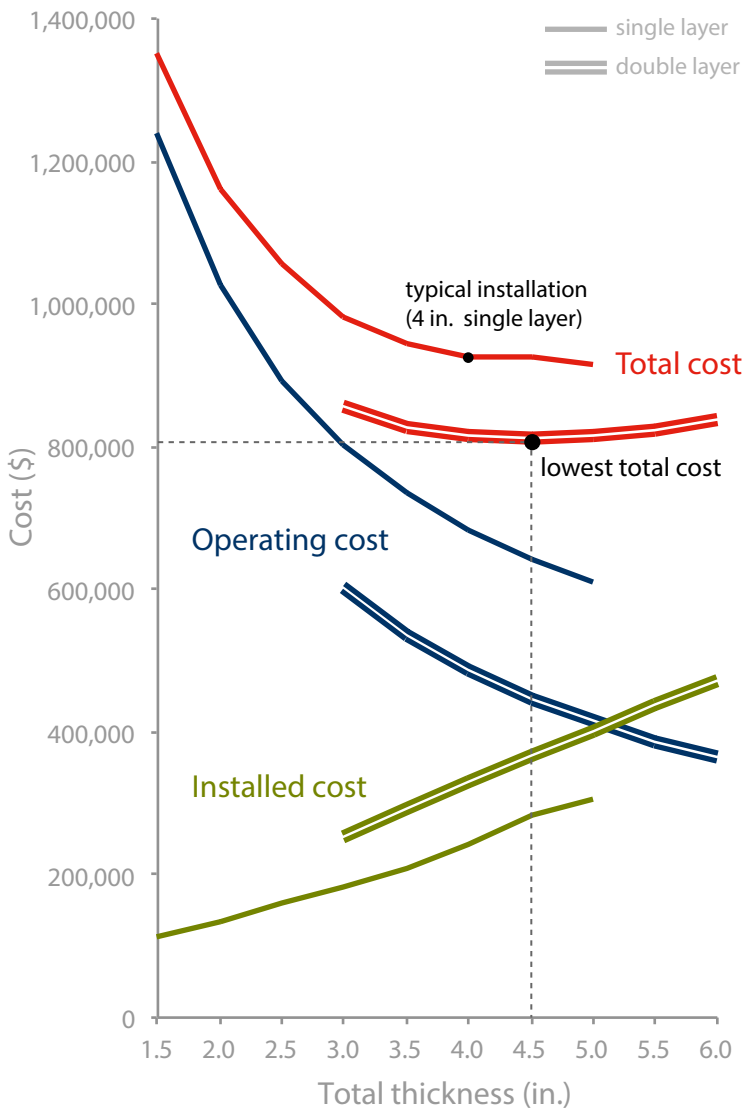
INSULATION THICKNESS	CURRENT STANDARD	IMPROVED STANDARD
Total capital cost (Material, equipment, installation)	\$1,961,122	\$2,138,329
Total operating cost per year	\$1,212,128	\$848,440
Total cost over 8 years	\$11,658,149	\$8,925,850

2. Change insulation materials

	PROS	CONS
MINERAL WOOL (AKA ROCK WOOL OR SLAG WOOL)	<ul style="list-style-type: none"> relatively low cost good availability 	<ul style="list-style-type: none"> some material degradation over time not reusable at temperatures above 177°C
CALCIUM SILICATE	<ul style="list-style-type: none"> high compressive strength 	<ul style="list-style-type: none"> more expensive than mineral wool relatively low thermal efficiency / relatively high installation thicknesses required currently 6-8 week delivery time (as opposed to 3-6 weeks for other products)
E-GLASS	<ul style="list-style-type: none"> higher thermal efficiency than mineral wool / lower installation thicknesses required maintains thermal properties over life and is reusable 	<ul style="list-style-type: none"> more expensive than mineral wool
AEROGEL	<ul style="list-style-type: none"> higher thermal efficiency than E-glass and mineral wool / lower installation thicknesses required 	<ul style="list-style-type: none"> more expensive than E-glass or mineral wool

More information about insulation types: http://www.wbdg.org/design/midg_materials.php.

Determining optimal insulation



Cost-benefit calculations like those shown in these examples can be completed using the following steps:

1. Determine cost of installing different insulation materials and thicknesses.
 - Get cost information from past project experience, insulation contractors or consultants.
2. Calculate energy costs of different insulation installations.
 - Calculate energy savings using 3E Plus (available at www.pipeinsulation.org) or ask the AEEA for help.
3. Calculate return on investment of each option.

Calculating optimal insulation for a 1.2-kilometre, 10-inch steam line operating at 300°C

Where to go for help

The Alberta Energy Efficiency Alliance and its members are happy to support your efforts to explore higher insulation levels at your facilities.

Jesse Row
403-483-4810
jesse.row@aeaa.ca



A L B E R T A
 Energy Efficiency Alliance

Member Profile - Northern Industrial Insulation Contractors Inc.



Northern Industrial Insulation Contractors Inc. (Northern) is one of Western Canada's largest open-shop industrial insulation contracting specialists.

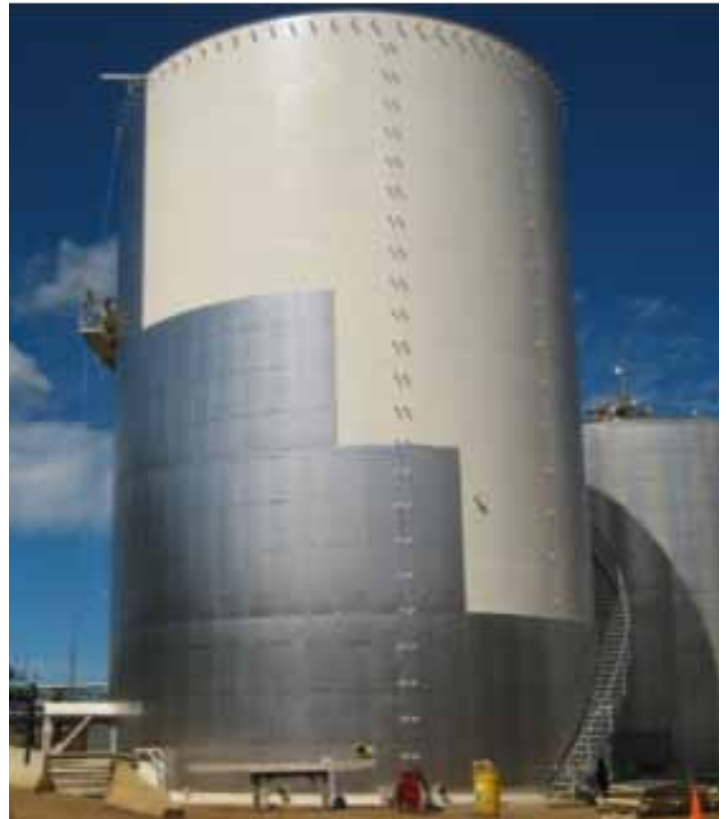
Since 1984, Northern has served clients with a wide range of industrial services in the oil & gas, petrochemical, refinery, pulp and paper and power generation industries.

Northern has an enviable record of repeat business and customer satisfaction which has enabled continuous growth with an integrated range of services including thermal and sound insulation, sheet metal, asbestos abatement, trace tubing, utilidor construction, scaffolding, and plant maintenance.

Northern operates throughout Western Canada from offices in Edmonton, Fort McMurray and Bonnyville.

The management team of Northern works closely with its employees and clients to ensure a 100% safe culture is implemented and maintained in everything we do.

Northern has been supporter of TIAA since joining the organization in 2008 and are proud to play a key role in energy conservation by assisting our industrial clients with "holding the line" on rising energy costs.



Employer Appeals Consulting Service

Understanding a WCB-Alberta Decision

WCB-Alberta strives to make decisions that are fair. It is important to us that you understand the claims decisions associated with your account. The claim owner and supervisor will work with you to resolve your concerns. When resolution is not achieved, helping you to understand the policies, legislation and facts used to make a decision will allow you to be in an informed and confident position to decide if you will proceed with an appeal. The Employer Appeals Consulting Service is designed to assist you with this process.

The Consultation Process

Contact the Person who made the Decision

Your first course of action is always to speak to the decision maker who is either the adjudicator or case manager assigned to the file. The decision maker will be able to explain all of the considerations that went into making the decision. If you have any additional information that may change the decision, you may submit it for consideration.

If you continue to have concerns with the decision, you should ask to speak with the supervisor. Supervisors are the first level of review and will look to assist you in understanding the decision and/or may alter the decision if appropriate. If you are unable to resolve your concerns after speaking with the supervisor, and if you are unsure of the next steps or whether you would like to proceed with the review process, the Employer Appeals Consulting Service can help.

Who can access the Employer Appeals Consulting Service?

This service is available to all employers who:

- Do not have an employer representative acting on behalf of their account.
- Are requesting consultation on a claim decision that is not more than 12 months old.
- Reference a specific written decision (general claim reviews looking for potential appeals or cost relief will not be accepted).
- Have claim-specific concerns; concerns about account-specific decisions are not eligible for this service.

What can you expect from the Employer Appeals Consulting Service?

When an employer disagrees with a claim decision, the Employer Appeals Consulting Service will provide information, analysis and advice to help you:

- Gain understanding of the facts, policy and legislation used by the claim owner to make the decision.
- Gain an understanding of how the appeal process works.
- Determine the arguments for and against your position.
- Make an informed decision on how you would like to proceed.

Limitations of the Employer Appeals Consulting Service

- The account manager will not act as an employer advocate or representative with the claim owner or appeal body.
- The account manager will not prepare written submissions or attend appeal hearings on behalf of the employer.

This process is focused on resolving issues, where possible, by collaborating with the Customer Service department. When resolution is not possible, you will be provided with a letter outlining the issue(s), facts and policies that you will need in order to prepare a formal request for review as well as details of the review (appeals) process. Written submissions for the Decision Review and Dispute Resolution Board (DRDRB) or Appeals Commission (AC) are not provided; however, with

the information you are given, you will be prepared to proceed with a formal review, should that be your preferred course of action.

How can you access this service?

Complete an Employer Appeals Consulting Service form (C1116), which is available on our website at www.wcb.ab.ca/employers/question_claim.asp.

Once your request is received, an account manager will contact you to validate your request for consultation.

Important Considerations

This Service is separate from WCBs appeals process used to resolve disputes (see [Questioning a Claims Decision Fact Sheet](#)). If you are appealing a decision on a claim file, you have one year from the date of the decision to appeal (as per Sections 46 and 13.2 of the [Workers' Compensation Act](#)).

This service will not impact any time requirements relating to the appeals process.

Questioning a WCB-Alberta Decision

WCB-Alberta strives to make decisions that are fair and it is important to us that you understand all of the decisions affecting your account. If you would like to have a decision reviewer, be follow our collaborative review process.

The Review Process

Contact the person who made the decision

They will explain all of the considerations that went into making the decision.

If you have any additional information that may change the decision, we will always consider it

If you still have concerns after completing this step, then continue with the review process.

Ways to request a review

Complete a "Request for Review" form (G040), which is available on our website www.wcb.ab.ca/pdfs/global/G040.pdf or can be requested by calling our contact centre.

You must submit a request for review within one year from the time and date of the original decision. This time limit may be extended if there is a justifiable reason for doing so. Each case will be judged on its own merit, taking into account factors including, but not limited to:

- why the review request wasn't initiated within the time period
- amount of time passed between the request and the time limit
- documented history of concerns or issues with the decision
- other circumstances which could have interfered with the review request

Once WCB-Alberta receives your request, a supervisor will work with you towards a possible resolution.

This collaboration usually resolves most issues, but if you still have concerns, WCB-Alberta will forward your request to the Dispute Resolution and Decision Review Body.

Dispute Resolution and Decision Review Body (DRDRB)

Before reviewing your file, a review specialist will contact you to:
ensure they understand your specific issues and concerns
determine your understanding of the decision

DRDRB will ensure you have a clear opportunity to outline your issue before the specialist makes an assessment on your case. The review specialist will work with you to determine the best approach to resolve your issue. A telephone conference/meeting may be recommended for more complicated cases that require an in-depth discussion of the decision with the parties involved. After that point, the specialist will review your file and mail a written decision to you once the review has been completed.

Appealing a DRDRB decision

If you are not satisfied with the results of our review process, within one year of DRDRB's decision, you may request another review through the Appeals Commission. The Appeals Commission is a separate government entity that reports to the Minister of Alberta Employment and Immigration.

Contact the Appeals Commission at:

Appeals Commission
Standard Life Centre
#1100, 10405 Jasper Ave.
Edmonton AB T5J 3N4
www.appealscommission.ab.ca

You have one year from the date the Dispute Resolution and Decision Review Body's decision was made to appeal to the Appeals Commission.

Review and appeals seminar

We offer employers a seminar to help understand and participate effectively in the appeals process. The seminar covers claims appeals and premium-related appeals, and is designed to provide an overview of the appeals process. For dates and locations call 780-498-4694 in Edmonton or 1-800-498-4964 within Alberta.

Congratulations to Triston Joa from Albrico Kaefer Services Ltd. — winner of the 2014 TIAA Insulator Scholarship as awarded by the Alberta Apprenticeship and Industry Training Board.



TIAA's marketing representative, Paul Blinzer, spreading the insulation word at the Calgary Buildex on November 5.





TIAA North Chapter Ski Weekend

March 20 – 22, 2015

JASPER – Lobstick Hotel

Included:

- Two days lift tickets at Marmot Basin
- Two nights accommodation at the Lobstick Hotel
- Dinner on Saturday night
- Bus transportation included – *Used for our group only*
- All participants must be 18 years and older

Cost:

Single occupancy: \$489/person

Double occupancy: \$389/person (1 bed)

Twin occupancy: \$389/person (2 beds)

Quad room: \$349/person

Triple room: \$359/person

Non-skiers deduct \$100.00 from registration.

Please note, there is no option to drive yourself this year, bus transportation must be included.

Registration Information:

Company Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Phone: _____ Email: _____

Where to email invoice if different from above: _____

Name of Attendee: _____ Non-Skier

Name of Attendee: _____ Non-Skier

Name of Attendee: _____ Non-Skier

Name of Attendee: _____ Non-Skier

Cheque payable to Thermal Insulation Association of Alberta
(All NSF cheques are subject to a \$30 service fee + any bank charges)

Visa American Express Mastercard

Number: _____ Expiry Date: _____

Signature: _____

For further information, please contact the TIAA office at (403) 244-4487. Please return by email to info@tiaa.cc or online here.

InsulationQuarterly



Advertising Opportunities

An advertisement in *InsulationQuarterly* confirms your support of the insulation industry and promotes your business and services to a readership of more than 300.

Ad Rates

- \$250 for business card
- \$500 for 1/4 page
- \$750 for 1/2 page
- \$1,250 for full page

Quantity Discounts

- 10% quantity discount for advertisers who purchase two or three ads
- 20% quantity discount for advertisers who purchase four or more ads

File Formats

Preferred file formats: press optimized Adobe pdf; tif or jpg at 300 dpi resolution; Adobe Illustrator eps or ai file (please ensure all text is saved as outlines). With the exception of the full page option, ad layouts are horizontal (landscape) orientation. Submit files to info@tiaa.cc.

2015-16 Publishing Schedule

Please choose the issues in which you would like to advertise:

- Spring 2015 (mid-April distribution)
- Annual Report (mid-May distribution)
- Fall 2015 (mid-October distribution)
- Winter 2016 (mid-January distribution)

FAXABLE ORDER FORM

Ad(s) required	Cost		Quantity	=	
Business card	\$250.00	X	_____	=	_____
1/4 Page	\$500.00	X	_____	=	_____
1/2 Page	\$750.00	X	_____	=	_____
Full Page	\$1,250.00	X	_____	=	_____
			Subtotal	=	_____
			Subtract 10% for 2 or 3 ads	=	_____
			Subtract 20% for 4 or more ads	=	_____
			5% GST	=	_____
			TOTAL	=	_____

METHOD OF PAYMENT

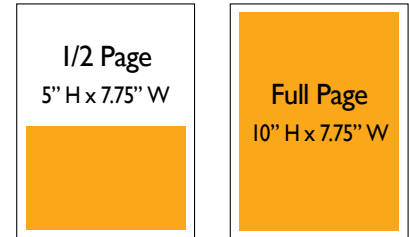
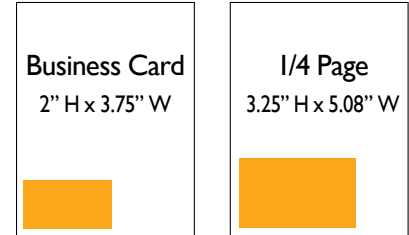
_____ Enclosed is a cheque in the amount of \$_____, payable to TIAA

_____ Cheque to follow (for fax orders)

_____ Please charge my credit card as follows: Visa Mastercard American Express

Credit Card Number _____ Expiry Date _____

Cardholder's Name _____ Authorized Signature _____



All prices are based on client-supplied digital artwork. Design services such as ad layout and copy writing are available at competitive rates. Deadline for each issue is the last Friday of the previous month.

Online orders

<https://securegs.com/tiaa>

Fax orders

Fill in the order form and fax to 403-244-2340.

More information

Contact Erika Holter at 403-244-4487 or info@tiaa.cc.