



North Carolina
Office of State Fire Marshal
1202 Mail Service Center
Raleigh, NC 27699-1202
919.647.0065



State of North Carolina

The State of North Carolina Department of Risk Management has partnered with Hartford Steam Boiler Inspection and Insurance Company (HSB). HSB is responsible for conducting all requested boiler and/or pressure vessel inspections for our insureds under this insurance program.

Effective August 1, 2025 the NC Department of Labor – Boiler Safety Bureau (Chapter 13 NCAC 13 .0213) has started to bill all third party inspection agencies (including HSB) for certificate operating certificates on all boilers and pressure vessels that were inspected by them. The State is requiring the inspection agencies to invoice their insured locations to recoup the operating permit fees paid to the State.

The State of NC insurance program has agreed to prepay HSB for these certificate operating permit fees in advance. It is imperative that all boiler and pressure vessel inspections be coordinated and scheduled using HSB. HSB will not reimburse any certificate permit fee paid to the NC Boiler Safety Bureau if the object was inspected by a State boiler inspector.

If you have an insured member that requires an inspection and have not been contacted by HSB before the object due date, please have them contact HSB to schedule an inspection.

HSB has a 24-hour Inspection Hotline to receive inspection requests. Requests for urgent boiler inspections, air tank inspections, certificate inspections, new installations and/or authorization of repairs can be made through this single nationwide Inspection Hotline.

Contact Us



HSB Inspection Hotline

Hours: 8:00 a.m. to 8:00 p.m. EST, Monday through Friday

Please have policy information available when contacting us

Phone 1-800-333-4677

Email NSCInsp_Hotline@HSB.com

Information Needed:

- **Please identify yourself as a member of State of NC Insurance program**
- **Location Address** of facility to be inspected
- **Name and Phone Number** of contact at facility
- **HSB Policy Number: 4908308**
- **Other pertinent information:** Urgency of request, reason for inspection needed, etc.

After the call to our Hotline, someone from HSB will be in touch within 1-3 business days to formally schedule the inspection.

HSB has also assigned a dedicated Account Engineer to monitor jurisdictional inspection activity and handle any issues or questions an insured might have.

If you or a member wish to discuss any issues directly, please feel free to contact Daniel Webster per the information below:

Daniel Webster, Senior Director Loss Control

Phone: (770) 392-6206

Email: Daniel_Webster@hsb.com