

May 2023

Renew or Reinststate a Wastewater Operator Certificate

Your DEQ Online



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[Español](#) | [한국어](#) | [繁體中文](#) | [Русский](#) | [Tiếng Việt](#) | [العربية](#)

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Visit DEQ's [Civil Rights and Environmental Justice page](#).

System Overview

The Oregon Department of Environmental Quality has instituted the use of a modernized, cloud-based tool for a selection of compliance programs within the agency and several business processes that involve the public and regulated entities. This document describes how to renew or reinstate a wastewater operator certificate in Your DEQ Online.

[Your DEQ Online](#) is an Environmental Data Management System designed to combine current DEQ processes across air, land and water divisions in one convenient and easily accessible portal. The system enables users to submit applications, upload reports, enter data, check the status of applications, pay fees or fines, and manage account activity. In addition, the system allows for greater public access to environmental data without the need to request this information from DEQ staff.



State of Oregon
Department of
Environmental
Quality



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1. Wastewater Operator Certification

Oregon law requires owners of wastewater systems and drinking water systems (public and private) to have their systems under responsible control and direction of certified operators. Trained and certified operators are necessary to ensure that the systems are managed in a manner that fully protects public health and the environment.

The Oregon Department of Environmental Quality administers the program for domestic wastewater system operators. The Oregon Health Authority Drinking Water Services administers the certification program for drinking water system operators.

It is unlawful to perform the duties of an operator without a valid and proper certificate unless you are working under the direction of a properly certified operator designated by the system owner as responsible for the on-site day-to-day operation of the system. **You may not supervise the operation of a wastewater system with an expired certificate.** DEQ may reinstate a certificate up to one (1) year following certificate expiration. After one year, you would need to re-apply as a new applicant for an exam and meet those certificate requirements.

Operators must maintain your current certificate in active status if upgrading to a new certificate. The expiration date cycle stays the same for any additional certificate. **A current active certificate is required** to ensure validation of any new certificate, or for a new or upgraded certificate.

Upon receipt of a complete application, the required fee and proof of continuing education, DEQ will renew certification by issuing a validation card showing a new certificate expiration date.

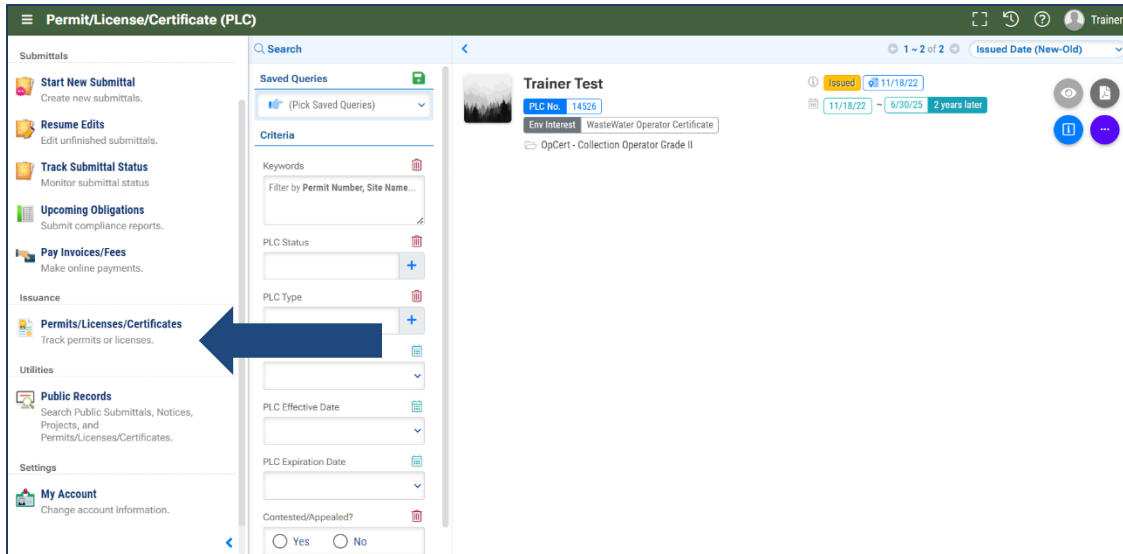
Please visit DEQ's Wastewater Operator Certification Program [webpage](#) for more information and program materials.

2. Apply for Renewal or Reinstatement

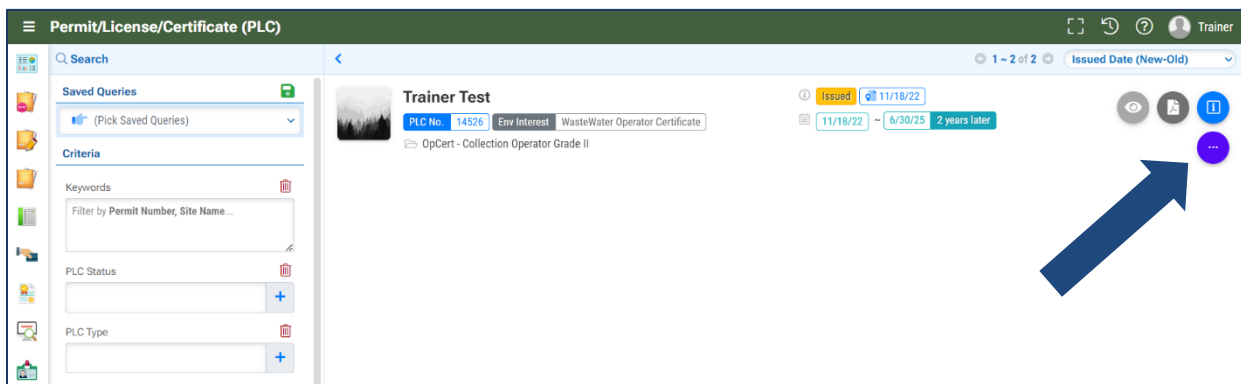
Before applying for renewal or reinstatement, complete the instructions in the user guide for account registration and set up listed under the wastewater operator certification program resources on the Your DEQ Online [help page](#). You will receive an email from DEQ 75 days prior to the renewal period indicating that is time to renew your license.

Login to your account through the [Your DEQ Online portal](#). To apply for renewal or

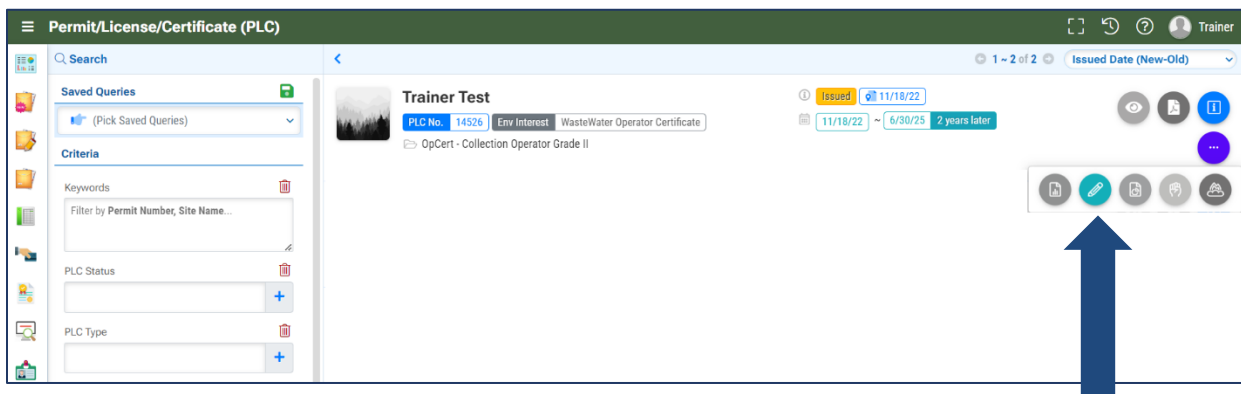
reinstatement, select Permits/Licenses/Certificates  from the navigation menu.



On the certificate record, select the ellipses icon.



Next, select the pencil icon to open the renewal or reinstatement.



2.1 Basic Info

Required fields are highlighted red and must be completed to submit your application. Enter your contact information. Please check to see that your name and address information are correct as shown.

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Renew Information

Please only submit one application for renewal (before your expiration date) or reinstatement application (within one year past your expiration date). Any additional certifications associated with your account will be renewed or reinstated with this one application.

Date of Renewal Application: 5/12/2023

Renewal of Active Certification

Applicant Information

Salutation First Name M.I. Last Name

Company Title Email

Phone Mobile Fax

2.1.1 Qualifying Continuing Education

Before entering information on qualifying continuing education, read through the following:

- A minimum of 2.0 (20 training hours) qualifying wastewater CEUs or credits are required every two years.
- CEUs must be completed in **the two years leading up to renewal** (for example, from 7/1/2021 to 6/30/2023 or 1/1/2022 to 12/31/2023). Or if you are reinstating, in the three years leading up to the end of the reinstatement period (e.g. 7/1/2020 to 6/30/2023 or 1/1/2021 to 12/31/2023).

For first-time renewals only, we may accept CEUs earned AFTER your issuance date, in the period prior to the start of the two-year renewal period.

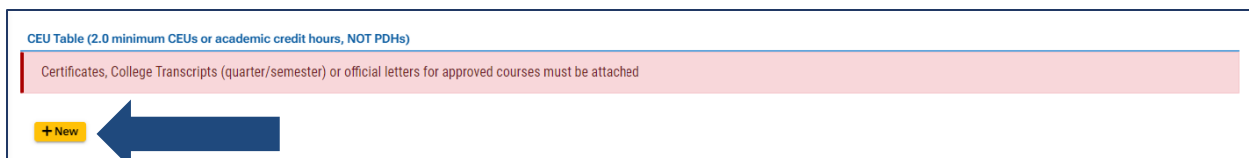
- CEUs must be approved by Oregon Environmental Services Advisory Committee (OESAC) for wastewater (under the "WW" column). Confirm the approved number of Wastewater CEUs and the four-digit OESAC ID # current for your training completion date at [OESAC](#) under "Courses".

Fill in the OESAC ID#, or approved college course #, and number of DEQ Wastewater CEUs, if not already printed on your document. All OESAC-approved courses must contain the required certificate elements so you can fully fill in the CEU table. **The information all must match what is on your training course document and the OESAC webpage.**

Relevant college courses, with DEQ pre-approval, may also be considered for continuing education credit. The transcript must be submitted, showing the completion term, etc. For using the exam-pass 2.0 CEU credit in lieu of a course, write in ABC exam, the date of exam and 2.0 CEUs.

- No professional development hours (PDHs) may be listed.
- Attach PDFs of each course you are listing on the CEU table.
- Please list the CEUs in chronological order on the CEU table and fill in all fields in the CEU table completely.
- You may combine the CEU or course documents into one PDF if you organize them in chronological order to correspond with the listing order on the CEU table.
- Incomplete applications for any reason (including CEU table, non-qualifying CEUs, etc.) will be returned. **No refunds are issued for late or non-complete submittals.**
- **Caution: Do not re-use previously submitted CEUs.** If you reinstated last time, or previously submitted for credit, CEUs earned in this two-year period, you cannot get credit for them again. DEQ retains the records of your prior submitted CEUs. Be sure to save copies of your prior submittals, so you don't inadvertently send in already-submitted CEUs or transcripts.

To enter CEUs, select "+New" to add information for continuing education units (CEUs).



1. Complete the required fields.

CEU Table (2.0 minimum CEUs or academic credit hours, NOT PDHs)

Certificates, College Transcripts (quarter/semester) or official letters for approved courses must be attached

Title of: Course, Workshop, Short school, etc.	OESAC/Course #	Completion Date	# CEUs
<div style="display: flex; justify-content: space-between; align-items: center;"> 1 Required Required Required </div>			

- To add information for additional CEUs courses, click the blue arrow to collapse the record and then select the "+New" button. If you wish to delete an entry, click on the garbage can icon on the far right.

CEU Table (2.0 minimum CEUs or academic credit hours, NOT PDHs)

Certificates, College Transcripts (quarter/semester) or official letters for approved courses must be attached

Title of: Course, Workshop, Short school, etc.	OESAC/Course #	Completion Date	# CEUs
<div style="display: flex; align-items: center;"> ▼ 1 2021 So. Oregon Water & Wastewater Short School </div>	4448	2021-09-23	1.9

1 Results

Here is an example of four CEU certificates that have been entered:

CEU Table (2.0 minimum CEUs or academic credit hours, NOT PDHs)

Certificates, College Transcripts (quarter/semester) or official letters for approved courses must be attached

Title of: Course, Workshop, Short school, etc.	OESAC/Course #
▶ 1 2021 So. Oregon Water & Wastewater Short School	4448
▶ 2 Excavation Safety Competent Person	4449
▶ 3 Confined Space Entrant & Attendant Entry Supervisor	4189
▶ 4 Fall Protection User	4190

+ New

- Click save  before navigating to the Attachment tab.

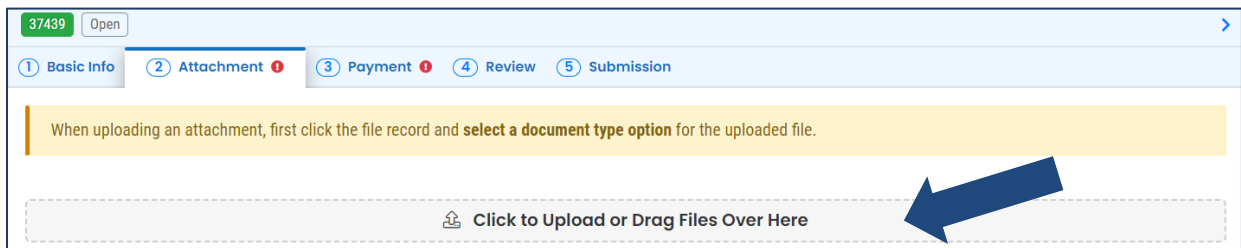
2.2 Upload Required Attachments

CEU documentation will be uploaded in the Attachment tab. A document must be attached for each course. You may combine the certificates into a single PDF in chronological order.

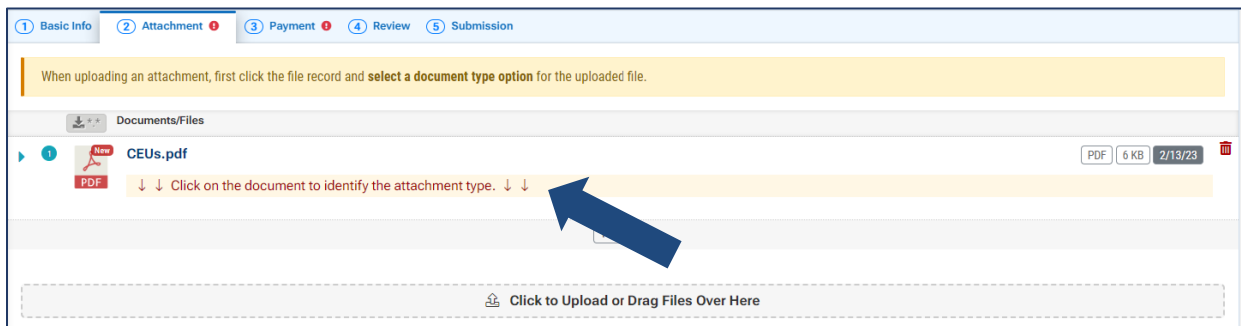
Note: Please check to make sure you have not double-scanned any page.

Follow these steps to upload an attachment:

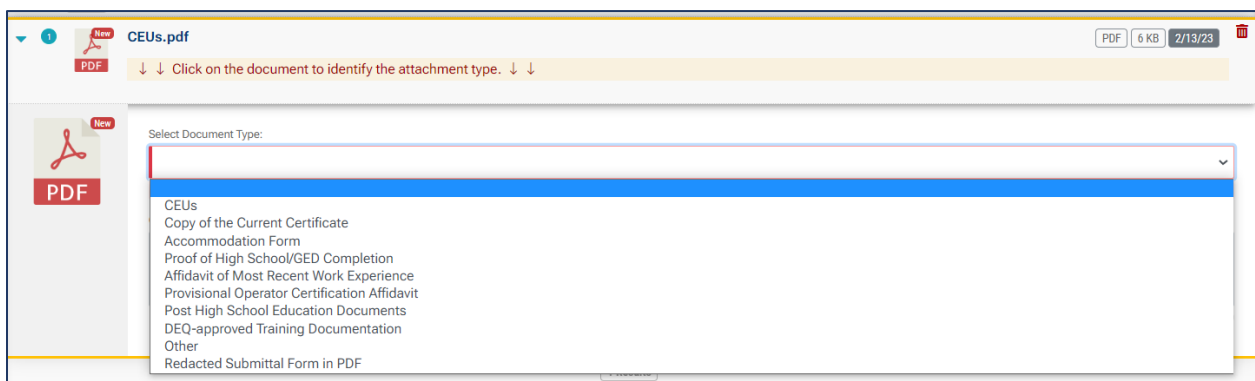
1. Select "Click to Upload or Drag Files Over Here."



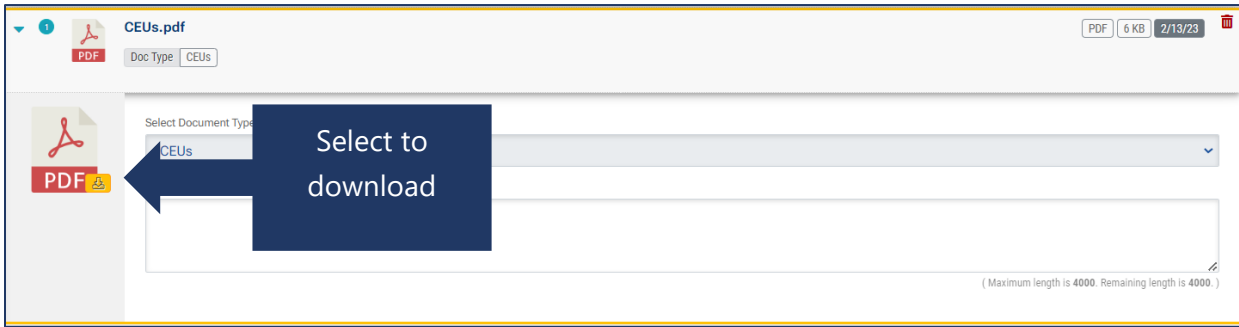
2. When an attachment is added, select "Click on the document to identify the attachment type."




3. Select "CEUs" from document type from the drop-down menu.



4. Select download to review the attachment. If you wish to delete an attachment, select the trashcan icon.



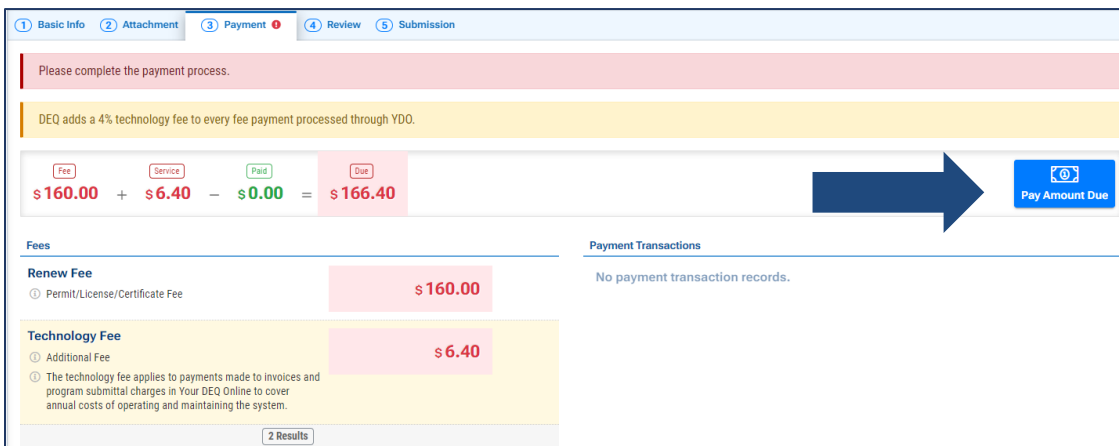
5. When all the required attachments have been added, select save  and then navigate to the Payment tab.

2.3 Payment

The two-year renewal fee is \$160 and covers one or both certificates (all grades). In the Payment tab, you will see required fees for the certificate application plus the 4% technology fee. Starting July 1, 2022, a 4% technology fee will be added to all financial transactions in Your DEQ Online, except agency-issued penalties. The fee, which was authorized by the 2021 Oregon Legislature, is necessary to pay for the annual operation and maintenance costs of the system. For more information, see [Your DEQ Online Payments](#).

Your DEQ Online offers three methods for payment: ACH electronic transfer (e-check), credit card, or check by mail. Electronic payments are secure, immediate and enable faster processing of your submittals.

Select "Pay Amount Due" to choose a payment method. If the button is not available, it means that required information is missing from the previous tabs and must be complete before payment is made.



2.3.1 Pay by ACH or Credit Card

For secure payments by ACH electronic transfer or credit card, you will be directed to a secure payment portal, DEQ GovOnline Payments, to complete the payment process. After you complete the payment, you will be directed back to Your DEQ Online to complete the application process. See the [Payments for Submittals Guide](#) for further details on submitting payments in Your DEQ Online.

Note: A convenience charge of 2.3% will be added to the total amount due by U.S. Bank. This convenience charge will not be reflected in Your DEQ Online, and it will appear as a separate item on your credit card statement.

2.3.2 Pay by Check

When you select "Check by Mail" you will be asked to confirm the payment method.

Fee	Service	Paid	Due
\$160.00	\$6.40	\$0.00	\$166.40

After you select "OK" to confirm, the Payment tab will display with a reminder message to include a copy of your receipt of application with the mailed check. If a municipality is paying by check on your behalf, provide the municipality with the receipt of application to send with the mailed check. See [section 2.5](#) for instructions on printing the receipt.

The system will continue to display the "Check in Transit/Waiting" record until the check is received by DEQ, after which time, DEQ will begin to process the certificate application.

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Reminder: Payment of \$166.40 is due until the full amount has been received and posted.

DEQ adds a 4% technology fee to every fee payment processed through YDO.

Fee	Service	Paid	Due	Check in Transit/Waiting
\$160.00	+	\$6.40	-	\$0.00
			=	\$166.40
				\$166.40

Fees

Renew Fee

- Permit/License/Certificate Fee \$160.00


Technology Fee

- Additional Fee \$6.40
- The technology fee applies to payments made to invoices and program submittal charges in Your DEQ Online to cover annual costs of operating and maintaining the system.

2 Results

Payment Transactions

- Check by Mail \$0.00
- 2/13/23
- 1 Results

Note: To delete your check by mail selection, select the trash can  icon. After your check by mail selection has been deleted, all payment options will be available. See the [Payments for Submittals Guide](#) for further details submitting payments in Your DEQ Online.


2.4 Review the Application

When you have completed the payment process, review your application in the Review tab. Click on the PDF logo to see your application which you may print or save to your computer. To make changes to your application, select the previous tabs.

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Please review your submittal info and any attachments provided. If needed, please click on the Basic Info Tab or Attachment Tab to make changes to your submission.

Submittal Form(s) Summary

Please check if the following sections are completed. Click on the PDF () hyperlink to open/save/print the PDF form.

- Basic Info

Fees/Payments

Fee	Service	Paid	Due	Check in Transit/Waiting
\$160.00	+	\$6.40	-	\$0.00
			=	\$166.40
				\$166.40

Mandatory Attachment

- All required attachments were included.

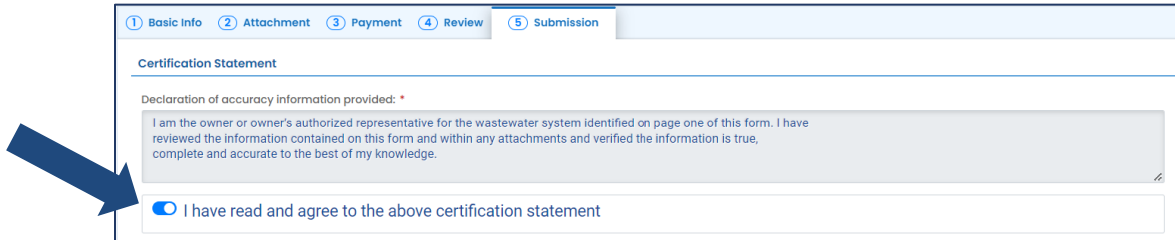
The submission of attachment by "Mail" is not supported by this submittal form. Please upload your attachment as electronic file online.

Uploaded Attachment

- CEUs.pdf
- CEUs
- PDF 6 KB

2.5 Submit the Application

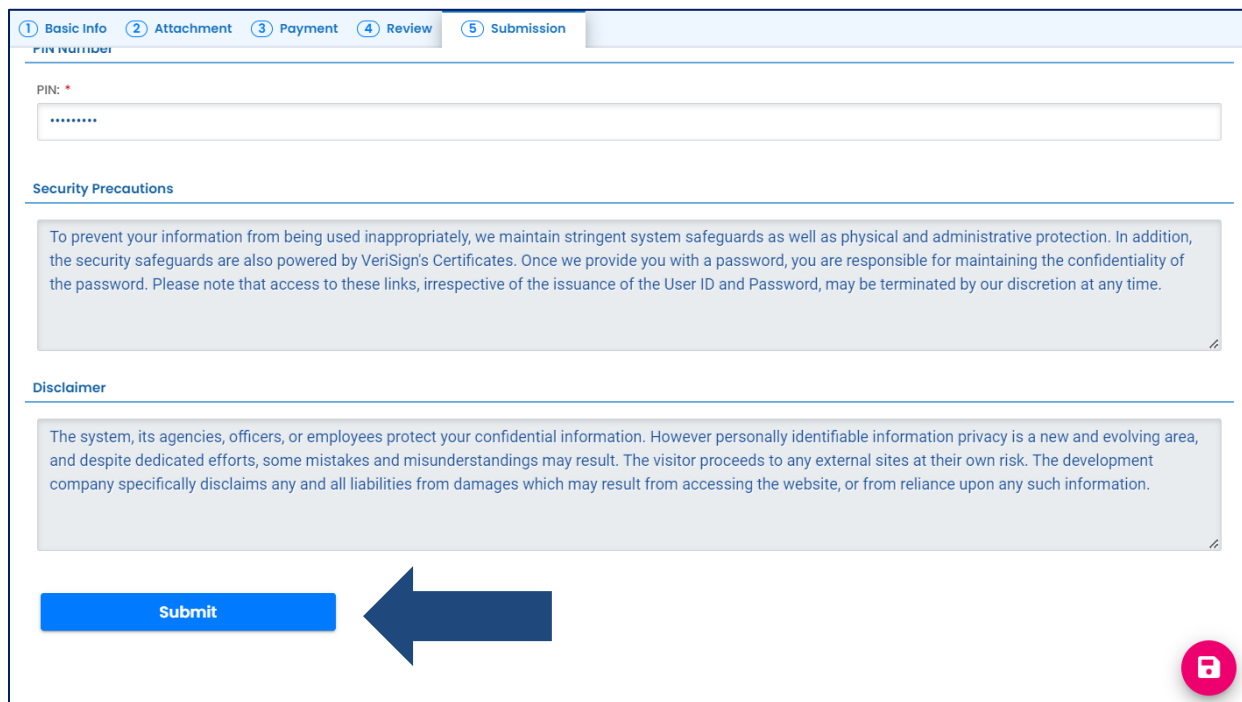
In the Submission tab, agree to the certification statement by clicking the toggle. Once it is selected it will turn from gray to blue.



The screenshot shows the 'Submission' tab selected in a navigation bar. Below the navigation bar is the 'Certification Statement' section. It contains a declaration of accuracy information provided, followed by a text box with the text: 'I am the owner or owner's authorized representative for the wastewater system identified on page one of this form. I have reviewed the information contained on this form and within any attachments and verified the information is true, complete and accurate to the best of my knowledge.' Below this text box is a toggle switch labeled 'I have read and agree to the above certification statement'. A blue arrow points to this toggle switch.


Answer the security question and enter your pin number. When these fields are complete the "Submit" button at the bottom of the page will become available.

Note: See [section 4](#) for instructions on how to reset your pin and security questions.




The screenshot shows the 'Submission' tab selected in a navigation bar. Below the navigation bar is the 'PIN NUMBER' section, which includes a 'PIN:' label and a text input field containing several dots. Below this is the 'Security Precautions' section, which contains a text box with the following text: 'To prevent your information from being used inappropriately, we maintain stringent system safeguards as well as physical and administrative protection. In addition, the security safeguards are also powered by VeriSign's Certificates. Once we provide you with a password, you are responsible for maintaining the confidentiality of the password. Please note that access to these links, irrespective of the issuance of the User ID and Password, may be terminated by our discretion at any time.' Below this is the 'Disclaimer' section, which contains a text box with the following text: 'The system, its agencies, officers, or employees protect your confidential information. However personally identifiable information privacy is a new and evolving area, and despite dedicated efforts, some mistakes and misunderstandings may result. The visitor proceeds to any external sites at their own risk. The development company specifically disclaims any and all liabilities from damages which may result from accessing the website, or from reliance upon any such information.' At the bottom of the page is a blue 'Submit' button. A blue arrow points to this button. In the bottom right corner, there is a red circular icon with a white document symbol.

Once you submit, you will receive a confirmation message and the option to print the application receipt. **If the check by mail payment option was selected, print the application receipt to include with the mailed check. If a municipality is paying by check on your behalf, provide the municipality with the receipt of application to send with the mailed check.**

 **Submission Successful**

Confirmation of Submittal: 1. Your application has been received and will be reviewed shortly. 2. Check your account, email and text message for system notification at various mile stones.

Please click  **Print** to print your receipt

3. Track Application Status

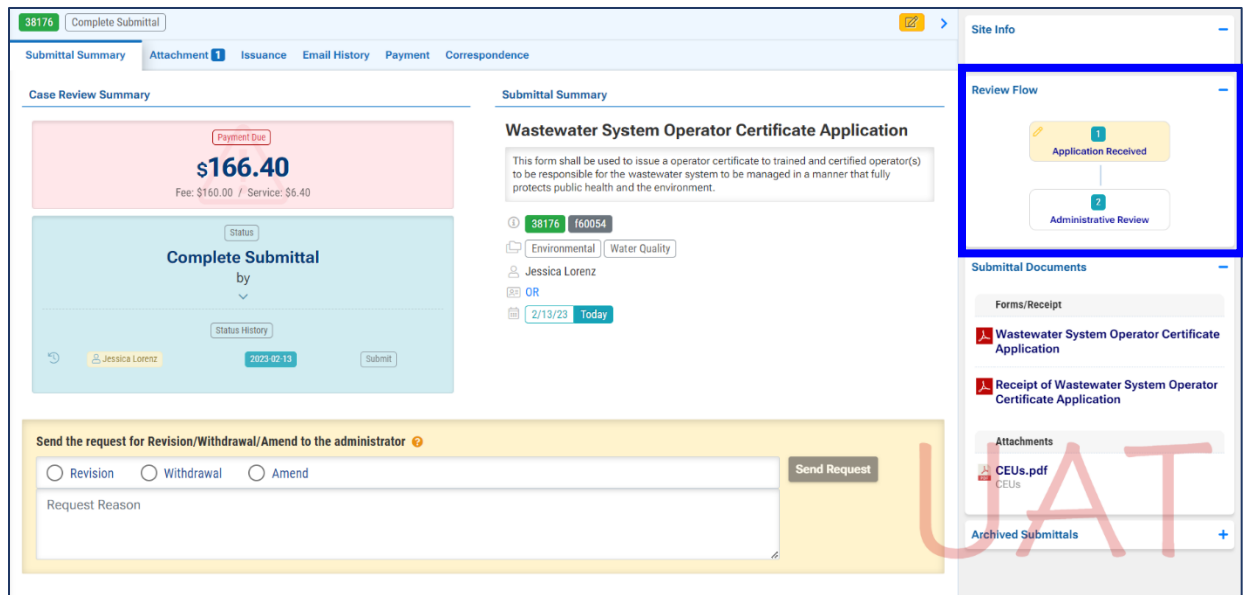
After you submit your application, the next step is for DEQ to administratively review your submittal. You may review the status of your application by selecting Track Submittal Status



from the navigation menu.

On the certificate application record, select the eye icon.

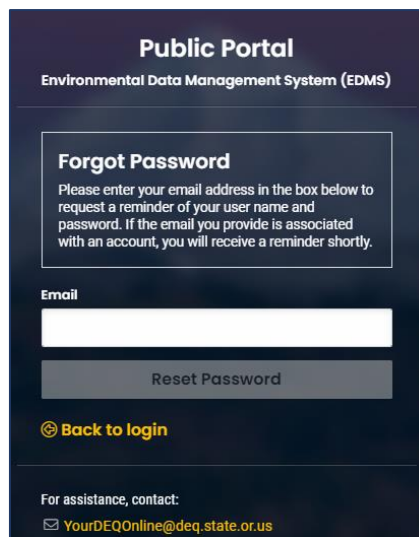
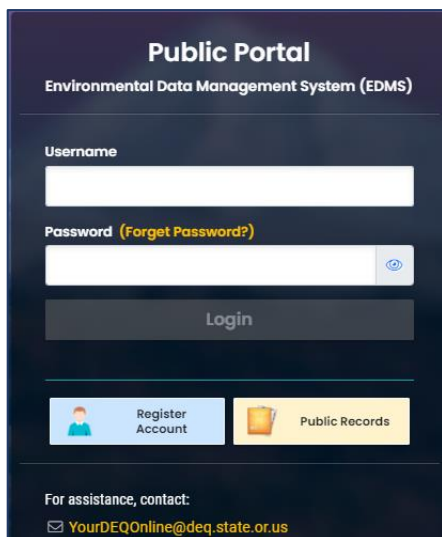
The progress of the certificate application may be tracked in the "Review Flow" section. When the application has been approved, you will receive an email notification from DEQ.




4. Password, Pin and Security Questions

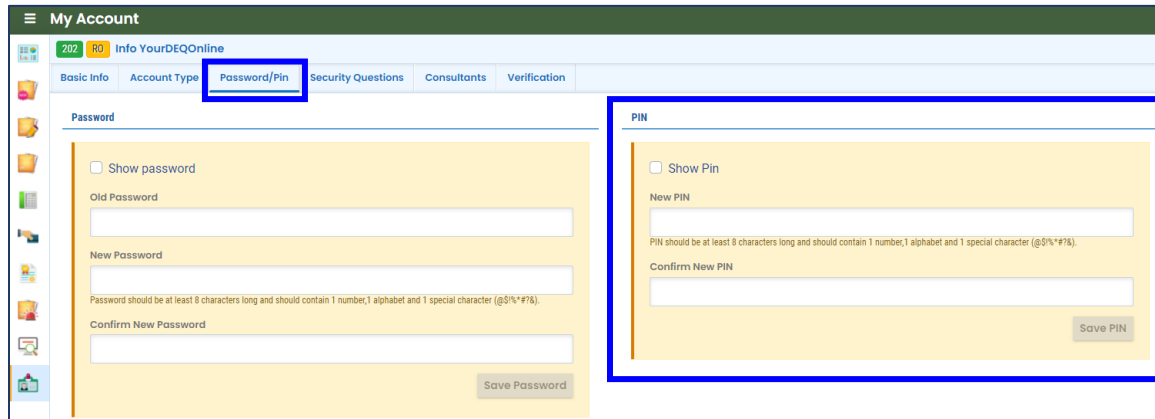
4.1 Reset Password

If you have forgotten your password or username, click the “Forgot Password” button on the login screen. Enter your email address to receive an email with reset instructions.





4.2 Reset Pin

1. Select to My Account  from the navigation menu, and then select the Password/Pin tab.
2. Enter and save your new pin number.



The screenshot shows the 'My Account' interface with the 'Password/Pin' tab selected. The 'PIN' section is highlighted with a blue box. It contains a 'Show Pin' checkbox, a 'New PIN' input field, a password strength indicator, a 'Confirm New PIN' input field, and a 'Save PIN' button.

4.3 Reset Security Questions

1. Select to My Account  from the navigation menu, and then select the Security Questions tab.
2. Create new security questions and answers and click save .

My Account

202 Info YourDEQOnline

Basic Info Account Type Password/Pin **Security Questions** Consultants Verification

1 Q What is the first and last name of your oldest sibling?
A

2 Q where did you first meet your spouse?
A

3 Q what is the name of your home town newspaper?
A

4 Q what is your favorite song?
A

5 Q what is the last name of your favorite teacher?
A

5. Helpdesk and Resources

If you have questions not answered by this guide, please consult the Your DEQ Online [Help page](#) or contact DEQ:

For technical assistance:

[Your DEQ Online Helpdesk](#)

(Not compatible with Internet Explorer)

For Wastewater Operator Certification program questions contact:

opscert@deq.oregon.gov or 1-800-452-4011

Your DEQ Online log in portal:

<https://ordeq-edms-public.govonlinesaas.com/pub/login>