CAO Existing Source Risk Assessment Application
Version 1.1

July 2025

This document was prepared by
Oregon Department of Environmental Quality
700 NE Multnomah Street, Suite 600
Portland, OR 97232
Contact: YourDEQOnline@deq.oregon.gov

Version 1.1
Last updated: July 2, 2025

State of Oregon
DEQ Department of Environmental Quality

Table of contents

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.

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.

1. Introduction

This document provides information to the owner/operator of a facility submitting an initial Cleaner Air Oregon Risk Assessment Application for an "Existing" air quality source using Your DEQ Online.

Cleaner Air Oregon is a program that regulates emissions of toxic air contaminants from industrial and commercial sources based on local risks to health. Facilities are required to assess potential health risks from toxic air contaminants to people living, working, or going to school nearby. Health risks may include cancer and noncancer health effects.

The CAO rules are found in Oregon Administrative Rules Chapter 340 Division 245. Additionally, the CAO website contains resources and materials specific to meeting the program requirements for performing a Risk Assessment, including information about how Existing sources are "called in" to the program.

This User Guide describes how certain aspects of the CAO Risk Assessment process for Existing sources are implemented using the Your DEQ Online system. In the event of any discrepancy between this User Guide and the CAO Program Rules filed with the Oregon Secretary of State under OAR Chapter 340 Division 245, the rules will be used to determine compliance with the program requirements, not this User Guide.

2. Overview of the "CAO - Existing Source Risk Assessment Application"

2.1. Who Should Submit this Application?

Owners/operators of air quality sources in Oregon should submit this application only if the source is an "Existing source" under the definitions listed in OAR 340-245-0020(20) and the source has been notified by DEQ that they have been "called in" to the Cleaner Air Program under OAR 340-245-0050(1).

When a source is called in to CAO, the CAO – Existing Source Risk Assessment Application will become available for the source to complete in Your DEQ Online (see Section 4 below for details about how to access the application).

2.2. The CAO Risk Assessment and Permit Application Process

The Risk Assessment is at the heart of the CAO program and requires that sources submit a series of technical documents and information to DEQ for review and approval. After approval of the Risk Assessment, Existing sources must apply for a CAO Permit – this permit application will be submitted as part of this "CAO – Existing Source Risk Assessment Application" process in Your DEQ Online. If permit conditions are required under OAR 340 Division 245 in order to limit health risk from air toxics, DEQ will either incorporate conditions into the source's existing air permit or issue a Toxics Air Contaminant Permit Addendum.

This section describes the different components that may be required as part of this submittal.

2.2.1 Overview of required components for a CAO Risk Assessment and Permit Application

The CAO Risk Assessment process consists of several steps, which are outlined in detail in the CAO Step-by-Step Guide - please refer to the Step-by-Step guide for additional information and resources. The risk assessment components that must be included with this submittal and approved by DEQ are listed below. Not all of these components will be submitted at the same time – see Section 2.2.2 for details about submittal timing.

1. Pre-application Fee and Basic Information Form: Supply basic information about the source and submit the Existing Source Call-In Fee. This step is a required component of the initial submittal. Fees are listed in OAR 340-216-8030 Table 3.
2. Emissions Inventory: Submit the Emissions Inventory form AQ520, the Categorically Exempt Toxics Emissions Units form AQ523, and all supporting documentation required by OAR 340-245-0040(4). If you believe your source is an exempt source as described in OAR 340-245-0050(6), information demonstrating that all toxics emissions units at the source are exempt may be submitted instead of the Emissions Inventory form AQ520.

3. Modeling Protocol: Submit a document specifying the risk assessment level selected, facility and source characteristics, modeling assumptions, and receptor placement. Requirements are listed in OAR 340-245-0210 and additional information is available in DEQ's "Recommended Procedures for Air Quality Dispersion Modeling".

4. Risk Assessment Work Plan is only required for sources completing a Level 3 or Level 4 Risk Assessment. Submit a document detailing: the assignment of exposure locations; which Risk Based Concentrations will be used to calculate risk from modeling results; and an uncertainty analysis for the assessment. Requirements are listed in OAR 340-245-0210 and additional information is available in DEQ's "Recommended Procedures for Toxic Air Contaminant Health Risk Assessments".

5. Risk Assessment: Submit a document reporting the maximum risk for cancer, noncancer chronic, and acute noncancer risk types for the facility. Risk results are compared to the Existing Source Risk Action Levels in OAR 340-245-8010 Table 1 to determine if permitted risk limits, community engagement, emissions controls, and/or risk reduction are required. Additional information is available in DEQ's "Recommended Procedures for Toxic Air Contaminant Health Risk Assessments".

6. TBACT Analysis is only required for sources that exceed the TBACT Risk Action Level. Submit information necessary to verify that the all significant toxics emissions units meet TBACT (Toxics Best Available Control Technology) requirements as described in OAR 340-245-0220.

7. Risk Reduction Plan is only required for sources that exceed the Risk Reduction or Immediate Curtailment Risk Action Levels and sources that exceed the TBACT Risk Action Level but do not meet TBACT requirements. Submit a plan describing actions the source will take to reduce risk below the TBACT, Risk Reduction or Immediate Curtailment Risk Action Level. Requirements are listed in OAR 340-245-0130.

8. Monitoring Plan is only required only for sources that choose to conduct monitoring based on the results of the risk assessment. After consultation with DEQ, submit a plan describing the proposed ambient air monitoring that will be used to update the Risk Assessment. Requirements are listed in OAR 340-245-0230.

9. CAO Permit Application and Additional Fees: Submit the CAO Permit Application Form AQ501 and any applicable Specific Activity Fees required in order to apply for a CAO Permit. Fees are listed in OAR 340-216-8030 Table 3. Requirements to apply for a CAO Permit (also known as a "Toxic Air Contaminant Permit Addendum") are listed in OAR 340-245-0100.

2.2.2 Submittal Timing and Deadlines

Sources will submit Components 1-5 from above in order, with DEQ approval of earlier components typically occurring before the source submits the next component. After the initial fee payment (Component 1), DEQ will send the application back to the source via Your DEQ Online so that they may complete the Emissions Inventory (Component 2). DEQ will review the Emissions Inventory submittal and send the application back again with either requested revisions (in the form of a comment letter) or an approval letter so that the source can complete the next required component (typically the Modeling Protocol, Component 3). The process

proceeds similarly through the Risk Assessment (Component 5). Sources submit Components 6-9 concurrently after DEQ approves of the Risk Assessment.

Existing sources are required to submit each component of their Risk Assessment by the deadlines specified in OAR 340-245-0030(1). The CAO Project Manager for your source will also communicate these deadlines via correspondence and/or attachments in Your DEQ Online. **Deadlines after the initial Pre-Application Fee and Form requirement will not appear in any of the following in Your DEQ Online: the "Pending Submittals" module; "Upcoming Obligations" module; or Dashboard. You are required to track these submittal deadlines outside of Your DEQ Online.**

3.   Confidential Business Information and Exemptions from Public Disclosure

All information submitted to DEQ is subject to inspection by any member of the public upon request, unless the information is determined to be exempt from disclosure under the Oregon Public Records law. If you are submitting materials that you believe contain confidential business information or information containing trade secrets, carefully review the requirements in OAR 340-214-0130, including the criteria for trade secret information in section 3 of the rule. Note that emissions data is *not* exempt from disclosure.

3.1.   Submit Confidential Business Information using file attachment

If you are submitting information using the file attachment tool that is believed to be confidential, trade secret, or otherwise exempt from disclosure, please follow these steps:

1.   State the specific statutory provision under which you claim exemption and explain why the information in your submittal meets the requirements of that provision.
2.   Include the word "CONFIDENTIAL" in the filename.
3.   Ensure that the claimed exempt material is clearly distinguishable from non-exempt material by clearly marking the relevant file names and pages of your submittal with annotations such as "CONTAINS CONFIDENTIAL BUSINESS INFORMATION".
4.   For each confidential information attachment uploaded, the equivalent redacted (all CBI removed) attachment must also be uploaded. Ensure that the word 'REDACTED' is included in the file name to distinguish it from the CBI-containing equivalent.
5.   When you are ready to complete the submittal on the 'Submission' tab, make sure to select 'YES' on the confidential business information question at the bottom of the form before submitting.

3.2. Submit Confidential Business Information using a Your DEQ Online form

If you are filling out a submittal using a Your DEQ Online form that contains information you believe to be confidential, trade secret, or otherwise exempt from disclosure, you will be allowed to redact your application during the Review phase. Please follow these steps to learn how to redact CBI from Your DEQ Online forms:

1. Complete the application beginning on the Basic Info tab, including the confidential information relevant to the required and optional fields.

2. Proceed through the Payment tab and pay any required fees.
3. Proceed to the Review tab and click the PDF icon. A new window will open with a PDF summary of your application.

4. Download the file and use the software of your choice (Adobe or otherwise) to redact your application. When submitting information that is believed to be confidential, trade secret, or otherwise exempt from disclosure, please ensure that you:
   a. State the specific statutory provision under which you claim exemption; and
   b. Ensure that the claimed exempt material is distinguishable from non-exempt material by marking the relevant file names and pages of your submittal with annotations such as "CONTAINS CONFIDENTIAL BUSINESS INFORMATION".
5. Navigate back to the Attachment tab, upload the redacted PDF, and choose 'Redacted Submittal Form in PDF' as the file type.

6. Proceed to the 'Submission' tab, fill out all required information and click 'submit'. **Make sure to select 'YES' on the confidential business information question at the bottom of the form** prior to submitting.

DEQ will segregate marked information in its files, and if such information is requested by a member of the public, then DEQ will determine if the information qualifies as exempt from disclosure under Oregon's Public Records law (see Oregon Revised Statutes Chapter 192) and will either disclose it or not, as appropriate.

4. Starting and Submitting an Existing Source Risk Assessment Application

This section provides detailed instructions for how to create and submit the CAO Existing Source Risk Assessment application. There are descriptions of each submittal tab and what is required for each one. In general, DEQ relies on the "Send Back" feature in Your DEQ Online for the sequential submission of the Risk Assessment Components listed in Section 2.2.1 of this guide. In general, the Attachment and Payment tabs are used to submit revisions and new components after receiving a Send Back.

4.1. Starting the Application

Log in to your account on the Your DEQ Online Public Portal. Visit the DEQ Online Account Registration page if you need assistance creating an account. Once logged in: in the top left-hand corner of the initial screen (the "Dashboard"), select the three-lines icon ☰ and then the 'Upcoming Obligations' icon to access the submittal.
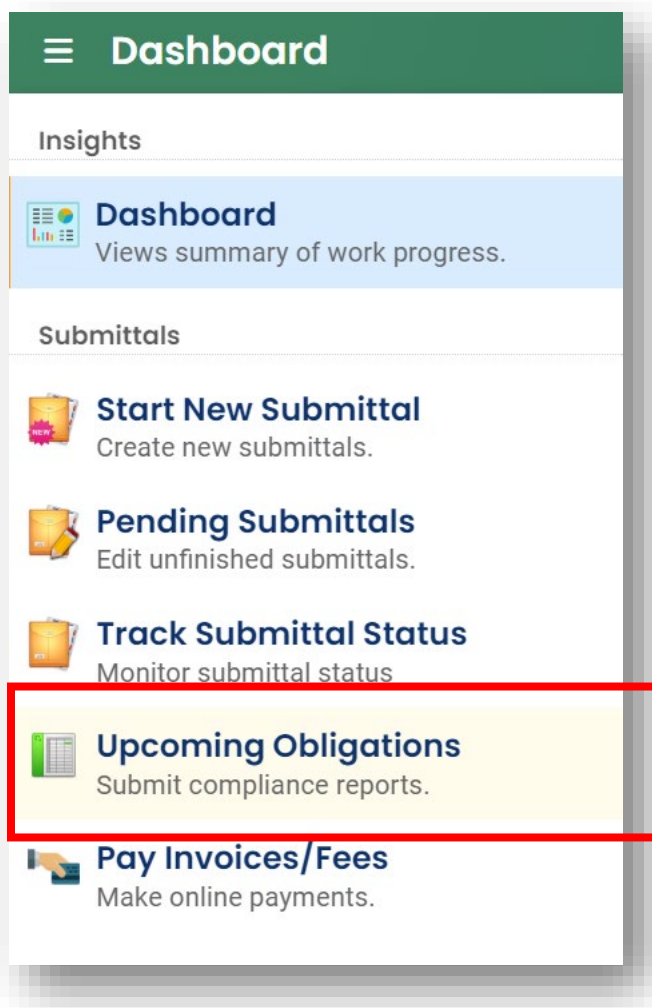
In the middle of the screen is a list of the upcoming obligations associated with your account. Scroll down if necessary to find the record for your facility for the "CAO – Existing Source Risk Assessment Application". The example below is for a facility called "JD Test".

Note: your user account must be linked with a facility site in order see the upcoming obligations for that site. See the DEQ Online Account Registration page for more information about linking your account with a facility.

The due date for submittal of the application with the initial Pre-Application Fee and Form in this example is July 12, 2024. The due date is shown in red if the submittal is late and otherwise is shown in green:

Note: Due dates for Risk Assessment components that are set after the initial Pre-Application Fee and Form requirement will not appear in any of the following in Your DEQ Online: the "Pending Submittals" module; "Upcoming Obligations" module; or Dashboard. You are required to track these submittal deadlines outside of Your DEQ Online.

The date the submittal was last updated by the source or DEQ is shown in blue, above the due date.

Click on the pink circle with the pencil ✏️ on the right to begin the submittal.

The screen will now show a new application with five tabs to fill in or review:

4.2. Basic Info

The Basic Info tab includes standardized questions where you will directly enter information about your facility and the people who will be the point of contact for matters related to this submittal. Read the disclaimer regarding Confidential Business Information. If you are claiming exemption from public disclosure for Confidential Business Information or trade secrets for any information in your submittal, please review and follow the instructions in Section 3 of this User Guide.

Enter the following information:

- Under "Select your Facility (project site)", find and select your facility from the drop-down menu provided:
- The "Permit Type" field will complete automatically. Please verify that the permit type is listed correctly. The fees due will be calculated based on this field. If it is incorrect, please contact the Your DEQ Online Help Desk to resolve the issue before completing the "Payment" tab.
- Enter Contact Information for the main facility contact.

Select the Save icon at the bottom right of the tab to save the information at any time and prior to moving to a separate tab.

Note: You can start the submittal, save it without submitting it to DEQ, and return to it later. To do this:

- Select the Save icon at the bottom right of the screen and exit the submittal by navigating away from it.

▪ When you are ready to return to the submittal, log back in to Your DEQ Online if necessary and select the select the three-lines icon ☰ and then the 'Pending Submittals' icon at the top right of the Dashboard screen.
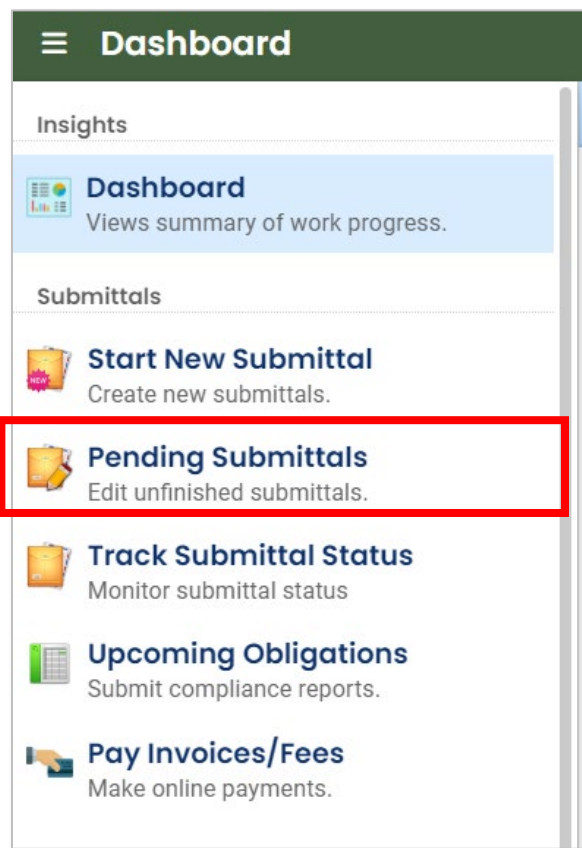
▪ Find your submittal in the list shown:
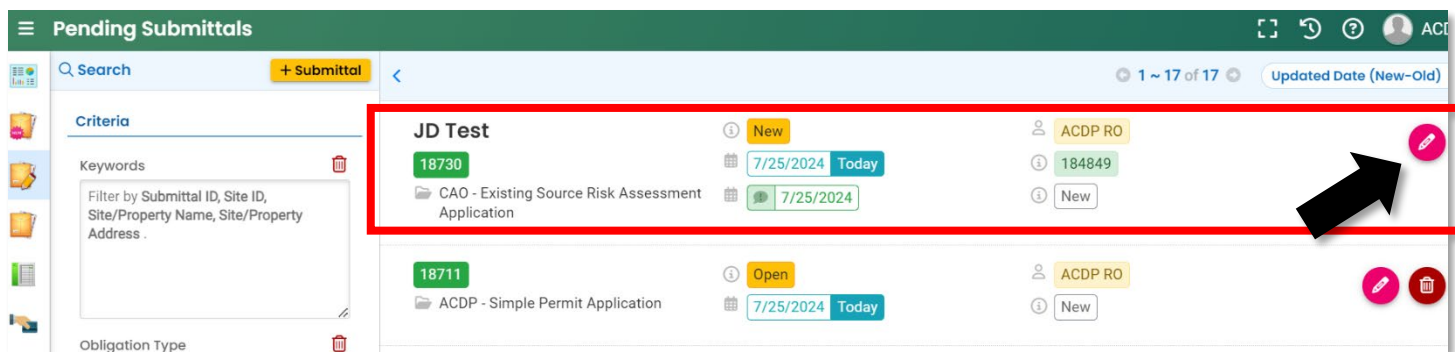
From here, you can 'Edit' the submittal by clicking on the pink pencil icon for editing.

4.3. Attachments

The Attachments tab is where you will upload documents such as the Emissions Inventory form AQ520, AQ523 Form, Modeling Protocol, Risk Assessment Work Plan, Risk Assessment, TLAER Analysis, Toxics Air Contaminant Permit Addendum Application form AQ501, and all supporting documentation and supplementary materials.

The instructions at the top of this tab note by default that "Attachments are not required for the current submittal." This is because required attachments for the current submittal vary depending on the step in the CAO process. If you have any questions about the information you need to submit at this time, please refer to Section 2.2 of this User Guide or the CAO Step-by-Step Guide and FAQ, contact your CAO Project Manager, or send an email to cleanerair@deq.oregon.gov.

Note: No attachments are required for the initial submittal, which requires only the Existing Source Call-In Fee (paid via the Payment Tab), the information on the Basic Info tab, and submittal of the application on the Submission tab. After this initial submittal, DEQ will send the submittal back to you through Your DEQ Online for subsequent stages of the Risk Assessment process, when attachments such as the Emissions Inventory will be required. See Section 5 of this User Guide for information on receiving a "Send Back" from DEQ.

Please provide any emissions calculations or modeling files needed to fully demonstrate the methodologies used in their native file format (for example, provide calculations as an excel ".xlsx" or ".xls" file and modeling files as AERMOD files). In general, electronic attachments are required for CAO submittals.

Note: Large numbers of files can usually be combined and submitted as a single ".zip" file as needed for convenience. However, Your DEQ Online does not support uploads of large files. To submit file packages larger than 50 megabytes (MB), contact your CAO Project Manager (or email cleanerair@oregon.deq.gov) to request to use an alternate submittal method such as file transfer protocol (FTP).

If you need to submit information that you are unable to provide electronically through Your DEQ Online, **please contact your CAO Project Manager or email cleanerair@deq.oregon.gov in advance of any submittal deadlines**.

To attach a file, either:

1. Drag the file directly from your computer to the field in the Attachments tab indicated by the 'Click to Upload or Drag Files Over Here' icon, or

2. Click the 'Click to Upload or Drag Files Over Here' icon, navigate to the file location on your computer, and select the file.

Note: Ensure that all attachments have unique file names. If you upload multiple attachments with the same name, the system will overwrite previous versions with the most recent upload.

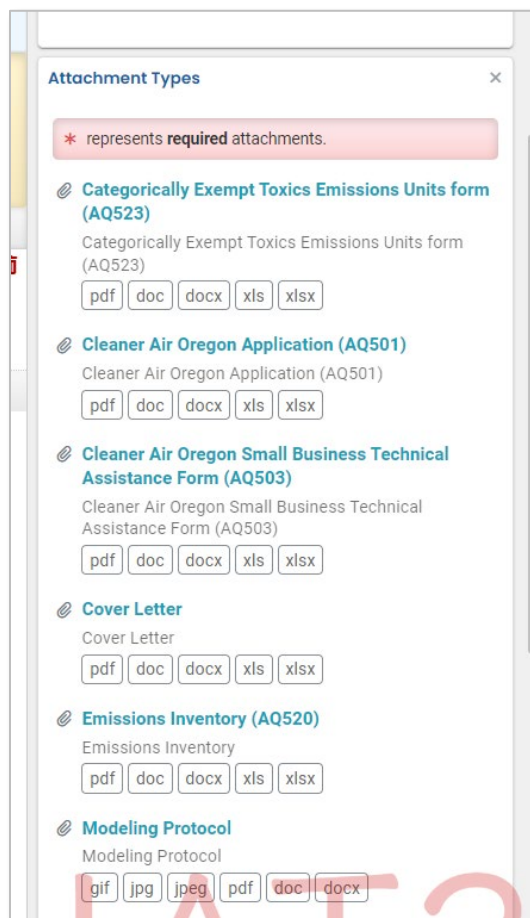When the attachment is visible in the window as in this example,

click the file name ("CAO RR.pdf" in the example) and **select a document type option** for the uploaded file from the drop-down menu. Select the option that best describes the document.

The document type names along with the file extensions that are permitted for each type are shown in the "Attachment Types" sidebar at the right of the screen:

Add any necessary comments about the attachment to the "Comment" field. (This is optional.)

If necessary, you can remove attached documents by selecting the red trash can 🗑 .

Important: Select the Save icon 💾 at the bottom right of the tab when you are finished adding attachments. If you exit the form without saving, the attachments will be lost.

4.4. Payment

The Payment tab indicates the fees required to complete your submittal. Typically, fees for CAO Existing Sources will be assessed at two stages of the CAO process:

1. The initial submittal of the application: to submit the initial application, you must complete payment of the Existing Source Call-In Fee. The program enters this fee amount automatically in the Payment tab based on the source's permit type. For a source with a Title V Permit, for example, the fee is $10,300 and the Payment tab looks like this:

The fee payment with the initial submittal (made using the Submission tab) will begin the CAO process. After fees are paid, the CAO Project Manager will send the submittal back through Your DEQ Online with requirements for subsequent submittals.

2. Completion of the application: Specific Activity fees are assessed after the Risk Assessment is approved by DEQ and must be paid with submittal of the complete the CAO Permit Application form AQ501. DEQ staff will send the submittal back to you after Risk Assessment approval for payment of these fees (see Section 5 of this User Guide for information on receiving a "Send Back" from DEQ). At that time, the required Specific Activity fees will be visible in the Payment tab, as shown in this example:

These fees are listed in OAR 340-216-8030 Table 3.

Note: DEQ adds a 4% technology fee to every fee payment processed through Your DEQ Online.
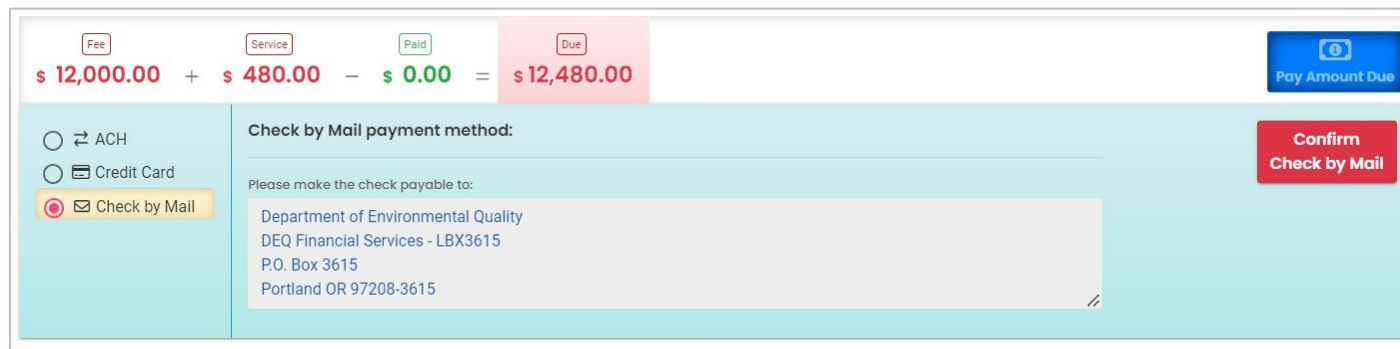
To make your payment, First click on the **SAVE button** to confirm the fee amount and technology fee. Select the ▣ Pay Amount Due icon. Select your preferred payment method: Automated Clearing House (ACH), credit card, or check by mail. You must enter all required data on the Basic Info tab before the ▣ Pay Amount Due icon will be available in the Payment tab.

- For the ACH or credit card method, you will be redirected to agency's payment portal to finish the payment. Once finished, you will be redirected back to the submittal.
- For the check by mail method, make the check payable to the Department of Environmental Quality and mail the check to the address indicated in the grey box. Then click the red "Confirm Check by Mail" button. After submitting the application, you will

need to print out a PDF of your receipt and include it with your mailed check – please see Section 4.6 below for details.

4.5. Review

After all necessary information has been included in the Basic Info tab, all necessary attachments uploaded to the Attachments tab, and all required payments made on the Payments tab, please review your application prior to submittal.

Under the Submittal Form(s) Summary section, sections that are incomplete will be identified with a red x. Tabs with incomplete requirements are indicated with a red exclamation point icon

. This example shows information missing on the Basic Info tab:

If needed, please click on the Basic Info tab, Attachment tab, or Payment tab to make changes to your submittal. All required fields must be addressed before you can complete the submission.

4.6. Submission

Review the Certification Statement and select the box to acknowledge that you have read and agree to the above certification statement. Complete the Submission tab by entering the answer to your security question and inputting your PIN number.

Select a response to the Confidential Business Information (CBI) prompt:

For important information on how to submit Confidential Business Information, see Section 3 of this User Guide.

When you have completed the review and are ready to submit the CAO Existing Source Risk Assessment Application, select the Submit button at the bottom of the Submission tab.

Security Precautions

We maintain stringent system safeguards and physical and administrative protection to prevent misusing your information. In addition, the security safeguards are also powered by VeriSign's Certificates and Authorize.NET's PCI-compliant processes. 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 at our discretion at any time.

Disclaimer

The system, agencies, officers, and 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 expressly disclaims all liabilities from damages resulting from accessing the website or from reliance upon any such information.

[Submit]

If any required fields have not been completed on the submission tab and/or any other tabs, the system will not allow the submission. The red exclamation point icon will indicate to the user which tab(s) have incomplete information. Once the required information has been provided, return to the Submission tab and select Submit.

After submitting the application successfully, you will see a confirmation screen showing your submittal details:

To access a PDF copy of your submittal receipt for your records, click on the red "Receipt" button in the lower right corner. **If this submittal includes a mailed check payment, please print out a PDF of this receipt and include it with your mailed check.**

To access a PDF copy of your Submittal Form for your records, click on the red "Submittal Form" button.

Click on the blue "Finish" button to exit the submittal.

✓ **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 notifications at various milestones.

Please click 🖨 Receipt to print your receipt.

Submittal Summary

Submittal ID:	18730
Submittal Date:	7/25/2024, 9:25:56 PM
Submittal By:	ACDP RO 5555555555 ACDPRO@test.com
Owner Information:	ACDP RO 5555555555 ACDPRO@test.com

Submittal Form Info

Name:	CAO - Existing Source Risk Assessment Application
Method:	Online Submission

Fee Detail

Name	Type	Amount
Technology Fee	Additional Fee	$400.00
Existing Source Call-in Fee	Additional Fee	$10,000.00

Certification

Statement:	I certify under penalty of law, based on information and belief formed after reasonable inquiry, the statements and information contained in these documents are true, accurate and complete.
Question:	What is the first and last name of your oldest sibling?
Answer:	**********
PIN Number:	**********
RO:	ACDP RO
Sender IP:	159.121.206.56

Payment Detail

Date	Method	Fee Amount	Paid Amount
Total:		$10,400.00	$0.00

Uploaded Attachment List

No record.

Mail-to Attachment List

No record.

Finish   🖨 Receipt   🖨 Submittal Form

5.   Receiving and Responding to "Send Backs" from DEQ

In general, DEQ relies on the "Send Back" feature in Your DEQ Online for the sequential submission of the Risk Assessment Components listed in Section 2.2.1 of this guide. DEQ may also use the "Send Back" feature to request additional information after reviewing a submittal component, in order to complete its review and approve that component. When this occurs, you will receive an email notification from Your DEQ Online indicating that the submittal has been sent back to you and noting the reason why (indicated by the red box below):

YourDEQOnline System Message:

Dear ACDP RO

This email provides notice for your attention to review or/and update the following submission:
Submittal ID: 18730
Facility Name: JD Test
Application Name: CAO - Existing Source Risk Assessment Application
Date submitted: 7/25/2024 9:25:56 PM
Submitted By: ACDP RO

The reasons for request for review or/and update are appended below this message. Please review and update accordingly.
"Please see DEQ's comments on the Emissions Inventory (attached). A revised Inventory is due August 6, 2024."

Thank you for using the Environmental Data Management System (YourDEQOnline). If you have any questions, please contact the Oregon DEQ at DEQInfo@deq.state.or.us

Regards,
YourDEQOnline Team

Once you receive this email, the submittal will once again be available for you to edit. To access it, log in to Your DEQ Online and select the select the three-lines icon ☰ and then the 'Pending Submittals' icon 📝 at the top right of the Dashboard screen.
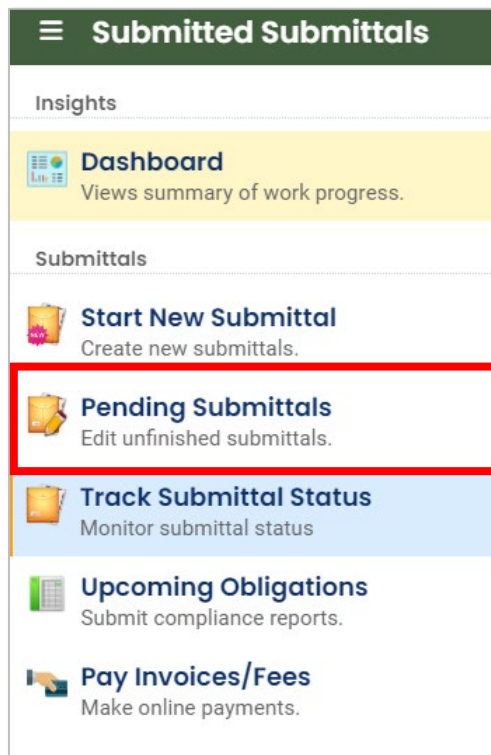
Find your submittal in the list shown. The ⬇️ icon next to the submittal ID means that this submittal has been sent back. Select the 🖊️ pink Pencil icon to access the submittal.
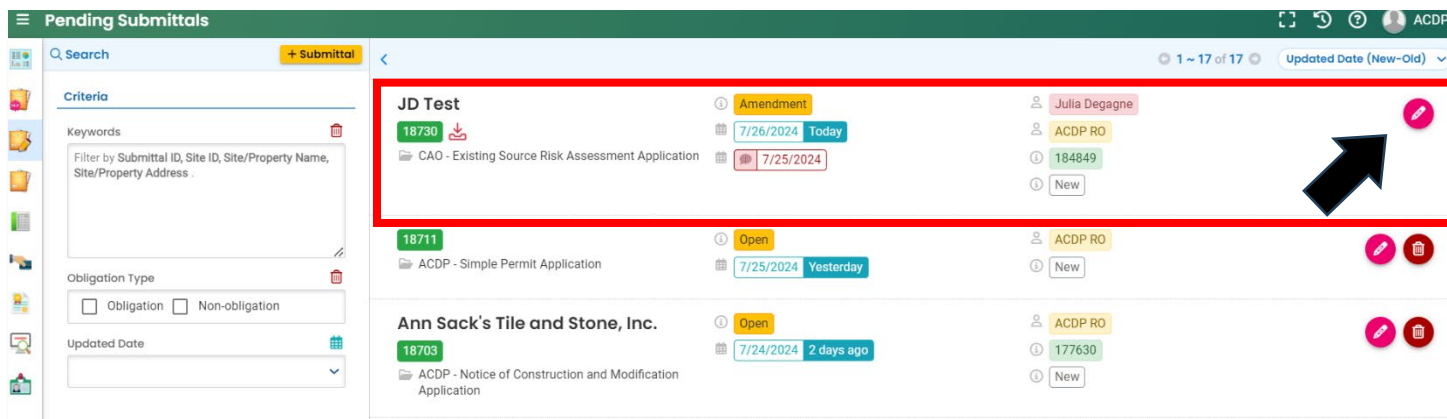
The reason for the send-back will be shown in the "Send Back Comments" side bar at the top right of the screen:
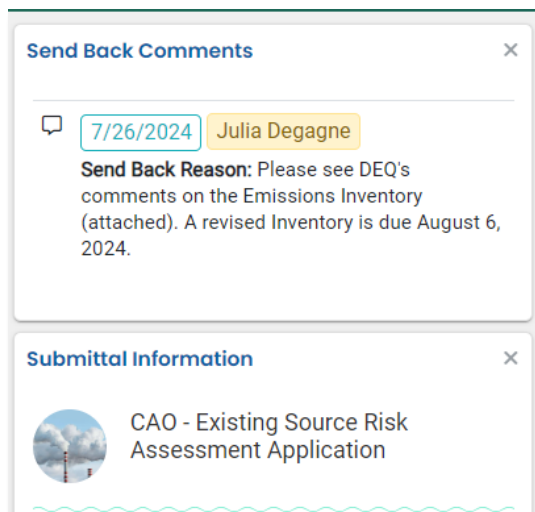
In some cases, DEQ staff will include a PDF letter and/or other attachments with the send back detailing the request. These attachments can be accessed under the "Send Back Attachments" header in the right-hand side bar. Click the filename(s) to download the attachment(s).

The send-back comment or attached letter will include due dates for re-submittal of the application. **Please note that due dates will not appear in any of the following in Your DEQ Online: the "Pending Submittals" module; "Upcoming Obligations" module; or Dashboard. You are required to track these submittal deadlines outside of Your DEQ Online.**

To respond to DEQ's Send Back, follow the steps in Section 4.2 – Section 4.6 as necessary to provide the requested information. In most cases this will mean adding additional attachments and/or paying fees. Be sure to fully complete the "Submission" tab and click the "Submit" button as described in Section 4.6 of this user guide, which will re-submit the application to DEQ for further review.

6.   Checking Submittal Status and Contacting DEQ

At any time between submitting the application and receiving a response from DEQ, you can access your submittal to review it and check on its status – you will not be able to make any changes or modify it at this time.

6.1.   Checking Submittal Status

To check the submittal status, log in to Your DEQ Online and in the top left-hand corner of the initial screen (the "Dashboard"), select the three-lines icon ☰ and then the 'Track Submittal Status' icon .
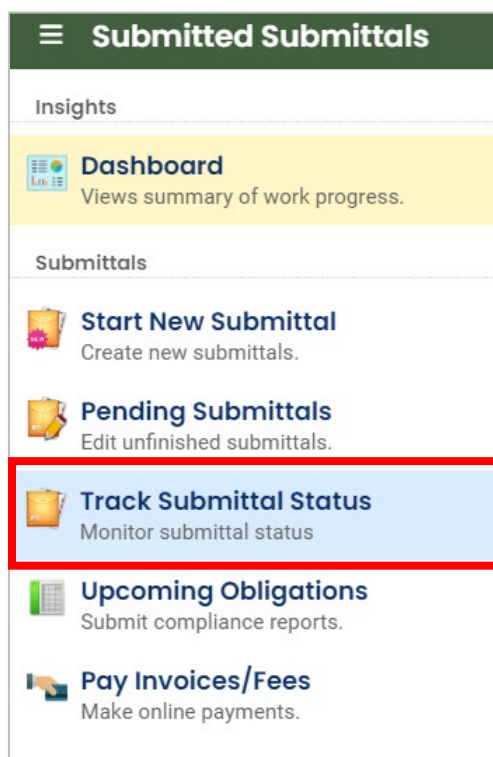
In the middle of the next screen (the "Submitted Submittals" screen), you will see a list of your submittals that are pending DEQ review. To the right of each submittal listing, three icons are shown:

To view the submittal form, click the ![blue icon] blue icon. **Note:** You cannot make changes to your submittal at this time. For information about how to update a submittal that has been submitted to DEQ, see Section 6.2 below ("Amend or Withdrawal a Submittal").
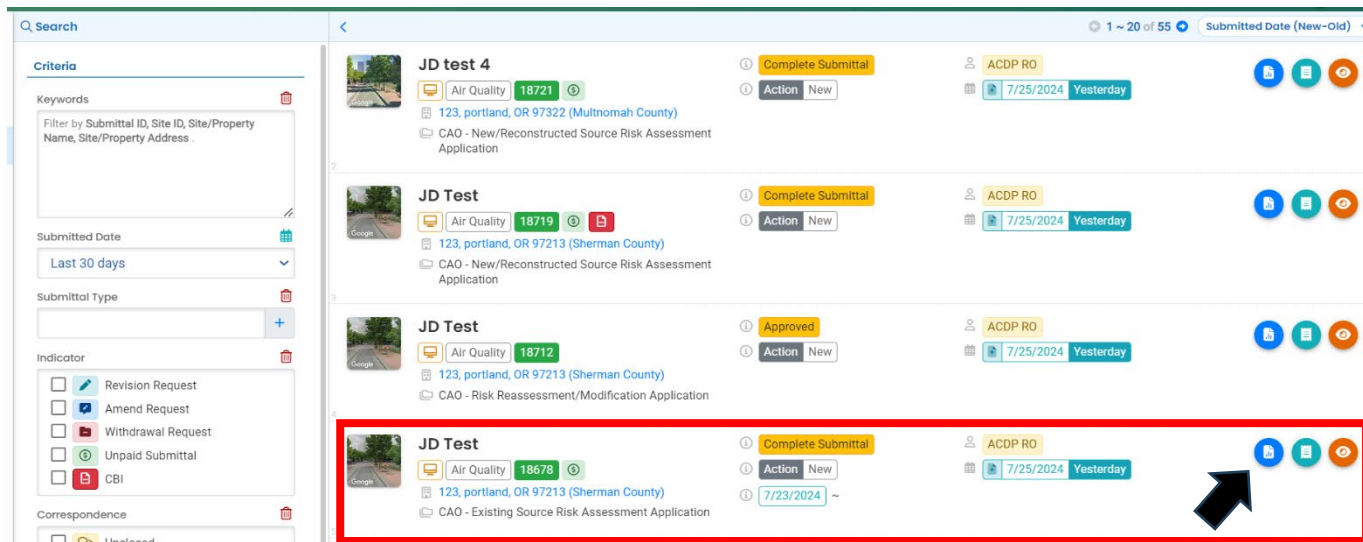
- To access a PDF receipt for the submittal, click the ![aqua icon] aqua icon.

- To view submittal details, click the ![eye icon] eye icon. This will take you to the "Submitted Submittal Info" screen.

6.1.1 Submitted Submittal Info

Details available to review here include the following tabs and information:
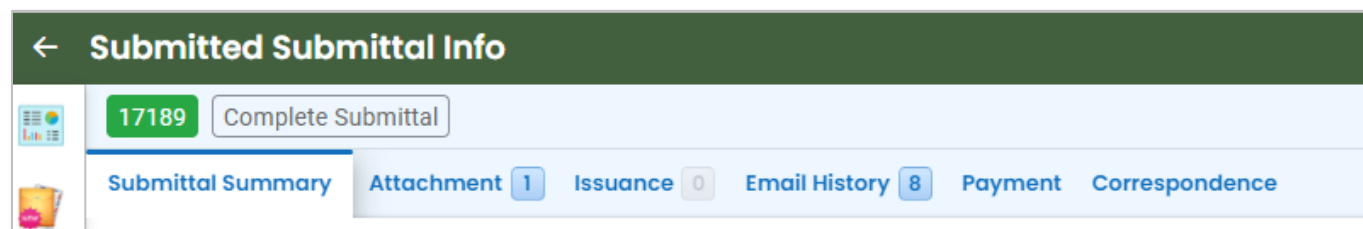
"Submittal Summary":

- The "Case Review Summary" shows the history of the submittal, including fees due, submittal dates, and dates the submittal has been sent back to you from DEQ for more information:

- The right-hand side bar shows information associated with the submittal, including the current step in DEQ's submittal workflow, send-back comments, PDF submittal forms and receipts, and attachments (see Section 5 of this User Guide for more information about Send Backs):

- At the bottom of the screen you can request to amend or withdrawal the submittal. See Section 6.2 below for more information about this function.

"Attachment":

Here you can view the attachments that you have provided with your submittal. **Note:** Attachments provided by DEQ through the Send Back function (described in Section 5 of this user guide) will be found in the right-hand "Submittal Documents" side bar, under the "Send Back Attachments" header.

"Issuance":

Here you can view documents that DEQ has issued related to the submittal that were not provided as Send Back Attachments; for example, the final Risk Assessment Approval letter may be found here.

"Email History":

This tab shows a history of the email notifications from Your DEQ Online regarding this submittal.

"Payment":
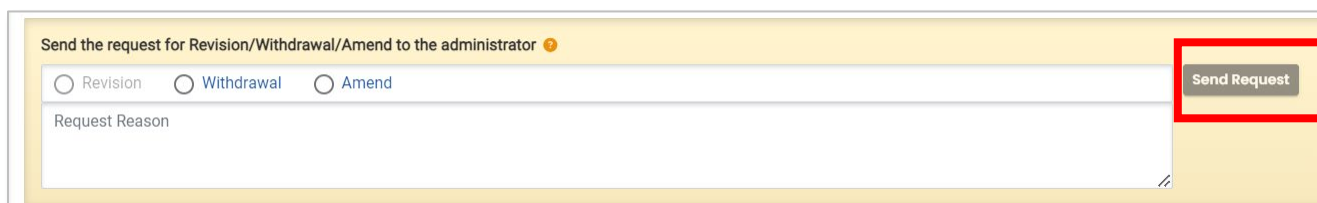
This tab shows the payment history associated with this submittal.

"Correspondence":

Use this tab to send a message to DEQ staff. See Section 6.3 below for more information about this function.

6.2. Amending or Withdrawing a Submittal

At any time between submitting the application and receiving a response from DEQ, you can request to "Amend" or "Withdrawal" the submittal. To do so, return to the Submittal Summary tab as shown in Section 6.1.1 above. At the bottom of the tab, select the button for the action you would like to request, enter a brief message stating the reason for the request, and click the grey "Send Request" button:

Amend: Amending a submittal means that you can modify the data already submitted to DEQ. If DEQ approves your amendment request, the submittal will again be available for you to modify and resubmit. After making the desired changes, be sure to fully complete the "Submission" tab and click the "Submit" button as described in Section 4.6 of this User Guide, which will re-submit the application to DEQ for further review.

Withdrawal: Withdrawing a submittal means that DEQ will no longer review or approve the submittal, and it will not be available for you to update or re-submit. Fees already paid may not be refunded.

Note: Revisions are not permitted for this submittal type, so the "Revision" button is unavailable.

DEQ staff will respond by approving or denying your request. You will receive a notification from Your DEQ Online notifying you of DEQ's response and next steps.

6.3. Contacting DEQ

There are two ways to contact DEQ about your submittal:

1. At any time, you can communicate with CAO staff by emailing cleanerair@deq.oregon.gov or the CAO Project Manager assigned to your facility.

2. After the application has been submitted and while DEQ is reviewing, you can communicate with DEQ staff through Your DEQ Online. To do so, return to the Submittal Summary tab as shown in Section 6.1 above. To send a message to DEQ, select the "Correspondence" tab and enter your message into the "Start a correspondence thread…" field. Select the the grey "Post" button to send your message.

Conversation threads will be shown under the green shaded area. DEQ responses to your message can be viewed by clicking on the thread to open it. In the example below, the public user "ACDP RO" has sent a test message to DEQ and agency staff has responded. You can continue the conversation by entering text into the "reply message" box.

Correspondence thread with public and agency messages

Note: You will not be able to contact DEQ through the Your DEQ Online platform before you submit the application or after you receive a Send Back from DEQ – at these times, please email your CAO Project Manager or contact cleanerair@deq.oregon.gov.

7. Contact Information for CAO and Air Quality Permitting Staff

Information about air quality permits and DEQ's regulations may be obtained from the [DEQ web page](). All inquiries related to the CAO Risk Assessment process should be directed to [cleanerair@deq.oregon.gov](), or to the CAO Project Manager for your facility.

All other inquiries about permitting should be directed to the regional office for the area where the source is located. DEQ's regional offices are as follows:

Counties	Office Address and Telephone
Clackamas, Clatsop, Columbia, Multnomah, Tillamook, and Washington	Department of Environmental Quality Northwest Region 700 NE Multnomah Street, Suite 600 Portland, OR 97232 Telephone: (503) 229-5696
Benton, Lincoln, Linn, Marion, Polk, and Yamhill	Department of Environmental Quality Western Region 4026 Fairview Industrial Drive Salem, OR 97302 Telephone: (503) 378-8240
Coos, Curry, and Western Douglas	Department of Environmental Quality Coos Bay Office 465 Elrod Ave., Suite 202 Coos Bay, OR 97420 Telephone: (541) 269-2721
Eastern Douglas, Jackson, and Josephine	Department of Environmental Quality Medford Office 221 Stewart Ave, Suite 201 Medford, OR 97501 Telephone: (541) 776-6010
Crook, Deschutes, Harney, Hood River, Jefferson, Klamath, Lake, Sherman, Wasco, and Wheeler	Department of Environmental Quality Bend Office 475 NE Bellevue, Suite 110 Bend, OR 97701 Telephone: (541) 388-6146
Baker, Gilliam, Grant, Malheur, Morrow, Umatilla, Union, and Wallowa	Department of Environmental Quality Pendleton Office 800 SE Emigrant Avenue, Suite 330 Pendleton, OR 97801 Telephone: (541) 276-4063

8. Helpdesk and Resources

For more information, training and resources, go to the [Your DEQ Online Help page](). For technical assistance, contact the [Your DEQ Online Helpdesk]().

9. Revision history

Revision	Date	Changes	Editor
1.0	10/25/2024	Initial draft	J. DeGagné
	11/20/2024	Copy edits and style guide compliance	C. Varley
	1/29/2024	Added instructions for: 1) mailing receipts with check payments and 2) submitting large files; fixed some in-document links	J. DeGagné