



Leaking HOT Project Document Submittal User Guide

Cost Recovery HOT Projects
HOT Program

Issue Date: April 16, 2024

Revision Date:

Revision No.:



This document was prepared by
Oregon Department of Environmental Quality
700 NE Multnomah Street, Suite 600
Portland Oregon, 97232

Contact: YourDEQOnline@deq.oregon.gov



Leaking HOT Cost Recovery Project Document
March 8, 2024

Oregon Department of Environmental Quality
Page ii

Translation or other formats

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

800-452-4011 | TTY: 711 | deqinfo@deq.oregon.gov

Non-discrimination statement

DEQ does not discriminate on the basis of race, color, national origin, disability, age or sex in administration of

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 submit a document for a leaking heating oil tank (HOT) project in the Your DEQ Online database.

[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

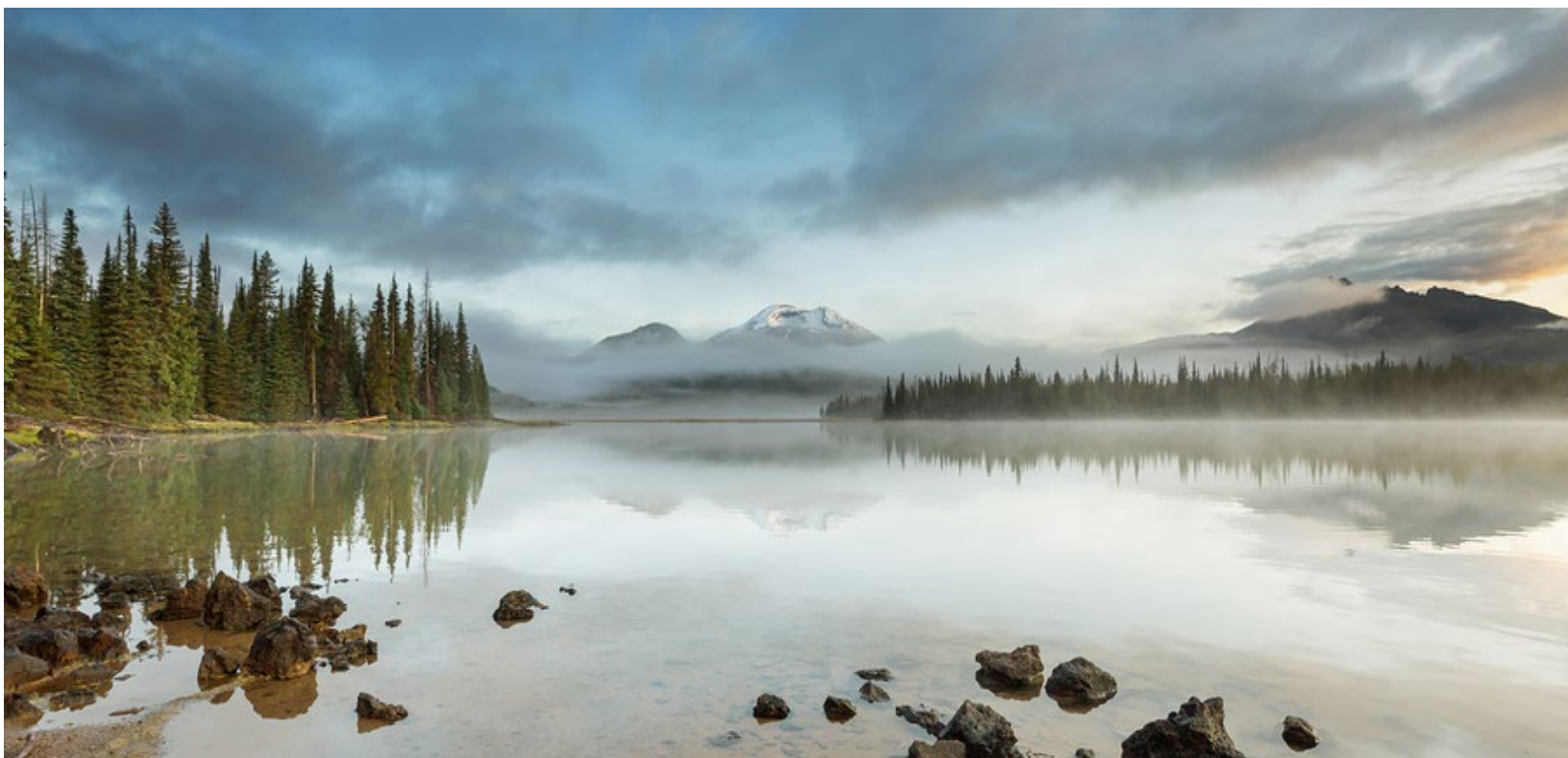


Table of Contents

1	Introduction	1
1.1	Your DEQ Online	1
1.2	Navigating in YDO – The Dashboard	2
1.3	Understanding “Site” and “Project” Use in YDO	4
2	Is Your Facility Associated With Your Account?	5
2.1	Where to Look	5
2.2	Add New Facility to Your Account	7
3	Start A New Submittal	9
3.1	Understanding the Submittal	9
4	Basic Info Tab	11
4.1	Site Information	11
5	Attachment Tab	12
6	Payment Tab	14
7	Review Tab	15
8	Submittal Tab	16
9	Track Your Submittal	17
9.1	View Submittal Detail	17
9.1.1	Submittal Summary Tab	17
9.1.2	Attachment Tab	18
9.1.3	Issuance Tab	18
9.1.4	Email History Tab	18
9.1.5	Payment Tab	19
9.1.6	Correspondence Tab	19
9.2	Review Form	19
9.3	Receipt Form	20

1 Introduction

Environmental consultants, working on behalf of owners of properties with complex leaking heating oil tank (HOT) projects, regularly submit reports and other project documents to the HOT Program for review and approval.

This User Guide is specific to documents submitted for complex leaking **HOT** projects under DEQ oversight through a cost recovery agreement. Separate User Guides are available for document submittal for Cleanup projects and regulated or unregulated LUST project documents..

Do not use this form to submit a HOT Cleanup Report or HOT Clean Decommissioning Report.

1.1 Your DEQ Online

Through Your DEQ Online, parties may submit document, photos, and other records for a specific complex leaking HOT project.

To get started using Your DEQ Online, please complete the following steps.

1. Register an account by navigating to the [Your DEQ Online Public Portal](#). Select “Register Account.”

Tip. DEQ Cleanup, LUST, and HOT Programs recommend all parties (e.g., responsible parties, property owners, consultants, service providers, etc.) select “RO” (Responsible Official) account type when creating your YDO account.

2. Complete identity verification.
3. Establish link to the “Heating Oil Tank” submittal group.

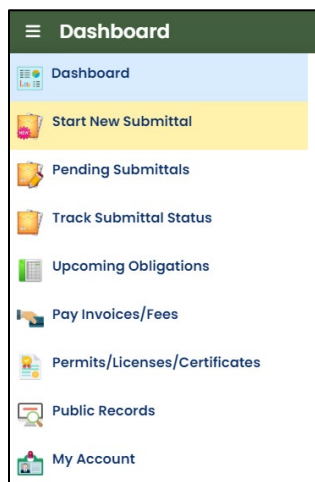
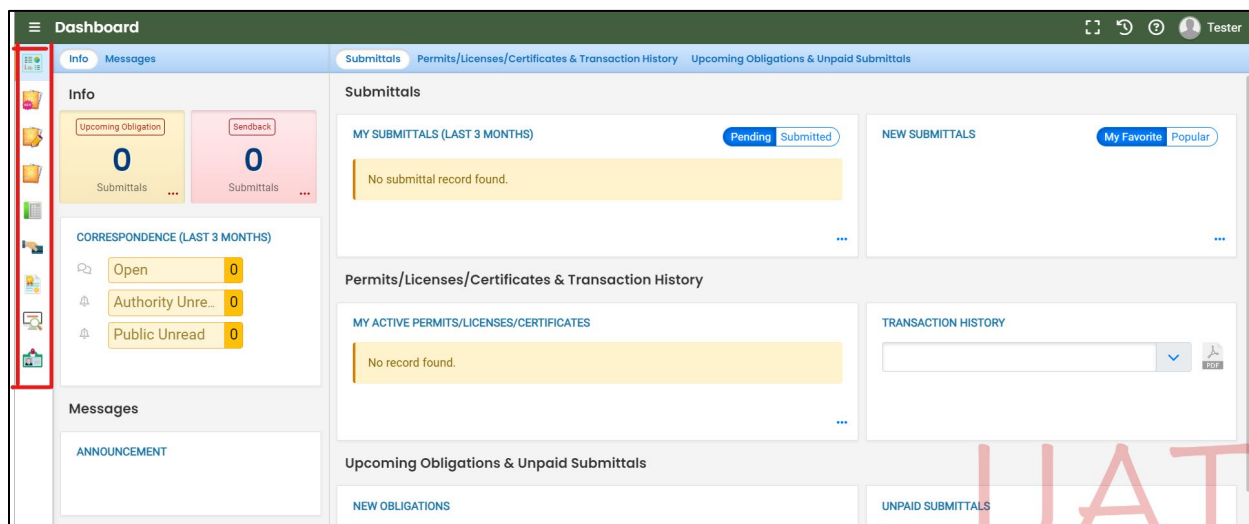
Need help with registering your account, determining what is the best account type for you, or how to select submittal groups for your account? Additional resources are available [online](#).

1.2 Navigating in YDO – The Dashboard




This section provides a brief overview of navigating in YDO.

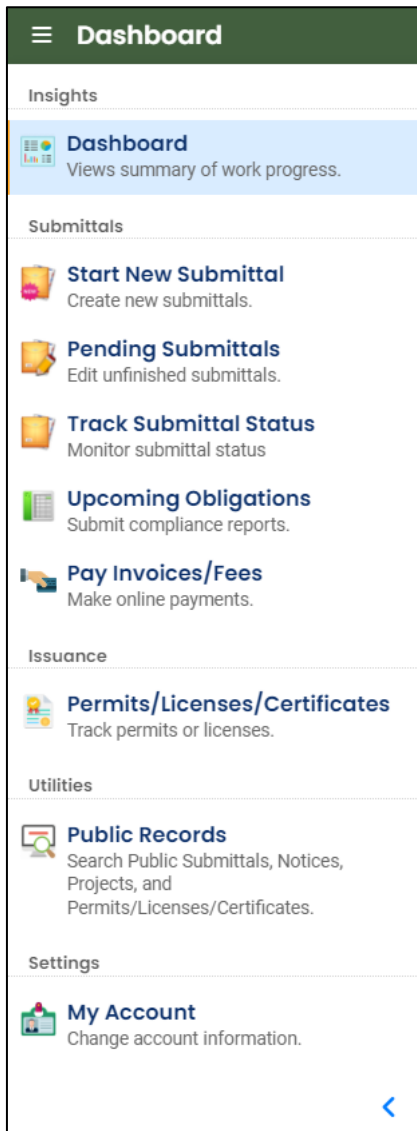
Once registered, the “Dashboard” is your starting point when logging into Your DEQ Online. The “Dashboard” shows a summary of current and pending activity associated with your linked facilities.

Tip. The navigation panel is on the far left side of the screen and provides quick access to content.



There are several ways to access and use the navigation panel.

- Click the symbol for the content you need.
- Hover over the panel to bring up a list view of the panel
- Click the hamburger icon  to expand to the more detailed view shown on the next page.
- Use  symbol at the bottom of the panel to expand and  symbol to contract the panel.



Dashboard. View a summary of current and pending activity for your account.

Start New Submittal. Start a new submittal here.

Pending Submittals. Resume editing any submittals that have been started and saved, but not yet submitted.

Track Submittal Status. Track the status of all submitted submittals.

Upcoming Obligations. View upcoming reporting obligations.

Pay Invoices/Fees. Pay DEQ invoices or fees.

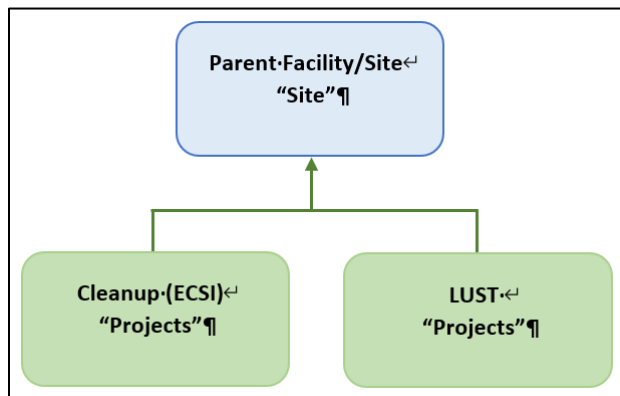
Permits/Licenses/Certificates. View DEQ issued permits, licenses, and certificates.

Public Records. View published submittals, permits, licenses, and certificates, and available project data.

My Account. Change your contact information, facility linkage, and other account settings.

1.3 Understanding “Site” and “Project” Use in YDO

When associating a facility/site with your account and later your submittal, understanding how “Site” and “Project” are used in YDO is important. In YDO “Site” and



“Facility” are synonyms and used interchangeably.

A facility/site is the **parent** facility that multiple DEQ programs may connect to. LUST sites, which include releases from regulated, unregulated, and heating oil tanks, are considered **children** (“Projects”) in YDO and connect to the parent “Site”.

The diagram on the left is provided to show how multiple programs are connected to a single facility unlike DEQ’s legacy systems which were independent and separate systems.

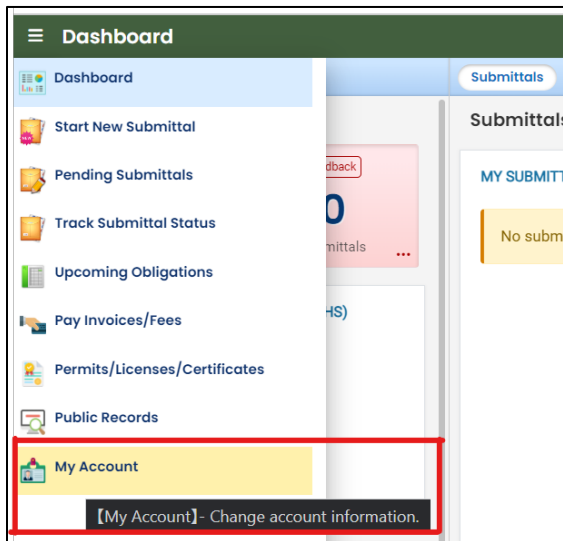
Tip. The “Site” name is often different than the “Project” name.

2 Is Your Facility Associated With Your Account?

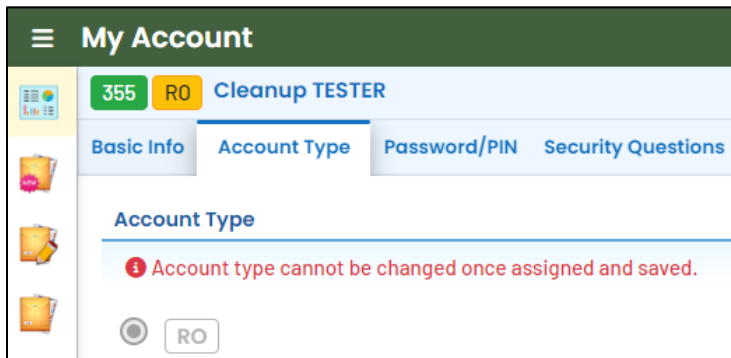
If this is the first time you are submitting content related to this specific facility/site, follow the steps below to add the facility/site to your account. The facility/site must be associated with your account to submit a document for a specific leaking HOT project.

2.1 Where to Look

1. Click on “My Account” in the far left column.



2. Click on the “Account Type” tab.



3. Scroll down and confirm that “Heating Oil Tank” is selected in your Submittal Groups.

Submittal Groups

Submittal group will affect your access right of submittals.

<input type="checkbox"/> 9 401 - Dredge and Fill Project	<input type="checkbox"/> 2 401 - Hydropower Project	<input type="checkbox"/> 4 Air Area Source Registrations
<input type="checkbox"/> 18 Air Contaminant Discharge Permit (ACDP)	<input type="checkbox"/> 1 Air Emission Inventory	<input type="checkbox"/> 7 Air Title V Permit
<input type="checkbox"/> 8 Asbestos	<input type="checkbox"/> 3 CAFO	<input type="checkbox"/> 4 Cleaner Air Oregon
<input checked="" type="checkbox"/> 4 Cleanup and Site Remediation	<input type="checkbox"/> 8 Climate Protection Program *	<input type="checkbox"/> 2 Cost Recovery
<input type="checkbox"/> 1 Gasoline Transporter	<input type="checkbox"/> 4 General NPDES Domestic	<input type="checkbox"/> 17 General NPDES Industrial
<input type="checkbox"/> 4 General NPDES Mining	<input type="checkbox"/> 4 General WPCF Domestic	<input type="checkbox"/> 9 General WPCF Industrial
<input type="checkbox"/> 5 Greenhouse Gas Reporting *	<input type="checkbox"/> 10 Hazardous Waste	<input checked="" type="checkbox"/> 6 Heating Oil Tank
<input type="checkbox"/> 12 Individual NPDES Domestic	<input type="checkbox"/> 5 Individual NPDES Industrial	<input type="checkbox"/> 13 Individual WPCF Domestic
<input type="checkbox"/> 6 Individual WPCF Industrial	<input checked="" type="checkbox"/> 5 Leaking Underground Storage Tank	<input type="checkbox"/> 9 MS4 - Municipal Separate Storm Sewer System
<input type="checkbox"/> 3 NPDES- Stormwater (Construction)	<input type="checkbox"/> 12 NPDES- Stormwater (Industrial)	<input type="checkbox"/> 3 NPDES: Public Agencies Only 1200-CA *

4. Scroll to the bottom of the page to the “Facility-Submittal Group Permissions” section. Is your facility listed here?

- a. If no; then go to **Section 2.2** to add your facility.
- b. If yes; confirm the facility is associated with “Heating Oil Tank”. The same facility may be associated with multiple “Submittal Groups” as shown below.
 - i. If yes; go to **Section 3** for steps to follow to complete the submittal.
 - ii. If no; then go to **Section 2.2** to add your facility and associate with the correct submittal group(s).

Star Trek 420 N Main St, Pendleton, OR 97801-1648	830162	<input checked="" type="checkbox"/> 6 Heating Oil Tank	
test new fac 077 1250 NW Swigert Way, Troutdale, OR 97060	766167	<input type="checkbox"/> 5 Leaking Underground Storage Tank	
BAY CITIES AMBULANCE 3505 SE OCEAN BLVD, COOS BAY, OR 97420	757839	<input checked="" type="checkbox"/> 6 Heating Oil Tank	
1 DAY SIGNS 1010 COMMERCIAL ST SE, SALEM, OR 97302	509399	<input type="checkbox"/> 4 Cleanup and Site Remediation	
Star Trek 420 N Main St, Pendleton, OR 97801-1648	830162	<input type="checkbox"/> 4 Cleanup and Site Remediation	
CHILOQUIN FOREST PRODUCTS INC E BLOCKINGER ST, CHILOQUIN, OR 97624	674073	<input type="checkbox"/> 4 Cleanup and Site Remediation	
test new fac 077 1250 NW Swigert Way, Troutdale, OR 97060	766167	<input checked="" type="checkbox"/> 6 Heating Oil Tank	
Star Trek 420 N Main St, Pendleton, OR 97801-1648	830162	<input type="checkbox"/> 5 Leaking Underground Storage Tank	

Add Permissions

2.2 Add New Facility to Your Account

1. Click on the “Add Permissions” button.

Facility-Submittal Group Permissions (3)				
You are only allowed to add submittal groups from your selected submittal groups above.				
	FOREMAN'S CLEANERS 1070 COMMERCIAL ST SE, SALEM, OR 97302	511232	5 Leaking Underground Storage Tank	
	CHILOQUIN FOREST PRODUCTS INC E BLOCKINGER ST, CHILOQUIN, OR 97624	674073	4 Cleanup and Site Remediation	
	Star Trek 420 N Main St, Pendleton, OR 97801-1648	830162	4 Cleanup and Site Remediation	
Add Permissions				

2. Search for your facility (site) in the search box below “Available Sites”.
 - a. If your facility/site is not found, go to **Section 2.3**.
 - b. If you facility/site is present, go to **Section 2.4**.

Tip. Searching by street address will provide best results. The facility (site) name may be different than the project name as this system combines all DEQ programs under the same facility (site).

My Account

355 RO Cleanup TESTER

Basic Info Account Type Password/PIN Security Questions Consultants Verification Linked Licensee

E BLOCKINGER ST, CHILOQUIN, OR 97624

Star Trek
420 N Main St, Pendleton, OR 97801-1648 830162 4 Cleanup and Site Remediation

Add Permissions

Picked Sites (0): Select sites from below.....

Picked Submittal Groups (0): Select groups from below.....

Available Sites

- 12th and Belmont Ave** 12th and Belmont Ave, Hood River, OR 97031 388662
- Bldg 1038 Forest Service Loop** Bldg 1038 Forest Service Loop, Sisters, OR 97759 383848
- 1-2B MILWAUKIE** 9002 SE MCLOUGHLIN BLVD, MILWAUKIE, NJ 97222 273888
- ARCO 6058** 9560 NW GLENCOE RD, HILLSBORO, OR 97124 506476
- Eastside Funding LLC** 707992

Total: 156164

Available Submittal Groups

- Cleanup and Site Remediation** 4
- Heating Oil Tank** 6
- Leaking Underground Storage Tank** 5

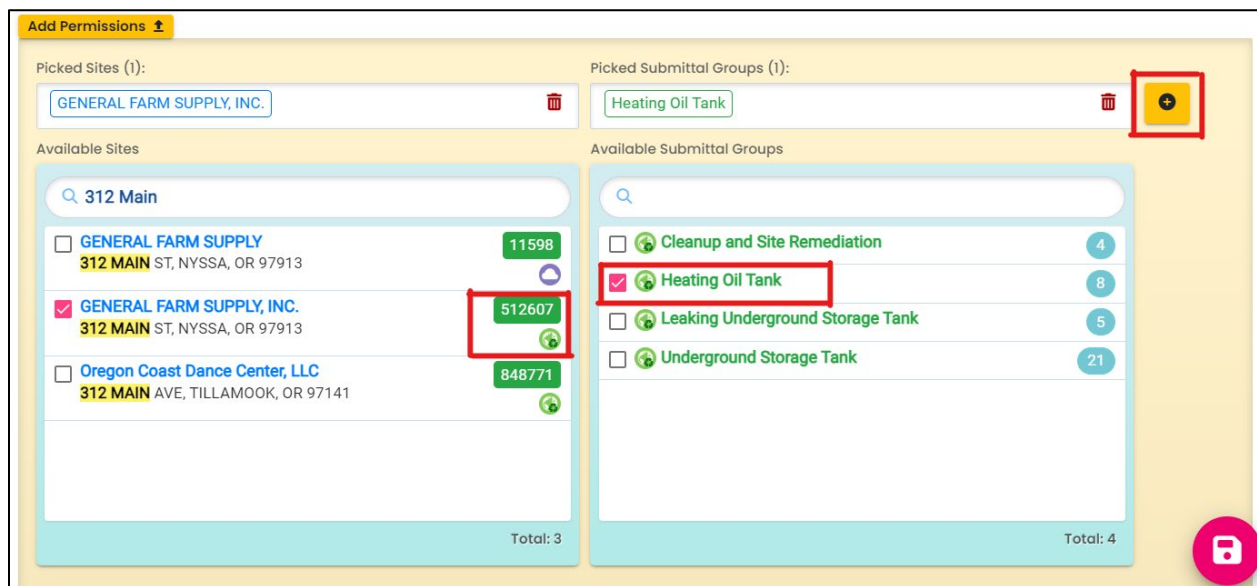
Total: 3


3. The example below shows the search results for “312 Main”.
 - a. **Be sure to select the correct Facility/Site.** Remember the Facility/Site name may be different than the LUST project name.
 - b. In this example, two facilities/sites are located at the same address. Select the facility/site with a **green** 🌿 symbol.
 - c. Check the box for the facility/site you want to add to your account.
 - d. Select the “Heating Oil Tank” under the “Available Submittal Groups” box.
 - e. Click the “+” symbol.

Tip. Only facilities with the 🌿 Land Quality Division symbol can be associated with the “Heating Oil Tank” submittal group.

Tip. This submittal is only for facilities with reported releases which means the facility will be in YDO. If you recently reported the release and the facility is not present, the release may not yet have been processed. Contact the HOT Duty Officer for assistance.

Note. If you have any doubts about which facility/site to connect to your account, please visit the YDO Helpdesk and we will work with you to identify the correct facility/site.

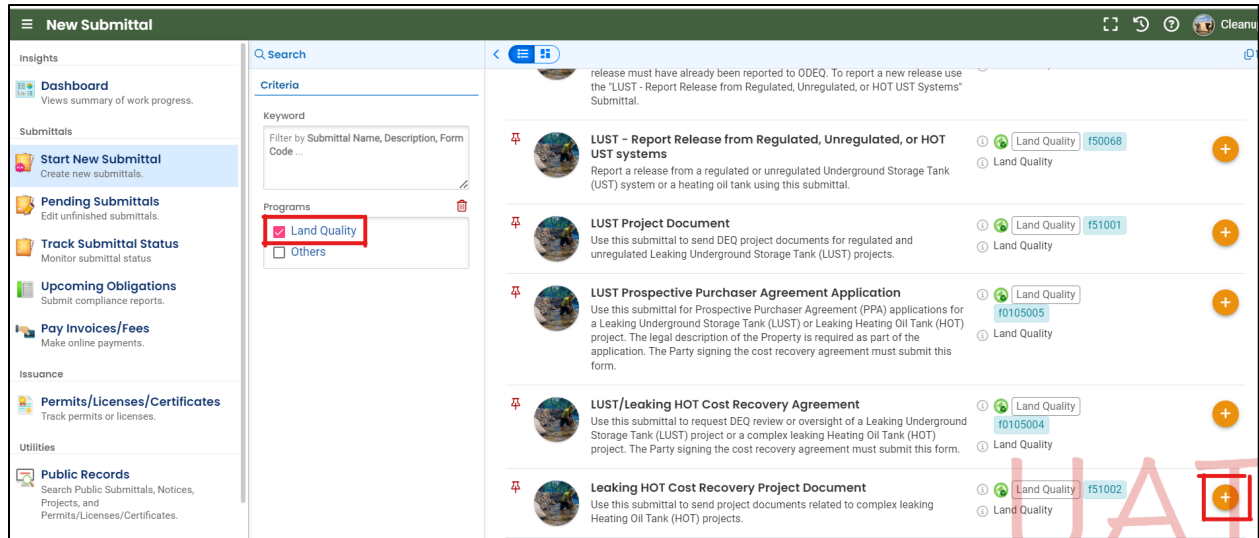


4. Click  button to save your selection.
5. Return to your Dashboard by clicking on the Dashboard icon.

3 Start A New Submittal

1. Click “Start New Submittal”.
2. Check “Land Quality” under “Programs”.
3. Locate the “Leaking HOT Cost Recovery Project Document”
4. Click the “+” sign on the far right.

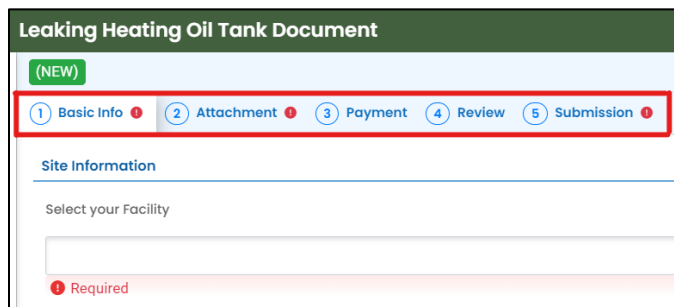
Tip. Click the push pin symbol next to the submittal to add that submittal to your “My Pinned Submittals” ribbon at the top.



3.1 Understanding the Submittal

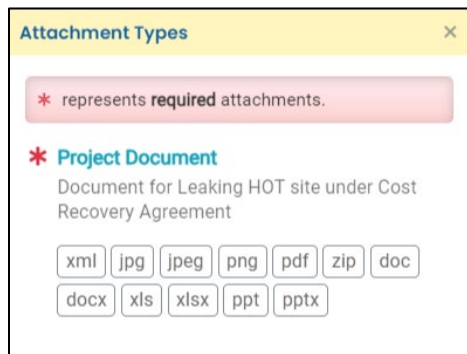
1. The RID number **40903** will be populated after the submittal is first saved and may be used to find your submittal in the future.
2. You will complete a 5-step process to submit the submittal. The 5 steps are presented as the following tabs: **Basic Info**, **Attachment**, **Payment**, **Review**, and **Submission**.

Tip. Required fields will be highlighted in red and have “! Required” text.



3. The “Attachment Types” box on the lower right of your screen indicates the type of files that may be attached for each attachment type.

Tip. A red asterisk (*) next to an attachment name indicates a required document.



4. Click the Save button



4 Basic Info Tab

Enter the basic information about the project including the following.

- Selecting the Facility and Project.

4.1 Site Information

A facility must be associated with your account **and** the correct submittal group for the facility to populate in the dropdown menu.

1. Select the facility associated with the project. **If the facility is not present in the dropdown menu, go to Section 2.**
2. Select the applicable project. Projects associated with the selected facility will appear in the project dropdown menu. Projects may have different names than the facility.

Leaking Heating Oil Tank Document

(NEW)

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Site Information

Select your Facility

test new fac 077
1250 NW Swigert Way, Troutdale, OR 97060
766167 Latitude 45.553546 Longitude -122.401187

Select your project

Required

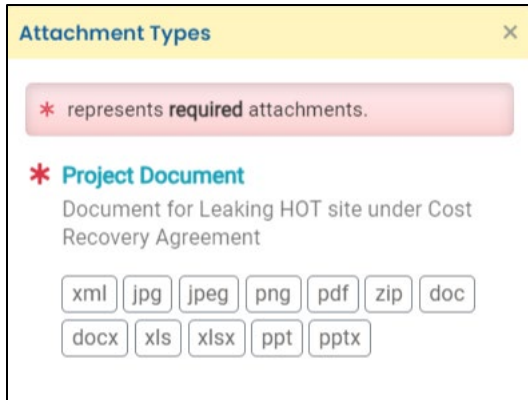
Tip. Facilities often have multiple LUST and leaking HOT projects. Look for “Leaking Heating Oil Tank” projects type. The program ID number (LUST number) is located below the project type.

test 3902	417381	Leaking Underground Storage Tank	15-23-0001
Test Site 1500	417384	Leaking Heating Oil Tank	15-23-1200

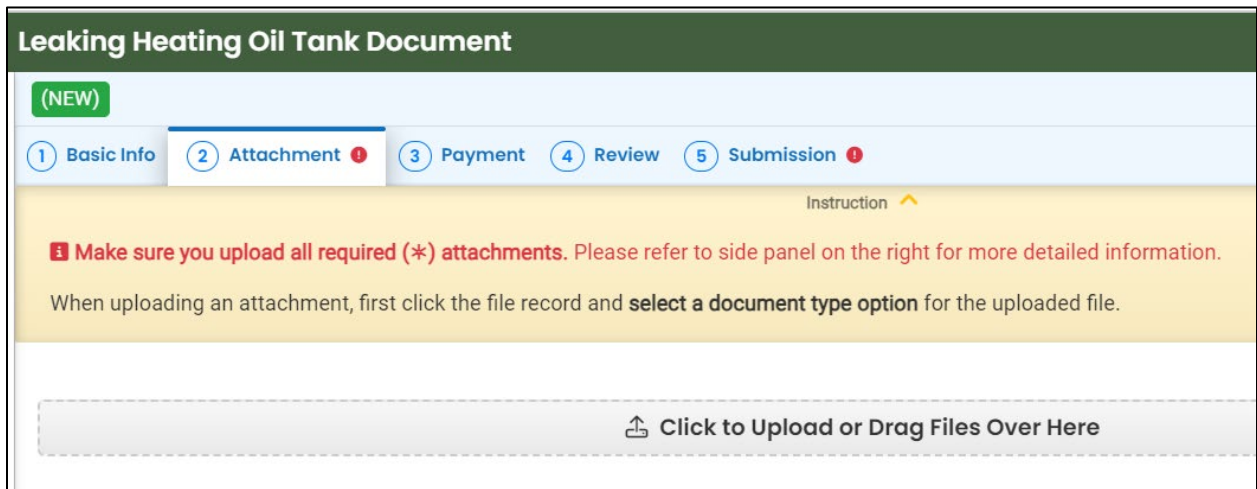
5 Attachment Tab

At least one document must be attached to the submittal. Multiple documents for the same project may be attached. To attach a document follow the steps below.

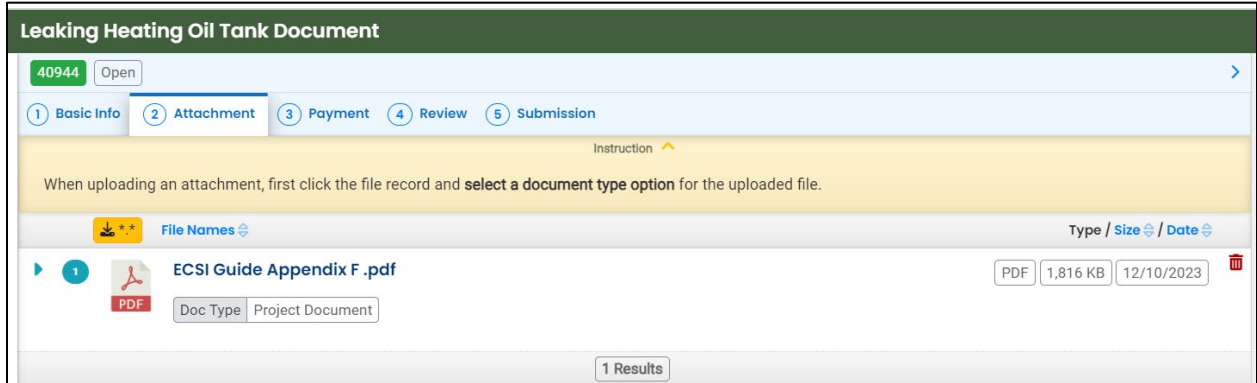
1. Review the “Attachment Types” box on the right side of the screen.
 - a. Note which documents are required.
 - b. Note what type of documents (e.g.; Adobe [pdf], Word [doc, docx], etc.) are allowed to be attached.



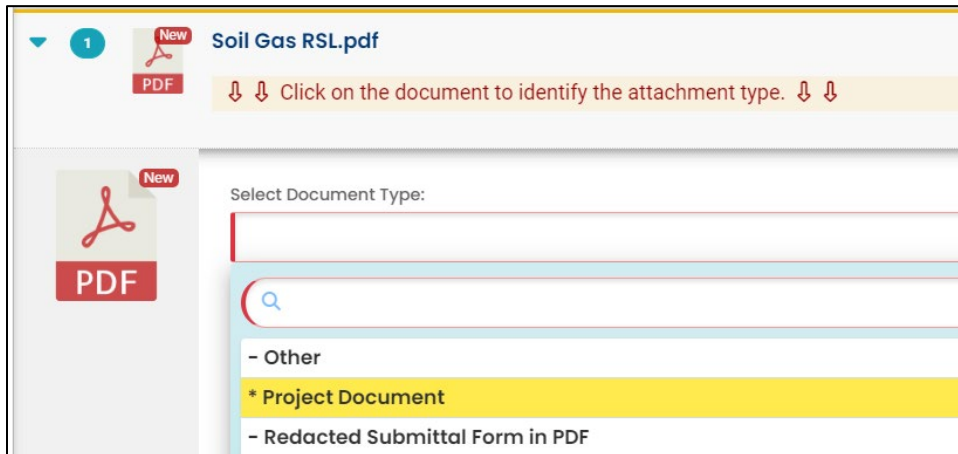
2. Click on “Click to Upload or Drag Files Over Here” to open a window to search for and select a document, or simply drag and drop a document from another open screen.



3. Once uploaded, click “↕↕ Click on the document to identify the attachment type ↕↕”.



4. Click “Site Document Type” and select the document type. Since a “Project Document” is a required attachment at least one attachment must have this document type selected.



5. Add comment (optional).

6. Click  to save.

7. Add additional documents following the steps above.

6 Payment Tab

A payment is not required to submit a document to the HOT Program that has a cost recovery agreement.

Leaking Heating Oil Tank Document

40307 [Open](#)

1 Basic Info 2 Attachment 3 **Payment** 4 Review 5 Submission

There is no payment due at this time.

Fee	–	Paid	=	Balance
\$ 0.00		\$ 0.00		\$ 0.00

Fees	Payment Transactions
Fee is not required at this time.	No payment transaction records.

7 Review Tab

You may review all mandatory requirements under the “Review” tab.

1. The system will display a ✓ if all required information is provided.

The screenshot shows the 'Review' tab for submission 40284. The navigation bar includes 'Basic Info', 'Attachment', 'Payment', 'Review', and 'Submission'. A yellow instruction box at the top asks the user to review their submittal info and attachments. Below this, a green box prompts the user to check if sections are completed. The 'Basic Info' section is highlighted with a red box and a green checkmark. The 'Fees/Payments' section shows a balance of \$0.00. The 'Mandatory Attachment' section is highlighted with a red box and contains the text 'All required attachments were included.' An 'Uploaded Attachment' section shows a PDF file named 'Soil Gas RSL.pdf'.

2. The system will display an ✗ if required information has not been provided. The system will also flag when a required attachment is not attached. You will need to complete required information to submit the submittal.

The screenshot shows the 'Review' tab for submission 40287. The navigation bar includes 'Basic Info', 'Attachment', 'Payment', 'Review', and 'Submission'. A yellow instruction box at the top asks the user to review their submittal info and attachments. Below this, a green box prompts the user to check if sections are completed. The 'Basic Info' section is highlighted with a red box and a red 'X' mark. The 'Fees/Payments' section shows a balance of \$0.00. The 'Mandatory Attachment' section is highlighted with a red box and contains the text 'Missing required attachment.' An 'Uploaded Attachment' section is visible but empty.

8 Submittal Tab

Click Submit to submit this submittal.

40288 Open

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Security Precautions

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.

Disclaimer

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.

Submit

The following screen will appear indicating a successful submission. Click the “Submittal Form” button for a printable copy of the submittal.

Leaking Heating Oil Tank Document

40307 Complete 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 notification at various mile stones.

Please click **Receipt** to print your receipt.

Submittal Summary	Submittal Form Info
Submittal ID: 40307	Name: Leaking HOT Cost Recovery Project Document
Submittal Date: 10/24/2023, 08:02 AM	Method: Online Submission
Submittal By: Cleanup TESTER 1111111111 katie.daugherty@deq.oregon.gov	
Owner Information: Cleanup TESTER 1111111111 katie.daugherty@deq.oregon.gov	

Fee Detail
This submittal does not require fee.

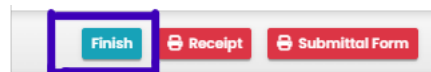
Payment Detail
Not Applicable.

Attachment List

- LUST new regulated.pdf (PDF) 65 KB

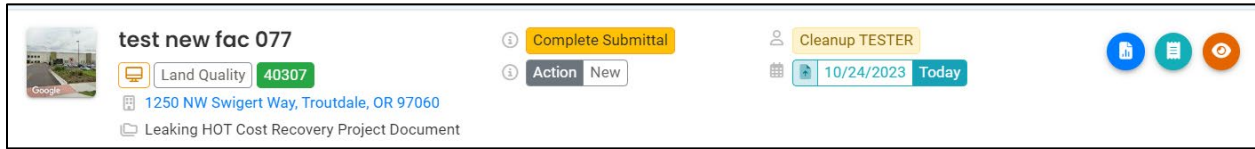
Finish **Receipt** **Submittal Form**

Click “Finish” button to return to your account.



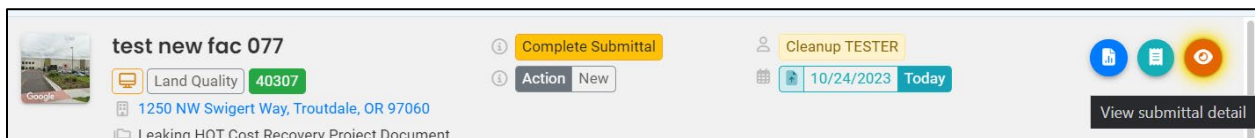
9 Track Your Submittal

Your completed submittal is populated to your “Track Submission Status” page with a status of “Complete Submittal” highlighted in orange. This page provides a record of your Submittals to DEQ through YDO. Additional actions you may take from this page are provided in the following subsections.



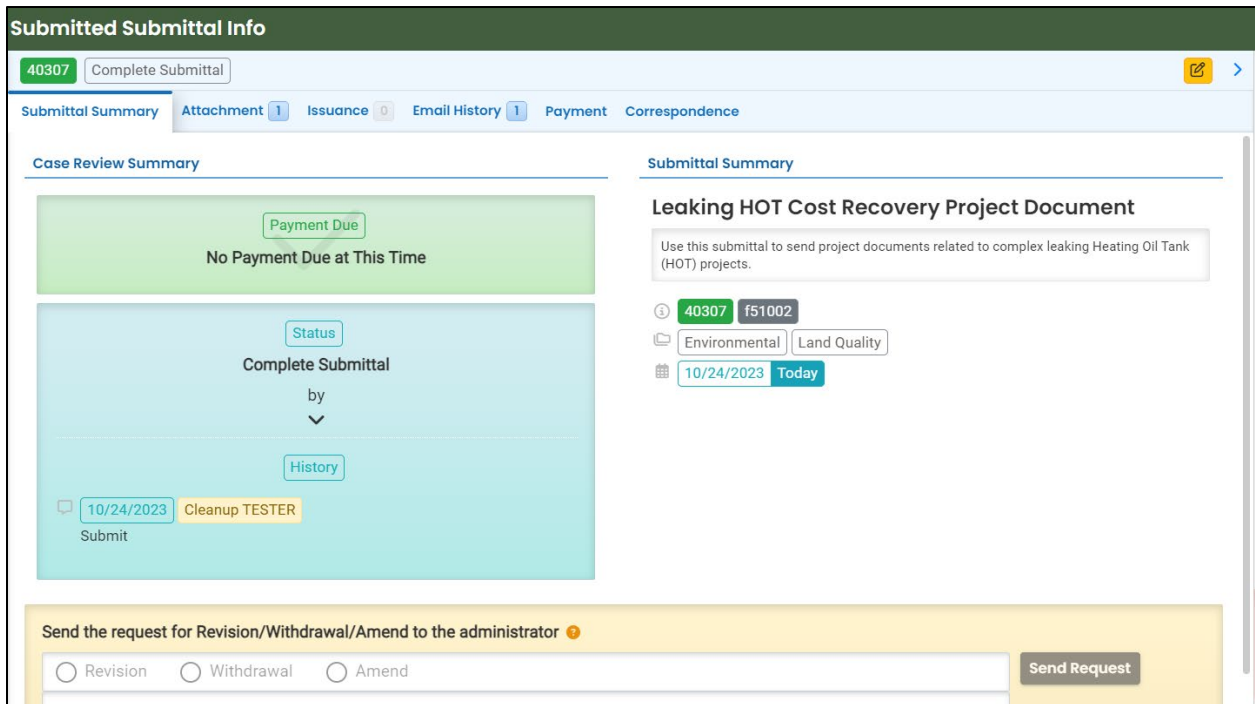
9.1 View Submittal Detail

Click the orange eye.



9.1.1 Submittal Summary Tab

View submittal summary here.



9.1.2 Attachment Tab

View and download the documents attached to the submittal.

The screenshot shows the 'Submitted Submittal Info' interface for submittal 40292. The 'Attachment' tab is selected, showing a list of documents. One document is visible: 'Soil Gas RSL.pdf', which is a PDF file with a 'Legal Description of the Property' doc type. The interface includes navigation tabs for Submittal Summary, Attachment (1), Issuance (0), Email History (1), Payment, and Correspondence. A 'File Names' section is also present. At the bottom right, it indicates '1 Results'.

9.1.3 Issuance Tab

No issuances are generated for this submittal type.

The screenshot shows the 'Submitted Submittal Info' interface for submittal 40292. The 'Issuance' tab is selected, and the page displays 'No record found.' under both the 'Issuance Documents' and 'Supporting Documents' sections. The navigation tabs are the same as in the previous screenshot, with 'Issuance' showing a count of 0.

9.1.4 Email History Tab

Emails sent by YDO related to this submittal are located under this tab.

The screenshot shows the 'Submitted Submittal Info' interface for submittal 40307. The 'Email History' tab is selected, displaying a table of email records. One record is shown, dated 2023-10-24, with the subject '[UAT] ODEQ Leaking HOT Project Document - Submission Received'. The email was sent from 'YourDEQOnline@govonlinesaas.com' to 'katie.daugherty@deq.oregon.gov'. The interface includes navigation tabs for Submittal Summary, Attachment (1), Issuance (0), Email History (1), Payment, and Correspondence. At the bottom right, it indicates '1 Results'.

Subject	To/From	Last Sent
[UAT] ODEQ Leaking HOT Project Document - Submission Received	TO: katie.daugherty@deq.oregon.gov FROM: YourDEQOnline@govonlinesaas.com	2023-10-24 ✓

9.1.5 Payment Tab

A payment is not required for this submittal.

The screenshot shows the 'Submitted Submittal Info' page for submittal 40292. The 'Payment' tab is selected. A message states: 'There is no payment due at this time.' Below this, a summary shows: Fee \$ 0.00, Paid \$ 0.00, and Balance \$ 0.00. At the bottom, there are two sections: 'Fees' with the text 'Fee is not required at this time.' and 'Payment Transactions' with the text 'No payment transaction records.'

9.1.6 Correspondence Tab

Chats with DEQ are tracked here.

The screenshot shows the 'Submitted Submittal Info' page for submittal 40292, with the 'Correspondence' tab selected. It features a text input field for starting a correspondence thread, a 'Post' button, and a date/time selection field. At the bottom, it states 'No correspondence messages.'

9.2 Review Form

Click the blue circle to access the submittal content.

The screenshot shows a submittal card for 'test new fac 077'. It includes a Google Maps icon, a 'Land Quality' category with ID 40307, an address '1250 NW Swigert Way, Troutdale, OR 97060', and a document title 'Leaking HOT Cost Recovery Project Document'. Action buttons include 'Complete Submittal', 'Action', and 'New'. A 'Cleanup TESTER' status is shown with a date of '10/24/2023 Today'. A 'Review Form' button is highlighted with a blue circle.

The form cannot be modified.


Leaking Heating Oil Tank Document

40307 Complete Submittal

1 Basic Info 2 Attachment 3 Receipt

Site Information

Select your Facility


 **test new fac 077** 766167 Latitude 45.553546 Longitude -122.401187
1250 NW Swigert Way, Troutdale, OR 97060

Select your project

Test Site 1500 417384 Leaking Heating Oil Tank 15-23-1200

9.3 Receipt Form

Click the center teal circle to access a copy of your receipt to save or download.

 **test new fac 077** Land Quality 40307 Complete Submittal Cleanup TESTER Action New 10/24/2023 Today Receipt

1250 NW Swigert Way, Troutdale, OR 97060
Leaking HOT Cost Recovery Project Document

