## Using Your DEQ Online for 1200-Series Stormwater General Permits

**Updated February 2023** 



### Stormwater

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DEQ is a leader in restoring, maintaining and enhancing the quality of Oregon's air, land and water



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### **Table of Contents**

System Over	view	0
1. Establisl	n a Public User Account	7
1.1 Bas	sic Information	8
1.1.1	Enter Personal Info	8
1.1.2	Select Billing Preference	8
1.1.3	Enter Mailing Address	9
1.2 Acc	count Type	9
1.2.1	Select Account Type	9
1.3 Sec	urity Questions	11
1.3.1	Select Security Questions	11
1.4 Fin	al Review	12
1.4.1	Review Contact Information	12
1.4.2	Complete Authentication	12
1.4.3	Finalize Registration	13
2. Login to	the Public Portal	14
2.1 Cha	ange Password and Pin	14
2.2 Ver	rify Identity	15
2.2.2	Verify Identity Via E-Verify	16
2.2.3	Verify Identity Via ESA	18
3. Update l	My Account	19
3.1 Nav	vigate to My Account	19
3.2 Esta	ablish Responsible Official Links	20
3.2.1	Select Submittal Groups	20
3.2.2	Link Facilities	21
3.2.3	Link Consultants	23
4. Apply fo	or Coverage Under the Construction Stormwater General Permit (1200-C)	28
4.1 Ho	w to Apply for Permit Coverage	28
4.1.1	Enter Basic Info	29
4.1.2	Add Attachments	41
4.1.3	Pay Fees	43
4.1.4	Review Application	45
4.1.5	Submit Application	47
4.2 Res	suming Edits	49
4.3 Tra	cking Your Application	
4.3.1	Submittal Summary	51

4.3.2	Attachments	52
4.3.3	Issuance	53
4.3.4	Email History	53
4.3.5	Payment	54
4.3.6	Correspondence	55
4.3.7	Review Flow	56
4.3.8	Send Back	56
4.4 R	enew, Change Name, Transfer or Terminate	58
5. Submi	t Other Reports for 1200-C Permits	61
5.1 H	low to Submit a Required Permit Report	61
5.1.1	Enter Basic Info	63
5.1.2	Add Attachments	66
5.1.3	Payment	68
5.1.4	Review Report	69
5.1.5	Submit Report	71
6. Apply	for Coverage Under the Industrial Stormwater General Permit (1200-Z)	73
6.1 H	low to Apply for Permit Coverage	73
6.1.1	Enter Basic Info	74
6.1.2	Add Attachments	84
6.1.3	Pay Fees	87
6.1.4	Review Application	89
6.1.5	Submit Application	91
6.2 R	esuming Edits	93
6.3 T	racking Your Application	92
6.3.1	Submittal Summary	95
6.3.2	Attachments	96
6.3.3	Issuance	96
6.3.4	Email History	97
6.3.5	Payment	97
6.3.6	Correspondence	98
6.3.7	Review Flow	99
6.3.8	Send Back	100
6.4 R	enew, Change Name, Transfer or Terminate	101
	t DMRs and Other Reports for 1200-Z Permits	
	low to Submit a Required Report	
7 1 1	Enter Rosic Info	104

7.1.2	Add Attachments	
7.1.3	Payment	111
7.1.4	Review Report	112
7.1.5	Submit Report	114
7.2 Hov	w to Submit a Discharge Monitoring Report	116
7.2.1	Enter Basic Info	117
7.2.2	Daily Data	118
7.2.3	Add Attachments	125
7.2.4	Review Submittal Review Application	128
7.2.5	Submit DMR	130
8. Pay Invo	pices and Penalties	132
8.1 Pay	Invoices	
8.1.1	Enter Search Criteria	133
8.1.2	Confirm Payment	133
8.1.3	Review Payment	
8.1.4	Submit Payment	136
8.2 Pay	Penalties	138
8.2.1	Enter Search Criteria	138
8.2.2	Confirm Payment	139
8.2.3	Review Payment	140
8.2.4	Submit Payment	141
8.3 Mai	nage Pending Submittals	142
9. Helpdesl	k and Resources	144

### **System Overview**

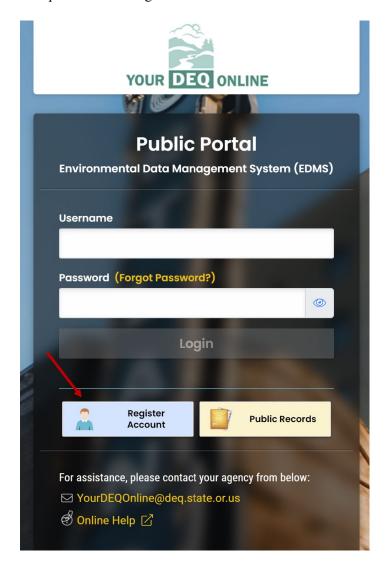
The Oregon Department of Environmental Quality (DEQ) has instituted the use of a modernized, cloud-based tool for the Industrial and Construction Stormwater General Permit programs including a number of business processes that involve the public and regulated entities. This document addresses how public users of this system establish, validate, connect, and manage their individual accounts.

Your DEQ Online (<a href="https://ordeq-edms-public.govonlinesaas.com">https://ordeq-edms-public.govonlinesaas.com</a>) is an Environmental Data Management System (EDMS) that 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 public access to environmental data without the need to request this information from DEQ staff.

Google Chrome is the recommended browser for accessing Your DEQ Online.

### 1. Establish a Public User Account

To register a new account in the Environmental Data Management System (EDMS) Public Portal, go to Your DEQ Online at <a href="https://ordeq-edms-public.govonlinesaas.com">https://ordeq-edms-public.govonlinesaas.com</a> and click the "Register Account" button. Follow the prompts to enter basic information, select account type, set security questions, and review account information prior to finalizing.

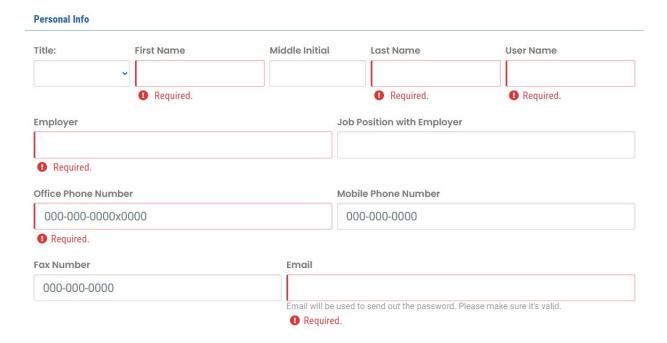


### 1.1 Basic Information

① Basic Information ② Account Type ③ Security Questions ④ Final Review

### 1.1.1 Enter Personal Info

Complete all required fields, as indicated. A username will be suggested to you when you enter your first and last name. You may change the suggested username in the User Name field during registration, but once your account is created, the username cannot be altered.



### 1.1.2 Select Billing Preference

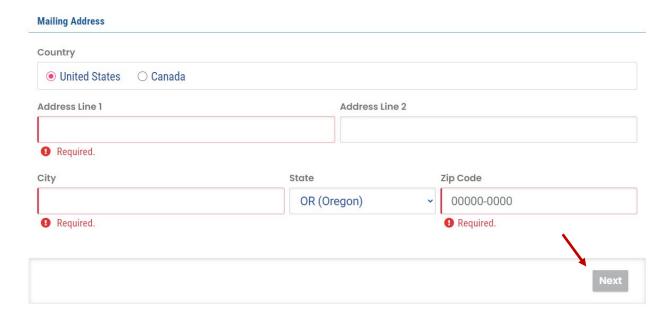
Indicate whether you prefer to have billing notices provided physically (Notified by Mail) or electronically (Notified by Email) by selecting the appropriate radio dial. Whether you select "Notified by Mail" or "Notified by Email," in order to pay invoices using the Online Invoice Payment module you will need to ensure the "Fee Payment" submittal group is selected in your "Account Type" tab, under "My Account."

Billing Preference O Notified by Mail 

Notified by Email

### 1.1.3 Enter Mailing Address

Indicate mailing address country (United States or Canada) by selecting the appropriate radio dial. Complete all required fields, as indicated. If billing address is in the United States, State is not a required field and defaults to OR (Oregon).



Once all your basic information has been populated, click the "Next" button to continue to Account Type.

### 1.2 Account Type

### 1.2.1 Select Account Type

Indicate the account type (Responsible Official [RO], Consultant, General Public) for which you are registering by selecting the appropriate radio dial.



### 1.2.1.1 Who should select a Responsible Official account type?

A person who is legally authorized to sign NPDES permit applications, Discharge Monitoring Reports (DMRs), and other reports required by the permit is a considered a RO and must choose the RO account. If you already have coverage under a 1200-series permit with DEQ, and are considered the Legal Contact for the permit, you are likely a RO.

Refer to Code of Federal Regulations, <u>40 CFR 122.22</u>, for the complete definition of who is authorized to sign permit documents. Table 1 provides a summary of these requirements. If you meet one of the criteria in Table 1, you will select a RO account type in Your DEQ Online.

**Table 1. Responsible Official Criteria by Organization** 

Organization Type	Authorized Individuals
Corporation	president, secretary, treasurer, vice-president, or any person who performs principal business functions; or a manager of one or more facilities that is authorized in accordance with corporate procedure to sign such documents
Partnership	general partner
Sole proprietorship	owner
City, county, state, federal or other public facility	principal executive officer or ranking elected official
Limited Liability Company	member
Trust	acting trustee

A facility can have multiple associated ROs, provided each RO meets the requirements of 40 CFR 122.22. The RO permissions may vary depending on the submittal groups selected (see Section 1.2.1).

### 1.2.1.2 Who should select a Consultant account type?

Employees of facilities who will prepare permit documents, such as DMRs, corrective action reports, and revised erosion/stormwater control plans, but who do not meet the signatory criteria per 40 CFR 122.22 (see above) will choose the Consultant account type. Hired professional consultants will also choose this account type.

Examples of people who will have Consultant account types for 1200-series permits include:

- Professional consultants who prepare DMRs, stormwater plans, corrective actions, and applications for their clients.
- Professional engineering firms who submit construction stormwater permit applications and notices of terminations on behalf of their clients.
- Professional environmental laboratories who prepare DMRs and attach laboratory reports on behalf of their clients.

• Employees of facilities who maintain 1200-series permits, such as environmental specialists and administrative professionals, who prepare permit documents but do not meet the permit signatory criteria of 40 CFR 122.22.

### 1.2.1.3 Who should select a General Public account type?

A member of the public without a registered account may use the Public Records link to access public notices and any other public documents DEQ makes available in Your DEQ Online and respond to DEQ-issued public notices. However, public users with a General Public account type can also submit payments of miscellaneous invoices to DEQ.

### 1.3 Security Questions

① Basic Information ② Account Type ③ Security Questions ④ Final Review

### 1.3.1 Select Security Questions

For each of the five required question (Q) fields, select a security question from the drop-down menu. Enter the corresponding answer in the answer (A) field. Be sure to provide a unique response to each question, keeping in mind that answers are case-sensitive.

### **Pro Tip**

One of the selected security questions will appear each time you complete a submittal. You must correctly answer the security question in order to submit documents, so be sure to save your answers somewhere accessible for future reference.



Once the security questions have been completed, click the "Next" button to continue to Final Review.

### 1.4 Final Review

1) Basic Information 2) Account Type 3) Security Questions 4) Final Review

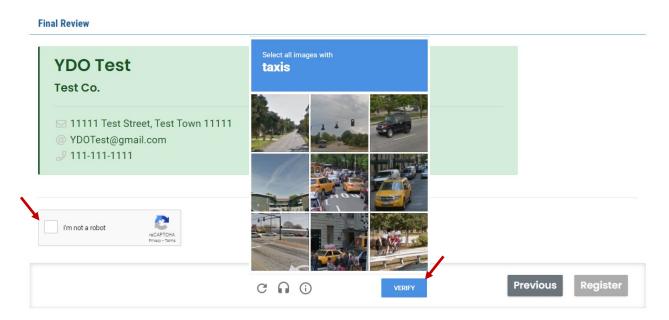
### 1.4.1 Review Contact Information

Review the contact information provided. If the information is incorrect, use the "Previous" button to go back and make updates.

# YDO Test Test Co. ☐ 11111 Test Street, Test Town 11111 ☐ YDOTest@gmail.com ☐ 111-111-1111 Previous Previous

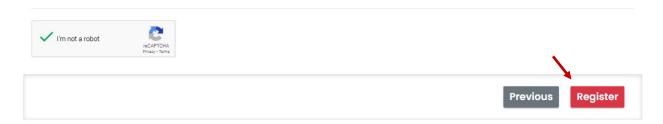
### 1.4.2 Complete Authentication

Once all your information is correct, click the "I'm not a robot" authentication box. Select the images as prompted and click the "Verify" button.

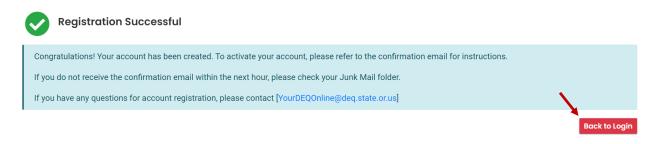


### 1.4.3 Finalize Registration

Once authenticated, click the "Register" button.



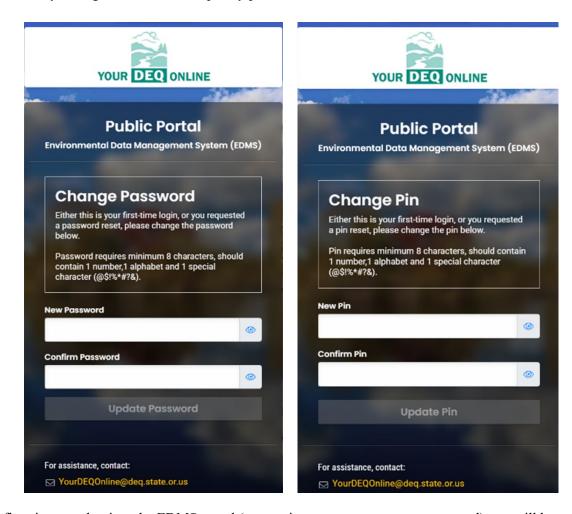
You will receive a "Registration Successful" notification. Click the "Back to Login" button to return to the main login page.



### 2. Login to the Public Portal

### 2.1 Change Password and Pin

A Public Account Creation email will be sent to the email address provided during registration. The email will include your login name and a temporary password.



The first time you log into the EDMS portal (or any time you request a new password) you will be prompted to change your password. Additionally, the first time you log into the EDMS portal (or any time you request a new pin) you will be prompted to change your pin.

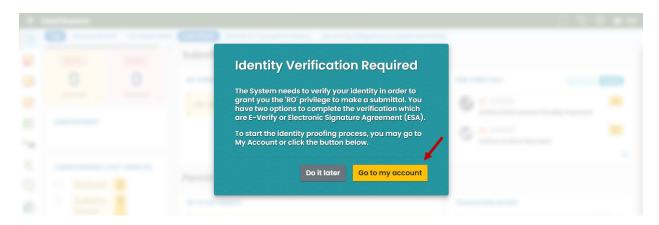
Passwords and pins must be a minimum of eight characters in length, and contain a number, a letter, and a special character (@\$!%\*#?&).

Once you have changed your password and pin, if you registered a Consultant account you will be taken to your Dashboard. If you registered a General Public account, you will be taken to the Public Records page. If you registered a RO account, a pop-up message will appear prompting you to complete an identity verification process.

### 2.2 Verify Identity

If you registered as a Responsible Official (RO), the System must verify your identity either through E-Verify or Electronic Signature Agreement (ESA) before granting RO privileges. The electronic verification process is required so that DEQ can accept electronically signed permit documents, in accordance with 40 CFR 122.22(e).

To complete the identity verification process, select the "Go to my account" button in the pop-up message.



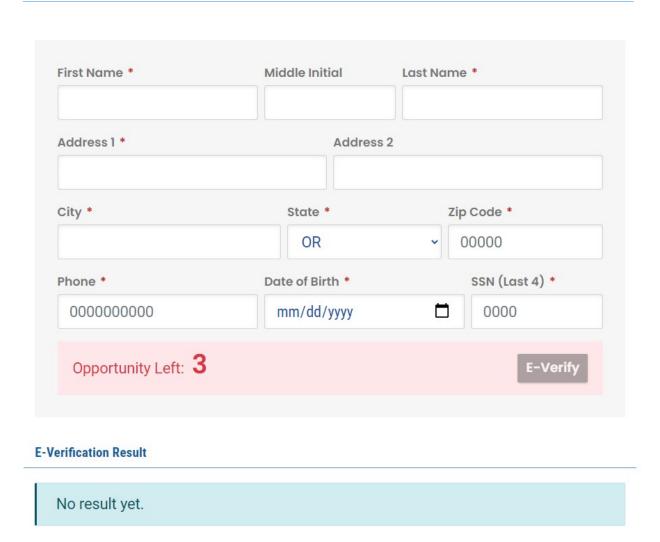
Alternatively, you can select the "Do it later" button in the pop-up message and access the "Verification" tab, under "My Account" from the dashboard (see Chapter 3).



### 2.2.2 Verify Identity Via E-Verify

To verify your identity using E-Verify, complete all required fields, as indicated. You will have three opportunities to E-Verify yourself.

### E-Verify



If successful, you will be informed promptly and can start using the account to certify and submit documents.

If E-Verify is not successful, it means the System is unable to authenticate your identity with the data you provided. In this case you will need to follow the ESA option to complete the identity proofing. You must try all three E-Verify options before the ESA option is available.

### **E-Verification Result**

① <b>A</b> 09/20/2021 Verification	n still in progress after 6 retries.
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① A 09/20/2021 Verification still in progress after 6 ret
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① A 09/20/2021 Verification still in progress after 6 retries.

### **E-Verify Tips**

- ✓ Check that the birth date field has not been auto filled with today's date.
- ✓ Check that fields have been populated exactly as specified, with no spaces, dashes or special characters in the phone number field and birth date in the mm/dd/yyyy format.
- ✓ Make sure you have used your home address, not your work address. If you have moved in the last 6 months, use the address from before your move.

### **E-Verify Troubleshooting**

- ✓ Clear your browser cache: <a href="https://www.pcmag.com/how-to/how-to-clear-your-cache-on-any-browser">https://www.pcmag.com/how-to/how-to-clear-your-cache-on-any-browser</a>
- ✓ Close all browsers and then reopen one browser window to log back in
- ✓ Log back into the System at <a href="https://ordeq-edms-public.govonlinesaas.com">https://ordeq-edms-public.govonlinesaas.com</a> using your login and password
- ✓ If you encounter issues, contact the Your DEQ Online Helpdesk at YourDEQOnline@deq.oregon.gov for assistance

### 2.2.3 Verify Identity Via ESA

To verify your identity using the ESA, click the "Print" button to download a Your DEQ Online Electronic Signature Agreement. You will need to print, sign, and mail the ESA to Oregon DEQ at the address provided on Page 5 of the Agreement. In the meantime, you will be able to access the System on a limited basis but will not be able to submit reports.

### **Electronic Signature Agreement (ESA)**

A Please try all E-Verify opportunities before ESA option is available.

### Print and sign an Electronic Signature Agreement.





### Your DEQ Online Business System

### **Electronic Signature Agreement**

- I agree to maintain the security of the User ID and Password assigned to me by OR DEQ for use of the Your DEQ Online Business System, in order to prevent disclosure of this information to anyone.
- I agree that, if I have any reason to believe that the security of the User ID or Password has been
  compromised, I will immediately inform OR DEQ by emailing YourDEQOnline@deq.state.or.us.
- I agree to maintain an email account; if any email sent to me by OR DEQ is returned as undeliverable, I will explain why this occurred when requested by OR DEQ.
- I agree to notify OR DEQ if I cease to represent the regulated entity specified below, by sending an
  email to <u>YourDEQOnline@deq.state.or.us</u>.
- I agree that I will be held as legally bound, obligated, and responsible for any submission I make using
  the Your DEQ Online Business System as I would be by making such submission in hardcopy form
  with my handwritten signature as certification.
- I agree that I will be held as legally bound, obligated, and responsible for any submission made using the Your DEQ Online Business System by an agent whom I have authorized to act on my behalf.

SIGNATURE:
PRINTED NAME:

TITLE:

COMPANY:
PERMITTED FACILITY NAME:
PERMITTED FACILITY ADDRESS:
EMAIL ADDRESS:
DATE:

Please mail a completed paper form to:

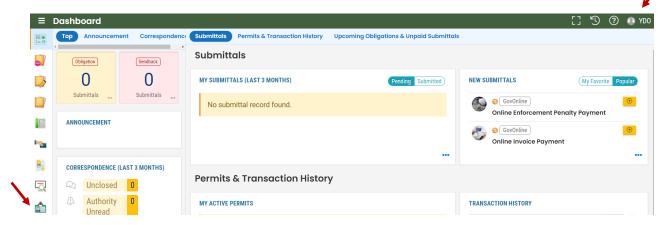
Oregon Department of Environmental Quality Atm: Your DEQ Online Helpdesk 700 NE Multnomah Street, Suite 600 Portland, OR 97232-4100

For expedited service, please mail a completed paper form to the address above and also email the form to YourDEQOnline@deq.state.or.us.

### 3. Update My Account

### 3.1 Navigate to My Account

From the Dashboard (or Public Records page for General Public users), you can access "My Account" in one of two ways: Using the "My Account" icon in the left menu or through your "profile" icon on the top right of the screen.

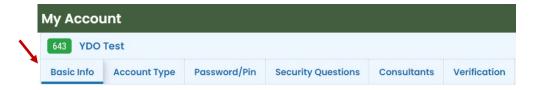


To access "My Account" through your profile, click the "profile" icon and then click the "edit" icon .



From "My Account" you can make modifications to your basic info, password or pin and security questions under the applicable tabs. Under the "Account Type" tab, General Public Users can view their account type, Consultants can view their account type and linked facilities, and ROs can view their account types, select submittal groups, and add linked facilities.

ROs will have two additional tabs: "Consultants" and "Verification." Under the "Consultants" tab, ROs can associate consultants with facilities and submittals and under the "Verification" tab, ROs can complete the verification process (see Chapter 2).



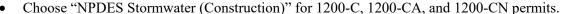
### 3.2 Establish Responsible Official Links

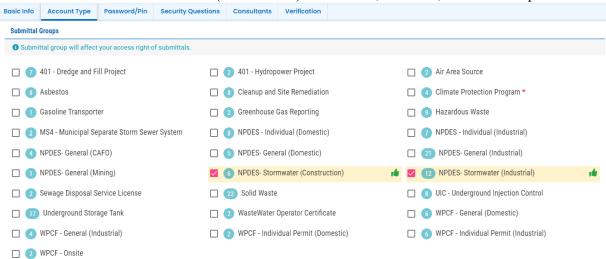
Before ROs can prepare and complete submittals for existing facilities with DEQ permits, they must select submittal types and establish links to facilities. Once these submittals and links are established, ROs can link Consultants to facilities and delegate permission to prepare submittals and make payments on the RO's behalf.

### 3.2.1 Select Submittal Groups

To select submittal groups, navigate to "My Account" and under the "Account Type" tab, scroll down to the "Submittal Group" section of the page. Select the appropriate submittal group(s) based on the type(s) of permit(s) you have or will have with DEQ by clicking on the check box next to each applicable group.

• Choose "NPDES Stormwater (Industrial)" for 1200-Z and 1200-A permits and 1200-Z No Exposure Certifications (NEC).

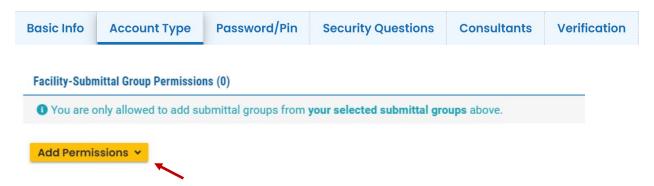




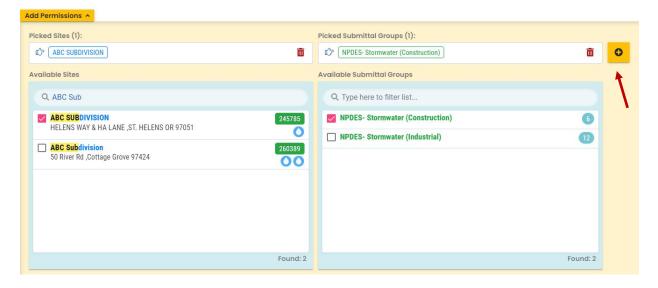
Click the "save" icon in the bottom right corner to save your selections.

### 3.2.2 Link Facilities

If you already have a permit with DEQ at the time that Your DEQ Online first becomes available to the public, link to your facility by scrolling down on the "Account Type" tab, to the "Facility-Submittal Group Permissions" section and clicking the "Add Permissions" icon.



Use the search function to search for your facility by address, city, town, facility name or construction project name. Link your facility by selecting it from the results list and then link to the available submittal group in the right column. Select the "plus" icon to save the site.



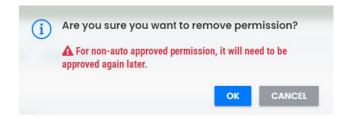
Once the site has been added, it will appear in the "Facility-Submittal Group Permissions" section.



To unlink a facility, click the "remove permission" icon icon next to the applicable facility.



A pop-up notification will appear asking you to confirm that you want to remove the link. Remove the link by clicking the "OK" button.



Remember to click the "save" icon in the bottom right corner to save any changes.

### 3.2.2.1 Create A New Facility

If you cannot locate your facility, contact the Your DEQ Online Helpdesk at Your DEQ Online @deq.oregon.gov for assistance. To add a new facility when applying for coverage under a 1200-series Stormwater General Permit see Section 4.1.1.2.2.

### 3.2.3 Link Consultants

To link a consultant, navigate to "My Account" (see Section 3.1). Select the "Consultants" tab, click "Add Consultants" and enter the consultant's email address, and click the "Find Consultant" button.



The results will appear below the search bar. To select the consultant, select the "link" icon to the right of the search results.



### **Linking Consultants Troubleshooting**

You cannot link a consultant until the consultant has registered a Consultant account in Your DEQ Online.

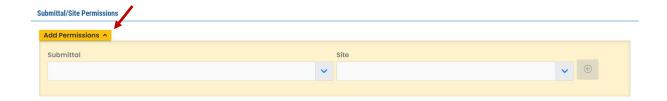
- ✓ Confirm that the consultant has registered for a Your DEQ Online account.
- ✓ Confirm that the consultant registered for a Consultant account type.
- ✓ Verify the email address used by the consultant to establish their Your DEQ Online Consultant account.

### 3.2.3.1 Add Consultant Permissions

You will be prompted to add consultant submittal and site permissions using the blue arrow to the left of the profile picture.

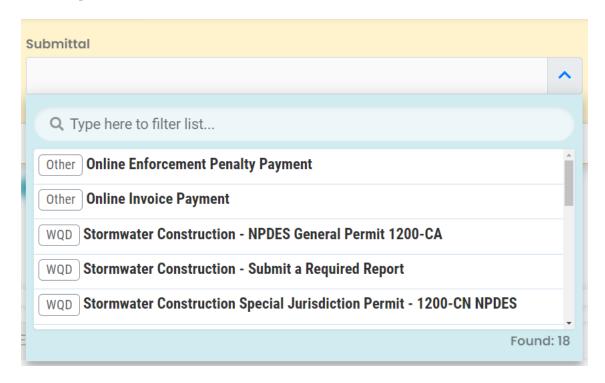


Click the "Add Permissions" bar in the Submittal/Site Permissions section to see the drop-down boxes.



### 3.2.3.2 Link Submittals

Use the drop-down menu or the search function to select the submittal permission(s). A complete list of submittal permissions is included in Table 2.

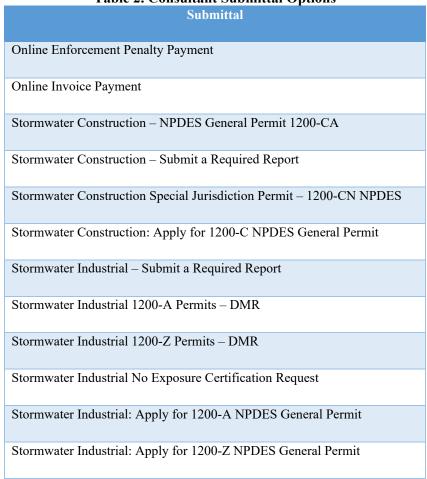


### 3.2.3.3 Link Sites

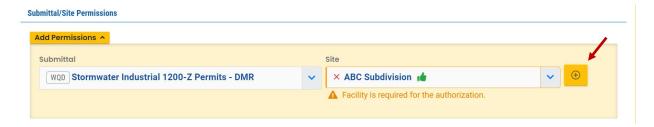
Use the drop-down menu to select the site(s) to which the consultant is being linked. Available options are populated based on selections in your RO account.



**Table 2. Consultant Submittal Options** 



Once the site and submission permissions have been selected, click the yellow "add" icon to associate the permissions.



### 3.2.3.4 Add More Permissions

To add permissions to a consultant that has already been linked, click the "Add Permissions" bar below Submittals, and select any additional sites linked to your RO account and any associated submittals.



### 3.2.3.5 Manage Consultant Accounts and Permissions

The RO account holder, not DEQ, is responsible for maintaining relationships with associated consultants and managing their accounts. The RO is responsible for adding or removing consultants and modifying permissions as needed.

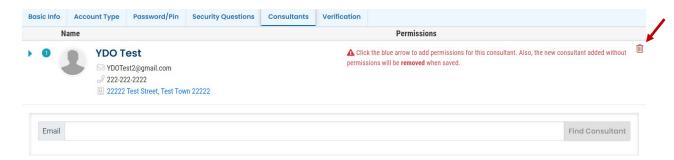
To remove submittal or site permissions, click on the "trash" icon in next to the permission to be removed.



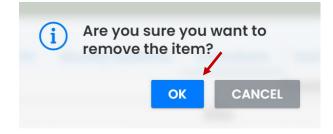
A pop-up notification will appear asking you to confirm that you want to remove the item. Remove the item by clicking the "OK" button.



To remove a consultant, click on the "trash" icon in next to the consultant to be removed.



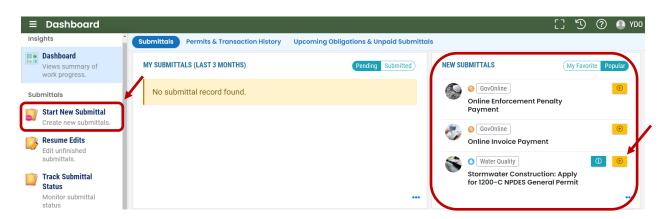
A pop-up notification will appear asking you to confirm that you want to remove the item. Remove the item by clicking the "OK" button.



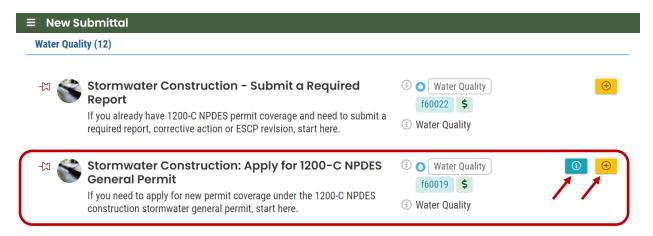
## 4. Apply for Coverage Under the Construction Stormwater General Permit (1200-C)

### 4.1 How to Apply for Permit Coverage

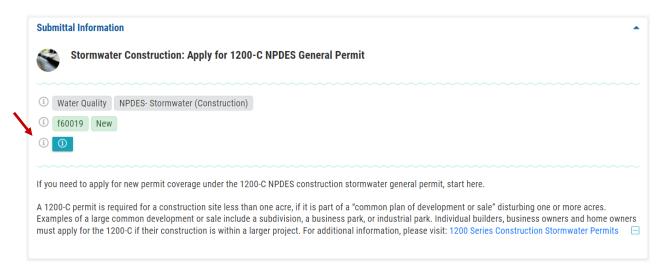
From the Dashboard, expand the left menu by clicking on the "menu" icon at the top left of the screen. Apply for permit coverage through the "New Submittal" page, accessible via the menu or directly from the Dashboard.



On the "New Submittal" page, select "Stormwater Construction: Apply for 1200-C NPDES General Permit" by clicking the "add" icon next to the submittal. You can view instructions for completing the application by clicking the "information" icon located to the left of the "add" icon.



The instruction file and additional submittal instructions are also available in the "Submittal Information" section to the right of the screen. You may want to consult these resources as you complete the application.



### 4.1.1 Enter Basic Info

Complete all required fields, as indicated in the Applicant, Facility/Construction Location Information, and Stormwater Discharge Information sections.

### 4.1.1.1 Applicant

Complete the Applicant Name field, keeping in mind that the name must be a legal, active name registered with the Oregon Department of Commerce, Corporation Division.



### 4.1.1.2 Facility/Construction Location Information

Indicate whether you are selecting the facility from the list of established facilities or creating a new facility by selecting the appropriate radio dial. If your facility already has a DEQ permit, such as an industrial general stormwater permit, and you are applying for another permit, such as a construction stormwater general permit, choose "Select your facility" and follow the instructions in Section 4.1.1.2.1. If your facility does not currently have a DEQ permit and has not had a DEQ permit in the past, choose "Create new facility" and follow the instructions in Section 4.1.1.2.2.



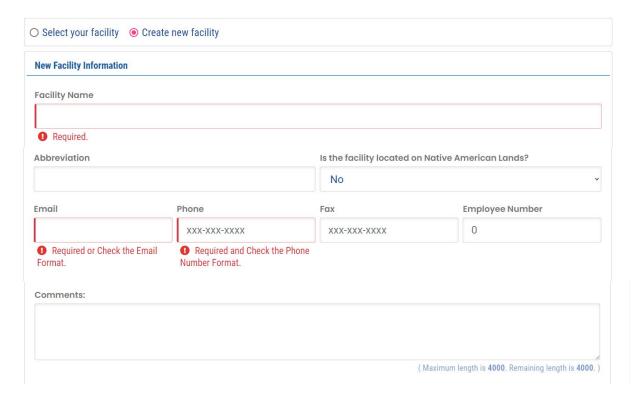
### 4.1.1.2.1 Select Your Facility

To select your facility (project site) from the list of facilities with existing or previous DEQ permits, open the drop-down menu, and use the search function to search for your facility by address, city, town, facility name or construction project name.

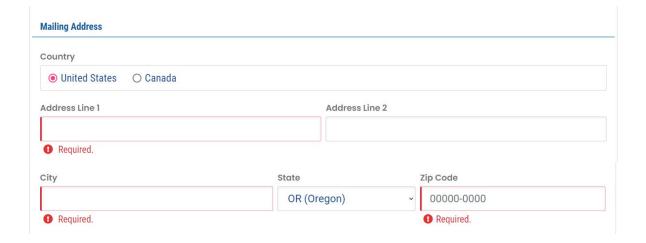


### 4.1.1.2.2 Create New Facility

To create a new facility entry for a facility (project site) that does not currently have and has not previously had a DEQ permit, complete all required fields as indicated in the New Facility Information section.



Complete all required fields as indicated in the Mailing Address section.



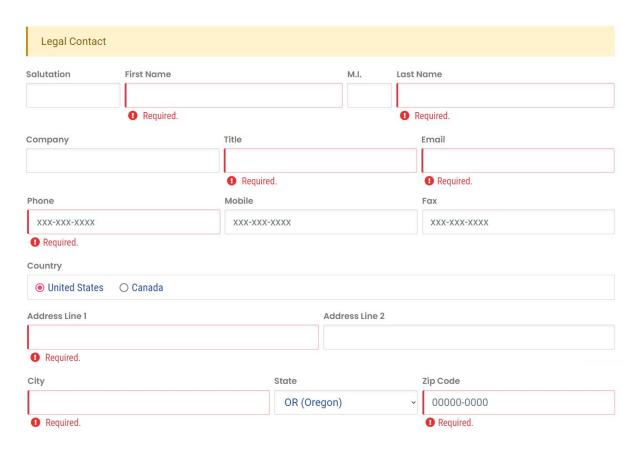
Complete all required fields as indicated in the Physical Location section. Populate the Latitude and Longitude fields in decimal degrees. A Google map will be created showing the location of the facility.



### 4.1.1.2.3 Additional Facility/Construction Location Information

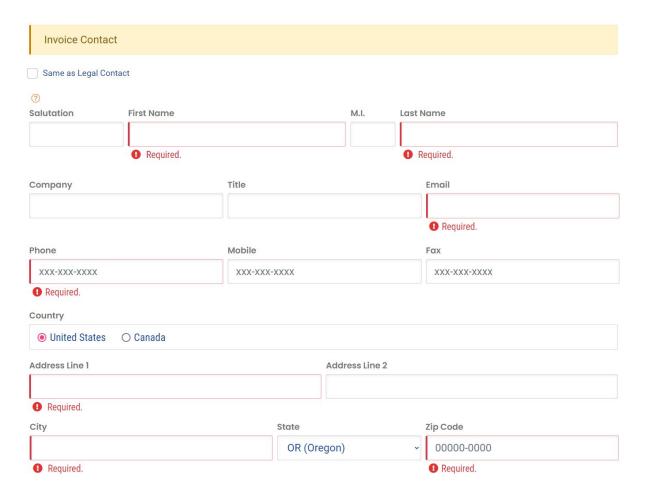
### Legal Contact

Whether you are selecting your facility or creating a new facility, you will need to complete all required fields under Legal Contact. The legal contact for your facility will be a person with a Responsible Official (RO) account. Consult the Responsible Official account type instructions (see Section 1.2.1.1) if you need more information on legal contacts.



### Invoice Contact

You will also need to complete all required fields under Invoice Contact. As described in the application instructions, the invoice contact is the person or legal entity responsible for payment of the annual fee invoice. If the invoice contact is the same as the legal contact, check the "Same as Legal Contact" box directly below the Invoice Contact header, and the required fields will be automatically populated with the information you provided in the Legal Contact section.



### Engineering/Architect Firm (Erosion & Sediment Control Plan)

Complete all required fields under Engineering/Architect Firm (Erosion & Sediment Control Plan) for the architect or consulting engineer who designed the Erosion and Sediment Control Plan (ESCP) and Dewatering Plan, if applicable.

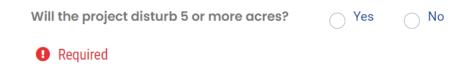


### Project's Erosion and Sediment Control Inspector

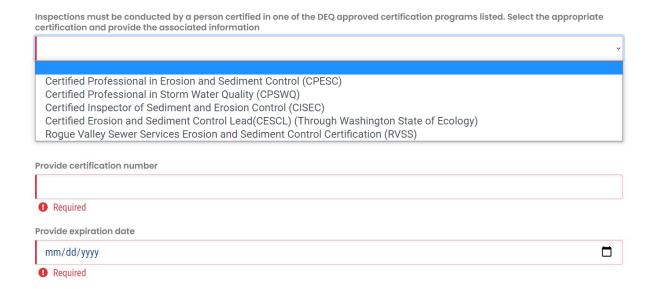
Complete all required fields under Project's Erosion and Sediment Control Inspector for the Erosion and Sediment Control Visual Monitoring inspector. This is not a DEQ or DEQ Agent inspector, but an inspector employed by the applicant.



Select the radio dial next to "Yes" or "No" to indicate whether the project will disturb five or more acres.



Use the drop-down menu to select the inspector's approved certification and provide the associated certification number and expiration date in the text fields.



In the Name of Project field, enter the common name of the project, such as the subdivision, and use the drop-down menus to select the county where the project is being conducted, the applicable SIC and NAICS Codes, and the facility type.



If your project has submitted a joint application, provide the U.S. Army Corps of Engineers assigned number in the text field that appears after selecting your SIC Code.



If your SIC code is not available from the drop-down list, select "Other" and enter the applicable SIC code in the resulting required field.



To filter the list of NAICS Codes, use the search function at the top of the drop-down menu for that field.



Enter the approximate start and anticipated end dates for the project.



#### Project Size

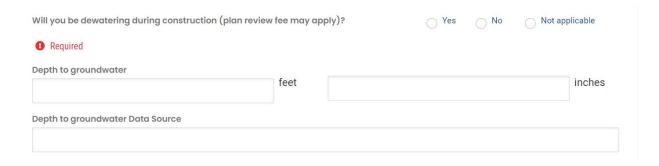
Complete the required fields to indicate the size of the total project.



Select the radio dial next to "Yes" or "No" to indicate whether there is soil or groundwater contamination within the site boundary, and if there is a Water of the State within 50 feet of the project boundary.

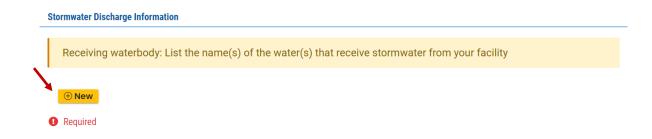
Is there soil or groundwater contamination located within the site boundary?	O Yes	○ No
Required		
Is a water of the state within the project site or within 50 feet of the project boundary?	○ Yes	○ No
• Required		

Select the radio dial next to "Yes," "No," or "Not applicable" to indicate whether you will be dewatering during construction. If applicable, enter the depth to groundwater and the data source used in the available text fields.

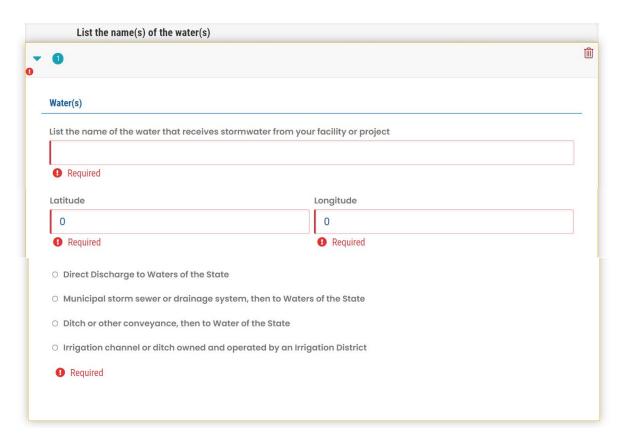


# 4.1.1.3 Stormwater Discharge Information

Add a receiving waterbody by clicking the "add new" icon •• New .



List the receiving water(s) that receive stormwater from your facility or project in the first required field. The receiving water may be a lake, stream, river, wetland, or other waterbody, and may or may not be located adjacent to the site. Enter the latitude and longitude for the receiving water(s) in decimal degrees and indicate, using the radio dials, if the discharge goes directly to a Water of the State, goes to a municipal storm sewer or drainage system then to a Water of the State, goes to a ditch or other conveyance then to Water of the State, or goes to an irrigation channel or ditch owned and operated by an irrigation district.



Additional receiving waters can be added by clicking the "add new" icon •• New . Use the blue arrow to the left of the receiving waterbody to expand and contract the field. To remove a waterbody, click on the "trash" icon in next to the water to be removed.



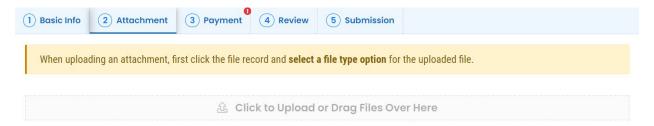
Select the radio dial next to "Yes" or "No" to indicate whether stormwater runoff discharges via a storm sewer drainage system to a waterbody impaired for, or with a Total Maximum Daily Load (TMDL) for, turbidity or sedimentation. Resources for determining whether a waterbody is impaired or has an associated TMDL are provided in the application instructions (see Section 4.1).

Stormwater runoff during construction discharges directly to or through a storm sewer or drainage system that discharges to a Yes waterbody with a Total Maximum Daily Load (TMDL) or 303(d) listing for turbidity or sedimentation? 3	Ю
Required	
Check the box to confirm that your facility or site has an Operation and Maintenance Plan for active treatment systems.	
Operation and Maintenance Plan for active treatment systems	
Finally, select the radio dial next to "Yes" or "No" to indicate whether your site has been assigned an Environmental Cleanup Site Information (ECSI) number by DEQ. Additional information on ECSI numbers is provided in the application instructions (see Section 4.1).	
Has an ECSI # been assigned by DEQ?  Yes  No	
Required	
If you answer Yes, indicating that an ECSI number has been assigned to you, enter the applicable ECSI number in the resulting required field.	
Has an ECSI # been assigned by DEQ?  • Yes  • No	
ECSI#	
• Required	

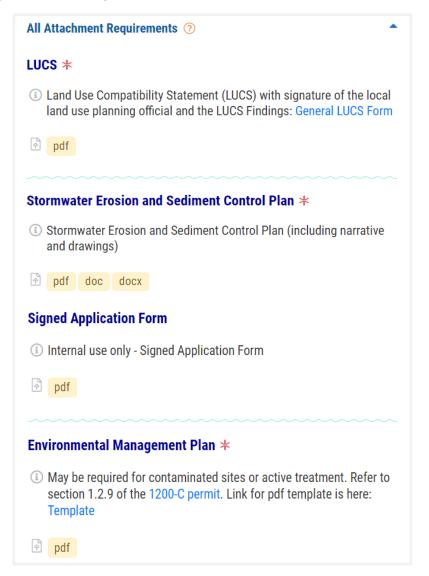
Remember to click the "save" icon in the bottom right corner to save your progress.

## 4.1.2 Add Attachments

On the "Attachment" tab, you can upload files either by clicking the upload icon or dragging and dropping files into the window.

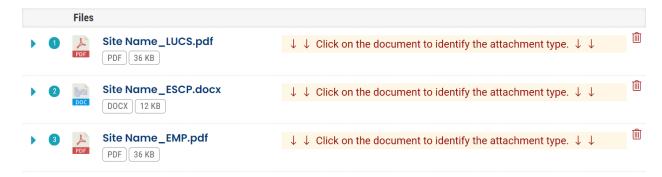


Attachment requirements are identified in the "All Attachment Requirements" section to the right of the screen. The asterisk symbol \* indicates a mandatory attachment. Mandatory attachments vary based on the type of application you are submitting.

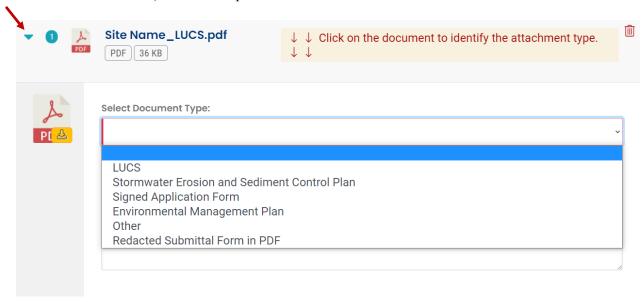


A template Land Use Compatibility Statement (LUCS) can be obtained from DEQ Stormwater's website at <a href="https://www.oregon.gov/deq/Permits/Pages/LUCS.aspx">https://www.oregon.gov/deq/Permits/Pages/LUCS.aspx</a>. Complete the form as directed and attach a scanned copy of the completed form to your application.

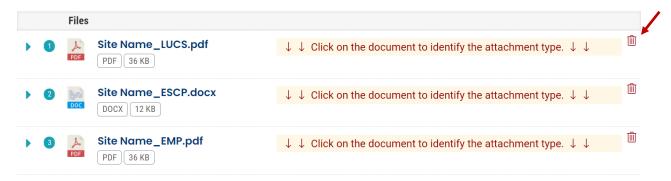
Before uploading, make sure files are in the required format (e.g., pdf, docx, xlsx, etc.) and the file names clearly identify the facility or site (e.g., ABC Subdivision) and document (e.g., LUCS, ESCP, EMP, etc.). This will help to facilitate review of your application and will simplify the next step of the application process for you.



After uploading files, expand each file record using the blue arrow to the left and select the corresponding file type (i.e., Land Use Compatibility Statement [LUCS], Stormwater Erosion and Sediment Control Plan [ESCP], Signed Application Form, Environmental Management Plan [EMP], Other or Redacted Submittal Form in PDF) from the drop-down menu.



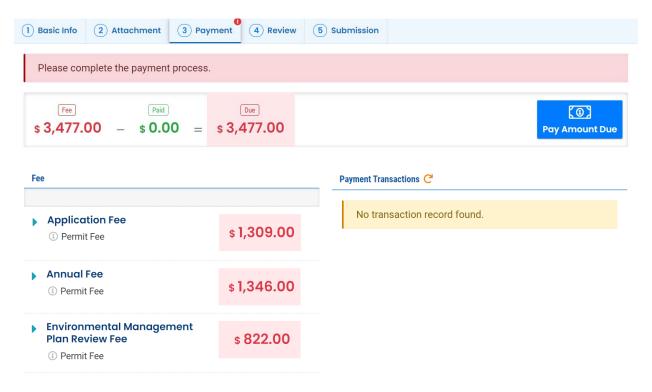
To remove attachments, click on the "trash" icon in next to the uploaded file to be removed.



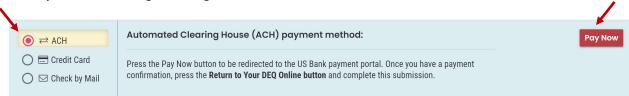
Remember to click the "save" icon in the bottom right corner to save your progress.

# 4.1.3 Pay Fees

On the "Payment" tab, required fees, determined based on information provided, are calculated. Click the "Pay Amount Due" button to complete the payment process.



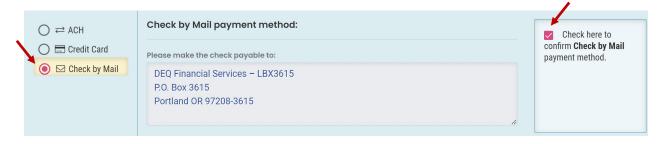
To pay electronically, select the "ACH" radio dial and click the "Redirect to E-Pay" button to the left of the screen. You will be redirected to the e-payment system, where you can make an electronic payment directly from a checking or savings account.



To pay by credit card, select the "Credit Card" radio dial and use and click the "Redirect to E-Pay" button to the left of the screen. You will be redirected to the e-payment system, where you can make a payment. A convenience charge of 2.3% is added to the total payment.



To pay by check, select the "Check by Mail" radio dial and use the check box to indicate that payment will be made by mail. Make checks payable to the address provided in this section.



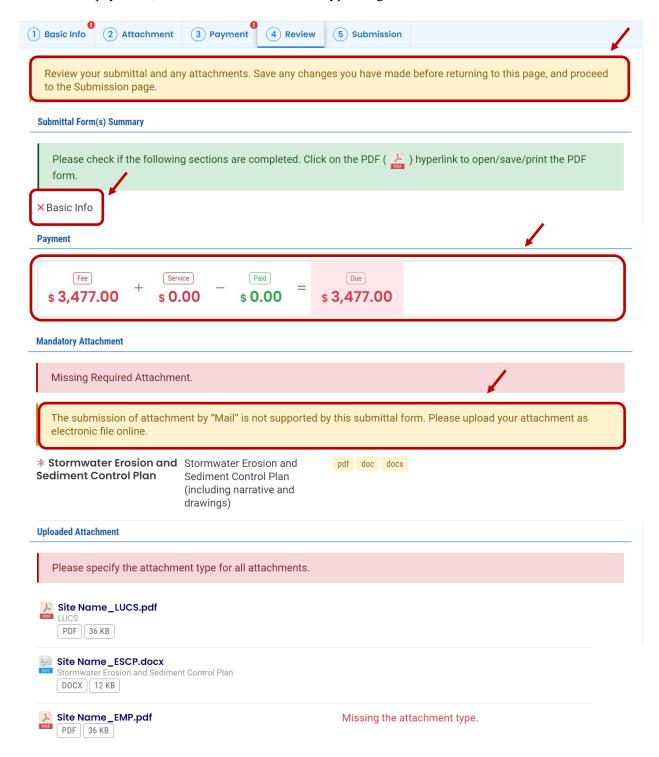
#### **IMPORTANT!**

It is important you mail the paper check to the address provided in this box and that you include all the provided codes on the mailing envelope for accurate processing. Do not send or drop-off your check to any other DEQ office.

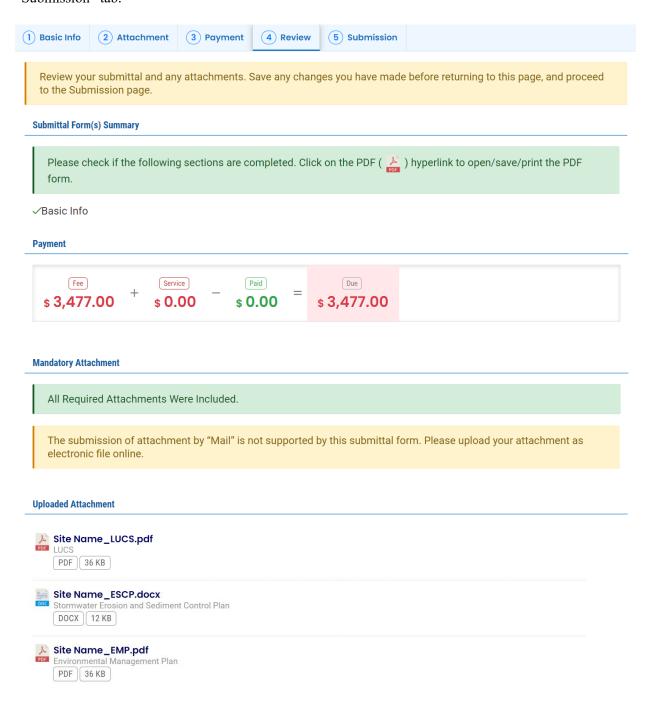
Remember to click the "save" icon in the bottom right corner to save your progress.

## 4.1.4 Review Application

On the "Review" tab, review your application for anything outstanding, including missing required information, payments, attachments and attachment type assignments.

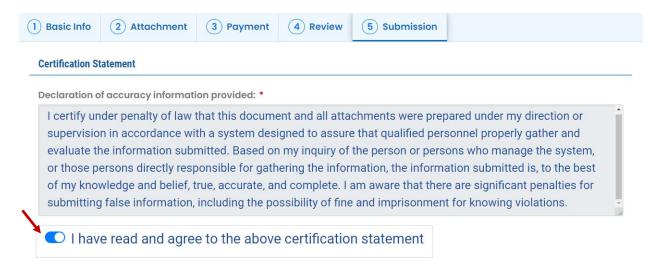


Make updates as needed in the applicable sections until there are no more alerts, then proceed to the "Submission" tab.



# 4.1.5 Submit Application

On the "Submission" tab, click the button to indicate that you have read and agree to the Certification Statement. Only the Responsible Official can certify and submit the application. If the application has been prepared by a Consultant, see section 4.2 on Resuming Edits for instructions.



Answer the security question with the information provided during account registration and enter the Pin number you set up with your password. You will need to answer a security question and provide your Pin number with every submission.



Finally, review the Security Precautions and Disclaimer statements and click "Submit."

#### **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 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 by our discretion at any time.

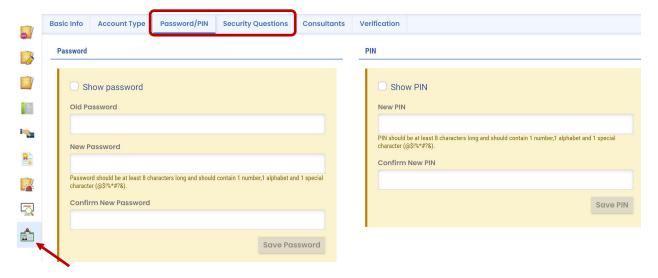
#### Disclaimer

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.



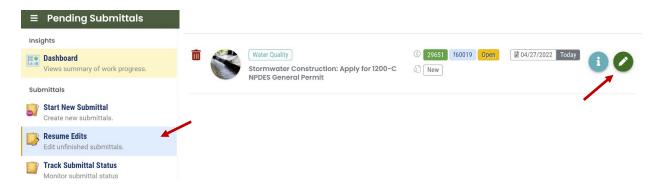
### **Pin and Security Questions Troubleshooting**

If you forget your Pin number or answers to your security questions, you can reset them by selecting the "My Account" icon and the "Password/Pin" and "Security Questions" tabs.

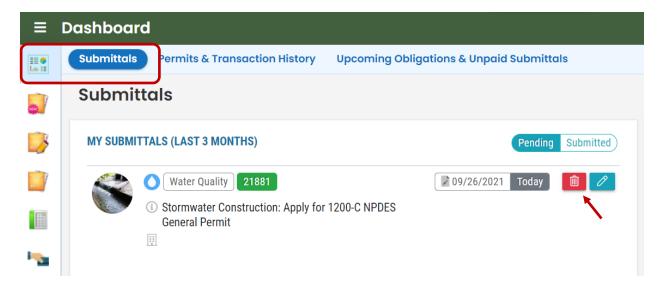


# 4.2 Resuming Edits

To resume an unfinished submission, or if you are a RO certifying and submitting an application prepared by a Consultant on your behalf, navigate to the "Pending Submittals" page using the "Resume Edits" option in the left menu. Click the "edit" icon for the applicable pending submission to make additions, changes or to certify and submit. For applications prepared by a Consultant, the RO must complete the submittal process for the application to be submitted to DEQ.

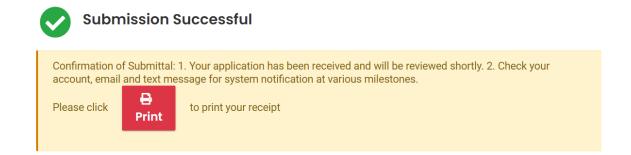


You can also access pending submittals directly from the submittals section on your Dashboard. To delete a draft submittal, use the "trash" icon associated with the applicable pending submission.



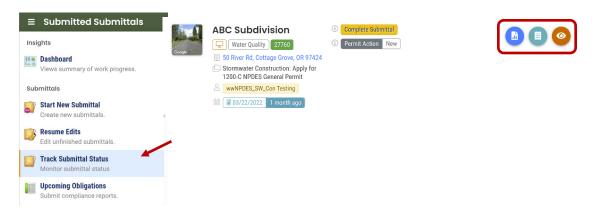
# 4.3 Tracking Your Application

After submitting your application, you will receive a Submission Successful notification and receipt.



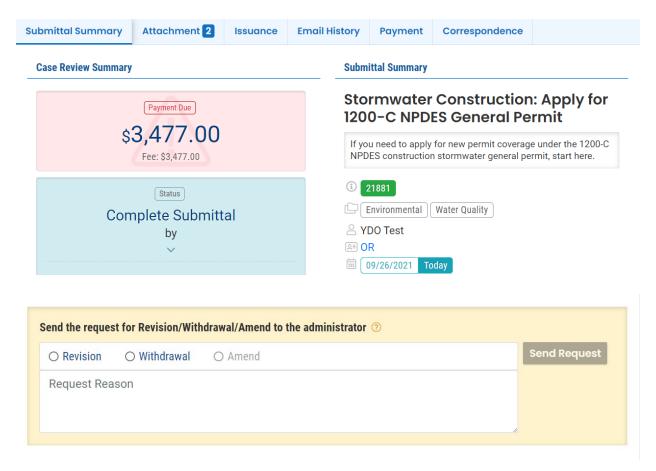
The system will also generate a Submission Received email from <a href="mailto:yourdeqonline@govonlinesaas.com">yourdeqonline@govonlinesaas.com</a>. You will receive important emails from <a href="mailto:yourdeqonline@govonlinesaas.com">yourdeqonline@govonlinesaas.com</a> about the status of your application and about future compliance notices, so be sure to add this address to your contacts so emails are not marked as junk or spam.

To track your submission in the system, navigate to the "Track Submittals Status" page using the left menu. From here you can review the form, view the receipt, or view submittal details using the respective icons (1) (2) (2) to the right of the submittal.



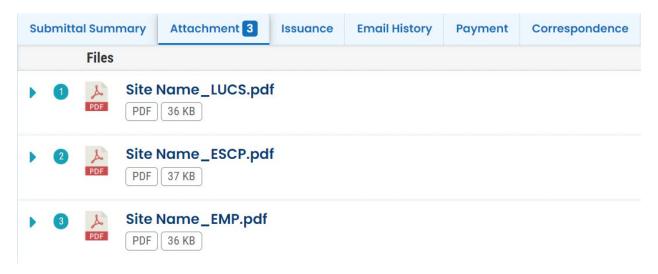
### 4.3.1 Submittal Summary

If you click the "view submittal detail" icon on the "Submittal Summary" tab, you can see the Case Review Summary and send requests to revise, withdrawal, or amend the submission.



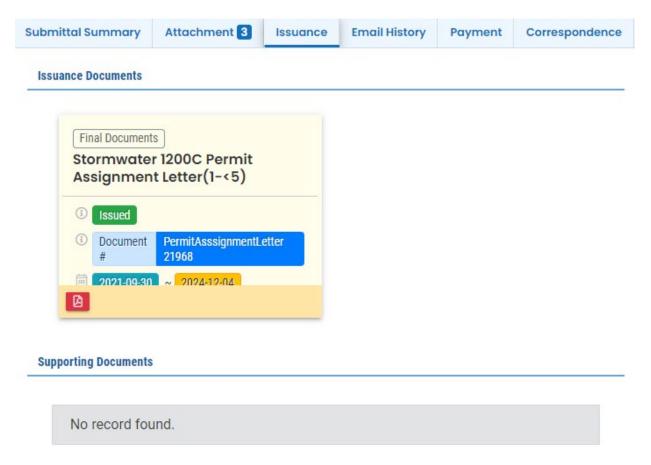
## 4.3.2 Attachments

On the "Attachment" tab, you can see the attachments provided with the submittal.



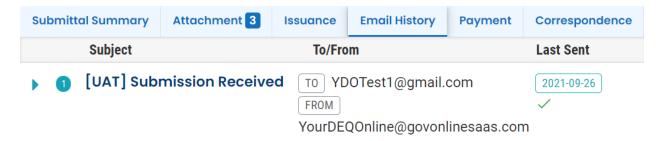
#### 4.3.3 Issuance

On the "Issuance" tab, you can review issuance and supporting documents. Issuance documents are documents issued by DEQ authorizing the issuance or termination of the requested permit.



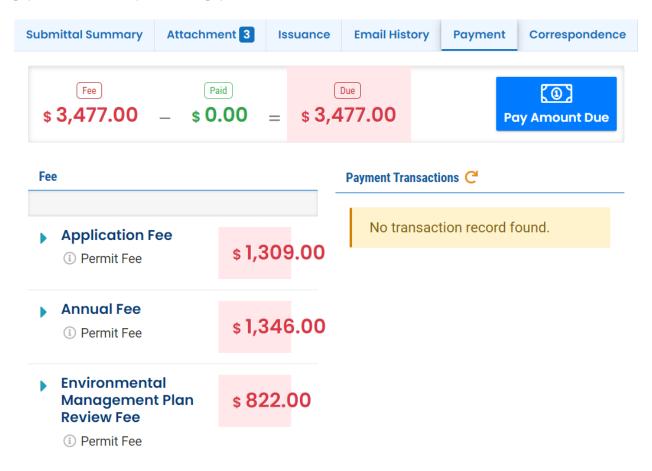
## 4.3.4 Email History

On the "Email History" tab, you can view all email correspondence related to the submittal. Click on the blue arrow to the left of the subject to expand the record and view the detailed correspondence.



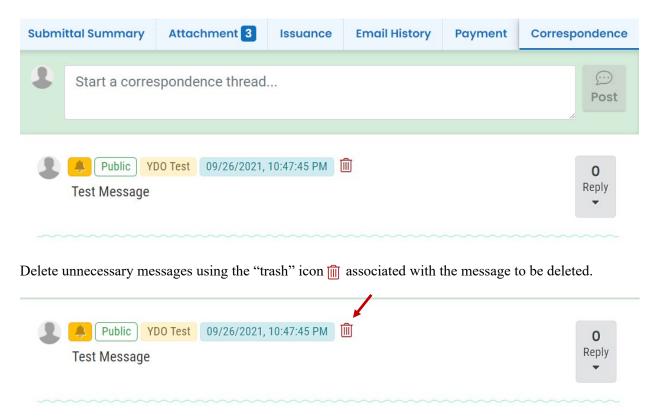
# 4.3.5 Payment

On the "Payment" tab, you can review payment history, see any outstanding payments, and make payments if necessary. To make payments, follow the instructions in Section 4.1.3.



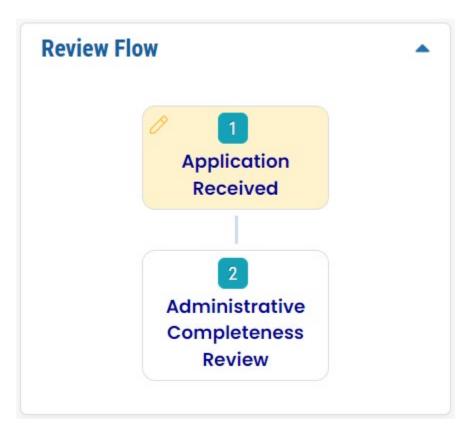
# 4.3.6 Correspondence

On the "Correspondence Tab" you can use a chat feature to correspond with the DEQ Stormwater Staff regarding your submittal. Message history will be captured below the chat box.



#### 4.3.7 Review Flow

For a snapshot of where your application is in the approval process, you can consult the flow chart located in the "Review Flow" section to the right of the screen.

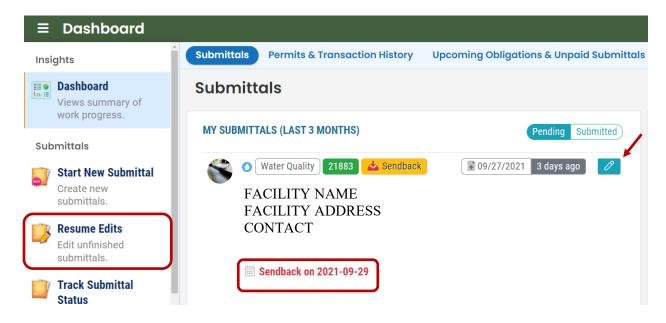


#### 4.3.8 Send Back

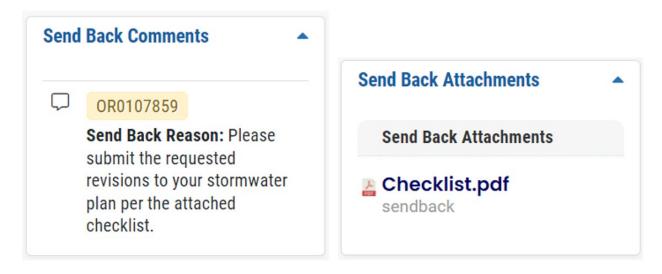
After reviewing your submittal, DEQ may send back an application or report with a request for changes. These requests will come in the form of a "Send Back" note and will be highlighted in the "Sendback" area to the left of your Dashboard.



A Send Back will be indicated in your "Pending Submittals" accessible through the "Resume Edits" option on the menu or directly from your Dashboard. Click the "edit" icon to make the requested updates to your application or report.



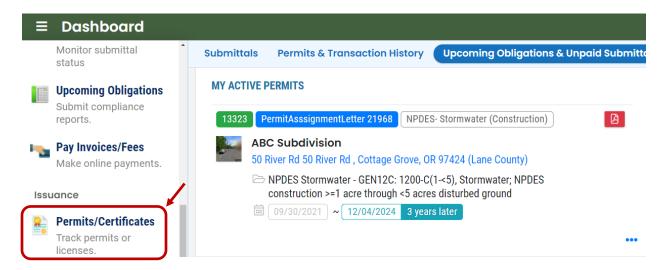
A Send Back will include a reason why the application or report is being sent back, such as a request for revisions to the stormwater plan, and may include attachments, such as a stormwater plan checklist.



Once you make the updates and/or upload the revised attachment(s), resubmit according to the instructions in Section 4.1.5. Make sure, if you are providing a revised attachment, to add "revision" to the file name to clearly distinguish the revised document from the original.

# 4.4 Renew, Change Name, Transfer or Terminate

To renew, transfer or terminate your permit, or to request a name change, access your permit through the "Permit/License/Certificate (PLC)" page. The "PLC" page, is accessible via the "Permits/Certificates" option on the menu or from the "My Active Permits" area of the Dashboard.



On the "PLC" page, access additional permit actions by clicking the "expand" icon next to the permit to open the "More Actions" menu. You will see four colored icons representing the options to renew, change a name associated with, transfer, or terminate your permit, respectively.





#### Renew

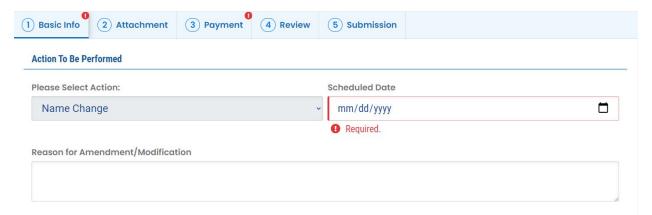
Select the green pencil icon to renew your permit. Follow the application instructions in Sections 4 and 5 to complete the application for permit renewal.

#### **Pro Tip**

When you initially select "Renew" you are taken to a blank application form. If you navigate from the form and access the renewal from your "Pending Submittals" the form will be prepopulated with your current permit information, and you can modify the information as needed.

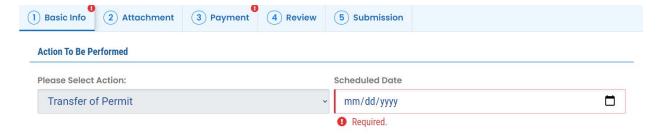
## Name Change

Select the blue icon to submit a name change request. Provide all the required information, attachments, and payment information (if applicable) and submit your request.



#### Transfer

Select the yellow icon to transfer the permit to another entity. Provide all the required information, attachments, and payment information (if applicable) and submit your request.



#### Terminate

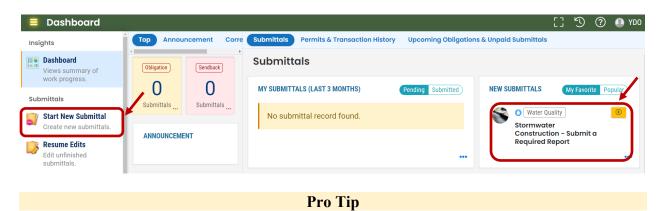
Select the red icon to request termination of your permit. Provide all the required information, attachments, and payment information (if applicable) and submit your request.



# 5. Submit Other Reports for 1200-C Permits

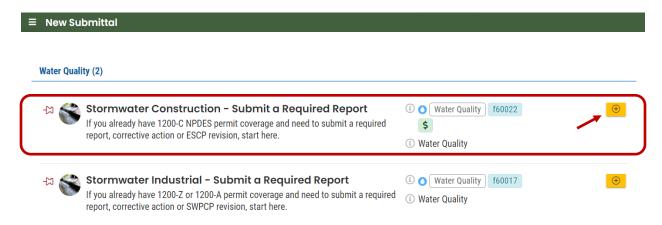
# 5.1 How to Submit a Required Permit Report

From the Dashboard, expand the left menu by clicking on the "menu" icon at the top left of the screen. Submit a report through the "Start New Submittal" page, accessible via the menu or directly from the Dashboard.



You can only submit a required permit report if you already have a permit. If you do not yet have a permit, submit your application for new permit coverage.

On the "New Submittal" page, select "Stormwater Construction – Submit a Required Report" by clicking the "add" icon next to the submittal.



Required report information is available in the "Submittal Information" section to the right of the screen. You may want to consult this resource as you complete your submittal.

# Submittal Information Stormwater Construction - Submit a Required Report

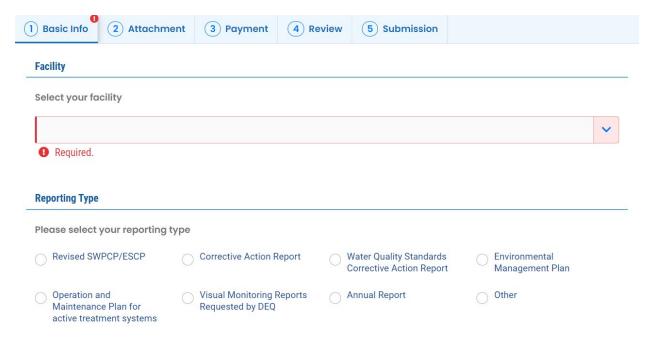
~		~~		
i	Water Quality		NPDES- Stormwater (Construction)	
i	f60022	New		

If you already have 1200-C NPDES permit coverage and need to submit a required report, corrective action or ESCP revision, start here.

Facilities covered under the Stormwater 1200-A, 1200-C, or 1200-Z permit are subject to provide the conditional reporting materials to DEQ for review. The conditional reporting includes the revised SWPCP/ESCP, Corrective Action Report, Monitoring Waiver, Change in Monitoring Point or Discharge Location, Effluent Limit Exceedance, Monitoring and Water Quality Evaluation, O&M Plan, Visual Monitoring Report, Annual Report, or the Tier I Report.

#### 5.1.1 Enter Basic Info

Complete all required fields, as indicated in the Facility and Reporting Type sections. Use the drop-down menu to select the applicable facility from your facilities list. If needed, you can search for your facility by address, city, town, facility name or construction project name.



# 5.1.1.1 Reporting Type: Revised SWPCP/ESCP

If you select "Revised SWPCP/ESCP" indicate why you are revising your pollution control plan using the resulting required "Please further specify" check boxes.

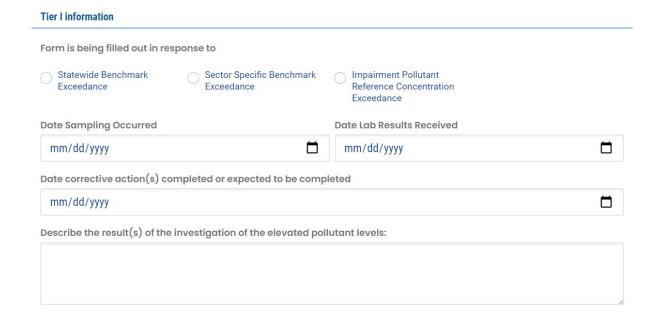
Please further specify:					
Change of Contact					
Designated Erosion and Sediment Control Inspector Change					
In Response to Corrective Action or Inspection					
Revision and Submittal Requested by DEQ					
Required by Renewal of Permit					
Site Operations, Industrial Activities, or Control Measures have changed					
Increase or Decrease in size or location or project					
Other					
Required					
If you select "Other" include a reason in the resulting text field.					
<b>✓</b> Other					
Please Specify					

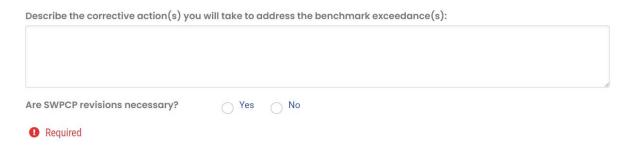
# 5.1.1.2 Reporting Type: Corrective Action Report

If you select "Corrective Action Report" use the check boxes to indicate if the report is a Tier I, II or III corrective action report, or if it is a water quality standards corrective action report.

Please further specify:
Corrective Action Report
Tier I Corrective Action Report
Tier II Corrective Action Report
Tier II Implementation Confirmation
Water Quality Standards Corrective Action Report
Required

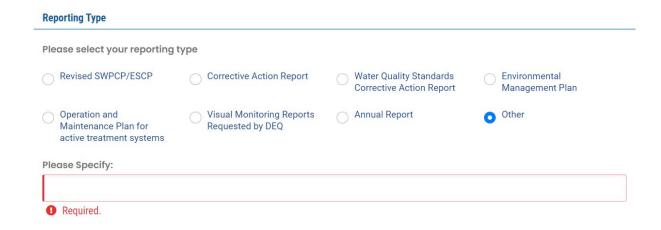
If you select Tier I Corrective Action Report, provide the required Tier 1 information. Indicate, using the radio dials, if the corrective action is the result of a statewide benchmark exceedance, a sector specific benchmark exceedance, or an impairment pollutant reference concentration exceedance. Provide the requested dates and describe the results of any investigations and the corrective actions planned. Finally, select the radio dial next to "Yes" or "No" to indicate whether revisions to the stormwater pollution control plan (SWPCP) are necessary.





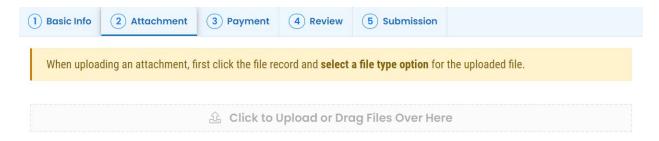
#### 5.1.1.3 Report type: Other

If you are submitting a report other than the reports listed, select "Other" and indicate the report type in the resulting required field.



#### 5.1.2 Add Attachments

On the "Attachment" tab, you can upload files either by clicking the upload icon or dragging and dropping files into the window.



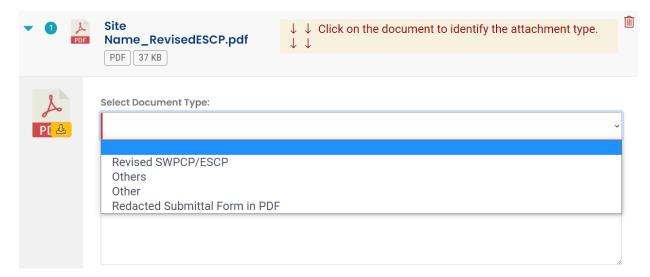
Attachment requirements are identified in the "All Attachment Requirements" section to the right of the screen. The asterisk symbol \* indicates a mandatory attachment. Each "Reporting Type" that is selected in the "Basic Info" tab, will have required attachments that will appear under "All Attachment Requirements."



Before uploading, make sure files are in the required format (e.g., pdf, doc, docx, etc.) and the file names clearly identify the facility or site (e.g., ABC Subdivision) and document type (ESCP.doc, etc.). This will help to facilitate review of your report and will simplify the next step of the report process for you.



After uploading files, expand each file record using the blue arrow to the left and select the corresponding file type from the drop-down menu.



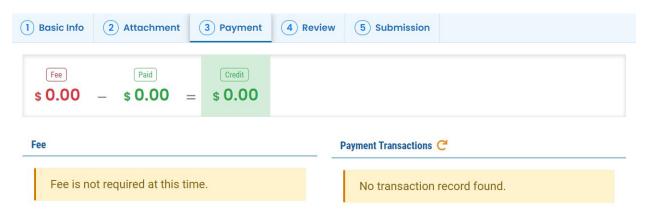
To remove attachments, click on the "trash" icon in next to the uploaded file to be removed.



Click the "save" icon in the bottom right corner to save your progress.

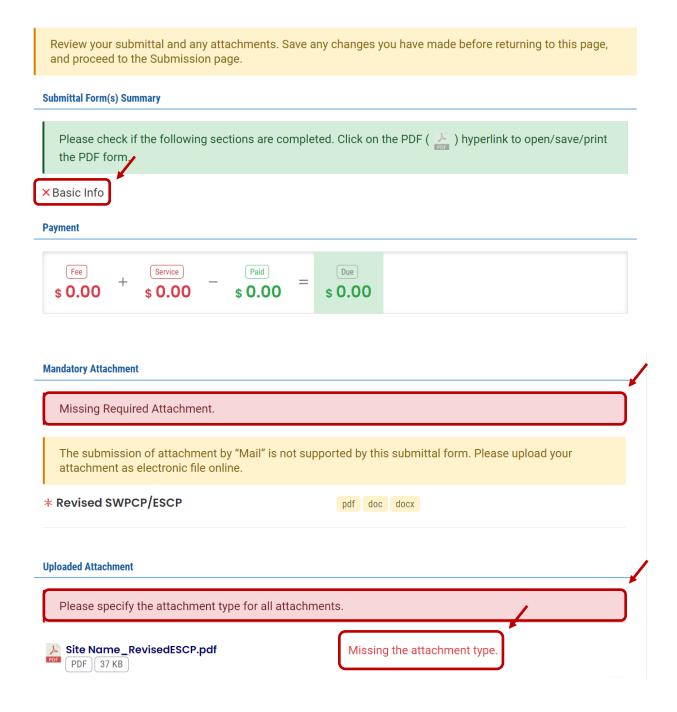
# 5.1.3 Payment

On the "Payment" tab, required fees, determined based on information provided, are calculated. If there is a fee associated with the selected report, follow the payment instructions in Section 8.1.3.

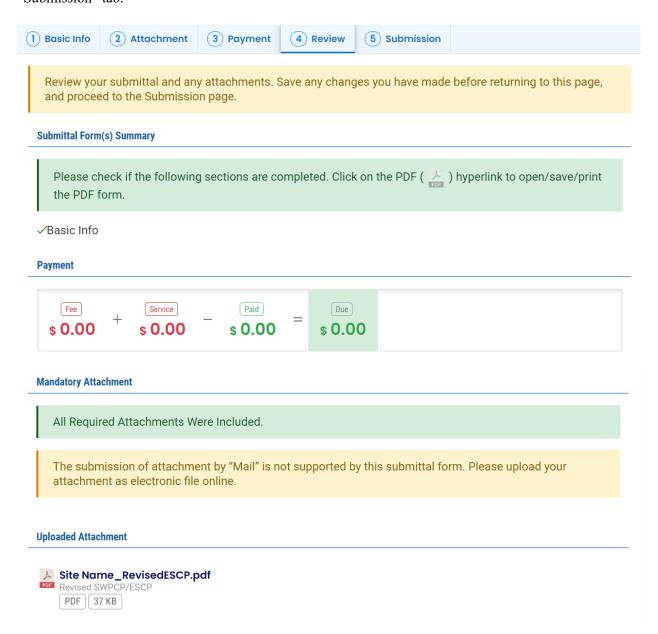


# 5.1.4 Review Report

On the "Review" tab, review your report for anything outstanding, including missing required information, payments, attachments, and attachment type assignments.

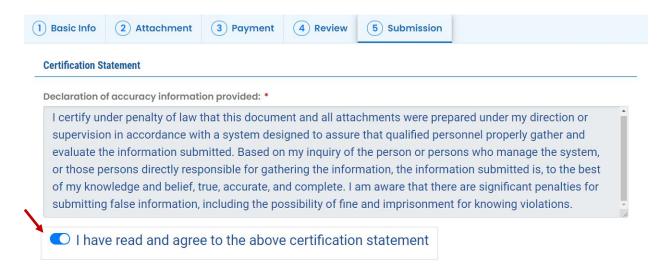


Make updates as needed in the applicable sections until there are no more alerts, then proceed to the "Submission" tab.

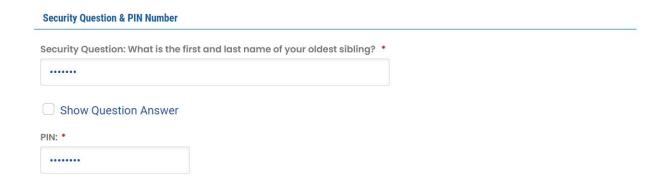


# 5.1.5 Submit Report

On the "Submission" tab, click the button to indicate that you have read and agree to the Certification Statement.



Answer the security question with the information provided during account registration and enter the Pin number you set up with your password. You will need to answer a security question and provide your Pin number with every submission.



Finally, review the Security Precautions and Disclaimer statements and click "Submit."

#### **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 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 by our discretion at any time.

#### Disclaimer

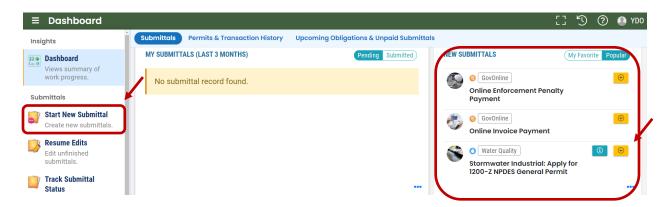
The system, its agencies, officers, or employees protect your confidential information. However personally identifiable information privacy is a new and evolving area, and despite dedicated efforts, some mistakes and misunderstandings may result. The visitor proceeds to any external sites at their own 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

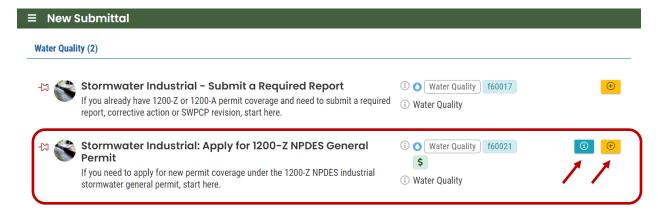
## Apply for Coverage Under the Industrial Stormwater General Permit (1200-Z)

## 6.1 How to Apply for Permit Coverage

From the Dashboard, expand the left menu by clicking on the "menu" icon at the top left of the screen. Apply for permit coverage through the "New Submittal" page, accessible via the menu or directly from the Dashboard.



On the "New Submittal" page, select "Stormwater Industrial: Apply for 1200-Z NPDES General Permit" by clicking the "add" icon ext to the submittal. You can view instructions for completing the application by clicking the "information" icon located to the left of the "add" icon.



The instruction file and additional submittal instructions are also available in the "Submittal Information" section to the right of the screen. You may want to consult these resources as you complete the application.



#### 6.1.1 Enter Basic Info

Complete all required fields, as indicated in the Facility Info, Legal Contact, Facility Contact, Invoice Contact, and Stormwater Discharge Information sections.

#### 6.1.1.1 Facility Information

Indicate whether you are selecting the facility from the list of established facilities or creating a new facility by selecting the appropriate radio dial. If your facility already has a DEQ permit, such as a construction general stormwater permit, and you are applying for another permit, such as an industrial stormwater general permit, choose "Select your facility" and follow the instructions in Section 6.1.1.1.1. If your facility does not currently have a DEQ permit and has not had a DEQ permit in the past, choose "Create new facility" and follow the instructions in Section 6.1.1.1.2.



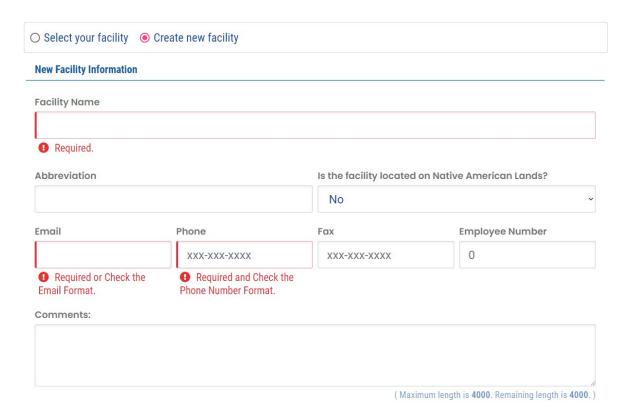
#### 6.1.1.1.1 Select Your Facility

To select your facility from the list of facilities with existing or previous DEQ permits, open the drop-down menu, and use the search function to search for your facility by address, city, town, or facility name.

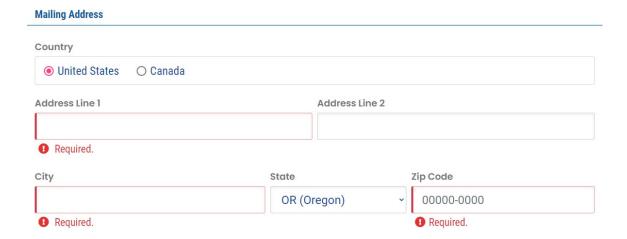


#### 6.1.1.1.2 Create New Facility

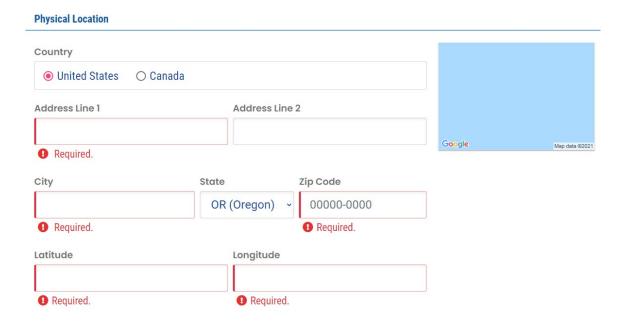
To create a new facility entry, for a facility that does not currently have and has not previously had a DEQ permit, complete all required fields as indicated in the New Facility Information section.



Complete all required fields as indicated in the Mailing Address section.



Complete all required fields as indicated in the Physical Location section. Populate the Latitude and Longitude fields in decimal degrees. A Google map will be created showing the location of the facility.

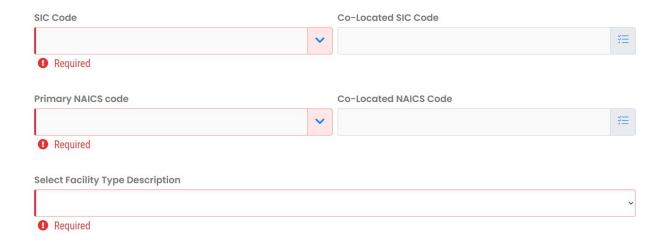


#### 6.1.1.1.3 Additional Facility Information

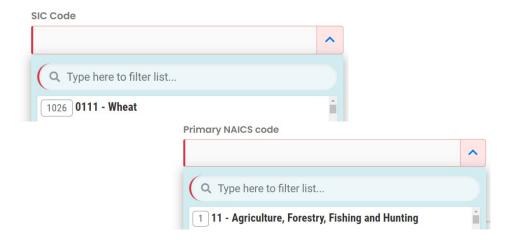
Complete the Legal and Common Name fields for the applicant, keeping in mind that the legal name must be a legal, active name registered with the Oregon Department of Commerce, Corporation Division. Select the radio dial next to "Yes" or "No" to indicate whether the applicant is the facility owner.



Use the drop-down menus to select the applicable SIC and NAICS Codes and the facility type.

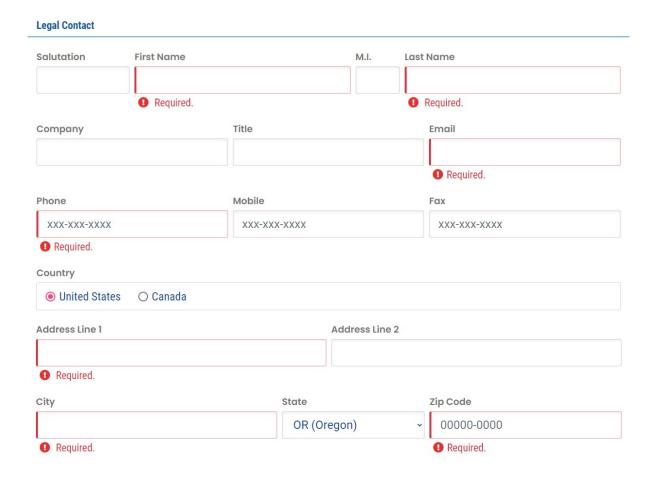


To filter the lists of SIC and NAICS Codes, use the search function at the top of the drop-down menu for those fields.



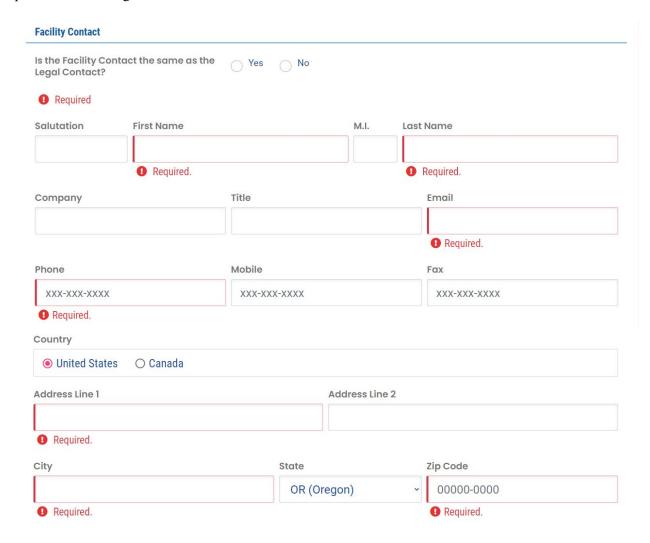
#### 6.1.1.2 Legal Contact

Complete all required fields under Legal Contact. The legal contact for your facility will be a person with a Responsible Official (RO) account. Consult the application instructions (see Section 6.1) if you need more information on legal contacts.



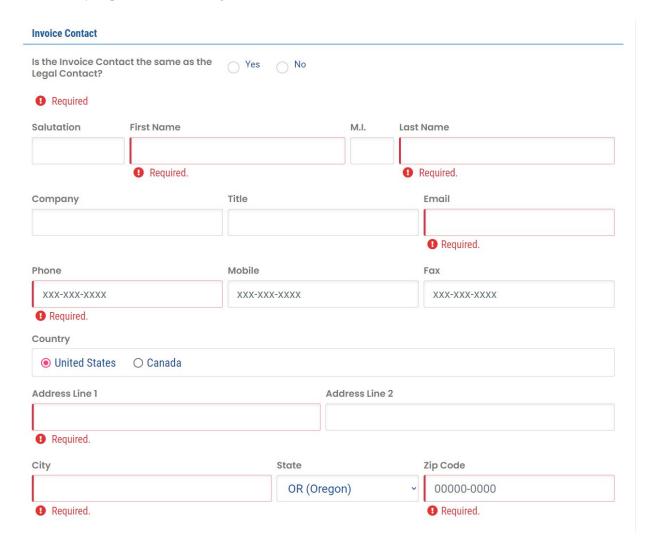
#### 6.1.1.3 Facility Contact

Complete all required fields under Facility Contact. As described in the application instructions, the facility contact is the person with specific knowledge of the operations under this permit who works at the facility and may be contacted if there are specific questions about the facility or prior to inspection. Select the radio dial next to "Yes" or "No" to indicate whether the facility contact is the same as the legal contact. If you select "Yes" the required fields will be automatically populated with the information you provided in the Legal Contact section.



#### 6.1.1.4 Invoice Contact

You will also need to complete all required fields under Invoice Contact. As described in the application instructions, the invoice contact is the person or legal entity responsible for payment of the annual fee invoice. Select the radio dial next to "Yes" or "No" to indicate whether the invoice contact is the same as the legal contact. If you select "Yes" the required fields will be automatically populated with the information you provided in the Legal Contact section.

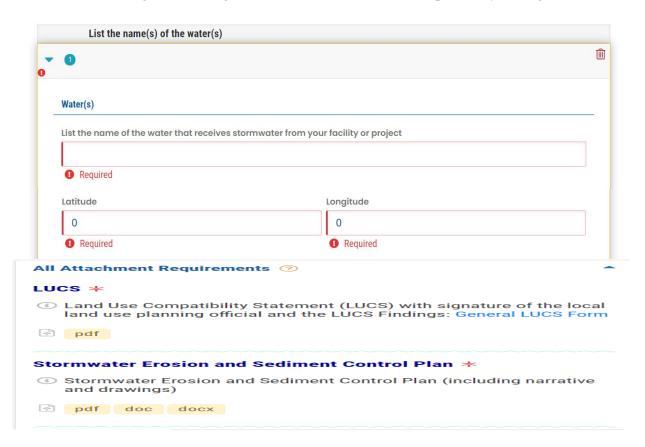


#### 6.1.1.5 Stormwater Discharge Information

In the required text field, describe the activities that take place on your site that may result in industrial pollutants contaminating stormwater runoff from the site.

Storm	water Discharge Information
	y describe the various activities that take place on your site that may result in industrial pollutants contaminating nwater runoff from the site
<b>⊕</b> R	equired
d a r	eceiving waterbody by clicking the "add new" icon  .
R	eceiving waterbody: List the name(s) of the water(s) that receive stormwater from your facility
<u></u>	) New
● Re	equired

List the receiving water(s) that receive stormwater from your facility in the first required field. The receiving water may be a lake, stream, river, wetland, or other waterbody, and may or may not be located adjacent to the site. Enter the latitude and longitude for the receiving water(s) in decimal degrees and indicate, using the radio dials, if the discharge goes directly to a Water of the State, goes to a municipal storm sewer or drainage system then to a Water of the State, goes to a ditch or other conveyance then to Water of the State, or goes to an irrigation channel or ditch owned and operated by an irrigation district.



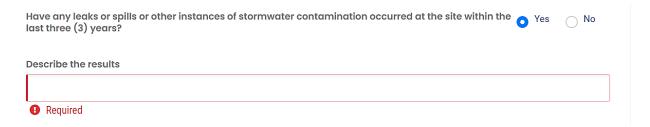
Additional receiving waters can be added by clicking the "add new" icon •• New . Use the blue arrow to the left of the receiving waterbody to expand and contract the field. To remove attachments, click on the "trash" icon in next to the uploaded file to be removed.



Select the radio dial next to "Yes" or "No" to indicate whether stormwater discharges to a waterbody with a Category 5: 303(d) list impairment for pH, copper, lead, zinc, or E. coli. Resources for determining whether a waterbody is impaired or has an associated TMDL are provided in the application instructions (see Section 6.1).

following po	illutants: pH, copper, lead, zinc, iron and E. coli?	Yes	○ No
Required			
Select the rac collected for	dio dial next to "Yes" or "No" to indicate whether any stormwater analytithe site.	cal data	has been
Has any sto	rmwater analytical data been collected for the site?	O Yes	○ No
Required			
with industria not authorize	dio dial next to "Yes" or "No" to indicate whether all stormwater discharged at activities at your site have been evaluated for the presence of non-stormed by this or another NPDES permit. If unauthorized or unpermitted non-stere discovered during the evaluation use the text field to list the wasteward	nwater d stormwa	lischarges ter
	nwater discharge points associated with industrial activities on your site been evaluated for the on-stormwater discharges not otherwise authorized by this permit or another NPDES permit?	○ Yes	○ No
Required			
If unauthorize	d or unpermitted non-stormwater discharges were discovered during the investigation, please list t	he wastew	ater

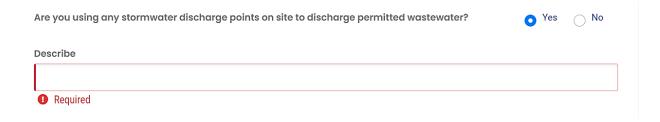
Select the radio dial next to "Yes" or "No" to indicate whether any spills or other instances of stormwater contamination have occurred at the site within the last three years. If you select yes, describe the results of the contamination in the resulting required text field.



Select the radio dial next to "Yes" or "No" to indicate whether there are any other DEQ water quality permits issued for your site. If you select yes, list the permit number(s) in the resulting required text field.



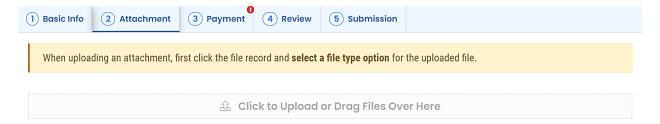
Finally, select the radio dial next to "Yes" or "No" to indicate whether you are using any stormwater discharge points on your site to discharge permitted wastewater. If you select yes, describe the discharge(s) in the resulting required text field.



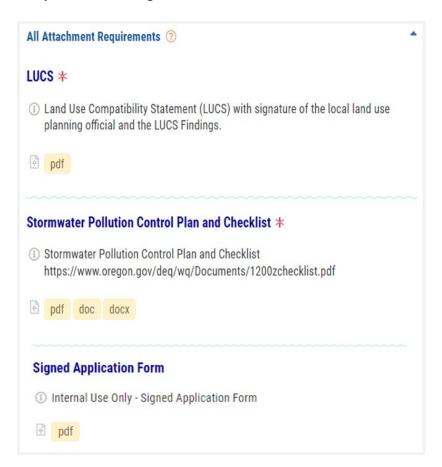
Remember to click the "save" icon in the bottom right corner to save your progress.

#### 6.1.2 Add Attachments

On the "Attachment" tab, you can upload files either by clicking the upload icon or dragging and dropping files into the window.



Attachment requirements are identified in the "All Attachment Requirements" section to the right of the screen. The asterisk symbol \* indicates a mandatory attachment. Mandatory attachments vary based on the type of application you are submitting.

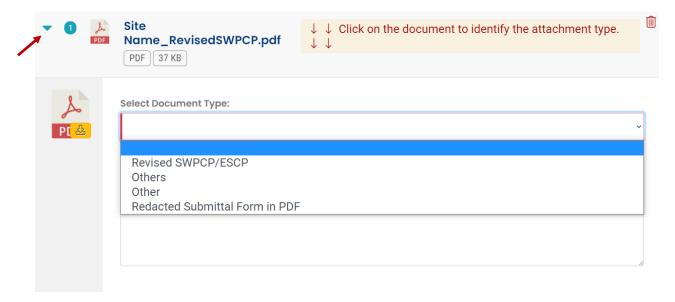


A template Land Use Compatibility Statement (LUCS) can be obtained from DEQ Stormwater's website at <a href="https://www.oregon.gov/deq/Permits/Pages/LUCS.aspx">https://www.oregon.gov/deq/Permits/Pages/LUCS.aspx</a>. Complete the form as directed and attach a scanned copy of the completed form to your application.

Before uploading, make sure files are in the required format (e.g., pdf, doc, docx, etc.) and the file names clearly identify the facility or site (e.g., ABC Subdivision) and document (e.g., LUCS, SWPCP, etc.). This will help to facilitate review of your application and will simplify the next step of the application process for you.



After uploading files, expand each file record using the blue arrow to the left and select the corresponding file type (Land Use Compatibility Statement [LUCS], Stormwater Pollution Control Plan and Checklist [SWPCP], Signed Application Form, Other or Redacted Submittal Form in PDF) from the drop-down menu.



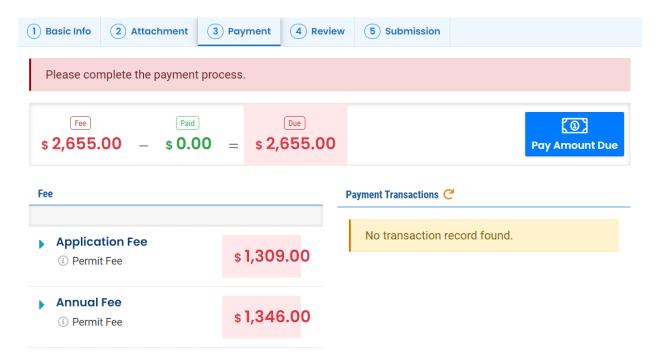
To remove attachments, click on the "trash" icon mext to the uploaded file to be removed.



Remember to click the "save" icon in the bottom right corner to save your progress.

#### 6.1.3 Pay Fees

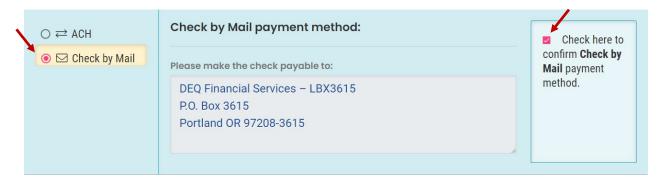
On the "Payment" tab, required fees, determined based on information provided, are calculated. Click the "Pay Amount Due" button to complete the payment process.



To pay electronically, select the "ACH" radio dial and click the "Redirect to E-Pay" button to the left of the screen. You will be redirected to the e-payment system, where you can make an electronic payment directly from a checking or savings account. If you are submitting your application after January 2022, credit card payment options will also be available.



To pay by check, select the "Check by Mail" radio dial and use the check box to indicate that payment will be made by mail. Make checks payable to the address provided in this section.



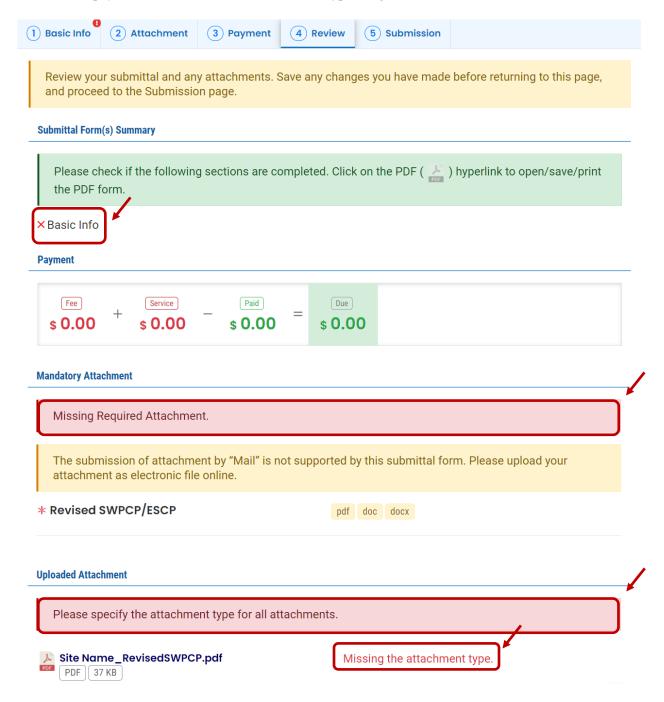
#### **IMPORTANT!**

It is important you mail the paper check to the address provided in this box and that you include all of the provided codes on the mailing envelope for accurate processing. Do not send or drop-off your check to any other DEQ office.

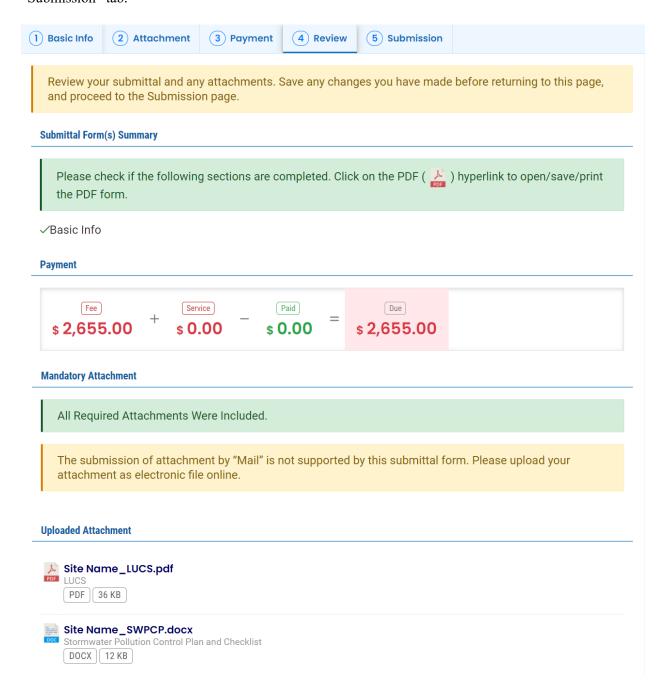
Remember to click the "save" icon in the bottom right corner to save your progress.

#### 6.1.4 Review Application

On the "Review" tab, review your application for anything outstanding, including missing required information, payments, attachments, and attachment type assignments.

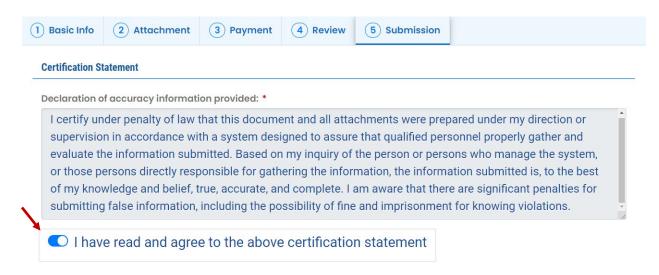


Make updates as needed in the applicable sections until there are no more alerts, then proceed to the "Submission" tab.

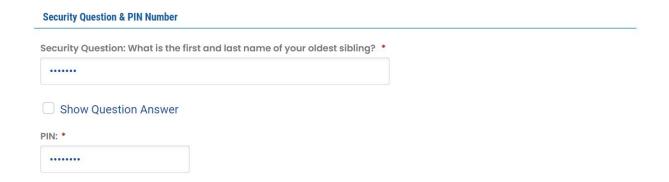


#### 6.1.5 Submit Application

On the "Submission" tab, click the button to indicate that you have read and agree to the Certification Statement.



Answer the security question with the information provided during account registration and enter the Pin number you set up with your password. You will need to answer a security question and provide your Pin number with every submission.



Finally, review the Security Precautions and Disclaimer statements and click "Submit."

#### **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 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 by our discretion at any time.

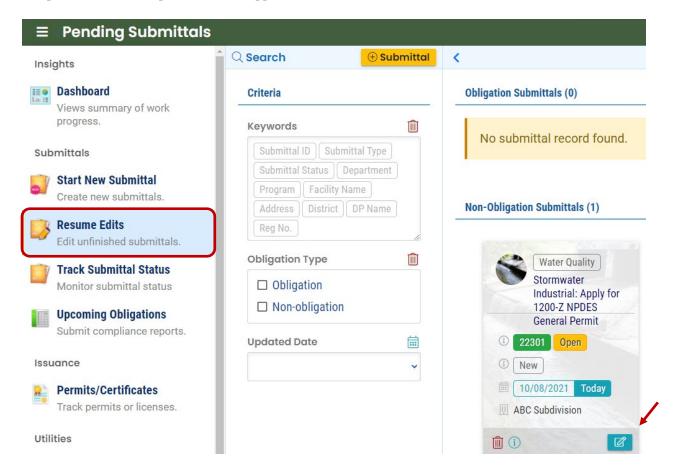
#### Disclaimer

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.

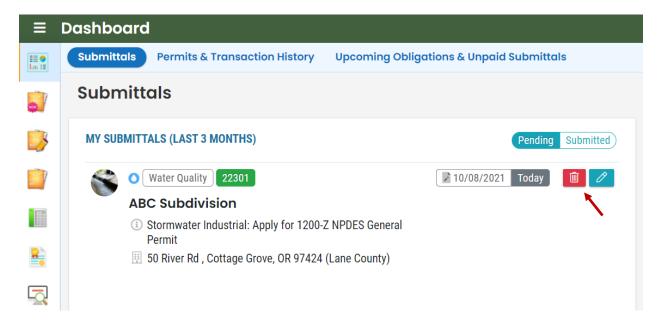
**Submit** 

## 6.2 Resuming Edits

To resume an unfinished submission, or if you are a RO certifying and submitting an application prepared by a Consultant on your behalf, navigate to the "Pending Submittals" page using the "Resume Edits" option in the left menu. Click the "edit" icon of for the applicable pending submission to make additions, changes or to certify and submit. For applications prepared by a Consultant, the RO must complete the submittal process for the application to be submitted to DEQ.

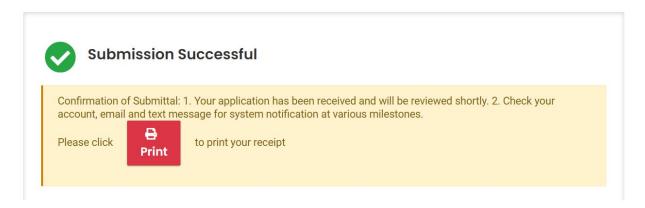


You can also access pending submittals directly from the submittals section on your Dashboard. To delete a draft submittal, use the "trash" icon associated with the applicable pending submission.



## 6.3 Tracking Your Application

After submitting your application, you will receive a Submission Successful notification and receipt.



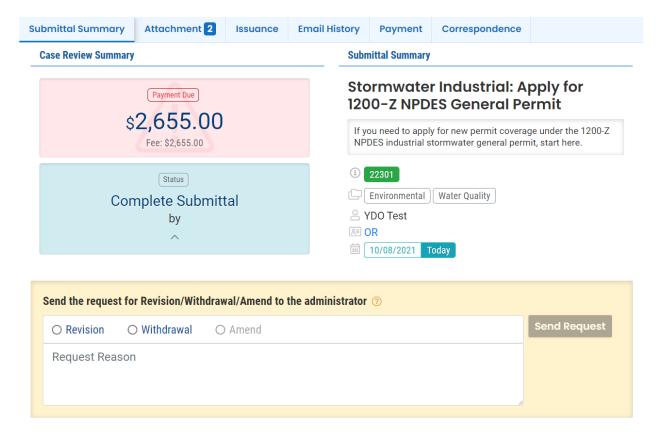
The system will also generate a Submission Received email from <a href="mailto:yourdeqonline@govonlinesaas.com">yourdeqonline@govonlinesaas.com</a>. You will receive important emails from <a href="mailto:yourdeqonline@govonlinesaas.com">yourdeqonline@govonlinesaas.com</a> about the status of your application and about future compliance notices, so be sure to add this address to your contacts so emails are not marked as junk or spam.

To track your submission in the system, navigate to the "Track Submittals Status" page using the left menu. From here you can review the form, view the receipt, or view submittal details using the respective icons (a) (a) (b) (c) to the right of the submittal.



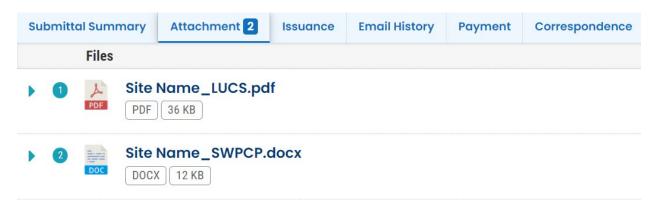
#### 6.3.1 Submittal Summary

If you click the "view submittal detail" icon on the "Submittal Summary" tab, you can see the Case Review Summary and send requests to revise, withdrawal, or amend the submission.



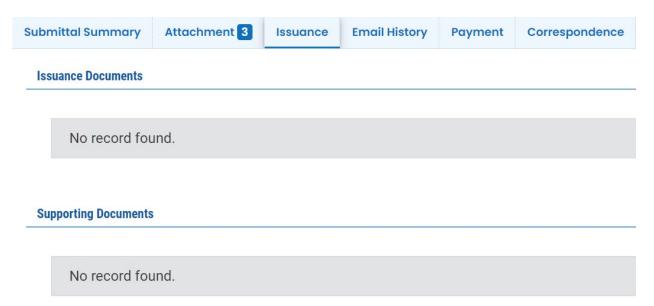
#### 6.3.2 Attachments

On the "Attachment" tab, you can see the attachments provided with the submittal.



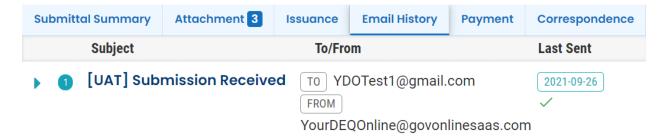
#### 6.3.3 Issuance

On the "Issuance" tab, you can review issuance and supporting documents. Issuance documents are documents issued by DEQ authorizing the issuance or termination of the requested permit.



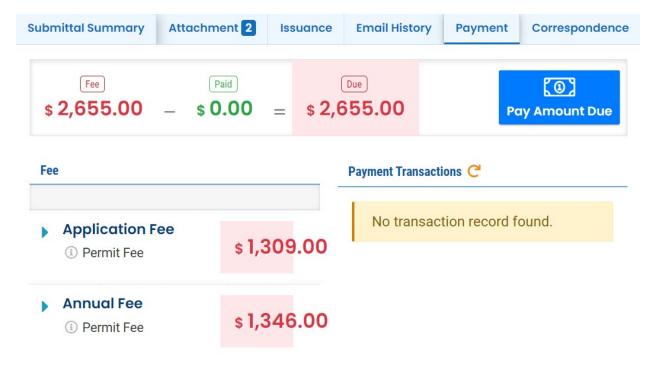
#### 6.3.4 Email History

On the "Email History" tab, you can view all email correspondence related to the submittal. Click on the blue arrow to the left of the subject to expand the record and view the detailed correspondence.



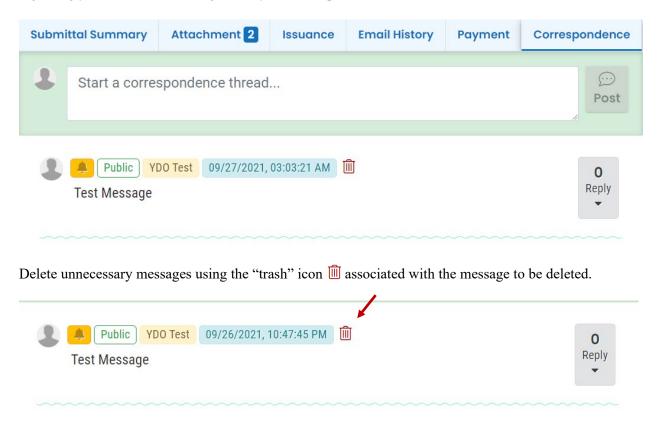
#### 6.3.5 Payment

On the "Payment" tab, you can review payment history, see any outstanding payments, and make payments if necessary. To make payments, follow the instructions in Section 6.1.3.



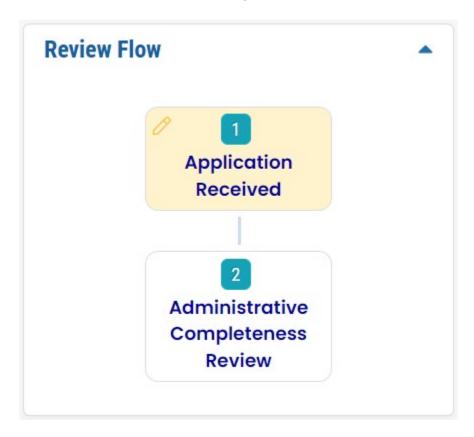
#### 6.3.6 Correspondence

On the "Correspondence Tab" you can use a chat feature to correspond with the DEQ Stormwater Staff regarding your submittal. Message history will be captured below the chat box.



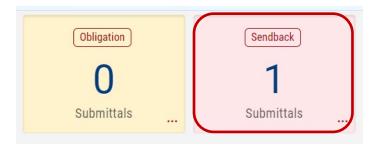
#### 6.3.7 Review Flow

For a snapshot of where your application is in the approval process, you can consult the flow chart located in the "Review Flow" section to the right of the screen.

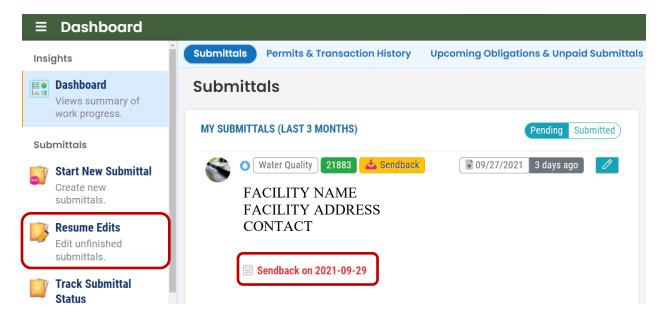


#### 6.3.8 Send Back

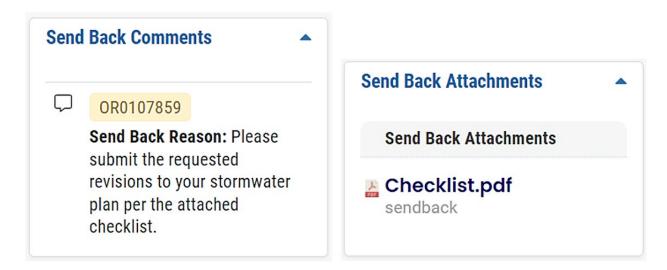
After reviewing your submittal, DEQ may send back an application or report with a request for changes. These requests will come in the form of a "Send Back" note and will be highlighted in the "Sendback" area to the left of your Dashboard.



A Send Back will be indicated in your "Pending Submittals" accessible through the "Resume Edits" option on the menu or directly from your Dashboard. Click the "edit" icon to make the requested updates to your application or report.



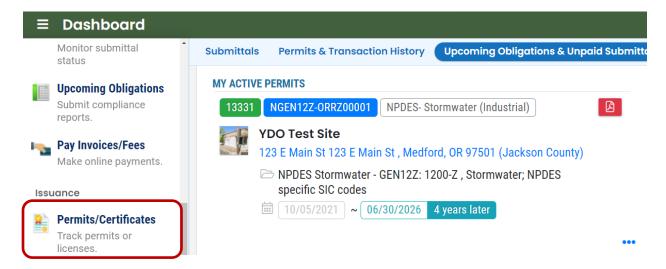
A Send Back will include a reason why the application or report is being sent back, such as a request for revisions to the stormwater plan, and may include attachments, such as a stormwater plan checklist.



Once you make the updates and/or upload the revised attachment(s), resubmit according to the instructions in Section 6.1.5. Make sure, if you are providing a revised attachment, to add "revision" to the file name to clearly distinguish the revised document from the original.

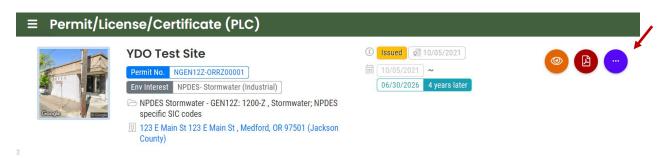
### 6.4 Renew, Change Name, Transfer or Terminate

To renew, transfer or terminate your permit, or to request a name change, access your permit through the "Permit/License/Certificate (PLC)" page. The "PLC" page, is accessible via the "Permits/Certificates" option on the menu or from the "My Active Permits" area of the Dashboard.



On the "PLC" page, access additional permit actions by clicking the "expand" icon next to the permit to open the "More Actions" menu. You will see four colored icons representing the options to renew, change a name associated with, transfer, or terminate your permit, respectively.





#### Renew

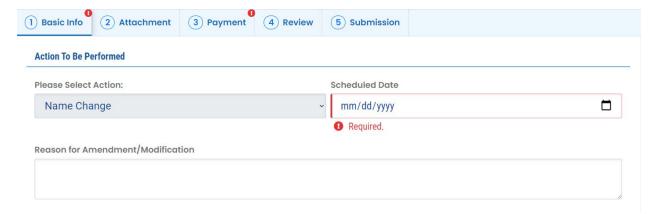
Select the green pencil icon to renew your permit. Follow the application instructions in Sections 4 and 5 to complete the application for permit renewal.

#### **Pro Tip**

When you initially select "Renew" you are taken to a blank application form. If you navigate from the form and access the renewal from your "Pending Submittals" the form will be prepopulated with your current permit information, and you can modify the information as needed.

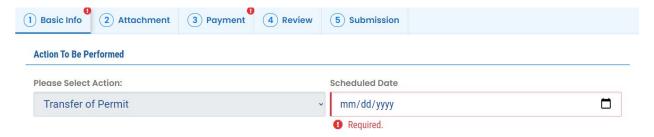
#### Name Change

Select the blue icon (a) to submit a name change request. Provide all the required information, attachments, and payment information (if applicable) and submit your request.



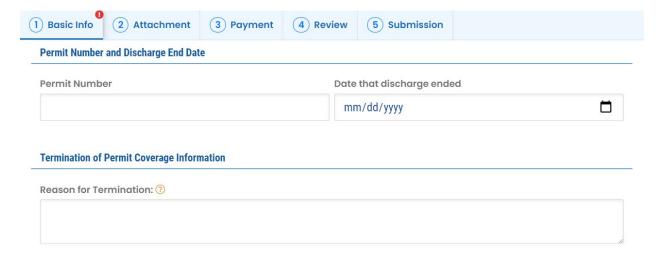
#### Transfer

Select the yellow icon 0 to transfer the permit to another entity. Provide all the required information, attachments, and payment information (if applicable) and submit your request.



#### Terminate

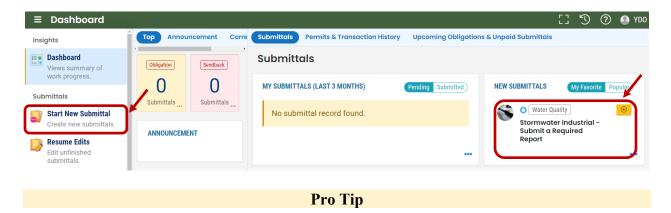
Select the red icon to request termination of your permit. Provide all the required information, attachments, and payment information (if applicable) and submit your request.



# 7. Submit DMRs and Other Reports for 1200-Z Permits

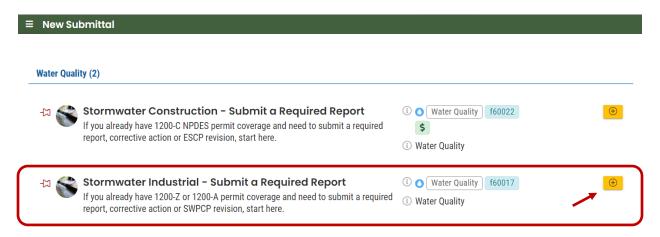
## 7.1 How to Submit a Required Report

From the Dashboard, expand the left menu by clicking on the "menu" icon at the top left of the screen. Submit a report through the "Start New Submittal" page, accessible via the menu or directly from the Dashboard.



You can only submit a required permit report if you already have a permit. If you do not yet have a permit, submit your application for new permit coverage.

On the "New Submittal" page, select "Stormwater Industrial – Submit a Required Report" by clicking the "add" icon • next to the submittal.

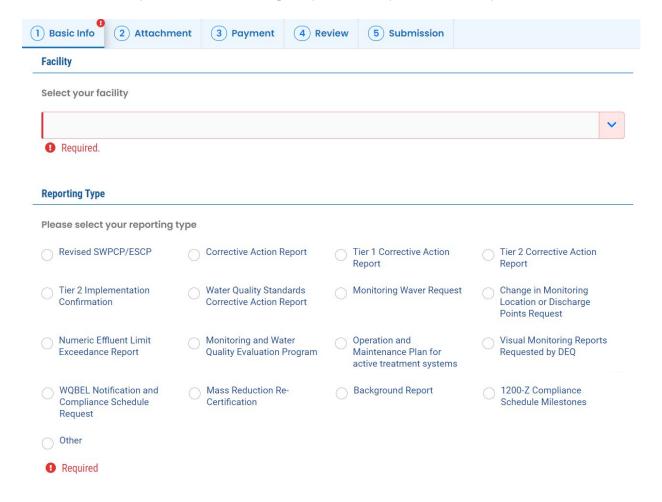


Required report information is available in the "Submittal Information" section to the right of the screen. You may want to consult this resource as you complete your submittal.



#### 7.1.1 Enter Basic Info

Complete all required fields, as indicated in the Facility and Reporting Type sections. Use the drop-down menu to select the applicable facility from your facilities list. If you have multiple facilities, you can search for the facility associated with the report by address, city, town, or facility name.



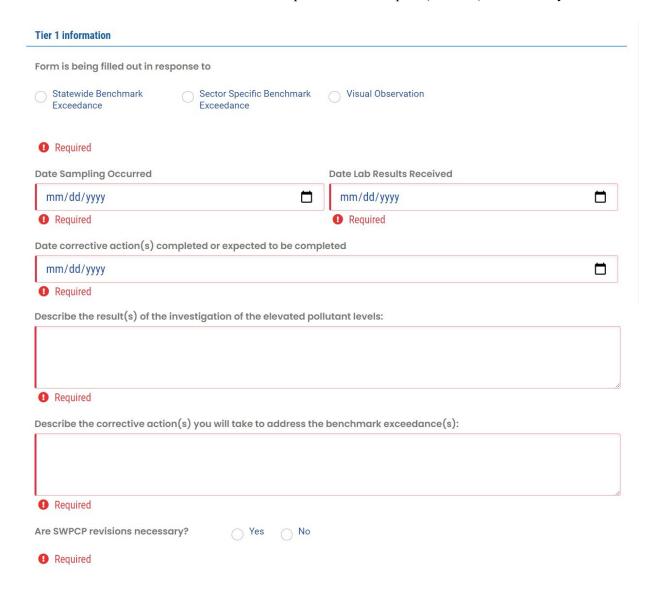
#### 7.1.1.1 Reporting Type: Revised SWPCP/ESCP

If you select "Revised SWPCP/ESCP" indicate why you are revising your pollution control plan using the resulting required "Please further specify" check boxes.

Please further specify:			
Change of Contact			
Designated Erosion and Sediment Control Inspector Change			
In Response to Corrective Action or Inspection			
Revision and Submittal Requested by DEQ			
Required by Renewal of Permit			
Site Operations, Industrial Activities, or Control Measures have changed			
Increase or Decrease in size or location or project			
Other			
Required			
If you select "Other" include a reason in the resulting text field.			
✓ Other			
Please Specify			

#### 7.1.1.2 Reporting Type: Tier 1 Corrective Action Report

If you select "Tier 1 Corrective Action Report" provide the required Tier 1 information. Indicate, using the radio dials, if the corrective action is the result of a statewide benchmark exceedance, a sector specific benchmark exceedance, or a visual observation. Provide the requested dates and describe the results of any investigations and the corrective actions planned. Finally, select the radio dial next to "Yes" or "No" to indicate whether revisions to the stormwater pollution control plan (SWPCP) are necessary.



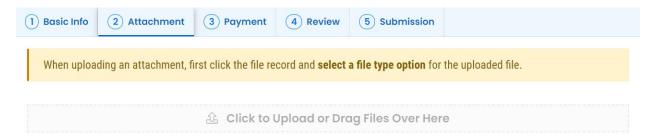
## 7.1.1.3 Report type: Other

If you are submitting a report other than the reports listed, select "Other" and indicate the report type in the resulting required field.



### 7.1.2 Add Attachments

On the "Attachment" tab, you can upload files either by clicking the upload icon or dragging and dropping files into the window.



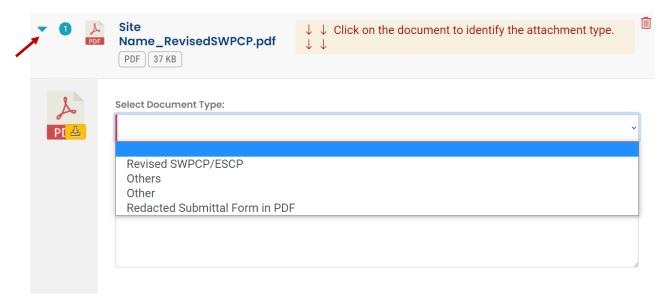
Attachment requirements are identified in the "All Attachment Requirements" section to the right of the screen. The asterisk symbol \* indicates a mandatory attachment. Each "Reporting Type" that is selected in the "Basic Info" tab, will have required attachments that will appear under "All Attachment Requirements."



Before uploading, make sure files are in the required format (e.g., pdf, doc, docx, etc.) and the file names clearly identify the facility or site (e.g., YDO Test Site) and document type (e.g., SWPCP, etc.). This will help to facilitate review of your report and will simplify the next step of the report process for you.



After uploading files, expand each file record using the blue arrow to the left and select the corresponding file type from the drop-down menu.



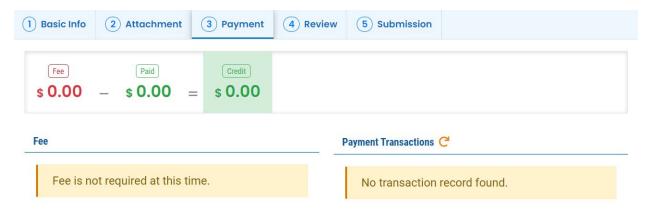
To remove attachments, click on the "trash" icon in next to the uploaded file to be removed.



Click the "save" icon in the bottom right corner to save your progress.

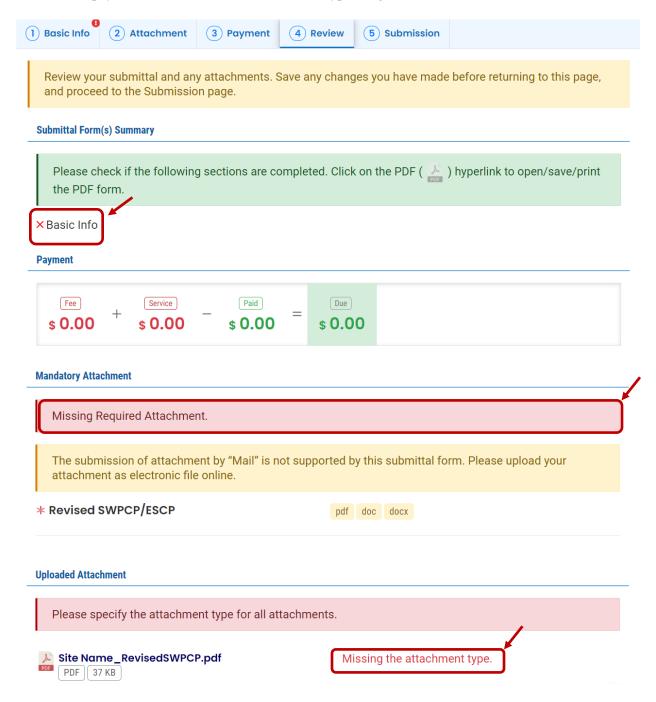
## 7.1.3 Payment

On the "Payment" tab, required fees are calculated based on the information provided. If there is a fee associated with the selected report, follow the payment instructions in Section 8.1.3.

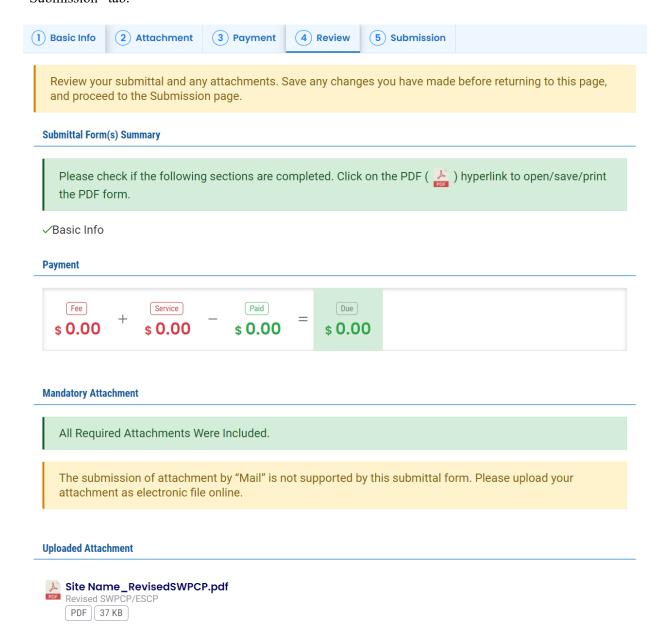


## 7.1.4 Review Report

On the "Review" tab, review your report for anything outstanding, including missing required information, payments, attachments, and attachment type assignments.

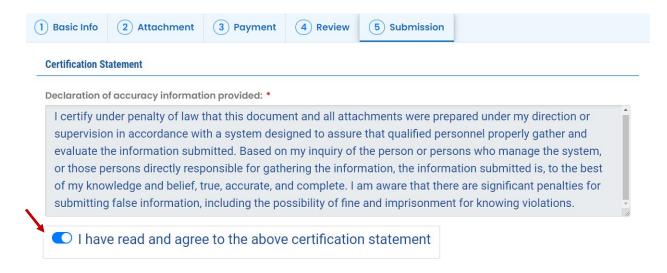


Make updates as needed in the applicable sections until there are no more alerts, then proceed to the "Submission" tab.

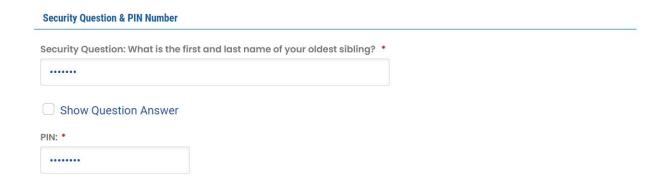


## 7.1.5 Submit Report

On the "Submission" tab, click the button to indicate that you have read and agree to the Certification Statement.



Answer the security question with the information provided during account registration and enter the Pin number you set up with your password. You will need to answer a security question and provide your Pin number with every submission.



Finally, review the Security Precautions and Disclaimer statements and click "Submit."

#### **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 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 by our discretion at any time.

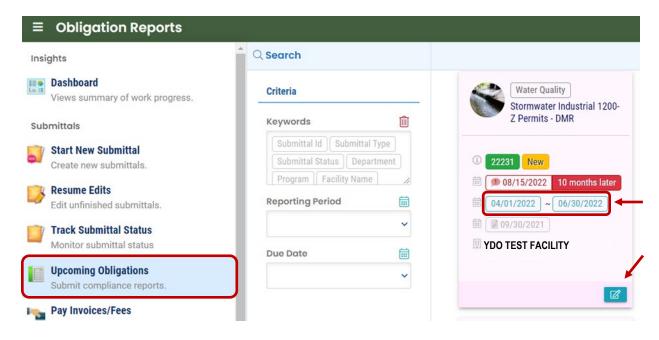
#### Disclaimer

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

## 7.2 How to Submit a Discharge Monitoring Report

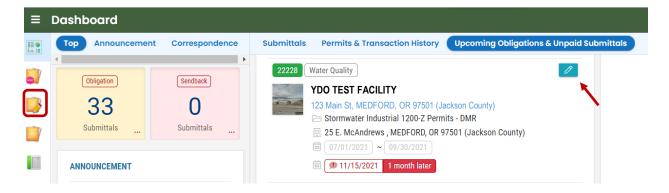
From the Dashboard, expand the left menu by clicking on the "menu" icon at the top left of the screen. Submit a Discharge Monitoring Report (DMR) through the "Obligation Reports" page, accessible via the "Upcoming Obligations" option on the menu or directly from the Dashboard. To start the submittal, locate the obligation titled "Stormwater Industrial 1200-Z Permits – DMR" with the correct monitoring period and click the associated "edit" icon 2.



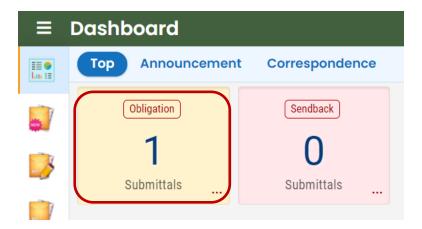
#### **IMPORTANT!**

It is important that you select the correct DMR. Double check that the facility name, address, and time period of the Upcoming Obligation is correct for the DMR you are submitting. The DMR to be submitted is specific for, and based on, the monitoring period.

Once you save your progress, the submittal is moved to pending submittals under the obligation submittals header. Unfinished submittals can be retrieved by selecting "Resume Edits" from the menu or by selecting the applicable pending submission from the "My Submittals" area of the Dashboard. Click the "edit" icon to resume work on your submittal.

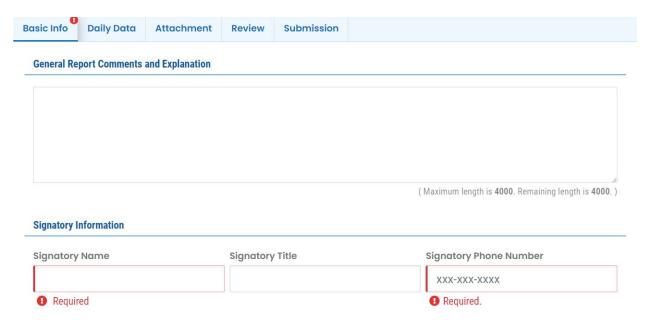


Your Dashboard will also alert you to obligation submittals.



### 7.2.1 Enter Basic Info

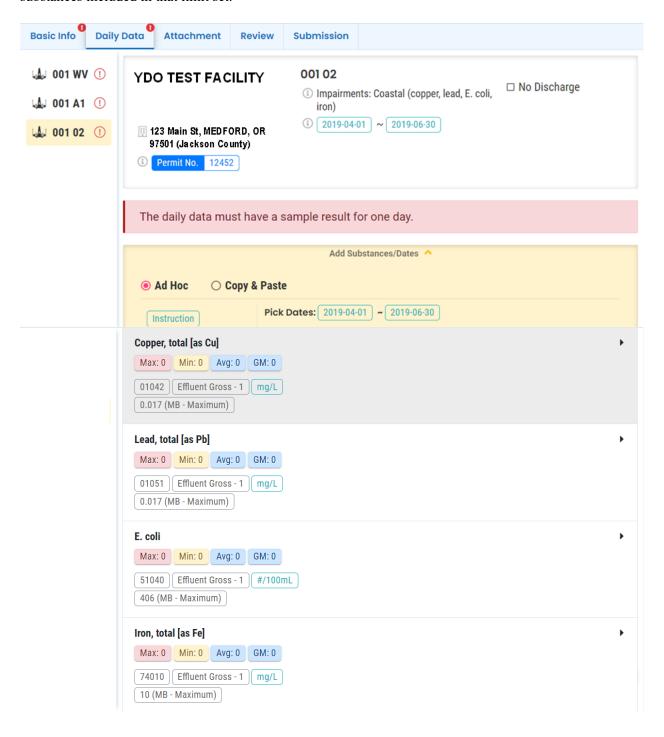
Complete required Signatory Information fields, as indicated. Include comments in the General Report Comments and Explanation text field if applicable.



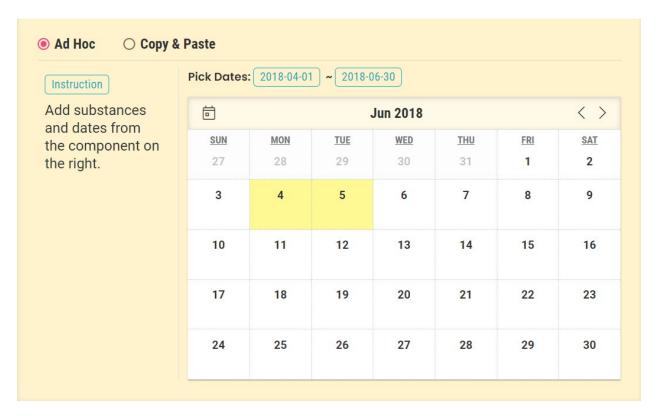
Remember to click the "save" icon in the bottom right corner to save any changes before navigating away from the page.

## 7.2.2 Daily Data

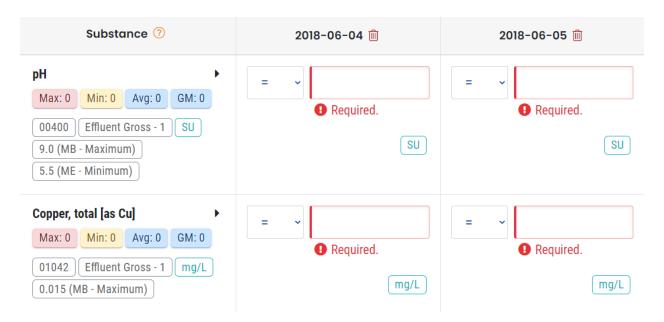
On the "Daily Data" tab, you will see the DMRs applicable to each of your discharge points to the left of the screen. You will also see a calendar, and once you select a limit set you will see a list of the substances included in that limit set.



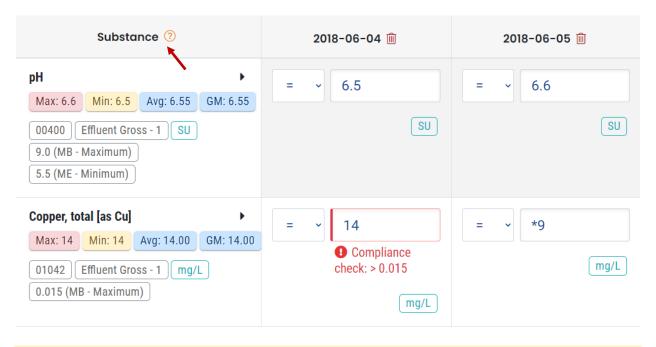
Select the DMR for which you are entering monitoring data and click the date(s) on the calendar corresponding to the sampling date(s).



Once the sampling date(s) are selected, text fields for each of the selected dates will appear for each monitored substance.



Enter your monitoring results into the required fields. Any values exceeding the applicable limits or benchmarks will generate a "Compliance check" warning. Check your data and ensure you entered it in the units specified for that substance (e.g., milligrams not micrograms).



## **Pro Tip**

If you do not have a monitoring result for one of the substances on one of the specified dates, enter the appropriate No Data Indicator (NODI) code into the field. A list of NODI codes can be found by clicking the "questic" icon next to the "Substance" header. When entering a NODI code, make sure to include the asterisk symbol with the code (i.e., \*9) to distinguish it from a sample result. A complete list of NODI codes is included in the Table 3 below.

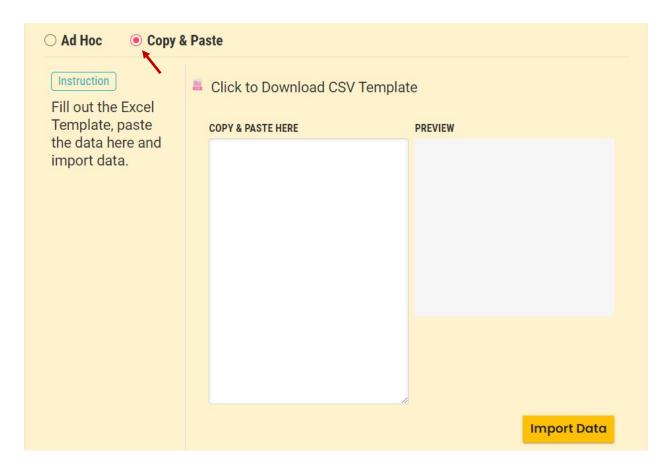
**For DMRs that contain both sample data and waivers**, you are not able to use the whole form NODI code \*9.2 if you are also reporting sample data in the same quarter because it grays out the rest of the data entry screen. To fill out a DMR that includes both sample data and waivers, enter your data for the first sample as you normally would. Choose the date for the second sample and enter NODI \*9, which is Conditional Monitoring (Not Required This Period), for any substances to which a waiver applies.

**Table 3. NODI Codes and Descriptions** 

	Those over the process with process
NODI Code	Description
*1	Wrong Flow
*2	Operation Shutdown
*3	Special Report Attached
*4	Discharge to Lagoon/Groundwater
*5	Frozen Conditions
*6	State Specific No Data Indicator (Noncompliant)
*7	No Influent
*8	Other (See Comments)
*9	Conditional Monitoring (Not Required This Period)
*A	General Permit Exemption (Agency use only)

NODI Code	Description
*B	Below Detection Limit/No Detection
*D	Lost Sample/Data Not Available
*E	Failed to Sample/Required Analysis Not Conducted
*F	Insufficient Flow for Sampling
*G	Sampling Equipment Failure
*H	Invalid Test
*I	Land Applied
*J	Recycled Water (Closed System)
*K	Natural Disaster
*L	DMR Received but Not Entered (Agency use only)
*M	Laboratory Error
*N	Not Constructed
*P	Laboratory Error or Invalid Test
*Q	Not Quantifiable
*R	Administratively Resolved (Agency use only)
*S	Fire Conditions
*T	Environmental Conditions (Monitoring Not Possible)
*V	Weather Related
*W	Dry Lysimeter/Well
*X	Parameter/Value Not Reported (Agency use only)
*Y	State Specific No Data Indicator (Compliant)

You can also upload multiple monitoring results at once by using the "Copy & Paste" function. To use this function, select the DMR for which you are entering monitoring data and click the date(s) on the calendar that correspond to the sampling date(s). Click the radio dial next to "Copy & Paste." The calendar will be replaced by a link to download a CSV template, along with boxes where you will paste your data and preview it before importing.



Download the CSV template file by clicking the "Click to Download CSV Template" link. The system will generate an Excel file with a list of the substances to be reported for the DMR in Column A. The selected date(s) are listed as column headings in Row 1. Do not re-sort or alter any of the pre-populated fields, or the "Copy & Paste" function will not work.

	Α	В	С
1	Substance	6/4/2018	6/5/2018
2	pH (SU)		
3	Copper, total [as Cu] (mg/L)		
4	Lead, total [as Pb] (mg/L)		
5	Zinc, total [as Zn] (mg/L)		
6	Solids, total suspended (mg/L)		

## Pro Tip

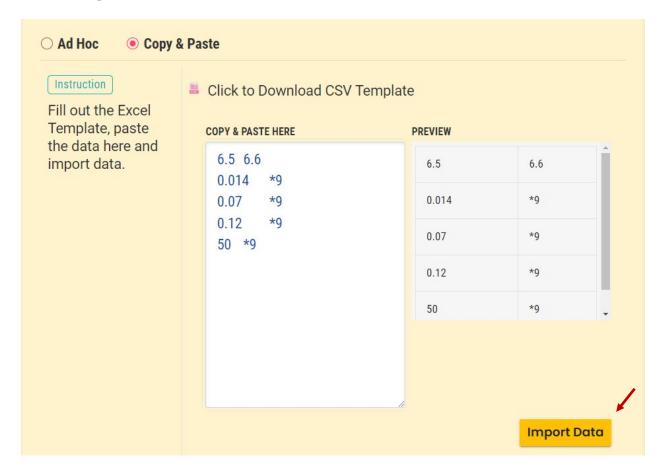
If the file does not include actual substances and dates, you will need to switch back to "Ad Hoc" by selecting the applicable radio dial and re-select your DMR and sampling dates.



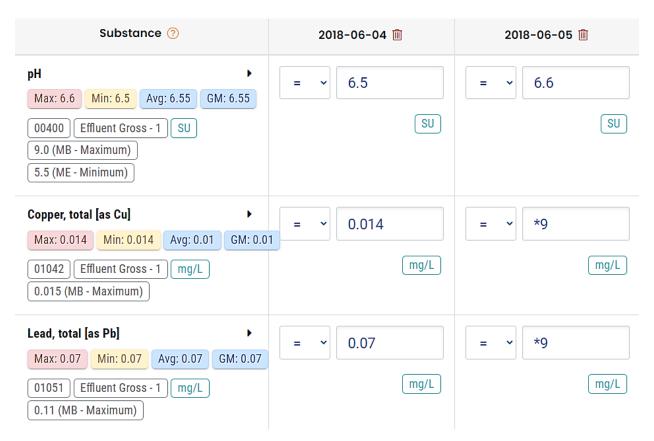
Enter your monitoring results in the applicable cells, then copy only the monitoring result values (i.e., do not include the pre-populated information from Row 1 or Column A).

	A	В	С
1	Substance	6/4/2018	6/5/2018
2	pH (SU)	6.5	6.6
3	Copper, total [as Cu] (mg/L)	0.014	*9
4	Lead, total [as Pb] (mg/L)	0.07	*9¦
5	Zinc, total [as Zn] (mg/L)	0.12	*9
6	Solids, total suspended (mg/L)	50	*9

Paste your copied information into the "Copy & Paste Here" box. A preview of how the data fields will be populated will be generated in the "Preview" box. Verify that your data will be reported correctly and click the "Import Data" button.



After importing the data, verify that the fields have been populated correctly, and click the "save" icon in the bottom right corner to save your progress.



Repeat these steps for all remaining DMRs.

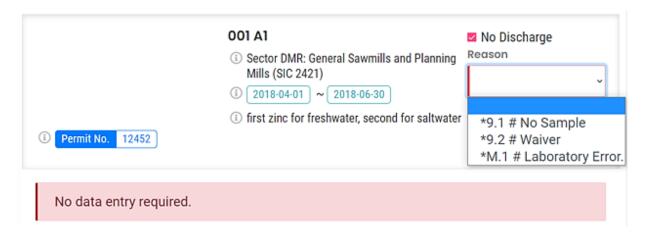


To report that you have either no discharge or no data available for a DMR, check the "No Discharge" box in the top right of the information header. Use the drop-down menu in the "Reason" box to select the reason (i.e., NODI code) that applies, in accordance with Table 4.

**Table 4. No Discharge Code Uses** 

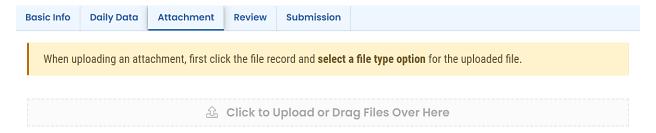
No Discharge Code	Reason for Use
*9.1 – No Sample	Use this code if you have already collected the required number of samples for this outfall during the 6-month period, if you did not have any rain events, or if you chose not to sample during this quarter.
*9.2 – Waiver	Use this code if you have a DEQ-approved monitoring waiver for this DMR.
*M.1 – Laboratory Error	Use this code if you performed monitoring but do not have results due to a laboratory error.

When No Discharge and the accompanying reason are provided, no additional data entry will be required.

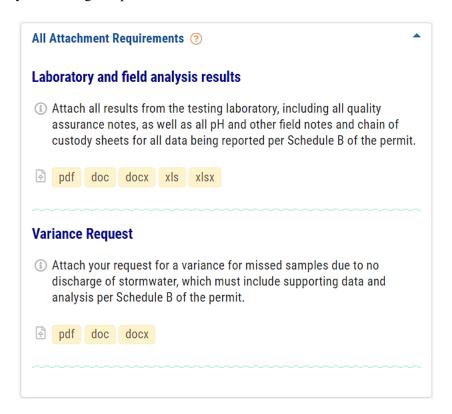


### 7.2.3 Add Attachments

On the "Attachment" tab, you can upload files either by clicking the upload icon or dragging and dropping files into the window.



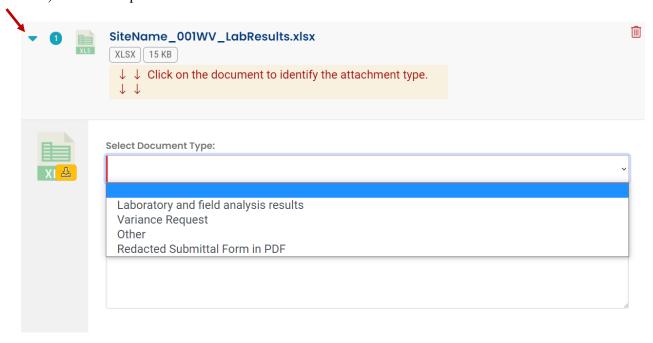
Attachment requirements are identified in the "All Attachment Requirements" section to the right of the screen. The asterisk symbol \* indicates a mandatory attachment, if applicable. Mandatory attachments vary based on the type of application you are submitting, but laboratory reports are always required to be attached when any monitoring is reported.



Before uploading, make sure files are in the required format (e.g., pdf, docx, xlsx, etc.) and the file names clearly identify the facility or site (e.g., YDO Test Facility) and document type (e.g., LabResults, Variance, etc.). Files specific to a particular monitoring location should also identify the applicable location (e.g., YDOTestFacility\_001WV\_LabResults.xlsx)This will help to facilitate review of your DMRs and will simplify the next step of the submission process for you.



After uploading files, expand each file record using the blue arrow to the left and select the corresponding file type (Laboratory and field analysis results, Variance Request, Other or Redacted Submittal Form in PDF) from the drop-down menu.



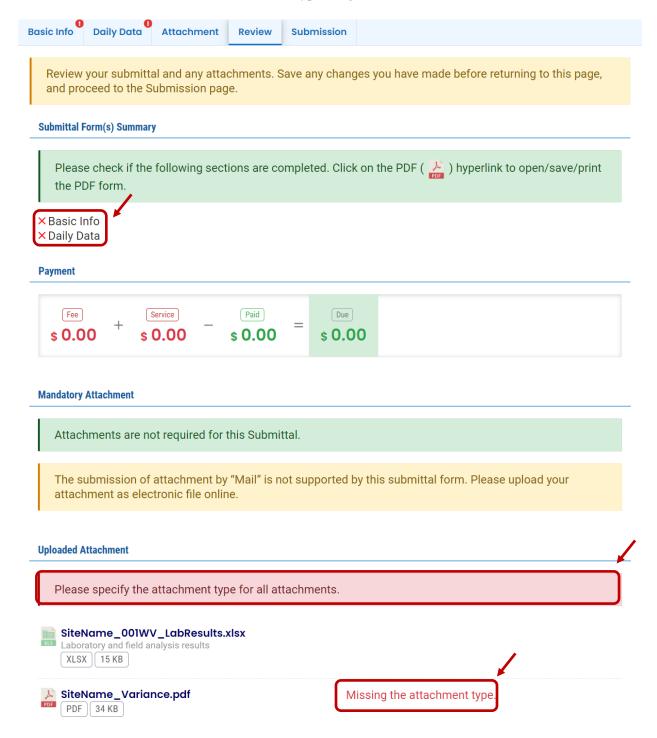
To remove attachments, click on the "trash" icon next in the uploaded file to be removed.



Remember to click the "save" icon in the bottom right corner to save your progress.

## 7.2.4 Review Submittal Review Application

On the "Review" tab, review your submittal for anything outstanding, including missing required information, data, attachments, and attachment type assignments.



Make updates as needed in the applicable sections until there are no more alerts, then proceed to the "Submission" tab.

Basic Info Daily Data Attachment Review Submission

Review your submittal and any attachments. Save any changes you have made before returning to this page, and proceed to the Submission page.

#### 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
- ✓Daily Data

#### **Payment**



#### **Mandatory Attachment**

Attachments are not required for this Submittal.

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

#### **Uploaded Attachment**

PDF 34 KB

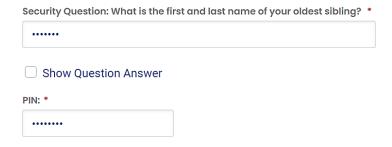


#### 7.2.5 Submit DMR

On the "Submission" tab, click the button to indicate that you have read and agree to the Certification Statement.



Answer the security question with the information provided during account registration and enter the Pin number you set up with your password. You will need to answer a security question and provide your Pin number with every submission.



Finally, review the Security Precautions and Disclaimer statements and click "Submit."

#### **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 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 by our discretion at any time.

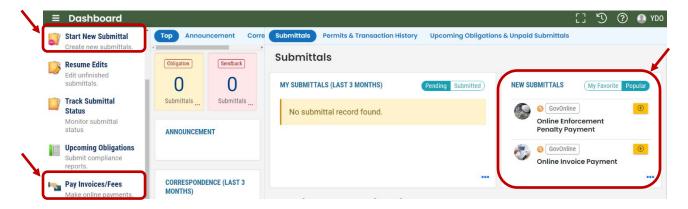
#### Disclaimer

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

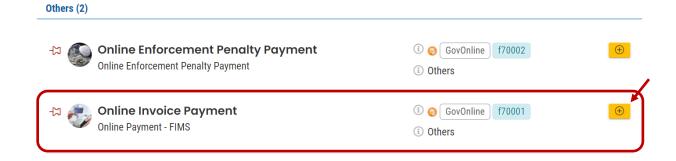
# 8. Pay Invoices and Penalties

From the Dashboard (or Public Records page for General Public users), expand the left menu by clicking on the "menu" icon at the top left of the screen. Make payments through the "Pay Invoices/Fees" page, accessible via the menu or through the "New Submittal" page, accessible via the menu or directly from the Dashboard.



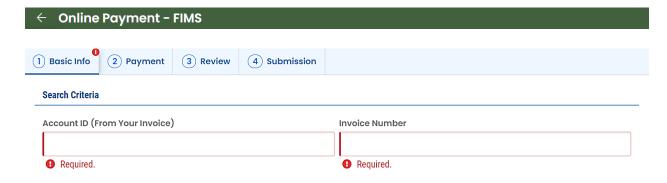
## 8.1 Pay Invoices

To pay an invoice, select "Pay Invoices/Fees" from the menu. Click the "add" icon to the right of the "Online Invoice Payment" option.



#### 8.1.1 Enter Search Criteria

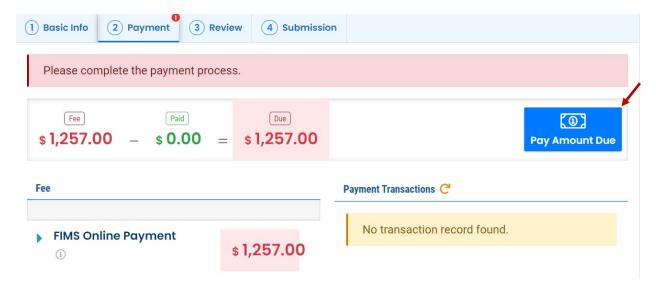
On the Basic Info tab, enter the Account ID and the Invoice Number from your invoice into the applicable Search Criteria fields.



Click the "save" icon in the lower right of the screen to save your entry and proceed to the Payment tab.

## 8.1.2 Confirm Payment

On the "Payment" tab, the fee associated with the invoice will be populated based on the invoice information provided on the previous tab. Click the "Pay Amount Due" button to complete the payment process.



To make an electronic payment, select the "ACH" radio dial and click the "Redirect to E-Pay" button to the left of the screen. You will be redirected to the e-payment system, where you can make an electronic

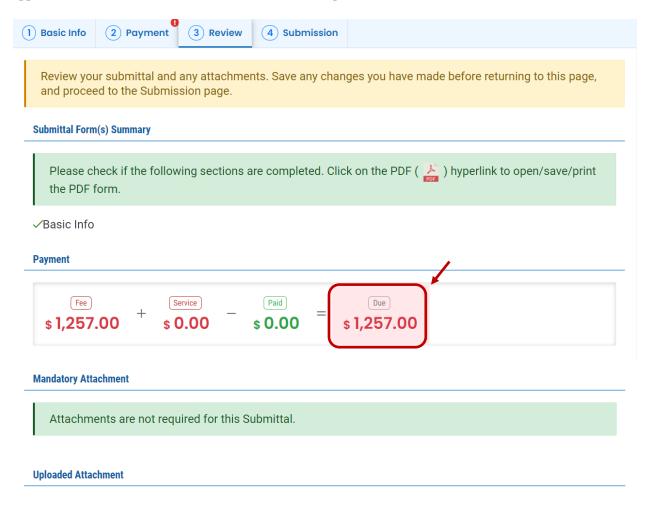
payment directly from a checking or savings account. If you are submitting your application after January 2022, credit card payment options will also be available.



Click the "save" icon in the lower right of the scree n to save your progress and proceed to the Review tab.

## 8.1.3 Review Payment

On the "Review" tab, review your submittal for anything outstanding, including missing account or invoice information, payment information and attachments (if required). Make updates as needed in the applicable sections until there are no more alerts, then proceed to the "Submission" tab.



Click the "save" icon in the lower right of the screen to save your progress and proceed to the Submission tab.

## 8.1.4 Submit Payment

On the "Submission" tab, click the button to indicate that you have read and agree to the Certification Statement.



Answer the security question with the information provided during account registration and enter the pin number you set up with your password. You will need to answer a security question and provide your pin number with every submission.

Security Question & PIN Number	
Security Question: what is the last name of yo	ur favorite teacher? *
•••••	
☐ Show Question Answer	
PIN: *	
•••••	

Finally, review the Security Precautions and Disclaimer statements and click "Submit."

#### **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 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 by our discretion at any time.

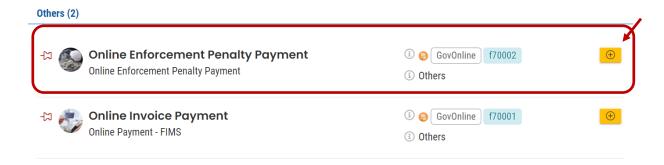
#### Disclaimer

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

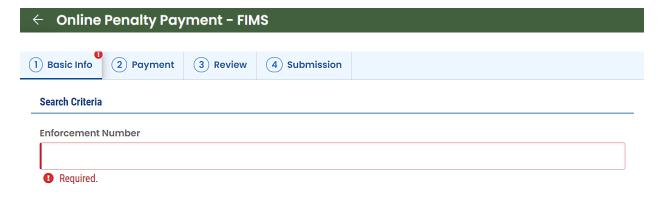
## 8.2 Pay Penalties

To pay a penalty, select "Pay Invoices/Fees" from the menu. Click the "add" icon to the right of the "Online Enforcement Penalty Payment" option.



### 8.2.1 Enter Search Criteria

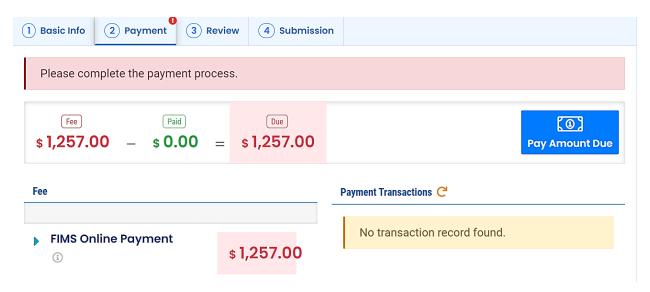
On the Basic Info tab, enter the Enforcement Number from your penalty order in the Search Criteria field. If DEQ instructed you to also enter a specific Facility or Sub System ID within the enforcement document you received, enter the provided information into the appropriate location on the form. This may vary by DEQ program and will be included in the instructions you receive.



Click the "save" icon in the lower right of the screen to save your entry and proceed to the Payment tab.

## 8.2.2 Confirm Payment

On the "Payment" tab, the fee associated with the penalty will be populated based on the enforcement information provided on the previous tab. Click the "Pay Amount Due" button to complete the payment process.



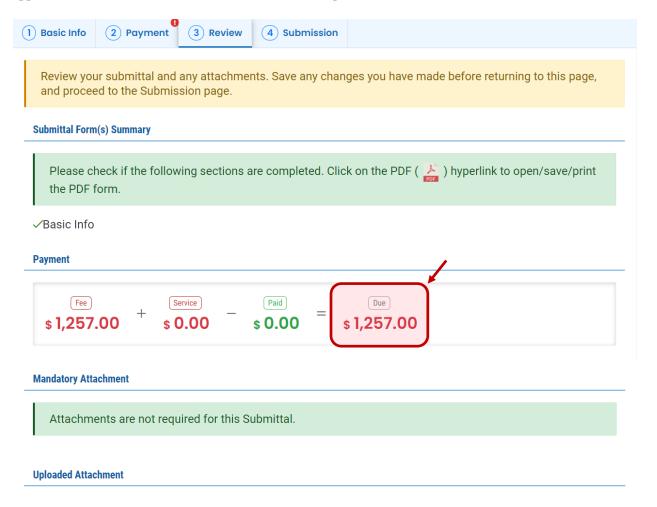
To make an electronic payment, select the "ACH" radio dial and click the "Redirect to E-Pay" button to the left of the screen. You will be redirected to the e-payment system, where you can make an electronic payment directly from a checking or savings account. If you are submitting your application after January 2022, credit card payment options will also be available.



Click the "save" icon in the lower right of the screen to save your progress and proceed to the Review tab.

## 8.2.3 Review Payment

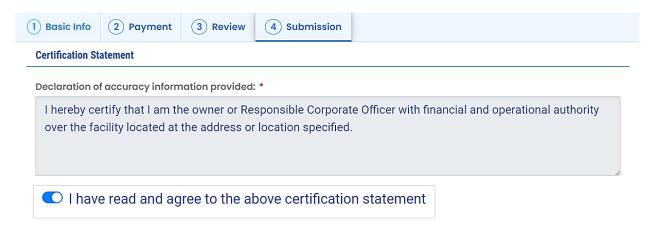
On the "Review" tab, review your submittal for anything outstanding, including missing account or invoice information, payment information and attachments (if required). Make updates as needed in the applicable sections until there are no more alerts, then proceed to the "Submission" tab.



Click the "save" icon in the lower right of the screen to save your progress and proceed to the Submission tab.

## 8.2.4 Submit Payment

On the "Submission" tab, click the button to indicate that you have read and agree to the Certification Statement.



Answer the security question with the information provided during account registration and enter the pin number you set up with your password. You will need to answer a security question and provide your pin number with every submission.

Security Question & PIN Number
Security Question: what is the last name of your favorite teache
•••••
☐ Show Question Answer
PIN: *

Finally, review the Security Precautions and Disclaimer statements and click "Submit."

#### **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 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 by our discretion at any time.

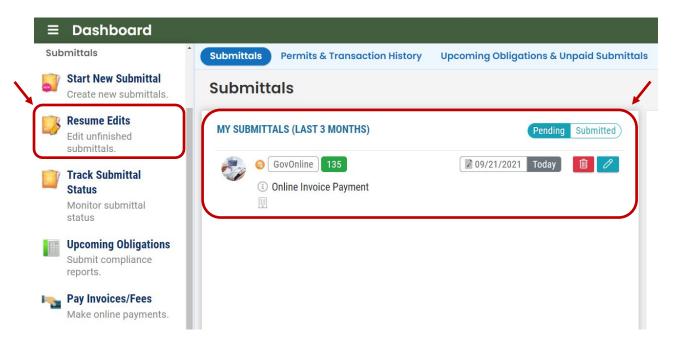
#### Disclaimer

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.

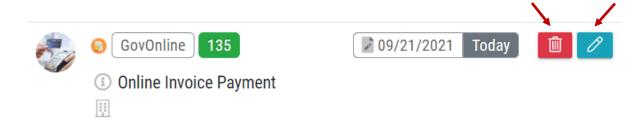
Submit

## 8.3 Manage Pending Submittals

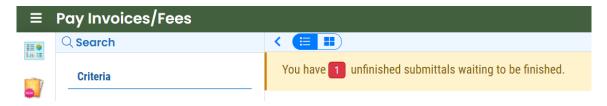
Submittals can be started and finished at a later date, so make sure to save your work regularly using the "save" icon in the lower right of the screen. Unfinished submittals can be retrieved by selecting "Resume Edits" from the menu or by selecting the applicable pending submission from the "My Submittals" area of the Dashboard.



Click the "edit" icon to resume work on your submittal or click the "trash" icon to delete a pending submittal.



Under "Pay Invoices/Fees" you will be notified of any unfinished submittals.



# 9. Helpdesk and Resources

If you have questions about account set-up, encounter issues with the account registration process, need help with identity verification or have any other account management concerns, please consult the Your DEQ Online Help page at <a href="https://yourdeqonlinehelp.oregon.gov">https://yourdeqonlinehelp.oregon.gov</a>.

General information, training and resources are available on the Your DEQ Online Help page at <a href="https://yourdeqonlinehelp.oregon.gov">https://yourdeqonlinehelp.oregon.gov</a>.

For questions about Your DEQ Online call 503-229-6184 or email YourDEQOnline@deq.oregon.gov.