



# CAO Miscellaneous Reports

Version 1.0

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## System Overview

The Oregon Department of Environmental Quality has instituted the use of a modernized, cloud-based tool for a selection of compliance programs within the agency and several business processes that involve the public and regulated entities.

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

# 1. Introduction

This document provides information to the owner/operator of a facility submitting a “Miscellaneous Report” to the Cleaner Air Oregon program using [Your DEQ Online](#).

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

The CAO rules are found in [Oregon Administrative Rules Chapter 340 Division 245](#). Additionally, the [CAO website](#) contains resources and materials specific to meeting program requirements.

This User Guide describes the types of reports and information that should be submitted to CAO using the “CAO – Miscellaneous Reports” submittal in the Your DEQ Online system. If there are any discrepancies between this User Guide and the CAO Program Rules filed with the Oregon Secretary of State under OAR Chapter 340 Division 245, the rules will be used to determine compliance with the program requirements, not this User Guide.

## 2. Overview of the “CAO – Miscellaneous Reports” Submittal

### 2.1. Who Should Submit this Application?

Owners/operators of air quality sources in Oregon that have already completed an initial CAO Risk Assessment as described in [OAR 340-245-0050](#) may have reporting requirements under CAO that are not included in the facility’s annual reporting. These requirements will generally be listed in the facility’s Title V or Air Contaminant Discharge Permit or in an associated plan (such as the facility’s Risk Reduction Plan or Air Monitoring plan) and may include:

1. Zoning and Land Use Change Report: submitted when zoning changes were approved and made effective within 1.5 kilometers of the source that could increase risk.; or if land use has changed in a way that could increase risk in any area in which land uses were excluded from the permittee’s CAO risk assessment. [\[OAR 340-245-0100\(8\)\(a\)\(F\)\]](#)
2. Risk Reduction Plan Report (submitted by facilities that have been issued a CAO permit or permit conditions that include a Risk Reduction Plan): a twice-annual report describing progress in implementing the Risk Reduction Plan. Report requirements are detailed in [OAR 340-245-0130\(5\)](#).
3. TBACT/TLAER Periodic Review Report: (submitted by facilities that meet TBACT or TLAER through toxic air contaminant emission limits or control measures): This report may be required upon notification from DEQ or at the time of permit renewal. Report requirements are detailed in [OAR 340-245-0220\(5\)](#).
4. Toxic Air Contaminant Monitoring Report: (submitted by facilities that have been issued a CAO permit or permit conditions that include air monitoring requirements): Monthly and Final Air Monitoring Reports detailing the results of ambient air monitoring. Report requirements are detailed in [OAR 340-245-0230\(4\)](#).
5. Other: Other information or reports not specified above when required by the program.

The “Other” submittal type may be used to request a determination from DEQ about whether a proposed new TEU may be considered an Exempt TEU under [OAR 340-245-0060\(3\)\(a\)](#), or to submit an updated Categorical Exempt Toxics Emissions Units Form [AQ523](#) if a facility plans to install a new Categorical Exempt TEU under [OAR 340-245-0060\(3\)\(b\)](#).

**Note:** if you need to submit information to CAO and are unsure which submittal to use in Your DEQ online, please contact CAO staff at [cleanerair@oregon.deq.gov](mailto:cleanerair@oregon.deq.gov).

### 2.2. Submittal Deadlines

The specific reports listed in [Section 2.1](#) above may have submittal deadlines associated with them which will generally be listed in the facility’s Title V or Air Contaminant Discharge Permit or in an associated plan (such as the facility’s Risk Reduction Plan or Air Monitoring plan, when applicable). These deadlines will **not** be communicated to the source in Your DEQ Online and will not appear as “Reporting Obligations” or on the Dashboard in Your DEQ Online. **You are required to track these submittal deadlines outside of Your DEQ Online and ensure that you submit any required reports via the “CAO – Miscellaneous Reports” submittal prior to the deadline.**

### 3. Confidential Business Information and Exemptions from Public Disclosure

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

#### 3.1. Submit Confidential Business Information using file attachment

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

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

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

**Confidential Business Information (CBI)**

Yes  No

If you plan to include Confidential Business Information (CBI) or trade secrets pursuant to OAR 340-214-0130 in this submittal you must review and follow agency guidelines. Click the 'Get Information' button under Submittal Information for instructions.

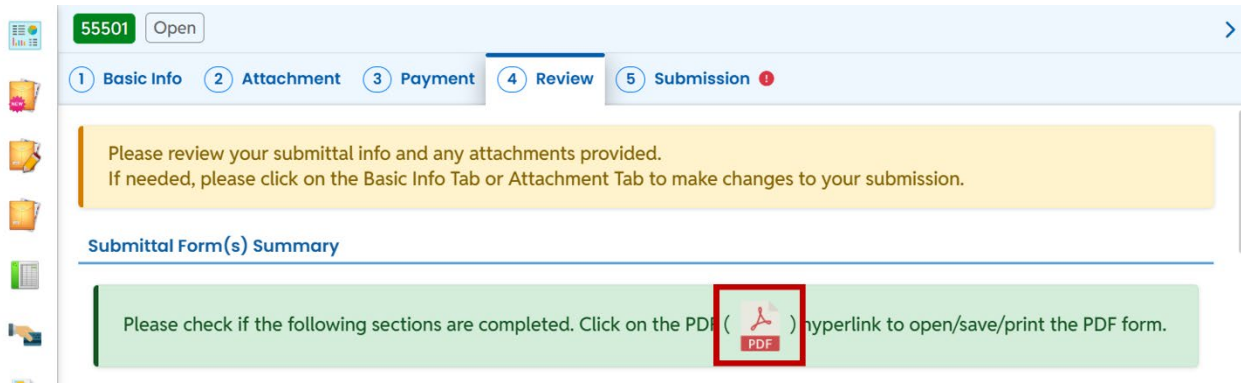
Submit



### 3.2. Submit Confidential Business Information using a YDO form

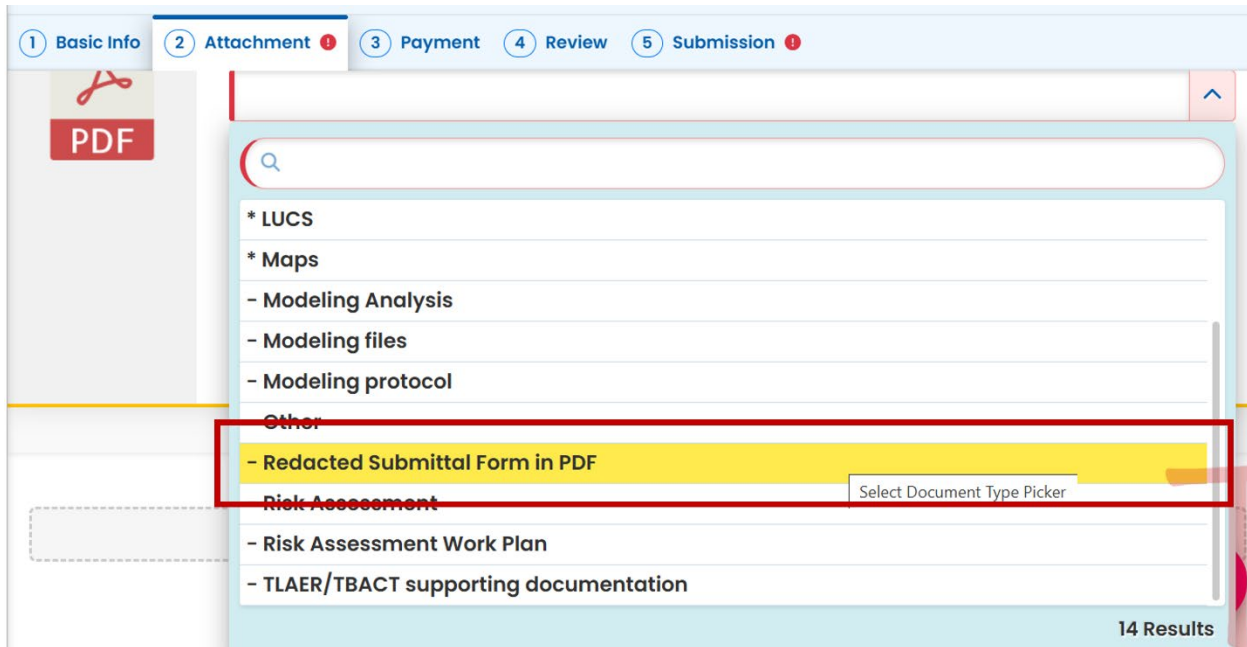
If you are filling out a submittal using a YDO form that contains information you believe to be confidential, trade secret, or otherwise exempt from disclosure, you will be given an opportunity to redact your application during the Review phase. Please follow these steps to learn how to redact CBI from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

1. Complete the application beginning on the 'Basic Info' tab, including the confidential information that is relevant to the required and optional fields.
2. Proceed through the Payment tab and pay any required fees.
3. Proceed to the 'Review' tab and click the PDF icon. A new window will open with a PDF summary of your application.

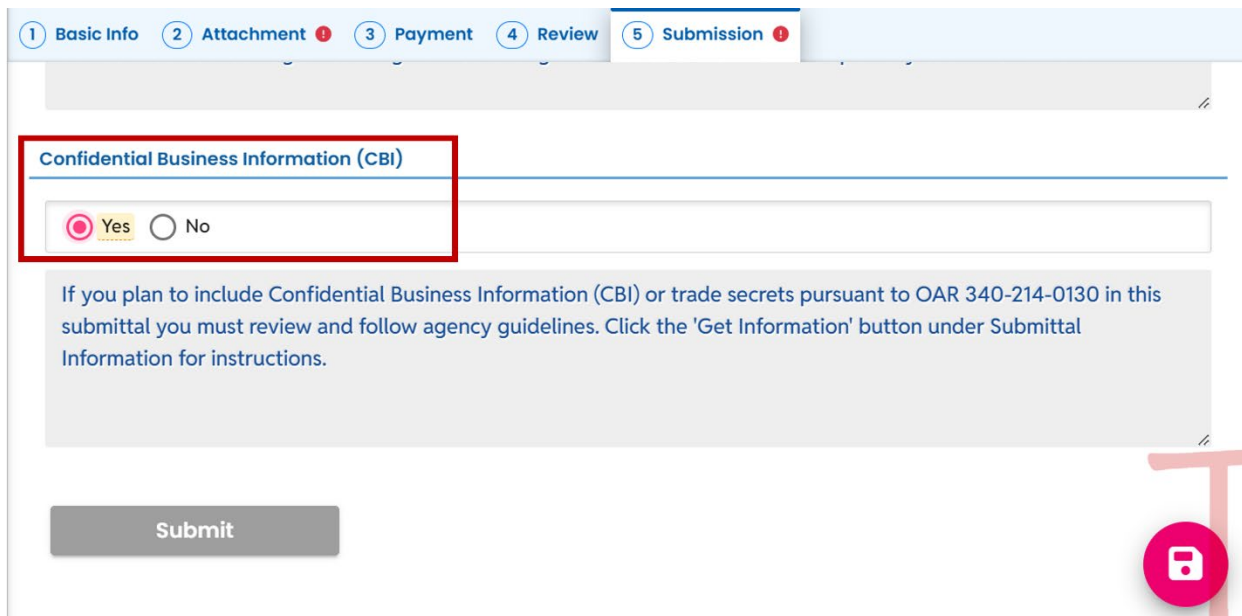


4. Download the file and use software of your choice (Adobe or otherwise) to redact your application. When submitting information that is believed to be confidential, trade secret, or otherwise exempt from disclosure, please ensure that you:
  - a. State the specific statutory provision under which you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





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



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

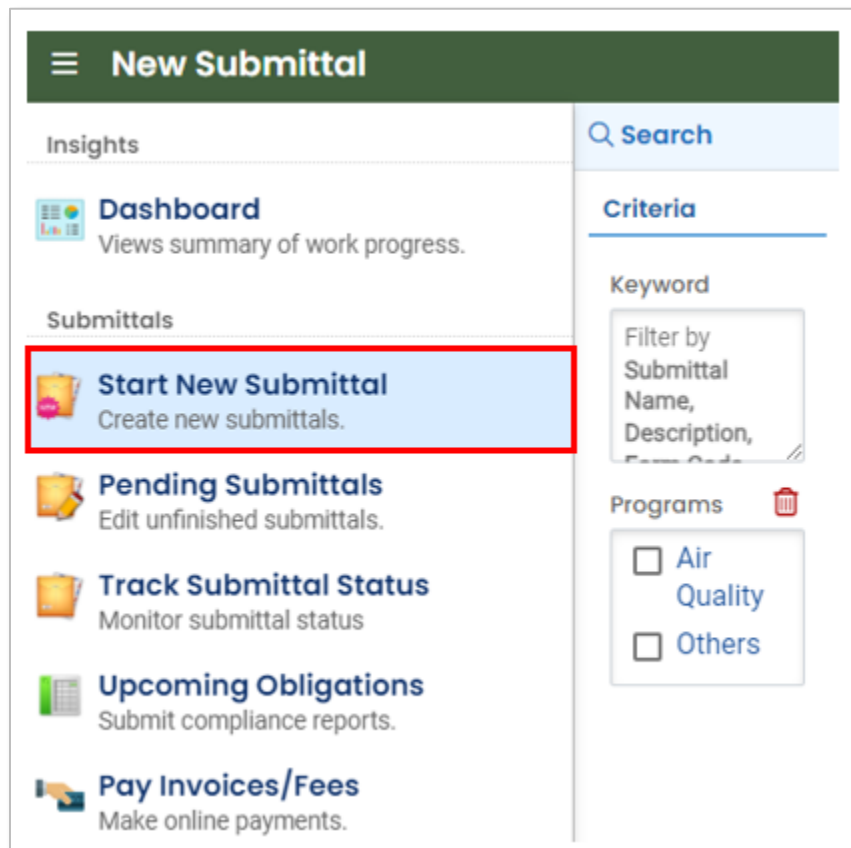
## 4. Creating and Submitting a Report

This section provides detailed instructions for how to create and submit a report using the CAO – Miscellaneous Reports submittal.

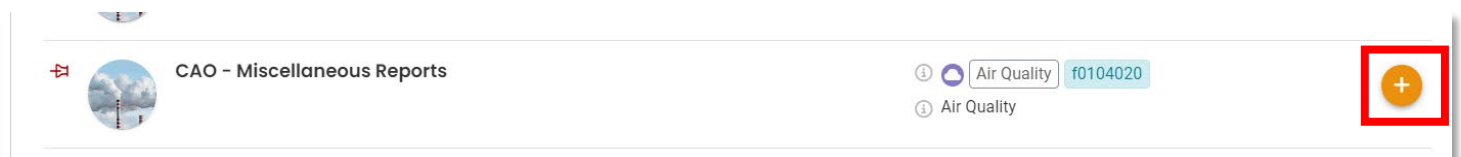
### 4.1. Creating a New Report

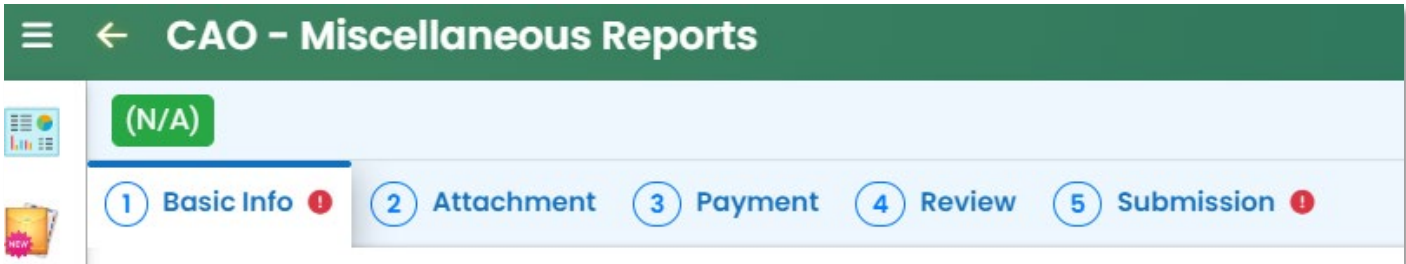
Log in to your account on the [Your DEQ Online Public Portal](#). See the [DEQ Online Account Registration page](#) if you need assistance creating an account. In the top left-hand corner of the initial screen (the “Dashboard”),

select the three-lines icon  and then the ‘Start New Submittal’ icon  to create a new submittal.



In the middle of the screen you will see a list of different types of submittals. Scroll down to “CAO – Miscellaneous Reports” and click on the orange circle with the plus sign on the right to create a new submittal.






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

## 4.2. Basic Info


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



Enter the following information:

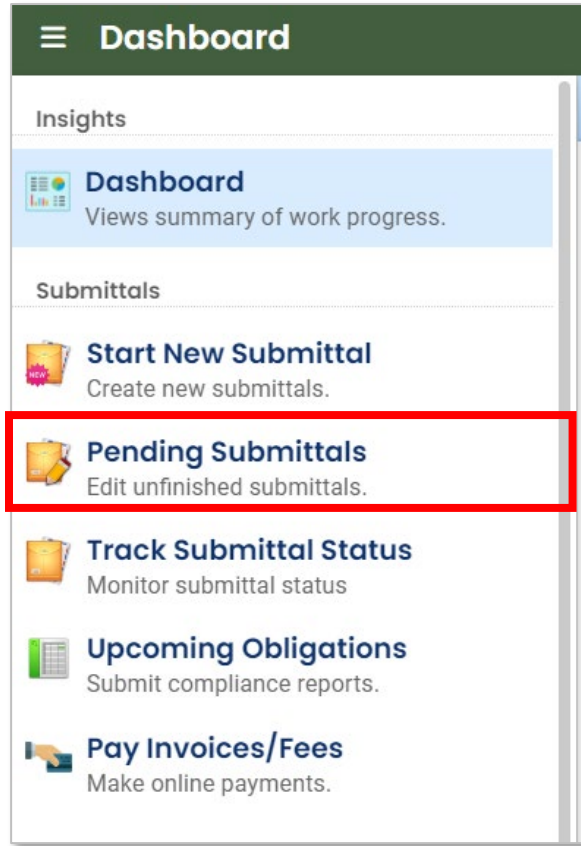
- **Select your Facility:** Select your facility from the drop-down menu provided. **Note:** your user account must be linked with the facility site in order to select it. See the [DEQ Online Account Registration page](#) for more information.
- **Type of CAO Report:** Indicate the type of report you are submitting.
- **Description of Report Content:** Provide a brief description of the report.
- **Contact Information:** Enter Contact Information for the facility's Responsible Official, Main Facility Contact, and Invoice Contact. The Facility Contact is the person located at the facility who has specific knowledge of the facility or operation under the permit and can answer questions about this report.

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

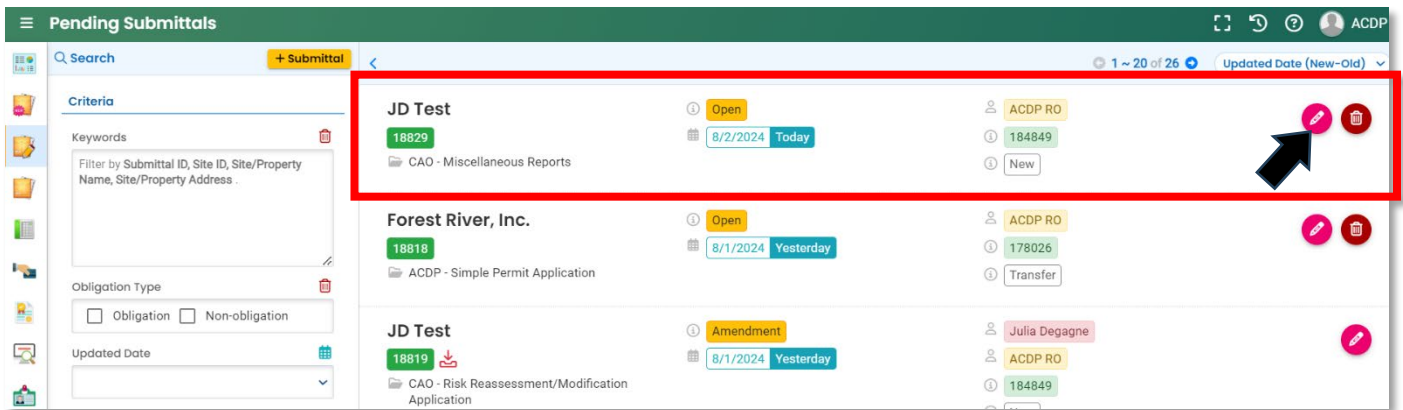
**Note:** You can start the submittal, save it without submitting it to DEQ, and return to it later. To do this:



- Select the Save icon  at the bottom right of each tab that you have edited and exit the submittal by navigating away from it.

- When you are ready to return to the submittal, log back in to Your DEQ Online if necessary and select the select the three-lines icon  and then the 'Pending Submittals' icon  at the top right of the Dashboard screen.



- Find your submittal in the list shown:



- From here, you can either:
  - Edit the submittal by clicking on the pink pencil icon ; or
  - Delete the submittal by clicking the trash can  icon. **Note:** This icon will be available for submittals that have been started but not yet submitted to DEQ. Submitted submittals that have been sent back to you by DEQ cannot be deleted.

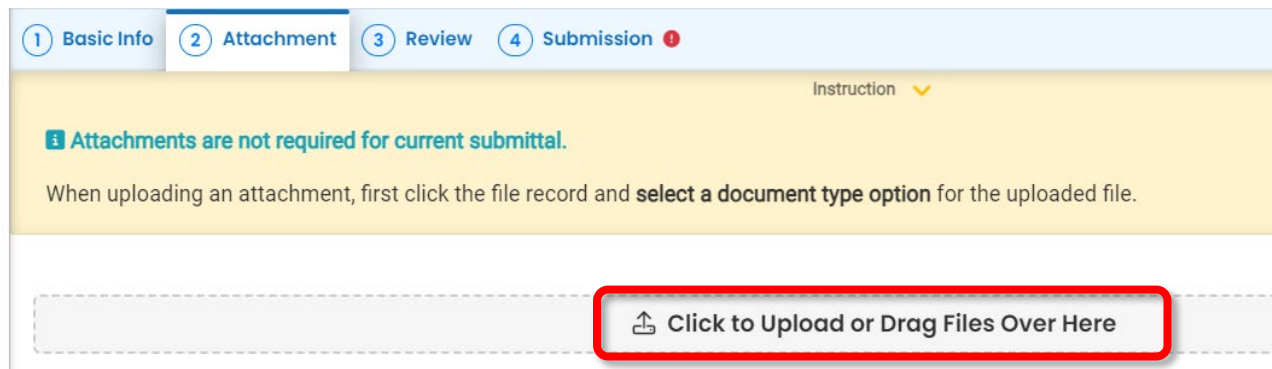
### 4.3. Attachments

The Attachments tab is where you will upload any cover letters, reports, reporting forms, and supporting information.

**Note:** If you are unsure what information needs to be included in the report, refer to your permit documents or the rules in [OAR 340 Division 245](#), contact your CAO project manager, or send an email to [cleanerair@deq.oregon.gov](mailto:cleanerair@deq.oregon.gov).

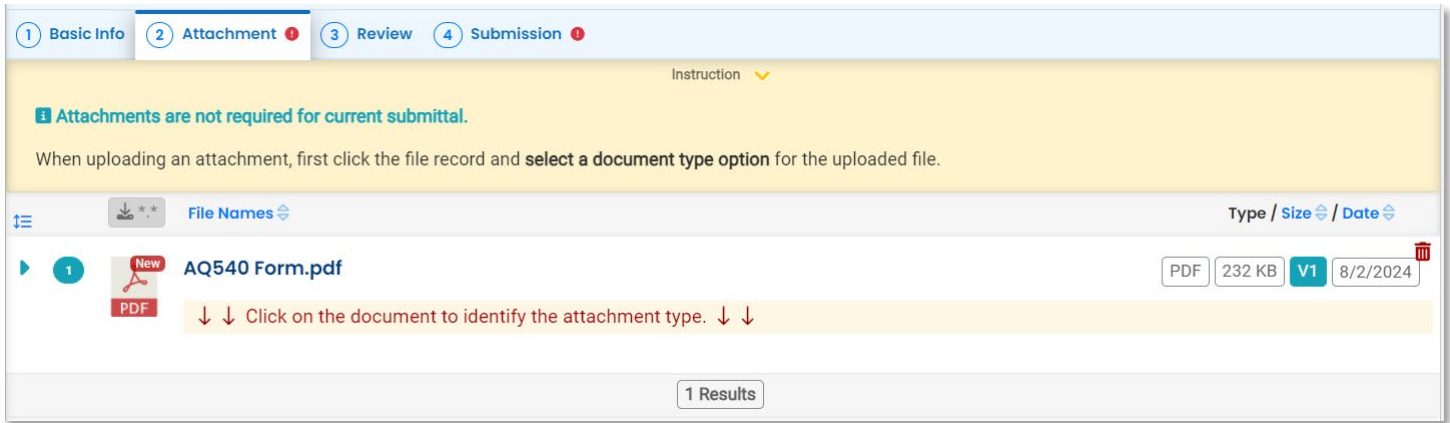
To attach a file, either:

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



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

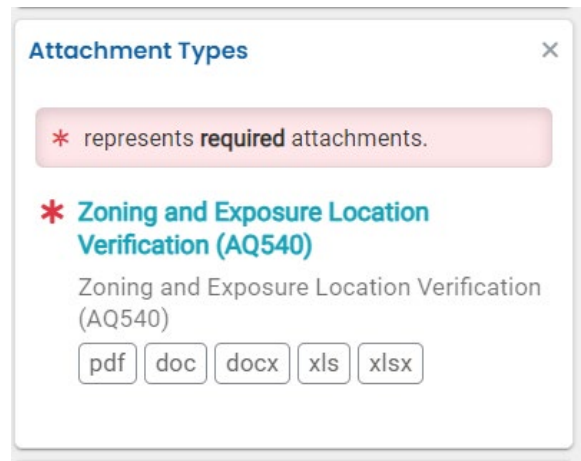
When the attachment is visible in the window as in this example,



click the file name (e.g. “AQ540 Form.pdf” in the example) and **select a document type option** for the uploaded file from the drop-down menu. Select the option that best describes the document.



At least one attachment will be required for the submittal. The required attachment type will vary depending on the report type selected in the Basic Info tab marked with an asterisk in the drop-down menu (the example above is for the “Zoning and Land Use Change Report” type). The “Attachment Types” sidebar at the right of the screen also shows the document type names along with the file extensions that are permitted for each type (required attachment types are designated with a red asterisk):




If you have files to provide and the required attachment, follow the steps above and select the document type “Other.”


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**Hint:** Supporting information consisting of many individual files, such as native emissions modeling files or multiple Safety Data Sheets, can be compressed and submitted as a single “.zip” file.

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Add comments about the attachment to the “Comment” field, if necessary.

To remove attached documents select the  red trash can .

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

**Note:** Electronic attachments are required for CAO submittals. If you are unable to provide electronically, please contact your CAO Project Manager or email [cleanerair@deq.oregon.gov](mailto:cleanerair@deq.oregon.gov) in advance of any submittal deadlines.

## 4.4. Payment


The Payment tab indicates the fees required to complete your submittal. Typically, the report types submitted as Miscellaneous Reports are not associated with any fee payment, and initially, this tab will indicate that no fees are required. In some cases, a CAO Specific Activity Fee may apply to the submittal review; for example, if a source requests an Exempt TEU determination that requires a review of a Level 1 Risk Assessment for that TEU. Specific Activity Fees are listed in [OAR 340-216-8030 Table 3](#). If fees are required, DEQ staff will send the submittal back to you for payment prior to reviewing the submittal (see [Section 5](#) of this User Guide for information on receiving a “Send Back” from DEQ).

If a Specific Activity Fee is required, it will be visible in the Payment tab after the submittal is sent back to you, as shown in this example:



Please complete the payment process.

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

Fee	Service	Paid	Due	
\$ 1,000.00	+ \$ 40.00	- \$ 0.00	= \$ 1,040.00	

**Fees**

**New Fee**


- ① Additional Fee \$ 1,000.00
- ② CAO Specific Activity Fee: TEU Risk Assessment - no permit mod (Standard ACDP)

**Technology Fee**


- ① Additional Fee \$ 40.00
- ② The technology fee applies to payments made to invoices and program submittal charges in Your DEQ Online to cover annual costs of operating and maintaining the system.


**Payment Transactions**

No payment transaction records.


2 Results 

**Note:** DEQ adds a 4% technology fee to every fee payment processed through Your DEQ Online.


Click on the  save icon to confirm the fee amount and technology fee before you continue.

To make your payment, Select the Pay Amount Due icon . Select your preferred payment method: Automated Clearing House (ACH), credit card, or check by mail. **Note:** You must enter all required data on the Basic Info tab before the Pay Amount Due icon will be available in the Payment tab.

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

Fee	Service	Paid	Due	
\$ 1,000.00	+ \$ 40.00	- \$ 0.00	= \$ 1,040.00	


  

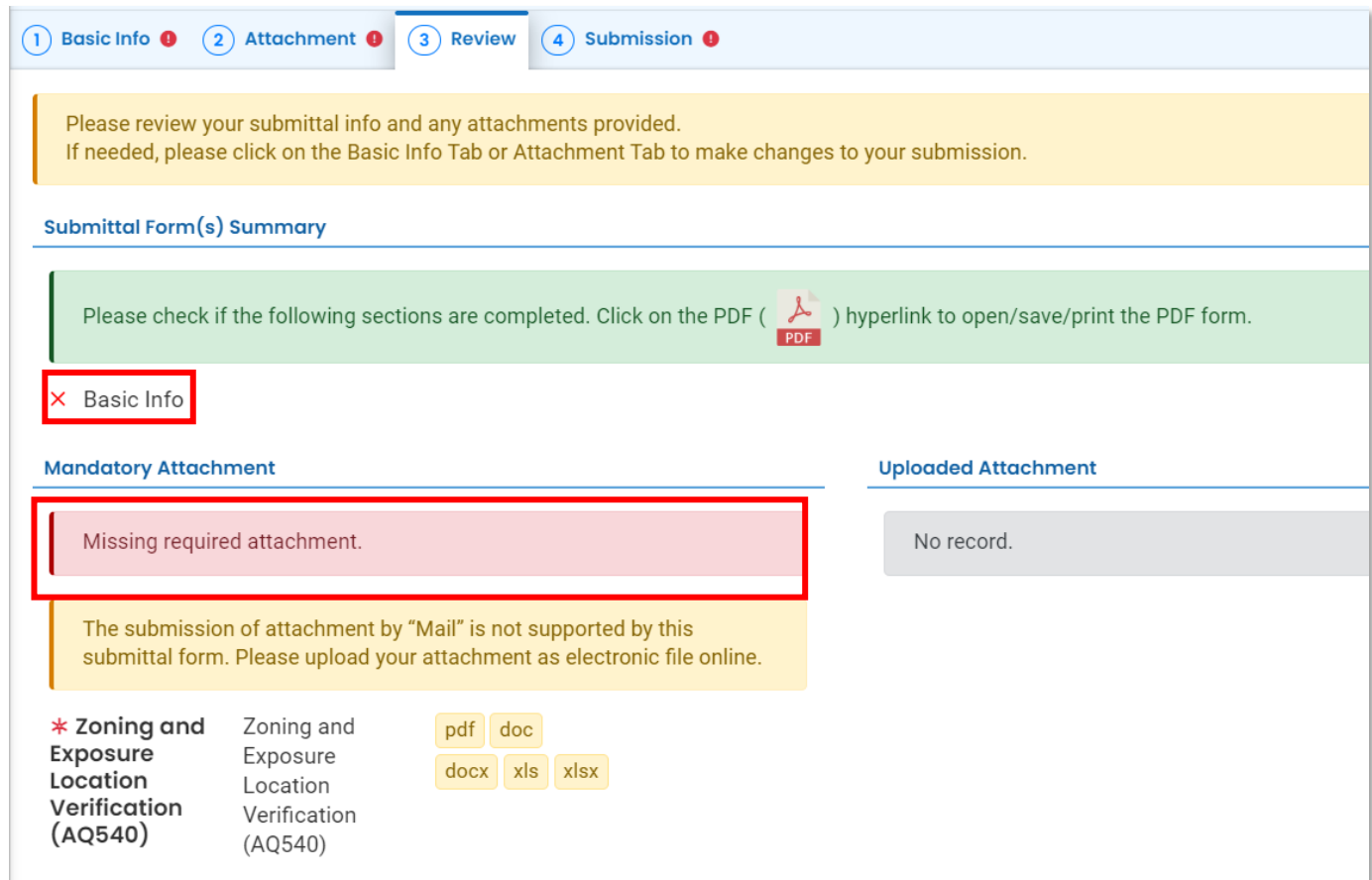
<input checked="" type="radio"/> ACH	<b>Automated Clearing House (ACH) payment method:</b>  When clicking <b>Pay Now</b> button, you will be <b>redirected</b> to agency's payment portal to finish the payment.  Once finished, you will be redirected back to the system to finish the task.	
<input type="radio"/> Credit Card		
<input type="radio"/> Check by Mail		


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






#### 4.5. Review

Please review your submittal information and any materials you have provided as attachments. Under the Submittal Form(s) Summary section, incomplete sections will be identified with a red **x**. Tabs with incomplete

requirements are indicated with a  red exclamation point icon. This example shows that a required attachment is missing from the Attachments tab and some information is missing from the Basic Info tab:



The screenshot shows a web application interface with four tabs: 1 Basic Info (with a red exclamation point), 2 Attachment (with a red exclamation point), 3 Review, and 4 Submission (with a red exclamation point). A yellow banner at the top reads: "Please review your submittal info and any attachments provided. If needed, please click on the Basic Info Tab or Attachment Tab to make changes to your submission." Below this is a "Submittal Form(s) Summary" section with a green banner: "Please check if the following sections are completed. Click on the PDF (  ) hyperlink to open/save/print the PDF form." Underneath, a red-bordered box contains "X Basic Info". The "Mandatory Attachment" section has a red-bordered box with the text "Missing required attachment." Below this is a yellow banner: "The submission of attachment by 'Mail' is not supported by this submittal form. Please upload your attachment as electronic file online." To the right, the "Uploaded Attachment" section shows "No record." At the bottom, there is a table of required attachments:

* Zoning and Exposure Location Verification (AQ540)	Zoning and Exposure Location Verification (AQ540)	 
		  

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

## 4.6. Submission

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

and inputting your PIN number.

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

For important information on how to submit Confidential Business Information, see [Section 3](#) of this User Guide.

When you have completed the review and are ready to submit the report, select the Submit button at the bottom of the Submission tab.

**Security Precautions**

We maintain stringent system safeguards and physical and administrative protection to prevent misusing your information. In addition, the security safeguards are also powered by VeriSign's Certificates and Authorize.NET's PCI-compliant processes. Once we provide you with a password, you are responsible for maintaining the confidentiality of the password. Please note that access to these links, irrespective of the issuance of the User ID and Password, may be terminated at our discretion at any time.

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**Disclaimer**

The system, agencies, officers, and employees protect your confidential information. However, personally identifiable information privacy is a new and evolving area, and despite dedicated efforts, some mistakes and misunderstandings may result. The visitor proceeds to any external sites at their own risk. The development company expressly disclaims all liabilities from damages resulting from accessing the website or from reliance upon any such information.

Submit

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

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

✔
Submission Successful!

Confirmation of Submittal: 1. Your report has been received and will be reviewed shortly. 2. Check your account, email and text message for system notifications at various milestones.

Please click Receipt to print your receipt.

Submittal Summary	Submittal Form Info									
<p>Submittal ID: <span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 3px;">18829</span></p> <p>Submittal Date: <span style="border: 1px solid #ccc; padding: 2px 5px; border-radius: 3px;">8/9/2024, 3:09:37 PM</span></p> <p>Submittal By: ACDP RO 5555555555 ACDPRO@test.com</p> <p>Owner Information: ACDP RO 5555555555 ACDPRO@test.com</p>	<p>Name: CAO - Miscellaneous Reports</p> <p>Method: Online Submission</p>									
Fee Detail	Certification									
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Name</th> <th style="text-align: left;">Type</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>New Fee</td> <td>Additional Fee</td> <td style="text-align: right; color: red;">\$1,000.00</td> </tr> <tr> <td>Technology Fee</td> <td>Additional Fee</td> <td style="text-align: right; color: red;">\$40.00</td> </tr> </tbody> </table>	Name	Type	Amount	New Fee	Additional Fee	\$1,000.00	Technology Fee	Additional Fee	\$40.00	<p>Statement: I certify under penalty of law, based on information and belief formed after reasonable inquiry, the statements and information contained in these documents are true, accurate and complete.</p> <p>Question: what is the last name of your favorite teacher?</p> <p>Answer: *****</p> <p>PIN Number: *****</p> <p>RO: ACDP RO</p> <p>Sender IP: 159.121.206.56</p>
Name	Type	Amount								
New Fee	Additional Fee	\$1,000.00								
Technology Fee	Additional Fee	\$40.00								
Payment Detail										
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Date</th> <th style="text-align: left;">Method</th> <th style="text-align: right;">Fee Amount</th> <th style="text-align: right;">Paid Amount</th> </tr> </thead> <tbody> <tr> <td>Total:</td> <td></td> <td style="text-align: right; color: red;">\$1,040.00</td> <td style="text-align: right;">\$0.00</td> </tr> </tbody> </table>	Date	Method	Fee Amount	Paid Amount	Total:		\$1,040.00	\$0.00		
Date	Method	Fee Amount	Paid Amount							
Total:		\$1,040.00	\$0.00							

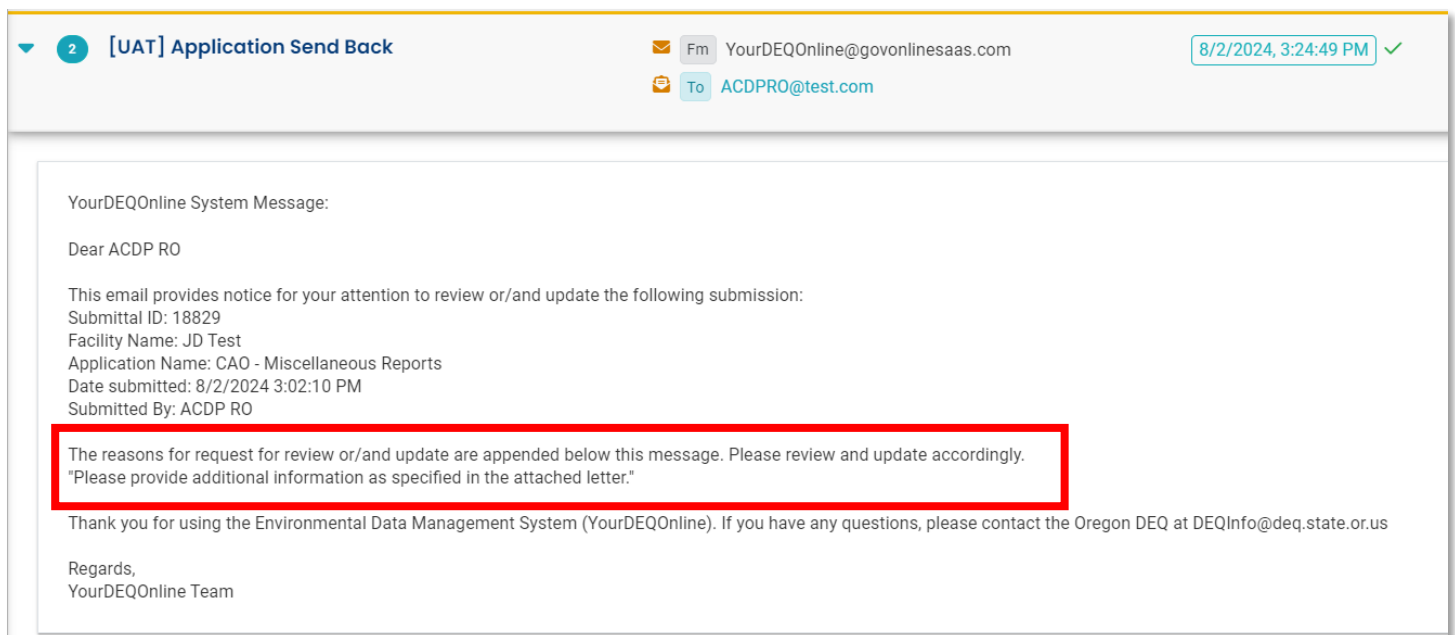
To access a PDF copy of your submittal receipt for your records, click on the red “Receipt” button in the lower right corner.



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



Click on the blue “Finish” button to exit the submittal.

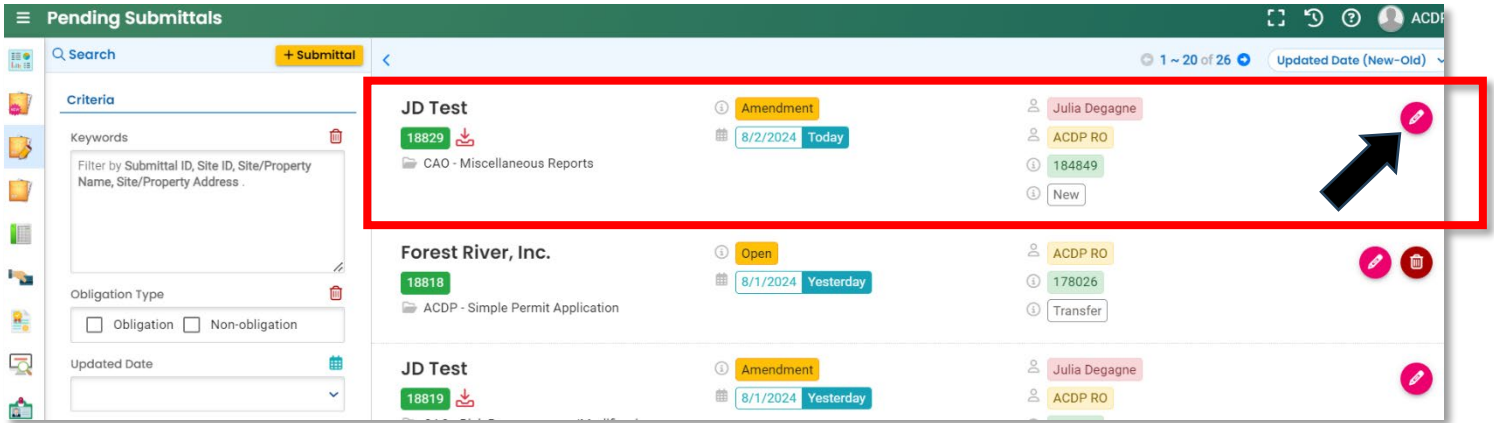
## 5. Receiving and Responding to “Send Backs” from DEQ

After reviewing your submittal, DEQ may need additional information to complete its review and approve the report. When this occurs, you will receive an email notification from Your DEQ Online indicating that the submittal has been sent back to you and noting the reason why (indicated by the red box below):

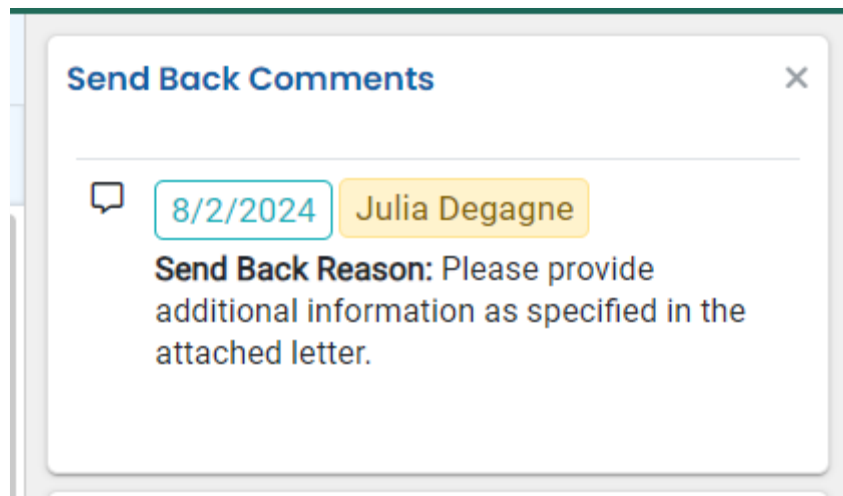


Once you receive this email, the submittal will once again be available for you to edit. To access it, log in to Your DEQ Online and select the select the three-lines icon  and then the ‘Pending Submittals’ icon  at the top right of the Dashboard screen.

Find your submittal in the list shown. The  icon next to the submittal ID means that this submittal has been sent back. Click the  pink pencil icon to access the submittal.



The reason for the send-back will be shown in the “Send Back Comments” side bar at the top right of the screen:



DEQ staff may include an attachment with the send back detailing the request. To access this attachment, scroll down in the right-hand “Submittal Documents” sidebar and find the letter under the “Send Back Attachments” header. Click the filename to download the PDF.







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

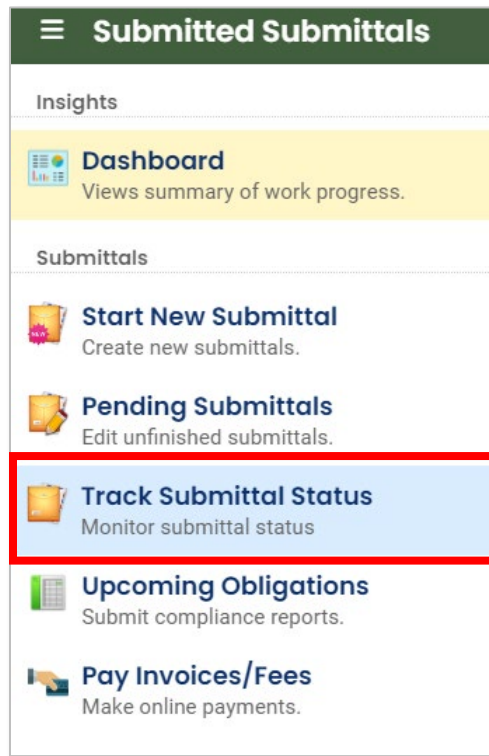
To respond to DEQ's Send Back, follow the steps in [Section 4.2 – Section 4.6](#) as necessary to provide the requested information. In most cases this will mean adding or updating an attachment. Be sure to fully complete the "Submission" tab and click the "Submit" button as described in [Section 4.6](#)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

## 6. Checking Submittal Status and Contacting DEQ

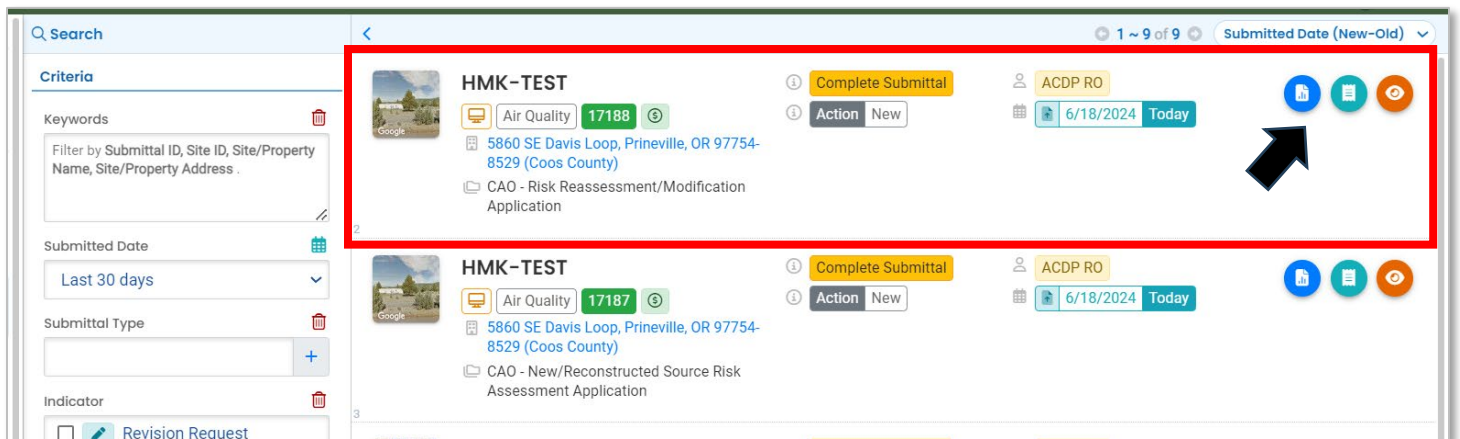
At any time between submitting the application and receiving a response from DEQ, you can access your submittal to review it and check on its status – you will not be able to make any changes or modify it at this time.



### 6.1. Checking Submittal Status

To check the submittal status, log in to Your DEQ Online and in the top left-hand corner of the initial screen (the "Dashboard"), select the three-lines icon  and then the 'Track Submittal Status' icon .



In the middle of the next screen (the “Submitted Submittals” screen), you will see a list of your submittals that are pending DEQ review. To the right of each submittal listing, three icons are shown:

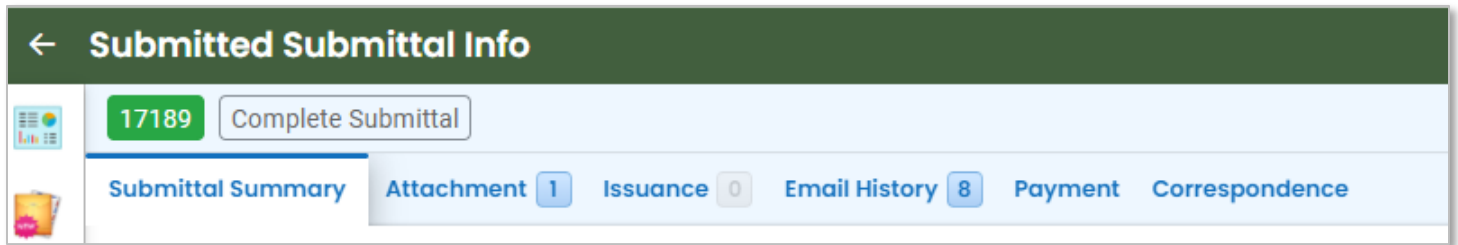


- To view the submittal form, click the blue  icon. **Note:** You cannot make changes to your submittal at this time. For information about how to update a submittal that has been submitted to DEQ, see [Section 6.2](#) below (“Amend or Withdrawal a Submittal”).
- To access a PDF receipt for the submittal,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

- To view submittal details, click the eye icon. This will take you to the “Submitted Submittal Info” screen.

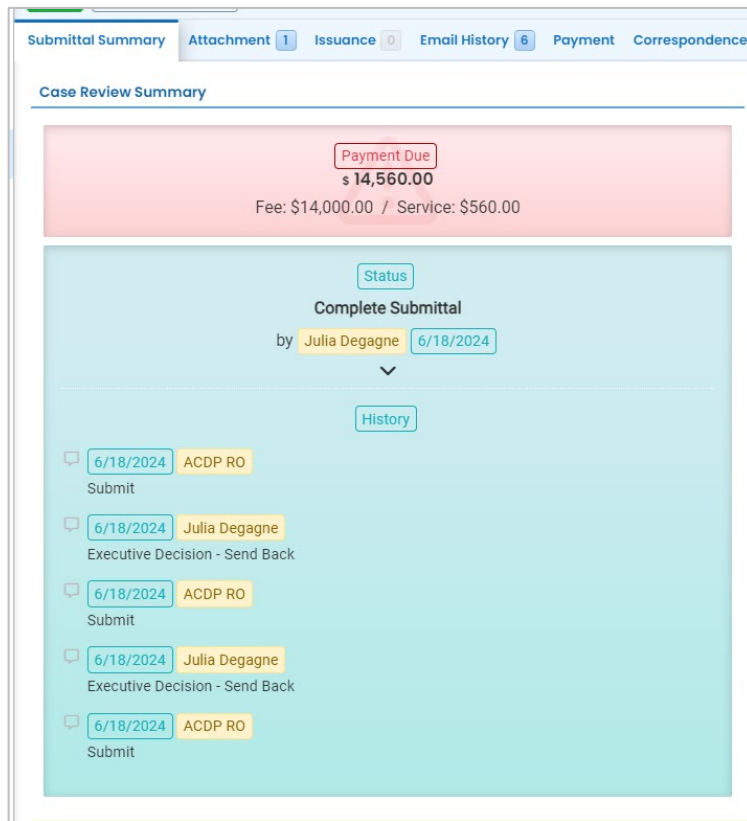
### 6.1.1 Submitted Submittal Info

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



#### “Submittal Summary”:

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



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

The screenshot displays a sidebar with three main sections: 'Review Flow', 'Send Back Comments', and 'Submittal Documents'. Each section is annotated with a callout box and an arrow:

- Review Flow:** Shows a workflow with steps '1-1 Assign Project Manager', '1-2 Assign Permit Writer', and '2 Emissions Inventory'. A callout box points to the '2 Emissions Inventory' step, stating: "Current DEQ workflow step for this submittal".
- Send Back Comments:** Lists two comments from Julia Degagne dated 6/18/2024. Each comment includes a 'Send Back Reason' about DEQ's approval of a Risk Assessment and a Special Activity Fee. A callout box points to this section, stating: "Information about send-backs from DEQ".
- Submittal Documents:** Lists documents under three categories: 'Send Back Attachments' (including 'CAO Test Approval Letter 2.pdf'), 'Forms/Receipt' (including 'CAO - New/Reconstructed Source Risk Assessment Application' and 'Receipt of CAO - New/Reconstructed Source Risk Assessment Application'), and 'Attachments' (including 'CAO RR.pdf'). A callout box points to this section, stating: "Documents including send-back attachments, submittal form, receipt, and attachments." A large red watermark 'JAT2' is visible at the bottom of the screenshot.

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

**“Attachment”:**

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

**“Issuance”:**

Here you can view documents that DEQ has issued related to the submittal that were not provided as Send Back Attachments.

**“Email History”:**

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

**“Payment”:**

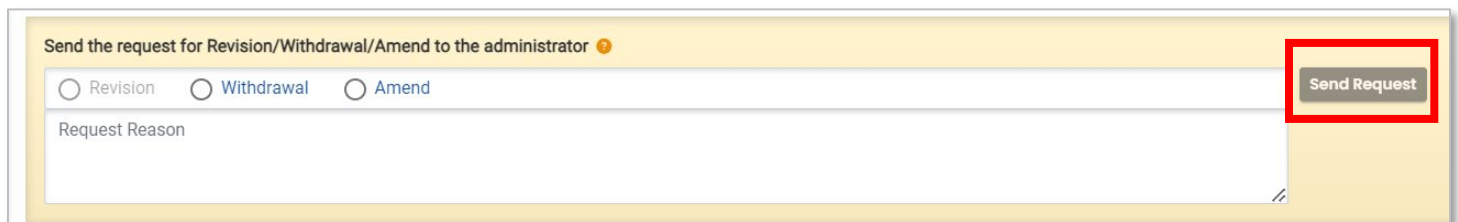
This tab shows the payment history associated with this submittal.

**“Correspondence”:**

Through this tab, you can send a message to DEQ staff. See [Section 6.3](#) below for more information about this function.

## 6.2. Amending or Withdrawing a Submittal

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



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

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

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

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

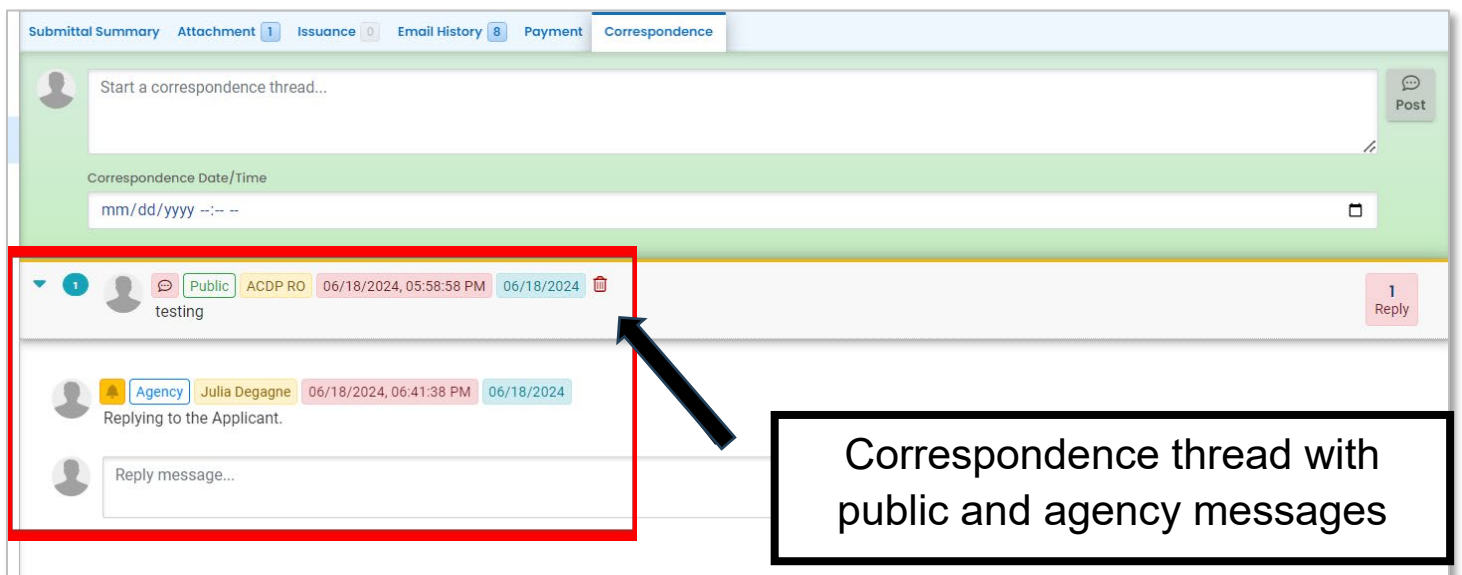
### 6.3. Contacting DEQ

There are two ways to contact DEQ about your submittal:

1. At any time, you can communicate with CAO staff by emailing [cleanerair@deq.oregon.gov](mailto:cleanerair@deq.oregon.gov) or the CAO Project Manager assigned to your facility.
2. After the report has been submitted and while DEQ is reviewing, you can communicate with DEQ staff through Your DEQ Online. To do so, return to the Submittal Summary tab as shown in [Section 6.1](#) above. To send a message to DEQ, enter your message into the “Start a correspondence thread...” field and click the grey “Post” button:



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



**Note:** Option 2 will not be available before you submit the application or after you receive a Send Back from DEQ – at these times, please communicate with CAO staff by emailing [cleanerair@deq.oregon.gov](mailto:cleanerair@deq.oregon.gov) or the CAO Project Manager assigned to your facility.



## 7. Contact Information for CAO and Air Quality Permitting Staff

Information about air quality permits and DEQ’s regulations may be obtained from the [DEQ web page](#). All inquiries related to Cleaner Air Oregon should be directed to [cleanerair@deq.oregon.gov](mailto:cleanerair@deq.oregon.gov), or to the CAO Project Manager for your facility.

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

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

## 8. Help Desk and Resources

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

## 9. Revision History

<b>Revision</b>	<b>Date</b>	<b>Changes</b>	<b>Editor</b>
<b>1.0</b>	<b>9/5/2024</b>	<b>Initial draft</b>	<b>J. DeGagné</b>
	<b>11/22/2024</b>	<b>Copy Edits, CBI updated guidance, style guide compliance</b>	<b>C. Varley</b>
	<b>11/24/2024</b>		<b>J. Flynt</b>

