CAO New-Reconstructed Source Risk Assessment Application

Version 1.0

November 2024

State of Oregon
DEQ Department of Environmental Quality

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Version 1.0
Last updated: November 21, 2024

State of Oregon
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Oregon Department of Environmental Quality

System Overview

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

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

1.   Introduction

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

Cleaner Air Oregon is a program that regulates emissions of toxic air contaminants from industrial and commercial sources based on local risks to health. Facilities are required to assess potential health risks from toxic air 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 the program requirements for performing a Risk Assessment, including how the program defines New and Reconstructed sources.

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

2. Overview of the "CAO - New/Reconstructed Source Risk Assessment Application"

2.1. Who Should Submit this Application?

Owners/operators of air quality sources in Oregon should submit this application if the following apply:

The source is a "New source" or "Reconstructed source" under the definitions listed in OAR 340-245-0020(33) and (42);

AND either:

1. The source is required to obtain a Simple or Standard Air Contaminant Discharge Permit (OAR Chapter 340, Division 216);

   OR

2. The source has been notified in writing by DEQ that a CAO Risk Assessment is required under OAR 340-245-0050(2)(a)(B) for a General Basic Air Contaminant Discharge Permit, or OAR 340-245-0050(3) for an unpermitted air quality source.

2.2. Who Should <u>Not</u> Submit this Application?

1. Owners/operators of air quality sources in Oregon that are "existing sources" under the definition listed in OAR 340-245-0020(20). Existing sources are required to complete a CAO Risk Assessment only after they have been notified by DEQ that they are being "called-in" to the CAO Program. After receiving this notification, existing sources will use Your DEQ Online to submit the "CAO – Existing Source Risk Assessment Application".
2. Owners/operators of air quality sources that have already completed an initial CAO Risk Assessment as described in OAR 340-245-0050. Sources that have already completed a Risk Assessment and are proposing changes that require a revised risk assessment or modification to CAO permit conditions will use Your DEQ Online to submit the "CAO – Risk Reassessment / Modification Application".

2.3. Applying for an Air Contaminant Discharge Permit

The CAO Risk Assessment is one required element of a Simple or Standard Air Discharge Permit Application. Sources requiring an Air Contaminant Discharge Permit must apply separately for their permit by submitting the appropriate application in Your DEQ Online (see also DEQ's Permit Application Guidelines). This is in addition to completing the CAO application.

DEQ requires approval of a "CAO - New/Reconstructed Source Risk Assessment Application" for a Simple or Standard Air Contaminant Discharge Permit application to be considered complete. However, sources may choose to submit both the Air Contaminant Discharge Permit Application and CAO Risk Assessment Application at the same time – this can help expedite the permitting process.

2.4. The Risk Assessment Process

The Risk Assessment is at the heart of the CAO program and requires that sources submit a series of technical documents and information to DEQ for review and approval. This section describes the different components that may be required as part of this submittal, and approaches for providing these documents.

2.4.1 Overview of required components for a CAO Risk Assessment

The CAO Risk Assessment process consists of several steps, which are outlined in detail in the CAO Step-by-Step Guide - please refer to the Step-by-Step guide for additional information and resources. In brief, the risk assessment components that must be included with this submittal are:

1. Pre-application Fee and Basic Information Form: Supply basic information about the source and submit the New Source Consulting Fee. This step is a required component of the initial submittal. Fees are listed in OAR 340-216-8030 Table 3.
2. Emissions Inventory: Submit the Emissions Inventory form AQ520, the Categorically Exempt Toxics Emissions Units form AQ523, and all supporting documentation required by OAR 340-245-0040(4). If you believe your source is an exempt source as described in OAR 340-245-0050(6), information demonstrating that all toxics emissions units at the source are exempt may be submitted instead of the Emissions Inventory form AQ520.
3. Modeling Protocol: Submit a document specifying: the risk assessment level selected; facility and source characteristics; modeling assumptions; and receptor placement. Requirements are listed in OAR 340-245-0210 and additional information is available in DEQ's "Recommended Procedures for Air Quality Dispersion Modeling".
4. Risk Assessment Work Plan (required only for sources completing a Level 3 or Level 4 Risk Assessment): Submit a document detailing: the assignment of exposure locations; which Risk Based Concentrations will be used to calculate risk from modeling results; and an uncertainty analysis for the assessment. Requirements are listed in OAR 340-245-0210 and additional information is available in DEQ's "Recommended Procedures for Toxic Air Contaminant Health Risk Assessments".
5. Risk Assessment: Submit a document reporting the maximum risk for cancer, noncancer chronic, and acute noncancer risk types for the facility. Risk results are compared to the New and Reconstructed Source Risk Action Levels in OAR 340-245-8010 Table 1 to determine if permitted risk limits, emissions controls, and/or community engagement are required in order for the source to obtain an Air Contaminant Discharge Permit. Additional information is available in DEQ's "Recommended Procedures for Toxic Air Contaminant Health Risk Assessments".
6. TLAER Analysis (required only for sources that exceed the TLAER Risk Action Level): Submit information necessary to verify that the all significant toxics emissions units meet TLAER (Toxics Lowest Achievable Emission Rate) requirements as described in OAR 340-245-0220.
7. CAO Permit Application and Additional Fees: Submit the CAO Permit Application Form AQ501 and any applicable Specific Activity Fees required in order for DEQ to approve the submittal – this is required for an Air Contaminant Discharge Permit application to be considered complete. Fees are listed in OAR 340-216-8030 Table 3.

2.4.2 Options for the initial submittal

Due to the step-wise, iterative nature of the risk assessment process, facilities have two options for their initial submittal: (1) including just some of the required components of the risk assessment for review by DEQ, **or** (2) including all required components for review by DEQ.

Option 1: Step-wise submittal of required Risk Assessment components

Some applicants choose to obtain approval of the earlier required components before submitting the later ones because some of the required components of the risk assessment depend on information from an earlier required component – for example, the Modeling Protocol depends on emissions information from the Emissions Inventory. DEQ will review your initial submittal and send the application back to you in the form of a comment letter with requested revisions () or an approval letter so that you can complete the subsequent required components of the risk assessment. The minimum components that should be included in the initial submittal are items one and two from Section 2.4.1 above:

1. Pre-application Fee and Basic Information Form
2. Emissions Inventory

You may choose to include additional components such as the Modeling Protocol, Risk Assessment Work Plan, and Risk Assessment with the initial submittal, or at any time after the initial submittal.

Option 2: Submittal of all required Risk Assessment components

To expedite the CAO process, facilities may choose to include all required components listed in Section 2.4 of this User Guide in the initial submittal, with the exception of the additional Specific Activity Fees (part of Step 7). In this case, DEQ staff can review the entire risk assessment at once. DEQ will review your submittal and send the application back to you with either requested revisions or an approval letter and assessment of additional Specific Activity fees.

2.5. Submittal Deadlines

New sources that are not yet operating will not have deadlines for submitting the required components of the Risk Assessment, but they cannot begin operating until an air permit has been applied for and issued. The risk assessment approval is one part of a complete Air Contaminant Discharge Permit application. This also applies to reconstructed sources – that is, a reconstructed source Risk Assessment Application must be completed before any changes can be made to operations at that source.

Sources already operating that have been determined to be New sources under the CAO program will typically be required to submit each component of their Risk Assessment by specified deadlines. These deadlines will be communicated to the source via correspondence and/or attachments in Your DEQ Online. **Deadlines will not appear in the "Pending Submittals" module; "Upcoming Obligations" module; or Dashboard. You are required to track these submittal deadlines outside of YDO.**

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.

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.
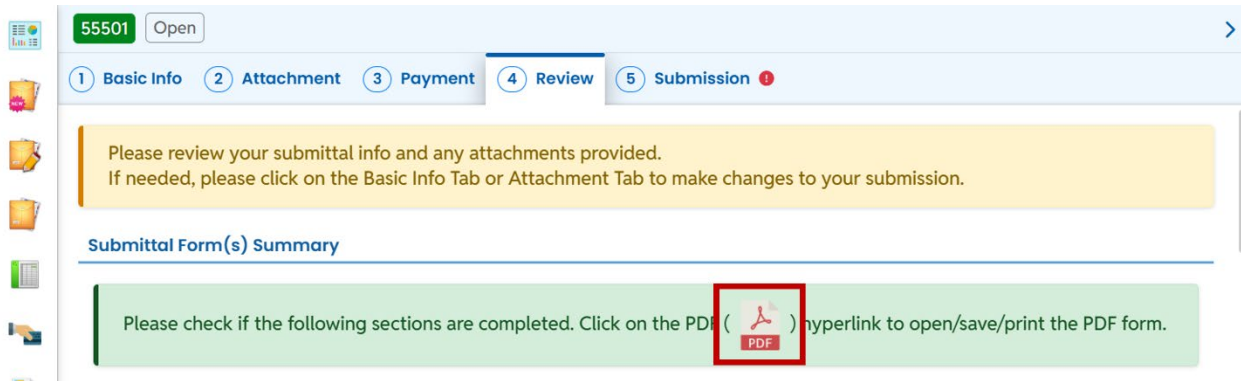
4. Download the file and use software of your choice (Adobe or otherwise) to redact your application. When submitting information that is believed to be confidential, trade secret, or otherwise exempt from disclosure, please ensure that you:
   a. State the specific statutory provision under which you 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.
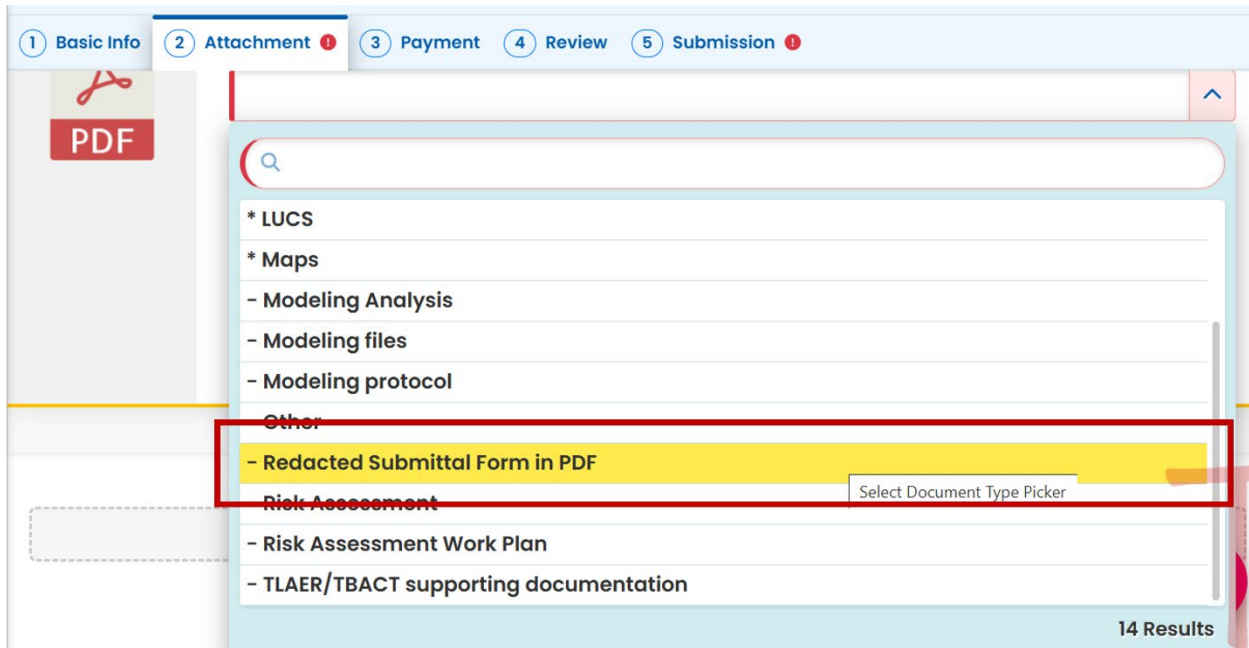
6. Proceed to the 'Submission' tab, fill out all required information and click 'submit'. **Make sure to select 'YES' on the confidential business information question at the bottom of the form** prior to submitting.
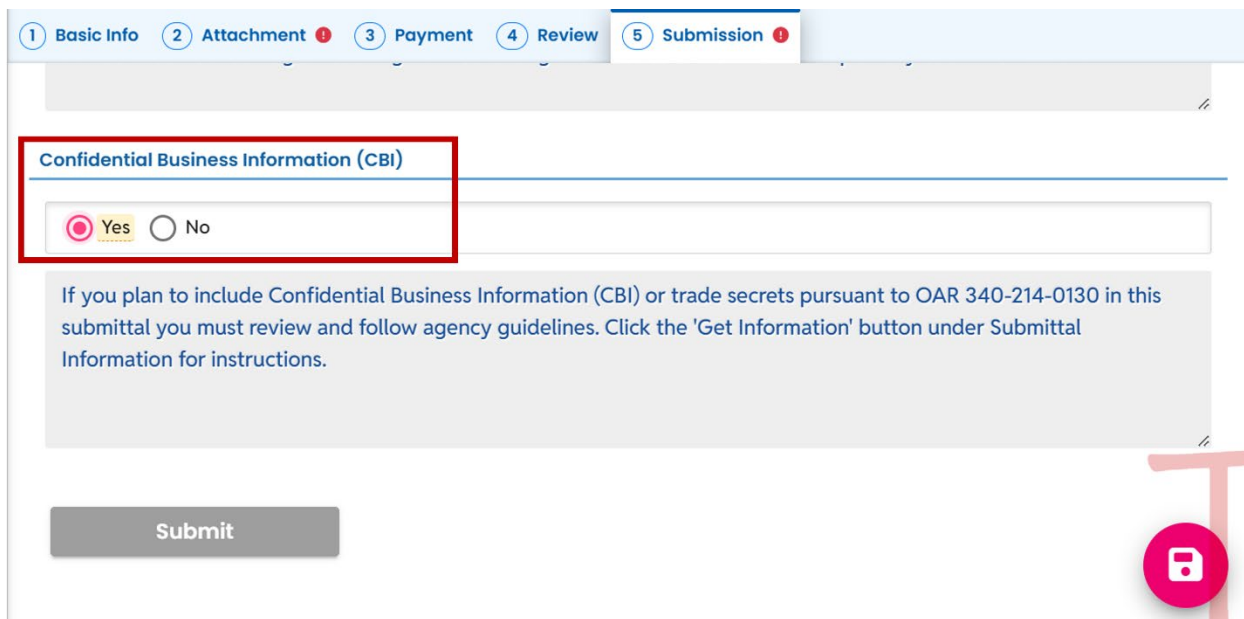
DEQ will segregate marked information in its files, and if such information is requested by a member of the public, then DEQ will determine if the information qualifies as exempt from disclosure under Oregon's Public Records law (see Oregon Revised Statutes Chapter 192) and will either disclose it or not, as appropriate.

4.   Creating and Submitting an Application

This section provides detailed instructions for how to create and submit the CAO New / Reconstructed Source Risk Assessment application.

4.1.   Creating a New Application

Login 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 [icon] to create a new submittal.
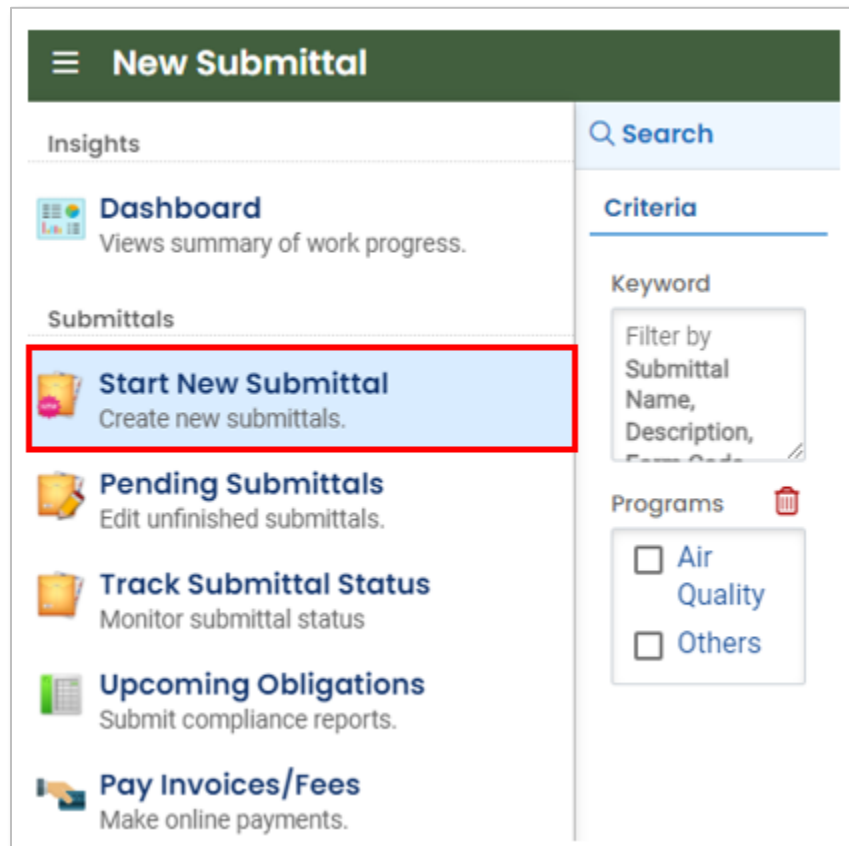
In the middle of the screen you will see a list of different types of submittals. Scroll down to "CAO - New/Reconstructed Source Risk Assessment Application" and click on the orange circle with the plus sign on the right to create a new submittal.
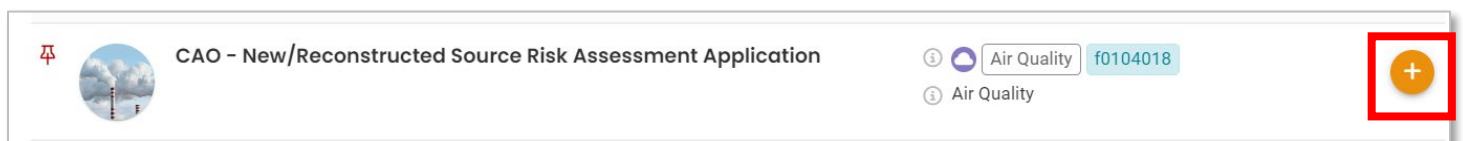
The screen will now show a new application with five tabs to fill in or review:

4.2. Basic Info

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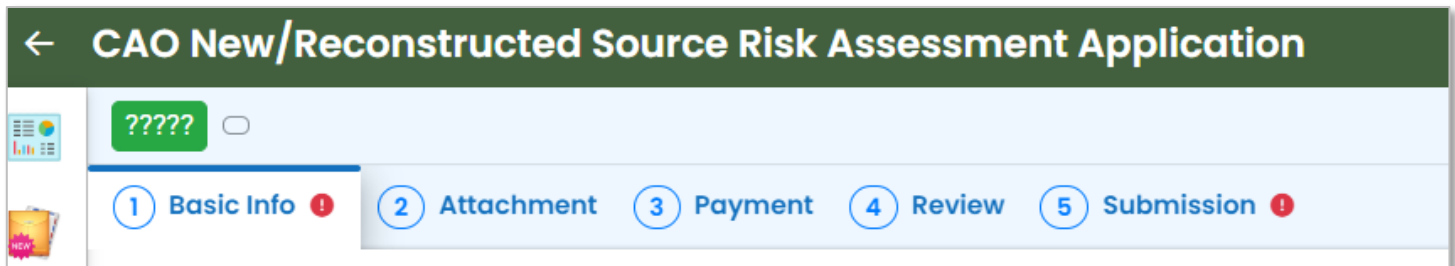
Enter the following information:

- Indicate if the facility has contacted the CAO program to confirm that this submittal is required. It is recommended, but not required, that you request a pre-application meeting with DEQ staff to cover any questions about application requirements and whether a Risk Assessment is required for your facility.
- Choose "Select your Facility" or "Create New Facility": If your facility already exists in the Your DEQ Online system, choose "Select your Facility." If your facility does not yet exist in Your DEQ Online, choose "Create New Facility".
- If you chose "Select your Facility", find and 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.
- If you chose "Create new facility", you will need to enter additional information, including:
  - Facility Name: Enter the legal name of the person or entity that is applying for this permit. Company/entity names must be registered with the Oregon Secretary of State Corporations Division.
  - Abbreviation: Enter your plant site name if it differs from your legal entity name. If this does not apply, leave the field blank.
  - Indicate whether the facility is located on Native American Lands.
  - Contact information for the facility, including email (required), phone (required) and fax (optional).
  - The number of employees. This includes all employees of the business' parent company, if applicable – not only the employees at the particular site.
  - Mailing address for the facility.
  - Physical location of the facility. If this is a stationary source, enter the address of the facility. If this is a portable facility, enter the first anticipated operating address. The location can be provided in one of two ways:
    - Option 1: Type in the latitude, longitude, and address manually; or
    - Option 2: Select the location using the Google map tool – see "Using the Google Map Tool" on the next page for more information.

- Indicate whether the application is for a New source or a Reconstructed source, based on the definitions listed in OAR 340-245-0020(33) and (42).
- Permit Type: Indicate the type of air permit that the facility is applying for.
- Enter Contact Information for the main facility contact.

Using the Google Map Tool

To use the Google map tool, select the map icon in the Physical Location section of the Basic Info tab.

This will generate a pop-up map allowing you to select an exact site location:
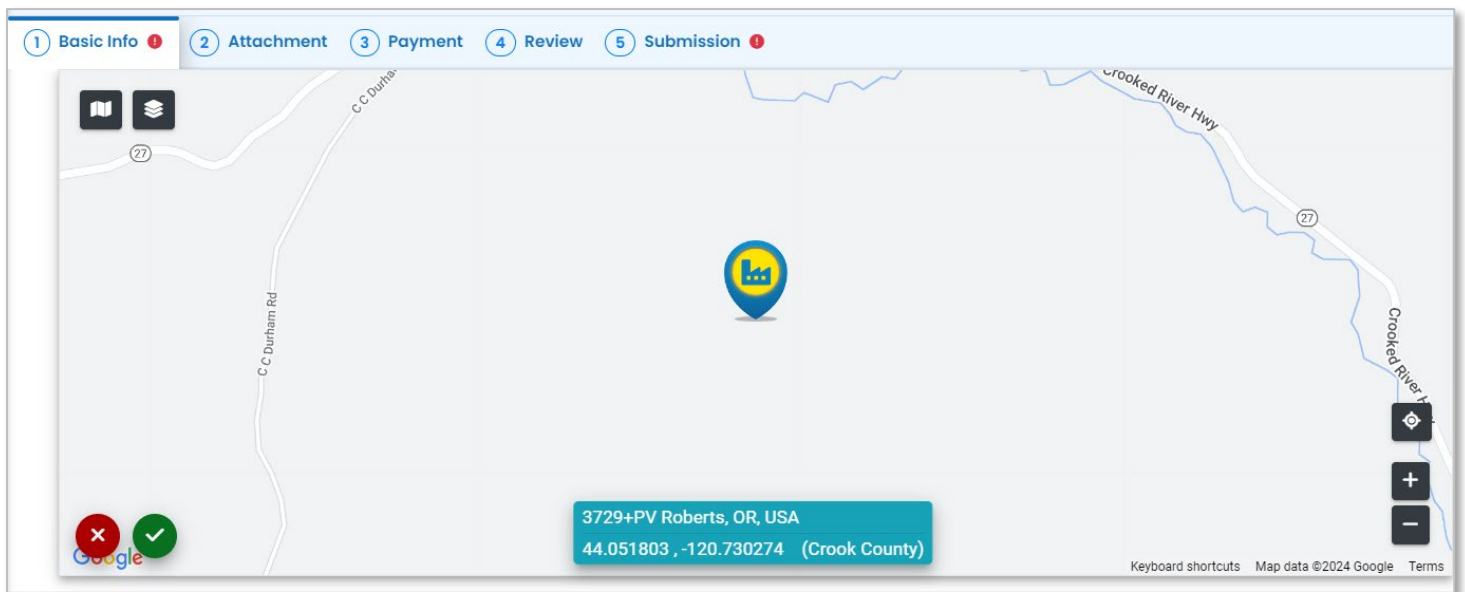
Use the '+' and '-' icons at the bottom right of the map to zoom in as needed. Once you are ready to select a

location, use the mouse to single click a location. Select the green check mark ✅ if you are satisfied with pinned location, which will close the map tool and populate the Physical Location section. If you do not want to use the map tool, you can select the red "x" ❌ to exit out of the map tool. If you use the map tool to select your facility location and the address field does not populate, you must type the address in manually.

Select the Save icon 💾 at the bottom right of the tab to save the input 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.
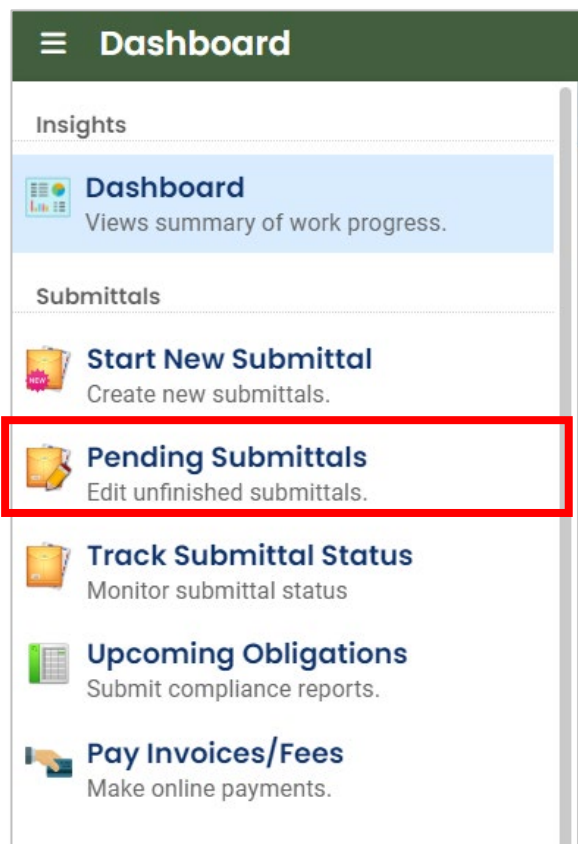
- Find your submittal in the list shown:
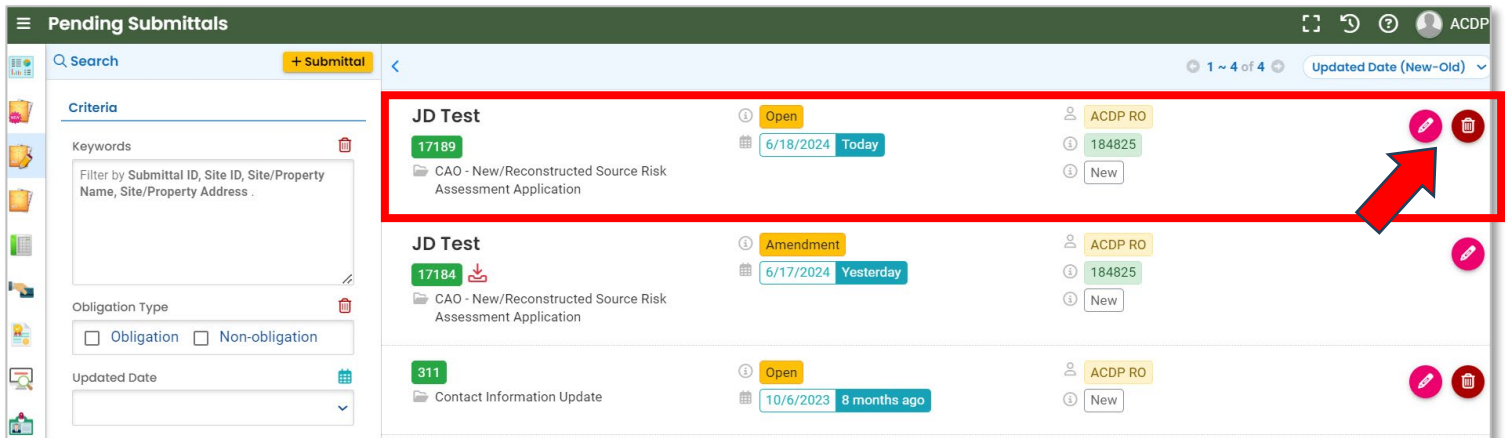
- From here, you can either:

    o Edit the submittal by clicking on the pink pencil icon 🖊; or

    o 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 documents such as:

- the Emissions Inventory form AQ520
- AQ523 Form
- Modeling Protocol
- Risk Assessment Work Plan
- Risk Assessment
- TLAER Analysis
- Toxics Air Contaminant Permit Addendum Application AQ501 form
- all other supporting documentation and supplementary materials.

Note: Although you will most likely be required to include attachments with your application, the instructions at the top of this tab note by default that "Attachments are not required for the current submittal." This is because required attachments for the current submittal vary depending on which step in the CAO process your facility is on. If you have any questions about the information you need to submit at this time, please refer to Section 2.4 of this User Guide or the CAO Step by Step Guide and FAQ, contact your CAO project manager, or send an email to cleanerair@deq.oregon.gov.

Note: Any emissions calculations or modeling files needed to fully demonstrate methodologies used should be provided in their native file format (for example, provide calculations as an excel ".xlsx" or ".xls" file and modeling files as AERMOD files).

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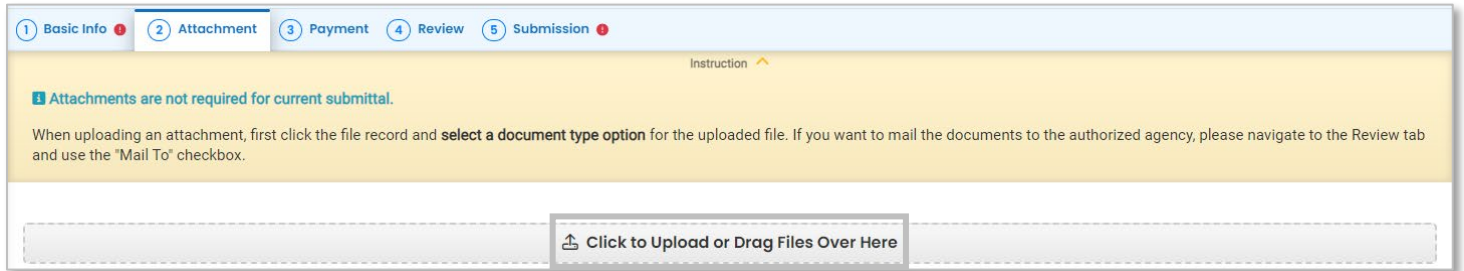
Note: Ensure that all attachments have unique file names. If you upload multiple attachments with the same name, the system will overwrite previous versions with the most recent upload.

When the attachment is visible in the window as in this example,
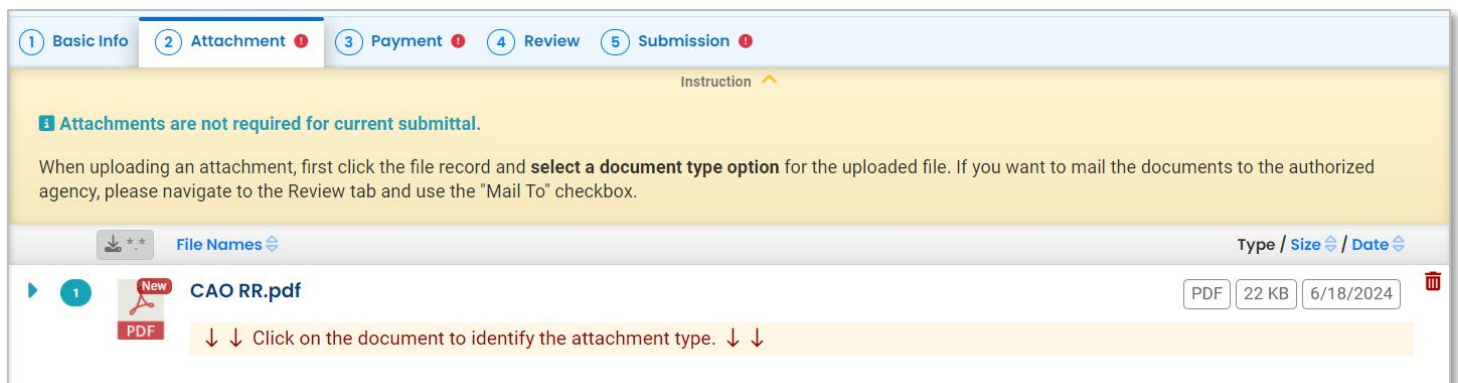
click the file name (e.g. "CAO RR.pdf" in the example) and **select a document type option** for the uploaded file from the dropdown menu. Select the option that best describes the document.
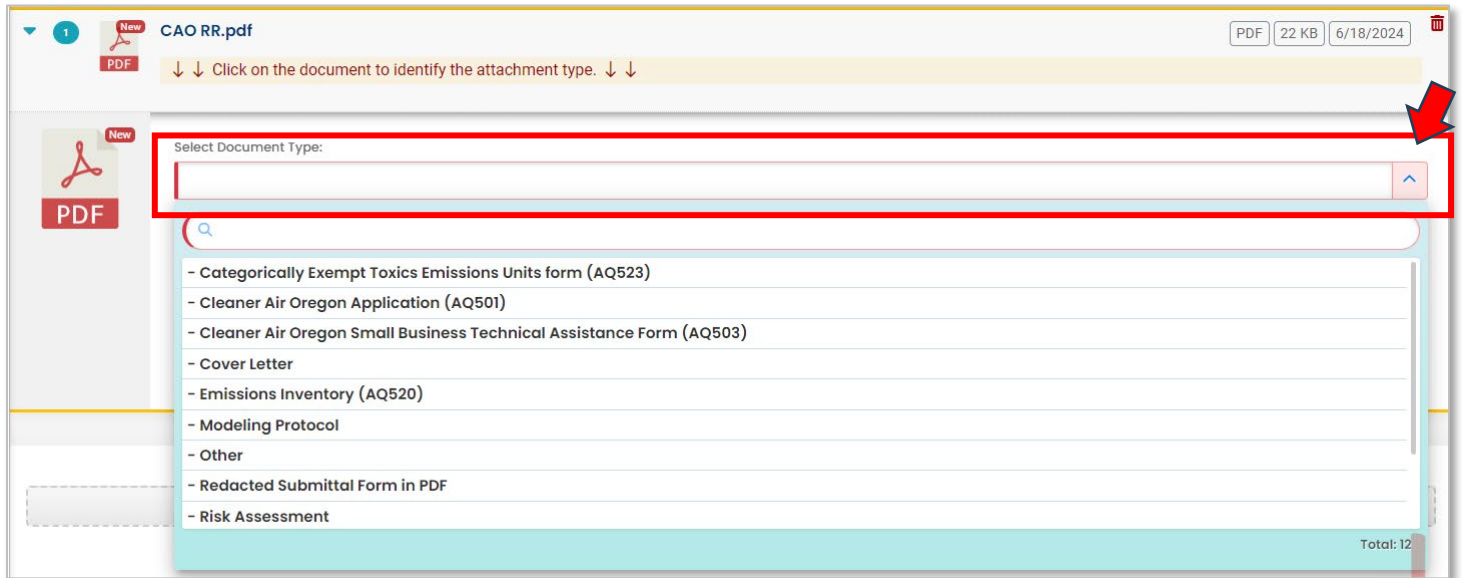
The document type names along with the file extensions that are permitted for each type are shown in the "Attachment Types" sidebar at the right of the screen:
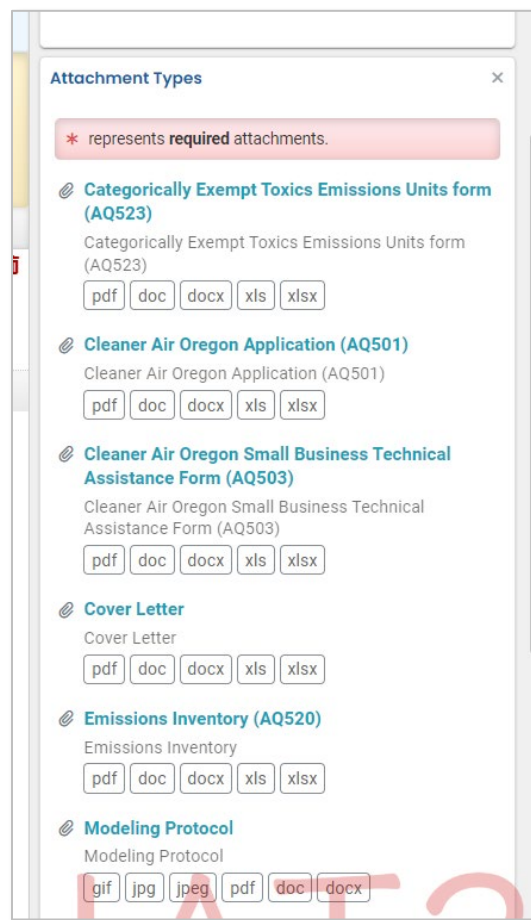
Hint: Supporting information consisting of many individual files, such as native emissions modeling files or multiple Safety Data Sheets, can be compressed and submitted as a single ".zip" file.

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

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

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

Note: Electronic attachments are required for CAO submittals. If you need to submit information that you are unable to provide electronically, please contact your CAO Project Manager or email cleanerair@deq.oregon.gov in advance of any submittal deadlines.
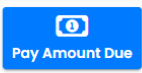
4.4.   Payment

The Payment tab indicates the fees required to complete your submittal. Typically, fees for the CAO New/Reconstructed Source Application will be assessed at two stages of the CAO process:

1. The initial submittal of the application: to submit the initial application, you must complete payment of the New Source Consulting Fee. This fee is calculated automatically based on the permit type selected on the "Basic Info" tab, and varies depending on the permit type you are applying for. For a Standard ACDP, for example, the fee is $12,000 and the Payment tab looks like this:

Please ensure all required data is entered on the submittal form and required attachments are provided before you can pursue payment.
For a new submittal, please click on the **SAVE button** to confirm the fee amount before you continue.

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

Fee	Paid	Due			Pay Amount Due
$ 12,000.00	− $ 0.00	= $ 12,000.00			

Fees

New Source Consulting Fee
ⓘ Additional Fee
ⓘ Standard ACDP $ 12,000.00

1 Results

Payment Transactions

No payment transaction records.

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

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

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

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

After 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. Sections that are incomplete will be identified with a red x under the Submittal Form(s) Summary section,. Tabs with incomplete requirements are indicated with a 🛑 red exclamation point icon . This example shows information missing on the Basic Info tab:

If needed, please click on the Basic Info tab, Attachment tab, or Payment tab to make changes to your submittal. All required fields must be addressed before you will be able to 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 by entering the answer to your security question and

inputting your PIN number.

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

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

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

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

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

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

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 Risk Assessment. This additional information may include revisions to one or more components of the Risk Assessment you have already submitted and/or a request for submittal of the next required component of the Risk Assessment. 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):
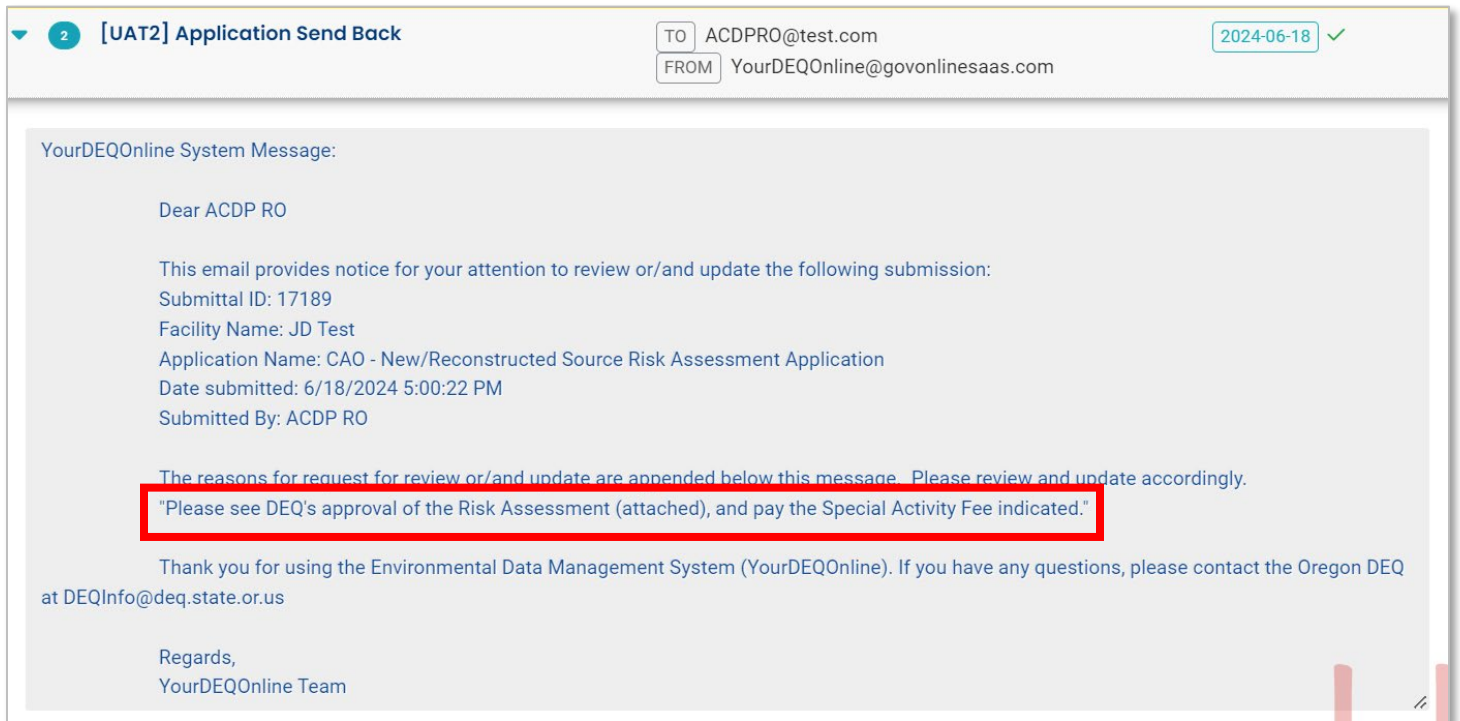
Once you receive this email, the submittal will once again be available for you to edit. To access it, log in to Your DEQ Online and select the select the three-lines icon ☰ and then the 'Pending Submittals' icon 📝 at the top right of the Dashboard screen.

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.
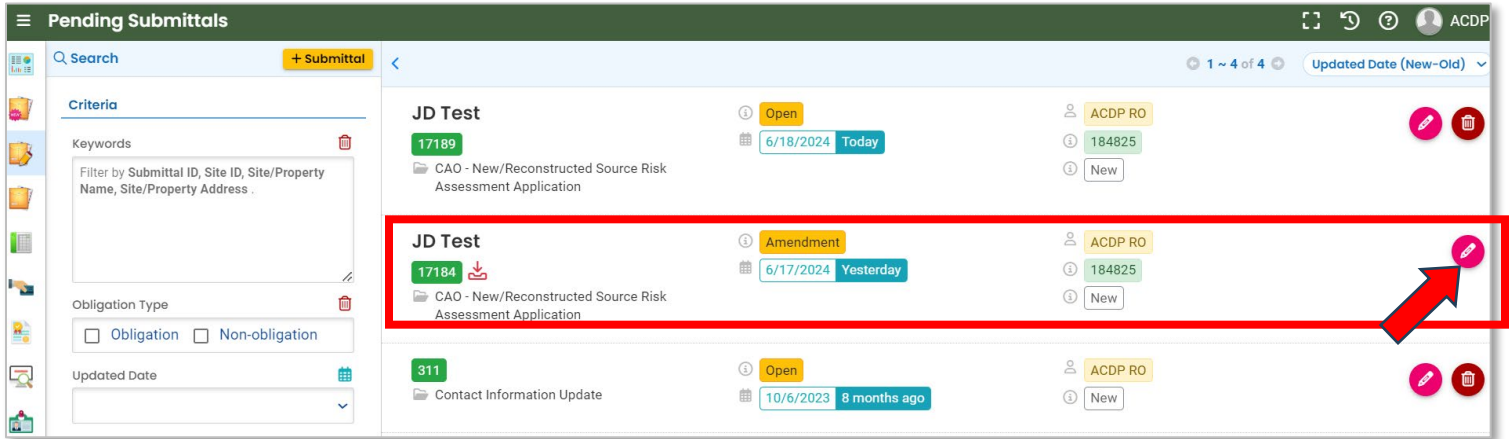
The reason for the send-back will be shown in the "Send Back Comments" side bar at the top right of the screen:
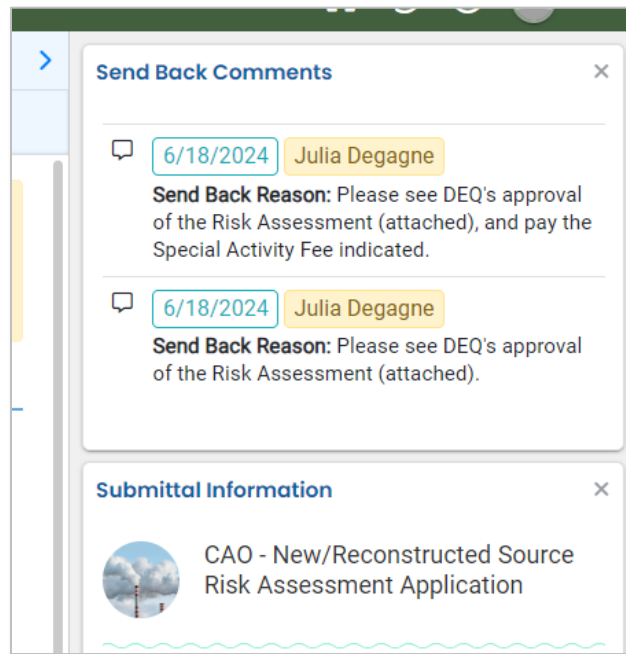
In some cases, DEQ staff will include a PDF letter and/or attachments with the send back detailing the request. These attachments can be accessed under the "Send Back Attachments" header in the right-hand side bar. Click the filename(s) to download the PDF.

The send-back comment or attached letter may include due dates for re-submittal of the application. **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.**

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

6.   Checking Submittal Status and Contacting DEQ

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

6.1. Checking Submittal Status

To check the submittal status, log in to Your DEQ Online and in the top left-hand corner of the initial screen (the "Dashboard"), select the three-lines icon [≡] and then the 'Track Submittal Status' icon [□].
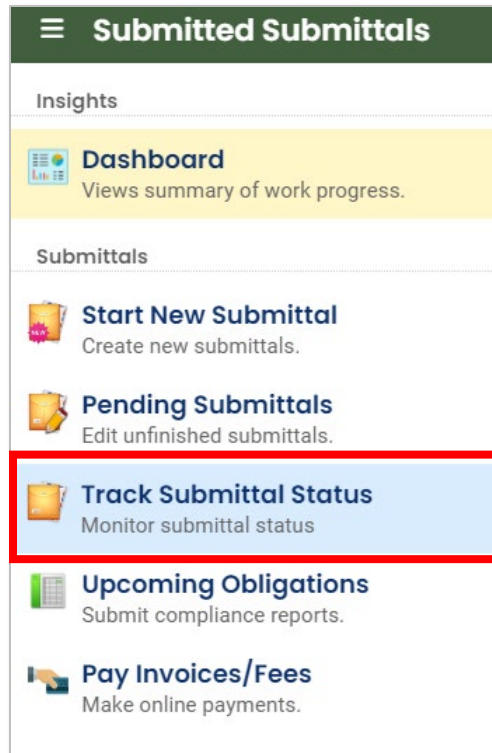
In the middle of the next screen (the "Submitted Submittals" screen), you will see a list of your submittals that are pending DEQ review. To the right of each submittal listing, three icons are shown:
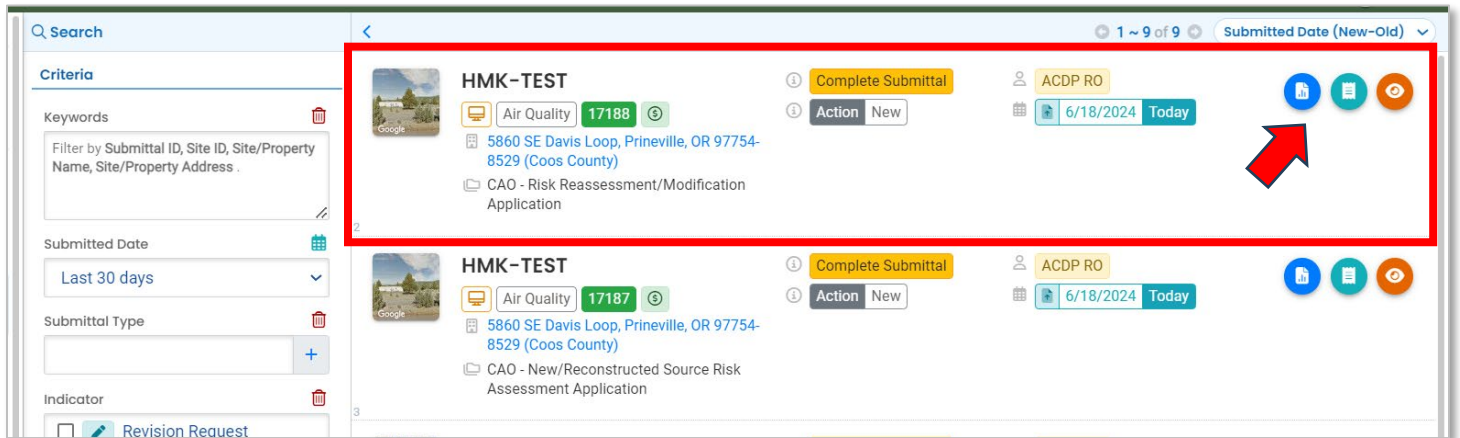
- To view the submittal form, click the blue icon. **Note:** You cannot make changes to your submittal at this time. For information about how to update a submittal that has been submitted to DEQ, see Section 6.2 below ("Amend or Withdrawal a Submittal").

- 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:
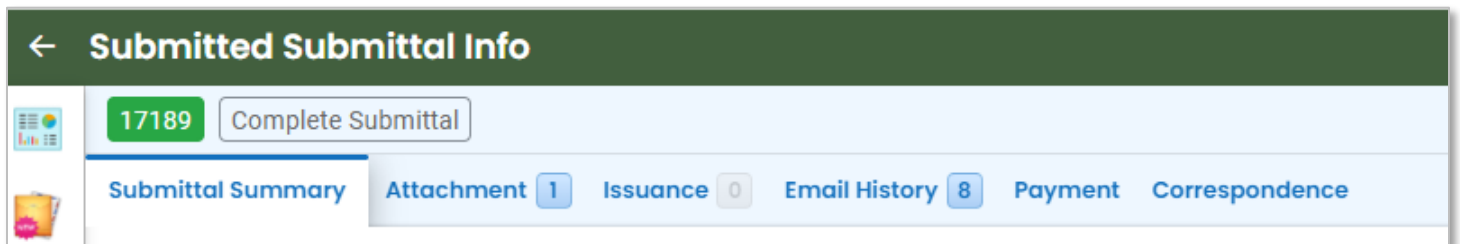
"Submittal Summary" tab:

- The "Case Review Summary" shows the history of the submittal, including fees due, submittal dates, and dates the submittal has been sent back to you from DEQ for more information:
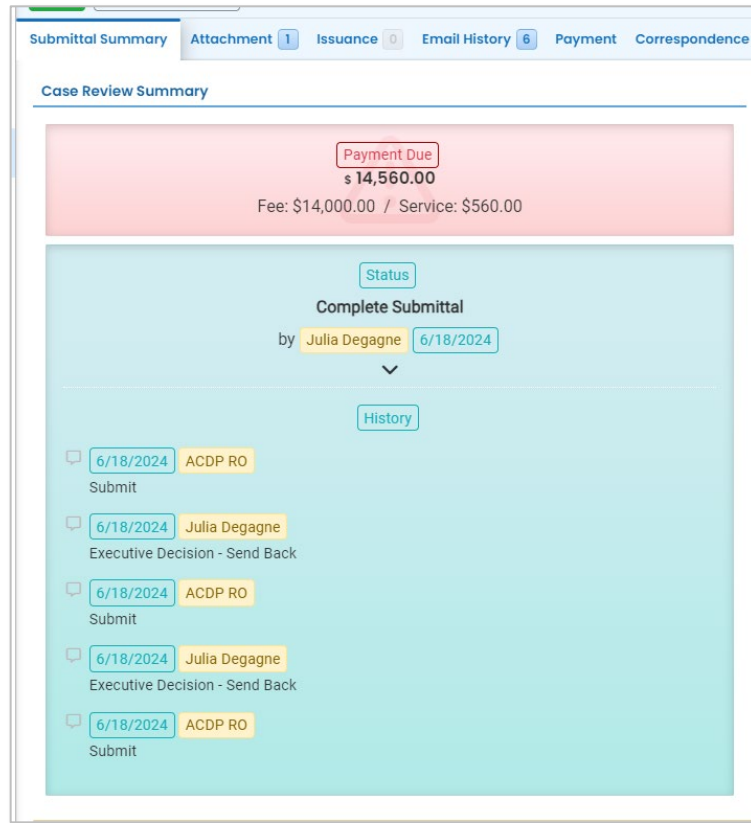
- The right-hand side bar shows information associated with the submittal, including the current step in DEQ's submittal workflow, send-back comments, PDF submittal forms and receipts, and attachments (see Section 5 of this User Guide for more information about Send Backs):
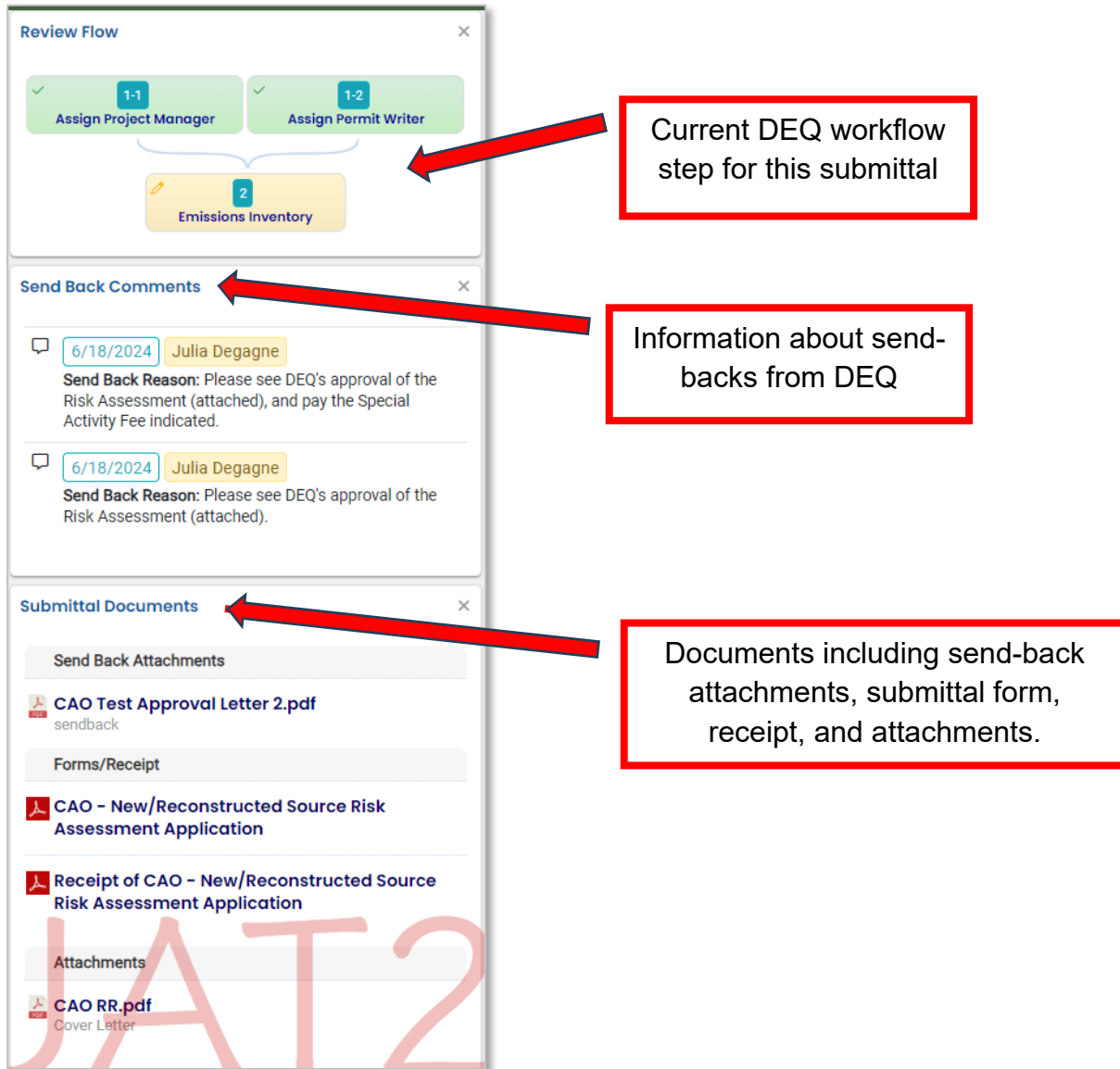
- At the bottom of the screen you can request to amend or withdrawal the submittal. See Section 6.2 below for more information about this function.

"Attachment" tab:

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" tab:

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

"Email History" tab:

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

"Payment" tab:

This tab shows the payment history associated with this submittal.

"Correspondence" tab:

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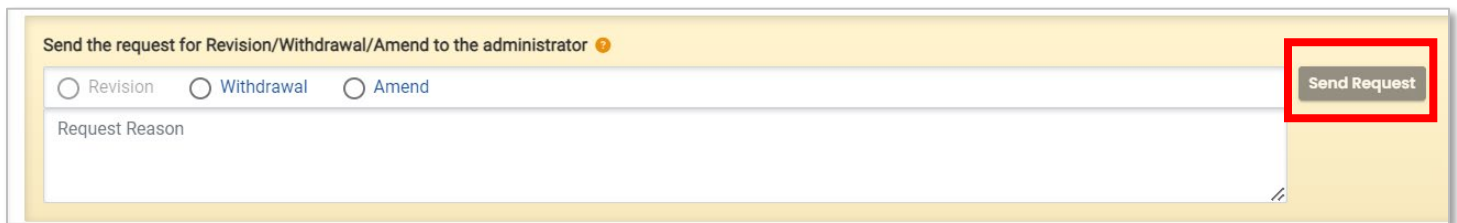
At any time between submitting the application and receiving a response from DEQ, you can request to "Amend" or "Withdrawal" the submittal. To do so, return to the Submittal Summary tab as shown in Section 6.1.1. At the bottom of the tab, select the button for the action you would like to request, enter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

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

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

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

DEQ staff will 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 or the CAO Project Manager assigned to your facility.

2. After the application has been submitted and while DEQ is reviewing, you can communicate with DEQ staff through Your DEQ Online. To do so, return to the Submittal Summary tab as shown in Section 6.1. 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.

Correspondence thread with public and agency messages
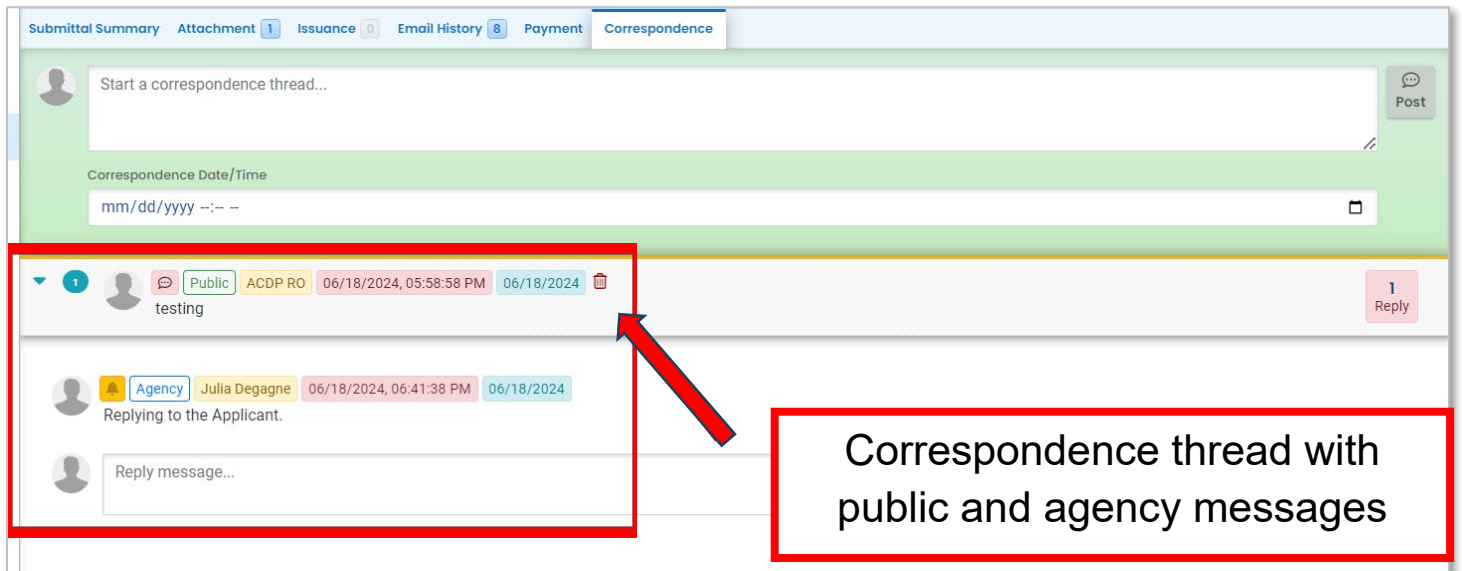
Note: Option 2 will not be available before you submit the application or after you receive a Send Back from DEQ – at these times, please use Option 1.

7. Contact Information for CAO and Air Quality Permitting Staff

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

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

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

8. 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

Revision	Date	Changes	Editor
1.0	10/25/2024	Initial draft	J. DeGagné
	11/16/2024	Plain language and style guide edits	C. Varley