



CAO Risk Reassessment Modification Application User Guide

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

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Table of contents

System Overview	5
1. Introduction	6
2. Overview of the “CAO - Risk Reassessment/Modification Application”	6
2.1. How are Permit Modifications Handled Under the CAO Program?.....	6
2.2. Who Should Submit this Application?.....	7
2.3. Who Should Not Submit this Application?.....	7
2.4. The Risk Reassessment and TACPA Modification Process.....	7
2.5. Submittal Deadlines.....	8
3. Confidential Business Information and Exemptions from Public Disclosure	9
3.1 Submit Confidential Business Information using file attachment.....	9
3.2 Submit Confidential Business Information using a YDO form.....	10
4. Creating and Submitting an Application	12
4.1. Creating a new application.....	12
4.2. Basic Info.....	13
4.3. Attachment.....	15
4.4. Payment.....	18
4.4.1 Initial Submittal.....	18
4.4.2 Re-Submittal for Fee Payment.....	18
4.5. Review.....	20
4.6. Submission.....	20
5. Receiving and Responding to “Send Backs” from DEQ	24
6. Checking Submittal Status and Contacting DEQ	25
6.1. Checking Submittal Status.....	25
6.1.1 Submitted Submittal Info.....	27
6.2. Amending or Withdrawing a Submittal.....	30
6.3. Contacting DEQ.....	30
8. Contact Information for CAO and Air Quality Permitting Staff	32
10. Help Desk and Resources	33

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 Cleaner Air Oregon (CAO) Risk Reassessment or Modification application for an air quality source through [Your DEQ Online](#).

CAO 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 noncancer health effects.

The CAO rules are found in the [Oregon Administrative Rules \(OAR\) Chapter 340 Division 245](#). Additionally, the [CAO website](#) contains resources and materials specific to meeting the program requirements for Risk Assessments and Permit Modifications. For Permit Modifications, sources should also reference [OAR Chapter 340 Division 216](#) (for Air Contaminant Discharge Permits) or [OAR Chapter 340 Division 218](#) (for Title V Operating Permits).

This User Guide describes how certain aspects of the CAO Risk Reassessment and Toxic Air Contaminant Permit Addendum Modification process are implemented using 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 - Risk Reassessment/Modification Application”

2.1. How are Permit Modifications Handled Under the CAO Program?

Once a source completes the CAO Risk Assessment process, DEQ determines if permit conditions are required to regulate the approved risk levels; if so, DEQ then either issues a standalone Toxics Air Contaminant Permit Addendum (generally, only for Existing sources), or includes the required CAO conditions directly into the Air Quality permit (for most New sources, or Existing sources in some cases). For the purposes of this user guide we will use the term Toxics Air Contaminant Permit Addendum, or TACPA, interchangeably to describe both cases: (1) the standalone document that contains all the necessary permit conditions required by the CAO program; or (2) the CAO permit conditions that are included in the source’s Air Quality operating permit. [[OAR 340-245-0100\(1\)](#)]

When a source proposes to make a change at their facility after the TACPA or permit is issued, they need to determine if the changes require any actions under the CAO program. This typically requires that the source first perform a Risk Reassessment based on the proposed changes, and if any of the criteria in [OAR 340-245-0100\(8\)](#) are met, then the source would need to submit an application for a TACPA Modification and submit the required fees. If a TACPA Modification is required under CAO, in some cases the proposed changes will also require you to apply for a Permit Modification through the corresponding ACDP or Title V Your DEQ Online

submittals. Please work with Air Quality permitting staff to determine what is required for any proposed changes at your facility.

2.2. Who Should Submit this Application?

Owners/operators of air quality sources in Oregon should submit this application if the source has completed an initial CAO Risk Assessment as described in [OAR 340-245-0050](#) or was determined to be an “exempt source” under [OAR 340-245-0050\(6\)](#), **AND one of the following applies:**

1. The source proposes changes described in [OAR 340-245-0100\(8\)\(a\)](#);
2. The source has been notified in writing by DEQ that the source must update or correct its previous CAO Risk Assessment as required under [OAR 340-245-0100\(8\)\(b\)](#); or
3. The permit requires the source to reassess risk and/or apply for a TACPA modification.

2.3. Who Should Not Submit this Application?

1. Existing sources that are being “called-in” to the CAO Program should use Your DEQ Online to submit the “CAO – Existing Source Risk Assessment Application.”
2. Sources applying for a new Air Contaminant Discharge Permit which requires a CAO Risk Assessment should use Your DEQ Online to submit the “CAO – New/Reconstructed Source Risk Assessment Application.”

2.4. The Risk Reassessment and TACPA Modification Process

The Risk Reassessment and TACPA Modification process requires that sources submit a series of technical documents and information to DEQ for review and approval are outlined in detail in the [CAO Step-by-Step Guide](#) - please refer to this Guide for additional information and resources. In brief, the components that must be included with this submittal and approved by DEQ are:

1. **Basic Information Form:** *This is a required component of the initial submittal for all sources.* Supply basic information about the source and the proposed changes at the facility.
2. **CAO Permit Modification Form:** *This is a required component of the initial submittal for all sources.* Submit a completed [AQ502](#) CAO Permit Modification Form as an attachment with your initial submittal. This form requires that you indicate the expected CAO modification and other activity fees, as listed in [OAR 340-216-8020 Table 2](#) and [OAR 340-216-8030 Table 3](#). The fees will be confirmed by DEQ and then issued for payment through Your DEQ Online after the initial submittal of the application.
3. **Emissions Inventory:** *Required only if toxic air contaminant emissions or toxics emissions units are changing with the proposed modification.* Submit the [AQ520](#) (Emissions Inventory) form, [AQ523](#) (Categorically Exempt Toxics Emissions Units) form, 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 [AQ520](#) (Emissions Inventory) form.
Modeling Protocol: *Required component of a Risk Reassessment application.* 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 component of a Risk Reassessment application if proposing to conduct 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](#)". Risk Based Concentrations are provided in [OAR 340-245-8010 Table 2](#).
5. Risk Assessment: *Required component of a Risk Reassessment application.* 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 applicable 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 DEQ to issue the permit modification. Depending on the outcome of the risk reassessment, the following additional submittals may be required:
 - a. Toxics Best Available Control (TBACT) or Toxics Lowest Achievable Emission Rate (TLAER) Analysis: *Required component of a Risk Reassessment application for sources that exceed the TBACT or TLAER Risk Action Level.* Submit information necessary to verify that the all significant toxics emissions units meet these respective requirements as described in [OAR 340-245-0220](#).
 - b. Ambient Monitoring Plan: *Required only for sources that choose to perform toxic air contaminant monitoring.* Submit a Toxic Air Contaminant Monitoring Plan which meets requirements described in [OAR 340-245-0230](#).
6. Additional Fees: *Required only if the initial fee determination did not include all applicable fees.* Additional Specific Activity Fees may be required in order to approve the submittal. Fees will be assessed and issued by DEQ. Fees are listed in [OAR 340-216-8020 Table 2](#) and [OAR 340-216-8030 Table 3](#).

2.5. Submittal Deadlines

Deadlines will be applicable in some cases, as described in a source's air permit and in [OAR 340-245-0100\(8\)](#). These cases include the following:

1. 60 days following certain zoning or land use changes;
2. 60 days after the permittee becomes aware that corrections or additional information are needed to revise or update the original risk assessment; and
3. 90 days after being notified by DEQ that a risk reassessment is required due to errors identified in the risk assessment or updates to OAR 340 Division 245.

Deadlines for revisions to submittals may also be specified by DEQ as applicable. These deadlines will be communicated to the source via correspondence and/or attachments in Your DEQ Online. **This means that due dates will not appear in the "Pending Submittals" module or Dashboard in Your DEQ Online – you are required to track these submittal deadlines outside of Your DEQ Online.**

3. Confidential Business Information and Exemptions from Public Disclosure

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

3.1 Submit Confidential Business Information using file attachment

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

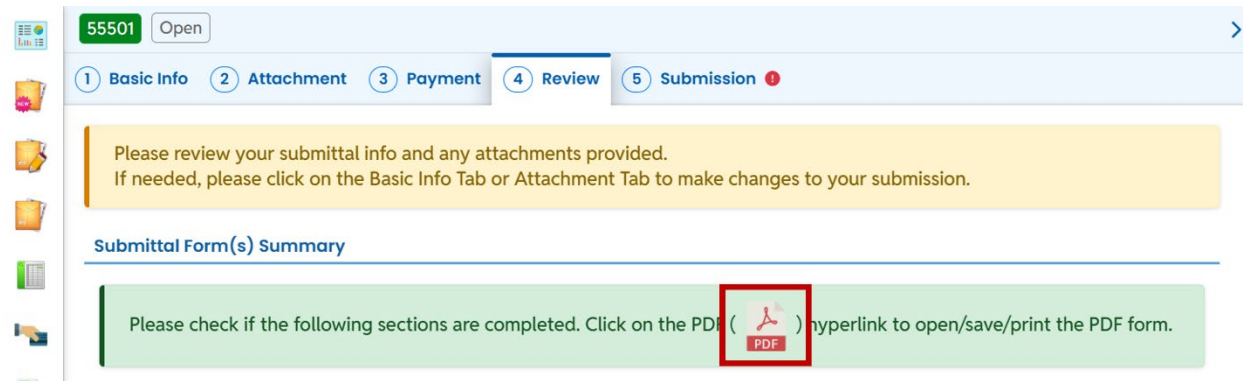
1. State the specific statutory provision under which you claim exemption and explain why the information in your submittal meets the requirements of that provision.
2. Include the word “CONFIDENTIAL” in the filename.
3. Ensure that the claimed exempt material is clearly distinguishable from non-exempt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

The screenshot shows a web application interface with a progress bar at the top containing five steps: 1 Basic Info, 2 Attachment, 3 Payment, 4 Review, and 5 Submission. The 'Submission' step is currently active. Below the progress bar, there is a section titled 'Confidential Business Information (CBI)' which is highlighted with a red box. This section contains a radio button selection with 'Yes' selected and 'No' unselected. Below the selection is a text box containing instructions: '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.' At the bottom left of the form is a 'Submit' button. At the bottom right, there is a red circular icon with a white document symbol and a red vertical bar next to it.

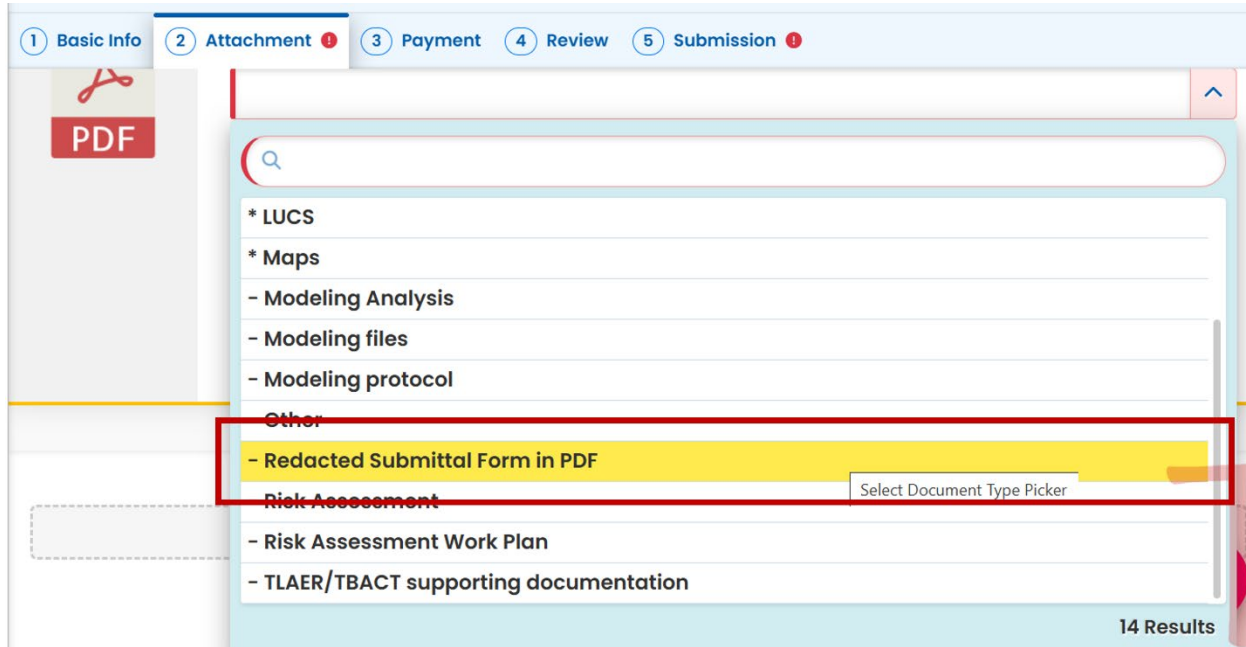
3.2 Submit Confidential Business Information using a YDO form

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 allowed to redact your application during the Review phase. Please follow these steps to learn how to redact CBI from YDO forms:

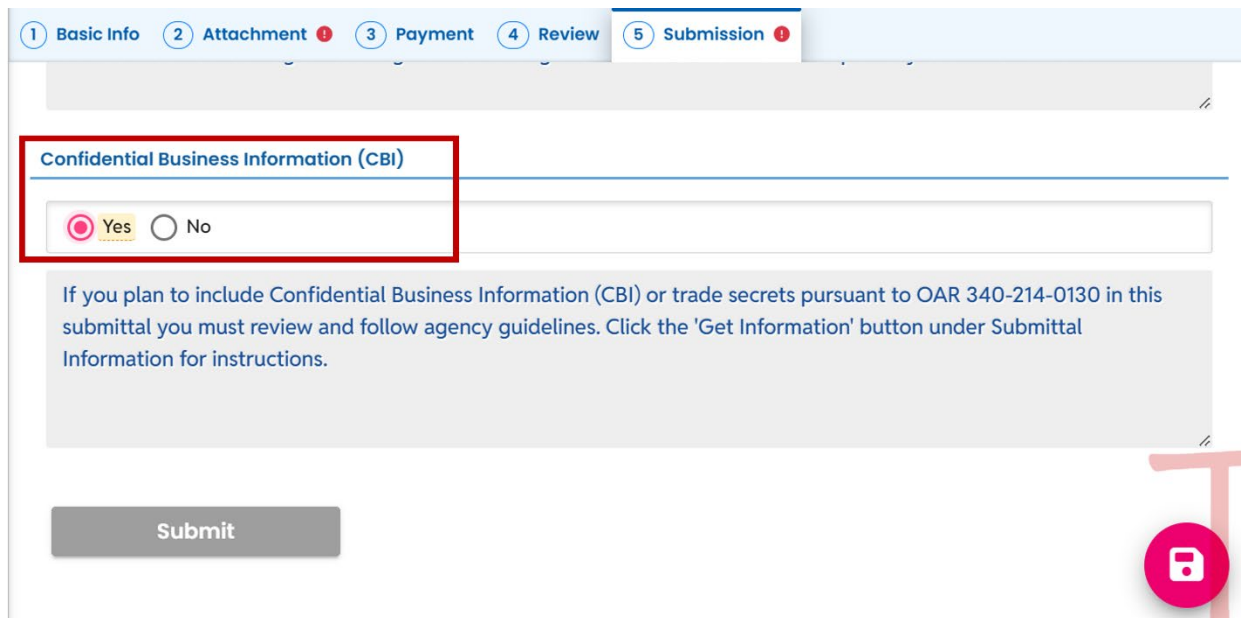
1. Complete the application beginning on the Basic Info tab, including the confidential information relevant to the required and optional fields.
2. Proceed through the Payment tab and pay any required fees.
3. Proceed to the Review tab and click the PDF icon. A new window will open with a PDF summary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



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



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





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

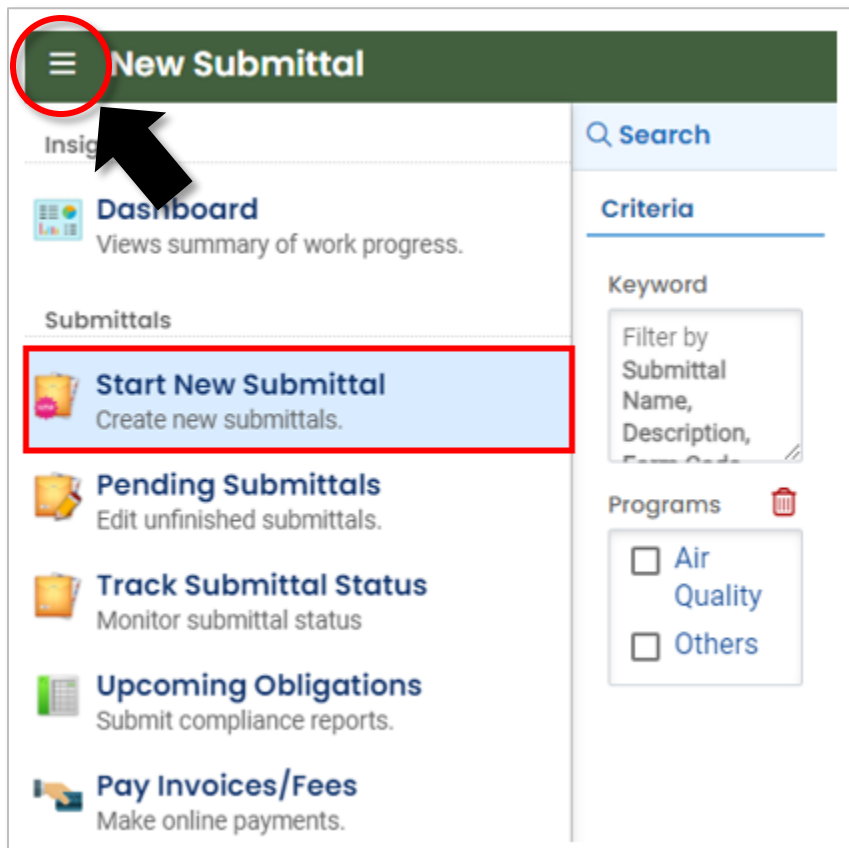
4. Creating and Submitting an Application

This section provides detailed instructions for how to create and submit the “CAO – Risk Reassessment/Modification Application.” There are descriptions of each submittal tab and requirements. In general, DEQ relies on the Send Back feature in Your DEQ Online to request revisions or submittal of any additional required Risk Assessment Components listed in [Section 2.2.1](#) of this guide. In general, the Attachment and Payment tabs are used to submit revisions and new components after receiving a Send Back.

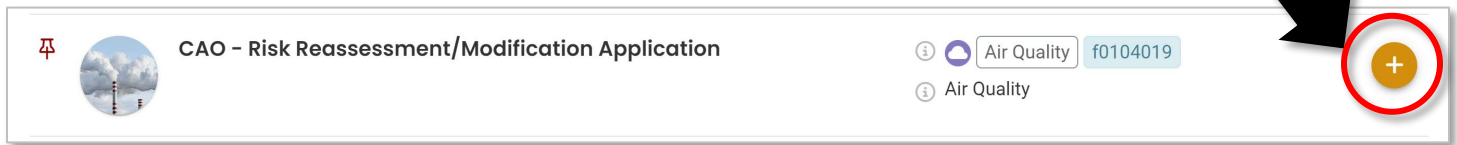
4.1. Creating a new application

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. After logging in, in the top left-hand corner of the initial screen (the

Dashboard), select the three-line icon  and then the Start New Submittal icon  to create a new submittal.



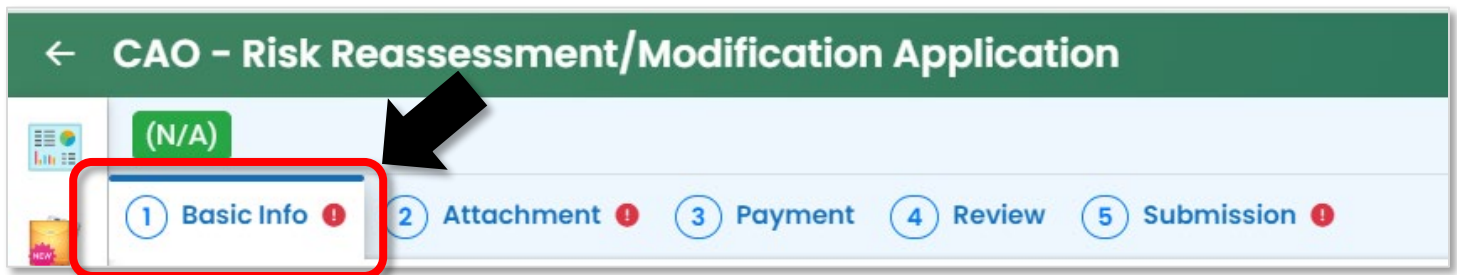
In the middle of the screen, you will see a list of different types of submittals. Scroll down to “CAO - Risk Reassessment/Modification Application” and click the orange circle with the plus sign on the right to create a new submittal.



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 basic questions about the facility. 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.






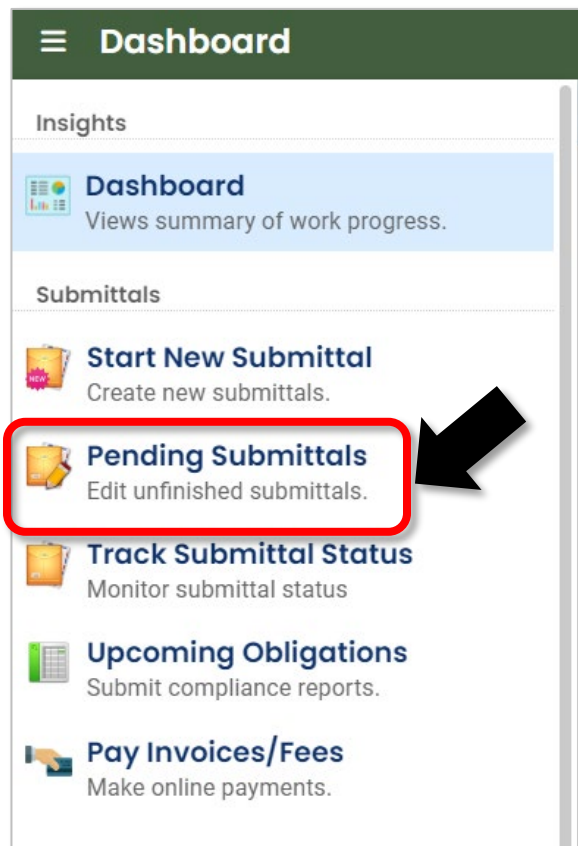
Enter the following information:

1. Indicate if the facility has contacted CAO 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 Reassessment and/or Permit Modification is required for your facility.
2. Select your Facility: Select your facility from the drop-down menu provided. **Note**: your user account must be linked with the facility site to select it. See the [DEQ Online Account Registration page](#) for more information.
3. Summary of NC or Modification: Provide a brief summary of the change that resulted in this application.
4. Facility Contact Information: Enter contact information for the main facility contact, including name (required), email (required), phone (required), and fax (optional). The Facility Contact is the person located at the facility with specific knowledge of the facility or operation under permit and can questions about this application.

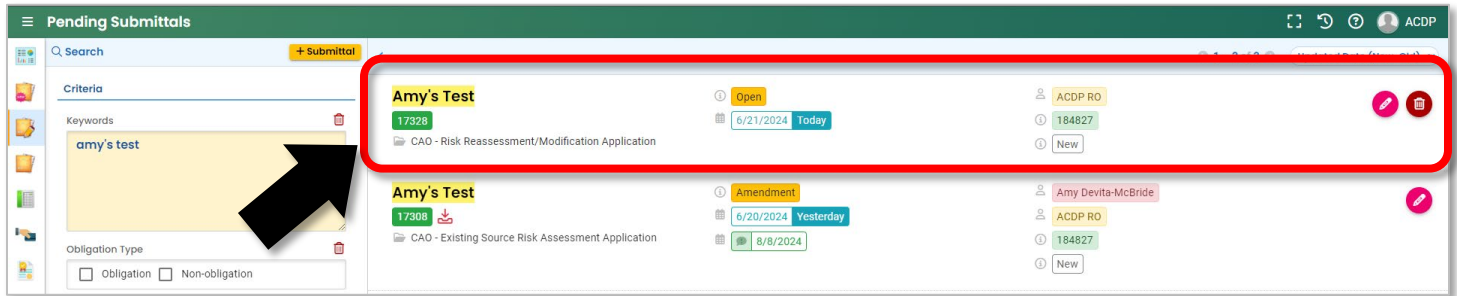
Select the Save icon  at the bottom right of the tab to save the information at any time and prior to moving to a separate tab.



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 into Your DEQ Online if necessary and select the three-line icon  at the top left of the window, and then select the Pending Submittals icon  at the top.



- 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 sent back to you by DEQ cannot be deleted.

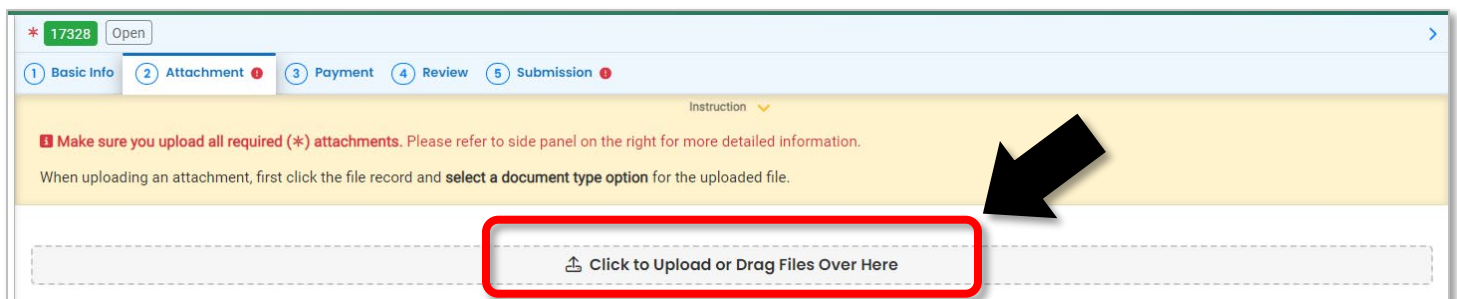
4.3. Attachment

The Attachment tab is where you will upload documents such as the Emissions Inventory form AQ520, supporting documentation, Form AQ523, Modeling Protocol, Risk Assessment Work Plan, Risk Assessment, TBACT/TLAER Analysis, and Form AQ502. A completed [Form AQ502](#) must be included as an attachment in the initial submittal. Additional required attachments vary on a case-by-case basis. See [Section 2.4](#) of this User Guide for a discussion of which of these components should be included in the initial submittal, which may optionally be submitted later, and which may not be required for your source. If you have any questions about the information you need to submit at this time, please refer to 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).

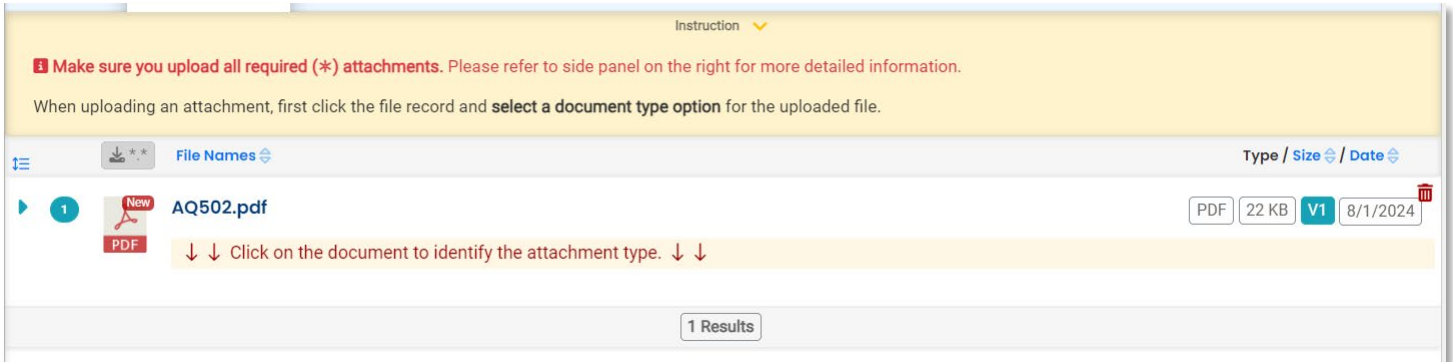
To attach a file, either:

1. Drag the file directly from your computer to the field in the Attachments tab with the Click to Upload or Drag Files Over Here icon, or
2. Use the Click to select the file.

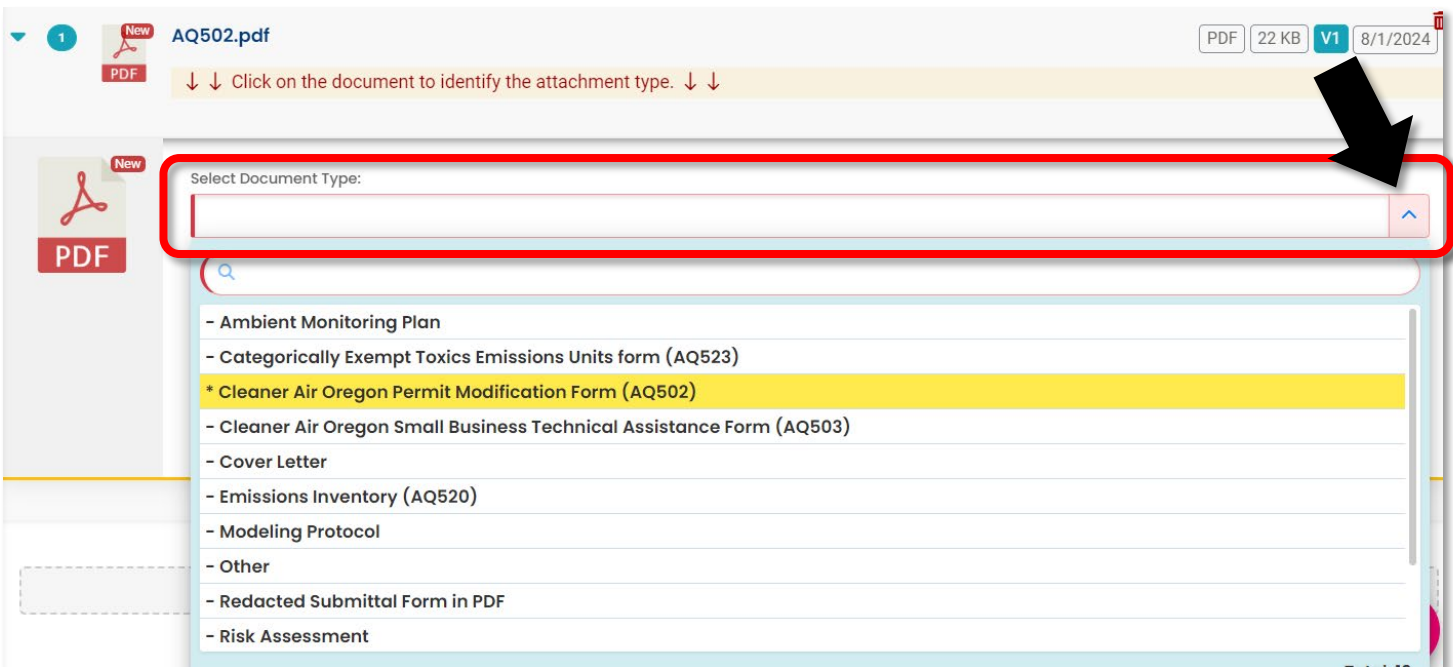


Note: Ensure that all attachments have unique file names. If you upload multiple attachments with the same name, the system will overwrite previous versions with the most recent upload.

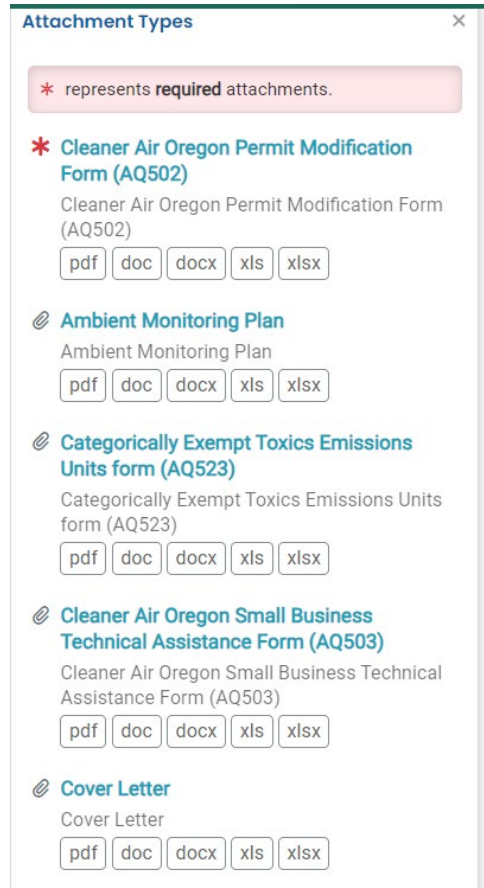
When the attachment is visible in the window as in this example,



click the file name (e.g. "AQ502.pdf" in the example) and **select a document type option** for the uploaded file from the drop-down menu. Select the option that best describes the document.




The document type names along with the file extensions that are permitted for each type are shown in the Attachment Types sidebar at the right of the screen, and required attachment types are designated with a red asterisk:



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).

You can remove attached documents by selecting the red trash can .

Important: Select the Save icon  at the bottom right of the tab after adding attachments. If you exit the form without saving, the attachments will be removed. Please review your application before submission as described in [Section 4.5](#).

Note: Electronic attachments are required for CAO submittals. If you are unable to submit information 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.

4.4.1 Initial Submittal

← CAO - Risk Reassessment/Modification Application

17418 Open

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

There is no payment due at this time.

Fee	-	Paid	=	Balance
\$ 0.00		\$ 0.00		\$ 0.00

Fees

Payment Transactions

Fee is not required at this time.

No payment transaction records.

No payment will be required with the initial submittal. The fees marked on the form AQ502 will be reviewed by your CAO Project Manager after the submittal of the initial application. For the initial submittal, skip to [Section 4.5](#) to review your submittal for completeness using the “Review” tab.

4.4.2 Re-Submittal for Fee Payment

After submitting the initial application, DEQ will assess the appropriate fees for your application and notify you when the application has been sent back to you for fee payment (see [Section 5](#) for more information about receiving a “Send Back” from DEQ). At this time the required Specific Activity fees will be visible in the Payment tab (see below for an example):

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Please complete the payment process.

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

Fee: \$ 1,030.00 + Service: \$ 41.20 - Paid: \$ 0.00 = Due: \$ 1,071.20

Pay Amount Due

Fees

TEU Risk Assessment – no permit mod (Standard ACDP) \$ 1,030.00

③ Cleaner Air Oregon Specific Activity Fee

Technology Fee \$ 41.20

③ Additional Fee

③ 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.


2 Results

Payment Transactions

No payment transaction records.

These fees **must be paid before** DEQ staff will begin reviewing your application in detail. Applicable fees are listed in [OAR 340-216-8020 Table 2](#) and [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  at the bottom right of the tab 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.


- For the ACH or credit card method, you will be redirected to the agency's payment portal to finish the payment and then 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.

The screenshot shows a payment summary at the top with the following values: Fee \$12,000.00, Service \$480.00, Paid \$0.00, and Due \$12,480.00. Below this, there are three radio button options for payment methods: ACH, Credit Card, and Check by Mail. The 'Check by Mail' option is selected. To the right, there is a 'Check by Mail payment method:' section with a text area for the payee information: 'Department of Environmental Quality, DEQ Financial Services - LBX3615, P.O. Box 3615, Portland OR 97208-3615'. A 'Pay Amount Due' button is in the top right, and a 'Confirm Check by Mail' button is on the right side of the form.

After all necessary attachments are uploaded to the Attachment tab and all required payments made on the Payment 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 information missing on the Basic Info tab:

The screenshot shows the 'Review' tab selected in a navigation bar. A yellow message box at the top says: '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 the 'Submittal Form(s) Summary' section with a green box containing instructions: 'Please check if the following sections are completed. Click on the PDF () hyperlink to open/save/print the PDF form.' Underneath, the 'Basic Info' tab is highlighted with a red box and a red 'x' icon, and a black arrow points to it. Below the tabs is the 'Fees/Payments' section with a summary: Fee \$0.00, Paid \$0.00, Balance \$0.00. At the bottom, there are sections for 'Mandatory Attachment' and 'Uploaded Attachment', with a message stating 'Attachments are not required for this Submittal.'

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 tab by entering the answer to your security question

and inputting your PIN number.

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Please check the required fields on the form.

Certification Statement

I certify under penalty of law, based on information and belief formed after reasonable inquiry, the statements and information contained in these documents are true, accurate and complete.

I have read and agree to the above certification statement

Required.

Security Question

Security Question: what is the name of your home town newspaper? *

Required.

Show Question Answer

PIN Number

PIN: *

Required.

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

Confidential Business Information (CBI)

Yes No

Required.

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.

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 - Risk Reassessment/Modification Application, select the Submit button at the bottom of the Submission tab.


Security Precautions


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

Disclaimer

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

Submit



If any required fields have not been completed on the submission tab and/or any other tabs, the system will not allow the submission 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:

CAO Risk Reassessment Modification Application User Guide

Version 1.0

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

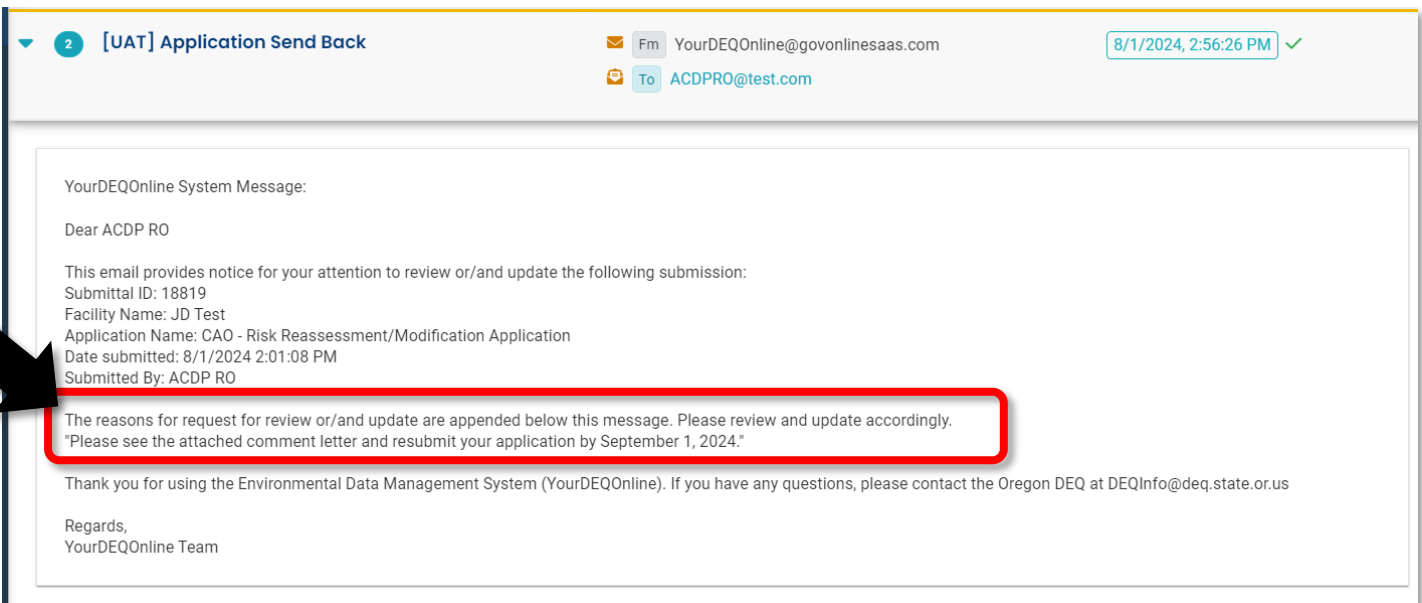
To access a PDF copy of your Submittal Form for your records, click the red Submittal Form button.



Click the blue Finish button to exit the submittal.



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

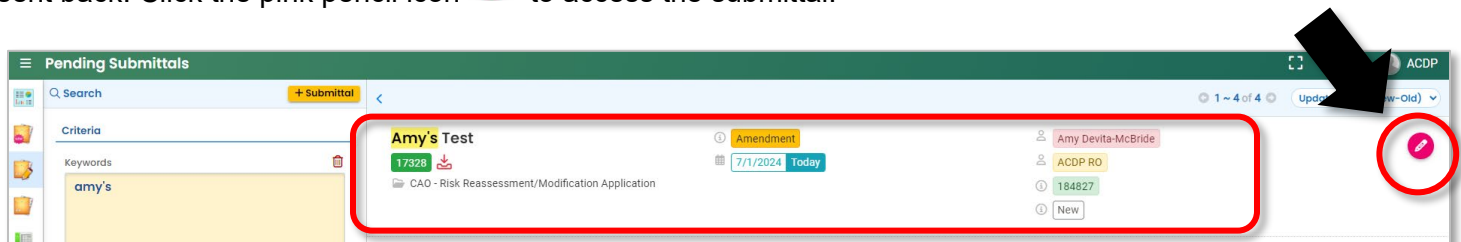
After reviewing your submittal, DEQ may need additional information to complete its review and approve the Risk Reassessment and Modification. This information may include revisions to one or more components of the Risk Assessment you have already submitted and/or a request for the submittal of the next required component of the Risk Assessment. When this occurs, you will receive an email from Your DEQ Online to notify you that the submittal has been sent back to you and 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

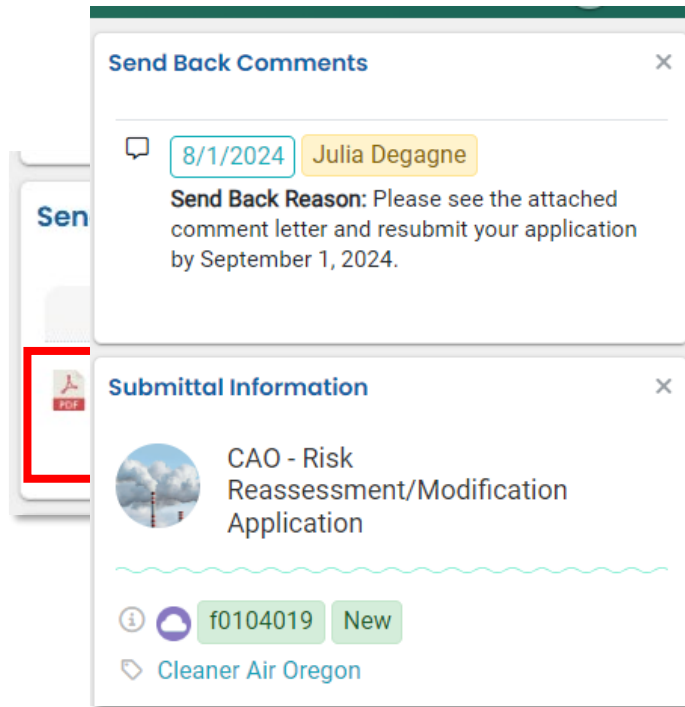


Your DEQ Online and select the three-line icon  and then the Pending Submittals icon  at the top right of the Dashboard screen.

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 sidebar at the top right of the screen:



In some cases, DEQ staff will include a PDF letter and/or other attachments with the send-back detailing the request. These attachments can be accessed under the Send Back Attachments header in the right-hand sidebar. Click the filename(s) to download the attachment(s).



The send-back comment or attached letter may include due dates for re-submittal of the application. Due dates will not appear in the Pending Submittals module or Dashboard in Your DEQ Online. **You are required to track these submittal deadlines outside of Your DEQ Online.**

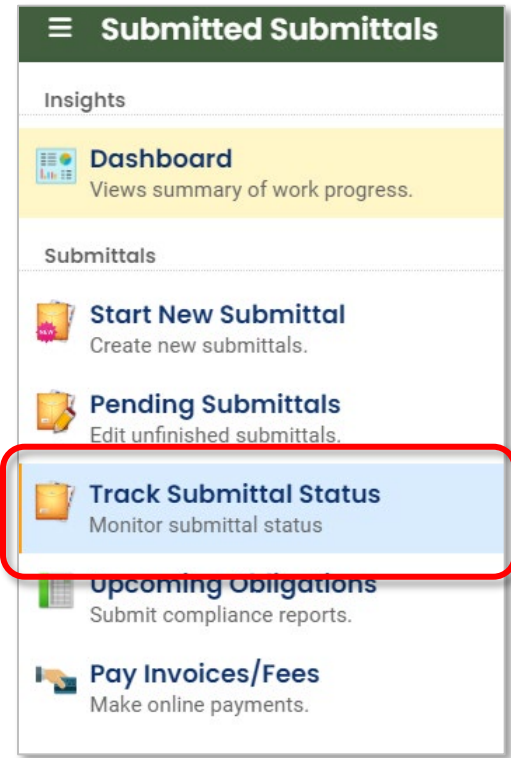
To respond to DEQ's Send Back, follow the steps in [Section 4.2 – Section 4.6](#) as necessary to provide the requested information. In most cases, this will mean adding additional attachments and/or paying fees. Be sure to complete the "Submission" tab and click the "Submit" button as described in [Section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

6. Checking Submittal Status and Contacting DEQ

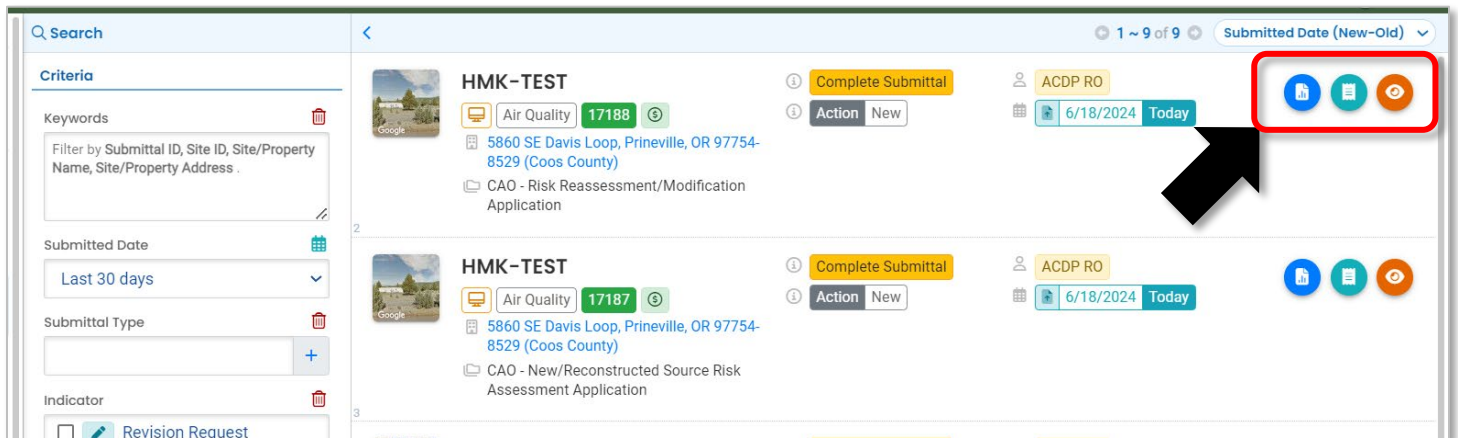
At any time between submitting the application and receiving a response from DEQ, you can access your submittal to review it and check on its status – though you will not be able to make any changes or modify it at this time.


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:



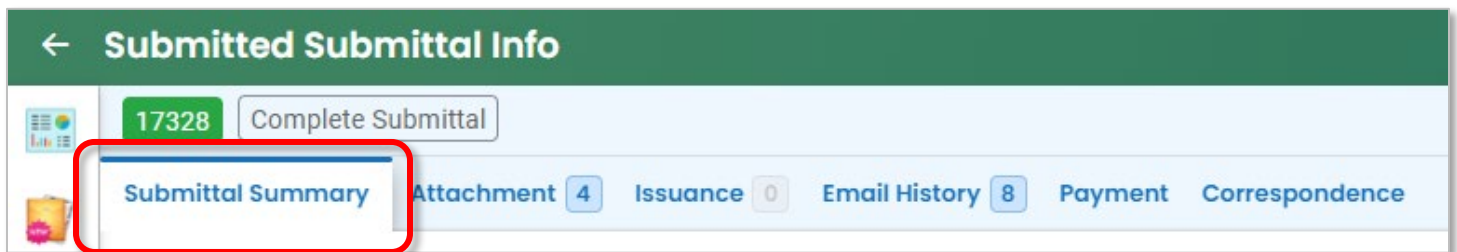
- To view the submittal form, click the blue icon . **Note:** You cannot make changes to your submittal at this time. For information about how to update a submittal that has been submitted to DEQ, see [Section 6.2](#) below (Amend or Withdrawal a Submittal).

- 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.

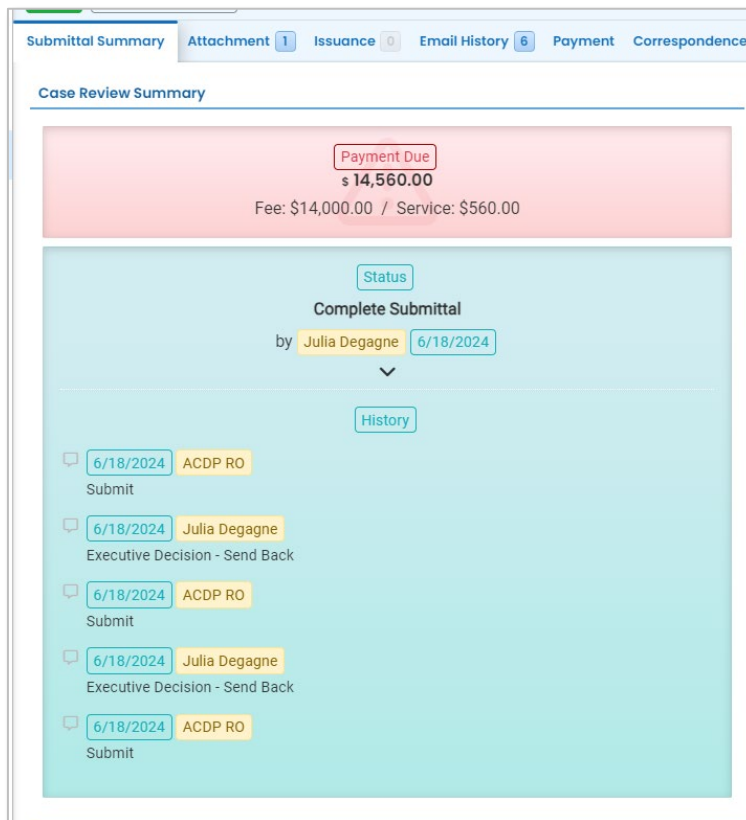
6.1.1 Submitted Submittal Info

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

“Submittal Summary”:



- The Case Review Summary section 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:



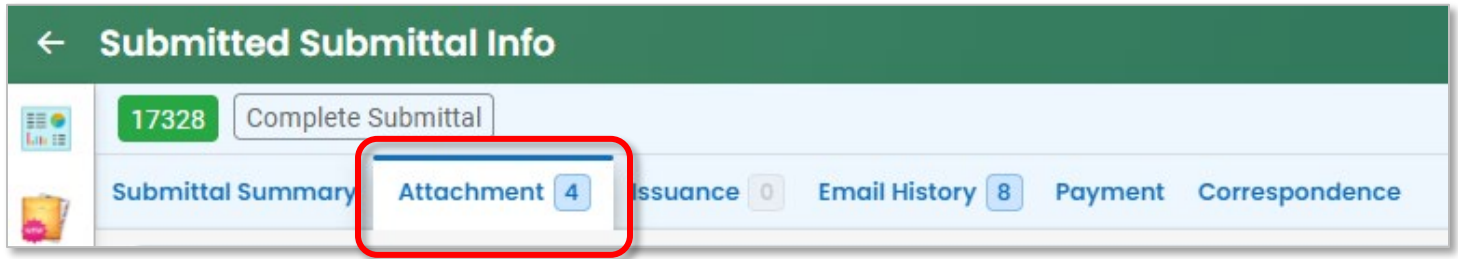
- The right-hand side bar shows information associated with the submittal, including the current step in DEQ’s submittal workflow, send-back comments, PDF submittal forms and receipts, and attachments (see [Section 5](#) of this User Guide for more information about Send Backs):

The screenshot displays three stacked panels on the right-hand side of the application interface:

- Review Flow:** A horizontal flow diagram with three steps. Step 1-1 'Assign Project Manager' and Step 1-2 'Assign Permit Writer' are in green boxes with checkmarks, indicating completion. Step 2 'Emissions Inventory' is in a yellow box with a pencil icon, indicating it is the current step. A callout box points to this step with the text: "Current DEQ workflow step for this submittal".
- Send Back Comments:** A list of two comments from Julia Degagne dated 6/18/2024. Each comment includes a "Send Back Reason" such as "Please see DEQ's approval of the Risk Assessment (attached), and pay the Special Activity Fee indicated." A callout box points to this section with the text: "Information about send-backs from DEQ".
- Submittal Documents:** A list of document categories and files. Under "Send Back Attachments" is "CAO Test Approval Letter 2.pdf". Under "Forms/Receipt" are "CAO - New/Reconstructed Source Risk Assessment Application" and "Receipt of CAO - New/Reconstructed Source Risk Assessment Application". Under "Attachments" is "CAO RR.pdf" (Cover Letter). A callout box points to this section with the text: "Documents including send-back attachments, submittal form, receipt, and attachments." A large red watermark "JAT2" is visible at the bottom of the screenshot.

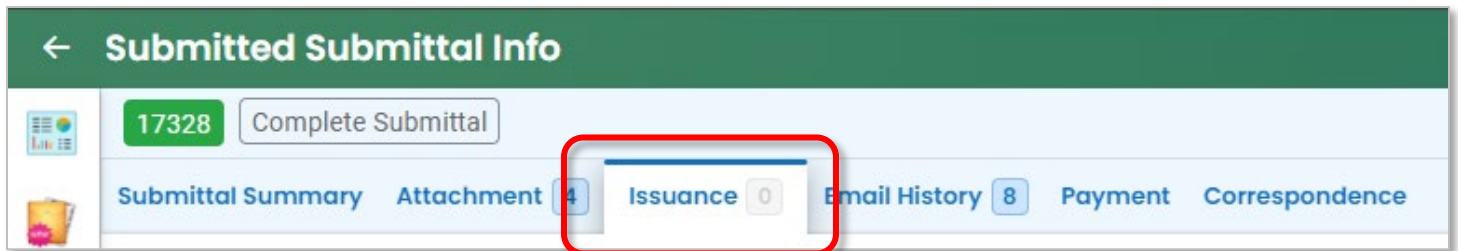
- At the bottom of the screen, you can request to amend or withdraw the submittal. See [Section 6.2](#) below for more information about this function.

Attachment:



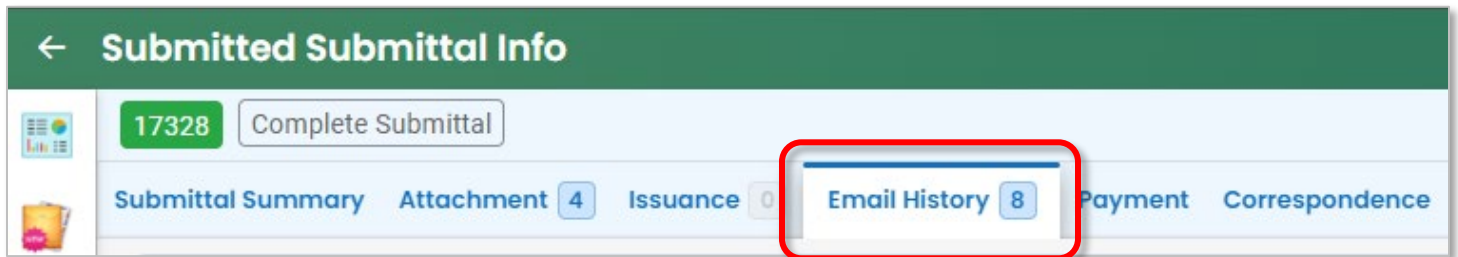
Here you can view the attachments that you have provided with your submittal. **Note:** Attachments provided by DEQ through the Send Back function (described in [Section 5](#) of this User Guide) will be found in the right-hand “Submittal Documents” side bar, under the “Send Back Attachments” header.

“Issuance” tab:



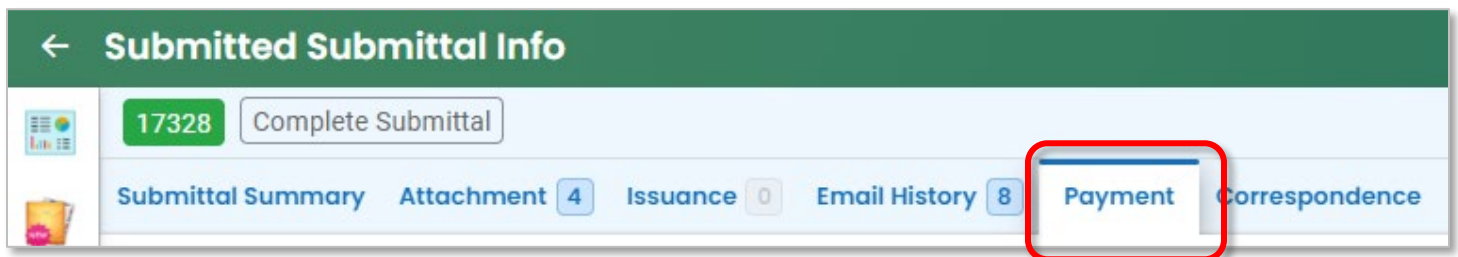
Here you can view documents that DEQ has issued related to the submittal that were not provided as Send Back Attachments; for example, the final Risk Assessment Approval letter may be found here.

Email History:



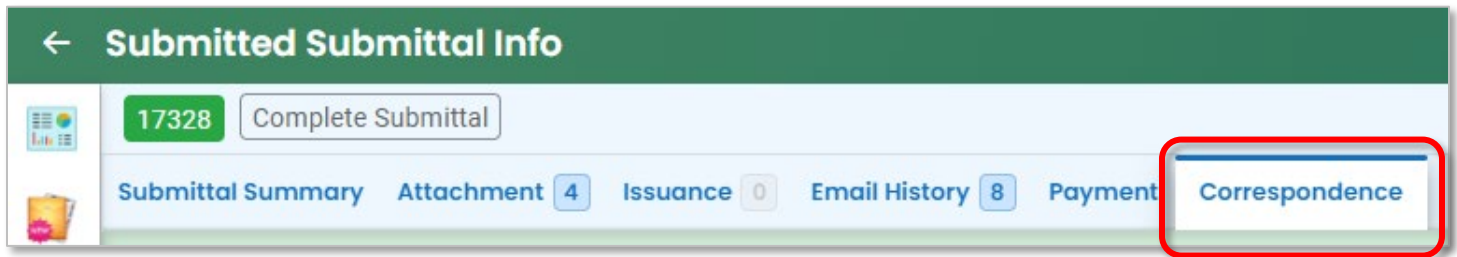
This tab shows a history of the email notifications you have received from Your DEQ Online regarding this submittal.

Payment:



This tab shows the payment history associated with this submittal.

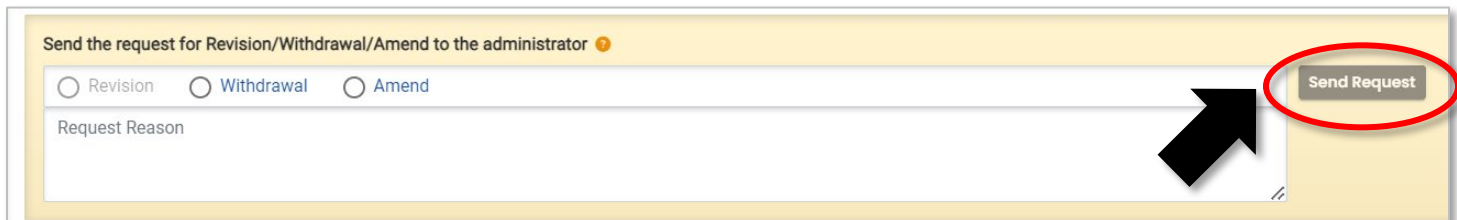
Correspondence:



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 radio 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, 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” radio button is unavailable.

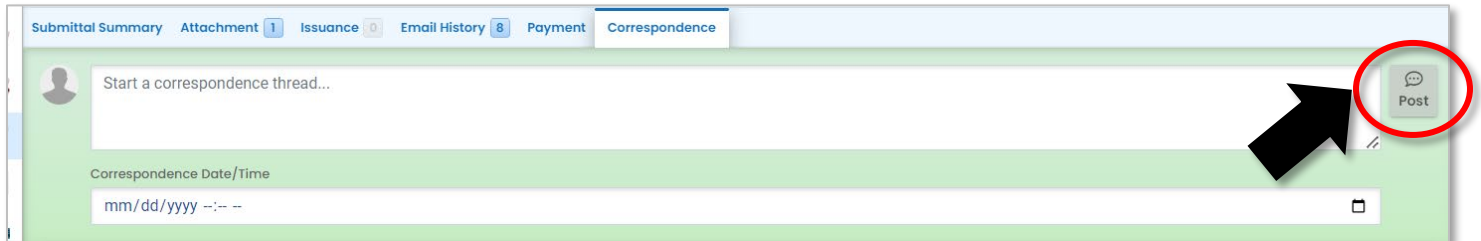
DEQ staff will receive and respond by approving or denying your request. You will receive a notification from Your DEQ Online notifying you of DEQ’s response and next steps.

6.3. Contacting DEQ

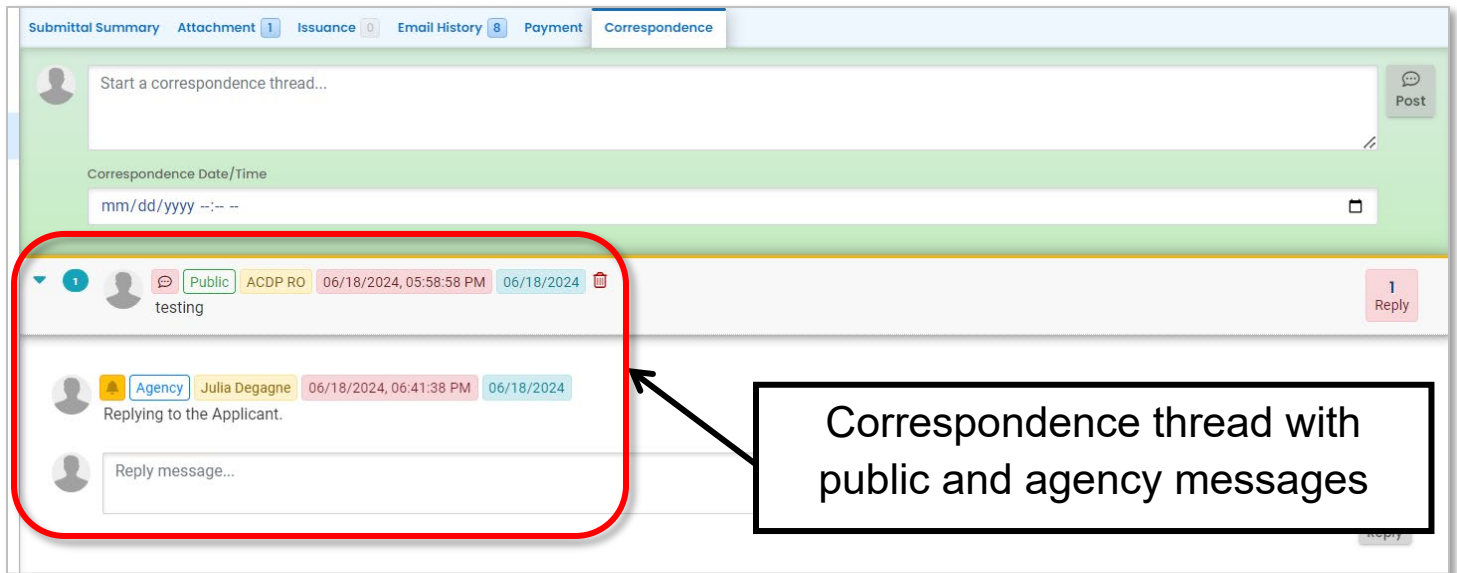
There are two ways to contact DEQ about your submittal:

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 6.1.1](#) 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. The public user 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 or the CAO Project Manager assigned to your facility.

8. 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 Reassessment and Modification 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

10. 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](#).

11. Revision History

Revision	Date	Changes	Editor
1.0	10/25/2024	Initial draft	A. DeVita-McBride
	11/22/2024	Copy edits, CBI section updates, style guide compliance	C. Varley
	11/24/2024		Jennifer Flynt