HOT Service Provider License User Guide
HOT Program

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State of Oregon
DEQ Department of Environmental Quality

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State of Oregon
DEQ Department of Environmental Quality

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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. This document describes how to request a **HOT Service Provider License** through the Your DEQ Online database.

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

Table of Contents

1 Introduction

DEQ's Heating Oil Tank Program (HOT) started on March 15, 2000. This program allows third party certification of cleanups and decommissionings of HOTs by DEQ licensed service providers. Contractors who certify work at HOT cleanup and voluntary decommissioning projects are required to be licensed by DEQ. This user guide provides step by step instructions on how to submit a HOT Service Provider license application, associate a license with a new user account, renew a HOT Service Provider license, and to change a company name on the license through Your DEQ Online.

1.1 Your DEQ Online

Individuals must submit license applications through Your DEQ Online.

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

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

Tip. Licenses can only be issued to a Responsible Official YDO user. **Select "RO" account type** when creating your YDO account.

2. Complete identity verification.

3. Establish link to the "Heating Oil Tank" submittal group.

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

Tip. This application requires at least on HOT Supervisor be associated to the application. If needed, please complete or have appropriate employee, complete and submit the HOT Supervisor license application submittal. **Please wait to proceed with this application until at least one HOT Supervisor license has been issued by DEQ for you and/or your employees.**

1.2 Navigating in YDO – The Dashboard

This section provides a brief overview of navigating in YDO.

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

Tip. The navigation panel is on the far left side of the screen and provides quick access to content.
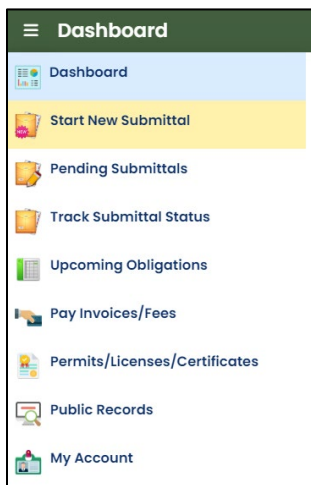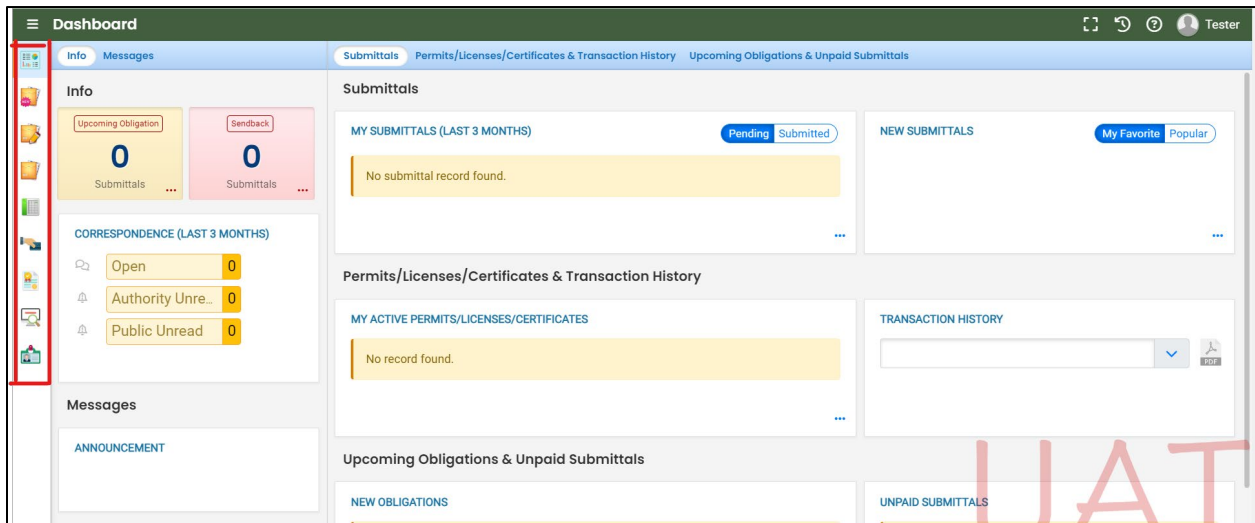
There are several ways to access and use the navigation panel.

- Click the symbol for the content you need.

- Hovering over the panel will bring up a list view of the panel

- Clicking the hamburger icon ☰ will expand to the more detailed view shown on the next page.

- Use ❯ symbol at the bottom of the panel to expand and ❮ symbol to contract the panel.
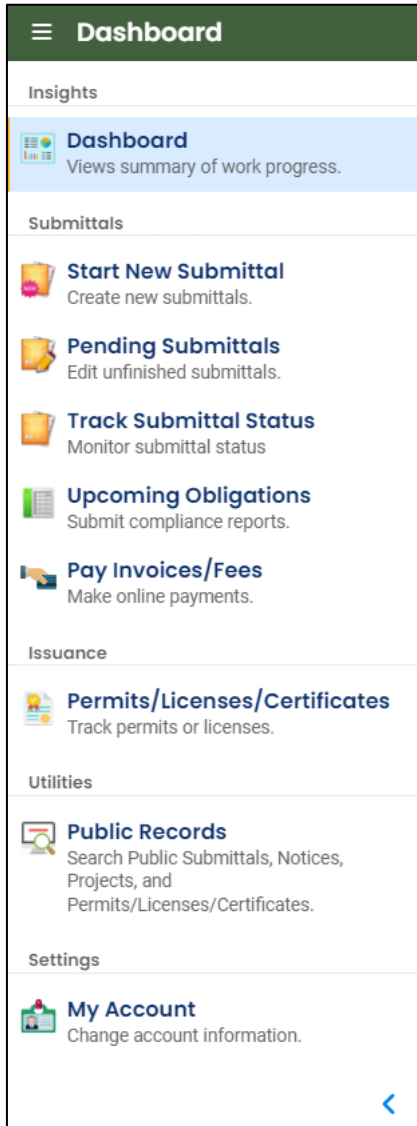
Dashboard. View a summary of current and pending activity for your account.

Start New Submittal. Start a new submittal here.

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

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

Upcoming Obligations. View upcoming reporting obligations.

Pay Invoices/Fees. Pay DEQ invoices or fees.

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

Public Records. View published submittals, permits, licenses, and certificates, and available project data.
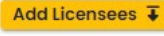
My Account. Change your contact information, facility linkage, and other account settings.

2 Link To Existing License

Do you already have a HOT Service Provider License? This section provides instructions on how to link your existing license to your YDO account.

1. From your dashboard, click the "My Account" button.
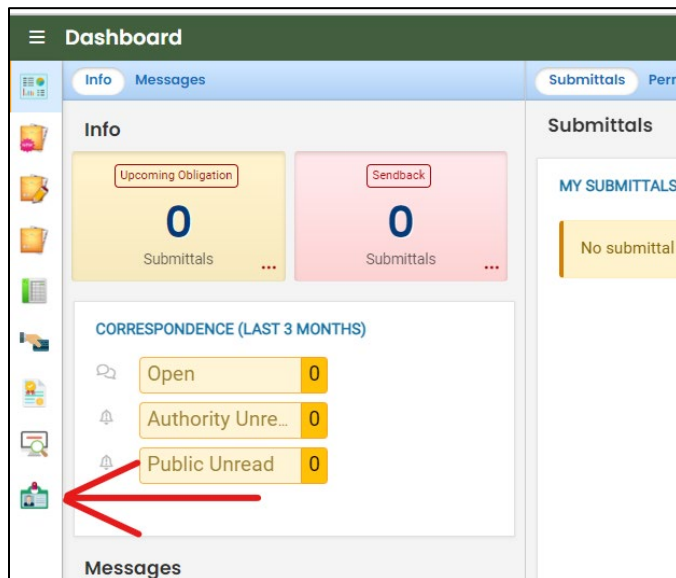
2. Click the "Linked Licensee" tab.

3. Click the Add Licensees button.
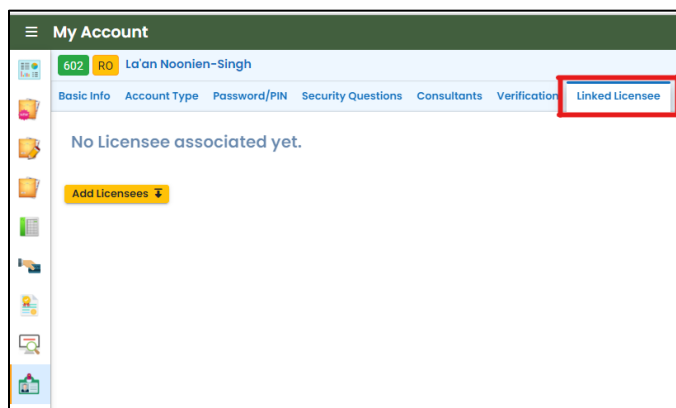
4. Select "HOT Service Provider License" from the "License Type" dropdown menu.
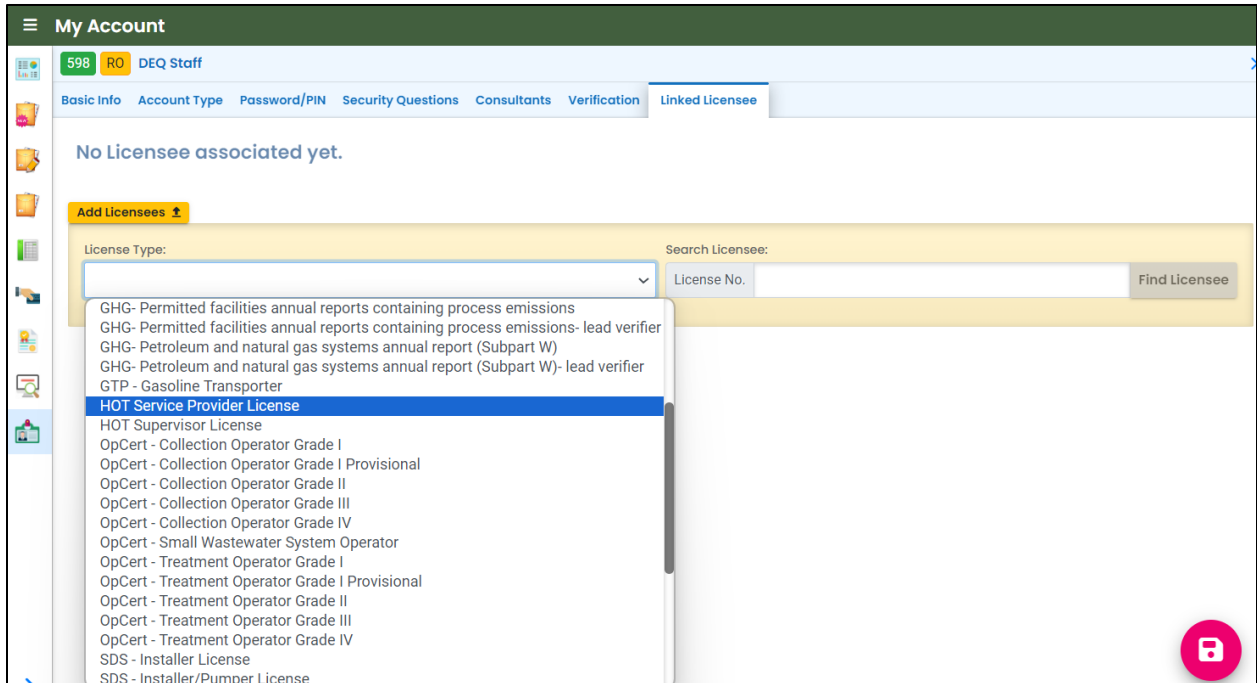
5. Type in your license number in the "Search Licensee" field.

6. Click the **Find Licensee**
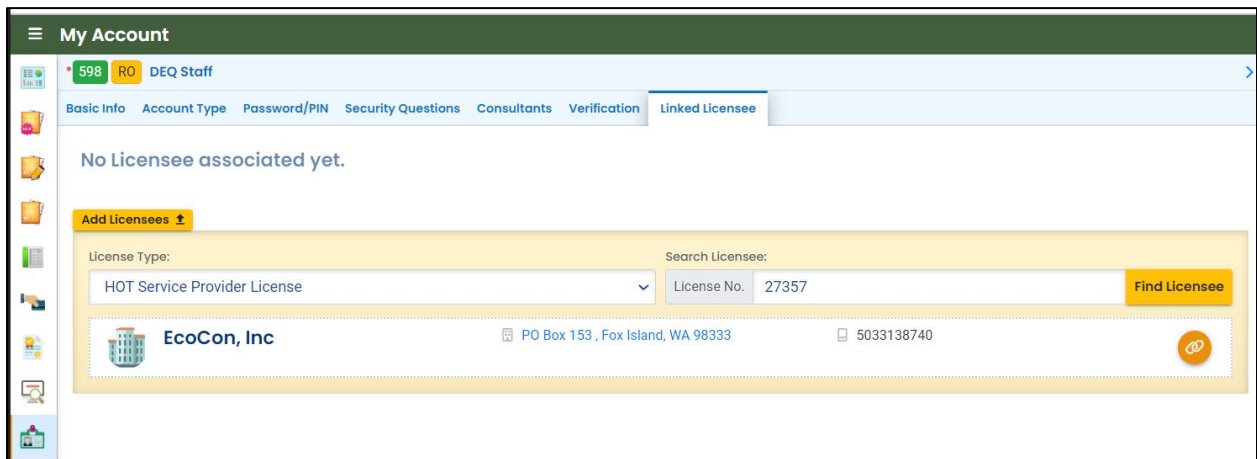
7. Click 🔗 to link the license to your account.

8. Click 🔴 to save your selection.
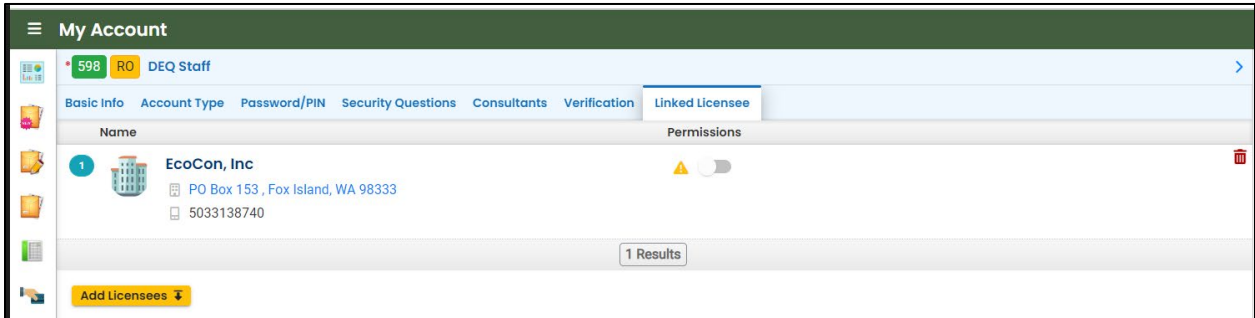
Note. Your permissions may initially be flagged as "Not Approved". After DEQ reviews and approves the request to link your license, the status will change to "Approved". If your request has not been approved within a week, please contact the HOT Program.
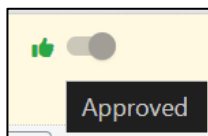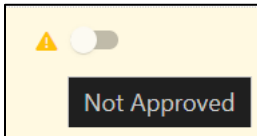
3 Applying for a New License

This section provides instructions on applying for a new license.

From your Dashboard, click the "HOT Service Provider License Application" ➕ button to start a new license application.
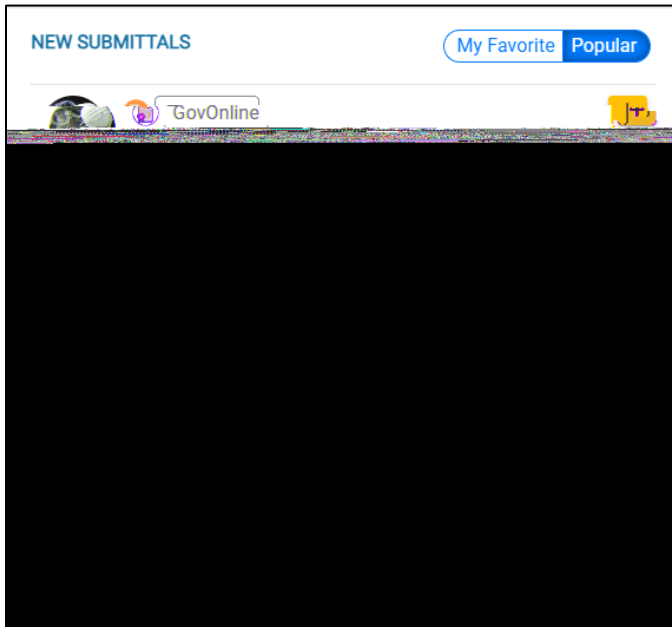
Tip. If you do not see any submittal options in the "New Submittals" box on your Dashboard. You will need to go to "My Account" 🪪, click on "Account Type" tab, click the box next to "Heating Oil Tank" and save 💾.

You will complete a 5-step process to submit the application. The 5 steps are presented as the following tabs: **Basic Info**, **Attachment**, **Payment**, **Review**, and **Submission**.
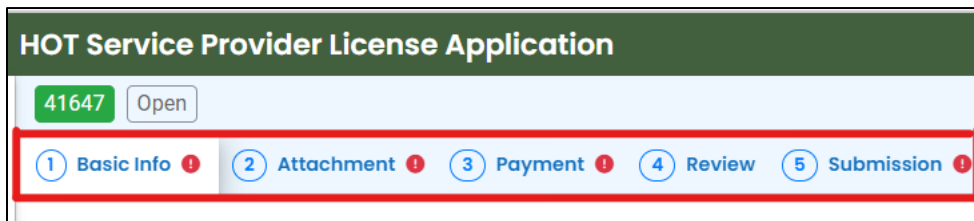
3.1   Step 1 – Basic Info Tab

There are multiple sections to complete on this tab.

3.1.1   General

Indicate if you are a principal of the firm.

3.1.2   Company Information

Provide the name of the firm or assumed business name as registered with the Oregon Corporation Division.

3.1.3   Contact Person

Provide a contact person name and information.

3.1.4 Oregon Construction Contractors Board Number

Indicate if your company has a CCB registration and provide additional information based on your answer.

Does your company complete work that requires a CCB registration?

(●) Yes ( ) No

Registration Number | Endorsements
23345 | residential

Does your company complete work that requires a CCB registration?

( ) Yes (●) No

Provide an explanation for why CCB registration is not required

We do not operate equipment

3.1.5 Service Area

Indicate the DEQ regions that your company serves.

Service Areas

Service Area

☐ Northwest ☑ Western ☑ Eastern ☐ Statewide

3.1.6 Principals

Provide the names of all principals of the firm and indicate if they are an "Authorized Person" to certify HOT cleanups and decommissionings of HOTs.

Principals ❓

Check the box next to the name of the person(s) authorized to sign project certifications (statement of compliance) as required by OAR 340-163-0060(2)(a) and (c).

Name(Principals of Firm)	Title/Position	Authorized Person	
▼ ① **Christopher Pike**	**President**	✓	🗑

☑ Authorized Person

Name(Principals of Firm) ❓ | Title/Position
Christopher Pike | President ⌄

Use the ⬛+New to add additional principals.
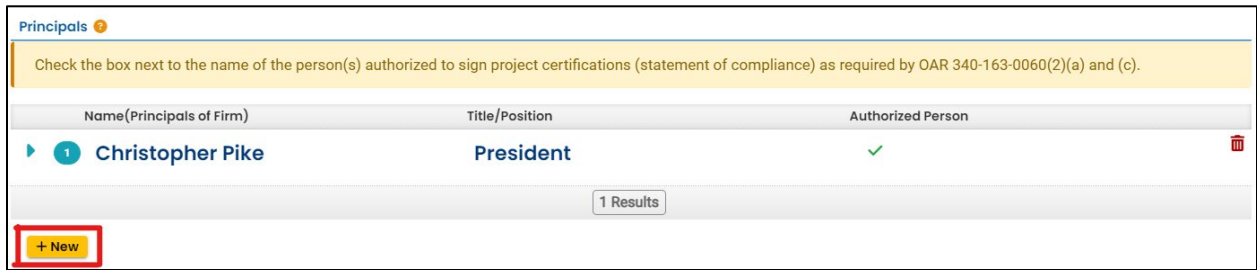
3.1.7 Supervisor

Use the ⬛+New to add HOT Supervisors associated with your firm. Click the dropdown menu to open a list of HOT Supervisors. Only active licenses will be present.
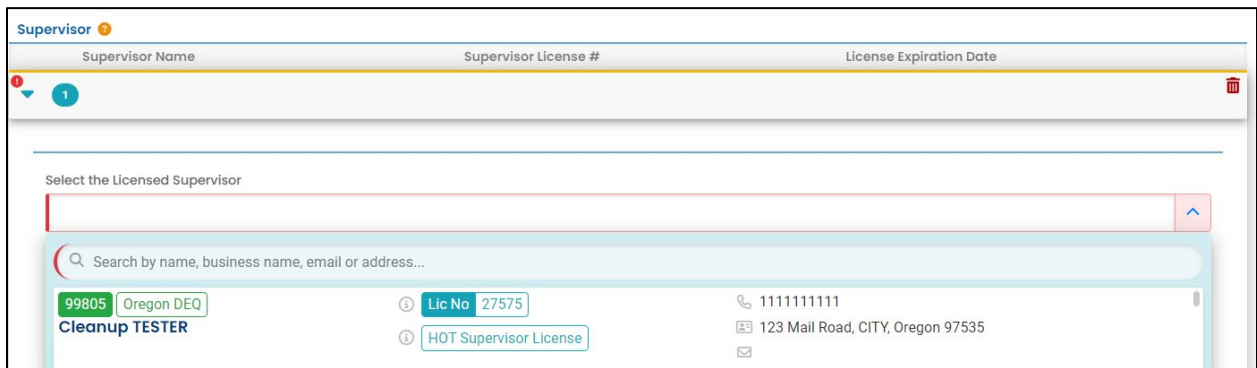
Use the search bar to type names to locate a HOT Supervisor.
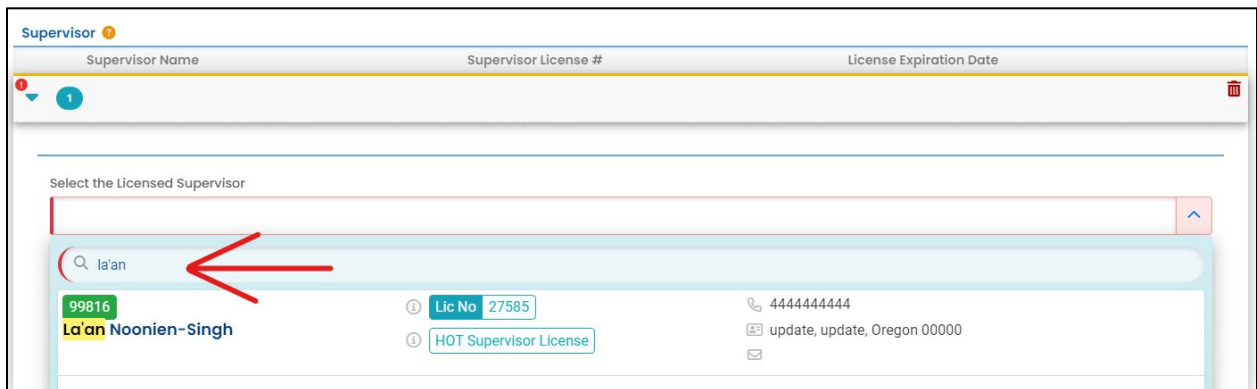
Click on the HOT Supervisor name to populate to the application.

Use the **+ New** to add additional HOT Supervisors.

Save

3.2 Step 2 – Attachment Tab

This application requires proof of insurance and general information about HOT work performed in Oregon or any other state(s) within the previous year. These are required attachments to this application.

Upload a copy of your proof of insurance and general experience by following the steps below.

1. Review the "Attachment Types" box on the right side of the screen.

    a. Note which documents are required.

    b. Note what type of documents (e.g.; Adobe [pdf], image [jpeg], etc.) are allowed to be attached.
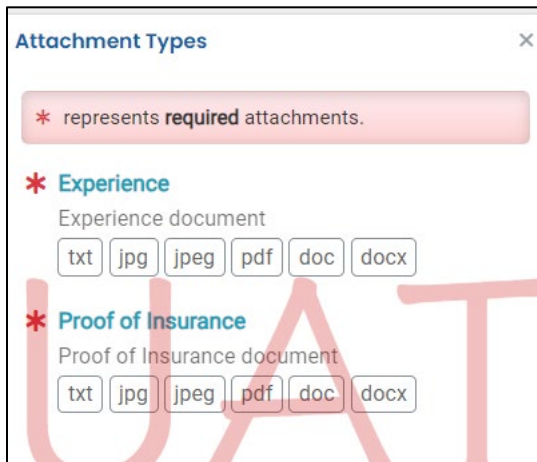
2. Click on "Click to Upload or Drag Files Over Here" to prompt a window to upload the documents as an attachment, or simply drag and drop a document from another open screen.
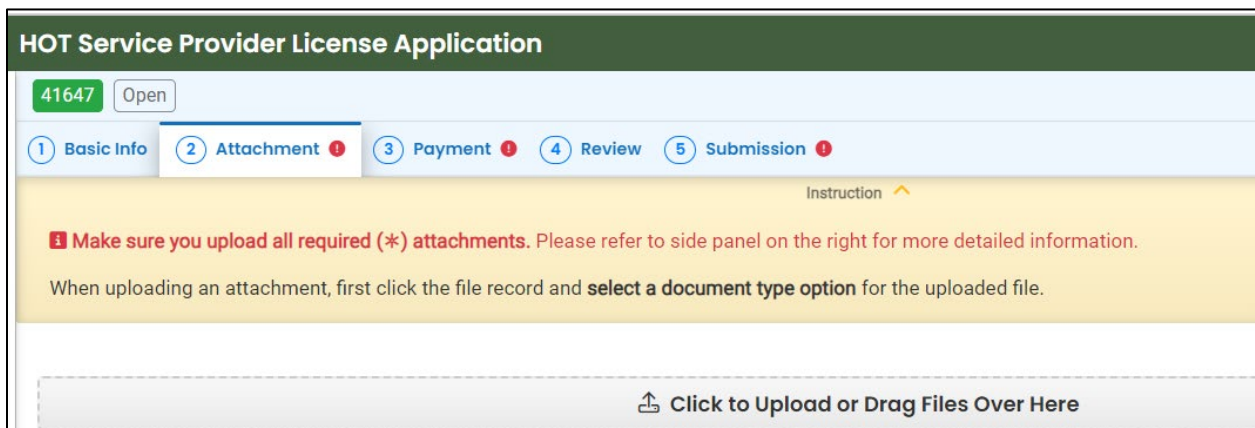
3. Once uploaded, click "⇩⇩ Clink on the document to identify the attachment type ⇩⇩".
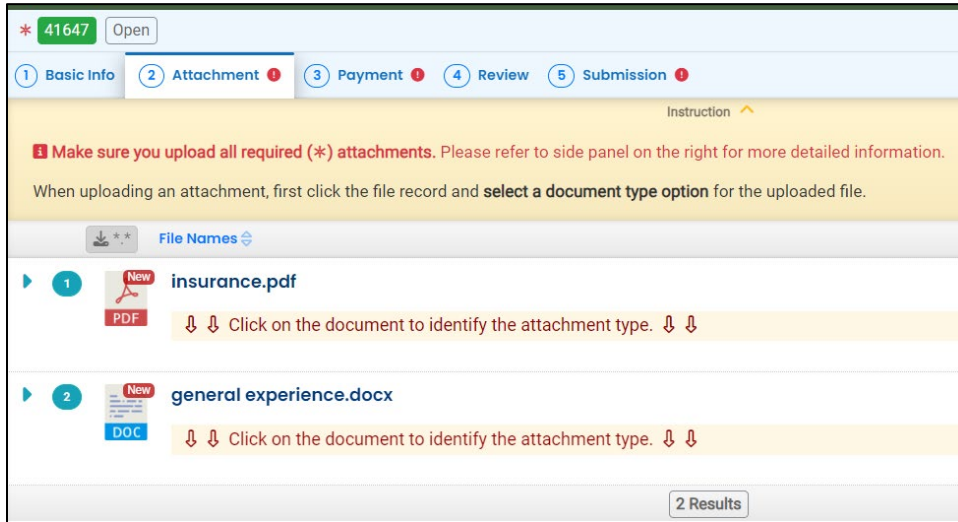
4. Select the document type. Since there are two required attachments one attachment must have each required document type selected.
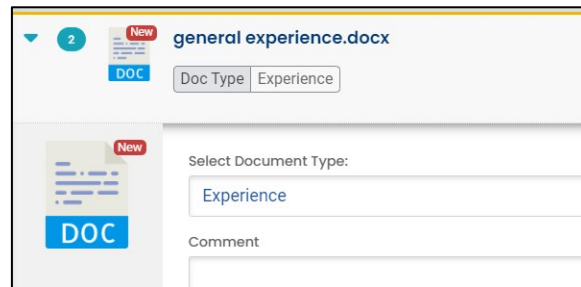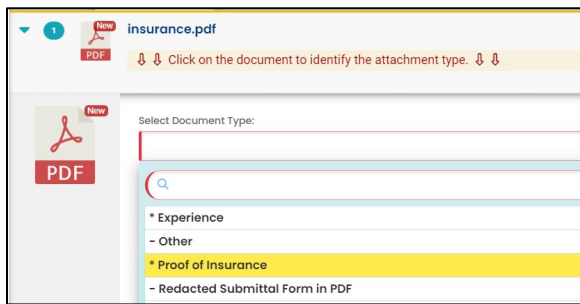
5. Click to save.

3.3 Step 3 – Payment Tab

Pay the required fee for a HOT Service Provider license.

Click the "Pay Amount Due" blue box to start payment process.

3.3.1 Select your payment option

Three payment options are available: ACH, Credit Card, and check by mail. Please refer to the "Payments for Submittals" user guide for detailed instructions on each option.

Tip. Remember to print a copy of your receipt (see **Section 3.5**) to include with your check if paying by "Check by Mail". If the check is for more than one submittal include receipts for all applicable submittals. This ensures the payment is applied to the correct project(s) and avoids delays in processing your submittal(s).
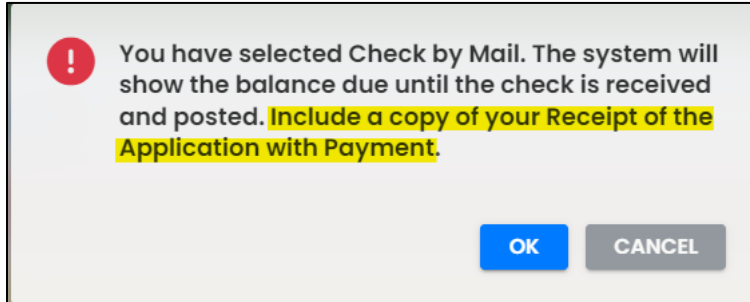
3.4 Step 4 – Review Tab

You may review all mandatory requirements under the "Review" tab.

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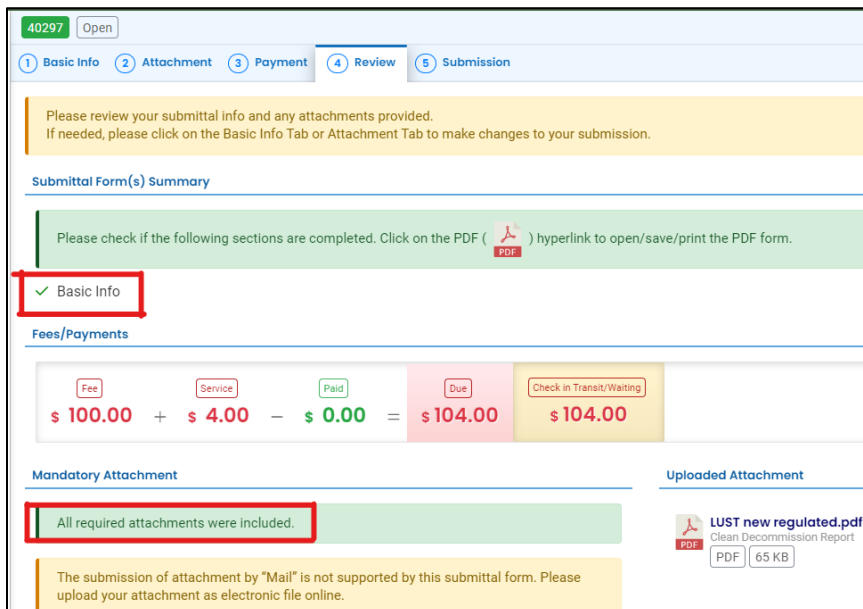
The system will display an × if required information has not been provided. The system will also flag when a required attachment is not attached. You will need to complete required information to submit the submittal.

3.5 Step 5 – Submission Tab

1. Read the "Certification Statement" and check the box next to "I have read and agree to the above certification statement".

2. Click "Submit" to submit this submittal for DEQ review and approval.

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

4. If paying with a check in the mail, click the "Receipt" button to print a copy of the receipt to include with the check.


5. Click "Finish" button to return to your account.

4 Renewing a License

Click on the Permits/Licenses/Certificates (PLC) button to start the renewal process.
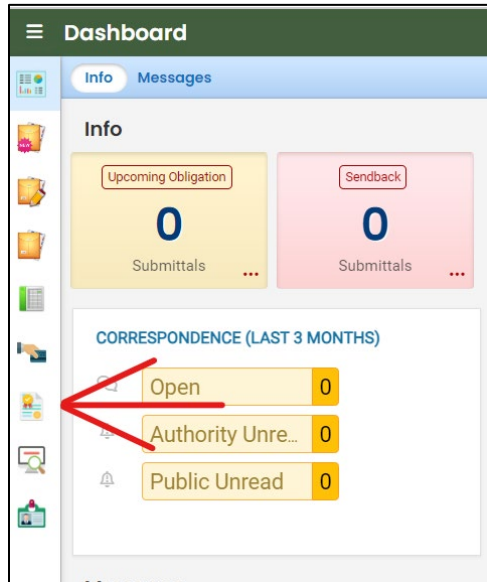
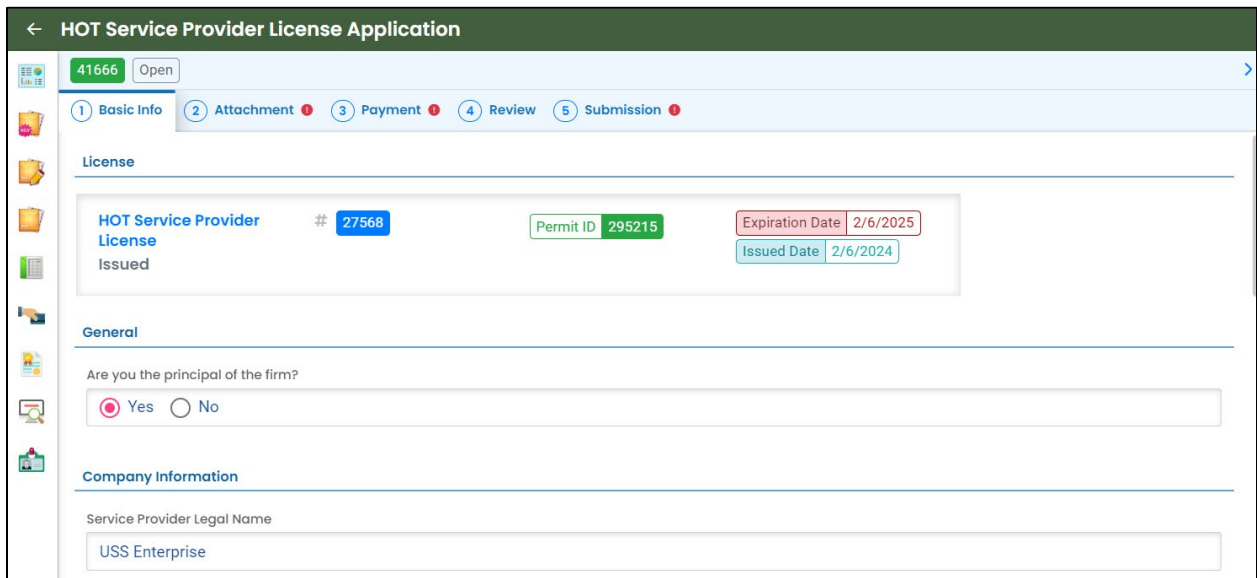

1. Select "HOT Service License" under "PLC Type".
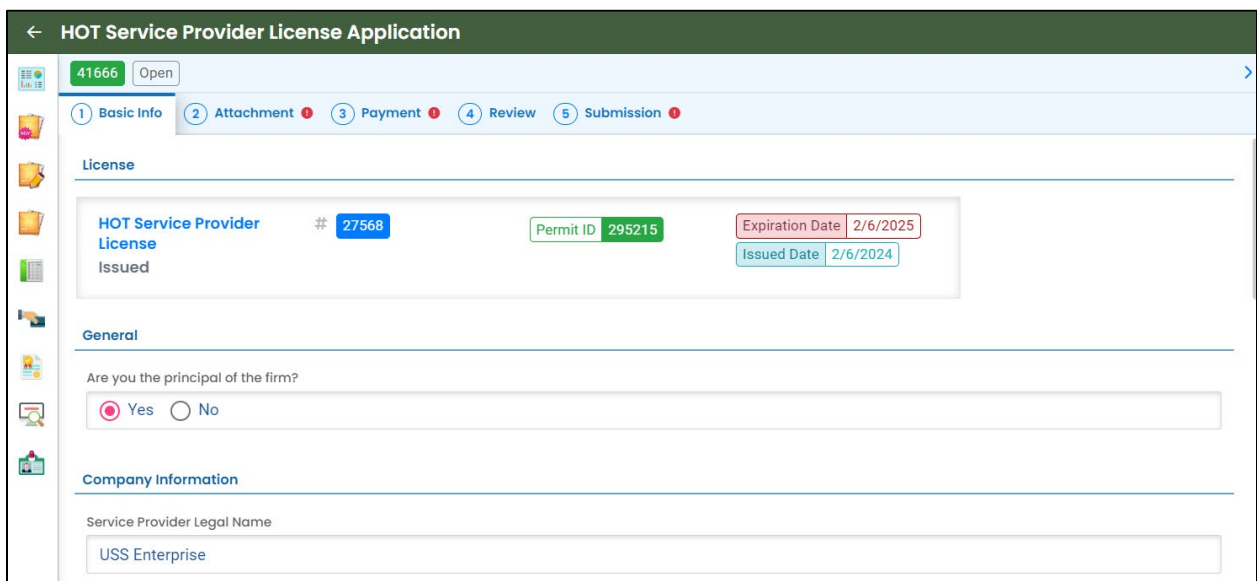
2. Click the button to bring up additional options.
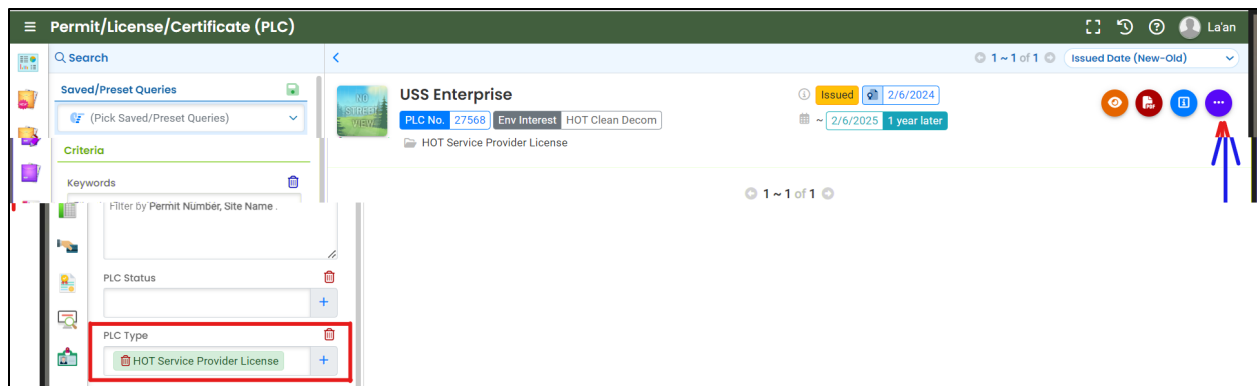
3. Click the ✏️ button.
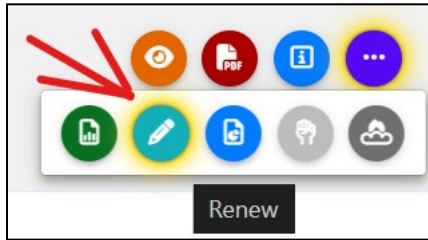
4. Update information as needed, complete the application, and submit the renewal application (See **Section 3**).

5 Name Change

Click on the Permits/Licenses/Certificates (PLC) button to start the name change process.
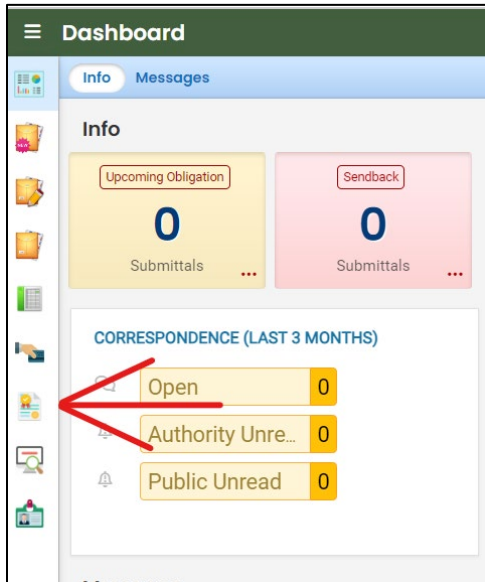
1. Select "HOT Service Provider License" under "PLC Type".

2. Click the button to bring up additional options.
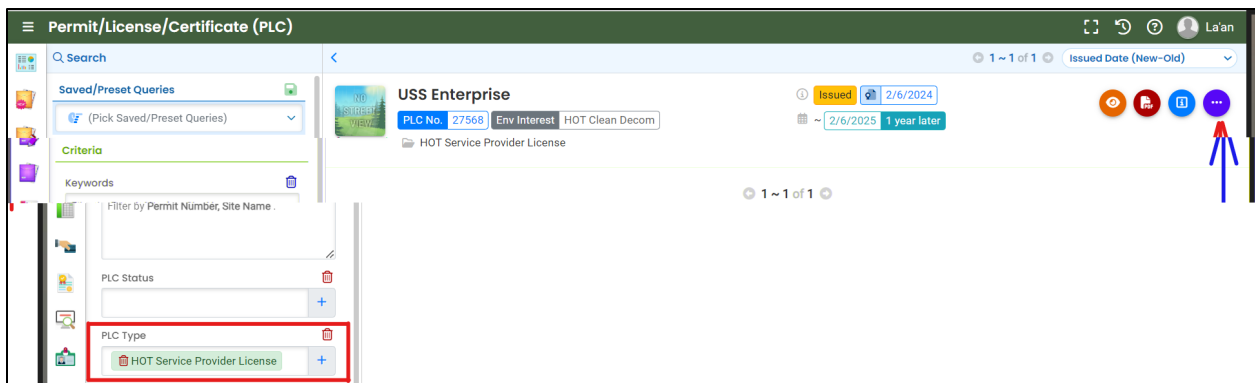
3. Click the button.
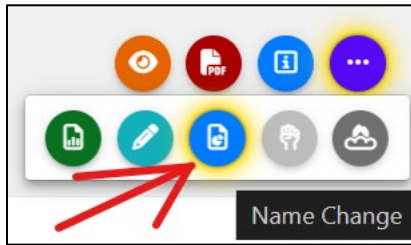
4. Update name, update contact information, as needed, complete the application, and submit the name change application (See **Section 3**).

6 Send back

Submittal "Send back" are shown and accessible from two locations on your Dashboard. Either click the three red dots in the "Send back" box under "Info" or look under "Pending" in your "My Submittals (Last 3 Months) box.
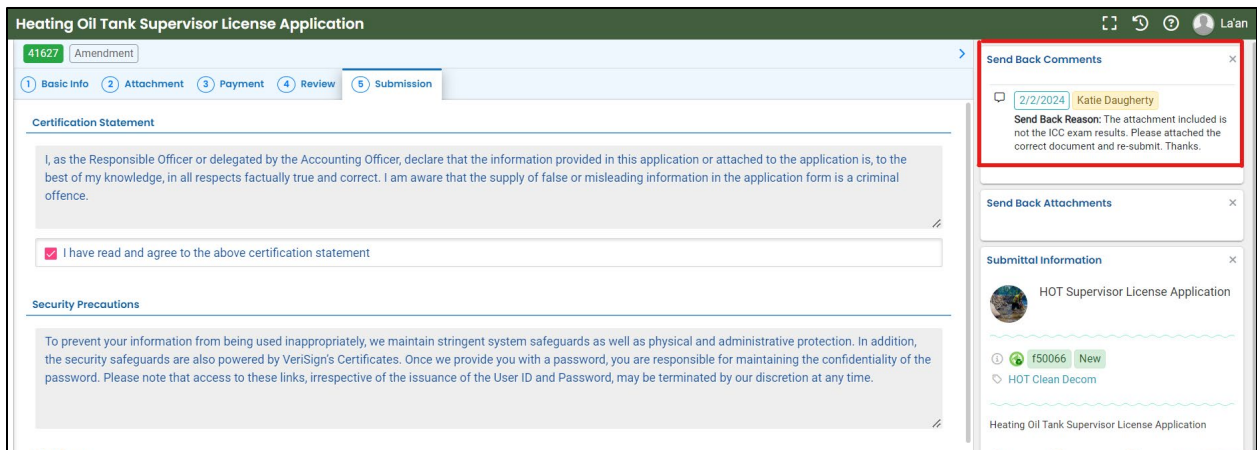
1. Click the pencil to open the submittal.
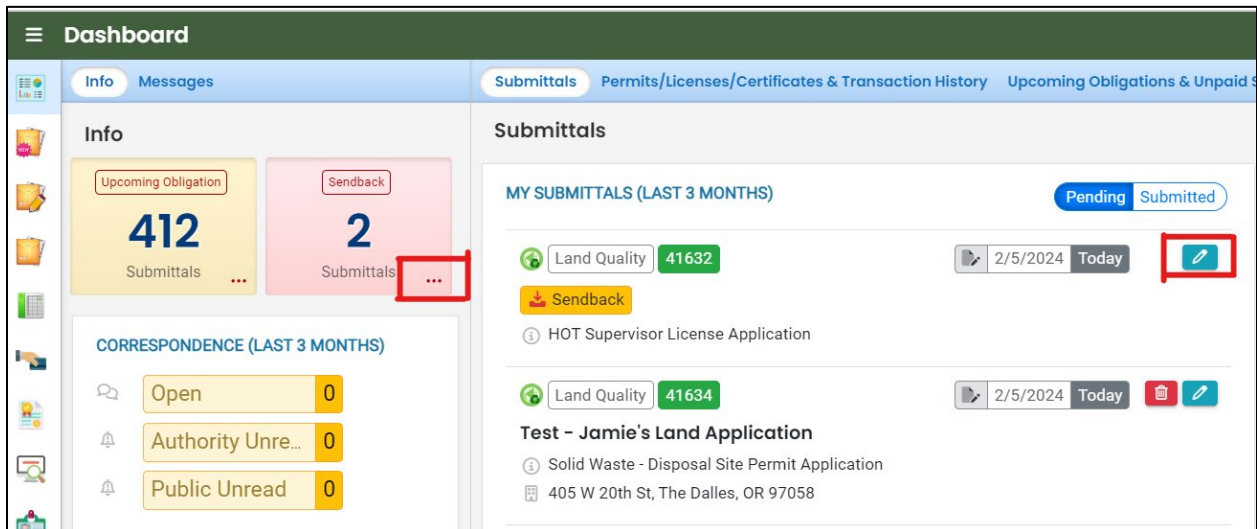
The reason for sending back the submittal will be in the top right corner.

Correct and re-submit the application.

Note. No additional payment is required.

7 Track Your Submittal

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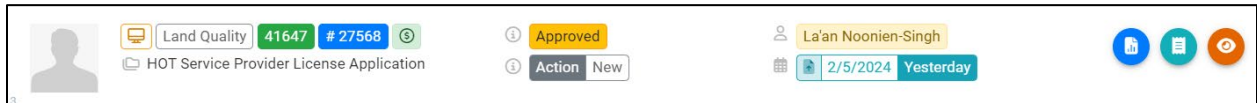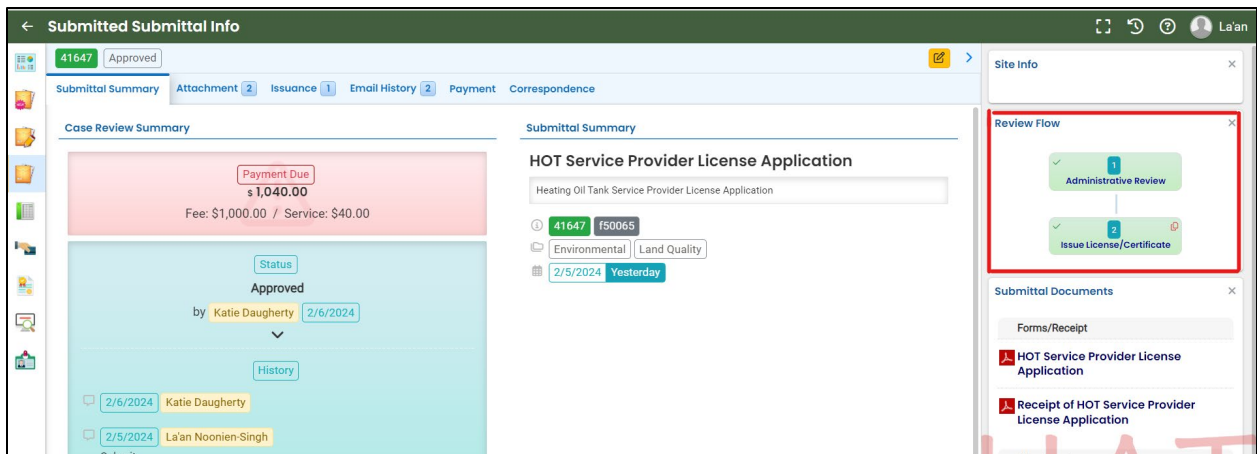

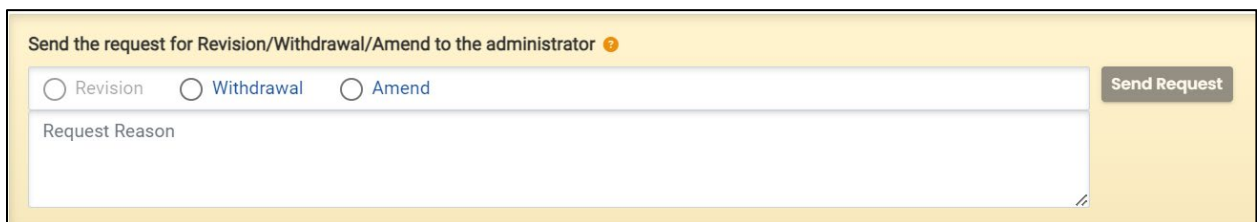
7.1 View Submittal Detail

Click the 👁 button.
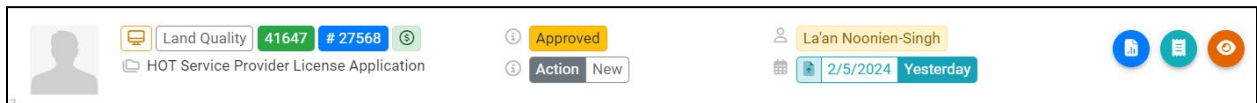
7.1.1 Submittal Summary Tab

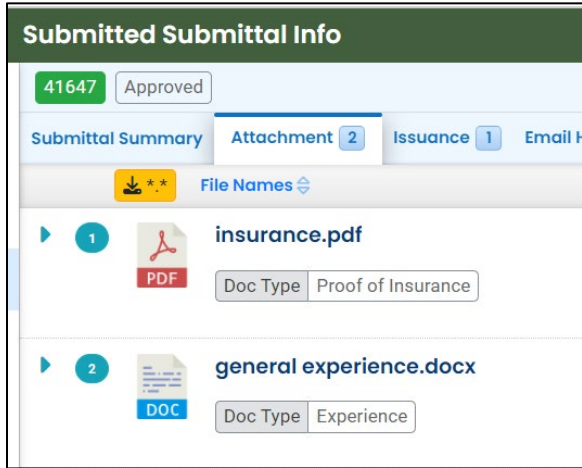Track the progress of DEQ's review of the through the "Review Flow" box on the right.

Use the "Send the request for Revision/Withdrawal/Amend to the administrator" options to request DEQ allow you to amend or withdrawal the submittal.

7.1.2 Attachment Tab

View and download the documents attached to the submittal.

7.1.3 Issuance Tab

Once DEQ completes their review and issues the license, the license populates to the "Issuance" tab. Click the red button to download the license.
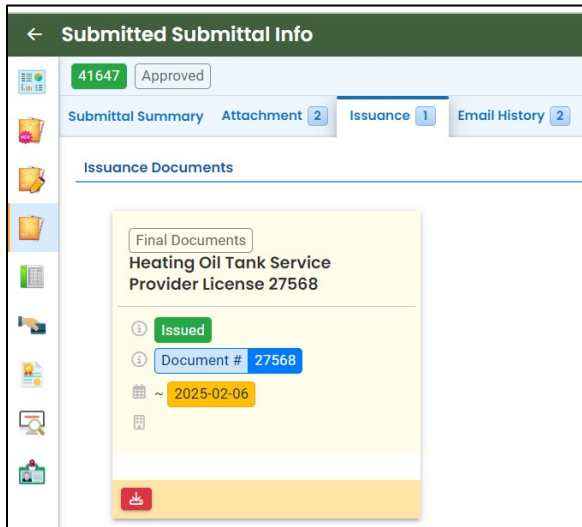
7.1.4   Email History Tab

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

7.1.5   Payment Tab

Track payments related to this submittal here.

7.1.6 Correspondence Tab

Chats with DEQ are tracked here.

7.2 Review Form

Click the button to access the submittal content.

The form cannot be modified.

7.3 Receipt Form

Click the [icon] button to access a copy of your receipt to save or download.

🖥 Land Quality 41647 # 27568 Ⓢ	ⓘ Approved	👤 La'an Noonien-Singh	
📁 HOT Service Provider License Application	ⓘ Action New	📅 📄 2/5/2024 Yesterday	

Submittal Receipt

Department of Environmental Quality, State of Oregon

700 NE Multnomah Street, Suite 600   Portland, OR 97232-4100   Date Created: 2/6/2024

Submittal Summary   Submittal ID: **41647**

Submittal: **HOT Service Provider License Application**

Submitted By: **La'an Noonien-Singh**   Email: **noemail@deq.oregon.gov**

Submitted Date: **2024-02-05 16:33:34**

Form Detail

Submittal Name: **HOT Service Provider License Application**

Submission Method: **Online**   Fee Program ID: **73**

Action Type: **New**   Fee Program Name: **HWGENID**

Payment Information (BALANCE DUE)

Processing Fee: **$1,000.00**   Technology Fee: **$40.00**

Total Amount Due: $1,040.00

To complete your submittal, send a copy of this Submittal Receipt and payment to: