



# HOT Service Provider License User Guide

## HOT Program

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### **Non-discrimination statement**

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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.



State of Oregon  
Department of  
Environmental  
Quality



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# 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](#).

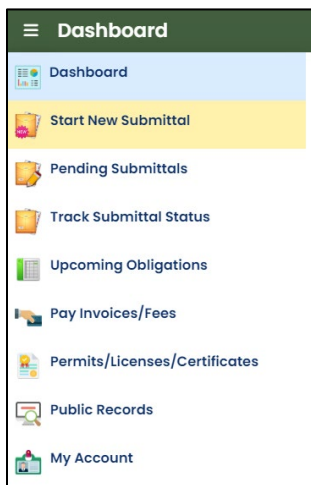
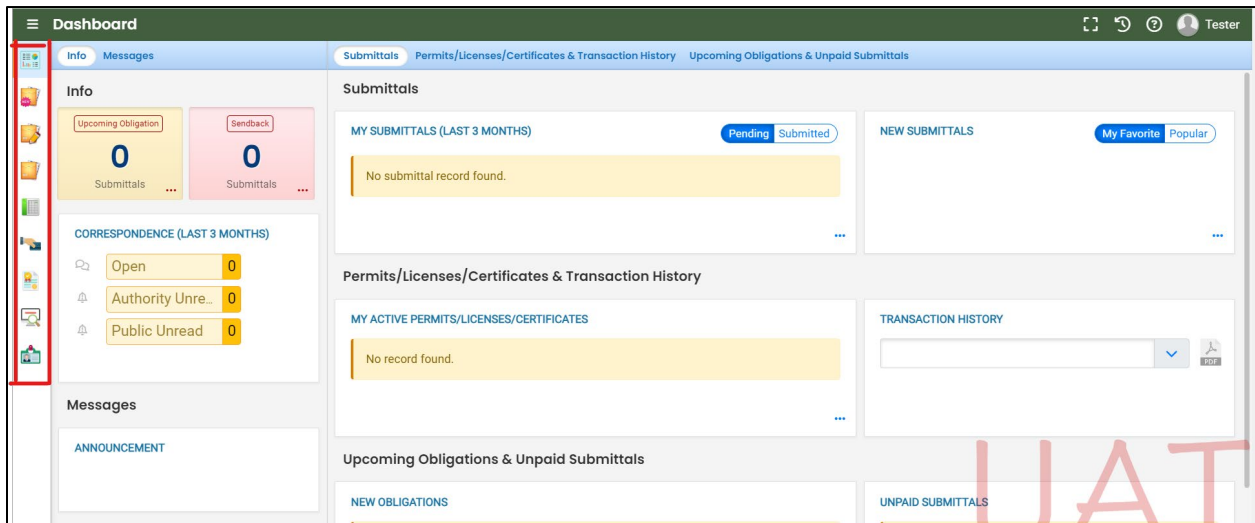
**Tip.** This application requires at least one HOT Supervisor be associated to the application. If needed, please complete or have appropriate employee, complete and submit the HOT Supervisor license application submittal. **Please wait to proceed with this application until at least one HOT Supervisor 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.

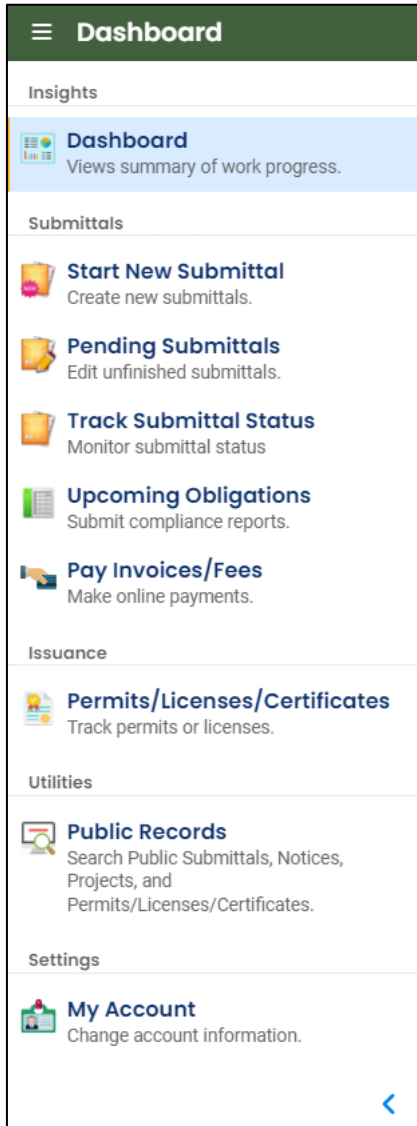
Once registered, the “Dashboard” is your starting point when logging into Your DEQ Online. The “Dashboard” shows a summary of current and pending activity associated with your linked facilities.

**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.

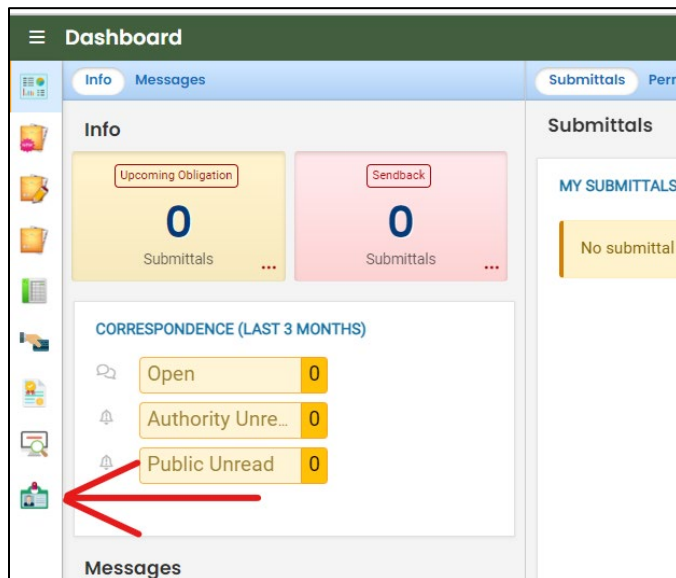
**Public Records.** View published submittals, permits, licenses, and certificates, and available project data.

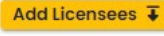
**My Account.** Change your contact information, facility linkage, and other account settings.

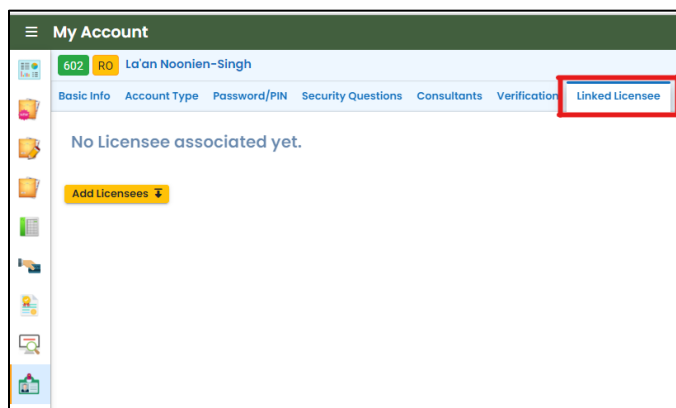
## 2 Link To Existing License

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.

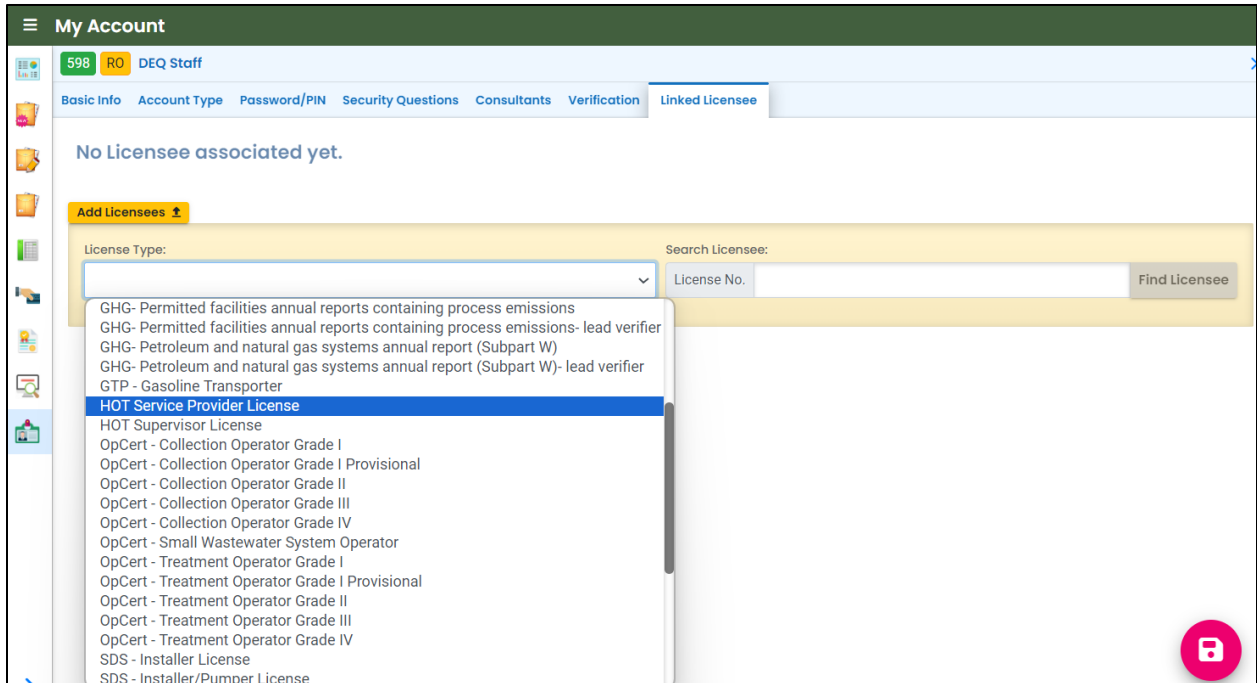


2. Click the “Linked Licensee” tab.
3. Click the  button.



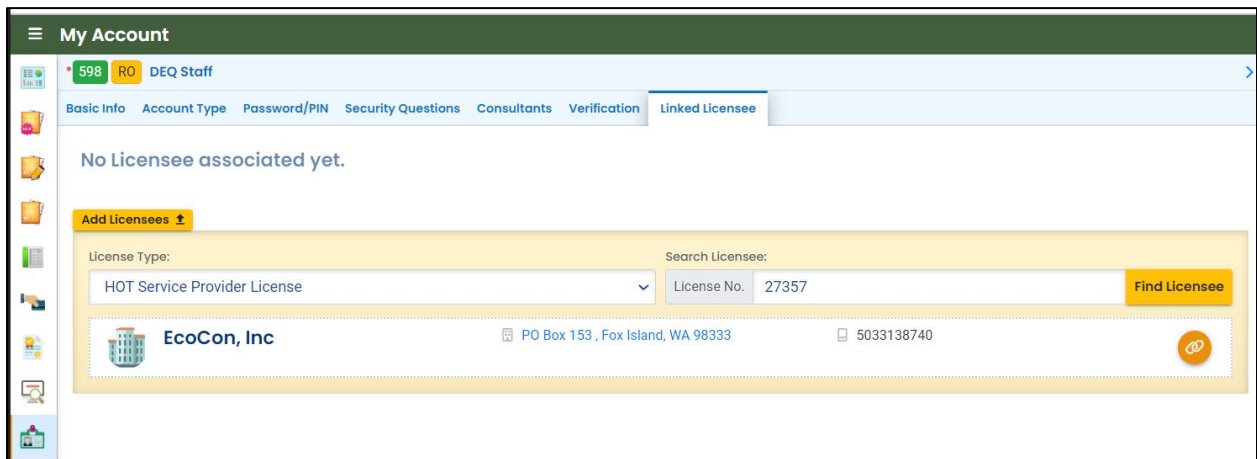



4. Select “HOT Service Provider License” from the “License Type” dropdown menu.




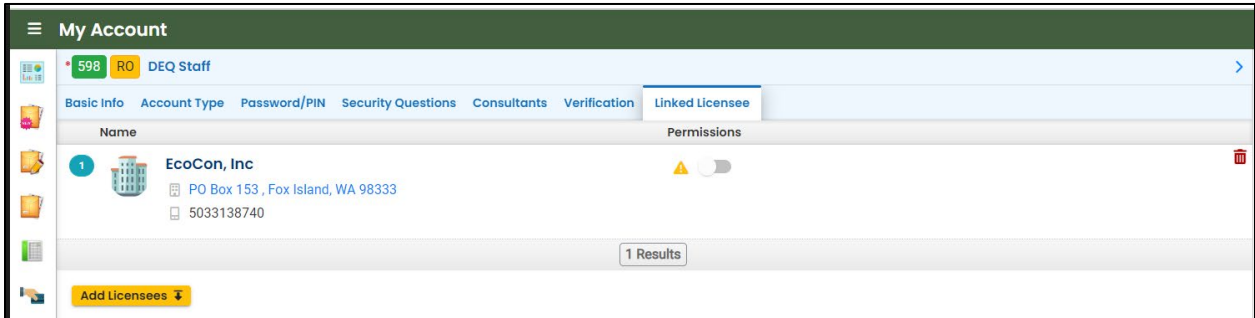
5. Type in your license number in the “Search Licensee” field.

6. Click the  button.

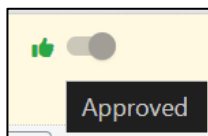
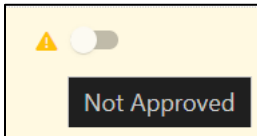


7. Click  to link the license to your account.

8. Click  to save your selection.




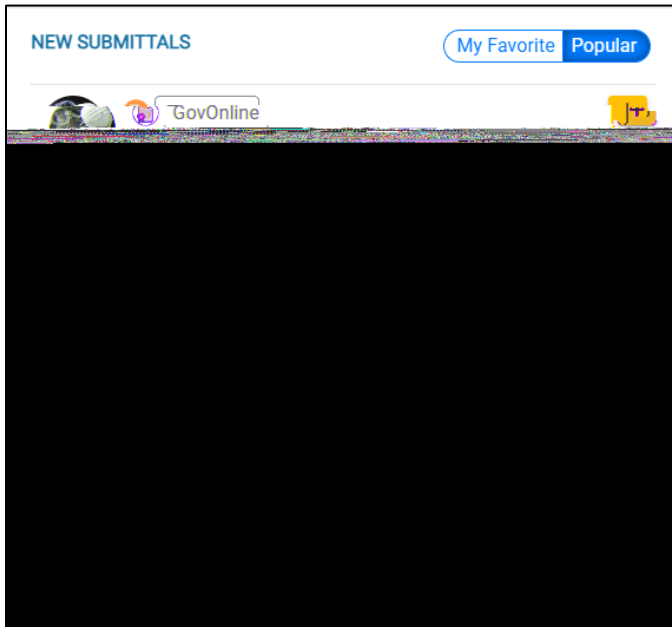
**Note.** Your permissions may initially be flagged as “Not Approved”. After DEQ reviews and approves the request to link your license, the status will change to “Approved”. If your request has not been approved within a week, please contact the HOT Program.





### 3 Applying for a New License

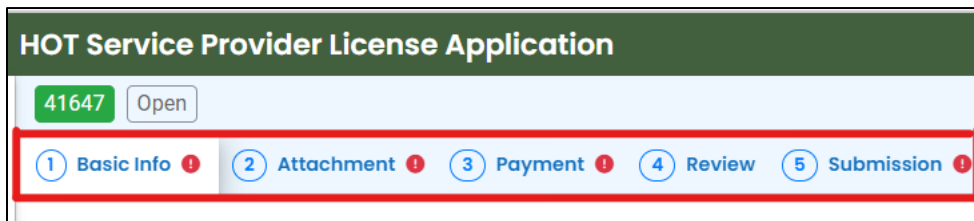
This section provides instructions on applying for a new license.

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.

**General**

Are you the principal of the firm?

Yes  No

#### 3.1.2 Company Information

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

**Company Information**

Service Provider Legal Name  
USS Enterprise

Country  
 United States  Canada

Address  
24 Federation Drive

Unit, Suite, or Floor #

City  
San Francisco

State  
CA (California)

Zip Code  
94102

#### 3.1.3 Contact Person

Provide a contact person name and information.

**Contact Person**

Salutation

First Name  
La'an

M.I.

Last Name  
Noonien-Singh

Company  
Starfleet

Title  
Security Chief

Email  
laan.singh@fakeemail.com

Phone  
999-999-9999

Mobile  
000-000-0000

Fax  
000-000-0000

### 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: 23345

Endorsements: 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).

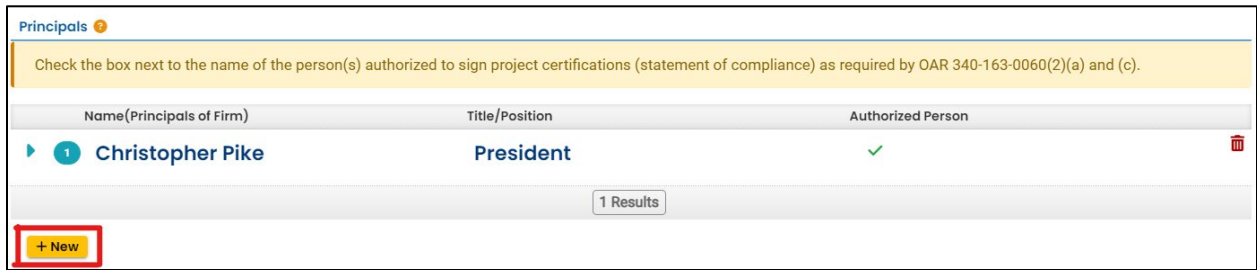
Name(Principals of Firm)	Title/Position	Authorized Person
1 Christopher Pike	President	<input checked="" type="checkbox"/>

Authorized Person

Name(Principals of Firm): Christopher Pike

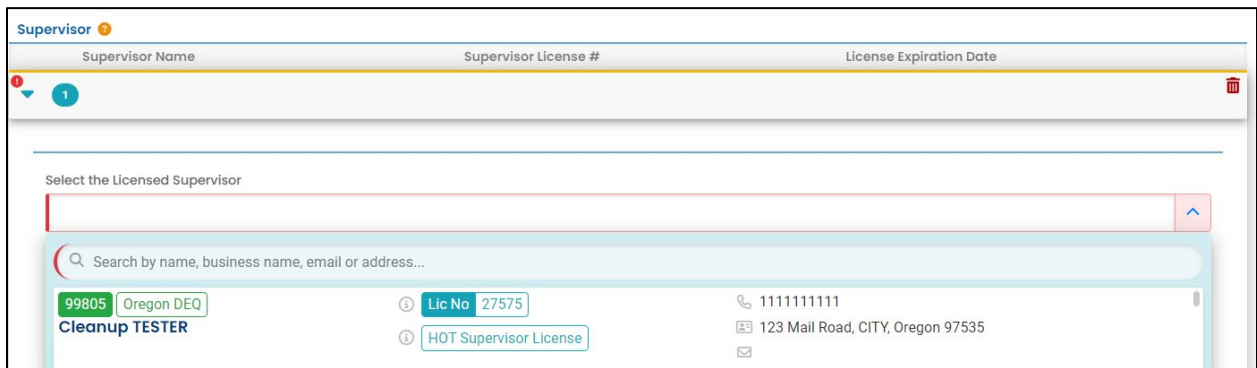
Title/Position: President

Use the **+ New** to add additional principals.

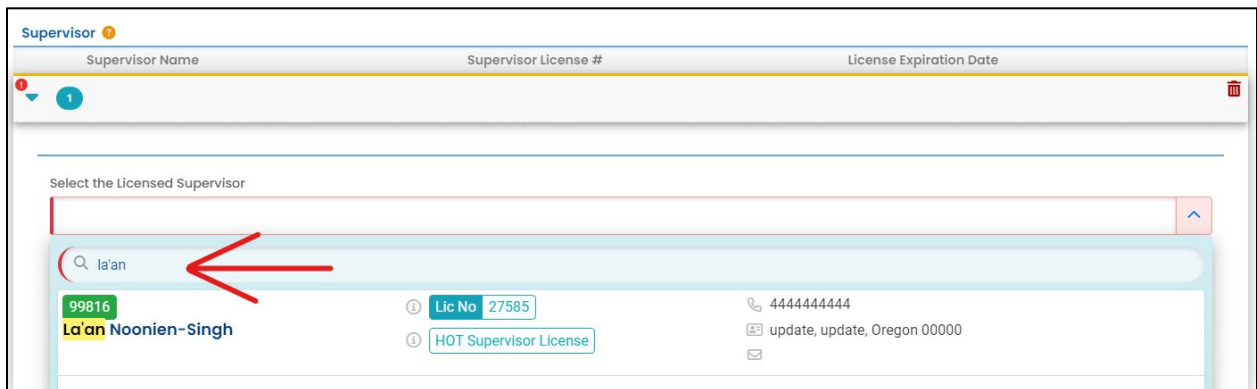


### 3.1.7 Supervisor

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.

Supervisor Name	Supervisor License #	License Expiration Date
La'an Noonien-Singh	27585	2/2/2026

Select the Licensed Supervisor

La'an Noonien-Singh 99816	Lic No 27585	4444444444
	HOT Supervisor License	update, update, Oregon 00000

Supervisor License # 27585 License Expiration Date 02/02/2026

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

Supervisor Name	Supervisor License #	License Expiration Date
La'an Noonien-Singh	27585	2/2/2026

1 Results

**+ New**

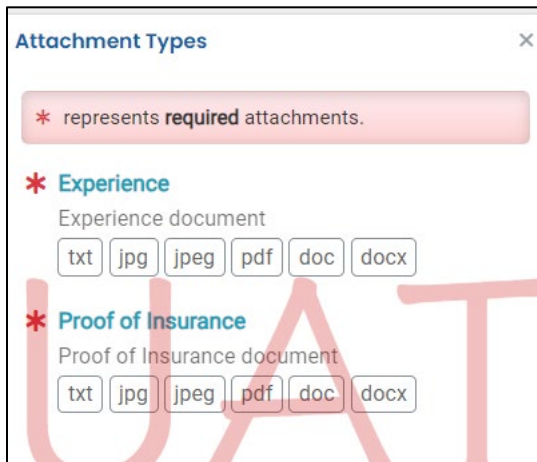


## 3.2 Step 2 – Attachment Tab

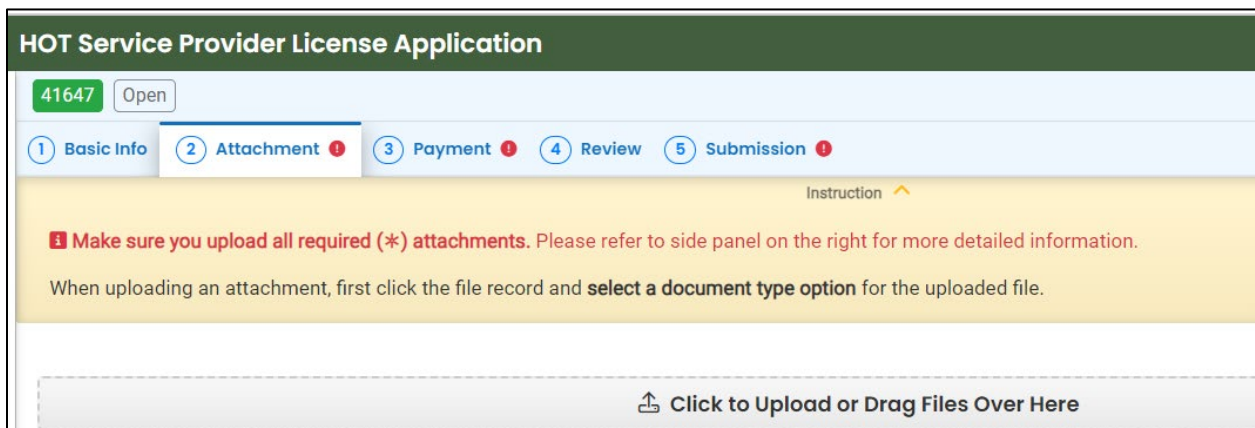
This application requires proof of insurance and general information about HOT work performed in Oregon or any other state(s) within the previous year. These are required attachments to this application.

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.

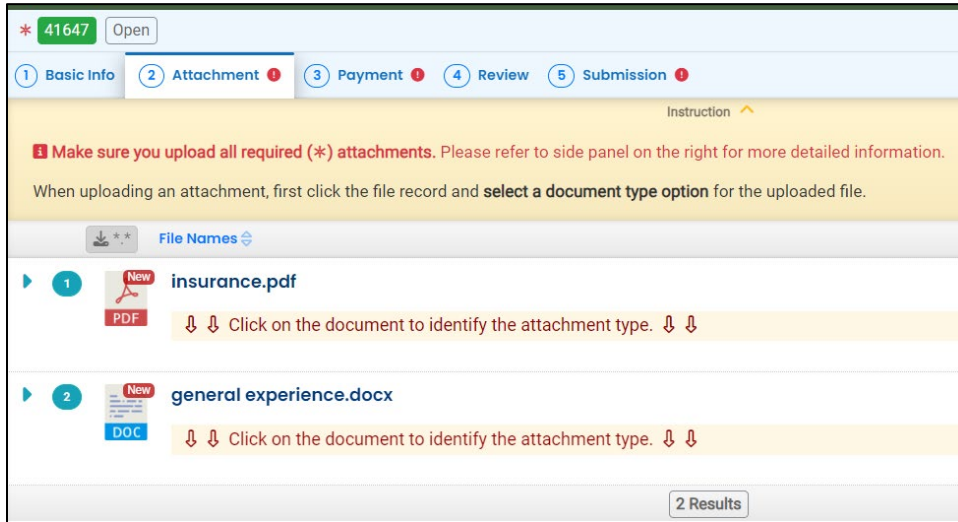


2. Click on “Click to Upload or Drag Files Over Here” to prompt a window to upload the documents as an attachment, or simply drag and drop a document from another open screen.

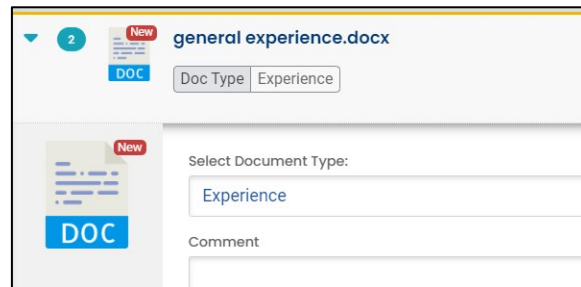
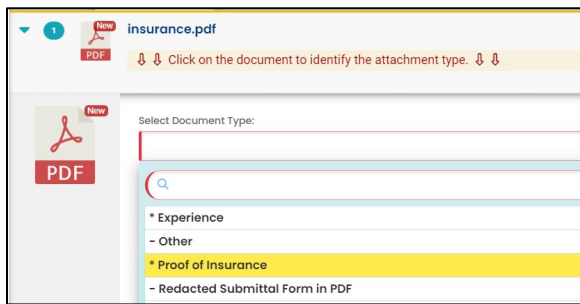




3. Once uploaded, click “⏏ Click on the document to identify the attachment type ⏏”.



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.

**HOT Service Provider License Application**

41647 Open

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: \$ 1,000.00 + Service: \$ 40.00 - Paid: \$ 0.00 = Due: \$ 1,040.00 **Pay Amount Due**

Fees	Payment Transactions
<b>Heating Oil Tank Service Provider License Fee</b> ① Permit/License/Certificate Fee \$ 1,000.00	No payment transaction records.
<b>Technology Fee</b> ① Additional Fee ② The technology fee applies to payments made to invoices and program submittal charges in Your DEQ Online to cover annual costs of operating and maintaining the system. \$ 40.00	

2 Results

#### 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.

Fee: \$ 1,000.00 + Service: \$ 40.00 - Paid: \$ 0.00 = Due: \$ 1,040.00 **Pay Amount Due**

ACH **Automated Clearing House (ACH) payment method:** **Pay Now**

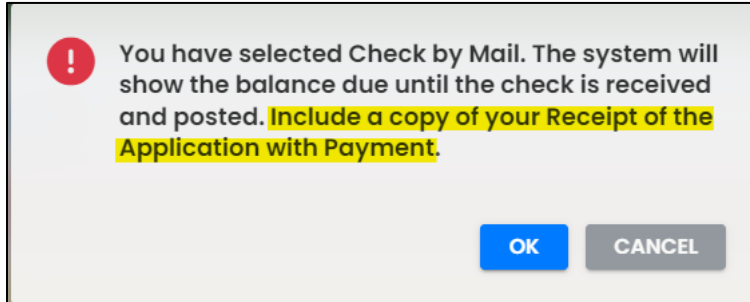
Credit Card

Check by Mail

When clicking **Pay Now** button, you will be **redirected** to agency's payment portal to finish the payment.

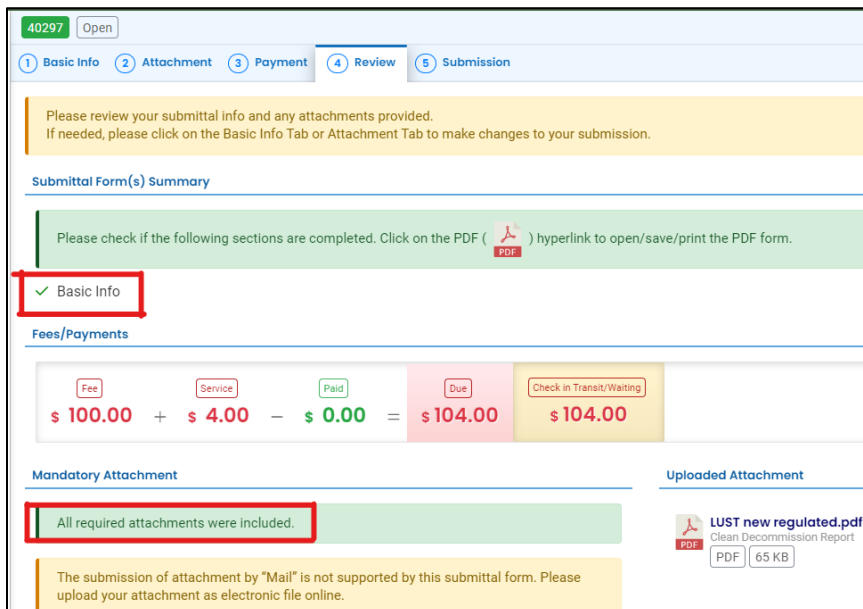
Once finished, you will be redirected back to the system to finish the task.

**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 **x** 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.

40287 Open

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

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 you

**Submittal Form(s) Summary**

Please check if the following sections are completed. Click on the PDF (  ) hyper

**x Basic Info**

**Fees/Payments**

Fee	Paid	Balance
\$ 0.00	\$ 0.00	\$ 0.00

**Mandatory Attachment**

Missing required attachment.

## 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.

### HOT Service Provider License Application

41647 Open

1 Basic info 2 Attachment 3 Payment 4 Review 5 Submission

#### Certification Statement

I have obtained a copy of Oregon Administrative Rules (OAR) Chapters 163 and 177, have read them and will direct employees and principals of the firm to perform heating oil tank services in a manner that is consistent with the regulatory requirements. I further state that the information in this application and any attachments is true and correct to the best of my knowledge.

I have read and agree to the above certification statement

#### Security Precautions


To prevent your information from being used inappropriately, we maintain stringent system safeguards as well as physical and administrative protection. In addition, the security safeguards are also powered by VeriSign's Certificates. Once we provide you with a password, you are responsible for maintaining the confidentiality of the password. Please note that access to these links, irrespective of the issuance of the User ID and Password, may be terminated by our discretion at any time.

#### Disclaimer

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

License renewal applications must be submitted 30 days prior to the license expiration date.

**Submit**



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

**HOT Service Provider License Application**

41647 [Complete Submittal]

**Submission Successful!**

Confirmation of Submittal: 1. Your application has been received and will be reviewed shortly. 2. Check your account, email and text message for system notification at various mile stones.

Please click **Receipt** to print your receipt.

Submittal Summary			Submittal Form Info	
Submittal ID:	41647		Name:	HOT Service Provider License Application
Submittal Date:	2/5/2024, 04:33 PM		Method:	Online Submission
Submittal By:	La'an Noonien-Singh 4444444444 noemail@deq.oregon.gov			
Owner Information:	La'an Noonien-Singh 4444444444 noemail@deq.oregon.gov			

Fee Detail			Payment Detail			
Name	Type	Amount	Date	Method	Fee Amount	Paid Amount
Heating Oil Tank Service Provider License Fee	Permit/License/Certificate Fee	\$1,000.00				
Technology Fee	Additional Fee	\$40.00				
Total:					\$1,040.00	\$0.00

**Attachment List**

- insurance.pdf (Proof of Insurance PDF) 35 KB
- general experience.docx

**Certification**

Statement: I have obtained a copy of Oregon Administrative Rules (OAR) Chapters 163 and 177, have read them and will direct employees and principals of the firm to perform heating oil tank services in a manner that is consistent with the regulatory requirements. I further state that the information in this application and any attachments is true and correct to the best of my knowledge.

Question: what is your favorite painting or photo?  
 Answer: \*\*\*\*\*  
 PIN Number: \*\*\*\*\*  
 RO: La'an Noonien-Singh  
 Sender IP: 159.121.206.56

- If paying with a check in the mail, click the “Receipt” button to print a copy of the receipt to include with the check.

1 Basic Info 2 Attachment 3 Receipt

**Submission Successful!**


Confirmation of Submittal: 1. Your application has been received and will be reviewed shortly. 2. Check your account, email and text message for system notification at various mile stones.

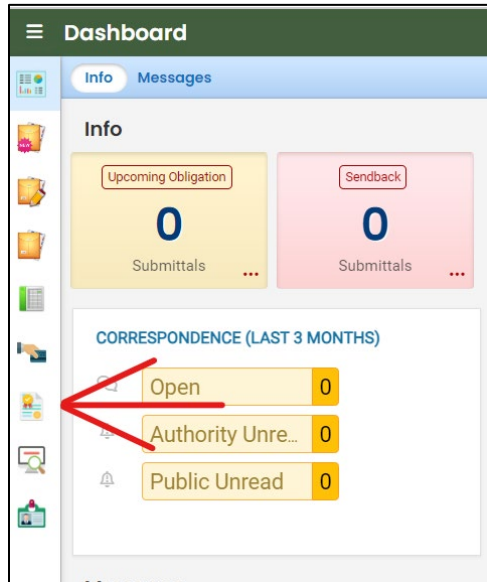
Please click **Receipt** to print your receipt.

- Click “Finish” button to return to your account.


**Finish** **Receipt** **Submittal Form**

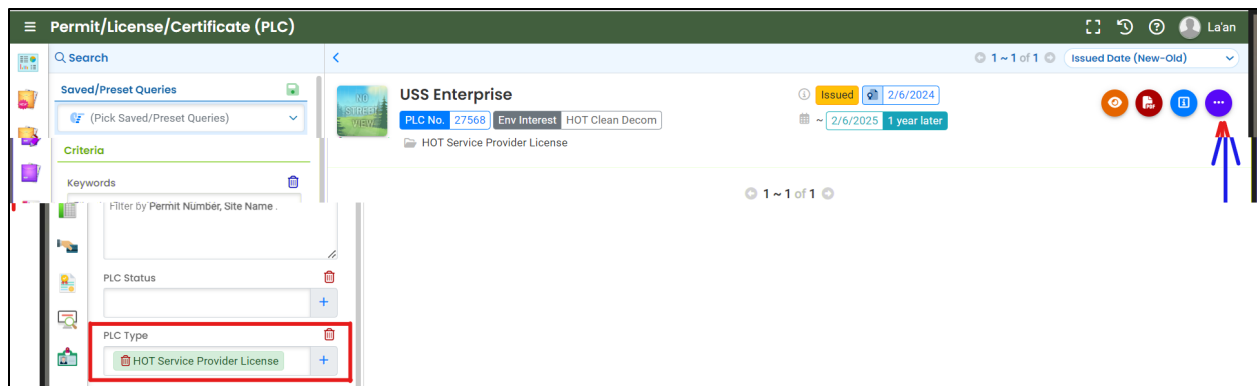
# 4 Renewing a License

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

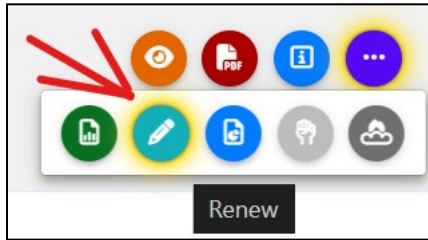


1. Select “HOT Service License” under “PLC Type”.

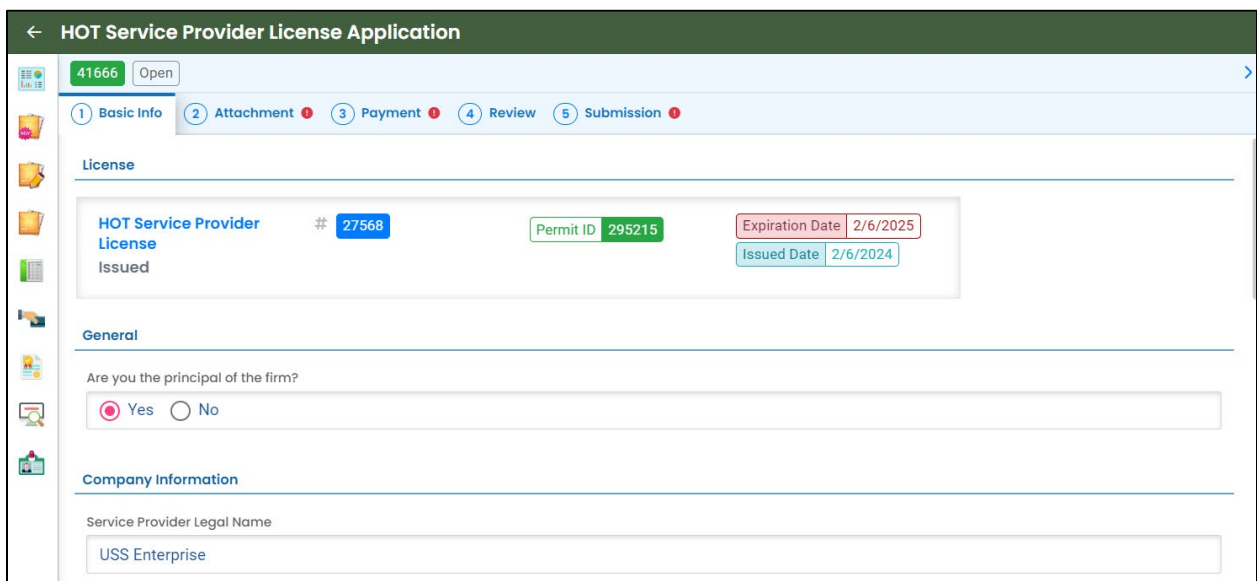
2. Click the  button to bring up additional options.



3. Click the  button.



4. Update information as needed, complete the application, and submit the renewal application (See **Section 3**).


A screenshot of a mobile application interface for a "HOT Service Provider License Application". The title bar is dark green with a back arrow and the text "HOT Service Provider License Application". Below the title bar is a status bar with the number "41666" and an "Open" button. A progress indicator shows five steps: "1 Basic Info", "2 Attachment", "3 Payment", "4 Review", and "5 Submission". The main content area is divided into sections: "License", "General", and "Company Information". The "License" section contains a table with the following data:

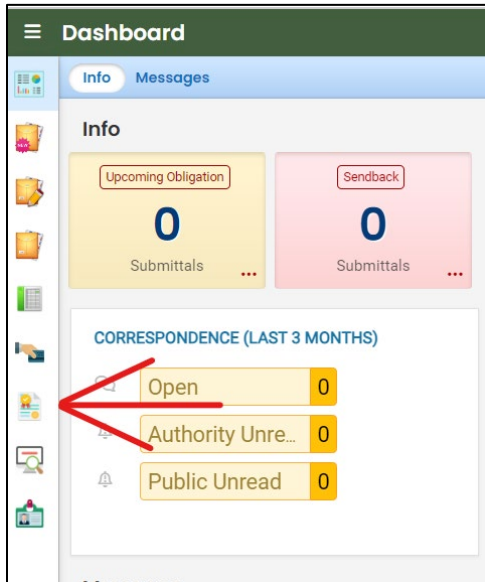
HOT Service Provider License Issued	# 27568	Permit ID 295215	Expiration Date 2/6/2025	Issued Date 2/6/2024
-------------------------------------	---------	------------------	--------------------------	----------------------


The "General" section has a question "Are you the principal of the firm?" with radio buttons for "Yes" (selected) and "No". The "Company Information" section has a text input field for "Service Provider Legal Name" with the value "USS Enterprise".

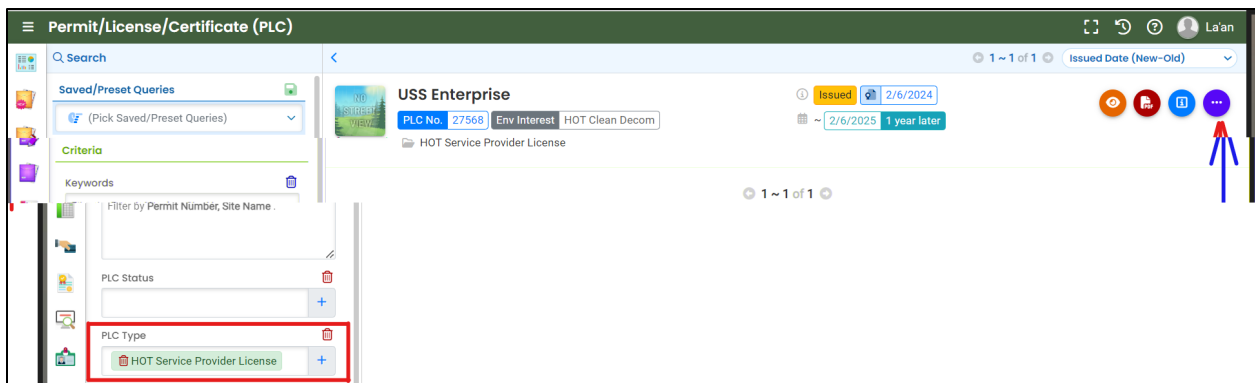


# 5 Name Change

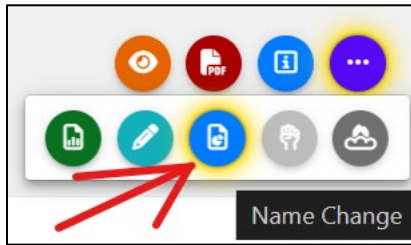
Click on the Permits/Licenses/Certificates (PLC)  button to start the name change process.



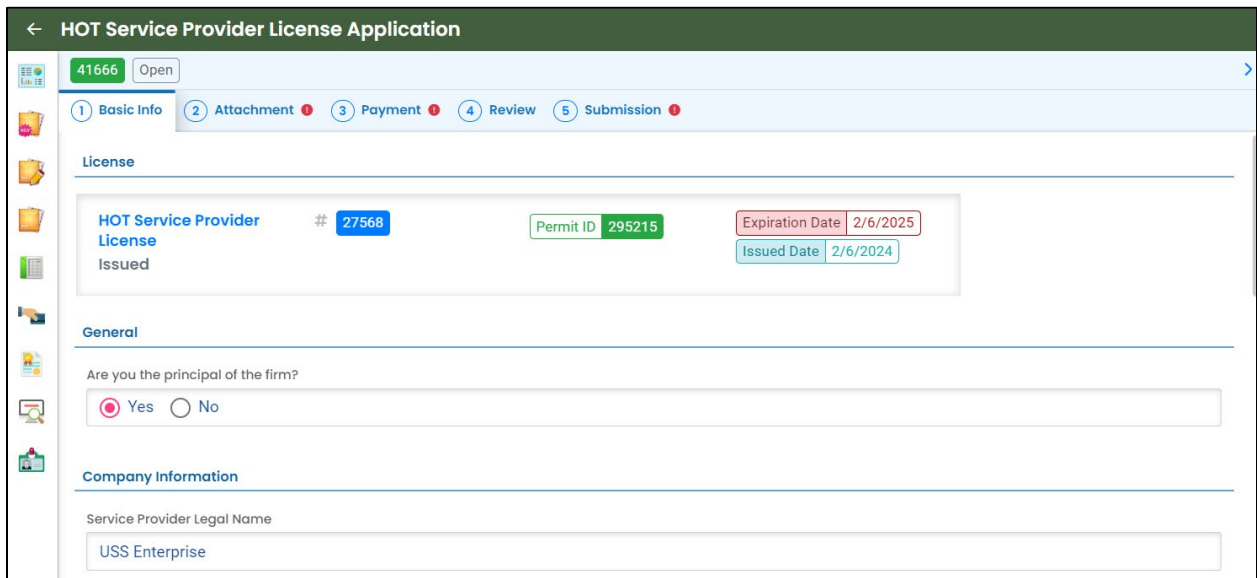
1. Select "HOT Service Provider License" under "PLC Type".
2. Click the  button to bring up additional options.



3. Click the  button.



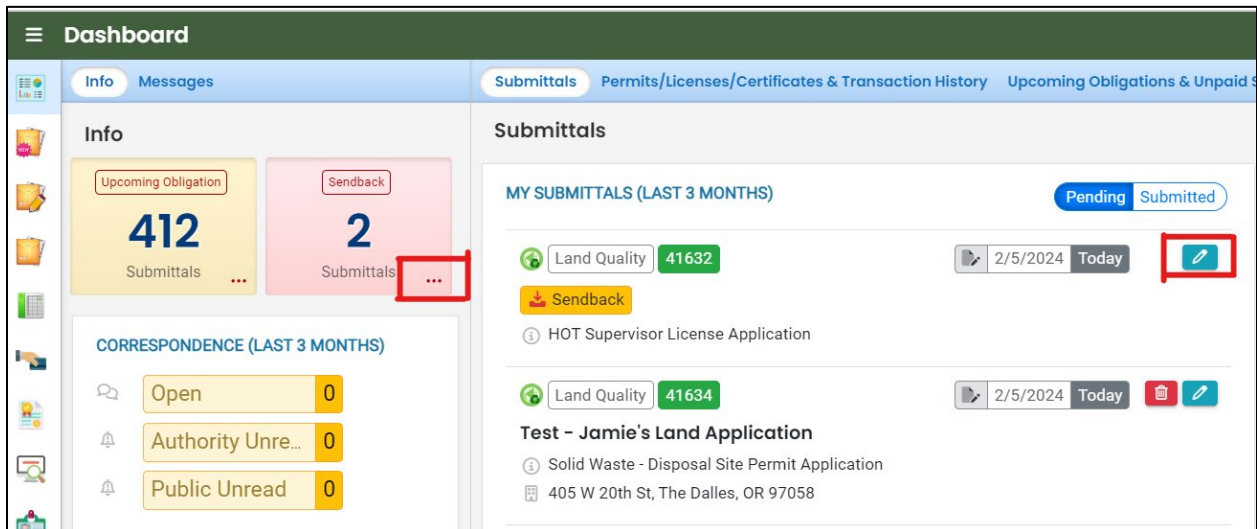
4. Update name, update contact information, as needed, complete the application, and submit the name change application (See **Section 3**).

A screenshot of a web application titled 'HOT Service Provider License Application'. The interface includes a navigation bar with a back arrow and the title. Below the title is a status bar with the number '41666' and an 'Open' button. A progress indicator shows five steps: 1 Basic Info (selected), 2 Attachment, 3 Payment, 4 Review, and 5 Submission. The main content area is divided into sections: 'License' with fields for 'HOT Service Provider License Issued', '# 27568', 'Permit ID 295215', 'Expiration Date 2/6/2025', and 'Issued Date 2/6/2024'; 'General' with a question 'Are you the principal of the firm?' and radio buttons for 'Yes' (selected) and 'No'; and 'Company Information' with a field for 'Service Provider Legal Name' containing 'USS Enterprise'.

# 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.

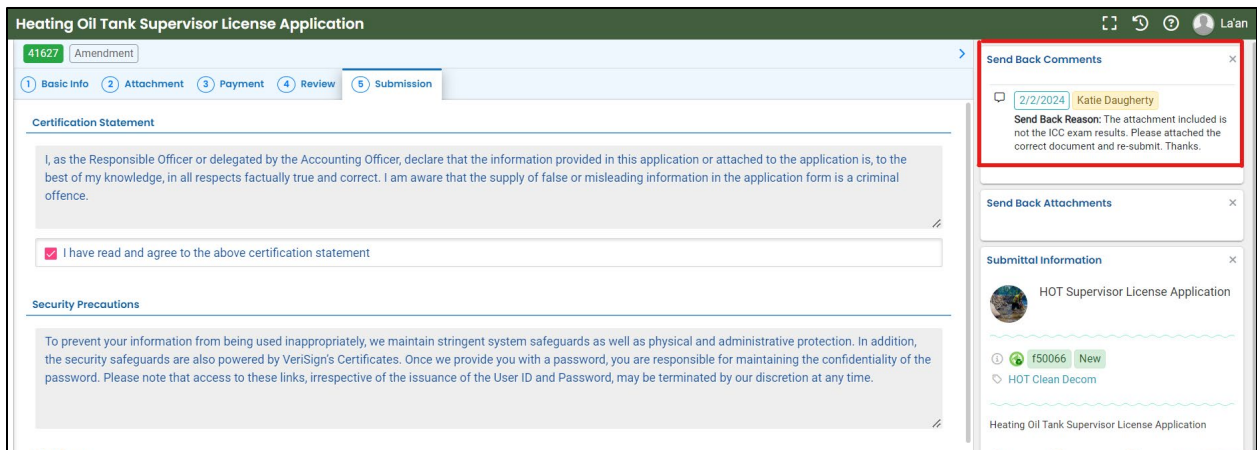
1. Click the pencil to open the submittal.




The reason for sending back the submittal will be in the top right corner.

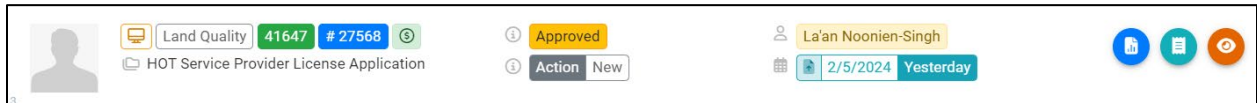
Correct and re-submit the application.

**Note.** No additional payment is required.



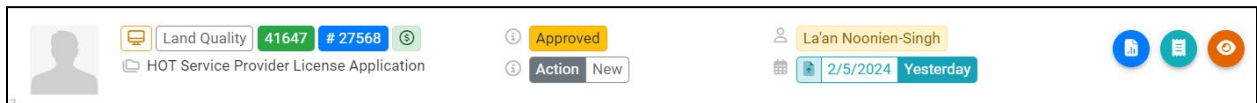
# 7 Track Your Submittal

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.



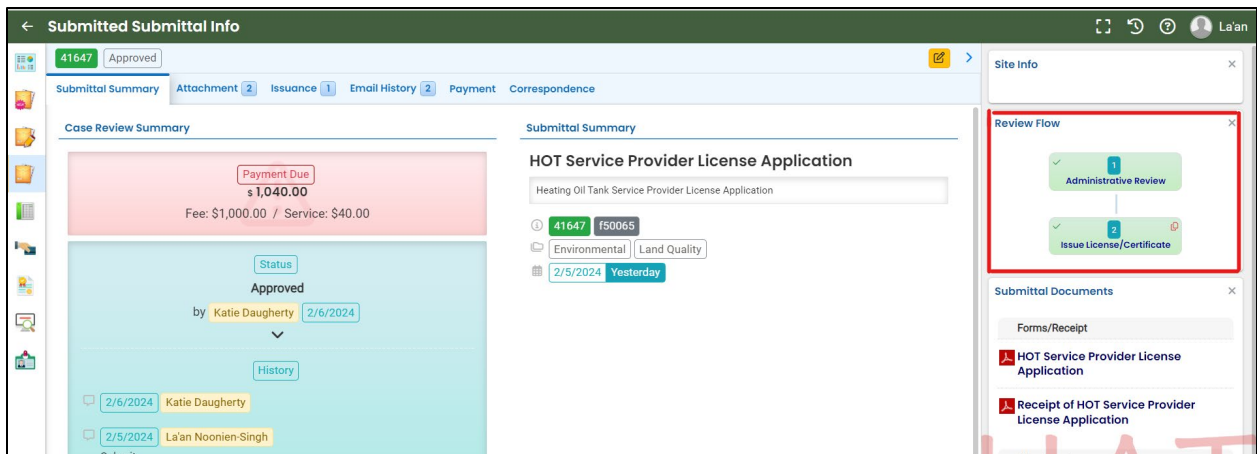
## 7.1 View Submittal Detail

Click the  button.

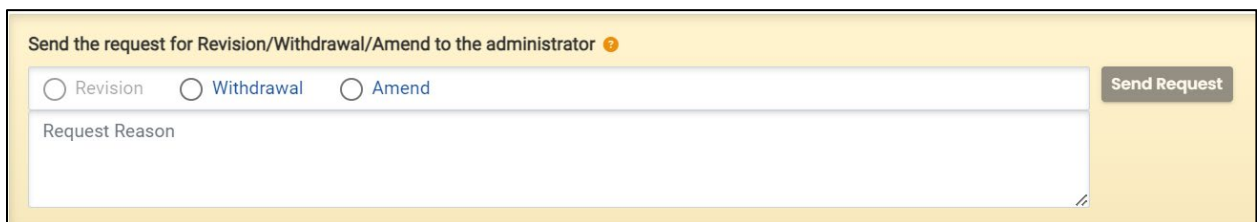


### 7.1.1 Submittal Summary Tab

Track the progress of DEQ’s review of the through the “Review Flow” box on the right.

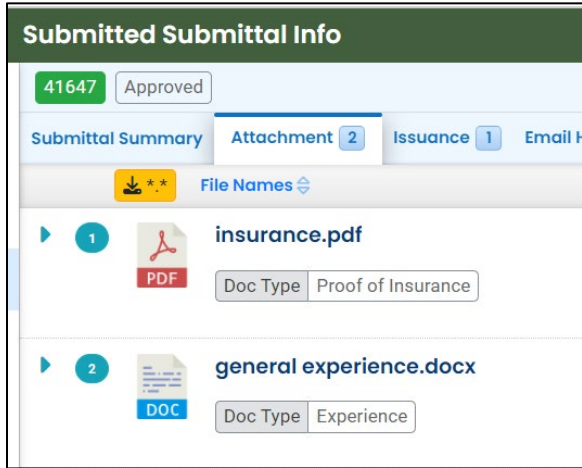


Use the “Send the request for Revision/Withdrawal/Amend to the administrator” options to request DEQ allow you to amend or withdrawal the submittal.



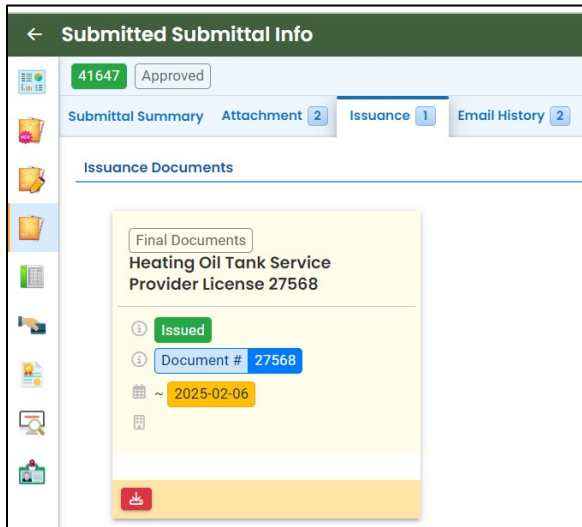
## 7.1.2 Attachment Tab

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.

The screenshot shows the 'Submitted Submittal Info' page for submittal 41627, which is in an 'Approved' status. The 'Email History' tab is selected, showing a list of four emails. The first email is '[UAT] Submission Received' sent from 'YourDEQOnline@govonlineaas.com' to 'noemail@deq.oregon.gov' on 2024-02-02. The second email is '[UAT] Application Send Back' sent from 'YourDEQOnline@govonlineaas.com' to 'noemail@deq.oregon.gov' on 2024-02-02. The third email is '[UAT] Submission Received' sent from 'YourDEQOnline@govonlineaas.com' to 'noemail@deq.oregon.gov' on 2024-02-02. The fourth email is '[UAT] Application Approved' sent from 'YourDEQOnline@govonlineaas.com' to 'noemail@deq.oregon.gov' on 2024-02-02.

## 7.1.5 Payment Tab

Track payments related to this submittal here.

The screenshot shows the 'Submitted Submittal Info' page for submittal 40297, which is in a 'Complete Submittal' status. The 'Payment' tab is selected. A red warning banner states: 'Reminder: Payment of \$104.00 is due until the full amount has been received and posted.' Below this, a yellow note states: 'DEQ adds a 4% technology fee to every fee payment processed through YDO.' The payment summary shows: Fee (\$100.00) + Service (\$4.00) - Paid (\$0.00) = Due (\$104.00). A 'Check in Transit/Waiting' box shows \$104.00.

The screenshot shows the 'Submitted Submittal Info' page for submittal 40971, which is in a 'Complete Submittal' status. The 'Payment' tab is selected. A light blue box states: 'There is no payment due at this time.' The payment summary shows: Fee (\$100.00) + Service (\$4.00) - Paid (\$104.00) = Balance (\$0.00).

## 7.1.6 Correspondence Tab

Chats with DEQ are tracked here.

The screenshot shows the 'Submitted Submittal Info' interface for submittal 40292. The 'Correspondence' tab is active. At the top, there are navigation tabs: Submittal Summary, Attachment (1), Issuance (0), Email History (1), Payment, and Correspondence. Below the tabs is a text input field with the placeholder 'Start a correspondence thread...' and a 'Post' button. Underneath is a 'Correspondence Date/Time' field with a date-time picker showing 'mm/dd/yyyy --:-- --'. At the bottom, a message states 'No correspondence messages.'

## 7.2 Review Form


Click the  button to access the submittal content.





The screenshot shows the header information for a submittal. On the left is a profile icon. Next to it are labels: 'Land Quality' with value '41647', '# 27568', and a status icon. Below that is 'HOT Service Provider License Application'. To the right, there are status tags: 'Approved' (yellow) and 'Action New' (grey). Further right is the user name 'La'an Noonien-Singh' and a date '2/5/2024 Yesterday'. On the far right are three circular icons: a document icon, a calendar icon, and a camera icon.


The form cannot be modified.

The screenshot shows the 'HOT Service Provider License Application' form for application 41647, which is 'Approved'. The form has three main sections: '1 Basic Info', '2 Attachment', and '3 Receipt'. The 'General' section contains a question 'Are you the principal of the firm?' with radio buttons for 'Yes' (selected) and 'No'. The 'Company Information' section includes a text field for 'Service Provider Legal Name' with the value 'USS Enterprise'. Below that is a 'Country' selection with radio buttons for 'United States' (selected) and 'Canada'. The 'Address' section has two text fields: 'Address' with '24 Federation Drive' and 'Unit, Suite, or Floor #'. The 'City' field is 'San Francisco', the 'State' is a dropdown menu showing 'CA (California)', and the 'Zip Code' is '94102'.

## 7.3 Receipt Form

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

Land Quality **41647** #27568ApprovedLa'an Noonien-Singh  
HOT Service Provider License ApplicationAction New2/5/2024 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

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#### 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**

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#### Form Detail

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

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

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

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#### 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: