

LUST/Leaking HOT Cost Recovery Agreement User GuideLUST & HOT Programs

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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 complete a cost recovery agreement for a **leaking underground storage tank or leaking heating oil tank** project submittal in the Your DEQ Online database.

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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	Intr	oduction	1	
	1.1	Your DEQ Online	1	
	1.2	Navigating in YDO – The Dashboard	2	
	1.3	Who Should Submit this Agreement?	3	
	1.4	Understanding "Site" and "Project" Use in YDO	4	
2	ls Y	our Facility Associated With Your Account?		
	2.1	Where to Look	5	
	2.2	Add New Facility to Your Account	7	
3	Sta	rt New Submittal	9	
	3.1	Understanding the Submittal	9	
4	Bas	Basic Info Tab		
	4.1	Responsible Party Contact Information	. 11	
	4.2	Invoice Contact Information	. 12	
	4.3	Select Tank Type	. 12	
	4.4	Site Identification	. 13	
	4.5	Property Details	. 14	
	4.6	Cost Agreement Certification	. 15	
5	Atta	achment Tab	. 16	
6	Pay	/ment Tab	. 17	
7	Rev	/iew Tab	. 18	
8	Sub	omission Tab	. 19	
9	Tra	ck Your Submittal	. 21	
	9.1	View Submittal Detail	. 21	
	9.1.	.1 Submittal Summary Tab	. 21	
	9.1.	.2 Attachment Tab	. 22	
	9.1.	3 Issuance Tab	. 22	
	9.1.	.4 Email History Tab	. 22	
	9.1.	5 Payment Tab	. 23	
	9.1.	.6 Correspondence Tab	. 23	
	9.2	Review Form	. 23	
	93	Receipt Form	24	

1 Introduction

Potential responsible parties (PRPs) may request DEQ oversight for a leaking underground storage tank (**LUST**) project or a complex leaking heating oil tank (**HOT**) project by completing a cost recovery agreement. Cost recovery agreements are required to be submitted through Your DEQ Online (YDO). Please visit the <u>LUST</u><u>Program</u> and/or HOT Program webpages for additional information.

1.1 Your DEQ Online

Through Your DEQ Online, parties may submit a cost recovery agreement to request DEQ oversight.

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

1. Register an account by navigating to the <u>Your DEQ Online Public Portal</u>. Select "Register Account."

Tip. DEQ Cleanup, LUST, and HOT Programs recommend all parties (e.g., responsible parties, property owners, consultants, service providers, etc.) select "RO" (Responsible Official) account type when creating your YDO account.

- 2. Complete identity verification.
- 3. Establish link to the "Leaking Underground Storage Tank" and/or "Heating Oil Tank" submittal groups.

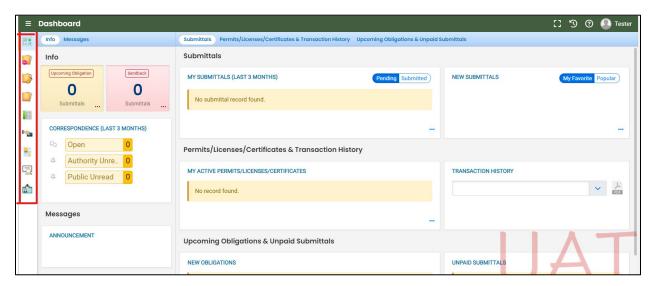
Need help with registering your account, determining what is the best account type for you, or how to select submittal groups for your account? Additional resources are available <u>online</u>.

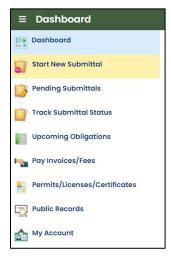
1.2 Navigating in YDO - The Dashboard

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.

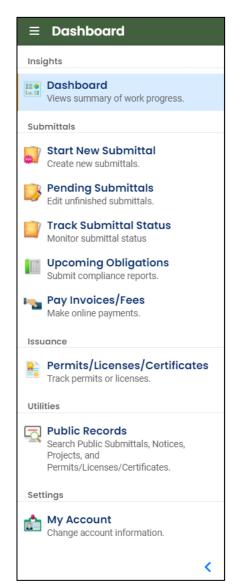
Tip. The navigation panel is on the far left side of the screen and provides quick access to content.





There are several ways to access and use the navigation panel.

- Click the symbol for the content you need.
- Hover over the panel to bring up a list view of the panel
- Click the hamburger icon to 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.

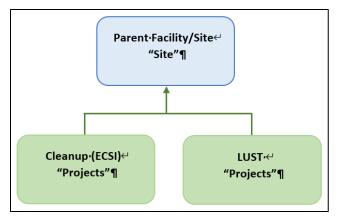
My Account. Change your contact information, facility linkage, and other account settings.

1.3 Who Should Submit this Agreement?

The LUST/Leaking HOT Cost Recovery Agreement submittal includes a cost recovery agreement. This agreement must be completed by an authorized representative of the entity requesting DEQ oversight.

1.4 Understanding "Site" and "Project" Use in YDO

When associating a facility/site with your account and later your submittal, understanding how "Site" and "Project" are used in YDO is important. In YDO "Site" and



"Facility" are synonyms and used interchangeably.

A facility/site is the **parent** facility that multiple DEQ programs may connect to. LUST sites, which include releases from regulated, unregulated, and heating oil tanks, are considered **children** ("Projects") in YDO and connect to the parent "Site".

The diagram on the left is provided to show how multiple programs are connected to a single facility unlike DEQ's legacy systems which were independent and separate systems.

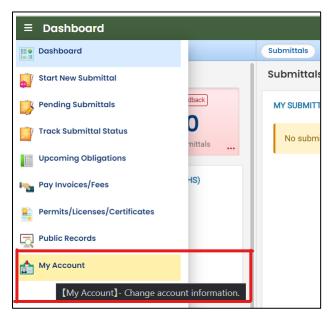
Tip. The "Site" name is often different than the "Project" name.

2 Is Your Facility Associated With Your Account?

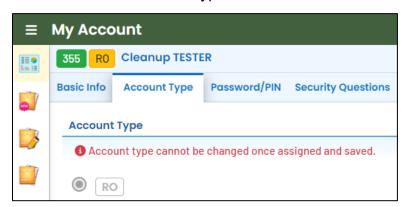
If this is the first time you are submitting content related to this specific facility/site, follow the steps below to add the facility/site to your account. The facility/site must be associated with your account to submit a LUST/Leaking HOT Cost Recovery Agreement.

2.1 Where to Look

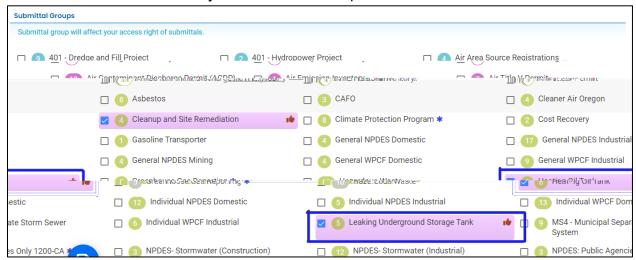
1. Click on "My Account" in the far-left column.



2. Click on the "Account Type" tab.



3. Scroll down and confirm that "Leaking Underground Storage Tank" and/or "Heating Oil Tank" are selected in your Submittal Groups.

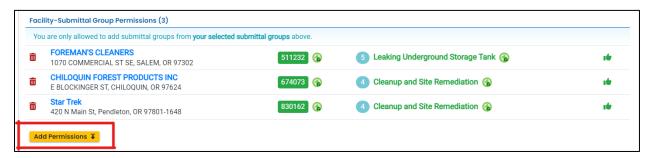


- 4. Scroll to the bottom of the page to the "Facility-Submittal Group Permissions" section. Is your facility listed here?
 - a. If no; then go to **Section 2.2** to add your facility.
 - b. If yes; confirm the Facility is associated with "Leaking Underground Storage Tank" and/or "Heating Oil Tank". The same Facility may be associated with multiple "Submittal Groups" as shown below.
 - i. If yes; go to Section 3 for steps to follow to complete the submittal.
 - ii. If no; then go to **Section 2.2** to add your facility and associate with the correct submittal group(s).



2.2 Add New Facility to Your Account

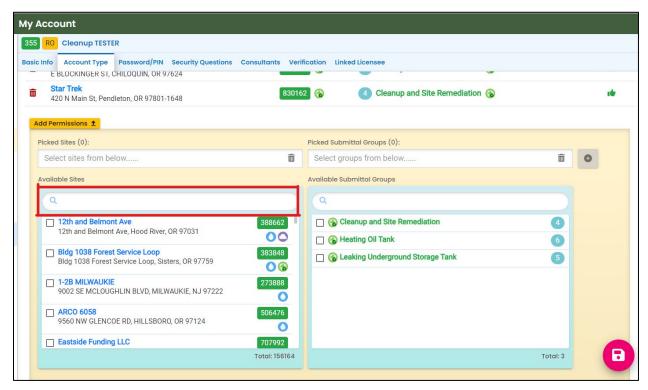
1. Click on the "Add Permissions" button.



- 2. Search for your facility/site in the search box below "Available Sites".
 - a. If your facility/site is not found, go to Section 2.3.
 - b. If you facility/site is present, go to Section 2.4.

Note. Since releases from underground storage tanks are required to be reported, the facility will be in the YDO system. However, if you recently reported the release and the facility is not present, the release may not yet have been processed by DEQ. Contact the Regional Duty Officer for assistance.

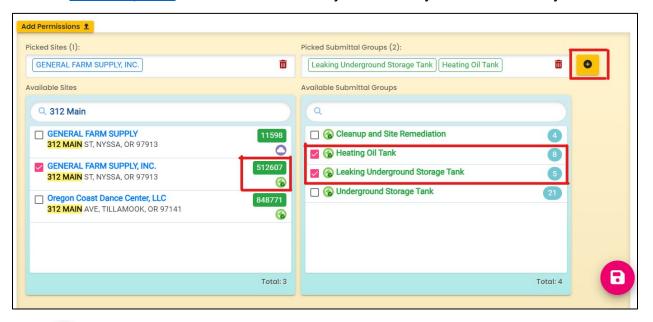
Tip. Searching by street address will provide best results. The facility/site name may be different than the project name as this system combines all DEQ programs under the same facility/site.



- 3. The example below shows the search results for "312 Main".
 - a. **Be sure to select the correct Facility/Site.** Remember the Facility/Site name may be different than the LUST/Leaking HOT project name.
 - b. In this example, two facilities/sites are located at the same address. Check the box for the facility/site with a green \$\omega\$ symbol.
 - c. Select the "Leaking Underground Storage Tank" and/or "Heating Oil Tank" under the "Available Submittal Groups" box.
 - d. Click the "+" symbol.

Tip. Only facilities with the **S** Land Quality Division symbol can be associated with the "Leaking Underground Storage Tank" and/or "Heating Oil Tank" submittal groups.

Note. If you have any doubts about which facility/site to connect to your account, please visit the <u>YDO Helpdesk</u> and we will work with you to identify the correct facility/site.



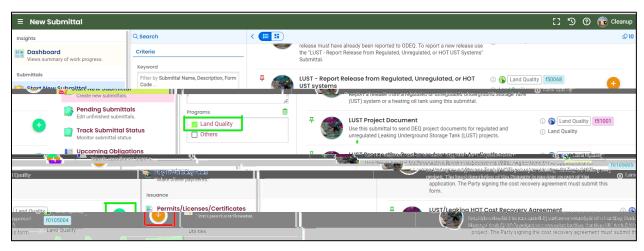
Click button to save your selection.

Return to your Dashboard by clicking on the Dashboard icon.

3 Start New Submittal

- 1. Click "Start New Submittal".
- 2. Check "Land Quality" under "Programs".
- 3. Locate the "LUST/Leaking HOT Cost Recovery Agreement" and click the "+" sign on the far right.

Tip. Clicking the push pin symbol next to the submittal will add that submittal to your "My Pinned Submittals" ribbon at the top.



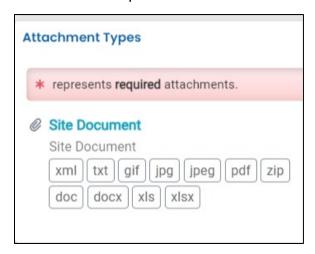
3.1 Understanding the Submittal

- 1. The RID number will be populated after the submittal is first saved and may be used to find your submittal in the future.
- 2. You will complete a 5-step process to submit the submittal. The 5 steps are presented as the following tabs: **Basic Info**, **Attachment**, **Payment**, **Review**, and **Submission**.
- Tip. Required fields will be highlighted in red and have "! Required" text.



3. The "Attachment Types" box on the lower right of your screen indicates the type of files that may be attached for each attachment type.

Tip. A red asterisk (*) next to an attachment name indicates a required document. There are no required attachments for this application.



Click the Save button

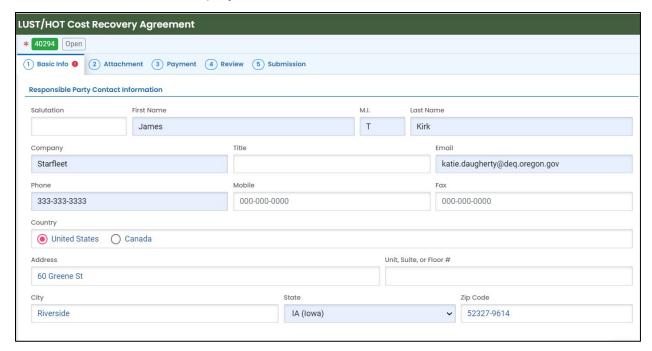
4 Basic Info Tab

Enter the basic information about the project including the following.

- Project and invoice contact information
- Selection of tank type
- Select the Facility and Project
- Provide property details
- Agree to the cost recovery terms and conditions

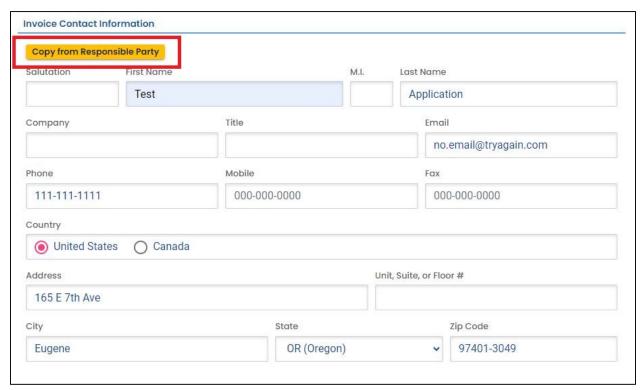
4.1 Responsible Party Contact Information

Provide information for the project contact.



4.2 Invoice Contact Information

Provide information for where the invoices should be sent. If the invoice contact is the same at the Responsible Party use the "Copy from Responsible Party" button.



4.3 Select Tank Type

Indicate the type of tank the release is from.

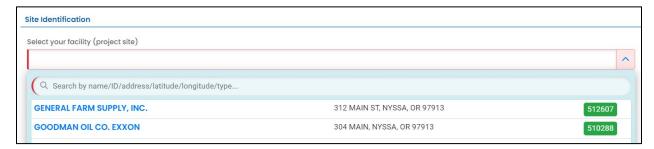


4.4 Site Identification

A facility must be associated with your account **and** the correct submittal group for the facility to populate in the dropdown menu.

1. Select the facility associated with the project this submittal is for.

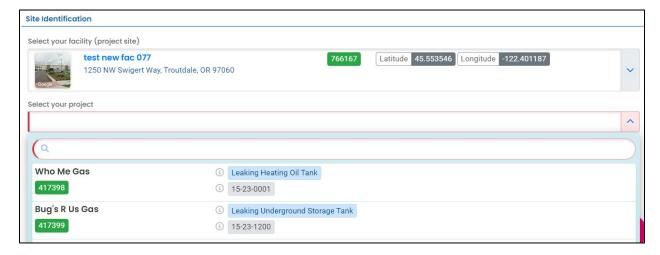
Tip. If the facility is not present in the dropdown menu, go to Section 2.



2. The selected facility will populate into the "Select your facility (project site)" field.



3. Projects associated with the selected facility will appear in the project dropdown menu. Projects may have different names than the facility. If more than one project is present, select the appropriate project.



Tip. Facilities often have multiple LUST and leaking HOT projects. Look at the project type in the blue box and the program ID number (LUST number) to determine the correct project.



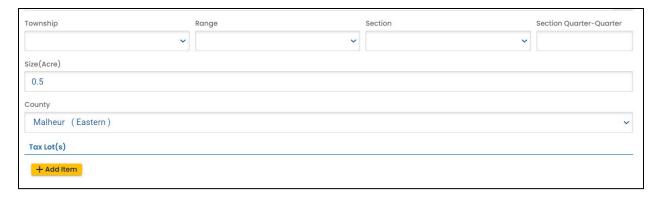
4. The selected project will populate into the "Select your project" field.



4.5 Property Details

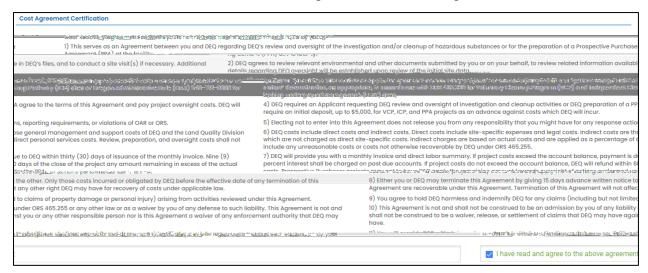
Provide the information listed below for the property. Required fields are populated in example below.

- 1. Township, Range, and Section. Section Quarter-Quarter (ABCD format [except Lane County 1234 format])
- 2. Property size in acres
- 3. County
- 4. Property tax lot. If more than one tax lot, click the "+ Add Item" button



4.6 Cost Agreement Certification

- 1. Read the terms and conditions of cost recovery agreement between you and DEQ.
- 2. Click the box next to "I have read and agree to the above agreement".



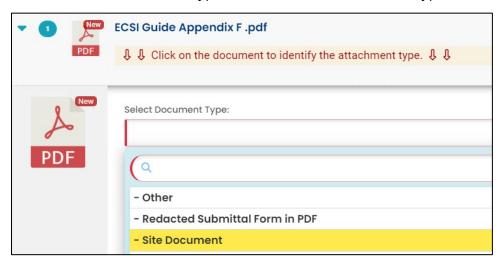


Save the submittal and go to the next tab.

5 Attachment Tab

Documents are not required to be included with this submittal. However, you do have the option to attach applicable reports or documents for submittal to DEQ. To attach a document follow the steps below.

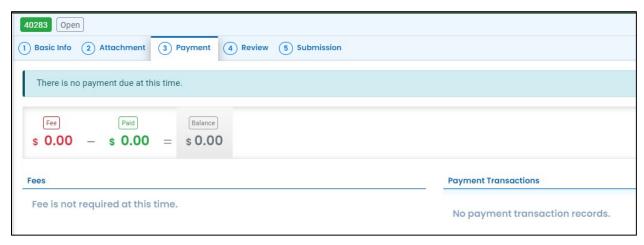
- 1. Click on "Click to Upload or Drag Files Over Here" to prompt a window to upload the documents as an attachment or simply drag and drop.
- 2. Once uploaded, click "UU Clink on the document to identify the attachment type UU".
- 3. Click "Site Document Type:" and select the document type.



Save the submittal and go to the next tab.

6 Payment Tab

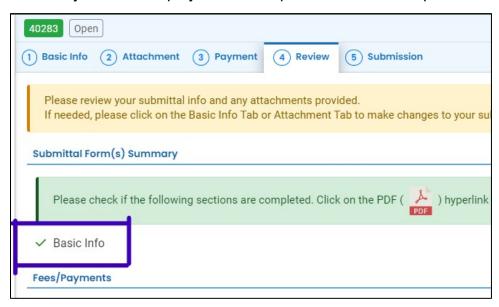
No payment is when requesting DEQ oversight. DEQ oversight cost will be invoiced monthly.



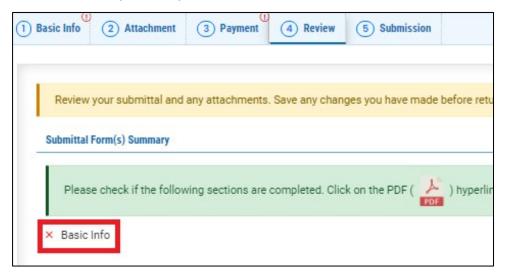
7 Review Tab

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

1. The system will display a $\sqrt{ }$ if all required information is provided.



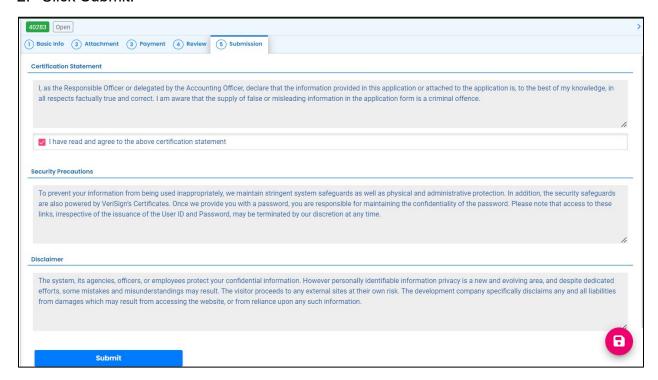
2. The system will display an × if required information has not been provided. You will need to complete required information to submit the submittal.



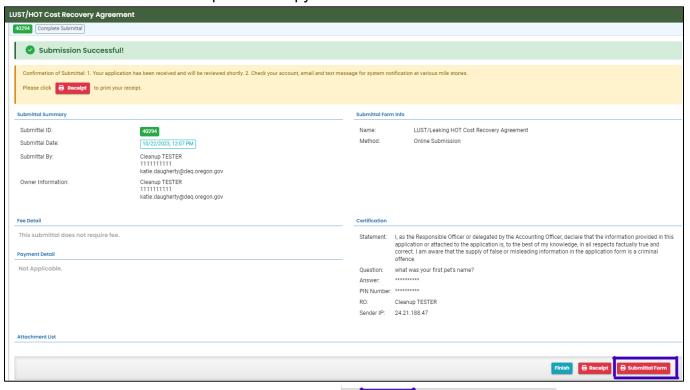
8 Submission Tab

To submit this submittal:

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



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



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

Page 20

9 Track Your Submittal

Your completed submittal is populated to you "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.



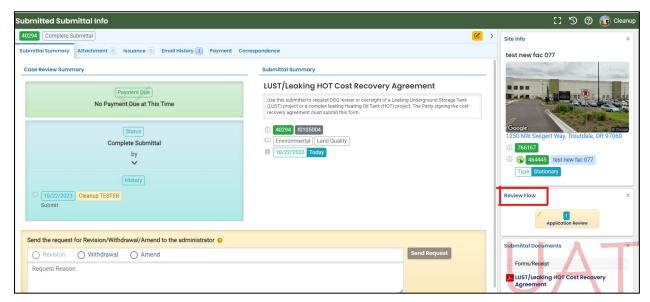
9.1 View Submittal Detail

Click the orange eye.



9.1.1 Submittal Summary Tab

- 1. 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 to allow you to withdraw or amend the submittal.



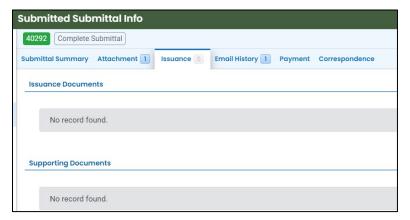
9.1.2 Attachment Tab

View and download the documents attached to the submittal.



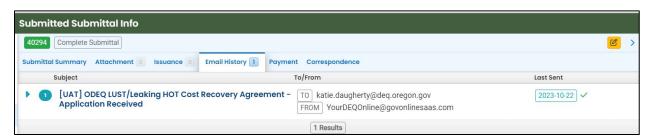
9.1.3 Issuance Tab

No issuances are generated for this submittal type.



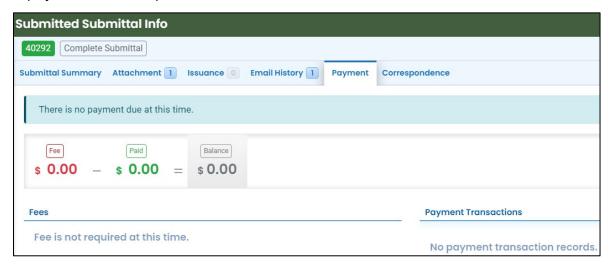
9.1.4 Email History Tab

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



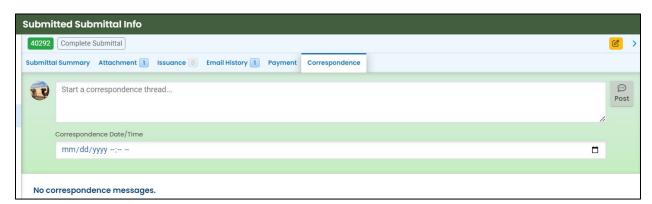
9.1.5 Payment Tab

A payment is not required for this submittal.



9.1.6 Correspondence Tab

Chats with DEQ are tracked here.

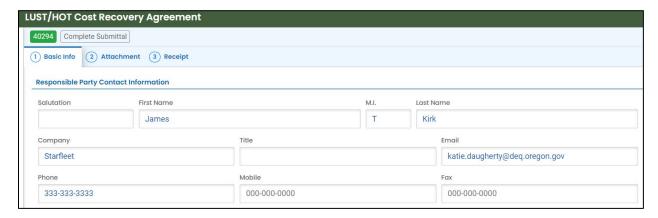


9.2 Review Form

Click the blue circle to access the submittal content.



The form cannot be modified.



9.3 Receipt Form

Click the center teal circle to access a copy of your receipt to save or download.



