



# Your DEQ Online Frequently Asked Questions

## Technology Fee

Beginning July 1, 2022, a 4% technology fee will be added to nearly all financial transactions through Your DEQ Online. The fee will allow DEQ to pay for continued maintenance and operation of the system for years and decades to come.

### **Why is DEQ adding a 4% “technology” fee on financial transactions in Your DEQ Online?**

The Oregon Legislature passed [Senate Bill 58](#) in 2021, which gave DEQ the authority to charge a small percentage fee on transactions to cover the annual operating and maintenance costs of Your DEQ Online. The vendor that operates the system charges approximately \$800,000 per year. DEQ can collect **only** the amount needed to cover that cost. It is currently estimated at 4%, but that figure may go down over time as more programs begin to use Your DEQ Online.

### **What am I getting for the money?**

Your DEQ Online, our cloud-based data management system, offers significant improvements in efficiency, transparency and consistency for all users. It is modernizing the way the public conducts business with DEQ.

### **How is the technology fee applied?**

The fee applies to nearly all transactions and invoices conducted through Your DEQ Online: Applications, certifications, fee payments and more. The fee does not apply to penalties or other charges issued by the DEQ Office of Compliance and Enforcement.

### **What if I send a paper check through the mail, or make a submission by mail without using Your DEQ Online?**

If your payment is related to one of the programs using Your DEQ Online, then that payment and submission are recorded in the system and are subject to the fee. Even if you are submitting a paper application, the program will use the system to record that submittal and payment into the system on

your behalf. Mailed invoices from programs using Your DEQ Online will also include the technology fee as these are tracked and generated by the system.

### **Can you make exceptions?**

The fee cannot be deferred or waived. It's how DEQ will be able to continue to pay for the support of the online system.

### **When does the technology fee take effect?**

The fee is scheduled to take effect Friday, July 1, 2022.

### **US Bank charges a 2.3% convenience fee to use a credit card to make a payment within Your DEQ Online. Is the 4% technology fee in addition to that?**

Yes. The technology fee is separate and distinct from the 2.3% convenience fee charged by the bank. It only applies to those who select the credit card method of payment through Your DEQ Online. The credit card convenience fee is not charged to those who pay by electronic check (ACH) or paper check. For more information, see our [electronic payments fact sheet](#).

### **Can you do the math for me?**

Here's an example:

- Application fee \$100
- Technology fee \$4
- **Total due to DEQ \$104**
- Credit card convenience fee (*if that payment option is selected*) \$2.39

### **Alternate formats**

DEQ can provide documents in an alternate format or in a language other than English upon request. Call DEQ at 800-452-4011 or email [deqinfo@deq.oregon.gov](mailto:deqinfo@deq.oregon.gov).