

March 2023

Apply for a Wastewater Operator Certificate

Your DEQ Online



This document was prepared by
The Oregon Department of Environmental Quality
700 NE Multnomah Street, Portland Oregon, 97232

Contact: opcert@deq.oregon.gov



[Español](#) | [한국어](#) | [繁體中文](#) | [Русский](#) | [Tiếng Việt](#) | [العربية](#)

Contact: 800-452-4011 | TTY: 711 | deqinfo@deq.state.or.us

DEQ does not discriminate on the basis of race, color, national origin, disability, age or sex in administration of its programs or activities.

Visit DEQ's [Civil Rights and Environmental Justice page](#).

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 apply for a wastewater operator certificate in Your DEQ Online.

[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



Table of Contents

System Overview	3
1. Wastewater Operator Certification.....	5
2. Apply for a Wastewater Operator Certificate	5
2.1 Basic Info.....	6
2.2 Upload Required Attachments.....	9
2.3 Payment	11
2.3.1 Pay by ACH or Credit Card.....	11
2.3.2 Pay by Check	12
2.4 Review the Application.....	13
2.5 Submit the Application	13
3. Track Application Status	15
4. Password, Pin and Security Questions.....	16
4.1 Reset Password.....	16
4.2 Reset Pin.....	17
4.3 Reset Security Questions	17
5. Helpdesk and Resources	18

1. Wastewater Operator Certification

Oregon law requires owners of wastewater systems and drinking water systems (public and private) to have their systems under responsible control and direction of certified operators. Trained and certified operators are necessary to ensure that the systems are managed in a manner that fully protects public health and the environment.


The Oregon Department of Environmental Quality administers the program for domestic wastewater system operators. The Oregon Health Authority Drinking Water Services administers the certification program for drinking water system operators.

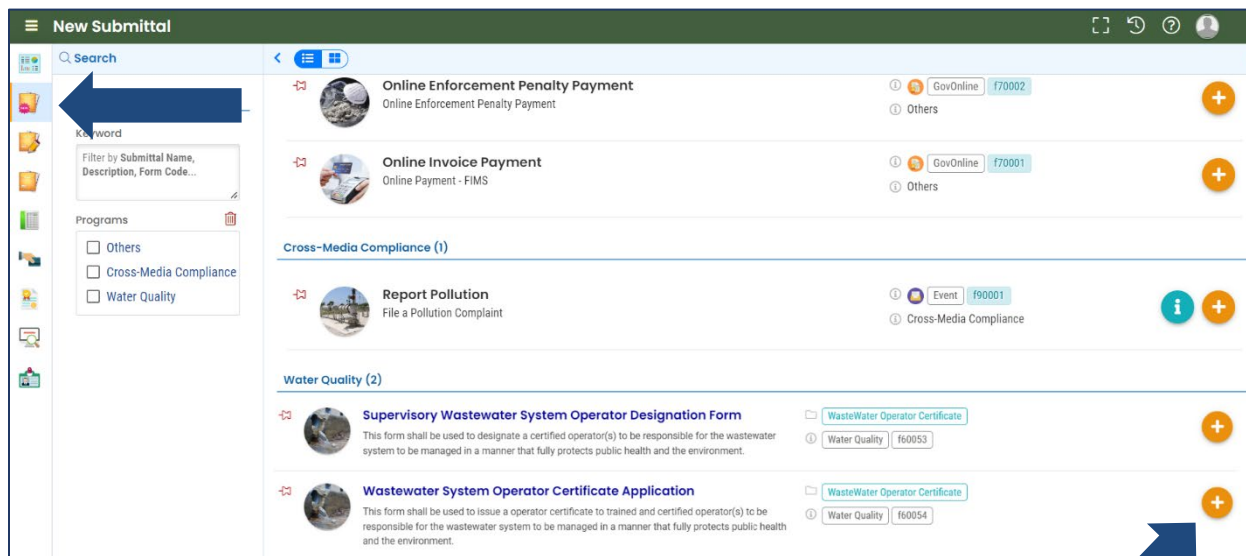
Please visit DEQ's Wastewater Operator Certification Program [webpage](#) for more information and program materials.

2. Apply for a Wastewater Operator Certificate

Before applying for a wastewater operator certificate, complete the instructions in the user guide for account registration and set up listed under the wastewater operator certification program resources on the Your DEQ Online [help page](#).

Login to your account through the [Your DEQ Online portal](#). To apply for a new certificate, select

Start New Submittal  from the navigation menu. Click the plus icon next to the Wastewater System Operator Certificate Application.



2.1 Basic Info

Required fields are highlighted red and must be completed to submit your application. Type N/A in a field if not applicable.

1. Enter your contact information.

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Applicant Information

Salutation First Name M.I. Last Name
Required. Required.

Company Title Email
Required.

Phone Mobile Fax
000-000-0000x00000 000-000-0000 000-000-0000
Required.

Last 4 digit of Social Security # Birthdate
Required. Required. mm/dd/yyyy

Country
 United States Canada

Address Line 1 Address Line 2
Required.

City State Zip Code
Required. OR (Oregon) 00000-0000
Required.

2. Select the certificate type from the dropdown menu.

Certificate Application Grade and Fee - grade selection triggers fee amount

Certificate Type

- Small Wastewater System
- Collection Operator Grade I Provisional
- Collection Operator Grade I
- Collection Operator Grade II
- Collection Operator Grade III
- Collection Operator Grade IV
- Treatment Operator Grade I Provisional
- Treatment Operator Grade I
- Treatment Operator Grade II
- Treatment Operator Grade III
- Treatment Operator Grade IV
- Combined Grade I Provisional Collection and Treatment
- Combined Grade I Collection and Treatment

3. Enter your high school or GED information.

Education and Training: High School / GED Requirement

High School GED

School	Award Date
<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>
Required	Required
City	State
<input type="text"/>	<input type="text"/>
Required	Required

- Select "+New" to enter college/university, community college or trade school education and training information if you are using your post-high school education to reduce your experience requirement (applying via Path B-E).

Education and training: College/University, Community College, Trade School

+ New

After you enter the first item, you may add additional entries by clicking the blue arrow to collapse the record and then selecting the "+New" button. If you wish to delete an entry, click on the garbage can icon on the far right.

Education and training: College/University, Community College, Trade School

Name of School	City	State
<input type="text"/>	<input type="text"/>	<input type="text"/>
Required	Required	Required
Title of Major/Degree type	# credits	Completion Date
<input type="text"/>	<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>
Required	Required	Required

+ New

- Select "+New" to enter continuing education (CEU) and training information if you are using your post-high school education to reduce your experience requirement (applying via Path B-E). Forty-five CEUs is equivalent to one year of post-HS education, so you do not need to fill this out if you are applying via Path A.

Education and training: Continuing Education

+ New

After you enter the first item, you may add additional entries by clicking the blue arrow to collapse the record and then selecting the "+New" button. If you wish to delete an entry, click on the garbage can icon on the far right.

Education and training: Continuing Education

Subject/Title City State

Sponsor or Instructor # CEUs Completion Date

+ New


6. Select "+New" to enter work history.

Wastewater Operator Work Experience History

Start with your current or most recent work experience, and work backwards in chronological order of jobs

+ New

Start with your current/most recent job and enter the percent of your time you are working in each listed duty. **If you are not doing that duty, enter zero.** The duration of duties (gray area pictured below) will be auto-calculated based on the work from/to (start/stop) dates and the percentages you enter.

After you enter the first item, you may add additional entries by clicking the blue arrow to collapse the record and then selecting the "+New" button. If you wish to delete an entry, click on the garbage can icon on the far right. Click save  after each entry.

Formal Job Title Avg. hours worked per week From To

% duties in WW Treatment/Lab Duration of duties in WW Treatment/Lab (Months)


Save

7. Check all of the specific listed duties you perform.

WW Treatment System (Check all that apply)			
<input type="checkbox"/> O & M Community septic, STEG, or STEP system	<input type="checkbox"/> O & M: Waste treatment lagoon / constructed wetlands	<input type="checkbox"/> O & M: Trickling filter or Rotating Biological Contactor system	<input type="checkbox"/> O & M: Activated sludge process
<input type="checkbox"/> O & M: Membrane Bioreactor treatment system	<input type="checkbox"/> O & M: Bar screen, comminutor, grit chamber	<input type="checkbox"/> O & M: Aeration basins, primary & secondary clarifiers	<input type="checkbox"/> O & M of dissolved air flotation (DAF)
<input type="checkbox"/> O & M of primary and / or tertiary filters	<input type="checkbox"/> Diagnosing / troubleshooting pumps / motors / valves / equipment	<input type="checkbox"/> Preventive or corrective maintenance of plant equipment	<input type="checkbox"/> Collect process control samples, interpret results
<input type="checkbox"/> Make plant process control decisions based on results	<input type="checkbox"/> Take plant readings (e.g. flow, power, pressure, chemical)	<input type="checkbox"/> Measure influent / effluent and / or RAS & WAS parameters	<input type="checkbox"/> Operate, monitor, adjust effluent disinfection e.g. chlorination, dechlorination, UV, ozone
<input type="checkbox"/> O & M: sludge digester	<input type="checkbox"/> O & M: sludge dewatering process	<input type="checkbox"/> O & M of digester gas / re-use / co-generation	<input type="checkbox"/> Adjust polymer feed rates
<input type="checkbox"/> Disposal of sludge or effluent: biosolids handling, hauling, land apply, and / or effluent re-use	<input type="checkbox"/> Operate, interpret, monitor SCADA system	<input type="checkbox"/> Review and interpret operational records for possible problems	<input type="checkbox"/> Prepare regulatory reporting documents
<input type="checkbox"/> Prepare other facility reports, policies, procedures, manuals			
WW Collection System (Check all that apply)			
<input type="checkbox"/> Installation, maintenance, inspection, repair of sewer lines/systems, test for leaks	<input type="checkbox"/> Excavation, trenching / shoring, safe-digging	<input type="checkbox"/> Line locating, clearing, hydro-washing, hydrovacuuming, televising, flushing	<input type="checkbox"/> Use / repair equipment & tools
<input type="checkbox"/> Lift / pump station inspect / test / maintain / repair	<input type="checkbox"/> Diagnosing / troubleshooting motors / valves / equipment / pumps	<input type="checkbox"/> Work safely in confined spaces	<input type="checkbox"/> Inflow and infiltration analysis or reporting
<input type="checkbox"/> Sanitary Sewer Overflow reporting	<input type="checkbox"/> Interpreting blueprints, schematics, GIS tools	<input type="checkbox"/> Evaluate / monitor / improve system performance	<input type="checkbox"/> Prepare other system reports, records, policies
WW Lab (Check all that apply)			
<input type="checkbox"/> Monitor wastewater, effluent, and sludge quality	<input type="checkbox"/> Organics testing - BOD, BOD5, COD, TOC, etc.	<input type="checkbox"/> Bacteria / coliform testing	

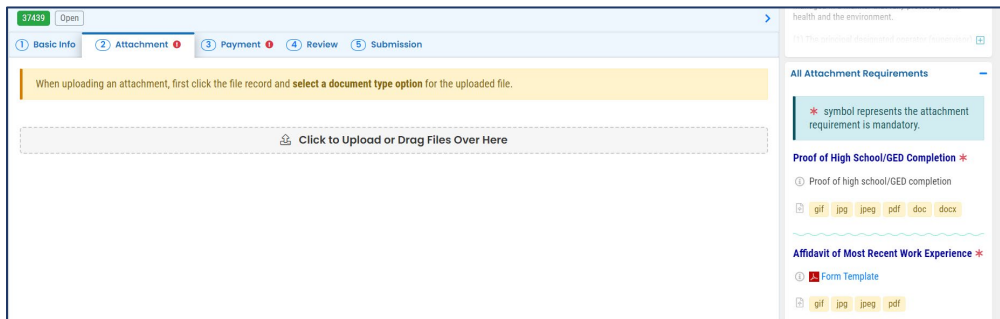
You may add additional duties not listed in the Other System Management.

Other System Management (Check all that apply)
<input type="checkbox"/> Industrial wastewater <input type="checkbox"/> Stormwater system <input type="checkbox"/> Drinking water system
Applicant's description of routine duties and other duties not listed above
<div style="border: 1px solid gray; height: 40px;"></div>

8. Select save  before navigating to the Attachment tab.

2.2 Upload Required Attachments

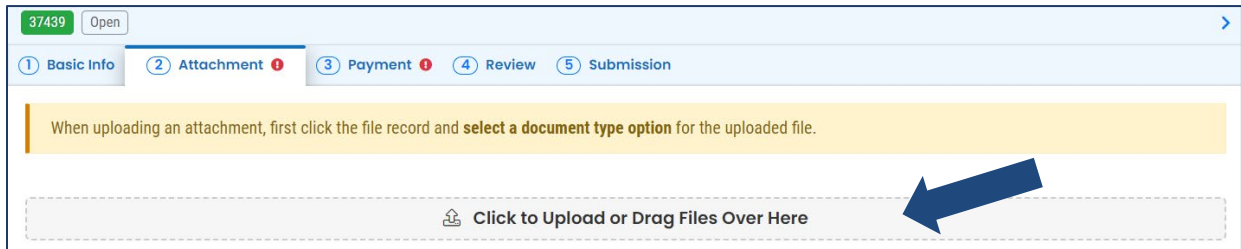
Required attachments will be added in the Attachment tab. A list of required attachments for the certificate application can be found in the attachment tab on the lower right-hand side of the screen. **Use the scroll bar on the righthand side of the screen to view the list of attachments.** The required attachments will be marked with an asterisk.



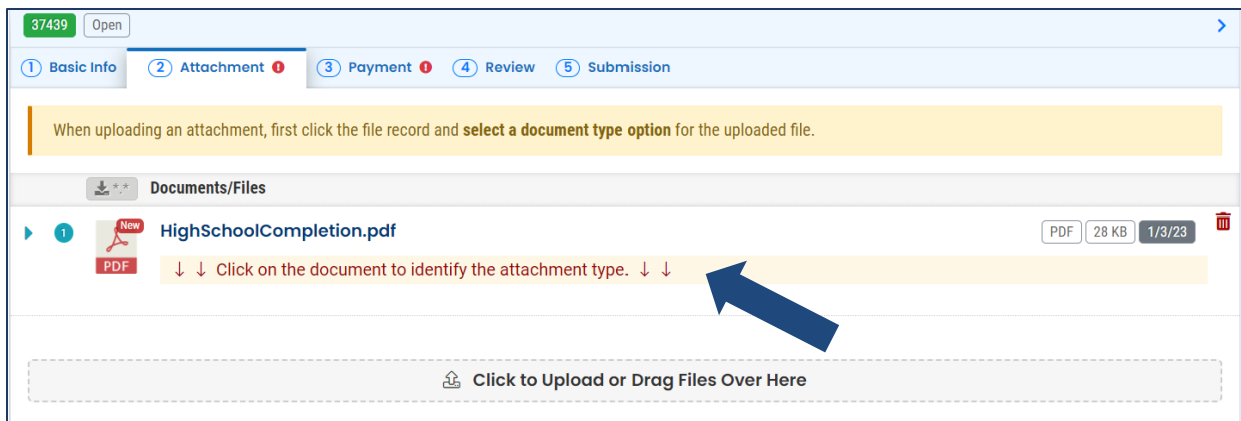
Scroll down to view list

Follow these steps to upload an attachment:

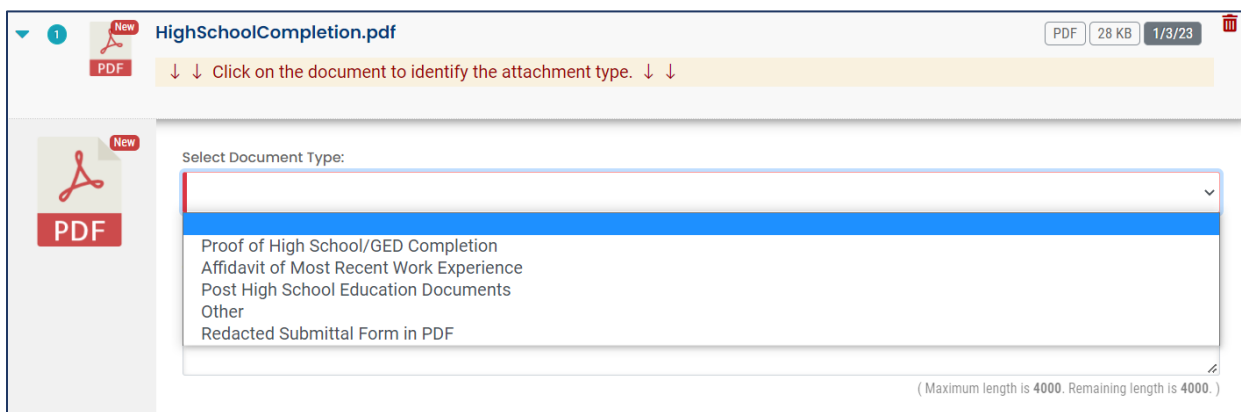
1. You may either click to upload or drag and drop an attachment.




2. When an attachment is added, select "Click on the document to identify the attachment type."



3. Select the document type from the drop-down menu. Comments may be added in the "Comment" field.



4. When all the required attachments have been added, select save  and then navigate to the Payment tab.

2.3 Payment

In the Payment tab, you will see required fees for the license application plus the 4% technology fee. Starting July 1, 2022, a 4% technology fee will be added to all financial transactions in Your DEQ Online, except agency-issued penalties. The fee, which was authorized by the 2021 Oregon Legislature, is necessary to pay for the annual operation and maintenance costs of the system. For more information, see [Your DEQ Online Payments](#).

Your DEQ Online offers three methods for payment: ACH electronic transfer (e-check), credit card, or check by mail. Electronic payments are secure, immediate and enable faster processing of your submittals.

Select "Pay Amount Due" to choose a payment method. If the button is not available, it means that required information is missing from the previous tabs and must be complete before payment is made.

The screenshot shows the 'Payment' tab in the DEQ Online interface. At the top, there are navigation tabs: 1 Basic Info, 2 Attachment, 3 Payment (active), 4 Review, and 5 Submission. Below the tabs, a pink message bar says 'Please complete the payment process.' A yellow message bar states 'DEQ adds a 4% technology fee to every fee payment processed through YDO.' The main summary area shows a calculation: Fee (\$270.00) + Service (\$10.80) - Paid (\$0.00) = Due (\$280.80). To the right of this calculation is a blue arrow pointing to a 'Pay Amount Due' button. Below the summary, there are two columns: 'Fees' and 'Payment Transactions'. Under 'Fees', there are two items: 'Application Fee' (\$270.00) and 'Technology Fee' (\$10.80). Under 'Payment Transactions', it says 'No payment transaction records.'

Fees		Payment Transactions
Application Fee ① Permit/License/Certificate Fee	\$ 270.00	No payment transaction records.
Technology Fee 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.	\$ 10.80	

2.3.1 Pay by ACH or Credit Card


For secure payments by ACH electronic transfer or credit card, you will be directed to a secure payment portal, DEQ GovOnline Payments, to complete the payment process. After you complete the payment, you will be directed back to Your DEQ Online to complete the application process. See the [Payments for Submittals Guide](#) for further details on submitting payments in Your DEQ Online.

Note: A convenience charge of 2.3% will be added to the total amount due by U.S. Bank. This convenience charge will not be reflected in Your DEQ Online, and it will appear as a separate item on your credit card statement.

2.3.2 Pay by Check

When you select “Check by Mail” you will be asked to confirm the payment method.

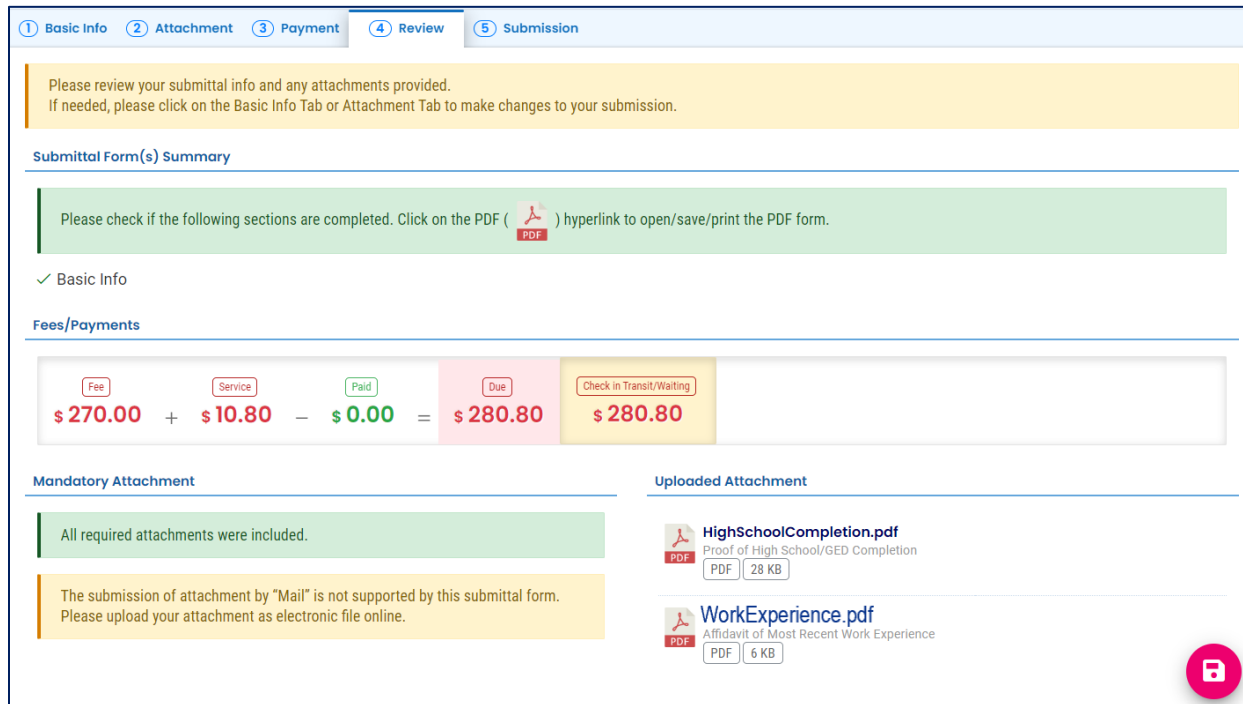
After you select “OK” to confirm, the Payment tab will display with a reminder message that you must include a copy of your receipt of application with the mailed check. The system will continue to display the “Check in Transit/Waiting” record until the check is received by DEQ, after which time, DEQ will begin to process the certificate application.

Note: To delete your check by mail selection, select the trash can  icon. After your check by mail selection has been deleted, all payment options will be available. See the [Payments for Submittals Guide](#) for further details submitting payments in Your DEQ Online.


2.4 Review the Application

When you have completed the payment process, review your application in the Review tab. Click on the PDF logo to see your application which you may print or save to your computer. Uploaded attachments may also be reviewed here.

To make changes to your application, select the previous tabs.



The screenshot shows the 'Review' tab of an application submission process. At the top, there are five tabs: 1 Basic Info, 2 Attachment, 3 Payment, 4 Review (selected), and 5 Submission. A yellow message box at the top states: '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. A green message box says: 'Please check if the following sections are completed. Click on the PDF () hyperlink to open/save/print the PDF form.'

The 'Basic Info' section is marked with a checkmark. The 'Fees/Payments' section shows a calculation: Fee (\$270.00) + Service (\$10.80) - Paid (\$0.00) = Due (\$280.80). A yellow box next to it says 'Check in Transit/Waiting \$280.80'.

There are two attachment sections: 'Mandatory Attachment' and 'Uploaded Attachment'. The 'Mandatory Attachment' section has a green box stating 'All required attachments were included.' and a yellow box stating 'The submission of attachment by "Mail" is not supported by this submittal form. Please upload your attachment as electronic file online.'

The 'Uploaded Attachment' section lists two files: 'HighSchoolCompletion.pdf' (Proof of High School/GED Completion, PDF, 28 KB) and 'WorkExperience.pdf' (Affidavit of Most Recent Work Experience, PDF, 6 KB). A red circular button with a white document icon is in the bottom right corner.

2.5 Submit the Application

In the Submission tab, agree to the certification statement by clicking the toggle. Once it is selected it will turn from gray to blue.

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Certification Statement

Declaration of accuracy information provided: *

I am the owner or owner's authorized representative for the wastewater system identified on page one of this form. I have reviewed the information contained on this form and within any attachments and verified the information is true, complete and accurate to the best of my knowledge.

I have read and agree to the above certification statement

Answer the security question and enter your pin number. When these fields are complete the "Submit" button at the bottom of the page will become available.

Note: See [section 4](#) for instructions on how to reset your pin and security questions.

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

PIN NUMBER

PIN: *

.....

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.

Submit

Once you submit, you will receive a confirmation message and the option to print the submittal 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.

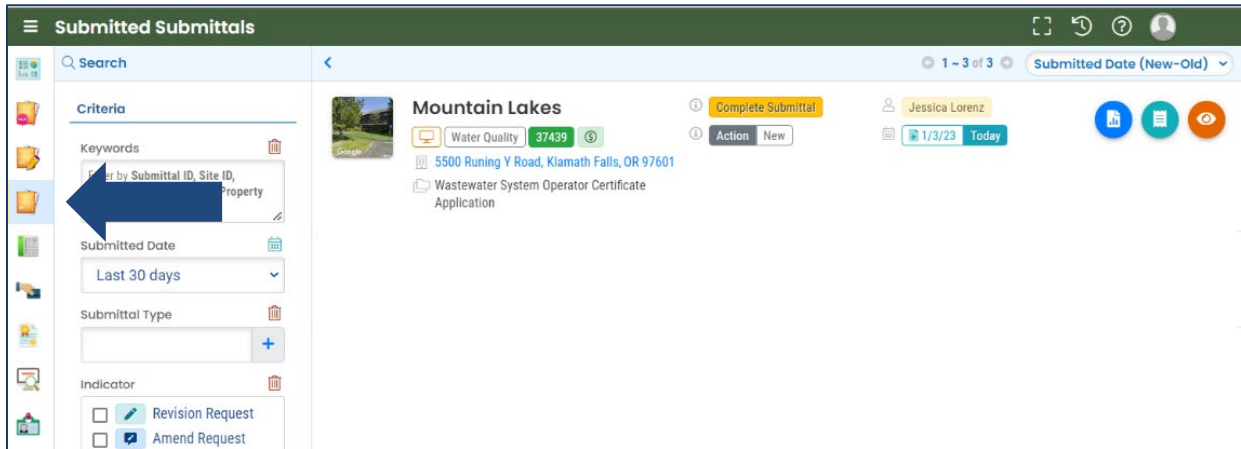
Please click **Print** to print your receipt

3. Track Application Status

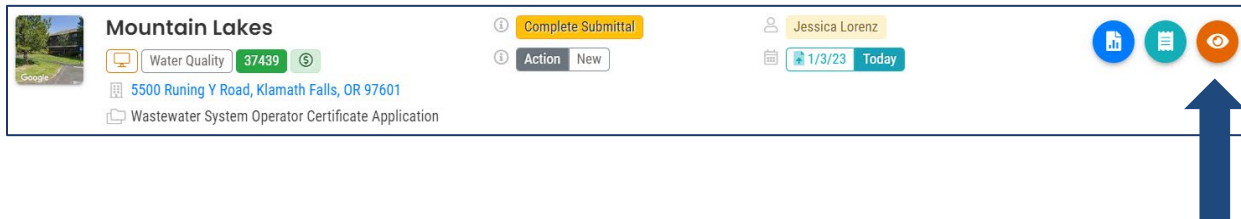
After you submit your application, the next step is for DEQ to administratively review your submittal. You may review the status of your application by selecting Track Submittal Status



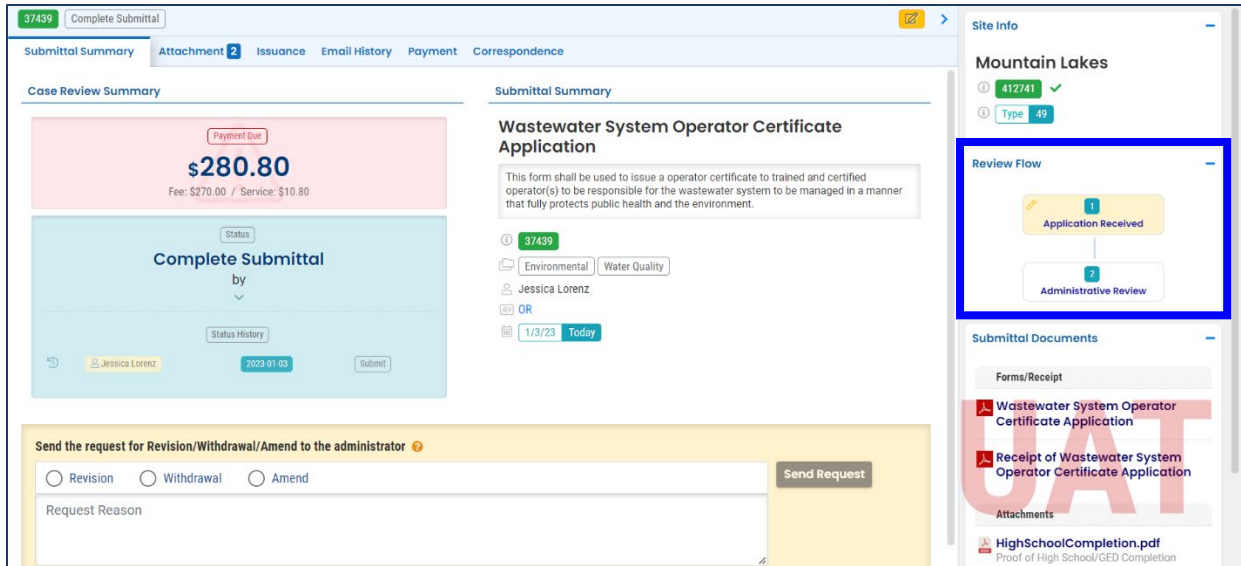
from the navigation menu.



On the certificate application record, select the eye icon.



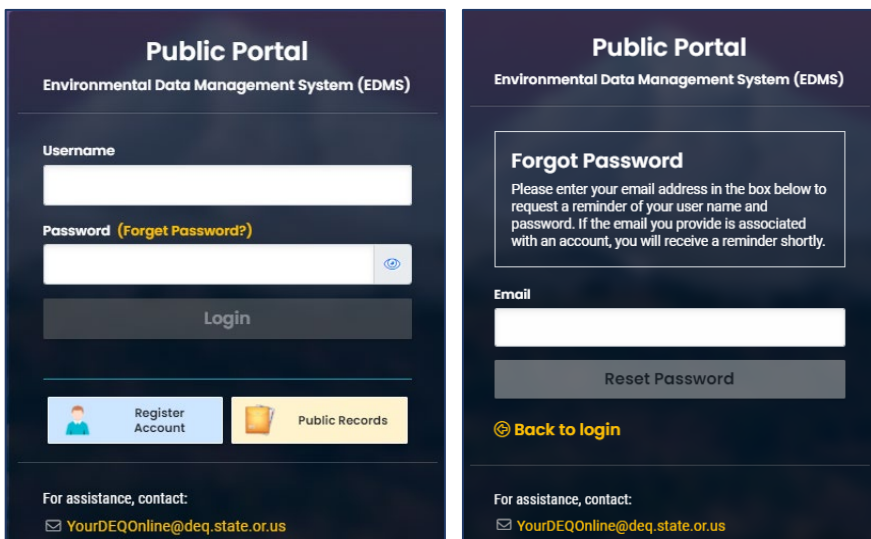
The progress of the certificate application may be tracked in the "Review Flow" section. When the application has been approved, you will receive an email notification from DEQ.




4. Password, Pin and Security Questions

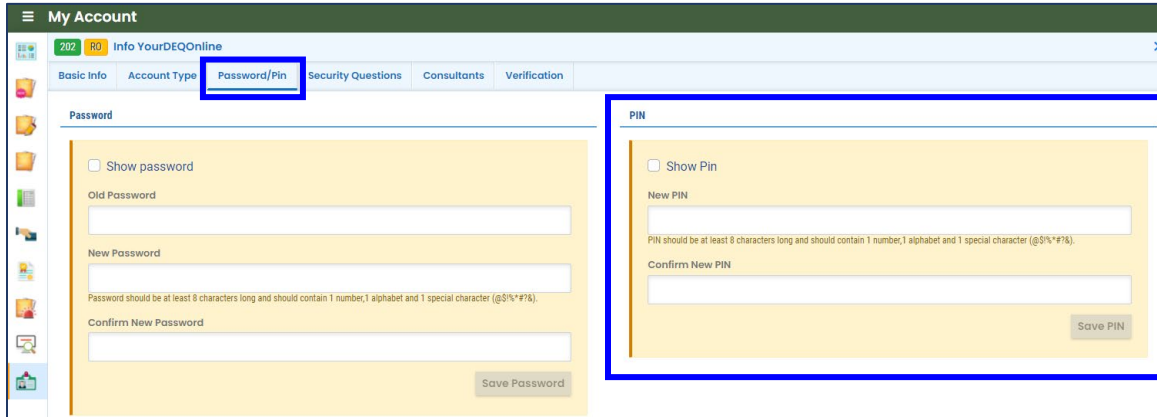
4.1 Reset Password

If you have forgotten your password or username, click the “Forgot Password” button on the login screen. Enter your email address to receive an email with reset instructions.





4.2 Reset Pin

1. Select to My Account  from the navigation menu, and then select the Password/Pin tab.
2. Enter and save your new pin number.



The screenshot shows the 'My Account' page with the 'Password/Pin' tab selected. The interface is divided into two main sections: 'Password' and 'PIN'. The 'Password' section includes a 'Show password' checkbox, fields for 'Old Password', 'New Password', and 'Confirm New Password', and a 'Save Password' button. The 'PIN' section includes a 'Show Pin' checkbox, a 'New PIN' field, a 'Confirm New PIN' field, and a 'Save PIN' button. A blue box highlights the 'PIN' section, and another blue box highlights the 'Password/Pin' tab in the navigation menu.

4.3 Reset Security Questions

1. Select to My Account  from the navigation menu, and then select the Security Questions tab.
2. Create new security questions and answers and click save  .

My Account

Info YourDEQOnline

Basic Info Account Type Password/Pin **Security Questions** Consultants Verification

1 Q What is the first and last name of your oldest sibling?

A

2 Q where did you first meet your spouse?

A

3 Q what is the name of your home town newspaper?

A

4 Q what is your favorite song?

A

5 Q what is the last name of your favorite teacher?

A

5. Helpdesk and Resources

If you have questions not answered by this guide, please consult the Your DEQ Online [Help page](#) or contact DEQ:

For technical assistance:

[Your DEQ Online Helpdesk](#)

(Not compatible with Internet Explorer)

For Wastewater Operator Certification program questions contact:

opscert@deq.oregon.gov

Your DEQ Online log in portal:

<https://ordeq-edms-public.govonlinesaas.com/pub/login>