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Apply, Reinstate or Transfer a License

Sewage Disposal Service Business Licensing

DEQ

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

Contact: lisa.macgregor@deq.oregon.gov

State of Oregon
DEQ Department of Environmental Quality

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, reinstate or transfer a sewage disposal service business license 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.

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1. Sewage Disposal Service

Septic systems that are not installed or working properly can contaminate groundwater sources and expose the public to harmful pathogens that can cause disease. The Oregon Environmental Quality Council has determined that the Onsite Wastewater Management Program will oversee septic systems in Oregon. Oregon Administrative Rule 340-071 requires that you have a license to work on a subsurface sewage disposal system, commonly known as septic systems, or advertise/represent oneself to be in the business of providing sewage disposal services. The license is a Sewage Disposal Service license.

Please visit DEQ's Onsite Wastewater Management Program webpage for more information and program materials.

2. Apply for a New License, Reinstatement or Transfer

Login to Your DEQ Online account and select "Start New Submittal"   from the navigation menu. Click the plus icon next to the Application for Sewage Disposal Service Business License.
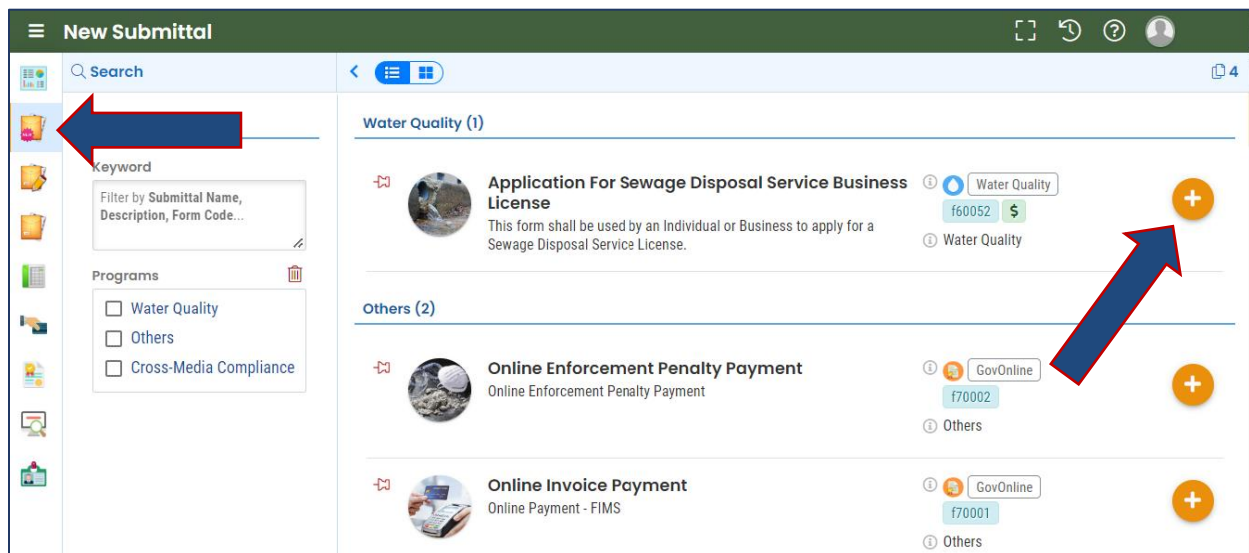
2.1 Basic Info

1. Complete the required fields on the Basic Info tab. A red exclamation point will show on the top of the tab until all the required information is added.

2. When you choose the license type you want, the required attachments will display on the lower right side of the screen. These will be uploaded on Attachment tab.

3. If you are applying for an Installer type license, fields will appear for certification information. You can enter more than one certification by selecting "+Add Item."

4. If you are applying for a Pumper type license, you will enter vehicle information by selecting "+New."

5. If you need to enter information for more than one vehicle, select the blue arrow on the first license plate number record. This will close the record and the "+New" button will become available.

6. The Septage Management Plan worksheet is now just an additional tab on the application titled "F4-Basic Info."

7. Select save before navigating away from the page.

2.2 Attachment

Required attachments will be added in the Attachment tab. **Every license type needs a bond. Your license type might also require a certification card, vehicle inspection form, or disposal agreement letters.**

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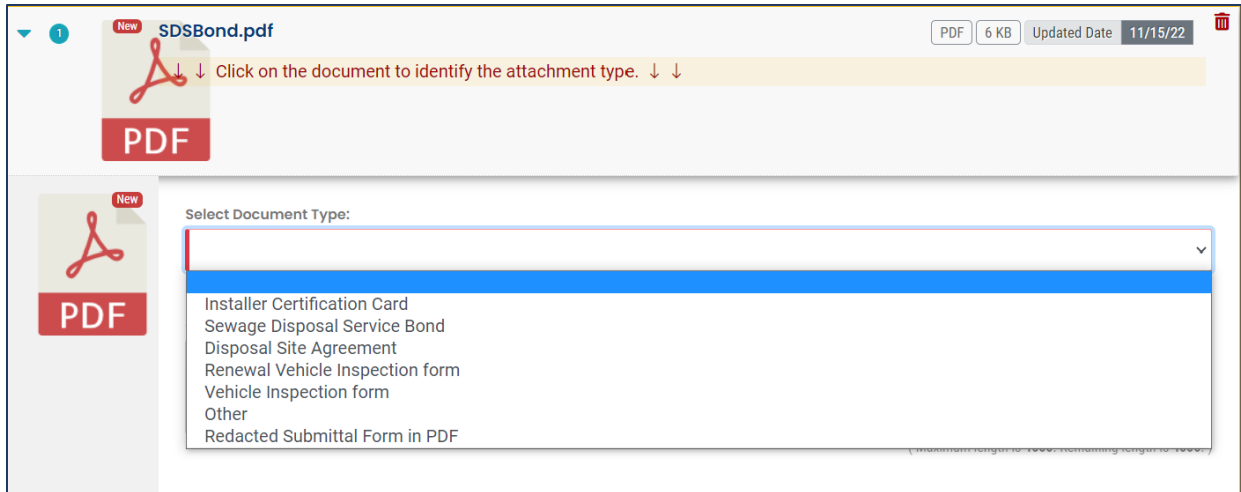
4. When all the required attachments have been added, select save and then navigate to the Payment tab.

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.
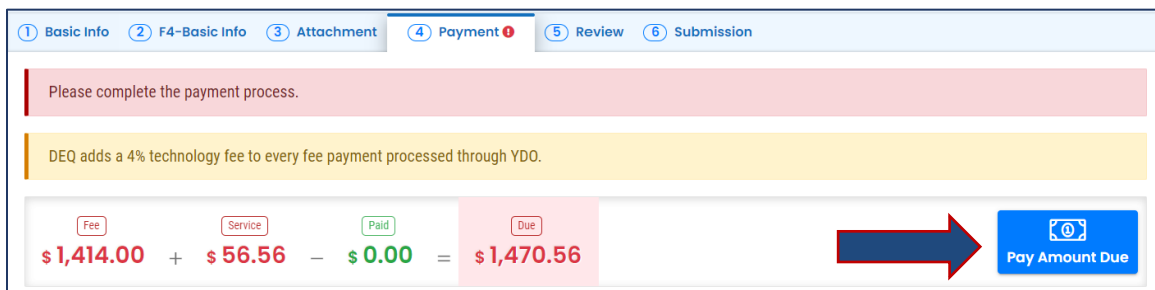
2.3.1 Pay by ACH or Credit Card

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 license application.

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

When you have completed the payment process, review your submittal in the Review tab. Click on the PDF logo to see your application. You can return to the various tabs if you wish to make changes.

Note: While the message under "Mandatory Attachment" states that "submission of attachment by 'Mail' is not supported by this submittal form," **you must mail your signed original bond to DEQ at the address on the bond form. You also must submit the signed vehicle inspections forms to receive the pumper ID tags.**

2.5 Submission

In the Submission tab, agree to the certification statement, answer your 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 6](#) of this guide for instructions on how to reset your pin and security questions.

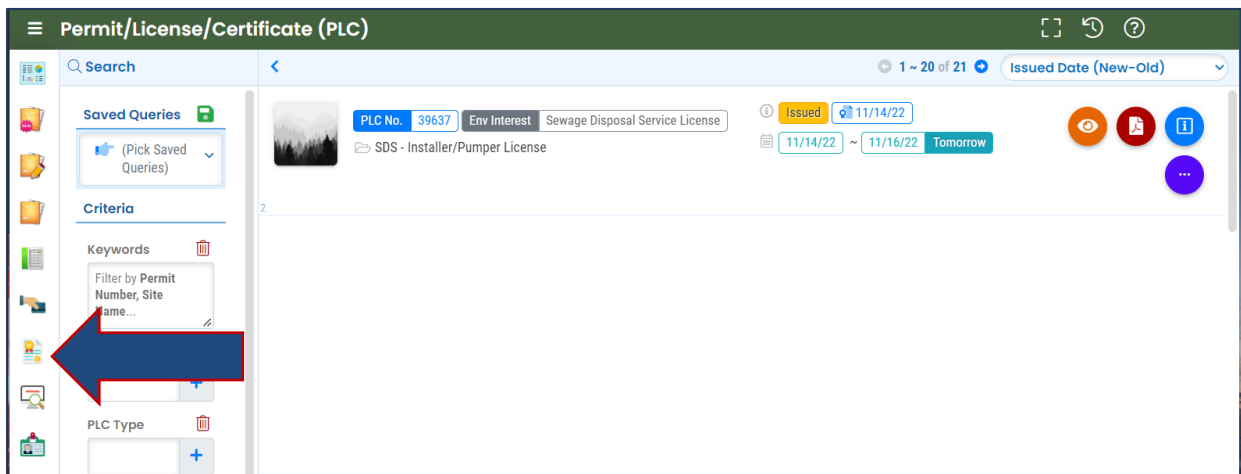You can print the confirmation of your submittal and your receipt. **You must mail your signed original bond to DEQ at the address on the bond form. You also must submit the signed vehicle inspections forms to receive the pumper ID tags.**
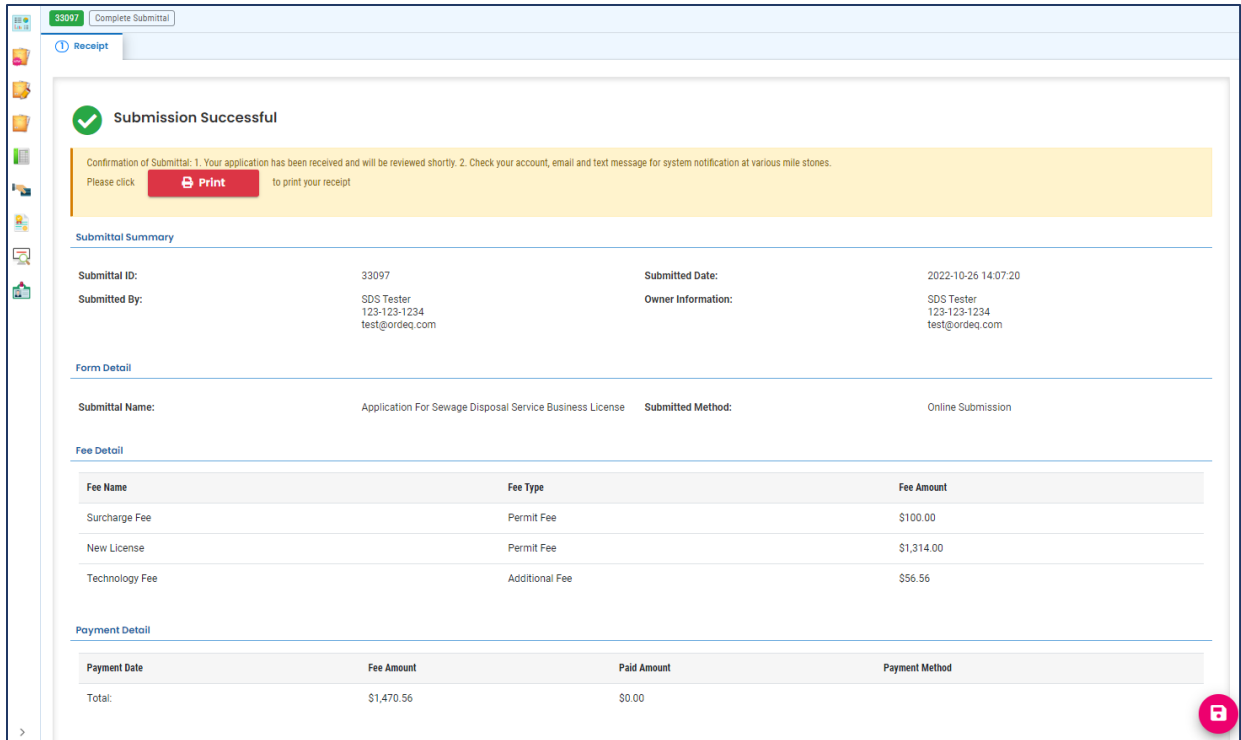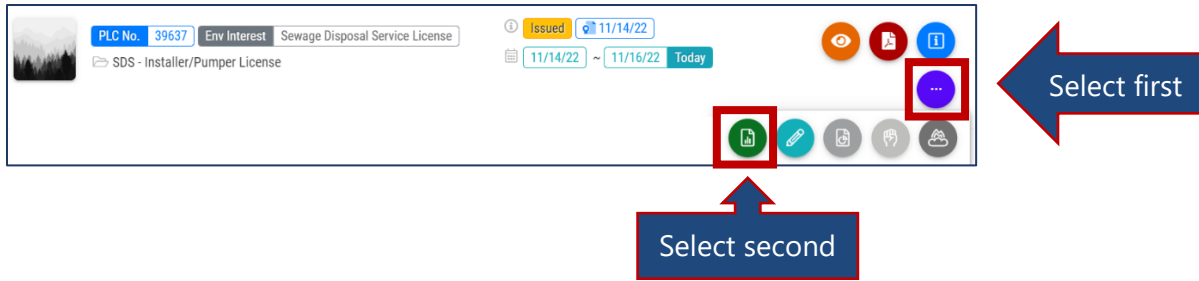
3. Modify a License

To modify a license, select "Permits/Licenses/Certificates" from the navigation menu.

Select the ellipses icon, and then select the green file icon to amend.

Select first

Select second

3.1 Complete the Amendment Application

Follow the same procedures outlined in sections 2.1-2.5 of this guide to complete the application tabs and track the status. **Any change to the name will require a rider to the existing or new bond. Ownership change requires a new bond. You must mail your signed original bond to DEQ at the address on the bond form. You also must submit the signed vehicle inspections forms to receive the pumper ID tags.**

4. Add Additional Vehicles or Disposal Sites

To add additional vehicles or disposal sites to an existing license, contact Lisa MacGregor at lisa.macgregor@deq.oregon.gov.

5. Update Contact Information

To update your contact information on an existing license, contact Lisa MacGregor at lisa.macgregor@deq.oregon.gov.
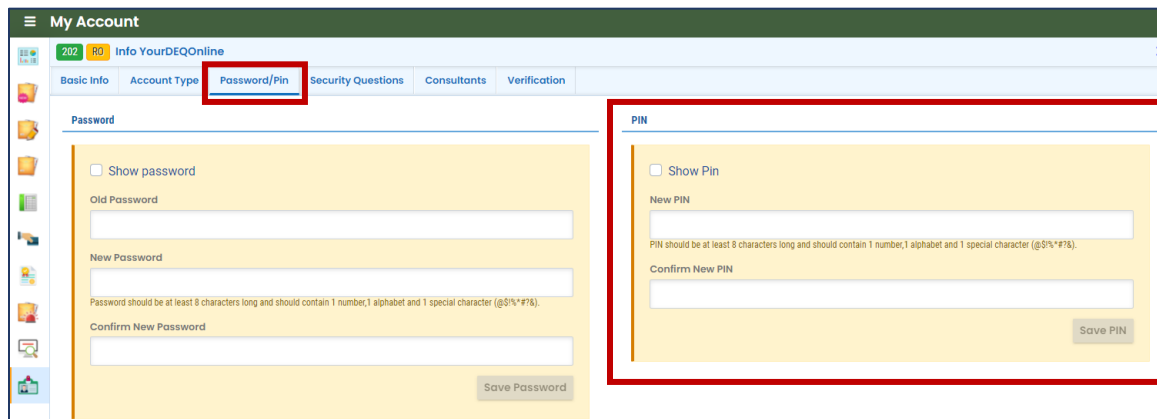
6. Password, Pin and Security Questions

6.1 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.
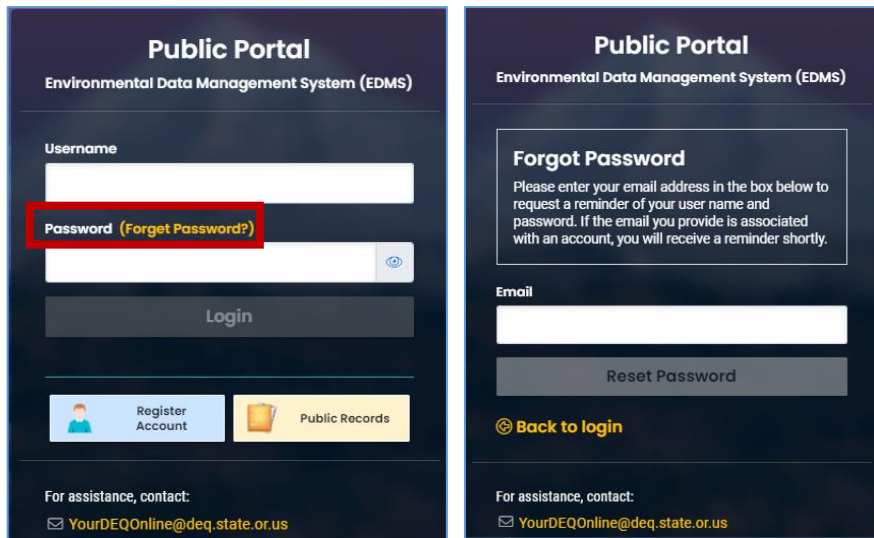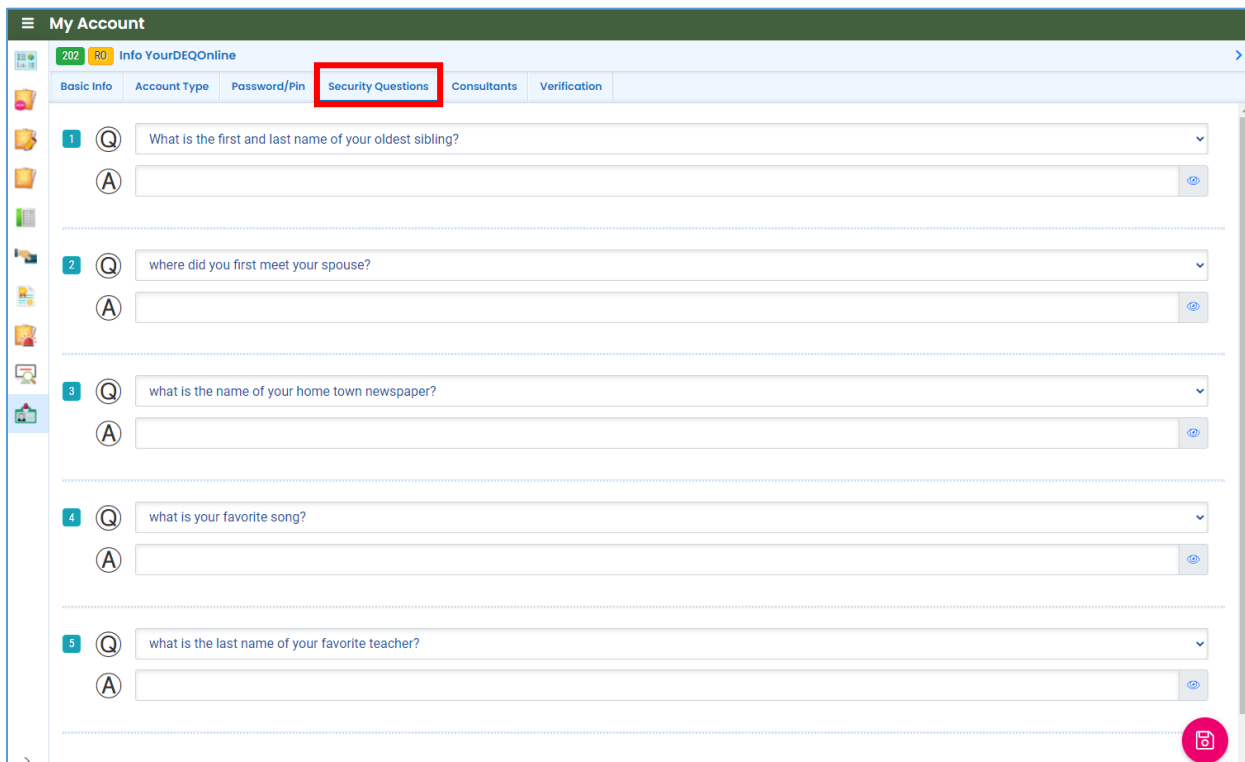

6.2 Reset Pin

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

6.3 Reset Security Questions

1. Select to "My Account" ![icon] from the navigation menu, and then select the Security Questions tab.

2. Create new security questions and answers and click save ![icon] .

7. 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 Sewage Disposal Service program questions contact:
> > Lisa MacGregor at lisa.macgregor@deq.oregon.gov
>
> Your DEQ Online log in portal:
> > https://ordeq-edms-public.govonlinesaas.com/pub/login