



## Fact Sheet

# Your DEQ Online Payment Options



DEQ is upgrading and streamlining the way we accept, process and share information with our stakeholders. Our new Environmental Data Management System, **Your DEQ Online**, offers an easy and intuitive platform with convenient and secure electronic payment options.

## Three Payment Options

With Your DEQ Online, customers will be able to choose from three payment methods: the traditional check method, and now two electronic payment options. Electronic payments are secure, immediate and enable faster processing of your submittals in Your DEQ Online.

### Transfer from Bank Account

Secure payment by ACH or e-check through U.S. Bank. This option requires bank routing and account numbers to make payment.

### Credit Card

Secure payment by credit card through U.S. Bank. This option requires card holder and card information. A small convenience charge of 2.3% is added to the total payment.

### Paper Check

Payment by check is still an option for Your DEQ Online submittals. However, DEQ does not begin processing submittals until payment is received.

The signed check must be accompanied by the submittal receipt from Your DEQ Online, and then mailed to the U.S. Bank address noted on that submittal receipt.

**Note:** These expanded payment options apply only to participating DEQ programs. To see which DEQ programs are included in this modernization effort, visit Your DEQ Online at: <https://yourdeqonline.oregon.gov>

## When Paying Invoices

If you have an established Your DEQ Online account and select the electronic invoicing option, you'll receive an email notification that your invoice is ready in Your DEQ Online. This may be paid through your choice of payment options.

If you receive an invoice from a participating DEQ program and do not have a Your DEQ Online account, you'll be encouraged to establish one. Otherwise, payment is limited to paper check and must be mailed to the address on the invoice.

## Your DEQ Online User Accounts

Establishing an account requires a valid email address. For regulated entities such as industry officials or business owners, there may be additional requirements to establish an account.

### **Note: New technology fee**

A legislatively approved technology fee of 4% on transactions, such as applications and invoices, is in effect as of July 1, 2022. This fee allows DEQ to pay for annual operation and maintenance of Your DEQ Online, our cloud-based data management system, which includes efficiency and transparency improvements for all users. Fines or civil penalties issued by the DEQ Office of Compliance and Enforcement are exempt from the technology surcharge. [Sign up for GovDelivery](#), or check [our main webpage](#) learn more.

## 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.state.or.us](mailto:deqinfo@deq.state.or.us).