

## FREQUENTLY ASKED QUESTIONS

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## FREQUENTLY ASKED QUESTIONS

### ACCOUNT CREATION

#### **What browser should I use to access the BAAQMD Online Customer Portal?**

The BAAQMD Online Customer Portal supports the following browsers:

- Internet Explorer (IE) 8+,
- Safari,
- Firefox, and
- Chrome

#### **How do I access the BAAQMD Online Customer Portal?**

The BAAQMD Online Customer Portal may be used by the following:

- Auto Body Facilities,
- Dry Cleaning Facilities, or
- Gasoline Dispensing Facilities

to complete the following operations:

- Submit a New or Modified Permit Application,
- Renew a Permit to Operate,
- Renew a Dry Cleaner Registration, or
- Manage Contact Information.

Go to <http://permit.baaqmd.gov>

and click Sign Up to create an online account with BAAQMD. You will be required to enter contact information for the Account Contact, and if you wish to link an existing facility to this account you will need a Facility Access Code.

#### **What are the criteria for a valid password?**

There is a minimum requirement for the password of 6 characters. Adding length and mix of letter and numeric characters and making it case sensitive will increase the strength of the password.

#### **What if my e-mail address shows as invalid?**

Try another e-mail address. If you still have problems contact the Help Desk. By phone, call (415) 749-8665 or by e-mail [PermitHelp@baaqmd.gov](mailto:PermitHelp@baaqmd.gov).

#### **How do I edit my Account Contact information or change password?**

Once signed in to your account, click on 'My Account' in the top ribbon of the Customer Portal Home Page.

#### **How do I link a facility to my account?**

Any new Gasoline Dispensing Facility, Dry Cleaning Facility, or Auto Body Facility that is created by you will be linked to your facility automatically.

To link an existing Gasoline Dispensing Facility, Dry Cleaning Facility, or Auto Body Facility, you will need to have a facility access code for that facility.

#### **What is a facility access code?**

## FREQUENTLY ASKED QUESTIONS

A Facility Access Code is a single-use access code provided by the District for a customer to use to link an existing facility (business) with his/her user account. Each access code may only be used once for one user account and becomes deactivated after use.

Each request shall be submitted in writing (i.e., either in a letter via mail/fax or in an email) to the Engineering Staff assigned to the facility for which the Facility Access Code is. Staff shall not accept verbal requests.

### **ACCOUNT CREATION (continued)**

After approving each request, Staff shall mail the Facility Access Code to:

- The requestor, if the requestor is either the current owner contact, operator contact, or billing contact of the facility for which the Facility Access Code is; or
- The current owner contact of the facility for which the Facility Access Code is, if the requestor is not the current owner contact, operator contact, or billing contact.

Staff may send the Facility Access Code electronically via email to owner/operator/billing contact if email address is provided. Owner/operator/billing contact may share this single-use access code to whomever he/she wishes.

Enter the code in Step 3 of the account creation process. Up to 10 can be entered there, or you may add and delete facilities under the 'My Account' link at the top of the Customer Home Page and click the pencil icon next to the 'My Facilities' list. A Facility Access Code can be used only once to link an account and a facility.

#### **Can I link more than one facility to my account?**

Yes. You may link up to 10 facilities at Step 3 when you create your account. Or you may add or delete facilities under the 'My Account' link at the top of the Customer Home Page and click the pencil icon next to the 'My Facilities' list. Each facility has a unique access code that can be used one time only. Once this is used another code would have to be generated by BAAQMD.

#### **Can more than one account link to the same facility?**

Yes. Another account can be given a new access code for a given facility that is already linked to another account.

#### **Can I limit access to my facility?**

Only a contact of record (owner, operator or billing) for a facility will be issued access codes for a given facility. However, please note that the person with whom you share the access code will have full access to your facility information once your facility is linked to that person's user account. The District does not take any responsibility for the people with whom you share the access codes for your facility.

## FREQUENTLY ASKED QUESTIONS

### **How do I provide access to a contractor to submit an application on my behalf?**

Anyone who wants to use the online system will have to create an account. Access codes for a facility can be requested, in writing (letter, FAX, email), from the BAAQMD Facility Engineer for that facility. Access codes will only be issued to the owner of record at a facility. This code would then need to be given to the contractor to use to link the facility to their account.

Important: You may share the access code with whomever you wish. However, please note that the person with whom you share the access code will have full access to your facility information once your facility is linked to that person's user account. Once linked, that person can amend your facility's information, such as shutdown a source, change contact information, and apply for a new permit. The District does not take any responsibility for the people with whom you share the access codes for your facility.

### **ACCOUNT CREATION (continued)**

### **How do I terminate access to my facility?**

Contact your BAAQMD Facility Engineer, in writing (letter, FAX, email), to manage access to your facility from other accounts. Please have information about the account you want to end the access for.

### **What should I do if my ACCESS code does not work?**

Contact your BAAQMD Facility Engineer if your given access code is invalid. You may need to request, in writing (letter, Fax, email), another access code be issued to the Owner Contact of record.



## FREQUENTLY ASKED QUESTIONS

### FACILITY INFORMATION MANAGEMENT

#### **How do I access my facility information?**

Once signed into your account, click on the green Facility Page button in the List under My Facilities

#### **Where can I see the contacts on record for my facility?**

Click on the tab 'Facility Contacts' under the ribbon marked Facility Information

#### **Why are there 3 contacts?**

This allows the facility some flexibility to send specific documents to a different person and/or mailing address.

**Owner Contact** – The individual representing the owner. The owner is the individual, partnership, Limited Liability Company, corporation, or other entity that owns or controls the permitted equipment and is responsible for the permit to operate. This contact will be sent the Permit to Operate.

**Operator Contact** – The individual responsible for day to day operations and/or air quality issues at the facility. We would like a contact on site who can interact with BAAQMD inspection staff, answer questions about operation of the equipment, etc.

**Billing Contact** – The individual responsible for paying invoices (accounts receivable). This individual is the default contact to receive all invoices from BAAQMD. This contact will be sent Renewal Invoices and will be the default Billing contact for Applications filed with the BAAQMD.

#### **What is the Owning Entity of my facility?**

The Owning Entity is the individual, partnership, Limited Liability Company, corporation, or other entity that owns or controls the permitted equipment and is responsible for the permit to operate. This is different than the Owner Contact, who is the individual contact representing the owner.

#### **How do I correct this information?**

Once signed in and on the facility information page, click on the pencil icon under the contact type displayed: Owner, Operator, or Billing.

#### **How do correct information that I cannot edit, like the Owning Entity or the Facility Name?**

Please download and complete the Facility Information Update Form (FIU Form), Transfer of Ownership Form, and Facility Creation and Contact Form from our website and fill out the appropriate parts to process a Transfer of Ownership. Submit the forms to the District.

#### **How do I transfer ownership of a facility?**

Please download and complete the Facility Information Update Form (FIU Form) Transfer of Ownership Form and Facility Creation and Contact Form from our website and fill out the appropriate parts to process a Transfer of Ownership. Submit the form to the District.

#### **How do I find my BAAQMD Facility Engineer and their contact information?**

Once signed in and on the facility information page, click on the tab marked BAAQMD Contacts under the ribbon marked Facility information.

## FREQUENTLY ASKED QUESTIONS

### PERMIT APPLICATION PROCESS

#### **How do I start an Application?**

Once signed in, click on the New Application button under a facility's list of historic permit applications, or go to the facility page and click on 'Start a New Application' button at the top.

#### **What is the Application Contact?**

This is the contact responsible for providing information to complete the application for Authority to Construct/Permit to Operate. They will be sent a copy of the Authority to Construct, after the application is approved by BAAQMD.

#### **What is a Small Business Discount?**

As stated in Regulation 3, eligible small businesses can receive a discount on application filing, initial, and risk screening fees of 50%.

#### **What is the Green Business Discount?**

As stated in Regulation 3, eligible green businesses can receive a discount on application filing fees, initial, and risk screening fees of 10%.

#### **Can my late or back fees be waived?**

You may contact your permit engineer to discuss why the fee is unwarranted.

#### **What is CEQA?**

The California Environmental Quality Act provides review by additional public agencies and the general public for projects with significant impacts. Gasoline Dispensing Operations, Dry Cleaning Operations and Auto Body Coating Operations are covered by established permit guidelines and do not generally require CEQA review

#### **When do I choose 'Add a New Device?'**

Auto Body shops and Gasoline Dispensing Facilities are now permitted as a single device operation. Other facilities may have multiple devices. Click "Add a New Device" when a new source of air pollutants needs to be permitted.

#### **When do I choose 'Modify an Existing Device?'**

Choose "Modify an Existing Device" when increasing proposed usage above current permit condition limits, or when changing equipment at facilities with multiple permitted devices.

#### **I am ready to Start-Up the equipment. How should I inform the BAAQMD?**

Fill out the Startup form on the Authority to Construct and then fulfill any other Start-up requirements detailed in your Authority to Construct. Or log into your account and go to the Application Summary Page and open the Device Start-up control.

#### **What is the status of my application?**

Please log into your Customer Portal to review your application status.

## FREQUENTLY ASKED QUESTIONS

### RENEWAL

#### **When is the renewal of my facility supposed to start?**

For facilities which are required to submit update information, the renewal process will start within 150 days of the facility expiration date. For facilities which don't require update submittal, the renewal process will start within 60 days of the facility expiration date.

#### **What facility requires update information?**

On the BAAQMD Online Customer Portal, permitted dry cleaners are required to submit update information every year prior to renewing their permit. Auto body facilities will be required to submit update information once every four years.

#### **How do I update my renewal?**

With the new online permitting system, you can submit your annual update online. If your facility is ready for update, there will be a renewal widget located on the Facility Page. You may use the widget to enter the update process. Once the required information has been entered and submitted, you will be notified via email when your annual renewal invoice is ready for payment. You may pay your annual renewal fees online, by mail or by fax.

#### **I missed the window for providing my update information (Update Window is Closed). I want comply and provide the information the District is requesting from me. Can I still provide the information?**

You may contact your permit engineer to discuss providing the information.

#### **What does the renewal fee include?**

Generally, the renewal fee includes the annual permit to operate fee and the permit processing fee. If the payment is not paid by the due date, an additional a 10% (<30 days past due date) or 50% (30+ days past due date) late fee will be added to the permit to operate fee.

#### **Can my late fee be waived?**

You may contact your permit engineer to discuss why the fee is unwarranted.

#### **How do I pay my renewal?**

With the new online permitting system, you can pay your renewal online. If your facility is ready for renewal, there will be a renewal widget located on the Facility Page. You may use the widget to pay your renewal fees online. Alternatively, you may also print your invoice and mail a check for the balance due to BAAQMD, 375 Beale Street, Suite 600, San Francisco, CA 94105. The District accepts Visa and MasterCard only.

#### **Can I pay my fees in installments?**

No, installment payments are not supported.

#### **Can I get a copy of permit?**

Please log into your Customer Portal to review. A current copy of your permit is posted on your Facility Information Page.

## FREQUENTLY ASKED QUESTIONS

### AUTO BODY FACILITIES

**I can't use the online Customer Portal to submit an application for an Auto Body. Are their forms I can fill out instead and send in?**

Yes. Go to the Forms Page (<http://www.baaqmd.gov/Forms/Engineering-NPS.aspx>) and complete the following forms for Auto Body.

**Why are auto body facilities subject to permitting requirements?**

Because auto body facilities may emit to the atmosphere volatile organic compounds from the use of coating materials and cleanup solvents in the finishing or refinishing of motor vehicles, mobile equipment, and their parts and components. In addition, if gas-fired dryers are used, they may also emit combustion-driven pollutants such as nitrogen oxides, carbon monoxide, precursor organic compounds, sulfur dioxide, and particulate matter.

**Which rules and regulations apply to auto body facilities?**

The applicable rules and regulations include, but are not limited to, District Regulation 8, Rule 45 and Federal NESHAP for Paint Stripping and Miscellaneous Surface Coating Operation, Subpart HHHHHH.

**How many devices or emission sources are permitted at each auto body shop?**

The District permits only one auto body coating operation device per auto body facility. The device will be facility-wide coating operation device. If a gas-fired dryer is used, the dryer will be included in this facility-wide device.

**How do I determine the operating schedule for my auto body facility when it is not yet in operation?**

The applicant may estimate the operating schedule if their auto body facility is not in operation yet. Alternatively, the applicant may choose 16 hours/day (maximum), 8 hours /day (typical), 5 days/week, 52 weeks/year, which is the default operating schedule for an auto body coating operation device.

**How do I determine the usage amounts of coating materials and cleanup solvents that I need and are to be permitted for my auto body facility?**

The District provides two usage allotments/limits for auto body facilities. The first usage limit is 800 gallons per year of coating materials and 300 gallons per year of cleanup solvents. The second usage limit is 2,000 gallons per year of coating materials and 300 gallons per year of cleanup solvents. The applicant may choose one of these available usage allotments/limits.

**Can I choose other usage amounts that are different from the two usage allotments/limits that the District provides?**

Yes. An auto body facility may choose other usage amounts than the two usage allotments/limits that the District provides if it proposes to use more than 2,000 gallons per year of coating materials and/or 300 gallons per year of cleanup solvents. However, 800 gallons per year of coating materials and 300 gallons per year of cleanup solvents are the minimum permitted usage amounts that the District allows for an auto body facility.

## FREQUENTLY ASKED QUESTIONS

### **AUTO BODY FACILITIES (continued)**

#### **What can the cleanup solvents in my auto body permit be used for?**

The cleanup solvents in an auto body permit can be used to clean spray guns (in the gun washing units or other cold cleaners) and used as surface preparation solvents (used as bug and tar remover). However, please note that the VOC content and the amount of cleanup solvents to be used as bug and tar remover are limited by Regulation 8, Rule 45, Section 308.5. Exceeding these limits will open up the auto body facility to Enforcement action.

#### **Do I have to provide the Material Safety Data Sheets (MSDS's) of the coating materials and cleanup solvents that I use or propose to use at my auto body facility?**

Although the District encourages auto body facilities to submit these MSDS's and any additional information related to the permit application they are submitting, auto body facilities are not required to submit to the District the MSDS's of the coating materials and cleanup solvents.

#### **I am changing the types of coating materials and/or cleanup solvents for use at my already permitted auto body facility. Do I submit an application for a new device or for a modified device?**

No. When it is time to provide update information to the District, please indicate the change and upload the new MSDS for the coatings and/or solvents used.

#### **I am changing the permitted amounts of coating materials and/or cleanup solvents for use at my already permitted auto body facility. Do I submit an application for a new device or for a modified device?**

The District permits only one auto body coating operation device per auto body facility. The device will be facility-wide coating operation device. Therefore, changing the permitted amounts of coating materials and/or cleanup solvents will constitute a modification of an existing device, not a new device.

#### **I am moving my permitted auto body coating operation device from one location to another location, and the operation at the new location will be the same as the one that has been permitted in the old location. Do I submit an application for a new device or for a modified device?**

When a permitted device is moved from one location to a different location, the District will need to permit the device at the new location as a brand new source, not a modified source. Permits to Operate are not transferrable to different locations.

#### **How much are the permit fees for auto body facilities?**

Permit fees are regulated by District Regulation 3. When you submit a new application on the BAAQMD online Customer Portal, fees will be calculated and an invoice generated so that you can pay your fees and submit your application online.

#### **Is there any difference in fees between the two usage allotments/limits that the District provides for auto body facilities?**

Fees are based on total gallon amount of organic liquids (solvents) evaporating into the atmosphere. The more a facility uses, the higher the fees are. However, at present, there is no difference in fees between either usage allotment/limit.

#### **Why does my permit look so different from the one I used to get?**

We have changed to a simplified system to make a better experience for our customers.

## FREQUENTLY ASKED QUESTIONS

### **AUTO BODY FACILITIES (continued)**

#### **What kind of records do I need to keep and how do I keep them? Do you have any reporting documents I can use?**

Please refer to your permit to operate for your record keeping requirements. You may use the following coating and solvent logs from our website:

[http://www.baaqmd.gov/~media/Files/Compliance%20and%20Enforcement/Forms/8\\_45CTG.ashx?la=en](http://www.baaqmd.gov/~media/Files/Compliance%20and%20Enforcement/Forms/8_45CTG.ashx?la=en) and/or

[http://www.baaqmd.gov/~media/Files/Compliance%20and%20Enforcement/Forms/8\\_45SOLV.ashx?la=en](http://www.baaqmd.gov/~media/Files/Compliance%20and%20Enforcement/Forms/8_45SOLV.ashx?la=en)

#### **Why are my three booths now one source? Can I get a refund from when you were billing me for 3 sources instead of 1?**

The District has change the manner in which we regulate auto body shops to make permitting more streamlined and simplified.

#### **The source description is wrong, how do I fix it?**

Please contact your permit engineer to review source descriptions.

#### **How often do I renew my permit after it is issued?**

Permits to Operate for auto body facilities are renewed on an annual basis.

#### **How often do I need to submit data updates for my permitted auto body facility?**

Update information is required from permitted auto body facilities once every four years.

#### **I want to talk to a real person not some internet page.**

Please contact the Help Desk at (415) 749-8665.

## FREQUENTLY ASKED QUESTIONS

### DRY CLEANING FACILITIES

#### **I can't use the online Customer Portal to submit an application for a Dry Cleaner. Are their forms I can fill out instead and send in?**

Yes. Go to the Forms Page (<http://www.baaqmd.gov/Forms/Engineering-NPS.aspx>) and complete the following forms for Dry Cleaners.

#### **What is the difference between a Registration and a Permit to Operate?**

The registration program is open to facilities that consume less than 200 gallons per year of non-halogenated solvents (e.g. Hydrocarbon, Green Earth, K4). The Registration program generally offers an expedited review process over the traditional Permit to Operate process. Registered facilities will not need to provide annual updates.

#### **How long will it take to receive my Registration?**

A Registration application can be approved within a few days of receiving all final documentation and fees. However, some projects may require additional evaluation depending on the scope of work which can delay the final approval of a Registration. If there are unusual circumstances with your project, please contact the Help Desk at (415) 749-8665.

#### **How do I estimate the Operating Schedule if I have not started my operation?**

Please use the default choices, or if you feel the default hours are incorrect you may make your own estimation based on your anticipated needs.

#### **I'm registering my non-halogenated device. How come I can't pick my own throughput?**

The District has conducted an analysis to determine the average amount of solvent being used by each non-halogenated dry cleaner. Currently, that usage amount is 50 gallons per year. To remain in the registration program, a facility cannot use more than 200 gallons of non-halogenated solvent per year. Additionally, decreasing your throughput will not result in lower fees.

#### **How do I know when my perchloroethylene/halogenated dry cleaning machine must be removed?**

The District will not issue any new Permits to Operate for dry cleaning machines that use perchloroethylene. Further, the District has initiated a phase out of existing dry cleaning machines. All existing perchlorethylene dry cleaning machines must be dismantled by 2023. Effective July 1, 2010, all existing perchloroethylene dry cleaning must be retired from operation within 15 years from date of manufacture. If a manufacture date cannot be established, then the use of the equipment in question is prohibited on and after this date (Regulation 11, Rule 16, section 304.15). For further details please see District Regulation 11, Rule 16 which can be obtained from [www.baaqmd.gov](http://www.baaqmd.gov).

#### **I am replacing my Dry Cleaning machine. What should I do?**

Log into Customer Portal. Select your facility and create a new application. Please "add" a new device (the replacement), followed by "shut down" of the existing device to be replaced. Note, you will also have to click on the device icon to fill in the device form for the new device (to enter the device details). You will have an opportunity to pay your application online or by mail at the end of the process.

#### **I am replacing my Dry Cleaning machine from one solvent to another. Do I need to apply for a new application?**

## FREQUENTLY ASKED QUESTIONS

Yes, you will need to apply and pay the applicable fees. A new application is required even if you are switching solvents under the Registration program. For instance if you are switching from Green Earth solvent to Hydrocarbon (DF2000), you will need to apply.

**Do I need to submit annual updates for my Registered device?**

No. Annual updates are only required for devices that are Permitted.



## FREQUENTLY ASKED QUESTIONS

### GASOLINE DISPENSING FACILITIES

**I can't use the online Customer Portal to submit an application for a Gasoline Dispensing Facility. Are their forms I can fill out instead and send in?**

Yes. Go to the Forms Page (<http://www.baaqmd.gov/Forms/Engineering-NPS.aspx> ) and complete the following forms for Gasoline Dispensing Facilities.

**What modification projects require applications?**

Modifications that affect vapor recovery equipment require applications.

**Do diesel tanks require permits?**

Diesel tanks and nozzles are exempt from permits. However, converting a diesel tank to gasoline service or a gasoline tank to diesel service may require modifications to the vapor recovery system which does require a permit application. Please contact your permit engineer to determine if your project requires an application.