



TRADE WASTE

Information Package



GWMWater



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INTRODUCTION



This document has been produced to explain the procedures used to manage trade waste discharges to GWMWater sewerage systems.

GWMWATER SEWERAGE SYSTEMS



Geographically GWMWater is the largest Victorian water corporation with a service area of 62,000 square kilometres extending across the Grampians, Wimmera and Mallee regions.

We provide wastewater services to 24 towns involving complex networks of more than 590 kilometres of sewer mains, 74 pumping stations and 25 wastewater treatment plants. GWMWater handles approximately 4,200 million litres of domestic sewage and trade waste every year.

WHAT IS TRADE WASTE?



'Trade waste' is generally considered to be the liquid waste that is discharged to a sewer from commercial and industrial processes. Trade waste is not from a domestic waste source, such as waste from residential kitchens, toilets or bathrooms.

TRADE WASTE MANAGEMENT



GWMWater sewerage systems were designed many years ago to carry predominately domestic wastes, which is of a predictable quality. Unless properly controlled, trade waste discharges can put increased stress on the sewerage system and has the potential to cause serious problems to public health, the environment, GWMWater personnel, wastewater treatment plants and other sewerage infrastructure.

GWMWater is committed to working co-operatively with customers discharging trade waste into our sewerage systems to satisfy the following objectives:

- Ensure that waste received is not significantly inhibitory or toxic to the processes in use at wastewater treatment plants.
- Protect the receiving environment by ensuring that the quality of wastewater and biosolids produced from the treatment plants conforms to criteria prescribed by regulatory authorities and does not limit the potential for the recycling of these products.
- Ensure that no adverse impact on the integrity or operation of the sewerage system occurs.
- Ensure waste minimisation principles are practiced by all trade waste dischargers.
- Minimise the cost to GWMWater customers in processing trade waste.

LEGAL AND REGULATORY FRAMEWORK



Water Act 1989

Grampians Wimmera Mallee Water Corporation, trading as GWMWater is a statutory corporation with water supply and sewerage responsibilities defined by the *Water Act 1989*. It is an offence under the Act if any customer allows anything other than domestic waste to be discharged into the sewerage system without the permission of GWMWater. The Act provides GWMWater with the ability to manage trade waste through a By-Law.

GWMWater Trade Waste By-Law No 4

In April 2001 GWMWater developed the Trade Waste By-Law No 4 in accordance with the *Water Act 1989*, for the purpose of providing the administrative arrangements for managing trade waste within our region. If trade waste is discharged to a GWMWater sewerage system, it must be done so in accordance with the By-Law.

*IT IS ILLEGAL TO DISCHARGE TRADE WASTE INTO A GWMWATER
SEWERAGE SYSTEM WITHOUT WRITTEN PERMISSION*



GWMWater

TRADE WASTE CATEGORIES



For various purposes including assessing the appropriate charges that will apply, GWMWater has categorised trade waste businesses in the following manner:

Category 0

Businesses listed in Table 1 (page 5) that do not require a Trade Waste Agreement or Consent and any other non-residential customer who does not discharge trade waste to a GWMWater sewerage system.

Category 1

Commercial establishments producing kitchen-type or laundry wastes where the volume does not exceed 750 kilolitres/year. This category generally covers businesses listed in Table 2 (page 6).

Category 2

Commercial establishments producing other type wastes in high volumes (exceeding 750 kilolitres/year) and low mass amounts. This category might include discharges from businesses listed in Table 2 including shopping complexes, hospitality industries, clubs and commercial laundries.

Category 3

Large discharges and industrial waste that are considered a greater risk to sewerage systems than Category 1 and 2 trade waste customers.

Category 4

Trade waste having characteristics that are outside the limits set by the Trade Waste By-Law but which is capable of being treated by GWMWater's treatment facility.

TRADE WASTE AGREEMENTS AND CONSENTS



All customers discharging trade waste to a GWMWater sewerage systems are required to apply for a Trade Waste Agreement or Consent. Large industry generally requires a Trade Waste Agreement, while commercial businesses and small industries generally requires a Trade Waste Consent.

All new trade waste customers are required to complete a trade waste application form. When submitted to GWMWater, the application form will be evaluated. If the applicant meets the requirements of the Trade Waste By-Law, a Trade Waste Agreement or Consent will be issued.

Customers not requiring a Trade Waste Agreement or Consent

Customers listed in Table 1 below may discharge wastewater without a Trade Waste Agreement or Consent.

TABLE 1

Beautician Sandwich/coffee shop (provided no hot food other than drinks are prepared or served on the premises) Hairdressing salon	Florist Doctor's surgery Optician Chemist
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Customers requiring a Trade Waste Agreement or Consent

Unless otherwise notified by GWMWater, all other businesses discharging trade waste to a GWMWater system including those listed in Table 2 opposite, must have a Trade Waste Agreement or Consent:

TABLE 2

FOOD PREPARATION		
Bakeries Boarding houses (B&B) Butchers Cafeterias Canteens Clubs (with hot food preparation) Coffee/sandwich shops Commercial kitchens	Community halls Delicatessen Donuts (in stand alone shops, bakeries or bread shops) Function centres Garbage washes Hot take-away foods Hotels	Hot bread kitchens Ice-cream parlours Hospitals Motels Restaurants Take-aways School (home science rooms)
PETROL, OIL, GREASE		
Radiator repairs Auto wreckers Lawn mower repairs Mechanical workshops	Engine/gearbox Reconditioning Panel beating/spray painting Vehicle washing	Service station Car detailing
CHEMICALS, PAINT		
Laboratories Screen printers	School laboratories Maintenance workshops	TAFE/School workshops
PHOTOGRAPHIC, X-RAY		
Photo processing Dental	X-Ray and radiation devices (including medical practices)	Photographic
OTHER PROCESS		
Specialist doctor (Plaster) Hobby clubs/crafts Laundromats/ dry-cleaners Boilers Kennels	Building services (air conditioning) Food/chemical processing manufacturing Fish - fresh (retail store)	Municipal pool Morgue Septic tank contractors / portable toilet wastes

GWMWater may, upon written application by a trade waste customer, exempt that customer from certain conditions. In doing so GWMWater may impose additional terms and conditions as considered appropriate.

Trade Waste Agreement

A customer whose business is not listed in Table 1 or Table 2 must apply for and receive a Trade Waste Agreement before discharging trade waste. GWMWater will review applications on a case-by-case basis and determine relevant levels of pre-treatment to ensure compliance with the Trade Waste By-Law.

Trade Waste Consent

GWMWater will issue Category 1 and 2 customers with written approval to discharge trade waste to its sewerage scheme in the form of a Trade Waste Consent.

Trade Waste Consents are issued to the occupier of the business and is non-transferable. It is the customer's responsibility to notify GWMWater of a change of occupier or any change to the trade waste generating processes. A new occupier would need to apply for a new Trade Waste Consent.

PRE-TREATMENT EQUIPMENT



A condition of a Trade Waste Consent or Agreement may be the requirement for certain pre-treatment equipment to be installed, which may include:

Balancing pit/mixing tank

A pit or tank used to balance high strength discharge "peaks". Prevents "shock" loads of toxic substances discharged to the plant. Mixing of slightly acidic and alkaline wastes may bring the pH to a level acceptable for sewer discharge. Useful where small volumes of waste may be mixed to produce an acceptable effluent. eg photographic processing.

Cooling pit/tank

A pit or tank used to cool wastewater to 38°C or less prior to discharge to the sewer. Prevents high temperature discharges. eg boiler blowdown.

Dry basket arrestor (various types)

A pit or tank fitted with a fixed screen and removable mesh basket to capture large solids and fibrous material. Different types are available for different processes. eg laundry, food processing, car/truck wash.

Solvent and oil interceptor

A pit or tank that allows solids to sink and grease/oil to float, thereby removing them from wastewater. eg laboratory sinks, small degreasing troughs for parts washing, silk screen-printing.

Settling tank

A tank used to settle solids prior to the wastewater being discharged to sewer. Tanks are generally suitable for under sink use but may be enlarged for in-ground application. eg plaster sinks, soil labs.

Petrol and oil interceptor

A system designed to separate non-emulsified oil and solids from the water. These systems are available in a variety of forms and are sized on an individual basis. eg service stations, engine and parts wash, mechanical repairs.

Grease trap

An above ground tank or in-ground pit which allows kitchen wastewater to cool and the grease to separate from the wastewater. When sizing the unit, due consideration should be given to the temperature and frequency of discharges. Minimum size is generally 600 litres. eg all non-residential premises engaged in the cooking and preparation of food.

Screen

A facility used to catch solids before the waste discharges to sewer.

Maintenance of pre-treatment equipment

Grease trap and oil/water separator systems will work efficiently provided that the accumulated grease/oil is removed on a regular basis. Pre-treatment equipment becomes progressively less efficient as grease, oil and sludge accumulates.

The frequency of cleaning will depend upon the nature and volume of the trade waste that is generated, however it must be timed to ensure that the grease build up does not exceed 75 mm.

The use of solvents, enzymes, mutant or natural cultures, odour control agents or pesticides in grease traps is prohibited unless specifically approved by GWMWater.

The costs of maintaining a grease trap may be reduced substantially by implementing good house-keeping methods such as:

- Scraping plates clean before washing.
- 'Dry wipe' plates and utensils to remove excess grease.
- Collect cooking oils and fats for separate disposal or recycling - refrain from tipping wastes down the sink.
- Use of minimal grease and oil for cooking.
- Use of aluminium foil to collect grease and oil spills around stoves and fryers.

Where these systems are required as a condition of a Trade Waste Consent, they must be satisfactorily maintained. Penalties occur for not maintaining pre-treatment equipment.

As greasy waste is a 'prescribed waste' under the Environment Protection Agency's (EPA) Environment Protection Regulations, any contractor engaged must be licensed by the EPA.

Installation requirements

All pre-treatment equipment is to be installed in accordance with the relevant plumbing codes and regulations and must be properly maintained to ensure correct performance.

The area surrounding the pre-treatment equipment should prevent rain/stormwater, overflows of trade wastewater, sludges or chemicals from entering the sewerage or stormwater systems either by gravity or mechanical means.

TRADE WASTE COMPLIANCE



GWMWater staff will undertake regular site inspections. Maintenance records will be inspected in relation to the maintenance of trade waste equipment and all conditions of the Trade Waste Agreement or Consent will be checked to confirm that they are being met. Site inspections also provide an opportunity for GWMWater staff and the customer to discuss any trade waste issues such as waste management and cleaner production.

FEES AND CHARGES



Pursuant to the Act and the By-Law, GWMWater imposes charges for the reception, conveyance and disposal of trade waste.

There are a number of fees and charges that may be applicable to trade waste customers, including:

Application fee

A fee in relation to the acceptance and processing of any application to discharge trade waste into the sewerage system.

Establishment fee

An establishment fee may apply to account for the part of the total capacity of the existing sewerage system being utilised by a customer. It may also apply in relation to a new trade waste discharge or where a customer with an existing discharge applies to increase the volume or rate of discharge or change the characteristics of a discharge.

Augmentation charges

Augmentation charges may apply to cover the cost of any special works required to the sewerage system to facilitate the discharge of trade waste from a premises.

Periodic charges

Periodic charges are a fixed fee for Category 1 and 2 trade waste and a variable fee for Category 3 and 4 waste, based on the various criteria set out in the By-Law.

Ancillary fees

GWMWater may levy any additional charges for work done or services provided to the occupier or the premises relating to the discharge of trade waste.

To encourage waste minimisation principles, GWMWater adopts a system of quality and quantity based charges for the receipt and treatment of trade waste.

These charges include 'pay for service' tariffs to reflect the true cost of the wastewater service provided.

NON-COMPLIANCE



A customer who:

- a) Fails to comply with a requirement of the Act or By-Law; or
- b) Fails to do anything directed to be done under the Act or By-Law, or a Trade Waste Agreement or a Trade Waste Consent; or
- c) Knowingly or recklessly submits erroneous, inaccurate or misleading information to GWMWater in connection with an application; or
- d) Refuses or fails to obey directions of an Authorised Officer with respect to the discharge of trade waste where in the opinion of that Authorised Officer the customer has failed to comply or is failing to comply with this By-Law, a Trade Waste Agreement or a Trade Waste Consent,

is guilty of an offence with a penalty of up to 200 Penalty Units. For a second or subsequent offence the maximum penalty increases to 400 Penalty Units or up to six months imprisonment.

A further penalty, in addition to the above penalties, of up to 80 Penalty Units per day is payable for certain continuing offences. Penalty Units are determined by the *Water Act 1989*.

DISPUTE RESOLUTION

Occasionally a dispute may arise between GWMWater and a customer regarding the discharge of trade waste to the sewerage system. In such cases GWMWater has a complaints procedure that aims to obtain a satisfactory outcome for both parties and ensures that in cases where a dispute arises, they are thoroughly and properly investigated. Any final decision with regard to a dispute always accounts for the rights and obligations of both parties. If a customer is still not satisfied with a decision, the matter can be referred to a mutually agreed panel for resolution or to the Energy and Water Ombudsman of Victoria - Ph 1800 500 509 / www.ewov.com.au.

WHO TO CONTACT AND HOW TO LODGE APPLICATIONS

Trade Waste Agreements or Consents are available via application to GWMWater. Applications can be obtained directly from GWMWater's Regional Administration Office at 11 McLachlan Street, Horsham or regional offices located in Horsham, Birchip and Ararat. Forms may also be downloaded from the GWMWater website at www.gwmwater.org.au or requested from our Customer Contact Centre on 1300 659 961.

All trade waste fees and charges are reviewed annually. A copy of the applicable fees and charges can be obtained by contacting our Customer Contact Centre on 1300 659 961.

For a copy of Trade Waste By-Law No 4 and for all other enquiries regarding trade water, please call our Customer Contact Centre 1300 659 961.



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