

# Trade Waste Management Policy

Version No	V4
Approved By	Board
Approval Date	21 April 2022
Next Review Date	April 2025

## Purpose

This policy outlines the Corporation's requirements to permit discharge of trade waste into the sewer network. Trade waste, according to the *Water Act 1989*, is defined as any liquid waste, and any substance contained within it, discharged to the sewer network, other than normal domestic sewage.

## Scope

The scope of the policy applies to all trade waste applications made to the Corporation for permission to discharge trade waste to the Westernport Water sewer system.

## Definitions

- **Acceptance Criteria:** criteria applied by Westernport Water to determine whether trade waste may be accepted into the sewer network.
- **Commission:** the Essential Services Commission of Victoria
- **Customer:** a person who is:
  - an owner and occupier of a property connected to Westernport Water's sewer network; or
  - an owner of a property which is connected to Westernport Water's sewer network but is not an occupier; or
  - an occupier of a property connected to Westernport Water's sewer network and is liable for water usage charges; or
  - an authorised representative of the owner or occupier of a property connected to Westernport Water's sewer network.
- **Customer Service Code:** the Customer Service Code Urban Water Businesses published by the Commission.
- **Discharge Acceptance Point:** the point at which the trade waste enters the sewer network.

- **Greasy waste customers:** Customers that discharge Trade Waste that is likely to have grease, oil, food or substances from food preparation contained within the waste.
- **Sewage:** any human excreta or domestic waterborne waste, whether untreated or partially treated, but does not include trade waste.
- **Sewer network:** any sewer, treatment plant, storage or other infrastructure for the acceptance, transport, storage and treatment of sewage and trade waste that is the responsibility of Westernport Water.
- **Trade Waste:** any water borne waste (other than sewage) which is suitable, according to the acceptance criteria, for discharge through a direct connection, at the customers site, into the sewer network or any other matter which is declared by a by law or regulation under water law to be trade waste.
- **Trade Waste Agreement:** permission, consent, permit, agreement or other process to accept trade waste discharge.
- **Trade Waste Code:** the Trade Waste Customer Service Code Victorian Urban Water Businesses published by the Commission.
- **Trade Waste Customer Charter:** the Trade Waste Customer Charter published by Westernport Water.
- **Water Law:** the *Water Act 1989* and any regulations or subordinate legislation and guidance made under this act.

## Policy Application

Application of the policy applies to all trade waste customers and customers wishing to apply for permission to discharge trade waste to the Westernport Water sewer system.

### Application process

A customer must apply to discharge trade waste by completing a General Trade Waste Application Form. If the completed form contains all the requested information the application will be accepted; rejected; or accepted with conditions within 10 working days. If further information is required details will be provided to the applicant; or if the assessment will take some time due to complex applications, contact will be made within 10 working days.

The application will be assessed to be a Category 1, 2 or 3 trade waste agreement depending on the quality or the quantity of trade waste. The trade waste will also be assessed against the Corporation's published Acceptance Criteria. A customer may request a review of the acceptance criteria for their particular circumstances, for consideration by the Corporation.

A trade waste agreement will be issued to the applicant depending on the category of the application: A Category 1 deemed Trade Waste customer will receive a letter only to acknowledge WPWs acceptance to receive category 1 trade waste. Category 2 Minor or Greasy Trade Waste Agreement or Category 3 Major Trade Waste Agreement. The timing of the agreement will depend on the negotiation between the parties, installation of any treatment, and the complexity of the trade waste discharge.

### General

This policy governs the Corporation's requirements to allow for the discharge of trade waste into the sewer network.

Nothing in this policy compels the Corporation to accept all or part of any liquid waste product or trade waste unless a Trade Waste Agreement is in place.

Generally, sewer networks, and sewage treatment works have been developed to safely dispose of domestic sewage. In considering the acceptance of trade wastes into the sewer network there is a need to strike a balance between providing a service to industry with resulting benefits to the community, and the need to protect the asset, environment, and safety of workers who need to maintain the sewers.

### **Trade waste management objectives**

This policy supports a number of key objectives in managing trade waste. These are summarised as follows:

- Safety of corporation personnel and public
- Protect sewer network facilities
- Protect sewerage treatment processes
- Ensure the Corporation meets relevant environmental and statutory requirements
- Encourage responsibility of safe disposal of liquid wastes to sewer in order to prevent uncontrolled dumping in the environment as per section 25 of the *Environmental Protection Act 2017* (underpinned by the General Environmental Duty)
- Promote reduction in waste generation and water use by an Industry as per the waste management hierarchy principle set out in section 18 of the *Environment Protection Act 2017*
- Treat our trade waste customers with fairness and equity
- Provide a service to Industry

### **Trade waste management principles**

The Corporation's trade waste management principles are as follows:

- Trade waste will be classified into categories depending on the strength of the trade waste, the quantity of the trade waste and the similarity of the trade waste to sewage and/or residential waste.
- Trade waste will not be accepted into the sewer network if the waste does not comply with the Acceptance Criteria as published by the Corporation and approved by the Commission in accordance with the Trade Waste Code or cannot be treated on site to these criteria before the Discharge Acceptance Point.
- The Corporation acknowledge the role Trade Waste Customers play in the economic sustainability of our region and are therefore committed to working co-operatively with these customers to achieve the desired outcomes.
- The Corporation has issued a Trade Waste Customer Charter to inform its customers on the respective rights and responsibilities of Westernport Water and its customers.

**Fees**

- Trade waste charges are set and adjusted according to the Essential Services Commission's approved price determination under schedule 4 pricing principles. Greasy waste charges are non-prescribed services set by Westernport Water.

**Penalties**

Failure to have a Trade Waste Agreement or comply with the standards or Agreement as set for the Category of the trade waste discharge, may result in fines or penalties or Trade Waste Agreement cancellation resulting in cessation of discharge or all of the above.

Penalties shall be administered under the *Water Act 1989* Section 178 Protection of Sewers and may apply each and every day on which the breach occurs.

**Applicable legislation, regulation and standards**

- This policy responds to the Corporation's regulatory obligations and the principles of good corporate governance. In particular:
  - *Water Act 1989*
  - *Environment Protection Act 2017*
  - Water (Trade Waste) Regulations 2012
  - Water (Trade Waste) Regulations 2014
  - General Environmental Duty (GED)
  - Australian Standard AS 3500 Plumbing Regulations
  - Trade Waste Customer Service Code – ESC
  - Statement of Obligations.

The following WPW documents must be considered when editing this policy. Any changes made to this document are to be reflected in and aligned to:

- Trade Waste Customer Charter (CR20-05795)
- Consent to Discharge Category 2 Greasy or Commercial Minor Trade Waste (CR20-05804)
- Major Trade Waste Agreement Category 3 (CR20-05805)
- Statement of Approved Acceptance Criteria (INT11-15524)
- Trade Waste Application Form (CR22-04939)

## Review Date

This policy is to be reviewed every three years and approved by the Board. The Policy will continue until replaced by a later version or rescinded.

## RESPONSIBLE OFFICER

Policy Owner – General Manager, Assets & Operations

Responsible Policy Officer – Manager Engineering & Construction