

Trade waste

Important information for trade waste customers.

What is trade waste?

Trade waste is any liquid waste (and substance contained in it) generated by any industry, commercial business or manufacturing process, other than residential domestic waste that is acceptable for discharge to the sewer system. It may contain chemicals, metals, high organic loads, fats, greases or detergents.

Trade waste and your responsibility

The *Water Act 1989* requires any commercial business or industry discharging wastewater within its service area to have a Trade Waste Agreement with Westernport Water. The agreement outlines the conditions under which Westernport Water will permit the discharge of trade waste to its sewerage reticulation systems.

Some businesses require treatment of waste before it is discharged into our sewer depending on the classification applicable to the operations of the business.

Through our Trade Waste Program, Westernport Water works with industrial and commercial customers and community to:

- protect the health and safety of Westernport Water staff managing our sewer system
- protect the integrity of sewerage systems
- protect the sewage treatment plant processes
- protect the environment

- facilitate and provide opportunities for reuse of effluent and biosolids.

Meeting the General Environmental Duty (GED)

The *Environment Protection Act 2017* underpinned by the regulatory requirements of the General Environmental Duty stipulates that it is your responsibility in the first instance to reduce risks to human health or the environment from your business. This includes informing yourself of your business obligations as a waste producer and requirements in managing your waste.

If you are a small business and want to know more about the GED and preventing harm to your staff and the environment, have a look at the [Self-assessment tool for small businesses](#) tool.

If you require further information on your obligations contact the EPA on: 1300 372 842.

In addition, Westernport Water can work with you to ensure that your business activities are compliant with Westernport Waters Trade Waste Program.

What do I do if I discharge trade waste?

As a trade waste customer, you must only discharge trade waste to the sewer in accordance with your trade waste agreement, which includes the statement of approved acceptance criteria established and agreed to by Westernport Water.

If you do not have an agreement or consent from Westernport Water, you need to cease discharge immediately and complete the [Trade Waste Application Form](#) to obtain approval before you can recommence discharging trade waste.

What trade waste category am I?

Westernport Water classifies trade waste dischargers depending on the quantity and/or quality of the trade waste and the capacity of the treatment plant the trade waste will flow to. The quality of the trade waste is to comply with the established acceptance criteria. Any discharge to the sewer other than by a residential customer will be classified according to the type of business, industry or activity carried out.

Category 1 – Deemed trade waste - is trade waste but is very similar to domestic waste. Typically discharged from chemist, florist, hairdresser, beautician, doctor, dentist, optician, or small shop that does not serve hot food. These types of businesses do not need a formal consent but are issued a “Deemed Consent” for trade waste.

Category 2 – Greasy or commercial minor trade waste - is trade waste discharged to sewer that is likely to have grease or food contained in the waste. Examples of these types of businesses are bakeries, take away food outlets, butchers, cafes, restaurants, supermarkets, caterers, ice cream outlets, laundromat, and petrol station. These types of business must have a Trade Waste Agreement with Westernport Water. A signed minor trade waste agreement outlines the conditions for discharging greasy or commercial waste into our sewerage system, including installing and maintaining an appropriate on-site treatment system such as a grease interceptor trap or similar oil or fat removal equipment as required and approved by Westernport Water.

Westernport Water provides a service to empty grease traps and has an obligation to ensure that the contracted collector complies with the EPAs *Environment Protection Act 2017*. If, however you choose to independently have your waste collected the transporter must be registered under the EPAs tracking waste legislative framework.

Category 3 – Major trade waste - will require a Major Trade Waste Agreement that will detail requirements for the treatment of waste, quality of waste and quantity of waste discharged to the sewerage system. These agreements are for large or hazardous dischargers.

Why operate a trade waste program?

A trade waste program is essential to ensure the protection of Westernport Water’s sewerage network, the safety of its staff and its reuse products and the protection of the receiving environment. This will help prevent:

- Sewer blockages and spills of sewage to the environment
- Damage to the sewerage infrastructure
- Life threatening health hazards to sewer workers
- Disruption of sewerage treatment processes; and
- Threats to the environment.

Why do I pay trade waste charges?

Trade waste charges cover the cost of Westernport Water administering and monitoring trade waste agreements and for discharge volumes to support capital upgrades at the receiving treatment plant. This includes:

- Monitoring and administering the maintenance of all food and oil interceptors to ensure they are pumped out at the required frequency
- Ensuring that suitable agreements are in place for all relevant businesses
- Inspections of new food and oil interceptor installations
- Following up non-compliance issues
- Investigating odour complaints
- Conducting pump out frequency reviews
- Ensuring all greasy or commercial food businesses adhere to trade waste agreements, have adequately sized food or oil interceptors / grease traps, and are observing their responsibilities under the EPAs trade waste framework.
- Investigating sewer blockages/spillages associated with fats and oils



Who is responsible for maintenance?

The business owner is still responsible for the maintenance of the property drains from the sewer to the building and drains within the building including the unblocking of the grease trap or food and oil interceptors or other treatment apparatus. If a blockage occurs, please contact your licensed plumber first.

Westernport Water is responsible for the sewer main and the connection point only to the property.

Could my business premises be inspected anytime?

Yes, a Westernport Water representative has the authority to enter the site and inspect, measure water flow, take samples or request information relating to trade waste activities to ensure compliance with its trade waste agreement .

Further information

The Trade Waste Charter

Westernport Water's [Trade Waste Customer Charter](#), which can be found on our website, outlines the processes and guidelines for obtaining approvals to discharge trade waste to the Westernport Water sewer system, including responsibilities and standards of trade waste management services.

The purpose of this code is to provide customers with consistent, transparent and timely decision-making advice for trade waste management in Westernport Water's service area.

If your commercial property is connected to Westernport Water's sewer system, we can provide wastewater collection services in accordance with this Trade Waste Customer Charter.

The ESC's Customer Service Code Urban Water Businesses regulates Westernport Water under section 4F of the *Water Industry Act 1994*. The ESC Trade Waste Customer Service Code – September 2014 sets out the minimum standards and obligations on each water business specific to the management of trade waste services for customers, which are considered in our Charter.

Find further information and useful links in relation to Trade Waste and the Trade Waste Program on our website - <https://www.westernportwater.com.au/products-services/other-services/trade-waste/>