

Introduction

Thank you for taking the time to read about Trade Waste. Understanding how your trade waste responsibilities and the relationship between water usage, wastewater discharge to the wastewater system, and our environment can save you money. This brings benefits to you as an organisation, business, shop owner or property owner and to Whitsunday Regional Council (WRC).

WRC is responsible for providing water and wastewater services to all residents and businesses in the Whitsunday region. It manages water resources and provides reticulated water and wastewater services throughout the region.

This guide is designed to assist you to better understand your trade waste responsibilities and the steps you need to take to gain a Trade Waste Approval.

What is this guide about?

If you are a business owner, commercial/industrial property owner, property manager or thinking about becoming one and you're not sure what trade waste is or your rights and responsibilities with regard to trade waste, you should read this guide.

It is designed to help you meet the requirements of the *Water Supply (Safety and Reliability) Act 2008* and WRC Trade Waste Policy, and to assist you in gaining an approval to discharge trade waste to WRC wastewater system as quickly and efficiently as possible.

WCR Trade Waste Officers are able to offer advice and guidance at any stage and can be contacted on 1300 972 753.

What is Trade Waste?

The *Water Supply (Safety & Reliability) Act 2008* defines trade waste as liquid waste from business, trade or manufacturing premises, other than

- (a) waste that is a prohibited substance; or
- (b) human waste; or
- (c) storm-water.

In general terms trade waste is liquid waste other than domestic sewage. It is wastewater that would normally be generated from any commercial premises, industry, trade or manufacturing business. You must have an approval from WRC to discharge trade waste into WRC wastewater system.

Do I produce Trade Waste?

Liquid trade waste discharges to the sewerage system include liquid wastes from:

- business/commercial premises (e.g. beautician, florist, hairdresser, hotel, motel, restaurant, café, butcher, service station, supermarket, dentist)
- community/public premises (including craft club, school, college, university, hospital and nursing home)
- industrial premises
- trade activities (e.g. mobile carpet cleaner)
- any commercial activities carried out at a residential premises
- saleyards, racecourses and from stables and kennels that are not associated with domestic households
- Commercial swimming pool back wash waste

Liquid trade waste excludes:

- toilet, hand wash basin*, shower and bath wastes derived from all the premises and activities mentioned above
- wastewater from residential toilets, kitchens, bathrooms or laundries (i.e. domestic sewage)
- residential swimming pool backwash.

* Used for personal hygiene only

Why have Trade Waste Approvals?

WRC provides a wastewater system to transport and treat wastewater. Trade waste may contain a variety of toxic or harmful substances, such as heavy metals, organic solvents, oils and grease, explosive substances, gross solids and chlorinated organics. Wastewater treatment plants are not designed to treat these substances, which may also pose a health and safety risk to WRC workers as well as the reticulation system and treatment plants.

Proper trade waste management assists the WRC to protect the environment and its waterways. Our waterways are important environmental attractions to our area and every individual together with Council

should take steps to protect them from pollution. Proper management also limits damage to the WRC wastewater system, treatment plants and protects public health.

WRC must comply with environmental conditions set down by the Department of Environment and Resource Management (DERM) for all wastewater treatment plants.

Who is Responsible for Trade Waste?

WRC is responsible for ensuring that all generators of trade waste comply with the requirements of the *Water Supply (Safety & Reliability) Act 2008* and the *Environment Protection Act*.

The Plumbing and Drainage Section of Whitsunday Regional Council, is responsible for Plumbing and Drainage plan approval and compliance inspections.

Trade waste generators/property owners are responsible for being aware of WRC requirements, ensuring that they have the appropriate approvals to discharge trade waste and for conforming to the conditions of the approval.

Trade waste generators are also responsible for ensuring that additives used in the pre-treatment process have been certified by a suitably qualified professional as being harmless to the wastewater reticulation/treatment system and the environment and have been assessed by WRC. The generator must advise the property owner prior to using any additive.

Trade waste approval holders (property owners) in conjunction with the trade waste generator is responsible for improving the quality and reducing the quantity of wastewater generated from their business. This can be achieved through cleaner production techniques that minimise waste material and enhance the efficient use of water.

Property owners or their agent are responsible for authorising the generation of trade waste on their property and signing a statutory declaration to that effect.

What is an Approval to Discharge Trade Waste?

A “Trade Waste Approval” is a legal contract between the property owner and WRC. If your property has the capacity to discharge trade waste to the wastewater system you must first apply for a “Trade Waste Approval.” The approval sets out the conditions for discharging trade waste into the wastewater system.

The conditions may include the following:

1. Compliance with WRC Wastewater Admission Standards
2. Discharge restrictions
3. Specific conditions agreed to between the approval holder and WRC
4. Maintenance of pre-treatment devices/service requirements
5. The location of the boundary waste sample access chamber
6. The number and frequency of trade waste samples required
7. Waste Tracking Management and Monitoring System
8. Reporting

Before applying for an approval to discharge trade waste, property owners must ensure that all prior approvals i.e. town planning, building and plumbing and drainage approvals have been obtained.

Note: The above conditions are only a guide and should not be regarded as a complete list.

WRC will impose whatever conditions are deemed reasonable and necessary in the “Trade Waste Approval” in order to protect its assets, personnel and the environment.

It is important that grease interceptors where installed are serviced at the frequency specified in the conditions of the “Trade Waste Approval”. Failure to comply with these conditions will affect your approval status. Where waste from a business is required to connect to an approved pre-treatment device but is unable to due to site constraints or other reasons, a non-treated trade waste discharge fee may be applicable. The fee is equivalent to monetary fees that businesses with the same waste characteristics as a business without pre-treatment pay on an annual basis for the pumping out and transportation of the waste by a licensed waste transporter and the maintenance of treatment devices

Trade Waste Categories

As part of WRC focus on improving customer service, we have developed a risk based method for determining your business category. This method defines the impact your business activity will have on WRC wastewater system. The three categories are described below.

Category 1

Businesses that fall into this category are low volume dischargers. Trade waste discharge shall not exceed **350** kilolitres per annum; waste emission strength shall not exceed the limits set by Council.

Category 2

Businesses that fall into this category are medium volume dischargers. Trade waste discharge is **>350** kilolitres and **<5000** kilolitres per annum; waste emission strength shall not exceed the limits set by Council.

Note; A properly sized, approved best practice pre-treatment device, (where required) together with an acceptable maintenance program will generally demonstrate/deliver acceptable effluent quality for category 1 and 2 dischargers.

Category 3

Businesses that fall into this category are high volume dischargers. Trade waste discharge is **>5000** kilolitres per annum. Typically, they would be considered large scale industrial businesses, i.e. commercial laundries, food processors, car washes, breweries, dairy product manufacturers, etc.

These businesses usually have complex pre-treatment systems. Individually or collectively these customers have the potential to cause major harm to WRC's transport and treatment systems, and the environment.

Category 3 customers have comprehensive test programs undertaken on the trade waste discharge every three months or as required by WRC. The results of the certified analysis are used for compliance monitoring and charging purposes. Charges are calculated based on the volume and the total mass of the pollutant discharged in the waste stream entering WRC's wastewater system.

Note: The above categorization process above is based on single generators on one allotment/property, where multiple businesses are discharging trade waste from a single allotment/property the categorization method will apply to the total trade waste discharge of all generators from the site.

How is Trade Waste Measured & Monitored?

All trade waste customers can be potentially charged for the trade waste as a wastewater charge.

Wastewater volumes may be measured or estimated using a number of the following methods:

- Property water meter
- Designated trade waste water meters
- Trade waste flow meter (ultrasonic sewer mag-flow meters)

You can select an appropriate method for measuring trade waste by talking to one of our Trade Waste Officers.

It is recommended that all properties and tenancies discharging trade waste have a designated trade waste meter installed for the accurate measurement of wastewater discharged from the property.

Most businesses may not have a trade waste meter, so the volume of trade waste discharge is estimated from the water consumption of the property.

Trade waste volume measured from the property boundary meter equals the water consumption less an allowance for each toilet pedestal and then multiplied by a discharge factor. The discharge factor estimates the proportion of water consumption that is not considered to be directly discharging to sewer, this does not include water used for irrigation etc.

How is a Discharge Factor Determined?

Industry standard discharge factors are adopted, the trade waste officer will also consider all non-trade waste consumption based on information provided by the property owner, where such information is not provided the full main meter reading will apply multiplied by the discharge factor, discharge factors can range between 1% and 100%

The Benefits of Measuring Trade Waste

Property owners are charged on a user pays system, so it is important that customers understand the relationship between water entering the property through the water meter and the amount of that water used in production and the wastewater discharged to WRC sewerage system.

Wastewater charges are based on the quantity and quality of the wastewater entering the wastewater system.

By correctly measuring how much trade waste you generate, the benefits to you are:

- Correct Category placement of the trade waste business.
- Correct wastewater discharge factor being applied.
- Accountability for water used by individual tenancies in a multi-tenanted property.
- Accountability of water used in a process and discharged to the wastewater system.
- The potential for water conservation and cleaner production auditing (water in and water out).
- Opportunity to reduce water and trade waste charges.
- Opportunity for the property owner to have a greater understanding and control of the water used in the trade waste business.
- The potential to identify and improve on water conservation practices.

How can I Apply for an Approval to Discharge Trade Waste?

Application forms plus other trade waste information are available from Whitsunday Regional Council's website or you can simply contact Council on 1300 972 753 and arrange for the information to be sent to you.

All correspondence on trade waste matters must be sent to:

Whitsunday Regional Council
Attn: Trade Waste Services
PO Box 104,
PROSERPINE QLD 4800

Or emailed to info@whitsundayrc.qld.gov.au

Change of Ownership and/or Renewing Trade Waste Approvals

The "Trade Waste Approval" is issued to the property owner and is *not transferable*.

In the event of a property changing ownership, where the property has one or more trade waste generators on the site, then the approvals will remain current provided there is no change in trade waste generator ownership or change to a generator's business and the new owner grants authorisation to discharge trade waste from the property to WRC wastewater system.

A change or variation in a trade waste generators business that impacts on the quality or quantity of trade waste requires reassessment and possible renewal of the approval.

Cancellation of Approval to Discharge Trade Waste

WRC may terminate a "Trade Waste Approval" if the holder of the Approval does not comply with:

- The terms and conditions of the Approval.
- Provisions of the *Water Supply (Safety & Reliability) Act 2008*.
- Council's Trade Waste Management Plan and Trade Waste Policy.
- The requirements of any written notice issued by WRC relating to the Approval.
- Where urgent action is necessary in the interest of public health and safety to prevent environmental harm or damage to the wastewater system.

Responsibilities and Obligations

Approval Holders Obligations

The owner of any parcel of land from which trade waste is discharged to WRC sewerage system is recognised by WRC as being responsible for any trade waste discharged to sewer and that the approval remains current. Under normal circumstances any Trade Waste Approval will be issued to the owner of the property.

The approval holder is responsible for ensuring that:

- an application is made for trade waste approval.
- trade waste is not discharged without a trade waste approval.
- the discharge complies with the conditions of the trade waste approval.
- the works required under any remedial notices issued by WRC are completed.
- council is reimbursed the costs for undertaking any works required under a remedial notice, if required.
- trade waste charges are paid.
- all parties involved in trade waste activities are aware of their obligations under the relevant trade waste approval and the Trade Waste Environmental Management Plan.

Occupier's (Trade Waste Generator) Rights & Obligations

Any discharge to sewer that is not in accordance with a trade waste approval (i.e. illegal discharge) is the responsibility of the person undertaking that discharge, usually the occupier of the property. The property owner will be informed of any non-compliance issues

The owner of a property with a trade waste approval may delegate the responsibility for paying trade waste charges to the business that generates the waste. This is a private arrangement between owner and tenant that does not involve WRC.

Occupiers are responsible for ensuring safe and timely access to WRC trade waste officers for the purposes of undertaking trade waste inspections

Non-compliance

Where a trade waste generator does not comply with the conditions of the approval to discharge trade waste or has illegally connected to the wastewater system, WRC has the power to suspend or cancel an existing trade waste permit and where necessary prosecute the approval holder in accordance with the *Water Supply (Safety & Reliability) Act 2008*.

WRC will also prosecute anyone found illegally dumping or discharging trade waste or prohibited substances into WRC wastewater and/or WRC storm water systems and/or onto any land, and /or into any waterways or watercourse.

Wastewater Charges

Quantity (Volumetric) and Quality (Over Strength) Wastewater fees and charges are sent to approval holders at no set dates or timeframes. Typically, however quantity fees and charges will be sent biannually pursuant to the *Local Government Act 2009*. Trade waste administration charges are set annually as a part of the Register of General Charges.

Wastewater quantity and quality charges are a utility charge and are a debt on the land (property owner). It is the responsibility of property managers and property owners who have more than one trade waste generator on site to negotiate suitable conditions in tenant lease agreements for the payment of trade waste charges.

How is Trade Waste Charged?

Domestic sewage is charged to properties with a toilet connection, which appear as sewerage charges on the Rates Notice.

The owners of properties that discharge trade waste to sewer are charged for this waste separately.

Trade waste fee and charges may include the following;

1. **Annual Base Fee** (compulsory approval fee).
2. **Volume Levy** (Quantity).
3. **Contaminant Charges** (applies to Category 3 businesses only).
4. **Excess Strength charges** (Effluent that exceeds the emission limits set by Council)

What is the Annual Base Fee?

The Base Fee covers the cost of administration and compliance management of trade waste approvals.

What is the Volume Levy?

The volume levy depends on the volume of waste discharged to sewer. Only Category 2 and 3 businesses will pay a Volume Levy.

Other types of Trade Waste charges

Whitsunday Regional Council may charge other trade waste charges. These charges are stated in Council's Fees & Charges Schedule published on our website.

Application Fee

A one-off application fee will be levied on all customers to cover administration costs and costs associated with the assessment of the application.

Further Information

For further information regarding discharging Trade Waste to WRC wastewater system please contact:

Whitsunday Regional Council

Attn: Trade Waste Services

PO Box 104

Proserpine QLD 4800

Phone 07 4945 0279

General information on Whitsunday Regional Council can be found on the Whitsunday Regional Council web site at <https://www.whitsunday.qld.gov.au/>

Contact Process Guide for Trade Waste Approval

<p>Step 1</p> <p>Contact Town Planning</p>	<p>Town Planning Approval</p> <ul style="list-style-type: none"> • Contact Whitsunday Regional Council’s Town Planning Branch to seek advice on whether you are able to conduct your business in the location you have chosen, and/or to change the class of the business currently operating there. A development approval does not allow you to discharge trade waste to Council’s wastewater system. • Note; Large generators may also need to consult the Department of Environment and Resource Management (DERM) or other state regulatory bodies i.e. Meat processors, dairies, breweries etc. • For further information regarding Town Planning matters, telephone Whitsunday Regional Council customer contact on 1300 972 753 (between 8.00am and 5.00pm Monday to Friday).
<p>Step 2</p> <p>Contact Whitsunday Community & Environmental Department</p>	<p>Preliminary trade waste advice</p> <ul style="list-style-type: none"> • Wastewater produced from your operation may not be suitable for discharge to the wastewater system. You need to be aware of your responsibilities in relation to the discharge of trade waste, wastewater admission standards, the use of additives and the trade waste approval process. • Before planning new, or changes to your trade waste processes or pre-treatment equipment contact the trade waste department for advice. • Any changes to your trade waste processes or your pre-treatment installation may affect your Trade Waste Category Ranking including approval conditions. • For further information regarding trade waste matters, telephone Whitsunday Regional Council on 1300 972 753 (between 8.00am and 5.00pm Monday to Friday).
<p>Step 3</p> <p>Contact Whitsunday Regional Council Community & Environmental Department</p>	<p>Contact Environmental Health Officer</p> <ul style="list-style-type: none"> • Health officers will provide information on environmental and hazardous materials, food and hygiene, structural elements, shop design, work flow design and food hazard identification. • For further information regarding health matters, telephone Whitsunday Regional Council customer contact on 1300 972 753 (between 8.00am and 5.00pm Monday to Friday).

<p>Step 4</p> <p>Contact Whitsunday Regional Council Plumbing & Drainage Section</p>	<p>Preliminary plumbing & drainage advice</p> <ul style="list-style-type: none"> • If you are installing or changing any fixtures (sinks, dishwashers, floor waste drainage etc.) including trade waste pre-treatment equipment you will need to submit a plumbing application along with professionally prepared hydraulic plans to the Plumbing and Drainage Section detailing the proposal. • “As Constructed” drainage plans are available from Council that may be of use to you in preparing hydraulic plans. • For Plumbing & Drainage information, telephone Whitsunday Regional Council customer contact on 1300 972 753 (between 8.00am and 5.00pm Monday to Friday).
<p>Step 5</p> <p>Approval to discharge trade waste</p>	<p>Approval to discharge trade waste</p> <ul style="list-style-type: none"> • Prior to discharging trade waste into the wastewater system you will need to have a “Trade Waste Approval” from Council. • Application forms are available at Whitsunday Regional Council’s website www.whitsundayrc.qld.gov.au or by phoning 1300 972 753. Applications can be lodged at any Whitsunday Regional Council’s Council Customer Service Centre. <p><i>Note: A clearance from the Plumbing and Drainage Section or Building Department is not an approval to discharge trade waste to WRC wastewater system. The owner of the property discharging trade waste must complete the Application For Approval to Discharge Trade Waste to WRC wastewater system prior to the commencement of business.</i></p>

Table 1: Operational Guide by Category - Pre-Treatment, Analysis and Quantity & Quality

Operational Guide	Category 1 Approval	Category 2 Approval	Category 3 Approval
Description	Low Volume	Medium Volume	High volume
Pre-Treatment	- Approved Device - Cleaning frequency determined by WRC	- Approved Device - Cleaning frequency determined by WRC	Approved onsite pre-treatment system should meet sewer admission limits
Analysis	Requirement	Requirement	Requirement
Periodical Audit	✓	✓	✓
Quarterly Audit	✗	✓*	✓
Contaminants to measure	Admission Limit	Admission Limit	Admission Limit
pH	6-10		
COD	<2000mg/l		
TSS	<600mg/l		
TOG	<100mg/l		
TKN	<150mg/l		
TP	<50mg/l		
Volume	350KI/year (max)	350-5000KI/year (max)	>5000KI/year
*Subject to WRC discretion			

Note: please refer to the Trade Waste Environmental Management plan for further details on the trade waste fees and charges structure.