

## What is Wastelog?

Our Wastelog program monitors the regular pump-out of your food and oil interceptor. Licensed waste contractors from the Environment Protection Authority register all pump-outs within our service area. Wastelog transporters offer a service that includes automatic scheduling and registration of pump-outs to help food businesses streamline the process.

### To arrange a commercial trade waste consent:

- Complete a trade waste application form (visit [southeastwater.com.au/tradewaste](http://southeastwater.com.au/tradewaste) or call **9552 3662**).
- Submit the form to South East Water along with an application fee payment.
- We will contact you within 10 business days of receiving your application. If approved, a commercial trade waste consent will be granted.

# Commercial trade waste

Important information for your food business



## To contact us

### Phone

Trade waste team	<b>(03) 9552 3662</b>
Account enquiries	<b>131 851</b>
Faults and emergencies	<b>132 812</b>
Country & interstate callers	<b>(03) 9552 3000</b>
Hearing impaired service	<b>133 677</b> (ask for 131 851)
Interpreter service	<b>(03) 9209 0129</b>

### Head Office

WatersEdge 101 Wells Street Frankston VIC 3199  
PO Box 2268 Seaford VIC 3198

[southeastwater.com.au](http://southeastwater.com.au)

## What is commercial trade waste?

Commercial trade waste is liquid waste discharged to the sewer from food businesses. It is generated from washing and sanitising utensils, containers, floors, benches and bins.

## Why do I need a commercial trade waste consent?

If your business is classified by your Council Health Department as Class 1, 2 or 3, is located in our service area and discharges commercial trade waste, you will need a commercial trade waste consent.

We are responsible for managing and treating trade waste to prevent: sewer blockages, spills and damage; health hazards to sewer workers; and threats to the environment. We work with food businesses to ensure the sewerage system is protected.

Commercial trade waste discharge is only permitted after we receive your written application and we assess the trade waste as acceptable. For trade waste to be acceptable, it must first be pre-treated in a food and oil interceptor of sufficient size for the volume of waste your business generates.

In your trade waste application form, you will need to provide information about:

- the nature of your business
- the number of kitchen fixtures that generate wastewater (such as sinks and dishwashers)
- the council registered seating capacity.

This will determine the food and oil interceptor size required for your business.

Once we have approved your application, a commercial trade waste consent will be granted.

**The  
commercial  
trade waste  
consent helps  
protect the  
sewerage  
system.**

## Why do I pay trade waste charges?

Trade waste charges cover the cost of managing trade waste consents. This includes:

- administration (phone calls and reminder letters for overdue food and oil interceptor maintenance)
- ensuring businesses have trade waste consents and adequately-sized food and oil interceptors
- inspecting new food and oil interceptor installations
- monitoring food and oil interceptor maintenance and pump-out frequency
- non-compliance investigations
- inspecting sewer blockages or spills linked to fats and oils
- maintaining and upgrading computer systems used to manage trade waste customers.

For a list of current trade waste charges, visit [southeastwater.com.au/tradewaste](https://southeastwater.com.au/tradewaste)

## Why do I need a food and oil interceptor?

You will need to install a food and oil interceptor, as outlined in your commercial trade waste agreement, to help prevent sewer blockages.

A food and oil interceptor is a tank or pit that intercepts fat, oil and food particles before the waste enters the sewer. It slows the flow rate of waste, causing fats and oils to float to the surface and solids to settle on the bottom. These elements are trapped in the interceptors and accumulate over time.

It is your responsibility to pump-out the food and oil interceptor at the frequency specified in your trade waste consent. This ensures it continues to work effectively and helps to prevent sewer blockages. These pump-outs are monitored by a South East Water program called 'Wastelog'.

For a copy of the trade waste application form, visit [southeastwater.com.au/tradewaste](https://southeastwater.com.au/tradewaste) or call **9552 3662**.