

Frequently asked questions

Trade Waste

Q What is trade waste?

A Trade Waste is any wastewater discharged from commercial, industrial, laboratory or trade activities, specifically excluding any wastewater discharged from private residential premises.

In accordance with our Water and Sewerage Licence we are empowered to manage trade waste by the Water Act 1989. The role of our Trade Waste is to provide a commercially viable and customer focused trade waste transfer service while not accepting waste that doesn't meet with our requirements. It also manages the Trade Waste Agreement process and associated matters.

Q What is a Trade Waste Agreement?

A All Trade Waste customers require a Trade Waste Agreement or Consent prior to any discharge commencing. This is required by law and is necessary in order to effectively manage the risks associated with the trade waste. The Agreement is essentially a performance contract between the customer and South East Water.

There are essentially six types of Trade Waste Agreements:

- Industrial Trade Waste Agreement: Issued to all Industrial Trade Waste customers that produce trade waste effluent that is considered a medium to high risk.
- Industrial Trade Waste Consent: Provided to Industrial Trade Waste customers that are considered low in risk.
- Commercial Trade Waste Consent: Primarily targeted to manage the risks associated with the disposal of greasy food waste into the sewer from commercial food premises such as Restaurants, Café's, Bakeries, Take Away Food Outlets, Butchers, etc.
- Food Waste Agreement: Designed specifically for customers who dispose food waste to sewer via food disposal units, and potato and vegetable peelers.
- Tankered Waste Agreement: Allows EPA licensed waste transporters to cart and dispose of waste from septic tanks to specified sewage dumping points, at specified times.
- Emergency Trade Waste Agreement: This covers circumstances when a special one - off Trade Waste Discharge Agreement may be issued to a customer for a limited period of time.

Q How do I apply for a Trade Waste Agreement?

A A variation to an agreement may be issued in circumstances where a customer is unable to comply with its limits. The customer is required to submit a detailed letter applying for a variation, specifying the actual limits required determined through a sampling program, as well as how the limits were derived and what has been done to try and reduce the actual discharge level.

Q What is a variation to a Trade Waste Agreement?

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Q How does the risk ranking system associated with accepting trade waste work?

A We assign all Trade Waste customers a Risk Ranking based on their business activities, trade waste volume and quality, their history and their location in relation to proximity to a sewage treatment plant. The ranking system ranges from 1 to 5. Risk Rank 1 customers pose the highest risk and Risk Rank 5 customers the least. It also determines the frequency of Site Inspections and Self Monitoring.

Q How are non-compliance issues dealt with?

A Occasionally a Trade Waste customer may fail to comply with one or more of the conditions set out in their Trade Waste Agreement. In these circumstances, we have the ability under the Water Industry Act and Water Industry Regulations to issue a Notice of Non-Compliance to the customer. South East Water uses a three-stage Non-Compliance process outlined in the Trade Waste Information booklet.

Q What can I expect from a site inspection?

A Site inspections are carried out regularly, and the Trade Waste Officer will take a sample of the trade waste effluent if there is a discharge to sewer.

Site inspections also provide an opportunity for South East Water and the customer to discuss any trade waste issues, such as waste management and cleaner production.

Q What are Trade Waste standards?

A Industrial Trade Waste Agreements and Consents have a Schedule of Standards for trade waste discharged to the sewerage system. This schedule outlines all the chemical parameter limits that can be accepted into the sewerage system, and is available from South East Water if requested.