

# Our trade waste charges 2024–25

## Everything you need to know

### Does your commercial or industrial business generate liquid waste?

#### Trade waste charges:

- cover the cost for us to transfer, monitor, treat and administer this waste
- are separate to service and usage charges for water and sewage waste (e.g. toilets, sinks and other amenities)
- are exempt from GST.

#### Trade waste application charge

Each trade waste customer is charged a fee of \$64.77 to cover the costs of processing a trade waste application.

#### Ongoing charges

##### Trade waste agreement charge

This annual charge is to administer and monitor your trade waste agreement/s. The level of the charge is based on your risk ranking, which we'll assign to you based on your business activities, trade waste volume and quality, your history and how close you are to a water recycling plant.

Risk rank	Annual charge
1 (highest risk)	\$17,016.63
2	\$8,508.29
3	\$5,672.12
4	\$2,836.03
5 (lowest risk)	\$494.61

### Volumetric and quality charges

Additional charges apply if your trade waste exceeds any one of these parameters:

- Volume greater than 1,000 kL/year
- Biochemical Oxygen Demand greater than 600 mg/L
- Suspended Solids greater than 600 mg/L
- Total Kjeldahl Nitrogen greater than 50 mg/L

Volume and quality	Charges
Volume	\$1.1095/kL
Biochemical Oxygen Demand	\$1.0967/kg
Suspended Solids	\$0.6148/kg
Total Kjeldahl Nitrogen (greater than 50 mg/L)	\$2.4096/kg

### How we measure volume and quality

We measure the volume of your trade waste discharged into the sewerage system using one of these methods:

- An electromagnetic flow meter installed on the trade waste discharge line.
- Estimating the proportion of metered water supplied to your property, which is discharged as trade waste (based on the average value for your industry unless you provide us with reliable alternative data).
- Other methods that we agree on together.

We can also determine the volume and quality of your trade waste discharged to the sewerage system by:

- assigning an industry average for volume and/or Biochemical Oxygen Demand, Suspended Solids and Total Kjeldahl Nitrogen based on South East Water's database, or
- agreed site specific sample data, or
- ongoing routine sampling at your site, as detailed in your Trade Waste Consent.

In cases where an alternate water supply exists (such as tank water), an electromagnetic flow meter must be installed.

## Examples of volumetric and quality charges

### Example one: mechanical workshop

A new mechanical workshop is discharging less than 1,000 kL of trade waste per year. Biochemical Oxygen Demand is 100 mg/L and Suspended Solids are 200 mg/L.

#### One-off charge

Trade waste application fee	\$64.77
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#### Ongoing charges

Trade waste agreement charge (risk rank 5)	\$494.61
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Volumetric and quality charges	N/A
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### Example two: laundrette

A new laundrette is discharging 3,650 kL of trade waste per year. Biochemical Oxygen Demand is 100 mg/L and Suspended Solids are 200 mg/L. Total Kjeldahl Nitrogen is 20 mg/L.

#### One-off charge

Trade waste application fee	\$64.77
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#### Ongoing charges

Trade waste agreement charge (risk rank 5)	\$494.61
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#### Volumetric and quality charges

Volume (\$1.1095/kL x 3650kL/year)	\$4,049.68
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Biochemical Oxygen Demand (\$1.0967/kg x 0.1kg/kL x 3650kL/year)	\$400.30
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Suspended Solids (\$0.6148/kg x 0.2kg/kL x 3650kL/year)	\$448.80
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Total Kjeldahl Nitrogen	N/A
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Total volumetric and quality charges	\$5,458.15
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### Example three: abattoir

A new abattoir is discharging 36,500 kL of trade waste per year. Biochemical Oxygen Demand is 1,000 mg/L and Suspended Solids are 500 mg/L. Total Kjeldahl Nitrogen is 80 mg/L.

#### One-off charge

Trade waste application fee	\$64.77
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#### Ongoing charges

Trade waste agreement charge (risk rank 1)	\$17,016.63
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#### Volumetric and quality charges

Volume (\$1.1095/kL x 36,500kL/year)	\$40,496.75
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Biochemical Oxygen Demand (\$1.0967/kg x 1kg/kL x 36,500kL/year)	\$40,029.55
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Suspended Solids (\$0.6148/kg x 0.5kg/kL x 36,500kL/year)	\$11,220.10
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Total Kjeldahl Nitrogen (\$2.4096/kg x 0.08kg/kL x 36,500kL/year)	\$7,036.03
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Total volumetric and quality charges	\$99,341.81
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**Did you know?** Around 73 per cent of our trade waste customers are in the food industry.

### How to get in touch

**Email** [tradewaste@sew.com.au](mailto:tradewaste@sew.com.au)

**Trade Waste Admin team** 03 9552 3662

**Report a leak or check water interruptions**  
[mysupport.southeastwater.com.au/LIVE](https://mysupport.southeastwater.com.au/LIVE)

#### Account enquiries

13 18 51 open 8am – 6pm, Mon – Fri

**Faults and Emergencies** 13 28 12 open 24hrs

**TTY users** 13 36 77 (ask for 13 18 51)

**Interpreter Services** 03 9209 0130 (all languages)

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