

## AMENDMENTS TO TRADE WASTE ACCEPTANCE CRITERIA

### INCREASING THE LIMIT OF OIL, FAT & GREASE ACCEPTANCE CRITERIA

South Gippsland Water has found the limit initially set out 5 years ago when this charter was introduced has been too low and customers cannot achieve these limits, as such the Corporation is proposing to increase the limit from 30 mg/L to 100mg/L.

### NEW TEMPERATURE ACCEPTANCE CRITERIA

The current customer charter has no criteria listed for the temperature of wastewater discharged. High temperature wastewater can be a safety risk due to dangerous gases within the sewer system, or exposure for our staff to high temperatures when working on our infrastructure. The temperature limit will also assist in protecting our infrastructure. The proposed new criteria requires wastewater discharged to be a maximum of 38 degrees celsius.

### NEW REFERENCE TO RADIOACTIVE SUBSTANCES

The current customer charter has no reference to radioactive substances in wastewater discharged. Radioactive compounds puts the health and safety of people and the environment at risk. As such, customer's discharging trade waste must comply with the Radiation Regulations 2007 as amended or replaced from time to time



## TRADE WASTE CUSTOMER CHARTER

South Gippsland Water is required to have a customer charter for Trade Waste Customers. The purpose of this charter is to inform its customers about the Trade Waste services performed by South Gippsland Water and the respective rights and responsibilities of South Gippsland Water and of its customers.

As a requirement of this Charter, South Gippsland Water is undertaking consultation regarding the proposed changes to the Statement of Approved Acceptance Criteria.

## CALL FOR SUBMISSIONS

South Gippsland Water is calling for submissions regarding the proposed changes to the Trade Waste Acceptance Criteria. Submissions are open until 30/08/2017. Submissions will be published to the South Gippsland Water website, unless notified that a submission or part thereof is confidential.

A formal submission can be submitted via our website: [www.sgwater.com.au/business/trade-waste/](http://www.sgwater.com.au/business/trade-waste/)

**The Trade Waste Team is available for discussion on 03 5682 0444 or you can email [sgwater@sgwater.com.au](mailto:sgwater@sgwater.com.au)**



### ASSET PROTECTION & WORKING TO AVOID SEWER SPILLS

The Corporation aims to promote the efficient management of trade waste for the health and safety of the public, environment and South Gippsland Water's people and property.

The Trade Waste Team work with customers who discharge liquid waste generated by industry, trade or businesses. Generally this waste is of higher concentration and requires pre-treatment. The characteristics of trade waste means that it is more costly to treat and discharge back to the environment. As a result of this higher cost, the tariff structure is different to account for these costs.

Proposed revised fees reflect a higher contribution from customers who place increased load on the system.



### PROPOSED TRADE WASTE CHANGES & NEW FEES

#### DEEMED CUSTOMER FEE DISCOUNT - 15%

Currently Deemed customers pay the same fee as Category 1 Trade Waste Customers. Due to Deemed customers being a lower risk to the Corporation, the proposed Deemed charge will now be applied as a 15% Discount to the Category 1 Trade Waste charge.

#### TREATMENT VIOLATION FEE - \$299.51 PER YEAR/\$99.83 PER BILL

South Gippsland Water is proposing to implement a Treatment Violation Fee. This is designed to cover the extra costs incurred when a trade waste customer doesn't maintain their grease trap.

The Treatment Violation Fee may be charged as a result of:

- Failure to pump out grease trap or provide certificate
- Failing to complete a trade waste application

#### ASSET PROTECTION FEE - \$1460.96 PER YEAR / \$486.98 PER BILL

This proposed fee is to be charged to customers who have not installed the required pre-treatment infrastructure or devices.

As a result, the sewer system in the vicinity of these properties requires more regular cleaning and maintenance. The Asset Protection Fee provides funds for this cleaning and maintenance, to assist in preventing sewer spills and blockages.



### PROPOSED NEW WASTEWATER TARIFF MODEL

Proposed changes to the wastewater tariff model will see Cistern Tariffs and Cistern Volumetric Fees abolished. A Sewer Access Fee or the existing Trade Waste Category Fee will apply, along with a new wastewater volumetric fee structure. The new model proposed places more emphasis on customers with a higher contribution to wastewater treatment and operating costs

### YOUR FEEDBACK IS WELCOME

Contact the Trade Waste Team regarding changes to Trade Waste, or; the Communications Team to register to participate in further consultation on the new Wastewater Tariff Model.:

**03 5682 0444 or [sgwater@sgwater.com.au](mailto:sgwater@sgwater.com.au)**

