

TRADE WASTE DISCHARGE

Customer rights and obligations



What is trade waste?

Trade waste is liquid waste other than domestic sewage. It is wastewater that would normally be generated from a commercial, business, industry, trade or manufacturing premises.

Responsibility for Trade Waste discharge

It is the occupier of the premises (ie it includes a tenant), who is responsible for the discharge of Trade Waste from the premises.

In some cases, the owner of the premises (even if there is a tenant) will still have responsibilities.

How can a business discharge Trade Waste?

It is an offence (ie, a breach of the law) under the *Water Act 1989* to discharge Trade Waste into the sewerage system without either a Trade Waste Agreement ("TWA") or a Consent to discharge ("Consent").

How do I apply for a Trade Waste Agreement or Consent?

You can download an application form from the South Gippsland Water webpage under the Business section, via www.sgwater.com.au or www.sgwater.com.au/business/trade-waste/, or simply call our customer service team on 1300 851 636.

The application process is not difficult and our personnel will assist.

Different types of Trade Waste Agreements and Consents

Where the trade waste discharge is more significant, either in volume or because of what it contains, the occupier may be asked to enter into a more detailed TWA. For more straightforward discharge situations, a Consent is normally provided.

Are special on-site works required?

In some cases you may be required to install on-site works, such as a grease trap or other infrastructure. Sometimes that can be difficult because of the size and layout of the site, in which case, you will need to speak with our personnel about alternatives that may be available.

Guidance about what is likely to be appropriate for your premises can be obtained through our website or by calling our team.

What if the business operator does nothing?

South Gippsland Water has instituted a program of education and reminders to invite those businesses which do not have the appropriate TWA or Consent to apply for a TWA or Consent.

In many cases, occupiers do not know what is required of them, however, in some cases, despite letters, personal contact and reminders, occupiers simply fail to respond. After appropriate opportunities have been given to comply, it may then be necessary for South Gippsland Water to take more serious steps, which may include:

- Notice under the *Water Act 1989* in relation to contraventions and/or the requirement to carry out particular works;
- subject to appropriate preconditions, South Gippsland Water can enter premises and carry out works and recover the cost of those works from the business operator;
- to cut off the sewerage (and trade waste discharge) service to the premises;
- to prosecute the business operator (ie, the occupier and/or owner) for a breach of the *Water Act 1989*.

Whilst enforcement action is regrettable, a continuing discharge into the sewerage system, without the necessary TWA or Consent is a breach of the law and has the potential to adversely impact the environment through its impact on the sewerage system.

Further Information

Please contact South Gippsland Water's Trade Waste Department at:

14-18 Pioneer Street (PO Box 102)
FOSTER VIC 3960

www.sgwater.com.au

Telephone: (03) 5682 0444
Fax: (03) 5682 1199