

# Liquid trade waste

## Frequently asked questions

### What is considered trade waste?

Liquid trade waste is the waste discharged into our sewer system from any business that is not considered domestic in nature. This means all waste other than from a hand wash basin, shower, bath or toilet.

It includes all types of trade, factory, and chemical waste, for example hairdressing, dishwashing, disposal of oil from fast food outlets and restaurants, manufacturing and mining chemicals.

Waste from pump out toilets and caravan parks are also considered liquid trade waste.

Storm water or unpolluted water is excluded from the liquid trade waste classification, as these are not permitted to be discharged into the sewer system at any time.

### Why do we need to worry about the disposal of liquid trade waste?

There are many reasons for why we must introduce a liquid trade waste policy. They include:

- To comply with NSW Government Policy
- To protect our environment
- To protect public health and safety
- To protect the health and safety of Essential Water employees
- To protect Essential Water assets
- To ensure the re-use of effluent or bio-solids is feasible
- To assist Essential Water to meet its statutory obligations
- To reduce the cost of operating sewerage treatment plants, and cost to our customers.

### What is Essential Water doing about trade waste?

Following the requirements set out by the New South Wales Office of Water, Essential Water has introduced a Trade Waste Policy that sets out the standards that customers discharging liquid trade waste into our sewer system must follow.

Essential Water encourages the pre-treatment of waste and has put controls in place for all liquid waste that enters our sewer system.

Essential Water requires all liquid trade waste dischargers to obtain permission to discharge waste into our sewer system by filling out an application form that outlines their requirements based on type of business. They may undergo monitoring and sampling and must comply with all of the terms and conditions outlined in our Trade Waste Policy.

### Will there be fees and charges involved?

Yes, there will be fees and charges. These charges are to help with the significant capital and operating costs of the treatment, monitoring and inspection costs of liquid trade waste. Essential Water has set these fees and charges following the New South Wales Office of Water Liquid Trade Waste Regulation Guidelines 2009. Property owners are responsible for payment of these fees and charges. If the property is leased it will be up to the owner and lessee to have their own arrangement for any recovery of these fees and charges.

### What are the fees and charges?

Fees and Charges are grouped into categories dependant upon discharge type.

- Category 1 for discharges requiring nil or minimal pre-treatment.
- Category 1A for discharges with prescribed pre-treatment.
- Category 2 for discharges requiring prescribed treatment.
- Category 3 for large discharges (over 20 kL/day) and industrial waste.

Below is a summary table showing what fees and charges are paid by each trade waster discharger.

| Discharge Category   | 1    | 1A  | 2   | 3   |
|--|------|-----|-----|-----|
| Application Fee  | Yes* | Yes | Yes | Yes |
| Quarterly Non – Residential Sewerage Bill with appropriate Sewer Usage Charges | Yes  | Yes | Yes | Yes |
| Annual Trade Waste Fee   | Yes  | Yes | Yes | Yes |
| Re – Inspection Fee (when required)  | Yes  | Yes | Yes | Yes |
| Trade Waste Usage Charge/kL  | No   | No  | Yes | No  |
| Non Compliant Trade Waste Usage Charge/kL (if required)                        | No   | Yes | Yes | No  |
| Excess Mass Charges/kg   | No   | No  | No  | Yes |
| Non – Compliance Excess Mass Charges (if required)                             | No   | No  | No  | Yes |
| Non – Compliance Penalty (if required)   | Yes  | Yes | Yes | Yes |

\* Not applicable for dischargers exempted in Table 1 of the Essential Water Policy.

For full details of fees and charges associated with trade waste please contact our us on 13 23 91 or visit our website [essentialwater.com.au](http://essentialwater.com.au)



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### Who is a trade waste discharger?

#### Category 1 Discharger

Typical activities may include food preparation activities that do not generate oily/greasy waste:

- Animal wash
- Bakery (only bread baked on site)
- Café/coffee shop
- Ice-cream parlour (take away only)
- Juice bar
- Community hall (minimal food)
- Dental surgery (no X-ray)
- Sandwich shop/salad bar
- Fruit and vegetable shop
- Doctor's surgery (no X-ray)
- Jewellery shop
- Hairdressing
- Hotel
- Canteen
- Motel
- Day care centre
- Delicatessen
- Florist
- Veterinary (no X-ray)
- Funeral parlour

**Some common pre-treatment devices include:** sink strainers, bucket trap with fixed screens, plaster arrestor etc.

#### Category 1A Discharger

Typical activities may include dischargers who are conducting an activity deemed by Essential Water as requiring prescribed pre-treatment but have low impact on the sewerage system as their discharge is usually of low strength:

- Boiler blowdown
- Educational facilities
- Laboratory (analytical/pathology)
- Vehicle washing
- Cooling tower
- Industrial boilers
- Laundry

**Some common pre-treatment devices include:** cooling pit/tank, dry basket arrestor, solids settlement pit, silt arrestor, lint screens etc.

#### Category 2 Discharger

Typical activities may include food preparation activities that do generate oily/greasy waste:

- Automotive dismantler
- Medical centre (with X-ray)
- Maintenance & cleaning
- Glass cutting & grinding
- Optical Services – medical
- Mechanical workshop
- Service station covered forecourt
- Chicken/poultry shop
- Bus/Coach depot
- Screen printing
- Equipment hire
- Panel beating
- Butcher
- Shopping complex
- Fast food outlet
- Stone working

- Bakery (pies, sausage rolls, cakes etc)

- Fish shop (cooking on-site)

**Some common pre-treatment devices include:** grease arrestor, solids settlement pit, silver recovery unit, oil separator, lint screen and coalescing plate separator etc.

#### Category 3 Discharger

Typical activities may include:

- Soft drink/cordial manufacturing
- Large scale baking
- Plant nursery (open spaces)
- Bitumen & tar production
- Chemical manufacturing
- Extrusion & moulding (plastic/metal)
- Fibreglass manufacture
- Sheet metal fabrication
- Food processing
- Meat processing
- Manufacturing
- Metal processing
- Sandblasting
- Saleyards
- Timber processing

**The pre-treatment equipment may be complex depending on the nature of the activity. However, the more common devices include:** pH neutralising tank, cooling pit, lint screen and precipitate removal tanks etc.

### What can I do to reduce the cost to my business?

You can reduce the cost of the liquid trade waste to your business by reducing your water consumption, ensuring good housekeeping and minimising waste production.

#### Water conservation measures include:

- Using water efficient appliances
- Don't leave taps or hoses running
- Use high pressure hoses or hoses with trigger nozzles for washing vehicles and equipment
- Recycle water wherever possible.

#### Good housekeeping practices include:

- Ensure all equipment is properly cleaned and maintained
- Never put fat, oil, grease and solvents down a sink or drain. Arrange for collection by a licensed waste transporter
- Where practical, use less oil in cooking
- Use cleaning products that have a pH of 7-9 at working concentrations

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- Use low (or no) phosphate content cleaning products and use as little cleaning product as possible
- Never put solid wastes of any type down the sink. Install a sink strainer, and provide suitable garbage containers
- Put signs up around the kitchen, so that all staff know what can and what cannot be put down the sink
- Installing and maintaining pre-treatment equipment.

### Waste minimisation includes:

- Conducting a waste audit, including an examination of the process itself
- Discussing waste minimisation with similar businesses or your Industry Associations
- Training employees to perform tasks in the correct manner and to understand the effect their actions can have on the environment.

### Are there any substances that I cannot discharge into the sewer?

Yes, never put the following down the drain:

- Organochlorine weedicides, fungicides, pesticides, herbicides and substances of a similar nature and/or wastes arising from the preparation of these substances

- Organophosphorus pesticides and/or waste arising from the preparation of these substances
- Any substances liable to produce noxious or poisonous vapours in the sewerage system
- Organic solvents and mineral oil
- Any flammable or explosive substances
- Discharges from 'Bulk Fuel Depots'
- Chromate from cooling towers
- Natural or synthetic resins, plastic monomers, synthetic adhesives, rubber and plastic emulsions
- Rain, surface, seepage or subsoil water, unless specifically permitted
- Solid matter.

There are penalties for not complying with Essential Water's Trade Waste Policy.

### What is pre-treatment?

Pre-treatment involves removing contaminant from the waste water prior to discharging it into our sewer system. It includes installing and maintaining devices such as sink screens, grease and oil arrestors, and settlement pits.

The pre-treatment process and installation of equipment is an essential component in the regulation of trade waste because it assists in reducing the concentration levels of substances discharged from business activities to levels that the sewerage system can effectively transport and treat. If a business fails to comply with the upper pollutant concentration limits as set out in our Trade Waste Policy, then a non-compliance charge or excess mass charge will apply.

### What will happen next?

An Essential Water employee will contact you in relation to performing a site inspection at your premises. Samples of your waste water may be taken to help determine what chemicals and waste you may be discharging into our system.

We will explain the application process to you and will enter into an agreement with you in accordance with our Trade Waste Policy. Your rights and responsibilities will be explained to you, and you will have the opportunity to ask questions about the Trade Waste processes.

**If you require any further information please contact us on 13 23 91 or visit [essentialwater.com.au](http://essentialwater.com.au) or [www.water.nsw.gov.au](http://www.water.nsw.gov.au)**

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