



TRADE WASTE

Information Package



Table of contents

Introduction	1
- GMMWater sewerage systems	1
- What is trade waste?	1
Trade waste management	2
Legal and regulatory framework	3
- <i>Water Act 1989</i>	3
- GMMWater Trade Waste Customer Charter	3
Trade waste category	4
- New trade waste customers	5
- Exemptions	6
Pretreatment equipment	7
- Maintenance of pretreatment equipment	8
- Installation requirements	9
Trade waste compliance	10
Fees and charges	10
Non-compliance	11
Dispute resolution	12
Who to contact and how to lodge applications	12



Introduction

This booklet assists trade waste customers to understand their rights and responsibilities, as well as outline GMMWater's role and procedures in the management of trade waste.

GMMWater sewerage systems

GMMWater has one of the largest geographic footprints of all Victorian water businesses, covering some 62,000 square kilometres extending across the Grampians, Wimmera and Mallee regions.

We provide wastewater services to a number of towns involving complex networks of sewer mains, pumping stations and wastewater treatment plants. We process 4000 million litres of domestic sewage and trade waste every year.

What is trade waste?

Trade waste is generally considered to be the liquid waste discharged to a sewer from commercial and industrial processes.

Trade waste is not from a domestic waste source such as residential kitchens, toilets or bathrooms.

Trade waste management

GMMWater sewerage systems are designed to carry domestic wastes which are of a predictable quality. Unless properly controlled, trade waste discharges can put increased stress on the sewerage system and has the potential to cause serious problems affecting public health, the environment, GMMWater staff, wastewater treatment plants and other sewerage infrastructure.

GMMWater is committed to working co-operatively with trade waste customers to satisfy the following objectives:

- Ensure that trade waste received at wastewater treatment plants is not toxic so it does not interfere with the biological treatment process. This will ensure no adverse impact on the integrity or operation of the sewerage system occurs.
- Enable the safety and quality of biosolids produced for agriculture and vineyard use.
- Ensure that trade waste management guidelines are practiced to reduce waste discharge.
- Minimise the cost to GMMWater customers in processing trade waste.
- Protect the safety of operations and maintenance staff.



Legal and regulatory framework

Water Act 1989

Grampians Wimmera Mallee Water Corporation, trading as GMMWater, is a statutory corporation with water supply and sewerage responsibilities defined by the *Water Act 1989*. It is an offence under the Act if any customer allows anything other than domestic waste to be discharged into the sewerage system without the permission of GMMWater.

GMMWater Trade Waste Customer Charter

The GMMWater Trade Waste Customer Charter has been developed in accordance with the Essential Services Commission Customer Service Code, to provide administrative arrangements for managing trade waste within our region. If trade waste is discharged to a GMMWater sewerage system, it must be done in accordance with the Essential Services Commission Customer Service Code.

The Trade Waste Customer Charter details services provided by GMMWater and identifies the rights and responsibilities of businesses and GMMWater. The Trade Waste Customer Charter applies from 1 March 2023 and should be read in conjunction with Essential Services Commission's Customer Code. Working with its customers, GMMWater ensures consistent, transparent and timely decisions on trade waste applications and management. Communication with the customer is established within 10 business days.

GMMWater will consult with trade waste customers on any changes to the Trade Waste Customer Charter and inform each customer within the next billing cycle of any changes.

For a copy of the Trade Waste Customer Charter and Code, please visit GMMWater's website at gmmwater.org.au/tradewaste or contact GMMWater's Customer Call Centre on 1300 659 961.

Trade waste category

All Category 1, 2, 3 and 4 trade waste customers discharging trade waste to a GMMWater sewerage system are required to apply for a Trade Waste Consent or Agreement. GMMWater will work with trade waste customers to determine if a trade waste letter of approval, consent or agreement is required.

GMMWater has categorised trade waste businesses in the following manner, which determines each business' requirements and trade waste charges. More information on fees and charges is detailed on page 10.

e.g. Commercial premises
connected to sewer.

MINOR

Category 0 - Letter of approval required

Customers will be deemed to be Category 0 customers upon written confirmation from GMMWater stating that their continued discharge to GMMWater's sewer system will be considered as entering into Consent to Discharge. Refer to section 4.4 of the Customer Service Code and GMMWater's Customer Service Charter.

This includes commercial establishments or businesses that discharge small quantities of trade waste to GMMWater's sewer system which is of a similar nature to domestic sewage. It does not involve the manufacturing, processing or production of goods. These customers are required to hold a trade waste letter of approval before they can discharge any trade waste.

e.g. Food premises/
vehicle wash.

MINOR

Category 1 and 2

GMMWater will issue Category 1 and 2 customers with a Trade Waste Consent to discharge trade waste to its sewerage scheme. Trade Waste Consents are issued to the occupier of the business and is non-transferable.

It is the customer's responsibility to notify GMMWater of a change of occupier or any change to the trade waste generating processes. A new occupier needs to apply for a new Trade Waste Consent. Refer to the table on page 6 for examples of Category 1 and 2 trade waste customers.



e.g. Food premises/
vehicle wash.

MINOR

Category 1 - Trade waste consent required

Commercial establishments producing kitchen-type or laundry wastes where the volume does not exceed 750 kilolitres/year. This category generally covers businesses listed on page 6.

Category 2 - Trade waste consent required

Commercial establishments producing other waste types in high volumes (not exceeding 750 kilolitres/year) and a low pollutant load. This category might include discharges from businesses listed on page 6.

e.g. Abattoirs.

MAJOR

Category 3 and 4 - Trade waste agreement required

A customer whose business is defined as Category 3 and 4 must apply for and receive a Trade Waste Agreement before discharging trade waste. GMMWater will review applications on a case-by-case basis and determine relevant levels of pretreatment to ensure compliance with the Trade Waste Customer Charter.

Large discharges and industrial waste that is considered a greater risk to sewerage systems than Category 1 and 2 trade waste customers.

Trade waste with characteristics which are outside the threshold concentration as per acceptance criteria but is capable of being treated by GMMWater's treatment facility.

New trade waste customers

All new trade waste customers must complete a trade waste application form. If the applicant meets the requirements of GMMWater's Trade Waste Customer Charter, a Trade Waste Consent or Agreement will be issued.

Exemptions

GWMWater may, upon written application by a trade waste customer, consider a customer exempt from certain conditions at its discretion, but holds the right to impose additional terms and conditions as warranted.

Category 1 and 2 - Minor trade waste customers include:

Food preparation		
Bakeries Boarding houses (B&B) Butchers Cafes / Cafeterias Canteens Clubs (with hot food preparation) Coffee / sandwich shops Commercial kitchens	Community halls Delicatessen Function centres Garbage washes Hot take-away foods Hotels	Hot bread kitchens Ice-cream parlours Hospitals Hospitality industries Motels Restaurants Take-aways School (home science rooms)
Petrol, oil, grease		
Radiator repairs Auto wreckers Lawn mower repairs Mechanical workshops	Engine/gearbox Reconditioning Panel beating/spray painting Vehicle washing	Service station Car detailing
Chemicals, paint		
Laboratories Screen printers	School laboratories Maintenance workshops	TAFE / school workshops
Photographic, x-ray		
Photo processing Dental	X-Ray and radiation devices (including medical practices)	Photographic
Other process		
Hobby clubs/crafts Laundromats / commercial laundries / dry-cleaners Boilers Kennels	Building services (air conditioning) Food / chemical processing manufacturing Fish - fresh (retail store)	Municipal pool Morgue Septic tank contractors / portable toilet wastes Shopping complexes



Pretreatment equipment

A condition of a Trade Waste Consent or Agreement may require certain pretreatment equipment to be installed, such as:

Balancing pit/mixing tank

A pit or tank used to balance high strength discharge 'peaks'.

Prevents 'shock' loads of toxic substances discharged to the plant.

Mixing of slightly acidic and alkaline wastes may bring the pH to a level acceptable for sewer discharge. Useful where small volumes of waste may be mixed to produce an acceptable effluent
e.g. photographic processing.

Cooling pit/tank

A pit or tank used to cool wastewater to 38°C or lower prior to discharge to the sewer. Prevents high temperature discharges
e.g. boiler blowdown.

Dry basket arrestor (various types)

A pit or tank fitted with a fixed screen and removable mesh basket to capture large solids and fibrous material. Different types are available for different processes e.g. laundry, food processing, car/truck wash.

Solvent and oil interceptor

A pit or tank that allows solids to sink and grease/oil to float, thereby removing them from wastewater e.g. laboratory sinks, small degreasing troughs for parts washing, silkscreen-printing.

Settling tank

A tank used to settle solids prior to the wastewater being discharged to sewer. Tanks are generally suitable for under sink use but may be enlarged for in-ground application e.g. plaster sinks, soil labs.

Petrol and oil interceptor

A system designed to separate non-emulsified oil and solids from the water. These systems are available in a variety of forms and are sized on an individual basis e.g. service stations, engine and parts wash, mechanical repairs.

Grease trap

An above ground tank or in-ground pit which allows kitchen wastewater to cool and the grease to separate from the wastewater e.g. all non-residential premises engaged in cooking and food preparation.

Please note that when sizing the unit, due consideration should be given to the temperature and frequency of discharges. In general, a minimum sized unit is 600 litres.

Screen

A facility used to catch solids before the waste discharges to sewer.

Maintenance of pretreatment equipment

Grease trap and oil/water separator systems will work efficiently provided that the accumulated grease/oil is removed on a regular basis. Pretreatment equipment becomes progressively less efficient as grease, oil and sludge accumulates.

The frequency of cleaning will depend upon the nature and volume of the trade waste that is generated, however it must be timed to ensure that the grease build up does not exceed 75 mm from the base of outlet pipe inside the grease trap.

The use of solvents, enzymes, mutant or natural cultures, odour control agents or pesticides in grease traps is prohibited unless specifically approved by GWMWater.



The costs of maintaining a grease trap may be reduced substantially by implementing good house-keeping methods such as:

- Scraping plates clean before washing.
- 'Dry wipe' plates and utensils to remove excess grease.
- Collect cooking oils and fats for separate disposal or recycling.
- Refrain from tipping wastes down the sink.
- Use of minimal grease and oil for cooking.
- Use of aluminium foil to collect grease and oil spills around stoves and fryers.

Where these systems are required as a condition of a Trade Waste Consent, they must be satisfactorily maintained. Penalties occur for not maintaining pretreatment equipment.

Under the Environment Protection Regulation any contractor engaged to clear waste from pretreatment devices must hold a current licence with the Environment Protection Authority. If you need assistance to locate licensed contractors in your area, please contact GMMWater.

Installation requirements

All pretreatment equipment is to be installed in accordance with the relevant plumbing codes and regulations and must be properly maintained to ensure correct performance.

The area surrounding the pretreatment equipment should prevent rain/ stormwater, overflows of trade wastewater, sludges or chemicals from entering the sewerage or stormwater systems either by gravity or mechanical means.

Trade waste compliance

GMMWater staff will undertake regular site inspections. Maintenance records will be inspected in relation to the maintenance of trade waste equipment and all conditions of the Trade Waste Consent or Agreement will be checked to confirm that they are being met. Site inspections also provide an opportunity for GMMWater staff and the customer to discuss any trade waste issues such as waste management and cleaner production.

Fees and charges

Pursuant to the Trade Waste Customer Charter and the Customer Service Code, GMMWater charges for disposal of trade waste costs and associated administration fees.

There are a number of fees and charges that may be applicable to trade waste customers, including:

Application fee

A fee in relation to the acceptance and processing of any application to discharge trade waste into the sewerage system.

Augmentation charges

Augmentation charges may apply to cover the cost of any special works required to the sewerage system to facilitate the discharge of trade waste from a premises.

Periodic charges

Periodic charges are a fixed fee for Category 1 and 2 trade waste and a variable fee for Category 3 and 4 trade waste, based on the various criteria set out in the Trade Waste Customer Charter.

Ancillary fees

GMMWater may levy any additional charges for work done or services provided to the occupier or the premises relating to the discharge of trade waste.



To encourage waste minimisation principles, GMMWater adopts a system of quality and quantity based charges for the receipt and treatment of trade waste.

These charges include 'pay for service' tariffs to reflect the true cost of the wastewater service provided. To view a full copy of our current Schedule of Tariffs, Miscellaneous and Other Charges please refer to our website at gmmwater.org.au/charges

Non-compliance

A customer who:

- a) Fails to comply with a requirement of the Trade Waste Customer Charter; or
- b) Fails to do anything directed to be done under the Trade Waste Customer Charter, or Trade Waste Consent or Agreement; or
- c) Knowingly or recklessly submits erroneous, inaccurate or misleading information to GMMWater in connection with an application; or
- d) Refuses or fails to obey directions of an Authorised Officer with respect to the discharge of trade waste where in the opinion of that Authorised Officer the customer has failed to comply or is failing to comply with the Trade Waste Customer Charter, Trade Waste Consent or Agreement, is guilty of an offence with a penalty of up to 200 Penalty Units. For a second or subsequent offence the maximum penalty increases to 400 Penalty Units or up to six months' imprisonment.
- e) A further penalty, in addition to the above penalties, of up to 80 Penalty Units per day is payable for certain continuing offences. Penalty Units are determined by the *Water Act 1989*.

Penalty unit values are updated on 1 July each year in accordance with the Department of Treasury and Finance.

***It is illegal to discharge trade waste into
a GMMWater sewerage system
without written permission***

Dispute resolution

Occasionally a dispute may arise between GMMWater and a customer regarding the discharge of trade waste to the sewerage system. In such cases, GMMWater has a complaints procedure that aims to reach a satisfactory outcome for both parties and ensures that in cases where a dispute arises, they are thoroughly and properly investigated. Any final decision with regard to a dispute always accounts for the rights and obligations of both parties.

If a customer is still not satisfied with a decision, the matter can be referred to a mutually agreed panel for resolution or to the Energy and Water Ombudsman of Victoria - Ph 1800 500 509 / ewov.com.au

Who to contact and how to lodge application

Trade Waste Consents and Agreements are available via application to GMMWater. All trade waste fees and charges are reviewed annually.

For a copy of GMMWater's Trade Waste Customer Charter, Trade Waste Application Form, visit gmmwater.org.au/tradewaste

For a copy of our Schedule of Tariffs, Miscellaneous and Other Charges visit, gmmwater.org.au/charges

For general enquiries, please contact GMMWater's Corporate Office at 11 McLachlan Street, Horsham on 1300 659 961 during business hours.





11 McLachlan Street (PO Box 481)
Horsham, Victoria 3402

☎ 1300 659 961 bh General enquiries
☎ 1800 188 586 any time Service difficulties or faults
gwmwater.org.au

Energy and Water Ombudsman Victoria
ewov.com.au

♻ Printed on recycled paper

Ref	CMS/2509
Revision	06
Issued	March 2025