Trade Waste Policy

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1. PURPOSE

This policy establishes the technical and administrative framework for the management of trade waste by GWMWater. It ensures that associated risks to infrastructure, as well as contractual and compliance obligations, are managed effectively.

2. SCOPE

This policy applies to all GWMWater trade waste customers, classified into the following categories:

- **Category 0**: Small-scale commercial dischargers of waste similar in nature to domestic sewage.
- **Category 1**: Businesses (e.g., kitchens, laundries) discharging up to 750 kL/year of trade waste.
- **Category 2**: Businesses discharging over 750 kL/year of low-contaminant waste.
- **Category 3**: Larger or riskier discharges that still meet the Trade Waste Acceptance Criteria but pose a greater impact than Categories 1 or 2.
- **Category 4**: Trade waste that exceeds standard acceptance criteria but can still be treated by GWMWater facilities.

3. DEFINITION

Trade Waste is the liquid waste generated from any industry, business, trade or manufacturing process and discharged to GWMWater's sewers. It does not include domestic wastewater.

Domestic wastewater is the water borne waste derived from human origin comprising faecal matter, urine and liquid household waste from water closet pans, sinks, baths, basins and similar fixtures designed for use in private dwellings.

4. POLICY OBJECTIVES

GWMWater is committed to delivering safe and sustainable wastewater services by ensuring effective trade waste management. The objectives of this policy are to:

a) Understand and monitor the risks of trade waste discharges to GWMWater's sewer network.
b) Prevent negative impacts on infrastructure, environmental and human health, recycled water quality, biosolids, and irrigated products.

5. MANAGEMENT APPROACH

To meet its policy objectives, GWMWater will:

a) Identify trade waste producers and characterise their waste discharges.
b) Implement acceptance criteria through the Trade Waste Customer Service Charter.
c) Engage with customers to provide education on trade waste management and minimisation.
d) Develop and update trade waste agreements and consents, including cost-reflective tariffs.
e) Conduct compliance monitoring and site inspections.
f) Integrate trade waste controls into the Trade Waste Management Plan.

6. COMPLIANCE AND ENFORCEMENT

GWMWater regulates trade waste under the **Water Act 1989, Water Industry Act 1994** and **Water (Trade Waste) Regulations 2014** allowing acceptance only through a valid Agreement or Consent. Customers must comply with the **Customer Service Code**, **Statement of Obligations**, and **Water (Trade Waste) Regulations 2014** (expired on 22 June 2025), enabling GWMWater to manage and enforce trade waste discharge requirements. This allows GWMWater to

1. **Property Access:** GWMWater may access trade waste property with prior notice or without notice for urgent Trade Waste matters.
2. **Compliance Management**: Trade Waste breaches are managed through a structured enforcement process involving warnings, monitoring, formal notices, and opportunities to rectify issues—potentially leading to service disconnection and agreement termination if unresolved.
3. **Legal Consequences:** Serious or repeated breaches can result in prosecution, financial penalties, or imprisonment.
4. **Liability for Costs:** Customers are responsible for all costs related to enforcement, cleanup, and any damage caused by non-compliant discharges.

7. EXPECTED OUTCOME

Through effective implementation of this policy, GWMWater aims to:

- Reduce uncontrolled discharges to surface water
- Maintain or enhance the quality of recycled water, biosolids, and other WWTP products
- Support compliance with its Strategic Directions and General Environmental Duty (GED)

8. REFERENCES

a) Wastewater Quality Policy
b) Trade Waste Customer Service Charter
c) Wastewater Management System
d) Urban Customer Charter

e) Trade Waste Management program

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9. DEFINITIONS

The reader is directed to the corporation's standard definitions.