



# TRADE WASTE CUSTOMER CHARTER



CENTRAL  
HIGHLANDS  
WATER

# TABLE OF CONTENTS

---

<b>PART A – INTRODUCTION</b>	<b>03</b>
<hr/>	
<b>PART B – PROVISION OF TRADE WASTE SERVICES</b>	<b>04</b>
<hr/>	
<b>1. Application to Discharge Trade Waste</b>	<b>04</b>
1.1 Consider application	04
1.2 Response to application	04
1.3 Rejecting an application	04
<hr/>	
<b>2. Classification of Trade Waste Customers</b>	<b>04</b>
2.1 Classification requirement and purpose	04
2.2 Classification process	05
2.3 Explanation of basis for classification	05
<hr/>	
<b>3. Risk Identification and Mitigation</b>	<b>05</b>
3.1 Risk assessment by Central Highlands Water	05
3.2 Risk assessment by the Trade Waste customer	05
<hr/>	
<b>4. Trade Waste Agreements</b>	<b>06</b>
4.1 Form of agreement	06
4.2 Identify Trade Waste customers	07
4.3 Matters to be dealt with by a Trade Waste Agreement	07
4.4 “Deemed” Trade Waste customers	07
4.5 Amendments to a Trade Waste Agreement	07
<hr/>	
<b>5. Fees and Charges</b>	<b>08</b>
<hr/>	
<b>6. Acceptance Criteria</b>	<b>08</b>
6.1 Maintain approved statement of acceptance criteria	08
6.2 Changes to acceptance criteria	08
6.3 Amendment to statement of approved acceptance criteria	09
6.4 Customer specific acceptance criteria	09
<hr/>	
<b>7. Dispute Resolution</b>	<b>10</b>
7.1 Complaints and disputes policy	10
<hr/>	
<b>PART C – SEWERAGE SYSTEM CAPACITY PLANNING</b>	<b>10</b>
<hr/>	
<b>PART D – DEFINITIONS</b>	<b>10</b>
<hr/>	

# PART A INTRODUCTION

---

Central Highlands Water is a regional water corporation providing high quality drinking water, sewerage, trade waste and recycled water services to more than 130,000 customers in Ballarat and surrounding towns.

Providing fully integrated catchment-to-tap-to-catchment water services, we collect, store, filter, disinfect and deliver water, and collect and treat wastewater. The provision and management of trade waste services is an integral component of these activities.

## Purpose

Central Highlands Water has issued this Trade Waste Charter to inform our customers about the trade waste services provided by our organisation and the rights and responsibilities of Central Highlands Water and of its customers. This Charter should be read in conjunction with our Customer Charter, both are available at [www.chw.net.au](http://www.chw.net.au)

The purpose of this Trade Waste Charter is to:

- provide customers with consistent, transparent and timely decision making for trade waste applications and management; and
- ensure Central Highlands Water's trade waste services comply with the Essential Services Commission's (the Commission's) requirements.

## Amendment

Central Highlands Water will inform each trade waste customer within the next billing cycle of any material changes to this Charter. The details of the change will be available at [www.chw.net.au](http://www.chw.net.au) or upon request.

## Provision of Charter

This Trade Waste Charter is available on Central Highlands Water's website together with other information regarding our trade waste services and agreements.

A copy of this Charter is available on request by contacting Central Highlands Water on 1800 061 514 or by email to [custenq@chw.net.au](mailto:custenq@chw.net.au)

Central Highlands Water will make a copy of this Charter available:

- to existing customers by 1 July 2012; or
- to new trade waste customers – other than “deemed” trade waste customers (refer to clause 4.4) – within one month of the trade waste customer entering into a Trade Waste Agreement.

This Trade Waste Charter applies from the 1 July 2012 (“the commencement date”)

## Offence

Under water law, it is an offence for a person to cause or permit the discharge of trade waste to the sewerage system other than in compliance with a Trade Waste Agreement.

---

## CONTACT DETAILS

### General Enquiries

Ph: 1800 061 514

### Billing Enquiries

Ph: 1800 061 514

**Email:** [tradewaste@chw.net.au](mailto:tradewaste@chw.net.au)

[www.chw.net.au](http://www.chw.net.au)

## BALLARAT OFFICE

7 Learmonth Road,  
Wendouree VIC 3355

PO Box 152  
Ballarat VIC 3353

Ph: 1800 061 514  
Fax: (03) 5320 3299

### Office Hours

Mon - Fri: 8.15-5.00pm

# PART B

## PROVISION OF TRADE WASTE SERVICES

---

### 1. APPLICATION TO DISCHARGE TRADE WASTE

#### 1.1 Consider application

Central Highlands Water will consider all applications for the discharge of trade waste to the sewerage system.

An application must include:

- a completed “Trade Waste Application” form;
- payment of the application fee; and
- supporting information specified in the application form.

An application form, together with any relevant documentation can be:

- found on Central Highlands Water’s website ([www.chw.net.au](http://www.chw.net.au));
- obtained by visiting our office at 7 Learmonth Road Wendouree;
- or by calling Central Highlands Water on 1800 061 514.

Prior to lodgement customers are encouraged to discuss the application with us to ensure that all information is provided, and to obtain assistance on the preparation of the application if required.

#### 1.2 Response to application

Central Highlands Water will provide a response to all Trade Waste Agreement applicants within 10 business days of receiving the application, advising:

- whether the application has been accepted or rejected, or accepted with amendments; or
- where a longer period is required to assess the application, when a decision will be made and an explanation for the longer period; or
- where further information is required to enable a full assessment, what further information must be provided by the applicant.

#### 1.3 Rejecting an application

If Central Highlands Water rejects an application for a Trade Waste Agreement, notice of the decision to reject the application together with a statement of reasons for the rejection will be provided to the customer.

### 2. CLASSIFICATION OF TRADE WASTE CUSTOMERS

#### 2.1 Classification requirement and purpose

Customers currently entered into an existing Trade Waste Agreement with Central Highlands Water need not re-apply as a result of the introduction of this Charter and will retain their existing trade waste classification.

Central Highlands Water will assess all new applications for the discharge of trade waste to the sewerage system in accordance with this Charter and its Trade Waste Management Policy.

In doing so, Central Highlands Water will classify trade waste customers in order to establish:

- the type of agreement applicable to the trade waste customer, reflecting the type, quality and quantity of the prospective discharge, and therefore the level of complexity of receiving and managing the trade waste stream;
- the frequency of trade waste discharge sample monitoring and reporting that the customer will be required to undertake; and
- the applicable trade waste tariff structure and billing cycle (if applicable).



---

## 2.2 Classification process

Central Highlands Water classifies trade waste customers with consideration to the type of business, industry or activity carried out by the customer and the risk determined by Central Highlands Water associated with the acceptance of the customer's trade waste. Refer to the Trade Waste Management Policy for further information.

Central Highlands Water will take into account any other matter, including:

- customer location relative to treatment plant;
- volume of trade waste discharged;
- nature of the customer's business activity;
- nature and quality of the customer's trade waste;
- any risk to personal health and safety;
- any risk to the sewerage system (transport or treatment);
- any risk to the quality of recycled water or biosolids from the sewerage system; and
- any risk to the environment.

Central Highlands Water has the right to change any trade waste customer's classification due to the customer's changed circumstances or new information coming to the attention of Central Highlands Water.

## 2.3 Explanation of basis for classification

Central Highlands Water will provide an explanation of the classification on receipt of a request from the customer.

## 3. RISK IDENTIFICATION AND MITIGATION

### 3.1 Risk assessment by Central Highlands Water

Central Highlands Water will conduct a risk assessment for all applications to discharge trade waste to the sewerage system in accordance with its Trade Waste Management Policy.

The Corporation may complete additional risk assessments during the term of the Trade Waste Agreement.

Central Highlands Water will advise the Trade Waste customer of:

- any identified risks associated with the discharge; and
- any required mitigation measures the customer will be required to implement. Such mitigation may include process and/or monitoring requirements and/or pre-treatment to meet acceptance criteria. Typical pre-treatment requirements are available at [www.chw.net.au](http://www.chw.net.au)

### 3.2 Risk assessment by the trade waste customer

Central Highlands Water may:

- require a customer to conduct its own risk assessment to identify potential causes of non-compliant trade waste discharges;
- require a customer to provide and discuss the findings of the customer's risk assessment with Central Highlands Water; and
- identify further risk mitigation requirements to be implemented by the customer to minimise the impact of its trade waste discharge on the sewerage system and operations of Central Highlands Water.

---

## 4. TRADE WASTE AGREEMENTS

Prior to the discharge of trade waste to the sewerage system, customers are required to enter into a Trade Waste Agreement with Central Highlands Water.

### 4.1 Form of agreement

#### **“Deemed” – Trade waste customers**

Customers that wish to, or continue to discharge small amounts of trade waste, automatically enter into a default Trade Waste Agreement with Central Highlands Water due to their conduct.

Neither Central Highlands Water nor the customer is required to execute the Trade Waste Agreement for the Agreement to commence.

Businesses covered by this type of agreement are listed in the Trade Waste Management Policy

#### **Minor A – Trade waste customers**

On the acceptance of an application from a customer determined to be a minor A trade waste customer, Central Highlands Water will provide the customer with a Trade Waste Agreement.

Both Central Highlands Water and the trade waste customer are required to execute the Trade Waste Agreement for the agreement to take effect. The trade waste customer must not commence the discharge of trade waste to the sewerage system prior to the Trade Waste Agreement being executed.

For the purposes of the Trade Waste Code and this Charter, any Trade Waste Agreement entered into prior to the introduction of this Trade Waste Charter (prior to 1 July 2012) will continue to apply until that agreement comes to an end.

#### **Minor B – Trade waste customers**

On the acceptance of an application from a customer determined to be a Minor B trade waste customer, Central Highlands Water will provide the customer with a Trade Waste Agreement.

Both Central Highlands Water and the trade waste customer are required to execute the Trade Waste Agreement for the agreement to take effect. The trade waste customer must not commence the discharge of trade waste to the sewerage system prior to the Trade Waste Agreement being executed.

For the purposes of the Trade Waste Code and this Charter, any Trade Waste Agreement entered into prior to the introduction of this Trade Waste Charter (prior to 1 July 2012) will continue to apply until that agreement comes to an end.

#### **Major – Trade waste customers**

On the acceptance of an application from a customer determined to be a Major trade waste customer, Central Highlands Water will provide the customer with a Trade Waste Agreement.

Both Central Highlands Water and the trade waste customer are required to execute the Trade Waste Agreement for the agreement to take effect. The trade waste customer must not commence the discharge of trade waste to the sewerage system prior to the Trade Waste Agreement being executed, unless Central Highlands Water has provided an interim Trade Waste Agreement to allow information to be obtained regarding the characteristics of the trade waste (typically a 6 month duration).

For the purposes of the Trade Waste Code and this Charter, any Trade Waste Agreement entered into prior to the introduction of this Trade Waste Charter (prior to 1 July 2012) will continue to apply until that agreement comes to an end.

A copy of the standard Trade Waste Agreement for “Deemed”, Minor A, Minor B and Major customers is available on Central Highlands Water’s website at [www.chw.net.au](http://www.chw.net.au)

---

## 4.2 Identify trade waste customers

Central Highlands Water will endeavour to identify all trade waste customers in its service area and ensure that each customer has a Trade Waste Agreement in accordance with this Charter and its Trade Waste Management Policy.

## 4.3 Matters to be dealt with by a Trade Waste Agreement

Central Highlands Water's Trade Waste Agreements will:

Specify, as a minimum, the following:

- the parties to the agreement;
- the address of the premises from which the discharge to the sewerage system will take place;
- the discharge acceptance point and any sampling points;
- the sewerage treatment plant or plants that will or may receive and treat the trade waste (if known);
- the term of the agreement;
- the nature of the permitted activities conducted on the trade waste customer's premises which generate the trade waste;
- the customer's rights and obligations;
- Central Highlands Water's rights and obligations; those rights will include:
  - the circumstances in which Central Highlands Water may require the customer to cease discharging trade waste into the sewerage system, and;
  - the circumstances in which Central Highlands Water may serve a non-compliance notice on the customer, and the consequences of non-compliance;
- any fees, charges, tariffs or prices payable by the trade waste customer, or provide reference to where they are set out (if applicable);
- the dispute resolution process, or provide reference to where the dispute resolution process is set out;
- the procedure for serving notices on the other party, or provide reference to where the procedure is set out;

- the relevant trade waste limitations, including times, rate, physical and chemical composition, prohibited substances, or reference to the approved acceptance criteria;
- any monitoring, sampling or maintenance requirements, or reference to where those requirements are set out; and
- Only include matters appropriate to managing the discharge of trade waste.

## 4.4 "Deemed" trade waste customers

Customers who, by definition in water law, discharge trade waste, but that:

- discharge small quantities of trade waste to Central Highlands Water's sewer and which is of a similar nature to domestic sewage; or
- operates a business of a type which discharges small quantities of trade waste to Central Highlands Water's sewer and which is of a similar nature to domestic sewage, will be considered "deemed" trade waste customers.

As stated on Central Highlands Water's non-residential customer bills; if a "deemed" trade waste customer continues to discharge trade waste they will automatically enter into a default Trade Waste Agreement with Central Highlands Water, arising by customer conduct.

A listing of the types of customers that Central Highlands Water would consider to fall into this category, as well as the default Trade Waste Agreement arising by customer conduct can be found at [www.chw.net.au](http://www.chw.net.au)

Central Highlands Water has the right to change any trade waste customer's classification due to the customer's changed circumstances or new information coming to the attention of Central Highlands Water.

## 4.5 Amendments to a Trade Waste Agreement

A Trade Waste Agreement can only be amended in accordance with the terms of the agreement where:

- the trade waste customer is notified of the amendment in writing; or
- the amendment is in writing and signed by both parties.

---

## 5. FEES AND CHARGES

Central Highlands Water will only impose fees and charges in connection with trade waste in accordance with the prices and pricing principles set out in the price determination made by the Commission for Central Highlands Water. Our approved pricing schedule for trade waste is available on our website.

## 6. ACCEPTANCE CRITERIA

### 6.1 Maintain approved statement of acceptance criteria

A trade waste customer must only discharge trade waste to the sewerage system in compliance with its Trade Waste Agreement, which includes the statement of approved acceptance criteria established by Central Highlands Water, except where customer specific acceptance criteria has been agreed to by Central Highlands Water (refer to clause 6.4 of this Trade Waste Charter).

Central Highlands Water's statement of approved acceptance criteria for trade waste is available at [www.chw.net.au](http://www.chw.net.au)

### 6.2 Changes to acceptance criteria

Central Highlands Water will comply with its Trade Waste Management Policy, the Trade Waste Code and this Trade Waste Charter when introducing amendments to the statement of approved acceptance criteria and customer-specific acceptance criteria for trade waste.

When introducing an amendment to the statement of approved acceptance criteria and customer-specific acceptance criteria, Central Highlands Water will consider the matters outlined in clause 2.2 and additionally other matters including:

- Central Highlands Water's statement of obligations;
- the Trade Waste Code;
- any requirement in law;
- National Wastewater Source Management Guideline 2008 (or superseding document);
- exposure standards prescribed by Worksafe Australia for atmospheric contaminants;
- explosive limits for gaseous emissions (5% LEL);
- EPA licence conditions; and
- EPA guidelines, codes and publications.

Subject to clause 6.4:

- a process to change approved acceptance criteria or customer-specific acceptance criteria may be initiated by Central Highlands Water, a trade waste customer or the Commission; and
- Central Highlands Water has no obligation to change any customer-specific acceptance criteria or apply for the Commission's approval to change its approved acceptance criteria at a trade waste customer's request.



---

### 6.3 Amendment to statement of approved acceptance criteria

Central Highlands Water's statement of approved acceptance criteria will only be amended with the Commission's prior written approval.

Prior to applying for the Commission's approval of an amendment to the approved acceptance criteria, Central Highlands Water will:

- advertise on its website ([www.chw.net.au](http://www.chw.net.au)) and notify all stakeholders including potentially affected trade waste customers, the Commission and the Environment Protection Authority, that it is proposing a change to its approved acceptance criteria;
- call for submissions from interested parties and note that submissions will be published on its website unless it is notified that a submission or part of a submission is confidential;
- subject to any confidentiality requirement, publish all submissions received on its website; and
- undertake appropriate stakeholder consultation, which is open for at least 30 business days from the last date a stakeholder is notified.

Central Highlands Water will ensure that any application to the Commission to amend the approved acceptance criteria is accompanied with supporting information including:

- the reason for the amendment to the approved acceptance criteria, including the factors considered in establishing the amended criteria;
- details of the stakeholder consultation undertaken;
- a summary of concerns or comments raised in any submissions received during the stakeholder consultation period and a summary of any responses provided by Central Highlands Water; and
- an implementation plan, outlining how the change will be integrated into existing operational practices and what timeframe customers will have to comply with the new requirements.

### 6.4 Customer specific acceptance criteria

Central Highlands Water may require a trade waste customer to comply with customer-specific acceptance criteria in addition to, or instead of, some or all of the statement of approved acceptance criteria, in order to satisfy the specific requirements of the trade waste customer and the sewerage systems.

Central Highlands Water will respond to an application for customer specific acceptance criteria within 10 business days of receipt of such an application, indicating:

- whether the application has been accepted or rejected or accepted with amendments; or
- where a longer period is required to assess the application, when a decision will be made.

Central Highlands Water will provide to the customer a statement of reasons where an application is rejected or accepted with amendments.

Central Highlands Water will maintain a register of all customer specific acceptance criteria detailing the name and address of the trade waste customer, the receiving sewerage catchment or treatment plant, the particular acceptance criteria parameter, the requested limit for the parameter and the current approved acceptance criteria limit for the parameter.

The register will also include all applications for customer specific acceptance criteria or for amendments to such acceptance criteria, including the water business' decision and the basis for that decision.

Central Highlands Water will provide the Commission with a copy of the register on request.

Within 25 business days of the end of the quarter of each financial year, Central Highlands Water will provide the Commission with a statement (in a form provided by the Commission) setting out all changes to the register during that quarter.

## PART D DEFINITIONS

### 7. DISPUTE RESOLUTION

#### 7.1 Complaints and disputes policy

Central Highlands Water will comply with its Customer Complaint Handling Policy and the terms of the Trade Waste Agreement in dealing with any complaints made by the customer or any dispute arising from the Trade Waste Agreement.

Central Highlands Water's Customer Complaint Handling Policy is available at [www.chw.net.au](http://www.chw.net.au)

Where a complaint escalates beyond Central Highlands Water's Customer Complaint Handling Policy and relates to technical or economic aspects of trade waste management Central Highlands Water will:

- with consent from the customer, engage the services of an independent expert or mediator to help resolve the complaint; and
- advise the customer that it may request that the Commission consider whether the water business has complied with the Trade Waste Code, the Customer Service Code or Central Highlands Water's price determination.

## PART C SEWERAGE SYSTEM CAPACITY PLANNING

Central Highlands Water's ability to accept and treat trade waste is regularly considered as part of its business planning processes.

#### Central Highlands Water

Refers to the Central Highlands Region Water Corporation – ABN 75 224 340 348

#### Business day

Monday to Friday excluding public holidays in Victoria.

#### Commission

The Essential Services Commission of Victoria.

#### Complaint

A written or verbal expression of dissatisfaction about an action, proposed action or failure to act by Central Highlands Water, including a failure to observe its published policies, practices or procedures.

#### Customer

A person who is:

- a) an owner and occupier of a property connected to Central Highlands Water's sewerage system; or
- b) an owner of a property connected to Central Highlands Water's sewerage system but is not an occupier; or
- c) an occupier of a property that is connected to Central Highlands Water's sewerage system and is liable for usage charges; or
- d) an authorised representative of the owner or occupier of a property connected to Central Highlands Water's sewerage system.

#### Customer Service Code

The *Customer Service Code – Metropolitan and Regional Water Businesses* published by the Commission under Section 4F of the Water Industry Act 1994.

---

### **“Deemed” trade waste customer**

Customers that continue to discharge small amounts of trade waste and who, as a result of this continued discharge automatically enter into a default Trade Waste Agreement with Central Highlands Water arising by customer conduct.

### **Discharge acceptance point**

The point at which the trade waste enters the Corporation’s sewerage system.

### **Price Determination**

Means the Central Highlands Water Determination (1 July 2008 – 30 June 2013) made by the Commission under section 33 of the Essential Services Commission Act 2001 and clause 8 of the Water Industry Regulatory Order 2003.

### **Sewage**

Is any human excreta or domestic waterborne waste, whether untreated or partially treated, but does not include trade waste.

### **Sewerage system**

Any sewer, treatment plant, storage or other infrastructure for the acceptance, transport, storage and treatment of sewage and trade waste that is the responsibility of Central Highlands Water.

### **Statement of approved acceptance criteria**

The criteria applied by Central Highlands Water to determine whether trade waste may be accepted into the sewerage system.

### **Trade waste**

Is:

- a) any waterborne waste (other than sewage) which is suitable, according to the statement of approved acceptance criteria, for discharge into the sewerage system;
- b) any other matter which is declared by a regulation under water law to be trade waste.

### **Trade Waste Agreement**

Written permission, consent, permit or other process to accept trade waste discharge.

### **Trade Waste Code**

The *Trade Waste Customer Service Code – Metropolitan Retail and Regional Water Businesses* published by the Commission under Section 4F of the Water Industry Act 1994.

### **Trade Waste Management Policy**

The Trade Waste Management Policy published by Central Highlands Water and amended from time to time (available on Central Highlands Water’s website).

### **Water law**

Refers to the Water Act 1989 and the Water Industry Act 1994, and any regulations or subordinate legislation and guidance made under those Acts.

### **Interpretation**

Any question as to whether Central Highlands Water has complied with the Trade Waste Code will be determined by the Commission on the basis of the Commission’s interpretation of the Trade Waste Code.

A reference to codes, determinations, guidelines or statements of obligations includes a reference to amendments or replacements of any of them.



**Central Highlands Region Water Corporation**

7 Learmonth Road Wendouree VIC 3355

PO Box 152 Ballarat VIC 3353

Ph: 1800 061 514 Fax: 03 5320 3299

[www.chw.net.au](http://www.chw.net.au)

Designed and printed in the Central Highlands Region

