

POLICY SUBJECT : TRADE WASTE MANAGEMENT POLICY

EFFECTIVE DATE : 1st July 2012

RESPONSIBLE OFFICER : General Manager Customer & Community

PURPOSE : To document Central Highlands Water's commitment to meeting its obligations and objectives relating to the acceptance and management of Trade Waste.

DEFINITIONS :

- Corporation** – Central Highlands Region Water Corporation.
- Criteria** – means the approved Criteria for admission of trade wastes into the Corporation's sewerage systems.
- EPA** – Environment Protection Authority (Victoria).
- ESC** – Essential Services Commission.
- Statement of Obligations** – means the obligations imposed on Central Highlands Water in relation to its performance and functions under section 41 of the Water Industry Act 1994.
- Trade Waste** – means any Waterborne Waste (other than sewage) which is suitable according to the Criteria for discharge to the Corporation's sewerage systems; or, any other matter which is declared under a regulation created under the Water Act 1989 to be trade waste.
- Trade Waste Agreement** – means written permission, consent, or other process to accept Trade Waste discharge.
- Trade Waste Customer Charter** – means the Trade Waste Customer Charter published by Central Highlands Water and approved by the Essential Services Commission.

POLICY SUMMARY

This Policy defines the commitments, priorities and procedural matters of the Corporation in relation to the acceptance and management of Trade Waste. Annexed to this policy is the *Criteria For Admission Of Trade Wastes Into The Corporation's Sewerage Systems* as approved by the ESC.

PRINCIPLES

The following principles are applied by the Corporation to trade waste management:

- the 'polluter pays principle' is applied to waste generation, treatment and disposal. Waste generators, treaters or users must take responsibility for the costs of avoiding environmental damage resulting from their activities and for the costs of repairing any current or future environmental degradation;
- the 'user pays principle' will be applied to waste treatment and disposal. To the extent practicable, this will involve full recovery of both fixed and variable costs incurred in the receipt, analysis, conveyance, treatment and disposal of waste;

- To achieve a consistent approach to trade waste management, the Corporation has published a Trade Waste Customer Charter that was developed in accordance with the requirements of the Trade Waste Customer Service Code issues by the Essential Services Commission (a copy of the charter and code are available on our web page at www.chw.net.au).
- The Corporation will operate responsibly by complying with the EPA's industrial waste management policies and regulations (including its Waste Minimisation Hierarchy), and all other relevant laws and regulations necessary to manage the risks associated with accepting trade waste.
- The Corporation will continue working with the community and key stakeholders to develop solutions that achieve a sustainable balance between regional development, effective resource management and waste management;
- All employees of the Corporation involved in the collection, conveyance and treatment of trade waste are responsible for understanding, implementing, maintaining and continuously improving the principles contained in this policy; and,
- Achievement of the Corporation's Statement of Obligations in relation to Trade Waste which are:
 - (a) to protect our sewerage systems, including treatment works and processes, and the health and safety of the public and of people working in or operating those systems;
 - (b) to minimise environmental impacts consistent with any licence issued under the Environment Protection Act 1970; and,
 - (c) to improve the quality of trade waste entering our sewerage systems in order to maximise opportunities for the reuse of waste water and biosolids.

TRADE WASTE AGREEMENTS

The Corporation issues Trade Waste Agreements that outline the terms under which trade waste can be accepted and how the acceptance of Trade Waste is managed. Specific details about the form of Trade Waste Agreements is covered in the Central Highlands Water Trade Waste Customer Charter (a copy of the Charter and the standard form of agreement are available at www.chw.net.au).

CRITERIA FOR THE ADMISSION OF TRADE WASTES

The Corporation has established a Criteria for the admission of trade wastes into its sewerage systems (copy attached). These criteria set out the permissible levels of the physical and chemical characteristics for categories of trade waste. These criteria are set using a number of different methods, including the EPA Licence requirement for the discharge from the Corporation's waste water treatment plants and safe exposure limits. The Corporation may, on application by a trade waste customer, vary certain criteria or levels of contamination as it considers appropriate.

The Corporation is committed to managing trade waste acceptance by way of employing trade waste management best practice principles. This incorporates a holistic view of resource efficiency and promotes improvement in the environmental

performance of its Trade Waste Customers. The Corporation will endeavour to provide a workable environment for customers whilst maintaining the integrity of its assets, pursuing advances in waste minimisation, encouraging green house gas reduction, cleaner production principles and resource conservation in line with the EPA's waste hierarchy.

CHANGES TO THE CRITERIA FOR THE ADMISSION OF TRADE WASTES

When introducing an amendment of the Acceptance Criteria the following matters will be considered:

- all relevant requirements of the Essential Services Commission's Trade Waste Customer Service Code and the Central Highlands Water Trade Waste Customer Charter;
- any requirement in law;
- the National Wastewater Quality Management Guidelines;
- the Adopted National Exposure Standards For Atmospheric Contaminants In The Occupational Environment as prescribed by Safe Work Australian;
- explosive limits for gaseous emissions (5% LEL);
- EPA licence conditions; and,
- EPA guidelines, codes and publications.

APPLICATION and ASSESSMENT

Customers wishing to discharge trade waste to the Corporation's sewerage system must make application in writing and provide sufficient information to enable the Corporation to consider the application in accordance with its Trade Waste Charter (a copy of the Charter and a Trade Waste Application form are available at www.chw.net.au). Consideration of any application shall be subject to the payment of an approved trade waste application fee as set by the Corporation from time to time.

RISK ASSESSMENTS

CHW's standard operating procedures and assessment methodology, to assess the risk associated with potential discharges of Trade Waste, provide that all applications are to be completed in full and must be accompanied by a Trade Waste Management Plan prepared by the applicant. Material safety data sheets associated with chemical constituents in the Trade Waste must also be attached.

Specifically applications will be assessed to determine:

- if the quality of the proposed trade waste complies with the Criteria for discharges to the sewerage system;
- the available treatment capacity of, and impact on, the relevant waste water treatment plant to accept the proposed trade waste;
- the available hydraulic capacity of, and impact on, the sewer reticulation system; and,

- the potential impact of the trade waste to jeopardise re-use of treated wastewater (eg. by considering the loading of salts, heavy metals or other pollutants).

More information about trade waste application processes and risk assessment is contained in the Corporation’s Trade Waste Customer Charter, a copy of which is available at www.chw.net.au.

CLASSIFICATION OF TRADE WASTE CUSTOMERS

Depending upon the outcome of the risk assessment undertaken, the Corporation will classify discharges of Trade Waste into any one of the four following categories as provided for within the CHW Trade Waste Customer Charter:

“Deemed” Trade Waste Customers

“Deemed” Trade Waste is of a similar nature to domestic waste (sewage) if discharged in small quantities from the businesses listed in table 1 below.

“Deemed” Trade Waste Customers are 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 the Corporation arising by conduct. A site specific trade waste agreement is therefore not required.

No trade waste charges apply to this customer type. Businesses that fall within this category are listed below in Table 1.

Table 1

Aquariums
Beauticians including nail salons
Doctor’s Surgery/Clinics (providing no plaster or dental facilities)
Florists
Food premises where only pre-packaged food is sold. (Class 4 & most Class 3 categorised businesses under the Food Act 1984.)
Funeral Parlor
Hairdressers and Barbers
Opticians
Pet shops
Tattoo/Piercing establishments

Minor Trade Waste A – Covers the discharge of up to 500 kilolitres of compliant trade waste per annum. This attracts a standard fixed charge, that is reviewed annually, in line with ESC price determinations.

Minor Trade Waste B – Covers the discharges of between 500 kilolitres and 5000 kilolitres of compliant trade waste per annum. This attracts a charge per kilolitre tariff based on either the volume of water consumed or the measured

volume of trade waste discharged. This is reviewed annually, in line with ESC price determinations.

Major Trade Waste – Covers the annual discharge of greater than 5,000 kilolitres, or any amount of non-compliant trade waste approved by the Corporation after receiving and considering an application for variation. The charge payable to the Corporation for discharging major trade waste to the sewer comprises all or some of the following, depending on the individual agreement that has been entered into:

- i) a charge per kilolitre for the volume of trade waste discharged;
- ii) a charge per kilogram for every kilogram of the 5 day Biochemical Oxygen Demand (B.O.D.) contained in the trade waste discharged;
- iii) a charge per kilogram for every kilogram of Suspended Solids contained in the trade waste discharged; and,
- iii) a charge per kilolitre for every kilolitre of trade waste discharged where the Trade Waste Agreement includes permission to discharge heavy metals.

In the event that the B.O.D. or Suspended Solids concentrations exceed the limiting concentrations detailed in the customer's trade waste agreement a 25% surcharge applies to that portion exceeding the limiting concentration.

In the event that the concentration of an individual heavy metal or total heavy metals exceeds the limiting concentration detailed in the customer's trade waste agreement or the Criteria, then a surcharge for that heavy metal will apply for every kilolitre of trade waste discharged, to be calculated as follows:

$$\text{Surcharge (cents/kL)} = \frac{A \times \text{Actual Heavy Metal Concentration}}{\text{Limiting Concentration}}$$

A = charge in cents/kL to be fixed annually by the Corporation for this surcharge factor.

The calculation of major trade waste charges is based on the results of an analysis of sample/s taken in the billing period. The billing period will be monthly, unless otherwise agreed.

Samples are collected in accordance with the monitoring schedule of the trade waste agreement with the frequency generally monthly, fortnightly or weekly depending on the risk associated with the discharge.

Septic Waste

The Corporation also issues trade waste agreements for the receiving, treating and disposal of septic waste at both the Ballarat South and Maryborough Wastewater Treatment Plants.

(END POLICY)

CRITERIA FOR ADMISSION OF TRADE WASTES INTO THE CORPORATION'S SEWERAGE SYSTEMS



COMMENCEMENT

- 1 This document comes into effect on the 1st day of December, 2011.

OBJECTIVE

- 2 The objective of this document is to make provisions for the admission to the Corporation's sewerage systems of Trade Waste, whilst providing protection to the Corporation's sewerage systems and treatment plants, and the environment into which the treatment plants effluents are discharged.

AUTHORISING PROVISION

- 3 This criterion is made pursuant to the Corporation's Trade Waste By-law and the Water Act 1989.

APPLICATION

- 4 The limits outlined in this document apply to all wastewater treatment plants and sewage collection areas within the control of Central Highlands Region Water Corporation.

DEFINITIONS

- 5 The term Corporation refers to Central Highlands Region Water Corporation.

Any word or phrase that is not defined by this criteria, but has a meaning given to it under the Water Act 1989, takes the meaning of such word or phrase under the Water Act 1989.

For the purpose of these criteria, "Trade Waste" means any Waterborne Waste which complies with the Characteristics detailed in this Criteria for discharge into the Corporation's sewerage system.

Physical Characteristics

5.1 Temperature

The temperature shall not exceed 38 degrees Celsius.

5.2 Solids

- a) Gross solids shall pass a bar screen with 13 mm openings between the bars and gross solids shall have a quiescent settling velocity not greater than 3 m/hr;
- b) The suspended solids concentration shall not exceed 500 mg/L;

- c) The total dissolved solids concentration shall not exceed 1500mg/L or an Electrical Conductivity (EC) of 1500 μ S, and or;
- d) Where the Customer discharges trade waste into a sewage treatment plant involved with the irrigation of reclaimed water, then the characteristics of that trade waste must:
 - Have a sodium concentration that does not exceed 200 mg/L or a total daily load of 100 kg/day,
 - Have a Sodium Absorption Ratio (SAR) of 5 or less, and
 - Have a chloride concentration that does not exceed 250 mg/L.
- e) No fibrous material which in the opinion of the Corporation is likely to cause obstructions in the sewer or drain shall be present.

5.3 Oils and Greases

- a) There shall be no free or floating layer;
- b) Oil and Grease shall not exceed a maximum of 100 mg/L.

5.4 Radioactivity

No radioactive waste shall be discharged to sewer.

Chemical Characteristics

5.5 pH Value

The pH value shall be within the range of 6.0 to 10.0.

5.6 Organic Strength

The total 5–day Biochemical Oxygen Demand concentration shall not exceed 500 mg/L.

The soluble component of 5–day Biochemical Oxygen Demand concentration shall not exceed 250 mg/L

The Chemical Oxygen Demand concentration shall not exceed 1500 mg/L.

5.7 Nitrogen

The concentration of:

- a) Total Nitrogen shall not exceed 150 mg/L.

- b) Ammonia, plus ammoniacal ion (expressed as N) shall not exceed 50 mg/L.

5.8 Corrosive and Toxic Substances

- a) The maximum allowable concentrations in milligrams per litre of corrosive and toxic substances shall be as stated in Table 2.

5.9 Metals

Table 1

Element	Maximum Allowable Load in grams per day	Maximum Allowable Concentrations Milligrams Per Litre
Aluminium	2500	100
Beryllium	100	2
Boron as B	100	100
Cadmium	10	1
Chromium (Total)	2500	5
Cobalt	50	5
Copper	1000	2
Iron	10000	100
Lead	50	1
Manganese	100	4
Mercury	0.5	0.005
Molybdenum	250	2
Selenium	250	5
Silver	10	1
Nickel	10	1
Tin	7500	5
Zinc	7500	5
Total Heavy Metals (not including Iron)	7500	15

Table 2

Element	Maximum Allowable Concentrations Milligrams Per Litre
Arsenic	1
Cyanide as CN	5
Fluoride	10
Formaldehyde (expressed as HCOH)	50
Phenol & chemical derivatives of Phenol (as Phenol)	5
Phosphorus as P	12
Total Oxidised Sulphur	200
Sulphide as S	1

No waste which the Authorised Officer deems may be toxic to any person, to sewage treatment process of the Corporation to the environment receiving treated effluent or may be harmful to the composition of the sewer or other equipment comprising the sewage system shall be discharged to a sewer or drain without the specific approval of the Authorised Officer.

5.10 Organic Compounds

Parameter	Maximum Allowable Concentrations Milligrams Per Litre
Total Petroleum Hydrocarbons (C6-C9)	1
Total Petroleum Hydrocarbons >C9	30
Pesticides	Not Permitted
Halogenated Aliphatic Hydrocarbons	5
Polynuclear Aromatic Hydrocarbons	Not Permitted
Polychlorinated biphenyls (PCB's)	Not Permitted
Explosive Substances	Not Permitted
Ethylene Glycol	1000
Storm Water and uncontaminated run-off	Not Permitted

5.11 Head Space Air

The Occupier must not discharge trade waste to a sewer, which at the nearest point of the sewer accessible by humans from the point of discharge, in any respect fails to comply with every relevant Work Safe Australia Exposure Standard relating to short term exposure levels.

5.12 Other Substances

The Occupier may discharge trade waste containing any substance not otherwise mentioned in this Agreement in a concentration no greater than 1 ug/L.

TRADE WASTE

- 6 No person shall cause or permit to be discharged either directly or indirectly into any sewerage or drain of the Corporation, any Trade Waste unless:
- a) The person has entered into an Agreement with the Corporation for the discharge of such Trade Waste, and that person complies with the terms and conditions of the Agreement, which is made pursuant to any By-law, Act, or Regulation made in respect to Trade Waste; and,
 - b) Such Trade Waste comes within the standards and levels as defined by this document; or,
 - c) The person has received written permission from the Corporation or the authorised Officer of the Corporation enabling Trade Waste to be discharged into the Corporation's sewerage systems in excess of the maximum permissible levels as set out in this document and the person complies with the terms and conditions of such written permission.