



CENTRAL GIPPSLAND REGION WATER CORPORATION

Application for Consent to Discharge Commercial Trade Waste

In accordance with the Water (Trade Waste) Regulations 2014, made under section 324 of the Water Act 1989

GENERAL CONDITIONS OF CONSENT

1. COMPLIANCE STANDARDS FOR DISCHARGE & CUSTOMER RIGHTS

- a) The discharge of Trade Waste to Gippsland Water's Systems must at all times comply with Gippsland Water's Acceptance Standards as defined in attachment three of the application, and in accordance with Gippsland Water's Trade Waste Policy. The Gippsland Water Trade Waste Policy can be viewed at Gippsland Water's office at 55 Hazelwood Road Traralgon, or on the Gippsland Water website.
- b) Trade Waste service information including respective rights and responsibilities of Gippsland Water and its customers are contained within the Trade Waste Customer Charter which can also be viewed at Gippsland Water's office at 55 Hazelwood Road Traralgon, or on the Gippsland Water's website:

www.gippswater.com.au

2. TRADE WASTE CHARGES

- a) Charges for Commercial Trade Waste Customers will be applied as per the 'Gippsland Water Notice of Tariffs' published annually. In certain circumstances, additional charges may be applied. These charges may consist of, but are not limited to:
 - Administration charges
 - Quality charges
 - Volumetric charges
 - Monitoring charges

3. SPECIAL CONDITIONS OF AGREEMENT

- a) Customers shall notify Gippsland Water in writing of its intention to make any change in its operation which, in any way whatsoever, could affect the details of this agreement. This includes process, business changes or the sale or vacation of a property.
- b) Gippsland Water requires customers to retain written evidence of each pump out of their pre-treatment apparatus for a period of two years. This documentation must be presented to Gippsland Water's Authorised Officer during periodic inspections or audits. All Waste Removal Contractors must be registered with the Environment Protection Authority (EPA Victoria)
- c) This Agreement should be read in conjunction with the Water (Trade Waste) regulations 2014 and Trade Waste Policy.
- d) Gippsland Water reserves the right to update, amend or renew this agreement as may be determined by Gippsland Water from time to time, and in such instances will notify customer accordingly in writing.

PLEASE ENSURE THAT ALL DETAILS ON THIS APPLICATION ARE COMPLETED ACCURATELY.

**SHOULD YOU REQUIRE ASSISTANCE COMPLETING THIS APPLICATION PLEASE CONTACT
GIPPSLAND WATER
PH: 1800 066 401**

OFFICE USE ONLY:

Utility A/C # Parcel #

CDR App # Date Registered:

ADDRESS OF BUSINESS PREMISES

Street No Street:

Town: Post Code:

DETAILS OF CUSTOMER

Customer / Company Name:

Director:

Business Name:

Postal Address (if different from above):

Contact Name: Ph:

Email: Fax:

DETAILS OF PROPERTY OWNER

Owner / Company Name:

Contact Name: Ph:

Email: Fax:

If a Tenant will be occupying the property, has a 3rd Party Registration Form been completed and forwarded to Gippsland Water? YES NO

DETAILS OF BUSINESS

Please specify the type of business that is/will be operating on the property?

General Business Types

Specific Business Type

Food Preparation and Handling

Potential Petroleum Source

Other

DISCHARGE/ RESIDUAL SUBSTANCES

Please specify the substances / chemicals / contaminants that may be present in your Trade Waste.

- Grease / Cooking Oils Food Particles Laundry Waste Photo Waste
- Disinfectants Motor Oils / Petroleum Acids / Alkalis Dirt / Sand
- Detergents Other (please specify)

FIXTURES GENERATING TRADE WASTE

Please specify the number of fixtures that will generate Trade Waste on the premises.

- Single Bowl Sink Bain Marie Dishwasher Commercial Dishwasher
- Double Bowl Sink Cooking Table (ie: Wok) Brine Tub Washing Machines
- Pot Sink Vehicle Wash Other (please specify).....

IS SAMPLING A REQUIREMENT? Yes No

SAMPLING PARAMETERS REQUIRED

- Colour BOD – 5 day Suspended Solids TDS
- Organic N Ammonia as N EC mS/m – Lab pH – Lab
- Temp – Field Oil & Grease*
- Specified Others.....

Note: Gippsland Water may alter the sampling parameters to be tested based on associated risk. Gippsland Water will notify the customer in writing of any required changes. Sampling costs are to be met by the customer.

APPLICATION CLASSIFICATION

Application assessed against Gippsland Waters Trade Waste Classification process.

- Category 1:** Major Trade Waste Customer
- Category 2:** Commercial Trade Waste Customer
- Category 3:** Deemed Trade Waste Customer

PRE-TREATMENT APPARATUS TYPE

Specify the number of pre-treatment apparatus on the premises, or to be installed on the premises.

- Grease Interceptor Trap
- Silt Pits
- Neutralizer Tank
- Mixing Tank
- Triple Interceptor Trap
- Settling Pits
- Strainer Pit
- Silver Recovery
- Plate Separator
- Cooling Pits
- Other (please specify)

EXISTING PRE-TREATMENT APPARATUS DETAILS

Please specify the type and size of any existing pre-treatment apparatus on the premises:
(ie: 1,000 Litre Grease Interceptor Trap)

Size:

Type:

PROPOSED PRE-TREATMENT APPARATUS DETAILS

If pre-treatment is yet to be installed, please specify the basis for determining the type and size of apparatus to be used:

- Size:
- Type:
- Determined by:
- Gippsland Water Guidelines
 - Specified by Plumber/Consultant
 - Other (Please specify)

EXISTING BUSINESSES

Please specify the Cleanout Contractor used and the frequency that pre-treatment apparatus are cleaned out:

Contractor:

Frequency:

Date Last Cleaned:

DISCHARGE VOLUME

If discharge volume is to be greater than 1000kl per annum please specify.....

Average daily flow:

Maximum instantaneous flow rate:

OFFICE USE ONLY

PRE-TREATMENT APPARATUS PUMP OUT FREQUENCY

The customer is to have the pre-treatment apparatus pumped out on a * basis and/or as directed by Gippsland Water's Authorised Officer.

- *To be advised by Gippsland Water's Authorised Officer upon application. Gippsland Water may alter the pre-treatment pump out frequency following on site inspections if deemed necessary.*
- *The customer will be notified in writing of any required changes to pre-treatment pump out frequencies.*

TREATMENT PLANT RECEIVING WASTE.....

SITE PLAN OF THE PREMISES

A site plan detailing Trade Waste generating fixtures, pre-treatment apparatus, sample point (if applicable) and sewer discharge acceptance point is to be provided with this application. The plan can be attached to this application, or can be shown on the A4 page provided (Attachment 1).

Has a site plan been submitted with this application? YES NO

CUSTOMERS STATEMENT

The information provided in this form is true and correct and should Gippsland Water approve this application, I agree to abide with the terms and conditions in the Commercial Trade Waste agreement and Water (Trade Waste) regulations 2014.

Name (Please Print):

Customers Signature: Date:

TERM OF AGREEMENT

The term of the Trade Waste agreement will be ongoing subject to the customer meeting the requirements of this Trade Waste agreement. Trade Waste agreements are issued to the Occupier of the business and are non-transferable. It is the customer's responsibility to notify Gippsland Water of a change of occupancy or any change to the Trade Waste generating process. A new occupier would need to complete a new Trade Waste application.

GIPPSLAND WATER APPROVAL

Gippsland Water approves this application to discharge Trade Waste under the conditions detailed in this agreement.

Name (Authorised Gippsland Water Officer):

Signed: Date:

ATTACHMENT 1

SITE PLAN FOR TRADE WASTE APPLICATION

Street No Street:

Town: Post Code:

PLEASE INDICATE NORTH POINT, PROPERTY DIMENSIONS AND SEWER DISCHARGE ACCEPTANCE POINT

ENFORCEMENT

ACCESS AND INSPECTIONS

A person authorized by an Authority to do so may-

- a) at any reasonable time, but in an emergency at any time, **enter land** and -
 - I. measure flows of trade waste; or
 - II. take samples of any trade waste that is to be received by the Authority or of any matter used or produced in a processed involving trade waste, and analyse those samples; or
 - III. inspect any fitting, private works and works ancillary to them that are used or provided for conveying trade waste to the Authority's sewerage system.

COMPLIANCE WITH WATER (TRADE WASTE) REGULATIONS 2014 AND TRADE WASTE AGREEMENTS

A *Person* who fails to comply with Water (Trade Waste) Regulations 2014 or *Trade Waste agreement* is guilty of an offence and is liable to penalty:

- a) not exceeding 200 penalty units; and
- b) in the case of a continuing contravention, an additional penalty of 80 *Penalty Units* for each day on which the offence continues:
 - I. after service of a notice of contravention on the *Person* under section 151 of the *Act*; or
 - II. if no notice of contravention is served, after conviction of the *Person* for the offence.

CONDITION OF TRADE WASTE AGREEMENTS

It is a condition of a trade waste agreement that a water corporation may disconnect a trade waste connection -

- a) during an emergency; or
- b) during a period where there is a threat of damage to any system used by the water corporation for the conveyance, treatment, re-use or supply, of wastewater; or
- c) during a period where the discharge of trade waste into the water corporations sewage system may cause the water corporation to breach a licence issued under section 20 of the **Environment Protection Act 1970** that the water corporation holds for the reprocessing, treatment, storage, containment, disposal or handling of waste.

Dispute Resolution

If a customer has a complaint, they should follow the procedure as set out in the Gippsland Water Customer Charter part B *Complaints* section 2.1-2.2 available on the Gippsland Water website

www.gippswater.com.au

Where a complaint escalates beyond Gippsland Water's Customer Charter and relates to technical or economic aspects of Trade Waste management, as per the Gippsland Water Trade Waste Customer Charter 7.1 Gippsland Water will:

- with consent from the customer, engage the services of an independent expert or mediator to help 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 Gippsland Water's price determination.

The Gippsland Water Trade Waste Customer Charter is available on the Gippsland Water website

www.gippswater.com.au

a) Attachment 2 - Guidelines for Size of Pre-Treatment Apparatus

GIPPSLAND WATER GUIDELINES FOR SIZE OF PRE-TREATMENT APPARATUS

Food Preparation – Fast Food – Restaurants etc		
Business Type	Guide for Pre-treatment required	Origin of Waste (Fixtures)
Large Commercial Kitchens (Hospitals/Nursing Homes)	2000 litre Grease Trap	Pot Sinks, Hand basins, Floor Waste Gully Commercial Dish Washes Ovens & Steam Ovens. (Oil, Grease, Fats & Food Particles)
Restaurant (Large) Including Hotels, Motels & Clubs	2000 litre Grease Trap	Pot Sinks, Hand basins, Floor Waste Gully Commercial Dish Washes Ovens & Steam Ovens. (Oil, Grease, Fats & Food Particles)
Restaurant (Small) Including Hotels, Cafés & Wine Bars etc	1100 litre Grease Trap	Sinks, Hand basins, Floor Waste Gully Commercial Dish Washes (Oil, Grease & Food Particles)
Fast Food (Asian/Noodle Bars)	800 litre Grease Trap	Sinks, Floor Waste Gully Wok Tables (constant water wash) (Cooking Oil & Food Particles)
Fast Food (Pizza Restaurant/Takeaway)	1100 litre Grease Trap	Sinks, Hand basins, Floor Waste Gully Commercial Dish Washes (Flour & Cooking Oil)
Fast Food (Fish & Chips/Deep Frying/Hamburgers)	800 litre Grease Trap	Sinks, Hand basins, Floor Waste Gully (Batter, Oils & Grease)
Fast Food (Roasting Chicken/Kebabs etc)	800 litre Grease Trap	Sinks, Hand Basins, Floor Waste Gully (Fat, Grease, Oil & Food Particles)
Motel Kitchen (Breakfast Cooking Only)	Minimum 250 litre Grease Trap	Sinks & Domestic Dishwasher (Grease, Oil & Food Particles)

Bakery (Small) (Bread & Savories) eg: Bakers Delight	Minimum 600 litre Grease Trap Large Sinks, Hand Basins & Floor Waste Gully	(Oil, Food Particles & Flour)
Bakery (Large) (Bread, Pastries, Pies, Pasties, Sausage Rolls etc)	Minimum 1100 litre Grease Trap	Large Sinks, Hand Basins, Commercial Dish Washer & Floor Waste Gully (Oil, Fat, Food Particles & Flour)
Butcher Shop	Minimum 600 litre	Sinks, Hand Basin & Floor Waste Gully (Fat from Meat, Sausage Making etc)
Delicatessen	Minimum 250 litre Grease Trap	Sinks, Hand Basin (Dish Washer) (Vegetable Oils, Grease from Small Goods & Food Particles)
Super Market (Butchers, Bakers, Deli's & Chicken Rotisseries etc)	Minimum 1100 litre Grease Trap (May require 2000 & larger if all related departments are combined)	Sinks, Hand basins, Floor Waste Gully Commercial Dish Washes (Fat from Meat, Grease, Oil, Flour & Food Particles)

Vehicle – Parts Washing/Truck Washing etc

Business Type	Pre-treatment required	Origin of Waste (Fixtures)
Vehicle Washing (Single Bay) Wash Bay attached to garage/mechanic work shop etc.	Silt Pit, Roofing or Storm Water Diversion, 1000 litres/hour Oil & Petrol Separator	Washing of vehicles & Motor Parts etc. (Road Grime, Dirt/Mud, Oils, Petrol/Diesel & Grease)
Vehicle Washing (Multiple Bays) (Two (2) Wash Bays Plus)	Silt Pit, Roofing or Storm Water Diversion, Oil & Petrol Separator capable of minimum 1000 litres/hr for multiples of two (2) bays.	Washing of vehicles & Trailers/Boats etc. (Road Grime, Dirt/Mud, Oils, Petrol/Diesel & Grease)
Vehicle Washing (Multiple Bays) (Three (3) Wash Bays Plus Automatic Wash) eg: Dazzlers	Silt Pit, Roofing or Storm Water Diversion, Oil & Petrol Separator capable of minimum 1000 litres/hr for multiples of two (2) bays. eg: 3 Bays + Auto Wash = 2000 litres/hr Minimum.	Washing of vehicles & Trailers/Boats etc. (Road Grime, Dirt/Mud, Oils, Petrol/Diesel & Grease)
Heavy Vehicle (Truck Wash other than Stock Trucks)	Silt Pit, Roofing or Storm Water Diversion, 1000 litres/hr Oil & Petrol Separator.	Washing of vehicles & Motor Parts etc. (Road Grime, Dirt/Mud, Oils, Petrol/Diesel & Grease)
Heavy Vehicle/Machinery (Contractor)	Silt Pit, Roofing or Storm Water Diversion, Minimum of 1100 litre/hr Petrol & Oil Interceptor.	Washing of Trucks, Machinery, Graders/Bobcats/Backhoes & Motor Parts etc. (Road Grime, Dirt, Mud, Grass, Oils, Petrol/Diesel & Grease)
Truck Wash attached to Saleyards.	Treat each application as individual assessment. May require Settling Pit & Screening etc.	Washing of Trucks & Trailers. (Road Grime, Dirt, Mud, Grass, Animal Manure)
Farm Machinery Repair Work Shops.	Roofing or Storm Water Diversion, Silt Pit, Minimum of 1100 litre/hr Petrol & Oil Interceptor or Combination of P&O Interceptor & 1000 litre/hr P&O Separator	Washing of Trucks, Farm Machinery, Tractors & Motor Parts etc. (Dirt, Mud, Grass, Oils, Petrol/Diesel & Grease)

b) Attachment 3 – Gippsland Water Trade Waste Quality Limits

1 PHYSICAL CHARACTERISTICS

(a) Temperature

The temperature shall not exceed 28 degrees Celsius.

(b) Solids

(i) The suspended solids concentration in any waste shall not exceed 600 grams per cubic metre.

(ii) Gross solids shall pass a bar screen with 13 millimetres openings between bars, and solids shall have a quiescent settling velocity of not greater than 3 metres per hour, in the wastewater.

(iii) The total dissolved solids concentration in any waste shall not exceed 1000 grams per cubic metre. Further Sodium shall not exceed 200 grams per cubic metre and the Sodium Absorption Ratio (SAR) shall not exceed 4.

(iv) No fibrous material shall be present which in the opinion of the Authorised Officer is likely to cause obstructions in the sewer.

(c) Oils, Greases and Solvents

(i) There shall be no free or floating layer of oils, fats or grease.

(ii) The concentration of stable emulsified oil, fat and grease shall not exceed 100 grams per cubic metre as determined using the methodology specified in the current edition of APHA-AWWA-WEF "*Standard Methods for the Examination of Water and Wastewater*".

(iii) There shall be no free solvent or organic liquid other than those specifically permitted under the terms of this Agreement.

(iv) There shall be no solvents which are miscible in water.

(v) There shall be no flammable or toxic organic liquid present other than those specifically permitted under the terms of this Agreement.

(d) Resins

Natural or synthetic resins, plastic monomers, synthetic adhesives, unstable rubber or plastic emulsions or any like material shall not be present.

(e) Radioactive Wastes

Radioactive wastes shall comply with the standards specified in the Radiation Regulations 2007 (Vic).

(f) Colour

The Colour of the wastes when measured on the Platinum Cobalt scale shall not exceed 1000

(g) Electrical Conductivity

The Electrical Conductivity shall not exceed 160 mS/m.

(h) Flammable Substances

There shall be no petrol or other flammable or explosive substance whether solid liquid or gaseous.

2 CHEMICAL CHARACTERISTICS

(a) pH Value

The pH value shall not be higher than 9.0 or less than 6.0

(b) Organic Strength

The concentration of the Biochemical Oxygen Demand shall not exceed 600 g/m³.

(c) Nitrogen

(i) The concentration of Total Nitrogen shall not exceed 100 grams per cubic metre.

(ii) Notwithstanding the limitations specified in Clause (c) (i), the separate chemical forms of Nitrogen shall not exceed the maximum allowable concentration values as stated in the table hereunder:

Ammonia	50 grams per cubic metre calculated as Nitrogen
Nitrate	30 grams per cubic metre calculated as Nitrogen
Organic Nitrogen	60 grams per cubic metre calculated as Nitrogen

(d) Sulphur

(i) The concentration of Total Oxidized Sulphur including Sulphate, Thiosulphate, and Sulphite shall not exceed 100 grams per cubic metre calculated as Sulphate.

- (ii) The concentration of Sulphate shall not exceed 100 grams per cubic metre calculated as Sulphate.
- (iii) The concentration of Sulphide shall not exceed 1 gram per cubic metre calculated as Sulphur.
- (iv) The concentration of Sulphite shall not exceed 30 grams per cubic metre calculated as Sulphur.

(e) Corrosive and Toxic Substances

- (i) The maximum allowable concentration in grams per cubic metre of the under mentioned substances shall be as stated in the table hereunder:

Chloride	200
Fluoride	5.0
Cyanide	5.0
Boron	1.0
Total Phenols (incl. Resorcinol)	100
Pentachlorophenol 1	
Formaldehyde.....	50
Selenium	0.030

Organohlorine Pesticides

Aldrin	0.001
Chlordane	0.006
DDT	0.003
Dieldrin	0.001
Heptachlor	0.003
Lindane	0.100
Organophosphate Pesticides	0.100

- (ii) No substance, which in the opinion of the Authorised Officer may be deemed to be toxic to personnel, to sewage treatment processes or to the environment receiving treated effluent, shall be discharged to a sewer.

(f) Metals

The maximum allowable concentrations in grams per cubic metre of the metals discharged to the sewer shall be as stated in the table hereunder:

	CONCENTRATION
	mg/l
Cadmium	0.050
Chromium	0.100
Copper	0.100
Lead	0.300
Mercury	0.001
Silver	1.0
Zinc	0.300
Iron	10

(g) Precipitable Ions

The concentrations of Calcium, Magnesium and other precipitable ions shall be kept at levels which do not cause solids deposition on the internal walls of any pipeline or conveyance structure which GW is responsible for.

(h) Dissolved Oxygen

The dissolved oxygen concentration in the waste shall at all times be greater than 2 grams per cubic metre.

(i) Total Phosphorous

The maximum allowable concentration of phosphorous shall be 15 grams per cubic metre.

(j) MBAS

The maximum allowable concentration of methylene blue active substances shall be 200 grams per cubic metre.

3 OTHER PARAMETERS

Allowable levels of all other compounds present but not listed in this Agreement shall be assessed by the Authorised Officer, who in consultation with the Manager of Waste Water Environment and Sustainability will determine the maximum allowable concentration of such waste components.

4 RATE OF DISCHARGE

The maximum rate of discharge will be to be determined at time of application.