

## We would like to help you!

If you require any assistance or additional information in order to complete your application, we are here to help. You can contact one of our specially trained representatives, at the number below, from anywhere in our service area.

**Trade Waste Branch**  
 P.O. Box 1382  
 Moorabbin VIC 3189  
 Ph: 9552 3662  
 Fax: 9552 3673

## Commercial trade waste information

If you own a retail food outlet, you may need a Commercial Trade Waste Consent



### Why do I pay Trade Waste charges?

Apart from the Trade Waste Application Fee, you will also be required to pay Trade Waste Charges. These charges are described in our Trade Waste Charges brochure, or you can contact us for advice.

Trade Waste Charges contribute to the cost of treating and disposing of liquid waste generated by businesses, as well as the monitoring and maintenance of Trade Waste Agreements.

We have a range of Trade Waste Charges based on a user-pays principle. To ensure that they are as fair and equitable as possible, you pay only according to the quality and volume of the waste discharged to sewer.

The majority of customers with a Commercial Trade Waste Consent are only required to pay a fixed annual Service Fee for trade waste.

Area Contribution fees may also be levied to reflect the cost of additional demands placed on the sewerage network resulting from the application.

### A Commercial Trade Waste Consent is compulsory

As mentioned previously, it is important that we manage the sewerage system with regard to the environment and human health. Consequently, it is an offence to discharge commercial trade waste without a Commercial Trade Waste Consent. A survey program identifies offenders. The penalties are severe, including fines and possible criminal prosecution.



### South East Water Limited

ABN 89 066 902 547

**Faults & Emergencies: 132 812**

**General Enquiries: 131 694**

**Account Enquiries: 131 851**

**Email: [info@sewl.com.au](mailto:info@sewl.com.au)**

**[www.southeastwater.com.au](http://www.southeastwater.com.au)**

20 Corporate Drive, Moorabbin  
 VIC 3189 Australia





## What is commercial trade waste?

Commercial trade waste is liquid waste discharged to sewer from retail food businesses. The waste is generated from activities such as washing, cleaning and rinsing of utensils, containers, floors, benches and bins in food preparation areas.

## Why do I need a Commercial Trade Waste Consent with South East Water?

South East Water is responsible for managing waste in the sewer system - particularly the treatment of that waste. Therefore, we need to know what is going into the system to prevent:

- sewer blockages and spills of sewage to the environment (commercial trade waste contains large amounts of oil and grease, which can solidify in sewers and cause blockages);
- damage to the sewerage infrastructure;
- life threatening health hazards to sewer workers;
- disruption of sewage treatment processes; and
- threats to the environment.

If your business is located in South East Water's area and discharges commercial trade waste, then you will need a Commercial Trade Waste Consent.

## What is the purpose of a Commercial Trade Waste Consent?

Commercial trade waste discharges are only permitted after a written application has been received and the trade waste is assessed as acceptable.

For the waste to be acceptable, it must first be pre-treated in a grease interceptor of a sufficient size for the volume of water being generated in your business activities.

In the Trade Waste Application form you must supply us with information on the nature of your business, the number of kitchen fixtures that generate wastewater such as sinks and dishwashers, and the council registered seating capacity. We will use this information to establish the correct size grease interceptor for your business. A summary of our method is available, if you would like a copy.

Council approval may also be required for all internal grease interceptor installations.

## What is a grease interceptor?

A grease interceptor is a tank or pit that can be installed above or below ground to intercept grease, fat, oil and food particles before they enter the sewer.

Grease interceptors slow the flow rate to allow the grease, fats and oils to float, as well as give enough time for any solids to settle on the bottom.

The floating grease, fat, oil and settled solids are then trapped in the grease interceptor and accumulate over time. After a specified time period, as stated in the Commercial Trade Waste Consent, the grease interceptor must be pumped out. Regular pump-outs are required to prevent problems occurring in private sewers as well as the sewerage system.

It is your responsibility to ensure that the grease interceptor is pumped out at the intervals listed in your Commercial Trade Waste Consent.

South East Water has implemented a system called 'Wastelog', to monitor grease interceptor pump-outs.

## What is Wastelog?

Wastelog is a program developed by South East Water, in close consultation with the Victorian Waste Management Association (VWMA).

Wastelog relies on Environment Protection Authority licensed waste contractors to register all grease interceptor pump-outs within South East Water's area of operation.

Participating Wastelog transporters offer a service, which includes the automatic scheduling and registration of your grease interceptor pump-outs. This service saves the inconvenience of having to remember to contact and arrange a transporter every time a pump-out is required.

## To arrange your Commercial Trade Waste Consent, follow these simple steps

Obtaining a Commercial Trade Waste Consent isn't very complicated and won't take up much of your time. This is what you have to do:

1. Telephone South East Water for a Trade Waste Application form, pick one up from our office in Moorabbin, or obtain one from our web site at [www.southeastwater.com.au](http://www.southeastwater.com.au)
2. Complete the Trade Waste Application form. Attach a site plan showing the location of the grease interceptor(s) (there is a guide to assist you in this process). Please note that if you intend to carry out any plumbing and drainage work, an application for the plumbing will also be required. This is available from plumbing stores and South East Water.
3. Submit the application and site plan to South East Water. You will also need to pay a Trade Waste Application Fee. This fee contributes to the cost of processing your application and is described in the Trade Waste Charges brochure. Alternatively, you can contact us on **131 694** for advice.