

Why do I pay Trade Waste charges?

The Trade Waste charges cover the cost of South East Water administering and monitoring Trade Waste Consents. This includes:

- Monitoring the maintenance of all food and oil interceptors to ensure they are pumped out at the required frequency
- Sending reminder letters, making phone calls if the maintenance is overdue
- Inspections of new food and oil interceptor installations
- Following up non compliance issues
- Investigating odour complaints
- Conducting pump out frequency reviews
- Ensuring all commercial food businesses have Trade Waste Consents and adequately sized food and oil interceptors
- Investigating sewer blockages / spillages associated with fats and oils
- Maintaining and upgrading the computer systems used to monitor all Trade Waste customers.

The current charges can be viewed in our Trade Waste Charges brochure (available at southeastwater.com.au/tradewaste) or you can contact us on **9552 3662**.



It is important that we **manage the sewerage system for the benefit of the environment and human health**. Consequently, it is an offence to discharge Commercial Waste without a Commercial Waste Consent.

South East Water conducts a monitoring program to identify offenders. Severe penalties apply, including fines and possible criminal prosecution for breaches.



We are here to help you!

The Trade Waste team are more than happy to provide additional details and assistance in completing your Commercial Trade Waste Consent application. Feel free to contact us on the number listed below for further information.

Trade Waste Branch
Telephone (03) 9552 3662
Facsimile (03) 9552 3673

Faults and Emergencies **132 812**
General Enquiries **131 694**
Account Enquiries **131 851**

20 Corporate Drive
Locked Bag 1
Heatherton VIC 3202 Australia

info@sewl.com.au
southeastwater.com.au

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Important Commercial Trade Waste Information

For your retail food outlet



What is Commercial Trade Waste?

Commercial Trade Waste is liquid waste discharged to sewer from retail food businesses. This 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 the management and treatment of waste in the sewer system – particularly the treatment of that waste.

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 fats and oils, 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 service 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 discharge is only permitted after a written application has been received by South East Water and the trade waste is assessed as acceptable.

For the waste to be acceptable it must first be pre-treated in a food and oil interceptor of a sufficient size for the volume of waste water generated by your business activities.

In the Trade Waste Application form you must supply us with; information about 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 food and oil interceptor for your business. You can obtain a copy of the Food and Oil Interceptor Sizing Criteria by calling **9552 3662** or visiting our website southeastwater.com.au/tradewaste. Council approval may also be required for all internal food and oil interceptor installations.

What is a food and oil interceptor?

A food and oil interceptor is a tank or pit that intercepts fat, oil and food particles before the waste enters the sewer.

Food and oil interceptors slow the flow rate of your waste to allow the fats and oils to float to the surface and the food waste and solids to settle on the bottom. The floating fat and oil and the settled food particles and solids are trapped in the food and oil interceptor and accumulate over time. The food and oil interceptor must be pumped out at regular intervals as detailed in your Commercial Trade Waste Consent. Regular pump-outs are required to prevent blockages occurring in the sewerage system and private sewers.

It is your responsibility to ensure that the food and oil interceptor is pumped out at the intervals stated in your Commercial Trade Waste Consent. South East Water has implemented a system called 'Wastelog' to monitor food and oil 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 the Environment Protection Authority licensed waste contractors to register all food and oil 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 food and oil 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:

- 1 For a Trade Waste Application form, please pick one up one from our office in Heatherton, visit southeastwater.com.au/tradewaste or call us on **9552 3662**.
- 2 Complete and submit the application form to South East Water. There is a Trade Waste Application Fee which contributes to the cost of processing your application. For more information please see the current Trade Waste Charges brochure or contact us on **9552 3662**.
- 3 South East Water will provide your business with a Commercial Trade Waste Consent within 10 business days of receiving your application. Your consent will include the size of the food and oil interceptor that is required to adequately service your business.

Please note that if you intend to carry out any plumbing and drainage work, a Plumbing Application will also be required. This is available from plumbing stores, southeastwater.com.au or you can call **9552 3000**. All food and oil interceptors must be installed by a licensed plumber.

