

## Categories of Trade Waste Customers

East Gippsland Water provides sewerage services to customers in the far east of Victoria. These sewerage services include the collection, treatment and disposal of waterborne waste, from industrial or commercial properties, known as Trade Waste. All non-residential customers discharging waterborne waste to the sewerage system are classified as Trade Waste customers. East Gippsland Water is committed to a clear and transparent process in the categorisation of its Trade Waste customers. The system of Trade Waste customer categorisation is applied in accordance with East Gippsland Water's Trade Waste Customer Categorisation Methodology that includes the following components:

- The nature of the business and the risks posed by the discharge of the Trade Waste to the sewerage system,
- The scale of Trade Waste discharge relative to the capacity of the receiving sewerage collection and treatment system,
- The composition of the Trade Waste, and
- The opportunities for the reuse of reclaimed water and biosolids.

East Gippsland Water categorises Trade Waste customers into the following three groups;

Category	Description
1	<p><b>Deemed</b></p> <p>A business that does not have a trade waste apparatus or other form of on-site treatment of the waste discharged to sewer. These businesses are deemed to have a trade waste agreement, because they produce low volumes of trade waste that is similar in nature to domestic sewage.</p> <p>Section 1 provides a further description of these businesses.</p>
2	<p><b>Minor</b></p> <p>A business that has a trade waste apparatus or other form of on-site treatment of the waste discharged to sewer. This includes businesses that should have such a device. These businesses (generally small commercial type businesses) are required to hold a trade waste agreement before discharging trade waste to the sewer. These businesses produce a trade waste that is greater in volume or strength than domestic sewage, but not to a large degree.</p> <p>Section 2 provides a further description of these businesses.</p>
3	<p><b>Major</b></p> <p>A business that discharges an unusually large volume and/or strength of trade waste. These businesses (generally larger commercial or industrial type businesses) are required to hold a trade waste agreement before discharging trade waste to the sewer. The trade waste agreement will be specifically tailored to their business process and the wastes they discharge.</p>

Table 1 Trade Waste Customer Categories

### 1. **Category 1: Businesses Deemed to have a Trade Waste Agreement**

East Gippsland Water has a number of non-residential customers who discharge to the sewerage system and would come under the definition of "Trade Waste" but are considered too small for East Gippsland Water to require a Trade Waste agreement, and do not warrant the additional level of administration and monitoring that comes with this. Clause 4.4 of the Trade Waste Customer Service Code makes provision for dischargers of Trade Waste of a

nature similar to domestic sewage, at East Gippsland Water's discretion, to have their agreement arise automatically through customer conduct, these types of customers are classified as "Deemed" Trade Waste customers. Examples of businesses that may possibly fit into this category are listed in the table below. This list is a sample only, and other businesses may fit into this category. Some businesses listed below may still be required to have a Trade Waste Agreement due to other circumstances.

<b>Businesses Deemed to have a Trade Waste Agreement</b>	
Sandwich / coffee shops where <b>no</b> hot food, other than drinks, are prepared or served on the premises	Retail outlets or clerical type service providers with only staff toilets and lunch rooms
Beauticians and hairdressing salons	Opticians
Doctor's surgeries where <b>no</b> plaster casts are made on the premises	Day care centres where <b>no</b> hot food, other than drinks, are prepared or served on the premises
Fruit and vegetable retail outlets	Juice bar
Motels with <b>no</b> hot food or laundry facilities	Dental technician where <b>no</b> x-rays or plaster casts are made on the premises
Florists	Jewellery shops

Table 2 Types of Businesses Deemed to have a Trade Waste Agreement

## **2. Category 2: Businesses Requiring a Minor Trade Waste Agreement**

Most of East Gippsland Water's Trade Waste customers fit into this category. Examples of businesses that may possibly fit into this category are listed in the table below. This list is a sample only, and other businesses may also fit into this category.

<b>Businesses Requiring a Minor Trade Waste Agreement</b>	
<b>Food Preparation</b>	
Bakeries	Donut shops
Hot bread kitchens	Ice cream parlours
Boarding houses	Bed & breakfast accommodation
Hotels	Motels
Restaurants	Commercial kitchens
Sandwich / coffee shops where hot food is prepared or served on the premises	Takeaway food shops
Butchers	Delicatessens
Cafeterias	Canteens
Clubs where hot food may be prepared or served on the premises	Community halls where hot food may be prepared or served on the premises
Schools with 'Home Science' rooms	Hospitals
Reception centres	Function centres
Garbage washes	Fish mongers
<b>Vehicle/Engine Maintenance and Cleaning</b>	
Radiator repairs	Panel Beating / Spray Painting
Car wreckers	Vehicle washing
Lawn Mower / chainsaw repairers	Service stations
Mechanical workshops	Engine / gearbox reconditioning
Car detailing	

Chemicals and Paint	
Laboratories	School laboratories
Screen printers	Maintenance workshops
TAFE / school workshops	
Photographic and X Ray	
Photographic	X Ray and Radiation Devices (including Photo Processing, Dental, Medical Practices)
Other Process	
Specialist doctor (plaster)	Building Services (air conditioning)
Catteries	Kennels
Laundromats	Hobby clubs / crafts
Drycleaners	Municipal pool
Boilers	Morgue

Table 3 Types of Businesses Requiring a Minor Trade Waste Agreement