

Frequently Asked Questions



Some examples of tradewastes

What is trade waste?

Trade waste is any liquid waste (and substance contained in it) generated by any industry, business, trade or manufacturing process, other than domestic waste, acceptable for discharge to sewer. This waste may need to be treated before it is discharged to protect East Gippsland Water's sewer systems. A full definition of trade waste, is included in East Gippsland Water's trade waste agreement.

What is a trade waste agreement?

Under the Water Act 1989, commercial properties discharging trade waste are required to have a written Trade Waste Agreement outlining conditions of discharge to East Gippsland Water's sewer. Agreements are usually split into two categories:

Minor Trade Waste Agreements

These cover the majority of agreements that East Gippsland Water enters into, and usually deals with standard types of trade waste, such as greasy waste generated by food preparation premises.

Major Trade Waste Agreements

These cover businesses generating large volumes of different types of trade waste. Major Trade Waste Agreements are usually more complex than Minor Trade Waste Agreements and may involve a different level of charges.

Deemed customers are non-residential customers who discharge low volumes of low strength wastewater and are considered too small to require an agreement. A deemed customer does not need to pay trade waste charges or hold a site-specific trade waste agreement. These customers must advise East Gippsland Water of any changes to their waste discharge. If in doubt, please call East Gippsland Water to discuss.

Will my premises be inspected?

Yes. East Gippsland Water will maintain a database and carry out inspections to ensure adherence to trade waste agreements. The frequency of these inspections will depend upon the type of trade waste appliance installed.

What is a trade waste appliance?

The purpose of a trade waste appliance is to trap and partially treat waste material and prevent it from entering the sewerage system. Common types of trade waste appliances are grease interceptors, triple interceptor traps, cooling pits, etc.

Why does East Gippsland Water manage trade waste?

There are various aspects of the East Gippsland Water Trade Waste Program including:

- Identification of properties that discharge a trade waste. This includes identification of properties that have a suitable trade waste appliance, and those that don't.
- Ensuring that written agreements are in place for all relevant properties. Many businesses have existing agreements but these may need to be updated.
- Ensuring that suitable trade waste appliances are installed in situations where they are not currently installed, or are inadequate.
- Ensuring that businesses are being charged correctly.
- Monitoring of the system and inspections to ensure adherence to Trade Waste Agreements and appliances are pumped out at least annually.

Our trade waste management program manages risk to:

- Protect the sewer system by preventing blockages and spills
- Protect the health and safety of sewer workers
- Protect the wastewater treatment plant processes
- Protect the environment.

What are my trade waste legal obligations?

The primary legal obligation, applicable to all trade waste producers in Victoria who discharge to a sewer network, is that they hold a valid trade waste agreement with their local water corporation.

Section 178 of the Water Act 1989, states that it is an offence to discharge trade waste into the sewerage system managed by East Gippsland Water without a Trade Waste Agreement or consent.

How do I connect to the sewer?

You must use a licensed plumber to connect your business to sewer for the purposes of discharging trade waste.

An application to connect form must be completed and reviewed by the East Gippsland Water Technical Officer Property Connections.

Will all my business competitors be involved in this program?

Yes. All retail and industrial businesses generating a trade waste are required to enter into a Trade Waste Agreement with East Gippsland Water.

If I don't have a trade waste appliance, or my existing trade waste appliance is inadequate, what do I do?

At the time of first inspection, the Corporation's officer will determine if you require installation or upgrading of a trade waste appliance.

A period of up to six months will be permitted to complete the installation or alterations. However, if the trade waste is such that it may cause damage to the Corporation's assets or endanger its employees, work will need to be undertaken immediately.

A registered plumber will need to be engaged to carry out this work.

If I have a suitable trade waste appliance, why do I have to pay trade waste charges to the Corporation?

Trade waste appliances are not sophisticated enough to trap all the pollutants in the wastewater stream. Further treatment is therefore required downstream at East Gippsland Water's wastewater treatment plants. As part of the user-pay system, your trade waste charges contribute to the cost of treatment as well as inspections, monitoring of the system and administration of the trade waste program.

How will I receive my trade waste charges?

Minor trade waste charges will be included on your regular rate notice. Please refer to East Gippsland Water's tariff schedule available on our website for a list of relevant charges.

Major trade waste agreements that involve more complex calculations will require a separate account.

Do I have to pay to have my trade waste appliance cleaned?

Yes. Trade waste charges do not include the cost of removal of the accumulated waste in the appliance. It is your responsibility to arrange and pay the associated costs of regular removal of the material (at least annually). The Environment Protection Authority requires the contractor to have a suitable permit.

You must retain written evidence of each pump out and provide a copy to East Gippsland Water annually.

My business has changed and I no longer produce trade waste. What are my options?

A trade waste may be disconnected, by a licensed plumber, due to a change in business type or if the business has sold or closed. An inspection of the disconnection may be carried out by the Property Connections Officer.

You are required to contact East Gippsland Water to advise of this information. Charges will continue until you have notified East Gippsland Water and you will be liable for ongoing charges until evidence is provided of the disconnection.

