

Terms and conditions for trade waste approval

Trade waste businesses that are approved to discharge trade waste to the City of Gold Coast's (City) sewerage system, in accordance with the terms and conditions of this document.

The City provides sewerage services and treats and disposes of trade waste for trade waste customers within the Gold Coast local government area. The City is responsible for:

- ensuring trade waste customers comply with legislative requirements, Australian Standards and Queensland Government licencing conditions
- providing a strong, well-regulated management framework to reduce any negative impacts of trade waste on the sewage treatment process and the release of recycled water back into the city's waterways
- assessing trade waste applications based on legislative requirements and risk factors.
- working with trade waste customers to manage trade waste responsibly, reducing the potential risk to the people, the infrastructure and the protection of the environment
- educating trade waste customers and the community on the generation and treatment of trade waste
- monitoring trade waste discharge quality to ensure that it is compliant with the Sewer Admission Standards and conditions in individual trade waste approvals.

The City manages trade waste in accordance with the *Water Supply (Safety and Reliability) Act 2008* (Water Supply Act) and the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*.

Trade waste approval

A trade waste approval is issued to both the property owner/agent and their tenant for the purpose of discharging trade waste to sewer from the business premises.

Your approval allows the discharge of trade waste generated by an individual or business into the City's sewerage system, subject to and conditional to compliance with:

1. The Water Supply Act
2. City's trade waste guidelines
3. City's Sewer Admission Standards
4. City's pre-treatment guidelines
5. Trade waste approval and terms and conditions of this document.

This approval is non-transferrable. If a change in ownership, tenancy, business type or process technology occurs, this approval is void and a new application for trade waste approval must be made.

Trade waste customer obligations

As a trade waste customer, you must:

- apply to the City to discharge trade waste – it is an offence to discharge trade waste to sewer without approval
- understand what is in your trade waste (chemical, metal and organic substances) and disclose this information to the City
- comply with the Sewer Admission Standards
- comply with the pre-treatment guidelines
- comply with the trade waste guidelines
- comply with the requirements of the approval certificate

- ensure that the property owner is aware that trade waste is being produced on their property (where relevant).

You must not:

- allow any human liquid waste, from fixtures and fittings or appliances (such as toilets or hand basins), to discharge other than into the sewerage system
- allow prohibited substances listed in Schedule 1 of the Water Supply Act to be discharged into the sewerage system, noting that to do so would constitute an offence under Section 193 of the *Water Supply Act*. For further information <http://www.goldcoast.qld.gov.au/environment/trade-waste-7874.html>

Property owner obligations

- The consent of the property owner or their agent is required for trade waste customers to generate trade waste on that premises.
- The City may, by notice given to the property owner or their agent, require the property owner or their agent to carry out works for connecting the premises to the sewerage system in accordance with Section 168 of the Water Supply Act.

Terms and conditions

1. Trade waste guidelines

- 1.1 You are required to comply with the trade waste guidelines at all times.

2. Sewer Admission Standards

- 2.1 Contaminants in your sewage must be maintained in line with the limits set out in the Sewer Admission Standards. If you do not maintain these limits, financial penalties may apply.
- 2.2 Prohibited substances (Schedule 1 of the Water Supply Act) must never be discharged to sewer. If you are found to have discharged any prohibited substance to sewer, penalties will apply.

3. Pre-treatment

- 3.1 The City requires the trade waste customer to have pre-treatment equipment installed, as prescribed in the Pre-treatment Guidelines and/or as detailed within special conditions of the Trade Waste approval certificate.
- 3.2 If your pre-treatment equipment is defective, under-sized or overloaded, it could result in non-compliance with the Sewer Admission Standards and pre-treatment compliance requirements.
- 3.3 Servicing of the pre-treatment devices is to be undertaken as per the Trade waste approval certificate by a licensed liquid waste removal company; or, where required, the attached schedule/property detail report.
- 3.4 Pre-treatment equipment must be serviced by a licensed liquid industrial waste contractor.
- 3.5 Any plumbing or drainage work at the premises must be carried out by a licensed person and verified by a compliance certificate issued by the City.

4. Risk categorisation

- 4.1 Risk level of the business will be classified as detailed in the Trade waste guidelines i.e. low, medium or high risk.

- 4.2 Your risk category may change if the quantity or risk of your sewage discharge increases or decreases.
- 4.3 The City will notify you if your risk category changes.

5. Management and monitoring

- 5.1 Your business premises will be sampled as detailed in the Trade waste guidelines i.e. if low risk, i.e. 'Up to four times per year'.
- 5.2 The premises designated by this approval may be routinely or randomly inspected and a sewage sample collected by City officers, for the purpose of monitoring and auditing compliance with the terms and conditions of this approval.
- 5.3 The City is not required to provide advance notice for random inspections.
- 5.4 Sections 132 and 135 of the *Local Government Act 2009* give an authorised City representative a right of entry to your property to carry out an inspection against your trade waste approval and take samples.
- 5.5 You must ensure access to the sampling point is uninhibited.
- 5.6 You must not in any way inhibit the role of a City officer performing sampling and inspection duties or you will be committing an offence under section 53DA of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*.
- 5.7 Collected samples will be analysed at the NATA certified testing laboratory.
- 5.8 Sample results will be used to determine compliance with the terms and conditions of this trade waste approval, the trade waste guidelines and the Sewer Admission Standards.

6. Trade waste charges

- 6.1 Trade waste charges will be calculated and levied by the City, based on the amount of sewage you discharge to sewer and the risk that your sewage poses to the sewerage system.
- 6.2 The trade waste customer acknowledges that:
 - sewerage charges are GST exempt
 - additional charges may be imposed if further compliance testing is required and additional inspections are deemed necessary at the City's discretion
 - any additional services deemed necessary by the City are not GST exempt.

7. Waste tracking

- 7.1 Servicing of pre-treatment devices is monitored by the tracking system the City maintains with external contractors.
- 7.2 The holder acknowledges that the City operates an electronic management and monitoring system for pre-treatment equipment waste removal, including waste transport and disposal, which the holder is required to comply with.
- 7.3 Trade waste residue must be disposed of in the manner required by the Environment Protection Regulation 2008, the City's trade waste guidelines and the terms and conditions of this approval.

- 7.4 Your compliance with the pre-treatment equipment servicing frequency set in section 3.3 of these terms and conditions is monitored through the waste tracking program.
- 7.5 Records must be kept of maintenance and servicing of pre-treatment equipment, including:
- date of service
 - approved removal contractor
 - approved disposal site
 - method of disposal.
- 7.6 Liquid waste removal charges are issued by an authorised contractor and do not include any City charges.
- 7.7 All servicing and waste removal costs are at your own expense.

8. Maintenance of plant, pipes and equipment

- 8.1 Under Section 34 of the Water Supply Act, the City has the power to give the owner notice to do remedial work, within a reasonable period, to:
- (a) rectify plant, pipes and other equipment used to treat or transport trade sewage, that is defective or is improper, is connected or adversely affecting the service provider's infrastructure; or
- (b) remove vegetation, or any other thing, that is adversely affecting the service provider's ability to provide the services that it is registered to provide.
- 8.2 The holder acknowledges that the City does not warrant that the owner's equipment is sufficient for the purpose of pre-treating trade waste produced at the premises for discharge into the sewerage system.

9. Duration of trade waste approval

- 9.1 The trade waste approval shall remain in effect from the date of issue until the last billing period in the current financial year.
- 9.2 It will continue to remain in effect for each subsequent financial year until the trade waste approval is cancelled or suspended.
- 9.3 The trade waste approval is deemed to be renewed upon payment of the levied charges.
- 9.4 A new application for a trade waste approval must be lodged when there is a change:
- to one of the holders; or
 - operating conditions result in reassessment of the trade waste approval.

10. Changes to trade waste discharge

- 10.1 The City requires notification within 14 days of any changes to your business processes or activities that will affect the type or characteristic of your trade waste discharge, including, but not limited to:
- installation of additional equipment, fixtures or fittings
 - replacement of existing equipment
 - change in seating capacity
 - pre-treatment processes
 - any change to business processes that changes the nature of the trade waste.

- 10.2 In the event of excess loads, including chemical spills, being discharged to sewer due to operational problems, immediate notification to the City on 1300 000 928 is required.

11. Non-compliance

- 11.1 If you are found to be in breach of the terms and conditions of this approval or the City's trade waste guidelines, pre-treatment guidelines or Sewer Admission Standards, you will be issued a notice requesting you to rectify the matter under Section 53DJ of the *South East Queensland (Distribution and Retail Restructuring) Act 2009*.
- 11.2 You must comply with this notice within the time stated.
- 11.3 Failure to comply with the notice may result in the City suspending or cancelling your trade waste approval.

12. Dispute resolution

- 12.1 Any dispute between the City and the trade waste customer will be resolved by negotiation; all parties must negotiate in good faith.
- 12.2 The trade waste customer agrees that the Manager Customer Engagement will determine any dispute that cannot be resolved.

13. Cancellation of approval

13.1 By the City

13.1.1 The City may suspend or cancel this approval if:

- if you do not comply with the terms and conditions of this approval, the Sewer Admission Standards, the trade waste guidelines and the pre-treatment guidelines
- where the terms and conditions of the trade waste approval are no longer relevant as a result from a change in circumstance of the trade waste customer following approval being issued
- in accordance with provisions of the *Water Supply (Safety and Reliability) Act 2008*
- you do not comply with the requirements of any written or verbal notice issued by the City relating to the approval
- if you fail to respond to a notice from the City within the stipulated time frame
- where urgent action is necessary in the interest of public health and safety to prevent environmental harm or damage to the sewerage system.

13.1.2 The trade waste customer must, immediately after receiving notice of suspension or cancellation, take necessary action to cease the discharge of trade waste from the premises to the sewerage system.

13.1.3 If discharge of trade waste does not cease immediately, the City may enter the premises and take any action necessary under Section 144 and 145 of the *Local Government Act 2009* to stop the discharge of sewage to the sewerage system.

13.2 By the trade waste approval holder

If you are selling or closing your trade waste business, you must cancel your approval with the City. You can cancel your trade waste approval by providing 14 days written notice to the City.

*Special Conditions if required are noted on your Trade waste approval certificate.