



Trade waste guidelines

Management of commercial and industrial sewage

July 2022



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1. Introduction

Trade waste is the liquid waste from any industry, business, trade or manufacturing premises, other than domestic sewage from a hand basin, shower, bath, toilet or other domestic fixture.

Trade waste may contain toxic or harmful substances, which could impact on our environment, our health and our people, if not disposed of appropriately.

Guided by the latest industry standards and understanding of “best practice” trade waste management, the trade waste guidelines ensures that we manage resources and waste responsibly for the benefit of the community.

The City's trade waste management system actively encourages trade waste customers to increase their understanding of trade waste, reduce the amount of sewage they discharge, and improve the quality of their sewage.

Principles of these guidelines:

Improved charging framework

We have a fair, simple and transparent charging framework that actively encourages cleaner production from our local industries, based on the principles of ‘user pays’ and ‘polluter pays’.

Improved standards

We will protect the environment, the community and our people by improving the quality of trade waste discharges.

Improved management

We will manage and monitor your trade waste effectively and efficiently to reduce the demand on resources.

Our strong, well-regulated management framework will ensure trade waste discharges are managed to reduce any negative impacts on the sewage treatment process and the release of recycled water back into the City's waterways.

We are committed to working with all trade waste customers to manage trade waste responsibly, ensuring that the health and safety of the community and the environment are protected.

These guidelines will ensure that you meet all your obligations regarding trade waste, from approval through to pre-treatment and compliance, and set out how the new trade waste charges are calculated.

Trade waste means water-borne waste from business, trade or manufacturing premises, other than—

- (a) waste that is a prohibited substance; or
- (b) human waste; or
- (c) stormwater.

Water Supply (Safety and Reliability) Act 2008

2. The importance of trade waste management

Trade waste may contain toxic or harmful substances such as oil, heavy metals, solids, organic solvents or chlorinated organics. Uncontrolled or illegal discharge of trade waste causes serious problems in the sewerage system including flooding and overloading, blockages, corrosion, hazardous work environments, even failure of sewage treatment processes.

The City is responsible for preventing these contaminants from entering the sewerage system, ensuring that the health and safety of the community and the environment are protected.

The requirements and conditions set out in these guidelines ensure the safe and effective disposal of trade waste within the Gold Coast and work toward achieving trade waste management objectives.

2.1 Trade waste management objectives

The City's trade waste management system will:

- protect the health and safety of the community and City employees by avoiding exposure to hazardous materials that may enter the sewerage system
- protect sewerage infrastructure from damage caused by certain types of waste
- protect the biological processes and capabilities (treatment and hydraulic) of sewage treatment plants
- protect the environment from toxic contaminants
- meet legislative requirements regarding the management of trade waste, operation of sewage treatment plants and networks and other regulatory compliance
- consistently provide recycled water and biosolids of a specified composition and quality that is 'fit for reuse'.

2.2 Understanding trade waste

Businesses and individuals who produce trade waste are charged on a 'user pays' and 'polluter pays' system, so it is important that you understand the relationship between water entering your property through the water meter, the volume of that water used in production, and the volume and quality of sewage discharged to the sewerage system.

Put simply, the more water you discharge to sewer, and the more contaminants in that water, the more money it will cost your business.

Trade waste customers can take steps to reduce the quantity and improve the quality of sewage discharges, which may result in reduced trade waste charges.

The key to reducing the amount of water discharged to sewer is to reduce the amount of water that you use. Installing water saving devices, encouraging water saving habits such as making sure the taps aren't left running and using dishwashers only when they are full, and even changing production processes can result in significant water savings for your business.

Having the right pre-treatment device installed and ensuring that it is in working order and serviced regularly, is the best way to improve the quality of your sewage. Other steps like ensuring that oils, grease and solids are not washed down the sink will also be of benefit and may result in financial savings for your business.

2.3 Who produces trade waste?

Trade waste includes (but may not be limited to) sewage discharged from premises as a result of trade, industrial, commercial, medical, dental, veterinary, agricultural, horticultural, or scientific research or experimental activities (*ASQM Guidelines, WSAA 2012*).

The most common types of trade waste do not contain toxic or harmful contaminants, as commonly believed, and are produced every day from businesses such as cafes and restaurants, shopping centres, theme parks and hotels.

Common activities that produce trade waste include rinsing and washing the dishes, using washing machines and cleaning the floors.

If you are unsure if your business produces trade waste, please contact the City's Source Control officers on 1300 000 928 for further guidance.

2.4 Legislative requirements

The City is responsible for making sure sewage treatment meets Australian standards and Queensland Government licensing conditions and complies with all relevant legislation.

The City manages trade waste in accordance with the *Water Supply (Safety and Reliability) Act 2008*, which sets out requirements to consider for approving a trade waste discharge to sewer.

The *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*, *Water Supply (Safety and Reliability) Act 2008* and the *Local Government Act 2009* provides City employee's with the right to enter a property where trade waste is discharged to the sewerage system, and enforce compliance with relevant legislation and trade waste approval conditions.

3. Roles and responsibilities

The effective management and disposal of trade waste is the responsibility of the City, the trade waste customer and the property owner.

3.1 City of Gold Coast

The City is responsible for:

- ensuring trade waste customers comply with legislative requirements
- 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 risk factors
- working with trade waste customers to manage trade waste responsibly, ensuring that the health and safety of the community and the environment are protected
- 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 (see section 7) and conditions in individual trade waste approvals.

3.2 Trade waste customer

Trade waste customers must:

- have permission from the City to discharge trade waste – it is an offence to discharge trade waste to sewer without approval
- understand what is in their trade waste and disclose this information to the City
- comply with the Sewer Admission Standards (see section 7) and all requirements set out in the trade waste approval
- ensure that the property owner is aware that trade waste is being produced on their property (where relevant).

A person or entity cannot discharge trade waste into the City's sewerage system without approval or exemption

In seweraged areas, the trade waste customer must not:

- allow any human waste, from fixtures and fittings or appliances (such as toilets or hand basins), to discharge other than into the sewerage system; or
- allow prohibited substances to be discharged to sewer, noting that to do so would constitute an offence under Section 193 of the *Water Supply (Safety and Reliability) Act 2008*.

3.3 Property owner

Property owners or their agent:

- must also hold an approval to discharge trade waste
- will be notified of the assessed status of trade waste produced on their premises
- will receive a copy of any approval held by persons for trade waste discharged from the premises

4. Assessment and approval process

4.1 What is a trade waste approval?

A trade waste approval is a certificate granted to the property owner and the trade waste customer by the City. The approval sets out the conditions for discharging trade waste into the sewerage system.

A trade waste approval is also needed if you wish to discharge potentially contaminated surface water (stormwater) from bunded wash bays to the sewer.

If you wish to discharge seepage water (water that seeps from the ground into the part of a structure or building built below ground level, such as underground car parks, basements and lift wells) to sewer, you will need a separate seepage water approval. Contact our trade waste officers on 1300 000 928 for further information on seepage water approvals.

Trade waste customers must ensure that all relevant approvals such as town planning, building, plumbing and drainage and environmental health have been obtained.

4.2 Do I need a trade waste approval?

Persons requiring a trade waste approval include:

- Persons or businesses that produce trade waste but do not own the premises (i.e. tenants).
- Persons or businesses that produce trade waste and own the premises (i.e. owner operators).
- Property owners or their agents where multiple business types or activities are conducted on the premises (e.g. shopping centres, multiplexes). A single approval will be issued to the complex owner/agent that records the activities and tenancies to which the approval terms and conditions apply.

Persons or typical businesses that are exempt from requiring a trade waste approval are those businesses that the City has assessed as being of minimal risk to the City's sewerage system. These businesses are 'deemed to comply' and are not required to go through the same application process as other businesses. Child care centres not providing meals and hairdressers are 'deemed to comply' businesses.

4.3 When do I apply?

As a trade waste customer, you must have written approval before discharging trade waste to sewer. A new application should be made in the following circumstances:

- a) for existing premises where trade waste is produced and no approval has been issued
- b) for new premises or extensions where trade waste will be produced
- c) a change in tenancy or business type
- d) shop fit outs
- e) during the processing of an application to strata title
- f) before the discharge of a trade waste into the sewer
- g) where a change in process technology occurs (i.e. your business production increases or you install new pre-treatment equipment to further reduce the amount of contaminants in your tradewaste).

4.4 Trade waste searches

When purchasing a commercial or industrial property, you may be advised to undertake a trade waste search. This search can be conducted in conjunction with other relevant property searches prior to property settlement by contacting the City's searches unit. A fee will be charged for this service.

A trade waste search will identify information such as pre-treatment devices and their condition and management, kitchen fit-out details and current service agents. This information can then be used to determine if the current pre-treatment device is suitably sized and serviced.

4.5 Change of ownership/renewals

Trade waste approvals are not transferrable. An approval is given to the property owner and the person producing the trade waste and is both property and activity specific. When a business that produces trade waste changes ownership, the existing approval is terminated and the new tenant/owner should apply for a new approval.

In the event of a property changing ownership where the property owner has one or more trade waste customers on the site, the approvals will remain current provided there is:

- no change in trade waste customer ownership or change to a producer's business; and
- an updated assessment and a new approval issued to the new property owner

A change or variation in a trade waste customer's business that impacts on the quality or quantity of trade waste requires reassessment and possible renewal of the approval conditions.

4.6 How do I apply?

Business customers and property owners can apply for trade waste assessment and approval, either by downloading a form or submitting an online application via the City's website, <https://www.goldcoast.qld.gov.au/Services/Water-sewerage/Sewage-recycled-water/Trade-waste>.

Application enquiries can be made to applications@goldcoast.qld.gov.au, in person at any City administration centre or by calling 1300 000 928.

All correspondence on trade waste can be sent to:

City of Gold Coast
PO Box 5042
GOLD COAST MC 9726

Or by email to: tradewaste@goldcoast.qld.gov.au.

4.7 Assessing your application

The City assesses your application based on the risk of your trade waste to the sewerage system. The information you provide is reviewed considering:

- your business processes
- pre-treatment of waste on your premises prior to discharge to sewer
- the capacity and type of the City's infrastructure and sewage treatment process, considering maximum daily quantity and maximum permissible rate
- the safety of the community and staff
- environmental impacts on the sewage treatment process and its products (recycled water and biosolids)
- the permissible limits for the quality of the waste
- potential odours and corrosion of the sewerage networks.

The City will determine if a trade waste approval will be issued, and if so, what conditions may be applied to the approval. These may include the installation of pre-treatment devices, how regularly pre-treatment devices must be serviced and other risk mitigation steps.

If approved, you will receive a trade waste approval certificate, which will outline your assessed status and your obligations when discharging trade waste. Both the property owner and the trade waste customer are subject to the City's standard Terms and Conditions for Trade Waste Approval, available from <https://www.goldcoast.qld.gov.au/documents/trade-waste-approval-terms-conditions.pdf>. Failure to comply with these terms and conditions may result in your trade waste approval being suspended or cancelled, or additional charges may be invoked (where the compliance breach results in an increased load score – see Section 5).

It is the responsibility of the trade waste customer to understand what is
in your waste and disclose this information to the City.

4.8 Cancellation of approval by approval holder

If a trade waste customer wishes to cancel the trade waste approval, they must first give 14 days' advance notice in writing to the City.

5. Sewerage charges

Trade waste customers will be charged for the quantity of sewage they discharge (volumetric charge) and the 'load' (impact) of the sewage to the City's sewerage system (load factor charge).



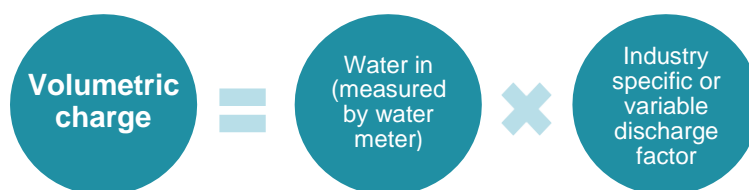
For example, if the calculated load factor is one, you pay volumetric charges only based on the amount of sewage you produce.

5.1 Volumetric charges

The volumetric charge reflects the 'user pays' principle. It is simply the calculated amount of sewage that is discharged by you to the sewer. Every business, industrial or manufacturing premises will pay the volumetric charge.

Sewage volumes are charged based on the amount of water that enters your property as measured by the water meter, multiplied by an industry specific discharge factor or a variable discharge factor.

This charge covers the costs of conveying and treating the sewage, and is calculated against whole of system costs. It is reviewed annually in line with Queensland Competition Authority requirements.



5.1.1 Industry specific discharge factor

The industry specific discharge factor estimates how much of the water that enters the property will be discharged to sewer, based on industry type. For example, restaurants and cafes have an industry discharge factor of 90 per cent. The majority of their water is used for washing up and cleaning. This means that based on industry standard, 90 per cent of the water that restaurants use will enter the sewerage system.

Compare this to a nursery, which has an industry discharge factor of 10 per cent. This means that only 10 per cent of the water that they use enters the sewerage system, as most of their water usage is for watering plants, where the water is adsorbed, not discharged to sewer.

5.1.2 Variable discharge factor

You can apply for a variable discharge factor, where your actual discharge volume is measured, if you believe the industry discharge factor is not representative of your sewage discharge.

You will be required to provide detailed information to support your application. To do this, you must install an approved sewage discharge meter, sewage flow-monitoring device or internal process meter which will provide an accurate reading of the amount of sewage discharged to sewer.

Contact the City on 1300 000 928 if you wish to have your discharge factor reviewed.

5.2 Load factor

The load factor, or trade waste utility charge, reflects the ‘polluter pays’ principle. It factors in the additional infrastructure and administrative load placed on the sewerage system by sewage discharged from a property, over and above normal domestic sewage.

The load factor proportionally increases your usage charge in recognition that the City will need to provide more support to your business to ensure you can meet the Sewer Admission Standards. This support may include monitoring time, quality improvement programs and management of risk.

Any business, industrial or manufacturing premise with a load ‘score’ of one or more will incur a load factor charge, which is calculated as a percentage of your sewage volumetric charge.

The load factor is calculated based on your industry group and your history of compliance.

Each point added to your load score results in a load factor increase of five per cent (of sewage volume charged).



Load score	0	1	2	3	4
Trade waste utility (Load Factor) charges	Nil increase Standard non-residential sewage \$/kL rate applies x 1.00	5% increase Standard non-residential sewage \$/kL rate applies x 1.05	10% increase Standard non-residential sewage \$/kL rate applies x 1.10	15% increase Standard non-residential sewage \$/kL rate applies x 1.15	20% increase Standard non-residential sewage \$/kL rate applies x 1.20

Table 1: Trade waste utility (Load Factor) charges schedule

For example, businesses with a low risk score of 0 will receive no additional charges over and above their volumetric charges, where a business with a score of 2 will pay an additional 10 per cent on their volumetric charges. A number of examples in calculating the load factor are outlined in Appendix 1.

The load score for your premises will be reviewed each billing period.

Section 94 of the *Local Government Act 2009* and Section 99 of the *Local Government Regulation 2012* allow the City to make and levy utility charges with respect to trade waste

5.2.1 Industry group

Industry groups are categorised according to the types of contaminants which are likely to be present in the trade waste from each industry. The quantity and type of contaminants found in trade waste determine the level of risk to the City’s sewerage system, from very low risk to high risk.

Table 3 in Appendix 1 provides a comprehensive list of businesses and industrial/manufacturing activities and will provide guidance on your industry group rating score. Industry group ratings have been determined based on industry average with reference to the Water Services Association of Australia’s *Australian Sewage Quality Management Guidelines*.

5.2.2 Compliance history

Compliance history is based on the customer's history of breaches of approval conditions, including pre-treatment pump-out, significant or ongoing breaches of the Sewer Admission Standards or any breach of the trade waste approval terms and conditions or pre-treatment guidelines.

You can determine your compliance history score using Table 5, Appendix 1.

5.2.3 Improving your load score – Best Practice status

You can improve your load score and maintain lower load factor charges by ensuring that you meet all Sewer Admission Standards and comply with all pre-treatment requirements.

Businesses that can demonstrate adherence to cleaner production principles e.g. environmental quality audits, resource efficiency or waste minimization programs, along with full compliance to their trade waste approval conditions will be given consideration as "Best Practice".

Attaining Best Practice status for your trade waste processes and pre-treatment systems will effectively reduce your Industry Group load score by one unit – see Table 4, Appendix 1. This reflects the reduced risk to sewerage infrastructure and the lower demand placed on the City's trade waste monitoring and administrative functions.

6. Pre-treatment

In most circumstances, trade waste must be treated prior to entering the sewer. Pre-treatment of trade waste ensures the removal of many of the contaminants that are harmful to people, the environment and the sewerage infrastructure.

As a trade waste customer, you must comply with all pre-treatment requirements as set out in your trade waste approval. It is the responsibility of the trade waste producers to ensure that the licensed liquid waste transporter used to service any pre-treatment device is a registered user of the City's electronic waste tracking system.

The City's pre-treatment guideline <http://www.goldcoast.qld.gov.au/guidelines-for-sizing-grease-arrestors-fact-sheet-8151.html> specifies the minimum acceptable pre-treatment measures required for compliance with approval conditions across a variety of business types.

The guideline also provides general information relevant to pre-treatment equipment design, installation and maintenance. Defective, undersized or overloaded equipment will not comply with approval conditions and could result in non-compliance with the Sewer Admission Standards.

7. Sewer Admission Standards

To manage what is safe to put into the sewer, the City has set Sewer Admission Standards. The Sewer Admission Standards, available from <http://www.goldcoast.qld.gov.au/sewer-admission-standards-22978.html> are based on the Water Services Association of Australia's *Australian Sewage Quality Management Guidelines*. Trade waste customers must ensure that the concentration of substances within their sewage discharges is maintained in line with these standards.

Each substance listed in the Sewer Admission Standards has been assessed as posing a potential risk to people, infrastructure, the environment, or the City's business. The City sets concentration limits on these substances to help reduce these risks. As some substances can build up incrementally within the system, both immediate concentration and total daily load limits have been established where required.

All discharged sewage must at all times comply with the Sewer Admission Standards, unless otherwise specified in your trade waste approval. The standards define limits for general substances and controlled substances, and list substances that are prohibited to enter the sewerage system.

Any substances that are not included in the Sewer Admission Standards can be assumed to be prohibited unless stated otherwise within the terms of the trade waste approval. The standards are regularly reviewed and benchmarked against national industry standards.

8. Special discharge conditions

8.1 Seepage water to sewer

Seepage water is water that seeps from the ground into the part of a structure or building built below ground level, such as underground car parks, basements and lift wells. If you need to discharge seepage water to sewer, you need a seepage waste approval. Contact our trade waste officers on 1300 000 928 to discuss the discharge of seepage water to sewer.

In gaining approval to discharge, your business will need to supply full details of the expected discharge to enable calculation of the following:

- i) the maximum daily quantity of seepage water that may be discharged
- ii) the maximum permissible rate of the discharge
- iii) the permissible limits for the quality of seepage water
- iv) whether the seepage water must be treated before being discharged.

8.2 Contaminated surface water (stormwater) diversion to sewer

Under schedule 1 of the *Water Supply (Safety and Reliability) Act 2008*, contaminated surface or groundwater is not permitted to enter the sewer. However, the discharge of contaminated surface water to the sewerage system may be considered by the City provided the quality and quantity requirements of the Sewer Admission Standards are met. A trade waste approval is required to discharge surface water from a potentially contaminated open area.

Businesses or industry that operate in open areas where contaminants may be found, such as wash down bays and diesel refueling areas, use a bund to prevent the contaminants from entering the environment or the sewerage system. A bund is an embankment or wall that forms a perimeter and provides a barrier to retain liquid.

When designing bunded areas, to reduce the potential of stormwater becoming contaminated, you must demonstrate that all appropriate measures to direct rainfall and runoff water away from the potentially contaminated open area have been taken. *A roof over the area is the most effective method of preventing stormwater contamination and is strongly preferred.*

Contact Source Control to discuss alternatives for treatment and disposal of stormwater and rainfall if a roof is not technically viable.

8.3 Tankered waste

The City accepts tankered liquid waste at the Coombabah Liquid Waste Receiving Facility. The sewage accepted at the Coombabah facility is generated from a variety of sources, but mostly comprises of sillage holding tank and septic tank pump outs transported by commercial liquid waste transport/tanker operators. Liquid waste transport operators must apply for a sundry debtor account with the City and register as an authorised user of the City's electronic waste tracking system before disposing of liquid waste at the facility.

Conditions applying to the disposal of liquid waste at the Coombabah facility include but are not limited to:

- the transport company, each tanker must be approved by the Department of Environment and Science
- the transport company and associated tankers must be registered to use the City's waste tracking system
- the liquid waste must be generated in the Gold Coast city area, unless permission grants otherwise

9. Management and monitoring of trade waste

When the City assesses your application to dispose of trade waste, you will be allocated a risk rating. This categorisation will determine the appropriate management and monitoring of your business.

The City manages trade waste customers differently depending on the risk characteristics.

Commercial food and retail businesses

Most commercial food and retail businesses will be regarded as low risk due to the low volume of sewage and low risk of contaminants being discharged.

An adequately-sized grease arrestor is typically required at commercial premises where the washing of appliances and equipment associated with food production or service is conducted (see Section 6, Pre-treatment). The installation of pre-treatment equipment will ensure the sewage discharge remains in the low risk category.

Other commercial and industrial businesses

These businesses are more likely to generate waste containing potentially dangerous substances not routinely found in domestic sewage, as a result of their manufacturing and commercial processes. Examples include breweries or metal finishing workshops.

These customers can expect more frequent visits and monitoring from the City, more specific conditions attached to their approval, and higher charges in line with our 'polluter pays' principle. These businesses are encouraged to work with the City towards improving the quality and quantity of their discharge, which will result in reduced charges.

Servicing of the pre-treatment equipment in accordance with the conditions of the trade waste approval also assists in maintaining Best Practice categorisation for your business. These customers will be monitored less frequently and can only expect to pay significant trade waste charges if they do not comply with their trade waste approval.

9.1 Risk categorisation

Your businesses risk rating is determined by your load factor (see section 5.2) and the volume of sewage you discharge. Based on this, you will be categorised as low, medium or high risk, as shown in Table 2.

Your risk category may change over time, if your load factor or the volume of sewage you discharge increases or decreases.

The volume of sewage discharged is based on the amount of water used by the business (determined by the water meter) which is then discharged to the sewer. This volume is calculated using the discharge factor determined for the property. The more volume a business discharges to the sewer then the higher risk to the City.

A trade waste customer's risk rating will determine the appropriate level of management and monitoring.

Discharge volume	Load factor			
	0	1	2	3 or greater
Less than 25,000 L/day	Low	Low	Low	Medium
25,000 – 250,000 L/day inclusive	Low	Low	Medium	High
Greater than 250,000 L/day	Medium	Medium	High	High

Table 2: Risk categorisation

The City is committed to transparency and will provide your business with feedback on how decisions about your risk categorisation were made. In addition, the City undertakes quality reviews on a regular basis to ensure the approval process is being conducted in line with these guidelines.

9.2 How often will my trade waste be monitored?

The City uses your risk categorisation to determine how often your trade waste will be monitored. Your monitoring requirements will be specified in the conditions of your trade waste approval.

Generally, monitoring requirements based on your risk category will be:

- High risk – minimum 16 samples per year (four collections per quarter).
- Medium risk – minimum eight samples per year (two collections per quarter).
- Low risk – up to four samples per year (can be random or scheduled depending on compliance – if scheduled, one collection per quarter).

Options for self-monitoring or special arrangements should be discussed with your trade waste officer.

9.3 Monitoring methods

The City uses two methods to monitor trade waste customers – quality monitoring and volume monitoring.

A standard sewer maintenance hole (minimum 1050 millimetres diameter) shall be installed at the property connection point to the sewer for all commercial and industrial premises having the ability to discharge trade waste to sewer. The manhole will be used for quality and volume monitoring.

Source Control may waive the 1050 mm maintenance/hole requirement with sufficient evidence of circumstances where:

- Existing site constraints make the installation of the maintenance hole impractical.
- The works are part of a retro-fit to existing approved plumbing and drainage.
- A Council sewer maintenance hole dedicated to servicing the premise is already accessible.

Waiver is given in each case on the condition that an alternative inspection shaft (min. 150mm) is provided.

9.3.1 Quality monitoring

We monitor the quality of the sewage discharged using the following sampling methods:

- Grab sampling – a single sample taken at a specific time. This is essentially a snapshot of your trade waste quality at a particular point in time. This is used to determine an immediate concentration of a substance.
- Composite sampling – a sample which consists of a mixture of several individual automatic or manually collected samples. Automatic composite samples can be time based or proportional to flow. This is used to determine the daily load of a substance.

Samples taken will allow us to measure the amount of contaminants in your trade waste to determine if you are compliant with the Sewer Admission Standards.

9.3.2 Volume monitoring

The more sewage that a business discharges to sewer, the higher is the impact to the City.

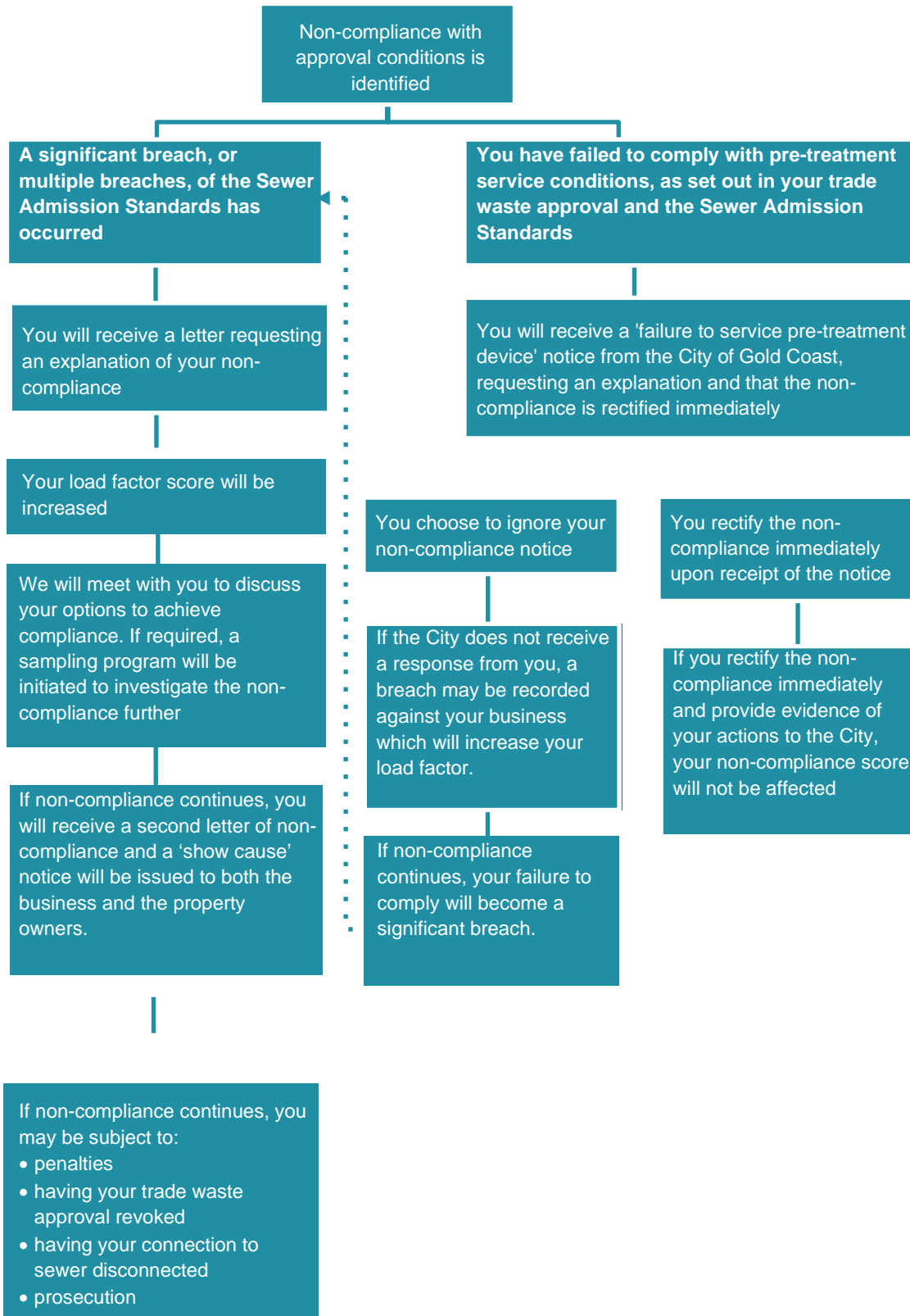
Sewage volumes are measured using the property water meter(s) multiplied by an industry specific discharge factor or variable discharge factor.

Details around the assessment of sewage discharge factors are available from <http://www.goldcoast.qld.gov.au/sewage-discharge-factor-variation-standards-22878.html>.

A standard sewer manhole (minimum 1050 millimetres diameter) shall be installed at the property connection point to the sewer for all commercial and industrial premises having the ability to discharge trade waste to sewer. The manhole will be used for quality and volume monitoring.

10. Non-compliance

The City treats instances of non-compliance with the conditions of your trade waste approval or the Sewer Admission Standards seriously as it may harm our people, the environment, sewerage infrastructure or our treatment processes. In the first instance we will always try to work with you to improve the quality and/or quantity of your trade waste, however non-compliance may invoke a multi-step response as demonstrated below.



10.1 Suspending or cancelling an approval

The City may suspend or cancel a trade waste or seepage water approval if it does not comply with:

- the terms and conditions of the approval, the Sewer Admission Standards or the pre-treatment guidelines
- provisions of the Water Supply (Safety and Reliability) Act 2008
- the City's Trade waste guidelines
- the requirements of any written notice issued by the City relating to the approval
- where urgent action is necessary in the interest of public health and safety to prevent environmental harm or damage to the sewerage system.

11. More information

For further information regarding applications for approvals to discharge trade waste into the sewerage system please visit the City of Gold Coast website at cityofgoldcoast.com.au/tradewaste.

Or alternatively call 1300 000 928.

Appendix 1

Load factor calculation

Trade waste customers will be charged for the quantity of sewage they discharge (volumetric charge) and the risk that the sewage poses to the City's sewerage system (load factor).

The load factor, or trade waste charge, reflects the 'polluter pays' principle. It is an additional charge that reflects the risk posed to the sewerage system from contaminants in your trade waste. It is intended to recover the costs associated with the additional treatment required for trade waste which presents a higher risk to people, infrastructure or the environment.

Your businesses load factor is calculated based on your industry group and your history of compliance.

Any business, industrial or manufacturing premise with a load score of one or more will incur a trade waste utility charge, which is calculated as a percentage of your volumetric charge.



The following tables will assist you in calculating your load score.

1. Industry group (I)

Industry groups are categorised according to the potential of pollutants to the sewer that may affect the sewerage infrastructure, community, staff safety or the environment.

Industry group (I) score	
High = 3	
Chemical manufacture/formulation	Drum and tank washing
Industry group 3 premises with trade waste producers	Waste recovery (liquid waste disposal) recycling and treatment
Medium = 2	
Abattoir	Metal finishing / anodising
Bakery manufacturing (large >5 kL/day)	Metal/wood products manufacturing
Breweries (large >5 kL/day)	Mineral processing
Food processor/manufacturing (large >5 kL/day)	Personal or cleaning product manufacturing
Industry group 2 premises with trade waste producers	Pulp, paper and cardboard manufacture
Landfills (Leachate), solid waste transfer	Raw water treatment
Medical waste	Tannery
Low = 1	
Airports	Industry group 1 premises with trade waste producers
Bakery manufacturing (small <5 kL/day)	Large shopping centres (>5 kL/day)
Breweries (small <5 kL/day)	Paint manufacturing
Commercial laundries and dry cleaning	Textiles
Factories (wet process)	Theme park
Food processor/manufacturing (small <5 kL/day)	Butchers/Seafood processors large
Aged care/nursing home	Industry group 0 with trade waste producers
Animal care	Laundrettes
Bakeries retail	Light industry (including manufacture of plastic products, screen printing/printing)
Butchers/Seafood processors small retail	Marinas
Childcare with food preparation	Mechanical workshops/automotive/engineering
Community venues	Medical centres/dental
Commercial swimming pools	Registered clubs/sporting clubs
Equipment wash down	Restaurants, cafes, food outlets, coffee shop
Film processing/x-ray	Schools, universities and TAFE
Food packaging	Service stations/car wash
Funeral homes and mortuaries	Small shopping centres (<5 kL/day)
Motels/Guest house/boarding house with commercial food preparation	Stadiums
Hospitals	Supermarkets
Hotels/casino/taverns	Waste tracking

Table 3: Industry group rating

Industry Group rating	Trade Waste quality and pre-treatment assessment	
	Default score	Best Practice score
High <i>Chemical Manufacture, Drum Washing, Waste Processing and Heavy Industry.</i>	3	2
Medium <i>Large (high trade waste strength/volume) Manufacturing, Food Processing, Service and Retail.</i>	2	1
Low <i>Small (low trade waste strength/volume) Manufacturing, Food Processing, Service and Retail.</i>	1	0

Table 4: Industry group assessment

If your industry group is not listed, or you wish to discuss your industry group or best practice assessment, please contact the City.

2. Compliance history (C)

Compliance history is based on the customer's history of breaches of approval conditions, including pre-treatment pump-out, significant or ongoing breaches of the Sewer Admission Standards or any breach of the trade waste approval terms and conditions.

The following table will assist you in determining your compliance history rating.

Compliance history	C
New customer	0
No breaches of trade waste approval terms and conditions	0
Issued with a breach of trade waste approval terms and conditions in billing period (including significant breach of Sewer Admission Standards and/or failure to service pre-treatment devices)	1

Table 5: Compliance history rating

3. Trade Waste utility charge (load factor) calculation examples

Scenario 1:

You are opening a new café, restaurant or take-away outlet. Your City of Gold Coast trade waste approval came with the condition of the installation of a pre-treatment grease arrestor, and you have installed an appropriately sized one.

You understand you will be charged the volumetric charge based on the amount of sewage you produce and would like to know if you will receive additional trade waste charges over and above this. In order to determine this, you need to calculate your load score.

Factor	Score	Explanation
Industry group score (I)	0	Cafes, restaurants and take-away outlets are classified as low risk in Table 3: Industry group rating. By installing a grease arrestor and introducing procedures and associated fixtures that minimize waste, your business is assessed as best practice. From Table 4: Low risk/best practice = 0.
Compliance history (C)	0	As a new trade waste customer, you have no compliance history and will start with a score of 0, as set out in Table 5.
Load score	0	Your load score is determined by your Industry group score and your compliance history score
Trade waste utility charges	Volumetric charges only	As your load factor is zero, you will pay volumetric charges only, based on the amount of sewage you produce.

Scenario 2:

You run an existing café, restaurant or take-away outlet. Your grease arrestor has been found by a Trade waste officer to be ineffective, as it is over 15 years old and corroded. Your grease arrestor has also not been pumped out on schedule. Will you incur additional trade waste charges?

Factor	Score	Explanation
Industry group score (I)	1	Cafes, restaurants and take-away outlets are classified as low risk in Table 4: Industry group assessment. Low risk = 1.
Compliance history (C)	1	Your grease trap has been found to need maintenance or replacement and has not been pumped out as required by your trade waste approval terms and conditions. As you have contravened your requirements, your score is 1, as set out in Table 5.
Load score	2	Your load score is determined by your Industry group score and your compliance history score
Trade waste utility charges	Volumetric charges + 10%	When your load factor is calculated, each point increases your volumetric charge by five per cent. In this instance, you have a load rating of 2, and therefore your trade waste charges will incur an additional 10 per cent over and above your volumetric charges. i.e. if your volumetric trade waste charge is \$10,000, with a load score of 2, you will be charged an additional \$1000. This will bring your total trade waste charges to \$11,000.

Scenario 3:

You are a large food manufacturer with more than 5 kilolitres per day of sewage discharge. You are in compliance with the Sewer Admission Standards and have installed approved pre-treatment infrastructure. You have no recorded compliance breaches.

Factor	Score	Explanation
Industry group score (I)	1	Large food manufacturers are classified as medium risk in Table 4: Industry group assessment. Your attention to responsible management of trade waste processes means you have attained best practice status. Medium risk/best practice = 1.
Compliance history (C)	0	You have no recorded compliance breaches.
Load score	1	Your load score is determined by your Industry group score and your compliance history score
Trade waste utility charges	Volumetric charges + 5%	When your load factor is calculated, each point increases your volumetric charge by five per cent. In this instance, you have a load rating of 2, and therefore your trade waste charges will incur an additional 10 per cent over and above your volumetric charges. i.e. if your volumetric trade waste charge is \$10,000, with a load score of 2, you will be charged an additional \$1000. This will bring your total trade waste charges to \$11,000.

Scenario 4:

You are an electroplating business with high Nickel content in your trade waste. You have the appropriate pre-treatment infrastructure installed. While one 'controlled substance' has an average above the Sewer Admission Standards during a sampling event, you have not breached the Sewer Admission Standards significantly or constantly.

Factor	Score	Explanation
Industry group score (I)	2	Your industry is classified as medium risk in Table 4: Industry group assessment. Medium risk = 2.
Compliance history (C)	1	One or more substances tested didn't meet the Sewer Admission Standards during a sampling event. Your Source Control Officer will discuss options with you to further improve trade waste compliance.
Load score	3	Your load score is determined by your Industry group score and your compliance history score
Trade waste utility charges	Volumetric charges + 15%	When your load factor is calculated, each point increases your volumetric charge by five per cent. In this instance, you have a load rating of 3, and therefore your trade waste charges will incur an additional 15 per cent over and above your volumetric charges. i.e. if your volumetric trade waste charge is \$10,000, with a load factor score of 3, you will be charged an additional \$1500. This will bring your total trade waste charges to \$11,500.

Scenario 5:

You are a waste recovery business operating with no recorded breaches of the Sewer Admission Standards or pre-treatment compliance requirements.

Factor	Score	Explanation
Industry group score (I)	2	Your industry is classified as high risk in Table 4: Industry group assessment. Through investment in and attention to cleaner production your process is assessed as best practice. Medium risk/best practice = 2.
Compliance history (C)	0	You have no recorded compliance breaches
Load score	2	Your load score is determined by your Industry group score and your compliance history score
Trade waste utility charges	Volumetric charges + 10%	When your load factor is calculated, each point increases your volumetric charge by five per cent. In this instance, you have a load rating of 2, and therefore your trade waste charges will incur an additional 10 per cent over and above your volumetric charges. i.e. if your volumetric trade waste charge is \$10,000, with a load factor score of 2, you will be charged an additional \$1000. This will bring your total trade waste charges to \$11,000.

Appendix 2

Terminology

Best practice	Commercial or professional procedures that are accepted or prescribed as being correct or most effective. Best practices are used to maintain quality as an alternative to mandatory legislated standards and can be based on self-assessment or benchmarking.
Biosolids	Biosolids are a solid product, mainly a mix of water and organic materials, which are a by-product of the sewage treatment processes. They have been treated in a way to make them safe for further use.
Bunded area	An open area (such as a wash down bay or refueling area) where stormwater run-off could potentially become contaminated. A bund wall can be used to: <ul style="list-style-type: none">a) prevent trade waste spillage within the process area from escaping into the stormwater systemb) prevent surface stormwater from entering a process areac) contain the contents storage containers within the bund wall area.
Coalescing plate separator	An oily water gravity separator fitted with an inclined plate pack to remove oils and solids.
Composite sampling	A sample which consists of a mixture of several individual automatic or manually collected samples. This is used to determine the daily load of a substance.
Discharge volume	The total sewage volume discharged from a commercial/industrial premises into City's sewerage network. The discharge volume is all sewage, including sewage and trade waste.
Effluent	The liquid discharged following a sewage treatment process.
Grab sampling	A single sample taken at a specific time. This is essentially a snapshot of your trade waste quality at a particular point in time. This is used to determine an immediate concentration of a substance.
Grease arrestor	A grease arrestor is a pre-treatment device that removes cooking oils, grease and solids from sewage, before the sewage enters the sewerage system.
Human waste	Human faecal substances and urine.
Load factor	The load factor is based on the industry group, ability to operate within the Sewer Admission Standards, whether appropriate pre-treatment is installed and the compliance history.
Open areas	Any unroofed process, storage, washing or transport area potentially contaminated with substances which may have an adverse effect on the sewerage system or environment.
Organic	Being either vegetable or animal matter.

Pre-treatment	The use of equipment or other methods to treat liquid trade sewage to an acceptable level, before discharging to the sewer.
Prohibited substance	A substance included in Schedule 1 of the <i>Water Supply (Safety and Reliability) Act 2008</i> .
Property owner	'Owner' has the meaning given in schedule 3 of the <i>Water Supply (Safety and Reliability) Act 2008</i> .
Seepage water	Water that seeps from the ground into the part of a structure that is built below ground level. Examples of structures built below ground level include underground car parks, basements and lift wells.
Sewage	The wastewater from the community including all faecal matter, urine, household and commercial wastewater.
Sewerage system	A sewer, access chamber, vent, engine, pump, structure, machinery, outfall or other work used to receive, store, transport or treat sewage.
Tankered waste	Mostly comprises of sullage holding tank and septic tank pump outs transported by commercial liquid waste transport/tanker operators.
Trade waste	Water-borne waste from business, trade or manufacturing premises, other than— (a) waste that is a prohibited substance; or (b) human waste; or (c) stormwater. <i>Water Supply (Safety and Reliability) Act 2008</i>
Trade waste customer	A person whose business activity produces or has the potential to produce trade waste.



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