



TANKERED WASTE

MANAGEMENT PLAN

2015



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Queensland Urban Utilities

Tankered Waste Management Plan 2015

This plan has been developed to meet Queensland Urban Utilities' obligations under the *Environmental Protection Regulation 2008* and the *Water Supply (Safety and Reliability) Act 2008*.

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TABLE OF CONTENTS

1	POLICY AND MANAGEMENT FRAMEWORK	6
1.1	QUEENSLAND URBAN UTILITIES	6
1.2	INTRODUCTION	6
1.3	PURPOSE	6
1.4	TANKERED WASTE POLICY	6
1.5	TANKERED WASTE MANAGEMENT FRAMEWORK.....	7
1.6	TANKERED WASTE LEGISLATION.....	7
2	TANKERED WASTE APPROVAL	8
2.1	TANKERED WASTE APPROVAL.....	8
2.2	DURATION AND RENEWAL OF TANKERED WASTE APPROVAL.....	8
2.3	AMENDMENT OF TANKERED WASTE APPROVAL DETAILS	9
2.4	VOLUNTARY CANCELLATION OF TANKERED WASTE APPROVAL	9
2.5	SUSPENSION OR CANCELLATION OF TANKERED WASTE APPROVAL	9
2.6	NO TRANSFER OF TANKERED WASTE APPROVALS	10
2.7	OFFENCES	10
3	WASTE CATEGORISATION.....	11
3.1	DEEMED QUALITY TANKERED WASTE	11
3.2	SPECIAL DISPOSAL APPROVAL (TANKERED WASTE)	12
3.3	OVERVIEW OF TANKERED WASTE CATEGORISATION PRIOR TO DELIVERY	13
4	ACCESS TO DISCHARGE LOCATIONS	14
4.1	TANKERED WASTE SERVICE TERRITORY	14
4.2	APPROVED DISCHARGE LOCATIONS AND OPENING HOURS	14
4.3	DISCHARGE AT UNSUPERVISED SITES	15
4.4	TANKERED WASTE DOCUMENTATION.....	15
4.5	ELECTRONIC TRANSFER OF REGULATED WASTE TRANSPORT DATA	18
4.6	COMPLIANCE WITH APPROVALS AND MANAGEMENT PLANS	18
4.7	REQUIREMENT FOR INDUCTION.....	19
4.8	COMPLIANCE WITH ALL SITE RULES.....	19
5	VERIFICATION MONITORING	20
5.1	TANKERED WASTE MONITORING PROGRAM.....	20
5.2	ANALYTICAL STANDARDS	20
6	FEES AND CHARGES	21
6.1	TANKERED WASTE CHARGE COMPONENTS	21
6.2	SCHEDULE OF TANKERED WASTE CHARGES	21
6.3	TANKERED WASTE ACCOUNTS.....	21
6.4	PROMPT PAYMENT OF CHARGES	21
7	POWERS OF QUEENSLAND URBAN UTILITIES.....	23
7.1	TO MAKE TANKERED WASTE APPROVAL DECISIONS.....	23
7.2	TO IMPOSE TANKERED WASTE APPROVAL CONDITIONS	23
7.3	TO VARY TANKERED WASTE APPROVAL CONDITIONS	23
7.4	TO ISSUE NOTICES	24
7.5	NON-COMPLIANCE/BREACH NOTICES.....	24
7.5.1	Level 1 Tankered Waste Non-Compliance Notice.....	24
7.5.2	Level 2 Tankered Waste Non-Compliance Notice.....	25

7.5.3	Level 3 Tankered Waste Show Cause Notice	26
7.6	TEMPORARY CESSATION OF DISCHARGE NOTICE.....	26
7.7	TO SUSPEND OR CANCEL A TANKERED WASTE APPROVAL.....	26
7.7.1	Suspension or cancellation generally.....	27
7.8	TO RECOVER COSTS	27
7.8.1	Recovery of additional charges	28
7.8.2	Recovery for loss or damage	28
8	RECORDS AND TANKERED WASTE INFORMATION	29
8.1	RECORD KEEPING	29
8.2	RECORD ACCESS	29
8.3	PRIVACY AND CONFIDENTIALITY	30
9	EFFECTIVE DATE, IMPLEMENTATION AND REVISION	31
APPENDIX 1 – INTERPRETATION AND DEFINITIONS		32
APPENDIX 2 – SEWER ACCEPTANCE CRITERIA.....		36
9.1	A2-1 PURPOSE AND SCOPE.....	36
9.2	A2-2 PROHIBITED SUBSTANCES	36
9.3	A2-3 RESTRICTED SUBSTANCES	37
9.4	A2-4 GENERAL ACCEPTANCE LIMITS	39
9.5	A2-5 SPECIFIC ACCEPTANCE LIMITS FOR METALS	42
9.6	A2-6 SPECIFIC ACCEPTANCE LIMITS FOR ORGANIC COMPOUNDS	43

1 POLICY AND MANAGEMENT FRAMEWORK

1.1 Queensland Urban Utilities

Queensland Urban Utilities is the distributor-retailer authority providing water and wastewater services to customers in the local government areas of Brisbane City Council, Ipswich City Council, Somerset Regional Council, Lockyer Valley Regional Council and Scenic Rim Regional Council.

As part of its wastewater services, Queensland Urban Utilities manages the discharge of tankered waste to nominated sewerage treatment plants within its service territory.

1.2 Introduction

The generator of waterborne waste may seek approval from a distributor-retailer (such as Queensland Urban Utilities) to discharge this waste to the sewerage system: however, if the generator is not connected to a sewer, approved waste may be transported to a discharge point (usually a sewerage treatment plant) by tanker.

A distributor-retailer is not obliged to accept tankered waste, but where it does it must meet its obligations under the *Water Supply (Safety and Reliability) Act 2008*, the *Environmental Protection (Water) Policy 2009*, and the *Environmental Protection Regulation 2008*, including management of waste tracking responsibilities and consideration of the effect of the tankered waste on:

- the receiving environment;
- the end use of waters to which the tankered waste is being released (e.g. downstream recycling);
- the materials used to construct the sewerage system;
- the health and safety of people working on the sewerage service; and
- the treatment capabilities of the wastewater treatment plants.

1.3 Purpose

This plan sets out how Queensland Urban Utilities manages tankered waste discharges and meets its obligation under Queensland legislation.

This plan aims to standardise and communicate tankered waste management practices across Queensland Urban Utilities' service area.

1.4 Tankered Waste Policy

To ensure the continued protection of the environment and waterways, Queensland Urban Utilities' policy is to conditionally accept tankered waste into sewerage infrastructure provided that:

- it does not contain substances in amounts that are, or may be, toxic or hazardous to Queensland Urban Utilities' sewerage infrastructure, treatment processes, personnel or the environment; and

- the system is of adequate capacity to treat the tankered waste.

Queensland Urban Utilities is committed to improving the efficiency with which assets and resources are used and to minimise the impact of waste on the community and the environment. To achieve these principles in the management of tankered waste, Queensland Urban Utilities will focus on the following tankered waste management initiatives:

- Development and maintenance of an up to date and efficient Tankered Waste Management Plan (TaWMP);
- Clear communication of Queensland Urban Utilities' tankered waste management system (and its requirements) to tankered waste customers and applicants;
- Application of risk based tankered waste management activities (including compliance audits);
- Development of pricing and charging policies that reflect user pays principles and progress towards "cost recovery" for tankered waste services.

1.5 Tankered Waste Management Framework

This TaWMP provides the framework for managing tankered waste across Queensland Urban Utilities' service area (see section 4.1) and contains requirements for the discharge of tankered waste into its sewerage infrastructure. It is consistent with Queensland Urban Utilities' rights, powers, and obligations under Queensland legislation.

This TaWMP applies to all tankered waste discharges to Queensland Urban Utilities' sewerage infrastructure. It details processes for approval, operational management and compliance auditing; and the relationship between tankered waste acceptance and regulated waste tracking requirements. It also describes the obligations of Queensland Urban Utilities and its customers, including reference to tankered waste fees and charges (which are levied on a cost reflective basis).

1.6 Tankered Waste Legislation

To the extent that Queensland Urban Utilities permits the discharge of tankered waste to sewer, its management of such discharges is regulated by legislation including the:

- *Water Supply (Safety and Reliability) Act 2008;*
- *Water Supply (Safety and Reliability) Regulation 2011;*
- *Environmental Protection Act 1994;*
- *Environmental Protection Regulation 2008;*
- *Environmental Protection (Water) Policy 2009;*

2 TANKERED WASTE APPROVAL

Queensland Urban Utilities recognises the important role provided by tanker companies in the transport and disposal of waterborne waste from industrial, commercial and domestic sources.

Queensland Urban Utilities manages tankered waste acceptance through approval of tanker companies (as opposed to approval of waste generators). Tanker companies seeking to dispose of waste to Queensland Urban Utilities' sewerage infrastructure must hold a current Tankered Waste Approval with Queensland Urban Utilities.

The requirement for tanker companies to hold a Tankered Waste Approval applies to all categories of tankered waste discharged to Queensland Urban Utilities' sewerage infrastructure (see section 3 for details of tankered waste categories).

2.1 Tankered Waste Approval

The owner (or the owner's representative) of a tanker company seeking to discharge waste to Queensland Urban Utilities' sewerage infrastructure (the applicant) must make application online at Queensland Urban Utilities' website (www.urbanutilities.com.au).

If necessary, assistance to complete the online application can be obtained by calling Queensland Urban Utilities' Customer Contact Centre (13 26 57) and requesting to be put through to QUU Trade Waste.

Note: the applicant tanker company must hold an Environmental Authority for regulated waste transport in Queensland (ERA57 – refer to Department of Environment and Heritage Protection for details).

Applications for new approvals or amendments to existing approvals must be lodged, and approval granted, prior to any attempt by a tanker company to discharge tankered waste.

Failure to provide all required information in an application may result in a delay in issuing an approval or the refusal of an application for an approval. Approval is not guaranteed and, if given, may be conditional.

Enquiries about applications for tankered waste approved can be sent to trade.waste@urbanutilities.com.au

2.2 Duration and renewal of Tankered Waste Approval

Tanker Waste Approvals are issued for a specified time period, not exceeding five (5) years. Queensland Urban Utilities may, in its sole discretion, issue approvals for a lesser period.

Tankered Waste Approvals are assessed, issued and renewed at Queensland Urban Utilities' sole discretion. The issue of a Tankered Waste Approval does not entitle an approval holder to a renewal of the approval.

Each Tankered Waste Approval will indicate a specific date upon which it will expire. A Queensland Urban Utilities trade waste officer will contact the tanker company to discuss approval renewal within 3 months of the expiry date. If only minor changes need to be made to the approval and its conditions, Queensland Urban Utilities will renew the approval and mail it to the approval holder.

2.3 Amendment of Tankered Waste Approval Details

Queensland Urban Utilities may amend a Tankered Waste Approval at the direction of the Regulator.

Amendments to a Tankered Waste Approval can also be requested at any time by the approval holder by contacting a Queensland Urban Utilities trade waste officer (telephone 13 26 57). Amendments in this circumstance will generally be limited to changes of contact and company details.

2.4 Voluntary cancellation of Tankered Waste Approval

Where an approval holder wishes to cancel a Tankered Waste Approval, the tanker company must advise Queensland Urban Utilities in writing (email is acceptable): The written advice should include:

- the proposed cancellation date
- the general reason for the cancellation
- a forwarding address for payment of any outstanding or final charges

2.5 Suspension or cancellation of Tankered Waste Approval

Queensland Urban Utilities may suspend or cancel a Tankered Waste Approval in the following circumstances:

- The approval holder has breached a condition of the approval or the provisions of this TaWMP;
- The approval holder has breached the law;
- If Queensland Urban Utilities has been given a notice by the Regulator prohibiting the giving of the approval;
- To protect the interests of public health or safety;
- To prevent environmental harm; or
- To prevent damage to Queensland Urban Utilities' sewerage system.

2.6 No transfer of Tankered Waste Approvals

Tankered Waste Approvals are not transferable. Approval holders must not transfer a Tankered Waste Approval to another person.

2.7 Offences

In accordance with section 193 of the *Water Supply (Safety and Reliability) Act 2008*:

A person must not discharge trade waste or seepage water into a sewerage service provider's infrastructure without the sewerage service provider's approval.

Note—

A sewerage service provider can not give approval to discharge seepage water from a mining activity or petroleum activity, within the meaning of the *Environmental Protection Act 1994*, into sewerage infrastructure.

A person must not discharge a prohibited substance (see Appendix 2), surface water, soil, sand or rock into a service provider's infrastructure.

A person must not discharge water from an ornamental pond, a swimming pool or the filtration system of a swimming pool into a service provider's infrastructure without the written consent of the service provider.

3 WASTE CATEGORISATION

Queensland Urban Utilities applies a system of waste categorisation that aims to reduce administrative burden while supporting necessary risk controls and pricing equity. Under a Tankered Waste Approval, discharges made to Queensland Urban Utilities' sewerage infrastructure will be categorised as either:

1. Deemed Quality (Tankered Waste)
2. Special Disposal (Tankered Waste)

It is the responsibility of approval holders to properly assess waste quality characteristics before delivering waste to Queensland Urban Utilities' sewerage treatment plants for discharge (see sections 3.1 and 3.2 for quality criteria).

3.1 Deemed Quality Tankered Waste

Waterborne wastes listed in Table 1 (such as septic, sullage and holding tank wastes) have well established quality characteristics and are deemed acceptable for discharge at QUU's nominated discharge locations (see section 4.2). These wastes are known as Deemed Quality Tankered Waste.

Approved waste transporters are authorised to identify and subsequently discharge Deemed Quality Tankered Waste at QUU's tankered waste discharge locations without providing prior notice.

For Deemed Quality Tankered Waste (only), the Sewer Acceptance Criteria general acceptance limits (Appendix A2-4) are amended to the Quality Criteria limits shown in Table 1, provided the waste is sourced from the waste types shown.

Table 1 Deemed Quality Tankered Waste - Definition and Criteria

Waste Type	Definition	Quality Criteria
Sullage Waste	Clarified waterborne waste pumped from septic tanks or small residential onsite treatment plants.	<p> pH 5.0 - 9.5 Conductivity < 15,000 µS/cm Suspended Solids < 60,000 mg/L Total Nitrogen < 2000 mg/L Total Phosphorous < 1000 mg/L BOD < 15,000 mg/L Total Oil & Grease < 10,000 mg/L TPH < 30 mg/L </p> <p>Deemed Quality tankered waste must be sourced from the waste types described at left.</p> <p>For guidance, the collection of the contents of a household grease arrestor (~50L) along with the contents of a household septic tank (~1600L) is acceptable.</p>
Holding Tank Waste	Waterborne waste pumped from holding tanks accumulating kitchen and domestic waste from non-sewered premises.	
Septic Waste	Waterborne waste pumped from septic tanks or on-site treatment systems.	
Grey Water	Wastewater generated from domestic activities such as laundry, dishwashing and bathing.	
Black Water	Wastewater containing faecal matter and urine – sewage	
Portable Toilet Waste	Waste collected from portable toilets.	

The parameters listed are maximum discharge limits. Based on the 2013 tankered waste data set, 95% of DQTW samples should fall within these limits (i.e. limit = mean +1.645 σ). For parameters not listed here, the Sewer Acceptance Criteria under the Queensland Urban Utilities TWEMP apply.

Where analysis indicates that a particular waste is in excess of the Quality Criteria, Queensland Urban Utilities expects to work with the waste transporter to identify the cause of the non-compliance. Repeated failure to meet these limits may result in suspension or cancellation of approval to discharge.

Wastes that are not of a type listed in Table 1 must be assessed by Queensland Urban Utilities for a Special Disposal Approval (Tankered) prior to delivery to the nominated Queensland Urban Utilities sewerage treatment plant (see 3.2 below).

3.2 Special Disposal Approval (Tankered Waste)

Where a generator's waste is not of a type listed in Table 1 and the generator seeks to dispose of the waste to sewer, the generator must apply to Queensland Urban Utilities for a Special Disposal Approval. Such wastes may include -

- ship waste water (excluding bilge wastewaters);
- off-specification food products;
- seepage water at construction sites or contaminated site excavations, and
- trade waste from sites where disposal to sewer is temporarily prevented (e.g. due to maintenance activities).

As part of the application for a Special Disposal Approval it is necessary to provide a characterisation of the waste quality to inform the assessment process. It may be necessary to provide analysis of the wastewater.

Special Disposal application forms can be obtained by calling the Queensland Urban Utilities Customer Contact Centre (telephone 13 26 57) and requesting to talk to a trade waste officer.

If the special disposal waste is found acceptable for discharge to Queensland Urban Utilities' sewerage system, Queensland Urban Utilities will issue a Special Disposal Approval stipulating the volume, quality characteristics, maximum receiving frequency, nominated discharge location, duration of approval (and any other conditions considered appropriate). A quotation for discharge will also be provided.

If approval is not granted, the waste cannot be discharged at any Queensland Urban Utilities' facility.

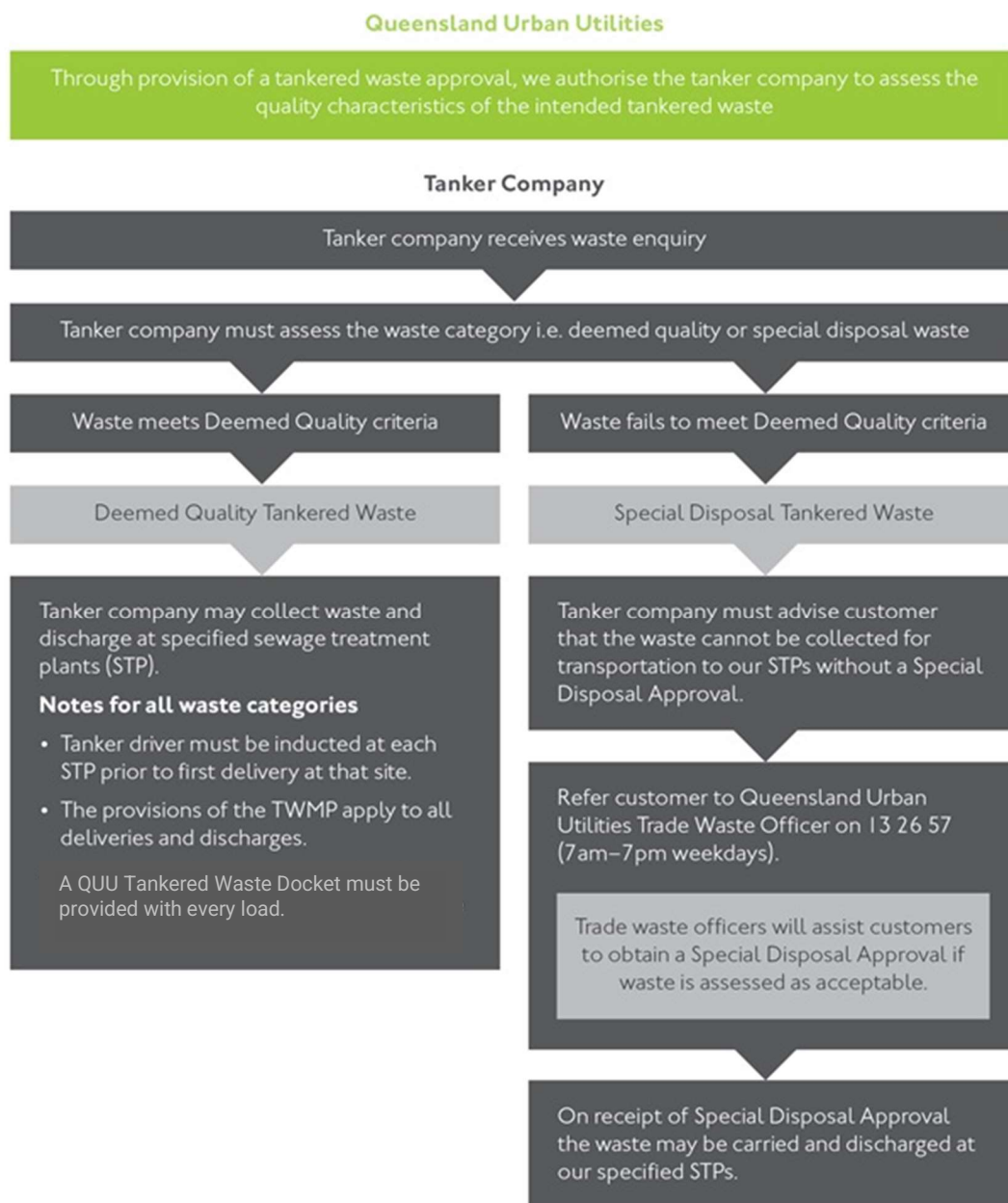
Special Disposal tankered waste can only be discharged at Luggage Point and Bundamba STPs.

3.3 Overview of Tankered Waste Categorisation prior to delivery

The diagram below describes the responsibility of the approval holder (and the tanker driver as the approval holder's representative) to assess the waste category prior to delivery to a tankered waste discharge site.

Through the provision of a tankered waste approval, Queensland Urban Utilities authorises the approval holder to assess the quality characteristics of the intended tankered waste.

Figure 1 Authorised Assessment of Waste Prior to Delivery



4 ACCESS TO DISCHARGE LOCATIONS

4.1 Tankered Waste Service Territory

Unless specifically approved, Queensland Urban Utilities will only accept tankered waste generated within its service territory, being the local government areas of Brisbane City Council, Ipswich City Council, Lockyer Valley Regional Council, Somerset Regional Council and Scenic Rim Regional Council.

4.2 Approved Discharge Locations and Opening Hours

Table 2 contains the opening hours during which approved tankered waste can be discharged at nominated sewerage treatment plants.

Table 2 Tankered Waste Discharge Locations and Opening Hours

Treatment Plant	Address	Opening Hours	Waste Accepted
Luggage Point STP (Brisbane)	Main Beach Road Myrtletown QLD 4008 Telephone: 3856 7367	6:30am to 4pm Weekdays only (after hours by arrangement)	<ul style="list-style-type: none"> • Deemed Quality • Special Disposal
Bundamba STP (Ipswich)	5 Hanlon Street Bundamba QLD 4304 Telephone: 3432 2351	7am to 3pm Weekdays only (after hours by arrangement)	<ul style="list-style-type: none"> • Deemed Quality • Special Disposal
Beaudesert STP (Scenic Rim)	Drumley Street Beaudesert QLD 4285 Telephone: 5542 5220	7am to 3pm Weekdays only (after hours by arrangement)	<ul style="list-style-type: none"> • Deemed Quality (Nil septic) • (Nil Special Disposal)
Gatton STP (Lockyer Valley)	Treatment Plant Road Gatton QLD 4343	7am to 3pm Weekdays only (may be unsupervised)*	<ul style="list-style-type: none"> • Deemed Quality (Nil Special Disposal)
Esk STP (Somerset)	Francis Street Esk QLD 4312	7am to 3pm Weekdays only (may be unsupervised)*	<ul style="list-style-type: none"> • Deemed Quality (Nil Special Disposal)
Kilcoy STP (Somerset)	William Street Kilcoy QLD 4515	7am to 3pm Weekdays only (may be unsupervised)*	<ul style="list-style-type: none"> • Deemed Quality (Nil Special Disposal)

Discharge may be requested outside these hours by contacting the relevant sewerage treatment plant operator (on the telephone numbers listed in Table 2 above) at least 48 hours prior to the required opening time. Queensland Urban Utilities will use its best endeavours to provide the requested access, but it does not guarantee such access. Additional charges may apply to after-hours access (see section 6.2).

For operational reasons, it may be necessary at times to limit discharge volumes at various discharge locations or to redirect waste transporters to alternative discharge sites.

At its sole discretion, Queensland Urban Utilities may limit or prohibit the discharge of waste types (such as septic sludge waste) at specific discharge locations. Waste transporters must comply with any instruction made by Queensland Urban Utilities in relation to where, when and what type of tankered waste discharges can be made at its discharge locations.

4.3 Discharge at Unsupervised Sites

Discharge sites in regional areas may be unsupervised for various operational reasons (refer to Table 2). Alternative risk controls apply in these locations to enable discharge to occur under unsupervised conditions, including:

- a) The driver must comply with the treatment plant induction and tankered waste induction requirements.
- b) Prior to discharge, the driver must call the Treatment Plant Operator (TPO) to notify of intention to discharge (contact number will be provided on signage at site).
- c) If the TPO is unavailable, the driver must notify QUU Trade Waste (contact number will be provided on signage at site).
- d) QUU Tankered Waste Dockets and Waste Transport Certificates (as required) must be placed in the weatherproof receptacle provided for that purpose.
- e) Tanker drivers must collect, label and leave a representative mid-stream sample of the load in the cooler provided (mark the sample with the date, docket number and treatment plant name).

Note: For security and audit reasons, drivers may be photographed while discharging at unsupervised discharge locations.

Unsupervised discharges are prohibited at Luggage Point, Bundamba and Beaudesert sewage treatment plants.

Special Disposal tankered waste cannot be discharged at regional or unsupervised sites.

4.4 Tankered Waste Documentation

All regulated waste handlers (including waste generators, waste transporters and waste receivers) must act in accordance with the *Environmental Protection Regulation 2008*. Queensland Urban Utilities will refuse receipt of a load if it is not accompanied by the required tankered waste documentation.

Tanker drivers must provide a QUU Tankered Waste Docket for every load discharged at a QUU discharge location.

A properly completed Queensland Government Waste Transport Certificate (WTC) must be provided for all loads containing Trackable Waste, unless the waste transporter has an approved agency agreement with Queensland Urban Utilities and the Queensland Government.¹ Queensland Urban Utilities encourages the use of electronic ways of reporting trackable waste.

All tankered waste loads received at our discharge locations must have accompanying documentation as described below:

Table 3 Tankered Waste Documentation Requirements

Waste Description	Documentation Required
Deemed Quality Tankered Waste containing regulated trackable waste	<ul style="list-style-type: none"> • QUU Tankered Waste Docket ¹ • QLD Government Waste Transport Certificate or electronic lodgment ¹ Copies of any electronic lodgments made under an agency agreement must be sent to Queensland Urban Utilities.
Deemed Quality Tankered Waste that does not contain regulated trackable waste	<ul style="list-style-type: none"> • QUU Tankered Waste Docket ¹
Special Disposal Tankered Waste (all sources)	<ul style="list-style-type: none"> • QUU Tankered Waste Docket ¹ • QLD Government Waste Transport Certificate or electronic lodgment ¹ Copies of any electronic lodgments made under an agency agreement must be sent to Queensland Urban Utilities.

¹ these dockets provided by QUU and are available at discharge locations.

The following table clarifies the WTC requirements for several common waste types:

Table 4 Common Trackable and Non-Trackable Waste Types

Trackable Waste Types	Non-trackable Waste Types
<ul style="list-style-type: none"> • Special disposal waste (always requires assessment by QUU). • Sewage sludge and residues from commercial or industrial premises. • Sewage transferred from part of QUU's sewerage network to STP. • Sewage transferred from new housing estate holding tank to STP. • Sewage transferred from commercial premises (e.g. a caravan park) to STP. 	<ul style="list-style-type: none"> • Sewage sludge and residues from domestic premises (e.g. domestic onsite treatment plant). • Septic tank waste from domestic premises. • Sewage collected from portable toilets at sites with predominantly domestic character (e.g. construction sites, roadside work camps).

¹ Trackable Waste is commercial or industrial waste of a type listed in Schedule 2E of the Environmental Protection Regulation 2008. Domestic waste is not Trackable Waste.

For guidance, under Queensland legislation:

Commercial Premises means any of the following types of premises:

- (a) a hotel, motel, caravan park, cafe, food store or canteen;
- (b) an assembly building, institutional building, kindergarten, child minding centre, school or other building used for education;
- (c) premises where a sport or game is ordinarily played in public;
- (d) an exhibition ground, show ground or racecourse;
- (e) an office, shop or other premises where business or work, other than a manufacturing process, is carried out.

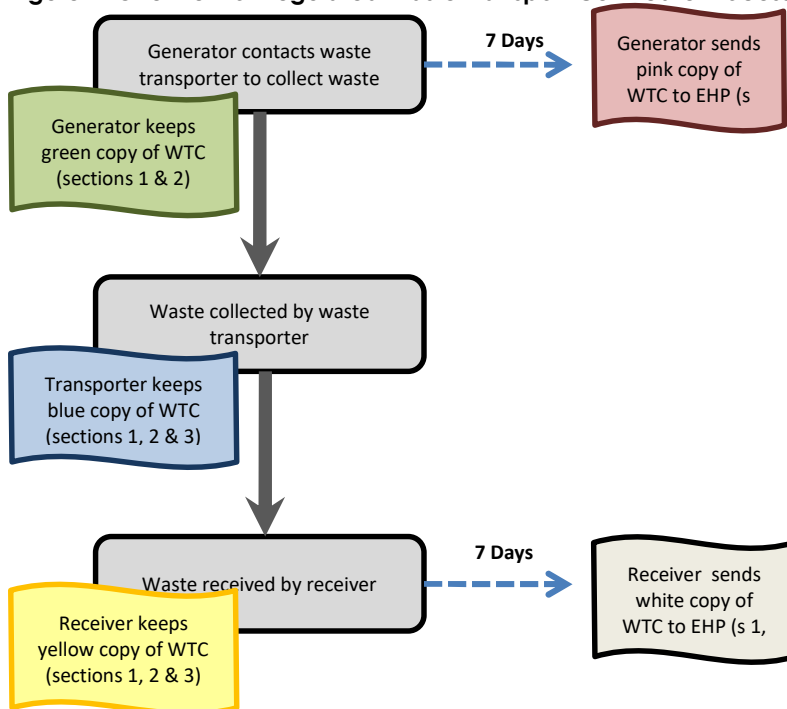
Domestic Premises means any of the following types of premises:

- (a) a single unit private dwelling;
- (b) premises containing 2 or more separate flats, apartments or other dwelling units;
- (c) a boarding house, hostel, lodging house or guest house.

Waste Transport Certificates must be completed in accordance with the Department of Environment and Heritage Protection's (EHP) *Waste Tracking Guideline - Completing Waste Transport Certificates* and *Waste Tracking Guideline - Managing Waste Tracking in Queensland (Overview)*, available at the EHP website: www.ehp.qld.gov.au.

For clarity, the provisions in sections 4.1 to 4.8 also apply to QUU's internal transfers of regulated waste between QUU sites (i.e. although no tariff is charged, all provisions relating to access, waste transport certificates and site rules apply).

Figure 2 Overview of Regulated Waste Transport Certificate Process



Copies of waste transport certificates must be sent within seven days to EHP at the following address:

Waste Tracking Unit
Department of Environment and Heritage Protection
GPO Box 2454
Brisbane QLD 4001

4.5 Electronic Transfer of Regulated Waste Transport Data

EHP and Queensland Urban Utilities recommends the electronic transfer of regulated waste transport data (by tanker companies to EHP) and may require waste transporters to engage in an agent's Queensland Urban Utilities in accordance with section 35(3) of the *Environmental Protection (Waste Management) Regulation 2000*.

An agent's agreement authorises the tanker company (the reporting agent) to undertake certain reporting obligations on Queensland Urban Utilities' behalf, and to avoid the requirement for Waste Transport Certificates.

To enter into an agency agreement a tanker company may:

- (a) contact Queensland Urban Utilities on 13 26 57 and request to speak with a trade waste officer, or
- (b) email QUU Trade Waste at trade.waste@urbanutilities.com.au

Queensland Urban Utilities will provide a standard format agency agreement, to be completed by the tanker company and countersigned by Queensland Urban Utilities, that complies with the requirements of section 35(3) of the *Environmental Protection (Waste Management) Regulation 2000*.

Where the approved tanker company elects to provide electronic transfer of regulated waste transport data under an agency agreement, the company must also provide the data to Queensland Urban Utilities.

4.6 Compliance with Approvals and Management Plans

Waste discharged under a Tankered Waste Approval (whether as deemed quality or special disposal tankered waste) must comply with every condition of the Tankered Waste Approval and, unless specifically altered by the approval conditions, every provision of Queensland Urban Utilities' TaWMP.

This means the Sewer Acceptance Criteria (see Appendix 2) apply to all wastes delivered by tanker, except where modified by the quality parameters listed in Table 1 or the specific conditions of a Special Disposal Approval.

4.7 Requirement for Induction

Queensland Urban Utilities requires all tanker drivers to undertake a treatment plant site induction and a supplementary tankered waste induction before delivery can be made for the first time to a discharge location.

Queensland Urban Utilities may refuse to accept the delivery of tankered waste if the tanker driver has not undertaken the relevant inductions. Tankered Waste Inductions are conducted by treatment plant staff at Bundamba, Beaudesert and Luggage Point treatment plants with minimal notice.

An induction booklet containing information relevant to the safe and compliant management of tankered waste activities at each site will be provided by Queensland Urban Utilities at the time and site of induction. The booklet provides details relevant to tanker drivers, including driver responsibilities, site details and information about required documentation.

Tanker drivers must carry their signed induction booklet as evidence of their tankered waste induction status. Inability to produce the record may result in a request to retrain prior to discharge of tankered waste.

Copies of factsheets relevant to tankered waste management (and containing site specific information) are also available from the Queensland Urban Utilities website (www.urbanutilities.com.au).

4.8 Compliance with All Site Rules

When entering, discharging and leaving Queensland Urban Utilities' sewerage treatment plants, tanker operators (drivers) must comply with all Queensland Urban Utilities site rules, verbal or written directions, instructions and requests for information by the site operator(s) and applicable legislative requirements (including Workplace Health and Safety requirements and the General Environmental Duty).

An approval holder or tanker operator must comply with any request by Queensland Urban Utilities to attend training in relation to tankered waste management practices.

5 VERIFICATION MONITORING

5.1 Tankered Waste Monitoring Program

To ensure that tankered waste delivered to Urban Utilities' sewerage infrastructure complies with special disposal approval conditions, Urban Utilities will sample incoming wastewater and analyse it for parameters of interest and at a frequency determined by a risk assessment performed during the assessment of each special disposal approval.

Deemed quality tankered waste is sourced from well-characterised sites, confirmed in practice by WasteID electronic waste tracking in accordance with regulated waste tracking requirements, and presents no greater risk to the sewerage system than sewage received from the network. For this reason, no routine sampling and analysis of deemed quality tankered waste is required or undertaken.

Where samples are collected, for example for special disposals or confirmation of deemed quality, the samples will be marked with a unique identifier and preserved by refrigeration until transfer to the receiving laboratory within the relevant withholding period for the analytes. Samples will be collected using a procedure that provides a representative grab sample of the respective load.

5.2 Analytical Standards

All analyses associated with the Tankered Waste Monitoring Program will be performed by laboratories that are NATA (National Association of Testing Authorities) accredited for the relevant chemical tests.

6 FEES AND CHARGES

Queensland Urban Utilities' tankered waste business aims for efficient and equitable full cost recovery.

6.1 Tankered Waste Charge Components

Queensland Urban Utilities applies a cost-reflective tankered waste charging system with fixed (per tanker) and variable (volumetric) fee components.

Charges to be levied for each financial year are determined by Queensland Urban Utilities and passed by a resolution of the Queensland Urban Utilities' board in the preceding financial year.

6.2 Schedule of Tankered Waste Charges

Tankered waste discharged at Queensland Urban Utilities' sewerage treatment plants is charged according to category, as described in Table 5. A price path has been set (subject to yearly CPI escalation) for the years 2014/15 to 2017/18.

Table 5 Tankered Waste Charges (2014/15 to 2017/18)

Region	Charge Unit	2014/15	2015/16	2016/17	2017/18
Brisbane & Ipswich	\$ per tanker	\$31.12	\$31.12	\$31.12	\$31.12
Lockyer Valley, Scenic Rim and Somerset	\$ per tanker	\$17.12	\$31.12	\$31.12	\$31.12
Brisbane	\$ per kL	\$19.48	\$19.48	\$19.48	\$19.48
Ipswich	\$ per kL	\$10.28	\$14.60	\$20.54	\$27.16
Lockyer Valley	\$ per kL	\$30.15	\$32.11	\$34.08	\$34.08
Scenic Rim	\$ per kL	\$21.32	\$25.58	\$29.83	\$34.08
Somerset	\$ per kL	\$26.79	\$30.44	\$34.08	\$34.08

6.3 Tankered Waste Accounts

Customer bills will be sent to tanker companies monthly in arrears. A listing of individual loads discharged will be provided with the bill.

6.4 Prompt Payment of Charges

Approval holders must pay to Queensland Urban Utilities the charges or other amounts calculated in accordance with Queensland Urban Utilities' schedule of tankered waste charges. Approval holders are also liable for all fines and penalties arising from any breach of their legislative obligations, including under the *Environmental Protection Act 1994* and the *Water Supply (Safety and Reliability) Act 2008*.

Any unpaid charges, or other amounts payable to Queensland Urban Utilities under a Tankered Waste Approval, shall bear interest calculated from the day after the due date until the day on which payment in full is made. The rate of interest is set according to the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*. Interest is payable in addition to charges and other amounts.

7 POWERS OF QUEENSLAND URBAN UTILITIES

Queensland Urban Utilities has powers under different statutes which it may use or rely on in relation to tankered waste matters. Examples of these powers are highlighted below.

7.1 To Make Tankered Waste Approval Decisions

Queensland Urban Utilities will assess the information provided by the applicant on the applicant's Tankered Waste Approval application. If insufficient information is provided for Queensland Urban Utilities to make a decision, Queensland Urban Utilities may require the applicant to provide additional information. Within fifteen (15) working days of receipt of a complete tankered waste approval application, Queensland Urban Utilities will determine whether or not to issue an approval (subject to any request for information required to make the decision).

Queensland Urban Utilities is not obliged to accept tankered waste and may refuse, in its sole discretion, to accept the discharge of any tankered waste to its sewerage system that it reasonably believes is a prohibited substance (as prescribed in Schedule 1 of the *Water Supply (Safety and Reliability) Act 2008*), or would cause health and safety concerns, damage to the environment, or interference or obstruction to Queensland Urban Utilities' infrastructure or sewerage services. In these situations, the applicant will be notified of the grounds of refusal.

7.2 To Impose Tankered Waste Approval Conditions

Queensland Urban Utilities may, at its sole discretion, include in a Tankered Waste Approval such conditions as are reasonably necessary to:

- protect worker health and safety;
- prevent pass through or interference;
- protect against damage to Queensland Urban Utilities' assets;
- protect the quality of the water body receiving STP effluent;
- facilitate Queensland Urban Utilities' biosolids and effluent re-use strategies; and
- address any other matter that Queensland Urban Utilities regards as material.

7.3 To Vary Tankered Waste Approval Conditions

Queensland Urban Utilities may vary the Tankered Waste Approval for any reason including, but not limited to, the following:

- to incorporate any new or revised federal, state, or local statutory requirements;
- a change in Queensland Urban Utilities' sewerage infrastructure that requires either a temporary or permanent reduction or elimination of tankered waste discharges;

- information indicating that tankered waste discharges pose a threat to Queensland Urban Utilities' sewerage infrastructure, personnel, or the receiving waters;
- violation of any terms or conditions of the Tankered Waste Approval;
- misrepresentations or failure to fully disclose all relevant facts in the tankered waste approval application or in any required reporting;
- to correct typographical or other administrative errors in the Tankered Waste Approval; or
- to reflect changes in company details of the Tankered Waste Approval holder.

7.4 To Issue Notices

Queensland Urban Utilities may issue any notice or direction authorised or required under any law, regulation, policy or this TaWMP to an approval holder and/or any persons acting under the Tankered Waste Approval.

7.5 Non-compliance/Breach Notices

Where Queensland Urban Utilities finds that an approval holder has breached (or continues to breach), or failed to comply with (or continues to fail to comply with), any provision of this TaWMP, a tankered waste approval condition or statutory or regulatory notice or direction, Queensland Urban Utilities may issue a tankered waste non-compliance notice to remedy the breach or non-compliance.

Submission of any report in response to a tankered waste non-compliance notice in no way relieves the approval holder of liability for any breach occurring before or after receipt of a tankered waste notice.

Issuance of a tankered waste non-compliance notice shall not be a bar against, or a prerequisite for, taking any other action against the tankered waste approval holder.

The ultimate responsibility is on the approval holder to comply with all relevant statutory and regulatory requirements and obligations, as well as requirements or obligations stated in Queensland Urban Utilities' TaWMP, policies and any tankered waste non-compliance notice or show cause notice.

7.5.1 Level 1 Tankered Waste Non-Compliance Notice

As soon as possible after Queensland Urban Utilities becomes aware that the tankered waste approval holder has breached or not complied with a tankered waste approval condition or requirement, Queensland Urban Utilities may issue the approval holder with a written level 1 tankered waste non-compliance notice. Queensland Urban Utilities may select any means of service that is reasonable under the circumstances (default email).

The level 1 tankered waste non-compliance notice will contain the following information-

- the date of the breach or non-compliance;
- details of the breach or non-compliance;
- immediate actions required to be undertaken by the approval holder to rectify, remedy or reduce the impact of the breach or non-compliance;
- a direction to the approval holder to investigate the cause of the breach or non-compliance and, if necessary, to take actions to prevent a recurrence; and
- any other information deemed appropriate or necessary in the circumstances.

The level 1 non-compliance notice will request that the approval holder respond in writing to Queensland Urban Utilities within 28 days, stating-

- reasons why the breach occurred;
- what actions were taken to rectify remedy or reduce the impact of the breach or non-compliance;
- what preventative actions have been put in place to ensure the type of breach or non-compliance will not re-occur; and
- any other matter raised in the level 1 non-compliance notice.

The level 1 non-compliance notice may require, amongst other things, the tankered waste approval holder to-

- address an adverse audit finding; or
- identify the probable source of contamination; and
- cease collection of certain wastes.

Queensland Urban Utilities may seek to recover costs from a Tankered Waste Approval holder, as detailed in section 7.8 for level 1 non-compliance notices, where the breach or non-compliance causes-

- physical damage to Queensland Urban Utilities' sewerage infrastructure; or
- an accumulation of contaminants in Queensland Urban Utilities' sewerage infrastructure that must be purposely removed or treated by Queensland Urban Utilities.

Nothing in this section limits or fetters the authority of Queensland Urban Utilities to recover costs for any other loss suffered by, or damage caused to, Queensland Urban Utilities as a result of the breach or non-compliance by the approval holder.

7.5.2 Level 2 Tankered Waste Non-Compliance Notice

If the approval holder continues with the breach or non-compliance after being issued with a level 1 non-compliance notice, Queensland Urban Utilities may issue the approval holder with a written level 2 tankered waste non-compliance notice.

The level 2 non-compliance notice will require the approval holder to-

- take immediate action to cease, remedy or rectify the breach or non-compliance;

- advise in writing to Queensland Urban Utilities why the level 1 non-compliance notice was not followed - within a specified time period not to exceed fourteen (14) days;
- attend a meeting with Queensland Urban Utilities officers to discuss the breach or non-compliance (if required);
- review its tankered waste management system and report to Queensland Urban Utilities within a specified period; and
- take any other action deemed necessary or appropriate in the circumstances.

7.5.3 Level 3 Tankered Waste Show Cause Notice

If the breach is not remedied, rectified or discontinued, or compliance is not achieved within the timeframe stipulated by Queensland Urban Utilities in a previous tankered waste non-compliance notice, or if Queensland Urban Utilities, in its sole and absolute discretion deems the breach or non-compliance by the approval holder to be serious or willful, or Queensland Urban Utilities considers it necessary to do so, Queensland Urban Utilities may serve a written level 3 tankered waste show cause notice. This notice constitutes a show cause notice required to be given to an approval holder under the *Water Supply (Safety and Reliability) Act 2008*.

Non-compliance with a level 3 tankered waste show cause notice may lead to the suspension or cancellation of a Tankered Waste Approval, or any other action, including enforcement action, authorised or required by law, or deemed appropriate in the sole and absolute discretion of Queensland Urban Utilities (see section 7.7).

7.6 Temporary Cessation of Discharge Notice

Queensland Urban Utilities may issue an approval holder with a written temporary cessation of discharge notice requiring the approval holder to temporarily stop discharging tankered waste into its sewerage infrastructure, either:

- immediately; or
- from a time specified in the notice.

Queensland Urban Utilities may give a notice under this section if Queensland Urban Utilities intends to examine, alter, repair, maintain or close down a receiving facility. In an emergency situation, notice may be given by telephone to the approval holder, followed by written confirmation. The approval holder must ensure the discharge of tankered waste ceases within the time specified in the notice. The tankered waste discharge must not recommence until Queensland Urban Utilities notifies the approval holder in writing that it may do so.

7.7 To Suspend or Cancel a Tankered Waste Approval

Queensland Urban Utilities may suspend or cancel a tankered waste approval in certain circumstances. Sections 182-184 of the *Water Supply (Safety and Reliability) Act 2008* sets out these circumstances and the process to be followed.

7.7.1 Suspension or cancellation generally

Under the *Water Supply (Safety and Reliability) Act 2008* Queensland Urban Utilities may suspend or cancel a Tankered Waste Approval in the following circumstances:

- the approval holder has contravened a condition of the Tankered Waste Approval; or
- the approval holder has contravened a provision of the *Water Supply (Safety and Reliability) Act 2008*; or
- urgent action is necessary in the interests of public health or safety to prevent environmental harm or prevent damage to the Queensland Urban Utilities' sewerage system.

Before suspending or cancelling a tankered waste approval due to the above circumstances, Queensland Urban Utilities will issue a show cause notice to the approval holder and provide the latter with an opportunity to make submissions.

Queensland Urban Utilities may suspend or cancel a Tankered Waste Approval without giving a show cause notice if it considers urgent action is necessary-

- to protect the public
- to prevent environmental harm
- or to prevent damage to Queensland Urban Utilities' sewerage system

Queensland Urban Utilities will notify the approval holder of this action as soon as possible.

The approval holder shall remain liable to pay all tankered waste charges prior to any period of suspension.

7.8 To Recover Costs

This section applies in respect of a breach or non-compliance, or a loss or damage that occurs, or is discovered, both during the term of a tankered waste approval or after it expires, is suspended or is cancelled.

Any additional tankered waste charge shall:

- a) be assessed on a non-compliance or breach event basis;
- b) be subject to collection in the same manner as all other tankered waste fees and charges.

Any additional tankered waste charge levied under this section is a debt due, owing and payable on demand to Queensland Urban Utilities. The imposition of an additional tankered waste charge by Queensland Urban Utilities shall not be a bar against, or a prerequisite for, it taking any other action against the approval holder.

7.8.1 Recovery of additional charges

If Queensland Urban Utilities finds that tankered waste is being discharged in breach of any law or provision of a tankered waste approval, Queensland Urban Utilities may impose an additional charge for:

- tankered waste quantity and quality;
- additional waste water sampling and analysis;
- removing excess contaminants from Queensland Urban Utilities' sewerage infrastructure;
- non-routine cleaning or maintenance of Queensland Urban Utilities' sewerage infrastructure;
- preparing administrative enforcement remedies detailed previously in this section; and
- any other associated task reasonably undertaken by Queensland Urban Utilities to determine whether or not damage referred to in this section has been caused by tankered waste discharged by the approval holder or to restore Queensland Urban Utilities' sewerage infrastructure to a reasonable state for continued service to the community.

7.8.2 Recovery for loss or damage

Queensland Urban Utilities may also recover the cost of loss suffered by, or damage caused to, Queensland Urban Utilities as a result of the breach or non-compliance by the approval holder. This may involve, but is not limited to, making good the damage caused by the approval holder and recovering the reasonable cost of doing so from the approval holder.

Any authority or right given to Queensland Urban Utilities in this section is in addition to the authority and power given to Queensland Urban Utilities as a sewerage service provider under the *Water Supply (Safety and Reliability) Act 2008*.

8 RECORDS AND TANKERED WASTE INFORMATION

8.1 Record Keeping

Queensland Urban Utilities will maintain records of tankered waste data, management documents and customer correspondence within its corporate record keeping systems as follows (at a minimum):

Table 6 Record Keeping Locations

Record System	Format	Type
Q-Pulse (corporate document control)	.DOC .DOCX .OFT PDF	Elements of Tankered Waste Management System, including relevant procedures and tankered waste business collateral (including factsheets, application forms, template tankered waste approval, template notices and template agency agreements).
Tankered Waste Database	.XLS	Tankered waste discharge data (individual loads)
HP TRIM (corporate records system)	PDF	Applicant's tankered waste application summary
	PDF	Customer correspondence
	PDF	Signed tankered waste approval
	PDF	Compliance and enforcement letters and notices
	PDF	Compliance and enforcement letters and notices
	PDF	Agents' agreements under s35(3) of the EP Act
	.XLS	Agency waste transport data
LIMS/TPLC	TPLC	Analytical data from monitoring program
TRIM Archive (hardcopy)	H/C	Regulated Waste Transport Certificates (WTCs)
	H/C	QUU Tankered Waste Dockets
IFBIS (corporate sundry debt management system)		Invoices and payment details

PDF - Portable Document Format

TPLC - Treatment Plant License Compliance database

H/C - Hardcopy

OFT - Outlook File Template

XLS – Excel Spreadsheet

All records will be archived in accordance with the requirements of the *Public Records Act 2002*, Information Standard 40: Recordkeeping, and Information Standard 31: Retention and Disposal of Public Records.

8.2 Record Access

Queensland Urban Utilities will assess requests for access to tankered waste records, data, management documents and approval holder and applicant information in accordance with its obligations under the *Public Records Act 2002*, the *Right to Information Act 2009* and the *Information Privacy Act 2009*.

8.3 Privacy and Confidentiality

Queensland Urban Utilities collects, stores, uses and maintains records for the purpose of administering Queensland Urban Utilities' tankered waste business. These records may contain personal and commercial-in-confidence information relating to tankered waste approval applicants and holders.

Information and data relating to a specific person or company, obtained from reports, surveys, approval applications, approvals, any monitoring programs, and from Queensland Urban Utilities' inspection and sampling activities, and identified as being either personal information or commercial-in-confidence information, will be treated as such and will not be made available to the public, unless authorised or required by law or at the request of the Regulator.

Requests for specific tankered waste information must be made in writing to the Manager Commercial Water & Trade Waste, Commercial Customer Group, Queensland Urban Utilities (or by email to trade.waste@urbanutilities.com.au).

Queensland Urban Utilities may refer you to the information access process set out under the *Right to Information Act 2009* or the *Information Privacy Act 2009* and the relevant approval holder may need to be consulted.

9 EFFECTIVE DATE, IMPLEMENTATION AND REVISION

1. This TaWMP is effective from 1 March 2015.
2. Unless specifically advised otherwise by Queensland Urban Utilities, all new and existing approval holders must comply with this TaWMP from 1 July 2015.
3. This TaWMP is subject to annual review. The next review date is 1 March 2016, or earlier if circumstances require it.

APPENDIX 1 – INTERPRETATION AND DEFINITIONS

In this TaWMP and every tankered waste approval given by Queensland Urban Utilities, except to the extent that the context otherwise requires or the contrary intention appears:

- A. Words importing the singular include the plural and vice versa;
- B. Words importing a gender include other genders;
- C. The use of the singular shall be construed to include the plural and the plural shall include the singular as indicated by the context of its use;
- D. A reference to a person includes corporations, trusts, associations, partnerships, a government authority, and other legal entities, and where necessary, includes successor bodies;
- E. References to writing includes printing, typing, facsimile and other means of representing or reproducing words, figures, drawings or symbols in a visible and tangible form, in English;
- F. References to signature and signing include due execution of a document by a body corporate, corporation or other entity;
- G. References to months mean calendar months;
- H. References to statutes include amending, consolidating or replacing statutes and subordinate legislation and statutory instruments made under them from time to time.
- I. References to sections of statutes or terms defined in statutes refer to corresponding sections or defined terms in amended, consolidated or replacement statutes;
- J. Headings and tables of contents are used for convenience only and are to be disregarded in the interpretation of this TaWMP;
- K. A reference to a clause in this TaWMP is to a clause of this TaWMP;
- L. Where any word or phrase is given a defined meaning, another grammatical form of that word or phrase has a corresponding meaning;
- M. Each paragraph or sub-paragraph in a list is to be read independently from the others in the list;
- N. A reference to this TaWMP or a document is to that TaWMP or document as amended, novated, supplemented or replaced from time to time;
- O. A reference to a party includes that party's executors, administrators, substitutes, successors and permitted assigns and where the party is a natural person their heirs;

- P. In interpreting this TaWMP, a construction that would promote the purpose or object underlying the TaWMP must be preferred to a construction that would not promote that purpose or object.

Unless a provision explicitly states otherwise, the following terms and phrases used in this TaWMP and all tankered waste approvals shall have the following meanings:

- Accessible. Accessible, when applied to required pretreatment monitoring or pretreatment equipment, shall mean direct access without the necessity of removing any panel, door, vehicle, equipment, materials, or other similar obstruction.
- Application Date. For a tankered waste approval application, the application date means-
 - (a) if Queensland Urban Utilities does not request further information from the applicant about the application – the date Queensland Urban Utilities received the application; or
 - (b) if Queensland Urban Utilities requests further information from the applicant about the application – the day Queensland Urban Utilities receives the information.
- Approval Holder. A person to whom Queensland Urban Utilities gives a tankered waste approval.
- Biochemical Oxygen Demand (BOD₅). The quantity of oxygen used in the biochemical oxidation of organic matter amenable to measurement by the methods described in the latest edition of 'STANDARD METHODS for the Examination of Water and Wastewater' APHA-AWWA-WPCF; under standard laboratory procedures for five (5) days at 20° centigrade, usually expressed as a concentration [milligrams per litre (mg/L)].
- Chemical Oxygen Demand (COD). A measure of the oxygen consuming capacity of inorganic and organic matter present in wastewater amenable to measurement by the methods described in the latest edition of 'STANDARD METHODS for the Examination of Water and Wastewater' APHA-AWWA-WPCF. COD is expressed as the amount of oxygen consumed from a chemical oxidant in mg/L during a specific test.
- Contaminant. Any solid waste, sewage, refuse, sewage sludge, munitions, medical wastes, chemical wastes, biological materials, radioactive materials, heat, fragmented equipment, rock, sand, agricultural waste, industrial wastes, and the characteristics of wastewater [i.e., pH, temperature, SS, turbidity, color, BOD, Chemical Oxygen Demand (COD), toxicity, or odour].
- Day. Day shall be defined as a calendar day.
- Domestic Sewage. Liquid and water borne wastes derived from ordinary living processes, free from trade wastes, and of such character to permit satisfactory disposal, without special pretreatment, into Queensland Urban Utilities' sewerage infrastructure.
- Grab Sample. A sample which is taken from a waste stream on a one-time basis without regard to the flow in the waste stream and without consideration of time.

- Interference. Interference includes, for example, a discharge which alone or in conjunction with a discharge or discharges from other sources, either
 1. inhibits or disrupts Queensland Urban Utilities sewerage system, its treatment processes or operations;
 2. inhibits or disrupts its effluent and/or biosolids reuse or disposal programs or options; or
 3. causes a violation of either a Queensland Urban Utilities environmental authority condition or other current or future statutory or regulatory provisions or both.
- Person. Any individual, partnership, co-partnership, firm, company, corporation, association, joint stock company, trust, estate, governmental entity, or any other legal entity, or its legal representatives, agents, successors or assigns.
- pH. A measure of the acidity or alkalinity of a substance, expressed in standard units.
- Prohibited Substance. A substance prescribed in Schedule 1 of the *Water Supply (Safety and Reliability) Act 2008*.
- Queensland Urban Utilities. Central SEQ Distributor-Retailer Authority trading as Queensland Urban Utilities.
- Regulated Waste. Regulated waste, under the *Environmental Protection Act 1994*, means a waste that -
 1. contains a significant quantity and concentration of a hazardous contaminant;
 2. the hazardous contaminant exhibits hazardous characteristics because of its toxicity, carcinogenicity, mutagenicity, teratogenicity, flammability, corrosivity, reactivity, ignitability or infectiousness, through its physical, chemical or biological characteristics; or
 3. may cause environmental harm if improperly transported, treated, stored, disposed, or otherwise.
- Septic Tank Waste. Any domestic and/or residential sewage from holding tanks such as vessels, chemical toilets, campers, trailers, and septic tanks.
- Sewage. Liquid and water-carried trade wastes and domestic sewage from residential dwellings, commercial buildings, industrial and manufacturing facilities, and institutions, whether treated or untreated, which are discharged to Queensland Urban Utilities' sewerage infrastructure.
- Sewer. Any pipe (other than a sanitary drain or soil pipe or waste pipe) used for carrying off sewage from premises.
- Sewer Acceptance Criteria (SAC). A suite of standards that details the maximum level of contaminants (concentration and/or mass based) allowable in a waste to be suitable for discharge to Queensland Urban Utilities' sewerage infrastructure.
- Sewerage Infrastructure. Infrastructure used to receive, transport and treat sewage and/or trade waste and consisting of some or all of the following - sewers, access chambers, vents, engines, pumps, structures, machinery, outfalls, and other works not mentioned forthwith.

- Sewerage Treatment Plant (STP). That portion of Queensland Urban Utilities' sewerage infrastructure designed to provide treatment of wastewater.
- Suspended Solids (SS). The total suspended matter that floats on the surface of, or is suspended in, water, trade waste, or other liquid, and which is removable by laboratory filtering and is amenable to measurement by the methods described in the latest edition of 'STANDARD METHODS for the Examination of Water and Wastewater' APHA-AWWA-WPCF.
- Tanker Driver. The person responsible for driving a waste tanker to the intended Queensland Urban Utilities discharge location.
- Trade Waste Officer (TWO). A person holding appointment as a trade waste officer of Queensland Urban Utilities under the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*.
- Total Oils and Grease (TOG). Those components of trade waste amenable to measurement by the methods described in the latest edition of 'STANDARD METHODS for the Examination of Water and Wastewater' APHA-AWWA-WPCF, including polar and non polar fats, oils, and grease and other components extracted from wastewater at pH 7.5 by these methods.
- Waste Transporter. A waste transporter that intends to discharge tankered waste at Queensland Urban Utilities nominated tankered waste discharge locations.

The following abbreviations shall have the designated meanings:

ANZSIC	Australian and New Zealand Standard Industrial Classification
BOD	Biochemical Oxygen Demand
COD	Chemical Oxygen Demand
EHP	Department of Environment and Heritage Protection
KL	Kilolitre
L	Litre
LEL	Lower Explosive Limit
LIWIS	Liquid Waste Information System
mg	Milligrams
mg/L	Milligrams per litre
SAC	Sewer Acceptance Criteria
SS	Suspended Solids
STP	Sewerage Treatment Plant
TaWMP	Tanker Waste Management Plan
TKN	Total Kjeldahl Nitrogen
TPH	Total Petroleum Hydrocarbons
TOG	Total Oils and Grease
WTC	Waste Transport Certificate

APPENDIX 2 – SEWER ACCEPTANCE CRITERIA

9.1 A2-1 Purpose and Scope

These sewer acceptance criteria define the quality standards for wastewater approved for discharge into sewerage infrastructure owned by the Central SEQ Distributor-Retailer Authority (trading as Queensland Urban Utilities).

Variations to the sewer acceptance criteria may be approved at Queensland Urban Utilities' sole discretion and such variations will be documented in *Tankered Waste Approval* conditions.

These sewer acceptance criteria conform to the Australian Sewage Quality Management Guideline 2012 (WSAA) and the requirements of the *Water Supply (Safety and Reliability) Act 2008*.

9.2 A2-2 Prohibited Substances

No person, whether the person is an approval holder or not, shall introduce or cause to be introduced into Queensland Urban Utilities' sewerage infrastructure prohibited substances listed in sewer acceptance criteria.

Prohibited substances are detailed in Schedule 1 of the *Water Supply Act*, and include:

- **A solid or viscous substance in a quantity, or of a size, that can obstruct sewage, or interfere with the operation of sewerage.**

Note: specifically including:

- Solid or viscous substances in amounts which will cause obstruction of the flow in Queensland Urban Utilities' sewerage infrastructure resulting in interference; but in no case solids with a maximum linear dimension of greater than 13 millimetres and a quiescent settling velocity greater than 3 metres per hour.
- Animal guts or tissues, paunch manure, bones, hair, entrails, whole blood, feathers, ashes, cinders, sand, spent lime, stone or marble dusts, sawdust, metal, glass, straw, grass clippings, rags, spent grains, waste paper, wood and plastics.

- **A flammable or explosive solid, liquid or gaseous substance, including petrol**

Note: specifically including:

- Contaminants which create a fire or explosive hazard in sewerage infrastructure including, but not limited to, waste streams with a closed-cup flashpoint of less than 60°C.

- **Floodwater, rainwater, roof water, storm water, subsoil water and surface water.**

Note:

- Where rainwater is collected and used in substitute for potable water and then used to generate trade waste, the waste water will no longer be considered to be rainwater or groundwater.

- Where such water has been modified by commercial activities or trade, Queensland Urban Utilities will regard the water as trade waste and use its discretion whether to accept the wastewater to sewer (i.e. landfill leachate)
- **A substance, that given its quantity, is capable alone, or by interaction with another substance discharged into sewerage, of:**
 - inhibiting or interfering with a sewage treatment process; or
 - causing damage or a hazard to sewerage; or
 - causing a hazard for humans or animals; or
 - creating a public nuisance; or
 - creating a hazard in waters into which it is discharged; or
 - contaminating the environment in places where effluent or sludge from a sewage treatment plant is discharged or reused.

Note: specifically including:

- Noxious or malodorous liquids, gases, solids, or other wastewater.
- Petroleum oil, non-biodegradable cutting oil, or products of mineral oil origin, in amounts that will cause interference (i.e. accumulation in a pump station wet well) or pass through.
- Alkaline degreasers or other products intended for the use of solubilising or emulsifying oil, grease and fat residues.
- Raw or depleted degreasing substances or baths of detergent cleaners, hydrocarbon cleansers, caustic soda, phenol/cresol solutions, cresylic acid and chlorinated hydrocarbons.
- Contaminants which result in the release of toxic gases, vapours, or fumes within sewerage infrastructure in a quantity that may cause worker health and safety problems.
- Any sludge, screenings, or other residual wastes from the pretreatment of industrial or commercial wastes or from industrial or commercial processes, unless such wastes have undergone pretreatment and have been approved for discharge by Queensland Urban Utilities.
- **A substance at a temperature of more than 38°C**

9.3 A2-3 Restricted Substances

No person, whether the person is an approval holder or not, shall introduce or cause to be introduced into Queensland Urban Utilities' sewerage infrastructure any restricted substance at concentration or mass load greater than the relevant sewer acceptance criteria listed in the tables below.

Any substance not listed in the sewer acceptance criteria is a restricted discharge and must not be discharged at measurable concentrations unless specifically approved by Queensland Urban Utilities.

Parameter	Remarks
Medical and infectious wastes	<p>Pathological, infectious and cytotoxic wastes are prohibited except as allowed for under the <i>National Guidelines for the Management of Clinical and Related Wastes</i> produced by the National Health and Medical Research Council 1988.</p> <p>No person shall discharge solid wastes from any hospital, clinic, surgery, laboratory or any other medical or veterinary facility to the sewers including but not limited to hypodermic needles, syringes, instruments, utensils, swabs, dressings, bandages, paper and plastic items of a disposable nature and any noticeable portion of human or animal anatomy.</p>
Genetically engineered organisms	<p>Dischargers must notify and obtain the written permission of Queensland Urban Utilities prior to the discharge of genetically engineered organisms. Queensland Urban Utilities, if not already in receipt of information from the Office of the Gene Technology Regulator (OGTR) about this application will refer the application to OGTR for comment.</p> <p>OGTR has issued guidelines on the disposal of genetically engineered organisms. For further information contact:</p> <p style="text-align: center;">Office of the Gene Technology Regulator MDP54 GPO Box 9848 Canberra ACT 2601 Email: ogtr@health.gov.au Phone: 1800 181 030 Fax: (02) 6271 4202</p>
Halogenated Aromatic Hydrocarbons (PCBs and PBBs)	Because of their stability, persistence and ability to bioaccumulate in animal tissue, these compounds have been severely restricted by health and environmental regulators. The discharge must be less than the limit of detection.
Pesticides – organochlorine	Because of their stability, persistence and ability to bioaccumulate in animal tissue, these compounds have been severely restricted by health and environmental regulators. The discharge must be less than the limit of detection.
Radioactive material	Radioactive material discharged to sewer must comply with requirements and discharge standards specified in the <i>Radiation Safety Act 1999</i> and associated regulations as updated from time to time.
Other substances	<p>Other substances to be controlled in discharges to sewer are those which:</p> <ul style="list-style-type: none"> • are persistent and/or toxic • pass through a treatment plant untreated or partially treated and affect the receiving environment • are deleterious to the sewerage system, employees of Queensland Urban Utilities and/or the public • inhibit process efficiency or make collection and treatment of wastewater more expensive • could lead to contamination of the wastewater treatment products.

9.4 A2-4 General Acceptance Limits

Parameter	Maximum Limit	Remarks
Ammonia plus ammonia ion (measured as N)	200 mg/L	High ammonia: <ul style="list-style-type: none"> may adversely affect the safety of operations and maintenance personnel may significantly contribute to the nutrient load discharged into the receiving environment. Higher values may be allowed subject to local pH and temperature conditions.
Biochemical Oxygen Demand (BOD ₅)	2000 mg/L	When required, a specific BOD ₅ mass load limit in kilograms per day will be applied as a trade waste approval condition.
Boron (as B)	100 mg/L	Boron is not removed by conventional treatment. High concentrations in effluent may restrict reuse/recycling applications.
Bromine (Br ₂)	10 mg/L	High concentrations may adversely affect the safety of operations and maintenance personnel.
Chemical Oxygen Demand (COD)	3000 mg/L	When required, a specific COD mass load limit in kilograms per day will be applied as a trade waste approval condition.
Chlorine (Cl ₂)	10 mg/L	Chlorine can: <ul style="list-style-type: none"> adversely affect the safety of operations and maintenance personnel cause corrosion of sewer structures inhibit treatment processes.
Colour	Colour not noticeable after 100 times dilution	Colour may cause: <ul style="list-style-type: none"> aesthetic impairment of receiving water adverse effects on disinfection processes. Where potential for such problems exists, a level of colour which is rendered unnoticeable after the predicted dilution is desirable. Biodegradability of the colour may be an important factor where secondary treatment is used.
Cyanide – weak acid dissociable (as CN)	5 mg/L	Cyanide may produce toxic atmospheres in the sewer and adversely affect the safety of operations and maintenance personnel.
Fluoride (as F)	30 mg/L	Fluoride is not removed by conventional treatment, however pretreatment can easily and economically reduce concentrations to below 30 mg/L.
Grease and oil (total)	200 mg/L	Grease and oil: <ul style="list-style-type: none"> can cause sewer blockages may adversely affect the treatment processes may impair the aesthetics of the receiving water.

Parameter	Maximum Limit	Remarks
pH	Minimum: 6 Maximum: 10.5	Extremes of pH: <ul style="list-style-type: none"> can adversely affect biological treatment processes can adversely affect the safety of operations and maintenance personnel cause corrosion of sewer structures increase the potential for the release of toxic gases such as H₂S and HCN.
Salts – Total Dissolved (TDS)	4000 mg/L	Saline receiving waters (Brisbane STPs) Inland STPs with low salinity receiving waters. Contact QUU for details. High TDS reduces effluent options and may contribute to soil salinity.
Solids – gross	13mm max linear dimension and 3 m/hr QSV	Gross solids can cause sewer blockages. Non-faecal gross solids shall have a maximum linear dimension of less than 13mm and quiescent settling velocity of less than 3 m/hr.
Solids – Suspended (SS)	1000 mg/L	High suspended solids can: <ul style="list-style-type: none"> cause sewer blockages overload the treatment process. When required, a specific SS mass load limit in kilograms per day will be applied as a trade waste approval condition.
Sulphate (measured as SO ₄)	2000 mg/L	Sulphate: <ul style="list-style-type: none"> discharge may be limited by TDS constraint in some catchments may increase the potential for the generation of sulphides in the waste water may adversely affect sewer structures.
Sulphide – dissolved (as S ²⁻)	1 mg/L	Dissolved sulphides in wastewater may: <ul style="list-style-type: none"> cause corrosion of sewer structures generate odours in sewers which could cause public nuisance result in sewer gases which adversely affect the safety of operations and maintenance personnel.
Sulphite (as SO ₂)	100 mg/L	Sulphite is a strong reducing agent and removes dissolved oxygen thereby increasing the potential for anaerobic conditions to form in the wastewater. In particular, values will need to be set on a case by case basis if the discharge is to a sewer receiving dosed oxygen by injection for odour and corrosion mitigation. Higher values may be allowed subject to local pH and temperature conditions. Sulphite also has the potential to release SO ₂ gas and thus adversely affect the safety of operations and maintenance personnel.

Parameter	Maximum Limit	Remarks
Temperature	<38°C	Higher sewage temperatures: <ul style="list-style-type: none"> • cause increased damage to sewer structures • increase the potential for anaerobic conditions to form in the waste water • promote the release of gases such as H₂S and NH₃ • can adversely affect the safety of operations and maintenance personnel.
Total Organic Carbon (TOC)	2000 mg/L	When required, a specific mass load limit in kilograms per day will be applied as a trade waste approval condition.
Total Nitrogen (TN)	200 mg/L	High Kjeldahl nitrogen may significantly contribute to the nutrient load discharged to the receiving environment.
Total Phosphorous (as P)	50 mg/L	High phosphorus may significantly contribute to the nutrient loading discharged to the receiving environment.

Note: Queensland Urban Utilities may require approval holders to meet stricter limits - according to the characteristics of the proposed discharge and the capacity of the relevant sewage catchment

9.5 A2-5 Specific Acceptance Limits for Metals

Queensland Urban Utilities has elected to apply mass load criteria rather than concentration limits for small volume and very large waste generators. For discharges with a daily mass load below the stated LDML, no concentration limit applies (see table below). This approach recognises that the small amounts involved will have a minimal impact. Where a trade waste generator exceeds the lower daily mass load, the discharge must not exceed the concentration limits shown. This may require pretreatment to be applied by the generator.

Dischargers that produce untreated wastes with a daily mass load above the catchment-specific UDML must pretreat their wastes to a concentration such that the daily mass load, finally discharged, is less than the UDML.

The value of the UDML is dependent on the load on the treatment plant and is therefore a site-specific value. For current UDML information, contact Queensland Urban Utilities on 13 26 57.

Parameter	Lower Daily Mass Load (LDML)	Upper Daily Mass Load (UDML)	Concentration Limits
Aluminium (Al)	No LDML	Catchment specific - Seek advice from QUU	100 mg/L
Arsenic (As)	15 g/day		5 mg/L
Cadmium (Cd)	6 g/day		2 mg/L
Chromium (Cr)* Total Hexavalent	75 g/day		20 mg/L 10 mg/L
Cobalt (Co)	30 g/day		10 mg/L
Copper (Cu)	75 g/day		10 mg/L
Iron (Fe)	No LDML		100 mg/L
Lead (Pb)	30 g/day		10 mg/L
Manganese (Mn)	No LDML		100 mg/L
Mercury (Hg)	0.15 g/day		0.05 mg/L
Molybdenum (Mo)	No LDML		10 mg/L
Nickel (Ni)	30 g/day		10 mg/L
Selenium (Se)	15 g/day		5 mg/L
Silver (Ag)	2 g/day		50 mg/L
Tin (Sn)	30 g/day		10 mg/L
Zinc (Zn)	75 g/day	10 mg/L	
¹ Queensland Urban Utilities requires the waste generator to reduce hexavalent chromium to trivalent chromium.			

Note: Queensland Urban Utilities may require approval holders to meet stricter limits - according to the characteristics of the proposed discharge and the capacity of the relevant sewage catchment

9.6 A2-6 Specific Acceptance Limits for Organic Compounds

Parameter	Maximum Limit	Remarks
Aldehydes		Aldehydes in the sewer atmosphere can adversely affect the safety of operations and maintenance personnel.
Formaldehyde (as HCHO)	30 mg/L	
Acetaldehyde (as CH ₃ CHO)	5 mg/L	
Propionaldehyde (as CH ₃ CH ₂ CHO)	5 mg/L	
Dimethyl sulphide	1 mg/L	Dimethyl sulphide is flammable and an irritant. Dimethyl sulphide has an unpleasant odour at even extremely low concentrations.
Ketones		Ketones in the sewer atmosphere can adversely affect the safety of operations and maintenance personnel.
Acetone	400 mg/L	
Methyl ethyl ketone	100 mg/L	
Pesticides – total (includes insecticides, herbicides, fungicides)	1.0 mg/L	This category covers all pesticides other than those that are specifically listed below. They may: <ul style="list-style-type: none"> adversely affect the treatment processes impair the quality of the receiving environment adversely affect the safety of operations and maintenance personnel restrict reuse/recycling applications.
Pesticides – organophosphorous (total)	0.1 mg/L	Including: azinphos-methyl; azinphos-ethyl; coumaphos; demeton; dichlorvos; dimethoate; disulfoton; fenitrothion; fenthion; malathion; methamidophos; mevinphos; omethoate; oxydemeton-methyl; parathion; triazophos; trichlofon Other organophosphate pesticides are covered by the preceding <i>Pesticides (General)</i> category. This list includes substances on the following lists of environmental toxicants: <ul style="list-style-type: none"> UK Red List UK Candidate List EC Priority Hazard List, and North Sea Agreement, APP. ID.
Petroleum hydrocarbons		Petroleum hydrocarbons may adversely affect the safety of operations and maintenance personnel.
Total	30 mg/L	
C ₆ -C ₉	5 mg/L	
Benzene	0.04 mg/L	
Toluene	0.5 mg/L	
Ethyl benzene	1.0 mg/L	
Xylene (total)	1.0 mg/L	

Parameter	Maximum Limit	Remarks
Phenolic compounds		Phenolic compounds may adversely affect biological treatment processes. They may not be completely removed by conventional treatment and subsequently may impact on the receiving environment.
Total Phenols	100 mg/L	
Pentachlorophenol	5 mg/L	Pentachlorophenol: <ul style="list-style-type: none"> can adversely affect the biological treatment process may impair the quality of the receiving environment.
Polynuclear Aromatic Hydrocarbons (PAHs)	5 mg/L	Many of these substances have been demonstrated to have an adverse effect on the health of animals. Some are also persistent and are not degraded by conventional treatment processes.
Volatile organic compounds		Volatile organic compounds may adversely affect the safety of operations and maintenance personnel.
Halogenated (total)	1 mg/L	
Trichloromethane (chloroform)	0.1mg/L	
Tetrachloroethene (perchloroethylene)	0.01mg/L	
Trichloroethene (trichloroethylene)	0.1 mg/L	

Note: Queensland Urban Utilities may require approval holders to meet stricter limits - according to the characteristics of the proposed discharge and the capacity of the relevant sewage catchment.