



**TRADE WASTE  
ENVIRONMENTAL MANAGEMENT  
PLAN**

JANUARY 2019

This page is intentionally blank

## Queensland Urban Utilities

# Trade Waste Environmental Management Plan (January 2019)

This plan has been developed to meet Queensland Urban Utilities' regulatory responsibilities under Queensland legislation, including the South-East Queensland Water (Distribution and Retail Restructuring) Act 2009, the Water Supply (Safety and Reliability) Act 2008 and the Environmental Protection Act 1994.

Responsibility	Name and Title
Approved by:	Colin Hester Manager Commercial Water & Trade Waste
Reviewed by:	Craig Madsen Trade Waste Coordinator - Programs
	Mark Sherson Trade Waste Coordinator - Approvals
	Brian Kay Trade Waste Coordinator - Operations

Queensland Urban Utilities  
Trade Waste

GPO Box 2765  
BRISBANE Q 4001  
Phone: (07) 3432 2160  
trade.waste@urbanutilities.com.au  
[www.urbanutilities.com.au](http://www.urbanutilities.com.au)

This page is intentionally blank

## TABLE OF CONTENTS

<b>1.</b>	<b>TRADE WASTE POLICY AND MANAGEMENT FRAMEWORK .....</b>	<b>11</b>
1.1.	Queensland Urban Utilities .....	11
1.2.	Introduction .....	11
1.3.	Purpose .....	11
1.4.	Trade Waste Legislation and Authority .....	12
1.4.1.	Legislative Framework .....	12
1.4.2.	Environmental Authority .....	12
1.5.	Delegation of Authority .....	12
1.6.	Trade Waste Policy .....	12
1.7.	Trade Waste Objectives .....	13
1.8.	Trade Waste Management Framework .....	14
1.9.	Trade Waste Sewer Acceptance Criteria .....	14
1.10.	Deemed Quality Trade Waste .....	14
<b>2.</b>	<b>TRADE WASTE ADVICE SERVICES .....</b>	<b>15</b>
2.1.	Trade Waste Advisory Service .....	15
2.2.	Trade Waste Services Advice Notices .....	15
2.3.	Trade Waste Conveyancing Certificate .....	16
<b>3.</b>	<b>TRADE WASTE APPROVAL .....</b>	<b>17</b>
3.1.	Trade Waste Approval .....	17
3.2.	Application for a Trade Waste Approval .....	17
3.3.	Details to be Correct .....	18
3.4.	Trade Waste Approval Conditions and Limits .....	18
3.5.	Trade Waste Approval Duration and Renewal .....	19
3.6.	Amendment to Trade Waste Approval .....	19
3.7.	Voluntary Cancellation of Trade Waste Approvals .....	19
3.8.	Transfer of Trade Waste Approval .....	20
<b>4.</b>	<b>SPECIAL DISPOSAL APPROVAL .....</b>	<b>21</b>
4.1.	Special Disposal Approval .....	21
4.2.	Application for Special Disposal Approval .....	21
4.3.	Special Disposal Conditions and Limits .....	22
4.4.	Amendment to Special Disposal Approval .....	22
<b>5.</b>	<b>PROHIBITIONS, RESTRICTIONS AND LIMITS .....</b>	<b>23</b>
5.1.	Prohibited Substances .....	23
5.2.	Restricted Substances .....	23
5.3.	Regulated and Residual Wastes Prohibition .....	23
5.4.	Stormwater/Surface Water Prohibition .....	23
5.5.	Prohibition on Point of Discharge .....	23
5.6.	Dilution Prohibition .....	23
5.7.	Bypass Prohibition .....	23
<b>6.</b>	<b>OTHER APPROVAL CONDITIONS .....</b>	<b>24</b>

6.1.	Duty to Comply .....	24
6.2.	Ensuring Access to Carry Out Inspections .....	24
6.3.	Good Operating Practice .....	25
6.4.	Limitation, Suspension or Discontinuance .....	25
6.4.1.	Conditions of limitation, suspension or discontinuance .....	25
6.4.2.	Notice of planned reduction.....	25
6.4.3.	Risk during reduction.....	26
6.5.	Ensuring Water Conservation .....	26
6.6.	Prompt Payment of Charges and Fines.....	26
6.7.	Indemnity .....	26
6.8.	Keeping and Provision of Records.....	27
6.8.1.	Recordkeeping - Approval Holders.....	27
6.8.2.	Recordkeeping - QUU Trade Waste.....	27
6.9.	Confidentiality .....	27
6.9.1.	General .....	27
6.9.2.	Waste tracking information.....	28
6.9.3.	Trade Waste Conveyancing Certificate .....	28
<b>7.</b>	<b>FACILITIES AND AUTHORISED PRODUCTS.....</b>	<b>29</b>
7.1.	Trade Waste Requirements for Hydraulic Plans.....	29
7.2.	Consent to Vary from Trade Waste Hydraulic Plan Requirements .....	29
7.3.	Register of Authorised Basic Pre-Treatment Devices .....	29
7.4.	Obtaining Authorisation for Basic Pre-Treatment Products .....	30
7.5.	Authorised Device Review Criteria.....	30
7.6.	Monitoring Facilities .....	30
7.7.	Protection of Monitoring and Metering Equipment.....	31
7.8.	Ensuring Proper Chemical Storage .....	31
7.9.	Design and Construction of Infrastructure .....	31
<b>8.</b>	<b>PRE-TREATMENT.....</b>	<b>32</b>
8.1.	Discharge and Pre-Treatment .....	32
8.2.	When No Pre-Treatment is Required .....	32
8.3.	When Basic Pre-Treatment is Deemed to Comply .....	32
8.4.	Waste Minimisation Practices .....	32
8.5.	When Food Service Businesses Require Pre-Treatment .....	33
8.6.	When a Required Grease Arrestor Cannot be Installed.....	33
8.7.	Sizing of Basic Pre-Treatment Devices.....	33
8.8.	Risk Methodology within the FFOG Guideline .....	34
8.9.	Pre-Treatment Devices Maintenance Requirements.....	34
8.10.	Pre-Treatment Devices in Multiple Tenancies .....	34
8.11.	Pre-Treatment Infrastructure in a Community Title Scheme .....	35
8.12.	Ensuring Proper Disposal of Residual and Regulated Wastes .....	35
8.13.	Trade Waste Additives and Enzymes.....	35
8.14.	Food Waste Digesters .....	35
8.15.	Prohibition on Food Waste Disposal Units .....	35

<b>9.</b>	<b>MONITORING, INSPECTION, REPORTING AND NOTIFICATION.....</b>	<b>36</b>
9.1.	Self-Monitoring and Reporting .....	36
9.1.1.	Regular Self-Monitoring and Reporting.....	36
9.1.2.	Initial Discharge Self-Monitoring.....	36
9.1.3.	Inclusion and Exclusion of Self-Monitoring Data.....	36
9.2.	Sampling Procedures.....	37
9.3.	Analytical Requirements .....	37
9.4.	Inspection and Sampling Conditions .....	37
9.5.	Improvement Program Progress Reports .....	38
9.6.	Notification of Changed Conditions .....	38
9.7.	Notification of Failure, Spill or Breach of Conditions.....	39
<b>10.</b>	<b>MANAGING STORMWATER AND OTHER PROHIBITED WATERS.....</b>	<b>40</b>
10.1.	Roofing and Overhang.....	40
10.2.	Demand Driven Diversion Systems .....	40
10.3.	First-flush Diversion Systems.....	40
10.4.	Prohibited Waters Management Plan .....	41
10.5.	Collecting Stormwater for Use in Trade Waste Generating Activities .....	41
<b>11.</b>	<b>DETERMINING TRADE WASTE VOLUME .....</b>	<b>42</b>
11.1.	Indirect Metering.....	42
11.1.1.	Requirements for Indirect (Water) Meters .....	42
11.1.2.	Indirect Volume Formula.....	42
11.1.3.	Trade Waste Factors.....	42
11.2.	Direct (Trade Waste) Metering .....	43
11.2.1.	Requirements for Direct (Trade Waste) Meters.....	43
<b>12.</b>	<b>DETERMINING TRADE WASTE QUALITY (STRENGTH) .....</b>	<b>44</b>
12.1.	Deemed Quality (Strength).....	44
12.2.	Estimated Quality (Strength) .....	44
12.3.	Measured Quality (Strength) .....	44
12.3.1.	Verification of Data used to Determine the Quality Account.....	44
<b>13.</b>	<b>FEES AND CHARGES.....</b>	<b>46</b>
13.1.	General.....	46
13.2.	Trade Waste Application Fee .....	46
13.3.	Trade Waste Charges .....	46
13.4.	Trade Waste Billing Categories .....	46
13.5.	Trade Waste Charge Calculations.....	47
13.6.	Billing Periods for Accounts .....	48
13.7.	Annualised Access Charges.....	48
13.8.	Special Disposal of Trade Waste .....	48
13.9.	Inspection and Analysis Fees .....	48
<b>14.</b>	<b>RISK MANAGEMENT.....</b>	<b>49</b>
14.1.	Relationship between Risk Assessment and Management Activities.....	49
<b>15.</b>	<b>POWERS OF QUEENSLAND URBAN UTILITIES .....</b>	<b>50</b>

15.1.	To Make Trade Waste Approval Decisions .....	50
15.2.	To Impose Trade Waste Approval Conditions.....	50
15.3.	To Vary Trade Waste Approval Terms and Conditions .....	50
15.4.	To Have Access .....	51
15.5.	To Install Monitoring and Other Equipment .....	51
15.6.	To Issue Notices .....	51
15.7.	To Recover Costs.....	51
<b>16.</b>	<b>ENFORCEMENT PROCESSES .....</b>	<b>53</b>
16.1.	Purpose and Scope.....	53
16.2.	Enforcement Processes .....	53
16.2.1.	Self-Monitoring as a Remedy for Non-Compliance .....	53
16.2.2.	Non-Compliance Audit and Resampling Fee .....	53
16.2.3.	Trade Waste Improvement Program (TWIP).....	53
16.3.	Formal Compliance Enforcement Actions.....	54
16.3.1.	Suspension or Cancellation of Approval (s.182 Water Supply Act) .....	54
16.3.2.	Discharge Compliance Notice (53DJ DR Act) .....	55
16.3.3.	Penalty Infringement Notice (s. 191 and s. 193(1) Water Supply Act) .....	56
<b>17.</b>	<b>EFFECTIVE DATE, IMPLEMENTATION AND REVISION .....</b>	<b>58</b>
<b>APPENDIX A</b>	<b>INTERPRETATIONS AND DEFINITIONS .....</b>	<b>59</b>
A.1	Interpretations .....	59
A.2	Definitions .....	60
A.3	Abbreviations .....	65
<b>APPENDIX B</b>	<b>DELEGATION OF AUTHORITY .....</b>	<b>66</b>
<b>APPENDIX C</b>	<b>TRADE WASTE SEWER ACCEPTANCE CRITERIA.....</b>	<b>67</b>
C.1	Purpose and Scope.....	67
C.2	Prohibited Substances.....	67
C.3	Restricted Substances .....	68
C.4	General Acceptance Limits .....	70
C.5	Specific Acceptance for Trade Waste Containing Metals.....	71
C.6	Specific Acceptance for Organic Compounds.....	72
<b>APPENDIX D</b>	<b>STANDARD TRADE WASTE FACTORS .....</b>	<b>73</b>
<b>APPENDIX E</b>	<b>PRE-TREATMENT REQUIREMENTS .....</b>	<b>74</b>
E.1	Basic Pre-Treatment Requirements for Nominated Business Types.....	74
<b>APPENDIX F</b>	<b>GUIDELINE FOR ESTIMATING PEAK HOURLY FLOW.....</b>	<b>76</b>
<b>APPENDIX G</b>	<b>LEGISLATION RELEVANT TO TRADE WASTE .....</b>	<b>77</b>



## LIST OF TABLES

Table 1 - Table of SAN and Assessment Trigger Limits.....	15
Table 2 - TWCC Standards of Service.....	16
Table 3 – Unit Charge Parameters.....	46
Table 4 – Trade Waste Customer Billing Categories .....	46
Table 5 – Trade Waste Charge Calculations .....	47
Table 6 – Typical Trade Waste Customer Billing Periods .....	48
Table 7 – Definitions.....	60
Table 8 – Abbreviations.....	65
Table 9 - Metals Solution Discharge Limits.....	71
Table 10 - Standard Trade Waste Factors by Business Type .....	73
Table 11 - Basic Pre-Treatment Requirements by Business Type .....	74

### Revision History

Version	Revision date	Details	Name
1.0	7/07/2011	Approved	Colin Hester
2.0	1/01/2014	Updated as required	Colin Hester
3.0	1/01/2018	Updated as required	Colin Hester
4.0	14 /12/2018	New Version	Colin Hester
4.0	17/01/2019	Legal Review	Sarah Grounds (Legal)
4.0	31/1/2019	Approved	Colin Hester

This page is intentionally blank

## 1. TRADE WASTE POLICY AND MANAGEMENT FRAMEWORK

### 1.1. Queensland Urban Utilities

- A. Queensland Urban Utilities (QUU) is a statutory authority and distributor–retailer formed under the [South-East Queensland Water \(Distribution and Retail Restructuring\) Act 2009](#) (the DR Act).<sup>1</sup> Under the DR Act, QUU was deemed to be a service provider for water and wastewater services under the [Water Supply \(Safety and Reliability\) Act 2008](#) (the Water Supply Act).<sup>2</sup>
- B. QUU's water and wastewater services are provided to customers in Brisbane City Council, Ipswich City Council, Somerset Regional Council, Lockyer Valley Regional Council and Scenic Rim Regional Council.<sup>3</sup> As part of its wastewater services, QUU manages the discharge of trade waste to its sewerage networks.

### 1.2. Introduction

- A. Trade waste is defined under the Water Supply Act as "water-borne waste from business, trade or manufacturing premises, other than waste that is a Prohibited Substance, human waste or Stormwater".
- B. The [Environmental Protection Act 1994](#) (the EP Act) provides a general prohibition against the pollution of the environment by the discharge of such wastes, except where the person or agency holds an environmental authority permitting such discharge.
- C. The discharge of trade waste to Stormwater Drainage is prohibited.
- D. The discharge options for producers of trade waste are:
  - a) to obtain an environmental authority under the Environmental Protection Act 1994 to treat the waste themselves before discharge to the environment, or
  - b) to have it treated at an approved treatment facility, or
  - c) seek approval from a distributor-retailer such as QUU to discharge to the sewerage system (and rely on their environmental authorities).
- E. QUU provides a sewerage system primarily for the transport and treatment of Domestic Sewage. The sewerage system may also be used, with the approval of QUU, for the acceptance and treatment of trade waste, though there is no obligation for a sewerage service provider to accept trade waste. Because trade waste imposes an additional load on the sewerage system, trade waste charges apply to recover costs.

### 1.3. Purpose

- A. This plan sets out how QUU manages trade waste discharges and meets its obligations under policy, legislation and relevant environmental authorities.

---

<sup>1</sup> QUU is a trading name of the Central SEQ Distributor-Retailer Authority, which is the statutory authority formed under section 8(b) of the DR Act.

<sup>2</sup> DR Act, section 53AA.

<sup>3</sup> DR Act, section 6.

## 1.4. Trade Waste Legislation and Authority

### 1.4.1. Legislative Framework

- A. To the extent that QUU permits the discharge of trade waste to sewer, its management is regulated by Queensland legislation including the [Water Supply Act](#), the DR Act and the EP Act.
- B. Under the Water Supply Act, QUU may conditionally approve the discharge of trade waste to sewer in its service territory.
- C. Trade waste drainage must be compliant with the Plumbing and Drainage Act 2018 and AS/NZS 3500.2, as assessed by council plumbing services branches.
- D. The [Queensland Plumbing and Wastewater Code](#) provides performance solutions that comply with the [Plumbing and Drainage Act 2018](#), within which QUU is provided the authority to describe its requirements for:
  - a) Connection of appliances and fixtures to Grease Arrestors, and
  - b) Requirements for Grease Arrestors.

### 1.4.2. Environmental Authority

- A. QUU is granted Environmental Authorities by the Queensland Department of Environment and Science, which contain conditions regarding the discharge of pollutants. A change to an Environmental Authority condition may require that changes be made to Trade Waste Approval conditions granted by QUU.

## 1.5. Delegation of Authority

- A. Delegations are described within QUU's [Sub-Delegations Register](#). The Manager Trade Waste, the Trade Waste Officers, and the Trade Waste Technical Officers are Authorised Persons and have delegated authority under the Water Supply Act and the DR Act (see Appendix B).

## 1.6. Trade Waste Policy

QUU is committed to providing an efficient trade waste service that supports its customers and communities without placing unacceptable risks on people, assets or the environment. QUU's policy is to conditionally accept trade waste into its sewerage infrastructure provided that:

- It does not contain a Prohibited Substance;
- It does not contain substances in amounts that are or may be toxic or hazardous to sewerage infrastructure, treatment processes, personnel or the environment;
- It does not contain substances that limit downstream recycling of effluent or reuse of biosolids;
- Where necessary and practicable, it has been pre-treated on-site using 'best practicable treatment' to ensure Sewer Acceptance Criteria are not exceeded; and
- The system is of adequate capacity to effectively collect, transport and treat trade waste.

To achieve its trade waste objectives, QUU will focus on the following trade waste management initiatives:

- Clear communication of QUU's trade waste management system (and its requirements) to customers and applicants;
- Application of risk based trade waste management, including implementation of a consistent and equitable third party compliance framework;
- Incorporating best practice trade waste management as set out in applicable national and state guidelines such as the Australian Sewage Quality Management Guideline (WSAA 2012) and the National Guideline for Managing FFOG (Foods, Fats, Oils and Grease) from Food Premises (WSAA 2018);
- Development of cost reflective pricing and charging policies.

### 1.7. Trade Waste Objectives

A. QUU's trade waste objectives are:

- a) To protect the safety of QUU's personnel and the public, particularly:
  - i) wastewater system personnel who may be affected by wastewater quality in the course of their work.
  - ii) the general public from the impacts of wastewater system operation and exposure to effluent, recycled water and biosolids.
- b) To protect sewerage infrastructure, ensuring that:
  - i) the structural or hydraulic integrity of assets are not adversely impacted.
  - ii) the operation of the wastewater system is not compromised.
  - iii) the intended lives of all components of wastewater system infrastructure are not unreasonably reduced.
- c) To protect treatment processes, ensuring that:
  - i) their ability to treat wastewater streams is not unacceptably impacted.
- d) To protect the environment by:
  - i) ensuring compliance with environmental authorities.
  - ii) avoiding system failures that lead to wastewater overflows.
- e) To protect the value of water for recycling and biosolids for beneficial reuse by:
  - i) preventing the discharge of unwanted contaminants.
  - ii) ensuring treatment systems are not overloaded or inhibited by contaminants.

B. In addition to the key objectives set out above, QUU seeks to:

- a) Support business development through the provision of trade waste services.
- b) provide operational data on the volume and composition of trade waste discharges to assist in planning and operating the sewerage system.
- c) encourage waste minimisation and cleaner production, including through waste prevention, recycling, and pre-treatment.

### 1.8. Trade Waste Management Framework

- A. This TWEMP provides the framework for managing trade waste across QUU's service area and contains requirements for the discharge of trade waste into its sewers. It is consistent with QUU's rights, powers, and obligations under Queensland legislation and conforms to the principles developed in national guidelines and standards such as the ARMCANZ and ANZECC National Water Quality Management Strategy (Guidelines for Sewerage Systems) 1994 and the WSAA Australian Sewage Quality Management Guideline 2012.

### 1.9. Trade Waste Sewer Acceptance Criteria

- A. Trade Waste Sewer Acceptance Criteria (the SAC) are guideline values established to protect the sewerage system against damage, pass through and Interference.
- B. No person shall discharge trade waste into QUU's sewerage infrastructure containing contaminants in excess of the Trade Waste Sewer Acceptance Criteria (Appendix C), unless otherwise specified in their Trade Waste Approval.
- C. For discharge volumes greater than the volumetric assessment trigger provided in Table 1 (25kL/day) the Applicant may be required to apply for a Services Advice Notice to confirm system capacity is available (see clause 2.2).
- D. All Trade Waste Approvals for discharge volumes greater than 25kL/day will include concentration and mass load limits for priority contaminants.
- E. Where an Approval Holder requests approval to discharge trade waste in excess of the SAC mass load or volume limits, the Approval Holder may be required pay annualised access charges to recover QUU's additional costs.
- F. When seeking to discharge a contaminant as trade waste, the Applicant may be required, at their cost, to provide treatment inhibition testing, toxicity data and evidence of biodegradability for QUU.

### 1.10. Deemed Quality Trade Waste

- A. Trade waste discharged from business types listed in Appendix D where pre-treated using properly maintained, fit for purpose, authorised basic trade waste pre-treatment devices, or which QUU approves for discharge without pre-treatment, is deemed to comply with the Trade Waste Sewer Acceptance Criteria, excluding prohibited or restricted contaminants.

## 2. TRADE WASTE ADVICE SERVICES

QUU provides advisory services to assist its customers to make informed business decisions and meet their trade waste responsibilities.

### 2.1. Trade Waste Advisory Service

- A. The Trade Waste Advisory Service is available by:
  - a) Telephone (07) 3432 2160 on weekdays between 8:30 am to 4:15 pm.
  - b) Email to [trade.waste@urbanutilities.com.au](mailto:trade.waste@urbanutilities.com.au) (24 hr response on business days).
- B. Trade Waste Officers are available by appointment to clarify trade waste requirements and assist with Trade Waste Approval applications (call or email the Trade Waste Advisory Service).
- C. Trade Waste Officers can, on request, make site visits and provide advice of a general nature about trade waste matters, including pre-treatment and monitoring requirements (generally confined to performance specifications).
- D. Methods of containing costs by adopting cleaner production or waste minimisation strategies can be discussed with Trade Waste Officers, although specialist advice may be required to address specific site requirements.
- E. Heavy industries with complex production problems should discuss requirements with Trade Waste and employ a consultant to develop waste minimisation plans and to resolve specific waste pre-treatment problems.

### 2.2. Trade Waste Services Advice Notices

- A. A Trade Waste Services Advice Notice (SAN) provides non-binding advice on trade waste network and treatment capacity, as well as likely Trade Waste Approval conditions.
- B. Applying for a SAN is not compulsory, but QUU strongly advises customers to apply for a SAN before advancing plans to discharge above the trigger limits described below:

Table 1 - Table of SAN and Assessment Trigger Limits

Discharge Parameter	Advised Trigger for SAN
Daily Volume	25 kL/day
Maximum Flow Rate	2 L/s
Daily Biochemical Oxygen Demand	25 kg/day
Daily Total Nitrogen	5 kg/day
Daily Total Phosphorous	1 kg/day
Contaminants of Concern	None detectable or below stated SAC

- C. Failure to apply for a SAN may prevent businesses from identifying sewerage system constraints that later impede development or cause avoidable expense.
- D. Where a SAN has been provided, QUU will endeavour to apply the stated conditions to any Trade Waste Approval for a similar discharge requested within 1 year of the SAN.

- E. Where an existing Approval Holder intends to increase their trade waste discharge or is in breach of Trade Waste Approval conditions, QUU may require the customer to apply for a SAN to confirm system capacity prior to acceptance of the additional waste stream. If the SAN indicates inadequate capacity, QUU may refuse to approve the excess discharge.
- F. To apply for a Services Advice Notice go to the QUU website [www.urbanutilities.com.au/development/developer-applications-portal](http://www.urbanutilities.com.au/development/developer-applications-portal)
- G. The SAN fee is available on the QUU website, updated in accordance with annual budgets.

### 2.3. Trade Waste Conveyancing Certificate

- A. QUU Trade Waste will, at the request of a third party, prepare a Trade Waste Conveyancing Certificate (TWCC) describing details of importance at the sale of a commercial property, including:
  - a) Confirmation that the site activities are reflected in the Trade Waste Approval;
  - b) Detail of Trade Waste Approval conditions and transferability of the approval;
  - c) Notice of any site specific conditions within the Trade Waste Approval;
  - d) Details of any Trade Waste Improvement Plans including ongoing and transferable responsibilities of the Owner;
  - e) Notification of any reported pre-treatment inadequacies or failures.
- B. Recognising the priority of conveyancing matters, QUU Trade will endeavour to meet the following standards of service for these certificates:

**Table 2 - TWCC Standards of Service**

Type	Definition	Standard of Service*
Standard	Single lot and up to four (4) pre-treatment devices	5 days
Complex	Five (5) or more pre-treatment devices, or industrial customer, or strata titled, or multiple trade waste generators, or shared pre-treatment devices, or active pre-treatment device.	20 days

\* Standard of Service is measured from receipt of application to send of certificate

- C. Trade Waste Conveyancing Certificates will be emailed (not posted) to the requestor in order to provide prompt service.
- D. To apply for a Trade Waste Conveyancing Certificate go to the QUU website [www.urbanutilities.com.au/development/developer-applications-portal](http://www.urbanutilities.com.au/development/developer-applications-portal)
- E. The TWCC fee is available on the QUU website, updated in accordance with annual budgets.



### 3. TRADE WASTE APPROVAL

#### 3.1. Trade Waste Approval

- A. The Owner of a property (the Applicant) must apply for and receive written approval (Trade Waste Approval) from QUU before discharging trade waste to the sewerage system<sup>4</sup>. A Trade Waste Approval states the conditions under which discharge to sewer is allowed, and the Approval Holder accepts and agrees to be bound by the terms and conditions.
- B. QUU employs an owner-based system of trade waste management (meaning the property owner is responsible for compliance with approval conditions). In most cases the applicant will be the Owner of the land or the Owner's managing agent, acting on behalf of the property Owner.

#### 3.2. Application for a Trade Waste Approval

- A. The Owner of a property is required to apply for Trade Waste Approval where:
  - a) trade waste is being discharged at a Premises without approval;
  - b) a new development has trade waste drainage or will discharge trade waste;
  - c) there is a proposed change in the type or intensity of trade waste generated at the site.
- B. Trade Waste Approvals are usually transferred on change of ownership, but QUU may request an application for Trade Waste Approval to clarify the intended discharge.
- C. Application can be made as follows:
  - a) Complete an Application for Trade Waste Approval Form and email it as a PDF to [trade.waste@urbanutilities.com.au](mailto:trade.waste@urbanutilities.com.au), or
  - b) Contact the Trade Waste Advisory Service on (07) 3432 2160, where a Trade Waste Officer will help you complete the necessary form (if necessary, it will be emailed to you for review and confirmation).
- D. Applicants will be required to complete and file with QUU, prior to commencing discharge, an application on the form prescribed. The Applicant shall submit, in units and terms appropriate for evaluation, the following information:
  - a) Details of the business type and trade waste generating processes.
  - b) Characteristics of the intended discharge (volume kL/day, flow rate L/s and quality/contaminants).
  - c) Contact details of the Owner or Owner's authorised agent, including name, business trading name, ABN, telephone number and email address.
  - d) The usual time and duration of discharge.
  - e) Details of pre-treatment equipment installed at the site.

---

<sup>4</sup>Section 180 Water Supply (Safety and Reliability) Act 2008

- f) Details of any Trade Waste Services Advice Notice (see clause 2.2) that you have applied for within the past 2 years.
- E. Applicants may be required to submit site plans, floor plans, and details to show all drainage, spill containment features, pre-treatment equipment, diversion valves and roofing.
- F. After evaluation of the data provided, QUU Trade Waste may issue a Trade Waste Approval, subject to the terms and conditions set forth in this TWEMP and as otherwise determined by Authorised Persons to be appropriate to protect QUU's sewerage system.

### 3.3. Details to be Correct

- A. A Trade Waste Approval will be invalidated where any information or detail included in it is altered or incorrect.
- B. The Approval Holder must immediately provide QUU with written notice of any incorrect information included in a Trade Waste Approval (see clause 3.6).

### 3.4. Trade Waste Approval Conditions and Limits

- A. A Trade Waste Approval shall contain the following conditions or limits:
  - a) Reference to the General Approval Conditions as expressed in this TWEMP.
  - b) Volume, mass emission rates and concentration limits for relevant Restricted Substances.
  - c) A requirement for the Approval Holder to notify QUU Trade Waste in writing prior to modification to processes or operations through which Trade Waste may be produced.
  - d) A requirement for the Approval Holder to maintain, for a minimum of two years, records related to Trade Waste discharge and servicing of pre-treatment equipment.
- B. A Trade Waste Approval may contain any of the following conditions or limits:
  - a) Requirements for the Approval Holder to construct and maintain, at their own expense, pre-treatment equipment, pH control, flow monitoring, and sampling facilities.
  - b) Limits on rate and time of discharge or requirements for flow buffering or equalisation.
  - c) Requirements to self-monitor.
  - d) Estimated values for BOD, Suspended Solids, total nitrogen and total phosphorous (billing parameters) that typify the Approval Holder's discharge for determination of charges (where deemed in accordance with clause 12.2).
  - e) Specific terms and conditions that may be appropriate to ensure compliance or protect the sewerage system.

### 3.5. Trade Waste Approval Duration and Renewal

- A. Trade Waste Approvals are assessed, issued and/or renewed at QUU's sole discretion.
- B. Trade Waste Approvals may be issued with a specified duration based on the Approval Holder's trade waste risk class as assessed by QUU. Where this is the case, the expiry date will be nominated on the approval.
- C. Trade Waste Approvals for food service businesses (the majority of approvals) present a well-characterised discharge, have consistent conditions to control risks, and will not have an expiry date.
- D. Where an approval has an expiry date, Trade Waste Officers will notify the Owner of the upcoming expiry and may conduct an inspection of the Premises and a review of the approval within 3 months of the expiry date.
- E. The issue of a Trade Waste Approval does not entitle an Approval Holder to a renewal of the approval, and changed Trade Waste Approval conditions may apply from the time of renewal.

### 3.6. Amendment to Trade Waste Approval

- A. Approval Holders must promptly advise QUU of any change to the details provided at the time of application for Trade Waste Approval, including any change to:
  - a) name, address and contact details;
  - b) the nature of the Occupier's trade or business on the Nominated Premises;
  - c) any significant changes to the volume, flow rate or composition of trade waste;
  - d) any alteration or addition to the trade waste generating processes;
  - e) any misrepresentation, mistake or omission of relevant facts from their Trade Waste Approval applications.
- B. Amendments to Trade Waste Approvals can be requested by contacting the Trade Waste Advisory Service on (07) 3432 2160 or email to: [trade.waste@urbanutilities.com.au](mailto:trade.waste@urbanutilities.com.au)
- C. For significant changes to manufacturing and industrial Trade Waste Approvals, QUU strongly recommends the Approval Holder applies in advance for a Services Advice Notice (see clause 2.2).

### 3.7. Voluntary Cancellation of Trade Waste Approvals

- A. To cancel a Trade Waste Approval, the Approval Holder must notify QUU in writing (email) and provide details of:
  - a) the proposed cancellation date;
  - b) a contact person;
  - c) the forwarding address for any final charges.
- B. Notification may be provided to [trade.waste@urbanutilities.com.au](mailto:trade.waste@urbanutilities.com.au) in text or on a [Trade Waste Cancellation Form](#).

- C. Trade waste charges will continue to apply until QUU provides a written receipt of the Approval Holder's notice to the Approval Holder. QUU will not refund charges.

Note: It is a local government requirement that drainage no longer in use (specifically including pre-treatment devices) be serviced, cleaned and sealed in accordance with Queensland plumbing and drainage regulations.

### 3.8. Transfer of Trade Waste Approval

- A. At the written request of the Approval Holder, or a new Owner of the property applicable to this approval, QUU may in its absolute discretion, transfer a Trade Waste Approval (including all conditions and responsibilities) to the new Owner of the property.

## 4. SPECIAL DISPOSAL APPROVAL

### 4.1. Special Disposal Approval

- A. QUU may provide a Special Disposal Approval for discharges that are temporary, irregular or need to be transported by tanker to a nominated QUU discharge location.
- B. Such wastes may include:
  - a) ship waste water (excluding bilge wastewaters);
  - b) off-specification food products; and
  - c) treated seepage water from contaminated site excavation or remediation.
- C. Special Disposal Approvals shall be expressly subject to all of the provisions of this TWEMP and all other relevant regulations, charges, and fees established by QUU. The conditions of Special Disposal Approvals shall be enforced by QUU in accordance with this TWEMP.
- D. Special Disposal Approval will not be given for non-biodegradable wastes or wastes that originate outside QUU's service territory.
- E. Waste transporters that propose to carry approved waste to QUU's nominated tankered waste discharge locations must hold a QUU Tankered Waste Approval and a relevant environmental authority.
- F. Special Disposal Approval will not be given for waste that qualifies as Deemed Quality Tankered Waste (i.e. human waste, portable toilet waste, septic, sullage, grey water or holding tank waste). For disposal of Deemed Quality Tankered Waste refer to QUU's [Tankered Waste Management Plan](#).

### 4.2. Application for Special Disposal Approval

- A. Applicants seeking a Special Disposal Approval shall complete and file with QUU Trade Waste, prior to commencing discharge, an application in the form prescribed.
- B. The Applicant shall submit, in units and terms appropriate for evaluation, the following information:
  - a) Detail of the business type and trade waste generating processes from which the trade waste originates.
  - b) Characteristics of the intended discharge (volume kL/day, flow rate L/s and quality/contaminants).
  - c) Contact details of the Owner or Owner's authorized agent, including name, business trading name, ABN, telephone number and email address.
  - d) The frequency of disposal required.
  - e) Details of pre-treatment, if any, of the discharge.
  - f) Specific details of any waste tracking responsibilities and any contaminants that exceed the Sewer Acceptance Criteria.
- C. Applicants may be required to analyse the intended discharge and report the results to QUU Trade Waste for review prior to discharge.

- D. After evaluation of the data provided, QUU Trade Waste may issue a Special Disposal Approval, subject to the terms and conditions set forth in this TWEMP and as otherwise determined by Authorised Persons to protect QUU's sewerage system.

#### 4.3. Special Disposal Conditions and Limits

- A. Special Disposal Approval conditions and limits shall be no less stringent than the conditions that apply to Trade Waste Approvals (refer to Appendix C - Sewer Acceptance Criteria).
- B. Special Disposal Approval tankered waste will only be accepted at the tanker receiveal facilities nominated in QUU's [Tankered Waste Management Plan](#).
- C. Transport of special disposal waste must comply with all laws, including Regulated Waste tracking regulations.
- D. Temporary drainage used in connection with QUU's sewerage system (e.g. intended to convey special disposal waste) must comply with all plumbing and drainage legislation, regulation and codes.
- E. QUU may collect samples of approved special disposal wastes to ensure compliance with Sewer Acceptance Criteria and special disposal approval conditions and for billing purposes. QUU may require the person requesting to discharge the waste to provide a waste analysis of any load prior to discharge.
- F. Special disposal Trade Waste Approval can only be provided by QUU's Trade Waste Officers.

#### 4.4. Amendment to Special Disposal Approval

- A. The terms and conditions of a Special Disposal Approval may be amended on written request from the Approval Holder stating the requested change and the reasons for the change. QUU Trade Waste shall review the request, make a decision and respond in writing.
- B. The terms and conditions of a Special Disposal Approval may be amended in the sole determination of QUU Trade Waste during the term of the permit based on:
- a) review of operating data;
  - b) changes in the requirements of regulatory agencies;
  - c) determination by an Authorised Person that such modification is appropriate to meet the objectives of this TWEMP.

## 5. PROHIBITIONS, RESTRICTIONS AND LIMITS

### 5.1. Prohibited Substances

- A. No person shall discharge or cause to be discharged into QUU's sewerage infrastructure Prohibited Substances listed in Schedule 1 of the Water Supply (Safety and Reliability) Act 2008 (refer to Appendix C).

### 5.2. Restricted Substances

- A. No person shall discharge or cause to be discharged into QUU's sewer any restricted substance at concentration or mass load greater than the relevant Sewer Acceptance Criteria (refer to Appendix C).

### 5.3. Regulated and Residual Wastes Prohibition

- A. The discharge of unprocessed Regulated Waste and Residual Waste into QUU's sewerage infrastructure is prohibited. Such waste must be removed from the site and disposed of in accordance with the requirements of the Environmental Protection Act 1994 and its subordinate legislation.

### 5.4. Stormwater/Surface Water Prohibition

- A. The discharge of uncontaminated stormwater/surface water and roof run-off into QUU's sewerage infrastructure is prohibited. The Approval Holder must ensure that the incidence of Stormwater infiltration or discharge into their trade waste infrastructure, including that caused by design, method of construction, or connection, is strictly controlled and kept to a minimum (see clause 10 for acceptable controls).

### 5.5. Prohibition on Point of Discharge

- A. No person, except QUU and its authorised agents, shall discharge any trade waste into a manhole or other opening in a sewer other than through an approved connection, unless otherwise approved in writing by QUU Trade Waste.

### 5.6. Dilution Prohibition

- A. Dilution of trade waste discharge, as a partial or complete substitute for adequate pre-treatment to achieve compliance with Sewer Acceptance Criteria, is prohibited unless the dilution is expressly authorised as a condition of a Trade Waste Approval.

### 5.7. Bypass Prohibition

- A. Bypass of commercial or industrial wastewater to the sewerage system is prohibited. QUU may take enforcement action against the Approval Holder, unless:
  - a) Bypass was unavoidable because it was done to prevent loss of life, injury or severe property damage or loss.
  - b) The bypass was a Force Majeure event
  - c) The Approval Holder submitted notices as required under clause 9.7 of this document.

## 6. OTHER APPROVAL CONDITIONS

- A. A Trade Waste Approval provides conditional approval to discharge trade waste to QUU's sewerage system. General Conditions are described in this TWEMP and must be complied with by all Approval Holders except to the extent they are altered by Specific Conditions.
- B. Specific Conditions apply according to the assessment of risk presented by certain business types and individual sites, and may be more or less stringent than the General Conditions.

### 6.1. Duty to Comply

- A. Approval Holders must make all parties involved in trade waste activities (including officers, agents, contractors and employees) aware of their obligations under the relevant Trade Waste Approval prior to the discharge of trade waste.
- B. Trade waste discharged under a Trade Waste Approval must comply with every condition of the relevant Trade Waste Approval and every provision of this TWEMP to the extent that they are not altered by the Specific Conditions.
- C. QUU will determine in its absolute discretion whether the Approval Holder has complied with approval conditions.
- D. The Approval Holder must take all precautions reasonably practicable to ensure that no person, other than a person acting for or on behalf of or with the consent of the Approval Holder, discharges any matter from the Premises into the sewer.
- E. For the purposes of Trade Waste Approvals, every discharge of matter from the relevant Premises into the sewer will be taken to have been a discharge by a person acting for or on behalf of, or with the consent of, the Approval Holder.

### 6.2. Ensuring Access to Carry Out Inspections

- A. Under the DR Act, Trade Waste Officers may enter an Approval Holder's land or Premises at any reasonable time, but in an emergency at any time, to determine that any Trade Waste Approval condition, or notice issued hereunder, is being met. QUU may:
  - a) measure trade waste flows;
  - b) place monitoring equipment on site;
  - c) take trade waste effluent samples;
  - d) inspect pre-treatment systems, fittings and works; or
  - e) inspect and obtain copies of records kept relating to the on-site management of trade waste, Regulated Waste and Residual Waste – including maintenance records for all equipment used to treat, sample or discharge trade waste.
- B. Approval Holders and any Occupier must ensure there is no unreasonable delay in giving Trade Waste Officers access. Under normal circumstances, Trade Waste Officers will attempt to arrange mutually convenient site visiting times.
- C. Any temporary or permanent obstruction to safe and easy access to the facility to be inspected and/or sampled must be promptly removed by Approval Holders at the written or verbal request of QUU.



- D. If, in the opinion of QUU, it is necessary for a Trade Waste Officer to exercise rights under this clause 6.2 in response to a non-compliance with approval conditions, the Approval Holder will make payment in accordance with the provisions of clause 13.
- E. The costs of ensuring safe access shall be borne by the Approval Holder.
- F. Where an Approval Holder has security measures in place, the Approval Holder shall make necessary arrangements so that QUU Trade Waste Officers are permitted to enter without delay for the purpose of performing their responsibilities.

### 6.3. Good Operating Practice

- A. The Approval Holder must operate and maintain their Infrastructure in accordance with Good Operating Practice at all times, especially to achieve compliance with their Trade Waste Approval conditions. Good Operating Practice has the meaning provided in Appendix A.2.

### 6.4. Limitation, Suspension or Discontinuance

#### 6.4.1. Conditions of limitation, suspension or discontinuance

- A. QUU may, at its sole discretion, limit the volume of Trade Waste taken or suspend or discontinue the taking of Trade Waste if:
  - a) the trade waste fails to meet the relevant Trade Waste Approval conditions;
  - b) it is necessary to carry out:
    - i) capital works or planned maintenance or other works relating to QUU Infrastructure; or
    - ii) emergency or other unplanned maintenance or other works relating to QUU Infrastructure;
  - c) a circumstance beyond QUU's reasonable control prevents it from, or restricts it in operating any component of QUU Infrastructure, or operating at full capacity;
  - d) it is necessary to prevent actual or imminent damage to the property of, or to avoid actual or imminent injury or harm to, any person;
  - e) it is required for compliance with any Legislative Requirements;
  - f) a Force Majeure occurs; or
  - g) a party ceases to hold any permit, licence, permission, approval or consent necessary for the lawful operation of QUU Infrastructure or the Approval Holder's private infrastructure, as the case may be.

#### 6.4.2. Notice of planned reduction

- A. QUU will give the Approval Holder notice, as soon as is reasonably practicable, of any planned reduction, suspension or discontinuance.
- B. If there is an emergency, an unintended reduction, suspension or discontinuance or a Force Majeure (collectively, Unintended Event), QUU will give the Approval Holder notice of the Unintended Event within a reasonable time of its occurrence. QUU will, at its sole discretion, determine whether an emergency exists.

#### 6.4.3. Risk during reduction

- A. The Approval Holder retains all risk in Trade Waste that is not taken by QUU during any limitation, suspension or discontinuance under this clause 6.4.

#### 6.5. Ensuring Water Conservation

- A. QUU may exercise its discretion and not approve trade waste solutions that are wasteful. For example, this may apply where Cooling Water is used for any mechanical equipment or air conditioning plant without a recovery and water reuse system.

#### 6.6. Prompt Payment of Charges and Fines

- A. Approval Holders must pay QUU the charges or other amounts referred to in Trade Waste Approval conditions, calculated in accordance with QUU's schedule of trade waste fees and charges (refer to clause 13 and the QUU web site).
  - a) Approval Holders are liable for all fines and penalties arising from any breach of their legislative obligations, including under the EP Act, the Water Supply Act and the Plumbing and Drainage Act 2018.
  - b) Any unpaid charges, or other amounts payable to QUU because of their Trade Waste Approval, shall bear interest calculated from the day after the due date until the day on which payment in full is made.
  - c) If the Approval Holder fails to make full payment of any charge payable under this Agreement by the due date for payment of the Charge, QUU may charge interest on any overdue sum, at a rate that is the lesser of:
    - (i) 11% per annum; or
    - (ii) the maximum interest rate allowable under section 53AT of the DR Act.
  - d) The interest on any overdue sum will be calculated daily and as compound interest from the due date for payment of the subject charge until full payment of the overdue sum has been made.
  - e) Any amount on an invoice (including interest) that remains unpaid at the due date for payment of the charge is a debt due and payable to QUU.
  - f) QUU may charge any costs associated with recovering any unpaid amount, including the costs of a collection agent or legal costs, to the Approval Holder.

#### 6.7. Indemnity

- A. The Approval Holder shall indemnify QUU and its personnel and keep QUU and its personnel indemnified from and against all claims relating to:
  - a) breach of the relevant Trade Waste Approval by the Approval Holder;
  - b) personal injury or death;
  - c) loss of or damage to third party property; or
  - d) any negligent or unlawful act or omission or any wilful misconduct of the Approval Holder or any of the Approval Holder's personnel,

that arise out of or in connection with the discharge of trade waste, and the Approval Holder releases and discharges QUU and its personnel from any liability arising from or in connection with all such claims.

## 6.8. Keeping and Provision of Records

### 6.8.1. Recordkeeping - Approval Holders

- A. Approval Holders must ensure (e.g. through delegation to the Occupier if necessary) that all records of information pursuant to their Trade Waste Approval are retained and made available for inspection and copy by QUU.
- B. Records may include:
  - a) test records for any stormwater diversion, first flush systems or other automated systems nominated within Trade Waste Approval conditions;
  - b) service records for pre-treatment system maintenance;
  - c) self-monitoring data and reports;
  - d) Regulated/Residual Waste disposal dockets or certificates;
  - e) the date, exact place, method, and time of trade waste effluent sampling;
  - f) the name of the person(s) collecting the trade waste effluent samples;
  - g) the dates on which analyses were performed, who performed the analyses and the analytical techniques or methods used; and
  - h) trade waste analysis results.
- C. These records must remain available for inspection by QUU for a period of at least two (2) years.

### 6.8.2. Recordkeeping - QUU Trade Waste

- A. QUU will maintain records of trade waste data, management documents and customer correspondence within its corporate record keeping systems.
- B. All records shall be archived in accordance with QUU's records management policies and the requirements of the Public Records Act 2002, Information Standard 40: Recordkeeping, and Information Standard 31: Retention and Disposal of Public Records.

## 6.9. Confidentiality

### 6.9.1. General

- A. QUU operates and maintains databases for the purpose of administering its trade waste business. These databases contain certain commercial-in-confidence information relating to trade waste Approval Holders and Occupiers.
  - a) All Approval Holder information and data on file with QUU Trade Waste, excluding personal contact details, shall be available to the public and regulatory agencies without restriction unless the Approval Holder specifically requests and is able to demonstrate to the satisfaction of QUU that the release of such information would divulge information, processes or method that would be detrimental to the Approval Holder's competitive position. Any

such claim must be made at the time of submittal of the information by marking the submittal “Confidential” on each page containing such information.

- b) Information provided to QUU in relation to product evaluation and applications for product authorisation will only be used for that purpose and will not be released to any person outside QUU without the written authorisation of the person who originally provided the information.

#### 6.9.2. Waste tracking information

- A. QUU may provide waste tracking information to waste industry participants engaged in the servicing of pre-treatment devices or the movement of Regulated Waste, including such details as your:
  - a) business identification details;
  - b) pre-treatment device identification (location, details and QR2 Code);
  - c) pre-treatment maintenance conditions

for the purpose of ensuring compliance with approval conditions.

#### 6.9.3. Trade Waste Conveyancing Certificate

- A. When requested to provide a Trade Waste Conveyancing Certificate as described in clause 2.3, QUU may provide a third party with details including your Trade Waste Approval, pre-treatment systems, and servicing and compliance history.

## 7. FACILITIES AND AUTHORISED PRODUCTS

### 7.1. Trade Waste Requirements for Hydraulic Plans

- A. If trade waste drainage or pre-treatment infrastructure is proposed for Premises, the Owner of the Premises or their Authorised Agent must submit hydraulic plans to the relevant local government for plumbing compliance assessment prior to the commencement of any works.
- B. It is necessary to apply separately to QUU for a Trade Waste Approval, and QUU may request copies of your trade waste hydraulic plans.
- C. It is the responsibility of the person preparing the hydraulic plans to ensure that the plans also meet QUU's requirements for Trade Waste Approval.
- D. Upon request by QUU, Applicants or Approval Holders may be required to submit detailed facility plans in a form and content acceptable to QUU for review of trade waste generating process, chemical storage, spill containment, monitoring or metering facilities, and pre-treatment facilities.
- E. Detailed requirements for hydraulic plans with trade waste drainage are provided in QUU's [Trade Waste Hydraulic Plan Requirements](#).
- F. QUU may require that the plans be prepared by a registered engineer or other suitably qualified person<sup>5</sup>.

### 7.2. Consent to Vary from Trade Waste Hydraulic Plan Requirements

- A. If an applicant is unable to meet the standard requirements for hydraulic plans with trade waste drainage, they must apply to QUU for consent to vary from plan requirements.
- B. In particular, Consent to Vary is required if the plan includes:
  - a) Non-standard basic pre-treatment device sizing (e.g. undersized Grease Arrestor)
  - b) Non-compliance with any of the conditions listed in the Trade Waste Hydraulic Plan Requirements.
- C. To obtain a Trade Waste Consent to Vary, the applicant must apply in writing (email) to [trade.waste@urbanutilities.com.au](mailto:trade.waste@urbanutilities.com.au). The applicant must provide satisfactory justification for the non-standard design, and may be required to provide supporting evidence supplied by a qualified hydraulic consultant or other suitably qualified person.
- D. QUU may audit the site to confirm the need to vary from plan requirements, and may accept or refuse to provide consent at its sole discretion.

### 7.3. Register of Authorised Basic Pre-Treatment Devices

- A. QUU maintains a Register of Authorised Basic Pre-Treatment Products (the Register) that are permitted to be used in connection with the sewerage system.

---

<sup>5</sup> A suitably qualified person means a registered professional engineer or a member of the [Association of Hydraulic Services Consultants Australia](#) (AHSCA) or such other persons as QUU may reasonably determine to be qualified hydraulic consultants.

- B. Approval Holders and their representatives must ensure that Basic Pre-treatment Devices installed on trade waste drainage are authorised by QUU (i.e. are on the Register). QUU may request removal of unauthorised Basic Pre-treatment Devices that are installed in connection with the sewerage system.

#### 7.4. Obtaining Authorisation for Basic Pre-Treatment Products

- A. Suppliers of basic pre-treatment products for use in connection with the sewerage system are required to have each device accepted by QUU for inclusion in its Register of Authorised Basic Pre-Treatment Products.
- B. Application forms and a copy of the current Register can be found on QUU's website [www.urbanutilities.com.au/business/business-services/trade-waste](http://www.urbanutilities.com.au/business/business-services/trade-waste)
- C. Authorisation of basic pre-treatment products is not to be constituted as an endorsement of such products or of any claims made for it by any person.
- D. If in practice the product is the subject of repeated failures or non-compliances in service, QUU may cancel or suspend authorisation until the cause of the non-compliances is properly addressed by the manufacturer, supplier or their agents.

#### 7.5. Authorised Device Review Criteria

- A. Following receipt of a properly made application for inclusion in the Register, QUU will review the product's acceptability for use in connection with the sewerage system.
- B. For Grease Arrestors, the device must be manufactured in accordance with section 39 of the [Standard Plumbing and Drainage Regulation 2003](#).
- C. QUU will notify the applicant within 2 months of the application being made, advising whether further information is required or whether the application has been approved, approved on condition or disapproved.
- D. Where a product has been conditionally approved or rejected, the applicant may request a review of a decision in writing within 1 month of the decision notification date. However, any further decision of QUU is final.

#### 7.6. Monitoring Facilities

- A. Approval Holders must provide a sampling location that allows for collection of samples representative of the Approval Holder's trade waste discharge.
- B. QUU may require the Approval Holder to construct and maintain in good operating condition, at the Approval Holder's sole expense, flow monitoring, constituent monitoring, and/or sampling facilities.
- C. The location of the monitoring facilities shall be subject to approval by QUU.
- D. The monitoring facilities may be required to include a security enclosure that can be locked with a QUU provided lock.
- E. All monitoring facilities must be kept clean and maintained in good operating condition.
- F. The Approval Holder shall provide immediate, clear, safe access to QUU to the monitoring or metering facilities.

- G. For all sites with Trade Waste Approval, domestic wastewater shall be kept segregated from trade waste until the trade waste has passed through any required pre-treatment system or device and the Approval Holder's sample point.
- H. Unless otherwise described in the Trade Waste Approval, the monitoring facility provided at Trade Waste Billing Category D Premises shall:
  - a) be located on the trade waste line within the Premises' boundary in an area that is accessible at all times;
  - b) incorporate a 240 Volt external power supply suitable for powering sampling and monitoring equipment;
  - c) incorporate an electromagnetic (mag-flow type) flow meter with pulse output to enable flow-proportional composite sampling;
  - d) the flow meter or its readout must be accessible to QUU meter readers without requirement to provide notice to the Owner or Occupier of the site;
  - e) incorporate a standard water supply outlet with compliant backflow prevention (i.e. Part 1 AS 3500 and AS 2845.3); and
  - f) avoid requirements for confined space entry.

### 7.7. Protection of Monitoring and Metering Equipment

- A. Approval Holders must ensure adequate security is put in place to prevent Interference with any monitoring or metering equipment placed onsite.

### 7.8. Ensuring Proper Chemical Storage

- A. Chemical storage areas, such as dangerous goods and flammable goods stores and petroleum-dispensing areas must not be directly connected to QUU's sewerage system (i.e. any leaks or spillage or overflows cannot be drained by gravity or by any automated means to the sewerage system).
- B. Hazardous waste (including liquid hazardous waste) contained or collected in such areas cannot be discharged to QUU's sewerage infrastructure unless specific written approval is granted by QUU. Applications for approval will be considered by QUU on a case by case basis.

### 7.9. Design and Construction of Infrastructure

- A. The Approval Holder is solely responsible for the design and construction of the Approval Holder's trade waste related infrastructure.
- B. The Approval Holder's trade waste related infrastructure must be capable of discharging trade waste in compliance with the relevant Trade Waste Approval.

## 8. PRE-TREATMENT

### 8.1. Discharge and Pre-Treatment

- A. The Approval Holder must ensure that the trade waste:
  - a) is only discharged from approved trade waste generating processes;
  - b) is pre-treated and monitored as required by this TWEMP and the relevant Trade Waste Approval;
  - c) is within the approved quantity, quality and rate of discharge limits specified in the relevant Trade Waste Approval.
- B. All Approval Holders shall provide wastewater pre-treatment as necessary to comply with this TWEMP and the Sewer Acceptance Criteria (including Prohibitions) as set out in Appendix C, unless otherwise approved in writing by QUU Trade Waste.
- C. Any pre-treatment facilities necessary for compliance shall be provided, operated by a qualified operator, and maintained in good operating condition at the Approval Holder's expense.
- D. Approval Holders may be required to submit operational, wastewater analysis, and contingency plans, and meet other necessary requirements to verify Good Operating Practice for their pre-treatment equipment.

### 8.2. When No Pre-Treatment is Required

- A. Pre-treatment is not required for business types whose discharge is deemed by QUU to comply with Sewer Acceptance Criteria without pre-treatment (refer Appendix E).
- B. Where a food service business:
  - a) can demonstrate that it generates less than 250 L/day of trade waste; or
  - b) is not a Licensable Food Business per [section 48\(2\) of the Food Act 2006](#)QUU may suspend the requirement to install a Grease Arrestor. Such suspension may be temporary.
- C. QUU has the sole discretion to determine whether the discharge complies with its Sewer Acceptance Criteria without pre-treatment.

### 8.3. When Basic Pre-Treatment is Deemed to Comply

- A. Where business types listed in Appendix E properly install and maintain a correctly sized, authorised, pre-treatment device as nominated, their discharge is deemed to comply with Sewer Acceptance Criteria provided the discharge does not exceed a flow of 25 kL/day or a mass load of 25 kg/day BOD (refer to clauses 8.7 and 8.9 for detail).

### 8.4. Waste Minimisation Practices

- A. Businesses deemed to comply with Sewer Acceptance Criteria under clause 8.3 must employ waste minimisation methods to reduce or eliminate to the extent practical the discharge of contaminants (such as food, fat, oil and grease) to the sewerage system.



- B. QUU may require any Approval Holder to provide a Waste Minimisation Plan to demonstrate that they have investigated and applied waste minimisation practices, including product substitution, good housekeeping, inventory control, employee education and other steps as necessary to minimise the waste load produced.

### 8.5. When Food Service Businesses Require Pre-Treatment

- A. Licensable Food Service Businesses (as per [section 48 of the Food Act 2006](#)) that are:
- a) permanently connected to sewer, and
  - b) generate more than 250 L/day of Trade Waste
- must install a properly sized and authorised passive Grease Arrestor, unless otherwise agreed in writing by QUU.

### 8.6. When a Required Grease Arrestor Cannot be Installed

- A. QUU may, at its sole discretion, agree to suspend the requirement for an authorised passive Grease Arrestor where:
- a) a request and justification is made in writing by a qualified registered engineer or hydraulic consultant representing the applicant (write to [trade.waste@urbanutilities.com.au](mailto:trade.waste@urbanutilities.com.au)); and
  - b) the justification for suspension of the requirement includes that the Premises:
    - i) is heritage listed and constrained for that reason; or
    - ii) there is insufficient access, space or drainage fall to install an arrestor;and:
    - c) the Approval Holder shall be required to install and maintain a properly sized and authorised active Grease Arrestor.

### 8.7. Sizing of Basic Pre-Treatment Devices

- A. Basic Pre-Treatment Devices must be properly sized in accordance with the [National Guideline for Managing FFOG \(Foods, Fats, Oils and Grease\) from Food Premises \(WSAA 2018\)](#) (the FFOG Guideline).
- B. Existing non-compliant pre-treatment devices need not be replaced retrospectively, except where required by QUU at their sole discretion.
- C. The minimum capacity for new or replacement Basic Pre-Treatment Devices (grease traps and oil silt traps) is 1000L.
- D. The maximum allowable capacity of any individual basic pre-treatment device is 5000L.
- E. QUU may, at its sole discretion, consent to non-standard arrestor sizing if a request and justification is made in writing by a qualified registered engineer or hydraulic consultant representing the applicant (write to [trade.waste@urbanutilities.com.au](mailto:trade.waste@urbanutilities.com.au))
- F. QUU does not specify minimum pre-treatment capacity allocations for new developments where tenancy Occupiers are unknown.

### 8.8. Risk Methodology within the FFOG Guideline

- A. Section 1.2 of the FFOG Guideline allows QUU to describe its methodology for assessing food-based risk in the sizing of Grease Arrestors.
- B. In conjunction with the categorisation of food-based risk described in section 1.2, Table 2, of the FFOG Guideline, QUU applies a risk methodology as follows:

Risk Rating	Low Risk	Medium Risk	High Risk
Food Preparation ( $RR_{FP}$ )	1	2	3
Products ( $RR_P$ )	1	2	3
Serving ( $RR_S$ )	1	2	3
<b>RISK TOTAL</b>	<b>= <math>\Sigma RR_{FP} + RR_P + RR_S</math></b>		
3 to 4	Indicates LOW RISK		
5 to 7	Indicates MEDIUM RISK		
8 to 9	Indicates HIGH RISK		

Where:  $RR_{FP}$  = Risk rating for Food Preparation

$RR_P$  = Risk rating for Products

$RR_S$  = Risk rating for Serving

As defined in FFOG Guideline section 1.2, Table 2.

### 8.9. Pre-Treatment Devices Maintenance Requirements

- A. Approval Holders must, at their cost, ensure proper maintenance of all trade waste pre-treatment infrastructure in accordance with Trade Waste Approval conditions.
- B. Properly sized Basic Pre-Treatment Devices must be serviced in accordance with the manufacturer's recommendations or as described below:
- a) Grease Silt arrestors:
    - i) At least once every 13 weeks, unless otherwise specified by QUU within the Trade Waste Approval.
  - b) Oil Silt Arrestors:
    - ii) Triple Interceptor types - at least once every 6 months, unless otherwise specified by QUU within the Trade Waste Approval.
    - iii) Plate separator types – at the frequency specified by the manufacturer, unless otherwise specified by QUU within the Trade Waste Approval.
- C. More frequent servicing may be a condition of the Trade Waste Approval. For existing Grease Arrestors that are found to be undersized, QUU may apply increased cleanout frequency conditions in accordance with the limitations described in section 4.1.3 of the [National Guideline for Managing FFOG \(Foods, Fats, Oils and Grease\) from Food Premises \(WSAA 2018\)](#).

### 8.10. Pre-Treatment Devices in Multiple Tenancies

- A. Where a commercial property is divided into multiple tenancies, the Trade Waste Approval is issued to the property Owner. The person responsible for maintaining trade waste pre-treatment devices used or shared by the tenancies is the property Owner.

### 8.11. Pre-Treatment Infrastructure in a Community Title Scheme

- A. Within a Community Title Scheme (CTS), the Trade Waste Approval is issued to the Owner of the lot upon which the trade waste is generated. The person responsible for maintaining trade waste pre-treatment devices on a CTS lot is the lot Owner.
- B. The person responsible for maintaining trade waste pre-treatment infrastructure located within CTS common property is the Owner of the lot on which the trade waste originates.
- C. Where the trade waste originates from the common property, the body corporate identified on the community management statement for the CTS is responsible for maintenance of the pre-treatment device to which trade waste drains.

### 8.12. Ensuring Proper Disposal of Residual and Regulated Wastes

- A. The Approval Holder must ensure that pre-treatment Residual Waste is removed by a properly licensed waste transporter and in accordance with state environmental and waste management legislation.
- B. The Approval Holder must ensure that the waste transporter engaged to remove Residual Waste from pre-treatment devices records the service using the WasteID electronic waste tracking system.
- C. QUU may provide waste tracking information to waste industry participants engaged in the servicing of Grease Arrestors, including the Approval Holder's pre-treatment device identification code (QR2 Code), maintenance requirements and business identification details for the purpose of ensuring compliance with approval conditions.

### 8.13. Trade Waste Additives and Enzymes

- A. Whereas certain trade waste additives and enzymes may be authorised for use in connection with the sewerage system, the use of such products in pre-treatment infrastructure and drainage cannot be a substitute for pre-treatment device maintenance.

### 8.14. Food Waste Digesters

- A. Food waste digesters must be installed upstream of a properly sized authorised grease arrestor (refer 8.7).
- B. All digester installations must comply with Plumbing and Drainage regulations.
- C. All digester installations must include metering for calculation of volume discharged, and a downstream inspection and sampling port that provides access to a representative sample of the discharge.
- D. Discharges from digesters must comply with all provisions of this TWEMP, particularly including the Sewer Acceptance Criteria (Appendix C).

### 8.15. Prohibition on Food Waste Disposal Units

- A. The use of food waste disposal units, such as commercial garbage grinders and sink-to-sewer disposal units, in connection with the sewerage system is prohibited.

## 9. MONITORING, INSPECTION, REPORTING AND NOTIFICATION

### 9.1. Self-Monitoring and Reporting

#### 9.1.1. Regular Self-Monitoring and Reporting

- A. Approval Holders in QUU Billing Category D (refer to clause 13.4) shall be required to undertake self-monitoring, unless otherwise specified in their Trade Waste Approval.
- B. QUU may require any Approval Holder to undertake self-monitoring at QUU's discretion.
- C. Where an Approval Holder is required to undertake self-monitoring, the parameters and frequency will be included in the Approval Holder's Trade Waste Approval.
- D. Self-monitoring reports shall be forwarded to QUU within seven (7) days of receipt (by the Approval Holder) of the finalised laboratory results, and shall include the following information
  - a) The results of sampling and analysis identifying the time, date and concentration and/or mass load of contaminants as required by the Trade Waste Approval;
  - b) a record of all water meter and/or trade waste effluent flow meter readings at time of collection of all Grab Samples; or, for Composite Samples, at time of sampling commencement and sampling finishing;
  - c) a statement of compliance or non-compliance with this Trade Waste Approval with associated comments.
- E. The analyses shall be performed by an independent laboratory that holds NATA (National Association of Testing Authorities) accreditation for the specified tests, and at the sole expense of the Approval Holder (refer also to clause 9.3).
- F. Where applicable, trade waste flow meter calibration certificates should be attached to the relevant monthly or quarterly reports.

#### 9.1.2. Initial Discharge Self-Monitoring

- A. Approval Holders that are discharging for the first time, or who have significantly altered their trade waste processes, may be required to undertake initial discharge self-monitoring once per week for a period of six (6) weeks.
- B. The resultant data may be used to establish trade waste quality parameters for ongoing billing or to confirm compliance with the Approval Holder's Trade Waste Approval.
- C. The self-monitoring and reporting requirements of clause 9.1.1 apply to Initial Discharge Self-Monitoring.

#### 9.1.3. Inclusion and Exclusion of Self-Monitoring Data

- A. In general, all trade waste self-monitoring data shall be included in calculation of trade waste quality charges for the relevant quality assessment period.
- B. Specific monitoring data may be excluded at the request of the Approval Holder at the sole discretion of QUU. Justification for the exclusion of specific self-monitoring

data will require evidence of a process aberration or other interference at the time of sampling.

- C. The rules for rejection and exclusion of monitoring data described in clause 12.3.1 shall apply.
- D. Where rejected or excluded self-monitoring data indicates a short term over-strength discharge, costs may be calculated and billed as a special disposal (refer to clauses 4 and 13.8).

## 9.2. Sampling Procedures

- A. Sampling and monitoring of all Approval Holder's facilities and discharges shall be conducted in the time, place, manner and frequency set by QUU at its sole discretion.
- B. Non-compliance with Trade Waste Approval conditions related to concentration limits, temperature or any instantaneous discharge provision of the Trade Waste Approval may be determined by analysis of a grab or Composite Sample of the trade waste discharge.
- C. Non-compliance with Trade Waste Approval conditions related to mass load limits of a Trade Waste Approval may only be determined by analysis of a Composite Sample of the trade waste discharge.
- D. Trade Waste charges applicable to a Trade Waste Approval may be determined from analysis of a grab or Composite Sample of the trade waste discharge.
- E. All wastewater and Trade Waste samples must be representative of the Approval Holder's discharge, and any sample taken from a designated sample point is considered to be representative of the discharge to the sewerage system.
- F. If an Approval Holder subject to self-monitoring requirements described in clause 9.1 monitors any billing or compliance parameter at the designated sampling point more frequently than required by their Trade Waste Approval conditions, the results of this monitoring should be reported with the self-monitoring results.

## 9.3. Analytical Requirements

- A. All analytical testing to be submitted as part of an application for Trade Waste Approval or self-monitoring shall be performed, to the extent reasonably practical, in accordance with the latest edition of [Standard Methods for the Examination of Water and Wastewater APHA-AWWA-WPCF](#), and by independent laboratories that hold NATA accreditation for the specified test.
- B. Where no APHA-AWWA-WPCF Standard Method or NATA accredited testing service is available, the sampling and analyses shall be performed by using a validated method or a method otherwise approved by QUU.

## 9.4. Inspection and Sampling Conditions

- A. Approval Holders whose Trade Waste Approval allows for discharges greater than the trigger levels in Table 1 - Table of SAN and Assessment Trigger Limits must install and maintain sample points as are necessary for any self-monitoring and for QUU to audit whether the Approval Holder is complying with their Trade Waste Approval.

- B. QUU may require an Approval Holder to install and maintain a representative sample point on the Trade Waste discharge drainage from the Approval Holder's property or Trade Waste generating area.
- C. QUU may require the Approval Holder to install and maintain sample points in locations outside the Approval Holder's property, which are within the reasonable control of the Approval Holder.
- D. QUU may inspect and sample the wastewater or trade waste generating facilities of any Approval Holder to audit whether the intent of this TWEMP is being met and the Approval Holder is complying with all requirements.
- E. QUU shall have the right to place on the Approval Holder's property such devices as are necessary to conduct sampling, monitoring or metering operations.
- F. To enable the determination of the Approval Holder's trade waste characteristics for assessment of charges and compliance with approval conditions, the Approval Holder shall make available for review and copying by QUU all notices, self-monitoring reports, and records associated with the generation and discharge of trade waste.
- G. An Approval Holder must not falsify, tamper with, or knowingly render inaccurate any monitoring device, sample collection method or meter.

### 9.5. Improvement Program Progress Reports

- A. The following conditions shall apply to any Improvement Program required under this TWEMP:
  - a) The program shall contain progress increments in the form dates for the commencement and completion of major events leading to the construction and operation of additional pre-treatment or other facilities required to meet requirements (such events include, but are not limited to, establishing budget, hiring an engineer or hydraulic consultant, completing preliminary and final plans, executing contracts for works, commencing and completing construction, and starting routine operation).
  - b) No Improvement Program shall exceed two (2) years or any individual increment exceed six (6) months.
  - c) The Approval Holder shall submit a progress report to QUU Trade Waste no later than fifteen (15) working days following each date in the program, including as a minimum, whether or not it complied with the increment of progress, the reason for any delay, and if appropriate, the actions being taken by the Approval Holder to return to the program.
  - d) In no event shall more than six (6) months elapse between progress reports.

### 9.6. Notification of Changed Conditions

- A. Approval Holders must promptly advise QUU of any change that might alter the volume or quality of Trade Waste discharged under their Trade Waste Approval, including any change to:
  - a) the volume, flow rate or composition of trade waste;
  - b) any alteration or addition to the trade waste generating processes;

- c) any misrepresentation, mistake or omission of relevant facts from their Trade Waste Approval applications.
- B. Notification must be made promptly, but certainly within 30 days.
- C. QUU may require the Approval Holder to apply, at their cost, for a Services Advice Notice and provide sufficient information to determine whether system capacity exists for the changed condition.
- D. QUU may issue a new or amended Trade Waste Approval or, if insufficient system capacity is available, refuse approval pending improved pre-treatment or a negotiated infrastructure charges contribution.

### 9.7. Notification of Failure, Spill or Breach of Conditions

- A. In the event that an Approval Holder is unable to comply with any Trade Waste Approval condition due to equipment failure, accident or human error, or there is a reasonable likelihood of the same, the Approval Holder must immediately notify QUU.
- B. Notice must be given:
  - a) by telephone as soon as practically possible, and where requested;
  - b) in writing, within 7 Days, setting out:
    - i) the nature and cause of the failure, incident or breach;
    - ii) trade waste analysis results and/or flow measurements (where relevant);
    - iii) corrective actions; and
    - iv) preventative actions.

**The telephone number for providing notice is:**

(07) 3432 2160 (Trade Waste Advisory Service)

**The email address for providing notice is:**

[trade.waste@urbanutilities.com.au](mailto:trade.waste@urbanutilities.com.au) (title email with "Notice of Breach - Company Name")

## 10. MANAGING STORMWATER AND OTHER PROHIBITED WATERS

- A. The discharge of Stormwater and surface water (run-off) into the sewerage system is prohibited. The Approval Holder must ensure that the incidence of Stormwater discharge via trade waste drainage, including that caused by design, method of construction, or connection, is strictly controlled and kept to a minimum.
- B. To prevent Stormwater ingress from open trade waste generating areas, the following solutions are acceptable:

### 10.1. Roofing and Overhang

- A. A roof which has sufficient overhang, outwards from the vertical above either a bund wall or the ground contour grading apex, to prevent Stormwater incursion into the trade waste generation area. The minimum roof overhang required is a length equal to 25% of the height of the roof from the finished ground level.
- B. Where partially sheeted above ground level, the roof overhang required is a length equal to 25% of the height of the open wall space.

### 10.2. Demand Driven Diversion Systems

- A. Wastewater from wash bays may be discharged as trade waste via a demand driven diversion system provided it is pre-treated to meet Sewer Acceptance Criteria.
- B. Diversion systems used in connection with the sewerage system must be manufactured in accordance with Australian Standard ATS 5200.0465 and carry the Watermark Symbol.
- C. When the trade waste generating activity (e.g. wash-down) ceases, the system must automatically close the trade waste drainage and divert any Stormwater to Stormwater drainage.
- D. QUU may require a compliant trade waste flow meter to be installed (refer to clause 11.2.1).
- E. The Approval Holder must ensure that an accredited testing agency (or an agent of the manufacturer) inspects and certifies the correct operation of the system annually.
- F. The Approval Holder must hold all inspection certificates at the site and make these available to QUU on request.
- G. The Approval Holder must ensure the diversion system is maintained in good operating condition at all times.

### 10.3. First-flush Diversion Systems

- A. First-flush water resulting from the first 10mm of rainfall in an unroofed trade waste generating area is deemed to be trade waste. Such trade waste may be discharged to sewer no sooner than 24 hours after any significant rainfall event (i.e. in excess of 5mm), provided it has been treated to meet Sewer Acceptance Criteria.
- B. First-flush water from non-trade waste generating areas, such as roofs, Stormwater infrastructure, parks and gardens is not trade waste and must not be discharged to sewer.



- C. The system design must ensure that adequate first-flush capacity is maintained during normal trade waste generating activities.
- D. A compliant trade waste flow meter must be installed to measure the volume of trade waste discharged to the sewerage system (see clause 11.2.1). Where the Approval Holder fails to install or maintain a meter in good operating condition, QUU may apply charges equivalent to discharge of the volume of stormwater generated from the trade waste generating area and the Brisbane long-term average annual rainfall (i.e. 1.011m x area in m<sup>2</sup>).

#### 10.4. Prohibited Waters Management Plan

- A. QUU may request an Approval Holder to prepare and provide to QUU a management plan (a Prohibited Waters Management Plan) describing the methods by which prohibited forms of water are prevented from entering the site trade waste drainage and the sewerage system.
- B. Prohibited waters include: floodwater, Stormwater, roof water, subsoil water and surface water.

#### 10.5. Collecting Stormwater for Use in Trade Waste Generating Activities

- A. Where Stormwater (or another alternative water source) is used to supply trade waste generating activities, the system must employ:
  - a) a compliant trade waste effluent flow meter (refer to clause 11.2.1), or
  - b) include sub-metering of input water supplied to trade waste generating areas.
- B. Where the Approval Holder fails to install or maintain a meter in good operating condition as required in A above, QUU may estimate the discharge volume from the stormwater collection area (e.g. roof area) multiplied by the Brisbane long-term average annual rainfall (i.e. 1.011m x area in m<sup>2</sup>).
- C. Under the Water Supply Act, excess Stormwater collected during major rain events (i.e. that cannot be stored for later use or directly used in trade waste generating activities) must not be disposed to sewer.<sup>6</sup>
- D. Where Stormwater is used in trade waste generating activities, diversion, treatment and disposal options for excess Stormwater will need to be detailed in the Trade Waste Approval application.

---

<sup>6</sup>Water Supply Act, section 193(2).

## 11. DETERMINING TRADE WASTE VOLUME

### 11.1. Indirect Metering

- A. The indirect volume measurement method calculates the trade waste volume from water consumption measured using:
- a QUU owned primary water meter (less an allowance for domestic activities); or
  - an approved sub-meter to the trade waste generating area.

#### 11.1.1. Requirements for Indirect (Water) Meters

- A. A compliant indirect (water) meter shall:
- be of a type listed in the [SEQ Water Supply and Sewerage Design and Construction Code \(Accepted Civil IPAM List\)](#)
  - be installed, maintained and calibrated in accordance with the [WSAA Trade Waste Metering Code of Practice \(WSA 15 - 2014\)](#).
  - be safely accessible to QUU meter readers during normal business hours, and the meter and meter display must be located in accordance with accessibility requirements described in the [Queensland Plumbing and Wastewater Code](#).
  - Provide a readout of the totalised volume of the water supplied to the premises or the trade waste generating area (as the case may be).
- B. Sub-meters shall be owned by the Approval Holder and installed, maintained and calibrated at the Approvals Holder's expense.
- C. Approval Holders shall keep records of sub-meter maintenance and calibration in accordance with clause 6.8.

#### 11.1.2. Indirect Volume Formula

- A. The indirect charge for trade waste service shall be calculated using the following formula:

<p><b>Net TW Volume = [Water Consumption - (Pedestal Allowance x No. of Pedestals)] x TW Factor</b>          where: Pedestal Allowance = 75 kilolitres/pedestal/annum (or 18.75 kilolitres/pedestal/quarter)</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Where:

Pedestal Allowance = an allowance removing from the trade waste charges that part of the volume associated with domestic activities (based on the number of pedestals at the premises)

TW Factor = a factor between 0.01 and 1.00 describing the fraction of water used in the trade waste generating area that is typically discharged as trade waste (1.00 means all water is sent to sewer)

#### 11.1.3. Trade Waste Factors

- A. Trade Waste Factors are determined by QUU from information supplied by the applicant when applying for a Trade Waste Approval. In most cases, QUU will allocate a standard trade waste fraction based on the business type or activity.

- B. If an applicant wishes to negotiate a non-standard trade waste fraction, an [Application for Trade Waste Fraction](#) form, with relevant water usage information, must be submitted to QUU for consideration.
- C. Detail of QUU's standard Trade Waste Factors are provided in Appendix D.

### 11.2. Direct (Trade Waste) Metering

- A. Unless otherwise specified in the Trade Waste Approval, the Approval Holder shall install a compliant trade waste (effluent) meter on their trade waste drainage if:
  - a) the Approval Holder's approved discharge is greater than 25 kL/day; or
  - b) the Approval Holder's mass load discharge of BOD is greater than 25kg/day.
- B. QUU may require the installation of a compliant Trade Waste Meter at any site where, at its sole discretion, QUU decides:
  - a) the indirect method of flow measurement is not applicable to the site (e.g. due to seasonal irrigation or air conditioning demands), or
  - b) there is a need to understand the volume and flow rate characteristics of a customer in greater detail than is available from the indirect method of measurement, or
  - c) the use of an alternative water supply to the trade waste generating area causes inaccuracy in the indirect measurement of trade waste volume..
- C. An Approval Holder may install a compliant Trade Waste Meter and, at the Approval Holder's request, QUU will read and use that meter for billing purposes.

#### 11.2.1. Requirements for Direct (Trade Waste) Meters

- A. A compliant Trade Waste Meter shall:
  - a) be of a mag-flow type listed in the [SEQ Water Supply and Sewerage Design and Construction Code \(Accepted Civil IPAM List\)](#).
  - b) be installed, maintained and calibrated in accordance with the [WSAA Trade Waste Metering Code of Practice \(WSA 15 - 2014\)](#).
  - c) be safely accessible to QUU meter readers during normal business hours, and the meter and meter display must be located in accordance with accessibility requirements described in the [Queensland Plumbing and Wastewater Code](#).
  - d) Provide readout of the totalised volume of the trade waste discharged.
  - e) be owned by the Approval Holder and installed, maintained and calibrated at the Approvals Holder's expense.
- B. Records of meter maintenance and calibration shall be kept in accordance with clause 6.8.

## 12. DETERMINING TRADE WASTE QUALITY (STRENGTH)

### 12.1. Deemed Quality (Strength)

- A. Where an Approval Holder's trade waste is generated from a well-characterised process, and sampling and analysis of the trade waste is reasonably expected to cost more than the value of any improved measurement, QUU may allocate the Approval Holder's account to a relevant deemed quality billing category
- a) Deemed < ½ Domestic Strength = Billing Category C.
  - b) Deemed Domestic Strength = Billing Category B or E.
  - c) Deemed Strength from QESP = Cat D or F.

### 12.2. Estimated Quality (Strength)

- A. For trade waste Billing Category B, C or E customers with discharge approval for greater than or equal to 25 kL/day and relatively stable quality characteristics, QUU may estimate ongoing trade waste discharge quality for the purposes of billing using a Quality Estimate Sampling Program (QESP).
- B. A QESP shall consist of:
- a) No less than six (6) representative Grab Samples collected at the Approval Holder's sampling location over a period of three (3) months, including at least two (2) samples in each month; and
  - b) Such samples shall be analysed for billing parameters, at cost to QUU.
  - c) QUU shall apply the same "reject" and "exclude" data rules described in clause 12.3.1.
  - d) The Approval Holder may contribute an equal number of representative samples at their cost and discretion.
  - e) All samples and analyses to be performed in accordance with the requirements described in clauses 9.2 and 9.3.
  - f) The mean of the accepted results shall be regarded as the ongoing estimated quality (strength) of the Approval Holder's discharge for a period not exceeding two (2) years.
- C. Trade Waste Approvals for which quality estimates are applied may be assigned to trade waste Billing Category D or F.

### 12.3. Measured Quality (Strength)

#### 12.3.1. Verification of Data used to Determine the Quality Account

- A. All sample analysis results will be assessed by QUU at the end of the quality account period.
- B. For each trade waste sampling event (usually monthly), the contaminant mass load for each charge parameter (BOD, SS, TN and TP) will be calculated and compared to sample analysis data collected over the previous four quality account periods as follows:

- a) Samples may be rejected if the mass load (i.e. concentration x volume) is more than 1.5 standard deviations above the mean of the last 4 billing periods. Rejected results are not used in the calculation of the quality charges for the period. However, they are included in the calculation of mean and standard deviation for future charges.
- b) Sample results are excluded if the mass load is more than 3 standard deviations above the mean of the last 4 billing periods. When a test result is excluded in this way, it is not used to calculate quality charges or the mean and standard deviation for future charges.
- c) QUU will determine if additional sampling events are required in the current quality account period.
- d) Where excluded monitoring data indicates a short term over-strength discharge, costs may be calculated and billed as a special disposal (refer to clause 13.8).

## 13. FEES AND CHARGES

### 13.1. General

- A. Fees and charges to be levied for each financial year will be determined by QUU and passed by board resolution in the preceding financial year.

### 13.2. Trade Waste Application Fee

- A. A fee is charged for the processing of new trade waste applications. This fee shall be set annually in the QUU Budget and charged to new Approval Holders on the first subsequent quarterly trade waste account.

### 13.3. Trade Waste Charges

- A. QUU Trade Waste charges framework applies minimum charges and unit rates for quantity (\$/kilolitre) and quality (\$/kilogram of contaminant<sup>7</sup>) of trade waste discharged to sewer.

Table 3 – Unit Charge Parameters

Parameter	Unit Charge
Quantity (Volume)	\$/kilolitre
Quality	
5-day Biochemical Oxygen Demand	\$/kilogram
Suspended Solids	\$/kilogram
Nitrogen (as Total Kjeldahl Nitrogen)	\$/kilogram
Phosphorus (as Total Phosphorus)	\$/kilogram
Minimum charge	\$/per annum

**Note:** current trade waste unit charge rates are available on the QUU website ([www.urbanutilities.com.au/business/business-services/trade-waste](http://www.urbanutilities.com.au/business/business-services/trade-waste)) and may vary from region to region.

### 13.4. Trade Waste Billing Categories

- A. Approval Holders shall be assigned to a Trade Waste Billing Category for charging purposes (refer to Table 4 for detail).

Table 4 – Trade Waste Customer Billing Categories

Category A	
Description	Minor discharge volume and difficult to measure.
Typical Business	Minor food service or hospitality activities; infrequently used premises; care facilities with high residential character and similar
Volume Charges	Deemed 65kL/quarter
Quality Charges	Deemed domestic strength <sup>8</sup>

<sup>7</sup>In this case, “contaminant” means a component of the trade waste that imposes a treatment cost at QUU's sewage treatment plants and is therefore relevant to cost recovery.

<sup>8</sup>For the purposes of trade waste, domestic strength is defined as:

BOD <sub>5</sub> :	300 mg/L	Suspended Solids :	330 mg/L
Nitrogen :	70 mg/L (as TKN)	Phosphorus :	12 mg/L (as TP)

Category B	
Description	Commercial business and small to medium manufacturers
Typical Business	Hospitals; schools; mechanical workshops; and similar
Volume Charges	Indirect metering
Quality Charges	Deemed domestic strength
Category C	
Description	Low strength trade waste
Typical Business	Cooling tower discharges; boiler blowdown; seepage water discharge
Volume Charges	Indirect or direct metering
Quality Charges	Deemed half-domestic strength
Category D	
Description	High volume or load trade waste discharge. Volume >25 kL/day and/or Quality >25 kg/day BOD <sub>5</sub> .
Typical Business	Brewery; cannery; abattoir; food or chemical processor; other businesses with similar characteristics.
Volume Charges	Direct metering
Quality Charges	Subject of monthly self-monitoring and QUU audit monitoring.
Category E	
Description	Food service or food manufacturing business with passive pretreatment
Typical Business	Café; restaurant; takeaway; pubs; taverns; food or beverage businesses.
Volume Charges	Indirect or direct metering
Quality Charges	Deemed domestic strength
Category F	
Description	High volume and consistent load trade waste discharge. Volume >25 kL/day and/or Quality >25 kg/day BOD <sub>5</sub> .
Typical Business	Microbrewery; cheese making; laundries; shopping centre; and similar.
Volume Charges	Indirect or direct metering
Quality Charges	Based on estimated quality (refer to clause 12.2).

\*Subject to QUU's sole discretion, Cat D may apply to any approval where specific conditions allow a contaminant to be discharged above the Sewer Acceptance Criteria.

### 13.5. Trade Waste Charge Calculations

- A. Trade waste charges shall be calculated using the formulas shown in Table 5.

Table 5 – Trade Waste Charge Calculations

Components of Charge			
Billing Category	Minimum Charge	Quantity Charge	Quality Charge
Cat A	Applies	None	None
Cat B C E	Applies	V.\$ <sub>V</sub>	Incorporated in V.\$ <sub>V</sub> (no additional charge)
Cat D F	Applies	V.\$ <sub>V</sub>	$\frac{\Sigma(V.C_{SS} \cdot \$_{SS}) + (V.C_{BOD} \cdot \$_{BOD}) + (V.C_{TKN} \cdot \$_{TKN}) + (V.C_{TP} \cdot \$_{TP})}{1000}$

Where:

V is the net trade waste volume for the billing period (kL)

\$<sub>V</sub> is the unit charge rate for volume and treatment costs for that billing category(\$/kL)

- $C_{SS}$  is the average concentration of Suspended Solids for the billing period (mg/L)  
 $C_{BOD}$  is the average concentration of BOD for the billing period (mg/L)  
 $C_{TKN}$  is the average concentration of total Keldahl nitrogen for the billing period (mg/L)  
 $C_{TP}$  is the average concentration of total phosphorous for the billing period (mg/L)  
 $\$_{SS}$  is the unit charge rate for Suspended Solids (\$/kg)  
 $\$_{BOD}$  is the unit charge rate for BOD (\$/kg)  
 $\$_{TKN}$  is the unit charge rate for total Keldahl nitrogen (\$/kg)  
 $\$_{TP}$  is the unit charge rate for total phosphorous (\$/kg)

### 13.6. Billing Periods for Accounts

- A. Typical customer billing periods vary according to customer category (see Table 6).

**Table 6 – Typical Trade Waste Customer Billing Periods**

Billing Category	Quantity Charge	Quality Charge
Category A	Quarterly	None
Category B C E	Quarterly	None
Category D F	Monthly	Quarterly

### 13.7. Annualised Access Charges

- A. Where an Approval Holder has requested, and QUU has approved, Trade Waste discharge in excess of the SAC mass load limits (Appendix C.3), the Approval Holder may be required to pay annualised access charges to recover QUU's additional costs.

### 13.8. Special Disposal of Trade Waste

- A. Special disposal volume and mass load charges shall be the same as trade waste charges for the relevant area within QUU's service territory.
- B. Charges may be levied at hourly rate costs for the assessment, sampling, monitoring and any other costs incurred by QUU in the management of the special disposal.

### 13.9. Inspection and Analysis Fees

- A. Where additional inspections and laboratory analyses are required because of non-compliance with Trade Waste Approval conditions, or when QUU is requested by an Approval Holder to provide such a service, full costs may be recovered from the Approval Holder as a sundry debt.
- B. The cost of additional inspections shall be based on the charge out rate for the relevant QUU staff involved, and will include time spent in preparation, at the site, and travelling to and from the site.
- C. QUU's trade waste charges provide for routine inspections, auditing, grab sampling and analysis associated with compliance activities and establishment of deemed discharge quality by Trade Waste Officers.
- D. QUU's trade waste charges do not provide for monthly time or flow-weighted composite sampling for billing calculations. Monthly composite sampling for billing calculations shall be the responsibility of the Approval Holder under a Self-Monitoring Program.



## 14. RISK MANAGEMENT

### 14.1. Relationship between Risk Assessment and Management Activities

- A. The QUU's [Trade Waste Customer Risk Classification System](#) provides a systematic approach to identify the level of risk presented by a trade waste customer to Queensland Urban Utilities' sewerage infrastructure. The assessed risk score is used to prioritise trade waste management activities, including auditing and compliance programs to minimise the risks from trade waste discharges.
- B. The Risk Classification System considers the following elements of a customer's trade waste discharge:
- Discharge volume;
  - Capacity of the receiving Sewage Treatment Plant;
  - Industry type and the associated business activities conducted on site; and
  - Records of compliance with Sewer Acceptance Criteria (SAC) and volumetric discharge limits.
- C. A risk score is calculated using this information and the risk algorithm shown below:

$$\text{Risk Rating Score} = \frac{V^{0.2} \times A^{0.5} \times (P+H+1)}{L^{0.1}}$$

Where:

- V = the maximum daily discharge volume (kilolitres per day) as specified in the Trade Waste Approval.
- A = the activity factor applicable to the customer's industry type. It accounts for the range of hazards presented to the sewerage system for each process as determined by Queensland Urban Utilities.
- L = the average dry weather flow (ADWF) into the Sewage Treatment Plant in kilolitres per day, to which the customer discharges.
- P = the performance history factor assesses the customer's compliance history by measuring the percentage of samples that failed to comply with the SAC.
- H = the historical incident factor assesses the severity of non-compliance events by comparing the maximum concentration of the contaminant against the SAC.

## 15. POWERS OF QUEENSLAND URBAN UTILITIES

- A. Queensland Urban Utilities has powers under different statutes which it may use or rely on in relation to trade waste matters including, but not limited to, the following:

### 15.1. To Make Trade Waste Approval Decisions

- A. QUU will assess the information provided by the applicant on the applicant's Trade Waste Approval application form and hydraulic services design plan. QUU will determine whether or not to issue a Trade Waste Approval.
- B. QUU may refuse to accept any trade waste to its sewerage system that it reasonably believes would cause Interference or obstruction to its stated trade waste objectives. In these situations, the trade waste application will be refused and the applicant will be notified of the grounds of refusal.

### 15.2. To Impose Trade Waste Approval Conditions

- A. QUU may, at its sole discretion, include in a Trade Waste Approval such conditions as are reasonably necessary to:
- a) protect worker health and safety;
  - b) prevent pass-through or Interference;
  - c) protect against damage to QUU's assets;
  - d) protect the quality of the water body receiving STP Effluent;
  - e) facilitate QUU's STP biosolids and effluent re-use strategies;
  - f) address any other matter that QUU regards as material.

### 15.3. To Vary Trade Waste Approval Terms and Conditions

- A. Without limiting QUU's power to vary a Trade Waste Approval, QUU may negotiate with the Trade Waste Approval Holder and subsequently vary the Trade Waste Approval for any reason including, but not limited to, the following examples:
- a) to incorporate any new or revised federal, state, or local statutory requirements;
  - b) to address significant alterations or additions to the on-site operations, processes, or trade waste volume or character since the date of Trade Waste Approval issuance;
  - c) a change in QUU's sewerage infrastructure that requires either a temporary or permanent reduction or elimination of the approved trade waste discharge;
  - d) information indicating that the approved compliant trade waste discharge poses a threat to QUU's sewerage infrastructure, QUU personnel, or the receiving waters;
  - e) violation of any terms or conditions of the Trade Waste Approval;
  - f) misrepresentations or failure to fully disclose all relevant facts in the Trade Waste Approval application or in any required reporting;
  - g) to correct typographical or other errors in the Trade Waste Approval; or

- h) to reflect a transfer of land ownership and/or operator to a new Owner/Occupier.

#### 15.4. To Have Access

- A. Under the DR Act, QUU Trade Waste Officers have the right to access or enter an Approval Holder's land and premises to conduct regular trade waste inspections and sampling events.

#### 15.5. To Install Monitoring and Other Equipment

- A. QUU shall have the right to set up on an Approval Holder's land or premises, or require installation of, such devices as are necessary to conduct sampling events and/or metering of the on-site operations relating to the trade waste discharge.

#### 15.6. To Issue Notices

- A. QUU may give any notice under any law or this TWEMP to an Approval Holder and any persons acting under the Trade Waste Approval.
- B. Where QUU 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 TWEMP or a Trade Waste Approval condition or order issued hereunder, QUU may issue a trade waste notice to remedy the non-compliance.
- C. Submission of any report in response to a trade waste notice in no way relieves the Trade Waste Approval Holder of liability for any breach occurring before or after receipt of a trade waste notice.
- D. Issuance of a trade waste non-compliance notice shall not be a bar against, or a prerequisite for, taking any other action against the Trade Waste Approval Holder. The ultimate responsibility is on the Approval Holder to comply with laws and the requirements stated in QUU's trade waste notices.

#### 15.7. To Recover Costs

- A. Where QUU finds that trade waste was or is being discharged in breach of any provision of a Trade Waste Approval condition or order issued herein, QUU may impose an additional charge for:
  - a) trade waste quantity and quality;
  - b) additional trade waste inspections, wastewater sampling and analysis;
  - c) removing excess contaminants from QUU's sewerage infrastructure;
  - d) non-routine cleaning or maintenance of QUU's sewerage infrastructure;
  - e) preparing administrative enforcement remedies detailed previously in this clause;
  - f) any other associated task reasonably undertaken by QUU to determine whether or not damage referred to in this clause has been caused by trade waste discharged from the Approval Holder's premises or to restore QUU's sewerage infrastructure to a reasonable state for continued service to the community.

- B. This clause applies in respect of damage that occurs or is discovered during the term of a Trade Waste Approval or after it expires, and any additional trade waste charge levied under this clause is a debt due and payable on demand to QUU. Issuance of an additional trade waste charge shall not be a bar against, or a prerequisite for, taking any other action against the Approval Holder.
- C. If the Approval Holder fails to comply with Trade Waste Approval conditions and as a result or by reason, directly or indirectly, of that failure, trade waste discharged causes damage to a sewer or QUU's sewerage infrastructure, QUU may make good that damage and recover the reasonable cost of so doing from the Approval Holder.
- D. Any authority or right given to QUU in this clause is in addition to the authority and power given to QUU as a sewerage service provider under the Water Supply Act.

## 16. ENFORCEMENT PROCESSES

### 16.1. Purpose and Scope

- A. In order to ensure that QUU continues to comply with its requirements under law, and those of its regulatory agencies, and to ensure that it meets its trade waste objectives (clause 1.7), a Third Party Compliance Framework has been adopted which includes processes and penalties for remedying non-compliance with any provision of this TWEMP or a Trade Waste Approval condition, or order issued hereunder.
- B. QUU may utilise any one, combination, or all enforcement remedies provided in this Part 16 in response to any trade waste related non-compliances.

### 16.2. Enforcement Processes

- A. QUU's policy position is that it will, at first, take an educational and collaborative approach to the resolution of non-compliances. This means QUU will take Informal Compliance Action in the first instance, unless an assessment of the seriousness of the non-compliance indicates that Formal Compliance Action is required.

#### 16.2.1. Self-Monitoring as a Remedy for Non-Compliance

- A. If analysis of any sample obtained by QUU or by an Approval Holder (e.g. under self-monitoring) shows non-compliance with a trade waste discharge limit set forth in this TWEMP or the Approval Holder's Trade Waste Approval, QUU may impose self-monitoring requirements on the Approval Holder.
- B. The Approval Holder shall perform the required self-monitoring at the frequency, location and manner required by QUU.
- C. The analyses shall be performed by an independent laboratory that holds NATA (National Association of Testing Authorities) accreditation for the specified tests, and at the sole expense of the Approval Holder.
- D. Nothing in this clause shall be taken to limit the authority of QUU to impose self-monitoring as an approval condition.

#### 16.2.2. Non-Compliance Audit and Resampling Fee

- A. If analysis of any sample obtained by QUU or by an Approval Holder (e.g. under self-monitoring) shows non-compliance with a trade waste discharge limit set forth in this TWEMP or the Approval Holder's Trade Waste Approval, QUU may require the Approval Holder to pay non-compliance audit and resampling fees to QUU equivalent to the labour and on-costs incurred by QUU. The schedule of hourly rates and on-costs shall be displayed by QUU on its web site.

[www.urbanutilities.com.au/business/business-services/trade-waste](http://www.urbanutilities.com.au/business/business-services/trade-waste)

#### 16.2.3. Trade Waste Improvement Program (TWIP)

- A. Upon determination that an Approval Holder is in non-compliance with conditions or limits within its Trade Waste Approval, or any provision of this TWEMP, and needs to plan, construct, and/or acquire equipment necessary to remedy the non-compliance, QUU may at its sole discretion require the Approval Holder to enter into a TWIP which will, on the effective date of the TWIP, amend the Approval Holder's approval.

- B. The TWIP shall contain the terms and conditions under which the Approval Holder must operate during its term, and shall provide specific dates for achieving compliance with each term and condition for the acquisition and installation of required equipment (refer also to clause 9.5 for detail).
- C. QUU shall not enter into a TWIP with an Approval Holder until such time as all fees owed to QUU are paid in full.
- D. Failure to comply with a TWIP may (usually) result in QUU commencing compliance action which could result in suspension or cancellation of a Trade Waste Approval.
- E. A template [Trade Waste Improvement Plan](#) is available from QUU Trade Waste.

### 16.3. Formal Compliance Enforcement Actions

- A. There are three main options for Formal Compliance Action:
  - a) Formal Compliance Action to suspend or cancel the Trade Waste Approval under section 182 of the Water Supply Act; or
  - b) In relation to contraventions of an approval only, Formal Compliance Action to compel the Approval Holder to remedy the contravention under section 53DJ of the DR Act; or
  - c) The issue of a Penalty Infringement Notice for offences under section 191 and section 193(1) of the Water Supply Act.
- B. The application of the following Enforcement Notices and templates for use are detailed in QUU's [Trade Waste Compliance Enforcement Manual](#).

#### 16.3.1. Suspension or Cancellation of Approval (s.182 Water Supply Act)

##### The Grounds

- A. A Trade Waste Officer may suspend or cancel a Trade Waste Approval if QUU determines that an Approval Holder has:
  - a) Contravened a condition of a Trade Waste Approval; or
  - b) Contravened a provision of the Water Supply Act; or
  - c) The Trade Waste Approval is no longer appropriate; or
- B. On these grounds, QUU may serve upon the Approval Holder a Show Cause Notice that complies with section 463 of the Water Supply Act ([Template 7 - Show Cause Notice: Suspension](#) or [Template 8 - Show Cause Notice: Cancellation](#)).
- C. If a Trade Waste Officer determines that:
  - a) Urgent action is necessary in the interests of public health or safety, to prevent environmental damage, or prevent damage to the sewerage system

QUU may serve upon the Approval Holder an Information Notice for the immediate suspension or cancellation of the Trade Waste Approval ([Template 5 - Information Notice: Immediate Suspension of Trade Waste](#) or [Template 6 - Information Notice: Immediate Cancellation of Trade Waste](#)).

- D. QUU may select any means of service that is reasonable under the circumstances.

### Approval Holder Submissions

- A. In response to a Show Cause Notice, an Approval Holder may make written submissions to show cause as to why QUU should not proceed with the proposed action to suspend or cancel the Trade Waste Approval.
- B. All written submissions should be made with 15 business days of the date on the notice, and in accordance with [section 463 of the Water Supply Act](#).
- C. Instructions on where to send submissions shall be provided on the Show Cause Notice.

### QUU's Consideration and Decision

- A. QUU will consider any Properly Made Submissions made by the Approval Holder in response to a trade waste notice.
- B. Based on the Properly Made Submissions, and all other relevant material, QUU will consider whether it is still satisfied that the proposed action should be taken, and:
- C. If QUU is not satisfied that the proposed action should be taken, QUU shall provide the Approval Holder with notice to that effect ([Template 9 - Notice Regarding Proposed Action: No Further Action](#))
- D. If QUU is satisfied that the proposed action should be taken, QUU shall issue, within 30 business days of making its decision, an Information Notice suspending or cancelling the Approval Holder's approval ([Template 10 - Information Notice: Suspension of Approval](#) or [Template 11 - Information Notice: Cancellation of Approval](#)).

#### 16.3.2. Discharge Compliance Notice (53DJ DR Act)

- A. Where QUU proposes to carry out remedial work if the Approval Holder fails to comply with the requirements of a notice, it may be appropriate to issue a Discharge Compliance Notice under [section 53DJ of the DR Act](#).

#### The Grounds

- A. A Trade Waste Officer (who must be a discharge officer under the DR Act) may issue a Discharge Compliance Notice if they gather and record evidence that supports a reasonable belief that:
  - a) An Approval Holder is contravening their Trade Waste Approval, or has contravened their Trade Waste Approval in circumstances that make it likely that the contravention will continue or be repeated; and
  - b) a matter related to the contravention is reasonably capable of being rectified; and
  - c) it is appropriate to give the Approval Holder an opportunity to rectify the matter.
- B. On these grounds, QUU may serve upon the Approval Holder a Discharge Compliance Notice that complies with [53DK of the DR Act](#) ([Template 12 - Discharge Compliance Notice](#)) and which describes the activities required to remedy the non-compliance and timeframes to conduct these activities.

**QUU's Consideration and Decision**

- A. If the Approval Holder fails to comply with the Discharge Compliance Notice, QUU may:
- a) In accordance with [53DM of the DR Act](#), do a thing or take any other action it believes is reasonably necessary to prevent or minimise the impact of the contravention; or
  - b) Refer the matter to Legal Services so that District Court proceedings can be commenced under section [53DL of the DR Act](#) against the Approval Holder to prosecute and/or obtain enforcement orders requiring the Approval Holder to remedy or restrain the offence.
- B. If QUU elects to take discharge compliance action, QUU may recover its costs of taking such action from the Approval Holder as a debt by sending a notice to the Approval Holder ([Template 13 - Recovery of Costs of Discharge Compliance Action](#)).
- C. With regard to compliance actions under this clause (related to the DR Act), all formal notices must be sent to the Approval Holder (not the Occupier).

**16.3.3. Penalty Infringement Notice (s. 191 and s. 193(1) Water Supply Act)**

- A. Discharge of trade waste into QUU's sewerage system without a Trade Waste Approval is an offence under section [193\(1\) of the Water Supply Act](#). It is also an offence under section [191 of the Water Supply Act](#) to "interfere with a service provider's infrastructure" without the service provider's consent.
- B. The processes for taking Formal Compliance Action for an offence under section 191 generally mirror the processes applicable for offences under 193(1) of the Water Supply Act. Both sections of the Water Supply Act are identified in the [State Penalties Enforcement Regulation 2014](#) as infringement notice offences.
- C. A Trade Waste Officer may elect to issue a Penalty Infringement Notice (PIN) as an alternative to Formal Compliance Action described in clauses 16.3.1 and 16.3.2 above.

**The Scenarios**

- A. There are a number of practical scenarios where a person may breach section 193(1) of the Water Supply Act, including:
- a) An Approval Holder has had their approval suspended or cancelled and the Approval Holder or a trade waste generating tenant continues to discharge trade waste; or
  - b) An Owner of a commercial property is disposing of trade waste, or allowing a trade waste generating tenant to discharge trade waste, but refuses to apply for Trade Waste Approval; or
  - c) The trade waste being discharged is not of the type authorised under the Trade Waste Approval.

**QUU's Consideration and Decision**

- A. There are two options for commencing Formal Compliance Action for a breach of section [193\(1\) of the Water Supply Act](#):



- a) The Trade Waste Officer (in capacity as an Authorised Person) may issue the person who discharges trade waste with a PIN, following the process described in QUU's [Trade Waste Compliance Enforcement Manual](#).
- b) The Trade Waste Officer may refer the matter to Legal Services for commencement of District Court enforcement proceedings or a Magistrates Court prosecution.

## 17. EFFECTIVE DATE, IMPLEMENTATION AND REVISION

- A. This TWEMP is effective from 1 January 2019.
- B. This TWEMP replaces and supersedes all previous QUU TWEMP versions.
- C. This TWEMP requires some Approval Holders to commence self-monitoring programs for billing and compliance purposes. Where this is a new requirement for an Approval Holder, the Approval Holder shall have until 1 July 2019 to commence self-monitoring unless otherwise specified by QUU.
- D. Access Charges for discharges above the Sewer Acceptance Criteria mass load and volume limits are new to this version of the TWEMP and do not apply retrospectively. They shall apply, where triggered, to new or amended approvals from 1 July 2019 unless otherwise specified by QUU.
- E. This TWEMP is subject to regular review. The next revision will be released in January 2020, or earlier if circumstances require it.

## APPENDIX A INTERPRETATIONS AND DEFINITIONS

### A.1 Interpretations

In this TWEMP and every Trade Waste Approval given by QUU, 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 TWEMP;
- k) A reference to a clause in this TWEMP is to a clause of this TWEMP;
- 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 TWEMP or a document is to that TWEMP 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 TWEMP, a construction that would promote the purpose or object underlying the TWEMP must be preferred to a construction that would not promote that purpose or object.

## A.2 Definitions

Unless a provision explicitly states otherwise, the following terms and phrases used in this TWEMP and all Trade Waste Approvals shall have the following meanings:

**Table 7 – Definitions**

Term or phrase	Definition
Accessible	Accessible, when applied to required pre-treatment monitoring or pre-treatment equipment, shall mean direct access without the necessity of removing any panel, door, vehicle, equipment, materials, or other similar obstruction.
Application Date	For a Trade Waste Approval application, the application date means: <ul style="list-style-type: none"> <li>if QUU does not request further information from the applicant about the application – the date QUU received the application; or</li> <li>if QUU requests further information from the applicant about the application – the day QUU receives the information.</li> </ul>
Approval Holder	A person to whom QUU gives a Trade Waste Approval.
Authorised Person	Means an Authorised Person under The Water Supply Act and the DR Act.
Average Daily Trade Waste Flow	The arithmetical mean calculated by dividing the total trade waste flow over a set period ranging from a minimum of one (1) month to a maximum of six (6) months by the number of working days when a discharge occurs during this period.
Basic Pre-Treatment Devices	Basic trade waste pre-treatment devices uses gravity, centripetal force or filtration to separate oil, grease, hydrocarbons, silt/solids or other contaminants from trade waste – without the addition of treatment chemicals. Typified by passive grease/silt arrestors and oil/silt arrestors.
Biochemical Oxygen Demand (BOD <sub>5</sub> )	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.
Composite Sample	The sample resulting from the combination of individual wastewater samples taken at selected intervals based on an increment of either flow or time.
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, colour, BOD, Chemical Oxygen Demand (COD), toxicity, or odour].
Cooling Water	Water used for cooling which does not come into direct contact with any raw material, intermediate product or finished product, including from such uses as air conditioning, heat exchangers, cooling or refrigeration and may contain biological control, scale control and corrosion prevention additives.
Day	Day shall be defined as a calendar day.

Term or phrase	Definition
Discharge	The introduction of contaminants into QUU's sewerage infrastructure from any non-domestic source regulated under section 180 of the Water Supply Act.
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 pre-treatment, into QUU's sewerage infrastructure.
DR Act	South-East Queensland Water (Distribution and Retail Restructuring) Act 2009.
EP Act	Environmental Protection Act 1994 (Qld).
Formal Compliance Action	A compliance action provided for under QUU's regulating legislation, and taken by QUU to remedy a non-compliance.
Good Operating Practice (GOP)	<p>In respect of the design, construction, management, operation, maintenance, upgrade and repair of the Approval Holder's Infrastructure, the exercise of that degree of skill, care and diligence, and the adoption of those practices, methods and acts, that would reasonably be expected from an experienced operator of a comparable facility or infrastructure under comparable circumstances, and includes (with limitation) taking reasonable steps to ensure that:</p> <ul style="list-style-type: none"> <li>the design, construction, management, operation, maintenance, upgrade and repair of the Infrastructure complies with Applicable Laws and is otherwise in accordance with relevant industry standards and practices;</li> <li>adequate materials, resources and supplies are available and employed;</li> <li>sufficient, adequately experienced and trained operating personnel:</li> <li>are available to manage and operate the Infrastructure properly and efficiently, taking into account any manufacturer guidelines and specifications for components of the Infrastructure; and</li> <li>are capable of responding to abnormal conditions;</li> <li>preventative, routine and non-routine maintenance and repairs of the Infrastructure are performed on a basis that ensures reliable, long-term and safe operation, taking into account any manufacturer guidelines and specifications;</li> <li>appropriate monitoring and testing is done to ensure the Infrastructure is functioning as designed and to provide assurance that the Infrastructure will function properly under both normal and abnormal conditions; and</li> </ul> <p>the Infrastructure is operating in a manner that:</p> <ul style="list-style-type: none"> <li>is safe;</li> <li>does not unnecessarily damage the environment;</li> <li>does not cause damage to the Infrastructure over and above normal wear and tear; and</li> <li>does not damage or interfere with the operation of any utility services or the QUU Infrastructure or other infrastructure; and</li> <li>there is a periodic identification and assessment of risks associated with the operation and maintenance of the Infrastructure; and</li> <li>all necessary Authorisations are obtained, complied with and maintained.</li> </ul>
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.
Grease Arrestor	A remotely located trade waste pre-treatment device designed and installed so as to separate and retain deleterious or undesirable matter, such as grease, fat and silt, from trade wastes and permit less polluted trade wastes to discharge by gravity into QUU's sewerage infrastructure.

Term or phrase	Definition
Informal Compliance Action	Any activity undertaken by QUU for the purposes of encouraging a third party to voluntarily comply with their legal obligation, but which is not an activity provided for under QUU's regulating legislation.
Interceptor	An interceptor is a device designed and installed so as to separate and retain deleterious or undesirable matter from trade wastes and permit less polluted trade wastes to discharge by gravity into QUU's sewerage infrastructure.
Interference	Interference includes, for example, a discharge which alone or in conjunction with a discharge or discharges from other sources, either: <ul style="list-style-type: none"> <li>inhibits or disrupts QUU sewerage system, its treatment processes or operations;</li> <li>inhibits or disrupts its effluent and/or biosolids reuse or disposal programs or options; or</li> <li>causes a violation of either a QUU environmental authority condition or other current or future statutory or regulatory provisions or both.</li> </ul>
Licensable Food Business	A licensable food business in accordance with section 48 of the Food Act 2006.
Maximum Allowable Discharge Limit	The maximum concentration expressed in mg/L or maximum load expressed in kg/day of a contaminant allowed to be discharged at any time or over a set period.
Medical Wastes	Solid medical material such as syringes, hypodermic needles, other sharps, bandages, dressings, body parts, contaminated bedding and surgical wastes, isolation wastes, infectious agents and pathological wastes.
New Source	A property location/premises with any building, structure, facility, installation or infrastructure from which there is proposed to be a discharge of trade waste into QUU's sewerage infrastructure provided that: <ul style="list-style-type: none"> <li>the building, structure, facility, installation or infrastructure is constructed on land at which no other trade waste source is located; or</li> <li>the building, structure, facility, installation or infrastructure totally replaces the process or production equipment (i.e. new waste generating process) that currently discharges trade waste; or</li> <li>trade waste is discharged into QUU's sewerage infrastructure from a different person from such building, structure, facility, installation or infrastructure totally independently to trade waste discharged from an existing Approval Holder on such land.</li> </ul>
Nominated Premises	The premises nominated or specified in a Trade Waste Approval given by QUU from which trade waste may be discharged into QUU's infrastructure.
Occupier	The occupier means the person in actual occupation of the Nominated Premises, and includes a lessee or licensee under the Land Act 1994 or tenant of the Nominated Premises, or, if there is no person in actual occupation, the person entitled to possession of the Nominated Premises.
Oil Silt Arrestor	A remotely located trade waste pre-treatment device designed and installed so as to separate and retain deleterious or undesirable matter, such as mineral oils, hydrocarbons and silt, from trade wastes and permit less polluted trade wastes to discharge by gravity into QUU's sewerage infrastructure.
Owner	Any of the following: <ul style="list-style-type: none"> <li>a registered proprietor of land;</li> <li>a body corporate under the Body Corporate and Community Management Act 1997 (Qld).</li> </ul>

Term or phrase	Definition
Pass Through	<p>A pass through event is an event whereby a contaminant:</p> <ul style="list-style-type: none"> <li>because of its quantity and/or concentration cannot be adequately treated at a STP; or</li> <li>because of its refractory nature prevent another contaminant being adequately treated;</li> </ul> <p>causes a contaminant to pass through the plant into local waters within QUU's service area in a quantity and/or concentration that causes a breach of an environmental authority issued by EHP.</p>
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.
Premises	Includes land, buildings and infrastructure from which trade waste is discharged.
Pre-Treatment	The reduction of the amount of contaminants, the elimination of contaminants, or the alteration of the nature of contaminant properties in trade waste prior to (or in lieu of) introducing such contaminants into QUU's sewerage infrastructure. This reduction or alteration can be obtained by physical, chemical, or biological processes; by process changes; or by other means (except by diluting the concentration of contaminants with water [potable or Stormwater]).
Pre-Treatment Requirements	Any substantive or procedural requirement related to pre-treatment imposed on an Approval Holder, other than Trade Waste Sewer Acceptance Criteria.
Prohibited Substance	A substance prescribed in Schedule 1 of the Water Supply (Safety and Reliability) Act 2008.
Properly Made Submission (in relation to s. 182 and s. 463 of Water Supply Act)	<p>A submission that:</p> <ul style="list-style-type: none"> <li>is in writing and signed by each person who made the submission; and</li> <li>is received on or before the last day for making the submission; and</li> <li>states the name and address of the each person who made the submission; and</li> <li>states the grounds of the submission and the facts and circumstances relied on in support of the grounds; and</li> <li>is received by the person stated in the notice inviting the submission.</li> </ul>
QUU	Queensland Urban Utilities. The Central SEQ Distributor-Retailer Authority.
Regulated Waste	<p>Regulated waste, under the EP Act, means a waste that:</p> <ul style="list-style-type: none"> <li>contains a significant quantity of a hazardous contaminant;</li> <li>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</li> <li>may cause environmental harm if improperly transported, treated, stored, disposed, or otherwise.</li> </ul>
Residual Waste	<p>Materials which still require disposal after the completion of a treatment process, destruction process or resource recovery activity.</p> <p>Residual wastes include:</p> <ul style="list-style-type: none"> <li>residual wastes from basic pre-treatment infrastructure (e.g. FFOG and silt);</li> <li>chemical treatment plant residual waste (e.g. metal sludges); and</li> <li>other industrial wastes that exceed the Sewer Acceptance Criteria.</li> </ul>

Risk Classification System	An internal classification system developed by QUU to assess the relative perceived risk to QUU's sewerage infrastructure from a trade waste discharge, and using a scale from 1 to 7 to rate very high risk dischargers to very low risk dischargers respectively.
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 QUU's sewerage infrastructure.
Sewage Treatment Plant	That portion of QUU's sewerage infrastructure designed to treat wastewater.
Sewer or Sewerage System	Any QUU owned sewerage infrastructure, such as pipes, pump stations, inlet works, Sewage Treatment Plants or outfall infrastructure used by QUU to provide its sewerage service.
Sewer Acceptance Criteria	A suite of standards that details the maximum level of contaminants (concentration and/or mass based) allowable in a trade waste to be suitable for discharge to QUU's 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.
Slug Load	Any discharge of a non-routine, episodic nature, including but not limited to, an accidental spill or a non-customary batch discharge, or any discharge greater than or equal to five (5) times the amount or concentration allowed by a Trade Waste Approval or this Trade Waste Environmental Management Plan.
Specific Conditions	Trade Waste Approval conditions that are specific to a lot, usually an alteration of the General Conditions described within the TWEMP.
Stormwater	Any flow occurring during or following any form of natural precipitation, and resulting from such precipitation.
Stormwater Drainage	A drain, channel, pipe, chamber, structure, outfall or other work used to receive, store, transport or treat Stormwater.
Suspended Solids	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.
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.
Trade Waste	Water-borne waste from business, trade, or manufacturing premises, other than waste that is a Prohibited Substance, human waste or Stormwater.
Trade Waste Approval	A trade waste control document issued by QUU allowing the discharge of trade waste into QUU's sewerage infrastructure.
Trade Waste Factor	A factor between 0.01 and 1.00 describing the fraction of water used in the trade waste generating area that is typically discharged as trade waste (1.00 means all water is sent to sewer).



Term or phrase	Definition
Trade Waste Officer (TWO)	A person holding appointment as a trade waste officer of QUU under the DR Act.
Trade Waste Meter	An effluent flow meter compliant with clause 11.2.1 of this TWEMP, and which is: <ul style="list-style-type: none"> <li>of a mag-flow type listed in the SEQ Water Supply and Sewerage Design and Construction Code, and</li> <li>installed, maintained and calibrated in accordance with the WSAA Trade Waste Metering Code of Practice (WSA 15 - 2014).</li> </ul>
STP Effluent	The discharge from a QUU operated STP, either: <ul style="list-style-type: none"> <li>into local and surrounding waters of the QUU service area; or</li> <li>supplied to a person for re-use under the terms and conditions of a contract or an approval.</li> </ul>
Wastewater	Industrial wastewater discharge before pre-treatment to trade waste.
Water Supply Act	Water Supply (Safety and Reliability) Act 2008 (Qld).

### A.3 Abbreviations

The following abbreviations shall have the designated meanings:

**Table 8 – Abbreviations**

Abbreviation	Description
BOD	Biochemical Oxygen Demand
COD	Chemical Oxygen Demand
LEL	Lower Explosive Limit
LIWIS	Liquid Industrial Waste Information System
NATA	National Association of Testing Authorities
PIN	Penalty Infringement Notice
QESP	Quality Estimate Sampling Program
SAC	Sewer Acceptance Criteria
SMP	Self-Monitoring Program
STP	Sewage Treatment Plant
SS	Suspended Solids
TKN	Total Kjeldahl Nitrogen
TP	Total Phosphorus
TWIP	Trade Waste Improvement Plan
TOG	Total Oil and Grease

## APPENDIX B DELEGATION OF AUTHORITY

Trade Waste Officers are delegated the authority under the Water Supply Act to:

- Section 33(2) - Give notice to a person who makes an unauthorised connection.
- Section 33(4)(a) - Authorised Person may enter and disconnect.
- Section 33(5)(a) - Authorised Person may enter and disconnect where connection is causing damage to infrastructure.
- Section 36(1) - Power to enter places for restricted purposes.
- Section 37(1) - Power to enter place to read, check, maintain or replace meter.
- Section 44(4) - Give notice of interruptions to water supply under emergency situation.
- Section 180 - Give an approval to discharge trade waste.
- Section 182 - Suspending or cancelling trade waste approval.
- Section 183 - Give a show cause notice about proposed action.
- Section 183(2)(a) - Suspend approval for proposed suspension period.
- Section 183(2)(b) - Cancel approval or suspend for a period.
- Section 184 - Suspend or cancel approval without giving show cause notice.
- Section 193 - Give a consent to discharge particular materials.

The Manager of Commercial Water & Trade Waste is an Authorised Person with the above delegations and the authority to:

Under the Water Supply Act

- Section 33(2) - Give notice to a person who makes an unauthorised connection.
- Section 34 - Give notice directing remedial work.
- Section 45 - Appoint an authorised person.

Under the DR Act

- Section 53CK - Appoint a discharge officer
- Section 53CN - Power to enter.
- Section 53CO - Power to enter place subject to approved inspection program.
- Section 53CR - Application for warrant.
- Section 53CV - Entry with consent.
- Section 53CW - Entry under warrant.
- Section 53CX - Other entries.
- Section 53CZ - General powers after entry.
- Section 53DC - Power to require name and residential address.
- Section 53DD - Power to require evidence of name and residential address.
- Section 53DJ - Discharge compliance notice.

Details of delegated authorities are kept within the QUU [Sub-Delegations Register](#).

## APPENDIX C TRADE WASTE SEWER ACCEPTANCE CRITERIA

### C.1 Purpose and Scope

These Trade Waste Sewer Acceptance Criteria define the general standards for trade waste approved for discharge into sewerage infrastructure owned by Queensland Urban Utilities.

Site-specific variations to the Trade Waste Sewer Acceptance criteria may be approved at QUU's sole discretion and such variations will be documented in Trade Waste Approval conditions.

These Trade Waste 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.

### C.2 Prohibited Substances

No person, whether the person is an Approval Holder or not, shall introduce or cause to be introduced into QUU's sewerage infrastructure Prohibited Substances listed in Trade Waste 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 QUU's 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, Stormwater, roof water, subsoil water and surface water.**

Note: specifically including:

- Where Stormwater 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 Stormwater or groundwater.
- Where such water has been modified by commercial activities or trade, QUU 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 pre-treatment of industrial or commercial wastes or from industrial or commercial processes, unless such wastes have undergone pre-treatment and have been approved for discharge by QUU.
- **A substance at a temperature of more than 38<sup>0</sup>C (or as otherwise agreed in writing by QUU)**

### C.3 Restricted Substances

No person, whether the person is an Approval Holder or not, shall introduce or cause to be introduced into QUU's sewerage infrastructure any restricted substance at concentration or mass load greater than the relevant Sewer Acceptance Criteria listed in the tables below.

For trade waste discharge volumes greater than 25kL/day QUU may apply specific Sewer Acceptance Criteria (generally lower than the limits described below and inclusive of mass load conditions).

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 QUU.

Parameter	Remarks
Medical and infectious wastes	<p>Pathological, infectious and cytotoxic wastes are prohibited except as allowed for under the National Guidelines for the Management of Clinical and Related Wastes 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> <p>QUU shall have the authority to require that any discharge of etiologic or infectious agents or substances to the sewerage system be rendered inactive and non-infectious prior to discharge if the waste is deemed to pose a threat public health and safety, or can become an etiologic agent subsequent to discharge to sewer, or will result in any violation of applicable wastewater discharge requirements.</p> <p>No unwanted, unused or expired pharmaceuticals shall be deposited of to the sewerage system, except in accordance with federal and state regulations.</p>
Genetically engineered organisms	<p>Dischargers must notify and obtain the written permission of QUU prior to the discharge of genetically engineered organisms. QUU, 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>Office of the Gene Technology Regulator MDP54 GPO Box 9848 Canberra ACT 2601 Email: <a href="mailto:ogtr@health.gov.au">ogtr@health.gov.au</a> Phone: 1800 181 030 Fax: (02) 6271 4202</p>
Halogenated Aromatic Hydrocarbons (PCBs and PBBs)	<p>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.</p>
Pesticides – organochlorine	<p>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.</p>
Radioactive material	<p>Radioactive material discharged to sewer must comply with requirements and discharge standards specified in the <a href="#">Radiation Safety Act 1999</a> and associated regulations, including section 16 and Schedule 3 of the <a href="#">Radiation Safety Regulation 2010</a> as updated from time to time.</p>
Other substances	<p>Other substances to be controlled in discharges to sewer are those which:</p> <ul style="list-style-type: none"> <li>• are persistent and/or toxic</li> <li>• pass through a treatment plant untreated or partially treated and affect the receiving environment</li> <li>• are deleterious to the sewerage system, employees of QUU and/or the public</li> <li>• inhibit process efficiency or make collection and treatment of wastewater more expensive</li> <li>• could lead to contamination of the wastewater treatment products.</li> </ul>

#### C.4 General Acceptance Limits

Parameter	Maximum Limit	Remarks
Ammonia (as N)	150 mg/L	
Biochemical Oxygen Demand (BOD <sub>5</sub> )	1000 mg/L (Mass Load Limit 250 kg/day)	Note Mass Load Limit. Excess discharges may be approved subject to capacity assessment but in such cases the Approval Holder may be required to enter into a Trade Waste Services Agreement that includes annualised access charges.
Boron (as B)	100 mg/L	
Bromine (Br <sub>2</sub> )	10 mg/L	
Chemical Oxygen Demand (COD)	2000 mg/L	A specific COD mass load limit in kilograms per day may be applied as a Trade Waste Approval condition.
Chlorine (Cl <sub>2</sub> )	10 mg/L	
Colour	Not noticeable after 100 times dilution	
Cyanide – weak acid dissociable (as CN)	5 mg/L	
Fluoride (as F)	30 mg/L	
Oil and Grease (total)	200 mg/L	Does not apply where discharge is deemed compliant due to installation and GOP operation of a properly sized authorised grease arrestor.
pH	Minimum: 6 Maximum: 10.5	
Salts – Total Dissolved (TDS)	5000 mg/L	Applies to saline receiving waters (Brisbane STPs) Inland STPs may have lower limits.
Solids – gross	13mm (max linear dimension), 3 m/hr QSV	Non-faecal gross solids shall have a maximum linear dimension of less than 13mm, a quiescent settling velocity of less than 3 m/hr, and shall not float.
Solids – Suspended (SS)	500 mg/L	
Sulphate (as SO <sub>4</sub> )	2000 mg/L	
Sulphide – dissolved (as S <sup>2-</sup> )	1 mg/L	
Sulphite (as SO <sub>2</sub> )	100 mg/L	
Temperature	<38°C	
Total Nitrogen (as N)	150 mg/L (Mass Load Limit 50 kg/day)	Note mass load and volume limits. Excess discharges may be approved subject to capacity assessment but in such cases the Approval Holder may be required to enter into a Trade Waste Services Agreement that includes annualised access charges.
Total Phosphorous (as P)	20 mg/L (Mass Load Limit 10 kg/day)	
Volume (kL/day)	25 kL/day	

**Note:** QUU may require Approval Holders to meet stricter limits - according to the characteristics of the proposed discharge and the capacity of the relevant sewage catchment.

## C.5 Specific Acceptance for Trade Waste Containing Metals

QUU has elected to apply mass load criteria and concentration limits to the acceptance of trade waste containing metals.

To discuss catchment specific upper mass load limits, contact QUU Trade Waste on (07) 3432 2160 or email [trade.waste@urbanutilities.com.au](mailto:trade.waste@urbanutilities.com.au).

**Table 9 - Metals Solution Discharge Limits**

Parameter	Upper Daily Mass Load (UDML – Luggage Point STP)†	Concentration Limits
Aluminium (Al)	500 g/day	100 mg/L
Arsenic (As)	10 g/day	5 mg/L
Cadmium (Cd)	1.5 g/day	2 mg/L
Chromium (Cr)		
Total	50 g/day	20 mg/L
Hexavalent*	2.5 g/day	1 mg/L
Cobalt (Co)	50 g/day	10 mg/L
Copper (Cu)	50 g/day	10 mg/L
Iron (Fe)	500 g/day	100 mg/L
Lead (Pb)	75 g/day	10 mg/L
Manganese (Mn)	500 g/day	100 mg/L
Mercury (Hg)	0.5 g/day	0.05 mg/L
Molybdenum (Mo)	50 g/day	10 mg/L
Nickel (Ni)	30 g/day	10 mg/L
Selenium (Se)	2.5 g/day	5 mg/L
Silver (Ag)	2.5 g/day	5 mg/L
Tin (Sn)	50 g/day	10 mg/L
Zinc (Zn)	50 g/day	10 mg/L
*QUU requires the waste generator to reduce hexavalent chromium to trivalent chromium.		

### Notes:

† These UDML limits are developed for Luggage Point STP catchment. Use the factors below to correct for other nominated STPs:

STP Catchment	Factor
Gibson Island, Oxley Creek	0.5
Bundamba, Goodna, Sandgate	0.2
Fairfield, Wacol, Wynnum, Carole Park	0.1
Regional STPs	Refer request to QUU

QUU may require Approval Holders to meet stricter limits - according to the characteristics of the proposed discharge and the capacity of the relevant sewage catchment.

## C.6 Specific Acceptance for Organic Compounds

Parameter	Maximum Limit	Remarks
<b>Aldehydes</b>		
Formaldehyde	30 mg/L	
Acetaldehyde	5 mg/L	
Propionaldehyde	5 mg/L	
Dimethyl sulphide	1 mg/L	
Butyl Carbitol	1000 mg/L	Not greater than 2 mg/L at STP influent
<b>Ketones</b>		
Acetone	400 mg/L	
Methyl ethyl ketone	100 mg/L	
<b>Pesticides – total (includes insecticides, herbicides, fungicides)</b>	1.0 mg/L	
<b>Pesticides – organophosphorous (total)</b>	0.1 mg/L	
<b>Per and poly-fluoro alkyl substances (PFAS)</b>	0.0002 mg/L	All discharges must be assessed and approved by QUU in accordance with the <a href="#">QUU PFAS Source Control Management Plan</a> .
<b>Petroleum hydrocarbons</b>		
Total	30 mg/L	
C <sub>6</sub> -C <sub>9</sub>	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	
<b>Phenolic compounds</b>		
Total Phenols	100 mg/L	
Pentachlorophenol	5 mg/L	
Polynuclear Aromatic Hydrocarbons (PAHs)	5 mg/L	
<b>Volatile organic compounds</b>		
Halogenated (total)	1 mg/L	
Trichloromethane (chloroform)	0.1mg/L	
Tetrachloroethene (perchloroethylene)	0.01mg/L	
Trichloroethene (trichloroethylene)	0.1 mg/L	

**Note:** QUU may require Approval Holders to meet stricter limits - according to the characteristics of the proposed discharge and the capacity of the relevant sewage catchment.



## APPENDIX D STANDARD TRADE WASTE FACTORS

**Table 10 - Standard Trade Waste Factors by Business Type**

Industry Type	Standard Factor
Food manufacturing	0.95
Food service	0.95
Automotive/mechanical/wash bays	0.98
Laundry/dry cleaning	0.85
Education/care facilities	0.95
Cooling towers (premises with unmetered)	0.50
Metal coating and finishing	0.98
General manufacturing	0.95
Waste treatment major	0.95
Miscellaneous wastewater minor	0.95
Personal care services	0.95
Veterinary services and animal care	0.95
Laboratories	0.95
Hospitals	0.95
Other	0.98

## APPENDIX E PRE-TREATMENT REQUIREMENTS

### E.1 Basic Pre-Treatment Requirements for Nominated Business Types

The business types listed below are deemed to comply with Sewer Acceptance Criteria where:

- a) no pre-treatment is required; and
- b) when discharging trade waste through properly installed and maintained pre-treatment infrastructure, unless otherwise specified by QUU.

**Table 11 - Basic Pre-Treatment Requirements by Business Type**

All pre-treatment devices must be of an authorised type, properly sized and maintained in accordance with the National Guideline for Managing FFOG (Foods, Fats, Oils and Grease) from Food Premises (WSAA 2018)	
<b>Workshops</b>	<b>Basic Pre-Treatment Requirements</b>
<b>Mechanical workshop</b>	Oil Silt Arrestor.
<b>Food service</b>	<b>Basic Pre-Treatment Requirements</b>
<b>Bakery (retail)</b> Cooking on site	Grease silt arrestor.
<b>Butcher (retail)</b>	Grease silt arrestor. In-sink and floor waste basket traps of self-closing or fixed screen type.
<b>Food service business</b> Cooking on site	Grease silt arrestor.
<b>Coffee shop / sandwich shop / sandwich bar</b> No cooking on site	No pre-treatment required.
<b>Commercial kitchen</b> Hotel, motel, function centre, hospital	Grease silt arrestor. In-sink and floor waste basket traps of self-closing or fixed screen type. Waste Minimisation Plan.
<b>Community hall kitchens</b> Minimal food preparation at site	No pre-treatment required.
<b>Community hall kitchens</b> Cooking on site and Food Licence	Grease silt arrestor.
<b>Delicatessen</b> No meat or hot food cooked on site	No pre-treatment required.
<b>Fresh fish (retail)</b> No fish cleaned, filleted or cooked on site	No pre-treatment required.
<b>School canteen</b> No cooking on site	No pre-treatment required.
<b>School canteen or kitchen</b> Cooking on site	Grease silt arrestor.
<b>Food manufacturing/processing</b>	<b>Basic Pre-Treatment Requirements</b>
<b>Food manufacturing – minor</b> (<10 kL/day discharge)	Grease silt arrestor. In-sink and floor waste basket traps of self-closing or fixed screen type. Waste Minimisation Plan.

All pre-treatment devices must be of an authorised type, properly sized and maintained in accordance with the National Guideline for Managing FFOG (Foods, Fats, Oils and Grease) from Food Premises (WSAA 2018)	
Service industries	Basic Pre-Treatment Requirements
<b>Beautician / hairdressing salon</b>	No pre-treatment required. No discharge through Grease Arrestor.
<b>Laundry</b> Coin operated only (not commercial)	No pre-treatment required.
<b>Funeral parlour</b>	No pre-treatment required.
<b>School science laboratory</b>	Authorised silt trap or dilution chamber with a capacity greater than the peak hourly flow (L/hr). Neutralisation chamber may be required.
<b>School art studio / block</b>	Silt arrestor with a capacity greater than the peak hourly flow (l/hr).
<b>Veterinary practice or hydrobath</b> No discharge of Regulated Waste	No pre-treatment required. Basket trap in discharge being of self-closing or fixed screen type.
Care facilities	Basic Pre-Treatment Requirements
<b>Day care centre</b> No cooking on site	No pre-treatment required.
<b>Day care centre</b> Cooking on site	Grease silt arrestor.
<b>Nursing home kitchen</b>	Grease silt arrestor.
<b>Retirement village kitchen</b>	Grease silt arrestor.
Commercial process	Basic Pre-Treatment Requirements
<b>Bin wash</b> Associated with commercial premises	Basket trap in floor waste of self-closing or fixed screen type.
<b>Carwash</b> Roofed and bunded	Oil Silt Arrestor. Basket trap in floor waste of self-closing or fixed screen type.
<b>Cooling tower condensate and blow-down</b>	No pre-treatment required.
<b>Boiler blow-down or wastewater</b>	No pre-treatment required.
<b>Refrigeration condensate</b>	No pre-treatment required.
<b>Compressor condensate</b> Large scale	Oil Silt Arrestor.

Standard arrestor sizing details are provided in clause 8.7 of this TWEMP.

## APPENDIX F GUIDELINE FOR ESTIMATING PEAK HOURLY FLOW

Manufacturer specifications for water usage rate shall over-ride estimates where made available. The estimates below are consistent with the [National Guideline for Managing FFOG \(Foods, Fats, Oils and Grease\) from Food Premises \(WSAA 2018\)](#) (the FFOG Guideline).

Fixture/Fitting Type	Peak Hourly Flow Allowance (Litres/hour)
Bain Marie - water heated	50 L/hr
Bratt Pan	100 L/hr
Cleaners' sink	50 L/hr
Dishwasher - tunnel feed	300 L/hr
Dishwasher - large	120 L/hr
Dishwasher - domestic (under bench)*	30 L/hr
Floor waste/bucket trap/grated strip drain	50 L/hr per 50m <sup>2</sup> of floor area, or part thereof.
Glass washing machine	30 L/hr
Hand basin	50 L/hr
Laboratory sink	No allowance but minimum trap required
Noodle cooker	100 L/hr
Combi oven / Steamer roast oven	150 L/hr up to 40 racks
Kettle electric or gas / steamer cooker	100 L/hr
Sink - utility / pot (depth greater than 300mm)	150 L/hr
Sink – single bowl (depth up to 300mm)	75 L/hr
Sink – double bowl	150 L/hr
Tundish – condensate (refrigerator / freezer)	3 L/hr
Wok burner – dry	20 L/hr
Wok burner – wet (traditional)	200 L/hr

\* **Note:** where practical, dishwashers should be plumbed around the Grease Arrestor.

## APPENDIX G LEGISLATION RELEVANT TO TRADE WASTE

[Water Supply \(Safety and Reliability\) Act 2008](#)

[South-East Queensland Water \(Distribution and Retail Restructuring\) Act 2009](#)

[Environmental Protection Act 1994](#)

[Environmental Protection Regulation 2008](#)

[Waste Reduction and Recycling Regulation 2011](#)

[Food Act 2006](#)

[Plumbing and Drainage Act 2018 \(formally the Plumbing and Drainage Act 2002\)](#)

[Standard Plumbing and Drainage Regulation 2003](#)

[Public Health Regulation 2018](#)

[Planning Act 2016 \(formally the Sustainable Planning Act 2009\)](#)