

LIQUID TRADE WASTE PRICING AND MANAGEMENT POLICY

1. Aim

Southern Water's aim is to provide liquid trade waste services in alignment with the principles of environmental, social and economic sustainability. This Policy sets out how Southern Water will manage and charge for the discharge of liquid trade waste into sewerage systems.

The objectives of this Policy are to:

- protect the health and safety of the public and people working on the wastewater system;
- protect Southern Waters' wastewater systems, and where relevant, combined wastewater and stormwater systems;
- protect Southern Waters' wastewater treatment processes;
- facilitate the recycling and reuse of wastewater treatment plant by-products;
- ensure Southern Water meets relevant environmental statutory and license requirements;
- provide economically efficient and effective liquid trade waste services for customers;
- transparently recover the costs directly associated with the liquid trade waste service.

2. Legislation

Under section 56ZI of the *Water and Sewerage Industry Act 2008* a person must not cause or permit anything to be discharged into the sewerage system without first obtaining Southern Waters' consent or entering into a contract or arrangement for the provision of liquid trade waste services.

3. Background

Wastewater system infrastructure is primarily designed to transport and treat domestic strength wastewater using mostly biological systems for treatment. The acceptance of liquid trade waste requires careful management and planning to ensure that wastewater received from all sources can be safely transported and treated to a standard that prevents environmental and operational harm.

The *Water and Sewerage Industry Act 2008* defines liquid trade waste as, '...the liquid waste generated by any industry, business, trade or manufacturing process'. To provide clarity, liquid trade waste acceptable for discharge into Southern Water's wastewater systems includes (but is not limited to) appropriately treated wastewater resultant from trade, industrial, commercial, institutional, medical, dental, veterinary, agricultural, horticultural or scientific research or experimental activities.

4. Policy

4.1 Liquid Trade Waste

If an application to discharge liquid trade waste to sewer is approved, Southern Water will issue a consent or enter into an agreement for service with the liquid trade waste producer. If the proposed discharge is

deemed to compromise the stated aims and objectives of the policy, the application will be refused. Liquid trade waste is categorised as described below according to the risk the activity presents in the particular wastewater catchment. Table 1 is indicative in terms of how categories of customers will be assessed and managed.

- CATEGORY 1 LOW VOLUME AND LOW IMPACT LIQUID TRADE WASTE**
Liquid trade waste considered to be different in strength and/or volume to domestic liquid waste with lower strength and/or volume characteristics than that of Category 2.
- CATEGORY 2 LOW TO MEDIUM VOLUME AND LOW IMPACT LIQUID TRADE WASTE**
Liquid trade waste with characteristics considered to be greater in strength and/or volume than domestic liquid waste that is considered to have a low impact.
- CATEGORY 3 LOW TO MEDIUM VOLUME AND MEDIUM IMPACT LIQUID TRADE WASTE**
Liquid trade waste with characteristics considered to be greater in strength and/or volume than domestic liquid waste that is considered to have a medium impact.
- CATEGORY 4 HIGH IMPACT LIQUID TRADE WASTE**
Liquid trade waste of any volume or strength considered to have a high impact.

4.2 Liquid Trade Waste Pricing Structure

Southern Water reserves the right to apply an appropriate charging methodology to customers. As per the Interim Pricing Order; liquid trade waste charging methodologies previously levied by the Municipal Councils will continue to apply in the 2011/12 financial year, increased by the allowable municipal caps. New customers entering into an agreement or consent will be charged in accordance with this Policy.

Southern Water will honour any liquid trade waste services agreement in place prior to 1 July 2009 for the term of that agreement or as otherwise agreed. At the expiration of this term, a new Agreement for Provision of Liquid Trade Waste Services must be entered into by the liquid trade waste customer for the acceptance of the liquid trade waste to continue.

Expenses from sampling and monitoring undertaken by Southern Water, as required by the consent or agreement, will be recovered at cost.

The following charges will apply:

Application Fee - To recover the costs associated with processing the Liquid Trade Waste Application.
Annual

Management Fee - To recover the costs of administering and managing the consent or agreement.

Usage Charge - Based on the cost to treat the actual or deemed volume and mass load of contaminants in the liquid trade waste received.

Non-Compliance Charges - Exceedance charges and recovery of other costs associated with the customer failing to comply with the conditions of an agreement or consent, or failing to obtain approval for discharge

of liquid trade waste to sewer will apply. Further, the Water and Sewerage Industry Act 2008 section 56Z1 1(c) provides for significant penalties.

Developer Charges - In addition to the above standard charges, new customers requesting the treatment of liquid trade waste; or existing customers requesting to alter the nature or increase the approved volume or mass load of liquid trade waste discharged, may be subject to Developer Charges. (Refer to Corporation Developer Charges Policy and Extension and Expansion Policy for more information).

Current liquid trade waste charges can be obtained from the Southern Water website.

4.3 Dispute Resolution

The resolution of disputes shall be undertaken in accordance with the provision of the consent or agreement document or as described in the Customer Services Charter.

5. Responsibilities

5.1 Liquid trade waste customer:

- Ensure they have applied for and obtained a consent or agreement from Southern Water to discharge liquid trade waste into Southern Water's wastewater system.
- Ensure that any approved liquid trade waste pre-treatment system is correctly installed and adequately maintained to sustain a deemed compliance status or to meet the acceptance to sewer criteria.
- Comply with all terms and conditions of the consent or agreement entered into with Southern Water.
- Payment of charges in accordance with this Policy and the arrangements within the liquid trade waste agreement or consent.

5.2 Southern Water:

- Work with customers to put in place appropriate mechanisms to facilitate compliance with the liquid trade waste consent or agreement.
- Assess building and plumbing Certificate for Certifiable Works applications including applications for installation of liquid trade waste pre-treatment devices to be installed at the sites from which liquid trade waste customers operate, or intend to operate.
- Ensure that liquid trade waste can be received in accordance with the customer consent or agreement.
- Provide accurate and timely accounts in accordance with the liquid trade waste agreement or consent.
- Advise the customer of any interruption to service where possible.

6. References

- *Water and Sewerage Industry Act 2008 Interim Price Order*
- Water Services Association of Australia Wastewater Source Management Guideline, 2008.

TABLE 1: INDICATIVE CRITERIA FOR ASSESSING CUSTOMERS

	Category 1	Category 2	Category 3	Category 4
Volume	<1.1 kL/day or deemed compliant	< 33kL/day	< 33kL/day	As per acceptance criteria specific to agreement
BOD	<300 mg/L or deemed compliant	<600 mg/L or deemed compliant	As per acceptance criteria specific to consent	As per acceptance criteria specific to agreement
TSS	<350 mg/L or deemed compliant	<600 mg/L or deemed compliant	As per acceptance criteria specific to consent	As per acceptance criteria specific to agreement
Characteristics	Greater than domestic levels as set by Southern Water or deemed compliant	Greater than domestic levels as set by Southern Water or deemed compliant	Greater than domestic levels as set by Southern Water	Greater than domestic levels as set by Southern Water
Approval required	Consent	Consent	Consent	Trade Waste Service Agreement
Charge	Annual management fee, usage charge, and relevant non-compliance charge/s	Annual management fee, usage charge, and relevant non-compliance charge/s	Annual management fee, usage charge, and relevant non-compliance charge/s	Annual management fee, usage charge, and relevant non-compliance charge/s
Pre- treatment	Minimal or no pre-treatment required	Pre-treatment may be required	Pre-treatment may be required	Pre-treatment may be required
Issued to	Owner/Occupier	Owner/Occupier	Owner/Occupier	Owner/Occupier

Approved by the Board at its meeting on 11 July 2011



Signed: _____