

**POLICY TITLE:** TRADE WASTE ENVIRONMENTAL MANAGEMENT

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## 1. Purpose

This plan sets out in detail how Isaac Regional Council manages trade waste discharges and meets its obligations under legislation and its relevant environmental authorities.

This TWEMP aims to standardise trade waste management practices across Isaac Regional Council's service area. Notwithstanding the general alignment of trade waste management practices, this TWEMP applies certain local provisions where these are desirable to ensure Isaac Regional Council can achieve its trade waste objectives.

The TWEMP is supported by Isaac Regional Council's website, which provides concise descriptions of trade waste responsibilities and access to guidelines and forms relevant to the management of trade waste (refer to [www.isaac.qld.gov.au](http://www.isaac.qld.gov.au)).

### 1.1. Isaac Regional Council

Isaac Regional Council is deemed to be a service provider for water and wastewater services under the *Water Supply (Safety and Reliability) Act 2008* (the *Water Supply Act*).

Isaac Regional Council's water and wastewater services are provided to customers in Moranbah, Clermont, Nebo, Glenden, Dysart, Middlemount, St Lawrence and Carmila areas. As part of its wastewater services, Isaac Regional Council manages the discharge of trade waste to its sewerage networks.

### 1.2. Introduction

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'.<sup>1</sup>

Liquid wastes are produced by a variety of industrial, commercial and domestic activities. The *Environmental Protection Act 1994* (the *EPA 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. All discharges to receiving waters are required to be treated to a standard that will maintain or enhance receiving water quality and environmental values.

The discharge options for producers of trade waste are:

- Obtain an environmental authority under the *Environmental Protection Act 1994* to treat the waste themselves before discharge to the environment; or
- To have it treated at an approved treatment facility; or
- Seek approval from a service provider such as Isaac Regional Council to discharge to the sewerage system.

The discharge of trade waste to stormwater drainage is prohibited under the *Environmental Protection Act 1994* and the *Local Government Act 2009*.

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<sup>1</sup> *Water Supply Act*, Schedule 3  
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Isaac Regional Council provides a sewerage system primarily for the transport and treatment of domestic sewerage. Payment for this service is collected through sewerage charges on each seweraged property. The sewerage system may also be used, with the approval of Isaac Regional Council, 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.

Trade waste may have an organic strength many times that of domestic sewerage and may also contain other substances that are unusual in domestic sewerage, such as high levels of fats and grease, heavy metals and organic chemicals that Isaac Regional Council's sewerage infrastructure is not designed to treat. These substances may:

- Pose a risk to the safety and health of sewerage workers
- Cause physical damage to sewerage infrastructure
- Inhibit biological processes at treatment plants
- Accumulate in bio solids, making their reuse difficult or impracticable; or
- Pass through the plant untreated resulting in environmental contamination or an inability to reuse water.

### 1.3. Trade Waste Policy

To ensure the continued protection of the environment and waterways, Isaac Regional Council's policy is to conditionally accept trade waste into sewerage infrastructure provided that:

- It does not contain substances in amounts that are or may be toxic or hazardous to Isaac Regional Council's sewerage infrastructure, treatment processes, personnel or the environment;
- Where necessary, trade waste has been pre-treated by on-site '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.

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

- Development and implementation of a compliant TWEMP
- Clear communication of Isaac Regional Council's Trade Waste Management System (and its requirements) to trade waste customers and applicants
- Application of risk based trade waste management activities, including development and implementation of a consistent and equitable basis for scheduling compliance activities
- Conservation of resources and protection of the environment through waste minimisation, recycling, reuse and treatment at source
- Adoption of national and state guidelines applicable to the management of trade waste (specifically including the *Australian Sewage Quality Management Guideline (2012)*);
- Development of pricing and charging policies to reflect user pays principles and progressing towards recovering the full cost of trade waste services.

## 1.4. Trade Waste Objectives

Isaac Regional Council's trade waste objectives are:

- To protect the safety of Isaac Regional Council's personnel and the public, particularly:
  - wastewater system personnel who may be affected by trade waste substances in the wastewater or more generally the overall wastewater quality in the course of their work
  - the general public from the impacts of wastewater system operation (e.g. from unacceptable odour emissions) by conforming to strict health and environmental standards
- To protect sewerage infrastructure, ensuring that:
  - the structural or hydraulic integrity of wastewater system infrastructure will not be adversely impacted (e.g. through unacceptable corrosion) or will not result in an unacceptable level of risk
  - the achievement of regulated or reasonable business service objectives for the wastewater system are not compromised
  - the operation of the wastewater system is not unreasonably compromised or interfered with
  - more generally, the intended lives of all components of wastewater system infrastructure are not unreasonably downgraded
- To protect treatment processes, ensuring that:
  - treatment plant processes are protected so that the ability of the treatment plant processes (biological, physicochemical) to efficiently treat the wastewater streams and produce treated wastewater or bio solids acceptable for disposal or reuse is not adversely and unacceptably impacted
- To ensure regulatory compliance by:
  - protecting the capability to achieve regulatory compliance with reasonable certainty and within acceptable risk
  - the avoidance of operating and/or environmental authority breaches
  - meeting requirements for the management of wastewater overflows to the environment
  - meeting requirements for treated wastewater and bio solids disposal to the environment
- Support recycling and bio solid reuse, by:
  - protecting the capability to recycle and reuse treated wastewater and bio solids in compliance with regional strategies without impracticable further treatment

In addition to the key objectives set out above, Isaac Regional Council seeks to:

- Protect receiving waters from substances toxic to human health and the environment
- Recover the cost of services to commerce and industry including the cost of conveyance, treatment, disposal, maintenance, and repair of damage to the sewerage system

- Provide operational data on the volume and composition of industrial and commercial effluent to assist in the operation of the sewerage system, the design of augmentations or new sewerage systems, and waste management reporting
- Encourage waste minimisation and cleaner production, including waste prevention, recycling, and pretreatment
- Encourage generator awareness of regulated waste disposal requirements and relevant environmental and waste management issues.

## 1.5. Trade Waste Management Framework

This TWEMP provides the framework for managing trade waste across Isaac Regional Council's service area and contains requirements for the discharge of trade waste into its sewerage infrastructure. It is consistent with Isaac Regional Council's rights, powers, and obligations under Queensland legislation and conforms to the principles developed in national guidelines and standards such as the *ARMCANZ (Agriculture and Resource Management Council of Australia and New Zealand)* and *ANZECC (Australian and New Zealand Environment and Conservation Council) National Water Quality Management Strategy – Guidelines for Sewerage Systems 1994*.

This TWEMP applies to all trade waste discharges to Isaac Regional Council's sewerage infrastructure, whether directly or indirectly, and conditional trade waste approvals issued by Isaac Regional Council from time to time. It details monitoring, compliance and enforcement activities, establishes administrative review processes and describes Isaac Regional Council's powers and obligations and the obligations of its customers. This TWEMP also details Isaac Regional Council's trade waste fees and charges, which are levied on a user pays basis.

## 1.6. Trade Waste Legislation

Under the *Water Supply Act*, Isaac Regional Council may consent to the discharge of trade waste to sewer. To the extent that Isaac Regional Council permits the discharge of trade waste to sewer, its management of such discharges is regulated by legislation including the *Water Supply Act*, and the *EPA Act*.

## 1.7. Australian Sewerage Quality Management Guidelines

The Water Services Association of Australia has developed the *Australian Sewage Quality Management Guideline (2012) (Australian Guideline)* to provide service providers with a strategic, process driven approach to source management that compliments water industry practice. The *Australian Guideline* has a strong emphasis on trade waste management and was written for service providers by representatives of Australia's major water authorities. It builds on the excellent work of *ARMCANZ* and *ANZECC* in their development of national acceptance criteria published as the *Guidelines for Sewerage Systems, Acceptance of Trade Waste (Industrial Wastes)*, *ARMCANZ* and *ANZECC*, November 1994.

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## 1.8. Isaac Regional Council Services to Business and Industry

### 1.8.1. Conveyance, Treatment and Disposal of Trade Waste

Isaac Regional Council processes Trade Waste Approval Applications for discharge of trade waste to its sewerage infrastructure. Isaac Regional Council may issue a Trade Waste Approval to Applicants, including on a conditional basis, where hydraulic and treatment capacity is available. The Trade Waste Approval will be subject to compliance with the conditions described within the Trade Waste Approval.

Applicants are encouraged to contact Isaac Regional Council's Building Compliance department early in a project cycle to determine likely discharge conditions and disposal service availability:

- Prior to or at the time of development Application — for new Approvals where there is a proposal to discharge trade waste with a BOD load in excess of 20 kilograms per day or a trade waste flow in excess of 10 kilolitres per day or where contaminant concentrations may be greater than the relevant sewer acceptance criteria.
- Prior to the Project Planning stage — for existing Approvals where existing Trade Waste Approval holders propose to increase the existing trade waste BOD load to more than either 20 kilograms per day or a trade waste flow in excess of 10 kilolitres per day or where contaminant concentrations may be greater than the relevant sewer acceptance criteria.

An Application for a Trade Waste Approval or any variations to an existing Trade Waste Approval must be completed in accordance with section 2 of this TWEMP.

Isaac Regional Council may, at its sole discretion, approve special disposal arrangements in the following circumstances (see section 3.4.3):

- Road tankering by approved private sector transporters of non-regulated liquid wastes or readily biodegradable wastes for direct discharge to Isaac Regional Council's sewerage treatment plants (STPs)
- Controlled discharge from Approval holders' premises of assessed 'one-off' waste batches that are not included as approved trade waste generating activities in the site Trade Waste Approval.

### 1.8.2. Trade Waste Advisory Services

As part of its commitment to minimising the volume and impact of trade waste, Isaac Regional Council provides services to assist businesses to comply with their trade waste obligations:

- Trade Waste Officers are available by appointment to provide trade waste information and to assist traders with Trade Waste Approval Applications.

- Trade Waste Officers can, on request, make site visits and provide advice of a general nature about trade waste procedures, including pretreatment requirements and monitoring requirements.
- Methods of containing costs by adopting cleaner production or waste minimisation strategies can be discussed with Trade Waste Officers, although specialist advice should always be sought to address specific site requirements.
- Heavy industries with complex production problems are likely to need to employ consultants to develop waste minimisation plans and to resolve specific waste pretreatment problems.

## 2. Trade Waste Approval

This section describes what is expected of Trade Waste Approval holders and Occupiers of nominated premises before their Trade Waste Approval Application can be accepted by Isaac Regional Council. Isaac Regional Council applies an Owner-based system of trade waste management (meaning the responsibility for compliance with trade waste approval conditions and this TWEMP resides with the property Owner). However, many issues that arise can be resolved through negotiation between Isaac Regional Council and the property Occupier or the Owner's authorised representative.

### Important Note:

The discharge of trade waste is subject to Isaac Regional Council's Trade Waste Approval conditions and this TWEMP. It is the sole responsibility of Approval holders to ensure compliance with the Trade Waste Approval Conditions and this TWEMP.

### 2.1. Application for a Trade Waste Approval

The Owner of infrastructure (the Applicant) from which trade waste will be discharged into Isaac Regional Council's sewerage system must make written application for approval to discharge trade waste. In most cases the Applicant will be the Owner of the land or the Owner's managing agent, acting on behalf of the landowner.

In the case of Community Title Scheme (CTS) land or strata title land, the Owner of each lot within the CTS in which trade waste is generated and discharged to sewer must apply individually for a Trade Waste Approval.

Applications must be made using the Isaac Regional Council Application for Trade Waste Approval form. Application forms are available from Isaac Regional Council (1300 ISAACS) and can be downloaded from Isaac Regional Council's website ([www.isaac.qld.gov.au](http://www.isaac.qld.gov.au)). Applicants should visit Isaac Regional Council's website or contact their nearest Isaac Regional Council office for Trade Waste Approval Application information. If necessary, following a request to an office, a Trade Waste Officer will contact the Applicant to provide assistance. Figure 1 provides an overview of the Application process and its relationship to Plumbing Compliance requirements.

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Applications (for new Approvals or amendments to existing Approvals) must be lodged prior to commencement of any trading or discharge under the changed conditions. The Owner of premises is required to lodge an Application for Trade Waste Approval under the following circumstances (where trade waste drainage is included):

- Where trade waste is being generated at a premises and no Trade Waste Approval has been issued
- During the processing of a Development Application for new or extended industrial/commercial premises;
- After a Plumbing Compliance Permit has been issued for a new development (by Isaac Regional Council's Building Compliance Department) permitting regulated Plumbing work to commence
- On change of land ownership;
- On change of land title to a CTS or strata title.

The Owner of premises is required to lodge an Application to Amend Trade Waste Approval under the following circumstances (where a trade waste approval already exists):

- After shop fit-outs and refurbishments that require Plumbing approval
- Where a change in process occurs that materially affects the trade waste volume or quality.

Failure to provide all required information in an Application may result in delays in issuing approvals.

Where a waste is deemed unsuitable for disposal to sewer, a Trade Waste Approval will not be issued and alternative arrangements for disposal will have to be made by the Applicant. General information on treatment and disposal options for non-sewerable waste may be obtained from the Department of Environment and Heritage Protection (EHP).

## **2.2. Requests for Compliance Assessment of Hydraulic Plans**

Isaac Regional Council permits the assessment of Hydraulic Plans incorporating trade waste drainage by Council's Building Compliance department. To ensure that Plumbing compliance assessment is consistent with the requirements of this TWEMP and the subsequent Trade Waste Approval.

If any new regulated Plumbing work (including new trade waste drainage or pretreatment infrastructure) is proposed for a premises, the Owner of the premises (or the Owner's agent) must submit a request to Isaac Regional Council for Plumbing compliance assessment of the plan, along with copies of the plan prior to the commencement of any works.

The Building Compliance department will assess the compliance request and determine whether a Plumbing Compliance Permit can be issued. While a Plumbing Compliance Permit is a prerequisite of a Trade Waste Approval, it does not in itself provide approval to discharge trade waste to sewer. It is necessary to apply separately to Isaac Regional Council for a Trade Waste Approval.

Where a plan does not comply with the conditions of the blanket approval arrangements, it must be referred to Isaac Regional Council for further consideration. Information is provided in the following section.

## 2.3. Trade Waste Consent

After the Applicant's Hydraulic Plan has been received by Isaac Regional Council, assessment steps proceed according to the complexity of the proposed system, as follows:

1. **BASIC - No trade waste consent<sup>2</sup> required** - where an Applicant's Hydraulic Plan relates to a business type where no pretreatment or basic pretreatment applies (i.e. business type is listed in Appendix A3-1), Council's Plumbing Inspectors assess the plan's compliance with trade waste conditions. If the plan is compliant, Council Officers can provide a Plumbing Compliance Permit. Any non-compliance can be addressed via an RFI (Request for Information) from Council to the Applicant.
  
2. **COMPLEX – Trade waste consent required** - where an Applicant's Hydraulic Plan:
  - (i) is for a business type requiring complex pretreatment infrastructure (i.e. business type is not listed in Appendix A3-1); or
  - (ii) seeks relaxation of trade waste conditions (such as sizing of pretreatment devices or roofing requirements); or
  - (iii) seeks to employ a diversion valve, first flush device, food waste disposal unit or there is another complicating factor identified, then -
    - the Applicant must obtain a Trade Waste Consent from Isaac Regional Council to support the Application. The Trade Waste Consent must be provided to Council's Building Compliance department before a Plumbing Compliance Permit can be issued. If not initially supplied with the Hydraulic Plan, Council's Building Compliance department will issue a Not Properly Made Application Request for Information to the Applicant.

To obtain a Trade Waste Consent, the Applicant is required to apply in writing to Isaac Regional Council on the form provided for this purpose (available at [www.isaac.qld.gov.au](http://www.isaac.qld.gov.au)). The Applicant must provide satisfactory justification for the non-standard design, and may be

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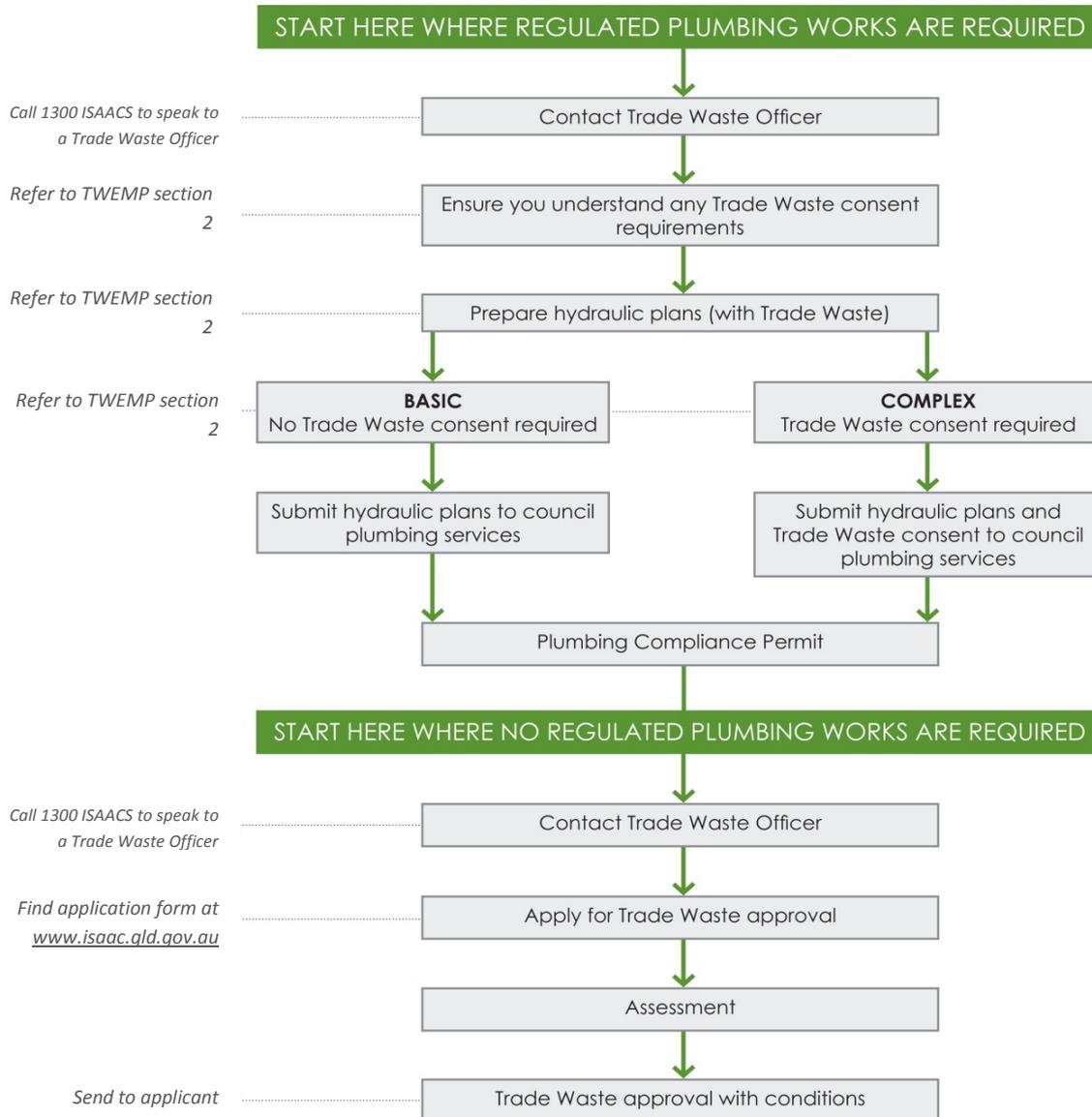
<sup>2</sup>Trade Waste Consent: A trade waste control document issued by Isaac Regional Council on request from an applicant under circumstances where non-standard trade waste conditions are requested.

required to provide a report or other supporting evidence supplied by a qualified Hydraulic Consultant. For the purposes of this document a qualified Hydraulic Consultant means Hydraulic Consultants who are members of the Association of Hydraulic Services Consultants Australia (AHSCA) or such other persons as Isaac Regional Council may reasonably determine to be qualified Hydraulic Consultants.

**Guideline:**

If your Application is complex or you are seeking a relaxation of standard trade waste conditions described in this TWEMP, you should provide the relevant Isaac Regional Council Trade Waste Consent to Council's Building Compliance department with your Hydraulic Plans. This will speed the Plumbing compliance assessment process by avoiding need for a "request for information" during the assessment.

## **Figure 1. Overview of Application Process (with and without regulated Plumbing works)**



## 2.4. Requirements for Plans with Trade Waste Drainage

Hydraulic Plans incorporating trade waste drainage should be prepared in accordance with Part 3 (Compliance Assessment) of the *Plumbing and Drainage Regulation 2003* and must include:

- A description of the Applicant's business type in accordance with Isaac Regional Council's nomenclature (refer to Appendix A3-1)
- Details of each trade waste generating area, including:
  - a description of trade waste generating activities linked to each trade waste generating area

- the designed peak trade waste flow rate (litres per hour)
- for external areas, if no bunding or wall is incorporated, the grade and fall of the trade waste generating area floor and surrounds
- for internal areas, the grade and fall of the trade waste generating area floor.
- Roofing and sheeting details for external trade waste generating areas, including:
  - a diagram of the roof and overhang of external trade waste generating areas showing the minimum length of overhang on open walls to be at least 25% of the height of the roof from the finished ground level
  - where the design relies in part on wall sheeting, details of the coping or flashing that prevent rainwater entering the prescribed area
  - if roofing is not feasible, details of diversion valves or first flush systems (these require trade waste consent from Isaac Regional Council).
- Details of relevant water or trade waste effluent meters, including:
  - the existence and location of any relevant potable water sub-meters
  - the existence and location of any trade waste effluent meter/s
  - the existence and location of any alternative water supply meter/s where such water is used to generate trade waste
  - the location of meters and meter displays in accordance with accessibility requirements described in part 4 of the *Queensland Plumbing and Wastewater Code*.
- Details of all pretreatment systems, including:
  - the manufacturer's name
  - the pretreatment system type and model number (consistent with the authorised types and models listed within Isaac Regional Council's Register of Authorised Basic Pre-treatment Products)
  - where the pretreatment system manufacturer, type and model are unknown, a statement that the system is to be of a type listed in Isaac Regional Council's Register of Authorised Basic Pre-treatment Products
  - the pretreatment system capacity as specified by the manufacturer and the expected hydraulic load on the pretreatment system
  - where wastewater is to be pumped, the type and rating of the pump (which must be matched to the manufacturer's specifications for the pretreatment system)
  - where oily water is to be pumped, a statement that the pump will be of a non-emulsifying type
  - a hose tap (20mm minimum), with compliant Backflow Protection, located within 5 metres of each pretreatment device

- a statement that the pretreatment system is accessible for maintenance (for guidance, it is recommended that the hardstand area be no further than 15 metres from the pretreatment Device)
- an indication that the cover/lid of the pretreatment system is of an airtight type (as specified by AS 3996:1992).
- Details of Hydraulic load allocated to pretreatment equipment, including:
  - for transparency about how trade waste Hydraulic loads have been allocated to pretreatment devices, an information schedule of the form shown in Table 1. Schedules with different formatting or justification for the adopted Hydraulic load are acceptable, subject to the Applicant's representative declaring responsibility for the estimates using the attestation block shown below in Table 1.
  - where there is more than one arrestor on the premises, the identification numbers of each of them
  - If more than one tenancy on the premises, details of the arrestor that will service each tenancy
  - details of the total peak hourly flow directed to each arrestor
  - where a connection, disconnection or change to connection effects an existing trade waste installation, updated details of new Hydraulic loadings
  - where new shop fit-out is to be installed at a premises, resulting in multiple tenancies connected to a shared arrestor, details of estimated peak trade waste flow for all shops connected to the shared arrestor.

**Table 1. Example of Information Schedule**

Arrestor No.	Tenancy	Business Type*	Fixtures	Qty	Peak Hourly Trade Waste Flow (L/hr) <sup>†</sup>	Arrestor Capacity (L)
BW2635	1	Takeaway	Floor waste	1	50	
			Hand basin	1	30	
			Double bowl sink	2	600	
	2 (new)	Takeaway	Floor waste	1	50	
			Hand basin	1	30	
			Dishwasher	1	300	
				Total		
New	3 (new)	Canteen	Floor waste	2	50	
			Hand basin	1	30	
			Total		80	

Notes describing this example:

Tenancy 1 – Existing tenancy with 2000L arrestor

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Tenancy 2 – Shares arrestor BW2635. Existing arrestor is of adequate capacity

Tenancy 3 – Pre-treatment complies with minimum 1000L arrestor capacity

\*For business types, see Appendix A3-1 of this document

†Guideline allocations for fixture peak hourly flows are provided within Appendix A4

## Example Attestation Block for Hydraulic Plans with Non Standard Trade Waste Flow Estimates

*[Name of Hydraulic Consultant]* representing *[Name of Applicant]* (e.g. CDE Property Group) attests that the estimated peak trade waste flows referred to on this plan are correct and that the proposed trade waste pretreatment solution meets the requirements of Isaac Regional Council's Trade Waste Environmental Management Plan.

Signed: [signature of consultant's authorised representative]

Dated: [date]

Applicants should consult with technical advisory services (e.g. Hydraulic, chemical treatment and engineering consultants) to assist in the design and sizing of trade waste pretreatment infrastructure prior to drafting of the plan. For processing and manufacturing industries, a pre-assessment meeting should be conducted with Isaac Regional Council to determine trade waste effluent quality criteria so that adequate design and sizing of on-site trade waste infrastructure occurs.

### 2.5. Trade Waste Approval Duration and Renewal

Trade Waste Approvals are assessed, issued, issued on condition and/or renewed at Isaac Regional Council's sole discretion. The issue of a Trade Waste Approval does not entitle an Approval holder to a renewal of the Approval.

Trade Waste Approvals will be issued for a specified time period, not to exceed five (5) years, based on the Approval holder's trade waste risk class as assessed by Isaac Regional Council. Isaac Regional Council may in its discretion issue trade waste approvals for a lesser period. Existing trade waste approvals with longer approval durations will be maintained until the designated expiry date (even if this exceeds five years from the effective date of this TWEMP).

Revised Trade Waste Approval Conditions may apply from the time of renewal.

A Trade Waste Approval is only valid until the cessation of operations on the nominated premises. All previous Trade Waste Approvals issued for the nominated premises will expire upon the issue of a new Trade Waste Approval for the nominated premises.

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Each Trade Waste Approval will indicate a specific date upon which it will expire. Isaac Regional Council Trade Waste Officers will usually conduct an inspection of the premises (including any tenancies) within three (3) months of the expiry date.

If only minor changes need to be made to the Trade Waste Approval documentation, Isaac Regional Council will renew the Trade Waste Approval and mail it to the Approval holder. Trade waste charges will continue to be applied. Amendments can be made to renewed trade waste approvals by completing either an Application to Amend Trade Waste Approval form or an Application for Trade Waste Approval form and lodging it with Isaac Regional Council.

## 2.6. Consistency with Infrastructure Charges

Volume and flow rate conditions within Trade Waste Approvals should be consistent with wastewater capacity secured through payment of infrastructure charges on lots.

## 2.7. Advising of Events and Particulars

Approval holders must promptly advise Isaac Regional Council of the following:

- Name, address and contact details of any Occupier and the nature of the Occupier's trade or business on the nominated premises (including any changes to these details)
- Any significant changes to the composition of approved trade waste prior to discharging such trade waste into Isaac Regional Council's sewerage infrastructure
- Any alteration or addition to the trade waste generating processes or the quantity and quality of trade waste discharged
- New trade waste generating activities on the nominated premises
- Any misrepresentation or mistake in or omission of relevant facts from their Trade Waste Approval Applications.

Advice regarding the above events and particulars can be given by telephoning Isaac Regional Council (1300 ISAACS) and requesting that a Trade Waste Officer contacts you.

## 2.8. Voluntary Cancellation of Trade Waste Approvals

Where an approval holder wishes to cancel a Trade Waste Approval, an Application to Cancel a Trade Waste Approval form must be completed and lodged with Isaac Regional Council. The form requires the approval holder to provide:

- the proposed cancellation date
- the general reason for the cancellation
- nomination of a contact person for Isaac Regional Council Trade Waste Officers to arrange a final inspection prior to cancellation, if required
- details about the future use of the site, if known

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- a forwarding address for payment of final charges
- a written declaration that all drainage (including pretreatment devices) no longer in use will be serviced, cleaned and sealed in accordance with Queensland plumbing and drainage regulations.

Trade waste charges will cease to apply from the day on which Isaac Regional Council gives express notice to the approval holder of the cessation of discharge by the approval holder. Upon cessation of discharge, the approval holder must ensure that any pretreatment infrastructure is serviced, cleaned and sealed as soon as reasonably practicable after the last day of trade waste generation on the premises. To ensure Plumbing and drainage compliance, the approval holder should advise Isaac Regional Council of the cessation of trade waste activities at the site.

Forms are available from Isaac Regional Council's offices (1300 ISAACS) and the Isaac Regional Council website ([www.isaac.qld.gov.au](http://www.isaac.qld.gov.au)). If requested, a Trade Waste Officer will contact an approval holder to provide assistance.

## **2.9. Suspension or Cancellation by Isaac Regional Council**

Isaac Regional Council may also suspend or cancel a Trade Waste Approval under sections 182 – 184 of the Water Supply Act (See Section 7.8 of this TWEMP).

Trade waste charges will cease to apply as set out in Section 7.8 of this TWEMP.

## **2.10. No Transfer of Trade Waste Approvals**

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

## **2.11. Acceptance of Trade Waste from other Distributor Retailers**

Isaac Regional Council may, by agreement with another distributor-retailer, accept sewerage to which trade waste has been discharged from the latter's service area. Isaac Regional Council's agreement may be conditional.

## **3. General Requirements and Guidelines**

Under a Trade Waste Approval given by Isaac Regional Council, Approval holders may discharge or authorise the occupiers of nominated premises or tenancies to discharge trade waste into Isaac Regional Council's sewerage infrastructure in accordance with the Trade Waste Approval. Approval holders must ensure they comply with the requirements of this TWEMP and their Trade Waste Approval, including:

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- No prohibited substances are to be discharged into Isaac Regional Council's infrastructure
- Discharge of trade waste must accord with the trade waste sewer acceptance criteria unless specifically varied by the Trade Waste Approval
- The provision of appropriate pretreatment infrastructure
- Effective operation and maintenance of pretreatment infrastructure for nominated premises – including meeting the manufacturer's recommendations and the specific conditions of the trade waste approval
- Proper disposal of specific waste (specifically including regulated and residual wastes)
- Safe access is given to Isaac Regional Council's Officers to carry out inspection of nominated premises or tenancies
- No interference with monitoring equipment
- The keeping and provision of records
- The development and implementation of management plans and preparation of monitoring reports
- Prohibition of transfer of Trade Waste Approvals
- Payment of charges and fines
- Indemnification is given to Isaac Regional Council.
- Notification to Isaac Regional Council of specific events and particulars
- Compliance with specific requirements after cessation of trade waste discharge.

### **3.1. Ensuring Compliance with TWEMP and Trade Waste Approval**

Trade waste discharged under a Trade Waste Approval must comply with every condition of the Trade Waste Approval, and to the extent that they are not specifically altered by trade waste approval conditions, every provision of this TWEMP.

Approval holders must make all parties involved in trade waste activities aware of their obligations under the relevant trade waste approval and this TWEMP prior to the discharge of trade waste by an occupier.

New approval holders, issued a Trade Waste Approval after the effective date of this TWEMP, are required to ensure compliance with Trade Waste Approval conditions within ninety (90) days after the date of issue of the Trade Waste Approval, unless otherwise stated within the Trade Waste Approval (usually by reference to an agreed compliance schedule).

## Guideline

A Trade Waste Approval is the written approval from Isaac Regional Council that states the requirements and conditions under which discharge to sewer is allowed. Trade Waste Approvals will be issued with standard and specific conditions that cover the following aspects:

- duration of the approval;
- trade waste flow volume;
- trade waste flow rate;
- trade waste quality;
- discharge times;
- trade waste pretreatment infrastructure and maintenance;
- monitoring requirements;
- other site specific requirements; and
- trade waste charges
- trade waste customer categories;
- water meters or effluent flow-meters used for trade waste charging purposes;
- trade waste fraction for each listed meter.

## **3.2. Trade Waste Sewer Acceptance Criteria**

Trade Waste Sewer Acceptance Criteria are a suite of standards established to protect Isaac Regional Council's sewerage infrastructure against damage, pass through and interference. These criteria describe the maximum level of contaminants (concentration and/or mass based) allowable in a trade waste to be suitable for discharge to Isaac Regional Council's sewerage system. No person shall discharge trade waste into Isaac Regional Council's sewerage infrastructure containing contaminants in excess of the trade waste sewer acceptance criteria for any contaminant listed in Appendix A2, unless otherwise approved as a specific trade waste approval condition.

Sewer acceptance criteria are dependent on the characteristics of sewerage systems, and may be varied from catchment to catchment.

All concentration limits described within sewer acceptance criteria are for total contaminant concentrations (i.e., not soluble or dissolved contaminants) unless indicated otherwise.

Any substance not listed in the sewer acceptance criteria is a restricted discharge where it meets the definition under Table A2-3 and must not be discharged at measurable concentrations unless specifically approved by Isaac Regional Council. Isaac Regional Council may request demonstrable evidence of biodegradability and toxicity for any substance when assessing suitability for sewer acceptance.

### **3.2.1. Use of Trade Waste Improvement Plan (TWIP)**

Isaac Regional Council may at its sole discretion require a Trade Waste Approval holder (of

any category) to develop and implement a Trade Waste Improvement Plan (TWIP) in relation to any non-compliant discharge within three (3) months of being notified of the requirement.

The TWIP must review the adequacy of any existing pretreatment infrastructure to treat trade waste effluent to meet the trade waste sewer acceptance criteria now and in the future. The TWIP must:

- Provide recent effluent quantity and quality
- Include an investigation of the options for improving discharge quality (to meet the trade waste sewer acceptance criteria or reach a level that is as low as practicably possible)
- Recommend the type of pretreatment needed (to meet the trade waste sewer acceptance criteria or reach a level that is as low as practicably possible)
- Provide an action plan of duration not greater than two years, describing activities and timelines toward achievement of the sewer acceptance criteria (or to a level that is as low as reasonably practicable)
- Include a demonstration of immediate improvement in trade waste quality
- Include provision for regular monitoring and reporting of discharge quantity and quality
- Be completed or endorsed by a suitably qualified person (e.g. consulting process/environmental engineer)

Isaac Regional Council, at its sole discretion, may negotiate implementation of TWIP proposals with Approval holders on a site by site basis taking into account matters including, without limitation, economic conditions, site constraints and Isaac Regional Council's trade waste objectives.

Isaac Regional Council usually responds to Approval holder's TWIP submissions within one (1) month of receipt. Isaac Regional Council, at its sole discretion, may accept, accept on condition or not accept the report. Where the report is accepted, the agreed sewer acceptance criteria will be included in the Approval holder's Trade Waste Approval Conditions for the period of the TWIP.

Where the TWIP is not accepted, Isaac Regional Council will advise the Approval holder of the reasons and may seek further information or representations from the Approval holder. The Approval holder will have one (1) month in which to respond to any further information requests and/or to provide additional representations supporting the TWIP. If the Approval holder does not respond within the one (1) month period, Isaac Regional Council may, at its sole discretion, correct any non-compliances in the TWIP, and the Approval holder must thereafter comply with the TWIP as amended.

Failure to comply with an amended TWIP may result in Isaac Regional Council commencing compliance action which could result in suspension or cancellation of a Trade Waste Approval.

A template TWIP can be obtained from Isaac Regional Council's website ([www.isaac.qld.gov.au](http://www.isaac.qld.gov.au)).

## Guideline

The trade waste sewer acceptance criteria apply at the point at which trade waste is discharged into Isaac Regional Council's sewerage infrastructure only if the trade waste has not been intermingled with domestic sewage or diluted by another means. Isaac Regional Council may elect to have Trade Waste Sewer Acceptance Criteria apply at the sewer discharge point from trade waste pretreatment equipment and/or prior to mixing with dilution flows from domestic sources.

Trade waste discharged from the following industry types that is pretreated using properly maintained, fit for purpose, basic trade waste pretreatment infrastructure (e.g. silt/grease/fat/oil/hydrocarbon - water separation systems) is usually deemed to comply with the trade waste sewer acceptance criteria, excluding prohibited or restricted contaminants (for detail see Appendix A3-1):

- Automotive and mechanical workshops;
- Food service and hospitality industries;
- Minor food manufacturing;
- Education;
- Health services;
- Beauticians and hairdressers;
- Care facilities;
- Veterinary;
- Air conditioning and cooling towers;
- Selected commercial processes.

## **3.3. No Discharge of Prohibited or Restricted Substances to Sewer**

### **3.3.1. Prohibited Substances and Prohibitions**

No person, whether the person is an Approval holder or not, shall discharge or cause to be discharged into Isaac Regional Council's sewerage infrastructure prohibited substances listed in the trade waste sewer acceptance criteria (Appendix A2).

Prohibited substances are detailed in Schedule 1 of the *Water Supply (Safety and Reliability) Act 2008*, and include:

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

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- A flammable or explosive solid, liquid or gaseous substance, including petrol
- Floodwater, rainwater, roof water, storm water, subsoil water and surface water.
- A substance, that given its quantity, is capable alone, or by interaction by another substance discharged into sewerage, of:
  - inhibiting or interfering with a sewerage 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.
- A substance at a temperature of more than 38<sup>o</sup>C

For greater detail about specific prohibited substances refer to the listings within Appendix A2.2 Prohibited Substances.

Additionally, in relation to Isaac Regional Council's sewerage infrastructure, the following activities are prohibited:

- Direct connection of chemical storage areas, such as dangerous goods stores, flammable goods stores, petroleum dispensing areas and non-roofed open bunded areas into a property sewer or Isaac Regional Council's sewerage infrastructure (i.e., any leaks or spillage or overflows cannot be drained by gravity or any automated means to the sewerage system).
- Direct or indirect connection of petroleum dispensing areas or flammable goods stores into a property sewer or Isaac Regional Council's sewerage infrastructure.

### 3.3.2. Dilution Prohibition

Dilution of trade waste discharge, as a partial or complete substitute for adequate pretreatment to achieve compliance with sewer acceptance criteria, is prohibited unless the dilution is expressly authorised as a condition of a Trade Waste Approval.

#### Guideline

Isaac Regional Council may impose mass limitations if dilution is being used to comply with applicable trade waste sewer acceptance criteria.

### 3.3.3. Regulated and Residual Wastes Prohibition

The discharge of unprocessed regulated waste and residual waste into Isaac Regional

Council'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.

### 3.3.4. Storm Water Prohibition (and Roofing Requirements)

The discharge of uncontaminated stormwater/surface water and roof run-off into Isaac Regional Council's sewerage infrastructure is prohibited. Sewered trade waste generating areas in industrial or commercial premises that are subject to stormwater entry must be roofed and bunded.

The roof must have sufficient overhang (outwards from the vertical above either a bund wall or the ground contour grading apex) to prevent air-borne wind/rain 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. Where bunded or partially sheeted above ground level, the roof overhang required is a length equal to 25% of the height of the open wall space.

The inflow and infiltration of stormwater into Isaac Regional Council's sewerage infrastructure causes significant operational, public health risk problems and cost to the community. Due to the potential for environmental harm, property damage and public health risks from sewerage surcharge and raw sewage overflows during and after wet weather events, unroofed trade waste generating areas will not be approved for connection to Isaac Regional Council's sewerage infrastructure unless there are extenuating circumstances (as detailed in section 4.6.1.).

#### Guideline

Where roofing the trade waste generating area would cause non-compliance with a law, statute, regulation or condition or there are other extenuating circumstances that prevent the area from being roofed, Isaac Regional Council may consent to drain the area to sewer through an appropriate trade waste diversion and pretreatment system. See section 4.6.1 for more information.

### 3.3.5. Restricted Substances

No person, whether the person is an approval holder or not, shall discharge or cause to be discharged into Isaac Regional Council's sewer any restricted substance at concentration or mass load greater than the relevant sewer acceptance criteria listed within Appendices A2-3 to A2-6.

### 3.3.6. Health Care Industry Waste Restriction

#### 3.3.6.1. Solid Wastes

Solid wastes from any hospital, clinic, office or surgery of a medical or veterinary facility or

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laboratory, convalescent or nursing home or health transport facility including, but not limited to, hypodermic needles, syringes, instruments, utensils, swabs, dressings, bandages, or any paper or plastic item of a disposable nature, or any portions of human or animal anatomy, must not be discharged into the sewer.

### 3.3.6.2. Clinical Wastes

Clinical wastes such as:

- Laboratory and associated wastes involved in specimen processing
- Human tissues, including materials or solutions that contain free-flowing or expressible blood; and
- Infectious or other liquid wastes that have the potential to cause public offence must not be discharged into the sewer without approval.

Aqueous pathological wastes must be stored, handled and disposed according to any relevant guidelines adopted by the National Health and Medical Research Council and Queensland Health.

#### Guideline

Clinical waste that has undergone pretreatment to render it non-infectious/non-hazardous or has been risk assessed and approved in writing by both Queensland Health and Isaac Regional Council as safe for sewer disposal may be approved for discharge and trade waste charges will apply. Approval holders must comply with Queensland waste disposal regulations applicable to clinical waste, including the *Environmental Protection (Waste Management) Regulation 2000*.

### 3.3.6.3. Chemical Wastes (including Mercury)

Mercury is widely used in the preparation of restorative teeth amalgams. Dental amalgam waste contains mercury and, although designated as clinical waste, must not be discharged into Isaac Regional Council's sewerage infrastructure.

#### Guideline

The Trade Waste Acceptance Standard for mercury is very low. Therefore, in general terms, mercury and anything containing mercury should not be discharged into Isaac Regional Council's sewerage infrastructure. Approval holders must comply with Queensland waste disposal regulations applicable to mercury and anything containing mercury, including the *Environmental Protection (Waste Management) Regulation 2000*.

In accordance with ISO/CD 11 143, dental practitioners should install amalgam separators to remove mercury from trade waste streams containing amalgam residues. This includes cuspidor waste collected from dental chairs.

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## 3.4. Ensuring Proper Disposal of Specific Waste

### 3.4.1. Disposal of Residual and Regulated Wastes

Residual and regulated wastes include:

- Residual wastes from basic pretreatment infrastructure such as grease, cooking oils, mineral oils, fat and sediments
- Chemical treatment plant residual waste (e.g., heavy metals sludges); and
- Other industrial processing wastes (including regulated wastes) whose contamination levels exceed the trade waste sewer acceptance criteria.

The transportation and disposal of non-sewerable industrial waste is undertaken by private industry subject to environmental approvals granted by EHP under the *EPA Act*. Isaac Regional Council may, at its sole discretion, accept particular biodegradable wastes for treatment and disposal at its STPs subject to sections 3.4.2 and 3.4.3. Isaac Regional Council does not issue a single “preferred supplier” contract for collection of these waste types. A number of experienced private operators are available to safely collect both solid and liquid hazardous industrial waste for disposal.

Information about tankered waste that Isaac Regional Council may accept is available by calling Isaac Regional Council on 1300 ISAACS.

Private consultants should be used to provide additional waste management services including waste auditing and waste minimisation. Professional services are commercially available for identification, segregation and approved packaging of complex mixtures and waste loads with numerous containers of industrial, laboratory wastes or unwanted chemicals.

### 3.4.2. Disposal of Septic Tank Wastes and Sullage

Septic tank waste and sullage from residential households is domestic sewerage and cannot be discharged to Isaac Regional Council’s sewerage infrastructure under a Trade Waste Approval.

Tanker loads of domestic sewerage, septic, sullage and holding tank waste, collected by licensed transporters, may be discharged into Isaac Regional Council’s sewerage infrastructure only at designated WRPs at such times as are established by Isaac Regional Council. Tankered waste discharges to specific Isaac Regional Council WRPs may be suspended and redirected to alternative WRPs at the sole discretion of Isaac Regional Council.

No load of sewerage, septic, sullage and holding tank waste may be discharged to Isaac

Regional Council's sewerage infrastructure without the prior approval of Isaac Regional Council. Isaac Regional Council may collect sample of each load of waste to ensure compliance with applicable disposal conditions and may require the entity that transports and discharges the waste to provide a waste analysis of any load prior to discharge.

Sewerage, septic and holding tank wastes will only be accepted for disposal if accompanied by a waste transport docket that demonstrates compliance with the Department of Environment and Heritage Protection's waste tracking requirements, is an unauthorised discharge and the company responsible for the discharge may be suspended from discharging future wastes into Isaac Regional Council's sewerage infrastructure.

Only sewerage, septic, sullage and holding tank waste collected within Isaac Regional Council's service area can be discharged into Isaac Regional Council's sewerage infrastructure, unless specifically authorised by Isaac Regional Council.

Fees for tankered waste discharge (i.e. administration and quality and/or volume fees) are published from time to time in the annual Isaac Regional Council budget and any subsequent revisions.

Approval holders must comply with Queensland waste disposal regulations applicable to septic tank waste, sullage and holding tank waste, including the *Environmental Protection (Waste Management) Regulation 2000*.

### 3.4.4. Special Disposal of Trade Waste to Sewer

Persons can apply to Isaac Regional Council for a special disposal trade waste approval to discharge one-off or unusual trade wastes into Isaac Regional Council's sewerage infrastructure. Such wastes may include:

- Ship waste water (excluding bilge wastewaters)
- Chemical toilet waste
- Off-specification food products; and
- Infiltration at contaminated site excavations.

The following wastes will not be accepted for disposal under this system:

- Domestic septic tank waste; and
- Non-biodegradable regulated wastes (as determined under the *EPAct*).

Approved trade wastes may be introduced into Isaac Regional Council's sewerage infrastructure from designated land or at a designated receiving structure within an Isaac Regional Council's STP or at a site authorised by Isaac Regional Council. Trade waste receivals will be accepted at times established by Isaac Regional Council (and described within the issued Special Disposal Trade Waste Approval).

Temporary drainage and connection to Isaac Regional Council's sewerage infrastructure intended to convey an approved special disposal waste must be approved by the relevant environmental regulator and Isaac Regional Council's Building Compliance Department.

Isaac Regional Council may collect samples of approved special disposal wastes to ensure compliance with Trade Waste Sewer Acceptance Criteria and special disposal Trade Waste Approval Conditions and for billing purposes. Isaac Regional Council may require the person requesting to discharge the waste to provide a waste analysis of any load prior to discharge.

Approved special disposal wastes will only be accepted for disposal at an Isaac Regional Council site from a road tanker if the waste transporter is able to demonstrate compliance with the EHP regulated waste tracking system (e.g. by provision of a properly completed waste tracking docket). Any discharge of tankered waste at an Isaac Regional Council site without an associated fully completed form or manifest is an unauthorised discharge and the approval holder responsible for the discharge may be suspended from discharging wastes into Isaac Regional Council's sewerage infrastructure.

A basic sewerage access fee and quality/volume fees (if applicable) will be levied for these services either as agreed by negotiation or as published by Isaac Regional Council.

Special disposal Trade Waste Approval can only be provided by Isaac Regional Council's Trade Waste Officers. Forms may be obtained by calling Isaac Regional Council (1300 ISAACS) and requesting that a Trade Waste Officer contact you.

### 3.4.5. Food Waste Disposal Units

Food waste disposal units, such as garbage grinders and sink-to-sewer disposal units, may be approved for industrial and commercial use by specific application to Isaac Regional Council – subject to review of sewer and treatment capacity. Where consent is provided, unit charges apply as published within Isaac Regional Council's annual budget.

Food waste disposal units should be plumbed around a grease silt arrestor (where installed).

#### Guideline

The installation of food waste disposal units is discouraged as they place an unnecessary biological and solids load on Isaac Regional Council's sewerage infrastructure. Continued use of food waste units in industrial and commercial premises is not a sustainable solution for disposal of food wastes. The use of food waste disposal units does not comply with Isaac Regional Council's policies on water conservation, waste minimisation and cleaner production. Food waste should be recycled where possible using commercial service providers (e.g. composting).

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## 3.4.6. Discharge of Wastes from Recreational Vehicles (Caravan Dump Points)

The discharge of domestic toilet waste from recreational vehicles, buses and caravans is permitted at approved discharge locations (caravan dump points). The Owner of the property on which the discharge will be made must hold a Trade Waste Approval for the discharge facility.

### 3.4.6.1. Application for Approval to Operate a Dump Point

Before Isaac Regional Council will approve discharge from a caravan dump point, a property Owner willing to take responsibility for managing and supervising the dump point must request approval to discharge waste from the dump point to the sewer at their property.

After the request for approval has been received, Isaac Regional Council will assess whether the request meets its approval conditions for caravan dump points (principally in relation to sewer capacity, site supervision and security to prevent illegal discharges). However, discharge from caravan dump points may be approved where system capacity exists and the dump point meets Isaac Regional Council's approval conditions.

To apply for approval to discharge waste via a caravan dump point at a property, the property owner should write to Isaac Regional Council (c/- Building Compliance department) indicating the nature of the request and including the following details about the proposal:

- Property Owner's name
- Property address (on which the dump point will be located)
- Real property description
- Property Owner's postal address
- Property Owner's telephone contact details (including mobile telephone number if applicable)
- Property Owner's email address
- A hydraulic plan of the proposed connection.

### 3.4.6.2. Conditions Relevant to Caravan Dump Points

The applicant's request for approval (which may take the form of a letter) should address how the applicant intends to meet each of the following conditions:

- Approval is subject to capacity being available within the relevant sewer. Information should be provided as to the approximate peak volume (or number of loads) likely to be discharged daily.

- The dump point shall be managed and supervised to ensure only domestic type waste is discharged (i.e. caravan black/grey water – caravan toilet, shower and kitchen wastewater).
- The dump point must be supervised when open and securely closed when it cannot be supervised (it is the responsibility of the approval holder to ensure the dump point's proper use).
- The approval holder is responsible for cleaning and maintenance and ensuring supervisors of the dump point are trained in its correct operation (a satisfactory submission will include reference to proposed maintenance activities and their frequency, and how supervisors will be trained or advised of their responsibilities).
- The dump point must be isolated from stormwater and protected from ingress of rainwater/groundwater/flood water.
- Approval will be subject to the dump point meeting all Council and regulatory requirements (such as Plumbing compliance, health approvals and development approval conditions).
- No load shall be transferred to the dump point from a vessel with a volume greater than 100L (this is to prevent the use of the discharge point by commercial tankers).

Where an Application is successful, the relevant conditions (including those described above) will be included in formal correspondence between Isaac Regional Council and the Applicant.

### 3.4.6.3. Sewerage Connection

Once approval to operate a caravan dump point has been granted by Isaac Regional Council, it will be necessary to determine whether a new sewerage connection is required (if the dump point is to connect directly to the sewer) or whether the dump point can be connected to private drainage.

Details of how to apply for a sewerage connection are available on Isaac Regional Council's website.

### 3.4.7. Commercial Bin Wash

Discharges to sewer from bin wash facilities at commercial premises are trade waste and Isaac Regional Council requires the property Owner to hold a Trade Waste Approval. For clarity, this section does not apply to residential unit complexes or self-catered hostels with bin wash facilities.

Unless otherwise advised by Isaac Regional Council, commercial property bin washes are required to have:

- Adequate roofing (see section 3.3.4 for roofing guidelines)

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- A basket trap in floor wastes being of self-closing or fixed screen type.

Where a bin wash is connected to sewer at a property that is subject to a trade waste approval (independent to the bin wash), Isaac Regional Council will include the bin wash facility within the trade waste approval with conditions that ensure:

- Adequate roofing (see section 3.3.4 for roofing guidelines)
- A basket trap in floor wastes being of self-closing or fixed screen type
- Discharge through a grease silt arrestor where one is installed.

### 3.4.8. Wastewater from Operational and Inactive Landfill Sites

Isaac Regional Council interprets rainwater and groundwater that has contacted operational or disused landfill materials to be wastewater from a business or commercial activity and therefore trade waste. This wastewater can be accepted to sewer provided adequate monitoring data (at least three consecutive monthly sampling events) indicates contaminant concentrations consistently meet the sewer acceptance criteria and system capacity is available.

Trade Waste Approvals for acceptance of landfill wastewaters to sewer should include conditions addressing the following matters:

- Direct magnetic flow metering in accordance with the Trade Waste Metering Code of Practice
- Systems to ensure limitation of maximum flow rate
- Systems to ensure no wet weather discharge
- Routine self-monitoring of nominated contaminants, including billing parameters
- Annual self-monitoring of metals and organic analytes
- Provisions for the suspension or cancellation of the approval in the event of unacceptable contaminant levels or flow rates.

### 3.4.9. Ensuring Proper Chemical Storage

Chemical storage areas, such as dangerous goods and flammable goods stores and petroleum-dispensing areas must not be directly connected to Isaac Regional Council's sewerage infrastructure (i.e. any leaks or spillage or overflows cannot be drained by gravity or by any automated means to the sewerage system).

Hazardous waste (including liquid hazardous waste) contained or collected in such areas cannot be discharged to Isaac Regional Council's sewerage infrastructure unless specific written approval is granted by Isaac Regional Council. Applications for approval will be considered by Isaac Regional Council on a case by case basis.

### 3.5. Ensuring Water Conservation

Isaac Regional Council 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.

### 3.6. Ensuring Access to Carry Out Inspection of Nominated Premises

Under the *Local Government Act 2009*, Isaac Regional Council Trade Waste Officers may enter the land or facilities of Trade Waste Approval holders' nominated premises at any reasonable time, but in an emergency at any time, to determine that any Trade Waste Approval condition (including those within this TWEMP), or notices issued hereunder, is being met and whether all requirements are being complied with. Isaac Regional Council may:

- Measure trade waste flows
- Place monitoring equipment on site
- Take trade waste effluent samples
- Inspect pretreatment systems, fittings and works; or
- 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.

Where there are security measures in force on the nominated premises which require proper identification and clearance before entry onto or into its premises, the approval holders should notify its security guards so that, upon presentation of suitable identification, an Isaac Regional Council Trade Waste Officer may enter without delay for the purposes of performing specific responsibilities. Approval holders and any Occupier must ensure there is no unreasonable delay in giving Trade Waste Officers access to the nominated premises. Under normal circumstances, Trade Waste Officers will attempt to arrange mutually convenient site visiting times. However, under the *Local Government Act 2009*, Trade Waste Officers may enter without consent in certain circumstances, for example, in emergencies or under warrant.

Approval holders must ensure adequate security is put in place to prevent interference with any Isaac Regional Council's monitoring equipment placed onsite.

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 Isaac Regional Council and shall not be replaced. The costs of clearing such access shall be borne by the Approval holders.

### 3.7. Ensuring the Keeping and Provision of Records

Approval holders must ensure (e.g. through delegation to the occupier) that all records of information obtained pursuant to any trade waste related activities required by this TWEMP or trade waste approval are retained and made available for inspection and copy by Isaac Regional Council.

Records shall include:

- Test records for any stormwater diversion, first flush systems or other automated systems nominated within trade waste approval conditions
- Pretreatment system maintenance
- Regulated/residual waste disposal dockets or certificates
- The date, exact place, method, and time of trade waste effluent sampling
- The name of the person(s) collecting the trade waste effluent samples
- The dates on which analyses were performed, who performed the analyses and the analytical techniques or methods used; and
- Trade waste effluent analysis results in paper copy form.

These records must remain available for inspection by Isaac Regional Council's Trade Waste Officer for a period of at least two (2) years or as otherwise notified by Isaac Regional Council in a Trade Waste Approval.

### 3.8. Development and Implementation of Trade Waste Management Plans

If requested by Isaac Regional Council, an Approval holder must perform a trade waste audit at the premises and prepare a Trade Waste Management Plan and give a copy to Isaac Regional Council within ninety (90) days of such request. A Trade Waste Management Plan details the onsite procedures and work instructions relating to the management of trade waste and the trade waste pretreatment system. Isaac Regional Council may, at its sole discretion, suspend a Trade Waste Approval in the event the Approval holder fails to comply with a request.

#### Guidelines

A Trade Waste Management Plan should include (where relevant) notification procedures, contingency plans for spills and pretreatment system failure, maintenance schedules and waste removal contracts. It may also include:

- Description of discharge practices, including non-routine batch discharges
- Employee training plans related to trade waste activities or incidents

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- Procedures for notifying Isaac Regional Council of any accidental discharge
- Procedures to prevent adverse impact from any accidental or slug discharge.

Such procedures may address inspection and maintenance of storage areas, handling and transfer of materials, control of plant site run-off, worker training, and/or measures and equipment for emergency response.

### 3.9. Prompt Payment of Charges and Fines

Approval holders must pay Isaac Regional Council the charges or other amounts referred to in trade waste approval conditions, calculated in accordance with Isaac Regional Council's schedule of trade waste fees and charges. Approval holders are also liable for all fines and penalties arising from any breach of their legislative obligations, including under the *EPA Act*, the *Water Supply Act* and the *Plumbing and Drainage Act 2002*.

### 3.10. Notification of Breaches of Trade Waste Approval

Notice of breaches or potential breaches of Trade Waste Approval conditions must be given:

- By telephone as soon as practically possible; and where requested
- In writing, within 7 days of the date of the breach or potential breach, setting out:
  - the nature of the breach or potential breach;
  - an explanation of the cause of the breach or potential breach;
  - trade waste effluent analysis results and/or flow measurements (where relevant);
  - actions that have been taken to control the non-compliant discharge;
  - what action is proposed to prevent its recurrence.

Notices in writing given under this TWEMP must be addressed and posted, faxed or delivered to the Notice Address of the party to which it is to be given.

A written notice given by the Trade Waste Approval holder to Isaac Regional Council must be addressed to Isaac Regional Council's Building Compliance department and must be signed by the Trade Waste Approval holder or its duly authorised agent or representative.

The Notice Telephone Number for providing notice of breaches is:

1300 ISAACS (1300 472 227) (Building Compliance department)

The Notice Address for Isaac Regional Council is:

Isaac Regional Council  
Building Compliance Department  
PO Box 97  
MORANBAH QLD 4744

(Attention: Manager Building Compliance)

or email to:

[records@isaac.qld.gov.au](mailto:records@isaac.qld.gov.au)

using the title "*Breach or Potential Breach of Trade Waste Approval*"

### 3.11. Ensuring Compliance after Permanent Cessation of Discharge

Approval holders must lodge a completed Application to Cancel a Trade Waste Approval form if the trade waste discharge will cease or has ceased on a certain date.

After the last day of operation, trade waste pretreatment infrastructure must be serviced, cleaned and sealed in accordance with the requirements of AS 3500 and the *Plumbing and Drainage Act 2002* and its subordinate regulations.

Trade waste charges will continue to apply up until the Approval holder lodges a properly completed Application to Cancel Trade Waste Approval, and Isaac Regional Council gives express notice to the Approval holder of the cessation of discharge by the Approval holder.

## 4. Pretreatment Requirements

### 4.1. Pretreatment Requirements for New Sources

When a new Building or structure is designed for a commercial Occupier (e.g. food retailing, mechanical workshop) and such Building or structure has a sewer that is intended to transfer wastes other than sanitary or domestic waste, minimum basic pretreatment infrastructure may apply.

Pretreatment infrastructure will not normally be required for business types whose discharge complies with sewer acceptance criteria without pretreatment (refer to list in Appendix A3.2). Isaac Regional Council has the sole discretion to determine whether the discharge complies with its sewer acceptance criteria without pretreatment.

Where basic pretreatment is required (i.e. the Applicant's business type is listed in Appendix A3.1), the pretreatment infrastructure installed must be of a type listed in the Isaac Regional Council Register of Authorised Basic Pretreatment Products (see section 4.3).

Where business types listed in Appendix A3.1 install and properly maintain the nominated basic pretreatment infrastructure, their discharge is usually deemed to comply with sewer acceptance criteria, provided the discharge does not exceed a flow of 10kL/day or contaminant load of 20kg/day BOD. Isaac Regional Council may, at its sole discretion, monitor the quality of any trade waste discharge, at the Approval holder's cost.

Approval holders must ensure readily available and reasonable methods of trade waste prevention, control, and pretreatment are undertaken on the nominated premises to achieve compliance with this TWEMP and its sewer acceptance criteria.

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Approval holders must ensure that:

- Trade waste pretreatment infrastructure detailed on the approved Hydraulic plans is installed and used at the nominated premises; and
- Trade waste pretreatment infrastructure is properly operated and maintained in accordance with the manufacturer's guidelines such that it remains in a sanitary and efficient operating condition at all times.

## 4.2. Sizing of Basic Pretreatment Infrastructure

The following sizing requirements for basic pretreatment infrastructure apply to all new or replacement equipment installed after the effective date of this TWEMP. Existing non-compliant pretreatment infrastructure may not need to be replaced retrospectively, except where (at the sole discretion of Isaac Regional Council) the system is negatively affecting the sewerage system.

- For new or replacement basic pretreatment devices (grease silt traps and oil silt traps) the minimum size is 1000L.
- Where unusual circumstances exist, Isaac Regional Council may, at its sole discretion, provide written consent for smaller pretreatment infrastructure if a request and justification is made in writing by a qualified Hydraulic consultant representing the Applicant.
- Grease silt traps and oil silt traps must be sized to provide a minimum of one hour retention at peak hourly trade waste flow.
- The peak hourly trade waste flow should be calculated using the total of the guideline flows attributable to each trade waste generating fixture (see Appendix 4).
- Alternative peak hourly flow estimates will be accepted where a qualified Hydraulic engineer attests to the peak flow and design (thereby providing a performance guarantee for the system design and taking responsibility for any failure to meet sewer acceptance criteria).
- The maximum allowable capacity of any one grease silt trap is 5000L, unless Isaac Regional Council provides written consent for other sizing (consideration must be given to the adequacy of the applied flow rate at the time of installation).
- Where tenancy occupiers are unknown (i.e. new set of shops), the minimum grease silt arrestor sizing requirements are as follows:
  - minimum grease silt trap capacity allocation for the first connected tenancy is 1000L; and
  - minimum grease silt trap capacity allocation for each additional tenancy shown as connected to trade waste is 500L; unless -
    - the Applicant provides documentation with submitted Hydraulic Plans justifying an alternative pretreatment allowance.

## Guideline

Approval holders should aim to continually reduce the impact trade waste has on local house drainage, trade waste pretreatment infrastructure and Isaac Regional Council's sewerage infrastructure. The following on-site waste management practices should be implemented to reduce the impact of trade waste on pretreatment infrastructure and water/trade waste costs:

- maintain trade waste pretreatment equipment;
- ensure gross solids are not discharged to any drain and sewer. Solid food scraps and residues from plates and kitchen equipment should be scraped into solid waste bins;
- dry basket arrestors (strainers) with a fixed screen or an automatic closing mechanism that prevents discharge to sewer when the basket/strainer is removed should be installed in sink and floor drains;
- educate occupiers and staff not to leave taps running;
- install flow restriction devices where possible;
- remove in-sink food waste disposal units;
- initiate recycling of waste cooking oil, paper, cardboard and glass; and
- allocate waste management responsibility to employees.

- Discharge of trade waste to some sewers may need to be restricted during peak flow periods.
- Points of discharge may have to be relocated to separate domestic sewage from trade waste.
- Approval holders may be required to install and maintain a suitable storage and flow-control facility to ensure equalisation of flow.
- Approval holders with the potential to discharge flammable substances may be required to install and maintain an approved explosive gas detection meter.

### **4.3. Register of Authorised Basic Pretreatment Products**

Isaac Regional Council maintains a Register of Authorised Basic Pretreatment Products (the Register) to assist fast-tracking of Hydraulic Plan assessments. Where authorised pretreatment products are included on a compliant plan, Council Officers can provide a Plumbing Compliance Permit.

Basic trade waste pretreatment infrastructure 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. In general, pretreatment infrastructure that requires chemical addition or uses biological treatment process (excluding trade waste additives) is not basic pretreatment infrastructure.

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Manufacturers or suppliers (or their agents) wishing to supply basic pretreatment products for connection to sewer within Isaac Regional Council's service area must have each of their infrastructure models authorised in writing by Isaac Regional Council.

Business types listed in Appendix A3.1 are characterised by their use of basic systems to achieve deemed compliance with sewer acceptance criteria.

## 4.4. Obtaining Authorisation for Basic Pretreatment Products

Before a trade waste pretreatment product can be used in connection with Isaac Regional Council's sewerage system, the product must be reviewed and accepted by Isaac Regional Council for inclusion in the Register of Authorised Basic Pretreatment Products.

It is the responsibility of manufacturers, suppliers or product agents to apply for inclusion of their products in the Isaac Regional Council Register of Authorised Basic Pretreatment Products. Application forms and a copy of the current Register can be found at the Isaac Regional Council website – [www.isaac.qld.gov.au](http://www.isaac.qld.gov.au).

### 4.4.1. WSAA Evaluation

Applicants seeking evaluation of pretreatment products should refer to the WSAA website – [www.wsaa.asn.au](http://www.wsaa.asn.au).

Details required by WSAA are included on the WSAA Product Appraisal Application Form for Trade Waste Pretreatment Products, available at:

<https://www.wsaa.asn.au/ProductAppraisals/Pages/default.aspx>

## 4.5. Pretreatment Infrastructure Maintenance Requirements

Approval holders must ensure proper maintenance of trade waste pretreatment infrastructure in accordance with trade waste approval conditions.

Adequately sized basic pretreatment infrastructure must be serviced in accordance with the manufacturer's recommendations or as described below:

- Grease/silt arrestors: At least once every 13 weeks unless otherwise specified by Isaac Regional Council within the Trade Waste Approval.
- Oil/silt arrestors: Triple interceptor types - at least once every 12 months unless otherwise specified by Isaac Regional Council within the Trade Waste Approval.

Plate separator types – at the frequency specified by the manufacturer (as a minimum) unless otherwise specified by Isaac Regional Council within the Trade Waste Approval.

More frequent servicing may be a condition of the Trade Waste Approval.

Where a premises has under-sized or inadequate basic pretreatment infrastructure, such as pre-existing grease silt arrestors with a treatment capacity less than 550L, the Owner may be required to:

- Service the unit more frequently (rate to be determined by Isaac Regional Council on a site by site basis); and
- Install a dry basket arrestor (strainer), with a fixed screen or an automatic closing mechanism that prevents discharge to sewer when the basket/strainer is removed, in all connected sink and floor drains.

If failure to maintain trade waste pretreatment infrastructure results in interference to Isaac Regional Council's sewerage infrastructure (e.g. sewer blockage) or causes a public health risk, the approval holder responsible for the infrastructure will be subject to the remedies detailed in section 7 including enforcement and possible cost recovery claims.

Grease, fat, mineral oil, hydrocarbon products, residual wastes and regulated wastes that are removed from trade waste pretreatment infrastructure must not be discharged into Isaac Regional Council's sewerage infrastructure unless specifically approved by Isaac Regional Council.

The use of authorised trade waste additives, such as bacterial cultures and enzymes, in pretreatment infrastructure and sewer pipes cannot be used as a substitute for pretreatment infrastructure maintenance. Pretreatment infrastructure under this form of treatment must continue to be regularly serviced by the complete evacuation method at a frequency determined by negotiation.

Petroleum oil/silt – water separation systems must be visually inspected on a routine basis for system leaks and trade waste effluent quality. There must be no free-floating mineral oil or hydrocarbon product discharging to Isaac Regional Council's sewerage infrastructure. Any free-floating debris in the system must be manually removed on a routine basis and disposed of in accordance with legislative requirements.

#### **4.5.1. Pretreatment Infrastructure in Multiple Tenancies**

Where a commercial property is divided into multiple tenancies (such as a premises with separate areas used as individual tenancies), the Trade Waste Approval is issued to the property owner. The person responsible for maintaining trade waste pretreatment infrastructure used or shared by the tenancies is the property Owner.

Non-Compliance Notices for inadequate servicing of pretreatment infrastructure located within the property will be sent to the Approval holder.

## 4.5.2. Pretreatment Infrastructure in a Community Title Scheme

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 lot Owner, as the Approval holder, is responsible for maintaining trade waste pretreatment infrastructure.

The person responsible for maintaining trade waste pretreatment infrastructure located within CTS common property is determined by the origin of the trade waste:

- (i) Where the trade waste originates from a lot (other than common property) the lot Owner holds the Approval and is responsible for maintenance of the pretreatment infrastructure to which the Owner's waste discharges. This may require the approval holder to broker maintenance arrangements with the body corporate or other lot Owners (in the case of shared infrastructure) but responsibility remains with the Approval holder.
- (ii) Where the trade waste originates from the common property (e.g. for a bin wash or cooling tower) the body corporate identified on the community management statement for the CTS will hold the Trade Waste Approval and is responsible for maintenance of the pretreatment infrastructure to which the waste discharges.

In all cases, Non-Compliance Notices for inadequate servicing of pretreatment infrastructure located within a CTS lot will be sent to the Approval holder.

### Guideline

Pretreatment systems should be maintained in accordance with manufacturer's specifications and maintenance activities should be detailed on the maintenance schedule for the site.

## 4.6. Stormwater

The discharge of uncontaminated stormwater/surface water and roof run-off into Isaac Regional Council's sewerage infrastructure is prohibited. See section 3.3.1. However, contaminated first flush water collected from trade waste generating areas may (at the sole discretion of Isaac Regional Council) be approved for discharge to sewer – see section 4.6.3.

The use of harvested stormwater in trade waste generating activities (e.g. vehicle washing) may also be approved - see section 4.6.3.

## 4.6.1. Trade Waste/Stormwater Diversion Systems

A rain-sensor linked trade waste/stormwater diversion system will only be approved to allow connection of an external trade waste generating area to Isaac Regional Council's sewerage infrastructure in situations where:

- adequately roofing such an area is not possible; and
- the catchment area for the system is confined to such an area (e.g. wash pad).

All trade waste/stormwater diversion infrastructure must divert trade waste to a pump well located before an authorised pretreatment system. All trade waste generated on-site must be pumped through the trade waste pretreatment system prior to discharge to Isaac Regional Council's sewerage infrastructure.

The water supply to the wash area and power to the trade waste discharge pump must be automatically disconnected when the rain sensor detects a predetermined rain event. The system must be reset after a specified time delay. Rain events and time delays will be negotiated on a case by case basis taking into account site conditions.

A trade waste effluent flow-meter may need to be installed within the system to directly measure the volume of trade waste discharged to Isaac Regional Council's sewerage infrastructure.

The Approval holder must ensure that either the diversion system manufacturer or its authorised agent or a NATA accredited testing agency inspect and certify correct operation of the system at least every 12 months. The Approval holder must hold all inspection certificates at the site and make these available to Isaac Regional Council on request.

The Approval holder must ensure that trade waste/stormwater diversion infrastructure is maintained in a satisfactory and efficient operating condition at all times.

## 4.6.2. First Flush Collection Systems

A first flush collection system is an adjunct to trade waste/stormwater diversion infrastructure detailed in section 4.6.1. First flush water must be collected in a suitably sized separate holding tank. The system design must ensure that adequate first flush capacity is maintained during normal trade waste generating activities (e.g., the holding tank should not be the pump well associated with trade waste/stormwater diversion infrastructure detailed in section 4.6.1 unless other methods to ensure adequate holding volume at all times are included in the design).

First flush water that cannot be treated and re-used on-site is deemed to be trade waste. Such trade waste must be discharged to sewer in accordance with section 4.6.1 no sooner than 24 hours after any rainfall event in excess of 5mm of rain falling in any one-hour period

(as measured by the on-site rainfall measurement device).

A trade waste flow meter must be installed within the system to directly measure the volume of trade waste discharged to Isaac Regional Council's sewerage infrastructure.

In this section, first flush water means the volume of potentially contaminated stormwater that is generated in the first 10mm of rainfall during a rain event from an impervious unroofed trade waste generating area (e.g. concrete or bitumen washing area). For example, a 100m<sup>2</sup> wash pad would generate 1000L (100m<sup>2</sup> x 0.01m = 0.1m<sup>3</sup> or 1000L) of first flush water during any rain event greater than 10mm.

This section does not apply to stormwater harvesting from non-trade waste generating areas such as car park areas, roofing and urban stormwater infrastructure.

### 4.6.3. Collecting Storm/Roof Water for Use in Trade Waste Generating Activities

In systems where stormwater/roof water is used as an alternative water supply to trade waste generating activities, the system must employ:

- An approved trade waste effluent flow meter to directly measure the volume of trade waste discharged to Isaac Regional Council's sewerage infrastructure; or
- Include sub-metering of all input water supplied to trade waste generating areas.

All meters must meet the requirements described in section 5.

Under the *Water Supply Act*, excess stormwater collected during major rain events (i.e. stormwater that cannot be stored for later use or directly used in trade waste generating activities) cannot be disposed to sewer under any circumstances.<sup>3</sup>

Where stormwater/roof water 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 (e.g. treatment and diversion to council stormwater infrastructure either directly or via ponds and/or wetlands).

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<sup>3</sup>Water Supply Act, Section 193(2)

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Stormwater may be collected for use in trade waste generating activities such as washing/rinsing and evaporative air-conditioning cooling tower feed water. Stormwater may be harvested from unroofed car parking areas, roof run-off and urban stormwater infrastructure. Harvested stormwater may need to be treated to remove contaminants and disinfected to kill micro-organisms prior to re-use. Both of these processes will also help to control the generation of offensive odours within on-site storage tanks.

Stormwater used in trade waste generating activities may be discharged to sewer as trade waste in accordance with Trade Waste Approval Conditions. It is recommended applicants proposing stormwater harvesting/trade waste schemes consult with an environmental scientist or water/wastewater engineer and an Isaac Regional Council Trade Waste Officer prior to Application.

## **4.7. Food Retailing/Processing and Hospitality Industry**

Trade waste generating activities in the food retailing/processing and hospitality industry include:

- Preparing food to cook or package (e.g. rinsing)
- Washing up
- Cleaning bench-tops, ovens and floors
- Bleed water from evaporative air-conditioning cooling towers
- Boiler blow down water; and
- Refrigeration condensate.

Most trade waste generated by the food retailing and processing industry must be pretreated using an adequately sized pretreatment system that is designed for the removal of gross contaminants such as oil, fat, grease and silt.

## Guideline

The following food service activities may not be required to pretreat their trade waste:

- takeaway sandwich bars with no cooking of food;
- coffee shops where all solid food is brought in pre-cooked and no food is cooked on-site; and
- hot bread kitchens with no cooking of pastry products.

A list of businesses that are not normally required to install pretreatment infrastructure is provided in Appendix A3.2. For the purpose of determining pretreatment requirements, cooking is defined as 'the use of an appliance for heating, frying, boiling, steaming or baking foods, other than heating or holding previously cooked foods at serving temperature'. For clarity, cooking does not include the preparation of hot tea or coffee.

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## 4.8. Motor Trades Industry

Trade waste generating activities in the motor trades includes:

- Degreasing and washing of engines, gearboxes and automotive parts
- Washing of workshop floors contaminated with hydrocarbons
- Washing of motor vehicles, trucks and heavy machinery
- Rub down and paint scrapings from panel and smash repair shops; and
- Waste from flushing of radiators and engine blocks.

Trade waste generated by the motor trades' industry must be pretreated using an adequately sized pretreatment system that is designed for the removal of petroleum oil and silt.

Raw or depleted degreasing substances or baths of detergent cleaners, hydrocarbon cleansers, caustic soda, phenol/cresol solutions, cresylic acid and chlorinated hydrocarbons must not be discharged into sewer as trade waste. These wastes are residual regulated wastes that must be disposed off-site at a licensed treatment and disposal facility.

If detergents are being used in the generation of oily water wastes, then such detergents must be 'quick breaking' to rapidly break the emulsion and improve oil separation in the pretreatment system.

## 4.9. Photogenic and Imaging Industry

Small volumes of trade waste containing silver at a concentration less than 5000 mg/L may be discharged to sewer under a trade waste approval if the total mass of silver discharged per day is less than 2 grams. Alternatively, there are two disposal options for high strength silver wastes:

- Install a silver recovery unit (registered by P.U.R.E.) to reduce the silver concentration to less than 50 mg/L and obtain a trade waste approval from Isaac Regional Council to discharge this pretreated trade waste to sewer; or
- Collect and store high strength silver waste and arrange for periodic collection of this waste by a licensed contractor.

Note that option 2 above may still require a Trade Waste Approval to be issued approving the discharge of spent developer solutions and rinse waters to sewer.

Either a water trap (minimum water volume of 500 millilitres) with inspection opening or a mixing chamber (minimum water volume of 5 litres) with a designed access point must be installed in plumbing works immediately down-sewer from the silver recovery unit to allow sampling of trade waste effluent.

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## Guideline

Operators in the photographic and imaging industry, such as photographic labs, x-ray and graphic arts, should maintain their business in compliance with the P.U.R.E (Photographic Uniform Regulations for the Environment) *Code of Practice for Photographic Waste Liquids*.

The P.U.R.E. Code of practice aims to encourage responsible management of the residual liquid wastes within the photographic and imaging industry. By adopting the Code of practice, operators should be able to minimise the mass of contaminants, particularly silver, ammonia and sulphur compounds discharged to Isaac Regional Council's sewerage infrastructure.

For more information, contact P.U.R.E. (Photographic Uniform Regulations for the Environment) - a division of The Photographic and Imaging Council of Australia (PICA). For enquiries about P.U.R.E. email [pma@pmai.org](mailto:pma@pmai.org).

## 4.10. Metal Finishing Industry

Trade waste discharged into Isaac Regional Council's sewerage infrastructure from metal finishing industries, such as galvanising, electroplating, powder coating and anodising operations, must pass through a pretreatment system designed for the removal of one or more of the following applicable contaminants (as relevant depending on on-site activities):

- Cyanide
- Heavy metals (generally cadmium, chromium, copper, nickel and zinc) and aluminum
- Suspended solids
- Acid; and
- Alkali (caustic).

Automated pretreatment systems with chemical dosing units must be designed with fail-safe redundancy systems that prevent overstrength discharges to Isaac Regional Council's sewerage infrastructure upon system failure.

## Guideline

The Trade Waste Sewer Acceptance Criteria in Appendix A2 advise of standards for the disposal of heavy metals into Isaac Regional Council's sewerage infrastructure. Adopting these standards will decrease the heavy metal contamination of bio solids and allow Isaac Regional Council to beneficially re-use bio solids.

More stringent conditions may be imposed in sewerage catchment areas where there is an identified problem with heavy metals accumulation.

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The continued use of critical toxic substances, such as cyanide and cadmium, in the metal finishing industry is discouraged. Isaac Regional Council encourages the implementation of waste reduction strategies, such as better housekeeping and cleaner production, whereby dischargers may be able to achieve significant economic gains and reduce their impact on Isaac Regional Council's sewerage infrastructure. Staff training and awareness in trade waste management is a key component of any waste reduction program.

## 4.11. Laboratories

Scientific or medical laboratories must have systems in place to manage the disposal of the various prohibited substances used at such facilities – see section 3.3. All prohibited substances and regulated wastes must be stored on-site and transported off-site for disposal at a licensed facility.

Trade waste from small educational, commercial scientific and medical laboratories must be discharged through an authorised dilution chamber. Neutralisation of trade waste (marble chips or caustic addition) may not be required.

Trade waste from medium to large commercial, institutional and medical laboratories such as those at universities and hospitals, must be discharged through a silt trap and/or dilution chamber. Neutralisation of trade waste is likely to be required.

Refer also to healthcare industry waste restrictions, which may be applicable to laboratories, detailed within section 3.3.6.

## 4.12. Commercial and Institutional Swimming Pools

This section does not apply to domestic Swimming Pools. A domestic Swimming Pool is a pool at a residential property where the general public is not charged for using the facility (i.e., a swimming pool at a residential high rise complex is usually a domestic Swimming Pool).

Stormwater is a prohibited discharge to sewer.<sup>4</sup> Pool water discharged by gravity from the overflow relief structure of an unroofed pool during a rain event is deemed to be stormwater and must not be discharged into Isaac Regional Council's sewerage infrastructure. Plumbing and Drainage from such overflow relief structures must not be connected to Isaac Regional Council's sewerage infrastructure.

The backwash water from commercial and public Swimming Pools must not be discharged to Isaac Regional Council's sewerage system without a Trade Waste Approval.

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<sup>4</sup> *Water Supply Act*, Section 193(2)

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Due to the risk of sewer surcharge during pool filter backwash operations, pool trade waste must be discharged to Isaac Regional Council's sewerage infrastructure at a rate no greater than 1 litre per second or at a rate specified in Trade Waste Approval Conditions (i.e. higher rates may be approved if discharging into a larger diameter sewer). This will generally require that the Pool backwash water be pumped to sewer from a suitably sized on-site holding tank.

## Guideline

Trade waste generated by Pool filter backwash at commercial Swimming Pools may be approved for discharge into Isaac Regional Council's sewerage infrastructure. Customers may be required to install a trade waste pretreatment system, such as screens or silt traps, to remove excessive solids such as lint, sand and inert solids prior to discharging filter backwash water into Isaac Regional Council's sewerage infrastructure at a rate less than 1L per second. This will generally require that the Pool backwash water be pumped to sewer from a suitably sized on-site holding tank.

### **4.13. Evaporative Cooling Towers**

Trade waste generated from the operation and maintenance of evaporative cooling towers (e.g. for air-conditioning) can be discharged directly into Isaac Regional Council's sewerage infrastructure without pretreatment subject to the following requirements:

The approval holder must operate and maintain evaporative cooling towers in compliance with relevant Australian Standards (including AS/NZS 3666.2:2002 and AS/NZS 3666.3:2000).

During the Trade Waste Approval Application or Renewal process, Isaac Regional Council must be notified of the type(s) of chemical additives (i.e. biocide, anti-corrosion and anti-flocculants) used in cooling towers and the chemical constituents in each additive. Safety Data Sheets (SDS) for each proprietary chemical used in cooling tower water should be attached to application and renewal forms. SDSs are available from the chemical manufacturer or agent.

Cooling tower water discharged to sewerage as trade waste (bleed wastewater and wastewater generated from in-line and system decontamination) must comply with the trade waste sewer acceptance criteria (Appendix A2). Note that the Trade Waste Sewer Acceptance Criteria for chlorine (biocide) is 10mg/L – this concentration is the maximum recommended in AS/NZS 3666 when performing system decontamination.

Due to regulatory requirements relating to cooling tower system decontamination, large volumes of cooling tower water need to be disposed to sewerage in a relatively short period of time - specific Trade Waste Approval Conditions may require notification of significant discharges to Isaac Regional Council's Trade Waste Section. The maximum instantaneous rate of trade waste discharge allowed from cooling towers is 5L per second.

## 4.14. Commercial and Institutional Laundries

Trade waste from large commercial or institutional laundries must be discharged through a pretreatment system designed to:

- Reduce temperature to 38°C, such as a dilution chamber or heat exchanger; and
- Remove gross contaminants such as lint, sand and inert solids.

Due to the variation of water retained in washed material, a trade waste flow meter may need to be installed to directly measure the volume of trade waste discharged to Isaac Regional Council's sewerage infrastructure.

## 4.15. Other Commerce and Industry

Any other commerce or industry producing trade waste containing grit, sand, oils, lint, inert solids or other materials which have the potential of causing partial or complete obstruction within Isaac Regional Council's sewerage infrastructure must use a trade waste pretreatment system, such as screens, interceptors, oil/water separators and holding tanks, to remove the excessive contaminants.

Where commerce or industry produces trade waste containing contaminants that alone, or when mixed with other contaminants in the sewerage system, may affect the attainment of Isaac Regional Council's trade waste objectives, it is the responsibility of the Applicant (or Trade Waste Approval Holder) to provide a reliable pretreatment solution capable of meeting the sewer acceptance criteria (Appendix A2) and any specific criteria that Isaac Regional Council requires. For clarity, this means Trade Waste Officers are not responsible for recommending or designing pretreatment solutions.

## 5. Determining Trade Waste Quantity and Quality

### 5.1. Determination of Trade Waste Quantity (Flow)

The quantity of trade waste discharged to Isaac Regional Council's sewerage infrastructure is measured in kilolitres (kL) and is determined by one of the two methods detailed below.

#### 5.1.1. Direct Measurement

The direct measurement method uses an approved effluent flow meter installed in the trade waste drainage, owned and maintained by the approval holder and is read by Isaac Regional Council on a routine basis for the levying of trade waste charges. Effluent flow meters must provide a totalised volume, and must be serviced and calibrated according to Trade Waste Approval Conditions.

Trade waste effluent meters must be safely accessible to Isaac Regional Council's 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*.

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Isaac Regional Council reserves the right to retrofit at the Approval holder's cost an effluent flow meter or to add data logging or telemetry functionality to the meter to monitor trade waste flows.

## 5.1.2. Indirect Measurement

The indirect measurement method applies to most trade waste generators and applies a specific trade waste fraction to the:

- Water consumption as measured at the primary water meter (less an allowance for domestic use); and/or
- Water consumption as measured by an approved secondary water meter to an industrial process or trade waste generating area on the site.

Sub-meters used to estimate trade waste discharge volumes, must be safely accessible to Isaac Regional Council's meter readers during normal business hours, and the meter display shall be located in accordance with accessibility requirements described in the *Queensland Plumbing and Wastewater Code*.

An allowance (pedestal allowance) of a predetermined number of kilolitres per pedestal per annum is deducted from the water consumption volume to account for the volume of domestic sewage generated on-site. Domestic sewerage is not trade waste and is charged separately using a pedestal charge.

A factor (trade waste factor), indicating the fraction of non-domestic water consumption that is eventually discharged to Isaac Regional Council's sewer, is then applied to this remaining volume of water to obtain the net trade waste volume as the basis for trade waste charges.

The following algorithm describes the determination of net trade waste volume as the basis for trade waste charges:

Net TW Volume = [Water Consumption - (Pedestal Allowance x No. of Pedestals)] x TW Factor

where:

Pedestal Allowance = 75 kilolitres/pedestal/annum (or 18.75 kilolitres/pedestal/quarter)

The trade waste fraction is a number between 0.01 and 1.00 (and 1.00 indicates all water used in the non-residential part of the premises is discharged as trade waste) and will vary based on:

- Commercial/industry type;
- The site's metering arrangements;
- Onsite trade waste generating processes; and
- The mix of Occupiers on the land.

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Non-domestic water is exemplified by the following on-site processes - being:

- Retained in manufactured products (i.e. soft drink manufacturing); or
- Evaporated in production processes or in evaporative cooling towers; or
- Otherwise not discharged to Isaac Regional Council's sewerage infrastructure (i.e. irrigation of gardens or sports fields).

### **Example**

Billing Period: 1 January to 31 March 2013 (3 months)

Water consumption = 100 kilolitres

Pedestals = 5

Pedestal Allowance = 75 kilolitres/pedestal/annum

Trade Waste Fraction = 0.95

Step 1 – calculate the pedestal allowance volume for the 3 month period

5 toilets x 75 kilolitres per pedestal per annum = 375 kilolitres per annum. However, the water consumption is over the 3 month billing period not 12 months, therefore divide the 375 by 4 (12 months divided by 3 months) to get a 3 month pedestal allowance volume = 93.75 kilolitres.

Step 2 – deduct the pedestal allowance from the water consumption for the billing period

100 kilolitres – 93.75 kilolitres = 6.25 kilolitres.

Step 3 – multiply the 'non-domestic' water in Step 2 by the trade waste fraction

6.25 kilolitres x 0.95 = 5.94 kilolitres

Trade waste flow for the billing period is 5.94 kilolitres.

## **5.1.2.1. Determination of Trade Waste Fractions**

Trade waste fractions are determined from information supplied by the Applicant when applying for a Trade Waste Approval. If Applicants do not supply water usage information or cannot verify information regarding on-site water usage detailed in their Application, Isaac Regional Council will allocate a standard trade waste fraction based on the best fit ANZSIC Code industry type or activity.

If an applicant wishes to negotiate a non-standard trade waste fraction, an Application for a Trade Waste Fraction form must be properly and fully completed and lodged to Isaac Regional Council prior to the negotiation.

Isaac Regional Council determines trade waste fractions based on industry type (using the *Australian/New Zealand Standard Industry Codes (ANZSIC)*), best available historical information on water consumption, and trade waste flow. Table 2 below details standard trade waste fractions applied by Isaac Regional Council.

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**Table 2. Standard Trade Waste Fractions by ANZSIC Code**

Industry Type/Activity	ANZSIC	Fraction
Accommodation (Hotel/Motel/Hostel)	5710	Negotiation
Beverage Manufacturing: -Soft Drink Cordial and Syrup	2181	0.85
Manufacture -Beer and Malt	2182	
Chemical Product Manufacturing	2510 to 2566	0.95
Cold Store	6709	0.85
Commercial Offices with Cooling Tower	7712	0.20*
Dry Cleaning	9521	0.95
Food Manufacturing: -Meat Processing	2111	0.95
-Poultry Processing	2112	0.95
-Bacon, Ham and Smallgoods	2113	0.95
Manufacturing		0.95
-Dairy Products Manufacturing	2129	0.95
-Fruit and Vegetable Processing	2130	0.90
-Bakery Products Manufacture	2161	0.90
-Cake and Pastry Manufacture	2162	0.90
-Biscuit Manufacture	2163	0.95
-Seafood Processing	2173	0.95
-Other	2111 to 2179	
Food Retailing & Specialty Shops including: -Meat, Fish and Poultry	5121	0.95
-Bread and Cake	5124	0.9
-Supermarket and Grocery	5110	0.95
Food Retailing: -Cafes and Restaurants	5730	0.95
-Takeaway	5125	
Food and Beverage Retailing: -Pubs, Taverns, Bars	5720	0.95
-Clubs	5740	
Hospitals	8611	Negotiation
Nursing Homes	8613	
Laundry	9521	0.85
Laboratory	7829	0.98
Machinery and Equipment Wholesaling	4611 to 4619	
Machinery and Equipment Manufacturing	2811 to 2869	0.98
Meat, Poultry or Smallgoods Manufacturing	2110	0.95

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Health Services (including Diagnostic Imaging)	8639	0.95
Metal Coating and Finishing	2764	0.98
Metal Product Manufacturing	2711 to 2769	0.95
Motor Vehicle Dismantling and Used Part Dealing	4624	0.98
Motor Vehicle Repair and Servicing	5329	0.98
Motor Vehicle Fuel Retailing	5321	0.98
Motor Vehicle Manufacturing	2811	0.98
Non-Metallic Product Manufacturing: - Cement Product Manufacture - Plastic Product Manufacture - Other Non Metallic Product Manufacture	2635 2561 to 2566 2610 to 2640	0.95
Paper Product Manufacturing	2339	0.90
Photographic Film Processing	9522	0.98
Plant Hiring or Leasing	7743	0.98
Printing	2412	0.98
Schools and Universities	8421, 8422, 8431	Negotiation
Road Freight Transport	6110	0.98
Smash Repair	5323	0.98
Textile Finishing	2215	0.98
Textile Product Manufacturing	2229	0.95
Veterinary (including Pet Care Services)	8640	0.95
Waste Disposal Services	9634	Effluent Meter
Other	9999	0.98

## Notes

1. ANZSIC – Australian New Zealand Standard Industry Code
2. Deduct 0.20 from the above Standard Trade Waste Fractions (excluding those marked\*) if an evaporative air-conditioning cooling tower is used on the Land.
3. Land with mixed use (i.e. residential/retail or commerce/retail) where the retail component has the smaller floor space is classified as accommodation for fraction determination.
4. Land with more than one Industry Type - where such industry types have different standard fractions, the highest fraction value (i.e. number closest to 1) will be used.

In such cases, secondary meters may need to be installed for accurate trade waste flow measurement.

Approval holders may apply to change their trade waste fraction if they believe it is not accurate. It is the applicant's responsibility to provide all water usage data and information required to substantiate a trade waste fraction. If on-site water usage cannot be

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substantiated, Isaac Regional Council's trade waste fraction will be applied until water usage is substantiated. To resolve on-going disputes over a trade waste fraction or to substantiate water usage information, Approval holders may be required at their sole expense, to either:

- install an effluent flow meter and measure trade waste flow by direct measurement; or
- install secondary water meters on water services supplying water to the various trade waste generating areas of their site.

Isaac Regional Council may request the installation of secondary water meters to allow indirect trade waste quantity measurement of either single or multiple trade waste discharges in CTS properties or mixed development (residential and retail) complexes.

### 5.1.3. When Effluent Flow Metering is Required

Approval holders with the following discharge characteristics must install an effluent flow meter to be used for either direct measurement of the trade waste discharge volume or for verification of the applied trade waste fraction (see 5.1.2):

- All category D Approval holders
- All Approval holders with a trade waste discharge greater than 10kL/day and a trade waste factor less than the standard trade waste factor for the relevant industry (see Table 2)

Isaac Regional Council may require any Approval holder to provide effluent flow metering as part of their Trade Waste Approval Conditions.

## 5.2. Application of Trade Waste Quality Links

The measurement of quality parameters will not usually be applied to trade waste discharged from the following general business types:

- Automotive and mechanical workshops
- Food service and hospitality industries
- Minor food manufacturing
- Education
- Health services
- Beauticians and hairdressers
- Care facilities
- Veterinary
- Air conditioning and cooling towers
- Selected commercial processes.

Trade waste from the above industries is usually deemed to comply with the trade waste sewer acceptance criteria, excluding prohibited substances, where the waste discharge is:

- Deemed compliant without pretreatment (i.e. business types listed in Appendix A3-2); or is
- Pretreated using fit for purpose and properly maintained basic trade waste pretreatment infrastructure (i.e. business types listed in Appendix A3-1).

For other industries, the quality of trade waste shall conform to Trade Waste Approval Conditions or, if no contaminants are detailed within the Trade Waste Approval, the Trade Waste Sewer Acceptance Criteria (Appendix A2). Specific concentration and load limits for contaminants may be applied in variation to the Trade Waste Sewer Acceptance Criteria if approved by Isaac Regional Council.

Consideration of the impact of the concentration and total daily mass of the contaminant on Isaac Regional Council's trade waste objectives will determine all specific quality limits. The impact shall be assessed in terms of sewerage worker health, sewer asset condition, treatment plant processes and contamination of final treated effluent and bio solids.

## 6. Audit, Inspection and Monitoring

### 6.1. General Provisions

For the purpose of monitoring and auditing the conditions of discharge, Isaac Regional Council's Trade Waste Officers will inspect premises referred to in all categories of trade waste approval. Priority will be given to inspections of higher risk customers, but inspections may take place at any Trade Waste Approval holder's premises.

Inspections may be undertaken, without limitation, to ensure the following:

- That pretreatment facilities are regularly and properly serviced and standby equipment is available where necessary
- All storage areas are properly isolated and are not improperly connected to sewer
- There is no unauthorised trade waste connections to sewer
- There are no illegal stormwater connections to the trade waste system or sewerage
- There are no illegal trade waste connections to stormwater and that there is no potential for trade waste to flow improperly to sewer, stormwater or waterways
- That monitoring of strength and flow is undertaken as required under the Trade Waste Approval
- That work practices do not result in a breach of the trade waste approval or legislation.

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

Isaac Regional Council's Trade Waste Customer Risk Classification System systematically identifies the level of risk presented by a trade waste customer to the sewerage system. The assessed risk rating is used to prioritise trade waste management activities.

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 (per ANZSIC) and the associated business activities conducted on site; and
- Compliance with Sewer Acceptance Criteria.

A risk rating is calculated using this information and the risk algorithm shown below:

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

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 Isaac Regional Council.
- L = The average dry weather flow into the sewage treatment plant in kilolitres per day, to which the customer discharges.
- P = The performance history factor, calculated as follows:
- For each contaminant determine the total number of sample results greater than the Sewer Acceptance Criteria during the period of assessment divided by the total number of sample results for that contaminant during the period of assessment.
  - Add together the results for all contaminants.
- H = The historical incident factor, calculated as follows:  
(maximum measured concentration – SAC)<sup>0.5</sup> / (10 x SAC) is calculated for each contaminant with a sample result greater than the Sewer Acceptance Criteria (SAC) during the period of assessment, and then totaled for all contaminants. SAC details can be found in Appendix 2.

A scale of 1 to 7 is used to classify the level of risk presented by a particular customer, with risk rating 1 representing very high risk and risk rating 7 representing minimal risk. A customer's risk rating is then used to determine the frequency of ongoing site audits, sampling and analysis required for that customer as exemplified in Table 3.

At any time, the current relationship between risk rating and inspection frequencies is described within the administration tables of the Isaac Regional Council trade waste database (LIWIS) and is subject to change according to Isaac Regional Council's assessment of the inspection effort required to meet its trade waste objectives.

**Table 3. Example of Relationship between Risk Rating and Inspection Frequency**

Risk Rating	Inspection Frequency	Sampling Frequency*
1	weekly	weekly
2	fortnightly	fortnightly
3	monthly	monthly
4	bimonthly	bimonthly
5	Various – depends on industry (but not more frequent than quarterly)	
6	Various – depends on industry (but not more frequent than quarterly)	
7	Various – depends on industry (but not more frequent than annually)	

\*Isaac Regional Council may, at its sole discretion, determine that high risk rating customers require continuous monitoring (where an applicable monitoring technique is available). Where trade waste quality charges apply, sampling frequencies will be increased to obtain the number of samples required for representative billing.

Scheduling rules described in Table 3 are subject to annual review by Isaac Regional Council.

Isaac Regional Council will provide sampling and analysis up to a maximum frequency of once per month, unless otherwise varied by written agreement. Additional sampling must be undertaken as part of a customer self-monitoring program (refer to section 6.5).

### 6.3. Sampling and Monitoring Standards

Trade waste effluent sampling must be representative of the trade waste effluent from the normal on-site daily operations and all trade waste samples are to be taken in accordance with the *EHP (2009) Monitoring and Sampling Manual 2009*, Version 2, ISBN 978-0-9806986-1-9 (available at [www.ehp.qld.gov.au](http://www.ehp.qld.gov.au)).

Samples are to be taken as 24 hour flow-weighted composites unless otherwise stated in the specific conditions of the relevant Trade Waste Approval.

### 6.4. Inspection Chambers and Monitoring Facilities

#### 6.4.1. Deemed Quality Categories (Cat A, B and C)

Approval holders may be required to provide an inspection opening on the trade waste discharge line within the property boundary in an area which is safe and accessible at all times to allow for sampling and monitoring equipment to be installed and operated.

### 6.5. Customer Self-Monitoring and Reporting

Approval holders may be required to ensure that the quality of the trade waste effluent discharged from the nominated premises is self-monitored on a routine basis.

The frequency of self-monitoring is dependent on the trade waste risk classification for the premises as determined by Isaac Regional Council – see section 6.2. The higher the risk, the more self-monitoring may be required. Trade waste self-monitoring requirements (including parameters to be monitored) will be detailed in Trade Waste Approval Conditions.

Self-monitoring of trade waste effluent provides:

- Improvement in process control; and
- Demonstration of compliance with Trade Waste Approval Conditions.

The approval holder is required to meet all costs of self-monitoring.

Trade waste self-monitoring data shall be included in calculation of trade waste quality charges for any quality assessment period, but specific monitoring data may be excluded at the request of the approval holder at the discretion of Isaac Regional Council. Justification for the exclusion of specific self-monitoring data will be required (and may include evidence of a process aberration at the time of sampling).

Where excluded self-monitoring data indicates a short term over-strength discharge, costs may be calculated and billed as a special disposal (refer to section 8.7).

Self-monitoring data must be lodged to Isaac Regional Council prior to the end of each quality assessment period.

## 6.5.1. Initial Compliance Monitoring and Reporting

Approval holders that are discharging for the first time into Isaac Regional Council's sewerage infrastructure, or who have significantly upgraded or altered their trade waste pretreatment system may be required to ensure sampling and analysis of trade waste effluent discharged from the premises is carried out a minimum of once per fortnight for a minimum period of twelve (12) weeks after first introduction of trade waste from the premises into Isaac Regional Council's sewerage infrastructure (initial compliance monitoring). Trade waste monitoring requirements will be detailed in Trade Waste Approval Conditions.

Where an initial compliance monitoring program has been requested by Isaac Regional Council, an initial compliance report must be sent to Isaac Regional Council within sixteen (16) weeks of first introduction of trade waste from the premises into Isaac Regional Council's sewerage infrastructure. The initial compliance report must contain the following information:

- A record of the time, date and name of the sampler for all samples collected
- A record of the concentration of the analysed contaminants for all sampling events within the twelve (12) week monitoring period

- A record of all relevant water meter or trade waste effluent flow meter readings at time of collection of all grab samples or, for composite samples, at time of sample commencement and sample finishing
- A statement of compliance or non-compliance with the Trade Waste Approval.

Within ninety (90) days following the Trade Waste Approval issue date, the trade waste discharge must comply with this TWEMP and applicable Trade Waste Approval Conditions.

## 6.5.2. Ongoing Compliance Monitoring and Reporting

Approval holders undertaking self-monitoring are required to ensure that:

- Sampling and analysis of trade waste effluent discharged from the premises is conducted in accordance with Trade Waste Approval Conditions; and
- Periodic monitoring reports are forwarded to Isaac Regional Council within 7 days of receipt (by the approval holder) of the finalised laboratory results, and should include the following information:
  - a record of the time and date and concentration of the analysed contaminants for all sampling events conducted since the previous periodic compliance report;
  - 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;
  - a calculation of the sampling period mass load for all analysed contaminants for all composite samples;
  - a statement of compliance or non-compliance with this trade waste approval with associated comments.

If applicable, trade waste flow meter accuracy certification reports must be attached to the June and December reports.

Trade waste monitoring requirements will be detailed in Trade Waste Approval Conditions.

## 6.5.3. Additional Monitoring during Non-Compliance Events

If trade waste effluent self-monitoring indicates the occurrence of a breach of this TWEMP or a Trade Waste Approval Condition, the Approval holder must notify Isaac Regional Council as detailed in section 3.11.

Notice of breaches must be given:

- By telephone (as soon as practically possible); and
- In writing, within seven (7) days of the date of the breach, setting out:
  - the nature of the breach;

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- an explanation of the cause of the breach;
- trade waste effluent analysis results and/or flow measurements;
- actions that have been taken to control the non-compliant discharge;
- what action is proposed to prevent its recurrence.

Repeat trade waste effluent sampling must be undertaken within two (2) working days of the receipt of the first laboratory report (either draft or otherwise) detailing the results indicating a breach.

A breach sampling report must be sent to Isaac Regional Council within fourteen (14) days of the initial breach event detailing the following minimum information:

- Laboratory report detailing the chemical analysis results for the repeat sampling event and any associated trade waste flow measurements
- Comment on whether or not the trade waste discharge is in compliance; and
- What future actions, if any, are to be undertaken.

## 6.6. Isaac Regional Council Monitoring Program

Continued connection to and use of Isaac Regional Council's sewerage infrastructure is subject to Isaac Regional Council's premises inspection and trade waste sampling program. Sampling events will occur at a frequency determined by the Approval holder's:

- Trade waste risk classification;
- Trade waste discharge category; and
- *ANZSIC* classification.

The cost of the Isaac Regional Council routine monitoring program is covered by the annual trade waste charges.

## 7. Powers of Isaac Regional Council

Isaac Regional Council has powers under different statutes which it may use or rely on in relation to trade waste matters. Examples of these powers are highlighted below.

### 7.1. To Make Trade Waste Approval Decisions

Isaac Regional Council will assess the information provided by the Applicant on the Applicant's Trade Waste Approval Application form and Hydraulic Services Design Plan. If insufficient information is provided for Isaac Regional Council to make a decision, Isaac Regional Council may require the Applicant to provide additional information. Within fifteen (15) working days of receipt of a complete Trade Waste Approval Application, Isaac Regional Council will determine whether or not to issue a Trade Waste Approval (subject to any request for information required to make the decision). Incomplete Trade Waste Approval Application forms will be returned to the Applicant for completion.

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Isaac Regional Council 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.

## 7.2. To Impose Trade Waste Approval Conditions

Isaac Regional Council may, at its sole discretion, include in a Trade Waste Approval such conditions as are reasonably necessary to:

- Protect worker health and safety
- Prevent pass through or interference
- Protect against damage to Isaac Regional Council's assets
- Protect the quality of the water body receiving STP effluent;
- Facilitate Isaac Regional Council's STP bio solids and effluent re-use strategies; and
- Address any other matter that Isaac Regional Council regards as material.

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

Without limiting Isaac Regional Council's power to vary a Trade Waste Approval, Isaac Regional Council 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:

- To incorporate any new or revised federal, state, or local statutory requirements
- 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
- A change in Isaac Regional Council's sewerage infrastructure that requires either a temporary or permanent reduction or elimination of the approved trade waste discharge
- Information indicating that the approved compliant trade waste discharge poses a threat to Isaac Regional Council's sewerage infrastructure, Isaac Regional Council personnel, or the receiving waters
- Violation of any terms or conditions of the Trade Waste Approval
- Misrepresentations or failure to fully disclose all relevant facts in the Trade Waste Approval Application or in any required reporting
- To correct typographical or other errors in the Trade Waste Approval; or
- To reflect a transfer of land ownership and/or Operator to a new Owner/Operator.

## 7.4. To Have Access

Under the *Local Government Act 2009*, Isaac Regional Council 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.

## 7.5. To Issue Notices

Isaac Regional Council may give any notice under any law or this TWEMP to an Approval holder and any persons acting under the Trade Waste Approval.

Isaac Regional Council 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.

## 7.6. Non-Compliance/Breach Process

Where Isaac Regional Council 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, Isaac Regional Council may issue a Trade Waste Notice to remedy the breach or non-compliance.

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.

Nothing in this section limits or fetters the authority of Isaac Regional Council to serve a Compliance Notice, take any action, including emergency actions or any other enforcement action, without first issuing a Trade Waste Notice to remedy. 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 the requirements stated in Isaac Regional Council's Trade Waste Non-Compliance Notice and Show Cause Notice.

### 7.6.1. Level 1 Trade Waste Non-Compliance Notice

As soon as possible after Isaac Regional Council becomes aware the Trade Waste Approval holder has breached or not complied with a trade waste condition or requirement, Isaac Regional Council may serve upon the Trade Waste Approval holder or the holder's managing agent a written Level 1 Trade Waste Non-Compliance Notice. Isaac Regional Council may select any means of service that is reasonable under the circumstances.

The Level 1 Trade Waste Non-Compliance Notice will contain the following information:

- The date of the breach
- Details of the breach
- Immediate actions required to be undertaken on the nominated premises; and
- A direction to the approval holder to come into compliance within a specified time period not to exceed 28 days from the notice issue date or submit (for Isaac Regional Council consideration) a compliance schedule to Isaac Regional Council detailing how the trade waste discharge will come into compliance within a specified reasonable timeframe.

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The Level 1 Trade Waste Non-Compliance Notice will request the approval holder to state in writing to Isaac Regional Council:

- Reasons why the breach occurred; and
- What actions have been taken to ensure the type of breach will not re-occur.

The Level 1 Trade Waste Non-Compliance Notice may require the Trade Waste Approval holder to:

- Service or maintain pretreatment infrastructure
- Improve the quality of trade waste effluent
- Reduce the flow of trade waste effluent
- Stop certain activities from being undertaken on the nominated premises
- Install additional pretreatment equipment; or
- Increase the frequency of self-monitoring events.

In response to the Level 1 Trade Waste Non-Compliance Notice, the Trade Waste Approval holder may submit a compliance schedule to Isaac Regional Council detailing how the trade waste discharge will come into compliance within a specified reasonable timeframe. The compliance schedule must meet the following criteria:

- The schedule shall demonstrate why Isaac Regional Council should agree to allow greater than 28 days for the approval holder to achieve compliance.
- The schedule shall contain increments of progress in the form of project steps with associated milestone dates for the commencement and completion of major events leading to the compliance with applicable Trade Waste Approval conditions or this TWEMP. Such project steps may include hiring an engineer or consultant, completing preliminary plans, completing final plans, executing a contract for major components, commencing construction, completing construction, commissioning new plant and monitoring discharges.
- The maximum number of project steps in a compliance schedule is six (6) and the maximum overall compliance schedule period is 2 years.
- Not later than fourteen (14) days following each milestone date in the approved compliance schedule and the final date for compliance, the Approval holder shall ensure a progress report is submitted to Isaac Regional Council including, at a minimum, whether or not it complied with the increment of progress to be met on such date and, if not, the date on which it expects to comply with this increment of progress, the reason for delay, and the steps being taken to return the project to the schedule established.

- If Isaac Regional Council approves a compliance schedule, the Trade Waste Approval shall be modified to be consistent with agreed trade waste conditions within the compliance schedule period.

During this process, Isaac Regional Council will continue to monitor the trade waste discharge for ongoing compliance purposes and discharge impacts (e.g. odour or contaminant accumulation) respectively. Isaac Regional Council will cover costs of routine audit sampling only.

Isaac Regional Council will only proceed with the cost recovery processes detailed in section 7.9 for Level 1 Trade Waste Non-Compliance Notices where breach events cause:

- Physical damage to Isaac Regional Council's sewerage infrastructure
- Excessive odour generation within Isaac Regional Council's sewerage infrastructure; or
- Accumulation of contaminants in Isaac Regional Council's sewerage infrastructure that must be purposely removed or treated by Isaac Regional Council.

## 7.6.2. Level 2 Trade Waste Non-Compliance Notice

If the Approval holder does not come into compliance within the timeframe stipulated in a Level 1 Trade Waste Non-Compliance Notice or a milestone date in an approved compliance schedule, Isaac Regional Council may serve upon the Approval holder a written Level 2 Trade Waste Non-Compliance Notice.

The Level 2 Trade Waste Non-Compliance Notice will request the approval holder to:

- Take immediate action to come into compliance within a specified time period
- State in writing to Isaac Regional Council the reasons why the Level 1 Trade Waste Non-Compliance Notice was not followed - within a specified time period not to exceed fourteen (14) days
- Attend a meeting with Isaac Regional Council Officers to discuss the breach event (if required); and
- Review its Trade Waste Management System and report to Isaac Regional Council within a specified period.

During this process, Isaac Regional Council will continue to monitor the trade waste discharge and Isaac Regional Council's sewerage infrastructure for ongoing compliance purposes and discharge impacts respectively. Isaac Regional Council will cover costs of routine audit sampling only.

If the trade waste discharge is in compliance after the compliance date stated in the Level 2 Trade Waste Non-Compliance Notice, the Approval holder may be:

- Invoiced an amount that meets Isaac Regional Council's costs incurred in the management of the non-compliance event (i.e. administration fees and inspection, sampling and sample analysis costs) and any costs incurred in relation to the reinstatement of any damaged Isaac Regional Council infrastructure or removal of contaminants from the Isaac Regional Council's sewerage infrastructure, and the Approval holder agrees that the invoiced amount will be a debt due and payable on demand to Isaac Regional Council; and
- Notified that no further action will be taken by Isaac Regional Council regarding this non-compliance event.

### 7.6.3. Level 3 Trade Waste Show Cause Notice

If compliance is not achieved within the timeframe stipulated by Isaac Regional Council in a previous Trade Waste Non-Compliance Notice or if Isaac Regional Council deems a breach by the Approval holder to be a serious or willful breach or Isaac Regional Council considers it necessary to do so, Isaac Regional Council may serve a written Level 3 Trade Waste Show Cause Notice.

Non-compliance with a Level 3 Trade Waste Show Cause Notice may lead to suspension or cancellation of a Trade Waste Approval, as per the *Water Supply Act* (see section 7.8).

Additionally, the trade waste drainage sewerage connection point may be sealed immediately by Isaac Regional Council if the trade waste discharge continues and causes interference or pass-through at a STP.

### 7.7. Temporary Cessation of Discharge Notice

Isaac Regional Council may serve upon an Approval holder a written temporary cessation of discharge notice requiring the Approval holder to temporarily stop discharging trade waste into its sewerage infrastructure, either:

- Immediately; or
- From a time specified in the Notice.

Isaac Regional Council may give a Notice under this section if Isaac Regional Council intends to examine, alter, repair, maintain or close down a sewer receiving trade waste. In an emergency situation, notice may be given by telephone to the Approval holder or an occupier, followed by written confirmation. The Approval holder must ensure the discharge of trade waste has ceased within the time specified in the notice. The trade waste discharge must not recommence until Isaac Regional Council notifies the Approval holder in writing that it may do so.

A temporary cessation of discharge notice does not constitute a suspension of a Trade Waste Approval under the Act.

## 7.8. To Suspend or Cancel a Trade Waste Approval

Isaac Regional Council has the right to suspend or cancel a Trade Waste Approval in certain circumstances. The process for the suspension or cancellation of a Trade Waste Approval is detailed in sections 182-183 of the *Water Supply Act*.

### 7.8.1. Suspension or Cancellation Generally

Isaac Regional Council may suspend or cancel a Trade Waste Approval under section 182 of the *Water Supply Act* in the following circumstances:

- The Approval holder has contravened a condition of the Approval; or
- The Approval holder has contravened a provision of the *Water Supply Act*; or
- The Approval is no longer appropriate because the circumstances under which trade wastes are generated by the holder have significantly changed since the Approval was given; or
- Urgent action is necessary in the interests of public health or safety to prevent environmental harm or prevent damage to the Isaac Regional Council's sewerage system.

Before suspending or cancelling a Trade Waste Approval, Isaac Regional Council will issue a Show Cause Notice to the approval holder and provide the latter with an opportunity to make submissions.

The Approval holder shall remain liable to pay all trade waste charges prior to any period of suspension and during any period of suspension stated in the prescribed Information Notice issued to the approval holder. A suspension will take effect in accordance with Section 183.

If a Trade Waste Approval is cancelled under section 183 of the *Water Supply Act*, the approval holder shall be liable to pay all trade waste charges up until that date the termination takes effect under Section 183. Upon termination, the Approval holder must ensure that any pretreatment infrastructure is serviced, cleaned and sealed as soon as reasonably practicable after the last day of trade waste generation on the premises.

### 7.8.2. Suspension of a Trade Waste Approval where Urgent Action is Necessary

Isaac Regional Council may suspend a Trade Waste Approval without giving a Show Cause Notice under section 184 of the *Water Supply Act* where urgent action is required to prevent or minimise damage to Isaac Regional Council's sewerage infrastructure, its receiving stream, or endangerment to any individuals.

An Approval holder notified in writing of a suspension of the Trade Waste Approval under

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section 184 must ensure the immediate cessation of trade waste discharge from the nominated premises either from the date the Trade Waste Approval holder receives the Information Notice or the date and time stated in the Information Notice – whichever is earlier.

The Approval holder must ensure any Occupier of the nominated premises is aware of the information notice and ceases trade waste discharge in accordance with the information notice. If trade waste is found to have been discharged after the issue of the information notice of suspension or the trade waste notice, Isaac Regional Council may take such steps as it considers necessary, including for example, serving such notice on the occupier and immediate severance of the sewerage connection to prevent or minimise damage to Isaac Regional Council's sewerage infrastructure, its receiving stream, or endangerment to any individuals.

Isaac Regional Council may allow the Approval holder of the nominated premises to recommence trade waste discharge from the nominated premises when Isaac Regional Council considers, at its sole discretion, that urgent action is no longer necessary.

If a Trade Waste Approval is cancelled under section 184 of the *Water Supply Act*, the approval holder shall be liable to pay all trade waste charges up until that date the termination takes effect under section 184. Upon termination, the Approval holder must ensure that any pretreatment infrastructure is serviced, cleaned and sealed as soon as reasonably practicable after the last day of trade waste generation on the premises.

## 7.9. To Recover Costs

In addition to section 7.6.2, when Isaac Regional Council finds that trade waste was or is being discharged in breach of any provision of a Trade Waste Approval Condition or order issued herein, Isaac Regional Council may impose an additional trade waste charge for:

- Trade waste quantity and quality
- Additional trade waste inspections, wastewater sampling and analysis
- Removing excess contaminants from Isaac Regional Council's sewerage infrastructure
- Non-routine cleaning or maintenance of Isaac Regional Council's sewerage infrastructure
- Preparing administrative enforcement remedies detailed previously in this section;
- Any other associated task reasonably undertaken by Isaac Regional Council to determine whether or not damage referred to in this section has been caused by trade waste discharged from the Approval holder's premises or to restore Isaac Regional Council's sewerage infrastructure to a reasonable state for continued service to the community.

This section applies in respect of damage that occurs or is discovered during the term of a Trade Waste Approval or after it expires.

Any additional trade waste charges shall:

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

Any additional trade waste charge levied under this section is a debt due and payable on demand to Isaac Regional Council. 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.

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 Isaac Regional Council's sewerage infrastructure, Isaac Regional Council may make good that damage and recover the reasonable cost of so doing from the Approval holder. Any authority or right given to Isaac Regional Council in this section is in addition to the authority and power given to Isaac Regional Council as a sewerage service provider under the *Water Supply Act*.

## 8. Fees and Charges

### 8.1. Trade Waste Application Fee

A fee is charged for the processing of new Trade Waste Applications. This fee, which is set annually in the Isaac Regional Council Budget, will be charged to the new Approval holder on the first subsequent quarterly trade waste account sent.

### 8.2. Trade Waste Charging Framework

Fees and charges to be levied for each financial year will be determined by Isaac Regional Council and passed by Isaac Regional Council elected members' resolution in the preceding financial year.

Isaac Regional Council applies a user-pays trade waste charging system, which provides economic incentives to minimise waste generation. As detailed in Table 4, the charging system applies unit rates for quantity (\$/kilolitre) and quality (\$/kilogram of contaminant<sup>5</sup>) of trade waste. Isaac Regional Council does not normally enter into customer specific trade waste service agreements.

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<sup>5</sup>In this case, "contaminant" means a component of the trade waste that imposes a treatment cost at Isaac Regional Council's sewage treatment plants and is therefore relevant to cost recovery.

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**Table 4. Unit Charges**

Parameter	Unit Charge
<b>Quantity (Volume)</b>	\$/kilolitre
<b>Quality</b>	
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 Isaac Regional Council website ([www.isaac.qld.gov.au](http://www.isaac.qld.gov.au))

### 8.3. Trade Waste Billing Categories

Approval holders are assigned to a trade category for charging purposes. Trade waste categories link similar business types to equitable charges and relevant methods for measuring or estimating volume and strength of discharge.

Since individual sampling and analysis of small to medium trade waste discharges would usually exceed the value of the waste discharged, approvals for these discharges are allocated to categories where trade waste volume (Category A) or trade waste quality (Categories B and C) are deemed. For details of deemed volumes and assumed qualities refer to Table 4.

The trade waste from Category C Approval holders is always metered, sampled and chemically analysed to provide a basis for quality charging.

**Table 5. Trade Waste Customer Billing Categories**

Category A	
Business Type	Minor food service or hospitality activities; care facilities with high residential character; premises with low volume difficult to measure trade waste discharges and no water meter.
Wastewater Description	Minor discharge volume, difficult to measure but assumed to be less than 65 kL/quarter. Deemed domestic strength.
Category B	
Business Type	Small to medium traders; motor vehicle workshops; commercial laundries and other business with similar characteristics; café; restaurant; takeaway; hospitality

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	and catering; pubs; taverns; bars and clubs; food or beverage business.
Wastewater Description	Deemed domestic strength:- <ul style="list-style-type: none"> <li>• BOD<sub>5</sub>: 300 mg/L</li> <li>• Suspended Solids: 330 mg/L</li> <li>• Nitrogen: 70 mg/L (as Total Kjeldahl Nitrogen)</li> <li>• Phosphorus: 12 mg/L (as Total Phosphorus)</li> </ul>
<b>Category C*</b>	
Business Type	Cooling tower discharges; low impact manufacturing; metal finishers and other businesses with similar characteristics; brewery; cannery; abattoir; food and chemical processor; significant manufacturing or industrial activity and other businesses with similar characteristics.
Wastewater Description	Deemed less than half domestic strength:- <ul style="list-style-type: none"> <li>• BOD<sub>5</sub>: 100 mg/L</li> <li>• Suspended Solids: 200 mg/L</li> <li>• Nitrogen: 13 mg/L (as Total Kjeldahl Nitrogen)</li> <li>• Phosphorus: 10 mg/L (as Total Phosphorus)</li> </ul>

\*Subject to Isaac Regional Council's sole discretion, Cat C applies to any approval where specific conditions allow a contaminant to be discharged above the sewer acceptance criteria.

## 8.4. Trade Waste Charging Calculations – Quantity and Quality

Charges are based on the actual or deemed quantity and quality of discharge for the billing period (not on the discharge conditions described in the Trade Waste Approval). In general, charges will be determined in accordance with the algorithm described in Table 7.

**Table 7. Trade Waste Charging Calculations**

Category	Components of Charge		
	Minimum Charge	Quantity Charge	Quality Charge
Cat A	$\$_{min}$	None	None
Cat B	$\$_{min}$ (where $V.\$V < \$_{min}$ )	$V.\$V$ (where $V.\$V > \$_{min}$ )	Incorporated in $V.\$V$ (no additional charge)
Cat C	$\$_{min}$ (where $V.\$V < \$_{min}$ )	$V.\$V$ (where $V.\$V > \$_{min}$ )	$\Sigma(V.C_{SS}/1000).\$_{SS}$ + $(V.C_{BOD}/1000).\$_{BOD}$ + $(V.C_{TKN}/1000).\$_{TKN}$ + $(V.C_{TP}/1000).\$_{TP}$

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Where:

$\$_{min}$  is the minimum charge (\$)  
 $V$  is the net trade waste volume for the billing period (kL)  
 $\$_{v}$  is the unit charge rate for the volume and treatment costs for that 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<sub>5</sub> for the billing period (mg/L)  
 $C_{TKN}$  is the average concentration of total Kjeldahl 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<sub>5</sub> (\$/kg)  
 $\$_{TKN}$  is the unit charge rate for total Kjeldahl Nitrogen (\$/kg)  
 $\$_{TP}$  is the unit charge rate for total phosphorous (\$/kg)

## 8.5. Trade Waste Accounts – General

### 8.5.1. Billing Periods for Accounts

Approval holders are charged a minimum trade waste fee for each quarter year period. This charge is based on the discharge of a minimum standard volume of trade waste to Isaac Regional Council’s sewerage infrastructure. Approval holders whose trade waste quantity is large enough, such that their trade waste account is calculated to be in excess of the minimum charge amount, will be charged at the appropriate charge rate in accordance with their trade waste customer category.

Typical customer billing periods (i.e. the frequency of billing) vary according to customer category (see Table 8).

**Table 8. Typical Trade Waste Customer Billing Periods**

Category	Quantity Account	Quality Account
Category A	Annually	None
Category B	Annually	None
Category C	Annually	Annually

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

At the end of each trade waste sampling event, the contaminant mass load for each charge parameter will be calculated and compared to sample analysis data collected over the previous four sampling periods as follows:

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- If the contaminant mass loads for selected charge parameters are within a statistically valid range (calculated from valid data collected over the previous four quality sampling periods), then the sample will be automatically included in the calculation of quality charge.
- If the contaminant mass loads for selected charge parameters are not within a statistically valid range (calculated from valid data collected over the previous four quality sampling periods), then the sample may be deemed invalid and be rejected from the quality charge calculation process – see section 8.6.2.
- If the contaminant mass loads for selected charge parameters don't meet the criteria calculated from valid data collected over the previous four quality sampling periods, then the sample analysis may be deemed invalid and will not be used in future statistical analyses (i.e. it will not be used to verify future monitoring data).

Isaac Regional Council will determine if additional sampling events are required in the current quality charge period.

## 8.6.1. Rejection of Samples in Determination of the Quality Account

All sample analysis results will be assessed by Isaac Regional Council at the end of the quality sampling period.

Samples may be rejected if the mass load (i.e. concentration x volume) exceeds the rejection limit, which is 1.5 standard deviations above the mean of the last 4 billing periods. When a test result is rejected in this way, it is not used in the calculation of the quality charges for the period. However, it will still be included in the calculation of mean and standard deviation for future charges.

Sample results are excluded if the mass load exceeds the exclusion limit, which are 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 in the calculation of the quality charges for the period and it will not be included in the calculation of mean and standard deviation for future charges.

Where excluded monitoring data indicates a short term over-strength discharge, costs may be calculated and billed as a special disposal (refer to sections 3.4.3 and 8.7).

## 8.7. Special Disposal of Trade Waste

In accordance with section 3.4.3, Isaac Regional Council will issue a specific account for the agreed provision of requested services.

## 8.8. Inspection and Analysis Fees

Trade waste charges for all categories of waste include provision for routine inspections, auditing and analysis by Trade Waste Officers. Where additional inspections and laboratory analyses are required because of non-compliance with Trade Waste Approval Conditions, or when Isaac Regional Council is requested by an Approval holder to provide such a service, full costs may be recovered from the Approval holder as a sundry debt.

The cost of inspections shall be based on the charge out rate for the relevant Isaac Regional Council's staff involved, and will include time spent on site and travelling to and from the site.

## 9. Records and Information Keeping

### 9.1. Record Keeping

Isaac Regional Council will maintain records of trade waste data, management documents and customer correspondence within its corporate record keeping systems as follows (at a minimum):

**Table 9. Record Keeping Locations**

Record System	Record Type
InfoXpert (Corporate Records System)	Applicant's completed Trade Waste Application Form
	Customer correspondence
	Signed Trade Waste Approval
	Notifications (of breaches, events and particulars)
	Trade waste effluent improvement reports
	Compliance and Enforcement Letters and Notices
Hardcopy File (to be phased out)	Applicant's completed Trade Waste Application Form
	Customer correspondence
	Signed Trade Waste Approval
	Notifications (of breaches, events and particulars)
	Trade waste self-monitoring data
	Trade waste effluent improvement reports
	Compliance and Enforcement Letters and Notices

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

## 9.2. Confidentiality

Isaac Regional Council operates and maintains a Liquid Waste Information System for the purpose of administering Isaac Regional Council's trade waste business. This database contains commercial-in-confidence information relating to Trade Waste Approval holders and Occupiers.

Information and data relating to a specific person, obtained from reports, surveys, Trade Waste Approval Applications, Trade Waste Approvals, any monitoring programs, and from Isaac Regional Council's inspection and sampling activities, shall not be available to the public, and are treated by Isaac Regional Council as commercial-in-confidence information.

Requests for specific trade waste information must be made in writing to the Manager Building Compliance, Isaac Regional Council, and may be required to be referred to the relevant Approval holder.

## 10. Effective Date, Implementation and Revision

1. This TWEMP is effective from 1 July 2014.
2. Isaac Regional Council will begin communicating the content of this TWEMP from 1 July 2014 and it will be implemented from 1 July 2014 in accordance with the requirements of the *Water Supply (Safety and Reliability) Act 2008*.
3. Unless specifically advised otherwise by Isaac Regional Council, existing Approval holders must come into compliance with this TWEMP in accordance with the timelines and requirements described in section 3.1.
4. This TWEMP is subject to regular review. The next revision will be released on 1 July 2019, or earlier if circumstances require it.

## APPENDIX 1

### Interpretation and Definitions

In this TWEMP and every Trade Waste Approval given by Isaac Regional Council, 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.

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:

- **Accessible:** Accessible, when applied to required pretreatment monitoring or pretreatment equipment, shall mean direct access without the necessity of removing any panel, door, vehicle, equipment, materials, or other similar obstruction.

- Application Date: For a Trade Waste Approval Application, the Application date means:  
(a) if Isaac Regional Council does not request further information from the Applicant about the Application – the date Isaac Regional Council received the Application; or  
(b) if Isaac Regional Council requests further information from the Applicant about the Application – the day Isaac Regional Council receives the information.
- Approval Holder: A person to whom Isaac Regional Council gives a trade waste approval.
- Australian and New Zealand Standard Industrial Classification (ANZSIC): The Australian and New Zealand Standard Industrial Classification.
- 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.
- 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, color, 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.
- Discharge: The introduction of contaminants into Isaac Regional Council'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 pretreatment, into Isaac Regional Council's sewerage infrastructure.

- EPAct, *Environmental Protection Act 1994 (QLD)*.
- 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 Silt Arrestor: A remotely located trade waste pretreatment 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 Isaac Regional Council's sewerage infrastructure.
- 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 Isaac Regional Council's sewerage infrastructure.
- Interference: Interference includes, for example, a discharge which alone or in conjunction with a discharge or discharges from other sources, either:
  1. Inhibits or disrupts Isaac Regional Council sewerage system, its treatment processes or operations
  2. Inhibits or disrupts its effluent and/or bio solids reuse or disposal programs or options; or
  3. Causes a violation of either a Isaac Regional Council environmental authority condition or other current or future statutory or regulatory provisions or both.
- 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 Isaac Regional Council's sewerage infrastructure provided that:
  - the building, structure, facility, installation or infrastructure is constructed on land at which no other trade waste source is located; or
  - 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
  - trade waste is discharged into Isaac Regional Council'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.
- Nominated Premises: The premises nominated or specified in a Trade Waste Approval given by Isaac Regional Council from which trade waste may be discharged into Isaac Regional Council'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 Pretreatment 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 Isaac Regional Council's sewerage infrastructure.
- Owner: Any of the following:
  - a registered proprietor of land
  - a body corporate under the *Body Corporate and Community Management Act 1997 (QLD)*.
- Pass Through: A pass through event is an event whereby a contaminant:
  - because of its quantity and/or concentration cannot be adequately treated at a STP; or
  - because of its refractory nature prevent another contaminant being adequately treated;
  - causes a contaminant to pass through the plant into local waters within Isaac Regional Council's service area in a quantity and/or concentration that causes a breach of an environmental authority issued by EHP.
- 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.
- Pretreatment: 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 Isaac Regional Council'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]).
- Pretreatment Requirements: Any substantive or procedural requirement related to pretreatment 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*.
- Regulated Waste: Regulated waste, under the *EPA Act*, means a waste that:
  1. Contains a significant quantity and concentration of a hazardous contaminant
  2. The hazardous contaminant exhibits hazardous characteristics because of its toxicity, carcinogenicity, mutagenicity, teratogenicity, flammability, corrosivity, reactivity, ignitability or infectiousness, through its physical, chemical or biological characteristics; or
  3. May cause environmental harm if improperly transported, treated, stored, disposed, or otherwise.

- Residual Waste: Materials which still require disposal after the completion of a treatment process, destruction process or resource recovery activity.
- Risk Classification System: An internal classification system developed by Isaac Regional Council to assess the relative perceived risk to Isaac Regional Council'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.
- Sewerage: Liquid and water-carried trade wastes and domestic sewerage from residential dwellings, commercial buildings, industrial and manufacturing facilities, and institutions, whether treated or untreated, which are discharged to Isaac Regional Council's sewerage infrastructure.
- Sewerage Treatment Plant (STP): That portion of Isaac Regional Council's sewerage infrastructure designed to provide treatment of wastewater.
- Sewer: Any pipe (other than a sanitary drain or soil pipe or waste pipe) used for carrying off sewage from premises.
- 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 Isaac Regional Council'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.
- 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 (SS): The total suspended matter that floats on the surface of, or is suspended in, water, trade waste, or other liquid, and which is removable by laboratory filtering and is amenable to measurement by the methods described in the latest edition of 'STANDARD METHODS for the Examination of Water and Wastewater' APHA-AWWA-WPCF.
- Trade Waste: Water-borne waste from business, trade, or manufacturing premises, other than:
  - (a) Waste that is a prohibited substance; or
  - (b) Human waste; or
  - (c) Stormwater.

- Trade Waste Approval: A Trade Waste Control Document issued by Isaac Regional Council allowing the discharge of trade waste into Isaac Regional Council's sewerage infrastructure.
- Trade Waste Consent: A Trade Waste Control Document issued by Isaac Regional Council on request from an Applicant under circumstances where complex or non-standard Trade Waste Conditions are requested.
- Trade Waste Officer (TWO): A person holding appointment as a Trade Waste Officer of Isaac Regional Council under the *Local Government Act 2009*.
- Total Oils and Grease (TOG): Those components of trade waste amenable to measurement by the methods described in the latest edition of 'STANDARD METHODS for the Examination of Water and Wastewater' APHA-AWWA-WPCF, including polar and non polar fats, oils, and grease and other components extracted from wastewater at pH 7.5 by these methods.
- STP Effluent: The discharge from a Isaac Regional Council operated STP, either:
  - a) Into local and surrounding waters of the Isaac Regional Council service area; or
  - b) Supplied to a person for re-use under the terms and conditions of a contract or an approval.
- Wastewater: Sewerage
- Water Supply Act: *Water Supply (Safety and Reliability) Act 2008 (Qld)*.

The following abbreviations shall have the designated meanings:

<i>ANZSIC</i>	<i>Australian and New Zealand Standard Industrial Classification</i>
BOD	Biochemical Oxygen Demand
COD	Chemical Oxygen Demand
CPI	Coalescing Plate Interceptor
kL	Kilolitre
L	Litre
LEL	Lower Explosive Limit
LIWIS	Liquid Waste Information System
MPD	Megalitres per day
mg	Milligrams
mg/L	Milligrams per litre
NATA	National Association of Testing Authorities
SAC	Sewer Acceptance Criteria
STP	Sewage Treatment Plant
SS	Suspended Solids
TKN	Total Kjeldahl Nitrogen
TP	Total Phosphorous
TOG	Total Oils and Grease

## APPENDIX 2

### Trade Waste Sewer Acceptance Criteria

#### A2.1. Purpose and Scope

These Trade Waste Sewer Acceptance Criteria define the quality standards for trade waste approved for discharge into sewerage infrastructure owned by Isaac Regional Council.

Site-specific variations to the Trade Waste Sewer Acceptance criteria may be approved at Isaac Regional Council'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*.

#### A2.2. Prohibited Substances

No person, whether the person is an Approval holder or not, shall introduce or cause to be introduced into Isaac Regional Council'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 Isaac Regional Council'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, rainwater, roof water, storm water, subsoil water and surface water.**

Note:

- where rainwater is collected and used in substitute for potable water and then used to generate trade waste, the waste water will no longer be considered to be rainwater or groundwater.
- Where such water has been modified by commercial activities or trade, Isaac Regional Council will regard the water as trade waste and use its discretion whether to accept the wastewater to sewer (i.e., landfill leachate).
- **A substance, that given its quantity, is capable alone, or by interaction with another substance discharged into sewerage, of:**
  - inhibiting or interfering with a sewage treatment process; or
  - causing damage or a hazard to sewerage; or
  - causing a hazard for humans or animals; or
  - creating a public nuisance; or
  - creating a hazard in waters into which it is discharged; or
  - contaminating the environment in places where effluent or sludge from a sewage treatment plant is discharged or reused.

Note; specifically including:

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

## A2.3. Restricted Substances

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

Any substance not listed in the Sewer Acceptance Criteria is a restricted discharge and must not be discharged at measurable concentrations unless specifically approved by Isaac Regional Council.

Parameter	Remarks
Medical and infectious wastes	<p>Pathological, infectious and cytotoxic wastes are prohibited except as allowed for under the <i>National Guidelines for the Management of Clinical and Related Wastes</i> produced by the National Health and Medical Research Council 1988.</p> <p>No person shall discharge solid wastes from any hospital, clinic, surgery, laboratory or any other medical or veterinary facility to the sewers including but not limited to hypodermic needles, syringes, instruments, utensils, swabs, dressings, bandages, paper and plastic items of a disposable nature and any noticeable portion of human or animal anatomy.</p>
Genetically engineered organisms	<p>Dischargers must notify and obtain the written permission of Isaac Regional Council prior to the discharge of genetically engineered organisms. Isaac Regional Council, if not already in receipt of information from the Office of the Gene Technology Regulator (OGTR) about this application will refer the application to OGTR for comment.</p> <p>OGTR has issued guidelines on the disposal of genetically engineered organisms. For further information contact:</p> <p style="text-align: center;">Office of the Gene Technology Regulator MDP54 GPO Box 9848 Canberra ACT 2601 Email: <a href="mailto:ogtr@health.gov.au">ogtr@health.gov.au</a> Phone: 1800 181 030 Fax: (02) 6271 4202</p>

Parameter	Remarks
Halogenated Aromatic Hydrocarbons (PCBs and PBBs)	Because of their stability, persistence and ability to bioaccumulate in animal tissue, these compounds have been severely restricted by health and environmental regulators. The discharge must be less than the limit of detection.
Pesticides – organochlorine	Because of their stability, persistence and ability to bioaccumulate in animal tissue, these compounds have been severely restricted by health and environmental regulators. The discharge must be less than the limit of detection.
Radioactive material	Radioactive material discharged to sewer must comply with requirements and discharge standards specified in the <i>Radiation Safety Act 1999</i> and associated regulations as updated from time to time.
Other substances	Other substances to be controlled in discharges to sewer are those which: <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 Isaac Regional Council 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>

## A2.4. General Acceptance Limits

Parameter	Maximum Limit	Remarks
Ammonia plus ammonia ion (measured as N)	200 mg/L	High ammonia: <ul style="list-style-type: none"> <li>• May adversely affect the safety of operations and maintenance personnel</li> <li>• May significantly contribute to the nutrient load discharged into the receiving environment.</li> </ul> Higher values may be allowed subject to local pH and temperature conditions.
Biochemical Oxygen Demand (BOD <sub>5</sub> )	2000 mg/L	When required, a specific BOD <sub>5</sub> mass load limit in kilograms per day will be applied as a Trade Waste Approval Condition.

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Parameter	Maximum Limit	Remarks
Boron (as B)	100 mg/L	Boron is not removed by conventional treatment. High concentrations in effluent may restrict reuse/recycling applications.
Bromine (Br <sub>2</sub> )	10 mg/L	High concentrations may adversely affect the safety of operations and maintenance personnel.
Chemical Oxygen Demand (COD)	3000 mg/L	When required, a specific COD mass load limit in kilograms per day will be applied as a Trade Waste Approval Condition.
Chlorine (Cl <sub>2</sub> )	10 mg/L	Chlorine can: <ul style="list-style-type: none"> <li>• Adversely affect the safety of operations and maintenance personnel</li> <li>• Cause corrosion of sewer structures</li> <li>• Inhibit treatment processes.</li> </ul>
Colour	Colour not noticeable after 100 times dilution	Colour may cause: <ul style="list-style-type: none"> <li>• Aesthetic impairment of receiving water</li> <li>• Adverse effects on disinfection processes.</li> </ul> <p>Where potential for such problems exists, a level of colour which is rendered unnoticeable after the predicted dilution is desirable. Biodegradability of the colour may be an important factor where secondary treatment is used.</p>
Cyanide – weak acid dissociable (as CN)	5 mg/L	Cyanide may produce toxic atmospheres in the sewer and adversely affect the safety of operations and maintenance personnel.
Fluoride (as F)	30 mg/L	Fluoride is not removed by conventional treatment, however pretreatment can easily and economically reduce concentrations to below 30 mg/L.
Grease and oil (total)	200 mg/L	Grease and oil: <ul style="list-style-type: none"> <li>• Can cause sewer blockages</li> <li>• May adversely affect the treatment processes</li> <li>• May impair the aesthetics of the receiving water.</li> </ul>

Parameter	Maximum Limit	Remarks
pH	Minimum: 6 Maximum: 10.5	Extremes of pH: <ul style="list-style-type: none"> <li>• Can adversely affect biological treatment processes</li> <li>• Can adversely affect the safety of operations and maintenance personnel</li> <li>• Cause corrosion of sewer structures</li> <li>• Increase the potential for the release of toxic gases such as H<sub>2</sub>S and HCN.</li> </ul>
Salts – Total Dissolved (TDS)	4000 mg/L	Saline receiving waters (Brisbane STPs) Inland STPs with low salinity receiving waters.  Contact QUU for details.  High TDS reduces effluent options and may contribute to soil salinity.
Solids – gross	13mm (max linear dimension) 3 m/hr QSV	Gross solids can cause sewer blockages. Non-faecal gross solids shall have a maximum linear dimension of less than 13mm and quiescent settling velocity of less than 3 m/hr.
Solids – Suspended (SS)	1000 mg/L	High suspended solids can: <ul style="list-style-type: none"> <li>• Cause sewer blockages</li> <li>• Overload the treatment process.</li> </ul> <p>When required, a specific SS mass load limit in kilograms per day will be applied as a Trade Waste Approval Condition.</p>
Sulphate (measured as SO <sub>4</sub> )	2000 mg/L	Sulphate: <ul style="list-style-type: none"> <li>• Discharge may be limited by TDS constraint in some catchments</li> <li>• May increase the potential for the generation of sulphides in the waste water</li> <li>• May adversely affect sewer structures.</li> </ul>

Parameter	Maximum Limit	Remarks
Sulphide – dissolved (as S <sup>2-</sup> )	1 mg/L	Dissolved sulphides in wastewater may: <ul style="list-style-type: none"> <li>• Cause corrosion of sewer structures</li> <li>• Generate odours in sewers which could cause public nuisance</li> <li>• Result in sewer gases which adversely affect the safety of operations and maintenance personnel.</li> </ul>
Sulphite (as SO <sub>2</sub> )	100 mg/L	Sulphite is a strong reducing agent and removes dissolved oxygen thereby increasing the potential for anaerobic conditions to form in the wastewater. In particular, values will need to be set on a case by case basis if the discharge is to a sewer receiving dosed oxygen by injection for odour and corrosion mitigation.  Higher values may be allowed subject to local pH and temperature conditions.  Sulphite also has the potential to release SO <sub>2</sub> gas and thus adversely affect the safety of operations and maintenance personnel.
Temperature	<38°C	Higher sewage temperatures: <ul style="list-style-type: none"> <li>• Cause increased damage to sewer structures</li> <li>• Increase the potential for anaerobic conditions to form in the waste water</li> <li>• Promote the release of gases such as H<sub>2</sub>S and NH<sub>3</sub></li> <li>• Can adversely affect the safety of operations and maintenance personnel.</li> </ul>
Total Organic Carbon (TOC)	2000 mg/L	When required, a specific mass load limit in kilograms per day will be applied as a trade waste approval condition.
Total Nitrogen (TN)	200 mg/L	High Kjeldahl nitrogen may significantly contribute to the nutrient load discharged to the receiving environment.
Total Phosphorous (as P)	50 mg/L	High phosphorus may significantly contribute to the nutrient loading discharged to the receiving environment.

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## A2.5. Specific Acceptance Limits for Metals

Isaac Regional Council has elected to apply mass load criteria rather than concentration limits for small volume and very large waste generators.

For discharges with a daily mass load below the stated LDML, no concentration limit applies (see table below). This approach recognises that the small amounts involved will have a minimal impact. Where a trade waste generator exceeds the lower daily mass load, the discharge must not exceed the concentration limits shown. This may require pretreatment to be applied by the generator.

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

The value of the UDML is dependent on the load on the treatment plant and is therefore a site-specific value. For current UDML information, contact Isaac Regional Council on 1300 ISAACS (472227).

Parameter	Lower Daily Mass Load (LDML)	Upper Daily Mass Load (UDML)	Concentration Limits
Aluminium (Al)	No LDML	Catchment specific - Seek advice from QUU	100 mg/L
Arsenic (As)	15 g/day		5 mg/L
Cadmium (Cd)	6 g/day		2 mg/L
Chromium (Cr)* Total Hexavalent	75 g/day		20 mg/L 10 mg/L
Cobalt (Co)	30 g/day		10 mg/L
Copper (Cu)	75 g/day		10 mg/L
Iron (Fe)	No LDML		100 mg/L
Lead (Pb)	30 g/day		10 mg/L
Manganese (Mn)	No LDML		100 mg/L
Mercury (Hg)	0.15 g/day		0.05 mg/L
Molybdenum (Mo)	No LDML		10 mg/L
Nickel (Ni)	30 g/day		10 mg/L

Parameter	Lower Daily Mass Load (LDML)	Upper Daily Mass Load (UDML)	Concentration Limits
Selenium (Se)	15 g/day		5 mg/L
Silver (Ag)	5 g/day		50 mg/L
Tin (Sn)	30 g/day		10 mg/L
Zinc (Zn)	75 g/day		10 mg/L
* Isaac Regional Council requires the waste generator to reduce hexavalent chromium to trivalent chromium.			

Note: Isaac Regional Council may require approval holders to meet stricter limits - according to the characteristics of the proposed discharge and the capacity of the relevant sewage catchment.

## A2.6. Specific Acceptance Limits for Organic Compounds

Parameter	Maximum Limit	Remarks
<b>Aldehydes</b>		Aldehydes in the sewer atmosphere can adversely affect the safety of operations and maintenance personnel.
Formaldehyde (as HCHO)	30 mg/L	
Acetaldehyde (as CH <sub>3</sub> CHO)	5 mg/L	
Propionaldehyde (as CH <sub>3</sub> CH <sub>2</sub> CHO)	5 mg/L	
Dimethyl sulphide	1 mg/L	Dimethyl sulphide is flammable and an irritant. Dimethyl sulphide has an unpleasant odour at even extremely low concentrations.
<b>Ketones</b>		Ketones in the sewer atmosphere can adversely affect the safety of operations and maintenance personnel.
Acetone	400 mg/L	
Methyl ethyl ketone	100 mg/L	
<b>Pesticides</b> – total (includes insecticides, herbicides, fungicides)	1.0 mg/L	This category covers all pesticides other than those that are specifically listed below. They may: <ul style="list-style-type: none"> <li>• Adversely affect the treatment processes</li> <li>• Impair the quality of the receiving environment</li> <li>• Adversely affect the safety of operations and maintenance personnel</li> <li>• Restrict reuse/recycling applications.</li> </ul>

Parameter	Maximum Limit	Remarks
<b>Pesticides – organophosphorous (total)</b>	0.1 mg/L	<p>Including: azinphos-methyl; azinphos-ethyl; coumaphos; demeton; dichlorvos; dimethoate; disulfoton; fenitrothion; fenthion; malathion; methamidophos; mevinphos; omethoate; oxydemeton-methyl; parathion; triazophos; trichlofon</p> <p>Other organophosphate pesticides are covered by the preceding <i>Pesticides (General)</i> category. This list includes substances on the following lists of environmental toxicants:</p> <ul style="list-style-type: none"> <li>• UK Red List</li> <li>• UK Candidate List</li> <li>• EC Priority Hazard List, and</li> <li>• North Sea Agreement, APP. ID.</li> </ul>
<b>Petroleum hydrocarbons</b>		Petroleum hydrocarbons may adversely affect the safety of operations and maintenance personnel.
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>		Phenolic compounds may adversely affect biological treatment processes. They may not be completely removed by conventional treatment and subsequently may impact on the receiving environment.
Total Phenols	100 mg/L	
Pentachlorophenol	5 mg/L	<p>Pentachlorophenol:</p> <ul style="list-style-type: none"> <li>• Can adversely affect the biological treatment process</li> <li>• May impair the quality of the receiving environment.</li> </ul>

Parameter	Maximum Limit	Remarks
Polynuclear Aromatic Hydrocarbons (PAHs)	5 mg/L	Many of these substances have been demonstrated to have an adverse effect on the health of animals. Some are also persistent and are not degraded by conventional treatment processes.
<b>Volatile organic compounds</b>		Volatile organic compounds may adversely affect the safety of operations and maintenance personnel.
Halogenated (total)	1 mg/L	
Trichloromethane (chloroform)	0.1mg/L	
Tetrachloroethene (perchloroethylene)	0.01mg/L	
Trichloroethene (trichloroethylene)	0.1 mg/L	

## APPENDIX 3

### Pretreatment Requirements

#### A3.1. Basic Pretreatment Requirements for Nominated Business Types

The business types listed below are deemed to comply with sewer acceptance criteria when discharging trade waste through properly installed and maintained pretreatment infrastructure, unless otherwise specified in the relevant Trade Waste Approval. For completeness business types without pretreatment requirements are also shown in this table.

Business Type	Basic Pre-Treatment Requirements
<b>Workshops</b>	
<b>Automotive industries</b> Service stations, car detailers	Oil silt arrestor with a capacity greater than the peak hourly flow (L/hr).
<b>Mechanical workshop</b>	Oil silt arrestor with a capacity greater than the peak hourly flow (L/hr).
<b>Food service</b>	
<b>Cafe / canteen / cafeteria</b> Cooking on site	Standard grease arrestor sizing.
<b>Chicken (fresh)</b> Cutting and preparation of fresh meat	Standard grease arrestor sizing.
<b>Chicken cooking (minor retail)</b> BBQ, charcoal, rotisserie	Standard grease arrestor sizing.
<b>Chicken cooking (major retail)</b> Direct cooker connection to sewer (i.e. steam "combi" oven)	Grease arrestor with a capacity greater than the peak hourly flow (L/hour), but minimum 3000L grease arrestor.
<b>Coffee shop / sandwich shop / sandwich bar</b> No cooking on site and discharge <1000L/day	No pre-treatment required.
<b>Coffee shop / sandwich shop / sandwich bar</b> Cooking on site	Standard grease arrestor sizing.

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Business Type	Basic Pre-Treatment Requirements
<b>Commercial kitchen</b> Hotel, motel, function centre, hospital	Standard grease arrestor sizing. In-sink and floor waste basket traps of self-closing or fixed screen type.
<b>Community hall kitchens</b> Minimal food preparation at site	No pre-treatment required.
<b>Community hall kitchens</b> Cooking on site	Standard grease arrestor sizing
<b>Doughnut shop</b> Cooking on site	Standard grease arrestor sizing
<b>Fast food outlet</b> (major franchise)	Grease arrestor with a capacity greater than the peak hourly flow (L/hr), but minimum 2000L grease arrestor
<b>Fish and Chip Shop</b>	Standard grease arrestor sizing
<b>Hotel / motel / bar / nightclub</b> No cooking on site	No pre-treatment required
<b>Hotel / motel / bar / nightclub</b> With counter lunches, cooking	Standard grease arrestor sizing
<b>Ice cream parlour</b> Without hot takeaway food	No pre-treatment required
<b>Ice cream parlour</b> With hot takeaway food	Standard grease arrestor sizing
<b>Pizza shop</b> (not a major chain)	Standard grease arrestor sizing.
<b>Restaurant</b>	Standard grease arrestor sizing
<b>School canteen</b> No cooking on site	No pre-treatment required
<b>School canteen</b> Cooking on site	Standard grease arrestor sizing
<b>School home science / hospitality kitchen</b>	Standard grease arrestor sizing
<b>Takeaway food shop</b> No food cooked on site (i.e. sandwich)	No pre-treatment required

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Business Type	Basic Pre-Treatment Requirements
bar)	
<b>Takeaway food shop</b> Cooking on site	Standard grease arrestor sizing
<b>Tertiary institution kitchen / canteen / cafeteria</b>	Standard grease arrestor sizing
<b>Specialty food</b>	
<b>Bakery (retail)</b> Cooking on site (preparation of pastries, pies, etc)	Standard grease arrestor sizing
<b>Butcher (retail)</b>	Standard grease arrestor sizing  In-sink and floor waste basket traps of self-closing or fixed screen type
<b>Delicatessen</b> No meat or hot food cooked on site	No pre-treatment required
<b>Delicatessen</b> Hot food cooked on site	Standard grease arrestor sizing
<b>Fresh fish (retail)</b> No fish cleaned, filleted or cooked on site	No pre-treatment required
<b>Fresh fish (retail)</b> Fish cleaned, filleted or cooked on site	Standard grease arrestor sizing  In-sink and floor waste basket traps of self-closing or fixed screen type
<b>Food manufacturing/processing</b>	
<b>Food manufacturing – minor</b> (<10 kL/day discharge)	Standard grease arrestor sizing  In-sink and floor waste basket traps of self-closing or fixed screen type
<b>Service industries</b>	
<b>Beautician / hairdressing salon</b>	No pre-treatment required  No discharge through grease arrestor

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Business Type	Basic Pre-Treatment Requirements
<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
<b>Care facilities</b>	
<b>Day care centre</b> No cooking on site	No pre-treatment required
<b>Day care centre</b> Cooking on site	Standard grease arrestor sizing
<b>Hospital kitchen</b>	Standard grease arrestor sizing
<b>Nursing home kitchen</b>	Standard grease arrestor sizing
<b>Retirement village kitchen</b>	Standard grease arrestor sizing
<b>Commercial process</b>	
<b>Bin wash</b> Associated with commercial premises	Basket trap in floor waste of self-closing or fixed screen type  Wastewater to pass via grease arrestor (if installed)
<b>Carwash</b> Roofed and bunded	Oil silt arrestor with a capacity greater than the peak hourly flow (L/hr)

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Business Type	Basic Pre-Treatment Requirements
	Basket trap in floor waste of self-closing or fixed screen type
<b>Cooling tower condensate and blow-down</b> Where this is the only trade waste discharge	No pre-treatment required Metering solution required
<b>Boiler blow-down or wastewater</b> Where this is the only trade waste discharge	No pre-treatment required Metering may be required
<b>Refrigeration condensate</b> Where this is the only trade waste discharge	No pre-treatment required Metering solution required
<b>Compressor condensate</b> Large scale	Oil silt arrestor with a capacity greater than the peak hourly flow (L/hr). Metering solution required

Standard arrestor sizing details are provided in section 4.2 of the TWEMP.

## A3.2. Business Types Deemed Compliant without Pretreatment

For clarity, business types listed below are deemed to comply with Sewer Acceptance Criteria without pre-treatment (unless otherwise specified in the relevant Trade Waste Approval).

Business Type	Basic Pre-Treatment Requirements
<b>Food service</b>	
<b>Coffee shop / sandwich shop / sandwich bar</b> No cooking on site and discharge <1000L/day	No pre-treatment required
<b>Community hall kitchens</b> With minimal or no food preparation at site	No pre-treatment required
<b>Hotel / motel / bar / nightclub</b> No cooking on site	No pre-treatment required
<b>Ice cream parlour</b>	No pre-treatment required

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Business Type	Basic Pre-Treatment Requirements
Without hot takeaway food	
<b>School canteen</b> With no cooking on site	No pre-treatment required
<b>Takeaway food shop</b> With no food cooked on site (i.e. sandwich bar)	No pre-treatment required
<b>Specialty food</b>	
<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>Service industries</b>	
<b>Beautician/ hairdressing salon</b>	No pre-treatment required  Avoid discharge through grease trap
<b>Laundry</b> Coin operated only (not a commercial laundry)	No pre-treatment required
<b>Funeral parlour</b>	No pre-treatment required
<b>Care facilities</b>	
<b>Day care centre</b> No cooking on site	No pre-treatment required
<b>Commercial process</b>	
<b>Cooling tower condensate and blow-down</b> Where this is the only trade waste discharge	No pre-treatment required  Metering solution required
<b>Boiler blow-down or wastewater</b> Where this is the only trade waste discharge	No pre-treatment required  Metering may be required
<b>Refrigeration condensate</b> Where this is the only trade waste discharge	No pre-treatment required  Metering solution required

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## APPENDIX 4

### Guideline for Estimating Peak Hourly Flow

Fixture/Fitting Type	Peak Hourly Flow Allowance (Litres/hour)
Bain Marie - water heated	Use maximum capacity of the apparatus x 3
Bin wash	Install in-floor self-closing dry bucket arrestor trap  Installation of a grease arrestor is not required
Floor waste / bucket trap / grated strip drain	50 L/hr for every 50m <sup>2</sup> of floor area, or part thereof  Add allowance for any listed connected apparatus
Sealed floor waste gully	0 L/hr  Add allowance for any listed connected apparatus
Cleaners' sink	30 L/hr
Dishwasher - tunnel feed*	Use manufacturer's peak flow rate per hour x 3
Dishwasher - large (>1 outlet)*	Use manufacturer's peak flow rate per hour x 3
Dishwasher – medium (upright)*	300 L/hr
Dishwasher – small (under bench)*	150 L/hr
Glass washer - tunnel feed	Use manufacturer's peak flow rate per hour x 3
Glass washing machine	150 L/hr
Grease canopy (water cleaned)	50 L/hr
Hand basin	30 L/hr
Ice cream machine soft serve	60 L/hr
Laboratory sink (commercial or research lab)	50 L/hr
Laboratory sink (educational facility)	22 L/hr
Noodle cooker	100 L/hr
Potato peeler (large commercial application)	Use manufacturer's peak flow rate per hour x 3
Potato peeler (small kitchen application)	100 L/hr
Rotisserie rack	100 L/hr

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Fixture/Fitting Type	Peak Hourly Flow Allowance (Litres/hour)
Steamer Roast Oven / Combi Oven	1000 L + 40 L/hour per rack  3000 L grease arrestor minimum size for high use Combi ovens (i.e. supermarkets, fast food chains)
Electric or gas /steamer cooker / kettle	200 L/hr
Sink - utility / pot per outlet connected separately to drain (depth greater than 300mm)	300 L/hr
Sink – single bowl (depth up to and including 300mm)	150 L/hr
Sink – double bowl (depth up to and including 300mm fixture pair connection)	300 L/hr
Trough up to 4 taps	40 L/hr
Trough greater than 4 taps	Refer to trade waste section for advice
Tundish- condensate (refrigerator / freezer condensate)	3 L/hr
Tundish- other (except refrigerator condensate)	10 L/hr Add allowance for any listed connected apparatus
Wok burner –dry	30 L/hr per water arm
Wok burner –wet	Use manufacturer’s peak flow rate per hour x 3

\* Note: Where practical, dishwashers should be plumbed around the grease arrestor.

## APPENDIX 5 Legislation Relevant to Trade Waste

*Water Supply (Safety and Reliability) Act 2008*

*Environmental Protection Act 1994*

*Environmental Protection Regulation 2008*

*Environmental Protection (Waste Management) Regulation 2000*

*Environmental Protection (Waste Management) Policy 2000*

*Plumbing and Drainage Act 2002*

*Standard Plumbing and Drainage Regulation 2003*

*Public Health Regulation 2005*

*Sustainable Planning Act 2009*