

OP8136 - Trade Waste Policy

Document Owner	Executive Manager Customer Experience
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Supporting Legislation and Documents	Environmental Protection Act 1994 (Qld) Environmental Protection Regulation 2019 (Qld) Planning Act 2016 (Qld) Plumbing and Drainage Act 2018 (Qld) Plumbing and Drainage Regulation 2019 (Qld) South-East Queensland Water (Distribution and Retail Restructuring) Act 2009 (Qld) Water Supply (Safety and Reliability) Act 2008 (Qld) Pr9660 - Netserv Plan Part A
Documents Directly Related	Pr8700 - Trade Waste Management Plan

1. Policy Statement

Unitywater will provide a liquid waste disposal service for non-domestic, commercial and industrial waste in accordance with the principles of ecological sustainability and in a manner which safeguards public health, is consistent with Unitywater's legislative obligations and supports Unitywater's asset management objectives.

Unitywater will accept, subject to conditions, biodegradable waste into the sewerage system, provided that:

- The system has adequate capacity to effectively collect, transport and treat the waste;
- The waste does not hinder the recycling of by-products; and
- In accordance with the principles of ecological sustainability and eco-efficiency, all practicable waste minimisation, recycling and reuse options have been applied by the customer.

Discharge of waste containing substances in amounts liable to be toxic or hazardous to sewerage infrastructure, personnel or the environment is prohibited.

2. Purpose and Objectives

The key features of Unitywater's trade waste management approach are:

- A risk-based assessment and trade waste category system for billing and management;
- Mandatory and target sewer admission limits; and
- A strategy of property-based billing to the owner for sewerage volumetric and generator-based permitting based on Unitywater's Trade Waste Management Plan risk assessment.

The purpose of this Trade Waste Policy is to outline Unitywater's principles for trade waste management and provide stakeholders with information on Unitywater's liquid waste disposal service for non-domestic, commercial and industrial waste.

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The specific objectives of Unitywater's Trade Waste Policy are to:

- Prevent harm or injury to sewerage employees and the general public;
- Support Unitywater's asset management objectives;
- Support the achievement of the Netserv Plan objectives;
- Support customers to voluntarily resolve non-compliance issues with respect to trade waste discharges to sewer; and
- Equitably recover the cost of services provided to commerce and industry, including the cost of transport, treatment and disposal of trade waste and the relevant maintenance and repair of the sewerage system.

Persons who require approval to discharge trade waste

A person must not discharge trade waste into Unitywater's sewerage network without written consent from Unitywater. Any person wishing to discharge trade waste to sewer must apply to Unitywater for a trade waste approval.

A trade waste approval is the written approval from Unitywater that states the requirements and conditions under which discharge to sewer is allowed. Approval for the discharge of trade waste is granted in the form of a Trade Waste Permit or a Trade Waste Discharge Agreement, depending on the level of risk Unitywater perceives the discharge poses to the health and safety of personnel or to the condition of sewerage assets. Acceptance of any given trade waste to sewer shall always be at the discretion of Unitywater.

Trade Waste Management

Trade Waste discharges will be categorised and charged according to the risk they pose to the sewerage system and the level of treatment they require.

For details of how individual trade waste generators will be assessed and managed, refer to the Trade Waste Management Plan.

Trade Waste Charges and Fees

Trade waste charges and fees will be levied in accordance with Unitywater's Schedule of Fees and Charges. The calculation of these fees is based on the pricing principle of 'user pays' and aims to recover the full costs of treating and disposing of trade waste.

3. Policy Scope/Coverage

This Trade Waste Policy is intended to provide information about Unitywater's trade waste management approach to:

- Any person (trade waste generator) intending to discharge a trade waste into Unitywater's sewerage network;
- An owner of a premises where trade waste is being discharged into Unitywater's sewerage network;
- Environmental regulators of Unitywater's systems;
- Unitywater team members; and
- Liquid waste carriers who discharge waste to Unitywater's sewerage system.

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4. Roles and Responsibilities

The Customer Experience Business Unit – Customer Assurance Section is responsible for the implementation and ongoing administration of this Policy.

Executive Manager Customer Experience as Document Owner is responsible for:

- Conducting and/or delegating regular reviews to ensure this policy and related resources (e.g. procedures, forms, website content) remain fit for purpose, consistent and current.
- Approving this policy for publication (and/or seeking Board approval where required).
- Ensuring all relevant stakeholders and team members have been consulted and feedback is captured and actioned (where applicable).
- Ensuring appropriate communication and/or training is provided to relevant team members when implementing a new, amended or obsolete document (where applicable).
- Monitoring compliance with internal/external requirements (e.g. monitor legislation changes and assess/update this policy when required).

Team members are responsible for:

- Working in accordance with this policy.
- Advising the Document Owner if this policy is not consistent with current practices.
- Where possible, minimise printing and/or avoid creating duplicate copies of this policy. Ensure current versions are sourced from the [Document Centre](#).

5. Definitions

Refer to the Trade Waste Management Plan ([Pr8700](#)).