

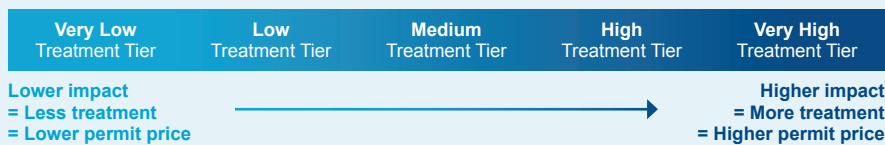
# Trade waste pricing change

Food and beverage businesses



## We're moving to a tiered pricing structure for Trade Waste Permits.

From 1 July 2023, the flat-rate Category 1 annual permit fee will be replaced by a pricing structure that is based on Treatment Tiers. For food and beverage businesses, there are five Treatment Tiers.



Each customer's Treatment Tier is determined by Unitywater following a thorough assessment of the type of business, the type of waste it generates and the impact of that trade waste on the wastewater network and environment.

*Read more about how Treatment Tiers are calculated on the other side of this page.*

## Why prices are changing

Trade Waste Permit Fees go towards the cost of treating trade waste – the liquid waste generated by business.

To date, we've charged all businesses who require a Category 1 trade waste permit the same annual flat fee, regardless of the type or size of their business or the volume of their trade waste.

Trade waste can contain fats, oils and greases and/or toxic substances like acids, solvents and petroleum products that can be harmful to the wastewater network and to our environment.

These contaminants are removed in the treatment process to keep our communities healthy and our environment safe. This is an essential and important service; however it costs more. Additional chemicals, cleaning and electricity are needed to treat trade waste so that it does not pollute our environment, harm our people or cause blockages, overflows or damage to our network.

## Fast Facts

- ➔ We're changing the way we charge for Trade Waste Permit Fees
- ➔ Moving from flat-fee to Treatment Tiers
- ➔ New pricing enables us to continue delivering safe and sustainable treatment services
- ➔ To spread the cost we will move from annual to quarterly billing
- ➔ Change will take effect from July 2023, but your first bill will be October 2023
- ➔ Fees are discounted in the first year
- ➔ We're supporting customers through this change

## New trade waste pricing is being introduced to:

- ✔ Create an equitable set of fees where businesses that generate trade waste contribute to the additional costs of treating it.
- ✔ More accurately reflect all the different types of businesses in our region and their varying levels of trade waste impact. The higher the trade waste impact, the more it costs to treat and therefore the higher the Treatment Tier.
- ✔ Enable Unitywater to continue delivering trade waste treatment services that are financially and environmentally sustainable, to meet the needs of customers in our fast-growing region now and into the future.
- ✔ Align with current industry practice and to be consistent with pricing structures for other South East Queensland utilities.

## What to expect on your new bill



### New fees

Unitywater is contacting customers in early March to let them know their Treatment Tier and forecast permit fees. Please contact us if you have not received an email or a letter by 24 March 2023. We'll also be updating our website with the new fees in March.

Go to: [www.unitywater.com/business/accounts-and-billing/pricing-fees-and-charges/trade-waste](http://www.unitywater.com/business/accounts-and-billing/pricing-fees-and-charges/trade-waste)



### Quarterly billing

We are moving to quarterly billing for your new Treatment Tier pricing – to help you spread out your costs across the year. This means that even though the new tiered pricing comes into effect from 1 July, you will not receive your first bill with the new fees until October 2023.









### A discount in year one

To support the transition to the new pricing structure, a discount will be applied to the permit fee for the first year. The full fee will apply from 1 July 2024.

## How we calculate your Treatment Tier

For food and beverage businesses, the process to determine Treatment Tiers includes a detailed assessment of each business against six criteria, which are explained below.

Criteria	Assessment
 Food Type	Oilier, fattier, cream-based foods have a more significant impact on the wastewater network.
 Food Preparation Method	Deep frying, grilling or roasting food contributes higher trade waste loads at the treatment plant.
 Kitchen Facilities	Large commercial-sized kitchens can produce larger volumes of higher-impact waste.
 Customer Numbers	Higher seating capacity and customer turnover typically increase the amount of trade waste generated.
 Trading Hours	Longer, more regular trading hours contribute higher volumes of trade waste.
 Number of Trade Waste Sources	A business with multiple trade waste sources, for example a kitchen plus laundry and a workshop, has a higher impact on the wastewater network.

**Scan to go to the online calculator to get an indication of your Treatment Tier, or to review the tier you have been allocated.**

## We're here to help

We understand that any increase in prices can be a concern for business owners and we are here to support you through this change.

### More information



#### Visit our website

for more information about this pricing change and to see our FAQs.



#### Visit our Community Hub

to ask us a question

### Treatment Tier queries



If your Treatment Tier allocation doesn't seem quite right, you can request a review online through our Treatment Tier calculator, or by calling us.

### Payment support options



If you are worried about paying your bill and require further support please talk to us. We're here to help.

## Contact Us

**We have a number of contact options to make things easier for our customers:**

#### Email:

[tradewaste@unitywater.com](mailto:tradewaste@unitywater.com)

#### Call:

07 5353 5530

#### Community Hub:

[communityhub.unitywater.com/treatment-tiers](http://communityhub.unitywater.com/treatment-tiers)

