

# Introduction to trade waste services



## What is trade waste?

Trade waste means liquid waste generated in the course of non-domestic activities and includes liquid waste generated by any trade, industrial, commercial, educational, medical, dental, veterinary, agricultural, horticultural, scientific research or experimental activities.

If you discharge any wastewater to sewer from one of the above processes, you may be deemed to be a trade waste discharger.

## How do I know if the business activity at my property discharges trade waste to sewer?

Typical commercial customers that may require our trade waste service include, but are not limited to:

- Restaurants
- Take away food outlets
- Coffee shops
- Bakery retail
- Butchers
- Supermarkets
- Delicatessens
- Confectionery manufacturers
- Automotive Workshops
- Aged care facilities
- Education facilities
- Medical facilities
- Hotel / hospitality
- Dry cleaners
- Laundromats
- Car / equipment wash

## Trade waste services and categorisation

Our sewerage systems are generally designed to cater for the treatment of domestic strength waste.

When we accept trade waste to sewer, which is generally of a larger volume, higher strength and more complex than normal domestic sewage, we are required to monitor acceptance to manage the inherent additional risks and prevent discharge of pollutants such as harsh chemicals, solvents, pesticides, paint and grease to sewer.

Based on the risk that trade waste business activities pose to the sewerage system, we place customers into the following categories:

**Category 1:** Low volume and low impact liquid trade waste.

**Category 2:** Low to medium volume and low impact trade waste.

**Category 3:** Low to medium volume and medium impact liquid trade waste.

**Category 4:** High impact liquid trade waste.

Commercial customers fall into categories one or two. The applicable 2014/15 target tariffs for these categories are shown below.

### TRADE WASTE TARGET PRICES - NORTH

Charge description	Category 1	Category 2
Management Fee <sup>#</sup>	\$210.54	\$306.33
Fixed Usage Charge - compliant	\$396.86	\$1351.64
Annual Trade Waste (Management Fee + Fixed Usage Charge)	\$607.40	\$1656.97

<sup>#</sup> A management fee is levied to recover the costs of administering and managing the consent.

### TRADE WASTE TARGET PRICES - NORTH WEST

Charge description	Category 1	Category 2
Management Fee <sup>#</sup>	\$210.54	\$306.33
Fixed Usage Charge - compliant	\$413.70	\$1407.43
Annual Target Tariff (Management Fee + Fixed Usage Charge)	\$624.24	\$1713.76

<sup>#</sup> A management fee is levied to recover the costs of administering and managing the consent.

# Your TasWater account

If you are a property owner receiving a water and sewerage account from TasWater, your trade waste charges will be separated from your sewerage service charge.

To minimise the impact on customers paying below target tariff for sewerage and/or trade waste services, charge increases will be managed in accordance with the regulator approved Price and Services Plan 2012-15. You can find a copy of the plan for each region under the "about us" section of our website at [www.taswater.com.au](http://www.taswater.com.au)

Customers paying over the target tariff will have their charges reduced by 5% in 2014/2015, providing their charges do not fall below the relevant target price.

To the right is an example of what your new bill will look like with sewerage and trade waste charges itemised separately.

**TasWater** (Water and Sewerage) (Incorporated in Tasmania) (13 6992)  
ANAK enquiries@taswater.com.au  
WEBSITE [www.taswater.com.au](http://www.taswater.com.au)  
POSTAL GPO Box 1300  
HOBART TAS 7001

Account No. [REDACTED]  
Overdue: \$0.00  
Total Due [REDACTED]  
Due Date [REDACTED]

Statement No. [REDACTED] Issued [REDACTED]

SERVICE ADDRESS	INSTALLATION NUMBER
[REDACTED]	[REDACTED]

**SERVICE CHARGES**

Water Service - WB (01/10/13-31/12/13)	\$
Sewerage Service - ES (01/10/13-31/12/13)	\$
C1 Trade Waste Management Fee (01/10/13-31/12/13)	\$
C1 Trade Waste Fixed Usage (01/10/13-31/12/13)	\$

**USAGE CHARGES**

Water Usage (1 HL @ \$0.9234/HL) (25/09/13-01/10/13)	\$
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**TOTAL NEW CHARGES** \$

Account Summary

Last Account	\$
Paid/Acquired	\$
Balance	\$0.00
New Charges	\$
<b>Total Due</b>	<b>\$</b>
OST	\$0.00

Compare My Usage

My average usage for the current period is [REDACTED] Kilolitres per day

Month	Average Usage Cost (\$/day)
Mar	0.35
May	0.32
Sep	0.33
Dec	0.34

1 residential business (ST) represents 1 residential dwelling.



If your property is leased or the business activity is conducted by a third party, it is recommended you provide a copy of this correspondence to the tenant.

TasWater will contact business owners in the near future to organise a site visit to further assess their trade waste category.

## Further enquiries

If you have any further questions about your trade waste service, or you believe that your business activity does not discharge trade waste to our sewerage system, please contact our Customer Service Staff on **13 6992** or email [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au) (please reference trade waste in the subject line).