



# Trade Wastewater Policy

**Environmental  
Management System**



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# 1. REVISION HISTORY / SCHEDULE

Policy Owner: Martin Robards  
 Trade Waste & Plumbing Inspections Coordinator  
 Trade Waste & Plumbing Inspections  
 System Operations

Date	Name	Details of change	Version	TRIM Record Number	Next review date
22/4/10	M. Evans	<p>Trade Wastewater Policy</p> <p>Added Revision History / Schedule and Hunter Water Customer Centre Contact Details in table of contents as Section 1 and 2 respectively, moving all existing sections down 2 sections.</p> <p>(ii)</p> <p>Updated contact details for Customer Centres. Corrected addresses and phone numbers. Removed Port Stephens Customer Centre.</p> <p>4.1, 5.4, 5.10, 8.3(A), 9.1.1.1, 9.2, 10.6.3            Revise Department name. Replaced DECC with DECCW</p> <p>5.0            Changes to "Table 5.0". Introduced new agreement type "Moderate"</p> <p>5.8            Changes to "Term of Agreement". Created term of agreement for new Moderate category. Updated term of agreement for Major and Minor agreements</p> <p>5.12            Insert new section in Section 5: Trade Wastewater Agreements. Trade Wastewater Discharges within Unit Complexes</p> <p>6.0            Changes to "Table 6.0". Changed "Bench Mark Qualities" to "Risk Index Scores". Updated "Description", "Typical Business Activities" and "Agreement Type Required"</p> <p>6.1            Changes to Other Criteria for Category 6 Discharges. Deleted "Other Criteria for Category 4 Discharges"</p> <p>7            Changes to all of chapter 7 (sections 7.1 – 7.3). Introduced new Risk Assessment formulae.</p> <p>8.3(A)            Change to Description of "Stormwater to Sewer". Added: written approval from relevant local council may be required for Hunter Water to permit stormwater to sewer discharge</p> <p>9.6            Changes to "Decommissioning of Grease Traps". Deleted section "Decommissioning of Grease Traps"</p> <p>10.3            Updated "Fee Structure For Each Category" Table and "Notes".. New Moderate Category (3) introduced and updated</p>	11		22/4/12

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		inspection frequency for category 2 and 3 customers.  10.5 Updated "Inspection Fees". New Moderate Category (3) introduced and updated inspection frequency for category 2 and 3 customers.  10.7.2 Changes to "Administration Charges" . Changed title of 10.7.2 from "Administration Charges" to "Delivery Processing Fee"  10.9 Changes to Stormwater System Discharge Fees . Deleted "Stormwater System Discharge Fees"			
7/4/09		Trade Wastewater Agreement Application. Changes to Trade Wastewater Agreement Application. Deleted trade wastewater application and inserted updated application	10		
21/07/08		5.9 Sample point safety and meter device requirements.	9		
21/07/08		9.1.1 Revise Department name. Dept. of Infrastructure, Planning & Natural Resources (DIPNR) changed to Dept. of Water & Energy (DWE).	8		
21/07/08		9.2 Changes to Discharge to Stormwater requirements.	7		
5/1/07		Trade Wastewater Agreement Application. Changes to Trade Wastewater Agreement Application. Added estimated date of occupancy	6		
14/9/06		9.4.3 The policy suggests that notification is required on a prescribed form. Change to state. "Written notification is required. In any form	5		
14/9/06		9.4.1 Clarify that adequately sized pre-treatment facilities only need to be installed when sink to sewer disposal units are used in commercial premises.	4		
31/7/06		7.1 Risk assessment for Category 4 agreements only	3		
27/7/06		5.8 Changes to Term of Agreement. Divided into major, minor and deemed agreements, each having different terms of agreement	2		
27/7/06		Table of Contents Addition of Appendix 'A' and Application for Trade Wastewater Agreement	1		

Notes:

- This table summarises the document's history of development and is to be completed by the person effecting the change;
- Details need to be succinct but provide enough information for users to ascertain the extent of the recorded change;
- Each change will necessitate a new version number and re-approval as per Delegated Authorities guidelines;
- The policy owner has control of the document and its content and any changes are to be authorised by that officer;
- Review date is to be a minimum of two years.

## **2. HUNTER WATER CUSTOMER CENTRE CONTACT DETAILS**

Application to discharge Trade Wastewater to sewer can be made at any of the following Customer Centres:

### **Lake Macquarie Customer Centre**

128 Main Road  
SPEERS POINT NSW 2284

### **Maitland Customer Centre**

285 High Street  
MAITLAND NSW 2320

### **Newcastle Customer Centre (Head Office)**

36 Honeysuckle Drive  
NEWCASTLE NSW 2310

Postal Address:  
Hunter Water Corporation  
PO Box 5171  
HRMC NSW 2310

### **Other Useful Contact Phone Numbers at Hunter Water:**

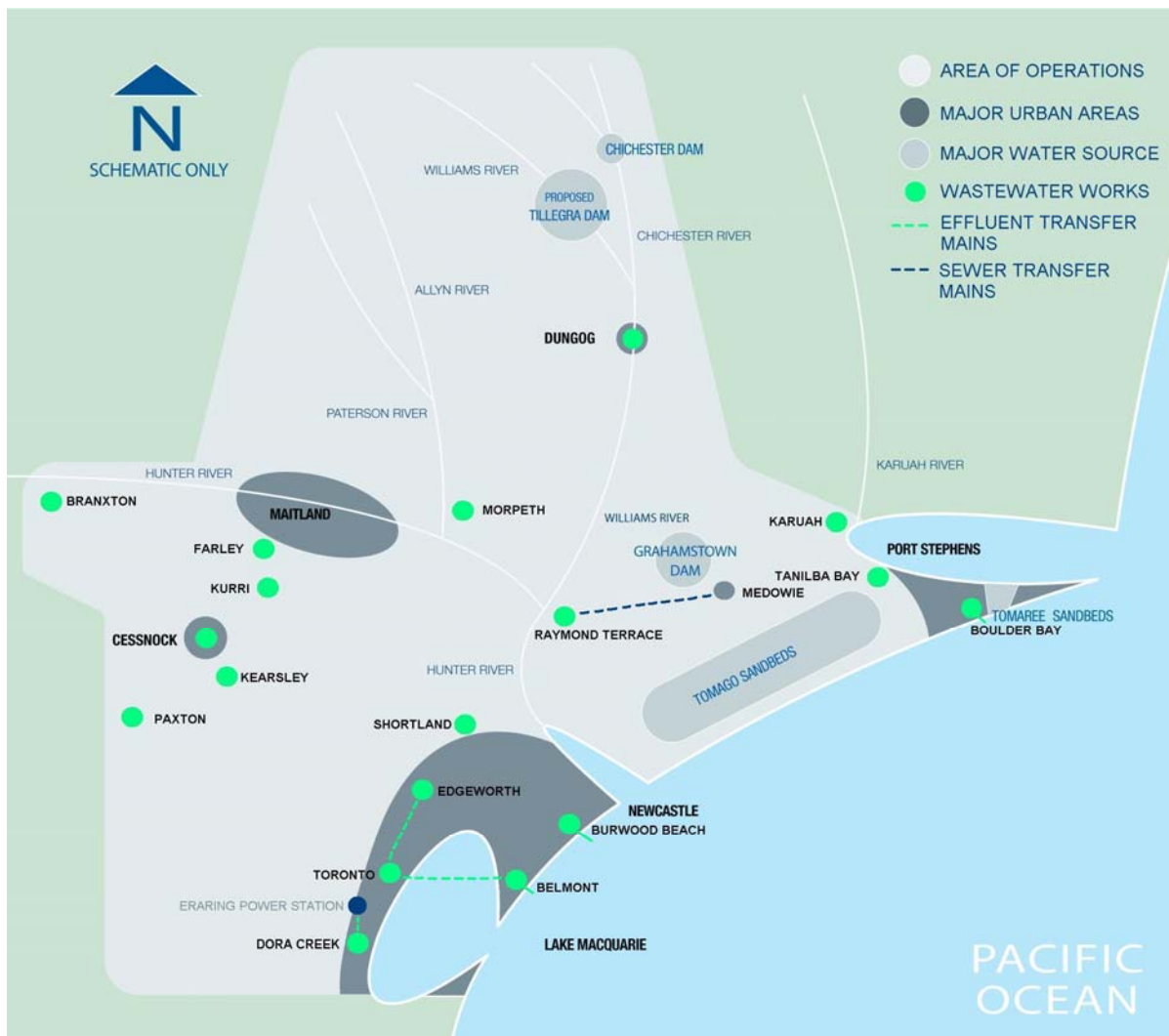
<b>General Contact Phone No:</b>	1300 657 657
<b>Credit Card Payments Phone No:</b>	13 18 16
<b>Hunter Water's Emergency Phone No:</b>	1300 657 000

### 3. SUMMARY

If you are a non-residential customer of Hunter Water, you are bound to meet and satisfy the requirements of this Trade Wastewater Policy and any additional requirements stipulated in an Agreement (see Section 5, p. 11) issued under Section 37 of the Hunter Water Act (1991).

Hunter Water is licensed to operate water, sewerage and stormwater drainage systems in the Newcastle, Lake Macquarie, Cessnock, Maitland, Dungog and Port Stephens Local Council areas. The Operating Licence is granted under the Hunter Water Act 1991.

Map of Hunter Water Corporation's Area of Operations.



The Act requires Hunter Water to observe three equally important principals:

- to protect public health;
- to protect the environment; and
- to be a successful business.

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Hunter Water is prepared to accept trade wastewater discharge into the sewer system in line with these principals and accordingly has developed the Trade Wastewater Policy to regulate these activities.

Trade wastewater is defined as the liquid waste generated from any non-residential property (commercial or industrial, business, trade, or manufacturing process) regardless of whether the wastewater is discharged to sewer or transported by tanker to one of Hunter Waters Wastewater Treatment Works (WWTW). It does not include domestic wastewater (i.e. water from toilet, hand wash basin, shower and bath wastes).

The Trade Wastewater Policy is designed to minimise the impact of trade wastewater on the sewerage system as sewage systems and sewage treatment plants are designed to treat domestic waste only. As such trade waste places an additional load on the system, both in terms of concentration and volume that can accelerate corrosion, generate odours and dangerous gases, affect sewage treatment processes, or adversely impact biosolids and effluent reuse.

It is an offence under Section 31 of the Hunter Water Act 1991 to discharge any substance into a sewer or other works owned by Hunter Water without its prior written agreement. Further, Section 3.2.4 of the Customer Contract (2003), specifically states that the discharge of trade wastewater will only be allowed with the prior express written permission of Hunter Water. The written permission will take the form of an Agreement commensurate with the category of risk determined for the proposed discharge.

The Trade Wastewater Policy is a key component of Hunter Water's Environmental Management Plan (EMP). This Plan helps ensure Hunter Water can discharge, and/or reuse wastewater in a way that protects the environment and complies with regulatory requirements. The EMP outlines the principal measures to control non-residential sources of wastewater and explains the conditions under which Hunter Water will agree to accept trade wastewater discharges.

Hunter Water, and as consequence those customers permitted to discharge to its sewer systems, are also required to comply with the requirements of the 'Protection of the Environment Operations Act (1997)' and associated Regulations. This Act, amongst other things, stipulates acceptance limits for particular substances. Hunter Water may adopt more stringent acceptance limits and accordingly has listed them separately within this Policy document.

Based on the information supplied from the applicant, Hunter Water will determine the risk associated with the business activity, the proposed discharge regime, effluent quality and the characteristics of the discharge catchment. Dependent on the associated risk level, varying types of Agreements may be offered with varying discharge requirements.

**In all circumstances Hunter Water reserves the right to apply any requirements it deems necessary to control and limit discharge of trade wastewater to its sewer system.**

## **4. TRADE WASTEWATER POLICY**

### **4.1 SCOPE**

This Policy covers all non-residential property (E.g. commercial, industrial, trade activities) within Hunter Water's area of operation as described in the Operating Licence and any trade wastewater that may originate and be discharged for treatment within this defined area. Transport by road tanker of liquid wastewater is also covered by this Policy and supplemented by the Tankering Policy (as amended).

In order to discharge trade waste to sewer either directly, indirectly or from mobile vehicles (tankers):

- The type of liquid waste being discharged must be allowable under Hunter Water's Wastewater Treatment Works (WWTW) licenses which are controlled by the Department of Environment, Climate Change and Water (DECCW).
- The liquid waste must originate from within Hunter Water's area of operation
- The person or company wishing to discharge must have written approval to do so. This must be in the form of a current Agreement issued by Hunter Water.
- The liquid waste must comply with the limits imposed as part of the Agreement. The standard limits for general chemical, metal and organic characteristics can be seen in Section 8 of this Policy.
- Tankered Wastewater to WWTW must conform to the conditions of Hunter Water's Tankering Policy (as amended).

### **4.2 AIMS & OBJECTIVES**

Hunter Water's Trade Wastewater Policy is primarily concerned with restricting or prohibiting discharge of substances that may be harmful to the sewerage system, those working in the sewerage system, or the environment. In addition Hunter Water wishes to encourage minimisation of waste production. The underlying pricing methodology is one of cost recovery that is the user-pays principle.

The aims of the policy can therefore be summarised as:

- Exclusion of substances other than those which can be safely transported and treated by Hunter Water to an environmentally acceptable standard; and
- Recovery of costs associated with the acceptance of trade wastewater by Hunter Water from the dischargers of those wastes; and
- Encouragement of the minimisation of waste production.

The objectives of the Trade Wastewater Policy are to:

- Protect the health and safety of all people working in the sewerage system by applying strict standards for discharge of harmful substances;
- Protect receiving waters from toxic substances originating from trade wastewater discharges;
- Protect the sewerage system and sewage treatment plants from damage due to harmful substances discharged from trade wastewater sources;
- Assist Hunter Water in meeting community expectations regarding the protection of the environment;
- Assist Hunter Water to meet relevant environmental and other legislation;

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- Assist Hunter Water's sewage processing operations to produce effluent and biosolids of a guaranteed quality suitable for reuse;
- Encourage waste minimisation and cleaner production in the commercial and industrial sectors; and
- Encourage and where possible enable further water conservation.

To achieve these aims and objectives it may be necessary for the discharger to pre-treat trade wastewater prior to discharging to Hunter Water's wastewater assets. Pre-treatment activities must therefore alter the trade wastewater characteristics to meet the nominated acceptance limits defined in this Policy.

Under the user-pays principle, commercial establishments and industry must pay realistic costs for the acceptance and treatment of their trade wastewater. Costs are therefore linked to the additional load created by the concentration (strength) of the substances discharged and their total weight (load). Hunter Water applies trade wastewater charges to recover the costs of this additional loading for each customer according to their wastewater discharge characteristics.

## 5. TRADE WASTEWATER AGREEMENTS

There are four types of Agreements that have been drafted to reflect increasing levels of risk associated with a particular discharge. The Level 1 Agreements represent the lowest risk, ranging up to Level 4 Agreements representing the highest level of risk. These are described in Table 5.0.

**Table 5.0 – Categories of Trade Wastewater Discharge**

Level	Agreement Type	Description
1	Deemed	Due to the relatively low risk associated with Level 1, a 'deemed' Agreement is put in place.
2	Minor	Level 2 Agreements are suitable for the majority of low-moderate risk trade wastewater dischargers.
3	Moderate	Level 3 is suitable where Hunter Water considers that the proposed discharge has the potential to be significant, usually because of the nature or the quantity of the waste.
4	Major	Level 4 is suitable where Hunter Water considers the proposed discharge to be significant, usually because of the nature or the quantity of the waste.

At the time a business changes activity, changes owners or occupiers, and/or requires development consent from Council to do so, an application to discharge Trade Wastewater to sewer must be made allowing an individual assessment to be made.

The owner or the occupier (as the business operator) or an independent agent representing either of these parties may make an application. Both the property owner and the business operator must sign the application. Applications can be made at any of the Hunter Water's Customer Centres listed on page (ii) of this Policy.

Agreements are structured in the following way:

- Page 1 Is to be displayed continuously at the premises; and
- Pages 2 onwards Are the detailed discharge requirements and conditions specific to the business activity and determined risk level. These must be available at the premises but need not be displayed.

### 5.1 QUALITY ASSURANCE

An internal review process will be undertaken for each application to ensure that the policies of Hunter Water, including this policy, are applied consistently and fairly to all applications.

### 5.2 GENERAL TERMS & CONDITIONS COMMON TO ALL AGREEMENTS

Each Agreement is subject to a number of site specific conditions nominated in the Agreement and the broader requirements set down in the Trade Wastewater Guidelines published by Hunter Water (as amended). The conditions prescribed may include:

- (i) The type of equipment to be installed for pre-treatment and monitoring of the waste; and

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- (ii) The conditions associated with the operation of such equipment.
- b) The permitted rate of discharge to sewer;
- c) The discharge factors to be applied to metered water consumption and/or trade wastewater discharge;
- d) The type of waste to be accepted;
- e) The permitted times of discharge and the days of operation;
- f) Conditions relating to the payment of fees;
- g) The power of Hunter Water to enter land or buildings; and
- h) The power of Hunter Water to impose standards in relation to the quality of wastewater to be discharged.

### **5.3 TRANSFER OF AGREEMENT**

The Applicant cannot transfer an Agreement to any other person or company.

An Agreement is not transferable between premises. In this instance a new application must be made to obtain a new Agreement from Hunter Water or steps may be taken by Hunter Water to prevent discharge that may include prosecution.

In considering the issue of a new Agreement, Hunter Water will take into account conditions at the time of the new application, and it cannot be assumed that the conditions of the new Agreement will be identical to those previously specified.

### **5.4 REFUSAL TO ISSUE AN AGREEMENT**

Hunter Water may refuse to issue an Agreement for the following reasons:

- a) The applicant has not provided adequate information to enable Hunter Water to establish an Agreement; or
- b) The applicant is unable to demonstrate to Hunter Water that they are able to meet the conditions contained in this policy; or
- c) Where Hunter Water has determined that the proposed discharge poses an unacceptable risk to Hunter Water's employees, assets or its ability to meet its DECCW discharge licences.

### **5.5 CANCELLATION OF AGREEMENT**

Hunter Water may cancel or suspend an Agreement if the holder has contravened any conditions of the Agreement or the Trade Wastewater Policy, or, for any other reason Hunter Water deems sufficient. On cancellation or suspension of an Agreement discharge of trade wastewater must cease, and Hunter Water will take all reasonable steps to ensure that this occurs.

### **5.6 AGREEMENT RE-ESTABLISHMENT**

After an Agreement has been cancelled or suspended, Hunter Water may decide to issue a new Agreement with altered Schedules. This will allow the Applicant to continue discharging to Hunter Water's sewer subject to new conditions. Fees and charges may apply as approved by IPART.

## **5.7 CHANGE OF OWNERSHIP**

For those applicants having a Category 2, 3 or 4 Agreement, it will be necessary for the owner or occupier to notify Hunter Water when the property is sold. This will then enable Hunter Water to cancel the Agreement. The new owner or occupier is to make a new application to discharge trade wastewater to sewer.

## **5.8 TERM OF AGREEMENT**

MAJOR and MODERATE - For new major/moderate customers, or major/moderate customers renewing Agreements based on changed business activity, a 12 month term will be adopted for any Agreement issued by Hunter Water. Following the initial 12 months of operation a review is required to be undertaken to determine the most appropriate final requirements for the customer in question. A term of 60 Months will then generally be adopted for continuing Agreements.

MINOR – Generally an ongoing agreement will be adopted for customers with minor agreements. This term may be decreased at Hunter water's discretion, based on results of inspections or special circumstances that result in greater risk to Hunter Water's assets.

DEEMED - Deemed agreements will have no term and operate infinitum unless the customer changes business activity or sells the premises.

## **5.9 MONITORING**

It is the discharger's responsibility to ensure that both the quality and quantity of the waste discharged to sewer are in accordance with Hunter Water's requirements.

To ensure compliance with Hunter Water's acceptance standards and the conditions of the Agreement, authorised officers of Hunter Water may enter premises to carry out inspections and collect samples for analysis.

All sample point locations are to meet HWC requirements which include accessibility and a safe working environment in which to carryout the sampling duty. It is the responsibility of the agreement holder to provide a safe sample point location and to maintain it in such a manner.

Samples are to be collected and analysed in accordance with Standard Methods for the Examination of Water and Wastewater (Current, 22<sup>nd</sup> Edition of APHA - AWWA - WEF), and every effort is to be made to ensure that such samples truly represent the nature and extent of the discharge. A duplicate sample may be provided to the agreement holder for independent analysis (where agreed prior to sampling taking place).

Hunter Water may require a metering device to be installed to monitor the wastewater discharge volume from a premise. All costs associated with purchasing, installing and operating flow meters will be the responsibility of the owner of the property. The metering device is to be located in a safe, accessible location and be maintained in such a manner.

All analyses of samples shall be carried out by a NATA approved laboratory or a laboratory approved by Hunter Water.

### **5.9.1 Septicity Discharge Levels**

The trade waste discharge or sewerage discharge received at a Hunter Water Corporation agreed sewer connection point shall meet the acceptance limits as listed in Section 8 of this policy.

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Hunter Water Corporation may require the owner to introduce chemical dosing or flushing to prevent wastewater being discharged from their property at a level that poses an increased risk of septic conditions occurring in the sewer.

## **5.10 MAINTENANCE OF EQUIPMENT**

Any apparatus or equipment used for the treatment/monitoring of trade wastewater is to be maintained to Hunter Water's satisfaction at all times.

The disposal of residual waste such as grease, oils and sludges must be carried out in accordance with local Council and the Department of Environment, Climate Change and Water (DECCW) requirements and any other legal requirements.

## **5.11 FAILURE TO OBTAIN WRITTEN AGREEMENT**

Section 31(1) of the Act makes it an offence to discharge substances to works owned by Hunter Water without the prior written agreement of Hunter Water:

- Maximum Penalty: 100 Penalty Units (\$11,000) for an individual; or
- Maximum Penalty: 200 Penalty Units (\$22,000) in the case of a corporation.

Section 3.2.4 of the Customer Contract makes it a requirement to obtain a written Agreement with Hunter Water prior to discharge of trade wastewater.

## **5.12 TRADE WASTEWATER DISCHARGERS WITHIN UNIT COMPLEXES**

A Trade Wastewater Agreement will be made with the individual occupiers/owners of a strata unit not the strata master. This means that all Trade Wastewater dischargers within a strata complex that have a discrete Hunter Water Corporation account will have an independent Trade Waste Agreement.

For Category 2 or 3 Trade Wastewater customers within a strata complex, an annual fee will appear on any strata unit accounts that have a Trade Wastewater Agreement.

Similarly for Category 4 Trade Wastewater customers, an annual fee will appear on any strata unit accounts within a strata complex with Trade Wastewater Agreements. The Trade Wastewater high strength charge will be calculated using their water usage (by proportioned allocation) and the strength of discharge as measured at a sampling point from that unit specifically. Where the proportioned allocation is significantly different from actual water usage, the use of a Trade Wastewater meter will be suggested at the owners cost.

Hunter Water may choose to issue a Major or Moderate Agreement on the Strata Account if the number of units within the complex is likely to pose an increased risk.

## 6. DETERMINING LIKELY TRADE WASTEWATER CATEGORY

Table 6.0 defines the categories of trade wastewater discharge and the typical characteristics associated with each. This table is used to determine the likely risk category within which a proposed trade wastewater discharger may fall. Where a business activity falls within Category 1, no further detailed assessment will be required, however, those falling within Categories 2, 3 and 4 require a more rigorous assessment commensurate with the increasing risk level.

### 6.1 THE ASSESSMENT PROCESS

The trade wastewater applicant must furnish to Hunter Water sufficient information to allow the determination of potential impacts and the associated likelihood of these events occurring.

A preliminary risk assessment is carried out to initially classify the likely risk category (Table 6.0), following which, a detailed risk assessment may be necessary for higher risk dischargers falling with Category 2, 3 or 4. The more detailed risk assessment undertaken in Section 7.0 is used to determine the ongoing sampling and inspection regime to be adopted by Hunter Water and the likely requirements to be inserted in the Agreement issued by Hunter Water.

**Table 6.0 – Determining the Likely Trade Wastewater Category**

Category	Description	Typical Business Activities	Risk Index Score	Overall Risk	Agreement Type Required
1	Domestic type waste discharged only, may have some process water, no special needs.	Commercial offices (no cooling towers), doctors surgery (GP), pet shop retail, funeral parlour, coffee shop, (provided no hot food is prepared on site).	NA	Very Low	Deemed Agreement
2	Domestic and process water discharged, likely need pre-treatment prior to discharge or have restrictions on discharge.	smaller retail food producers, small restaurants, mechanical workshops, butchers, bakers, dentists etc.	<600	Low	Individual Written Agreement
3	Domestic and process water discharged, need of pre-treatment prior to discharge highly likely, restrictions on discharge highly likely.	Restaurants, larger retail food producers, car wash, vehicle spray painters, Service Station, car detailers, large pubs and clubs, smaller shopping centres	600-800	Moderate	Individual Written Agreement
4	Domestic and process water discharged, pre-treatment prior to discharge highly likely, restrictions on discharge highly likely, contaminant loads may be significant and/or include Restricted Substances. Multiple businesses may operate from the one premise.	Food manufacture, food processing, metal processing (galvanising, electroplating), oil refinery, chemical production, municipal swimming pools, Industry, hospitals, Laboratories, large shopping centres.	>800	Major	Individual Written Agreement

## 7. RISK BASED ASSESSMENT METHODOLOGY

### 7.1 GENERAL

A risk based approach has been adopted by Hunter Water in determining the relative impacts of a particular trade wastewater discharge. A detailed risk assessment process is applied to all non-residential customers likely to fall within Category 2, 3 or 4.

The risk assessment considers the:

- Activity factors for the process conducted on the site.
- Volume of trade wastewater discharged and capacity of the WWTW it is being discharged too;
- The BOD of the waste being discharged
- The type of equipment used for pre-treatment of the waste water prior to discharge to sewer.
- Mitigating factors. Whilst not always used, this adds flexibility to risk assessments by taking into account factors not included in the risk assessment process that can affect the risk of a certain wastewater stream being discharged.

This section contains:

- Details of Hunter Water's Risk Index as applied to Trade Wastewater Customers;
- A workspace for manual calculations.

This Risk Index is used to improve Hunter Water's consistency of application of the Trade Wastewater Policy and better account for potential impacts prior to a customer connecting to our system. It aims to:

- Ensure consistency in the application of monitoring programs between processes across Hunter Water's wastewater catchment areas;
- Ensure better allocation of Hunter Water's resources to those areas representing the greatest risk.

By applying a defined formula, the Customer will have the ability to target those factors most affecting the risk and thus help reduce the cost of ongoing monitoring.

Hunter Water reserves the right to limit the concentration and/or the total mass of any substance discharged from a premise to Hunter Water's sewer.

The Risk Factor has been derived from examination of the characteristics of discharges and sites contributing to the risk of the discharge. Risk assessment methods used by other wastewater system operators and the Water Services Association of Australia (see the National Wastewater Source Management Guideline - July 2008) have also been considered and adapted where appropriate.

Risk Factor = Activity + Volume + BOD + Equipment + Mitigating Factor(s) (if applicable)

Where:

Activity	=	(FA*A)
Volume	=	[FV*(V*100/L)]
BOD	=	(FB*B)
Equipment	=	(FE*E)
Mitigating Factors	=	M

#### Factors used to determine risk

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FA	=	Fixed Activity Score
FV	=	Fixed Volume Score
FB	=	Fixed BOD Score
FE	=	Fixed Equipment Score
A	=	Activity
V	=	Volume
L	=	Location of discharge
B	=	BOD
E	=	Equipment
M	=	Mitigating Factors (if applicable)

Each of these factors is examined in detail. Reasons for their inclusion in the risk assessment and the relative weightings for each factor are described below. The calculated Risk Factor is used to allocate a Risk Index.

NOTE: Movement between risk levels may occur as Customers make changes to their particular discharge process, quality or quantity. Once, in the opinion of Hunter Water, the Customer has demonstrated that a different risk index may be more appropriate their Agreement can be renegotiated accordingly.

## 7.2 DETERMINING THE RISK FACTOR

### 7.2.1 Fixed Factors

The Fixed Factor Scores are designed to place more emphasis on factors that are considered to be of higher priority within Hunter Water's area of operation.

Fixed factor scores range from 1 to 6, depending on the emphasis placed on each factor. The higher the score the higher the risk associated with that factor.

**Table 7.2.1 – Scores for Fixed Factors**

FIXED FACTOR	SCORE
FA = Fixed Activity Score	4
FB = Fixed BOD Score	6
FE = Fixed Equipment Score	2
FV = Fixed Volume Score	1

### 7.2.2 Volume Factor (V)

A high maximum daily discharge of trade wastewater from a site will have a greater potential impact on the Wastewater Treatment Works than a low maximum daily discharge. Consequently the volume factor score increases with volume.

Volume factor scores range from 5 to 100, depending on the maximum daily discharge volume in kilolitres/year. The higher the score the higher the risk associated with that type of business type.

The table below illustrates some indicative values:

**Table 7.2.2 – Customer Discharge Volume and Volume Score**

<b>MAXIMUM DISCHARGE (kL per year)</b>	<b>VOLUME SCORE (V)</b>
56	5
316	10
871	15
1789	20
3125	25
4930	30
7247	35
10119	40
13584	45
17678	50
22434	55
27885	60
34063	65
40996	70
48714	75
57243	80
66611	85
76843	90
87965	95
100000	100

**7.2.3 Location Factor (L)**

The size of the Wastewater Treatment Works (WWTW) receiving a Customer’s effluent will influence the potential that the discharger has to impact on the operation and outputs of the WWTW. The greatest potential impact is at smaller WWTW, where there is less dilution than at large plants.

Location factor scores range from 5 to 104, depending on the average annual dry weather flow (ADWF) into the WWTW in ML/year. The higher the score the *lower* the risk associated with that type of business type.

This reflects the fact that the risk from a discharger is magnified at smaller WWTW.

**Table 7.2.3 – WWTW Inlet Flow and Location Score**

<b>WWTW</b>	<b>FLOW (ML/y)</b>	<b>LOCATION SCORE (L)</b>
PAXTON	30	5
KEARSLEY	109	8
KARUAH	110	8
DUNGOG	190	11
BRANXTON	356	14
TANILBA BAY	421	16
DORA CREEK	1241	26
KURRI KURRI	1313	26
CESSNOCK	1607	29
FARLEY	2146	33
RAYMOND TERRACE	2359	34

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BOULDER BAY	3168	39
SHORTLAND	3816	43
MORPETH	4495	46
TORONTO	13033	75
EDGEWORTH	13033	75
BELMONT	13033	75
BURWOOD BEACH	27096	104

#### 7.2.4 Activity Factor (A)

The risk from a site naturally reflects the activity carried out on that site. The activity factor accounts for the range of potential hazards associated with the particular trade wastewater discharge including the chemical and organic strength of the waste stream, and the degree of control over the process that produces the waste stream.

Activity factor scores range from -1 to 100, depending on the principal process involved in the discharge. The higher the score the higher the risk associated with that business type.

The following table outlines activity scores:

**Table 7.2.4 – Business Activity Score**

<b>BUSINESS TYPE</b>	<b>SCORE (A)</b>
Bakery	-1
Chemical Manufacture	100
Educ.Instit.School	-1
Engineering/Manufacturing	20
Food Preparation	0
Food Processing & Manufacture	-1
Hosp/Nursing home	-1
Laboratory	65
Laundry	-1
Marine	0
Medical/Dentist	0
Metal Finishing	75
Miscellaneous	20
Oil Refinery	75
Printing	0
Service Station	0
Shopping Centre	0
Vehicle Maintenance	0
Vehicle Wash	0
Veterinary	0
Waste Disposal Centre	20
X-Ray/Photography	20

#### **Score = 100:**

The Wastewater is expected to contain a wide and variable range of chemicals that are likely to be of concern.

#### **Score = 75:**

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The Wastewater is expected to contain a consistent and well defined range of chemicals, some of which may be of concern

**Score = 20:**

The Wastewater is expected to contain variable organic or solid strengths.

**Score = 0:**

The Wastewater is expected to contain consistent strengths of organic and solids.

**Score = -1:**

The Wastewater is expected to contain low and consistent strengths of organics and solids.

**7.2.5 BOD Factor (B)**

BOD or Biochemical Oxygen Demand is a measure of the amount of oxygen consumed by micro-organisms in a given sample at a given temperature over a given period of time. It is a very common method of measuring the organic matter or the organic load present in an effluent.

BOD factor scores range from 0 to 100, depending on the yearly BOD load being discharged. The BOD load is calculated by multiplying the volume of wastewater being discharged from premises by the average BOD concentration of that stream. The higher the score the higher the risk associated with that type of business type. The BOD score is then given depending on where the results fall on the following table.

**Table 7.2.5 – Customer BOD Load Score**

<b>BOD LOAD (kg/yr)</b>	<b>SCORE (B)</b>
0	0
250	5
1000	10
2250	15
4000	20
6250	25
9000	30
12250	35
16000	40
20250	45
25000	50
30250	55
36000	60
42250	65
49000	70
56250	75
64000	80
72250	85
81000	90
90250	95
100000	100

## 7.2.6 Pre-Treatment Equipment Factor (E)

Each item of pre-treatment has a score based on its perceived complexity, susceptibility to failure and the difficulty of maintaining it in a satisfactory condition. Items of pre-treatment attract a score between 5 and 30. The higher the score the higher the risk associated with that type of pre-treatment equipment

Where more than one of the same pre-treatment devices is installed (eg 3 x Grease Trap = 3 x 20 = 60), only the score of one is added to the pre-treatment equipment score (eg 1 x Grease Trap = 20). When this is the case, if considered necessary this may be used as a mitigating factor

**Table 7.2.6 – Pre-Treatment Equipment Score**

<b>PRE-TREATMENT EQUIPMENT</b>	<b>SCORE (E)</b>
Bacterial Additive	25
Basket Trap	10
Centrifugal Filter (Hydrocyclo)	10
Cooling Pit	15
Caustic Recovery Unit	15
Chemical Treatment Plant	30
Dry Arrestor Pit	10
Dissolved Air Floatation(DAF)	30
Dilution Pit	15
Effluent Pump Hour Run Meter	5
Effluent Pump	5
Equalisation	10
Effluent Tank Final	10
First Flush Pit	10
Flow Recorder	5
Grease Extractor- Filter	20
Grease Trap	20
Grease Vertical Separator (VGS)	20
Holding Tank	5
Lint Trap	10
No Equipment	0
Oil Belt Skimmer	20
Oil/Plate Separator	20
Oil Trap-Garage Sump	20
Oil Vertical Gravity Separator	20
Plaster Arrestor	20
PH Control Equipment	25
Ph Recording Equipment	15
Rainfall Sentry/Sensor	5
Sump	5
Silver Recovery Unit	25
Stormwater By-Pass Pit	15
Solids Settlement Pit	10
Silt Trap	5
Treatment Works (Biological)	15

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### 7.2.7 Mitigating Factors (M) – If Applicable

Hunter Water’s trade wastewater agreements are determined by the risk assessment process explained above that uses business operation type, the volume, location and quality of discharge, and the trade waste pre-treatment type(s).

This risk assessment does not fully consider historical data, degree of on-site business activities or pre-treatment undertaken. Because of this the generic risk assessment process may determine a business operations has a specific level of risk that is not real.

By taking into account mitigating factors not considered, this adds flexibility to the risk assessment as these mitigating factors may change the risk score associated with a business activity and can therefore alter the Wastewater Category in which the business is placed.

Mitigating Factors are likely to be used when the score from the generic risk assessment is close to the Risk Index Score boundary between two Trade Waste Category’s or if the Score produced is considered unusually high or low for a certain business type.

### 7.3 CALCULATION OF RISK FACTOR AND RISK INDEX

A manual calculation of the risk index can be performed from an assessment of the individual factors described in previous sections. List the factors below (please contact your Trade Waste Officer if assistance is required):

Fixed Activity Score (FA)	4	Location of discharge (L)	_____
Fixed Volume Score (FV)	1	BOD (B)	_____
Fixed BOD Score (FB)	6	Equipment (E)	_____
Fixed Equipment Score (FE)	2	Mitigating Factors (M)	_____
Activity (A)	_____	(If applicable)	
Volume (V)	_____		

Insert the values in the formula:

$$\begin{aligned}
 \text{Risk Factor} &= (FA * A) + [FV * (V * 100 / L)] + (FB * B) + (FE * E) + M \\
 &= (4 * \underline{\quad}) + [1 * (\underline{\quad} * 100 / \underline{\quad})] + (6 * \underline{\quad}) + (2 * \underline{\quad}) + \underline{\quad} \\
 &= \underline{\quad}
 \end{aligned}$$

## 8 SUBSTANCE DEFINITIONS & ACCEPTANCE LIMITS

There is range of substances that may be contained in a trade wastewater discharge that carry with them varying levels of risk. These are defined in the following Sections. There are 3 basic categories used by Hunter Water:

1. **General** Substances;
2. **Restricted** Substances; and
3. **Prohibited** Substances.

Each substance carries with it specific chemical and physical acceptance limits.

At the lower end of the risk range are those substances that are generally considered to be commonly occurring or display characteristics that categorises them as having a low risk. At the high end of the risk range are those substances that are prohibited from discharge to any of Hunter Water's assets or facilities.

### 8.1 GENERAL SUBSTANCES

General Substances and their associated chemical and physical acceptance limits shall apply to all trade wastewater discharges unless specifically qualified in the written Agreement issued by Hunter Water. These acceptance limits may be varied for Category 4 Agreements.

**Table 8.1(A) - General Chemical Characteristics**

<b>Description</b>	<b>Limit</b>	<b>Comments</b>
<b>BOD<sub>5</sub></b> Biochemical Oxygen Demand at 5 days	500mg/L	Will be determined by the capacity of the receiving wastewater treatment plant. When required a specific BOD <sub>5</sub> load limit is kg/day and/or a higher limit for BOD <sub>5</sub> concentration in mg/L will be applied as a special Agreement condition. High BOD also increases the potential for the generation of sulphides in the wastewater.
<b>NFR</b> Non-Filterable Residue <b>SS</b> Suspended Solids	500mg/L	High NFR/SS can: <ul style="list-style-type: none"> <li>• cause sewer blockages;</li> <li>• overload the treatment processes.</li> </ul> When required a specific Suspended Solids load limit in kg/day and/or limit for Suspended Solids concentration in mg/L will be applied as a special Agreement condition.
<b>COD</b> Chemical Oxygen Demand	1500mg/L	As for BOD <sub>5</sub>
<b>TOC</b> Total Organic Carbon	1200mg/L	As for BOD <sub>5</sub>
<b>TDS</b> Total Dissolved Solids	4000mg/L	High TDS reduces effluent reuse options and may contribute to soil salinity.
<b>TOG</b> Oil and Grease	150mg/L	Grease and oil may: <ul style="list-style-type: none"> <li>• cause sewer blockages;</li> <li>• adversely effect the treatment processes and result in a detrimental impact to the receiving waters.</li> </ul>
<b>Nitrogen</b> Ammonia plus Ammoniacal ion (measured as N)	50mg/L	High nitrogen levels (in its various forms) may: <ul style="list-style-type: none"> <li>• adversely affect the safety of operations and maintenance personnel; and</li> <li>• significantly contribute to the nutrient load discharged to the receiving environment.</li> </ul>
Total Kjeldahl Nitrogen	150mg/L	Higher values may be allowed subject to local pH and temperature conditions.
<b>Phosphorus</b> Total Phosphorus (measured as P)	20mg/L	High Phosphorus may significantly contribute to the nutrient load discharged to the receiving environment.
<b>Sulphur</b> Sulphate (measured as SO <sub>4</sub> )	2000mg/L	The Sulphur group of substances may: <ul style="list-style-type: none"> <li>• increase the potential for the generation of sulphides in the wastewater;</li> <li>• adversely affect sewer structures; and</li> <li>• cause generation of odours (eg SO<sub>2</sub> gas) negatively impacting on the environment and assets of Hunter Water.</li> </ul>
Sulphite (measured as SO <sub>2</sub> )	15mg/L	

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**Table 8.1(B) - General Physical Characteristics**

<b>Description</b>	<b>Limit</b>	<b>Comments</b>
<b>Temperature</b>	< 38°C	High temperatures may: <ul style="list-style-type: none"> <li>• increase damage to sewer structures;</li> <li>• increase the potential for anaerobic conditions to form in the wastewater;</li> <li>• promote the release of gases such as hydrogen sulphide (H<sub>2</sub>S) and ammonia (NH<sub>3</sub>);</li> <li>• affect the safety of operations and maintenance personnel.</li> </ul>
<b>pH</b>	6.5 -10.0  4.5 -10.0	Extremes of pH may: <ul style="list-style-type: none"> <li>• adversely affect biological treatment processes;</li> <li>• 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> <li>• Due to the lower natural occurring levels from grease arrestors (traps), a lower pH level has been adopted for discharge from these types of facilities.</li> </ul>
<b>Colour</b>	100 Dilutions	Colour may cause unfavourable discolouration of receiving waters. If colour is not noticeable in the discharge then generally this will be acceptable to Hunter Water. Higher dilution levels, or other requirements, may need to be imposed where the particular colour is not biodegradable.

## 8.2 RESTRICTED SUBSTANCES

Other substances to be controlled in discharges to sewer are those which:

- are persistent and/or toxic;
- pass through a treatment plant untreated or partially treated and affect the receiving environment;
- are deleterious to the sewerage system, employees of the sewerage authority and/or the public;
- inhibit process efficiency or make collection and treatment of wastewater more expensive; or
- could lead to contamination of the wastewater treatment site.

Typically metals and organic wastes fall within the category of “restricted” substances.

Tables 8.2(a) and 8.2(B) respectively, deal with metals and organic type wastes.

**Table 8.2(A) - Metals**

<b>Metal</b>	<b>Symbol</b>	<b>Maximum mg/L</b>	<b>Comments</b>
<b>Aluminium</b>	Al	100.0	Aluminium compounds, particularly in the presence of calcium salts, have the potential to precipitate as a scale, which may cause a sewer blockage.
<b>Arsenic*</b>	As	0.5	
<b>Cadmium*</b>	Cd	0.5	
<b>Chromium*</b>	Cr	2.0	
<b>Cobalt</b>	Co	2.0	
<b>Copper*</b>	Cu	2.0	
<b>Iron</b>	Fe	30.0	Iron salts may precipitate and cause a sewer blockage. High concentrations of ferric iron may also present colour problems depending on local conditions.
<b>Lead*</b>	Pb	0.4	
<b>Manganese</b>	Mn	2.0	
<b>Mercury*</b>	Hg	Prohibited	
<b>Molybdenum</b>	Mo	10.0	
<b>Nickel*</b>	Ni	1.0	
<b>Selenium*</b>	Se	2.0	
<b>Silver**</b>	Ag	0.5	
<b>Tin</b>	Sn	2.0	
<b>Zinc*</b>	Zn	1.5	

**Notes:** \* These metals are used in determining the Heavy Metal Charges.

\*\* Silver dischargers (for example X-Ray, photographic, printing, dental, and medical establishments) must conform with the Photographic Uniform Regulations of the Environment (PURE) Photographic Industry Code of Practice, as revised from time to time, in all aspects unless it contradicts this Policy.

The silver maximum concentration of 50 mg/L is contained in the PURE Code. Peak discharges of this strength are acceptable where the total discharge of flow is low and thus the silver load is also low.

“Prohibited” - For the purposes of this Policy, the measurable acceptance limit shall be either zero or the lowest detectable limit for the prohibited substance. For the purposes of regulation this will be taken to be <1 ug/L, provided Hunter Water is satisfied that the discharger is taking all practical steps to prevent discharge.

### **Maximum Daily Load**

Depending on the concentration and volume proposed to be discharged to sewer over time, Hunter Water may determine a Maximum Daily Load Limit (g/day) to apply to the discharge.

In the future Hunter Water proposes to move towards the broader application of Maximum Daily Load limits to all Restricted Substances (Metals).

**Table 8.2(B) - Organic Wastes**

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<b>Organic Compounds</b>	<b>Maximum Concentration mg/L</b>	<b>Comments</b>
<b>Formaldehyde</b>	50	Formaldehyde in the sewer atmosphere can adversely affect the safety of operations and maintenance personnel.
<b>Phenolic Compounds</b>	10	Phenols may adversely affect biological treatment processes. They may not be completely removed by conventional treatment and subsequently may impact on the receiving environment.
<b>Pentachlorophenol</b>	5	Pentachlorophenol: <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>
<b>Total Petroleum Hydrocarbons</b>	30	Petroleum hydrocarbons may adversely affect the safety of operations and maintenance personnel.
<b>Halogenated Aliphatic Compounds</b>	5	Because of their stability and chemical properties these compounds: <ul style="list-style-type: none"> <li>• may adversely affect the treatment processes;</li> <li>• may impair the quality of the receiving environment;</li> <li>• may adversely affect the safety of operations and maintenance personnel.</li> </ul>
<b>Boron</b> Measured as B	25	Boron is not removed by conventional treatment. High concentrations in effluent may restrict irrigation applications.
<b>Bromine</b> Measured as Br <sub>2</sub>	5	High concentrations may adversely affect the safety of operations and maintenance personnel.
<b>Chlorine</b> Measured as Cl <sub>2</sub>	5	Chlorine: <ul style="list-style-type: none"> <li>• can adversely affect the safety of operations and maintenance personnel;</li> <li>• can cause corrosion of sewer structures.</li> </ul>
<b>Fluoride</b> Measured as F	30	Fluoride is not removed by conventional treatment, however pre-treatment can easily and economically reduce concentrations to below 20mg/L.
<b>Cyanide</b> Measured as CN	1	Cyanide may produce toxic atmospheres in the sewer and adversely affect the safety of operations and maintenance personnel.
<b>Sulphide –Total</b> Measured as S <sub>2</sub>	2	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 could adversely affect the safety of operations and maintenance personnel.</li> </ul>

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### 8.3 PROHIBITED SUBSTANCES

A Prohibited Substance is any matter that: –

- In the opinion of Hunter Water is injurious to, or liable to form compounds injurious to, any part of Hunter Water's Works or to employees of Hunter Water engaged in the operation or maintenance of the Works, the community, or the environment; or
- Will impair or be liable to impair the operations or functions of Hunter Water; or
- Falls within the meaning of the Protection of the Environment Operations Act 1997, causing pollution of any water body; or
- Hunter Water may declare, from time to time, to be prohibited by notice published in a newspaper circulating generally in the area covered by the Operating Licence.

For the purposes of this Policy the measurable acceptance limit shall be either zero or the lowest detectable limit for the prohibited substance.

The substances that are prohibited from discharge to sewer or treatment at our works include but are not limited to:

**Table 8.3(A) – Prohibited Substances (Common)**

<b>Prohibited Substance</b>	<b>Description</b>
<b>Stormwater to sewer</b>	Uncontrolled discharge of stormwater runoff to sewer is strictly prohibited.  Where contamination occurs, precluding discharge to normal stormwater drainage systems under DECCW Guidelines, Hunter Water may grant approval for discharge to sewer under very controlled circumstances and where written approval has been granted by DECCW or the relevant local council. Such restrictions may involve storage for subsequent discharge when sewer hydraulic capacity is available or pre-treatment.
<b>Ground Water</b>	See Stormwater definition above.
<b>Trade Wastewater to Stormwater Channels</b>	The discharge of trade wastewater to Hunter Water's storm water system will only be permitted in exceptional circumstances and only after the Applicant has received a Licence from the DECC detailing the particular discharge requirements.
<b>Households Waste Types</b>	Any animal matter, wool, hair, flesh, feathers, dust, ashes, soil, rubbish, grease, garbage, dead animal, vegetable or fruit parings, wood, rags, synthetic plastics, steam or any solid matter.
<b>Discrete oil</b>	Oil, where it constitutes the majority of the liquid discharged, or has formed free floating discrete particles must be removed prior to discharge.
<b>Toxic substances</b>	These may be poisons, any substances that are carcinogenic, may cause mutations, and/or could materially affect the environment or cause harm to humans.

**Table 8.3(B) – Prohibited Substances (Rare)**

<b>Prohibited Substance</b>	<b>Description</b>
<b>Explosives</b>	<p>Any substance that could cause an explosion or fire in any of Hunter Water's Works.</p> <p>Generally substances may become explosive and/or flammable where LEL (Lower Explosive Limit) &gt; 10%.</p> <p>Sewer connections to fuel dispensing areas, flammable and dangerous goods stores will not be permitted. In all cases the discharge must not exceed 10% of the lower explosive limit at 25°C.</p>
<b>Infectious &amp; Medical Wastes</b>	<p>Any infectious or contagious substance, whether solid or liquid, which has not been disinfected is strictly prohibited from discharge.</p> <p>The discharge of solid wastes from any hospital, clinic, surgery, laboratory or any other medical or veterinary facility to the sewers is strictly prohibited.</p> <p>Solid wastes may include, 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>
<b>'GM' Substances</b>	<p>Genetically Modified substances as a general rule must not be discharged to sewer.</p> <p>Hunter Water may consider accepting such substances only where the Office of the Gene Technology Regulator approves of discharge to the broader environment under the Gene Technology Act 2000 as amended.</p> <p>For further information contact:</p> <p>Office of the Gene Technology Regulator MDP54 GPO Box 9848 Canberra ACT 2601</p> <p>Telephone: 1800 181 030</p> <p><a href="http://www.ogtr.gov.au">www.ogtr.gov.au</a></p>
<b>Radioactive Substances</b>	<p>There are no circumstances in which Hunter Water can accept discharge of radioactive substances.</p>
<b>Biological Additives</b>	<p>Any substance, whether or not a solvent, an enzyme, a mutant bacteria or an odour control agent, which could materially affect the operation of a grease arrestor or other device or equipment used for the treatment of waste.</p>

Table 8.3(B) – Prohibited Substances (Rare)...*Continued*

Prohibited Substance	Description	
<b>Pesticides</b>	<b>Organophosphates</b> Azinphos-menthyl      Fenthion Azinphos-ethyl        Malathion Chlorypritos            Methamidophos Coumaphos              Mevinphos Demeton                 Omethoate Diazinon                 Oxydemeton- Dichlorvos               methyl Dimehoate               Parathion Disulfoton               Triazophos Fenitrothion             Trichlorfon	<b>Organochlorines</b> Aldrin Chlordane DDT Dieldrin Heptachlor Lindane <b>Pesticides (General)</b> Insecticides, Herbicides & Fungicides
<b>Other Organic Compounds</b>	Halogenated Aromatic Hydrocarbons (HAHS) Polychlorinated biphenyls (PCBS) Polybrominated biphenyls (PBBS)	Polynuclear Aromatic Hydrocarbons (PAHS)

## 9 SPECIAL DISCHARGE POLICIES

### 9.1 CONTAMINATED SURFACE OR GROUNDWATER TO SEWER

The ingress of surface water and ground water to the sewerage system can cause severe operational difficulties for Hunter Water and increase the number of sewer overflows.

However, Hunter Water recognises there are some circumstances where it is environmentally beneficial to accept contaminated surface or groundwater to sewer under strict controls.

It will be necessary for the applicant to allow sufficient time prior to requiring discharge to allow Hunter Water to determine our requirements and issue a Trade Wastewater Agreement.

#### 9.1.1 Contaminated Groundwater Sources

If a customer wishes to discharge contaminated ground water or leachate to a sewer, a written statement from the DECCW or the relevant local council prohibiting the ground water from being discharged to stormwater must be first obtained by the applicant and submitted to Hunter Water for consideration.

Also where ground water is being extracted for discharge to sewer, the NSW Office of Water under DECCW will also require a licence for the groundwater extraction. A copy of the licence must be furnished to Hunter Water.

Details of the proposed groundwater discharge will be required to be submitted for Hunter Water to determine the load of contaminants being ultimately discharged to its sewer system and whether it will agree to such a discharge to sewer. Details submitted need to include the following information:

- Proposed dewatering regime, pump rate, time of operation, total volume to be discharged;
- Full analysis of chemical, biological, and physical characteristics of the ground water source (concentrations, test pit locations, distribution across site etc); and
- How the applicant proposes to meet the allowable discharge concentrations nominated elsewhere in this policy.

Hunter Water will undertake an assessment of the information supplied and advise the applicant of limitations in respect of:

- The hydraulic capacity of the receiving transport and treatment facilities; and
- The potential impact of the cumulative load of contaminants on the performance of the receiving WWTW licence conditions.

Hunter Water will advise the applicant of its assessment and the conditions to be met for approval to discharge.

**Long Term** dischargers All discharge arrangements which continue for more than six months ie permanent type arrangements are deemed to be 'Long Term' and therefore must meet the allowable discharge concentrations nominated in the Trade Wastewater Policy.

**Short Term** dischargers A short term discharge is defined as an arrangement which will not continue for more than 6 months i.e. is temporary in nature.

Hunter Water may elect to adopt a higher allowable acceptance limit only where Hunter Water is satisfied that the proposed contaminant load discharged to sewer does not effect compliance with its WWTW licence conditions. Hunter Water may, at its discretion, prohibit any discharge to sewer.

For Short Term dischargers, the allowable concentration, if varied from Hunter Water's requirements for prohibited substances for long term users shall not exceed the Guideline Values nominated in the National Water Quality Management Strategy "Guidelines for Sewerage Systems – Acceptance of Trade Waste (Industrial Waste)" 1994.

Only short term discharges may be eligible to be assessed in terms of allowable discharge concentrations under the National Water Quality Management Strategy "Guidelines for Sewerage Systems – Acceptance of Trade Waste (Industrial Waste)" 1994.

### **9.1.2 Discharge From Open Areas**

In order to prevent overloading the sewerage system with excess flows from discharging rainwater collected on open areas, any customers wishing to discharge surface run off to sewer must firstly obtain written permission from the relevant local council or the DECCW and submit this to Hunter Water for consideration.

Hunter Water will also need to approve any such discharge and depending on the size of the open area, will provide the appropriate list of conditions that must be followed regarding the design and operation of the facility.

## **9.2 DISCHARGE TO STORMWATER SYSTEMS**

Generally, the discharge of any liquid waste, other than stormwater, to Hunter Water's stormwater systems is prohibited. The contents of stormwater drains do not generally receive treatment prior to discharge to receiving waters and are very difficult to control due to the volumes generated and intermit nature of discharge.

Prior to applying to Hunter Water for allowance to discharge to a stormwater system, the applicant must first obtain written acknowledgement/approval from the relevant local council for the discharge, and submit such acknowledgement/approval with their application. Discharge water quality must meet appropriate water quality guidelines and not have a measurable impact on the physical, chemical or biological characteristics of the receiving waters as defined by the POEO Act. It is advisable to engage a qualified environmental consultant to comprehensively test the water quality prior to and during any discharge to stormwater and treat the water as required. Ongoing discharge water analysis results are required to be forwarded to Hunter Water.

Where groundwater is being extracted for discharge to the stormwater system, the NSW Office of Water under DECCW regulates groundwater use/disturbance and will require a licence for the groundwater extraction. A copy of the licence must be forwarded to Hunter Water.

Hunter Water will independently assess the application and may elect to impose additional discharge conditions, or, prohibit discharge altogether.

Warning – This document is current at time of printing or downloading. It may be reviewed and amended prior to the noted review date at the discretion of Hunter Water Corporation.

### 9.3 WATER CONSERVATION AND MINIMISING SEWER DISCHARGE

Customers must ensure process **water reuse is optimised** before discharge to sewer. Direct discharge of 'single pass' process water from cooling, heating and similar high volume, low contamination processes is not permitted.

Customers must not use water from Hunter Water's supply, or any bore, ground water, or stormwater source, or water from any non-process source, or domestic wastewater to dilute a trade wastewater stream before discharge to the sewer.

### 9.4 SINK-TO-SEWER WASTE DISPOSAL UNITS

The use of sink-to-sewer disposal units (also called in-sink food waste disposers or garbage grinders) will be permitted for **single/standalone** residential customers, subject to the following condition being met:

1. The installation of garbage disposal units is to be carried out by a licensed plumber in accordance with the NSW Plumbing Codes of Practice.

For commercial customers and residential medium density/multi unit developments, condition 1 must be met as well as the following:

2. Hunter Water Corporation must be notified in writing of the intention to install a sink to sewer disposal unit prior to installation.
3. Approval for the installation must be granted by Hunter Water to be connected to Hunter Water's sewerage system.
4. Appropriate pre-treatment facilities will be required to be installed after the sink to sewer disposal unit.
5. For new developments involving commercial premises, the trade wastewater pre-treatment facility will need to be sized to remove the additional load generated by the sink to sewer disposal unit.

### 9.5 USE OF ADDITIVES IN PRE-TREATMENT SYSTEMS

The addition of solvents, enzymes, mutant or natural bacteria, odour control agents and pesticides to grease traps or biological pre-treatment systems is not permitted except by specific written application and subsequent authorisation by Hunter Water.

### 9.6 EFFLUENT IMPROVEMENT PROGRAMMES

Category 2, 3 and 4 trade wastewater discharges will need to improve the quality of their trade wastewater if the average concentration of pollutants in their discharge does not meet acceptance standards nominated in the Agreement. In these circumstances the discharger, owner or applicant as appropriate, may be directed by Hunter Water to prepare and comply with an Effluent Improvement Program meeting the performance criteria set by Hunter Water.

As part of an Effluent Improvement Programme the customer is required to:

- Identify methods to improve the quality and/or quantity of trade wastewater discharge;
- Set time frames and expected improvements;
- Report on progress of program;
- Prepare a management plan; and

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- Improve the quality and/or quantity of trade wastewater discharged.

Giving due consideration to both the customer's business circumstances and Hunter Water's needs and obligations, where a customer ignores, or, unnecessarily delays implementation of an Effluent Improvement Programme, Hunter Water may take direct action to cease the discharge of trade wastewater to sewer.

The customer may then reapply to discharge trade wastewater to sewer only when suitable pre-treatment is in place to meet the requirements of this Policy.

## 10 FEES AND CHARGES

The Trade Wastewater fees and charges described in Section 10 are in addition to the fees and charges assessed under Section 50 of the Hunter Water Act as specified in a 'Notice of Formal Requirements' letter specific to the development proposed.

Prior to issue of a Trade Wastewater Agreement the requirements of the Notice of Formal Requirements letter must first be satisfied and hydraulic designs (where required) for internal water and sewer services be assessed and approved by Hunter Water.

### 10.1 GENERAL

The fees and charges Hunter Water collects are regulated by the NSW Independent Pricing and Regulatory Tribunal (IPART) and remain in force for a specific term. Trade Wastewater fees and charges are subject to CPI adjustment on 1 July each year and a reviewed more extensively as part of each IPART price path.

Fees and charges for the discharge of trade wastewater to Hunter Water's sewers will be levied on the property owner as part of the normal water/sewage notice of charges issued three times per year.

In determining the fees and charges Hunter Water aims to recover the costs directly attributable to the acceptance and processing of trade waste. Accepting wastes of higher or different makeup than domestic waste incurs additional treatment costs, additional monitoring and analysis, inspections, and policing to ensure satisfactory performance over time.

The current charges are detailed in the separate Hunter Water publication "**Trade Wastewater Schedule of Fees and Charges**" as amended.

The following charges will apply to a trade wastewater discharge to sewer commensurate with the type of Agreement entered into with Hunter Water:

- Establishment Fees
- Annual Agreement Fees
- Agreement Renewal Fees
- Analytical Fees
- Inspection Fees
- Strength Fees eg. BOD/NFR, Heavy Metals, Phosphorus, Sulphate
- Usage (volume based)
- Miscellaneous
- Tankering Fees

Generally there are no trade wastewater ongoing fees and charges associated with Category 1 Agreements.

### 10.2 BREACH OF AGREEMENT AND RECTIFICATION WORK

Where it can be demonstrated that a customer has breached the conditions of the Agreement the Applicant, owner, or occupier as appropriate, will also be required to pay all costs incurred by Hunter Water associated with a breach of Agreement or this Policy, and any rectification work undertaken.

### 10.3 FEE STRUCTURE FOR EACH CATEGORY

FEE DESCRIPTION	CATEGORY OF TRADE WASTEWATER DISCHARGE			
	1	2	3	4
1. Agreement Establishment	NA	✓	✓	✓
2. Agreement Renewal	NA	✓	✓	✓
3. Annual Fee	NA	✓	✓	✓
4. Inspection Fee Per Visit <sup>1</sup>	NA	✓	✓	✓
5. Strength Fees	NA	NA	✓	✓

- Notes:**
- The annual fee for Category 2 Agreements includes an inspection every 5 years.  
The annual fee for Category 3 Agreements includes an inspection every year.  
Additional inspections, if required, are charged at the Rate for Category 4 Agreements.
  - Dischargers who are changing business activities will be required to pay the fees associated with the commensurate category applicable.
  - NA = Not Applicable.

### 10.4 ANALYTICAL FEES

The discharger shall pay Hunter Water the analytical testing fees for analyses carried out by Hunter Water in accordance with the Agreement.

Due to a breach of an Agreement, the discharger upon service of notice by Hunter Water shall pay charges of chemical analysis testing carried out.

### 10.5 INSPECTION FEES

- Category 2**

One inspection every five years is included as part of the Annual Agreement Fee. However, if the conditions contained in the Trade Wastewater Agreement or Hunter Water's Trade Wastewater Policy have been breached, any subsequent inspections or sampling deemed to be required by Hunter Water will be charged at the rates for Category 4 dischargers.

- Category 3**

One inspection per year is included as part of the Annual Agreement Fee. However, if the conditions contained in the Trade Wastewater Agreement or Hunter Water's Trade

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Wastewater Policy have been breached, any subsequent inspections or sampling deemed to be required by Hunter Water will be charged at the rates for Category 4 dischargers.

- **Category 4**

Each inspection will be charged at a set rate according to the ***Trade Wastewater Schedule of Fees and Charges***.

If trade wastewater is discharged from a premise to Hunter Water's works, and that premise is operating without a Trade Wastewater Agreement, then the Owner/Operator will be charged for the inspection and any necessary sampling deemed to be required by Hunter Water and back charges with interest applied for the period of overdue payment.

## **10.6 HIGH STRENGTH FEES**

### **10.6.1 BOD/NFR**

The fees and charges applied by Hunter Water are aimed at recovering the additional cost of treatment where the discharge to sewer is more concentrated than typical domestic sewerage. Domestic sewerage typically displays a Biochemical Oxygen Demand (BOD) or Non Filterable Residue (NFR) concentration of 350mg/L.

The trade wastewater high strength billing is triggered when the average BOD or NFR sample results exceed 350mg/L. The impact on the Hunter Water's sewerage system is measured as the load (kg) of BOD or NFR. This is a function of concentration (mg/L) and volume (kL) discharged to sewer.

Fees are calculated on an average concentration of the most recent sample results.

A minimum of three results is used for the average. The average can be made up from all unbilled sample results (three or more) or three results drawn from unbilled and/or most recent past results. A minimum of one sample is taken per billing cycle, this generally gives a moving average of the last three results. The exception is when more samples are taken in the billing cycle due to the risk associated with the discharge.

The discharge of trade wastewater to the sewerage system places an additional load on that system and the charges applied, recover the costs of this additional loading on the sewerage system. This additional waste load (measured in kg) is a result of the concentration (strength) of the substances in the waste, and the discharged volume.

### **10.6.2 Phosphorus Fee**

Fees will be charged where the strength of phosphorus is greater than 11 mg/L, the deemed domestic concentration of effluent discharged.

### **10.6.3 Heavy Metal Charge**

Metals in the sewerage accumulate in the wastewater treatment biosolid waste sludge and have the potential to reduce the reuse potential of the biosolids. The discharge to the environment is also restricted by the Department of Environment, Climate Change and Water by licences and the charging of load based license fees. Hunter Water's heavy metal charges are based on the total load of metals discharged to Hunter Water's sewer and the charge varies between treatment works catchments.

### **10.6.4 Sulphate Charge**

Sulphate discharge can be converted to sulphides resulting in hydrogen sulphide gas (odorous rotten egg gas) and products that corrode pipes and concrete assets. The charge is for the load of sulphate discharged. The formula used for calculating the charge incorporates a multiplication

factor for the discharged concentration of sulphate over the fixed concentration of 2000mg/L. This factors the base unit price up or down around a concentration of 2000 mg/L:

Unit rate per Kg = \$ Base Rate x SO<sub>4</sub> value / 2000

## **10.7 TANKER FEES**

### **10.7.1 Tanker Establishment and Renewal Fees**

An initial establishment fee will be charged for Tanker Agreements. A renewal fee will be charged when a tanker Agreement has either expired or requires updating to meet current circumstances.

### **10.7.2 Delivery Processing Fee**

Tanker Companies are required to pay administration fees as outlined in the Trade Wastewater Schedule of Fees and Charges.

### **10.7.3 Waste Type and Volume Charges**

Fees are charged for the volume and type of waste taken to the wastewater treatment works. Different fees are charged for the different waste types including Portable Toilet Waste, Septic Waste, Ship Waste and High Strength Waste. These charges are outlined in the *Trade Wastewater Schedule of Fees and Charges*.

## **10.8 MISCELLANEOUS CHARGES**

Further fees for specific substances discharged may be determined by Hunter Water and will be specified in the Agreement.

## **11 TYPICAL INSTALLATION AND MAINTENANCE GUIDELINES**

Separate Guideline publications are available detailing installation and maintenance of the following:

- General Pre-Treatment and Maintenance Requirements for Trade Waste Generators
- Grease Arresters and Other Food Waste Pre-Treatment Facilities.
- Oil Separators for Service Stations and Vehicle Repair Shops.
- Discharge of Cooling Tower Water to Sewer.

These guides are updated from time to time and are available free of charge on request.

<b>Act</b>	The Hunter Water Act 1991.
<b>Applicant</b>	A person applying for a trade wastewater agreement to discharge trade wastewater to Hunter Water's sewer.
<b>Application</b>	Trade Wastewater Application Form is required to be lodged with Hunter Water for approval to discharge prohibited substances to Hunter Water's sewer.
<b>Biological Treatment</b>	This involves bacteria consuming the organic parts of an effluent within a controlled system, eg activated sludge or trickling filters.
<b>Biological Oxygen Demand (BOD)</b>	A measure of the amount of oxygen consumed by micro-organisms in a given sample at a given temperature. (see also 'Oxygen Demand')
<b>Corporation</b>	Means the Hunter Water Corporation having its Head Office at 36 Honeysuckle Drive, Newcastle.
<b>Customer</b>	In relation to Hunter Water, means a person who is taken to have entered into a customer contract or a person who has made a contract with Hunter Water of a kind referred to in section 37 of the Act.
<b>Customer Contract</b>	Means a contract of a kind referred to in Section 36(1); of the Act as set out in Schedule Two of the Operating Licence.
<b>Discharger</b>	A business/company discharging trade wastewater to Hunter Water's works.
<b>DECCW</b>	Department of Environment, Climate Change and Water
<b>EMS</b>	Hunter Water's Environmental Management System.
<b>Operating Licence</b>	Means the Operating Licence issued pursuant to Section 12 of the Act.
<b>Oxygen Demand</b>	Is an indirect measure of the organic matter present in an effluent, usually specified in such a way as to identify the means used in measurement, eg Biochemical Oxygen Demand (BOD) or Chemical Oxygen Demand (COD).
<b>Agreement</b>	Also referred to as a Trade Wastewater Agreement. This is a legally binding document setting out the conditions that the applicant, owner or occupier as appropriate, must comply with before it may discharge any substance other than normal domestic wastewater to a sewer or stormwater channel operated by Hunter Water.
<b>Prohibited Substances</b>	Prohibited Substances, in accordance with the Act and this Policy, are substances which may not be discharged to a sewer or stormwater channel operated by Hunter Water without the prior written permission of Hunter Water.
<b>Pre-treatment Facilities</b>	Means any apparatus or equipment used to modify the characteristics of an effluent prior to its discharge into Hunter Water's works, and can include grease traps, oil separators, dilution pits etc.

<b>Suspended Solids</b>	Suspended solids or Non-filterable residue (NFR) is a measure of the suspended particles in an effluent, and is determined by retention on a prescribed filter.
<b>Trade Wastewater</b>	Trade wastewater is defined as the liquid waste generated from any non-residential property (commercial or industrial, business, trade, or manufacturing process). It does not include domestic wastewater.
<b>Trade Wastewater Policy</b>	The policy used by Hunter Water which defines the acceptable discharge quantity and quality of waste, other than domestic, to Hunter Water's sewage system.
<b>Treatment Facilities</b>	Means any apparatus or equipment used to modify the characteristics of wastewater.
<b>Treatment Works</b>	Hunter Water's Wastewater Treatment Works whose operations include the treatment of sewage and trade wastewater prior to discharge to the environment.
<b>WWTW</b>	Wastewater Treatment Works
<b>Works</b>	Means water mains, sewer mains, wastewater treatment works, drainage channels and any works ancillary to those works.

### **Other Helpful information**

The Department of Environment Climate Change and Water (NSW) has information on Cleaner Production at:

- <http://www.environment.nsw.gov.au/mao/Cleanerproduction.htm> and
- <http://www.environment.nsw.gov.au/sustainbus/cleanerproduction.htm>

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HUNTER WATER CORPORATION  
 36 HONEYSUCKLE DRIVE, NEWCASTLE 2300 (PO Box 5171 HRMC NSW 2310)

**APPLICATION FOR CONSENT TO DISCHARGE TRADE WASTEWATER**

<b>RENEWAL</b> YES/NO <b>NEW AGREEMENT</b> YES/NO <a href="http://www.hunterwater.com.au">www.hunterwater.com.au</a>		<b>ACCOUNT NUMBER AS PER HUNTER WATER ACCOUNTS</b> _____	
<b>FULL NAME OF OWNER OF PROPERTY (BLOCK LETTERS)</b> *		<b>DATE</b> *	
<b>SIGNATURE OF PROPERTY OWNER</b> (if not owner, signature and copy of power of attorney) *		<b>POSITION (IN COMPANY)</b> *	
*		<b>NAME (IF NOT OWNER)</b>  	
AS THE LAND OWNER OR DONEE UNDER POWER OF ATTORNEY GRANTED BY THE OWNER, I AM AWARE OF THIS APPLICATION AND THAT THIS BUSINESS WILL BE (OR IS BEING) CARRIED OUT AT THE PROPERTY. ALL CHARGES WILL BE LEVIED ON THE PROPERTY OWNER WITH THE NORMAL WATER/SEWER NOTICE.			
<b>ADDRESS OF THE BUSINESS (WHERE DISCHARGE TO SEWER WILL OCCUR)</b>			
*		<b>TEL:</b>	
*		<b>POSTCODE:</b>	<b>FAX:</b>
<b>POSTAL ADDRESS FOR CORRESPONDENCE</b>			
*		<b>TEL:</b>	
*		<b>POSTCODE:</b>	<b>FAX:</b>
<b>TRADING NAME OF THE BUSINESS AT THE PREMISES</b>			
*			
<b>AUSTRALIAN COMPANY NUMBER (ACN)</b> _____			
<b>FULL NAME OF OCCUPIER IF OTHER THAN OWNER – (IN CASES OF MULTIPLE OCCUPIERS SEE PAGE 3)</b>			
*			
<b>FULL NAME OF CONTACT PERSON AT THE TRADING BUSINESS</b>			
*		<b>TEL:</b>	
<b>POSITION IN COMPANY:</b>	*	<b>FAX:</b>	
<b>EMAIL ADDRESS:</b>			
<b>EMERGENCY CONTACT PERSON OUT-OF-HOURS</b>			
*		<b>TEL:</b>	
<b>PRINCIPAL BUSINESS ACTIVITY</b>	*		
<b>EXPECTED COMMENCEMENT DATE OF DISCHARGE</b>	*		

\* MANDATORY FIELDS

TRADE WASTEWATER FACILITIES TO BE USED *			
Type of Facility	If yes (√)	Quantity	Capacity of Each Facility
Grease Trap			Litres
Grease Extractor - Filter			Litres
Oil/Plate Separator			Litres/hour
Dilution Pit			Litres
Oil Trap-Garage Sump			Litres
Silt Trap			Litres
Solid Settlement Pit			Litres
Basket Trap			
Silver Recovery Unit			
Plaster Arrestor			
Holding Tank			Litres
Cooling Pit			Litres
Effluent Tank Final			Litres
Effluent Pump			
Other Facility			

**NOTE:**

1. A DESCRIPTION OF THE GENERAL NATURE OF THE BUSINESS, INCLUDING DETAILS OF THE WASTEWATER CHARACTERISTICS MUST BE COMPLETED AND ATTACHED TO THIS FORM.
2. A SITE PLAN, TOGETHER WITH DETAILS OF WORKING DRAWINGS SHOWING LOCATION, DESCRIPTION AND CAPACITY OF PROPOSED PRE-TREATMENT FACILITIES, ARE TO BE INCLUDED WITH THE APPLICATION

The following tables only need to be completed where you can determine the parameters.

PHYSICAL CHARACTERISTICS OF TRADE WASTEWATER	
Maximum instantaneous Flow Rate	Litres/second
Maximum Daily Discharge Volume	Litres
Hours when Discharge will take place	
Days when Discharge will take place	

FOR ALL TRADE WASTEWATER ENQUIRIES PHONE (02) 4979 9589 OR (02) 4979 9596

**CHECKLIST FOR ALL APPLICATIONS \***

1. COMPLETED APPLICATION WITH OWNERS SIGNATURE
2. SITE PLAN AND WORKING DRAWINGS ATTACHED
3. NATURE OF PROCESSES OF THE BUSINESS ATTACHED

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

\* MANDATORY FIELDS

TRADING NAME OF THE OCCUPIERS BUSINESS AT THE PREMISES IF MORE THAN ONE OCCUPIER	FULL NAME OF CONTACT PERSON AT TRADING BUSINESS	POSITION IN COMPANY:	EMAIL ADDRESS:	TEL:	FAX:

\* MANDATORY FIELDS