



TRADE WASTE AND TANKERED LIQUID WASTEWATER POLICY

1 Overview

1.1 Purpose of the Policy

This Policy governs the commitment and approach of Hunter Water Corporation (Hunter Water) to the safe and efficient handling of trade waste and tankered liquid wastewater.

1.2 Scope of the Policy

The Policy applies to all properties and liquid wastewater carriers within Hunter Water's area of operations, discharging trade wastewater from a property's internal sewer connection or directly to Hunter Water's network, including but not limited to:

- Industrial trade wastewater
- Commercial trade wastewater
- Retail food trade wastewater
- Automotive trade wastewater

2 Policy Statement

Hunter Water will provide a trade wastewater acceptance service to property and liquid wastewater carrier business owners in accordance with the Hunter Water connection standards, operating licence, and customer contract. The wastewater will be accepted at Hunter Water's discretion.

Hunter Water will monitor the discharge of trade wastewater into Hunter Water's network through the inspection and sampling compliance program to ensure that regulatory compliance with Hunter Water's operating licence is achieved and Hunter Water's infrastructure, the environment and the health and safety of Hunter Water employees, visitors and our community are protected.

3 Application of Policy

This Policy outlines Hunter Water's requirements and responsibilities for the discharge of trade wastewater to Hunter Water's network and liquid wastewater carrier discharge directly to Hunter Water's Wastewater Treatment Works (WWTW).

Hunter Water is responsible for providing an environmentally responsible liquid wastewater management service to customers within our area of operations.

Business customers and property owners discharging Trade Wastewater into the Hunter Water network and directly to our wastewater treatment works must comply with Hunter Water connection standards and the Hunter Water customer contract.

Hunter Water will determine the risk of trade waste or tankered liquid wastewater to the network before a Trade Wastewater Deed/Agreement is issued. The Deed/Agreement will reflect the risk to Hunter Water's regulatory compliance and the potential impacts on the environment, health and safety of employees and the public.

4 Policy in Detail

4.1 Overview

Where a business generates trade waste, it will most likely need to pre-treat this waste before it can enter the sewerage system. In addition, any premises that discharges non-domestic wastewater to sewer must have a current Trade Wastewater Deed / Agreement with Hunter Water.

The Hunter Water Trade Wastewater and Liquid Waste Carriers Standard provides detailed information on the requirements and process to be followed. This Standard is located on the Hunter Water website and may be accessed here ->

<https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Trade-waste/Trade-Wastewater-and-Liquid-Waste-Carriers-Standard.pdf>

4.2 Risk Management

Hunter Water will determine the risk of trade waste or tankered liquid wastewater to the network before a Trade Wastewater Deed/Agreement is issued. The Deed/Agreement will reflect the risk to Hunter Water's regulatory compliance and the potential impacts on the environment, health and safety of employees and the public.

Hunter Water will accept the discharge of trade waste or tankered liquid wastewater to Hunter Water wastewater network and wastewater treatment works if:

- The property/business owner has a current and executed trade wastewater or tankered liquid wastewater Deed/Agreement issued by Hunter Water.
- The trade waste or tankered liquid wastewater originates from within Hunter Water's area of operations unless otherwise approved in writing by Hunter Water.
- The type of trade waste and tankered trade wastewater being discharged is permissible by Hunter Water and does not have the potential to adversely impact Hunter Water's Environmental Protection Licence or any other regulatory requirements.
- The trade waste or tankered liquid wastewater does not impact on the quality of biosolids or treated effluent.
- The Trade Waste or tankered liquid wastewater discharge complies with the limits imposed as part of the trade wastewater or tanker liquid wastewater Deed/Agreement.

5 Definitions, Acronyms and Abbreviations

Term	Definition
Applicant	The property owner or Tanker Business owner
Customer	Customer has the same meaning as under the Act. [Note: Under the Act, "customer" means a person who is taken to have entered into a customer contract or a person who has made a contract with us of a kind referred to in section 37 of the Act.]
Liquid waste carrier	A business that provides a service to remove liquid wastes from residential, commercial, and industrial premises.
Owner	Owner has the same meaning as under the Act. [Note: The Act defines owner, in relation to land, as including every person who jointly or severally at law or in equity: (a) is entitled to the land for an estate of freehold in possession, or (b) is a person to whom the Crown has contracted to sell the land under the Crown Land Management Act 2016 or any other Act relating to alienation of land of the Crown, or Hunter Water Customer Contract Page 41 (c) is entitled to receive, or receives, or if the land were let to a tenant would receive, the

Term	Definition
	rents and profits of the land, whether as beneficial owner, trustee, mortgagee in possession or otherwise, and, in relation to land of the Crown, means the Crown but does not include a person who, or a class of persons that, is specified by a regulation not to be an owner for the purposes of this definition, either generally or in a particular case or class of cases.]
Point of Discharge	The point at which the wastewater from the supply system has entered Hunter Water's network.
Property	An individual dwelling or premises used for any purpose; or land, whether built or not (excluding public land); or a lot in a strata plan that is registered under the Strata Schemes (Freehold Development) Act 1973 or the Strata Schemes (Leaseholder Development) Act 1986 that is connected to, or for which a connection is available, to Hunter Water's water supply system or wastewater system.
Tankered Liquid 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 to a wastewater treatment works operated by Hunter Water.
Trade waste	Trade waste is all non-human liquid waste generated on commercial properties that is discharged to the sewerage system. It includes liquid waste such as grease, oils and chemicals.
Trade Wastewater	Wastewater and substances contained within it, arising from any industrial, commercial, business, trade, or manufacturing activity. Trade wastewater is generated and discharged from a property's internal sewer connected to the Hunter Water sewerage system or transported by tanker to a WWTW. It does not include domestic sewage that is discharged from toilets and sinks from a residential home.
Trade Wastewater Deed Agreement	This is a legally binding document setting out the conditions that the applicant, owner or occupier as appropriate, must comply with before discharging any substance other than normal domestic wastewater to a sewer or stormwater channel operated by Hunter Water.
Wastewater	The used water (sewage) from homes, factories, shops and other places.
WWTW	Waste Water Treatment Works

6 Associated Legislation, Regulations, Standards and Guidelines

Document ID	Document Title
Act	Hunter Water Act 1991 Protection of the Environment Operations Act 1997
Policy	Billing https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Policy-and-standards/Custom-er-Services-and-IT/Billing-Policy.pdf
Licence	Hunter Water Operating Licence https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Legislation-and-Governance/Operating-Licence-2022-2027.pdf
Contract	Hunter Water Customer Contract https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Legislation-and-Governance/Custom-er-Contract.pdf

Document ID	Document Title
Plan	Environmental Management https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plans--Strategies/Plan-EP0128-Environmental-Management-Plan-2021-2024.PDF
Standards	Trade Waste and Liquid Waste Carriers https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Trade-waste/Trade-Wastewater-and-Liquid-Waste-Carriers-Standard.pdf Wastewater Service Connection https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Connection-standards/Standard-Wastewater-Service-Connections.pdf Water Service Connection https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Connection-standards/Standard-Water-Service-Connections.pdf Site Contamination Backflow Prevention https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Backflow-prevention/Standard-Site-Containment-Backflow-Prevention.pdf
Guidelines	Australian Sewerage Quality Management https://www.wsa.asn.au/shop/product/5696

Signed:

Jennifer Hayes
Acting CEO

Approved By	Managing Director	Approved Date	03/Dec/2024
Maintained By	Team Leader Plumbing and Trade Waste	Next Scheduled Review Date	03/Dec/2028
Mandatory Reviewer(s)	Group Manager Corporate Finance	<i>(Note: Minimum review period 4 years)</i>	
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