

Trade Waste Guideline

Guideline Identifier: WW-004-001-G
Approved by: General Manager Infrastructure and Operations
Date of Approval: 21 May 2025
Effective Date: 21 May 2025
Review Date: 21 May 2028
Version: 12

Scope

This guideline has been developed to provide information for businesses and industries on trade waste management methodologies and requirements. It is applicable throughout Redland City Council (Council).

Purpose

To ensure that the management of commercial and industrial wastewater discharged into the wastewater system aligns with environmental sustainability principles. It aims to protect public health, the environment and employee safety while adhering to Council's legal responsibilities and obligations.

This guideline forms part of the Redland City Water trade waste plan under the *Water Supply (Safety and Reliability) Act 2008* (the Act).

Actions and Responsibilities

Commitment to trade waste quality management

Introduction

Under the *Water Supply (Safety and Reliability) Act 2008*, trade waste is defined as: “water-borne waste from business, trade or manufacturing premises, other than –

- Waste that is a prohibited substance
- Human waste
- Stormwater

Options for trade waste generators include treatment at an approved treatment facility, obtaining Council approval to discharge into the wastewater system, or securing an environmental authority for self-treatment before discharge to the environment.

Council provides a wastewater system primarily for the transport and treatment of domestic wastewater, funded by wastewater charges on rateable properties. With Council's approval this wastewater system can also accept trade waste, subject to additional trade waste charges due to the increased load for treatment at the receiving wastewater treatment plant. Council must comply with its environmental authority regarding the discharge and reuse of treated effluent and biosolids. Under the Act, Council is obligated to thoroughly assess the impact of trade waste on the wastewater system and the environment prior to issuing any trade waste approval.

Trade waste often has higher organic strength than domestic wastewater and has the potential to disrupt the treatment process. It may contain substances such as high levels of fats and grease, heavy metals, organic solvents and chlorinated organic substances which may impact the biological treatment processes of the wastewater treatment facility. These substances can pose risks to wastewater workers, damage infrastructure, disrupt treatment plant processes, accumulate in biosolids, and cause environmental contamination and harm.

Trade Waste Guideline

Objectives

This guideline outlines trade waste management requirements to:

- Safeguard public health and the environment.
- Prevent harm or injury to wastewater workers.
- Protect the wastewater system from damage, blockage or surcharging.
- Exclude non-biodegradable or harmful substances that could lead to:
- Non-compliance with Council's environmental authority conditions
- Treatment process failures
- Reuse or disposal issues for effluent or biosolids
- Physical damage to infrastructure
- Adverse environmental impacts
- Equitably recover costs of services to commerce and industry, including waste conveyance, treatment, disposal and system maintenance.
- Provide operational data on industrial and commercial effluent for system operation, design and waste management reporting.
- Encourage waste minimisation, cleaner production and water conservation.
- Assist the Council in meeting statutory obligations.
- Conform with the Australian Wastewater Quality Management Guidelines 2022.

Process

The Council will achieve these objectives through a process that is transparent, equitable, accountable, aligned with best practice, and responsive to community needs and concerns.

Policy instruments

Objectives will be met using a combination of policy instruments, including:

- Sewer admission limits (acceptable concentration limits for sewerable wastes)
- Monitoring and control systems
- Charging systems
- Non-compliance processes

Assessment of trade waste in Redland City Council

Application and approval process

Preliminary requirements

Under the *Water Supply (Safety and Reliability) Act 2008*, the following stipulations apply:

For Corporate Governance Use Only			
Department:	Infrastructure and Operations	Group:	City Water
			Page 2 of 22

Trade Waste Guideline

Approval for trade waste discharge

Wastewater service providers are authorised to issue trade waste discharge approvals into the wastewater system, as detailed in section 180 of the Act.

These approvals can be conditional, in line with section 181 of the Act.

Nature of trade waste approval

A trade waste approval is an official document that outlines the terms and conditions governing permitted discharges. Businesses discharging trade waste are categorised based on a risk assessment process considering their potential impact on the wastewater system.

Associated plumbing and drainage works

Any plumbing and drainage work associated with trade waste requires a plumbing application to be submitted to and approved by Council. All work must be carried out by licensed professionals in accordance with the *Plumbing and Drainage Act 2018*.

For non-sewerable waste treatment and disposal options, consult licensed liquid waste disposal contractors, or independent consultants.

For all Trade Waste related installations required on non-sewered sites that will be connected to an on-site treatment facility, please contact Redland City Council Plumbing Services Team by email at BSOPumbing@redland.qld.gov.au.

Application process

Making an application: Businesses must apply in writing to discharge trade waste into the sewer. Refer to the Trade Waste Fact Sheet (FS508) and the Application Form for Approval to Discharge Trade Waste into Sewer. Applications can be submitted by the property or business owner, or their representative, however includes a requirement for the property owner to acknowledge awareness and approval of the application being submitted.

Key information required: The application should include details of the business location, the type of business conducted, the nature and concentration of the wastewater generated, and estimated wastewater volumes (if applicable).

Timing: It is recommended to submit your application before commencing business activities. Optimal periods for application submission include during the processing of plumbing applications, when establishing a new trade waste business, when acquiring an existing trade waste business, or when implementing changes in process technologies.

Business registration for trade waste

Who needs to register: Any business discharging wastewater into the sewer as part of its operations must seek trade waste approval. Some low-risk businesses may be assessed as exempt.

Multiple businesses on one property: Where there are several trade waste generating businesses on a single property, each must apply separately however will be listed on a single trade waste approval.

Sub-leased areas: A sub-leased area within a business is not considered separate for trade waste purposes. The primary lease holder bears the responsibility for trade waste management in these cases.

Trade Waste Guideline

Issuing trade waste approval

Property-specific approval: Approvals are specific to properties and cannot be transferred. Council issues an approval to the property owner, who holds the responsibility for compliance with the conditions stipulated within. Where the business owner and property owner are not the same entity or individual, the property owner may delegate the responsibility but maintains overall accountability. How the delegation occurs between parties is outside of Council's duty.

Trade waste approvals are usually transferred on change of property ownership, but Council may request an Application for Trade Waste Approval to clarify the intended discharge.

Approval document distribution: The full Approval document is issued to the property owner, via email and by post. Where possible, Council can provide copies to business owners, however the responsibility is on the property owner to share relevant information among the tenants under a condition of the Approval.

Risk categories

Trade waste is categorised by business type for approval and charging purposes.

Table 1: Trade Waste Risk Categories

Category 1	
Wastewater description	Low risk, typically at or below domestic strength. Some may require pre-treatment.
Charging	Fixed low-rate charge.
Category 2	
Wastewater description	Medium risk, exceeding domestic strength without pre-treatment and posing moderate to high risk to Council if pre-treatment measures fail.
Charging	Fixed moderate rate charge.
Category 3	
Wastewater description	High risk, where Council has consented to accept wastewater exceeding the standard sewer acceptance limits.
Charging	Charges are levied based on analysis outcomes.

Acceptance of any trade waste is conditional on compliance with the sewer admission limits or unless otherwise approved. It is the responsibility of the property owner to ensure limits are not exceeded. Where the business owner is not the property owner, any agreements between the two parties for compliance and payment of charges is at their discretion.

In the event of any significant change in discharges by a generator, Council may amend the trade waste category.

Sewer admission limits

Any waste discharged into Council's sewer shall comply at all times with its sewer admission limits, listed on page 14 of this guideline, which are based on relevant legislation and industry standards. These limits are subject to periodic review.

Where Council agrees to accept trade waste above the sewer admission limits, additional conditions may be included in the trade waste approval including the installation of pre-treatment infrastructure, discharge volumes and/or flow limits, and additional charges.

Trade Waste Guideline

Discharge requirements

Incompatible trade waste streams must not be combined.

The trade waste stream and domestic waste stream should, where feasible, discharge separately into the sewer. In cases of a common sanitary drain, an allowance for the domestic component is considered to estimate the actual trade waste strength.

Trade waste generators are encouraged to implement waste minimisation and water stewardship practices and best practice pre-treatment processes to reduce waste volume and contaminant load. This process should lead to outcomes that provide a benefit to the generator as well as the sewer network and receiving wastewater treatment facility, and the environment.

Diluting trade waste with water to meet sewer admission limits is prohibited.

Home businesses

Home businesses may be considered to be trade waste generators and normal charges apply, depending on the nature and size of the business. They may be required to install and maintain pre-treatment as conditioned in a commercial location.

Home businesses should submit a trade waste application for inspection and assessment by Council.

Changes to the use of premises

Owners of premises with a trade waste approval must notify Council in writing within 14 business days of any change affecting the trade waste approval.

If the owner notifies Council of a business cessation, it is the owner's obligation to service the pre-treatment apparatus following the final day of trading. A pre-treatment device inspection will be conducted by the trade waste team to confirm compliance.

Trade waste risk assessment and control

Identification tags

The Council may install identification tags near pre-treatment systems, flow meters, flow diversion valves or other devices for identification and service e-tracking purposes.

WasteID is the software used by Council for tracking, monitoring and managing waste pre-treatment device servicing. If a pre-treatment device is required for a generator, WasteID will be specified as a condition of the approval to ensure compliance with the stipulated service frequency.

Genetically modified organisms

The use of genetically modified organisms (GMOs) is regulated under the *Gene Technology Act 2000* (Cth) and the *Gene Technology (Queensland) Act 2016*.

Discharging commercial products containing GMOs into wastewater requires approvals under these Acts, followed by Council approval.

Facilities working with GMOs must ensure no live GMOs are discharged into wastewater.

Food waste disposal units

Food waste disposal units which discharge into sewer are not approved for commercial premises.

Where installation has a historical approval, the business may be required to remove the unit at the next kitchen modification.

Devices that macerate or pulverise waste

Discharge from devices that macerate or pulverise solid waste, such as used by aged care facilities, is not accepted into sewer.

Trade Waste Guideline

Where a macerator has previously been approved:

- It may only be used for cellulose bedpan and urine containers. It may not be used for sanitary napkins, placenta, surgical waste, or disposable nappies.
- Council reserves the right to order the units removal if it is deemed an unacceptable risk to the sewer infrastructure.

Food waste digestion systems

Food waste digestion systems which discharge into sewer are not approved, unless they are followed by an advanced treatment system.

Containment of toxic/hazardous substances

Any potentially toxic or hazardous substances shall be stored in bunded areas where leaks, spillage, or overflows cannot be drained by gravity or by any automated mechanical means to the wastewater system.

Bunding of toxic or hazardous substances must meet recommendations of applicable guidelines, standards, or codes of practice.

Accidental spills or discharges into sewer must be immediately reported to Council on 3829 8999.

Medical, clinical, dental, veterinary and infectious wastes

Liquid wastes from healthcare facilities are permitted, subject to approval.

Solid wastes from any health care or health transport facility, such as hypodermic needles, syringes, instruments, utensils, swabs, dressings, bandages, or any paper or plastic item of a disposable nature, or any portions of human or animal tissue, shall not be discharged to the sewer.

Infectious or hazardous liquid wastes deemed to pose a threat to public health are not permitted without trade waste approval and pre-treatment.

Enzymes and micro-organisms

Use of enzyme and bacterial cultures in biological pre-treatment systems may be permitted if they do not adversely impact the wastewater system or the environment. This will be considered during the application process, in consultation with the Wastewater Treatment Operations team.

Landfill leachate and disposal facility wastewater

Discharge of leachate or wastewater from these facilities into the sewer requires trade waste approval and may require pre-treatment.

Discharge from open areas

Wash Bays

Must be roofed and bunded to prevent stormwater ingress into sewer.

Contaminated Areas

Discharge from raised or bunded open areas may be considered if quality and quantity are acceptable. A detailed plan for potential discharges is required.

Trade waste approval is necessary for sewer discharge from open areas, with design controls ensuring prevention of wastewater overflow into the stormwater system or surrounding environment. Depending upon the risk assessment outcome, approvals may be temporary or limited to one-off requests.

Trade Waste Guideline

Discharge of liquid wastes from vessels, vehicles and aircraft

Vessels

Galley and toilet wastes from water-faring vessels may be discharged via approved pump-out facilities at ports and marinas, subject to trade waste approval for the operator.

Discharge of wastewater must comply with the *Transport Operations (Marine Pollution) Act 1995*.

Untreated bilge water discharge into the sewer is prohibited, and accidental spills must be reported immediately to the Council.

Buses, aircraft, recreational vehicles

Toilet waste discharge from buses, aircraft and recreational vehicles may be permitted at approved locations such as transport depots and caravan parks. The facility owner must hold trade waste approval, and disposal must follow approval conditions.

Accidental spills or discharges must be reported immediately to the Council.

Regulated, arrestor and tankered wastes

Council does not accept wastewater from on-site treatment plants, septic tanks, portable chemical toilets, holding tanks, arrestors or liquid waste transport vehicle without trade waste approval.

For non-sewerable liquid waste disposal advice, consult a licensed liquid waste transporter (Fact Sheet FS510 Trade Waste Service Agents).

Pre-treatment requirements

Pre-treatment requirements for various businesses are determined based on risk assessment and consider discharge quality and volume relative to the sewer admission limits, and the potential effect on the wastewater system and treatment plant. Refer to FS514 Trade Waste Pre-treatment Requirements.

Major industries are not included here. Any industry not listed should liaise with the Council for guidance.

Installation of devices

Trade waste devices installed must comply with specific design and capacity standards as outlined by the Council.

Prior approval from Council Plumbing Department is mandatory for installation, including any associated plumbing works, in accordance with their documented processes and the *Plumbing and Drainage Act 2018*.

Trade waste devices are typically specific to the type of liquid waste being processed. After 10 years, a condition assessment report may be required to ensure ongoing compliance, at the request of Council.

For new Category 1 and 2 pre-treatment installations, it's essential to maintain separate lines for trade waste and domestic waste.

Passive grease arrestor specifications

The size and installation of passive grease arrestors must adhere to National Guidelines for Managing Food, Fats, Oils and Grease (FFOG) from Food Premises and relevant plumbing standards.

The minimum capacity for new or replacement basic pre-treatment devices (grease traps and silt traps) is 1000L.

Passive grease arrestors shall be accessible for maintenance, equipped with a gas-tight lid, include a sampling point, and have a hose tap with backflow prevention located within 12m of the arrestor.

The use of solvents, enzymes, mutant or natural bacterial cultures, odour control agents or pesticides in grease arrestors is subject to Council approval.

Trade Waste Guideline

Pre-treatment device maintenance

Maintenance schedules for pre-treatment devices shall be established by the approval holder (or delegate) to align with the frequencies stipulated in the trade waste approval.

Businesses are eligible to apply for review of the maintenance interval. This requires submission of a written request to the Council's Trade Waste Team. Upon receipt of the request, the Team will schedule an inspection of the business premises and the pre-treatment device(s). Following the inspection, the maintenance interval may be re-assessed and adjustments made if applicable.

A final clean of the device is required post temporary or permanent cessation of business operations.

Liquid waste service agents

Under the Environmental Protection Regulation 2019, only licensed waste transporters are authorised for liquid waste services.

Any waste transporter or service agent engaged must use Council's electronic tracking system (WasteID) and submit regular service reports as required. (Refer Trade Waste Service Agents Fact Sheet FS510).

Council reserves the right to access servicing records directly from, and provide updates to, service agents regarding compliance requirements.

Inspection chambers and/or gauging facility

Category 2 waste discharges must pass through an inspection chamber and/or gauging facility.

These facilities are for monitoring and sampling by Council's officers.

A suitable 240-volt power outlet and a standard water supply outlet with back-flow prevention device installed within 3 metres of the grease arrestor in accordance with AS3500 Plumbing and Drainage Part 1, AS2845.3 and approved at all gauging facility sites.

Trade waste monitoring and control points

Identification of trade waste generators

Council is dedicated to effectively identifying businesses that generate trade waste. This is achieved through several proactive measures:

- **Application Process:** Businesses are required to submit trade waste application forms;
- **Internal Coordination:** Maintaining effective communication and notification systems within Council;
- **General property inspections:** Conducting general inspections of properties to oversee compliance.

Trade waste inspections

Once a business is registered and approved, Council will conduct regular and ad-hoc inspections to monitor and audit trade waste discharge conditions. Higher risk activities and/or categories will be prioritised, along with a generator's compliance history, to ensure that those with potentially greater impacts on the wastewater system are closely monitored.

Inspections may include following activities:

- **Pre-treatment Requirement Check:** Ensuring the risk categorisation and pre-treatment are suitable for the specific business activities;
- **Pre-treatment Device Inspection:** Verifying that pre-treatment devices are well-maintained, serviced regularly.
- **Monitoring Compliance:** Checking that the monitoring of wastewater strength and flow adheres to the trade waste approval.

Trade Waste Guideline

- **Sample Collection:** Gathering trade waste discharge samples for detailed analysis.
- **Dye test.** Conducting dye test to confirm the connection to the trade waste pre-treatment devices.

Routine compliance checks

To ensure compliance with the established sewer admission limits, Council may perform compliance checks. This involves taking samples from the outlet of pre-treatment devices to assess whether they are being serviced correctly, and at the appropriate service frequency.

The costs associated with these routine monitoring activities are included in the trade waste generator charge.

Management of trade waste incidents and emergencies

Responding to trade waste incidents

In cases where contaminants are detected in the wastewater system or at the wastewater treatment plant, Council may initiate a targeted investigation into the source of the contaminants.

This could include additional inspections to:

- Identify any trade waste businesses that are not yet registered with Council;
- Ensure that trade waste generators have appropriate pre-treatment devices in place;
- Evaluate the condition and effectiveness of passive grease arrestors;
- Confirm that all pre-treatment and other devices are being serviced and are operating correctly;
- Identify un-reported chemical spills to sewer.

Revision of trade waste approval

If it is determined that the existing approval conditions are no longer adequate for the protection of the wastewater system or receiving wastewater facility, Council has the authority to issue an updated trade waste approval. This new approval will include revised conditions.

Conditional trade waste approval

In situations where a property or business is not in compliance with Council's Trade Waste Guideline or the conditions of their current approval, Council may decide to still accept the wastewater but with additional requirements. In such cases, a supplementary notice will be issued, which includes instructions for correcting the non-compliance and a due date for when the corrective actions should be completed.

Non-compliance with conditions

The trade waste non-compliance process is initiated where Council identifies a breach of an approval condition or failure of the business to meet the discharge requirements under this Guideline (see Fact Sheet FS510).

A non-compliance notice issued to the Approval Holder will stipulate conditional approval to continue to discharge trade waste but require remediation of the breach within a specified timeframe. A record is made against the property noting the non-compliance and not removed until confirmation of the rectification is received and validated by Council.

Powers and delegations

Legislated powers

Discharge of trade waste without approval

The *Water Supply (Safety & Reliability) Act 2008* prohibits the unauthorised discharge of wastes, other than domestic sewage, into the sewerage system. Under s.193(1) of the Act, it is an offence to discharge trade waste into a sewer without a trade waste approval.

Trade Waste Guideline

Issue of trade waste approval

As outlined in s.180-181 of the *Water Supply (Safety & Reliability) Act 2008*, Council may issue a trade waste approval to discharge trade waste into the wastewater system infrastructure. The approval may include conditions.

Powers of Entry

Under the *Local Government Act 2009*, an authorised person may enter a property:

- to investigate the unauthorised discharge of trade waste; or
- to inspect a property in order to process a trade waste application; or
- to inspect a property in relation to compliance with a trade waste approval.

Suspension or cancellation of trade waste approval

Council reserves the right to suspend or cancel a trade waste approval as outlined in sections 182-184 of the *Water Supply (Safety & Reliability) Act 2008*, if

- The approval holder has contravened a condition of the approval;
- The approval holder has contravened a provision of the Act;
- The approval is no longer appropriate;
- Urgent action is necessary in the interests of public health or safety.

Terms and conditions of a trade waste approval in respect of any matter occurring before the suspension or cancellation, including the payment of charges owing, shall continue to have force and effect after the suspension or cancellation of the trade waste approval.

Penalties and recovery of costs

Council may fine or prosecute any person who commits a breach of the *Water Supply (Safety & Reliability) Act 2008* or the *Local Government Act 2009* and its subordinate legislation. Penalties are set out in the above legislation.

Council may recover costs of repairing the damaged wastewater system from anyone causing damage to the wastewater infrastructure by discharging unauthorised material.

Delegations and Appointments

The Service Manager and Group Manager of City Water, and General Manager of Infrastructure and Operations, have delegation to issue and administer a notice under sections 181-185 of the Water Supply (Safety and Reliability) Act 2008.

Each trade waste officer has appointment as an authorised person under the Local Government Act 2009, giving powers to conduct trade waste inspections and to investigate offences under the Water Supply (Safety and Reliability) Act 2008.

Each trade waste officer has delegation under the Water Supply (Safety and Reliability) Act 2008 to give a person an entry notice.

Trade waste fees and charges

Trade waste charge policy

As per the FIN-017-P Revenue Policy, Council adheres to a set policy for creating and collecting rates and charges. This is done in line with the provisions of the *Local Government Act 2009* and its associated Regulations. These charges are reviewed annually and finalised by Council resolution, which occurs alongside or before the approval of the annual budget. Details of trade waste charges are included in Council's annual budget document, accessible at www.redland.qld.gov.au.

Trade Waste Guideline

Trade waste charges are separate from other wastewater charges. Trade waste charges are determined by the volume and quality of wastewater entering the wastewater system. These charges apply from the date the trade waste approval starts.

Billing for trade waste discharged into the wastewater system is structured as follows:

- Charges are calculated quarterly and included in the property owner on the rates notice.
 - 1) Trade waste charges are considered a debt owed by the property owner.
 - 2) Payment obligations and recovery methods for trade waste charges are similar to those for general rates.

There are two primary types of trade waste charges:

Trade waste generator charge

This is a fixed fee applied to each trade waste business on a property, covering recurring administration and overhead costs associated with trade waste management. This charge is the same across all categories and is billed in advance.

Trade waste discharge treatment charge

This variable fee applies to each trade waste business based on the treatment costs. It varies depending on the quantity and quality of the wastewater discharged. There are three categories for this charge.

Category 1 dischargers are low risk. They are charged a standard volume charge only, with no additional quality-based charge.

$$C = Q_D \times K_{VOL}$$

Where:

C is the billing period charge (\$).

Q_D is the trade waste discharge volume for the billing period (kL).

K_{VOL} is the volumetric charge rate (\$/kL).

The volumetric charge K_{VOL} , includes both volume and load costs based on domestic strength sewage which are established on the total cost of providing and maintaining the wastewater system.

Category 2 dischargers are medium risk. They are charged a volume charge plus a quality charge calculated from RCC Sewer Admission Limits (SAL).

Quality charges are based on Chemical Oxygen Demand (COD), Total Suspended Solids (TSS), Total Oil and Grease (TOG), Total Nitrogen (TN), and Total Phosphorus (TP).

$$C = Q_D \times (K_{VOL} + K_{QUAL_CAT2})$$

Where:

C is the billing period charge (\$).

Q_D is the trade waste discharge volume for the billing period (kL).

K_{VOL} is the volumetric charge rate (\$/kL).

K_{QUAL} is the quality charge (\$/kL).

$$K_{QUAL_CAT2} = K_{COD} + K_{TSS} + K_{TOG} + K_{TN} + K_{TP}$$

Trade Waste Guideline

All Category 2 customers are charged at “deemed-to-comply” at Sewer Admission Limits. It is assumed that Category 2 customers meet RCC sewer admission limits and are not charged over-limit strength, unless investigation findings suggest otherwise.

Table 2: Standard Category 2 concentrations for charging

Parameter	Sewer Admission Limits (SAL) (mg/L)	Definition in calculations	Contaminant Load Charge (\$/kg)	Trade Waste Quality Charge (\$/kL)
Chemical Oxygen demand (COD)	1,500	SAL_{COD}	N_{COD}	$K_{COD} = SAL_{COD} * N_{COD} / 1000$
Total Suspended Solids (TSS)	600	SAL_{TSS}	N_{TSS}	$K_{TSS} = SAL_{TSS} * N_{TSS} / 1000$
Total Oil & Grease (TOG)	200	SAL_{TOG}	N_{TOG}	$K_{TOG} = SAL_{TOG} * N_{TOG} / 1000$
Total Nitrogen (TN)	50	SAL_{TN}	N_{TN}	$K_{TN} = SAL_{TN} * N_{TN} / 1000$
Total Phosphorus (TP)	10	SAL_{TP}	N_{TP}	$K_{TP} = SAL_{TP} * N_{TP} / 1000$

Category 3 dischargers are high risk. Additional charges apply for over-the-limit discharge quality, based on sample test results, where:

- Council agrees to accept wastewater which has properties in excess of the sewer admission limits and the conditions of such acceptance are defined in the trade waste approval; or
- a trade waste generator discharges waste to sewer in excess of the limits defined in the trade waste approval or the sewer admission limits (Appendix 1) without approval to exceed the limits; or
- in a specific case of a Category 1 generator that does not have a grease arrestor, an additional charge based on concentrations of pollutants is added to the volume charge of the generator. The period of this charge is subject to approval.

This charge shall apply to each non-complying parameter in addition to the general charges.

The formula for calculation shall be:

$$C = Q_D \times (K_{VOL} + K_{QUAL_CAT3})$$

$$K_{QUAL_CAT3} = (X_{COD}/SAL_{COD})^d \times K_{COD} + (X_{TSS}/SAL_{TSS})^d \times K_{TSS} + (X_{TOG}/SAL_{TOG})^d \times K_{TOG} + (X_{TN}/SAL_{TN})^d \times K_{TN} + (X_{TP}/SAL_{TP})^d \times K_{TP}$$

Where:

d is a constant determined by Council (range 0-2, default 1)

X_{COD} etc. are the average concentration values of the discharge into the sewer based on sample test results obtained during the billing period (mg/L).

SAL_{COD} etc. are the sewer admission limit values, or other negotiated values defined in the trade waste approval, for the pollutant (mg/L).

K_{COD} etc. are the quality charge for the pollutants (\$/kL).

The minimum ratio for $(X_{parameter}/SAL_{parameter})$ is 1.0. If $X < SAL$, a factor of 1.0 is applied.

Trade Waste Guideline

The period of the charge will be the time period, based on the sampling frequency, over which the limits are considered by Council to have been exceeded. Sampling charges are to be borne by the discharger.

Inspection and analysis fees

The trade waste charges in all categories allow for routine inspections and quality compliance analyses. Where additional inspections and laboratory analyses are required because of non-compliance with trade waste approval conditions, full costs will be recovered from the owner of the property.

8.3 Application fee

No application fee applies.

8.4 Measurement of trade waste discharge volume

With few exceptions, the trade waste discharge volume is calculated using property consumption as measured by the main water meter.

A factor is applied according to the portion of the trade waste property, such as in community title schemes.

An allowance is subtracted for toilet pedestals drawing off the meter.

An industry discharge factor may be applied to allow for water not discharged to sewer.

$$Q_D = \text{MPPM} \times (W_{\text{Consumption}} \times \text{SDF} - (\text{Pd} \times \text{PA} \times \frac{\text{Billing period \# days/}}{\text{\# Days in billing year}}) \times \text{TWDF})$$

Where:

Q_D is the billing period discharge volume (kL)

MPPM is the multiple property portion, meters (ratio with a wholly owned property being 1)

$W_{\text{Consumption}}$ is the measured water meter consumption (kL)

SDF is the sewer discharge factor (ratio, max being 1)

Pd is the number of toilet pedestals on the property

PA is the annual pedestal allowance (kL)

TWDF is the trade waste discharge factor (ratio, max being 1)

Standard industry sewer discharge factors (SDF) are applied to the calculation, dependent upon the activity. In some cases, a variable sewer discharge factor may be applied upon application showing evidence that the standard sewer discharge factor is not applicable to the generator activity, and at the discretion of Council.

In most cases 100% trade waste discharge factor (TWDF) is assumed. Where individual trade waste generators have information that would indicate a departure from this, application may be made for reconsideration of the fraction used.

If a property is known to have been affected by a concealed water leak for a particular quarter, with the leak repaired during the quarter, and an application for a trade waste water leak remission approved, an adjusted water consumption is used. The adjustment factor is calculated using:

- The daily consumption from when the leak was repaired to the next Council reading;
- If this is not available, the historic daily consumption for the 12-month period preceding the leak.

Water sub-meters

If required for trade waste billing, a water sub-meter may be required to be fitted and applied to Council to be included in the quarterly meter reads. This will be done at the property owners' expense and in a position where it is easily and safely read.

Application and approval must be via Council's Plumbing Unit.

Trade Waste Guideline

Trade waste discharge meter

In some cases, the volume of trade waste discharged to the sewer shall be measured by an approved flow measurement device installed and calibrated as specified in the approval. This should be located on the trade waste discharge stream, which should be separate from the domestic waste discharge stream.

Where a private meter is found to have been removed, damaged or reading inaccurately, the property owner is to have this meter replaced or repaired at their cost.

Should this meter affect the calculation of a treatment charge, the reading will not be used. Instead, the charge will be calculated using the highest of any historical data calculated over the previous 3 years, or to an industry average, whichever is the highest.

Determination of discharge quality

For large, high-risk businesses, wastewater quality monitoring will be included in the conditions of the trade waste approval. The chemical parameters, sampling frequency, and whether monitoring is self-conducted or performed by a licensed third party will be assessed on a case-by-case basis. The Approval Holder will be responsible for the cost of routine discharge quality monitoring.

All wastewater sample analysis results will be reviewed after each sampling event. The Trade Waste Team will notify businesses if additional sampling is required or if further compliance actions are necessary.

For other businesses, monitoring discharge quality is not required unless specified as a condition in the trade waste approval. The Trade Waste Team may conduct random compliance checks. If downstream wastewater treatment plants report any suspicious discharge activities, wastewater samples will be taken from the relevant sewer line for further analysis. The costs associated with these monitoring activities are covered by the Trade Waste Generator Charges (as specified in Trade Waste fees and charges), ensuring no additional costs to businesses.

Community service obligations

Under FIN-008-P Community Service Obligation Policy ([A196670](#)), Council may provide discounts on trade waste charges to community groups.

Application for classification as a concessional property is made under this policy and associated guidelines.

For businesses on concessional properties, no trade waste discharge treatment charge applies. Payment of the fixed trade waste generator charge is still applicable.

Regular use of a commercial kitchen (4 times or more per week) is deemed to be commercial use and all trade waste charges apply, whether or not the property is classified as concessional.

Refunds on cessation of discharge

If an Approval Holder permanently ceases to discharge between billing periods, a refund on the Trade Waste Generator Charge may be provided on a pro-rata basis. If the premises owner fails to notify Council in advance of the termination of a business, the closure date will be the date on which Council learns of the change.

Remissions on trade waste charges

Upon application, Council may grant remissions on Trade Waste Discharge Treatment Charges, where evidence can be provided that the water did not go to sewer.

Applications can be submitted by either the property owner or the business owner. The application process involves submitting a letter or email, along with the Trade Waste Water Leak Application Form to Council, accompanied by any supporting information and documents. Applications are then forwarded to the Senior Trade Waste Officer for initial assessment.

Trade Waste Guideline

A remission may be approved in cases where the main water meter consumption is used to estimate trade waste volume, and a water leak occurs on the property such that the leaking water does not enter the sewer system or does not classify as trade waste. Evidence must be provided regarding the nature of the leak and confirmation that it has been repaired.

When water consumption volume must be estimated due to a leak, the following steps will be taken:

- After the leak is repaired, two meter readings, taken two weeks apart, will be required to confirm the leak has been successfully repaired. The first reading should be taken immediately after the leak is repaired.
- The remission calculation is based on the difference between the actual water consumption and the estimated water consumption. The adjustment factor is calculated using the daily consumption for the 12 months preceding the leak. If a quarter is not representative, a shorter period may be used.
- The remission will be applied as an adjustment to the customer's property account and shown as a credit on the next Rate Notice.
- The maximum period for which the remission is calculated is two reading periods.
- The application for the remission must be made within four months of the charge issue date.
- A register will be maintained of all charge remissions granted against the property.
- Situations outside this Guideline may be considered on a case-by-case basis.

Documentation and Reporting

Trade waste database

Council maintains a database of trade waste information including information about:

- Trade waste registered properties and businesses
- Trade waste pre-treatment devices and service frequency requirements
- Trade waste customer enquiries and communications
- Trade waste non-compliance actions

Council maintains records of

- All trade waste inspections and communications
- Information about trade waste discharge volumes and quality parameters

Reporting

A summary of trade waste activities is included in Council's internal monthly reporting.

Guideline implementation and review

This guideline will become effective immediately upon approval. New businesses will be required to fully comply with the policy and its instruments from their date of commencement.

This guideline will be reviewed every three years or in line with changes to legislation or industry best practice.

Trade waste sewer admission limits

Redland City Council has set Sewer Admission Limits based on the Water Services Association of Australia's Australian Wastewater Quality Management Guidelines. Trade waste customers must ensure that the concentrations of substances in their wastewater discharges are within these limits at all times, unless an exception is negotiated as part of the trade waste approval process.

Trade Waste Guideline

Any substance not listed in the tables is a prohibited substance and may not be discharged without prior approval. Council may request specific demonstrable evidence based on degradability and toxicity for any substance when assessing acceptance to sewer.

Wastewater collection system limits

The assessment of these contaminants is based on:

- Sewer worker / public health and safety
- Headspace gas flammability
- Asset degradation and nuisance odour

Table 3: Wastewater collection system limits

Substance	Lower Limit	Upper Limit	Unit
Acetaldehyde		5	mg/L
Acetone		400	mg/L
Ammonia		100	mg/L
Benzene		<0.001	mg/L
Chloroform		0.1	mg/L
Dimethyl sulphide		1	mg/L
Ethylbenzene		1	mg/L
Sulphide - dissolved		1	mg/L
Flammable / explosive substances		5% LEL	
Formaldehyde		30	mg/L
Gross solids – non-faecal Quiescent Settling Rate QSV		13 mm QSV <3m/hr	
Halogenated volatile organic compounds - total		1	mg/L
Methyl mercaptan		1	mg/L
Methyl Ethyl Ketone (MEK)		100	mg/L
Petroleum hydrocarbons C6-C9		5	mg/L
Propionaldehyde		5	mg/L
pH	6	10	pH units
Radioactive isotopes (<i>specific to utility</i>)		Refer below	
Sulphite		15	mg/L
Temperature		38	°C
Toluene		0.5	mg/L
Trichloroethylene		0.1	mg/L
Xylene (o)		1	mg/L

Trade Waste Guideline

Wastewater treatment system limits

The assessment of these contaminants is based on:

- Wastewater treatment process inhibition
- Contamination of wastewater by-products
- Contamination of waterways and nuisance odour

Table 4: Wastewater treatment system limits

Substance	Upper Limit	Unit
Aluminium	100	mg/L
Arsenic	0.5	mg/L
Barium	5	mg/L
Biochemical oxygen demand	600	mg/L
Boron	5	mg/L
Bromine – free	5	mg/L
Cadmium	1	mg/L
Chemical oxygen demand	1500	mg/L
Chlorine – Free	10	mg/L
Chromium (total)	3	mg/L
Cobalt	5	mg/L
Colour	100	Pt-Co
Copper	5	mg/L
Cyanide – weak and dissociable	1	mg/L
Fluoride	30	mg/L
Genetically engineered / modified organisms	Prohibited	mg/L
Iron	10	mg/L
Lead	1	mg/L
Lithium	10	mg/L
Manganese	10	mg/L
Methylene blue active substances	100	mg/L
Mercury	0.01	mg/L
Molybdenum	5	mg/L
Non-ionic surfactants	100	mg/L
Nickel	1	mg/L
Oil and grease – nonhydrocarbon (TOG – TPH)	200	mg/L
Organic nitrogen (TKN-Ammonia)	150	mg/L
Organoarsenic compounds	0.1	mg/L
Organochlorine pesticides	Prohibited	mg/L
Organophosphate pesticides	Prohibited	mg/L
Petroleum hydrocarbons – total	30	mg/L
Phenolic compounds – non-halogenated	1	mg/L
Phosphorous – total	50	mg/L
Polybrominated biphenyls (PBBs)	Prohibited	mg/L
Polychlorinated biphenyls (PCBs)	Prohibited	mg/L
Polynuclear aromatic hydrocarbons	5	mg/L

Trade Waste Guideline

Substance	Upper Limit	Unit
Selenium	1	mg/L
Silver	50	mg/L
Sulphate as S	2000	mg/L
Total suspended solids (TSS)	600	mg/L
Temperature	38	°C
Tin	10	mg/L
Total dissolved solids (TDS)	5000	mg/L
Zinc	1	mg/L

Legislated prohibited substances

Prohibited substances are defined in Schedule 1 of the *Water Supply (Safety and Reliability) Act 2008*.

Table 5: Legislated prohibited substances

Item	Substance
1	A solid or viscous substance in a quantity, or of a size, that can obstruct sewerage, or interfere with the operation of sewerage.
2	A flammable or explosive solid, liquid or gaseous substance, including petrol.
3	Floodwater, rainwater, roof water, stormwater, subsoil water and surface water.
4	A substance that, given its quantity, is capable alone, or by interaction with another substance discharged into sewerage, of – (a) inhibiting or interfering with a sewage treatment process; or (b) causing damage or a hazard to sewerage; or (c) causing a hazard for humans or animals; or (d) creating a public nuisance; or (e) creating a hazard in waters into which it is discharged; or (f) contaminating the environment in places where effluent or sludge from a sewage treatment plant is discharged or reused.
5	A substance at a temperature of more than – (a) if the local government has approved a maximum temperature for the substance—the approved maximum temperature; or (b) if paragraph (a) does not apply — 38°C.

Radioactive substances

Radioactive substances are prohibited except as allowed under the *Radiation Safety Act 1999* and the *Radiation Safety Regulation 2010*.

Pathological and infectious substances

Clinical and infectious waste is prohibited except as allowed under the National Guidelines for Waste Management in the Health Care Industry, National Health and Medical Research Council, 1999.

Trade Waste Guideline

Definitions

Term	Definition
Act	Act means the <i>Water Supply (Safety & Reliability) Act 2008</i> .
Additional load	A waste discharge that exceeds the Sewer Admission Limits Agreement - see "Trade waste agreement".
Allowance	A factor that is determined by Council and which is subject to change when required.
Approval Holder	The Property Owner who is approved to discharge Trade Waste to sewer.
Arrestor waste	Refer "Regulated waste".
Arrestor	An apparatus designed to intercept and retain silt, sand, oil, grease, sludge and other substances in a waste discharge.
Biochemical Oxygen Demand / BOD	A measure of the amount of oxygen consumed in five days by microorganisms in a given sample at a given temperature. It is determined by the amount of organic matter available as food for the organisms to consume
Biosolids	Organic solids, derived from wastewater treatment processes, appropriate for reuse.
Chemical Oxygen Demand / COD	A measure of the amount of oxygen used in the chemical oxidation of carbonaceous organic matter in wastewater.
Council	Redland City Council. In this guideline a reference to Council means any person appointed or authorised by Council to act on behalf of Council as the case may require.
Domestic wastewater	Wastewater arising from a dwelling used for primarily domestic purposes. It does not contain trade waste.
Effluent	The liquid discharged following a wastewater treatment process.
FFOG	Food particles, fats, oil and grease
Generator charge	A utility charge for the cost to Council of the administration of the trade waste service and the inspection and testing of premises.
Grease trap waste	Refer "Regulated waste".
Grease trap	Refer "Arrestor".
Human wastes	Human faecal substances and urine.
Influent	Stream of water or wastewater that enters any system or treatment unit.
Inspection chamber	An access constructed in a drainage system to facilitate inspecting, testing or the clearance of obstructions.
Premises	A lot as defined in the <i>Land Title Act 1994</i> .
Prohibited substance	Any object or substance that is not approved by Council, in writing, that is thrown, deposited or discharged into the sewer or an opening, pipe or receptacle connected to sewer, other than domestic sewage.
Regulated waste	Regulated waste, under the EP Act, means a waste that: <ul style="list-style-type: none"> contains a significant quantity of a hazardous contaminant; the hazardous contaminant exhibits hazardous characteristics because of its toxicity, carcinogenicity, mutagenicity, teratogenicity, flammability, corrosivity, reactivity, ignitability or infectiousness, through its physical, chemical or biological characteristics; or may cause environmental harm if improperly transported, treated, stored, disposed, or otherwise.
Sewer	See 'Wastewater System'

Trade Waste Guideline

Term	Definition
Sewer Acceptance Criteria	A suite of standards that details the maximum level of contaminants (concentration and/or mass based) allowable in a trade waste to be suitable for discharge to Council's sewerage infrastructure.
Stormwater	Any flow occurring during or following any form of natural precipitation and resulting from such precipitation.
Tankered waste	Wastewater collected, transported and intended to be discharged at a wastewater treatment plant or sewer.
Trade waste	Water-borne waste from business, trade, or manufacturing premises, other than waste that is a Prohibited Substance, human waste or Stormwater.
Trade waste approval	Written approval by Council for a person to discharge trade waste to Council's wastewater system.
Trade waste generator	Any person, owner, occupier, company or body whose activity produces or has the potential to produce trade waste.
Trade Waste Officer	Trade Waste Officer means a person holding appointment as an Authorised Person under the <i>Local Government Act 2009</i> , with responsibilities for trade waste.
Wastewater	Used water of a community or industry, containing dissolved or suspended matter. It may or may not contain trade waste, domestic wastewater, groundwater, surface water or stormwater.
Wastewater system	System for the collection, treatment and disposal of wastewater. It includes all sewers, pumping stations (including pressure mains), storage tanks, wastewater treatment plants (WWTPs), outfalls, effluent and biosolids treatment and recycling / distribution facilities and other related structures operated by Redland City Council, including its authorised agents responsible for the collection, treatment and disposal of wastewater.

Reference Documents

This Guideline has been developed to support the application of WW-004-P Trade Waste Policy ([A196559](#))

Associated Documents

Council trade waste fact sheets and forms

FS508 Trade waste fact sheet

FS509 Trade waste non-compliance

FS510 Trade waste service agents

FS514 Trade waste pre-treatment devices

FS675 Correct disposal of oil and greases

FS9151 A guide to trade waste

Application for approval to discharge trade waste into sewer form

Trade wastewater leak application form

Other Council documents

FIN-017-P Revenue Policy ([A209892](#))

FIN-008-P Community Service Obligation Policy ([A196670](#))

Trade Waste Guideline

Document Control

Only an ELT member (of the relevant Department/Group) can approve amendments to this document. Any requests to change the content of this document must be forwarded to relevant Service Managers(s). Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
4	April 2014	<ul style="list-style-type: none"> Amendment of categories, home businesses and grease arrestors; Definition of powers and responsibilities; Inclusion of Appendices 3, 4 and 5.
5	November 2015	<ul style="list-style-type: none"> Registration as guideline document. Required delegations and appointments. Definition of approval holder and business. Approval of macerators with conditions. Pre-treatment requirements. Community service organisations and remissions. Use of quality data for charging. Legislated powers.
6	January 2016	<ul style="list-style-type: none"> Amendment of process for approval of charges, concessions and remissions.
7	June 2017	<ul style="list-style-type: none"> Amendment of section and legislation references.
8	June 2020	<ul style="list-style-type: none"> Amend title to align with internal document system. Update of chapters and content to align with national guidelines, including an update to Appendix 1 Sewer Acceptance Limits. Removal of advice on practices other than trade waste, such as environmental practices. Ch.2 clarification of risk assessment processes. Ch.2 Clarification of practices for home businesses. Ch.3 Inclusion of right to install tags. Ch.3 Update of practices for various waste disposal products. Ch.3 Update of practices for regulated and other wastes. Ch.3 Update of table for pre-treatment requirements. Ch.3 Update of grease arrestor sizing to align with national guidelines, including an update of Appendix 2. Ch.3 Inclusion of conditions relating to liquid waste service agents. Ch.7 Clarification of charge categories. Ch.7 Removal of septic tank fees. Ch.7 Amendment of remission procedures. Removal of unnecessary appendices.
9	Feb 2021	<ul style="list-style-type: none"> Minor administrative/formatting updates performed by CMR Team to include the placing of document onto new template. No approval required and review date unchanged.
10	May 2023	<ul style="list-style-type: none"> Administrative update. Change of group owner to City Water due to internal restructure.
11	July 2024	<ul style="list-style-type: none"> The title has been amended to accurately represent the objective of this guideline. Terminology update: Several industry-standard phrases and terms within the wastewater sector have been updated in this document as follows: <ul style="list-style-type: none"> "Sewage" has been revised to "Wastewater." "Sewerage/sewerage system" have been revised to "Wastewater system". Ch.2. Clarified application process and detailed procedures for approval and categorisation.

Trade Waste Guideline

Version number	Date	Key Changes
		<ul style="list-style-type: none"> Ch.4 Removed pre-treatment device requirements (now provided as a Fact Sheet FS514). Ch.5 Added detailed procedures for ongoing compliance monitoring and inspections. Ch.6 Updated structured approach to managing incidents and revising approvals. Ch 8 Removed Food Waste Disposal Unit Charge Ch 8 Clarified trade waste charges and updated the formula for calculating trade waste discharge volume Definitions updated to correlate with Australian Wastewater Quality Management Guidelines 2022 and other utility's guidelines/management plans
12	May 2025	<ul style="list-style-type: none"> Removed section numbering on advice from governance. Clarified Trade Waste Charges and Pricing calculations by the following; <ul style="list-style-type: none"> Removed duplicate mathematical abbreviations that referred to different things (C for charge and C for consumption) Added units where they were missing Simplified the Category 2 and Category 3 pricing formula and added definitions where missing. Adjusted the calculation to billing period rather than annual, which is what actually occurs within council.