



wannonWATER

Trade Waste Customer Charter



Table of Contents

PART A – Introduction	4
PART B – Provision of Trade Waste Services.....	5
1. Application to Discharge Trade Waste.....	5
1.1 Consider application.....	5
1.2 Response to application.....	5
1.3 Rejecting an application	5
2. Classification of Trade Waste Customers.....	5
2.1 Classification requirement and purpose	5
2.2 Classification process	6
2.3 Explanation of basis for classification	6
3. Risk Identification and Mitigation.....	6
3.1 Risk assessment by Wannon Water	6
3.2 Risk assessment by the Trade Waste customer	7
4. Trade Waste Agreements.....	7
4.1 Form of agreement.....	7
4.2 Identify Trade Waste customers	7
4.3 Matters to be dealt with by a Trade Waste Agreement.....	7
4.4 Minor Trade Waste (No Pre-Treatment) customers	8
4.5 Amendments to a Trade Waste Agreement	9
5. Fees and Charges	9
6. Acceptance Criteria.....	9
6.1 Maintain approved statement of acceptance criteria.....	9
6.2 Changes to acceptance criteria.....	9
6.3 Amendment to statement of approved acceptance criteria	10
6.4 Customer specific acceptance criteria	11

7. Dispute Resolution 11

7.1 Complaints and disputes policy 11

7.2 Matters involving more than one water business..... 12

PART C – Sewerage System Capacity Planning 13

PART D - Definitions..... 14

PART A – Introduction

Wannon Water is a regional urban water corporation providing secure, safe, reliable and innovative integrated water services to communities in South West Victoria.

Wannon Water's service area extends over 24,500 square kilometres delivering services to a permanent population of around 80,000 people, including residential, rural, industrial and commercial customers. Supplying water from a diverse range of sources, Wannon Water's asset base includes pipelines, reservoirs, water treatment plants, water reclamation plants and recycled water plants.

Wannon Water recognises that trade waste customers are regional economic drivers, vital to the ongoing sustainability of South West Victoria. Providing and managing trade waste services to these customers is an integral component of Wannon Water's services.

Purpose

Wannon Water has issued this Trade Waste Customer Charter to inform its customers about the Trade Waste services performed by Wannon Water and the respective rights and responsibilities of Wannon Water and of its customers. This Trade Waste Customer Charter should be read in conjunction with our Customer Charter. Both Charters are available from our website www.wannonwater.com.au.

The purpose of this Trade Waste Customer Charter is to:

- ◆ provide customers with consistent, transparent and timely decision making for Trade Waste applications and management; and
- ◆ ensure Wannon Water's Trade Waste services comply with the requirements of the Essential Services Commission ("the Commission").

Commencement

This Trade Waste Customer Charter applies from 1 July 2014 ("the commencement date").

Amendment

Wannon Water will consult with Trade Waste customers on any changes to this Charter and inform each Trade Waste customer within the next billing cycle of any material changes to this Charter. The details of the change will be available on Wannon water's website www.wannonwater.com.au or upon request.

Provision of Charter

This Trade Waste Customer Charter is available on Wannon Water's website www.wannonwater.com.au together with other information regarding Wannon Water's Trade Waste services and Trade Waste Agreements.

A copy of this Trade Waste Customer Charter is available on request by contacting Wannon Water on 1300 926 666 or by email at info@wannonwater.com.au.

Wannon Water will provide a copy of this Trade Waste Customer Charter to new Trade Waste customers other than Minor Trade Waste (No Pre-Treatment) customers (refer to clause 4.4) within one month of the Trade Waste customer entering into a Trade Waste Agreement.

Offence

Under water law, it is an offence for a person to cause or permit the discharge of Trade Waste to the sewerage system other than in compliance with a Trade Waste Agreement.

PART B – Provision of Trade Waste Services

1. Application to Discharge Trade Waste

1.1 Consider application

Wannon Water will consider all applications for the discharge of Trade Waste to the sewerage system.

An application must include:

- ◆ a completed application form entitled “Application to Discharge Trade Waste”;
- ◆ payment of the application fee (if applicable); and
- ◆ supporting information specified in the application form.

An application form, together with any relevant documentation can be:

- ◆ found on Wannon Water’s website www.wannonwater.com.au;
- ◆ obtained by visiting Wannon Water’s offices; or
- ◆ by calling Wannon Water on 1300 926 666.

Prior to lodging an application customers are encouraged to contact Wannon Water to discuss the application to ensure that all required information is provided and to obtain assistance on the preparation of the application, if required.

1.2 Response to application

Wannon Water will provide a response to all applications for a Trade Waste Agreement within 10 business days of receiving the application advising:

- ◆ whether the application has been accepted or rejected or accepted with amendments; or
- ◆ where a longer period is required to assess the application, when a decision will be made and an explanation for the longer period; or
- ◆ where further information is required to enable a full assessment, what further information must be provided by the applicant.

1.3 Rejecting an application

If Wannon Water provides a notice of rejection under clause 1.2, it will also provide a statement of reasons for the rejection at the same time.

2. Classification of Trade Waste Customers

2.1 Classification requirement and purpose

Customers holding an existing Trade Waste Agreement with Wannon Water need not reapply as a result of the introduction of this Charter and will retain their existing Trade Waste classification.

Wannon Water will assess all new applications for the discharge of Trade Waste to the sewerage system in accordance with Wannon Water’s Trade Waste Management Policy which can be found on Wannon Water’s website www.wannonwater.com.au.

In doing so, Wannon Water will classify Trade Waste customers in order to establish:

- ◆ the type of agreement applicable to that Trade Waste customer, reflecting the type, quality and quantity of the prospective discharge, and therefore the level of complexity of receiving and managing the Trade Waste stream;
- ◆ relevant Trade Waste fees, including application fees;
- ◆ the frequency of Trade Waste discharge sample monitoring and reporting required to undertaken; and
- ◆ the applicable Trade Waste tariff structure and billing cycle.

2.2 Classification process

Wannon Water classifies Trade Waste customers with consideration to the type of business, industry or activity carried out by the customer and the risk rating determined by Wannon Water associated with the acceptance of that customer's Trade Waste. Refer to Wannon Water's Trade Waste Management Policy for further information.

Wannon Water will take into account any other matter, including:

- ◆ customer location relative to treatment plant;
- ◆ volume of Trade Waste discharged;
- ◆ nature of the customer's business activity;
- ◆ nature and quality of the customer's Trade Waste;
- ◆ compliance performance history for that customer, where available;
- ◆ any risk to personal health and safety;
- ◆ any risk to the sewerage system (transport or treatment);
- ◆ any risk to the quality of recycled water or biosolids from the sewerage system; and
- ◆ any risk to the environment.

Wannon Water has the right to change any Trade Waste customer's classification due to the customer's changed circumstances or new information coming to the attention of Wannon Water.

2.3 Explanation of basis for classification

Wannon Water will provide an explanation of the classification ascribed to the customer on receipt of a request from the customer.

3. Risk Identification and Mitigation

3.1 Risk assessment by Wannon Water

Wannon Water will conduct a risk assessment for all applications to discharge Trade Waste to the sewerage system in accordance with the Trade Waste Management Policy.

Wannon Water may complete additional risk assessments during the term of the Trade Waste Agreement.

Wannon Water will advise the Trade Waste customer of:

- ◆ any identified risks associated with the discharge; and

- ◆ any mitigation measures the customer will be required to implement. Such mitigation may include process and/or monitoring requirements and/or pre-treatment to meet acceptance criteria. Typical pre-treatment requirements are available on Wannon Water's website www.wannonwater.com.au.

3.2 Risk assessment by the Trade Waste customer

Wannon Water may:

- ◆ require a customer to conduct its own risk assessment to identify potential causes of non-compliant Trade Waste discharges;
- ◆ require a customer to provide and discuss the findings of the customer's risk assessment with Wannon Water; and
- ◆ identify further risk mitigation requirements to be implemented by the customer to minimise the impact of its Trade Waste discharge on the sewerage system and operations of Wannon Water.

4. Trade Waste Agreements

Prior to the discharge of Trade Waste to the sewerage system, customers are required to enter a Trade Waste Agreement with Wannon Water.

4.1 Form of agreement

Minor Trade Waste customers

On the acceptance of an application from a customer determined to be a Minor Trade Waste customer in accordance with Wannon Water's Trade Waste Management Policy, Wannon Water will provide the customer with a Minor Trade Waste Agreement.

Major Trade Waste customers

On the acceptance of an application from a customer determined to be a Major Trade Waste customer in accordance with Wannon Water's Trade Waste Management Policy, Wannon Water will provide the customer with a Major Trade Waste Agreement.

4.2 Identify Trade Waste customers

Wannon Water will endeavour to identify all Trade Waste customers in its service area and ensure that each customer has a Trade Waste Agreement in accordance with this Trade Waste Customer Charter and the Trade Waste Management Policy.

4.3 Matters to be dealt with by a Trade Waste Agreement

Wannon Water's Trade Waste Agreements will:

- ◆ Specify, as a minimum, the following:
 - ◆ the parties to the agreement;
 - ◆ the address of the premises from which the discharge to the sewerage system will take place;
 - ◆ the discharge acceptance point and any sampling points;
 - ◆ the sewerage treatment plant or plants that will or may receive and treat the Trade Waste (if known);
 - ◆ the term of the agreement;

- ◆ the nature of the permitted activities conducted on the Trade Waste customer's premises which generate the Trade Waste;
- ◆ the customer's rights and obligations, or provide reference to where those rights and obligations are set out;
- ◆ Wannon Water's rights and obligations, or provide reference to where those rights and obligations are set out; those rights will include:
 - ◆ the circumstances in which Wannon Water may require the customer to cease discharging Trade Waste into the sewerage system, and;
 - ◆ the circumstances in which Wannon Water may serve a non-compliance notice on the customer, and the consequences of non-compliance;
- ◆ any fees, charges, tariffs or prices payable by the Trade Waste customer, or provide reference to where they are set out;
- ◆ the dispute resolution process, or provide reference to where the dispute resolution process is set out;
- ◆ the procedure for serving notices on the other party, or provide reference to where the procedure is set out;
- ◆ the relevant Trade Waste limitations, including times, rate, physical and chemical composition, prohibited substances, or reference to the approved acceptance criteria;
- ◆ any monitoring, sampling or maintenance requirements, or reference to where those requirements are set out; and
- ◆ only include matters appropriate to managing the discharge of Trade Waste.

4.4 Minor Trade Waste (No Pre-Treatment) customers

Wannon Water has a number of non-residential customers who discharge to the sewerage system and would come under the definition of "Trade Waste" but are considered too small for Wannon Water to require a Trade Waste agreement, and do not warrant the additional level of administration and monitoring that comes with this. Clause 4.4 of the Trade Waste Code makes provision for dischargers of Trade Waste of a nature similar to domestic sewage, at Wannon Water's discretion, to have their agreement arise automatically through customer conduct. These types of customers are classified as Minor Trade Waste (No Pre-Treatment) customers. Wannon Water publishes a generic form of Trade Waste agreement on www.wannonwater.com.au and customers will be notified accordingly that they will enter into that agreement if they continue to discharge.

Customers who, by definition in Water Law, discharge Trade Waste, but that:

- ◆ discharge small quantities of Trade Waste to Wannon Water's sewer and which is of a similar nature to domestic sewage; or
- ◆ operates a business of a type which discharges small quantities of Trade Waste to Wannon Water's sewer and which is of a similar nature to domestic sewage,

will be considered Minor Trade Waste (No Pre-Treatment) customers.

Wannon Water will notify relevant non-residential customers when they have been classified as Minor Trade Waste (No Pre-Treatment) customers and that should they continue to discharge Trade Waste they will be taken to have entered into a default Trade Waste Agreement with Wannon Water arising by customer conduct.

A listing of the types of customers that Wannon Water would consider to fall into this category, as well as the default Trade Waste Agreement arising by customer conduct can be found on www.wannonwater.com.au.

Wannon Water has the right to change any Trade Waste customer's classification due to the customer's changed circumstances or new information coming to the attention of Wannon Water. Refer to clause 2.1 for more information on Wannon Water's Trade Waste customer classification process.

4.5 Amendments to a Trade Waste Agreement

A Trade Waste Agreement can only be amended where:

- ◆ if permitted by the Trade Waste agreement the Trade Waste customer is notified of the amendment in writing; or
- ◆ the amendment is in writing and signed by both parties.

5. Fees and Charges

Wannon Water will only impose fees and charges in connection with Trade Waste in accordance with the prices and pricing principles set out in the price determination made by the Commission for Wannon Water. The approved pricing schedule for trade waste is published on the Wannon Water website.

6. Acceptance Criteria

6.1 Maintain approved statement of acceptance criteria

A Trade Waste customer must only discharge Trade Waste to the sewerage system in compliance with its Trade Waste Agreement, which includes the statement of approved acceptance criteria established by Wannon Water, except where customer specific acceptance criteria has been agreed to by Wannon Water (refer to clause 6.4).

Wannon Water's statement of approved acceptance criteria for Trade Waste is available on its website www.wannonwater.com.au.

6.2 Changes to acceptance criteria

Wannon Water will comply with the Trade Waste Management Policy, the Trade Waste Code and this Trade Waste Customer Charter when introducing amendments to the statement of approved acceptance criteria and customer-specific acceptance criteria for Trade Waste.

When introducing an amendment to the statement of approved acceptance criteria and customer-specific acceptance criteria, Wannon Water will consider the matters outlined in clause 2.2 and additionally other matters including:

- ◆ Wannon Water's statement of obligations;
- ◆ the Trade Waste Code;
- ◆ any requirement in law;

- ◆ National Wastewater Source Management Guideline 2008 (or superseding document);
- ◆ exposure standards prescribed by Worksafe Australia for atmospheric contaminants;
- ◆ explosive limits for gaseous emissions (5% LEL);
- ◆ EPA licence conditions; and
- ◆ EPA guidelines, codes and publications.

If the transport or treatment of Trade Waste involves another water business, then Wannon Water will consult that water business on the process to change or establish acceptance criteria applicable to that Trade Waste.

Subject to clause 6.3:

- ◆ a process to change approved acceptance criteria or customer-specific acceptance criteria may be initiated by Wannon Water, a Trade Waste customer or the Commission; and
- ◆ Wannon Water has no obligation to change any customer-specific acceptance criteria or apply for the Commission's approval to change its approved acceptance criteria at a Trade Waste customer's request.

6.3 Amendment to statement of approved acceptance criteria

Wannon Water's statement of approved acceptance criteria will only be amended with the Commission's prior written approval.

Prior to applying for the Commission's approval of an amendment to the approved acceptance criteria, Wannon Water will:

- ◆ advertise on its website and notify all stakeholders (including potentially affected Trade Waste customers, the Commission and the Environment Protection Authority) that it is proposing a change to its approved acceptance criteria;
- ◆ call for submissions from interested parties and note that submissions will be published on its website unless it is notified that a submission or part of a submission is confidential;
- ◆ subject to any confidentiality requirement, publish all submissions received (on its website); and
- ◆ undertake appropriate stakeholder consultation, which is open for at least 30 business days from the last date a stakeholder is notified.

Wannon Water will ensure that any application to the Commission to amend the approved acceptance criteria is accompanied with supporting information including:

- ◆ the reason for the amendment to the approved acceptance criteria, including the factors considered in establishing the amended criteria;
- ◆ details of the stakeholder consultation undertaken;
- ◆ a summary of concerns or comments raised in any submissions received during the stakeholder consultation period and a summary of any responses provided by Wannon Water; and

- ◆ an implementation plan, outlining how the change will be integrated into existing operational practices and what timeframe customers will have to comply with the new requirements.

6.4 Customer specific acceptance criteria

Wannon Water may require a Trade Waste customer to comply with customer-specific acceptance criteria in addition to, or instead of, some or all of the statement of approved acceptance criteria, in order to satisfy the specific requirements of the Trade Waste customer and the sewerage systems.

Wannon Water will respond to an application for customer-specific acceptance criteria within 10 business days of receipt of such an application, indicating:

- ◆ whether the application has been accepted or rejected or accepted with amendments; or
- ◆ where a longer period is required to assess the application, when a decision will be made.

If Wannon Water provides a notice of rejection or acceptance with amendments, it will also provide to the customer a statement of reasons at the same time.

Wannon Water will maintain a register of all customer-specific acceptance criteria detailing the name and address of the Trade Waste customer, the receiving sewerage catchment or treatment plant, the particular acceptance criteria parameter, the requested limit for the parameter and the current approved acceptance criteria limit for the parameter.

The register must also include all applications for customer specific acceptance criteria or for amendments to such acceptance criteria, including Wannon Water's decision and the basis for that decision.

Wannon Water will provide the Commission with a copy of the register on request.

Within 25 business days of the end of the quarter of each financial year, Wannon Water will provide the Commission with a statement (in a form provided by the Commission) setting out all changes to the register during that quarter.

7. Dispute Resolution

7.1 Complaints and disputes policy

Wannon Water will comply with its Complaints and Disputes Policy and the terms of the Trade Waste Agreement in dealing with any complaints made by the customer or any dispute arising from the Trade Waste Agreement.

Wannon Water's Complaints and Disputes Policy is available on our website www.wannonwater.com.au.

Where a complaint escalates beyond Wannon Water's Complaints and Disputes Policy and relates to technical or economic aspects of Trade Waste management Wannon Water will:

- ◆ with consent from the customer, engage the services of an independent expert or mediator to help resolve the complaint; and
- ◆ advise the customer that it may request that the Commission consider whether Wannon Water has complied with the Trade Waste Code, the Customer Service Code or Wannon Water's price determination.

7.2 Matters involving more than one water business

Where a complaint relates to any decision, act or omission by a water business other than Wannon Water, Wannon Water will notify the customer of the other water business' involvement.

PART C – Sewerage System Capacity Planning

Wannon Water's ability to accept and treat Trade Waste is regularly considered as part of its business planning processes.

PART D - Definitions

acceptance criteria	means the criteria applied by Wannon Water to determine whether Trade Waste may be accepted into the sewerage system.
approved acceptance criteria	means acceptance criteria which have been approved by the Commission in accordance with clauses 6.1(c) or 6.4 of the Trade Waste Code.
business day	means Monday to Friday excluding public holidays in Victoria.
Commission	means the Essential Services Commission of Victoria.
complaint	means a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by Wannon Water, including a failure of Wannon Water to observe its published policies, practices or procedures
customer	means a person who is: <ul style="list-style-type: none">a) an owner and occupier of a property connected to Wannon Water's sewerage system; orb) an owner of a property which is connected to Wannon Water's sewerage system but is not an occupier; orc) an occupier of a property that is connected to Wannon Water's sewerage system and is liable for usage charges; ord) an authorised representative of the owner or occupier of a property connected to Wannon Water's sewerage system.
Customer Service Code	means the Customer Service Code – Metropolitan and Regional Water Businesses published by the Commission under Section 4F of the Water Industry Act 1994
Minor Trade Waste (No Pre-Treatment) customer	means customers that discharge small amounts of Trade Waste and who, as a result of this discharge are taken to have entered into a default Trade Waste Agreement with Wannon water arising by customer conduct in accordance with clause 4.4.
discharge acceptance point	means the point at which the Trade Waste enters the sewerage system.
Price Determination	means the Wannon Water Determination (1 July 2008 – 30 June 2013 or subsequent determination) made by the Commission under section 33 of the Essential Services Commission Act 2001 and clause 8 of the Water Industry Regulatory Order 2003.
sewage	means any human excreta or domestic waterborne waste, whether untreated or partially treated, but does not include Trade Waste.
sewerage system	means any sewer, treatment plant, storage or other infrastructure for the acceptance, transport, storage and treatment of sewage and Trade Waste that is the responsibility of Wannon Water.
Trade Waste	has the meaning given to that term in the relevant <i>water law</i> (act or regulation).
Trade Waste Agreement	means permission, consent, permit or other process to accept Trade

Waste discharge.

Trade Waste Code means the Trade Waste Customer Service Code – Metropolitan Retail and Regional Water Businesses published by the Commission under Section 4F of the Water Industry Act 1994.

Trade Waste Management Policy means the Trade Waste Management Policy published by Wannon Water and amended from time to time.

Wannon Water means Wannon Region Water Corporation ABN 94 007 404 851.

Water law means the Water Act 1989 and any regulations or subordinate legislation and guidance made under those Acts.

Interpretation

Any question as to whether Wannon Water has complied with the Trade Waste Code will be determined by the Commission on the basis of the Commission's interpretation of this code.

A reference to codes, determinations, guidelines or statements of obligations includes a reference to amendments or replacements of any of them.