

Pursuant to the Water Act 1989 &
Water (General) Amendment
Regulations 2025

Trade Waste Application

Application to enter into a Trade Waste
Agreement for the admission of trade waste into
Central Highlands Water's sewerage system.

\$162.42

APPLICATION FEE
APPLIES

FEE PAYMENT OPTIONS:



Ballarat Office

7 Learmonth Road, Wendouree VIC 3355



Office hours

Monday - Friday: 8:15 am - 5:00 pm



1800 061 514 (select option 6 in the
message script) and make payment via card



**Post a money order or cheque to
PO Box 152, Ballarat VIC 3353**



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If you do not speak English or need help in a language other than
English, a free translation and interpretation service is available on
131 450 or by visiting [tisonational.gov.au](https://nswnational.gov.au).

Customer Details



Site address Address of property from where discharge will occur

Postcode



Name of applicant Company name or individual



ABN If applicable



Postal address Address for written correspondence

Postcode



Contact details Person responsible for trade waste management

Name

Job title *E.g. Director, Environment Manager*

Business hours telephone

After hours telephone

Mobile telephone

E-mail address

Business Description



Type of industry Example: Restaurant, automotive, photographic, manufacturing



Business activities Provide detail of all aspects of your business that generate or have the potential to generate liquid waste.



Business hours Tick the days of the week that your business operates

☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat OR ☐ 7 days a week

Insert your normal operating hours below

: am / pm to : am / pm

Waste Description



Provide a detailed description of the waste to be discharged



Describe the disposal method used for stormwater and run-off *Example: Rainwater*



Discharge volume

Estimated maximum daily discharge =

Litres

Estimated maximum annual discharge =

Kilolitres

Safety Data Sheets (SDS) for all chemicals associated with the waste outlined above must be attached to this application.

Description of Pre-treatment Method



Provide a detailed description of the intended method of pre-treatment

Example: grease, oil and solids from the kitchen will be settled via a baffled grease interceptor trap. Residual fuel from the carwash will be removed through a vertical gravity separator and silt will be screened and removed via a silt trap.



Detail of pre-treatment equipment

Manufacturer

Type

Size / Capacity

Litres

Trade Waste Management

All applicants must provide a Trade Waste Management Plan prior to the discharge of any trade waste to the Corporation's sewer. Applicants proposing to discharge up to 1,000 kilolitres per year may choose to complete the generic waste management form on page 7 of this application.

Applicants proposing to discharge more than 1,000 kilolitres per year must provide a detailed waste management plan and must include:

- 1. The sources, types and quantities of trade waste generated.
- 2. Written description and schematic for each possible point of discharge from the pre-treatment equipment, including a detailed schematic of any pre-treatment processes.
- 3. Contingency plans for use in the event that the trade waste does not comply with the quality limits prescribed in the Corporation's trade waste acceptance criteria and cannot be discharged to the Corporation's sewer.
- 4. Contingency plans for use in the event that the Corporation's sewer becomes unavailable for the discharge of trade waste.
- 5. The planned maintenance program for the ongoing servicing and maintenance of the pre-treatment equipment, including 24-hour staff contact details for breakdowns and emergencies.
- 6. Planned waste minimisation initiatives including completion dates and likely benefits for both the Customer and the Corporation.

For assistance with developing your trade waste management plan, we recommend that you refer to the Victorian ["Trade Waste Management Plan Guidelines"](#).

Site Plan



A site plan drawn no larger than A3 must be attached to this application.

The site plan must show:

- detail and location of trade waste pre-treatment equipment, and
- detail of the proposed point of connection between the pre-treatment equipment and the sewer.

Trade Waste Management Plan

For use with trade waste discharge up to 1,000 kilolitres per year



Waste disposal alternatives In the event that Central Highlands Water's sewerage system becomes unavailable, what alternate methods are available for the disposal of your trade waste?

What plans do you have for minimising the volume of trade waste that you generate?



Maintenance Please provide details of the EPA Transporter appointed to carry out the cleaning of your pre-treatment equipment.



Cleaning intervals How often will your EPA Transporter clean and service your pre-treatment equipment?

A log showing the maintenance and servicing of the equipment will be kept on site and made available for inspection by the Corporation's **Trade Waste and Backflow** Advisor.

Signature

Date: / /

By typing/signing my name above, I declare that the information I have provided in this form is complete and correct.

Signature



Property owner's name



Property owner's signature

Date:

/

/

☐

By typing/signing my name above, I declare that the information I have provided in this form is complete and correct.



Applicant's signature

Date:

/

/

☐

By typing/signing my name above, I declare that the information I have provided in this form is complete and correct.

All information collected through the completion of this application form will be used for the sole purpose of managing the risks associated with the acceptance of trade waste and to enforce the terms and conditions of any trade waste agreement entered into by the applicant.

Office use only

- ☐ SDS supplied
- ☐ Site plan supplied
- ☐ Plumbing compliance certificate supplied
- ☐ Further information required
- ☐ Further information supplied
- ☐ Application fee paid
- ☐ IPS/CDR updated

Note: In addition to the rates normally levied by the Corporation in respect of the said property, the owner/ occupier shall pay the applicable trade waste fees, in accordance with the Corporation's Tariff Policy & Procedure.

A non-refundable application fee shall be payable upon submission of each trade waste application in accordance with the Corporation's Tariff Policy & Procedure.

Answers to your trade waste questions



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What is trade waste and where does it go?

While wastewater includes domestic waste from our homes, it also includes waste from industries, businesses and manufacturing processes. This is referred to as trade waste. The official definitions of what is trade waste is outlined in the [Water \(General\) Amendment Regulations 2025](#)

Trade waste is generated from businesses such as food processing works, restaurants, fast food outlets, cafes, dry-cleaners, vehicle washing services and photographic development businesses, to name a few. It can contain heavy metals, dissolved solids, high concentrations of grease or oil and high organic loads.

As with all wastewater, trade waste makes its way to Central Highlands Water's wastewater treatment facilities via a network of underground sewer pipes. Then, following a complex treatment process that takes several weeks, clean water is again released to the environment.

Why do I need install pre-treatment equipment?

As the final wastewater treatment processes at Central Highlands Water's treatment facilities are complex and finely balanced, they can be easily disrupted by non-conforming or poorly treated trade waste. As our community depends upon these processes for the vital protection of the environment in which we live, Central Highlands Water requires all trade waste to be pre-treated prior to it entering the sewerage system.

Pre-treating your trade waste will help to protect the operation of the wastewater treatment plant. It will also

help by maximising the life expectancy of the sewer pipes, including the plumbing inside your property. It will help to prevent costly blockages and expensive downtime, and will also provide a safer working environment for you, your staff and those people working in and around the sewerage network.

What type of pre-treatment device should I install?

Central Highlands Water encourages you to consider pre-treatment options other than the traditional in-ground grease or triple interceptor trap. There are many options available now, some of which are portable and far more effective than the traditional methods. However, the type of pre-treatment is dependent on the types of waste likely to be produced. Most plumbing suppliers will have information that may assist, you may also choose to speak with Central Highlands Water's Key Accounts Advisor, whose contact details appear over the page.

How do I install the equipment and where?

The manufacturer will supply installation instructions with the equipment. We recommend that they be followed in conjunction with the relevant plumbing regulations. It is also important that the equipment be installed in a position that caters for ease of cleaning and servicing.

For technical advice on plumbing regulations and current standards we suggest you speak to a licensed plumber or the Victorian Building Authority. See contact details below.

Answers to your trade waste questions



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What is a Trade Waste Management Plan and how do I get one?

Central Highlands Water requires that all trade waste customers provide a trade waste management plan when submitting an application. A trade waste management plan is a document produced by the applicant that describes the way in which the applicant will maintain their pre-treatment equipment, how often they will clean the pre-treatment equipment and what can be done to reduce the amount of trade waste discharged. The plan must also include details of what will happen if the applicant's trade waste quality fails to meet the acceptable quality standards, or what can be done in the event that the Corporation's sewer mains become broken or blocked.

For assistance with developing your trade waste management plan, we recommend that you refer to the Victorian "[Trade Waste Management Plan Guidelines](#)".

For further advice regarding your trade waste application or trade waste management plan, please contact Central Highlands Water using the contact details provided below.

What should I do if I have a complaint?

If you are dissatisfied or have a complaint that you have been unable to resolve with the Corporation's Trade Waste department, you may wish to discuss your concerns with the Manager Growth and Development on 1800 061 514 or alternatively by contacting the Corporation's Customer Resolutions Officer.

CONTACT INFORMATION

chw.net.au/home-business/trade-waste/

Team Leader Key Customer Programs

Michelle Maggi

T Direct (03) 5320 3143

M 0492 123 972

E michelle.maggi@chw.net.au or
tradewaste@chw.net.au

National Relay Service

Teletypewriter (TTY) users can call 13 36 77

Speak & Listen (speech-to-speech) users can call
1300 555 727

SMS relay users can message 0423 677 767

Building and Plumbing Commission

1300 815 127