

## Trade Waste Compliance

### Trade Waste Fact Sheet No. 10

#### INTRODUCTION

SA Water is responsible for providing water and wastewater services to the public. Details of how we manage trade waste can be found in the [Trade Waste General Policy](#). More specific requirements are set out in individual Discharge Permits issued to businesses. This fact sheet sets out what business and others can expect from Trade Waste Officers undertaking their regulatory responsibilities under the Sewerage Act 1929.

#### HOW WE FOCUS OUR SERVICE

The primary reason behind regulation of trade waste discharges is to protect the public, the sewerage system, our workers and the environment. We recognise that most businesses understand this and want to comply with the conditions set out in individual Discharge Permits. Therefore we will always strive to keep our routine regulatory activities with each customer to a minimum, consistent with the risk posed by the processes and discharge to sewer from that business.

We believe that prevention is better than cure and that providing advice on how to achieve compliance with legal requirements is the best method. Our range of [Fact Sheets](#) and [Guidelines](#) (available on our Web site or by phoning the number below) provides useful information. Trade Waste Officers can also provide advice as part of their routine audit activity at your site, or you can contact us by email or telephone (see details at the bottom of this page).

However, we will take firm action, including revoking authorisation to discharge, prosecution or disconnection from sewer, as appropriate where a discharger flouts the law or acts irresponsibly.

#### WHAT YOU CAN EXPECT FROM OUR STAFF

You are entitled to expect our staff to;

- Be courteous and helpful
- Identify themselves by name and provide identification if requested
- Provide a contact point for further dealings
- Give advice on matters of compliance and to clearly distinguish between recommended best practice and what you must do to comply with Permit conditions and the law.
- Minimise the cost of compliance by requiring action proportionate to the problem
- Maintain confidentiality in all dealings except as required by law, or to Parliament or a Minister of the Crown.
- In cases of dispute, advise you of the [procedure for making a complaint or representation](#).
- Welcome feedback on how we can improve our service, within the confines of our statutory duty.

Reviewed September 2011

#### Further information

(08) 7424 1336

[www.sawater.com.au](http://www.sawater.com.au)

[tradewastebbranch@sawater.com.au](mailto:tradewastebbranch@sawater.com.au)

## **ACTION WE WILL TAKE IF PERMIT CONDITIONS ARE CONTRAVENED**

We might find a non-compliance with Discharge Permit conditions, as part of a site inspection or review of waste water sample analysis results. To ensure a consistent approach, we will follow a set breach procedure aimed at addressing such matters.

The great majority of non-compliances are minor in nature and can be resolved amicably. Examples of these **notable non-compliances** are;

- Minor or one-off exceedance of discharge quality
- Inadequately maintained pre-treatment
- Lack of equipment servicing, or no servicing records
- Bunding or storage of chemicals is inadequate

All non-compliances require remedial action. We will notify the Discharge Permit holder of the problem and advise how it can be resolved within an acceptable time. A follow-up inspection or sampling event may be needed to confirm that remedial action has been effective.

**Significant non-compliances** are of moderate to high severity. They are sufficiently serious to warrant a more formal response, with potential for escalation through the breach procedure. Examples are;

- Wilful bypassing or deactivation of pre-treatment system
- Non-compliances that adversely affect SA Water's ability to safely and effectively manage continued discharge
- Discharge rate or contaminant levels significantly above acceptance limits
- Repeated notable non-compliance
- Discharge of material not authorised in the Permit
- Failure to provide self-monitoring data as stipulated in Permit

For significant non-compliances, we will give the Discharge Permit holder a formal non-compliance **Notice** detailing the non-compliance, the remedial action or actions required to address the problem and the time(s) allowed for completion. Where immediate action is necessary, this will be in the form of a hand written Notice.

If a Permit Holder fails to fulfil the requirements of a non-compliance Notice, we may carry out the required remedial actions and bill the Permit holder for the cost.

He/she will be required to attend a meeting with us. The purpose of this meeting is to negotiate a course of action that resolves the non-compliance. It allows for the following;

- A review of preceding events/actions and tabling of further information
- An opportunity for conciliation
- Discussions at length on all aspects of the matter including areas where compromise can/cannot be made and possible paths forward
- Another opportunity to agree on an alternative means of achieving compliance with Permit conditions.

Should there be no agreed path towards meeting Discharge Permit conditions, we will issue a **Notice of Default** advising the Permit holder of the actions that we will take. These might be

- Proceeding with termination of Discharge Permit
- Recommendation to the Minister to disconnect drains from sewer
- Instigate legal action in accordance with the Sewerage Act 1929.

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