



Government  
of South Australia



# Restricted Wastewater Acceptance Framework



## SA Water Corporation

SA Water is a government enterprise, wholly owned by the Government of South Australia and established by the *South Australian Water Corporation Act 1994*.

SA Water is licensed under the *Water Industry Act 2012* to provide water and sewerage services. As a licensed water industry entity, we can decide whether to accept or not accept a proposed discharge to our sewerage system by a customer.

If we authorise a discharge, we set conditions for accepting the discharges, to manage the risks. The Act sets penalties for discharging unauthorised material to sewer, and empowers SA Water to protect its sewerage system from those discharges.

## Interpreter Services

Do you need an interpreter? Use our free interpreting service by calling 131 450 and ask them to connect you with SA Water.

### Arabic

هل تحتاجون مترجماً ؟ استخدموا خدمة الترجمة المجانية بالاتصال بالرقم 131 450 واطلبوا منهم ان يوصلكم بـ SA Water .

### Chinese

您需要翻译吗？

您可以拨打我们的免费翻译服务热线131450，请接线员帮您接通南澳自来水公司（SA Water）。

### Greek

Χρειάζεστε διερμηνέα; Χρησιμοποιείστε τη δωρεά υπηρεσία μας διερμηνείας τηλεφωνώντας στο 131450 και ζητήστε τους να σας συνδέσουν με τη SA Water.

### Hindi

क्या आपको दुभाषिए की ज़रूरत है? हमारी निःशुल्क दुभाषिया सेवा का उपयोग करें। 131 450 पर फ़ोन करें और उनसे कहें कि आपकी फ़ोन लाईन साथ ऑस्ट्रेलिया वाटर (SA Water) की फ़ोन लाईन से मिला दें।

### Italian

Vi serve un interprete? Usate il nostro servizio interpreti gratuito chiamando il 131 450 e chiedete di collegarvi con SA Water.

## Persian

آیا به مترجم نیاز دارید؟ از خدمات رایگان ترجمه ما استفاده نموده و با شماره تلفن 313 450 تماس حاصل نمایید و از آنها درخواست نمایید تا شما را به SA Water وصل نمایند.

## Vietnamese

Quý vị có cần thông dịch viên không? Xin hãy dùng dịch vụ thông dịch miễn phí của chúng tôi bằng cách gọi số 131 450 và yêu cầu họ nối đường dây cho quý vị với công ty cấp nước SA Water.

## Definition

In this framework “**we**”, “**us**” “**our**” “**SA Water**” means South Australian Water Corporation or any person authorised to act on behalf of the South Australian Water Corporation.

## Referenced Documents and Information

This framework refers to various documents and information sources. These are identified in italics e.g. [\*Water Industry Act 2012\*](#). Wherever possible, we have provided hyperlinks on the electronic version of this framework, to where these documents and information can be obtained.

Readers of the printed version may request a copy of any SA Water document referred to in this framework by phoning 1300 650 950. We are not able to provide copies of documents and information from other sources.

# Table of Contents

<b>1</b>	<b>Purpose</b> .....	<b>1</b>
<b>2</b>	<b>Wastewater classifications</b> .....	<b>1</b>
2.1	Domestic wastewater .....	1
2.2	Restricted wastewater .....	2
<b>3</b>	<b>Restricted wastewater management</b> .....	<b>2</b>
3.1	Prohibition of unauthorised discharges.....	2
3.2	Authorisation to discharge restricted wastewater .....	3
3.3	Restricted wastewater acceptance standards .....	4
3.3.1	Adding or varying a standard.....	4
3.3.2	Customer-specific acceptance standards .....	5
3.3.3	Water source alternatives .....	5
3.3.4	Compliance with acceptance standards .....	5
3.4	Records and privacy .....	6
<b>4</b>	<b>Trade waste</b> .....	<b>6</b>
4.1	Definition of trade waste .....	6
4.2	Authorisation to discharge.....	6
4.3	Landowner and tenant/lessee relationships .....	7
4.4	Discharges through a shared pre-treatment device .....	7
4.5	Application for a trade waste discharge authorisation.....	8
4.5.1	Required information.....	8
4.5.2	Application fee .....	9
4.5.3	Assistance with completing an application .....	9
4.5.4	Site works and assessment .....	10
4.5.5	Duration of authorisations.....	10
4.5.6	Alterations to authorisation conditions.....	10
4.5.7	Suspension and termination.....	10
4.6	Pre-treatment of trade waste .....	11
4.6.1	Basic pre-treatment devices .....	12
4.6.2	Specifying minimum pre treatment.....	12
4.6.3	Pre-existing pre-treatment devices on site and change of owner .....	13
4.6.4	Maintenance & servicing .....	13
4.7	Calculating trade waste risk .....	14
4.8	Compliance audits .....	15
4.8.1	Purpose of compliance audits.....	15
4.8.2	Compliance audit frequency.....	15
4.8.3	Compliance audit fees .....	16

4.9	Routine sampling and monitoring of trade waste discharges .....	16
4.9.1	Sample collection .....	17
4.9.2	Sample analysis .....	17
4.9.3	Location for sampling of trade waste discharge.....	17
4.9.4	Electronic monitoring of trade waste discharge .....	17
4.9.5	Measurement of trade waste discharge volume.....	18
4.10	Trade waste charges .....	18
4.10.1	Volume and load based charges (VLBC) .....	18
4.10.2	Applying VLBC .....	18
4.10.3	VLBC unit rates.....	19
4.10.4	Other trade waste charges .....	21
4.10.5	Once-off discharge.....	21
<b>5</b>	<b>Liquid hauled waste.....</b>	<b>22</b>
5.1	Definition of liquid hauled waste .....	22
5.2	Introduction.....	22
5.3	Liquid hauled waste categories.....	23
5.4	Authority to discharge.....	23
5.4.1	Liquid waste hauler authorisation .....	23
5.4.2	Non-domestic hauled waste authorisation .....	23
5.5	Acceptable discharge quality .....	23
5.6	Administration and charges .....	24
<b>6</b>	<b>Contaminated stormwater.....</b>	<b>24</b>
6.1	Definition of stormwater.....	24
6.2	General prohibition .....	25
6.3	Authorisation to discharge contaminated stormwater .....	25
<b>7</b>	<b>Other wastewater types .....</b>	<b>26</b>
<b>8</b>	<b>Managing non-compliance.....</b>	<b>26</b>
8.1	Standard breach procedure .....	26
<b>9</b>	<b>Customer feedback, complaints and dispute resolution .....</b>	<b>27</b>
9.1	How to make a complaint .....	27
9.2	Ombudsman.....	28

## 1 Purpose

SA Water provides water and sewerage services to our customers based on a Standard Customer Contract to supply. The sewerage service involves the collection, treatment and ultimate disposal of wastewater arising from normal activities in households and specific wastewaters relating to sanitation from other properties.

The quantity, flow rate or quality of wastewater from non-residential customers (e.g. commercial and industrial businesses) varies and can have negative impacts on our infrastructure and increase treatment and disposal costs. Therefore, specific authorisation is needed by sewerage service customers to discharge these wastewater types to our sewerage system or sewerage treatment plant.

This document establishes our policies and procedures relating to authorising, accepting and managing the discharge of specific wastewater types into our sewerage system. It draws on Water Services Association of Australia's [Australian Sewerage Quality Management Guidelines, 2012](#), which builds on [Guidelines for Sewerage Systems - Acceptance of Trade Waste \(Industrial Waste\), 1994](#) endorsed by the Agriculture and Resource Management Council of Australia and New Zealand, and the Australian and New Zealand Environment and Conservation Council (ARMCANZ & ANZECC).

This document is consistent with Australian/New Zealand Standard [AS/NZS 4494:1998 Discharge of commercial and industrial waste to sewer-General performance requirements](#), the *National Construction Code Series, Volume 3 – Plumbing Code of Australia*, published by the Australian Building Codes Board and the pricing principles established by the [Essential Services Commission of South Australia \(ESCOSA\)](#) and SA Water Trade Waste Pricing Framework.

## 2 Wastewater classifications

This section identifies the various types of wastewater subject to this framework.

### 2.1 Domestic wastewater

Domestic wastewater includes:

- human waste and toilet flushing water, and water used for personal washing; and
- any wastewater, and substances of a kind and quantity usually contained within it, arising from ordinary non-commercial domestic washing activities;

Domestic wastewater does not include discharges from a septic tank or any other facility for the onsite treatment or storage of domestic wastewater.

Specific authority to discharge domestic wastewater is not required from customers with properties having sanitary drains connected to our sewerage system.

## 2.2 Restricted wastewater

Restricted wastewater is any wastewater that is not domestic wastewater. Specific authority from us is required to discharge any restricted wastewater type to our sewerage system.

Restricted wastewater includes trade waste, liquid hauled waste, contaminated stormwater and other wastewater types. Later sections of this document detail the policies and procedures for handling these types of restricted wastewater.

## 3 Restricted wastewater management

### 3.1 Prohibition of unauthorised discharges

Sub-section 56(1) of the [Water Industry Act 2012](#) requires that:

*“A person must not, without proper authority, discharge into any sewerage infrastructure any solid, liquid or gaseous material, or any other item or thing that is likely to damage the infrastructure.”*

Also, sub-section 50(1)(b)(ii) requires that:

*“A person must not, without lawful authority, interfere with the collection, storage, treatment, conveyance or reticulation of sewage through the use of sewerage infrastructure”.*

As part of our Standard Customer Contract we allow the discharge of domestic wastewater, but prohibit the discharge of any other material into the sewerage system.

However, in addition to the standard contractual requirement referred to above, a landowner or occupier of land may seek specific authorisation from us to discharge specified quantities and content of restricted wastewater.

We will, whenever it is reasonable to do so, convey, treat and dispose of restricted wastewater from authorised dischargers. Authorisation will be given unless the proposed discharge:

- Could adversely affect the health and safety of any person working in or around our sewerage systems;
- Poses an unacceptable hazard to our sewage collection and treatment systems, either in day to day operation or expected asset lifespan;
- Is of a quality or quantity that we cannot effectively convey or treat;
- Adversely affects the reuse potential of our sewage treatment process outputs;
- Could result in us breaching our environmental license conditions, or our general duty under the [Environment Protection Act 1993](#).

We balance access to our sewerage systems for the needs of individual customers, against our general duty to fairly manage these assets for the benefit of our customer base. To achieve this, we:

- Set the degree to which individual restricted wastewater discharges must be controlled, and the levels of ongoing compliance verification with conditions of authorisation, in line with their risk to our sewerage systems;
- Encourages each discharger to recognise the benefits of effectively managing their water use, the processes generating wastewater and on-site pre-treatment (if necessary) before discharge to our sewerage systems;
- Structures our prices for restricted wastewater acceptance and disposal services to customers in line with recognised pricing principles that aim to fully recover efficient costs. Where justified by the volume and pollutant load, we apply volume and load based “use” charges that promote the cost effective balance between waste minimisation, on-site treatment and discharge to sewer for treatment by us.

### 3.2 Authorisation to discharge restricted wastewater

An application for the authority to discharge restricted wastewater to our sewerage system must be made using a standard application form, include the correct application fee, and give all the information we need to make an assessment. We will use our best endeavours to process these applications within ten business days.

Where we agree to accept restricted wastewater, we will set conditions consistent with this framework of acceptance in the authorisation issued to the applicant. An authorisation will typically specify the following:

- The parties bound by the authorisation;
- The address of the premises from which the discharge to our sewerage system will take place;
- The term of the authorisation;
- The nature of the activities conducted on the customer’s premises that generate restricted wastewater;
- Any customer-specific limitations on quality, quantity, discharge rate and times for the regulated wastewater discharges, or reference to the generally applied acceptance standards, and reference to what may not be discharged;
- Any fees or charges payable by the customer in relation to the restricted wastewater discharge, or provide reference to where those fees or charges are set out;
- The dispute resolution process, or provide reference to where the dispute resolution process is set out; and
- Any inspection, monitoring, sampling, maintenance or reporting requirements, or reference to where those requirements are set out.



If an application is rejected, we will provide a clear statement of reasons for the rejection to the applicant. The applicant may revise and resubmit the application to us for further consideration.

### 3.3 Restricted wastewater acceptance standards

As part of our overall strategy for managing restricted wastewater, we set acceptance standards for restricted wastewater discharges. They define maximum contaminant concentrations and other characteristics that, when applied across all restricted wastewater discharges, can usually be accepted without compromising the risks set out in section 3.1 “Prohibition of unauthorised discharges”. These standards are based on the [national acceptance guidelines](#) set out by the Agriculture and Resource Management Council of Australia and New Zealand and the Australian and New Zealand Environment and Conservation Council, 1994 (ARMCANZ & ANZECC), and our experience and knowledge of our sewerage infrastructure and processes.

Our publication [Restricted Wastewater Acceptance Standards](#) lists the more commonly applied limits for acceptable physical and chemical characteristics of restricted wastewater. For example, the acceptable pH range is between 6 and 10 units. These standards are particularly relevant for trade waste discharges. A copy is available on our website [www.sawater.com.au](http://www.sawater.com.au) or by phoning 1300 650 950.

For contaminants not listed in these standards, we apply a precautionary principle when deciding whether to accept a proposed discharge. The person seeking to discharge an unlisted substance to our sewerage system must demonstrate to us that it would not pose an unacceptable risk.

#### 3.3.1 Adding or varying a standard

We vary current standards or add new standards from time to time in response to:

- New information, technology or evidence that clearly demonstrates that a change is necessary; or
- A new or varied regulatory requirement on us; or
- The need to clarify a definition or description attached to a standard.

These standards have broad application and adding or varying them requires considerable effort and affects many customers. Only standards that have broad applicability are included. If a specific contaminant or characteristic limit would only apply to a few customers, we will control this as a condition in individual discharge authorisations.

Before varying or adding a standard, we will consult with affected parties including, for example, trade waste dischargers who would be affected by the proposed change, or manufacturers of pre-treatment equipment.

Before deciding on any change to a standard or adding a new standard, we will consider responses from the consultation process when assessing the cost impact of the change on customers against the size of the risk to be managed and the benefits to be derived from adopting the new standard.

If we decide on a change to the standards, we will establish an implementation plan outlining:

- How the new standard will apply to existing dischargers and future discharges;
- The timeframe for existing customers to comply with the new requirement (if applicable);
- The rationale for implementation of the standard.

### 3.3.2 Customer-specific acceptance standards

Depending on the specific nature of the proposed discharge and sewerage system to which it will discharge, we may vary one or more standard in the [Restricted Wastewater Acceptance Standards](#), or apply additional standards when authorising a customer's discharges of restricted wastewater. We do this if the wastewater discharge would otherwise be contrary to the risks set out in section 3.1 "Prohibition of unauthorised discharges", or if the discharge would impose unreasonable treatment or disposal costs on us. In addition, we may, at our sole discretion, vary one or more standards when authorising a customer's discharges of restricted wastewater, providing that the risks in section 3.1 "Prohibition of unauthorised discharges", are not materially increased and there are mutual benefits to the customer and us.

### 3.3.3 Water source alternatives

Customers may choose any water source that is fit for their purposes. Examples are mains water, captured stormwater, recycled water and bore water. However, impurities such as total dissolved salts (TDS) can vary greatly between these options. Customers should consider the effect of these impurities on eventual wastewater quality and their ability to meet our wastewater acceptance standards.

### 3.3.4 Compliance with acceptance standards

Restricted wastewater dischargers must meet these limits at all times, unless specifically varied in an individual discharge authorisation. This usually needs on-site pre-treatment of restricted wastewater through suitable devices, to consistently achieve acceptable quality, before discharging it to our sewer.

Dilution of discharges is not an acceptable means of meeting these standards, or a substitute for proper pre-treatment to achieve compliance.

We apply these standards to samples collected at:

- A point immediately downstream of an untreated restricted wastewater discharge;
- or

- A discharge point immediately downstream of the final restricted wastewater pre-treatment device that effectively pre-treats the contaminant(s) of interest.

Where this is impractical and restricted wastewater combines with domestic wastewater or another restricted wastewater stream before a sampling point, we may impose mass limits or alternative acceptance standards to account for the dilution factor.

### 3.4 Records and privacy

We keep records of customer applications, authorisations to discharge restricted wastewater, ongoing correspondence with dischargers and other related information. We treat this information confidentially. It is managed in accordance with our [Privacy Policy](#) (available on our website [www.sawater.com.au](http://www.sawater.com.au)) based on current South Australian Government Information Privacy Principles.

On the sale of a property, we are obliged under section 7 of the [Land and Business \(Sale and Conveyancing\) Act 1994](#) to provide a statement regarding any outstanding charge or other matters relating to the land. The statement includes whether, and under what conditions, authorisation to discharge restricted wastewater to sewer has been given to the occupier of that land.

## 4 Trade waste

### 4.1 Definition of trade waste

Trade waste is any wastewater and substances contained within it, arising from any commercial, industrial, business, trade or manufacturing activity, which is discharged from a property's internal sewer connected to our sewerage system.

### 4.2 Authorisation to discharge

We consider applications to discharge trade waste to our sewerage system in accordance with section 3 "Restricted wastewater management". Where the application is successful, we grant authority to discharge to the entity generating and discharging the trade waste.

We issue the authorisation to a business, and it applies for a designated site. A designated site is any premises from which trade waste is discharged by virtue of an authorisation. The designated site may consist of:

- A business operation situated entirely on one parcel of land and trade waste discharges via one of more connections to our sewerage system: or
- A business that spans multiple allotments. In this case we will assess separately and issue separate authorisations where:

- The business performs various unconnected and discrete functions on separate allotments; and
- The discrete functions have separate water and sewerage services.

Conversely, a customer whose business spans adjoining allotments with connected functionality will be assessed as one discharger.

An authorisation holder cannot transfer or reassign that authorisation to another party.

Where there is a change in the ownership of the business discharging trade waste the existing authorisation ceases. The new owner must apply for their own authorisation to discharge trade waste. This will be subject to the requirements current at the time of application.

A change of property owner does not affect any authorisations to discharge trade waste issued to tenants on that property.

### 4.3 Landowner and tenant/lessee relationships

When we authorise an occupier of land (as the lessee or tenant) to discharge trade waste, our standard contract with the landowner to provide sewerage services to the property continues to apply, and the landowner's responsibility under the contract to not allow discharge of unauthorised material to sewer is met, by virtue of the authorisation to discharge. To demonstrate the landowner's obligations have been met, we will forward a copy of the authorisation to discharge to the landowner. We will also advise the landowner if an authorisation is amended or revoked.

As the landowner has limited control over the day to day activities of the lessee or tenant, we hold the lessee or tenant responsible for seeking authorisation from us to discharge and for complying with the conditions of the authorisation, once it has been issued. We will pursue the lessee or tenant regarding any non-compliance with conditions of the authorisation, in accordance with section 8 "Managing non-compliance".

However, if an occupier of land (as the lessee or tenant) discharges trade waste, but refuses to seek authorisation to discharge, or continues to discharge trade waste after their authorisation has been revoked, we will serve notice on the landowner under section 57 of the Act, to take specified steps to prevent further discharges of unauthorised trade waste.

### 4.4 Discharges through a shared pre-treatment device

In food courts or other similar situations it may be desirable and cost effective to combine the trade waste discharges from a number of the businesses on site through a single, shared pre-treatment device. Authorisation to discharge trade waste in these circumstances is then managed as follows:

- We will authorise each business to discharge its trade waste to the shared device. Each of these businesses is responsible for adequately controlling its discharge quality and keeping its discharge flow rate and volume within the limits set in its authorisation.
- Responsibility for maintaining the effectiveness of the shared pre-treatment device is a condition of authorisation. This authorisation may be revoked if the device is not serviced and maintained in accordance with conditions of authorisation.
- If the combined inflows from tenancies overwhelm the treatment capacity of the shared pre-treatment device, we will pursue the landowner for a resolution.
- If a shared pre-treatment arrangement fails, we will require tenant businesses to pre-treat their trade waste discharges through individual devices.

## 4.5 Application for a trade waste discharge authorisation

Existing trade waste discharge permits, issued under the [Sewerage Act 1929](#) remain in force, as if issued under section 56 of the [Water Industry Act 2012](#). Specific permit expiry dates and SA Water's right to vary or revoke an authorisation also continue under the current Act.

Application for a new authorisation must be made via the correct form (obtainable from our website [www.sawater.com.au](http://www.sawater.com.au) or by phoning 1300 650 950) and be accompanied by the appropriate application fee and any extra information that we need to make our assessment. The applicant is the owner of the business or organisation that will generate and discharge the trade waste from its premises, except where the application relates to the management of a shared pre-treatment device, when the landowner or the landowner's authorised representative is the applicant.

### 4.5.1 Required information

By completing the sections of the trade waste application form, most customers will have provided all of the information we need. However, where the form does not fully suit the nature of the proposed activity and its discharge, the applicant may attach extra information. In all instances, we need the following information:

- The address of the premises from which the trade waste will be discharged;
- The name and contact details of the intending discharger, including that entity's owner's signature or the signature of the owner's authorised representative;
- The nature and scale of the activity or activities generating trade waste;
- Details of the proposed discharge(s), such as flow rate, duration/times of discharges;
- Proposed pre-treatment equipment (if necessary) for achieving acceptable discharge quality.
- For complex applications, a site plan showing;
  - a. The location of buildings or areas where trade waste is generated;
  - b. All fixtures and apparatus associated with the generation of trade waste (e.g. sink, dish washing machine);

- c. All proposed trade waste pre-treatment device(s); and
- d. How these fixtures, apparatus and devices are interconnected by drains.

#### 4.5.2 Application fee

An application fee is payable at the time of submission. This fee is not refundable, once we have made our assessment. Two types of fee apply – non-complex and complex.

The **non-complex fee** applies to most applications. These are relatively straightforward proposals, typically relating to one or two activities generating trade waste and requiring no pre-treatment or basic pre-treatment of discharges (refer to section 4.6.1.). Discharge volume is modest. Examples are:

- Retail food service business e.g. restaurant, cafe, fast food outlet
- School, child care centre
- Vehicle washing

Applications for large volume discharges, multiple activities, process wastewaters needing sophisticated pre-treatment systems or other aspects that need a more involved consideration and approval process, the **complex application fee** applies. Examples are:

- Food and beverage manufacturers
- Metal finishers
- Hospitals

If unsure, customers can confirm which fee applies to their application by phoning 08 7424 1336.

#### 4.5.3 Assistance with completing an application

In addition to this document, our trade waste [Guidelines and Fact Sheets](#) have industry-specific information that will be useful when completing the application. Applicants may also contact us for assistance with completing their application, by phoning 08 7424 1336. SA Water Trade Waste Officers are available by appointment to give general advice about trade waste management and pre-treatment options. This advice does not extend to providing specific, detailed solutions to the applicant's needs or where complex manufacturing or treatment processes are involved. In these cases applicants should seek suitably qualified advice.

Where applications relate to complex or large-scale trade waste discharges, we encourage applicants to contact the Trade Waste Branch early in the project cycle, to determine our capacity for accepting the wastewater and the likely authorisation conditions relating to the proposed discharge.

#### 4.5.4 Site works and assessment

Plumbing and drainage work relating to the trade waste discharge should not commence until the conditions of the authorisation are finalised. Unless specifically authorised by us, the discharge of trade waste to sewer must not begin until all the measures to ensure compliance with the authorisation are in place.

We will assess on-site arrangements for managing trade waste after discharge has commenced, to verify that authorisation conditions have been met.

#### 4.5.5 Duration of authorisations

We issue authorisations for a set period, depending on the nature of the operation. These are normally extended for a further period, providing the customer complies with the conditions and the activities and discharges remain within the scope of the original authorisation.

#### 4.5.6 Alterations to authorisation conditions

The authority to discharge trade waste is limited to the nature and quantity of trade waste arising from the activities stated in the application. Where any significant change in the activities generating trade waste, or its composition, quantity or discharge rate would exceed the scope of the authorisation, the authorisation holder must give us adequate prior notice of such changes. If major alterations or additions are planned, a new application form may need to be completed.

The authorisation holder must notify us of changes in their contact details for correspondence and other communications.

We may change any requirement or condition in an authorisation in response to:

- The authorisation holder's notification relating to changes in trade waste characteristics or quantity; or
- Operational problems experienced by us that are directly attributable to the authorisation holder's trade waste discharge; or
- Circumstances beyond our control, such as changes in relevant laws or the conditions imposed on us by a regulatory authority.

We will notify the authorisation holder of any changes, as far in advance as is reasonably practicable.

#### 4.5.7 Suspension and termination

**We may suspend** an authorisation if:

- Any information given in the application for authorisation to discharge trade waste is found to be false, incomplete or misleading in any material particular; or
- Our normal sewerage service is disrupted or interrupted and we cannot reasonably provide an alternative or partial service; or

- Acceptance of that trade waste discharge would be unsafe or likely to cause us to contravene any regulatory requirements or fail to meet any of our residual product specifications.

In serving notice to the authorisation holder, we will specify;

- The reason(s) for the notice; and
- What the authorisation holder must do; and
- The likely duration of the suspension period.

The suspension period will be of a duration that in our opinion is needed in the circumstances. The authorisation holder must comply with any notice of suspension, subject only to any delay that may be required to safeguard the health or life of any person. We will reinstate authorisation to discharge trade waste once we are reasonably satisfied that the circumstances giving rise to suspension no longer exist.

**The holder may terminate** their obligations under an authorisation by giving one month's notice in writing to us and paying all outstanding amounts that have become payable to us in relation to the authorisation. That authorisation shall terminate at the later of:

- The expiration of the one month notice period; and
- The payment to us of those amounts.

**SA Water may terminate** an authorisation, on giving one month's notice in writing to the authorisation holder:

- On the grounds that there has been a material and unresolved default on authorisation conditions; or
- The authorisation holder has not complied with a direction given in a notice suspending that authorisation; or
- On such other ground as we think fit and the authorisation holder has not, within the one month notice period, demonstrated to our satisfaction that the grounds for termination specified in the notice is not correct or that reasonable grounds exist for continuing the authorisation.

To the extent permitted by law, an authorisation holder is not entitled to any remedy against us for or relating to a suspension or termination of their authorisation.

Termination will not affect any rights that have accrued to either the authorisation holder or us in relation to that authorisation before the time of termination.

## 4.6 Pre-treatment of trade waste

Authorisation holders are responsible for meeting acceptable discharge quality at all times. Where we believe that an applicant's untreated trade waste would not consistently comply,



the authorisation holder must install appropriate equipment that pre-treats trade waste to a consistently acceptable quality, before discharging it to our sewer.

Pre-treatment devices might use physical, chemical or biological means to reduce contaminant concentrations, or modify the nature of trade waste.

#### 4.6.1 Basic pre-treatment devices

Most discharges from non-complex activities (such as retail food services and motor vehicle maintenance providers) can be effectively pre-treated by basic devices of the appropriate size and type such as silt traps, grease arrestors, settling tanks and oil water separators. These devices trap contaminants by simple physical separation methods such as screening, settling or flotation. To maintain pre-treatment effectiveness, as a condition of authorisation, the discharger must arrange for the removal of trapped contaminants by a licensed liquid waste contractor, for offsite treatment or disposal.

Where basic pre-treatment is required, customers must only install devices approved by us for that purpose, unless we have agreed to an alternative pre-treatment proposal from a customer. These devices are listed on our Fact Sheet [Approved Basic Trade Waste Pre-treatment Products](#), available on our website [www.sawater.com.au](http://www.sawater.com.au) or by phoning us on 1300 650 950.

Our approval of a basic pre-treatment device is not an endorsement of that product, or any claims made for it by any person. While each approved product met our requirements during the approval process, we do not guarantee a product's performance or effectiveness when installed and operated in a customer's premises.

Our Trade Waste Guideline, [Approval of Basic Pre-treatment Products](#) sets out how manufacturers or vendors can have their products added to the list.

SA Water does not retrospectively apply revised or newly issued conditions relating to pre-treatment equipment installations that we have previously approved at existing customers' premises, providing they comply with the original discharge permit conditions and do not create unmanageable operational problems in the sewerage system.

#### 4.6.2 Specifying minimum pre treatment

Where appropriate, we will specify the basic equipment type and size needed to pre-treat trade wastes to an acceptable standard. Fact Sheet, [Basic Trade Waste Pre-treatment requirements](#) gives the device types generally required for the specified activities. Sizing of devices reflects the likely discharge flow rate and volume, as shown on the customer's discharge application, and takes into account peak discharges and ongoing contaminant loads. Further information is available in the Trade Waste Guideline documents on our website [www.sawater.com.au](http://www.sawater.com.au) or by phoning us on 1300 650 950.

A customer may propose an alternative method for achieving acceptable discharge quality, along with supporting evidence. After consideration, we will accept, reject or amend the proposed alternative.

In exceptional circumstances, we may vary (at our sole discretion) the normal pre-treatment requirements, to best manage the risk from that discharge.

Where more complex pre-treatment equipment is necessary (such as when managing industrial process discharges) we generally allow applicants to select their own preferred pre-treatment systems. Applications must contain evidence that the proposed system is practical and effective. If we are reasonably satisfied, we will give approval in principle, subject to the actual pre-treatment system consistently achieving acceptable discharge quality.

#### 4.6.3 Pre-existing pre-treatment devices on site and change of owner

A site might have one or more pre-treatment devices installed by a previous owner or tenant. These may no longer be appropriate when the new owner of the business seeks authorisation to discharge trade waste and our general requirements have changed since the devices were installed.

#### 4.6.4 Maintenance & servicing

Authorisation holders are responsible for the maintenance and servicing of pre-treatment devices that they use on site, to maintain their ongoing performance.

We will specify the minimum servicing (pump out) frequency for grease arrestors and settling pits in each discharge authorisation where they are used. The default frequency for servicing new installations with no previous site performance history is every three months, unless otherwise specified in individual discharge authorisations. We may adjust this frequency after observing actual performance over time.

We may, after assessing the likely impact of the discharges and other mitigating factors, accept more frequent servicing of undersized or inadequately performing basic pre-treatment units, as an alternative to upgrading to an acceptable standard.

The liquid waste contractor must remove the entire contents of arrestors, settling pits and other, similar basic pre-treatment devices. This includes scraping/washing accumulated material from the inner surfaces. "Skimming off" only the floating or settled contaminants is not an acceptable alternative practice.

Using biological additives such as bacterial cultures or enzymes is not an alternative to pumping out grease arrestors, but may complement the operation of the pre-treatment system in some instances. Only those additives specifically approved by us may be used. They are listed in Trade Waste Fact Sheet [Approved Basic Trade Waste Pre-treatment Products](#).

Where the design of a pre-treatment device requires it, a qualified technician must maintain mechanical apparatus, calibrate sensors or make other adjustments, at the manufacturer's recommended minimum frequency, or as specified in the conditions of individual discharge authorisations.

## 4.7 Calculating trade waste risk

As discussed earlier, the nature of trade waste discharges poses a higher risk to safe operation of the sewerage network and sewerage treatment plants, than domestic wastewater discharges. That risk varies greatly across the range of designated trade waste sites.

We calculate the risk at each site by systematically assessing the aspects affecting trade waste discharge. The score for each aspect is part of the risk index formula, giving a risk factor for that site.

$$\text{Risk Factor} = (\text{S+A+H+V+N}) \pm \text{C}$$

Where:

**S = Substance** (10 to 300 points)

The nature and quantity of substances discharged, or could discharge to sewer from that site.

**A = Activity** (10 to 100 points)

The principal activity and its potential risks to the sewerage system.

**H = History** (0 to 200 points)

The performance history of trade waste management on site.

**V = Volume** (5 to 300 points)

The daily average, or maximum permitted volume of trade waste discharge from the site.

**N = Network** (0 or 100 points)

How the location of the site's discharge affects the operation of the downstream portion of the sewerage network.

**C = Controls** (-100 to +100 points)

The level of control over trade waste discharge quality/quantity (e.g. standard of pre-treatment, automation/failsafe measures, continuous electronic monitoring). The control score adjusts the risk score from the other aspects, to give the overall site risk factor.

For administrative purposes, we align the calculated risk factor values with risk index categories, as shown in Table 1.

**Table 1**

Risk Factor	Risk Index
≥ 300 points	High
>201 to <300 points	Medium
>71 to ≤200 points	Low
<70 points	Minor

A site's risk index is the major consideration in determining the conditions of authorisation and the overall compliance monitoring regime (e.g. compliance audits, sampling and monitoring program and other control measures). The risk factor is not static. We adjust it if one or more aspects of a discharger's operation changes.

## 4.8 Compliance audits

### 4.8.1 Purpose of compliance audits

As a condition of authorisation, each discharger of trade waste is responsible at the discharger's expense, for demonstrating ongoing compliance with the authorisation conditions and we will conduct random compliance audits of a discharger's premise to verify compliance. The compliance audits will:

- Check site operator contact details and update records if necessary
- Check whether the scale and nature of activities remains within the scope of the authorisation
- Check whether chemicals and other harmful materials are stored in a way that prevents their entry to sewer
- Check whether measures to prevent stormwater entry to sewer are acceptable
- Check the condition of wastewater pre-treatment equipment
- Confirm that servicing and maintenance records for equipment are in accordance with authorisation conditions, and adjust these conditions if necessary
- Check whether routine sampling and monitoring data comply with authorisation conditions, where these are specified
- Assess trade waste discharge quality on site, or collect a sample for laboratory analysis
- Assess work practices and related matters that could affect trade waste discharge performance
- Assess contingency plans and documented risk management measures, if these are required as a condition in the discharge authorisation.

### 4.8.2 Compliance audit frequency

We schedule compliance audits in proportion to the potential risks posed by individual discharges. Table 2 shows the frequency of routine compliance audits.

**Table 2**

Risk Index	Audits per Year
High	6 or 4
Medium	2 or 3*
Low	1
Minor	<1 *

*\* SA Water determines the audit frequency*

If unsure, customers can confirm the frequency of compliance audits for their operation by calling 08 7424 1336.

In addition to scheduled audits, additional audits of the site may be needed for example, to assess the effectiveness of remedial actions, after a non-compliance with authorisation conditions had been identified.

#### 4.8.3 Compliance audit fees

A fee is payable by dischargers for compliance audits. There are two levels of fees: for complex high-risk sites and another for the less complex sites. Both reflect the time needed to travel to, conduct and complete the compliance audit. The higher **complex audit fee** generally applies if the customer's designated site has:

- More than three activities generating trade waste; or
- More than three basic pre-treatment devices; or
- Non-basic pre-treatment (requiring automatic/manual control adjustments, chemical dosing, pH correction or other complexity); or
- Toxic/hazardous/flammable substances are in the trade waste before pre-treatment; or
- Discharge volume/load is within the scope of volume and load based charges.

All other audit inspections attract the **non-complex audit fee**.

If unsure, customers can confirm which fee applies to their operation by visiting SA Water's website or by calling 08 7424 1336.

#### 4.9 Routine sampling and monitoring of trade waste discharges

Authorisations to discharge trade waste contain quality standards and quantity limits that the discharger must meet at all times. Where justified by the potentially hazardous nature or significant quantity of contaminants in the discharge, we may specify a sampling and monitoring program as a condition of authorisation. The results demonstrate the effectiveness of discharge management and provide quality and quantity data for fairly calculating volume and load based charges, where they apply.

When specifying the suitable sampling and monitoring program for each discharge source, we consider the variability of discharges, their nature and the available monitoring technologies. We balance the amount of data needed for adequate precision with reasonable sampling, analysis and monitoring costs.

The trade waste discharger is responsible for all costs arising from the sampling and monitoring program.

#### 4.9.1 Sample collection

We usually take initial samples of the discharges from a new operation, to get enough data for setting the ongoing program. Once that is established, customers may choose to collect the samples themselves, or engage a contractor to do this. We offer a sample collection and analysis service on a contract basis to customers.

Sample collection is in accordance with the Australian and New Zealand Standard [AS/NZS 5667. 1 & 10: 1998 Water quality – Sampling – Guidance on sampling of waste waters](#).

Unless otherwise set, an automatic sampling machine collects flow-weighted composite samples over 24 hours.

When we are not the sample collector, we may, at our expense, collect duplicate sample splits and perform parallel sample analyses or conduct parallel electronic monitoring, for quality assurance purposes.

#### 4.9.2 Sample analysis

The customer may send samples to any laboratory accredited by the [National Association of Testing Authorities](#) (NATA) or other accreditation acceptable to us that recognises competence to perform the particular analytical methods set in the discharge authorisation. Analytical methods must be fully validated and, where possible, NATA accredited. Customers/contractors and laboratories must adhere to the required sample preservation and maximum holding times, for the analytical results to be valid.

#### 4.9.3 Location for sampling of trade waste discharge

Unless otherwise set in individual authorisations, the discharger or their contractor collects samples at the outlet of the trade waste pre-treatment system that effectively treats the contaminants of interest and before any domestic wastewater inflow, or at source if there is no pre-treatment.

#### 4.9.4 Electronic monitoring of trade waste discharge

We require on-site electronic monitoring in situations where the significant risk (to our sewer network, treatment processes or treatment end-product quality) justifies mitigation by constantly monitoring parameters of concern and a rapid response. Trade Waste Guideline [Electronic Monitoring and Data Collection](#) provides technical information. Monitoring sensors must be located where they can accurately represent the nature of the discharge.

#### 4.9.5 Measurement of trade waste discharge volume

We may require customers to install a meter on their trade waste discharge to provide accurate flow rate and volume data, and outputs for activating a flow paced sampling device or data logger. Normally, this applies to customer discharges within the scope of volume and load based charges, or where process source water other than from our metered mains water supply forms part or all of the discharge. Trade Waste Guideline [Trade Waste Discharge Flow Meters](#) provides technical information.

### 4.10 Trade waste charges

We levy trade waste charges in specific instances where the cost of acceptance and disposal is not reasonably met by the normal sewer rates for the designated site. These charges are determined for each financial year by SA Water in line with pricing principles established by the Essential Services Commission of SA (ESCOSA) and the National Water Initiative where applicable. The SA Water Trade Waste Volume and Load Based Pricing Framework details the basis for deriving charges. The charges are published in the Government Gazette.

#### 4.10.1 Volume and load based charges (VLBC)

VLBC apply on a user-pays basis to trade waste discharges that exceed one or more minimum threshold levels of discharge per year. Currently the levels are:

- >10 megalitres (10,000 kilolitres) volume
- >10 tonnes (10,000 kilograms) Biochemical Oxygen Demand (BOD)
- >10 tonnes (10,000 kilograms) Suspended Solids (SS)
- >20 tonnes (20,000 kilograms) Total Dissolved Solids (TDS)

These threshold levels are considered as part of each pricing review. Consultation with affected customers, industry groups and key stakeholders to fully understand the impact of any proposed changes prior to any changes being adopted

#### 4.10.2 Applying VLBC

VLBC thresholds are twelve-month levels, while charging occurs on a quarterly basis. This section specifies how we assess whether to apply VLBC at each quarterly billing cycle.

For dischargers without at least 12 months of monitoring data, that is:

- new dischargers; or
- existing dischargers that have recently been required to commence self-monitoring for VLBC purposes; or
- existing customers that have had their discharge permit varied to allow increased or different production;

Assessment regarding applicability of charges is made using at least the first full quarter of data and projecting forward to arrive at a twelve-month assessment. This is done as follows:

**For non-seasonal activities** - an annual projection is made by averaging the one, two or three calculated quarterly loads up to the current billing cycle and multiplying by four.

Charges are applied for the immediate past quarter if this calculation indicates that one or more VLBC trigger values will be exceeded.

**For seasonal activities** - an annual projection is made based on available data and our understanding of the operation. Charges are applied for the immediate past quarter if this calculation indicates that one or more VLBC trigger value will be exceeded.

If annual projections do not indicate that one or more VLBC threshold is likely to be exceeded over twelve months, no VLBC are payable for the immediate past quarter.

For dischargers with at least 12 months of monitoring data, assessment regarding applicability of VLBC to a customer's discharge is made quarterly using a 12 month rolling average of quarterly loads (up to the end of the immediate past quarter) multiplied by four. Charges are then applied as follows:

- If the assessment determines that one or more VLBC threshold has been exceeded, then charges apply to the volume and loads for the immediate past quarter.
- If the assessment determines that no VLBC threshold has been exceeded over twelve months, trade waste charges are not applied for the immediate past quarter.
- If a customer's operation changes to the extent that discharges for the foreseeable future are reduced to below the VLBC thresholds, that customer may apply for a reassessment of VLBC status on this, rather than a twelve month basis. This would also lead to an alteration or revocation of discharge authorisation, to reflect the altered operating circumstances. For example, this clause would apply if a production process is discontinued and the equipment is sold off. This clause would not apply if production dropped owing to business conditions, but plant and equipment remained operable pending a future upturn in business.

If a customer's operation changes to the extent that discharge loads in the foreseeable future are likely to fall outside of the scope of VLBC (i.e. less than 80% of any annual threshold level) the existing discharge permit is varied or revoked to reflect the change. Discharge load/flow limits are reduced and self-monitoring is no longer required.

#### 4.10.3 VLBC unit rates

Unit rates apply per kilogram of specific contaminants and per kilolitre of discharge volume. BOD and Suspended Solids have two-tier pricing. Table 3 summarises the ranges of application.



**Table 3**

Parameter	Charge rate *	Range of application
Volume	\$/kL	All volume
BOD	\$/kg	Up to 1000 mg/L
	\$/kg	For component of load above 1000 mg/L
Suspended Solids	\$/kg	Up to 500 mg/L
	\$/kg	For component of load above 500 mg/L
TDS	\$/kg	For component of load above 650 mg/L
Total Kjeldahl Nitrogen	\$/kg	All concentrations
Total phosphorus	\$/kg	All concentrations

\*Current unit rates are available on our website [www.sawater.com.au](http://www.sawater.com.au)

Customers subject to VLBC continue to pay normal sewerage rates to cover the cost of domestic waste disposal, transport, operation and maintenance of domestic and trade waste through the wastewater network and treatment of this waste. However, in recognition that rates cover a portion of the costs associated with treatment, we apply a discount against sewer rates when calculating VLBC. This is equivalent to one third of the sewer rate or half of VLBC, whichever is the lower amount.

We calculate VLBC by using quarterly trade waste quality and quantity data submitted by the customer in accordance with discharge authorisation conditions. We send VLBC accounts quarterly in arrears, separately from the water and sewerage rates accounts.

For customer sites with multiple trade waste discharge points, we calculate whole-of-site contaminant concentration and flow volume.

### Example of whole-of-site calculation

	Discharge volume	Contaminant concentration	Contaminant load
Discharge point 1	12,000 kL	700 mg/L	8,400 kg
Discharge point 2	2,000 kL	2000 mg/L	4,000 kg
Whole-of-site Total	14,000 kL		12,400 kg
Whole-of-site Average		885.7 mg/L	

$$\text{Contaminant load (kg)} = \frac{\text{discharge volume (kL)} \times \text{contaminant concentration (mg/L)}}{1,000}$$

Add the individual discharge volumes to give whole-of-site discharge volume.

Add individual contaminant loads to give whole-of-site contaminant load.

$$\text{Whole-of-site average contaminant concentration (mg/L)} = \frac{\text{whole-of-site contaminant load (kg)} \times 1,000}{\text{whole-of-site discharge volume (kL)}}$$

VLBC applies up to the maximum concentrations and volumes specified in each customer's authorisation. Any discharges over those limits are non-compliant and we will recover the full long run marginal cost of accepting and disposing of the non-compliant portion from the customer. However, remedial action to achieve compliant discharge within a timeframe acceptable to us is also needed.

#### 4.10.4 Other trade waste charges

We apply charges to:

- Discharges of wastes from disposable "Saniwaste" macerators (per macerator) based on the estimated usage and contaminant loads; and
- Once-off discharges and discharges of contaminated groundwater at the same rates as for non-domestic hauled waste.

#### 4.10.5 Once-off discharge

A once-off discharge is a single discharge event or a short series of related discharge events arising from an unexpected or non-routine occurrence. Some examples are: dewatering of construction site excavations, draining of commercial swimming pools or industrial process failure.

A once-off discharge is outside of the normal trade waste management process because:

- It is not within the scope of restricted wastewaters that we would normally accept on an ongoing basis; or
- We may need to make temporary provision for accepting this wastewater that would not be possible on an ongoing basis.

The intending discharger must apply for authorisation, by submitting a completed [Application for Once-off Trade Waste Discharge](#) form and paying the appropriate fee. The applicant should first check with us the correct fee for their application. A laboratory analysis report of the wastewater is usually needed, so that the application contains accurate information.

We will apply the risk management areas and principles set out in sub-section 3.1 “Prohibition of unauthorised discharges” when considering an application and use our best endeavours to process the application within ten business days.

Where we decide to accept the discharge, we will set conditions on the authorisation. These might include pre-treatment of the wastewater and control over discharge time and flow rate.

We will apply the same quality and quantity charges as used for non-domestic hauled wastes. Other costs may be included in site inspections by a trade waste officer and sampling/monitoring/laboratory analysis, if these are required.

The application form and the current fees and charges are available on our website [www.sawater.com.au](http://www.sawater.com.au) or by phoning 1300 650 950.

## 5 Liquid hauled waste

### 5.1 Definition of liquid hauled waste

Liquid hauled waste is wastewater and substances contained within it, which is delivered by road tanker to our sewerage treatment plant. It does not include wastewater that can be discharged to our sewerage system in the normal way, or liquid wastes that are not of acceptable quality.

The accumulated material periodically removed from septic tanks is an example of liquid hauled waste.

### 5.2 Introduction

A number of our sewerage treatment plants have septic waste disposal stations (SWDS) for accepting wastewater delivered by road tanker truck. This complements the facilities operated by other businesses for effectively managing liquid wastes that we cannot accept.

This service is not part of our Standard Customer Contract with landowners. Specific authorisation must be obtained from us for discharges of liquid hauled waste.

A schedule of fees applies based on the nature of the liquid hauled waste.

## 5.3 Liquid hauled waste categories

For administration and charging purposes, we divide liquid hauled wastes into three categories:

- Domestic septic tank sludge.
- Domestic septic tank effluent/portable toilet contents.
- Non-domestic hauled waste.

For this purpose, a “domestic septic tank” is a device that only accepts domestic wastewater discharges, as defined in sub-section 2.1 “Domestic Wastewater”.

## 5.4 Authority to discharge

Application for an authorisation must be made using the correct form and be accompanied by any additional information that we require to make our assessment, and the application fee. The form can be obtained from the “liquid hauled waste” page of our website [www.sawater.com.au](http://www.sawater.com.au) or by phoning 1300 650 950. This page also contains further information to assist liquid waste haulers and generators.

### 5.4.1 Liquid waste hauler authorisation

The applicant is the owner of the business that will haul and deliver the liquid hauled waste. Authority to discharge all categories of liquid hauled waste is given to the nominated vehicle(s) in the applicant’s fleet.

### 5.4.2 Non-domestic hauled waste authorisation

The applicant is the owner of the business or organisation that will generate non-domestic liquid hauled waste. The authorisation is similar to an authorisation to discharge trade waste discharge, as set out in section 4, except that a liquid waste hauler collects the discharge and delivers it to our SWDS.

A holder of an authorisation to discharge trade waste may also obtain an authorisation to discharge liquid hauled waste, for those wastewaters that cannot be accepted into our sewerage network, but can be accepted at our SWDS.

Persons or businesses generating only domestic septic tank sludge and/or domestic septic tank effluent/portable toilet contents **are not required** to have our authorisation for this purpose. We deal directly with liquid waste haulers for deliveries of domestic hauled wastes.

## 5.5 Acceptable discharge quality

Our aim is to accept suitable material, while guarding against unreasonable risks to our processes in accordance with the principles set out in sub-section 3.1.

Typically, domestic septic tank sludge and domestic septic tank effluent/portable toilet contents are of acceptable quality, providing the acidity of the batch is between pH6 and pH10. The liquid waste hauler is responsible for compliance.

Strict conditions apply for accepting non-domestic hauled waste because of its potential for harm. Compliance for this category rests with the business generating this wastewater (as a condition of its non-domestic liquid hauled waste authorisation) and not the liquid waste hauler to whom the batch is consigned for delivery to our SWDS.

## 5.6 Administration and charges

Two types of fee apply – non-complex and complex. A complex application fee must be paid when applying for a liquid waste hauler authorisation and issue of swipe cards for vehicle access to the treatment plant. We will charge a fee for each replacement card if the original is lost or damaged.

Our complex trade waste discharge application fee applies for processing an application to discharge non-domestic hauled waste.

We assume that domestic septic tank sludge and domestic septic tank effluent/portable toilet contents are of consistent quality. We therefore bill the **liquid waste hauler** for accepting these categories of liquid hauled waste at set charge amounts per kilolitre. The liquid waste hauler then recovers this cost along with the cost of providing the collection, transport and delivery service from their individual customer(s).

The quality of liquid wastes from businesses having a non-domestic liquid hauled waste authorisation varies from one batch to the next. We bill the **business generating this wastewater**, based on the laboratory analysis of contaminant concentrations and batch volume. The liquid waste hauler recovers only the cost of providing the collection, transport and delivery service from that customer.

Our fees and charges are available on our website [www.sawater.com.au](http://www.sawater.com.au) or by phoning 1300 650 950.

## 6 Contaminated stormwater

### 6.1 Definition of stormwater

Stormwater is water originating from rainfall and other precipitation events at a property, which becomes roof or surface water runoff, or accumulates in a storage tank or vessel. For our purposes, “stormwater” has the same meaning as “rainwater, stormwater or surface water” in subsection 56(5) of the [Water Industry Act 2012](#).

## 6.2 General prohibition

Stormwater entry to the sewerage system can cause sewer overflows which have the potential to pose significant risks to public health and the environment.

Also, the dilution effect of clean stormwater on the contaminants in sewage reduces the effectiveness and increases the operating cost of our sewage treatment processes. Therefore, we prohibit unauthorised stormwater discharges to our sewerage systems and expect all landowners or occupiers to employ effective means to exclude unauthorised stormwater entry to our sewer from their properties.

## 6.3 Authorisation to discharge contaminated stormwater

The [Environment Protection Act 1993](#) prohibits the discharge of contaminated stormwater to the environment. In **exceptional** circumstances where it is not reasonably practical to:

- Prevent on-site contamination of stormwater; or
- Pre-treat contaminated stormwater to a standard fit for discharge to the stormwater disposal system; or
- Have the contaminated water removed by a licensed liquid waste contractor for off-site treatment and disposal,

we may (at our sole discretion) accept contaminated stormwater to sewer from an applicant.

The applicant must use the same procedure as for trade waste discharges when seeking authority to discharge contaminated stormwater to sewer. When considering the application we will assess:

- Why a roof cannot be placed over the area draining to sewer: and
- The proposed measures for minimising the quantity of contaminated stormwater entering the sewer: and
- The hydraulic capacity of the receiving sewerage network.

As a condition of authorisation, we may require the discharger to pre-treat contaminated stormwater to an acceptable quality and control the discharge time and flow rate. Trade Waste Guideline, [Contaminated Stormwater](#) gives further information and a specific example is in Trade Waste Guideline, *Slipway Operation*.

We apply a charge for accepting contaminated stormwater to sewer, on an annual basis per square metre or exposed area draining to sewer. Current fees and charges are available on our website [www.sawater.com.au](http://www.sawater.com.au) or by phoning 1300 650 950.

## 7 Other wastewater types

We may accept other wastewater types that are not domestic wastewater and do not fit within a specific restricted wastewater category upon application and approval. As the circumstances relating to these wastewaters types are likely to be unique, specific conditions of authorisation are negotiated with the applicant.

## 8 Managing non-compliance

We might find a non-compliance with one or more authorisation conditions as part of a site compliance audit or by reviewing results of wastewater sample analysis. To ensure a consistent application of our powers under the Act we follow a standard breach procedure. Most non-compliance matters can be resolved amicably and within the scope of that procedure, we will always take the severity of the non-compliance, and the willingness of the authorisation holder to address the problem into account.

### 8.1 Standard breach procedure

All non-compliances require remedial action. We will give the authorisation holder a notice of non-compliance. This specifies the non-compliance, the remedial action(s) required to address the problem and the time(s) allowed for completion. Where immediate action is needed, this will be a hand written notice of non-compliance.

If an authorisation holder does not fulfil the requirements of that notice, they will be invited to meet with us to:

- Review the preceding events/actions and table any further relevant information; and
- Discuss all aspects of the matter including areas where compromise can or cannot be made and possible paths forward; and
- Provide the opportunity to negotiate a course of action that resolves the non-compliance.

Should there be no agreed path towards meeting authorisation conditions we will issue a notice of default advising the authorisation holder of the actions that we will take. These might be:

- Proceeding with termination of authorisation;
- Disconnection of drains from sewer;
- Legal action in accordance with the [Water Industry Act 2012](#).

The [Water Industry Act 2012](#) makes it an offence for a person, without proper authority, to interfere with or discharge into any sewerage infrastructure. A maximum penalty of \$20,000 or \$25,000 applies, depending on the specific offence. The [Water Industry Regulations 2012](#) empower SA Water, as a water industry entity, to expiate offences under the Act.

## 9 Customer feedback, complaints and dispute resolution

We welcome your feedback as an opportunity to maintain your confidence and trust and generally improve our customer service performance and efficiency. The information below provides an overview of our Complaints and Dispute Resolution process.

A complaint is an expression of dissatisfaction made to us whereby a resolution or response is expected (either explicitly or implicitly). It may be related to our products, services, policies, procedures or the complaints handling process itself. If you are dissatisfied with any aspect of SA Water's services or products, please call us or write to us so that we can resolve your concerns.

We endeavour to resolve all complaints at the first point of contact. However, there are some instances where this is not possible and further investigation may be required. In these instances, we will attempt to resolve your complaint, to your satisfaction, in line with service standards set by ESCOSA. Should we be unable to meet these timeframes, we will advise you of our suggested course of action and timeframe, as well as the name of the appropriate contact person for any further queries.

### 9.1 How to make a complaint

1. *Speak to our Customer Service Centre*

If you are dissatisfied with any of our products and services, please contact us on 1300 650 950 and discuss your concern with our Customer Service Centre staff. Our Customer Liaison Officers are able to resolve most of your concerns over the telephone at the first point of contact. If you remain dissatisfied with the outcome, you may request to have your complaint reviewed by a Team Leader or our Customer Feedback Management Unit who will further investigate this matter.

2. *Write to us*

If you prefer, write to us at the following address with the details of your complaint:

**Customer Feedback Management Unit**

**SA Water**

**GPO Box 1751**

**ADELAIDE SA 5001**

Alternatively you can send an email to [feedback.management@sawater.com.au](mailto:feedback.management@sawater.com.au)

Upon receipt of your letter, email or website feedback, we will provide you with a written acknowledgement of your complaint as well as the contact details of the Investigations Officer who is investigating on your behalf. We will then provide you with a written response with the outcome of our investigation.

If you remain dissatisfied after attempting to resolve your concerns through the above process, you may escalate your complaint to the Customer Feedback Manager for further review by the relevant manager.



## 9.2 Ombudsman

The Energy and Water Ombudsman of South Australia (EWOSA) can assist with billing, credit connection, supply, marketing and customer service related complaints. Ombudsman SA can investigate complaints regarding SA Water's processes and decisions to determine if they are fair, reasonable and lawful. After attempting to resolve your complaint with us, if you are not satisfied with our efforts, you may contact EWOSA or Ombudsman SA and request that your complaint and our attempted resolution be reviewed. Their contact details are:

### *Energy & Water Industry Ombudsman*

Complaints regarding billing, credit, connection, supply, marketing and customer service.

- Phone: freecall 1800 665 565 (Monday to Friday 8:30am to 5:00pm);
- Email: [contact@ewosa.com.au](mailto:contact@ewosa.com.au)
- website: [www.eiosa.com.au](http://www.eiosa.com.au)

### *Ombudsman SA*

Complaints regarding SA Water's processes and decisions to determine if they are fair, reasonable and lawful.

- Phone: 8226 8699 (metro), 1800 182 150 toll free (country only)
- Email: [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au)
- Website: [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au)