

# Commercial trade waste

Important information for your food business

## What is commercial trade waste?

It's the wastewater that goes into the sewer from your food business, when you clean and sanitise things like utensils, containers, benches, floors and bins.

## Why you need a trade waste consent

If you have a Class 1, 2, or 3 food business in our service area discharging trade waste, you'll need a commercial trade waste consent. We manage and treat trade waste to prevent sewer blockages, spills, health hazards, and environmental impacts. We're here to protect our sewerage system.

## How to get a trade waste consent

Submit your application. We'll assess your trade waste. If it's pre-treated properly with a suitable food and oil interceptor, you're good to go!



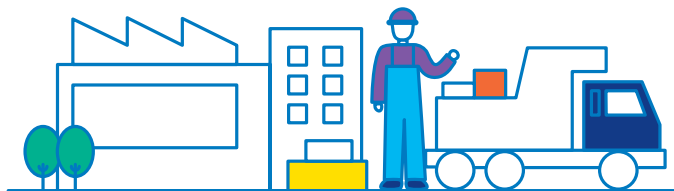
## Why the food and oil interceptor?

This device, sometimes called a grease trap, is required by your trade waste consent, and helps prevent sewer blockages. It's a tank that catches food particles, fats, oil, and grease before they enter the sewer. By slowing down waste flow, it allows fats, oil, and grease to float up and particles to settle on the bottom. These substances get caught in the interceptor and build up over time.

It's your job to arrange to have the interceptor pumped out by your waste transporter at the frequency specified in your trade waste consent. This ensures it continues to work effectively and helps to prevent sewer blockages. We'll monitor these pump outs and send reminders when it's overdue.



The commercial trade waste consent helps protect the sewerage system.



## Why the trade waste charges?

These charges help us manage your trade waste consents. Here's what they cover:

- Making sure businesses have consents and right-sized interceptors.
- Inspections of new and existing interceptors.
- Monitoring interceptor maintenance and pump-out frequency.

- Admin tasks like phone calls and reminders for overdue interceptor maintenance.
- Investigations into non-compliance.
- Checking sewer blockages or spills related to fats, oil, and grease.

For a list of current charges, check out **[southeastwater.com.au/tradewaste](https://southeastwater.com.au/tradewaste)**

## Getting a trade waste consent:



1.

Fill out a trade waste application form at **[southeastwater.com.au/tradewaste](https://southeastwater.com.au/tradewaste)** or call **03 9552 3662 (8am - 4pm, Mon - Fri)**.



2.

Email your completed form to **[tradewaste@sew.com.au](mailto:tradewaste@sew.com.au)** (processing takes about 10 working days).

## How to get in touch

### Report a leak or check water interruptions

[mysupport.southeastwater.com.au/LIVE](https://mysupport.southeastwater.com.au/LIVE)

### Faults and emergencies 13 28 12 (24hrs)

### Account enquiries 13 18 51 (8am – 6pm, Mon – Fri)

### TTY users 13 36 77 (ask for 13 18 51)

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South East Water proudly acknowledges the Traditional Owners of the land on which we work and live, and pay respect to their Elders past, present and emerging. We acknowledge their songlines, cultural lore and ongoing connection to the land and water. We recognise and value the rich cultural heritage and ongoing contributions of Aboriginal people and communities in our society in Victoria.

## Need an interpreter?

إذا كنت تحتاج لمترجم، اتصل بالرقم 03 9209 0130

如需口译服务，敬请拨打：03 9209 0130

如需口譯服務，敬請撥打：03 9209 0130

Εάν χρειάζεστε διερμηνέα, επικοινωνήστε με το 03 9209 0130

Jika Anda membutuhkan seorang juru bahasa, telepon 03 9209 0130

통역사가 필요하시면 03 9209 0130 으로 연락하세요

Если вам нужен переводчик, позвоните по номеру 03 9209 0130

Si necessita un intérprete, contacte: 03 9209 0130

Nếu cần thông dịch viên, hãy gọi số 03 9209 0130

