

Sewage Quality & Environment Team Managing Sewage & Trade Waste Risks

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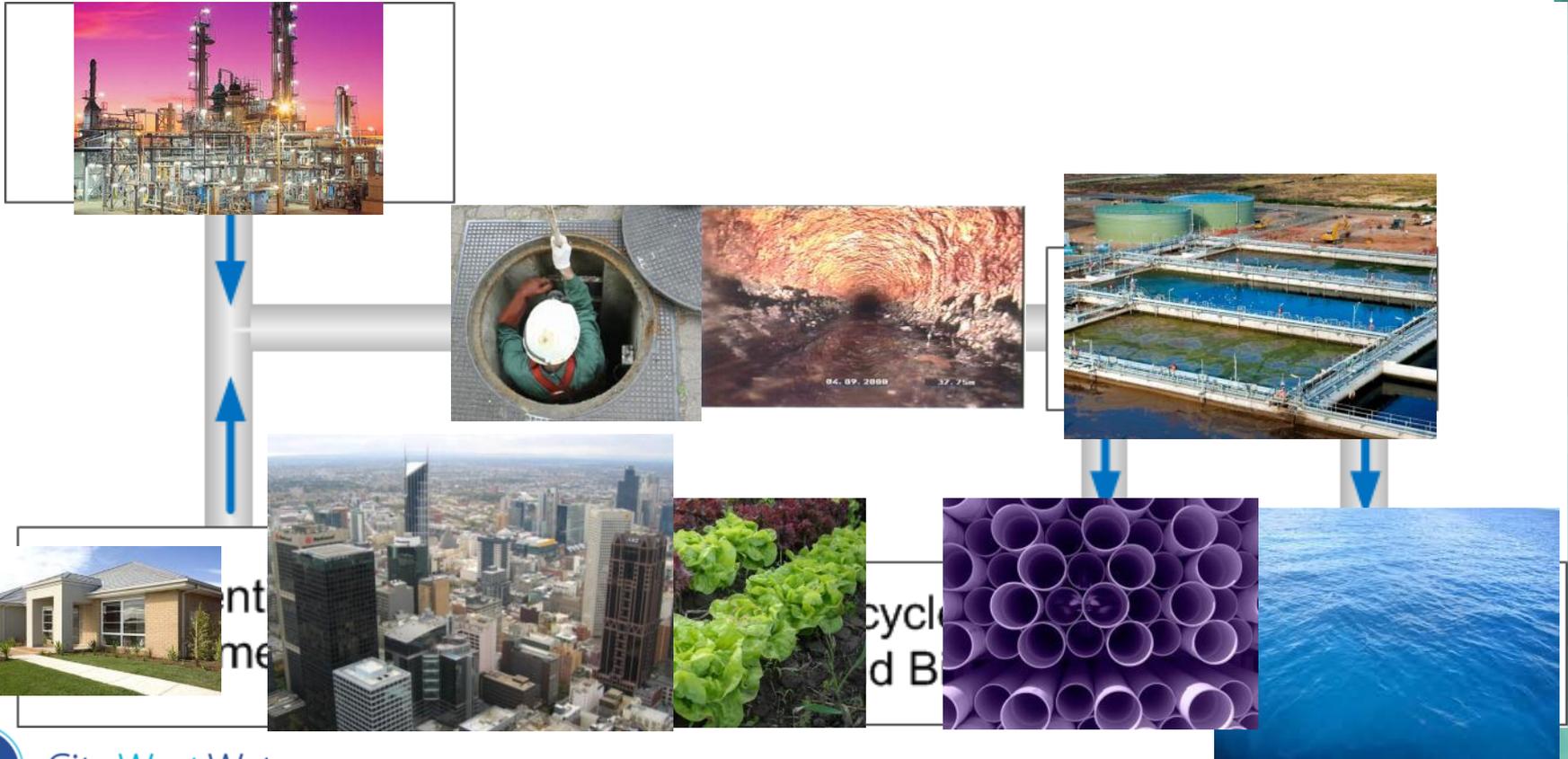
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CWW's Trade Waste Business

- Third largest trade waste business in Australia
- 94% sewage discharged to Western Treatment Plant
- There are 16 staff in our Trade Waste team -
 - chemical engineers
 - environmental engineers / scientists
 - technical officers
 - administration



Why manage sewage quality?



Trade Waste Regulation

- Water Act and Water (Trade Waste) Regulations
Defines Trade Waste and requirement for an Agreement with occupier
- Statement of Obligations
Manage impacts on people, pipes, processes, environment, recycling
enter into a trade waste agreement (TW Acceptance Standards)
- BSA (for MW-CWW)
Defines relationship to manage risks from sewage and trade waste
(includes the Sewage Quality Management System)
- TW Code and Customer Charter (ESC technical regulator of TW)



Trade waste customers and revenue

- 6621 trade waste customers (August 2014).
 - 2280 industrial customers (542 Cat A, 1738 Cat B)
 - 4341 commercial customers

TW Revenue (\$/p.a.) as based on Risk Rank of customer for 2013/14

Risk Rank	% of customer base	Revenue (\$)	% of Revenue
1	0.3	16,364,866.53	50
2	0.1	4,808,085.19	15
3	0.4	2,548,138.77	8
4	2.7	4,582,596.93	14
5	96.4	4,470,744.86	14

- 50% of revenue comes from Risk Rank 1 customers
- 73% of revenue comes from our 58 Risk Rank 1, 2 and 3 customers



Managing our industrial customers

- Risk rank
 - Location, Activity, Substances, Volume, Compliance history
 - Sets Agreement term and type (High risk = agreement, Low risk = consent)
- Customer monitoring programs
 - Verify compliance with acceptance criteria
 - Used to determine customer billing on treatable parameters
- Customer requirements
 - Risk assessments
 - Pre-treatment installation, operation and maintenance schedule
- Manage customers using Environmental Management Information System (EMIS)
- Customer billing determination



How we manage trade waste

- **Negotiate**
 - Trade Waste Agreements
 - variations with customers
- **Monitor**
 - risk based monitoring and inspection program
 - Melbourne Water interface sampling
 - head space sampling
- **Manage**
 - compliance process
 - No Go Sewer for confined space entries



Charge

- TW Agreement
- Quality charges
- non compliance – cost recover time
- variation fees

Educate customers about cleaner production, water conservation and waste management



Managing greasy waste customers

- Currently 4341 customers with Greasy Waste consents
- Low risk from individual sites, but cumulative effect poses significant risk of grease and fat blockages
- TW team minimises risks by requiring appropriately sized grease traps and maintenance
- Barcode system for grease trap pump-outs has commenced



Pollutants & Acceptance Criteria

- Treatable pollutants – cost reflective pricing
- Over 100 substances we actively monitor
- Priority pollutants / parameters of concern
- ISQMS – whole of metro Melbourne approach



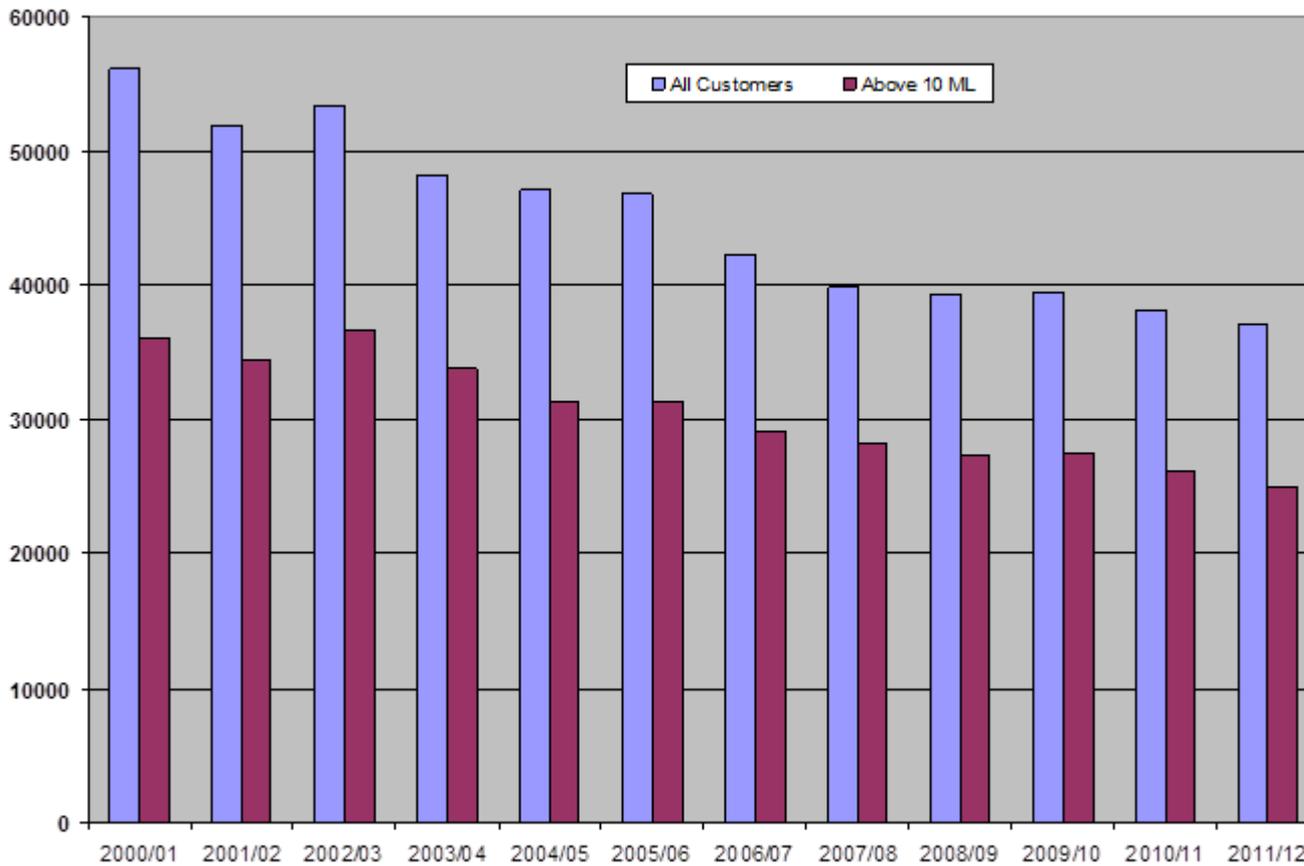
Non-compliance Management

- 3 Stage process to manage non-compliance:
 - emphasises co-operation in the initial stages / prescriptive later
 - may require notification to CWW OCC and MWC for OH&S events, impacts on treatment plant, assets, compliance with EPA licence
 - most non-compliance minor risk / administrative based
 - cost recovered for inspections and office work
- Non compliance may impact on Risk Ranking which may alter:
 - monitoring requirements
 - trade waste agreement fees
 - term of Trade Waste Agreement
- Reported monthly to Board

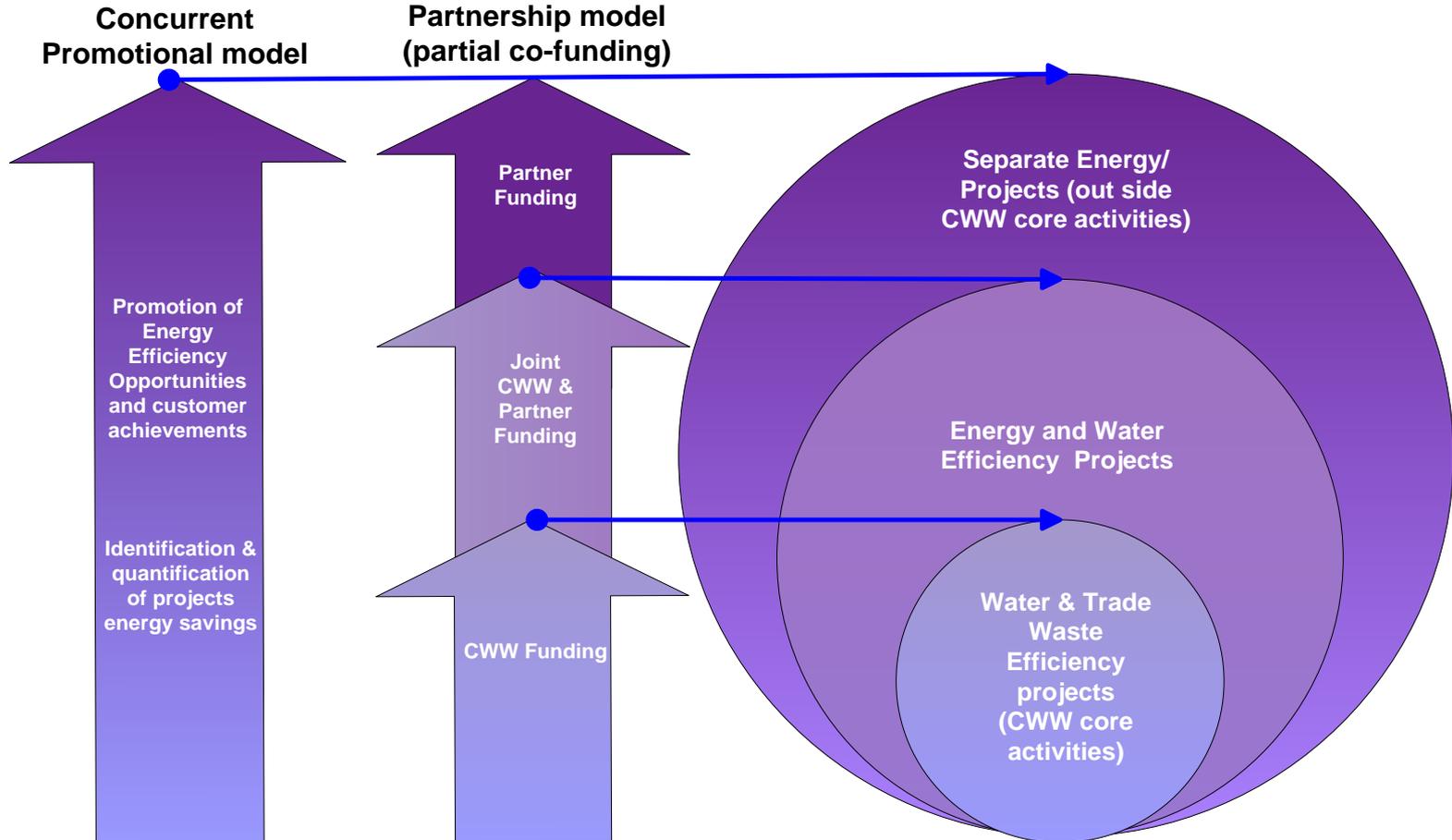


Water Efficiency

Water Consumption City West Water Non-res Customers



Cleaner Production



Residential customers - Laundry Detergents



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choice
THE PEOPLE'S WATCHDOG


WSAA
WATER SERVICES ASSOCIATION
OF AUSTRALIA

Woking the Way to Water Savings



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LIMITED

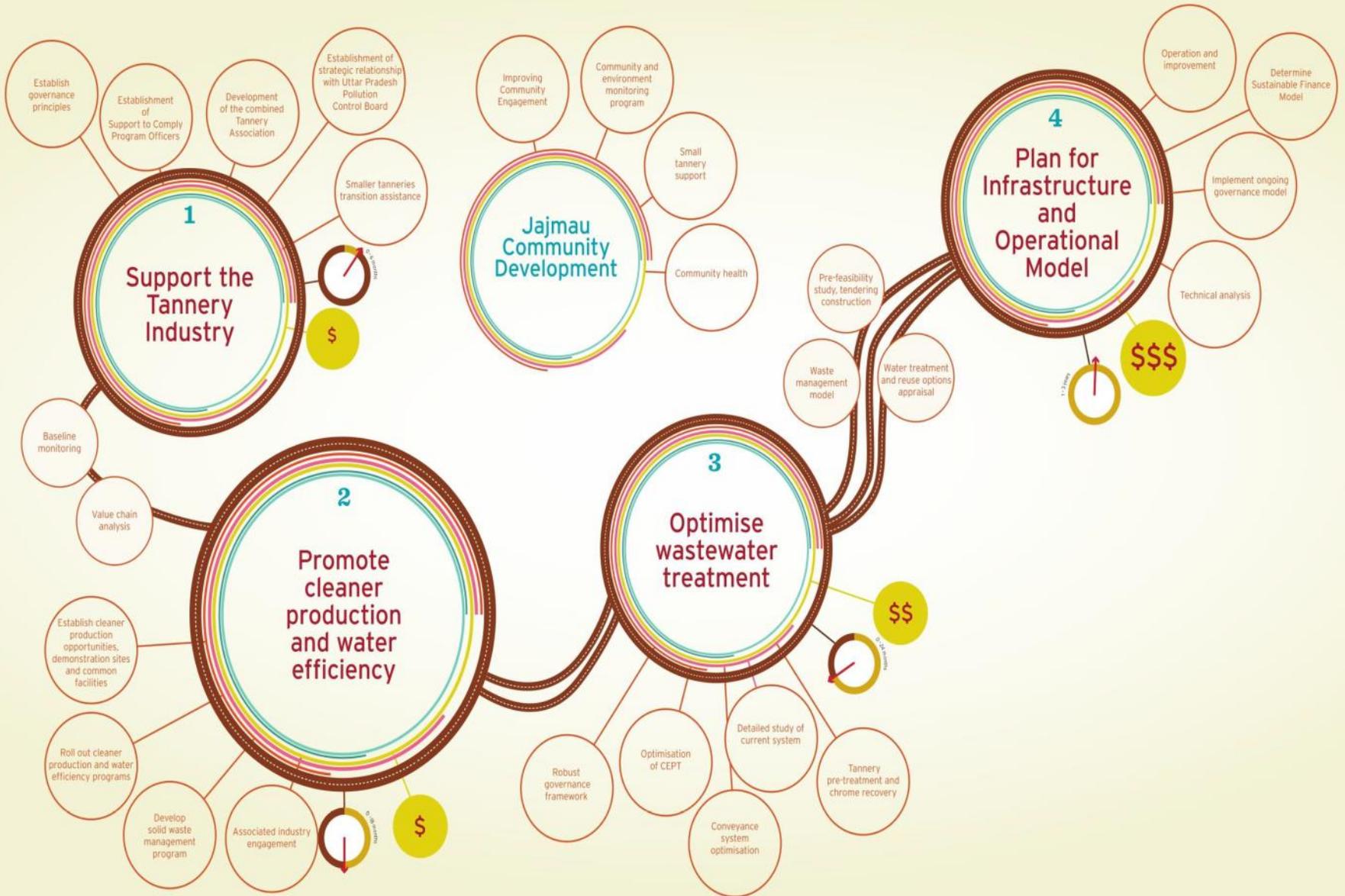
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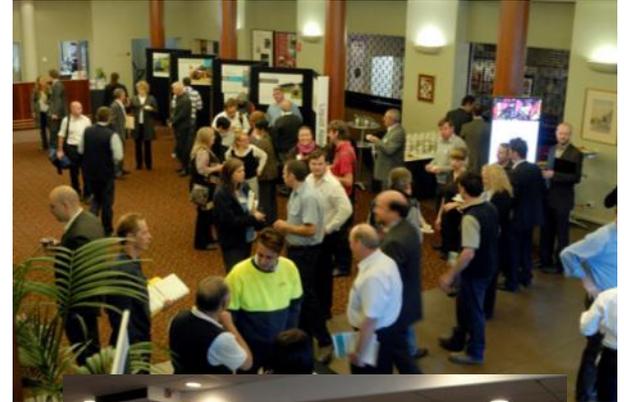
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The Road Map overview



Other Trade Waste activities

- Incident response
- Forecasting and Water Plan input
- Customer Liaison Committee
- Annual Trade Waste and Resource Efficiency seminar



Thank You



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