

Industrial Waste Frequently Asked Questions – General Information

Should I have an Industrial Waste Permit?

The public wastewater system is designed to treat domestic wastewater. Your wastewater service provides for the treatment of 'domestic' wastewater, such as from staff amenities like toilets, showers, lunch rooms and wash basins. The service doesn't cover wastewater from high volume activities such as commercial kitchens and laundries, or from industrial processes.

If you are intending to discharge (or currently are discharging) any wastewater other than that from staff amenities, then you will usually need an Industrial Waste Permit.

It is compulsory under local government by-laws for any business discharging anything other than wastewater from staff amenities, to hold an Industrial Waste Permit.

If you are unsure about whether you need a permit, you should complete an application for the service, and our Industrial Waste Officers can then determine whether your business requires a permit.

Where is the Industrial Waste Service available?

We try to make it available to as many businesses as possible. If you have a wastewater service available at your premises, we can make the Industrial Waste service available to you as well.

To find out how to get your Industrial Waste service established, see our information on applying for the service under the 'Wastewater' and 'Industrial Waste' section of our website: www.watercorporation.com.au

What substances are classified as Industrial Waste?

Controls on the type and nature of wastewater discharged to the sewer are necessary to:

1. protect public health;
2. prevent damage to our wastewater system;
3. ensure the safety of our workforce
4. ensure proper treatment not unduly limit our re-use options; and
5. protect the environment to which our treated wastewater is discharged.

Consequently, there is a wide variety of substances for which we set certain limits or ranges of acceptability, and some that we cannot accept at all. The following information brochures, available on our website provide an overview and some detail on the limits applying to a wide range of substances:

Information sheets

See the Industrial Waste Frequently Asked Questions page or the Publications section of our website: www.watercorporation.com.au (Industrial Waste publications page) for the following information sheets.

- Acceptance Criteria for Automotive Industries (IW PUB06C)
- Acceptance Criteria for Food Outlets (IW PUB06B)
- Acceptance Criteria for Small Business (IW PUB06A)
- Detailed Acceptance Criteria (IW PUB06)
- Garbage Grinders (IW PUB22)
- New Product Evaluations (IW PUB13)
- Trialing of New Products (IW PUB14)

Does the Industrial Waste service attract GST?

No, your Industrial Waste service is NOT subject to GST, with the exception of associated sampling and laboratory services (These charges are only applicable to large manufacturing and process industry customers).

Why am I paying more than I did last year?

There is a Consumer Price Index (CPI) percentage increase each year on our charges.

If you are paying quality-quantity charges, changes in the amount or nature of your wastewater will reflect in your charge. Alternatively, you may have been affected by our tariff reforms, in which case you may also see a decrease in the volumetric component of your normal sewerage charge (the Sewerage Charge Offset) that could partially, fully or more than fully compensate you for the increased Industrial Waste charges.