

1 Overview

Purpose

This document is our Trade Waste Policy referred to in section 3.2.4 of our [Customer Contract - Water Supply and Wastewater Services \(Customer Contract\)](#). You may only discharge Trade Waste into our wastewater system if you have obtained our prior written permission for this through a Trade Waste Permit in accordance with this Trade Waste Policy. To apply for a Trade Waste Permit, visit <https://altogethergroup.com.au/application-for-a-trade-waste-permit/>

Definitions

Except where otherwise stated, terms used in this Policy which are defined in our Customer Contract have their respective meanings given in the Customer Contract.

Customer Contract: has the meaning given in section 1.1 above.

Gross solids: solid waste discharged with a maximum linear dimension of less than 20mm, a maximum cross section dimension of 6mm, and a quiescent settling velocity of less than 3 metres per hour (other than faecal).

Guideline Values: concentration values applied to substances in Trade Waste discharged to our wastewater system. Most values are derived from the use of readily available treatment technology and represent an upper-level acceptance criteria. A list of the Guideline Values is set out in Appendix B.

Macerator: a mechanical device that can pulverise waste by cutting, hammer milling or pulping in a liquid environment so that small fragments of waste can be disposed of into the sewer.

our, us, we: Altogether Group Pty Ltd and all other relevant Altogether Group entities, including Altogether Operations Pty Ltd and other relevant network operating entities, as applicable.

Pre-treatment: the treatment of Trade Waste at the customer's premises before discharging it to our wastewater system.

Pre-treatment Equipment: the pre-treatment equipment specified in the Trade Waste Permit and any other pre-treatment equipment stipulated by us from time to time.

Property Owner: the registered proprietor of Property. This entity is responsible for paying invoices sent by us in relation to supply of water or wastewater services supplied by us.

Sampling Point: the location from which a representative sample of the Trade Waste discharged into our wastewater system may be collected. This sampling point must be located to exclude domestic wastewater where practicable.

Trade Waste: a liquid, or material in a liquid, that is:

- (a) produced at a property in the course of non-residential activity; or

- (b) stored on or produced or transported by a vehicle, including a motor vehicle, plane, boat or train: or
- (c) comprised of:
- (d) waste from a portable toilet or septic tank, or
- (e) run-off from land that is contaminated within the meaning of the Contaminated Land Management Act 1997 (NSW).

Trade Waste Fees and Charges: the fees and charges referred to in Section 7.

Trade Waste Permit: means our prior written permission, in the form of a trade waste permit, to discharge Trade Waste into our wastewater system.

Trade Waste Policy Objectives: those objectives set out in Section 1.4.

you: an actual or prospective Trade Waste customer of us.

Policy Statement

As operators of our wastewater systems licensed under the *Water Industry Competition Act 2006* (NSW), we will accept Trade Waste into our wastewater system subject to the requirements set out in this document and relevant approvals and permissions.

A Property Owner or commercial tenant may apply to us for a Trade Waste Permit. If the application is accepted, we will issue a Trade Waste Permit, which will specify:

- (a) the entity responsible for generating the Trade Waste discharge
- (b) the required Trade Waste pre-treatment
- (c) the required monitoring of Trade Waste quality and quantity by regular sampling and analysis of the trade waste stream
- (d) other conditions that must be met before Trade Waste may be discharged into our wastewater system.

We will monitor compliance with the Trade Waste Permit conditions. If We consider there is a breach of a condition, we will tell you. If the breach is not rectified within the timeframe required by us, we may revoke the Trade Waste Permit and prohibit Trade Waste discharge.

We will apply fees and charges as set out in section 7.

Objectives

The objectives of this Policy are to:

- (a) protect the health and safety of all people working in and around our wastewater network and scheme by applying strict standards for harmful substances
- (b) protect receiving environments from harmful substances that may be contained in treated wastewater
- (c) protect our wastewater network and treatment facilities from damage due to harmful substances from trade waste sources
- (d) assist treatment facilities to process sewage and produce recycled water and biosolids of a guaranteed quality
- (e) encourage waste minimisation, cleaner production and water efficient practices in the commercial and industrial sectors.



Trade Waste Policy

We operate our water system to produce fit for purpose Recycled Water for residential and commercial entities. As this is our primary purpose, any Trade Waste that compromises our ability to provide a Recycled Water product will not be accepted.

2 Categories of Trade Waste

Trade Waste is classified into three categories: low risk, commercial and industrial. The classification is important, as it determines how we assess the impact of the Trade Waste, what level of customer pre-treatment is required and what type of monitoring and maintenance is needed.

Trade Waste Process Category	Details
Low risk Trade Waste Processes (also referred to as <i>Business Trade Waste Processes</i>)	Business processes that are of low risk to our wastewater system, but are not classified as domestic sewage. These processes and our pre-treatment requirements are set out in Appendix A. If the customer installs and maintains the prescribed Trade Waste pre-treatment, no Trade Waste Charges apply in addition to those referred to in section 1.2 above.
Commercial Trade Waste Processes	These processes and our pre-treatment requirements are set out in Appendix A. Details of the relevant commercial business process and the corresponding required Trade Waste pre-treatment and maintenance will be included in the Trade Waste Permit. We may review these requirements annually. We will regularly monitor the discharge. Trade Waste Fees and Charges will apply – see Section 7.
Industrial Trade Waste Processes	Any process not classified as <i>low risk</i> or <i>commercial</i> . These processes and our pre-treatment requirements are set out in Appendix B. Each business process will be assessed by us based on the Trade Waste Policy Objectives and the applicable Guideline Values set out in Appendix B. We will regularly monitor the discharge. Trade Waste Fees and Charges will apply – see Section 7

As business sectors evolve, we may change or create a new business process. If the change is relevant to you, we will tell you.

3 Applying for a Trade Waste Permit

Any person proposing to discharge Commercial Trade Waste or Industrial Trade Waste into our wastewater system must apply via our website for a Trade Waste Permit and provide us with information to help us assess whether the proposed discharge will be acceptable. As a minimum, we require:

- (a) a full description of each Trade Waste generating process
- (b) if it is a retail food process, the number of seats in each establishment
- (c) the proposed on-site Trade Waste pre-treatment and its rated capacity
- (d) a hydraulic layout of the premises
- (e) details of the plumber who will be installing the Trade Waste pre-treatment.

In addition, if you have **Industrial Trade Waste Processes** referred to in section 2 above, you must also provide us with:

- (a) details of the business entity that will be responsible for generating trade waste
- (b) information on the substances that will be in the wastewater stream
- (c) the concentration and mass of these substances before and after pre-treatment
- (d) the location of the proposed Trade Waste volume discharge metering equipment and the Sampling Point.

4 The assessment process

We will assess your application based on the information you provide and our assessment of your ability to ensure that our Trade Waste Policy Objectives can be met. If we need more information, we aim to do ask for it within 7 working days after your application is received.

If the information you provide is satisfactory and we can accept the Trade Waste:

- (a) We will tell you in writing that your application is successful
- (b) We will issue a Trade Waste Permit as part of the *non-residential property specific details sheet* referred to in our Customer Contract
- (c) You can then proceed with setting up the business and installing the required Trade Waste pre-treatment works
- (d) We will ask you to provide us with an expected completion date for those works and the expected date when your business will commence operation. This is so we can monitor the progress of your development and inspect the pre-treatment works once installed.

If we consider that we cannot accept the Trade Waste, we will tell you in writing. If you do not have approval from us, you cannot discharge Trade Waste into our wastewater system.

5 Ongoing monitoring

After you tell us that your business has been established and required Trade Waste pre-treatment works installed, we will inspect your Property to investigate whether we can give you permission to discharge Trade Waste to our wastewater system. The inspection will check that the pre-treatment works are operating and the business process information you provided us in or with your application has not varied materially.

If you have **Commercial Trade Waste Processes** referred to in section 2 above on your Property, we will include the business process information in the Trade Waste Permit. If the Trade Waste pre-treatment works require routine maintenance, such as a regular pump-out of a grease trap, we will include a schedule of when these maintenance events should occur in the Trade Waste Permit. It will be your responsibility to arrange the maintenance events and provide evidence to us as and when that maintenance takes place.

If you have **Industrial Trade Waste Processes** referred to in section 2 above on your Property, we will undertake a similar verification procedure and include each business process in the Trade Waste Permit. details such as:

- (a) The business process(es)
- (b) The substances present in the discharge
- (c) The allowable daily concentration and mass of each substance

- (d) Pre-treatment and flow monitoring equipment that must be maintained
- (e) Monitoring requirements of both parties, including sampling and analysis of trade waste
- (f) Non-compliance procedures
- (g) Incident notification protocol
- (h) Cease discharge protocol.

We may direct you to, at your own cost, provide test reports of Trade Waste samples by a laboratory registered with the *National Association of Testing Authorities* to perform that class of test or specific test/s. If you do not comply with such direction, we will obtain the test reports at your cost.

6 Discharge requirements

All Trade Waste must meet the following discharge requirements:

Item	Requirement
Colour	Not noticeable when diluted 100 times in clear water
Discrete oil	None to be discharged to water
Fibrous material	None which could block our network
Flammables	None to be discharged to our wastewater system
pH	Between pH 7 (neutral) and pH 10 (alkaline)
Solid matter	No longer than 20 mm, must not settle faster than 3m in an hour
Temperature	Not more than 38 degrees Celsius

7 Trade Waste fees and charges

Our Trade Waste Fees and Charges are set out in our [Trade Waste price fact sheet](#) and are updated from time to time.

We set our Trade Waste Fees and Charges based on recovery of costs for the additional assessment and for monitoring discharges that present a greater risk to our wastewater system and treatment systems. Through our Commercial Trade Waste and Industrial Trade Waste Customer charges we also seek to recover the cost of treating Trade Waste that is outside the parameters of domestic sewage.

8 Other information

Prohibited substances

The following substances will not be considered for discharge to our wastewater system:

- (a) Gross solids from the use of macerators, such as kitchen waste disposal units (garbage grinders) to dispose of food scraps or hospital macerators to dispose of paper-based bed pans or kidney dishes.
- (b) Single discharge events. We may grant permission to discharge a single discharge event in exceptional circumstances and in our absolute discretion
- (c) Groundwater and/or surface water collected during an excavation and construction. This should be managed as part of site development and be treated and discharged to the site stormwater drainage system in accordance with the requirements of the department of planning, industry and environment, Water NSW or the local council.

Inspecting customer sites

Our staff or nominated contractors may enter a customer's premises at any time to monitor whether the activities conducted there are in line with the permitted conditions. Except for ensuring any relevant safety precautions, the customer must ensure that no one on the premises impedes or delays these inspections.

We may collect Trade Waste samples for monitoring at any time on any day, or collect any duplicate sample held by you. These samples may be used for charging, or to issue a non-compliance notice, disconnection or commence prosecution activity.

We may also install online monitoring on a customer's site or request you to do so. The results may be used to issue a non-compliance notice, for charging or as evidence to request you to enter a Trade Waste improvement program.

Water efficiency initiatives

We work with our business customers to assist them with implementing water efficiency initiatives that reduce water consumption at their Property. Improved water efficiency may also improve the hydraulic loading and contaminant removal efficiency of Trade Waste pre-treatment systems by reducing the volume of wastewater requiring treatment.

9 Document issue record

REVISION	DATE	CHANGES	AUTHOR	APPROVER
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0.1	July 2021	Draft	Sanjay Kumarasingham	
1.0	12 July 2021	Document issued	Sanjay Kumarasingham	Darren Wharton
2.0	14 July 2021	Document Rebranded	Karlisle Morocco	
3.0	1 June 2023	Update	Sanjay Kumarasingham	Mark Edler

Appendix A – Low Risk and Commercial Business Processes and Pre-treatment Requirements

Low Risk business processes

Low Risk business processes are taken to have permission to discharge to our wastewater system provided they meet the listed requirements. No Trade Waste Fees and Charges are applicable.

BUSINESS PROCESS	TRADE WASTE PRE-TREATMENT REQUIREMENTS
Aquariums	Must meet Australian Quarantine Requirements
Beautician	No requirements
Ceramics and pottery (hobby and schools)	Plaster trap or settling tank on sinks
Building Site	No discharge to our wastewater system. Pipe work with open connection points must be capped
Dental Surgery	Amalgam trap and segregation of waste amalgam
Dental Technician	Plaster Traps on affected sinks
Doctor's Surgery	No requirements
Dog groomer, pet shop	In floor bucket traps. No use of organophosphate based treatments
Dry cleaners	No solvents can be discharged to our wastewater system
Florist	No herbicides or pesticides
Funeral Parlour	No requirements
Hairdresser	In sink screening and bucket traps in floor waste
Lens Grinding	Solids settlement pit under laboratory sink
Mobile Carpet Cleaner	20-micron final filter
Residential Car Wash Bay	Locate vehicle wash bay on a roofed and bunded hard surface or enclosed area and install an in-floor bucket trap. Discharge to sewer via minimum 1,000 litres/hour oil/water separator system or 1,000 litre general purpose pit. Display a sign stating, 'No degreasing or mechanical work in the wash bay' and have conditions monitored by Strata Committee
Residential Bin Wash Area	Roof and bund bin wash area to exclude rainwater and install an approved in-floor bucket trap Discharge directly to the wastewater system (sewer) via floor waste

	<p>Use only soap-based products to clean garbage bins or Bund bin wash area to exclude run-off from other areas and install approved diversion system Use only soap-based products to clean garbage bins</p>
Sanitary Bin Washing	<p>Roof and bund bin wash area to exclude rainwater and install an in-floor bucket trap Discharge directly to the wastewater system (sewer) via floor waste Use only soap-based products to clean garbage bins or Bund bin wash area to exclude run-off from other areas and install approved diversion system Use only soap-based products to clean garbage bins</p>
Swimming Pool (Residential, Hotel, Hospital)	No open areas discharging rainwater to our wastewater system
Venetian Blind Cleaning	No requirement

Commercial Business Processes

Where a Business Process listed below is carried on, the Property Owner must apply for and obtain a Trade Waste Permit. Each business will be required to install onsite pre-treatment prescribed by us in the Trade Waste Permit and will be responsible for its maintenance. Trade Waste Fees and Charges will apply.

BUSINESS GROUP	BUSINESS PROCESSES	PRE-TREATMENT REQUIREMENTS
Automotive Industry	Car Detailers, Car Washes, Mechanical Workshop, Panel Beaters, Service Station, Vehicle Wrecking Yard	Dedicated wet area that is roofed and bunded, with a minimum 600 litre solids settlement pit. Waste is then pumped to an above ground oil/water separator
Commercial Food Premises	Butchers, Care Facility Kitchens, Caterers, Commercial Bakeries, Delicatessens, Function Centres, Restaurants, Take Away Food	Grease Trap of minimum 1000 litres capacity. The Commercial Food Premises table lists minimum requirements for specific business processes
Commercial Laundries	Laundries attached to care facilities, hotels, and function centres. Laundromats	Lint screening. Temperature should not exceed 38oCelsius
Photographic Premises	Graphic arts, medical facilities with x-ray processing, Minilabs	Silver rich solutions collected and disposed off-site

Shopping Centres and Public Entertainment Venues	Commercial Precincts with common pre-treatment for multiple businesses	Minimum 1000 litre grease trap with a sizing allowance of 500 litres per business process. The maximum size of any grease arrestor is 5000 litres. If a larger capacity unit is required, the flow from business processes will need to be separated.
Other Processes	Aquatic Centres, Battery rooms, Boiler rooms and Cooling towers	Instantaneous flow rate restrictions may apply

Commercial Food Processes

BUSINESS PROCESS	MINIMUM SIZE GREASE TRAP
Asian BBQ	2000 litre
Burger Restaurants (Burger King, McDonalds etc)	2000 litre
Chicken Restaurants (KFC, Henny Penny, Red Rooster etc)	2000 litre
Hotels with room service and breakfast	
50 – 199 rooms	2000 litre
200 – 400 rooms	4000 litre
Restaurants and Function Rooms with seating over 69 seats	
70 – 399 seats	2000 litre
399 – 599 seats	3000 litre
600 – 1000 seats	5000 litre

Appendix B – Industrial Business Process Guideline Values

The substances and their values are based on achievable effluent quality through readily available Trade Waste pre-treatment equipment. These values are for guidance only and may be replaced by more stringent conditions if some or all of the Trade Waste Policy Objectives are met.

The substances will be listed in a Trade Waste Permit with an upper concentration and daily mass limit. This will be monitored by regular sampling and analysis by both you and us as detailed in the Trade Waste Permit.

Trade Waste Fees and Charges will apply.

SUBSTANCE	UPPER CONCENTRATION LIMIT	COMMENTS
Ammonia	100 mg/L	Measured by discrete sample
Biochemical Oxygen Demand (5 days)	1000 mg/L	Subject to our wastewater system capacity assessment
Boron	100 mg/L	
Bromine	10 mg/L	
Chemical Oxygen Demand	2000 mg/L	Subject to our wastewater system capacity assessment
Chlorine	10 mg/L	
Cyanide	5 mg/L	Cyanide amenable to alkaline chlorination
Fluoride	30 mg/L	
Nitrogen	120 mg/L	
Oil and Grease	200 mg/L	Subject to our wastewater system capacity assessment
pH	6.8 – 10.5 units	Measured on site as a discrete reading
Phosphorous	35 mg/L	
Sulphates	1500 mg/L	
Sulphite	100 mg/L	
Suspended Solids	600 mg/L	
Temperature	<38°C	Measured on site as a discrete reading

SUBSTANCE	UPPER CONCENTRATION LIMIT	COMMENTS
Total Dissolved Solids		Subject to our wastewater system capacity assessment. Daily mass limits will be applied
Metals in solution		
Aluminium	100 mg/L	
Arsenic	2 mg/L	
Cadmium	0.5 mg/L	
Chromium	4 mg/L	No Hexavalent Chromium present in wastewater
Cobalt	8 mg/L	
Copper	10 mg/L	
Iron	100 mg/L	
Lithium	10 mg/L	
Manganese	100 mg/L	
Mercury	0.03 mg/L	
Molybdenum	8 mg/L	
Nickel	6 mg/L	
Selenium	4 mg/L	
Silver	2 mg/L	
Tin	5 mg/L	
Zinc	8 mg/L	
Organic Compounds		
Aldehydes		
Acetaldehyde	3 mg/L	Measured by discrete sample
Butyl Carbitol	100 mg/L	Measured by discrete sample
Dimethyl Sulphide	1 mg/L	Measured by discrete sample
Formaldehyde	20 mg/L	Measured by discrete sample
Propionaldehyde	3 mg/L	Measured by discrete sample
Ketones		
Acetone	100 mg/L	Measured by discrete sample

SUBSTANCE	UPPER CONCENTRATION LIMIT	COMMENTS
Methyl Ethyl Ketone	20 mg/L	Measured by discrete sample
Pesticides		
Total pesticides	1 mg/L	Measured by discrete sample
Organophosphorous	0.1 mg/L	Measured by discrete sample
Per and Poly-flouro alkyl substances (PFAS)	0.0002 mg/L	Measured by discrete sample
Petroleum Hydrocarbons		The presence of any petroleum hydrocarbons will necessitate the installation of an LEL meter on the customers pump connection
Total	25 mg/L	Measured by discrete sample
C6 – C9	3 mg/L	Measured by discrete sample
Benzene	0.02 mg/L	Measured by discrete sample
Toluene	0.3 mg/L	Measured by discrete sample
Ethyl Benzene	0.8 mg/L	Measured by discrete sample
Xylene	1 mg/L	Measured by discrete sample
Phenolic Compounds		
Total Phenols	80 mg/L	Measured by discrete sample
Pentachlorophenol	5 mg/L	Measured by discrete sample
Polynuclear Aromatic Hydrocarbons (PAH)	5 mg/L	Measured by discrete sample
Volatile Organic Compounds		
Halogenated (Total)	1 mg/L	Measured by discrete sample
Trichloromethane (Chloroform)	0.1 mg/L	Measured by discrete sample
Tetrachloroethylene (perchloroethylene)	0.01 mg/L	Measured by discrete sample
Trichloroethene (Trichloroethylene)	0.1 mg/L	Measured by discrete sample

Appendix C – Trade Waste Permit General Conditions

1. Your obligations

- (a) A Trade Waste Permit authorises you to discharge Trade Waste from your Property into our wastewater system, subject to the requirements of the Trade Waste Permit, our Trade Waste Policy and the Customer Contract.
- (b) If you have leased your Property, you must ensure that you are able to comply with, and that your tenant is aware of and complies with, the requirements of the Trade Waste Permit.
- (c) You must take all reasonable precautions to ensure that no one, except someone acting for you or on your behalf, or with your consent, discharges any matter from your Property into our wastewater system.
- (d) Every discharge of matter from your Property into our wastewater system will be taken to have been discharged with your consent.
- (e) You must not transfer or assign this Permit to another entity.

2. Discharge limits and pre-treatment

- (a) you must ensure that Trade Waste discharged from your Property to our wastewater system meets the Discharge Requirements specified in section 6 above.
- (b) you must, at your own cost, procure install, commission and operate the pre-treatment equipment specified in the Trade Waste Permit and any other Pre-treatment Equipment, to ensure that pre-treated Trade Waste meets the requirements specified in the Trade Waste Permit and our Trade Waste Policy.
- (c) our minimum requirements for that Pre-treatment Equipment are as set out in the Trade Waste Permit and otherwise notified by us to you.
- (d) you must ensure that the Pre-treatment Equipment displays a compliance plate bearing the product authorisation number and its rated capacity.
- (e) you must ensure that any plumbing or drainage work at your Property is undertaken by a licensed tradesperson and verified by a 'Certificate of Compliance'.

3. Samples

- (a) you must ensure that access to the Pre-treatment Equipment is always unobstructed.
- (b) We may enter your Property to take as many samples of Trade Waste as we require.
- (c) We will use, for the analysis of samples of Trade Waste, the Standard Methods for the Examination of Water and Wastewater (21st Edition), published by the American Public Health Association in 2005.

4. Discharge of Trade Waste

- (a) you may discharge Trade Waste from your Property into our wastewater system subject to and in accordance with the requirements of the Trade Waste Permit.
- (b) you must not permit discharge of Trade Waste from your Property into our wastewater system unless it has been properly pre-treated by the Pre-treatment Equipment so as to meet the Discharge Requirements specified in section 6 above.

5. Changes to Trade Waste

- (a) you must notify us at least 30 days before any change is made at your Property that may substantially affect the characteristics or volume of Trade Waste to be discharged into our wastewater system.
- (b) you must notify us in writing at least 30 days before any change in business activities, commercial processes or the manner of pre-treating Trade Waste.

6. Plant, pipes and Pre-treatment Equipment

- (a) you must ensure that the Pre-treatment Equipment and all other plant, pipes and equipment at your Property used to treat or drain Trade Waste are kept in effective and efficient working order.
- (b) you must ensure that:
- (c) the Pre-treatment Equipment is cleaned in accordance with the requirements of the Trade Waste Permit; and
- (d) only cleaning agents (which includes emulsifying agents, solvents, enzymes, mutant bacteria, pesticides, odour control agents and drain cleaners) which are consistent with the requirements of the Trade Waste Permit are used to clean plant and equipment at your Property.
- (e) We do not warrant that any Pre-treatment Equipment is sufficient for the purposes of pre-treating Trade Waste produced at your Property for discharge to our wastewater system so that it the Trade Waste meets the requirements of the Trade Waste Permit.

7. Trade Waste residues

- (a) you must ensure that Trade Waste residues are disposed of in the manner required by us, the NSW Department of Planning, Industry and Environment and as required by any law or authority.
- (b) you must keep accurate records of maintenance and cleaning of the plant, pipes and equipment referred to in the Trade Waste Permit, including the dates and methods of disposal of Trade Waste residue.

8. Inspections

- (a) our staff, or anyone acting under our authority, may enter your Property at any time, on giving reasonable notice, to:
- (b) inspect or monitor to whether the requirements and conditions of the Trade Waste Permit are being complied with; or
- (c) carry out an activity or exercise a function referred to in the Trade Waste Permit.
- (d) When exercising our rights under clause 8(a), the person:
 - 1. to the extent it can be reasonably avoided, must not delay or inconvenience the efficient conduct of business activities at your Property;
 - 2. must not be impeded or delayed by any person, except for to the extent necessary for any relevant safety precautions; and
 - 3. must be given all reasonable assistance.

9. Fees and Charges

you must pay the applicable fees and charges referred to in our [Trade Waste Price Fact Sheet](#) as amended, as duly specified in our accounts by the due date shown.

10. Charges for additional inspections

- (a) We may charge you for additional inspections at your Property.
- (b) An additional inspection is every inspection after two inspections have been made in any 12-month period that, in our opinion, is necessary.

11. Non-compliance notice

- (a) We may issue a non-compliance notice to you if, in our opinion, you have not complied with any requirement or condition of the Trade Waste Permit.
- (b) you must reply in writing to the non-compliance notice within seven days after receiving the notice.
- (c) In your reply, you must tell us:
 - 1. what you will do to comply with any requirement of the notice; and
 - 2. your reasons for any disagreement you may have about any requirements of the notice.
- (d) We will consider your reasons for any disagreement you may have and notify you within seven days whether you must comply with the requirements of the notice.
- (e) you must comply with our requirements immediately after you receive notice of our decision.

12. Suspension or cancellation of the Trade Waste Permit

- (a) If you want to cancel the Trade Waste Permit, you must first give us at least 30 days' notice in writing.
- (b) We may suspend or cancel the Trade Waste Permit if:
 - 1. any information about your Property or activities at your Property or in a reply under clause 11 we are given is false, incomplete or misleading;
 - 2. any requirement of the Trade Waste Permit is not complied with;
 - 3. you do not reply to a non-compliance notice;
 - 4. you do not comply with any undertaking you give in reply to our non-compliance notice;
 - 5. you do not comply with our decision regarding your reply to the requirements of our non-compliance notice;
 - 6. our staff, or anyone acting under our authority, is prevented from undertaking an inspection;
 - 7. you do not pay our fees or charges on time; or
 - 8. accepting your Trade Waste may cause us to contravene any law, or any permission, authority or licence granted by any authority.
- (c) We will give you notice of our decision to suspend or cancel the Trade Waste Permit.
- (d) Immediately after you receive our notice of suspension or cancellation of the Trade Waste Permit, you must take whatever action is necessary to stop the discharge of Trade Waste from your Property to our wastewater system.
- (e) If the discharge of Trade Waste does not cease, we may enter your Property at any time, on reasonable notice, to do anything necessary to stop it.
- (f) To the extent permitted by law, you release us against any liability (whether in contract, negligence or other tort or any other legal basis at all) to you arising out of or in relation to a suspension or cancellation of the Trade Waste Permit, or any action we may take under clause 12(e).

13. Disputes

- (a) We will write to you or discuss any issues with you to seek to avoid any dispute.

- (b) We will seek to resolve any dispute that may arise by negotiation with you.
- (c) If you are a 'small retail customer' under the act, the Energy and Water Ombudsman of NSW may have jurisdiction in relation to a dispute relating to the Trade Waste Permit. For more information, visit <https://www.ewon.com.au>

14. Changes to this Permit

- (a) We may change any requirement or condition of the Trade Waste Permit by notice given to you.
- (b) For purposes of this clause, a change includes a deletion, amendment or substitution of or to a requirement or condition.
- (c) If no later date is provided, a change takes effect on the date of receipt of our notice.

15. Disconnection and prosecution

- (a) Under the act, a customer or any other person may be prosecuted for any discharge to a licensed network operator's sewer main which is not authorised. Maximum penalties are set out in the act. Penalties for offences under other New South Wales environmental legislation may also apply.
- (b) Businesses that apply for permission to discharge Trade Waste to our wastewater system but do not meet our conditions for discharge will be refused permission. Existing businesses that do not meet our conditions for discharge may have their permission suspended and/or terminated. We may disconnect the Trade Waste service to a customer's Property if the customer discharges Trade Waste to our wastewater system without our permission. If We have reason to believe that the business may continue to operate without a Trade Waste service, we may also disconnect or restrict the water supply or wastewater service to the Property.

16. Notices and communications

- a. For the Trade Waste Permit, a notice or other communication must be sent (or, if oral, confirmed) in writing.
- b. We may send a notice or communication to you by:
 - i. delivering it at or sending it to the address of your Property; or
 - ii. sending it by email to you or to your nominated representative.
- c. you may send us a notice or other communication by email to contact@altogethergroup.com.au or by mail to PO Box 1831, North Sydney NSW 2059.