



Non-domestic waste (Liquid trade waste)

a guide for commercial customers

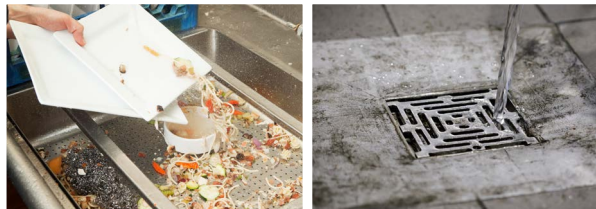
Sewage management in the ACT

Icon Water owns and operates the sewerage system in the ACT. This consists of a network of pipes that takes sewage away from properties and carries it to a treatment plant where it is treated and safely recycled back to nature.

Sewage is the spent or used water from a community. It comes from domestic, commercial and industrial sources.

Domestic Waste is classified as wastewater and all substances contained in it arising from the use of water. It is typically found in households, is produced by a person in the usual course of daily living, is non-commercial in amount and nature, and has not been stored or pumped.

Liquid Trade Waste is classified as any wastewater other than Domestic Waste and includes, but is not limited to waste generated through commercial or industrial activity, tankered waste, and waste generated by building and construction activities.



Who needs liquid trade waste approval?

- Childcare centres
- Car washing or Car detailing
- Dentist, Doctors surgeries, Medical centres
- Dog grooming and Veterinary or Animal care
- Food outlets, Restaurants, Takeaways, Pubs, Bars, Clubs
- Local shops and Shopping centres
- Hairdressing and Beauticians
- Laundry or Dry cleaning
- Motor trades or Panel beating
- Any non-domestic waste discharged to the sewer

Why is liquid waste regulated?

Sewerage systems are primarily designed to transport and treat domestic sewage, not the by-products and harsh chemicals generated by commercial and trade operations. It is important that the quantity and type of liquid trade waste entering the sewerage system is managed to:



Protect the health and safety of the community and workers

Toxic substances or gases can harm people working in and around the sewerage system.

Grease, oil and solid materials can cause blockages, which can result in overflows and strong odours released into the environment and residential or commercial property.



Protect the environment

Some substances (such as metals or pesticides) can pass through the treatment facilities and accumulate in the environment.



Protect the sewerage system and operate efficiently

Ensuring only the right things enter the sewerage network protects against damage and blockages.

Effective liquid trade waste management may also reduce sewerage bills by improving performance and available capacity, resulting in lower operational costs.

Obligations for Property Owners

Icon Water must approve all Liquid Trade Waste Applications before discharge to the sewerage network commences.

Customers that wish to discharge Liquid Trade Waste into the sewerage system must apply and obtain written approval from Icon Water by submitting an Application to Discharge Liquid Trade Waste.

It is important to ensure that appropriate facilities are available at the property for the pre-treatment of liquid trade waste generated from the business operating at the property before it enters the sewer network.

Liquid Trade Waste approvals are issued to property owners. As such, all applications submitted must be signed by the property owner or their appointed delegate with authority to act on their behalf.

If a property is located within a multi-unit building with separate unit titles, appropriate liquid trade waste management responsibilities for the building must be clearly defined by the Owners Corporation.

If a property is leased, or intended to be leased, appropriate liquid trade waste management responsibilities must be clearly defined and included in lease agreements.

Obligations for Tenants

All tenants of leased property are required to liaise with the property owner to discuss liquid trade waste management for the property.

It is also important to ensure that clear responsibilities regarding liquid trade waste management are included in lease agreements.

How to submit an application?

1. Download the application form from the Icon Water website iconwater.com.au/tradewaste, or pick up a copy from the Icon Water Office - 12 Hoskins Street, Mitchell, ACT 2911.
2. Download and review the relevant Liquid Trade Waste Acceptance Guidelines from the Icon Water website.
3. Obtain any relevant additional information that may be required and attach to the application form (at a minimum a current or proposed drainage plan*). Identify all points that discharge to sewer and all locations and connections of any pre-treatment devices.
4. Complete the application form, making sure all sections are answered and the form is signed by the Property Owner (or authorised representative) and the Property Occupier.
5. Submit the completed application form and drainage plans to Icon Water via one of the following methods:
 - Email to trade.waste@iconwater.com.au
 - In person to the Liquid Trade Waste Team, 12 Hoskins Street, Mitchell
 - Post to the Liquid Trade Waste Team, GPO Box 366, Canberra, 2601

*You may be able to obtain a copy of your building drainage plan from Access Canberra (02 6207 1923).

You may wish to engage a licensed plumber or hydraulic consultant to assist in the preparation and submission of your application.

Approval process

Icon Water endeavours to register and assess all Liquid Trade Waste applications within 10 business days of receipt of a completed application. It is important to clearly indicate the preferred contact method (e.g. phone, email, post) on the application form, so that the person nominated can discuss the application and receive approval documentation.

Note: Icon Water will not issue copies of approval documentation to any other parties except those nominated in the application.



Contact us

trade.waste@iconwater.com.au
(02) 6248 3222 [@iconwater](https://www.instagram.com/iconwater)

12 Hoskins St, Mitchell ACT 2911

GPO Box 366,
Canberra ACT 2601

iconwater.com.au/tradewaste

Language assistance

13 14 50 | 24 hours

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