

1.0 Policy Statement

Lower Murray Water (LMW) is a statutory corporation with water supply and sewerage responsibilities conferred on it by the *Water Act 1989* (Vic) (the Act).

The Act empowers LMW to accept trade waste if it so decides. It is an offence under section 178 of the Act for any Person to discharge trade waste to the sewerage system other than in accordance with a Provision of Trade Waste Services agreement or a Minor Trade Waste Consent.

LMW prohibits the discharge of trade waste containing substances that have the potential to damage the environment, the sewerage system, have a negative impact on the treatment processes, or affect public health and environment. Occupiers of commercial and industrial premises must enter into a Trade Waste Agreement or obtain a [CTD/003374 - Minor Trade Waste Consent](#) before discharging trade waste into LMW's sewerage system.

2.0 Purpose

The purpose of this policy is to outline the objectives and requirements for the acceptance and management of trade waste into LMW's sewerage systems.

The policy directs the implementation of a preventative risk management approach to achieve key objectives for trade waste as described in the Statement of Obligations under the *Water Industry Act 1994* and LMW's Strategy 2030. This will ensure compliance with the requirements of the *Water (Trade Waste) Regulations 2014*, *Environment Protection Act 2017*, and ESC's *Water Industry Standard – Trade Waste Customer Service 2022*.

3.0 Scope

This policy applies to the below stakeholders, and they must be notified of any changes:

- all staff
- trade waste customers and stakeholders

4.0 References

- [Water Act 1989 \(Vic\)](#)
- [Water Industry Act 1994](#)
- [Water \(Trade Waste\) Regulations 2014](#)
- [Environment Protection Act 2017](#)
- [ESC's Water Industry Standard – Trade Waste Customer Service 2022](#)
- [Statement of Obligations \(General\)](#)

5.0 Definitions

Term/Abbreviation	Description
EDRMS	Electronic Documents and Records Management System
ESC	Essential Services Commission
LMW	Lower Murray Water
Trade Waste	Any liquid that is discharged to a sewer from commercial and industrial processes

6.0 Policy/Guidelines

6.1 Objectives

The objectives of LMW's Trade Waste Policy are to:

- protect the environment and the health and safety of members of the public and LMW's employees.
- protect LMW's sewerage infrastructure.
- maximise opportunities for the beneficial re-use of reclaimed water and biosolids.
- treat trade waste customers with fairness and equity.
- equitably recover the true costs associated with the collection, treatment, and disposal of trade waste and the maintenance and repair of the sewerage system.
- encourage waste minimisation, cleaner production, pre-treatment of trade waste discharge, and encourage sustainable business practices.
- promote water conservation.
- ensure any waste discharged into LMW's sewerage system must comply with the Trade Waste Approved Acceptance Criteria.
- promote customer compliance with the LMW's Trade Waste Statement of Approved Acceptance Criteria, Management Policy, Procedure and Trade Waste Agreements.

It is the responsibility of the trade waste discharger to possess a valid Trade Waste Approval and comply with the conditions of that approval, including the payment of any fees imposed by LMW.

6.2 Trade Waste Management

Through this Policy, the Trade Waste Procedure and Trade Waste Agreements, LMW will:

- regulate the discharge of trade waste into LMW's sewers and sewerage works.
- provide for the management of trade waste collection by LMW, including the inspection, measurement, monitoring, and testing of trade waste.
- require the provision of information from any person or business whose trade waste LMW may receive.
- specify the methods of charging for the management of trade waste, including recovery of LMW's costs of acceptance, inspection, measurement, monitoring, testing, treatment, or disposal of trade waste into sewers and sewerage works.

6.3 Enforcement

Non-compliance with this Policy may result in penalties, suspension of trade waste services, or legal action as deemed necessary by LMW.

6.4 Review and Amendments

This Policy will be regularly reviewed to ensure its effectiveness. Amendments may be made to reflect changes in regulations, technology, or business practices.

6.5 Communication

LMW will communicate this Policy to all trade waste customers and stakeholders, ensuring awareness and understanding of the policy's requirements.

7.0 Supporting Documentation

Doc ID	Title
CTD/002297	Fees and Charges – Urban & Rural
CTD/003053	Trade Waste Customer Charter
CTD/002754	Trade Waste Statement of Approved Acceptance Criteria
CTD/001828	Application for Consent to Discharge Trade Waste to the Corporation's Sewer
CTD/003374	Minor Trade Waste Consent
CTD/003022	Provision of Trade Waste Services - Agreement

8.0 Roles and Responsibilities

Position	Responsibility
<ul style="list-style-type: none"> Water Quality and Trade Waste Officer Team Leader Water Quality Technical Officer -Development and Property Technical Officer - Development and Property (Southern) Manager Growth and Development 	Implement this Policy

9.0 Document History and Review

This policy is subject to the organisation's Information Management Policy, which outlines the procedures for creating, storing, and managing records at Lower Murray Water and the responsibilities of all staff members in effective records management. Refer to the [Information Management Policy – CTD/000005](#) for detailed guidance.

It is the responsibility of the Custodian of this policy to ensure it is reviewed as per the review due date listed in the table below and the controlled document metadata within the Electronic Documents and Records Management System (EDRMS).

Version	Date Approved	Review Due Date	Review Notes
B	APR/2017	APR/2019	Document reformatted, titles changed to reflect 2023 Org Chart, changes approved by GM SDO
C	MAR/2024	MAR/2026	Document reformatted to current template, minor corrections and alignment to current Org Chart
D	JUN/2026	JUN/2029	

Policy users are requested to notify the Custodian if amendments are required prior to the scheduled review date. Please note that only Custodians or their delegates are authorised to make changes, and all amendments must be approved by the designated Approver before being distributed to LMW.

Refer to the 'Notes' section of the controlled document in the EDRMS to view amendments made during reviews, and if applicable, to access earlier versions.

Trade Waste Policy

Operational Policy
CTD/003007

Custodian	Approver
Manager Water Quality and Environment	General Manager Service Delivery and Operations
Subject Matter Experts	Endorsed By (if applicable)
Water Quality & Trade Waste Officer Technical Officer -Development and Property Technical Officer -Development and Property (Southern)	N/A

10.0 Location of Document

- Electronic Documents and Records Management System
- Intranet
- Internet