

# Trade waste pricing change

Non-food businesses



## We're moving to a tiered pricing structure for Trade Waste Permits.

From 1 July 2023, the flat-rate Category 1 annual permit fee will be replaced by a pricing structure that is based on Treatment Tiers. For non-food related businesses, there are four Treatment Tiers that are determined by the capacity of each business' pre-treatment device (equipment designed to intercept trade waste before it enters the wastewater system, such as a grease trap), as it is the best indicator of trade waste impact.

Capacity of the pre-treatment device (litres per hour):

0-999	1000-3499	3500-10,000	>10,000
Very Low Treatment Tier	Low Treatment Tier	Medium Treatment Tier	High Treatment Tier

Lower impact = Less treatment = Lower permit price Higher impact = More treatment = Higher permit price

As well as pre-treatment device capacity, Unitywater looks at a range of other information specific to each business when assigning Treatment Tiers. This includes:

- Trade Waste Application Form
- Site visits, phone calls or other personal contact from our Trade Waste Officers
- Hydraulic engineer inspections, plans and drawings, which are required for all trade waste businesses and provide detailed technical information about types and volumes of your waste, your business fixtures and the pre-treatment device/s required for your business.

*Read more about how Treatment Tiers are calculated on the other side of this page.*

## Fast Facts

- ➔ We're changing the way we charge for Trade Waste Permit Fees
- ➔ Moving from flat-fee to Treatment Tiers
- ➔ New pricing enables us to continue delivering safe and sustainable treatment services
- ➔ To spread the cost we will move from annual to quarterly billing
- ➔ Change will take effect from July 2023, but your first bill will be October 2023
- ➔ Fees are discounted in the first year
- ➔ We're supporting customers through this change

## Why prices are changing

Trade Waste Permit Fees go towards the cost of treating trade waste – the liquid waste generated by business.

To date, we've charged all businesses who require a Category 1 trade waste permit the same annual flat fee, regardless of the type or size of their business or the volume of their trade waste.

Trade waste can contain fats, oils and greases and/or toxic substances like acids, solvents and petroleum products that can be harmful to the wastewater network and to our environment. These contaminants are removed in the treatment process to keep our communities healthy and our environment safe. This is an essential and important service; however it costs more. Additional chemicals, cleaning and electricity are needed to treat trade waste so that it does not pollute our environment, harm our people or cause blockages, overflows or damage to our network.

## New trade waste pricing is being introduced to:

- ✔ Create an equitable set of fees where businesses that generate trade waste contribute to the additional costs of treating it.
- ✔ More accurately reflect all the different types of businesses in our region and their varying levels of trade waste impact. The higher the trade waste impact, the more it costs to treat and therefore the higher the Treatment Tier.
- ✔ Enable Unitywater to continue delivering trade waste treatment services that are financially and environmentally sustainable, to meet the needs of customers in our fast-growing region now and into the future.
- ✔ Align with current industry practice and to be consistent with pricing structures for other South East Queensland utilities.

## What to expect on your new bill



### New fees

Unitywater is contacting customers in early March to let them know their Treatment Tier and forecast permit fees. Please contact us if you have not received an email or a letter by 24 March 2023. We'll also be updating our website with the new fees in March.

Go to: [www.unitywater.com/business/accounts-and-billing/pricing-fees-and-charges/trade-waste](http://www.unitywater.com/business/accounts-and-billing/pricing-fees-and-charges/trade-waste)



### Quarterly billing

We are moving to quarterly billing for your new Treatment Tier pricing – to help you spread out your costs across the year. This means that even though the new tiered pricing comes into effect from 1 July, you will not receive your first bill with the new fees until October 2023.



### A discount in year one

To support the transition to the new pricing structure, a discount will be applied to the permit fee for the first year. The full fee will apply from 1 July 2024.

## How we calculate your Treatment Tier

There is a wide range of commercial, industrial and non-residential businesses in our region that produce trade waste with levels of chemicals, toxins and other contaminants that have a higher impact on the wastewater system. These businesses include laundromats, car washes, mechanics and workshops, just to name a few.

Most of Unitywater's non-food business customers have already gone through an extensive trade waste application and hydraulic assessment process to determine their trade waste output and the size of the pre-treatment device required. New trade waste customers also go through this process.

Pre-treatment device capacity (litres per hour) is often the best indicator of trade waste impact for this diverse range of businesses and is used to determine the Treatment Tier for non-food businesses.

## We're here to help

We understand that any increase in prices can be a concern for business owners and we are here to support you through this change.

### More information



#### Visit our website

for more information about this pricing change and to see our FAQs.



#### Visit our Community Hub

to ask us a question

### Treatment Tier queries



If your Treatment Tier allocation doesn't seem quite right, you can request a review online through our Treatment Tier calculator, or by calling us.

### Payment support options



If you are worried about paying your bill and require further support please talk to us. We're here to help.

## Contact Us

We have a number of contact options to make things easier for our customers:

#### Email:

[tradewaste@unitywater.com](mailto:tradewaste@unitywater.com)

#### Call:

07 5353 5530

#### Community Hub:

[communityhub.unitywater.com/treatment-tiers](http://communityhub.unitywater.com/treatment-tiers)

High

Higher impact  
= More treatment  
= Higher permit price

Litres per hour

Treatment Tier



>10,000

High



3500-10,000

Medium



1000-3499

Low



0-999

Very Low

Very Low

Lower impact  
= Less treatment  
= Lower permit price



Scan to go to the online calculator to get an indication of your Treatment Tier, or to review the tier you have been allocated.

