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Media Release

TasWater helping customers with trade waste challenges

TasWater has established a trade waste phone helpline and will contact more than 450 customers in the north-west to address concerns from small businesses about trade waste requirements.

“We acknowledge some of our commercial customers in the north-west have not had a positive experience with us in relation to trade waste,” TasWater Technical Solutions Program Manager Lance Stapleton said.

“We know we can do better for these customers so we have set up a helpline and we are putting together a team of dedicated customer service officers to work through their individual challenges.”

The customer service officers will contact businesses individually. Businesses are encouraged to share information about their situation to enable suitable solutions to be developed.

“Trade waste compliance remains an important issue in Tasmania,” Mr Stapleton said.

“Some commercial waste entering our sewerage systems can disrupt biological processes, damage pipes and other infrastructure and contribute to sewer overflows due to fats and oils.

“We acknowledge pre-treatment adds some cost and effort but it is important to make sure the environment is protected and pre-treatment occurs where the waste is generated, before it enters the sewerage system.”

TasWater has also met with chambers of commerce in the north-west to discuss their members’ concerns and ensure a cooperative approach.

“We want customers to receive effective pre-treatment systems designed for their needs so encourage plumbers to contact TasWater for information too,” Mr Stapleton said.

“TasWater has helped some businesses achieve trade waste compliance via our zero-interest loan scheme and we will continue to work with businesses to develop practical plans to protect the sewerage systems, public health and the environment.”

The helpline number is 6422 5444. Customers are encouraged to use this helpline during business hours to talk with TasWater’s dedicated trade waste customer service officers.

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