



What if my business is already compliant?

TasWater will discount trade waste fixed charges by 10 per cent for four years* for eligible category 1 and 2 trade waste customers that have already completed their trade waste compliance upgrades.

Category 1 and 2 customers that become compliant during the four year period* without accessing the Customer Support Program are also eligible for a 10 per cent discount.

Discounts will apply at the commencement of the next quarter after compliance is gained, and will automatically be applied to the nominated TasWater account once proof of compliance has been verified.

*The four year period for compliance and associated discounts applies from 1 July 2018 to 30 June 2022.

Recommended suppliers

We have negotiated discounts with a selection of suppliers for the purchase of major equipment that may be needed to reach trade waste compliance*. Such items may include grease traps or oil and water separators. You can access these discounts by contacting the suppliers below.

Suppliers

- Reece Pty Ltd
- Hudson Civil Products
- Edgeworth Industries Pty Ltd
- Parkwood Investments Pty Ltd T/A Netco Pumps.

Recommended contractors

We have also established a list of qualified contractors from across the state that can install compliant trade waste systems. These contractors can also offer advice and quotes to help a business reach compliance based on individual system requirements.

Contractors

- Howrah Plumbing Pty Ltd
- AJ Water & Leak Detection
- Palmers Plumbing
- Platinum Property & Plumbing.

Please visit www.taswater.com.au/Customers/Trade-Waste/CustomerSupportProgram for the most up to date contact details for recommended suppliers and contractors.

*Please note that although we recommend the use of the above suppliers and contractors, their use is not a condition of achieving compliance. Businesses are also welcome to use our recommended suppliers and contractors without accessing the Customer Support Program.

Contact details

General enquiries Monday to Friday, 8.30am-5pm

Telephone: 13 6992

Email: enquiries@taswater.com.au

Web: www.taswater.com.au



Trade Waste Customer Support Program



Managing trade waste

As a business owner you may be aware that untreated trade waste can damage TasWater's pipe network and disrupt our sewage treatment processes. It also represents a significant safety risk to the general public, our staff and the environment.

For this reason we created our Commercial Compliance Program, to help Tasmanian businesses become trade waste compliant by installing pre-treatment systems to minimise the amount of trade waste entering our sewage network.

Trade Waste Customer Support Program

To support our customers through this transition we are offering a no-interest repayment scheme to help cover the cost of installing or upgrading a compliant trade waste pre-treatment system.

Program details:

- Repayment contracts are available to owners of property that houses a Category 2 trade waste customer trade waste customer
- Applications can be submitted from 1 July 2018 to 30 June 2019
- Minimum value is \$5,000
- Repayment scheme contract period is four (4) years
- Repayment contracts are offered with no interest and available for up to 80 per cent of the total cost of works and equipment required to meet trade waste compliance. Customers must contribute 20 per cent before they can access the full repayment amount
- Applicants must provide a detailed quotation for the approved installation as part of their application.

Eligibility checklist

Customers must satisfy the following criteria in order to access the Customer Support Program and associated no-interest repayment scheme:

- Be a Category 2 trade waste customer (including any sub-categories), as defined under TasWater's Trade Waste policy (please refer to our website for detailed category information)
- Meet the definitions of a Small Business outlined by the Australian Bureau of Statistics. Namely, employ fewer than 20 staff and/or be,
 - A non-employing business (sole proprietorships and partnerships without employees)
 - A Micro-business (businesses employing between one and four people including non-employing businesses)
 - Other small businesses (businesses that employ between five and 19 employees)
- Provide documentation demonstrating proof of ownership of the property where the pre-treatment system will be installed
- Provide a detailed quotation and scope of works from a plumbing contractor demonstrating a proposal that meets TasWater's trade waste requirements.

How can I apply?

If you satisfy the criteria checklist, we invite you to apply for our Customer Support Program by calling us on 13 6992 or emailing enquiries@taswater.com.au.

If your application is approved we will provide a repayment arrangement contract outlining the terms and conditions of the repayment scheme, namely:

- Provision of up to 80 per cent of the value of works completed
- A no-interest, monthly repayment scheme over a four-year term
- Direct payment of plumbing contractor or installer on presentation of invoice with approved TasWater purchase order.



TRADE WASTE CUSTOMER SUPPORT PROGRAM

Pre-Qualification Checklist

Please refer to this document to assess your eligibility to access to TasWater’s Trade Waste Customer Support Program.

1. Trade Waste Customer Support Program – Repayment Scheme

TasWater’s Trade Customers eligible to access the Repayment Scheme must:

- Be a category two trade waste customer, including any sub-categories, as defined under TasWater’s Trade Waste policy
- Meet the definitions of a Small Business outlined by the Australian Bureau of statistics, namely:
 - Employ fewer than 20 Staff and/or be;
 - A non-employing businesses (sole proprietorships and partnerships without employees)
 - A Micro-business (businesses employing between 1 and 4 people including non-employing businesses)
 - Other small businesses (businesses that employ between 5 and 19 employees)
- Provide documentation demonstrating proof of ownership of the property for the installation
- A detailed quotation and scope of work from your plumbing contractor demonstrating a proposal that meets TasWater’s trade waste requirements.

On satisfaction of the above qualification criteria, trade waste customers may apply to TasWater for access to the repayment scheme. Taswater will:

- Provide a repayment arrangement contract outlining the terms and conditions of the repayment scheme, namely:
 - Provision of up to 80% of the value of works completed
 - A nil interest, monthly repayment scheme over a 4 year term.
 - Direct payment of plumbing contractor or installer on presentation of invoice with approved TasWater purchase order number

2. Trade Waste Customer Support Program – Panel of Plumbing Contractors and Installers

- All of TasWater’s Trade Waste customer base may access the panel of Plumbing Contractors and Installers endorsed by TasWater.

3. Trade Waste Customer Support Program – Panel of Product Suppliers

- All of TasWater’s Trade Waste customer base may access the panel of product suppliers endorsed by TasWater.

4. TASWATER CONTACT DETAILS

Phone	13 6992	Email	enquiries@taswater.com.au
Mail	GPO Box 1393 Hobart TAS 7001	Web	www.taswater.com.au

TRADE WASTE CUSTOMER SUPPORT PROGRAM APPLICATION FORM

Please complete this form to apply for access to TasWater’s Trade Waste Customer Support Program. Section 4 outlines the additional documentation required to accompany this application. Without sufficient information TasWater may not be able to accept or assess the application

1. PROPERTY DETAILS – (PROPERTY FROM WHICH TRADE WASTE IS DISCHARGED TO SEWER)

Business trading name			
Business activity <small>E.g. Restaurant</small>			
Property ID		Shop number	
Address			
Suburb		Postcode	
Postal address <small>(If different from above)</small>		Suburb & Postcode	

2. PROPERTY OWNER DETAILS – TRADE WASTE CUSTOMER

Property owner name			
Postal Address		Suburb & Postcode	
Phone		Email	
TasWater account no. (if applicable)			
ABN/ACN			

PROPERTY OWNER’S AUTHORISATION

Property owner name		Signature
Date		

3. BUSINESS OWNER/TENANT DETAILS (if applicable)

Business name			
Business owner’s name			
Postal Address		Suburb & Postcode	
Phone		Email	
ABN/ACN			

4. PROPERTY OWNER AUTHORISATION

This application must be signed, by a person who has the authority to meet all undertakings set out in this application. The application is to be accompanied by:

- Documentation providing proof of ownership of the property
- A detailed quotation and scope of work from your plumbing contractor demonstrating a proposal that meets TasWater's trade waste requirements.

PRIVACY STATEMENT

In accordance with the *Personal Information Protection Act 2004 (TAS)* and the *Privacy Act 1988 (Cth)*, we may collect, hold and use your personal information in order to enable us to provide you with our services. To understand more about our obligations and your rights please refer to our Information Protection Statement and our Privacy and Credit Reporting Policy on our website at www.taswater.com.au/About-Us/Governance-and-Policies, email us at enquiries@taswater.com.au or write to our Privacy Officer, c/- TasWater, GPO Box 1393, Hobart TAS 7001.

TASWATER CONTACT DETAILS

Phone	13 6992	Email	enquiries@taswater.com.au
Mail	GPO Box 1393 Hobart TAS 7001	Web	www.taswater.com.au