

Trade Waste Across Boundaries

Presented by Fiona Sutton, Anna Coman, Christian Shouler and Kahla McAdam

From 3 Councils to 2 then up to 7.....



- + Hamilton, Waikato & Waipa since 2012
- + Hamilton, ~~Waikato~~ & Waipa (left in July 2020)
- + Hamilton, Matamata-Piako, Rotorua Lakes, South Waikato, Taupo, Waipa & Waitomo since 1 July 2021
- + Population from 232,000 to 409,000



The boring stuff....



- + Service Level Agreements
- + Agreeing on what we will deliver to each Council:
 - Process Trade Waste Consent Applications
 - Audit existing customers frequency determined by risk class
 - Grease traps once every 12 to 15 months
 - Medium Risk Customers at least twice a year
 - High Risk Customers 3 – 4 times each year
 - Investigate Non-compliances
 - Find and on-board new customers
 - Calculate Revenue for each Council

Trade Waste Team – 3 Councils



+ Team of 6

+ Trade Waste Officers:

- + Processing Consents
- + Auditing
- + Investigating Non-Compliance

+ Technical Support Officers:

- + Data Entry
- + Technical Administration of Trade Waste Activity
- + Grease Trap Auditing



Trade Waste Team – 7 Councils



- + Team of 10
- + Senior Trade Waste Officer
- + Trade Waste Officer:
 - + Processing Consents
 - + Auditing
 - + Investigating Non-Compliance
- + Senior Technical Support Officer
- + Technical Support Officers:
 - + Data Entry
 - + Technical Administration of Trade Waste Activity
 - + Grease Trap Auditing



Collaborative Way of Working



Technical Support

- + Trade Waste Inbox
- + 0800 Number
- + Respond to all Enquiries
- + Building Referrals



Collaborative Way of Working



- + Assessment of applications
- + Letter templates
- + Low risk consenting

Application For Trade Waste Discharge

Pursuant to Bylaws from the following councils:
Matamata Piako District Council Trade Waste Bylaw 2020
Hamilton City Council Trade Waste and Wastewater Bylaw 2017
Rotorua Lake Council Water Services and Trade Waste Bylaw 2017
South Waikato District Council Trade Waste Bylaw 2017
Taupo District Council Trade Waste Bylaw 2016
Waipa District Council Trade Waste Bylaw 2021
Waitomo District Council Trade Waste Bylaw 2016

Application Completed By: ☐ Consent holder ☐ Consultant ☐ Other: _____

SECTION A: GENERAL INFORMATION

A1: LOCATION AUTHORITY:

☐ Hamilton City Council ☐ Matamata Piako District Council ☐ Rotorua Lake Council ☐ South Waikato District Council

☐ Waipa District Council ☐ Waitomo District Council

A2: COMPANY/PREMISE DETAILS:

Company Name: _____
Trade Name: _____
Consent Holders Name: _____
Phone: _____ Fax: _____
Mobile: _____ E-Mail: _____
Postal Address: _____ Post Code: _____
Physical Address: _____

A3: THIS APPLICATION RELATES TO:

☐ Temporary Discharge
☐ Proposed New Discharge
☐ Renewal of a Consent
☐ Variation to existing consent; Nature of Variation: _____

A4: COUNCIL CONNECTIONS:

Council Wastewater System ☐ Yes ☐ No
Council Stormwater System ☐ Yes ☐ No
Council Water Supply ☐ Yes ☐ No
Other Source of Water ☐ Yes ☐ No
NOTE: If you answered NO to Wastewater System, then you may not require a trade waste consent to discharge

A5: DESCRIPTION OF MAIN TRADE ACTIVITY:

☐ Food Premises
☐ Hair & Beauty Services
☐ Service Station/Car & Truck Wash/Mechanics
☐ Laundromat/Dry Cleaners
☐ Tanker
☐ Other; Specify: _____

A6: DRAINAGE PLAN:

* Attach a copy of the drainage plan showing the following:
☐ Trade Waste & Domestic Drains
☐ Stormwater & Water Drains
☐ Process Areas
☐ Pre-Treatment Location
☐ Flow/Water Meter
☐ Sample Point

Describe Processes & Main Trade Activity: _____

SECTION B: HEALTH AND SAFETY

Is there an induction required? ☐ Yes ☐ No
Health and Safety (induction requirements, hazard registers, PPE requirements, etc.) requirement(s) for Council staff prior to entering site: _____

SECTION C: OPERATION

C1: OPERATIONAL DAYS/DISCHARGE HOURS:

Days Operating: ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday
Hours of Operation: _____

C2: TYPE OF DISCHARGE:

☐ Intermittent ☐ Continuous Flow ☐ Batch ☐ Other: _____

C3: PROCESSES & POLLUTANTS:

List any substances which are stored, used and/or generated on the premise (e.g. chemicals, oil solvents, waste products, etc.).
Attach Material Safety Data Sheets (MSDS) if necessary. _____

Is the substances listed above banded, and stored away from drains ☐ Yes ☐ No
Is there a spill kit on site ☐ Yes ☐ No
Describe mitigation measures employed to prevent accidental spillages of these substances from entering the public sewer or stormwater systems. Attach additional information if necessary. _____

SECTION D: REDUCING LIQUID AND SOLID WASTE

Business are responsible for taking initiative in recycling, and contributing to reduce solids from ending in the wastewater system, and landfills

D1: SOLID WASTE

Does the site recycle ☐ Yes ☐ No
If YES, list recycled products, and processes to reduce waste ending at the landfills: _____

D2: LIQUID WASTE

Is there liquid waste taken off site ☐ Yes ☐ No
List all Liquid Waste(s) removed from site: _____

Contractor: _____
Contact Phone Number: _____
Frequency of pick up: _____

SECTION E: PRE-TREATMENT

E1: PRE-TREATMENT DEVICE/S

☐ Screens ☐ Grease Removal System ☐ Diversion System ☐ Amalgam Separator ☐ Chemical/Biological Treatment ☐ Oil & Grit Interceptor ☐ Balancing/Holding Tank ☐ Complex Filtration System ☐ pH Adjustment
☐ Others: _____

E2: SPECIFICATION OF PRE-TREATMENT

Attached specification of pre-treatment: ☐ Yes ☐ No
Type: _____
Make/Model: _____ Size (litres): _____

E3: PRE-TREATMENT SERVICING

Contractor: _____
Contract Phone Number: _____
Frequency of Servicing: _____

SECTION F: GENERAL CHARACTERISTICS OF TRADE WASTE

F1: MEETING THE TRADE WASTE BYLAW:

Does the discharge meet the Permitted Characteristics specified in of the bylaw: ☐ Yes ☐ No
If YES, check that you have all relevant attachments, and go to TRADE WASTE DECLARATION
If NO, please refer to Processing an Application section of the relevant Trade Waste Bylaw.

F2: TRADE WASTE DISCHARGE VOLUME:

Method of flow measurement:
☐ Council Supply ☐ Internal Water Supply ☐ Waste Flow Meter ☐ Other: _____
Meter ID number: _____
Estimated Discharge Volume (m³/day): _____
Batch Discharge (m³): _____
Number of batches per day/week: _____

Is there a water loss factor: ☐ Yes ☐ No Specify water loss (%): _____

NOTE: Provide calculation for Water Loss

F3: PROPOSED CHARACTERISTICS LIMIT

Eg: Total Suspended Solids (TSS)	2000 g/m ³	Total Phosphorus	50 g/m ³

TRADE WASTE CHECK LIST

☐ Trade Waste Management plan
☐ Water loss calculation
☐ Copy of drainage plan
☐ Pre-Treatment Specification
☐ Material Safety Data Sheet
☐ Spill Response

Please note: The Council Trade Waste Bylaws and Local Government Act 2002 allow the following:

All Authorised Officers or Authorised Agents of the Council, or any analysts, may enter any premise believed to be discharging trade waste at any time in order to determine any characteristics of any actual or potential discharge by:

- Taking readings or measurements
- Carrying out site inspection audits; and/or
- Taking samples for testing, of any solids, liquid or gaseous material or any combination or mixture of such materials.

Collaborative Way of Working



Audits

- + Book audits using templates
- + Refer tasks to TWO
- + Low risk auditing

Monitoring

- + Enter self-monitoring results
- + Refer non- compliances to TWO
- + Follow up low risk pH non- compliances



17 June 2022

Lumino The Dentists
44 Whatawhata Road
Dinsdale
Hamilton 3204

Trade Waste
Council Municipal Building
Garden Place
Private Bag 3010
Hamilton 3240
New Zealand
Free phone 0800 357 358
tradewaste@hcc.govt.nz

Dear Lumino The Dentists

SUBJECT: Trade Waste Audit due

Lumino the Dentist located at 44 Whatawhata Road Dinsdale Hamilton 3204 is due for a Trade Waste Audit.

This audit will be carried out in accordance with the conditions of current Trade Waste Approval Notice.

One of our friendly Trade Waste team will visit Lumino the Dentist to complete this audit over the next 2-3 weeks.

Can you please find a copy of the most current service report for your pre-treatment device so that we can review this during the audit.

If you have sold your business or ceased trading, please let us know; you can either send us an email to tradewaste@hcc.govt.nz or give us a call on 0800 357 358. We will update your records including invoicing of fees and charges or other associated costs in relation to your Trade Waste Consent.

If you have any questions, please do not hesitate to contact the Trade Waste team by phone 0800 357 358 or email tradewaste@hcc.govt.nz.

Many thanks,

The Trade Waste Team

Consenting /Auditing Risk Framework



Consent	Pre-Treatment	Bylaw	Audits	Monitoring	Revenue	Examples
Permitted/ Low Risk	Screens	Meet schedule 1 limits without pre- treatment	Only on issue	Not required	Initial application fee. No ongoing costs	Hairdressers Home Kitchens
Permitted Pre-Treatment/ Low Risk	Screens Pre-Treatment e.g. Grease Trap	Meet schedule 1 limits with pre-treatment	12-15 months	Not required unless unsure if customer meets Bylaw limits.	Annual admin fee plus audit fee (charged when audit completed).	Restaurants Takeaways Cafes/ Bars
Conditional/ Moderate Risk	Screens Pre-Treatment	Pre-treatment required. Don't meet schedule 1 limits	2 – 3 per year	6-12 months	¼ly volume/ characteristics charges. ¼ly admin fee.	Supermarkets Retirement Villages Car wash
Conditional/ High Risk	Screens Pre-Treatment	Pre-treatment Required. Don't meet schedule 1 limits	3 – 4 per year	≥ 3 months	¼ly volume/ characteristics charges. ¼ly admin fee.	Abattoirs Chemical Manufacturing Dairy Factory Landfill
Tankers			2 -3 per year	Varies	Annual admin	

Authority



CIVICA My Home BIS Assets Customer Development Finance Land Regulatory Revenue System

Revenue

Dashboard

Reports

Rates

Water Billing

Registers

Property Lease Register

Trade Waste Registers

HCC Trade Waste Enquiry

HCC Trade Waste Entry

HCC Trade Waste Update

Tracking Search

Waikato Trade Waste Enquiry

Other Councils Trade Waste Enquiry

Other Councils Trade Waste Entry

Other Councils Trade Waste Update

i_dm062 - Document Entry - Hamilton_LIVE - 14648 - 7.0

Document Edit Schemes Certificates Property Names Tasks Payments Registers Other Modules Other Links Health Help

OK Cancel Cut Copy Paste Add Update Find Excel Help Mapping Memos Attachments Stop the Clock Tracking Search

2 of 3

Register Details Additional Details Browse

Register Type Description Year Number Part Date Received Written Date Due Date

46 HCC Trade Waste 2011 83 2 26/04/2019 15/04/2019

Precis Hamilton City Council Water Treatment Station- Waioara

Parcel 4551118 Assessment 20757 Sequence 0 Registered **1 linked parcel**

Property Description

Property Title LOT: 4 DP: 579836

Parcel Address 1A Waioara Terrace Fitzroy Hamilton 3206

Owner Hamilton City Council

Applicant 796747 Water Treatment Plant

Workflow TW46 Trade Waste (46) Consent Action TWSM Self Monitoring

Officer CAA Carlyn Armstrong

Determination Code 46A Approved Date 11/05/2019

Created 2015-02-13 13:31:26 Modified 2022-06-01 11:21:07 Operator 769 Anna Coman

Favourites

Property Links

CRM Enquiry

Tracking Search

Name Links

Payment Requests

Checklists

Addit. Desc.

Conditions

Map Neighbours

Template Request

Other Links

Tracking

Appeals

Breach's

Register Links

Name Links View

Maintenance

CIVICA My Home BIS Assets Customer Development Finance Land Regulatory Revenue System

Revenue

Dashboard

Reports

Rates

Water Billing

Registers

Property Lease Register

Trade Waste Registers

HCC Trade Waste Enquiry

HCC Trade Waste Entry

HCC Trade Waste Update

Tracking Search

Waikato Trade Waste Enquiry

Other Councils Trade Waste Enquiry

Other Councils Trade Waste Entry

Other Councils Trade Waste Update

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Document Edit Schemes Certificates Property Names Tasks Payments Registers Other Modules Other Links Health Help

OK Cancel Cut Copy Paste Add Update Find Excel Help Mapping Memos Attachments Stop the Clock Tracking Search

Register Details Additional Details Browse

Additional Details

Pretreatmt Div 1 75 Settlement Pits Op Days per Yr 365 pH Control

Pretreatmt Div 2 WaterLossFactor 1.00 Flow Balance

Pretreatmt Div 3 # Floor Drains 0 Chemical Treatm

Pretreatmt Div 4 #InSink Screens 0 Temp Monitoring

Pretreatmt Div 5 # Seats 0 Oil Recycled

Pretreatmt Div 6 Monitoring Freq 0 Waste Off Site

Discharge Type C Conditional Consent Start 20/10/2020

Active? Y Yes - Consent Active Consent Expiry 20/10/2023

Land Value NO No Land Value used in Calculation Date Inactive

Flow Method 3 Waste Flow Meter W. Meter Assesm

Industry Group 59 Water Treatment Plant

Risk Class CL3 High Risk (Conditional/Special)

Created 2015-02-13 13:31:26 Modified 2022-06-01 11:21:07 Operator 769 Anna Coman

Favourites

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CRM Enquiry

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Name Links

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Addit. Desc.

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Map Neighbours

Template Request

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Appeals

Breach's

Register Links

Name Links View

Maintenance

Authority Tasks



Actions	
Code	Description
TWAR	Application Received
TWFI	Further Information Requested
RVAP	Review Application
TWSI	Site Inspection Required
TWTL	TW Team Lead Review
TWWK	Trade Waste Workshop
TWCA	Consent Approved & Paid
TWA6	Audit 6 Months
TWA1	Audit 12 Months
TWAD	Trade Waste Admin
TWBR	Breach
TWB2	Breach 2
TWSR	Pre-treatment Servicing
TWRS	Random Sampling
TWAH	Invoice Request
TWFU	Trade Waste Follow Up
TWRC	Risk Class Change

Tracking Maintenance - Hamilton_LIVE - 33192 - 7.0

Document Edit Tracking Help

OK Cancel Cut Copy Paste Add Update Find Excel Help Attachments Stop the Clock Master

Document: [Browse] [HCC Trade Waste] [2011] [83] [2] [ID: 2617214]

Workflow: [TW46] [Trade Waste (46) Consent] [Received] [26/04/2019] [3:14]

Hamilton City Council Water Treatment Station- Waikanae

Search: [Open Task Only]

Action: [TW1A3] [Audit 3 Months] Task Type: [NA] [N/A] Belongs: []

Officer: [TWO] [Trade Waste Officer] Notify: [] [] [NAR] [4343] []

Referred by: [] Notify: [] [] [NAR] []

Open Date: [18/05/2022] [3:14] Time: [13:10] Days: [65] Hours: [] Minutes: []

Due Date: [17/08/2022] [3:14] Reminder Date: [] Stop Clock: []

Outcome: [] Reason: []

Completed: [] Time: [] Start: [] End: []

Inspection Details

Officer: [] Notify: []

Insp Dat: [] Time: []

Letter Generation

Template: []

Property Details

Address: [1A Waikana Terrace Fitzroy Hamilton 3206]

Title: [Lot 4 DP 579836]

Task Comments

Created: [2022-05-18 13:10:52] Modified: [2022-05-18 13:10:52] Operator: [4358] Angelette Argueles

My Tasks

Category	Overdue ■	Due in 7 days ■	Due in 7+ days ■
▶ Customer Request	0	1 ■	0
HCC Trade Waste	0	0	3 ■
Other Councils Trade Waste	2 ■	0	2 ■

Enterprise Reporting- Power BI Reports



l_dm055 - Tracking Maintenance - Hamilton_LIVE - 33192 - 7.0

Document Edit Tracking Help

OK Cancel Cut Copy Paste Add Update Find Excel Help Attachments Stop the Clock Master

1 of 2

Document Browse

Tracking Item

Document 46 HCC Trade Waste 2011 83 2 ID 2617214

Workflow TW46 Trade Waste (46) Consent Received 26/04/2019

Hamilton City Council Water Treatment Station- Waioira

Search Open Tasks Only

Action TWA3 Audit 3 Months Task Type NA N/A Belongs

Officer TWO Trade Waste Officer Notify NAR 4343

Referred by Notify NAR

Open Date 18/05/2022 Time 13:10 Days 65 Hours Minutes

Due Date 17/08/2022 Reminder Date Stop Clock

Outcome Reason

Completed Time Start End

Inspection Details

Officer Notify

Insp Dat Time

Letter Generation Template

Property Details

Address 1A Waioira Terrace Fitzroy Hamilton 3206

Title Lot 4 DP 579836

Task Comments

Created 2022-05-18 13:10:52 Modified 2022-05-18 13:10:52 Operator 4358 Angelette Arguelles

Enterprise Reporting - Power BI Home > Infrastructure Operations > City Waters > Trade Waste

Search

Favorites Browse

Folders (3)

Daily Invoicing Weekly

Paginated Reports (23)

Active Consent Holders (Hamilton) Active Consent Holders (Other Councils) Active Trade Waste Consents - Summary Across all Territorial... Audit Letter Email Audits Due

Conditional Consents Self Monitoring Results Consent Holders - wip Consent Limits Report Outstanding Tasks Self Monitoring Due

Self Monitoring Due - prior Task Search

Enterprise Reporting - Power BI Home > Infrastructure Operations > City Waters > Trade Waste > Audits Due

Favorites Browse

Council Hamilton Discharge Type Description Conditional Due Date 31/08/2022

1 of 1

100%

Audits Due

Council	Precis	Address	Suburb	Due Date	Discharge Type Description
Hamilton	Ebbett Audi/ Skoda	490 Grey Street Hamilton East 3216	Hamilton East	19/07/2022	Conditional
Hamilton	Bupa Eventhorpe Home and Hospital	32 Firth Street Hamilton East 3216	Hamilton East	9/08/2022	Conditional
Hamilton	Z Energy (Pukete)	770 Te Rapa Road Te Rapa 3200	Te Rapa	9/08/2022	Conditional
Hamilton	Agresearch Main Campus	10 Bisley Road Enderley 3214	Enderley	10/08/2022	Conditional
Hamilton	BP Connect Horsham Downs	36 Horsham Downs Road Rototuna North 3210	Rototuna North	10/08/2022	Conditional
Hamilton	Pak N Save (Mill Street)	77 Ulster Street Whitiara 3200	Whitiara	10/08/2022	Conditional
Hamilton	Watervorld Te Rapa	Garnett Avenue Forest Lake 3200	Forest Lake	11/08/2022	Conditional
Hamilton	Allens United Waikato 1986 Limited	15 Wickham Street Frankton 3204	Frankton	11/08/2022	Conditional
Hamilton	Hamilton City Council Water Treatment Station- Waioira	1A Waioira Terrace Fitzroy 3206	Fitzroy	17/08/2022	Conditional

Count of records: 9

Trade Waste Officers



















- + Auditing Officers
 - Audits all the medium and high-risk sites and shares low risk sites with TSOs
- + Consenting Officer
 - Consents all the medium and high-risk sites and shares low risk sites with TSOs
 - Investigates self-monitoring breaches and helps TSOs with customer enquiries
- + Rotate every couple of months - handover is key
 - Important to keep notes on entries and save correspondence
- + With the help of TSOs in 21/22 we completed over 1000 audits and processed around 450 consents despite covid restrictions
 - Compared with over 900 audits and 240 consents in 20/21

Utilising technology










- + Utilising technology is important
- + We carry tablets in the field with apps such as iAuditor and Actus
 - Templates within iAuditor creates streamlined audits/investigations/applications
 - Actus leads to more precise information in real time

<input type="checkbox"/> Template		Last modified ↓	Scheduled	Access	
<input type="checkbox"/>  Trade Waste Conditional Site Audit	A checklist to carry out trade waste audits for Conditional Discharges	7 hours ago	No	 All users	Start inspection ⋮
<input type="checkbox"/>  Trade Waste Permitted Site Audit	A checklist to carry out trade waste audits for Permitted and Controlled Discharges	7 hours ago	No	 All users	Start inspection ⋮
<input type="checkbox"/>  Trade Waste Investigation	To document all the findings from a Trade Waste Investigation when requested by Internal and External Customers	28 Jun 2022	No	 All users	Start inspection ⋮
<input type="checkbox"/>  Trade Waste Site Visit	To document outcomes of Trade Waste Visits	28 Jun 2022	No	 All users	Start inspection ⋮
<input type="checkbox"/>  Trade Waste Site Inspection	A checklist to carry out application site inspections and trade waste audits	28 Jun 2022	No	 All users	Start inspection ⋮
<input type="checkbox"/>  Application for Trade Waste Discharge & Site Inspection	Pursuant to Bylaws from Hamilton City Council Trade Waste and Wastewater (2016), Waikato District Council Trade Waste and Wastewater Bylaw (2016), and Waipa District Council Trade Waste (2011)	10 Feb 2022	No	 8	Start inspection ⋮
<input type="checkbox"/>  Trade Waste Application Form	A standard form for trade waste premises requiring approval to discharge trade waste	1 Oct 2021	No	 All users	Start inspection ⋮
<input type="checkbox"/>  Trade Waste Team Job Safety Checklist	A form to be completed by Shared Services prior to going off-site to assess the safety aspects of the tasks in hand.	19 Aug 2020	No	 All users	Start inspection ⋮

Utilising technology



SECTION B - DISCHARGE CHARACTERISTICS		100%
Is the site representative aware of the Trade Waste Bylaw/Consent and discharge limits?	Yes	
Does the site have procedures for notification of Trade Waste Office before any significant wash downs? (Annual clean-ups / Christmas clean-ups have a significant effect on WWTPs and therefore need to be managed to minimise risks).	N/A	
Are in-sink screens in-place as required? Take photo if not and record as non-compliance in Section C	Yes	
<div></div> <div>Photo 1Photo 2Photo 3</div>		
Is there a pre-treatment device installed?	Yes	
Type of Pre-Treatment Device:	Chemical Converter x2	
<div></div> <div>Photo 4Photo 5Photo 6Photo 7</div>		
Inspect pre-treatment device. Is the condition of the device satisfactory (i.e. no significant crust or fat layer or build-up)?	N/A	
Any blockages or overflows in the last 6 months	No	
Does the site carry out tankered waste activities? If yes, is the tankered waste company consented?	Yes	
Specify Name of Tankered Waste Company Used:	Streamline	
Name of Service Provider for Pre-treatment Servicing (if different from above)		
Frequency of Service	Check 3 monthly, service 6 monthly or less if required	

WORKFLOW TASKS	
ALL 31	SHORTLIST 0
Review App	15/08/2022
HCC Trade Waste	2674/2022
Victoria Street, Hamilton Central	
Review App	15/08/2022
HCC Trade Waste	2687/2022
153 Cambridge Road, Hillcrest	
Further Info	16/08/2022
HCC Trade Waste	2478/2021
3/92 Duke Street, Frankton	
Further Info	16/08/2022
HCC Trade Waste	2681/2022
10/560, Te Rapa	
TW Follow Up	23/08/2022
HCC Trade Waste	2683/2022
Further Info	24/08/2022
Other Councils Trade Waste	1327/2022
Further Info	24/08/2022
HCC Trade Waste	2660/2022
3 Ulster Street, Whitiara	

2674/2022	
SUMMARY	UPDATE
ATTACHMENTS	
COMMENT	
Friday, 12 Aug 4:24 p.m.	
12/8/22 - Audit compliant. CS	
TASK	
OUTCOME	
46C - Compliant	
TEMPLATES	
Select a template	
DUE DATE	
15/08/2022	
RESPONSIBLE OFFICERS	
DELEGATING OFFICER	ROLE
SUBMIT	

Onboarding the Councils



+ Interpreting Different Bylaws

- The activity of Trade Waste is the same but each Bylaw is different

+ Permitted vs Conditional

- Same templates are used but some require different terminology



Council Municipal Building
Private Bag 3010
Hamilton 3240
New Zealand
Free Phone: 0800 357 358
tradewaste@hcc.govt.nz

TRADE WASTE DISCHARGE APPROVAL NOTICE

THE WASTEWATER AUTHORITY OF THE <<Choose council "MATAMATA-PIAKO DISTRICT COUNCIL, SOUTH WAIKATO DISTRICT COUNCIL, TAUPO DISTRICT COUNCIL, WAIAPA DISTRICT COUNCIL, WAITOMO DISTRICT COUNCIL">>, APPROVE THE DISCHARGE OF PERMITTED TRADE WASTE TO THE WASTEWATER SYSTEM, PURSUANT TO THE <<Choose bylaw "TRADE WASTE BYLAW 2020, TRADE WASTE BYLAW 2017, TRADE WASTE BYLAW 2016, WASTEWATER AND TRADE WASTE BYLAW 2021, TRADE WASTE BYLAW 2006 (AMENDED 2016)">>

The definitions used in the <<Choose bylaw2 "Matamata-Piako District Council Trade Waste Bylaw 2020, South Waikato District Council Trade Waste Bylaw 2017, Taupo District Council Trade Waste Bylaw 2016, Waipa District Council Wastewater and Trade Waste Bylaw 2021, Waitomo District Council Trade Waste Bylaw 2006 (Amended 2016)">> (Bylaw) apply to this Approval Notice.

TRADE WASTE CONSENT NUMBER: [mdu_fmt]
ACTIVITY TYPE: [document alpha5 desc]

Company Name: [applicant name]	Trade Name: [doc_pre]
Street Address of Trade Premises: [doc_pre]	Contact Name: [applicant contactname]
Address for Service of Documents: [applicant address1] [applicant address2] [applicant address3] [applicant address4] [applicant address5]	Phone: [applicant contactbusinessphone] Mobile: [applicant contactbusinessmobile] Email: [applicant contactemail]

In response to, and in terms of the information declared in your application to discharge Trade Waste from the above premises dated [document written], you have been granted an Approval Notice set out in accordance with the Bylaw.

Onboarding New Customers



- + Building relationships and Engaging Customers in their own Trade Waste processes
 - + Initial Comms to Business Owners.
 - + Enter existing consent holder data.
 - + Introduction and Information visits to sites.
 - + Follow up visits to customers.
 - + Site Inspections.

Onboarding New Customers



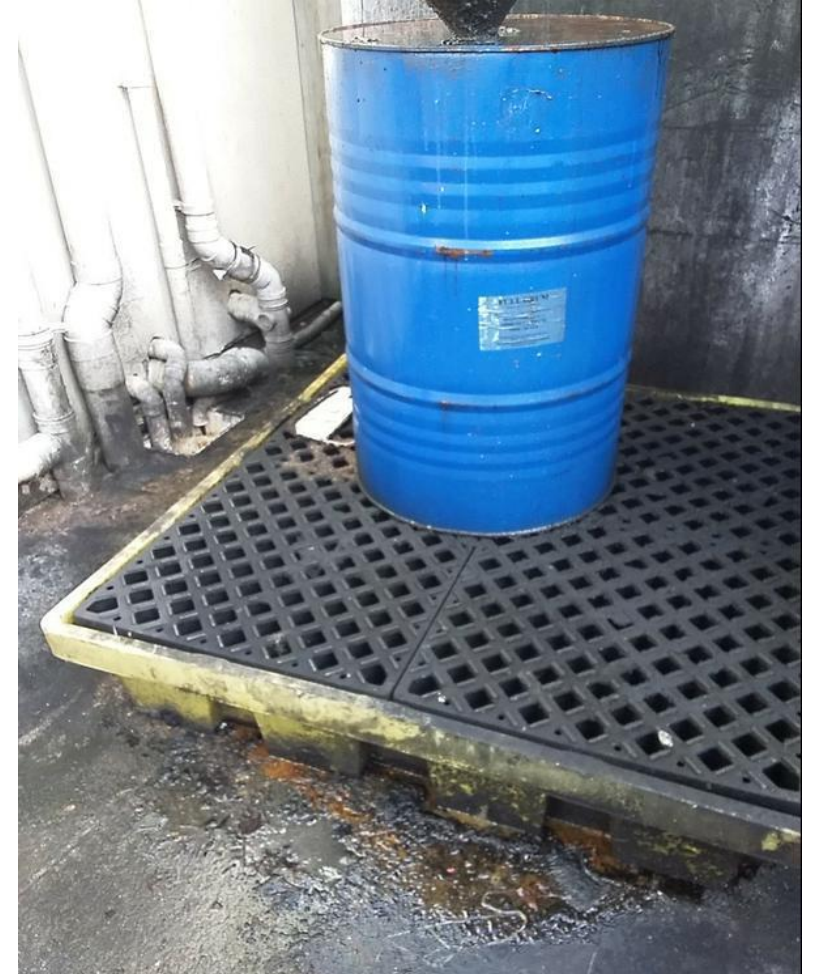
- + Building relationships and Engaging Customers in their own Trade Waste processes
 - + Issuing Trade Waste Consents.
 - + Email consents and additional information.
 - + Follow up phone call.
 - + Incentives for Compliance

Education vs Enforcement

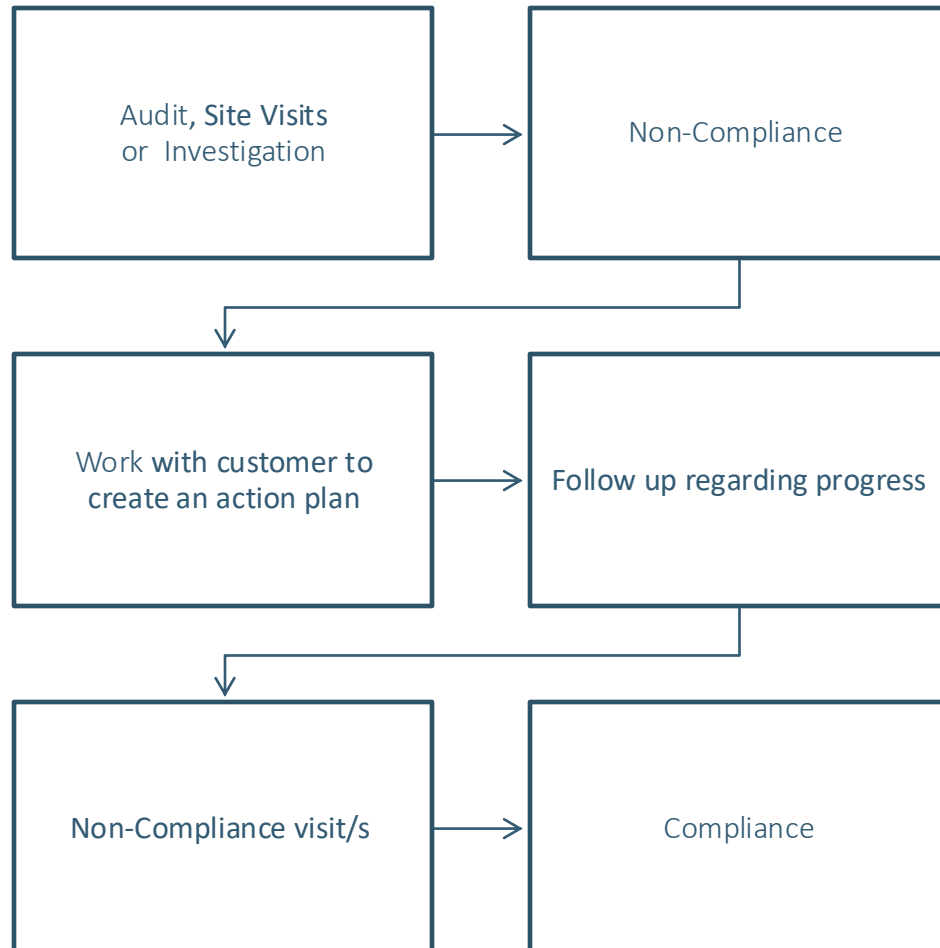


Gully trap overflowing at small café. Grease trap full and no sink screens in use.

Oil Drum Spill in a shared service area belonging to a bar & restaurant.



Education vs Enforcement



Teamwork and Team Building



- + Challenges of working in a new team.
- + Importance of Team Building.
- + Benefits of working collaboratively.



Thank you

Questions?

Fiona Sutton

Water Services Manager

Co-Lab

027 808 1669

fiona.sutton@colabsolutions.govt.nz

colabsolutions.govt.nz