



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

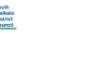
- + Trade Waste Inbox
- + 0800 Number
- + Respond to all Enquiries
- + Building Referrals



Collaborative Way of Working



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

Application For Trade Waste Discharge <p>Pursuant to Bylaws from the following councils: Matamata Piako District Council Trade Waste Bylaw 2020 Hamilton City Council Trade Waste and Wastewater Bylaw 2016 Rotorua Lake Council Water Services and Trade Waste Bylaw 2017 South Waikato District Council Trade Waste Bylaw 2016 Taupo District Council Trade Waste Bylaw 2016 Waipa District Council Trade Waste Bylaw 2021 Waitomo District Council Trade Waste Bylaw 2016</p> <p>Application Completed By: <input type="checkbox"/> Consent holder <input type="checkbox"/> Consultant <input type="checkbox"/> Other: _____</p> <p>SECTION A: GENERAL INFORMATION</p> <p>A1: LOCATION AUTHORITY:      </p> <p>A2: COMPANY/PREMISE DETAILS: Company Name: _____ Consent Holders Name: _____ Phone: _____ Fax: _____ Mobile: _____ E-Mail: _____ Postal Address: _____ Post Code: _____ Physical address: _____ Post Code: _____</p> <p>A3: THIS APPLICATION RELATES TO: <input type="checkbox"/> Temporary Discharge <input type="checkbox"/> Proposed New Discharge <input type="checkbox"/> Renewal of a Consent <input type="checkbox"/> Variation to existing consent; Nature of Variation: _____</p> <p>A4: COUNCIL CONNECTIONS: Council Wastewater System <input type="checkbox"/> Yes <input type="checkbox"/> No Council Stormwater System <input type="checkbox"/> Yes <input type="checkbox"/> No Council Water Supply <input type="checkbox"/> Yes <input type="checkbox"/> No Other Source of Water <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>A5: DESCRIPTION OF MAIN TRADE ACTIVITY: <input type="checkbox"/> Food Premises <input type="checkbox"/> Hair & Beauty Services <input type="checkbox"/> Service Station/Car & Truck Wash/Mechanics <input type="checkbox"/> Laundromat/Dry Cleaners <input type="checkbox"/> Tanker <input type="checkbox"/> Other; Specify: _____</p> <p>Describe Processes & Main Trade Activity: _____</p> <p>A6: DRAINAGE PLAN: * Attach a copy of the drainage plan showing the following: <input type="checkbox"/> Trade Waste & Domestic Drains <input type="checkbox"/> Stormwater & Water Drains <input type="checkbox"/> Process Areas <input type="checkbox"/> Pre-Treatment Location <input type="checkbox"/> Flow/Water Meter <input type="checkbox"/> Sample Point</p> <p>SECTION B: HEALTH AND SAFETY Is there an induction required? <input type="checkbox"/> Yes <input type="checkbox"/> No Health and Safety (induction requirements, hazard registers, PPE requirements, etc.) requirement(s) for Council staff prior to entering site: _____</p> <p>SECTION C: OPERATION</p> <p>C1: OPERATIONAL DAYS/DISCHARGE HOURS: Days Operating: <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday</p> <p>C2: TYPE OF DISCHARGE: <input type="checkbox"/> Intermittent <input type="checkbox"/> Continuous Flow <input type="checkbox"/> Batch <input type="checkbox"/> Other: _____</p> <p>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.</p> <p>Is the substances listed above bundled, and stored away from drains <input type="checkbox"/> Yes <input type="checkbox"/> No Is there a spill kit on site <input type="checkbox"/> Yes <input type="checkbox"/> 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.</p> <p>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</p> <p>D1: SOLID WASTE Does the site recycle: <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, list recycled products, and processes to reduce waste ending at the landfills: _____</p> <p>D2: LIQUID WASTE Is there liquid waste taken off site: <input type="checkbox"/> Yes <input type="checkbox"/> No List all Liquid Waste(s) removed from site: _____</p> <p>Contractor: _____ Contact Phone Number: _____ Frequency of pick up: _____</p> <p>SECTION E: PRE-TREATMENT</p> <p>E1: PRE-TREATMENT DEVICE/S <input type="checkbox"/> Screens <input type="checkbox"/> Grease Removal System <input type="checkbox"/> Diversion System <input type="checkbox"/> Amalgma Separator <input type="checkbox"/> Chemical/Biological Treatment <input type="checkbox"/> Oil & Grit Interceptor <input type="checkbox"/> Balancing/Holding Tank <input type="checkbox"/> Complex Filtration System <input type="checkbox"/> pH Adjustment <input type="checkbox"/> Others: _____</p> <p>E2: SPECIFICATION OF PRE-TREATMENT Attached specification of pre-treatment: <input type="checkbox"/> Yes <input type="checkbox"/> No Type: _____ Make/Model: _____ Size (litres): _____</p> <p>E3: PRE-TREATMENT SERVICING Contractor: _____ Contract Phone Number: _____ Frequency of Servicing: _____</p> <p>SECTION F: GENERAL CHARACTERISTICS OF TRADE WASTE</p> <p>F1: MEETING THE TRADE WASTE BYLAW: Does the discharge meet the Permitted Characteristics specified in of the bylaw: <input type="checkbox"/> Yes <input type="checkbox"/> 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.</p> <p>F2: TRADE WASTE DISCHARGE VOLUME: Method of flow measurement: <input type="checkbox"/> Council Supply <input type="checkbox"/> Internal Water Supply <input type="checkbox"/> Waste Flow Meter <input type="checkbox"/> Other: _____ Meter ID number: _____ Estimated Discharge Volume (m³/day): _____ Batch Discharge (l): _____ Number of batches per day/week: _____ Is there a water loss factor: <input type="checkbox"/> Yes <input type="checkbox"/> No Specify water loss (%): _____</p> <p>F3: PROPOSED CHARACTERISTICS LIMIT</p> <table border="1"><tr><td>Eg: Total Suspended Solids (TSS)</td><td>2000 g/m³</td><td>Total Phosphorus</td><td>50 g/m³</td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr></table> <p>TRADE WASTE CHECK LIST</p> <p><input type="checkbox"/> Trade Waste Management plan <input type="checkbox"/> Water loss calculation <input type="checkbox"/> Copy of drainage plan <input type="checkbox"/> Pre-Treatment Specification <input type="checkbox"/> Material Safety Data Sheet <input type="checkbox"/> Spill Response</p> <p>Notes: 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: a) Taking readings or measurements; b) Carrying out site inspection audits; and/or c) Taking samples for testing, of any solids, liquid or gaseous material or any combination or mixture of such materials.</p>	Eg: Total Suspended Solids (TSS)	2000 g/m ³	Total Phosphorus	50 g/m ³												
Eg: Total Suspended Solids (TSS)	2000 g/m ³	Total Phosphorus	50 g/m ³													

Collaborative Way of Working



Audits

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

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

Monitoring

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

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	1/4ly volume/ characteristics charges. 1/4ly 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	1/4ly volume/ characteristics charges. 1/4ly 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

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Form Examples

Form 1 (Left): Document Entry - Hamilton_LIVE - 14648 - 7.0

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-Waiora

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

Property Description: LOT: 4 DP: 579836

Property Title: 1A Waiora Terrace Fitzroy Hamilton 3206

Parcel Address: 1A Waiora 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

Form 2 (Right): Document Entry - Hamilton_LIVE - 36504 - 7.0

Register Details Additional Details Browse

Additional Details

PreTreatn Dv 1	75	Settlement Pits	Op Days per Yr	365	pH Control	<input type="checkbox"/>
PreTreatn Dv 2			WaterLossFactor	1.00	Flow Balance	<input type="checkbox"/>
PreTreatn Dv 3			# Floor Drains	0	Chemical Treat	<input type="checkbox"/>
PreTreatn Dv 4			#InSink Screens	0	Temp Monitoring	<input type="checkbox"/>
PreTreatn Dv 5			# Seats	0	Oil Recycled	<input type="checkbox"/>
PreTreatn Dv 6			Monitoring Freq	0	Waste Off Site	<input type="checkbox"/>
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 Assess			
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

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

A screenshot of a software application window titled "i_dm055 - Tracking Maintenance - Hamilton_LIVE - 33192 - 7.0". The window displays a tracking item for "HCC Trade Waste" with ID 2617214. The item is a "Trade Waste (40) Consent" received on 26/04/2019. The form includes fields for Action (TWAJ), Officer (TWO), Task Type (NA), and various dates and times. A "Comments" section at the bottom contains the text "Created [2022-05-18 13:10:52] Modified [2022-05-18 13:10:52] Operator [4358] Angellette Arguelles".

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



i_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

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- Waikato

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

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

Due Date 17/08/2022 Reminder Date Stop Clock

Outcome Reason

Completed Start End

Inspection Details Officer Notify Letter Generation Template

Insp Date Time

Property Details Address 1A Waikato Terrace Fitzroy Hamilton 3206

Title Lot 4 DP S79836

Task Comments

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

Favourites Process Templates Audit History Checklist Template Request Master Stop the Clock

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 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

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

Hamilton City Council Te kaunihera o Kiriwhaka

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 Whittora 3200	Whittora	10/08/2022	Conditional
Hamilton	Waterworld Te Rapa	Garnett Avenue Forest Lake 3200	Forest Lake	11/08/2022	Conditional
Hamilton	Allens United Walkato 1986 Limited	15 Wickham Street Frankton 3204	Frankton	11/08/2022	Conditional
Hamilton	Hamilton City Council Water Treatment Station- Waikato	1A Waikato Terrace Fitzroy 3206	Fitzroy	17/08/2022	Conditional

Count of records: 9

Page - 1 of 1 (Produced - Friday, 12 August 2022 - 12:25:02 p.m.) - By HCC/ComanA

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

	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	<button>Start inspection</button> ⋮
<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	<button>Start inspection</button> ⋮
<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	<button>Start inspection</button> ⋮
<input type="checkbox"/>	Trade Waste Site Visit To document outcomes of Trade Waste Visits	28 Jun 2022	No	All users	<button>Start inspection</button> ⋮
<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	<button>Start inspection</button> ⋮
<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	<button>Start inspection</button> ⋮
<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	<button>Start inspection</button> ⋮
<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	<button>Start inspection</button> ⋮

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
Photo 1 Photo 2 Photo 3	
Is there a pre-treatment device installed?	Yes
Type of Pre-Treatment Device:	Chemical Converter x2
Photo 4 Photo 5 Photo 6 Photo 7	
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



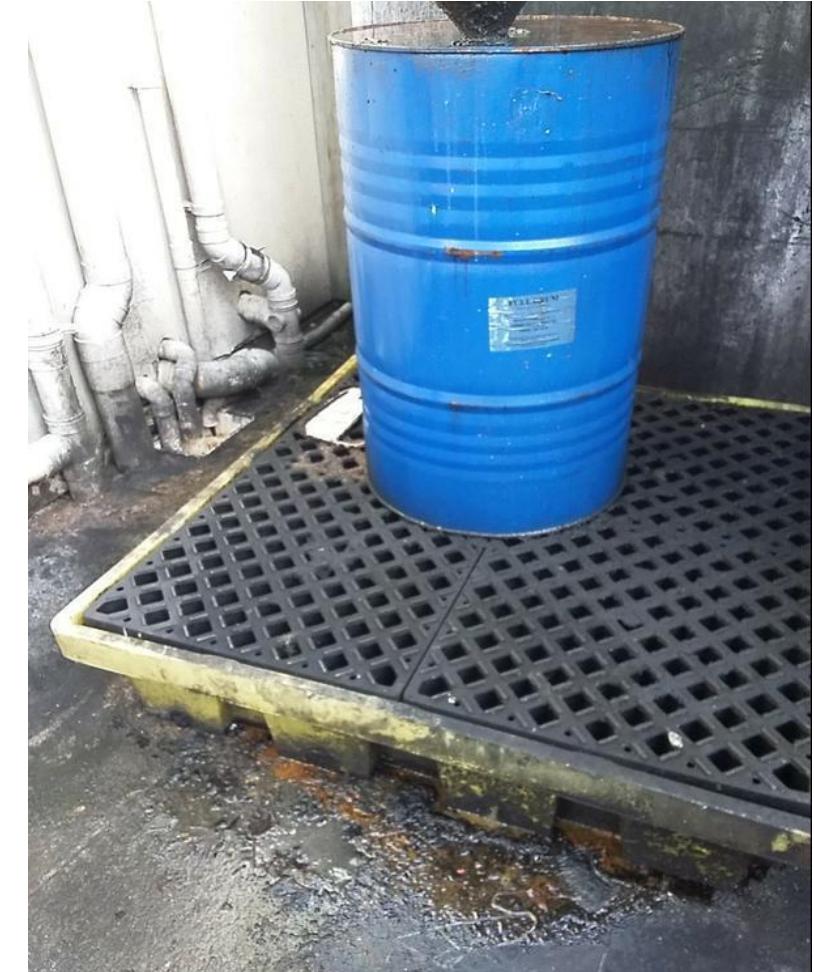
- + Building relationships and Engaging Customers in their own Trade Waste processes
 - + Issuing Trade Waste Consents.
 - + Email consents and additional information.
 - + Follow up phone call.
 - + Incentives for Compliance

Education vs Enforcement

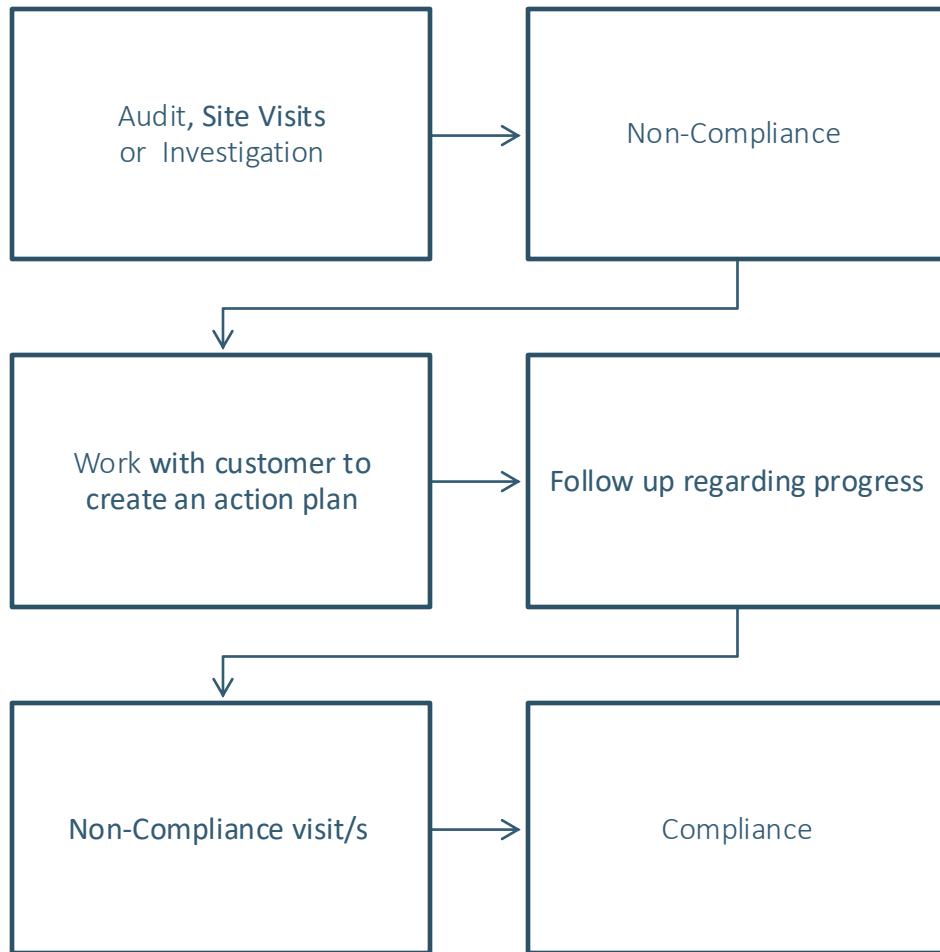


Gully trap overflowing at small café. Grease trap full and no sink screens in use.

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