Fats, Oils and Grease Management (FOGMan)

Liquid Waste Carrier Code of Practice

Contents

Background

Greasy wastes such as fats, oils and greases are discharged into the Water Corporation's wastewater collection system from more than 7000 customers across the state. The Water Services Act 2012 and Water Service Regulations 2013, require the installation of pre-treatment fixtures such as grease arrestors to protect the wastewater system from incompatible materials that can cause formation of odorous and toxic gases, blockages, flooding, corrosion, excessive loading of the system and potential negative impacts on wastewater re-use. The Regulations require the pre-treatment apparatus to be serviced and maintained in accordance with the requirements set out by the Water Corporation.

The Fats, Oil, Grease Management (FOGMan) program in partnership with the liquid waste industry enables the systematic management of greasy waste discharges into the Water Corporation's wastewater system leading to improvements in assets operation and maintenance.

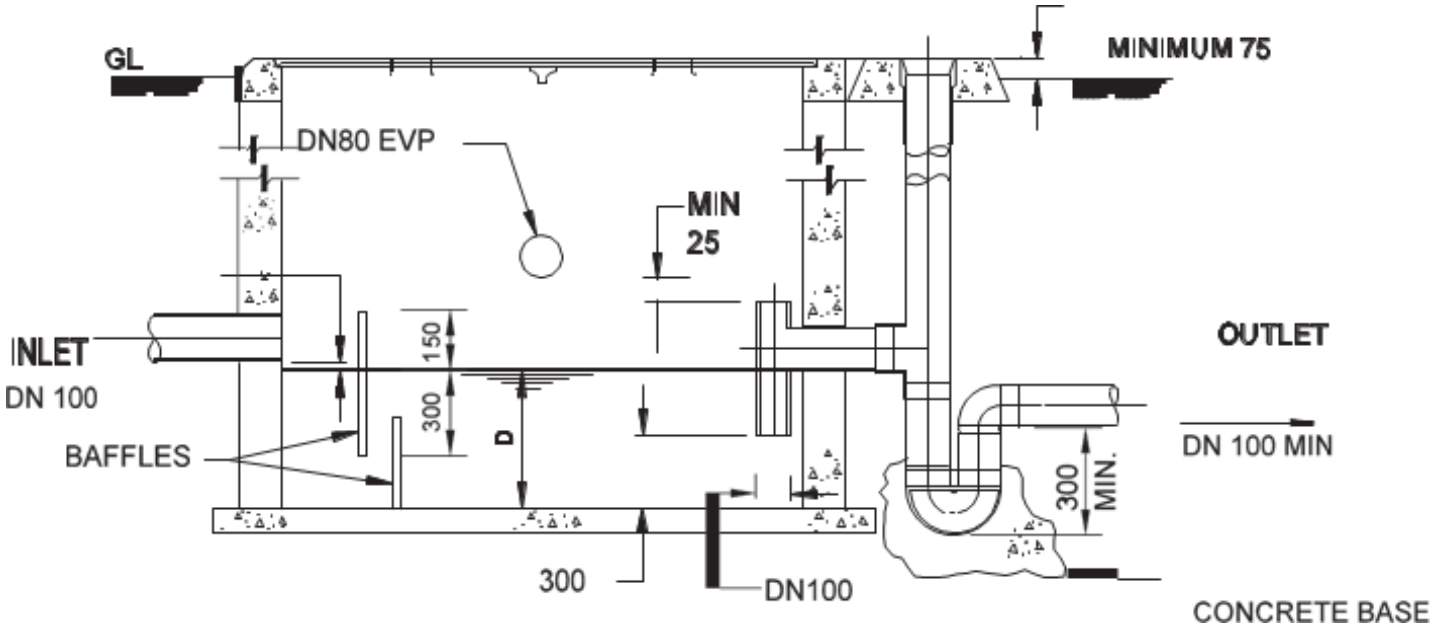
This Code of Practice describes the obligations and minimum standards of service for Liquid Waste Carriers and Drivers when taking part of the Water Corporation's FOGMan program.

Design

A grease arrestor is typically a rectangular tank or pit with a baffle at the inlet end and a T-square outlet; this is the most commonly used Trade wastewater pre-treatment device in food preparation processes. It is designed to collect fats by flotation and coagulation and to settle solid material as sludge, preventing these materials from discharging into the sewer system and causing blockages. The effectiveness of a grease arrestor is dependent on good housekeeping practices and maintenance of the grease arrestor as per the frequency issued on the permit.

A typical grease arrestor design is shown in Figure 1. The full design drawing for a typical grease arrestor can be downloaded from: https://www.watercorporation.com.au/-/media/files/business/trade-waste/typical-drawings/grease-arrestor.pdf

Figure 1: Typical Grease Arrestor Design



Maintenance

The frequency of servicing the grease arrestor and pumping out grease and sludge is set by the Water Corporation and typically depends on the type and size of grease arrestor and the nature and volume of the wastewater produced (refer to Appendix 2).The determined frequency is set in weeks and is a condition of the Trade Waste Permit for the customer to discharge their waste to sewer.

A grease arrestor is deemed at capacity and requires pumping when one of the following conditions exists:

- The total amount of floating and settled solids exceeds 30% of the effective depth of the grease arrestor
- The effluent quality exceeds the Water Corporation's acceptance criteria for oil and grease or suspended solids on two consecutive grab samples taken 24 hours apart or a representative flow proportional composite sample; or
- There are gross solids or oil and grease visible in the industrial waste sample point downstream of the grease arrestor.

The Water Corporation expects the customer's grease arrestor to be serviced in accordance with the specified frequency set out in the Trade Waste Permit. However the Water Corporation recognises that carriers can be affected by other business – related functions, which can impact on their ability to service the grease arrestor on the specified date. There is currently a 7 day service frequency tolerance allowed from the day the grease arrestor becomes overdue.

The Water Corporation can be requested by the customer to undertake a re-assessment of grease arrestor pump-out frequency. This involves a series of inspections to determine the point at which the grease arrestor is deemed to have failed by discharging wastewater that exceeds the Water Corporation's acceptance criteria. The Water Corporation will charge the customer a service fee to undertake a re-assessment. If the servicing frequency does change, the Water Corporation will notify the liquid waste carrier of this change to enable their schedule to be adjusted accordingly.

Cleaning

The Driver must follow the cleaning process below to correctly clean a grease arrestor:

- Remove all covers and completely empty each section of the trap using a suction hose;
- Scrape the internal walls of the trap to remove debris;
- Hose down internal areas of the grease trap and use the suction hose to remove residue;
- Securely replace all covers and
- Report any structural damage or a customer refusing to clean the arrestor.

Notification of Cleaning

The liquid waste carrier, after obtaining the consent of the customer, must notify the Water Corporation of the cleaning of a grease arrestor within **7 days** of the clearance date. The notification must be in the form of the technical specifications shown in Appendix 1; this is available from the Water Corporation.

All electronic notifications are required to emailed through to: **fogman@watercorporation.com.au**

Customers who choose not to use a liquid waste carrier that complies with the Code of Practice are required to submit a copy of a clearance record within 7 days of the clearance.

Liquid Waste Carrier and Water Corporation Agreement

The liquid waste carriers have the option of entering into a formal Agreement with the Water Corporation to comply with the Code of Practice. This Agreement will enable the liquid waste carrier to have their name and contact details added to the Water Corporation's Carrier contact list. This Carrier list will be provided to the Water Corporation's commercial and Trade Waste customers with grease arrestors when;

• There is a change in entity of the customer;

• The Water Corporation issues a new Permit to a customer

• A customer requests the business contact details of a Carrier that abides by the Code of Practice.

The customer is given 7 days when the grease arrestor becomes overdue. After 7 days a letter of non – compliance is sent to the customer.
Customers will continue to have the option of using any Department of Environment and Conservation licensed contractor, but will have to source their details individually.

Non-Compliance with Code of Practice

Where the Water Corporation becomes aware that a Carrier has failed to comply with the terms and conditions of the Code of Practice, it will notify the Carrier of the failure and may subsequently:

- Remove the carrier from the customer list and
- Advise its customers that the Carrier no longer complies with the Code of Practice

A Carrier may re-apply to be part of the FOGMan system after 6 months. The re-application must be made through the approved application process and it must include detailed reasons for their previous non-compliance and steps taken to ensure future compliance.

Appendix 1 – Technical Specifications for Clearance Notifications

	Field	Data Type	Length	Mandatory	Description
1	Barcode Number	Decimal Integer	6 digits	**Y**	Unique identifier of the Grease Trap from the Water Corporation barcode label attached to the fixture. Format:6 full digits (Inc. leading zeros). Examples: 1. 000081 2. 079996
2	Clearance Date	Date	8 characters	**Y**	Date on which the Grease Trap was cleared. Format: ddmmyyyy (Inc. leading zeros) Example:02102006 (for 2nd October 2006)
3	Operational Comments	ASCII String	0= L <= 64	**N**	A code identifying the operational status of the Grease Trap. T = Sewered area – Barcode missing/damaged L = Lid Maintenance M = Baffles Broken O = Outlet/Inlet Broken
4	Business Status	ASCII String	1= L <= 64	**Y**	A code or identifier identifying the business status for the service. A = Active (business operating as normal) S = Service suspended by LWC B = Service suspended by LWC due to customer bad debt H = Business shutdown/closed temporarily
5	Clearance Volume	Integer	Up to 6 digits	**N**	Volume of waste pumped in litres. Examples: 1. 2000 2. 999999
6	Pre- Treatment Type	ASCII String	Up to 15 characters	**N**	Type of pre-treatment to be serviced by the 0 = Grease Arrestor 1 = VGS 2 = Solids Trap
7	LWC Own Reference	ASCII String	0 <= L <= 64	**Y**	To enable the LWC (or property owner) to locate original documents and system records if there is any data correction required. Used by Water Corporation when contacting the LWC.

GREASE ARRESTOR CLEARANCE REPORT

Liquid Waste Carrier Name	

BARCODE NUMBERS	BUSINESS NAME	CLEARANCE DATE*	OPERATIONAL COMMENTS CODE	CATEGORY OF WASTE	BUSINESS STATUS CODE*	VOLUME PUMPED (LITRES)	PRE-TREATMENT TYPE CODE	LIQUID WASTE CARRIER OWN REF*
				K110				
				K110				
				K110				
				K110				
				K110				
				K110				
				K110				
				K110				
				K110				
				K110				
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				K110				
				K110				

* Indicates a Mandatory Field

Data can only be entered in the Yellow fields
Electronic Version is available
Clearance Reports Must Be Submitted to the Water Corporation within **7 Days** of Clearance
Water Corporation Contacts **E:** fogman@watercorporation.com.au
T: 08 9371 4179

Clearance Report Information

	Field	Mandatory	Description
1	Liquid Waste Carrier Name	N	Trading Name of the Liquid Waste Carrier.
2	Barcode Number	Y	A 6 digit number used to uniquely identify a customer's grease arrestor. The bar code label will be attached to or located near the fixture.
3	Business Name	N	The name of the business which had their grease arrestor cleared.
4	Clearance Date	Y	Date on which the grease arrestor was cleared. Format must be: dd/mm/yyyy (must include leading zeros).
5	Operational Comments	N	A code identifying the operational status of the Grease arrestor. T = Sewered area – Barcode missing/damaged L = Lid Maintenance M = Baffles Broken O = Outlet/Inlet Broken
6	Business Status	Y	A code or identifier identifying the business status for the service. A = Active (business operating as normal) S = Service suspended by LWC B = Service suspended by LWC due to customer bad debt H = Business shutdown/closed temporarily
7	Clearance	N	Volume of waste pumped in litres.
8	Liquid Waste Carrier Own Reference	Y	To enable the LWC (or property owner) to locate original documents and system records if there is any data correction required. Free format ASCII string. Used by Water Corporation when contacting the LWC.

Appendix 2 – Typical Grease Arrestor Service Frequency Table

Typical Grease Arrestor (GA) Service Frequency Table						
Business Category	**Business Type**	**Grease Arrestor Size (L)**				**WEEKLY SERVICE FREQUENCY**
		540	**1000**	**1500**	**2000**	
Plated Meals	• Restaurants (> 20 seats) • Cafes (> 20 seats)	4	6 - 8	10 - 12	12 - 16	
Take-Away Food	• Lunch Bars • Fish & Chips • Butchers • Bakers • Restaurants (< 21 seats) • Cafes (< 21 seats)	6 -8	10- 12	12 - 14	16	

Note: This Table is only to be used as a guideline in the interim of a trade waste permit being assessed and issued and is subject to change by the Water Corporation.