

TRADE EFFLUENT

Changes to the water market, which came in to effect on 1 April 2017, means that most businesses and organizations in England can now choose which company they want to supply their retail water services.

Eligible businesses, charities and public sector customers are no longer restricted to buying retail water services from their regional water company. Instead, they are now free to choose their retailer for the water and wastewater services, which includes trade effluent.

The purpose of this information is to assist non-household customers in the trade effluent application process.

Who is my wholesaler?

Wholesaler is defined as the party responsible for the removal and treatment of wastewater for the area in which the premise is located. They own and operate the wastewater network and treatment works.

Who is my retailer?

The retailer is as defined as the party responsible for providing billing and payment services for wastewater services at the premise from which the effluent is to be discharged. This includes reading, obtaining and uploading Water Meter Reads & Trade Effluent meter reads into the Market to ensure accurate charging.

A list of wholesaler and retailers can be found here and along with service offerings and advice on how to appoint a retailer ([link to relevant section of OW site](#))

[Link to trade effluent jargon buster](#)

WHAT IS TRADE EFFLUENT?

Trade effluent is any liquid waste (effluent) discharged into the public foul sewer from a business or industrial process. This includes any waste water derived from a production process, washing down or cooling activities and includes effluent from public funded activities such as municipal landfills. This can be best described as anything other than domestic sewage (toilet, bath or sink waste) or uncontaminated surface water and roof drainage (rainwater).

The table below shows examples of commercial and industrial properties that produce wastewater and whether the wastewater is classed as trade effluent or not.

Yes	No
Commercial car wash	sinks and toilets at commercial premises
Laundrettes	Food service establishments (FSEs) e.g. restaurants, takeaways etc.
Food and drink production	Hairdressers

Chemical manufacturers	Care homes
Metal finishers	
Engineering	

WHAT THE CONSENT ALLOWS YOU TO DO

The trade effluent consent is specific to a legal entity, the specifically designated premises and the process from which the trade effluent is discharged. It will contain conditions such as:

- maximum volume and flow rate;
- temperature, pH and other chemical parameters;
- the permitted nature and composition of the trade effluent;
- the point of entry to the public foul sewer;
- the monitoring point we use to sample the trade effluent.

Additional conditions may be imposed to control or exclude any persistent or harmful substance in the discharge. All conditions and limits in the consent are legally binding and failure to comply with these can result in prosecution.

WHY IS TRADE EFFLUENT CONTROLLED IN THIS WAY?

Unlike other market services, Trade Effluent is governed by a very specific legal requirement Section 118 Water Industry Act. It can be highly variable in terms of strength and volume and may contain substances that present the risk of harm to people, our sewerage network, treatment processes and the environment. Trade effluent controls are in place to reduce these risks to acceptable levels and ensure that our network and treatment processes are not overloaded. **Trade effluent cannot be discharged without a consent, doing so constitutes a criminal offence.**

TYPES OF CONSENT

Permanent Consent

A consent that is issued in respect of a trade effluent discharge that will be made for a period in excess of 6 months duration from a defined premise. This type of consent is neither time limited nor temporary.

This type of consent is applied for using form G02.

Temporary Consent

A consent that is issued in respect of a trade effluent discharge that will be made for a period not exceeding 6 months. This type of consent will be time limited.

Below are some examples of Temporary discharges requiring a time limited consent:

- Heated water system flushing
- Contaminated water from decommissioning of disused tanks

Mobile or multisite activity may also be controlled through the use of a temporary consent. **Check with your retailer to establish if this service is offered by the wholesaler for your area and what activities are eligible.**

This type of consent is applied for using form G03

APPLICATION FOR TRADE EFFLUENT CONSENT

How do I get an application form?

Click on the [Link to forms](#) and select the Forms (on the drop down).

How can I get help to complete the form?

For permanent consent application guidance, please click on the [link to guidance note for form G02](#).

If you require guidance to complete a short term discharge application, please click on the [link to guidance note for form G03](#)

If there are any questions regarding form completion not covered by guidance notes, contact the retailer directly.

An application charge may be payable by the NHH Customer on submission of the application form for a new consent and for requests for variation to existing consents

ATTACHMENTS AND ADDITIONAL INFORMATION

You must provide additional information e.g. detailed site drainage plan, as required and stated in the forms. Failure to do so may result in your application being rejected.

COMMUNICATIONS

Once the wholesaler receives the materially completed application and supporting information they will usually send confirmation of receipt of the form and may notify you of the unique reference code in respect of the application (as applicable).

The wholesaler can make contact with you directly to discuss the application unless requested to communicate via the retailer. The wholesaler will keep you updated at specific points in the application process and has 2 months to issue the consent to you following receipt of the completed application.

WHAT HAPPENS NEXT?

CONSENT GRANTED

Following issue of the Consent a trade effluent charge will be payable during the period of the consented discharge. This charge will capture the costs for the reception, conveyance, treatment and disposal of the trade effluent as is appropriate. Charges will be issued by your retailer and will be determined by the Mogden formula. The trade effluent volume will usually be captured using a pre agreed method (either metered or estimated) and effluent strength will usually be determined by spot samples or a regional fixed strength for more common and uniform effluent. Further information on trade effluent charges are available from your retailer.

CONSENT DECLINED

If a consent application is unsuccessful the Wholesaler will provide the reason(s) as to why it has been refused. If there is a refusal to give consent, or the conditions of the consent are not as required, or where the Wholesaler has taken over two months to issue the consent, there is a right of appeal to OFWAT.

CHANGES TO THE CONSENT ONCE IT IS ISSUED

If there is a need to alter the consent or the consent is no longer needed you must notify your retailer. You are responsible for ensuring that the consent is up to date and reflects the legal entity making the discharge, the process producing the trade effluent together with the flow and composition of the effluent.

The wholesaler can also vary the conditions of a consent but not within 2 years from the date of consent unless by agreement with the consent holder

MONITORING AND SAMPLING

Periodically the wholesaler may contact you or visit your premises, they may also take samples of your trade effluent to confirm that the quality of the discharge meets any conditions as specified in the consent and to determine the strength of the effluent for wholesale charging purposes. Some types of trade effluent discharge may not be sampled on a frequent basis due to the low risk posed. Discharges that represent the highest potential risk will be sampled more regularly. You should contact your retailer to understand the approach that your wholesaler will take in respect of your discharge.

The wholesaler will notify you of the analytical results of samples taken and identify any samples that have failed to comply with consent conditions indicating what follow up action is required.

Although notice will generally be given, your wholesaler possess powers of entry under the Water Industry Act 1991.

PRIVATE METERS

Your wholesaler may require you to install flow measurement apparatus in order to accurately calculate trade effluent volumes discharged. This could include a trade effluent meter to directly record the trade effluent volume discharged or a private water meter to accurately determine any allowances that may need to be applied to the calculation (THIS SHOULD ALSO BE CALIBRATED). If you are installing a new meter, replacing an existing meter or think you might have a faulty private meter please notify your wholesaler.

It's important that you submit your private meter readings at a frequency agreed with your retailer to ensure you are billed accurately.