Clean environment
Notes on the Trade Effluent Notice and inspection (sample) point requirements

Trade Effluent Notice Explanatory Notes

Scottish Water is empowered under The Sewerage (Scotland) Act 1968 to control trade effluent which discharges to the public sewer.

Trade effluent is defined as any wastewater discharged during the operation of a business or industrial process. It covers discharges from both large and small businesses and includes process and cooling waters, and wash waters from vehicles, premises and plant.

Trade effluent discharges are controlled by legal documents called Consents which specify limits on the volume and quality of the effluent. The limits are set to prevent safety, health and pollution hazards, and to safeguard people, infrastructure and treatment processes.

It is the legal responsibility of a company which discharges trade effluent, to the public sewer, to obtain Consent from Scottish Water. Discharging without authorisation from Scottish Water may result in conviction and a fine of up to £40,000.

The Trade Effluent Notice

Applications for Consent and for changes to an existing Consent are made by completing a Trade Effluent Notice (TEN).

The TEN can be obtained from your Licensed Provider (LP)* or a pdf version is available from www.scottishwater.co.uk. If you would prefer the form in Excel format, please email TEQ@scottishwater.co.uk. You are legally required to complete the TEN as accurately as possible. The TEN must be signed (either with a scan of a handwritten signature, an electronic representation of a handwritten signature, typewritten or a signed hard copy) and forwarded to your LP. The LP will forward the application to Scottish Water. The site owner should also receive a copy. Please note that SW will email the signatory to confirm they have the authority to sign the application and that SW has received a true and accurate copy.

*If you do not yet have an appointed LP, please see www.scotlandontap.gov.uk for details on how to do this. The Licensed Provider will also provide you with details of Trade Effluent charges.

Typically, Scottish Water will not issue Consent until the site occupier has appointed a LP. Traders undertaking mobile activities such as wheelie bin cleaning or mobile valeting are not required to appoint a LP.

Completing the Trade Effluent Notice (TEN)

Section 1 – Licensed Provider Details
Enter the details of your LP

Section 2 – Details of Occupier or Prospective Occupier
Enter the required details

2.1 **Trade Premises Address** – this is the address of the site where the discharge will take place and should be reflected in the drainage plan.

2.2 **Applicant Details** – this is information about the organisation making the discharge.

2.3 **Registered Office Address** – if the company is Registered then enter the Company Registration Number and the Registered address. If the company is not Registered enter N/A. **It is important that this information is correct, as the TEN is a legal document.**

2.4 **Postal Address for Documents** – if different from Trade Premises Address.

2.5 **Details of Site Owner** – if different from Trade Premises Address. Please tick if you have sent a copy of the Notice to the Site Owner.

Section 27(3) of the Sewerage (Scotland) Act 1968 requires an applicant for a Trade Effluent Discharge to forward a copy of the Trade Effluent Notice to the owner of the Premises and inform them that they may make representations to Scottish Water in respect of the application within 28 days of receipt of the copy.

Section 3 – Type of Application
Select the appropriate tick box to indicate the type of application.

a) New Consent – Proposed discharge for which no Consent exists
b) Consent Review – Modification to existing Consent
c) Renewal of a Discontinued Consent
d) Change of Occupier
e) Discontinuation of Trade Effluent Services (Temporary)
f) Termination of an existing Consent (Permanent)

For application types a, b & c – please complete ALL sections of the form.

For application type d – please complete sections 1 & 2.

For application types e & f – please complete sections 1 & 2, stating the proposed date for the discontinuation of trade effluent services or termination of Consent.

Section 4 – Trade Effluent Description

Scottish Water needs to know details of the **processes** from which the trade effluent arises in order to determine if the effluent is suitable for discharge to sewer and to set the limits to be imposed on the discharge.

List of chemicals: You must list the constituents present in your wastewater. You must also supply a list of chemicals stored on site, because even though these materials are not normally discharged to sewer, they could pose a threat if they were to spill or leak. Please check the list of chemicals in Annex 1 of the form and indicate any which are stored on your site or are likely to be discharged in your effluent. Where this applies, please provide further details. You must return the signed Annex 1 with your application.

Scottish Water needs to know the flow rate and the maximum volume, in cubic meters (m^3), to be discharged on a daily basis. **The volume of your discharge** can be assessed in a variety of ways, such as examining your mains water input, comparing your process with similar processes, installing a process water meter or asking your plant manufacturer for data on water use. If you are unsure, please provide your best estimate. **A flow diagram** may be useful to ensure that all wastewater sources are listed.

Section 5 – Drainage Plan

Under section 45 (1) (a) of the Sewerage (Scotland) Act 1968, all applications must be accompanied by a complete and accurate drainage plan of the premises.

Public Sewers: Please supply an accurate plan showing where any existing site drainage connects to the public sewer. (If a plan of the public sewers adjacent to your premises has been enclosed with this note, then please mark the point(s) where your private drains connect to public sewers on the plan). The foul sewer is depicted by a red continuous line and surface water a blue dashed line.

Note that if you intend to make a new connection to sewer you must first obtain a connection permit by calling our Customer Helpline on **0800 077 8778**.

Private Drainage: You are legally required to enclose a detailed plan of your internal drainage layout, showing clearly the location of surface water, foul drains and combined sewers. The surface water (rainwater) is depicted by a blue dashed line; domestic drainage (toilets, sinks, etc.) a brown continuous line, and trade effluent a continuous green line.

You may be able to send a copy of the original development drainage plans, updated with any subsequent alterations. However, if your existing plans are incomplete or inaccurate the layout must be ascertained by dye-testing. Many contractors offer this service. If a very precise plan is needed, electro-location or CCTV surveys can be carried out by specialist firms.

Section 6 & 7 – Employee and process allowances:
Where wastewater volume is calculated using mains water consumption, allowances for staff and process water allowances are deducted. This is because:

- Discharges from staff facilities such as toilets, showers and canteens are not counted as trade effluent
- Water lost in product and evaporation does not contribute to trade effluent volume

The Trade Effluent Notice asks for information to calculate these allowances. Please provide supporting information to demonstrate how water lost in product or evaporation has been calculated.

Section 8 – Health and Safety
Your wastewater discharges will be monitored by our staff. Under the terms of the Health and Safety at Work, etc. Act, 1974 you must provide the Authority with a copy of your safety guidelines, highlighting all procedures which would be relevant to regulatory staff. You must also confirm that you have carried out the risk assessments required under Regulation 6 of the Control of Substances Hazardous to Health Regulations, 1988, and have also paid due regard to Regulations 2(1)(b), 3(1), and 7(1-5).

Environmental Regulations
The Environmental Information Regulations 1992 provide for freedom of access to information on the environment. We implement this by publishing details of consent conditions and compliance, and by allowing public access to information relating to consents and compliance, and to any action taken by us in relation to enforcement.

Nothing will be disclosed which appears to us to warrant commercial confidentiality, and you may notify us of any material which you wish to be treated confidentially.

Providing an Inspection Point
An inspection chamber or manhole point is a legal requirement, and is needed so that samples of trade effluent discharges can be obtained for control purposes. This should be sited upstream of any drainage from domestic sources. Manhole covers should be designed so that they can easily be lifted by a single person.

If a sampling point is found to be unsuitable for any reason, it would have to be altered under Section 29 (3)(k) of the Sewerage (Scotland) Act 1968.

Positioning of and access to sampling points

- Drainage from toilets, sinks, hand-wash basins or showers **must not** discharge through the point
- The point must be easily accessed. Thus, it should not normally be sited in an area with limited access.
- The inspection point must allow samples to be taken without personnel entering a manhole chamber, and without exposing them to any other hazard.
- There should be no obstructions to the inspection point, temporary or permanent. This includes obstruction caused by equipment, materials, deliveries or vehicles. The point should not be locked, and vehicles must not park over it. Any of these would contravene the requirements of the legislation.
- Our personnel should have access at all reasonable times. This is usually within working hours, but in certain circumstances it may be necessary to sample at other times.
- You will be advised by us if space for an automatic sampling device is needed in the manhole. Some companies may wish to make this provision for their own sampling purposes.

Manhole covers for sampling points

To comply with legislation, the cover at a sampling point must be easy to remove. Note that:

- A lightweight cover may be required. (Light covers suitable for heavy traffic are available).
- If the manhole cover is large, it should be split. Square manhole covers split into two triangles bolted together, should be separated by unbolting.
- The keyholes for lifting irons should be positioned to balance the centre of gravity of the manhole. If they are not, the manhole cover can jam on lifting.

Examples of sampling points

1. Designated Manhole
   The sewer should have an opening <u>directly below</u> the access point (usually a manhole). Diagonal arrangements are not acceptable. Most openings are oval. The **minimum** dimensions are 102 mm width, by 350 mm along the length of the pipe, unless otherwise agreed by us. The sewer should have sufficient gradient to prevent build-up of solids, as this may result in unrepresentative samples.

2. T-piece on dipped exit pipe from Separator
   A dipped exit pipe ensures that oils are retained in a tank. Samples taken from the tank surface will not be representative, so a T-piece must be installed for sampling. The **minimum** internal circumference acceptable is 102 mm.

For more information on industrial effluents and pollution prevention, call our Customer Helpline on **0800 077 8778** and ask for the Trade Effluent Quality Team.

Preventing Pollution
It is the responsibility of all individuals and companies to ensure that their activities do not harm the environment. The fines for pollution are up to £40,000, and those responsible for pollution can face a massive clean-up bill and possible prosecution. It is, therefore, in all our interests to ensure that pollution does not happen.

Section 9 – Declaration by the Applicant
Please sign the original completed form (either with a scan of a handwritten signature, an electronic representation of a handwritten signature, typewritten or a signed hard copy) and forward it to your LP. The owner of the site should also receive a copy.

Further information
If you need to speak to someone directly, or require more information and advice on pollution prevention/trade effluent quality, please call our Customer Helpline and ask to speak to a member of our Trade Effluent Quality team.

Please also call our Customer Helpline to report an emergency relating to any risk of water pollution to the public water supply or sewer system.

Alternative formats of this guide can be made available free of charge. For information on Braille, large print, audio and variety of languages, please call our Customer Helpline.

We record all calls for quality and training purposes.

Scottish Water is committed to protecting your data and information. Our privacy notice explains how Scottish Water uses personal data collected by Scottish Water. It also sets out our commitment to safeguarding personal information held about individuals - it does not apply to information we hold about companies and other organisations.

Privacy Statement

Any personal data you give to Scottish Water will be processed in accordance with current UK Data Protection laws. Please find our Personal Data Policy within our 'Key Publications' page on our website https://www.scottishwater.co.uk/en/Help-and-Resources/DocumentHub/Key-Publications/Data-Privacy.

Customer Helpline: **0800 077 8778**

www.scottishwater.co.uk

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www.facebook.com/scottishwater

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For further information on Trade Effluent, Scottish Water and our services, please call our Customer Helpline on **0800 077 8778**, or visit our website at www.scottishwater.co.uk
Ref: TEQ21, 05/21