

From: [Bischoff Hotel](#)
To: [TWT](#)
Subject: legislative council select committee regarding taswater
Date: Wednesday, 12 August 2020 4:38:35 PM

Dear Committee,

We wish to respond with reference to section 2 of the terms of reference.

We purchased the Bischoff Hotel in Waratah in April 2017.

At that time we were curious as to why there was no grease trap on the building and intended on installing one.

Shortly after Taswater announced plans for trade waste disposal systems to be installed.

As a result we purchased a compliant 1000 litre above ground tank and pump unit.

We submitted a form to Taswater with the Trade Waste Application fee.

We indicated where we would like to place it and were told we needed a draftsman design which cost us around \$700 for a draughtsman to basically copy our diagramme and place his name on it.

We then also paid for a plumbing works certificate from the council.

We were told it had to be plumbed into the mains and were supplied with diagrams from both Council and Taswater.

The excavator was unable to locate the mains.

We paid a bill for nearly \$1000.00 in effect to dig a trench and fill it in again.

Both Taswater and Council denied liability for accuracy of the plans and we were told to engage a *specialist* pipe locator at unknown cost.

We have also been told that the system will be required to be pumped out quarterly at significant cost.

Additionally we have been informed that the tap from which the hose used to refill the unit after pumping out, is to be fitted with a backflow arrestor costing several hundred dollars and also requires annual inspection and certification of its compliance.

I'm assuming Taswater will, once completed, also be levying additional fees as a trade waste customer.

Now, the current state of play is that we have an unconnected 1000 litre grease trap and pump unit that has nearly expired its warranty.

We have to date spent over \$6000.00 with little knowledge about what further expenditure is required.

Businesses are way down on current income and likely to remain so for an extended period possibly being several years.

We are a small volume, low risk, low category regional pub.

Our concern about costs has been met with an offer of a low interest loan ie: becoming in debt to Taswater which is simply not a solution.

We consider ourselves prudent business people as most business owners are.

We do not have an endless supply of funds and must prioritise our costs.

We wish to reduce our impact and actively do what we can to prevent discharge of food material.

From our perspective as a customer of Taswater it would appear that their intentions have been good but application has been extremely poor and confusing.

As a small business we have already spent significant funds with no achievement of **our** objective.

We suspect that if we had simply installed our own unit without reference to Taswater we would have a functioning system that reduces the risk of food scraps being discharged into the system.

Taswaters system of management seems to have overcomplicated things with little

reference to practical solutions but has a focus that impacts small businesses through lack of clarity about processes, excessive compliance costs and an apparent desire to maximise their profit.

Regards
Paul Ekman

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The Bischoff Hotel
(03)64350614
0422253475
info@bischoffhotel.com.au

