

**PROCEDURE MANUAL
FOR USE OF METRO VANCOUVER
TRUCKED LIQUID WASTE FACILITIES**



**metro
vancouver**

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OVERVIEW OF THE TRUCKED LIQUID WASTE PROGRAM

Metro Vancouver currently operates Domestic Waste (DW) trucked liquid waste (TLW) facilities at the Annacis Island, Iona Island and Northwest Langley Wastewater Treatment Plants (WWTPs) and a Non-Domestic Waste (NDW) facility at the Iona Island WWTP.

The DW TLW facilities were established in order to provide domestic waste disposal service to homeowners living within Metro Vancouver whose residences are not connected to a municipal sanitary sewer. These residences discharge domestic wastewater to on-site treatment systems (holding or septic tanks), that must be pumped out periodically to ensure the maximum storage capacity of the tank is not exceeded. Waste disposal companies, known as "Haulers", pump out the tank and the contents are taken to a TLW facility for discharge and treatment.

The NDW TLW facility at Iona Island WWTP provides a disposal and treatment option for commercial, industrial and institutional operations that generate organic waste from on-site wastewater collection and treatment systems. These treatment systems are usually connected to municipal sanitary sewer systems and are used to pre-treat wastewater which (if left untreated) could, by itself or in combination with another substance, obstruct flow or interfere with the operation of a sewer or wastewater treatment facility. These collection and treatment systems need to be cleaned out periodically before maximum storage capacity is exceeded. The organic material, which must be authorized by Metro Vancouver Environmental Regulation & Enforcement staff prior to disposal, is collected by a Hauler and taken to the NDW TLW facility for discharge and treatment.

Overview of Wastes Accepted at Metro Vancouver TLW Facilities

Only wastes generated within the boundaries of Metro Vancouver will normally be accepted for disposal. Possible exceptions may be considered on a case by case basis. If you are seeking to dispose of a waste from outside Metro Vancouver boundaries, you must complete TLW Form D, "Application for Discharge of Domestic Waste Generated Outside of the Township of Langley or Metro Vancouver". Please submit the application to the TLW Program Administrator by email at TruckedLiquidWaste@metrovancouver.org.

[Application for Discharge of Domestic Waste Generated Outside of the Township of Langley or Metro Vancouver](#)

The wastes accepted at the TLW facilities are defined in GVS&DD Sewer Use Bylaw No. 299, 2007 as follows:

"Septic Tank Waste" means any waste extracted from a cesspool, septic tank, sewage holding tank, seepage pit, interceptor or other containment for human excretion and wastes.

For the purpose of this document, Septic Tank Waste, or otherwise referred to as Domestic Waste includes the following types of wastes:

- Holding Tank
- Septic Tank
- Portable toilet
- Pit toilet
- Dog dung

- Sanitary sewer line
- Pumping Stations
- Sewage treatment plant

“Trucked Waste” means any non-domestic waste that is collected and transported off the site on which it originated by means other than discharge to sewer, including but not limited to Oil and Grease from interceptors and other sludges of organic origin.

No Trucked Wastes will be accepted unless:

- A person has a valid Trucked Waste Authorization and the discharge of the Trucked Waste is conducted at the TLW facility specified in the Authorization and in compliance with the Authorization, or
- A person operates a Food Service Establishment in full compliance with the Food Sector Grease Interceptor Bylaw 368 and the Trucked Waste is discharged at a facility designated for the receipt of this waste.

Authorizations

Non-Domestic (or Trucked Waste) must be pre-approved and authorized prior to disposal. To obtain an Authorization the waste generator must complete TLW Form A, “Application to Discharge Non-Domestic Waste at the Iona Island Wastewater Treatment Plant Trucked Liquid Waste Facility”. Please submit the application to the Environmental, Regulation & Enforcement division by email at RegulationEnforcement@metrovancouver.org.

[Application to Discharge Non-Domestic Waste at the Iona Island Wastewater Treatment Plant Trucked Liquid Waste Facility](#)

An Authorization is issued subject to confirmation that the waste meets the terms and conditions for use of the TLW facility. If approved, an Authorization Number is assigned to the identified waste stream. The Authorization will also include any special conditions under which the waste must be collected and disposed. The Authorization Number must be quoted on the manifest on each occasion the waste is taken for disposal. Please note that a separate Authorization is needed for each waste at a given facility. Generators should allow up to 5 working days for processing of applications, and longer if wastewater contaminant profile data is requested.

Authorizations are issued for both ongoing discharges and specified-term discharges. Authorizations may be cancelled if inactive for a period of 12 months. Specified-Term Authorizations expire on the date identified in the Authorization. In either case, a new Authorization will be required for subsequent disposal of the waste.

If a waste is determined to be unacceptable for discharge at the WWTP, the generator will be notified of the denial of the Authorization and the application will be kept on file for future reference.

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Annacis Island WWTP

Annacis Island WWTP can accept all types of Domestic Waste from all areas of Metro Vancouver. Non-Domestic Waste will not be accepted at the Annacis Island WWTP facility, unless approved in advance by Metro Vancouver staff.

Iona Island WWTP

Iona Island WWTP plant can accept all types of Domestic Waste from all areas of Metro Vancouver. In addition, properly authorized Non-Domestic Wastes will be accepted.

Northwest Langley WWTP

Due to Northwest Langley plant's small size and its limited capacity to process high strength wastes, TLW discharges are limited to Domestic Waste collected from holding tanks within the Township of Langley. Holding tank wastes from other communities may be accepted if pre-approved for discharge. If you are seeking to dispose of a waste from outside the Township of Langley, you must complete TLW Form D, "Application for Discharge of Domestic Waste Generated Outside of the Township of Langley or Metro Vancouver". Please submit the application to the TLW Program Administrator by email at TruckedLiquidWaste@metrovancouver.org.

Application for Discharge of Domestic Waste Generated Outside of the Township of Langley or Metro Vancouver

Credit Accounts

Only Haulers that have a valid credit account with Metro Vancouver are allowed access to Metro Vancouver TLW facilities. To establish a credit account, a Hauler must complete TLW Form B, "Hauler Credit Application for Use of Trucked Liquid Waste Facilities Operated by Metro Vancouver". As noted in the application, three credit references are required. Please submit the application to Metro Vancouver, Financial Services Department (Attention: Treasury Manager), 26th Floor, 4730 Kingsway, Burnaby, BC V5H 0C6. Allow at least 10 working days for processing of the credit application.

Hauler Credit Application for use of the Trucked Liquid Waste Facilities Operated by Metro Vancouver

Gate Access Cards

Access to the WWTPs is controlled by electronically activated gates. Haulers will be issued gate access cards for their trucks to gain entry to the gates once their credit account has been established.

Gate access cards are assigned to individual trucks and should be used for the assigned truck only. Haulers are responsible for informing the TLW Program Administrator of any new trucks or license plate changes. The cards will only be active during the operating hours of the TLW facilities as noted for each location below.

If you have any questions regarding gate access cards or require replacement access cards, contact the TLW Program Administrator by email at TruckedLiquidWaste@metrovancouver.org or by phone at (604) 436-6765. Note a replacement fee may be charged.

Discharge Rates and Invoice

TLW discharge rates apply to both Domestic and Non-Domestic Wastes. The TLW program is a user-pay system, meaning that the costs of operating the TLW facility and treating the waste are recovered by the discharge rates. The discharge charge for each load is based on the appropriate disposal rate and is prorated to the actual volume of the discharge. The discharge rate is reviewed and re-calculated on a periodic basis. For current disposal rates, visit the Metro Vancouver website at:

<http://www.metrovancouver.org/services/Permits-regulations-enforcement/liquid-waste/trucked-liquid-waste/Pages/default.aspx>

Each month the Hauler will be invoiced for all waste loads disposed of in the previous month. Payment in full must be made within 30 days of the invoice date. Overdue amounts will be subject to an interest penalty of 1.25 % per month, 15% per annum. Credit and discharge privileges may be suspended for non-payment. Payment at the time of disposal cannot be accepted at the TLW facility.

Manifests

The Hauler or their employees must identify all wastes taken for discharge to the TLW facilities by completing TLW Form C, "Hauler Manifest of Liquid Waste Collected for Disposal at Metro Vancouver Trucked Liquid Waste Facilities". The manifest must identify the origin of all generator wastes which make up the load and include an accurate description of each waste. An Authorization Number must also be noted for Non-Domestic Wastes with the exception of grease trap wastes.

[Hauler Manifest of Liquid Waste Collected for Disposal at Metro Vancouver Trucked Liquid Waste Facilities](#)

At the Annacis Island WWTP TLW facility, the completed manifest must be placed in the metal drop box provided once the load has been discharged. At the Iona Island and Northwest Langley WWTP TLW facilities, the completed manifest must be dropped off with the Attendant prior to disposal of the load.

Please ensure that load manifests are complete and accurate. **Incomplete manifests may cause delays in discharging the waste or result in rejection of the load.** The submission of completed manifests is mandatory.

Sampling and Scaling Loads

At any of the TLW facilities, an Attendant or other Metro Vancouver staff may assess the load by sampling or observation to confirm that the waste is acceptable for disposal. Scales may also be used to confirm the declared load volume.

Rejected Loads

If a load is determined to be in violation of the terms and conditions of this Procedure Manual, or the Trucked Waste Authorization, if applicable, the load will be rejected.

Upon notification by the Attendant that the load has been rejected:

- the Hauler will cease discharging,
- the Hauler will remove any waste discharged to the facility, as directed by the Attendant and,
- the Hauler will make alternate plans for disposal.

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Generators of rejected loads will be contacted by Environmental Regulation and Enforcement, and may be sent a violation notice. In addition, the Ministry of Environment will be notified of the rejected load. Non-Domestic Waste generators may also have their Waste Authorization cancelled.

After-Hours Discharges

After-hours discharge is not permitted unless pre-approved at the discretion of Metro Vancouver WWTP management. Haulers should plan to discharge their TLW loads during regular WWTP operating hours. Requests for pre-approval of after-hours discharges must be made between the hours of 9:00 AM and 3:00 PM, Monday to Friday by contacting the TLW Program Administrator by email at TruckedLiquidWaste@metrovancouver.org or by phone at (604) 436-6765.

Driver Requirements

All Drivers must follow the requirements described in this Procedure Manual and the TLW Facility-Use Program materials. In addition, Drivers must:

- keep the TLW facilities neat and clean: using trash receptacles; draining transfer hoses; washing down work areas.
- disconnect transfer hoses and not allow hoses to drop on camlock fittings before driving away from the TLW facility.
- fill out manifests completely and legibly: leaving in the designated drop-off locations.
- ask for assistance or notify WWTP Operations staff of any items requiring attention.

The Hauler and/or Driver may be responsible for any costs incurred to rectify damages or replace equipment and may lose access privileges to TLW facilities at Metro Vancouver's discretion.

TLW Facility-Use Program (Site Orientation)

This program is mandatory for all Drivers. All program materials listed below must be reviewed prior to accessing any of the Metro Vancouver TLW facilities:

- TLW Procedure Manual
- Annacis Island WWTP Domestic Waste Offload Procedure Video
- Iona Island WWTP Domestic Waste Offload Procedure Video
- Northwest Langley WWTP Domestic Waste Offload Procedure Video

Once all of these materials have been reviewed, the Driver must complete TLW Form E, "TLW Facility-Use Program Sign-Off Sheet". Please submit to TruckedLiquidWaste@metrovancouver.org. Upon receipt of the signed form, the Driver will be assigned a hard hat sticker for each plant orientation video that has been reviewed. The Driver will also be provided with an information sheet for each plant.

TLW Facility-Use Program Driver Sign-Off Sheet

Personal Protective Equipment (PPE)

Minimum PPE requirements* for Metro Vancouver staff working onsite are:

- hard hat,
- grade 1 safety footwear,
- hi-visibility vest or clothing and

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- safety glasses.

*Additional PPE may be required based on the Hauler's assessment of hazards associated with TLW work.

Consult your supervisor and Safe Work Procedures for any additional PPE requirements for your work-specific tasks at the discharge sites.

Falsified Information

The Generator, the Hauler, and their employees must not falsify information provided to Metro Vancouver, either verbally or in written format. Falsifying information may result in the loss of use of all TLW facilities operated by Metro Vancouver. In addition, Metro Vancouver may take legal action as per the provisions of the Greater Vancouver Sewerage and Drainage District Sewer Use Bylaw No. 299, 2007.

Where to get Forms and Further Information

All TLW forms are linked throughout this Procedure Manual, in Appendix C and can also be found on the Metro Vancouver website.

<http://www.metrovancouver.org/services/Permits-regulations-enforcement/liquid-waste/trucked-liquid-waste/Pages/default.aspx>

ANNACIS ISLAND WWTP TRUCKED LIQUID WASTE FACILITY

HOURS OF OPERATION: 6:00 AM to 5:00 PM Monday to Saturday, including statutory holidays

TELEPHONE: (604) 523-7100

AFTER-HOURS DISPOSAL REQUESTS: (604) 436-6765 *must be received at least 48-hours prior.

LOCATION: 1299 Derwent Way, Delta, BC V3M 5V9 ([see diagram on page 9](#))

Wastes Which Are Accepted at the Annacis Island WWTP TLW Facility

- Domestic Waste generated within Metro Vancouver.

Wastes Which Are Not Accepted at the Annacis Island WWTP TLW Facility

- Wastes generated outside Metro Vancouver, unless pre-approved.
- All types of Non-Domestic Waste.
- Wastes from recreational vehicles.
- [See list in Appendix A – prohibited and specified wastes.](#)

Procedure for Using the Annacis Island WWTP TLW Facility

The facility has an automated system where the Driver must use an access code and PIN in order to operate the equipment. Detailed instructions for using this facility are shown on the following page.

The Hauler must enter information from the manifest electronically. As at other facilities, the Hauler is also required to submit a manifest, which identifies all generator waste that make up the load. The manifest must be deposited in the metal drop box provided.

Data entry consists of the following information:

- the type of domestic waste, e.g. septic, holding tank, portable toilet, etc.
- the municipality in which the waste was collected, and
- the estimated disposal volume.

A reference sheet identifying the codes of the domestic waste types and municipalities is posted at the facility.

Haulers are responsible for housekeeping at the disposal area and must clean up waste leaks or spills. For large leaks and spills, the Hauler must contact the Attendant.

Detailed Instructions for Use of the Annacis Island WWTP TLW Facility

In order to use the automated system at Annacis Island WWTP, an access code and a Personal Identification Number (PIN) will be issued by the TLW Program Administrator.

Metro Vancouver Access Code:

Each truck will be assigned its own unique three-digit Access Code (example: 123). These numbers are linked to the vehicle license plate and are only to be used when that truck is discharging TLW at Annacis Island WWTP. The Hauler should only provide the access code to staff who are required to use it. You must advise the TLW Program Administrator at (604) 436-6765 or

TruckedLiquidWaste@metrovancouver.org when a vehicle license plate has been retired or changed.

Personal Identification Number (PIN):

Each three-digit Access Code will have its own unique four-digit PIN (example: 1234). The number is generated by Metro Vancouver and Haulers are responsible for its use.

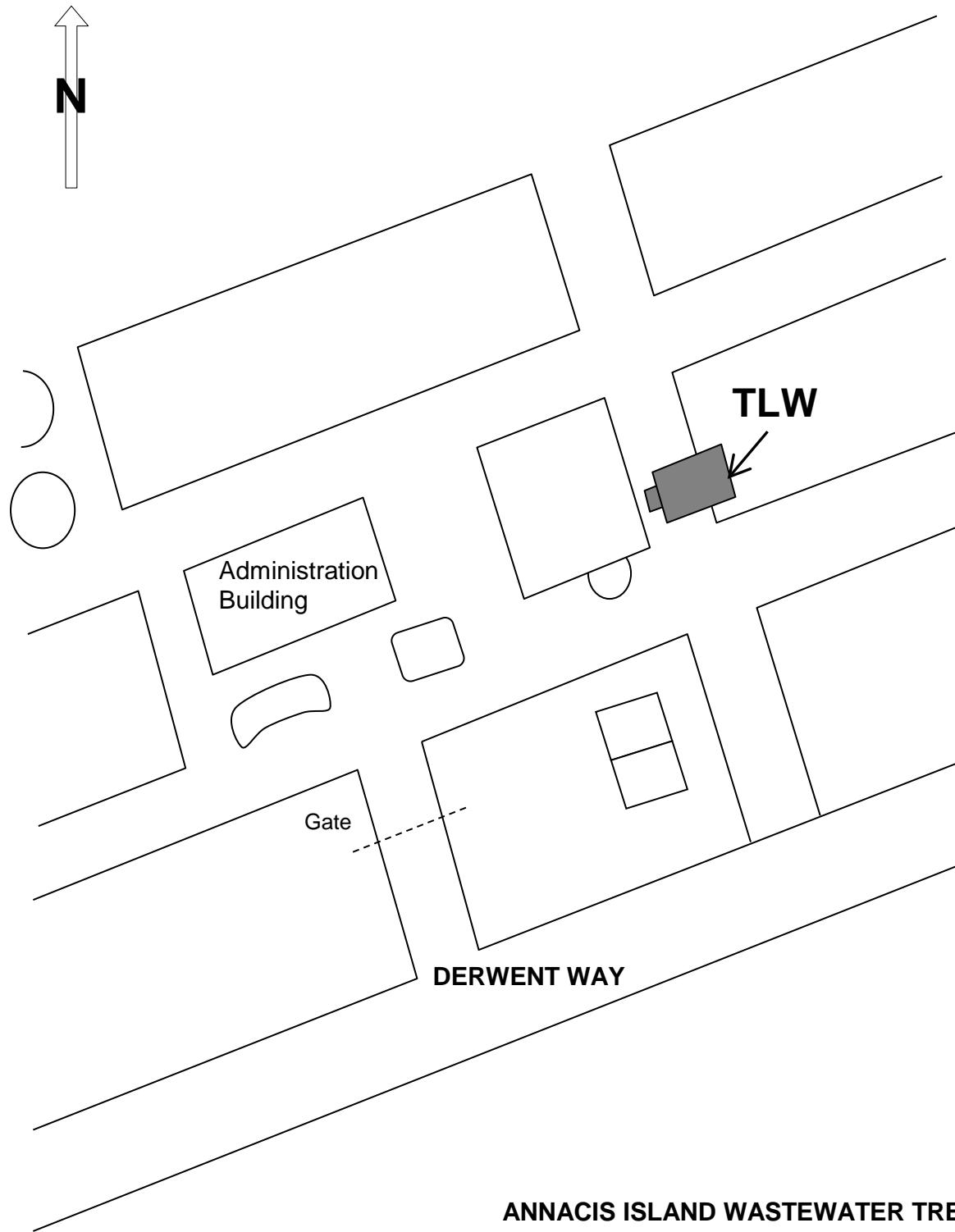
Hooking up and activating the TLW system.

- Step 1:** Hook up the discharge hose to the disposal station.
- Step 2:** Using the monitor screen and keypad, enter the Access Number and PIN for your vehicle.
- Step 3:** What type of domestic waste are you discharging? Look at the table next to the screen, find the waste type and enter the corresponding number. For example, if the waste was collected from a septic tank, enter number 5.
- Step 4:** What municipality does the waste come from? Look at the table next to the screen, find the name of the municipality and enter the corresponding number. For example, if the waste is from White Rock, enter number 21.
- Step 5:** What is the estimated volume of the load in cubic meters? Look at the gallons to cubic meter conversion table next to the screen if you need to convert. For example, if the volume is 3,000 gallons, enter 13.64 cubic meters.
- Step 6:** Are there any other generators in the load? If yes, press 'FP' and repeat Steps 3 to 5 to enter the required information about subsequent generators. Press 'Start' once all generator information has been entered.
- Step 7:** Confirm the hose is connected and press 'Start' to open the valve to begin offloading.
- Step 8:** Press 'STOP' to close out of the system after offloading.
Failure to follow this step may result in subsequent loads being charged to your account.

When the discharge is complete, the monitor screen will post the volume for the load. This is the volume that will appear on the billing invoice. If you disagree with the volume recorded on the screen, contact the TLW Program Administrator by email at TruckedLiquidWaste@metrovancouver.org or by phone at (604) 436-6765

- Step 9:** Deposit the manifest in the metal box provided.

Diagram of the Annacis Island WWTP TLW Facility



ANNACIS ISLAND WASTEWATER TREATMENT
PLANT
(1299 Derwent Way, Delta BC)

IONA ISLAND WWTP TRUCKED LIQUID WASTE FACILITY

HOURS OF OPERATION: 6:00 AM to 5:30 PM Monday to Saturday, including statutory holidays

TELEPHONE: Reception: (604) 215-8924 TLW Attendant: (604) 215-8908

AFTER-HOURS DISPOSAL REQUESTS: (604) 436-6765 *must be received at least 48-hours prior.

LOCATION: 1000 Ferguson Road, Richmond, BC V7B 1W7 ([see diagram on page 11](#))

Wastes Which Are Accepted at the Iona Island WWTP TLW Facility

- Domestic Waste and Authorized Non-Domestic Waste generated within Metro Vancouver.

Wastes Which Are Not Accepted at the Iona Island WWTP TLW Facility

- Combined loads of Domestic and Non-Domestic Waste.
- Wastes generated outside Metro Vancouver, unless pre-approved.
- Storm Waste collected from industrial sites, unless authorized.
- Catch Basin Waste.
- Remediation Waste
- Wastes held in small containers i.e. bottles, pails and drums.
- Wastes from recreational vehicles.
- Pesticides.
- [See list in Appendix A – prohibited and specified wastes.](#)

Procedure for Using the Iona Island WWTP TLW Facility

Haulers are prohibited from combining Domestic and Non-Domestic Waste in the same load. Domestic and Non-Domestic Wastes are discharged at separate areas within the WWTP. Haulers are prohibited from discharging waste without first dropping off a manifest at the TLW Attendant's office.

Haulers are to use the main road to access the TLW facility as shown on the diagram below. Use of the eastern road by TLW Haulers is prohibited.

Haulers are responsible for housekeeping at the disposal area and must clean up waste leaks or spills. For large leaks and spills, the Hauler must contact the Attendant.

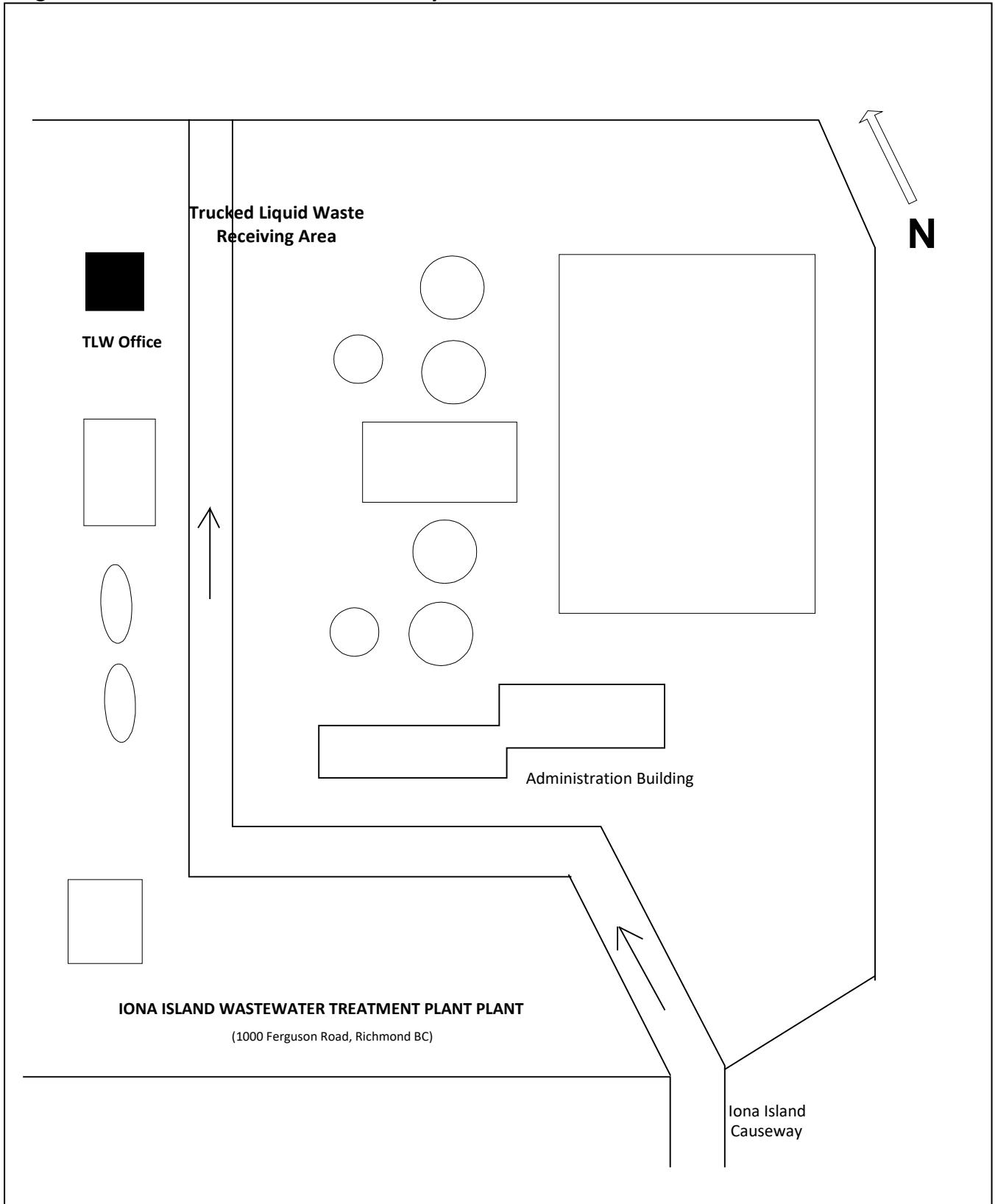
Personal Protective Equipment (PPE)

Minimum PPE requirements at Iona Island WWTP are as follows:

- hard hat,
- grade 1 safety footwear,
- hi-visibility vest or clothing and
- safety glasses.

*Additional PPE may be required based on the Hauler's assessment of hazards associated with TLW work.

Diagram of the Iona Island WWTP TLW Facility



NORTHWEST LANGLEY WWTP TRUCKED LIQUID WASTE FACILITY

HOURS OF OPERATION: 7:00 AM to 3:00 PM Monday to Friday
7:00 AM to 8:30 AM Weekends and Statutory Holidays

TELEPHONE: (604) 888-3223

AFTER-HOURS DISPOSAL REQUESTS: (604) 436-6765 *must be received at least 48-hours prior.

LOCATION: 10301 – 201 Street, Langley, BC V1M 3G8 (see diagram on page 13)

Wastes Which Are Accepted at the Northwest Langley WWTP TLW Facility

- Domestic Holding Tank Wastes generated within the Township of Langley, unless pre-approved.

Wastes Which Are Not Accepted at the Northwest Langley WWTP TLW Facility

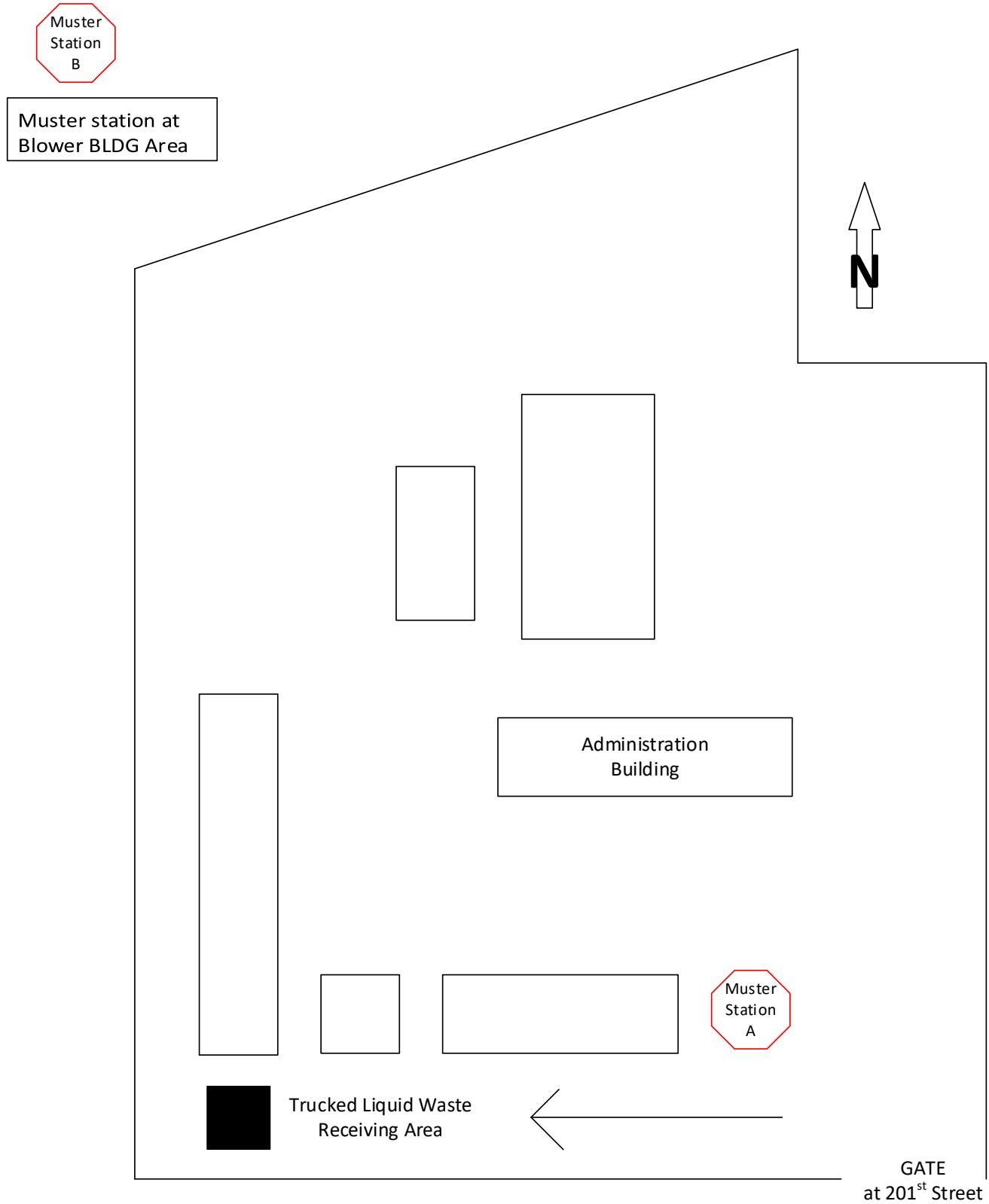
- Wastes generated outside Metro Vancouver, unless pre-approved.
- All types of Non-Domestic Waste.
- Wastes from recreational vehicles.
- [See list in Appendix A – prohibited and specified wastes.](#)

Procedure for Using the Northwest Langley WWTP TLW Facility

Haulers are prohibited from discharging waste without first dropping off a manifest at the TLW Attendant's office.

Haulers are responsible for housekeeping at the disposal area and must clean up waste leaks or spills. For large leaks and spills, the Hauler must contact the Attendant.

Diagram of the Northwest Langley WWTP TLW Facility



APPENDICES

APPENDIX A

Prohibited Wastes

The following are **Prohibited Wastes**, as defined in Schedule A of the Greater Vancouver Sewerage and Drainage District Sewer Use Bylaw No. 299, 2007:

- Flammable or Explosive Waste
- Waste Causing Obstruction or Interference
- Odorous Waste
- High Temperature Creating Waste
- Corrosive Waste
- Biomedical Waste

The following are **Specified Wastes**: unless authorized

Parameter	Authorized Range / Maximum Limit
Ammonia (as Nitrogen)	60.0 mg/L
Chlorinated Phenols	0.05 mg/L
Dissolved Organic Halides	1.0 mg/L
Food Waste Particle Size	0.5 cm
Formaldehyde	40.0 mg/L
Oil & Grease (hydrocarbons)	15.0 mg/L
Oil & Grease (total)	not applicable
pH	5.5 - 10.5
Tetrachloroethylene (PCE)	0.7 mg/L
Total Aluminum	50.0 mg/L
Total Arsenic	1.0 mg/L
Total Benzene/Ethylbenzene/Toluene/Xylenes	1.0 mg/L
Total Boron	50.0 mg/L
Total Cadmium	0.2 mg/L
Total Chromium	4.0 mg/L
Total Cobalt	5.0 mg/L
Total Copper	2.0 mg/L
Total Cyanide	1.0 mg/L
Total Iron	10.0 mg/L
Total Lead	1.0 mg/L
Total Manganese	5.0 mg/L
Total Mercury	0.05 mg/L
Total Molybdenum	1.0 mg/L
Total Nickel	2.0 mg/L
Total Phenols	1.0 mg/L
Total Polynuclear Aromatic Hydrocarbons	0.05 mg/L
Total Selenium	1.0 mg/L
Total Silver	1.0 mg/L
Total Sulphate	1500.0 mg/L
Total Sulphide	1.0 mg/L

Parameter	Authorized Range / Maximum Limit
Total Solids	> 5 %
Total Suspended Solids	600.0 mg/L
Total Zinc	3.0 mg/L
Styrene	0.1 mg/L
Trichlorethene (TCE)	0.5 mg/L
Vinyl Chloride	0.2 mg/L

Radioactive Waste: any Waste that is defined as a Nuclear Substance under the federal *Nuclear Safety and Control Act*.

Hazardous Waste: as defined by the Hazardous Waste Regulation under the provincial Environmental Management Act.

APPENDIX B

Trucked Liquid Waste Forms

TLW Form A: [Application to Discharge Non-Domestic Waste at the Iona Island Wastewater Treatment Plant Trucked Liquid Waste Facility](#)

TLW Form B: [Hauler Credit Application for use of the Trucked Liquid Waste Facilities Operated by Metro Vancouver](#)

TLW Form C: [Hauler Manifest of Liquid Waste Collected for Disposal at Metro Vancouver Trucked Liquid Waste Facilities](#)

TLW Form D: [Application for Discharge of Domestic Waste Generated Outside of the Township of Langley or Metro Vancouver](#)

TLW Form E: [TLW Facility-Use Program Driver Sign-Off Sheet](#)