



Keeping drains clear.

Helping your business avoid
blocked pipes and sewer flooding.



Bin it - don't block it.

Doing things right.

If fats, oils, greases and leftover food go down your pipes, they will become solid and block your drains.

We've seen the damage this can cause for businesses like yours and we don't want you to face the same problems, such as:

- being forced to close while a blockage is cleared
- losing sales because of a bad reputation with your customers
- fines or prosecution under section 111 of The Water Industry Act 1991.

Did you know?

It's illegal to discharge anything that could interfere with the free flow of wastewater.

If your business floods with sewage because of a blockage, you'll have to close while we clear up the mess.

Our best advice.

It's important you know what to do when getting rid of fats, oils, greases and leftover food. Our best advice can help you manage your kitchen's waste in the right way.

Clearing your dishes.

- Don't scrape any leftover food into the sink, put it in the bin.
- Keep any oils and greases out of washing-up water, wipe dishes with kitchen roll and throw it in the bin.
- Clear any leftover food straight into the bin or an air-tight container.
- Use strainers in sink plug holes to collect any food waste, then put it in the bin.



! Why it's important.

- Food waste can build up in your business's waste pipes, cause a blockage and lead to your business internally flooding with sewage.
- If you cause damage to our sewers by putting the wrong things down the drain, you could be prosecuted or fined under section 111 of The Water Industry Act 1991.

Cleaning your floors.

- Don't sweep rubbish into the drains, sweep it up and put it in the bin.
- Clean the floors regularly to keep them free from spills, fats and greases.



! Why it's important.

- Blocked pipes can create horrible smells and it could mean your business gets a bad reputation, affecting sales and profit.

Collecting your waste.

- Don't pour cooking fats, oils or greases down sinks or drains.
- Have a specialist supplier install a grease management system. Ensure it is cleaned and maintained.
- Store your leftover oil in an air-tight container and have it collected by a licensed waste contractor.



Find a collector.

- To get your waste oil taken away properly, visit environment.data.gov.uk/public-register to find a licensed waste contractor.

Find out more.

Visit [thameswater.co.uk/advice](https://www.thameswater.co.uk/advice) to download more copies of this leaflet or posters for your kitchen.



Get in touch.

If you were visited by one of our team, you can contact them direct. They will be able to provide advice for your business.

In an emergency.

If you have an emergency relating to your wastewater, call us on **0800 316 9800**.



Other useful contacts.

The Environment Agency.
[environment-agency.gov.uk](https://www.environment-agency.gov.uk)

Food Standards Agency.
[food.gov.uk](https://www.food.gov.uk)

A large orange circle with a yellow triangular pointer at the top, containing white text.

Sorry, toilets
closed due
to blockage.

Don't let customers
find your toilets
looking like this.



Your pipes are only 10cm wide so they can't take the strain.



Bin it - don't block it.

