

| Question | Answer |
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| INFRASTRUCTURE CHARGES & PAYMENTS | |
| Is the Infrastructure Charges Notice (ICN) raised at the same time the decision notice is issued? | Yes, the Infrastructure Charges Notice (ICN) is raised at the time the Decision Notice is issued. You then have the ability to request the Infrastructure Charges Quote (ICQ) following this, to proceed to payment of the ICQ. |
| What is the likely timeframe for updated Infrastructure Charges Quote (ICQ)s to be generated, particularly where WIAs are involved? | The Infrastructure Charges Quote (ICQ) timeframe remains as per current processes, which is currently 10 working days. The integrations in the new portal however should speed up the time taken to generate the updated ICQs. |
| Can the portal be used to request return of uncompleted works bonds after the Certificate of Completion (COC) is issued? | Yes, the portal provides a solution to facilitate this request, which is known as “funds release”. The portal is able to facilitate the payment of the bonds. Unitywater’s process will be that fund releases for the uncompleted works bond will be proactively actioned when the On Maintenance certificate is issued. |
| Is a tax invoice issued once payment has been made? | Yes, a tax invoice will be issued once all required payments have been received and confirmed. Unitywater will send a confirmation email to your registered email address. |
| Will our accounts team need to connect to the portal to be able to pay an Infrastructure Charges Notice (ICN)? | An applicant has the option to delegate payment responsibility to someone else to pay in the portal. Alternatively, the applicant can receive the EFT details to provide to their accounts team to pay via EFT. |
| Are the EFT details and reference number noted on the Infrastructure Charges Quote (ICQ) PDF document generated? | Each reference number issued in the portal is unique. From go-live on the 15 July 2024, the EFT and reference number will be via the portal, rather than noted on the Infrastructure Charges Quote (ICQ) PDF, however further enhancements could be made to this process in future. |
| Where bank guarantees are involved, is it still possible to scan and include these with the Provisional Certificate of Completion (PCOC) application and arrange for these to be delivered to the local Unitywater office, following the portal launch? | Yes. Unitywater asks the bond type (cash or bank guarantee) within the application. For bank guarantees, a copy can be attached to the application as an additional document. Unitywater must have the physical documents registered before updating the bond payment status to paid. Once receive and registered, this status of the bond can be updated. |

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| <p>When key payments are made by the Developer, e.g. Infrastructure Charges Notice (ICN), bonds, is there a quicker way to receive Unitywater reference numbers for payments?</p> | <p>When a Developer (or any user) makes a payment via the online payment channel in the portal, the payment reference information is automatically saved in the portal and the portal user can see the item status is paid.</p> <p>When the payment method is EFT, the unique payment reference number and Unitywater bank details will be provided onscreen and via the email notification for outstanding payment. These details must be used in the EFT so that Unitywater can correctly match the payment with its intended purpose. When the correct reference and amounts are used in the EFT, there is no reason for the applicant/developer to contact Unitywater to check payment is received. Once received, the status of the item will update to paid.</p> <p>In the event that incorrect details are provided in the EFT and Unitywater needs to investigate the payment to match to the correct charge item, then Unitywater will contact the applicant and other required parties to resolve the mismatch. The item will show as pending payment until full payment is confirmed.</p> |
| <p>Why are the bonds and/or infrastructure charges quotations (ICQs) that I have already paid not linked to my development in the portal?</p> | <p>It is imperative that the correct historical application number is recorded when submitting your inflight application to enable Unitywater to link any bonds and ICQs you have already paid to your development in the portal. If you notice that you are not able to proceed due to a validation error saying the ICQ or Bond needs to be paid, please submit an enquiry via the portal.</p> |
| <p>Why has the party I delegated payment to not received a copy of the tax invoice?</p> | <p>Please double-check to ensure that the correct contact details are noted in the portal for the person or organisation that you would like the payment to be made out to, including an email address to ensure the recipient receives a PDF version of the tax invoice for payment.</p> |
| <p>What should I expect when sending a payment request?</p> | <p>A payment request can only be sent ONCE per application from the portal for application fees and bonds. We will introduce sending payment requests for Private Works Quotes and Infrastructure Charges soon. Please check and confirm the email address of the party you are sending the payment request to, making sure it's the right one. Also ask them to register for the portal, using the agreed email address, so that they can sign in and see the delegated payment activity to action.</p> |



What is the right payment reference to use on an EFT payment?

The payment reference number is a unique code starting with the letters 'DS' and is provided with the EFT details. This number is different from the application number.