

Your guide to the Unitywater Search Certificate

and the property settlement process

Unitywater Search Application



- submitted by conveyancing solicitor

Please visit www.unitywater.com to download a search application form. To ensure your Unitywater Search Certificate is issued on time, please submit your application form at least 10 working days before the certificate is required.



Special meter reading

performed by Unitywater

Once the form has been submitted to Unitywater with payment, a special meter read will be scheduled (if required). Special meter readings only take place in each area on set days of the week, and all readings are put through a strict auditing and validation process, which can take several days - this is why we require the full 10 working days to produce a search certificate. For details of our special read days, please visit www.unitywater.com/special-reads

PLEASE NOTE: If the search application is processed within **5 working days** of the property's normal quarterly meter reading date, Unitywater may use this reading to produce the search certificate. This will enable us to process the search request within a shorter timeframe.



Unitywater Search Certificate

- issued by Unitywater

This certificate is emailed or posted to the conveyancing solicitor. It identifies any outstanding charges on the property's account, the amount to be paid to the special read date, and any interest (calculated to the certificate date only), plus any other debt owing on the property. It also provides all the information needed to calculate the charges from the special read date to the settlement date. For more details on how to read the Unitywater Search Certificate, see Page 2.



Settlement payments should be calculated to settlement date - by conveyancing solicitor

To ensure the best outcome for your client, please make sure the seller pays all the outstanding property debt and interest up to the settlement date. This means you need to do a settlement payment calculation from the special read date up to the settlement date, using the information provided in the Unitywater Search Certificate.

See over for details on how to use Unitywater's new Online Settlement Payment Calculator at www.unitywater.com/settlement-calculator to help you estimate these charges as accurately as possible.



'Buying a property' fact sheet provided to buyer



- by conveyancing solicitor

This fact sheet is attached to the Unitywater Search Certificate and should be given to the buyer by the conveyancing solicitor. It provides the buyer with important information about the property settlement process and their first Unitywater bill.



Settlement payment, remittance slip and copy of Form 24 - sent to

Unitywater by conveyancing solicitor

Once settlement has occurred, please send the settlement payment for the previous owner's charges and any outstanding interest directly to Unitywater, along with the Payment Remittance Slip and a copy of the completed Form 24, as this will enable us to follow-up any delays or problems with the DNRM notification process (see below).



Account put on hold - by Unitywater

As soon as we receive this settlement payment, Unitywater puts the property's account on hold so that any bill due to be issued under the normal quarterly billing cycle is not sent to the previous owner (seller). Instead, it is held until we receive formal notification of the new owner/buyer's details from the Department of Natural Resources and Mines (DNRM).



DNRM change of ownership notification received and processed - by Unitywater

Unitywater does not update property ownership records until we receive the official change of ownership notification from DNRM. This notification can take several weeks or longer to arrive.



'On-hold' bill and 'Customer Information Pack' sent to new owner - by Unitywater

Once the DNRM notification is received, Unitywater will issue any on-hold bill (if applicable) to the new owner. The 'Payments' adjustments' section on Page 2 of the new owner's bill will show any outstanding charges from the previous owner's bills as a 'Property Settlement Transfer' amount, along with the 'Property **Settlement Payment**' amount received by Unitywater. We also mail new owners of residential properties a 'Unitywater Customer Information Pack' containing useful information about Unitywater and their bills.

To contact us:

www.unitywater.com

(1300 0 UNITY (1300 086 489)

This information is correct at the time of printing and is subject to change.



The Unitywater Search Certificate (Page 3) contains all the information required to enable you to calculate the current owner/seller's charges up to the property settlement date.

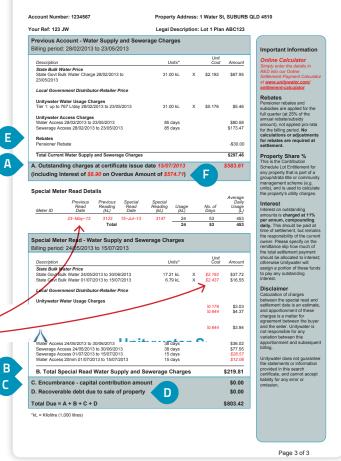
Settlement payments to Unitywater should include:

- A outstanding charges from the previous billing period (calculated at certificate date), including current charges awaiting payment, any overdue amounts from previous billing periods, and any interest owing on overdue amounts;
- B charges from the previous billing period up to the special read date;
- any capital contributions owing (if applicable);
- any recoverable debt due to sale of property (if applicable);

PLUS – a calculation (estimate) of water supply and sewerage charges, plus interest on any overdue amounts, from the special read date to settlement date – to be done by the conveyancing solicitor.

To do this, you can use the Online Settlement Payment Calculator:

- Go to www.unitywater.com/settlement-calculator
- Enter the details printed in RED on the search certificate into the settlement calculator.
- Please note: the calculator provides an estimate figure only. Unitywater is not responsible for any variation between this settlement payment amount and the previous owner's actual charges at time of billing.
- If the settlement date goes into a new financial year, you may need to refer to the new financial year prices and daily rates published on our website at www.unitywater.com/fees-and-charges



The Unitywater Search Certificate (Page 3)

E Rebates/subsidies

Do not include any pensioner rebates/subsidies in the settlement calculation – these rebates/subsidies are applied for the full quarter (at 25% of the annual rebate/subsidy amount), not pro-rated for the billing period, so no settlement adjustment is required.

Interest on overdue amounts

Interest on outstanding amounts is charged at 11% per annum, compounding daily. This should be paid at time of settlement, but remains the responsibility of the previous owner. Please ensure you specify how much of the total settlement payment should be allocated to interest, otherwise Unitywater will assign a portion of these funds to pay any outstanding interest.

Encumbrances – capital contribution amount (if applicable)

A property may owe money to fund its connection to the Unitywater water supply or sewerage network. This 'capital contribution amount' and the due date for payment is shown here.

Recoverable debt due to sale of property (if applicable)

This is aged property debt that remains outstanding due to the customer's personal situation, which may be recovered after the sale of the property.

G Payment Remittance Slip

When you are making a settlement payment to Unitywater, please ensure you complete and return the Payment Remittance Slip (attached to the certificate). If applicable, please specify how much of the total payment should be allocated to outstanding interest, capital contributions, or any other debt owing. Otherwise, Unitywater will have to determine how the payment is allocated.

