



Unitywater

Serving you today,
investing in tomorrow.

Your guide to the Unitywater Search Certificate and the property settlement process

STEP 1 **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.**

STEP 2 **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.

STEP 3 **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.**

STEP 4 **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.

STEP 5 **'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.

STEP 6 **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).

STEP 7 **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).

STEP 8 **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.

STEP 9 **'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.



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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;
- C** any capital contributions owing (if applicable);
- D** 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

Account Number: 1234567 Property Address: 1 Water St, SUBURB QLD 4510
 Your Ref: 123 JW Legal Description: Lot 1 Plan ABC123

Previous Account - Water Supply and Sewerage Charges				
Billing period: 28/02/2013 to 23/05/2013				
Description	Units*	Unit Cost	Amount	
State Bulk Water Price				
State Govt Bulk Water Charge 28/02/2013 to 23/05/2013	31.00 kL	X \$2.192	\$67.95	
Local Government Distributor-Retailer Price				
Unitywater Water Usage Charges				
Tier 1: up to 767 L/day 28/02/2013 to 23/05/2013	31.00 kL	X \$0.176	\$5.46	
Unitywater Access Charges				
Water Access 28/02/2013 to 23/05/2013	85 days		\$80.58	
Sewerage Access 28/02/2013 to 23/05/2013	85 days		\$173.47	
Rebates				
Pensioner Rebate			-\$30.00	
Total Current Water Supply and Sewerage Charges			\$297.46	
A. Outstanding charges at certificate issue date 15/07/2013 (including Interest of \$8.90 on Overdue Amount of \$574.71)			\$583.61	

Special Meter Read Details							
Meter ID	Previous Read Date	Previous Reading (kL)	Special Read Date	Special Reading (kL)	Usage (kL)	No. of Days	Average Daily Usage (L)
	23-May-13	3123	15-Jul-13	3147	24	53	453
Total					24	53	453

Special Meter Read - Water Supply and Sewerage Charges				
Billing period: 24/05/2013 to 15/07/2013				
Description	Units*	Unit Cost	Amount	
State Bulk Water Price				
State Govt Bulk Water 24/05/2013 to 30/06/2013	17.21 kL	X \$2.192	\$37.72	
State Govt Bulk Water 01/07/2013 to 15/07/2013	6.79 kL	X \$2.437	\$16.55	
Local Government Distributor-Retailer Price				
Unitywater Water Usage Charges				
Water up to 767 L/day 24/05/2013 to 30/06/2013	17.22 kL	X \$0.176	\$3.03	
Water up to 622 L/day 01/07/2013 to 15/07/2013	6.79 kL	X \$0.644	\$4.37	
Unitywater Sewerage Charges				
Sewerage up to 740 L/day 01/07/2013 to 15/07/2013	6.12	X \$0.644	\$3.94	
Unitywater Fixed Access Charges				
Water Access 24/05/2013 to 30/06/2013	38 days		\$36.02	
Sewerage Access 24/05/2013 to 30/06/2013	38 days		\$77.55	
Sewerage Access 01/07/2013 to 15/07/2013	15 days		\$28.57	
Water Access 20mm 01/07/2013 to 15/07/2013	15 days		\$12.06	
B. Total Special Read Water Supply and Sewerage Charges			\$219.81	
C. Encumbrance - capital contribution amount			\$0.00	
D. Recoverable debt due to sale of property			\$0.00	
Total Due = A + B + C + D			\$803.42	

*kL = Kilolitre (1,000 litres)

Important Information

Online Calculator
Simply enter the details in RED into our Online Settlement Payment Calculator at www.unitywater.com/settlement-calculator

Rebates
Pensioner rebates and subsidies are applied for the full quarter (at 25% of the annual rebate/subsidy amount), not applied pro-rata for the billing period. No calculations or adjustments for rebates are required at settlement.

Property Share %
This is the Contribution Schedule Lot Entitlement for any property that is part of a group/strata title or community management scheme (e.g. units), and is used to calculate the property's utility charges.

Interest
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 current owner. Please specify on the remittance slip 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.

Disclaimer
Calculation of charges between the special read and settlement date is an estimate, and apportionment of these charges is a matter for agreement between the buyer and the seller. Unitywater is not responsible for any variation between this apportionment and subsequent billing.

Unitywater does not guarantee the statements or information provided in this search certificate, and cannot accept liability for any error or omission.

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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.

F 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.

C 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.

D 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.

G Payment Remittance Slip
Please complete and return with payment

Account Number: 1234567
 Registered Owner: Mrs Jane Water
 Property Address: 1 Water Street, SUBURB QLD 4510
 Legal Description: Lot 1, Plan ABC123

Payment Details:	Water supply and sewerage charges to settlement date	\$
	Interest outstanding	\$
	Recoverable debt due to sale of property	\$
	Capital contribution amount	\$
	Total Paid	\$