



Gippsland
Water

Solicitor Updates Online

User Guide

2025



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Purpose

The Gippsland Water Solicitor Updates Online portal lets users request Information Statement updates, providing applicants with up to date property financial information and payment details online.

Requirements

Updates will only work if;

- The Information Statement is still valid
- The original settlement date provided has not passed

Updates won't work if;

- The Information Statement has expired
- Settlement date has already passed
- Settlement is to take place within 48 hours (2 business days)
- Gippsland Water have disabled updates for special circumstances

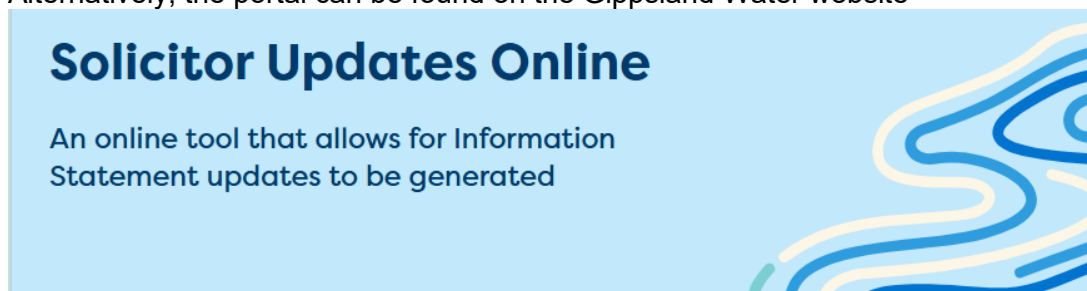
Remember - ensure an update is obtained within 10 days of settlement. Any unpaid balances will become the responsibility of the purchaser.

How to register

Access the portal via the following links:

[Solicitor Updates Online | Gippsland Water](#)

Alternatively, the portal can be found on the Gippsland Water website



Bills and accounts > Moving > Property transfers > **Solicitor updates online**

Click the **Solicitor Updates Online**

Solicitor Updates Online

Select **Create a Profile**

Login

Email Address *

Password *

☐ Remember Me

LOG IN

[Forgot Password](#)

Would you like to register as a new user?

[Create a Profile](#)

Enter your email > **Continue**

Create a New Profile

*Fields with * are required.*

Profile Information

Email *

example@example.com

Already have an account? [Log in now](#)

Continue

Select **Individual** or **Company**

Individual: Login for each individual user



Company: One Login per company

Each Company can register as many individual users as required.

Enter Individual or Company **name**

Enter **Phone number**

Continue

Profile Information  [Edit](#) 

Email
infostats@gippswater.com.au

Contact Information

*Fields with * are Required.*

Enroll as:

☐ Individual ☒ Company

Business Name *
Gippsland Water

Mobile Phone
() -
(123)456-7890

Alternate Phone
() -
(123)456-7890

Continue

Enter your chosen **password**

Continue

Privacy settings


Password *

- Must have at least one lowercase letter
- Must have at least one uppercase letter
- Must have at least one number
- Must have at least one special character
- Must be between 15 and 65 characters.

Confirm password *

Continue

Select **I agree to the Terms and Conditions and Privacy Policy** under **Notifications**

Notifications  [Edit](#)

By checking this box, you agree to the [Terms and Conditions](#) and [Privacy Policy](#).

☒ I agree to the terms and conditions and privacy policy.

Create account

The Gippsland Water Terms and Conditions and Privacy Policy can be viewed by clicking the link.

Select **Create account**



Congratulations.

Your account has been successfully created.

Your registration was successful.

[Return to login](#)

Select **Return to login**

Enter your details and **Log In**

Login

Email Address *

infostats@gmail.com

Password *

.....

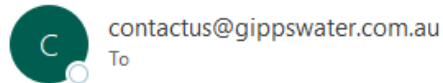
☐ Remember Me

LOG IN

[Forgot Password](#)

Two-factor Authentication will be required to access the portal.

An email will be sent with the Two-factor Authentication code.



Hello

Here's your authentication code to log in to our online services.

Authentication Code: 120830

If you're having problems or aren't sure why you received this email, please call us on 1800 050 50 between 8am and 5pm Monday to Friday and we'll be happy to help.

Kind regards

Property Services
Gippsland Water



Enter the **Code** and **Submit**

×

Two-factor Authentication Required

We've sent a message to a*****n@g****l.com. Enter the code to authenticate.

Enter Code *

Please enter the code sent to a*****n@g****l.com.

Didn't receive the code? [Resend Code](#)

Cancel

Submit

You will now have access to submit update requests.

How to request an Information Statement Update

You will need the following information which can be found on the Information Statement:

- **Reference**
- **Certificate #**
- **Settlement date**

Select **Submit an application**

Conveyancing portal requests

Request to update Information Statement



Submit an application

My dashboard

Submit a new application

Service Requests

Choose a request type to submit.

▼ **Conveyancer portal requests**

Request to update information statement

Enter the following information as listed on the Information Statement:

Reference

Certificate Number

Settlement Date

Submitted by

Select **Continue**



Fill in the application information. Fields with * are required

What kind of application are you submitting?

Request to update information statement

Information Statement Update

Information Statement Update
Enter information for updated financial information

Reference <input type="text"/>	Certificate Number <input type="text"/>
Settlement Date ⓘ <input type="text" value="DD/MM/YYYY"/>	Submitted by <input type="text"/>

Back
Continue

Do not enter any information in **Sites**

Sites ⓘ
Add primary site

There are no sites to display here.

This section does not apply to Information Statement Updates

Review

Confirm the details entered are correct and **Submit**

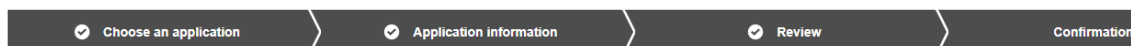
Information Statement Update

Information Statement Update
Enter information for updated financial information

Reference 00103595-02	Certificate Number 169700
Settlement Date 15/12/2025	Submitted by YOUR NAME

Back
Submit

Click the  request link under **Confirmation** to access the update



Confirmation

Thank you! Your application was submitted.

We aim to review your application and confirm connection fees within two business days. For commercial, units or subdivisions this review may take up to 10 business days.

Please click the link below to view your application.

 [3174251](#)

Application type

Request to update information statement

The Information Statement update can then be emailed to you.

Select **Email my update**

Request to update information statement

3174241

Email my update

Request Date ⓘ

03/12/2025

Status ⓘ

Closed

Primary Site ⓘ

Newborough Vic 3825
Address

Confirm **Email my update**

Email my update

Click "Email update" to have the Information Statement Update sent to your email address.

Back

Email my update

The Information Statement update along with the BPay payment details will be sent to your registered email from contactus@gippswater.com.au



Information Statement Update

Information statement number: 170262
Property address:
Reference number: 00131672
Original settlement date: 27/11/2025
Updated settlement date: 05/12/2025

Financial summary

Billing period: (01/11/2025 – 28/02/2026)

Brought forward charges	\$0.00
Private scheme charges	\$0.00

Adjustable charges

Water service charges	\$64.69
Wastewater service charges	\$297.24
Fire service charges	\$0.00
Commercial trade waste charges	\$0.00

Non-adjustable charges

Notional / usage charges	\$0.00
Wastewater volumetric charges	\$0.00
Interest	\$0.00
Other charges & credits	\$0.00

Total outstanding	\$361.93
--------------------------	-----------------

Please note: CR denotes credit nil owing.

Billers Code: 3475

Ref: 3680 0000

To submit another request select **Submit new record**

Follow the same process.



Submit new record

My dashboard

To view previously submitted requests go to **My dashboard**



Submit new record

My dashboard

Filter by **REQUEST TO UPDATE INFORMATION STATEMENT** or **ADDRESS**

It is always recommended to re submit a new request for a new update as information can change frequently and the previous information may no longer be valid

How to reset your password

Select **Reset password** from the Login screen

Login

Email Address *

infostats@gippswater.com.au

Password *

.....



☐ Remember me


Log in

[Reset password](#)

Would you like to register as a new user?

[Create a profile](#)

Enter your email > **Submit**



✓ Success!

If the supplied email is valid, you should receive an email shortly with a temporary password. If you do not receive an email and still require assistance, please contact support

[Return to Login](#)

An email will be sent with a temporary password

Return to the Login and enter the temporary password

You will then be promoted to set a new password

Password Reset

Your password has been reset. Enter a new password.

New Password *

- Must have at least one lowercase letter.
- Must have at least one uppercase letter.
- Must have at least one number.
- Must have at least one special character.
- Must be between 15 and 65 characters.

Confirm Password *

Submit

Contact

For any issues relating to the Solicitor updates online portal, please email infostats@gippswater.com.au
Or call the Property Information Team directly on (03) 51774614.