

Agenda

Venue: Sydney Water Office
1 Smith St Parramatta

Date and time: 18 November 2022
10:30am - 3:30pm

Meeting title:	Customer and Community Reference Group
Independent Chair:	Abigail Goldberg
Attendees:	<p>Customer and Community Reference Group Members Anna Bacik – Community Industry Group (Illawarra) Narelle Brown – Community Representative Steven Collins – Community Representative Inaara Jindani – Community Representative Mary Karras – Ethnic Communities Council NSW Leigh Martin – Total Environment Centre Bruce McClelland – Business Western Sydney Graham Turner – Council of the Ageing Ross Williams – Local Government NSW</p> <p>Sydney Water Roch Cheroux – Managing Director Stuart Wallace – General Manager, Customer and Stakeholder Engagement Josh Isben – Head of Customer & Strategic Insights Paul Higham – Head of Strategy and Social Corporate Responsibility Flavio Romano – Regulatory Economics Manager Izzy Kerr – Customer Research Manager Sharon Bowyer – Senior Customer Governance Specialist</p>
Apologies/absent:	Douglas McCloskey – Public Interest Advocacy Centre Stephen McMahon – Urban Development Institute of Australia
Meeting purpose:	Establishment of the Customer and Community Reference Group
Desired outcome:	Induction / Orientation Meeting

Agenda items:				
Item	Topic	Responsible	Time	
Arrival	Reception sign-in, Parramatta site induction and Covid vaccination check Morning tea on Arrival, Meet and Greet	All	10:30- 11:00am	30min
1	Welcome and Acknowledgement of Country Corporate purpose and objectives of the CCRG	Stuart Wallace	11:00- 11:10am	10min
2	Chair and Member introductions	Abigail Goldberg /All	11:10- 11:35am	25min
3	About Sydney Water Introduction to the CCRG – Purpose and Charter	Josh Isben	11:35- 11:45am	10min

4	CCRG Procedural elements <ul style="list-style-type: none"> • Way of working • Conflict of interest management • Code of Conduct • Commitment • CCRG Forward Plan 	Abigail Goldberg	11:45-12:00pm	15min
	Lunch		12:00-12:30pm	30min
5	Tour of Customer Hub	Geoff Watson	12:30-1:15pm	45min
	Induction/onboarding			
6	IPART Regulatory Framework Review Sydney Water Economic model	Flavio Romano	1:15-2:00pm	45min
7	Welcome from the Managing Director	Roch Cheroux	2:00-2:15pm	15min
8	Sydney Water Strategic Framework, Strategy and blueprints	Paul Higham	2:15-2:30pm	15min
9	Customer Engagement update	Izzy Kerr	2:30-2:50pm	20min
10	Q&A General Session	All	2:50-3:25pm	35min
11	Next meeting and meeting close	Abigail Goldberg	3:25-3:30pm	5min

2023 CCRG Meeting dates/times (subject to change)

Monday 13 February 2023 9am- 2pm*
Monday 3 April 2023 9am-2pm*
Monday 5 June 2023 9am-2pm*
Monday 7 August 2023 9am-2pm*
Monday 9 October 2023 9am-2pm*
Monday 27 November 2023 9am-2pm*

*Length of CCRG meetings to be determined.