

**Customer and Community Reference Group  
Meeting Action and Issues Register**

**As at:** 1/02/2023

**Ratified:** 13/02/2023

**Agenda item 3: Minutes and Actions/Issues register  
Appendix 2**

ref #	Meeting date	Topic	Action/Issue	Who	Comments	Due date	Status
2201	18-Nov-22	CCRG Procedural elements	CCRG Members to provide any feedback on the CCRG Forward Plan.	CCRG Members			Ongoing
2202	18-Nov-22	CCRG Procedural elements	Independent Chair to contact CCRG Members to discuss their expectations regarding operation of the CCRG and ideas for engaging members from similar groups that they have experienced.	Abigail Goldberg	In progress	Mar-23	Ongoing
2203	18-Nov-22	Customer Engagement update	To ensure that the Customer Engagement is sufficiently broad and representative of community diversity. - Sydney Water to arrange follow-up subgroup discussion on the Customer Engagement research . - CCRG Members to provide suggested contacts for future customer engagement work.	Josh Isben Izzy Kerr	Subgroup meeting held Dec 2022. Contacts provided. Sydney Water will provide an update at the Feb 2023 meeting (Paper: Customer Engagement Framework and Update).	Feb-23	Complete
2204	18-Nov-22	Q&A General Session	Sydney Water to provide an outline of the relationship between Sydney Water and Water NSW and also the different water entities and regulators at a future meeting or out of session. Also to see if Water NSW and Melbourne Water can present at future CCRG meeting.	Paul Higham	To be provided	Apr-23	Ongoing
2205	18-Nov-22	Q&A General Session	Sydney Water to note suggested items on the Forward Plan register - Sydney Water's approach to Internet of Things, Digitisation, and innovation investment.	Sharon Bowyer	Noted	Jan-23	Complete
2206	18-Nov-22	Q&A General Session	Useful for the CCRG to hear from other comparable groups, e.g. Melbourne Water, on their challenges, economic model and costs to customers. What are the similarities and differences to Sydney Water. Share water utility benchmarking results at future meeting or out of session.	Paul Higham	Invitation to Stuart Wilson (WSAA) to attend future CCRG meeting (TBA).	Apr-23	Ongoing
2207	18-Nov-22	Q&A General Session	Sydney Water to distribute email address for Independent Chair to Members.	Sharon Bowyer		Nov-23	Complete
2208	18-Nov-22	Next meeting and meeting close	Sydney Water to send 2023 meeting invites.	Sharon Bowyer		Nov-23	Complete
2209	18-Nov-22	Next meeting and meeting close	Sydney Water to provide template for Member Bio.	Sharon Bowyer		Nov-23	Complete
2210	5-Dec-22	Customer Engagement subgroup meeting	Sydney Water to consider community education content for new and emerging communities.	Ben Newton	Sydney Water will provide an update at the Feb 2023 meeting (Paper: Community Education content for New Arrivals to Australia)	Feb-23	Complete
2211	5-Dec-22	Customer Engagement subgroup meeting	Sydney Water to confirm dates for future forums for CCRG to attend.	Josh Isben Izzy Kerr	To be confirmed	Apr-23	Ongoing