

Minutes

Venue: Sydney Water Office
1 Smith St Parramatta

Date and time: 13 February 2023
10:30am - 3:00pm

Meeting title: Customer and Community Reference Group (CCRG)

Independent Chair: Abigail Goldberg (AG)

Attendees: **Customer and Community Reference Group (CCRG) Members**

Anna Bacik – Community Industry Group (Illawarra)
Narelle Brown – Community Representative
Inaara Jindani – Community Representative
Leigh Martin – Total Environment Centre
Bruce McClelland – Business Western Sydney
Douglas McCloskey – Public Interest Advocacy Centre
Stephen McMahon – Urban Development Institute of Australia
Graham Turner – Council of the Ageing
Ross Williams – Local Government NSW

Sydney Water

Roch Cheroux – Managing Director (*part*)
Stuart Wallace – General Manager, Customer & Stakeholder Engagement (*from 11am*)
Josh Isben – Head of Customer & Strategic Insights
Izzy Kerr – Customer Research Manager
Ben Newton – Manager Community Education and Corporate Social Responsibility
Paul Higham – Head of Strategy & Enterprise Plan
Paul De Sa - Strategic Planning Manager
Flavio Romano – Head of the 2024 IPART Price Proposal
Sharon Bowyer – Senior Customer Governance Specialist

Apologies: Steven Collins – Community Representative
Mary Karras – Ethnic Communities Council NSW
Kate Miles – Head of Systems & Asset Plan, Sydney Water

Meeting purpose: Bi-monthly meeting according to CCRG Charter
The CCRG works with Sydney Water at a strategic level to achieve the highest possible levels of customer focus within our practices. It supports Sydney Water to ensure that our business decisions, as set out in our strategy, enterprise plan and regulatory submissions, are in the best interests of all Sydney Water customers and the community and are shaped by them.

Desired outcome: Discussion and feedback from CCRG Members

Note: The order of the items from the original agenda was varied due to the availability of the MD and GM.

Agenda items:

Item	Topic	Action/Issue
1.	Welcome and acknowledgement of Country The meeting was opened at 10:30am. The Chair acknowledged Country and welcomed Members.	
2.	Member introductions and apologies Members and Sydney Water participants introduced themselves. Apologies noted from Steven Collins and Mary Karras. CCRG were thanked for the provision of their bios, which will be published on the Sydney Water website. Updates to be provided by 20 February if needed.	Action: CCRG members to provide updates to draft Bios by 20 February.

3.	<p>Minutes of previous meeting, meeting review and review of actions Minutes of the 18 Nov 2022 CCRG meeting were accepted. Members observed that the induction meeting had been appreciated and well managed. Actions/Issues register was accepted.</p>	
4.	<p>Declaration of interests No conflicts were declared.</p>	
5.	<p>Customer engagement subgroup meeting IJ provided an update on the subgroup meeting, which had focused on details of community engagement. The presentation was noted by the full CCRG. Minutes were endorsed by the subgroup members.</p>	
6.	<p>Community engagement (education) content for new arrivals to Australia Sydney Water outlined the background to this initiative, which is a result of feedback from CCRG members. Members provided feedback on the draft key messages and how they could be delivered.</p> <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • Messages need to be simple – these are introductory. • Core messages are safety, cost and trust. • Suggest reordering the messages in order of what the audience must know. • Some members didn't see the need for reference to the Australia Drinking Water Guidelines for this audience (<i>Statement 6</i>). • What does it mean to use water wisely (<i>Statement 9</i>) – statement needs to be clarified. Should also consider water use in both home and garden. • Messages need to be immediately relevant and applicable across all circumstances for this audience (temporary accommodation, renting). • Need for communication to be in multiple formats (face to face education particularly supported by CCRG members). • Content should be in a format that can be shared across community groups. • Encouraged Sydney Water to discuss the draft content with the Bill Assist team for their feedback to be incorporated. 	<p>Action: Sydney Water to consider CCRG feedback, discuss further with the Bill Assist team and with NB, revise messages and report back to the CCRG in April.</p>
7.	<p>Discussion with the Managing Director The Managing Director joined the meeting at 11am. He explained:</p> <ul style="list-style-type: none"> • The importance of the CCRG in helping Sydney Water to engage with customers and to challenge us to deliver better outcomes for customers • That Sydney Water encourages open and public feedback on what the business can do better. • The need to balance competing priorities e.g., public health, regulatory and affordability. • That the Sydney Water Board are eager to hear directly what the CCRG are saying and Directors would appreciate attending future meetings in an observer capacity. The Board would also appreciate the CCRG Chair and / or representatives providing formal updates to the Board on an occasional basis. These opportunities will enable to Board to get a broader view (not just hearing from management). <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • The Chair and Members noted that Sydney Water Board Directors are welcome to join future CCRG meetings. As a courtesy, they would be invited to introduce themselves and outline their priorities. 	

	<ul style="list-style-type: none"> • CCRG Chair and Members would be willing to report back to a future Sydney Water Board meeting. • CCRG Members acknowledged that meeting with the Board Directors would help the CCRG to have full and frank discussions across all levels of the organisation. • Members would be interested to hear from the Board regarding obstacles that the organisation is facing and where and how the CCRG can contribute. <p>The Managing Director left the meeting.</p>	<p>Action: Directors to be advised of CCRG response.</p>
<p>8.</p>	<p>Customer engagement framework and update</p> <p>1. Customer engagement framework</p> <p>Sydney Water provided the background to Our Water, Our Voice Customer Engagement Framework and explained this will be a living document.</p> <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • The CCRG discussed their preferences for the document title – ‘Framework’ or ‘Plan’. Overall, no clear preference was noted. • While the document reads okay it might be too high level for customers, a 2-page summary document would be better for the community. • Members queried what is meant by a ‘world class organisation’? It was recommended that this be clarified and that Sydney Water be humble in positioning its performance (world class sounds pretentious). • The Chair observed that calling the document “Our Water, Our Voice” might cause confusion with current discussions on an indigenous Voice to Parliament. <p>As specific feedback on the engagement framework was requested by Sydney Water, the Chair recommended the formation of a sub-group to review the framework and also the findings from the Our Water Our Voice phases 1 and 2 in more detail. CCRG members volunteers for the subgroup included DM, RW, AB, NB and IJ. The Chair suggested the subgroup meeting be chaired by IJ and a report back be provided to the next CCRG meeting.</p> <p>2. Customer engagement update</p> <p>Sydney Water provided an update on each of the phases of engagement work underway and outlined that:</p> <ul style="list-style-type: none"> • Phase 1 and 2 reports will be sent to CCRG members for comment • CCRG members will be invited (as observers) to the phase 3 workshops. <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • CCRG Members asked if there were any recordings of the previous deliberative forums that can be shared with the CCRG and confirmed their interest in observing Phase 3 workshops. 	<p>Action: Sydney Water to organise sub-group meeting to review the framework document and findings from the Our Water Our Voice phases 1 and 2 in more detail and to co-create a 2-page summary. Subgroup meetings to be chaired by IJ and report back to the CCRG.</p> <p>Action: Sydney Water to share recordings with CCRG.</p> <p>Action: CCRG members to provide comments on the reports</p> <p>Action: Sydney Water to share dates/location of Phase 3 workshops with CCRG members.</p>

<p>9.</p>	<p>Sydney Water update / General Manager remarks The General Manager, Customer & Stakeholder Engagement provided an update on Sydney Water's:</p> <ul style="list-style-type: none"> • Reconciliation Action Plan (RAP). • Cultural burning practices. • On-line First Nations cultural awareness training for staff. • Water conservation summer campaigns and water conservation messaging being included at Sydney Airport arrivals hall. • Participation in Lakemba Nights community festival. • Recent Innovation Festival which included design sprints on engagement with CALD communities including via Facebook and Wi chat. <p><i>Questions from the CCRG:</i></p> <ul style="list-style-type: none"> • Are there lessons learnt on what Sydney Water needs to do to ensure long term water supply and on how to effectively manage the quality of water available from the dam? <p>Sydney Water advised on how water quality is managed.</p>	<p>Action: Sydney Water to investigate if the Cultural Awareness training can be shared with CCRG members</p> <p>Action: Sydney Water to brief the CCRG at a later meeting on water supply considerations</p>
<p>10.</p>	<p>Draft Long-Term Capital and Operating Plan (LTCOP) key drivers Sydney Water outlined that a LTCOP is being developed to define investment priorities and decisions for the next 25 years. The CCRG discussed the key drivers for the LTCOP outlined in the paper.</p> <p>Discussion focused on the 3 questions posed in the paper.</p> <ul style="list-style-type: none"> • Are the key investment drivers for LTCOP clear and do they reflect your understanding of challenges for our business, our customers and the Greater Sydney region? • Are there key investment drivers missing? • How would you recommend we communicate these key investment drivers to our customers? <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • Key drivers do not provide any indication about timelines of delivery, sequencing or prioritisation of development. • Drivers are sound, however would like to see a statement on water conservation included. • Supply of quality water is an issue all the time – not just in times of drought or flood. • In relation to key driver #1, asked what 'parts' of the network are <i>not</i> reaching capacity? Should this be better worded as 'most' of the existing network are reaching capacity? Ensure there is no ambiguity. • Recommended including a comment on need for 'step change' for growth. 	<p>Action: Sydney Water to consider CCRG's feedback and report back in April.</p>
<p>11.</p>	<p>Water conservation plan Sydney Water provided an overview of the context for the Water Conservation Plan, the strategic alignment with the Greater Sydney Water Strategy, input from the Our Water Our Voice Customer Engagement program and the range of water conservation initiatives already underway.</p> <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • The need to reassess what's 'normal' water use not just when in times of water restrictions. • Recycled water is key. • What is the next step for purified recycled water and how can this be achieved? 	<p>Action: Sydney Water to include 'Water Conservation Plan to 2030' on Forward Plan for CCRG meeting in June 2023. CCRG feedback to be addressed.</p>

<p>12.</p>	<p>Price proposal update</p> <p>1. IPART’s regulatory process</p> <p>Sydney Water provided an update on the new IPART regulatory process including ratings (Standard, Advanced and Leading), incentive schemes for efficiency and outcome delivery incentives for performance.</p> <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • At the last Sydney Water price proposal there was a bill reduction. Why? This time the need for price investment will be greater. Bill reduction is at odds with investment. How do we balance this together? • Sydney Water is already relatively cheap for Australia, but IPART are driving a price reduction. This doesn’t reflect that the value of water is important. • IPART’s new framework provides more scope for the community to have a say. It’s the role of the CCRG to help Sydney Water mesh this together. <p>2. The process through which Sydney Water will seek input and recommendations from the CCRG</p> <p>Sydney Water provided an overview of the specific issues that will be submitted to the CCRG for consideration at future meetings.</p> <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • When and what consultation will occur on infrastructure contributions? 	<p>Action: CCRG feedback to be addressed in the process going forward</p>			
<p>13.</p>	<p>Q&A general session</p> <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • How does complaint resolutions and complaint management feature as part of the customer engagement framework and in mitigating costs for the future? Could this be included as part of the Our Water Our Voice framework? • If surveys are only done on Sydney Water customers, there is no comparison to others (as in a ‘control group’). How does Sydney Water do sensitivity analysis (outside of Sydney)? • Some members expressed support for purified recycled water and recognised need for ongoing community consultation. Also asked what lessons from the desalination plant have been learned in terms of consultation. This was just a government decision to go ahead. Could this be the same for purified recycled water? <p>Sydney Water advised that previous decisions regarding the desalination plant had been Government decisions. A Government position on purified recycled water has not yet been made public.</p> <ul style="list-style-type: none"> • Sydney Water raised that there has been an interest from one of the CCRG members on the RAP, in particular how we are engaging with First Nation communities (eg on water and land management practices). There is also increasing expectations from our regulators on what engagement is being done with First Nations. Accordingly, the RAP will be included as an item on the CCRG Forward Plan. 	<p>Action: Sydney Water to consider if complaint management could feature as part of the Our Water Our Voice framework.</p> <p>Action: Sydney Water to note and address CCRG interest in sensitivity analysis.</p> <p>Action: Sydney Water to include the RAP on the CCRG Forward Plan.</p>			
<p>14.</p>	<p>Next meeting, forward plan and meeting close</p> <p>2023 meeting dates were noted as follows:</p> <table border="1" data-bbox="215 1933 898 2031"> <tr> <td>Monday 3 April 2023 9am-2pm*</td> </tr> <tr> <td>Monday 5 June 2023 9am-2pm*</td> </tr> <tr> <td>Monday 7 August 2023 9am-2pm*</td> </tr> </table>	Monday 3 April 2023 9am-2pm*	Monday 5 June 2023 9am-2pm*	Monday 7 August 2023 9am-2pm*	
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15.	<p>Tour of the Wonders of Water Van</p> <p>The majority of Members proceeded to a visit to the Wonders of Water Van, which forms part of the Sydney Water education program. The van helps school students and the community understand how Sydney Water makes water safe to drink, how cities around the world harvest their water resources, and how water is recycled.</p> <p>Information brochures as well as merchandise (water bottles, shower timers) are provided at van visits to promote water conservation messages.</p>	<p>Action: CCRG members were invited to nominate education facilities where visits could be undertaken</p>		