

Agenda

Venue: Sydney Water Office
1 Smith St Parramatta

Date and time: 13 February 2023
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 Inaara Jindani – Community Representative Mary Karras – Ethnic Communities Council NSW 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</p> <p>Sydney Water Roch Cheroux – Managing Director Stuart Wallace – General Manager, Customer & Stakeholder Engagement Josh Isben – Head of Customer & Strategic Insights Flavio Romano – Head of the 2024 IPART Price Proposal Izzy Kerr – Customer Research Manager Ben Newton – Manager Community Education and Corporate Social Responsibility Kate Miles – Head of Systems & Asset Plan Paul Higham – Head of Strategy & Enterprise Plan Sharon Bowyer – Senior Customer Governance Specialist</p>
Apologies/absent:	Steven Collins – Community Representative
Meeting purpose:	<p>Bi-monthly meeting according to CCRG Charter</p> <p>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.</p>
Desired outcome:	Discussion and feedback from CCRG Members

Agenda items:				
Item	Topic	Responsible	Time	
Pre meet	Reception sign-in, Parramatta site induction and Covid vaccination check Morning tea, Meet and Greet	All	10:00-10:30am	30min
1	Welcome and Acknowledgement of Country	Abigail Goldberg	10:30-10:35am	5min
2	Member introductions and apologies	Abigail Goldberg	10:35-10:50am	15min
3	Minutes of previous meeting, meeting review and review of actions	Abigail Goldberg	10:50-11:05am	15min

4	Declaration of interests	Abigail Goldberg	11:05-11:10am	5min
5	Sydney Water update / GM remarks	Stuart Wallace	11:10-11:15am	5min
Customer Engagement				
6	Paper: Customer Engagement subgroup meeting.	Inaara Jindani	11:15-11:25pm	10min
7	Paper: Community engagement (education) content for new arrivals to Australia	Izzy Kerr and Ben Newton	11:25-11:40pm	15min
8	Paper: Customer Engagement Framework and Update	Josh Isben and Izzy Kerr	11:40-12:10pm	30min
9	Discussion with the Managing Director	Roch Cheroux	12:10-12:25pm	15min
	CCRG group photo		12:25pm-12:35pm	10min
	Lunch		12:35-1:00pm	25min
Strategic planning				
10	Paper: Draft Long-Term Capital and Operating Plan (LTCOP) key drivers	Kate Miles	1:00-1:30pm	30min
11	Paper: Water conservation plan	Paul Higham	1:30-1:45pm	15min
Price proposal				
12	Paper: Price proposal update	Flavio Romano	1:45-2:00pm	15min
13	Q&A General Session	All	2:00-2:25pm	25min
14	Next meeting, Forward Plan and meeting close	Abigail Goldberg	2:25-3:00pm	5min
15	Tour of the Wonders of Water Van	Ben Newton	3:00-3:30pm	30min

2023 CCRG Meeting dates/times (subject to change)

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.