

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

**As at:** 20/03/2023

**Ratified:** 3/04/2023

**Agenda item 4:** Minutes and Actions/Issues register  
**Appendix 2:** CCRG Meeting Actions/Issues register

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		Mar-23	Complete
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	Ongoing
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 customer engagement forums for CCRG to attend.	Josh Isben Izzy Kerr	Phase 3 workshop dates have been sent to the CCRG members.	Jun-23	Complete
2301	13-Feb-23	Member introductions and apologies	CCRG members to provide updates to draft Bios by 20 February.	CCRG Members		Feb-23	Complete
2302	13-Feb-23	Community engagement (education) content for new arrivals to Australia	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.	Ben Newton	Sydney Water has revised messages based on CCRG feedback during the Feb 23 meeting. Further feedback from NB has been incorporated. Sydney Water will provide a further update at the April 2023 meeting.	Apr-23	In progress
2303	13-Feb-23	Discussion with the Managing Director	Directors to be advised of CCRG response in regards to meeting with Sydney Water Directors.	Stuart Wallace		Mar-23	In progress
2304	13-Feb-23	Customer engagement framework and update	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.	Josh Isben Izzy Kerr	Sub group meeting being scheduled for the 15 March.	Mar-23	Complete
2305	13-Feb-23	Customer engagement framework and update	Sydney Water to share Customer Engagement recordings with CCRG.	Sharon Bowyer	Recordings are available in the CCRG Sharepoint site.	Feb-23	Complete
2306	13-Feb-23	Customer engagement framework and update	CCRG members to provide comments on Phase 1 and Phase 2 Customer Engagement reports.	CCRG Members	Comments received by CCRG.	Feb-23	Complete
2307	13-Feb-23	Customer engagement framework and update	Sydney Water to share dates/location of Phase 3 workshops with CCRG members.	Sharon Bowyer	CCRG members scheduled to attend phase 3 workshops	Feb-23	Complete
2308	13-Feb-23	Sydney Water update / General Manager remarks	Sydney Water to investigate if the Cultural Awareness training can be shared with CCRG members.	Sharon Bowyer		Mar-23	In progress
2309	13-Feb-23	Sydney Water update / General Manager remarks	Sydney Water to brief the CCRG at a later meeting on water supply considerations.	Paul Higham		Apr-23	In progress
2310	13-Feb-23	Draft Long-Term Capital and Operating Plan (LTCOP) key drivers	Sydney Water to consider CCRG's feedback and report back in April.	Paul de Sa	Sydney Water will provide an update at the April 2023 meeting	Apr-23	In progress
2311	13-Feb-23	Water conservation plan	Sydney Water to include 'Water Conservation Plan to 2030' on Forward Plan for CCRG meeting in June 2023. CCRG feedback to be addressed.	Paul Higham	Sydney Water will provide an update at the June 2023 meeting	Jun-23	In progress
2312	13-Feb-23	Price proposal update	CCRG feedback to be addressed in the process going forward.	Flavio Romano		Apr-23	In progress
2313	13-Feb-23	Q&A Session	Sydney Water to consider if complaint management could feature as part of the Our Water Our Voice framework.	Josh Isben Izzy Kerr		Apr-23	In progress
2314	13-Feb-23	Q&A Session	With respect to the Customer Engagement program, Sydney Water to note and address CCRG interest in sensitivity analysis.	Josh Isben Izzy Kerr		Apr-23	In progress

2315	13-Feb-23	Q&A Session	Sydney Water to include the Reconciliation Action Plan on the CCRG Forward Plan.	Sharon Bowyer	Has been included on forward plan for June 2023 meeting	Apr-23	Complete
2316	15-Mar-23	CCRG - Customer Engagement Framework subgroup meeting	Sydney Water to present a revised version to the subgroup via email within 2 weeks for review.	Josh Isben		Apr-23	In progress
2317	15-Mar-23	CCRG - Customer Engagement Framework subgroup meeting	Sydney Water to take a multi-channel approach to distribution of final document – website, social media, hardcopy distributed through direct public engagement.	Josh Isben		Apr-23	In progress