

Agenda

Venue: Sydney Water Office
Parramatta

Date and time: 3 April 2023
9:00am – 2:00pm

Meeting title: Customer and Community Reference Group

Independent Chair: Abigail Goldberg

Attendees: 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
- 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
- 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 De Sa – Strategic Planning Manager
- Paul Higham – Head of Strategy & Enterprise Plan
- Sharon Bowyer – Senior Customer Governance Specialist

Observers

- Grant King (Board Chair)
- Cameron Robertson (Board Director, Chair of the Economic Regulation Committee)

Apologies/absent:

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

Agenda items:

Item	Topic	Responsible	Time	
Pre meet	Parramatta reception sign-in	All	8:30-9:00am	30min
1	Welcome and Acknowledgement of Country	Abigail Goldberg	9:00-9:05am	5min

2	Introductions and apologies	Abigail Goldberg	9:05-9:20am	15min
3	Ground rules	Abigail Goldberg	9:20-9:25am	5min
4	Minutes of previous meeting and review of actions / issues log	Abigail Goldberg	9:25-9:35am	10min
5	Declaration of interests	Abigail Goldberg	9:35-9:40am	5min
	Sydney Water update			
6	Managing Director and General Manager update	Roch Cheroux Stuart Wallace	9:40-10:00am	20min
	Stand-up break		10:00-10:05am	5min
	Customer engagement			
7	Paper for noting: Community engagement (education) content for new arrivals to Australia	Ben Newton	10:05-10:15am	10min
8	Paper for noting: Customer engagement framework subgroup meeting	Inaara Jindani Josh Isben Izzy Kerr	10:15-10:20am	5min
9	Paper for discussion: Customer engagement update	Josh Isben Izzy Kerr	10:20-10:45am	25min
	Morning tea		10:45-11:00am	15min
	Strategic planning			
10	Paper for noting: Long Term Capital and Operational Plan (LTCOP) drivers update	Paul De Sa	11:00-11:10am	10min
11	Paper for discussion: Aligning Long Term Capital and Operational Plan (LTCOP) with customer preferences	Kate Miles	11:10-11:40am	30min
	Stand-up break		11:40-11:45am	5min

12	'Virtual Tour': Purified Recycled Water Update	Ben Newton	11:45- 12:00pm	15min
	Lunch		12:00- 12:45pm	45min
	Price proposal			
13	Paper for discussion: Price proposal update	Flavio Romano	12:45- 1:30pm	45min
	General business			
14	Pulse Check	Josh Isben	1:30- 1:35pm	5min
15	Other business - Q&A general session - Upcoming events	All	1:35- 1:50pm	15min
16	Next meeting and forward plan	Abigail Goldberg	1:50- 1:55pm	5min
	Meeting close	Abigail Goldberg	2:00pm	

2023 CCRG Meeting dates/times (subject to change)

Monday 5 June 2023 9am-2pm* - Location TBA
Monday 7 August 2023 9am-2pm* - Purified Recycled Water demonstration plant site tour - TBA
Monday 9 October 2023 9am-2pm*
Monday 27 November 2023 9am-2pm*

*Length of CCRG meetings to be determined.