

Agenda

Venue: Via MS Teams

Date and time: 20 April 2023
9:00 – 11:30am

Meeting title: Customer and Community Reference Group

Chair: Mary Karras – Ethnic Communities Council NSW

Attendees: Customer and Community Reference Group Members

Narelle Brown – Community Representative
 Steven Collins – Community Representative
 Inaara Jindani – Community Representative
 Douglas McCloskey – Public Interest Advocacy Centre
 Ross Williams – Local Government NSW

Sydney Water

Josh Isben – Head of Customer & Strategic Insights
 Izzy Kerr – Customer Research Manager
 Flavio Romano – Head of the 2024 IPART Price Proposal (*part 10-10.45am*).
 Paul Higham – Head of Strategy & Enterprise Plan
 Paul De Sa – Strategic Planning Manager
 Sharon Bowyer – Senior Customer Governance Specialist

Research Partners

Kantar – Ash Moore, Damian Hampton
 Synergies – Martin van Bueren

- Meeting purpose:**
- Follow up on action arising from April 2023 CCRG meeting.
 - Customer Engagement for Phase 4

Agenda items:

Item	Topic	Responsible	Time	
1	Welcome and Acknowledgement of Country	Mary Karras	9:00-9:05am	5min
2	Background <ul style="list-style-type: none"> • Purpose • Objectives 	Josh Isben	9:05-9:10am	5min
3	The format for the Quantitative work (Discreet Choice Model) and the Qualitative work (deliberative forums, focus groups, in depth interviews) and how it's going to work	Izzy Kerr and Kantar	9:10-9:30am	20min
4	About Phase 4 <ul style="list-style-type: none"> • Brief recap of the research so far 	Izzy Kerr	9:30-9:40am	10min
5	Key challenges and what we are seeking guidance on? <ul style="list-style-type: none"> • Topic selection • Levels of service • Bill increases to meet mandatory obligations 	Paul de Sa	9:40-10:00am	20min

	<ul style="list-style-type: none"> Context and information to support customer choice Feedback/input from IPART 			
6	<p>Facilitated discussion Thinking about a customer audience and IPART's requirements what are the key aspects to consider for:</p> <ul style="list-style-type: none"> Topic selection How we describe different service levels How to address the 'minimum bill increase' Supporting information to help customers make an informed choice How to factor in IPART's feedback 	Josh Isben	10:00-10:20am 10:20-10:30am 10:30-10:35am 10:35-10:50am 10:50-11:00am	20min 10min 5min 15min 10min
5	Next steps including timeframes	Izzy Kerr	11:00-11:10am	10min
6	Close	Mary Karras	11:10-11:15am	5min