

# Agenda

**Venue:** Sydney Water City Office  
Level 9, 420 George St, Sydney

**Date and time:** 5 June 2023  
9:00am – 2:30pm

<b>Meeting title:</b>	<b>Customer and Community Reference Group</b>
<b>Independent Chair:</b>	<b>Abigail Goldberg</b>
<b>Attendees:</b>	<p><b>Customer and Community Reference Group Members</b></p> <p>Anna Bacik – Community Representative 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 Graham Turner – Council on the Ageing Ross Williams – Local Government NSW Donna Rogers - Community Industry Group (Illawarra)</p> <p><b>Sydney Water</b></p> <p>Roch Cheroux – Managing Director (<i>part</i>) Stuart Wallace – General Manager, Customer &amp; Stakeholder Engagement Josh Isben – Head of Customer &amp; Strategic Insights Ben Newton – Manager Community Education and Corporate Social Responsibility (<i>part</i>) Izzy Kerr – Customer Research Manager Kate Miles – Head of Systems &amp; Asset Plan (<i>part</i>) Paul De Sa – Strategic Planning Manager (<i>part</i>) Paul Higham – Head of Strategy &amp; Enterprise Plan Melanie Werner – Head of Customer Programs (<i>part</i>) Robert Singh – Manager Customer Vulnerability (<i>part</i>) Andy McKechnie – Head of Business Customers (<i>part</i>) Flavio Romano – Head of the 2024 IPART Price Proposal (<i>part</i>) Sharon Bowyer – Senior Customer Governance Specialist</p> <p><b>Observers</b></p> <p>Greg Couttas (Non-Executive Director)</p>
<b>Apologies/absent:</b>	Steven Collins – Community Representative Stephen McMahon – Urban Development Institute of Australia
<b>Meeting purpose:</b>	<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>
<b>Desired outcome:</b>	Discussion and feedback from CCRG Members

Agenda items				
Item	Topic	Responsible	Time	
Pre meet	Arrival Venue 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	Housekeeping	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
	<b>Sydney Water update</b>			
6	Managing Director and General Manager update	Roch Cheroux Stuart Wallace	9:40-10:00am	20min
	Stand-up break		10:00-10:05am	5min
	<b>Customer engagement</b>			
7	Paper for discussion: Community engagement and education for Purified Recycled Water and future water augmentation	Ben Newton	10:05-10:20am	15min
8	Paper for discussion: Our Water, Our Voice Customer engagement update	Josh Isben Izzy Kerr	10:20-10:45am	25min
9	Paper for noting: Customer Engagement Planning for Phase 4 - Subgroup meeting.	Josh Isben Izzy Kerr	10:45-10:50am	5min
	<b>Morning tea</b>		10:50-11:05am	15min
	<b>Strategic planning</b>			
10	Paper for discussion: Water Conservation Plan to 2030 Roadmap	Paul Higham	11:05-11:20am	15min
11	Paper for noting: Long Term Capital and Operational Plan (LTCOP) customer preferences alignment update	Kate Miles Paul De Sa	11:20-11:30am	10min
12	Paper for noting: Greater Sydney Water Strategy Overview	Paul Higham	11:30-11:35am	5min

13	'Virtual Tour': Water conservation and business customers. Case Studies: Kellogg's and Young Henrys	Andy McKechnie	11:35- 11:50am	15min
	<b>Lunch</b>		11:50- 12:35pm	45min
	<b>Price proposal</b>			
14	Paper for discussion: Engaging customers on future bill increases	Paul Higham	12:35- 12:55pm	20min
15	Paper for discussion: Our payment assistance program	Melanie Werner Robert Singh	12:55- 1:15pm	20min
16	Paper for discussion: Price proposal update	Flavio Romano	1:15- 1:35pm	20min
	Stand-up break		1:35- 1:40am	5min
	<b>General business</b>			
17	Other business - Q&A general session - CCRG Member updates - Upcoming events	All	1:40- 2:10pm	30min
18	Next meeting and forward plan	Abigail Goldberg	2:10- 2:20pm	10min
19	Meeting close	Abigail Goldberg	2:25pm	5min

### 2023 CCRG Meeting dates/times (subject to change)

Monday 7 August 2023 9am-3pm* - 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.