

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

As at: 24/05/2023

Ratified: 5/06/2023

Agenda item 4: Minutes and Actions/Issues register
Appendix 2: Actions and 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
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	TBA	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).	TBA	Ongoing
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	Complete
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	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	May be able to include overview as part of future RAP agenda item.	Aug-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		Aug-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	Complete
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

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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	Will be updated in next review.	Aug-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	Noted	Apr-23	Complete
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 Aug 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	Updated version shared at 3/4/23 CCRG meeting	Apr-23	Complete
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	To provide update at June 2023 meeting.	Apr-23	In progress
2318	3-Apr-23	Minutes of previous meeting and review of actions / issues log	Sydney Water to reschedule RAP item to alternative meeting date	Sharon Bowyer	Scheduled for Aug 2023	Aug-23	In progress
2319	3-Apr-23	Community engagement (education) content for new arrivals to Australia	Sydney Water to revise factsheet, translate and distribute material (including on Sydney Water website).	Ben Newton	In progress	Jun-23	In progress
2320	3-Apr-23	Customer engagement framework subgroup meeting	CCRG members to provide any additional feedback on the Customer Engagement Framework summary document.	CCRG Members		Apr-23	Complete
2321	3-Apr-23	Customer engagement update	Sydney Water to consider the formation of a Youth Advisory committee (or similar) and to discuss with IJ.	Josh Isben / Paul Higham	Discussion with IJ scheduled for 29 May 2023	Jun-23	In progress
2322	3-Apr-23	Customer engagement update	Sydney Water to schedule subgroup meeting for Phase 4 customer engagement with MK as meeting chair.		Subgroup meeting held 20 April 2023.	Apr-23	Complete
2323	3-Apr-23	Aligning Long Term Capital and Operational Plan (LTCOP) with customer preferences	Sydney Water to make the basis for LTCOP on future generations more explicit in the Table.	Paul de Sa	Sydney Water will provide an update at the June 2023 meeting (Paper: LTCOP customer preferences alignment update)	Jun-23	Complete
2324	3-Apr-23	Aligning Long Term Capital and Operational Plan (LTCOP) with customer preferences	Sydney Water to consider CCRG feedback and update the Table as appropriate.	Paul de Sa	Sydney Water will provide an update at the June 2023 meeting (Paper: LTCOP customer preferences alignment update)	Jun-23	Complete
2325	3-Apr-23	'Virtual tour': Purified Recycled Water Update	Sydney Water to report back on the costs to build PRW.	Paul Higham		Aug-23	In progress
2326	3-Apr-23	Price proposal update	Provide any additional feedback by email to Sydney Water.	CCRG Members	GT provided additional feedback.	Apr-23	Complete
2327	3-Apr-23	Price proposal update	Sydney Water to present revised metrics to CCRG at a future meeting.	Flavio Romano		Aug-23	In progress

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2328	3-Apr-23	Pulse check	Sydney Water to connect with IJ out of session to further discuss Youth and intergenerational perspectives.	Josh Isben / Paul Higham	Discussion with IJ scheduled for 29 May 2023	Jun-23	In progress
2329	3-Apr-23	Forward Plan	Sydney Water to include future items on Forward Plan * Developer discussion - developer service charges, trickle down cost impacts to customers, development delays, South Creek (costs of treatment and long term technical issues). * Stormwater charges, recycled water, water quality and costs * Intergenerational equity, youth advisory groups, * Sydney Water performance against the UN sustainability goals * RAP (to be rescheduled)	Sharon Bowyer	Noted	Jun-23	Ongoing
2330	20-Apr-23	CCRG Subgroup meeting: Customer Engagement Phase 4	Sydney Water to consider feedback raised by CCRG subgroup on Phase 4 Customer Engagement Topics.	Josh Isben	Sydney Water will provide an update at the June 2023 meeting (Paper: Customer Engagement Planning for Phase 4 subgroup meeting preferences alignment update)	May-23	Complete
2331	20-Apr-23	CCRG Subgroup meeting: Customer Engagement Phase 4	CCRG subgroup to provide any additional feedback by Friday 28 April.	CCRG subgroup members	Complete - Additional comments were provided by IJ and DM. Initial feedback was considered and incorporated into design of Phase 4 (along with IPART feedback). Updated design was sent to Subgroup members on 17 May and further feedback has also been considered.	Apr-23	Complete