

Minutes

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

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

Meeting title:	Customer and Community Reference Group
Independent Chair:	Abigail Goldberg
Attendees:	<p>Customer and Community Reference Group Members Anna Bacik – Community Representative Inaara Jindani – Community Representative Mary Karras – Ethnic Communities Council NSW Bruce McClelland – Business Western Sydney Douglas McCloskey – Public Interest Advocacy Centre Donna Rogers - Community Industry Group (Illawarra) Graham Turner – Council on the Ageing Ross Williams – Local Government NSW</p> <p>Sydney Water Roch Cheroux – Managing Director (<i>part</i>) Stuart Wallace – General Manager, Customer & Stakeholder Engagement Josh Isben – Head of Customer & Strategic Insights Ben Newton – Manager Community Education and Corporate Social Responsibility (<i>part</i>) Clare Porter – Head of Communications and CSR (<i>part</i>) Izzy Kerr – Customer Research Manager Paul De Sa – Strategic Planning Manager (<i>part</i>) Paul Higham – Head of Strategy & 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>Observers Greg Couttas (Non-Executive Director)</p>
Apologies/absent:	<p>Customer and Community Reference Group Members Narelle Brown – Community Representative Steven Collins – Community Representative Leigh Martin – Total Environment Centre Stephen McMahon – Urban Development Institute of Australia</p> <p>Sydney Water Kate Miles – Head of Systems & Asset Plan, Sydney Water</p>
Meeting purpose:	<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>
Desired outcome:	Discussion and feedback from CCRG Members

Agenda items		
Item	Topic	Actions
1	<p>Welcome and Acknowledgement of Country</p> <p>The meeting was opened at 9:00am. The Chair welcomed Members and invited the Managing Director to acknowledge country.</p> <p>The Managing Director acknowledged the Gadigal people and paid respects to elders past and present. He also spoke of the importance of the Tank Stream to the Gadigal people and how this stream founded Sydney from a water perspective.</p> <p>The Chair also acknowledged National Sorry Day and Reconciliation Week as well as 5th June as World Environment Day. She recognised the ongoing connection between First Nations people and the land and water as well as noting that the environment has a 'seat at the table' at CCRG meetings.</p>	
2	<p>Introductions and apologies</p> <p>The Chair introduced Greg Couttas (Non-Executive Director) as Board observer for this meeting. Greg thanked the CCRG for the opportunity to observe.</p> <p>The Chair informed the group that Anna Bacik had finished her secondment as CEO of Community Industry Group, but has agreed to continue on the CCRG as a community representative for the Illawarra region. The Chair welcomed Donna Rogers as a new CCRG member representing the Community Industry Group, also Illawarra based.</p> <p>Apologies were noted.</p>	
3	<p>Housekeeping</p> <p>Sydney Water advised on the building induction/evacuation requirements and other administrative aspects.</p> <p>The Chair confirmed ground rules for the CCRG meeting which focus on respect, tolerance and ensuring equity of access for all participants.</p> <p>The Chair reminded the group of Sydney Water Board's invitation for the CCRG Chair and 1-2 of the CCRG members to present at one of their meetings. This has been scheduled for September 2023. Further details will be provided closer to the time.</p> <p>The Chair provided a recap regarding meeting structure, confirming that topics align to the CCRG's core remit and are designed to build on each other i.e we start with customer engagement, which informs strategic planning, both of which provide input to the price proposal. Allowance is made for member input throughout as well as for other business should supplementary issues be raised.</p>	
4	<p>Minutes of previous meeting and review of actions / issues log</p> <p>The Minutes and action/issues register of the April 2023 CCRG meeting, which had been transmitted inter-session, were accepted.</p>	
5	<p>Declaration of interests</p> <p>The Chair advised that her role as Chair at Water Infrastructure NSW Advisory Board (WINAB) has concluded as this Board has been dissolved from the end of May 2023.</p>	
	Sydney Water update	

6	<p>Managing Director and General Manager update</p> <p>The Managing Director provided an update on the following:</p> <ul style="list-style-type: none"> • Sydney Water’s performance on key metrics (customer performance, people indicators including safety, water quality, wastewater performance and financial performance). • Long Term Capital and Operating Plan, reflecting changes in the way we need to manage water in the future as a result of: <ul style="list-style-type: none"> ○ Water availability being at capacity. ○ Current assets being at production capacity e.g. 80% of our water coming from one water treatment plant. ○ Wastewater assets also at capacity. ○ A growing population and climate change requiring things to be done differently, but affordably. <p>Water supply options include 1. Build more dams (but this doesn’t help in times of drought) 2. Increase desalination capacity 3. Purified Recycled Water, which will add both treated wastewater and stormwater, for drinking water.</p> <p>Option 3 solves the challenges for managing both water supply and wastewater treatment assets because it recycles the water.</p> <p>Industry practise indicates that the water bill should not be more than 3% of the average income. Sydney Water is at 0.7%. Water bills will increase in the future, but it is important that these don’t jump by a large proportion.</p> <ul style="list-style-type: none"> • Infrastructure contributions – developer contributions are likely to be reinstated. Currently developers do not need to pay contributions in Sydney, which is unique to Sydney. In other places developers contribute towards water assets in new developments. Currently these costs are borne by all Sydney Water customers. Reinstating these charges to developers are a large part of the financing the new work that needs to be done on new developments. <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • Will developer contributions extend to redevelopments as well as new developments? What impacts will this have on housing pricing? • <i>The Managing Director advised that developer contributions are expected to extend to redevelopments, the cost of these charges would be born in the cost of the land and reduce developer profit and that housing prices are regulated by the market. He also referred to the Productivity Commission report currently referenced in the media.</i> • The impacts of cost of living and housing costs will impact those already suffering financial hardship and will likely see an increase in those seeking financial assistance. Has Sydney Water seen a significant increase in requests for financial hardship? • <i>The Managing Director advised that there had been an 65% increase in those seeking hardship since same time last year.</i> <p>The General Manager, Customer and Stakeholder Engagement provided an update on the following:</p> <ul style="list-style-type: none"> • New First Nations Artwork to be used by Sydney Water. The artwork was shown on the screen and the story behind it was explained. The artwork will be used in various ways including on personal protective clothing worn by staff. 	
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- Sydney Water's **People Leaders Forum (PLF)** – this included a 'Customer at the Heart' panel discussion with customers including 2 members from the CCRG bringing a Youth/Renter and Business perspective.

Sydney Water's updated **Water Service Outage map** which is available on the website.

Key points of discussion:

- The PLF was a good session and provides another opportunity for staff to hear from customers and the need for ongoing conversations with customers/future customers.
- Do these forums provide an opportunity to discuss impacts of infrastructure contributions?
- In the past developer contributions had a regulated cap and the industry will want to have this again. There is already instability in the developer industry. Each side will need to play to their strengths to reach the best outcome for the impacts on these charges. The cost of water and wastewater fees is considered cheap by some that there is no willingness to invest in recycled water.
- There is a fundamental need to understand what the fairest way is to share costs and to drive the right behaviours.

Sydney Water commented that Infrastructure contributions will be topic for the CCRG August meeting. There are various discussions on Infrastructure contributions already happening within the community, the media and with Sydney Water, with different views on value and affordability. Sydney Water also advised that there have been discussions with the Urban Development Institute of Australia.

The Managing Director advised that there is ongoing work on the value attached to water and this is different for different customers and also different for how much water you consume.

- There will be a need for differential prices on drinking water.
- The cost of water in and water out (wastewater) needs to be valued.
- Are Sydney Water using the Ethnic Communities Council for advice on best ways to provide assistance for the Ethnic community? These communities find it difficult to ask for help (both in terms of language barriers and emotional barriers (feeling of shame)).

Sydney Water advised that a lot more promotion is underway on financial assistance including the Waterfix program. The Managing Director commented that the new price increases are for 2025-2030.

- On Purified Recycled Water, what is stopping Sydney Water from making the decision now? This needs to be a bold step.

The Managing Director explained that community acceptance is key to the decision. At the Purified Recycled Water Demonstration plant, the recycled water will go back into the environment and will be used for environmental flow or irrigation. This allows us to keep water supply in Warragamba for now. Once the community are onboard with Purified Recycled Water this water will be able to go back into the dam for storage. Eventually with community support Purified Recycled Water will be able to be added directly into the drinking water pipe network (though this may take 10 years). Pursuing Purified Recycled Water is a bold step.

- The current desalination plant at Kurnell draws water from the ocean that already has wastewater discharged into it. There is a need to educate customers that essentially we have already been using recycled water for drinking.

	The Managing Director left the meeting.	
	Customer engagement	
7	<p>Community engagement (education) content for new arrivals to Australia.</p> <p>Sydney Water presented these final factsheets to the CCRG in English, Nepalese and Arabic (Sudanese form).</p> <p>The Chair noted that significant beneficial changes had been introduced following CCRG input.</p> <p>Sydney Water thanked the CCRG for their input to these factsheets and noted that they will be available in hardcopy and in digital form and social media.</p> <p>Paper for discussion: Community engagement and education for Purified Recycled Water and future water augmentation</p> <p>Sydney Water sought feedback on the key messages in the draft communications flyers and identified stakeholders.</p> <p><i>Key points of discussion on the flyers:</i></p> <ul style="list-style-type: none"> • General feedback on the flyers was provided by the CCRG and noted by Sydney Water. • It was suggested that it might not be wise to include comments that PRW will be subject to future consultation. In desperate times we might just need to rely on PRW. Might not be truthful to say that future consultation would always happen. • An alternative view was that community consultation is about education and building community trust. <p><i>Sydney Water advised that emergencies can always happen, and also noted an example of similar projects that have been stopped where there has not been enough discussion with the community. It is important to have structured conversations and take the community on the journey. By comparison where community conversations have been done well, the community can provide support for Purified Recycled Water, for example the Citizen community opted for the Purified Recycle Water option in Auckland.</i></p> <ul style="list-style-type: none"> • Hunter Water community have supported Purified Recycled Water. <p><i>Sydney Water advised that the greatest challenge to Purified Recycled Water is just an alternative. The community may just choose a different option but education is needed to understand the differences.</i></p> <ul style="list-style-type: none"> • Do we know who in the community are against Purified Recycled Water? <p><i>Sydney Water advised that we have a Water Literacy tracker and that we know that females aged 30-69 are primarily concerned for their children. CALD groups are also concerned. In comparison First Nations groups are positive towards purified recycled water.</i></p> <ul style="list-style-type: none"> • Why are there no details of comparison of options in the brochures? Need to clearly see how options compare and what are cost comparisons. • There is confusion if this will be recycled water (dual pipes for recycled water). Need for honesty. It is vague on what the ultimate intention is for this recycled water. Need to be clear that while it might initially be used for irrigation the intention is for drinking water. Be upfront that the demonstration plant is a technical demonstration. 	

	<ul style="list-style-type: none"> • Comparison of options should be clear on how much energy is used and present this in a language meaningful to the community (eg is the equivalent of powering X number of homes per day). <p><i>Sydney Water advised that this feedback would be considered.</i></p> <p>Key points of discussion on the stakeholder list:</p> <p>The following additions were suggested:</p> <ul style="list-style-type: none"> • Youth organisations and advisory groups. • Special interest groups and Peak Bodies, for example Tenancy NSW. • Community Industry Group and other organisations in Illawarra. • With respect to the formal launch of the Purified Recycled Water demonstration plant it was suggested that ethnic and community media (such as SBS, NITV and others) be invited. <p>Action: Sydney Water to share previous contacts provided by CCRG Members to be included on the stakeholder list.</p> <p>Action: Sydney Water to revise factsheets and update the stakeholder list.</p>	<p>Action: Sydney Water to share previous contacts provided by CCRG Members to be included on the stakeholder list.</p> <p>Action: Sydney Water to revise factsheets and update the stakeholder list.</p>
8	<p>Paper for discussion: Our Water, Our Voice Customer engagement update</p> <p>Sydney Water presented the new Customer Engagement highlights brochure which had been shaped by feedback from the CCRG subgroup. Sydney Water also demonstrated the information on the website.</p> <p>Key points of discussion:</p> <ul style="list-style-type: none"> • CCRG members commended the updates to the document. • Is there an opportunity for Sydney Water to provide some video/podcast content about the Customer Engagement journey? <p>Action: Sydney Water to investigate options for video and podcasts about this Customer Engagement.</p> <ul style="list-style-type: none"> • What is the number of young people that have participated in this customer engagement? <p><i>Sydney Water advised that the number of younger people could be provided and that the number align to the ABS population statics for Greater Sydney.</i></p> <p>Action: Sydney Water to provide numbers of young people involved.</p> <ul style="list-style-type: none"> • Could Sydney Water's customer engagement be made more accessible and interactive for younger people through platforms such as Instagram, Tik Tok and LinkedIn. <p><i>Sydney Water advised that they would make the Customer Engagement information more prominent on its website and could explore Instagram and Tik Tok options within government restrictions.</i></p> <ul style="list-style-type: none"> • It was advised that Sydney Water pay greater attention to the IPART regulatory requirements for customer engagement Also advised that the brochure should make a clearer declaration that this customer engagement is a regulatory requirement even though Sydney Water still wants to do it. (We care about customer engagement, but we have to do it.) Being transparent in the regulatory requirements helps to build trust. • It is the listening to customers that is most important. • Are there further details of the number of people within the residential segment (ie Owners vs Tenants)? 	<p>Action: Sydney Water to investigate options for video and podcasts about this Customer Engagement.</p> <p>Action: Sydney Water to provide numbers of young people involved.</p> <p>Action: DM to provide contact details for OrangeSky and other peak bodies representing homeless</p>

	<p><i>Sydney Water advised that the residential segment is further broken down by, owners and tenants, people with a disability and people needing financial assistance and other demographics such as age, gender, location etc.</i></p> <ul style="list-style-type: none"> The Chair asked if organisations providing services to the homeless are also involved, such as OrangeSky that provide laundry services for the Homeless. <p>Action: DM to provide contact details for OrangeSky and other peak bodies representing homeless people that could be engaged.</p>	<p>people that could be engaged.</p>
9	<p>Paper for noting: Customer Engagement Planning for Phase 4 - Subgroup meeting.</p> <p>The Subgroup meeting minutes were ratified by subgroup members.</p> <p>Sydney Water advised that:</p> <ul style="list-style-type: none"> feedback provided during the meeting and out of session has been taken on board. revised materials for Phase 4 would be circulated to CCRG members (MK, DM, IJ, RW, NB, SC and GT) around 16 June with a 1-week turnaround on comments required. CCRG members to 'reply all' when providing comments. deliberative forums for Phase 4 will be held in early July and CCRG members will be invited to attend as observers. <p>Action: DM to share a copy of a report completed on an Energy Business review with Sydney Water.</p> <ul style="list-style-type: none"> What is Sydney Water's progress on consideration of consulting with Youth Advisory groups following out of session conversation? <p><i>Sydney Water advised that it consider pursuing discussions with the Government Youth Advisory Board and then later consider the formation of its own Youth Advisory committee. Sydney Water would report back to the CCRG on discussion with Government Youth Advisory Board.</i></p>	<p>Action: DM to share a copy of a report completed on an Energy Business review with Sydney Water.</p>
	<p>Strategic planning</p>	
11	<p>Paper for discussion: Water Conservation Plan to 2030 Roadmap</p> <p>Paul De Sa, Strategic Planning Manager joined the meeting.</p> <p>Sydney Water provided background that the NSW Government Greater Sydney Water Strategy and Long Term Capital Operating Plan both require water conservation and that 38GL need to be saved per year by 2030 and provided an overview of the Water Conservation Plan.</p> <p>Sydney Water sought feedback from the CCRG on initiatives proposed for the Water Conservation Plan.</p> <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> What is a Gigalitre? Can we explain this in simple language? (E.g. how many swimming pools). <p><i>Sydney Water advised that Gigalitre is a Billion Litres and that our whole city currently uses 1.5GL every day. We need to save 3 times more water than what we do. We need to invest and as a result water bills will go up. Price will also be a lever to save water.</i></p> <ul style="list-style-type: none"> There is a need to understand interaction between conservation and other measures. Needs to be integrated (water supply, water recycling, metering). Metering may not be a useful water conservation tool. If there is no time-of-day 	

	<p>pricing, what is the value of digital metering? There is ongoing expense for digital metering, and then something actually needs to be done with all the data. Are there ways to spend money with more direct water conservation benefits? Businesses can be more flexible than residents. Price signals for residents will only give a small water saving impact.</p> <p><i>Sydney Water advised:</i></p> <ul style="list-style-type: none"> • <i>the LTCOP is what brings everything together (supply augmentation options, water conservation) and the trade-offs of cost and benefits. Even building in supply augmentation we still need water conservation.</i> • <i>while digital metering only provides incremental water conservation benefits it provides Sydney Water with a greater benefit in monitoring the network. A smart network allows for early identification on water leaks (which may be concealed) and water outages.</i> • <i>the water network is designed for maximum water load. Capacity at night is highest. Metering could allow ability to unlock peak demand tariffs.</i> • <i>the water conservation plan is for 5 years but will be adapted annually. Water savings will come from all areas (policy change, education, water conservation programs, metering and pricing) and there needs to be ability to flex.</i> 	
10	<p>Paper for noting: Long Term Capital and Operational Plan customer preferences alignment update</p> <p>Sydney Water advised that the paper responds to CCRG feedback from the April CCRG meeting.</p> <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • There is not a lot of difference between the proportions (%) presented in the table. • With the price increase we have to ‘pay some back’, not just ‘pay it forward’. There is some catch up to do. Not just investment in maintenance of the system, but to go beyond to improve outcomes for waterways and the environment. Are we addressing the ‘catch up’? <p><i>Sydney Water advised capacity is now utilised so need investment. Not really a case of catch up. There are changing requirements on drinking water and wastewater standards so we have to invest to meet these requirements.</i></p> <ul style="list-style-type: none"> • Metrics and performance indicators will be hard to nail down. Some metrics will clash on what is important for different users with different expectations (residents, agricultural users, the environment). What is good for river ‘swimability’, may not be good for macroinvertebrates. <p><i>Sydney Water agreed. Ultimate outcomes of clean waterways are not directly related to Sydney Water. Measures like ‘Beachwatch’ results provide some indicator on performance, but Sydney Water is not the only influencer on the outcome. This is part of the challenge for Sydney Water to engage with the community on different expectations.</i></p>	
12	<p>Paper for noting: Greater Sydney Water Strategy Overview</p> <p>Sydney Water has a key role to play in the implementation of this NSW Government strategy.</p> <p>The paper was noted.</p>	

<p>13</p>	<p>‘Virtual Tour’: Water conservation, water literacy and business customers. Case Studies: Young Henry and Kellogg’s.</p> <p>Andy McKechnie, Head of Business Customers joined the meeting.</p> <p>Two short videos on Sydney Water water conservation work with Kellogg’s and Young Henry’s were shown.</p> <p>Sydney Water outlined that while non-residential customers make up a small percentage of Sydney Water’s overall customer base, they consume 23% (almost one quarter) of all the potable water we create every day. They also discharge wastewater in volumes and quality that present a disproportionate level of risk to the health of our people, our assets, and the environment.</p> <p>Investment in water conservation initiatives for non-residential customers might not stack up now. But this might change in times of drought (reduced supply) or drought pricing (increased cost). Businesses need to act now to be prepared.</p> <p>A multifaceted approach is needed to help businesses. Water Literacy is important, as majority of business staff are not water experts.</p> <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • Digital metering for residents might not save much more water, but an ability to engage with business (beyond the meter) can save more water than residents. Sydney Water can’t go to the community to save water if businesses don’t do their part. <p><i>Sydney Water advised that there are WaterFix programs available for business and a new grants program is being established to support smaller business water conservation investments. However more difficult for larger business customers where a larger investment would be required to save water. Expanding the scope of water conservation for business could save more water.</i></p> <ul style="list-style-type: none"> • If 23% of potable water is used by non-residential customers, what proportion of the wastewater comes from non-residential? It is important to understand this in the context of Purified Recycled Water which will be reusing wastewater from business and industry. Contents of Purified Recycled Water will include chemicals from industry. There is a need to be open and honest about this. <p><i>Sydney Water advised that the catchment area for the Purified Recycled Water Demonstration plant is 18% non-residential (82% residential) and agreed that source control is an important factor. Educating non-residential customers is important. However, educating residential customers is more important as it is the residents that largely use the products from industry (eg detergents, paints, oils) that can end up in the wastewater system.</i></p> <ul style="list-style-type: none"> • Does sewer mining still occur at Rose Hill? Are there opportunities for industry to just use this water and have on-site wastewater treatment? <p><i>Sydney Water advised that the sewer mining scheme at Rose Hill still provides recycled water for irrigation and cooling towers. This requires a third pipe network (for recycled water). These types of schemes will still be used where it makes sense to do so. Future use of Purified Recycled Water would not require a third pipe network.</i></p> <ul style="list-style-type: none"> • Is there opportunity to influence regulation on wastewater discharge requirements (eg paints?) <p><i>Sydney Water advised we have tradewaste management in place but will need to do more for full source control for Purified Recycled Water. Risk assessments on customer types, additional sampling and monitoring will be required for discharges to meet acceptable levels.</i></p>	
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	<ul style="list-style-type: none"> There is a need for more education and engagement with small businesses particularly 'in language' to promote both water conservation and safe wastewater discharge. <p><i>Sydney Water advised that small family run businesses are a target market. A new video about tradewaste is being developed in different languages, but there is more that can be done.</i></p> <p>Action: Sydney Water to discuss water conservation further with MK.</p>	<p>Action: Sydney Water to discuss water conservation further with MK.</p>
	<p>Price proposal</p> <p>Melanie Werner, Head of Customer Programs, Robert Singh, Manager Customer Vulnerability and Flavio Romano, Head of Price Proposal joined the meeting.</p>	
<p>14</p>	<p>Paper for discussion: Engaging customers on future bill increases</p> <p>Sydney Water sought input on how to design communications around future bill increases.</p> <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> What is alternative funding? <i>Sydney Water advised that this could include alternative government funding, alternative tariffs (single or step tariffs).</i> Engaging on affordability and cost has to be tied to the conversation around investment and opportunities to prioritise projects. All costs are going up (energy, transport, housing), so need to be mindful of this environment. Need to have discussions with the community on the trade-offs about priorities and fairness. Need to consider the usage base charges and fixed costs charges and what other levy's could be used for certain customer types or certain projects or for temporary periods so increased costs are not all on the customer, all of the time (eg similar to a special council levy). <i>Sydney Water advised that Phase 4 of the Customer Engagement will feature some of this discussion with customers. A fair amount of work needs to be done to address affordability and different risk thresholds.</i> There is a need to engage with customers in a genuine way. Affordability is difficult especially with energy and other prices increasing. The impact is for a full 5 year period, so need to explain the full weight of increases to the customer. A challenge will be who do we mean when we say customer? Is it residential, business? This needs to be clear. Ordinary customers will not want to subscribe to price increases when businesses are making money out of using the water resources. People still think Sydney Water is a government entity. People think taxes are contributing to Sydney Water, so need to be clear about how Sydney Water is funded. Need to focus the conversation on value not the cost. Would tariffs make a difference to Sydney Water? Would time of day tariffs help save water if water is just used at a different time? <i>Sydney Water advised that tariffs could support water conservation especially for consumers that use large amounts of water. Time of day tariffs would assist with the capacity and loading of the water system, so it can be run more efficiently.</i> The paper notes that Sydney Water prices are affordable, but that's not the case if people cannot pay. Some people on the breadline will see 'maintenance' as essential but a 'green future' a luxury. People's perception of willingness to pay and affordability will be different. Clean waterways are a community effort not just a Sydney Water responsibility. Don't over sell what Sydney Water is responsible for. 	

	<p><i>benchmarking. However more could be done on understanding trends and statistics with Energy in the metropolitan area in particular as they are another utility provider.</i></p> <p>Action: Sydney Water to consider what more could be done on understanding trends and statistics with Energy.</p> <ul style="list-style-type: none"> • Energy have tightened their rules for accessing financial assistance. Sydney Water is congratulated for having a much friendlier scheme. PIAC have advised that they will be putting forward a move towards direct Tenant Billing as part of the Operating License review. • How are Sydney Water tapping into those needing financial assistance in the Illawarra? <i>Sydney Water advised that the payment assistance information days are based on where people are struggling the most and agreed that more could be done within the Illawarra area.</i> • It was suggested that Sydney Water also communicate with the City of Sydney local government and the Council of International Students Australia as these communities make up a large proportion of tenants that would benefit from awareness of these programs. <i>Sydney Water advised that more community awareness is being conducted in Sydney and that more education within the student community could be undertaken.</i> <p>Action: Sydney Water to broaden awareness of payment assistance programs within the Illawarra and with the Council of International Students Australia and the City of Sydney council.</p>	<p>more could be done on understanding trends and statistics with Energy.</p> <p>Action: Sydney Water to broaden awareness of payment assistance programs within the Illawarra and with the Council of International Students Australia and the City of Sydney council.</p>
16	<p>Paper for discussion: Price proposal update</p> <p>Sydney Water sought feedback on customer priority outcomes that may lend themselves to becoming an Outcome Delivery Incentive (ODI). Intent is to become more efficient without reducing quality of services.</p> <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> • Incentives are a vexed issue and seems counter intuitive. Penalties would be better if not hitting a target. • Would be interested to hear more about how incentives would actually work? <i>Sydney Water advised incentives can be reputational, procedural or financial. ODIs mean that SW would get rewarded for exceeding a target and penalised for not meeting a target. ODI drive service improvements. The Capex and Opex incentives drive efficiency.</i> • Worried to see extra incentive for rainfall independent supply. Sydney Water should be rewarded for increasing customer value. Trying to find a metric that show how much we can extract on value will be difficult. <i>Sydney Water advised that:</i> <ul style="list-style-type: none"> • <i>the multiple incentives schemes balance improving services with efficiency.</i> • <i>leakage is a better ODI because there are a number of ways to get to the outcome.</i> • <i>natural obligations to achieve, but it's the value beyond the obligation (or value destroyed if not meant). Economic level of leakage can be better measured.</i> • <i>that Leakage, Litres per person and rainfall independent supply (PRW and Desal) would be suitable metrics.</i> • Need to make sure metrics can be actually measured, clearly defined and no fudge factor, though some will have more flexibility. • What about weightings for ODI? Can it be different for different customer types? 	<p>Action: Sydney Water to come back with proposed ODIs to the CCRG at a future meeting and provide the CCRG</p>

	<p><i>Sydney Water advised that affordability cannot be an ODI and that the full compliance for Drinking Water Quality must be the outcome for Outcome 1, Clean Safe drinking water.</i></p> <ul style="list-style-type: none"> Leakage is not a great outcome. But the litres per person is a good outcome and can assess the cost to deliver per person. Recommend that SWC push back to IPART and look at retained value of water delivered. Leakage per person is within the total water use. <p>Action: Sydney Water to come back with proposed ODIs to the CCRG at a future meeting and provide the CCRG feedback on the metrics and discussions with the Sydney Water executive.</p> <p>Melanie Werner, Head of Customer Programs, Robert Singh, Manager Customer Vulnerability and Flavio Romano, Head of Price Proposal left the meeting.</p>	<p>feedback on the metrics and the rationale post the discussions with the Sydney Water executive.</p>
	<p>General business</p>	
<p>17</p>	<p>Other business: Q&A general session</p> <p>Greg Couttas repeated his thanks to the CCRG for the opportunity to be an observer at the meeting. He noted the diversity and breadth of perspective of members as well as noting now debate was constructive and value-adding, and how the group respected and listened to each other, even with differing views. He commented that it is valuable to hear the views of customers directly from them. He commended the group for how well-informed it is and the contribution it is making. He also repeated how valued the group is by the Sydney Water Board.</p> <p>The Chair commented that the CCRG was formed from a robust Expression of Interest process with the intention of achieving a diverse mix of members to reflect social demographics. This adds to the richness of thinking, debate and discussion.</p> <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> Will the legislative amendment to prevent Sydney Water from being privatised change the risk profile? Would it change public perspective that Sydney Water is government funded? <p><i>Sydney Water Board Director advised that privatisation had never been discussed during his time on the Board and the change to the constitution won't change much. Some people may have already thought Sydney Water is government funded and more work could be done to be clear on this.</i></p> <p>CCRG member updates</p> <p>An update was provided by CCRG representative for Business Western Sydney. A recent conference was held on the future of GOPP - Greater Parramatta and Olympic Peninsula region. The conference is a gathering of key stakeholders in business, community, and government to spotlight the opportunities and challenges facing the region.</p> <p>Upcoming events</p> <p>Sydney Water advised the following:</p> <ul style="list-style-type: none"> an article about the CCRG is planned to be included in a future 'Waterwrap' brochure article. This brochure is included once a quarter with Sydney Water bills. media events and meetings with the Minister of Water regarding the Long Term Capital and Operating Plan and Mamre Rd meeting with Treasury on the Long Term Capital and Operating Plan 	

	<ul style="list-style-type: none"> opening of the Upper South Creek Advanced Recycled Centre scheduled for 26 July opening of the Purified Recycled Water Demonstration plant at Quakers Hill, date to be confirmed. <p><i>Key points of discussion:</i></p> <ul style="list-style-type: none"> Has Sydney Water considered hosting a Ramadan dinner to acknowledge the significance of this religious occasion to the broader Muslim community? Does Sydney Water attend other large multicultural festivals such as the Eid, the Diwali and the Tamil Chithirai? <i>Sydney Water advised that it had not considered hosting a Ramadan dinner as part of Lakemba Nights. Sydney Water attends various other festivals.</i> Was Sydney Water involved in the OzWater conference, what topics were covered and can copies of papers or extracts be provided to the CCRG? <i>Sydney Water advised that it was involved in the OzWater conference. A number of Sydney Water papers were presented including Water Literacy research, Payment Assistance and technical papers such as sewer choke modelling. A number of regional, interstate and international papers included discussions on Purified Recycled Water. A number of places are looking towards establishing demonstration plants. There is an opportunity for some of these to work with Sydney Water. A paper from SA Water highlighted their work with the Disability sector.</i> <p>Action: Sydney Water to provide copy of OzWater papers to interested CCRG members.</p>	<p>Action: Sydney Water to provide copy of OzWater papers to interested CCRG members.</p>
18	<p>Next meeting and forward plan</p> <ul style="list-style-type: none"> Next meeting is 7 August 2023 and is intended to include an update on Sydney Water Reconciliation Action Plan (RAP) and a discussion on Infrastructure Contributions. Douglas McCloskey provided advance notice that he would not be able to attend the October meeting but would be happy to provide comments out of session. 	
19	<p>Meeting closed at 2pm.</p>	