

Agenda

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

Date and time: 7 August 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 Representative
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
Donna Rogers – Community Industry Group (Illawarra)
Graham Turner – Council on the Ageing
Ross Williams – Local Government NSW

Sydney Water

Roch Cheroux – Managing Director (*part*)
Stuart Wallace – General Manager, Customer & Stakeholder Engagement
Josh Isben – Head of Customer & Strategic Insights
Clare Porter – Head of Strategic Comms & CSR (*part*)
Ben Newton – Manager Community Education and Corporate Social Responsibility (*part*)
Izzy Kerr – Customer Research Manager
Paul Higham – Head of Strategy & Enterprise Plan
Paul De Sa – Strategic Planning Manager (*part*)
Chris Gould – General Manager, Business Development (*part*)
Monika Moutos – Head of Economics and Regulation (*part*)
Rose-Marie Siros – Manager Customer Advocacy (*part*)
Simon Granville – Chair of RAP Committee and Head of Risk & Assurance (*part*)
Veronica Murphy – First Nations Inclusion Specialist (*part*)
Sharon Bowyer – Senior Customer Governance Specialist

Observers

Dr Susan Petterson – Non Executive Director
Prof Mary O’Kane – Non Executive Director
Jamie Hollamby – General Manager, Finance

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	Arrival Venue reception sign-in	All	8:30-9:00am	30min
1	Welcome and Acknowledgement of Country	Abigail Goldberg/ Roch Cheroux	9:00-9:05am	5min
2	Introductions and apologies	Abigail Goldberg	9:05-9:10am	5min
3	Housekeeping	Abigail Goldberg/ Sharon Bowyer	9:10-9:15am	5min
4	Minutes of previous meeting and review of actions / issues log Declaration of interests	Abigail Goldberg	9:15-9:20am	5min
Sydney Water update				
5	Managing Director update	Roch Cheroux	9:20-9:30am	10min
Strategic planning				
6	<p>Panel Discussion: What Infrastructure Contributions mean for stakeholders</p> <ul style="list-style-type: none"> On 1 January 2022, the NSW Government rescinded a previous (2008) decision to set water, wastewater and stormwater infrastructure contributions to zero. The Government's decision followed a public review by the NSW Productivity Commission, which found that the benefits of removing the zero charge policy would outweigh the costs. In practice, the policy change will affect different stakeholders in different ways, and this will influence perceptions about the merits of the change. The outcome experienced by different stakeholders is also very dependent on a calculation method set by the pricing regulator IPART, including how Sydney Water implements any discretionary elements of IPART's method. To assist CCRG members in understanding the range of views related to this issue, we have invited a number of our members to present their understanding, and what the mechanism might mean for their stakeholders Sydney Water have also been invited to present. Each panel member will have a short time to present their view, following which opportunity will be provided for Q&A across the group. The outcome is anticipated to be an enhanced understanding of a complex issue from a number of standpoints, which we will capture for future reference as discussion around Infrastructure Contributions evolves. This session is an informational/educational session. Designed to understand different views. 	<p>Abigail Goldberg (moderator)</p> <p>Sydney Water: Chris Gould</p> <p>CCRG panel members: Stephen McMahon, Anna Bacik, Leigh Martin, Bruce McClelland and Douglas McCloskey</p> <p>Donna Rogers: summing up</p>	9:30-10:30am	1Hr
<p>Background papers: Infrastructure Contributions</p> <p>Sydney Water paper – Renee Ingram</p> <p>CCRG Member paper – Stephen McMahon (UDIA)</p>				

	Morning tea		10:30-10:45am	15min
	Strategic planning (continued)			
7	Paper for noting: Long Term Capital and Operational Plan submission	Paul De Sa	10:45-10:50am	5min
8	Paper for noting: United Nations Global Compact reporting and sustainability.	Clare Porter Ben Newton	10:50-10:55am	5min
	Customer engagement			
9	Paper for discussion: Our Water, Our Voice Customer engagement update	Josh Isben Izzy Kerr	10:55-11:15am	20min
10	Paper for discussion Draft Customer Charter	Josh Isben Rose-Marie Siros	11:15-11:30am	15min
11	General Manager Update	Stuart Wallace	11:30-11:45am	15min
	Stand-up break		11:45-11:50am	5min
12	Paper for Discussion: Reconciliation Action Plan	Simon Granville Veronica Murphy	11:50-12:35pm	45min
	Lunch		12:35-1:15pm	40min
	Price proposal			
13	Paper for noting: Price proposal update	Monika Moutos	1:15-1:25pm	10min
14	Paper for discussion: Sydney Water's Operating Licence Review	Monika Moutos	1:25-1:40pm	15min
	General business			
15	Other business - Q&A general session - CCRG Member updates - Upcoming events	All	1:40-1:55pm	15min

16	Next meeting and forward plan	Abigail Goldberg	1:55-1:55pm	5min
17	Thanks and meeting close	Abigail Goldberg	1:55-2:00pm	5min

CCRG Correspondence since 5 June CCRG meeting

The following information has been provided by members intersession and is available on request (also noted in Action Log).

Date	Shared by	Description
29-Jun-23	Steven Collins	'Towards Truth' website resources. A collaborative effort between the Indigenous Law Centre and the Public Interest Advocacy Centre. This project aims to extensively research the laws and policies that have affected Aboriginal people since 1788, focusing on four key themes: Country, Kinship, Law and Culture, and People.
4-Jul-23	Narelle Brown	'Mapping Economic Disadvantage' NCOSS website resources.
5-Jun-23	Douglas McCloskey	Reports shared by Douglas McCloskey. 'Paying to pay: Using credit products to afford energy', May 2023, PIAC and 'Issues Paper 2024-29 Revenue Determinations: Ausgrid, Endeavour, and Essential Energy', 1 June 2023, PIAC.

2023 CCRG Meeting dates/times (subject to change)

Monday 9 October 2023 9am-2pm* City Office
Monday 27 November 2023 9am-2pm* City Office

2024 CCRG Meeting dates/times (Draft - subject to change)

Monday 19 February 2024 9am- 2pm*
Monday 8 April 2024 9am-2pm*
Monday 3 June 2024 9am-2pm*
Monday 5 August 2024 9am-2pm*
Monday 30 September 2024 9am-2pm*
Monday 18 November 2024 9am-2pm*

*Length of CCRG meetings to be confirmed.