

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

**As at:** 26/07/2023

**Ratified:** 7/08/2023

**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). We intend to provide WSAA benchmarking report and Customer Perception (WSAA) survey results as background reading for Oct Deep Dive.	Oct-23	In progress
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	Has been discussed as part of June 2023 CCRG meeting.	Aug-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 provided an update at the June 2023 meeting.	Jun-23	Complete
2312	13-Feb-23	Price proposal update	CCRG feedback to be addressed in the process going forward.	Flavio Romano	To be discussed in Oct Deep Dive.	Oct-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.	Nov-23	In progress
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	Sydney Water shared a copy of the final brochure at the June 2023 meeting.	Jun-23	Complete
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	Complete
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	Complete. A copy of the final brochure was shared with the CCRG at the June 2023 meeting.	Jun-23	Complete

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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.  At June 2023 CCRG meeting 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.	Aug-23	In progress
2325	3-Apr-23	'Virtual tour': Purified Recycled Water Update	Sydney Water to report back on the costs to build PRW.	Paul Higham	Include as part of discussion at Site Tour.	Aug-23	In progress
2327	3-Apr-23	Price proposal update	Sydney Water to present revised metrics to CCRG at a future meeting.	Flavio Romano	To be included as part of Oct Deep Dive discussion.	Oct-23	In progress
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. See also Action #2321.	Jun-23	Complete
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.  Items on Infrastructure Contributions, UN Goals and the RAP included on Aug 2023 CCRG meeting agenda.	Jun-23	Ongoing
2332	5-Jun-23	Community engagement and education for Purified Recycled Water and future water augmentation	Sydney Water to share previous contacts provided by CCRG Members to be included on the stakeholder list.	Sharon Bowyer	Previous contacts have been provided to Sydney Water communications team.	Jun-23	Complete

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2333	5-Jun-23	Community engagement and education for Purified Recycled Water and future water augmentation	Sydney Water to revise factsheets and update the stakeholder list. The following additions were suggested: •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.	Clare Porter/Ben Newtown		Aug-23	In progress
2334	5-Jun-23	Our Water, Our Voice Customer engagement update	Sydney Water to investigate options for video and podcasts about this Customer Engagement.	Izzy Kerr	MD video now added to the Sydney Water website	Aug-23	Complete
2335	5-Jun-23	Our Water, Our Voice Customer engagement update	Sydney Water to provide numbers of young people involved.	Izzy Kerr	Has been provided.	Jun-23	Complete
2336	5-Jun-23	Our Water, Our Voice Customer engagement update	Provide contact details for OrangeSky and other peak bodies representing homeless people that could be engaged.	Douglas McCloskey	Complete	Aug-23	Complete
2337	5-Jun-23	Customer Engagement Planning for Phase 4 - Subgroup meeting.	Provide a copy of a report completed on an Energy Business review to Sydney Water.	Douglas McCloskey	Complete	Aug-23	Complete
2338	5-Jun-23	'Virtual Tour': Water conservation, water literacy and business customers. Case Studies: Young Henry and Kellogg's.	Sydney Water to discuss water conservation further with MK.	Andy McKenchie	AM has contacted MK via email.	Jun-23	Complete
2339	5-Jun-23	Our payment assistance program	Provide copy of research on payment assistance and buy now/pay later impacts.	Douglas McCloskey		Aug-23	Complete
2340	5-Jun-23	Our payment assistance program	Sydney Water to consider what more could be done on understanding trends and statistics with Energy (payment assistance).	Robert Singh		Oct-23	In progress
2341	5-Jun-23	Our payment assistance program	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	Robert Singh		Oct-23	In progress
2342	5-Jun-23	Price proposal update	Sydney Water to come back with proposed ODIs to the CCRG at a future meeting and provide the CCRG feedback on the metrics and the rationale post the discussions with the Sydney Water executive.	Flavio Romano	To be included as part of Oct Deep Dive.	Oct-23	In progress
2343	5-Jun-23	Other business	Sydney Water to provide copy of OzWater papers to interested CCRG members.	Sharon Bowyer	Copies of papers provided to CCRG Member, Graham Turner.	Jun-23	Complete

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2344	29-Jun-23	CCRG Member Correspondence since 5.6.23 CCRG meeting	For noting: ' <i>Towards Truth</i> ' website resources shared by Steven Collins. 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.	All to note	Available on request	Aug-23	N/A
2345	4-Jul-23	CCRG Member Correspondence since 5.6.23 CCRG meeting	For noting: ' <i>Mapping Economic Disadvantage</i> ' NCOSS website resources shared by Narelle Brown.	All to note	Available on request	Aug-23	N/A
2346	5-Jun-23	CCRG Member Correspondence since 5.6.23 CCRG meeting	For noting: Reports shared by Douglas McCloskey. ' <i>Paying to pay: Using credit products to afford energy</i> ', May 2023, PIAC and ' <i>Issues Paper 2024-29 Revenue Determinations: Ausgrid, Endeavour, and Essential Energy</i> ', 1 June 2023, PIAC.	All to note	Available on request	Aug-23	N/A