

Agenda

Venue: Rydges Sydney Central (Riley Room)
28 Albion Street, Surry Hills NSW 2010

Date and time: 9 October 2023
9:00am – 2:00pm

Meeting title:	Customer and Community Reference Group – 9 October 2023
Independent Chair:	Abigail Goldberg
Attendees:	<p>Customer and Community Reference Group – 9 October 2023 Members</p> <p>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 Stephen McMahon – Urban Development Institute of Australia Donna Rogers – Community Industry Group (Illawarra) Graham Turner – Council on the Ageing Ross Williams – Local Government NSW</p> <p>Sydney Water</p> <p>Stuart Wallace – General Manager, Customer & Stakeholder Engagement Josh Isben – Head of Customer & Strategic Insights Izzy Kerr – Customer Research Manager Paul De Sa – Strategic Planning Manager Mike Salter – Strategic Planning Manager Lyndall Pickering – Strategic Planning Manager (part) Glenda Stowell – Strategic Planning Manager (part) Persephone Rougellis – Strategic Planning Manager (part) Robbie Goedeke – Strategic Planning Manager (part) Monika Moutos – Head of Economics and Regulation Flavio Romano – Head of Price Proposal Andrew Turner – Regulatory Economics Specialist Sharon Bowyer – Senior Customer Governance Specialist</p> <p>Observers</p> <p>Kate Dryden – Non Executive Director Jamie Hollamby – General Manager, Finance & Business Performance</p>
Apologies/absent:	Roch Cheroux – Managing Director Douglas McCloskey – Public Interest Advocacy Centre
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	Responsible	Time	
Pre meet	Arrival Venue reception sign-in	All	8:30- 9:00am	30min

1	Welcome and Acknowledgement of Country	Abigail Goldberg / Steven Collins	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
Customer Engagement				
5	Phase 5 Customer Engagement – Verbal update	Josh Isben Izzy Kerr	9:20-9:30am	10min
Price Proposal Deep Dive – Part A				
6	Workshop: Linking our Strategic Planning Framework to Customer Outcomes	Paul De Sa Kiosks facilitated and supported by: • Lyndall Pickering • Mike Salter • Glenda Stowell • Persephone Rougellis • Robbie Goedeke Sum Up: Abigail Goldberg	9:30-11:00am	1.5 hour
	Paper for discussion: Linking our Strategic Planning Framework to Customer Outcomes			
Morning tea			11:00-11:15am	15min
Price Proposal Deep Dive – Part B				
7	Workshop: Affordability	Monika Moutas Flavio Romano Customer Q&A with: • Graham Turner • Narelle Brown • Steven Collins • Andrew Turner Moderator: Abigail Goldberg	11:15-12:45pm	1.5 hour
	Paper for discussion: Affordability			

	Lunch – Buffet		12:45-1:15pm	30min
	Sydney Water update			
8	General Manager Update	Stuart Wallace	1:15-1:25pm	10min
	Other business			
9	General business <ul style="list-style-type: none"> • Customer Charter • Sydney Water’s proposed Customer Contract • DPE consultation on recreation at Prospect Reservoir • Youth Advisory group • Q&A general session Member Updates General Q&A	Abigail Goldberg / Josh Isben	1:25-1:50pm	25min
10	Next meeting and forward plan	Abigail Goldberg	1:50-1:55pm	5min
10	Thanks, and meeting close	Abigail Goldberg	1:55-2:00pm	5min

CCRG activities since August 2023 CCRG meeting

Date	Description
17.8.23	CCRG Customer Engagement subgroup members (Ross Williams, Inaara Jindani, Douglas McCloskey and Mary Karras) attended Sydney Water’s Phase 5 Planning all day workshop.
4.9.23	Sydney Water requested and received CCRG out of session feedback on the Customer Contract.
4.9.23	NSW Department of Environment and Planning (via RPS) invited Sydney Water CCRG members to participate in consultation on Recreation of Prospect Reservoir.

2023 CCRG Meeting dates/times (subject to change)

Monday 27 November 2023 9am - 3pm* - <i>Purified Recycled Water Demonstration and Discovery Centre (Quakers Hill) - TBA</i>

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.