

# Agenda

**Venue:** Sydney Water Parramatta Office  
Level 5, 2 Parramatta Square, Parramatta NSW

**Date and time:** 2 June 2025  
9:00am – 2:00pm

**Meeting title:** Customer and Community Reference Group

## Attendees

**Independent Chair:** Abigail Goldberg

### CCRG Members:

Narelle Brown – Community Representative  
Mario Ferreira Compart – Community Representative  
Joy Horton – Community Representative  
Mary Karras – Ethnic Communities Council NSW  
Leigh Martin – Total Environment Centre  
Bruce McClelland – Business Western Sydney  
Douglas McCloskey – Justice & Equity Centre  
Donna Rogers – Community Industry Group (Illawarra)

### Guest:

Leo Patterson Ross  
Chief Executive Officer, Tenants' Union of NSW

### Sydney Water:

Paul Plowman – Acting Chief Executive  
Stuart Wallace – General Manager, Customer & Stakeholder Engagement  
Dean Page – Executive General Manager Finance, Commercial & Digital  
Denisha Anbu – Executive General Manager, Customer Experience  
Rachelle Legrand – Head of Strategy Change & Performance  
Josh Isben – Head of Customer & Strategic Insights  
Izzy Kerr – Customer Research Manager  
Daniel Peacock – Head of Customer Contact  
Arli Miller – Head of Government, Stakeholder & Community  
Clare Porter – Head of Strategic Comms and CSR  
William Dolan – Regulatory Finance & Pricing Manager  
Sharon Bowyer – Senior Customer Governance Specialist

## Apologies/absent:

Graham Turner – Council on the Ageing  
Ross Williams – Local Government NSW  
Stephen McMahon – Urban Development Institute of Australia  
Anna Bacik – Community Representative

## 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	Venue reception sign-in Coffee/Tea on arrival	All	8:30am onwards	30min
1	Welcome and Acknowledgement of Country	Abigail Goldberg Joy Horton	9:00-9:05am	5min
2	Introductions and apologies Housekeeping	Abigail Goldberg Sharon Bowyer	9:05-9:07am	2min
3	Minutes of previous meeting and review of actions / issues log Declaration of interests	Abigail Goldberg	9:07-9:10am	3min

	<b>Sydney Water and CCRG updates</b>			
4	Acting Chief Executive Officer update	Paul Plowman	9:10-9:20am	10min
5	General Manager update	Stuart Wallace	9:20-9:30am	10min
6	CCRG Chair and Member update	Abigail Goldberg	9:30-9:40am	10min
	<b>Price Proposal</b>			
7	Paper for discussion: IPART's Draft Determination and Report (DDR) Presentation and Q&A.	Stuart Wallace Dean Page	9:40-10:30am	50min
	<b>Morning Tea</b>		10:30-10:45am	15min
	Continued: IPART's Draft Determination and Report (DDR) Presentation and Q&A	Stuart Wallace Dean Page	10:45-11:30am	45min
	<b>Customer and community engagement</b>			
	Standup break		11:30-11:35am	5min
8	Improving engagement with Tenants - Discussion	Sydney Water <ul style="list-style-type: none"> <li>Daniel Peacock</li> </ul> Tenants' Union of NSW <ul style="list-style-type: none"> <li>Leo Patterson Ross</li> </ul>	11:35-12:35pm	1 hour
9	Paper for discussion: Strategic customer engagement	Josh Isben Izzy Kerr	12:35-1:05pm	30min
	<b>Other business and close</b>			
11	Look-ahead to August meeting contents, forward plan	Josh Isben	1:05-1:10pm	5min
12	Pulse Check ( <i>in camera</i> )	All	1:10-1:25pm	15min
13	Thanks and meeting close	Abigail Goldberg	1:25-1:30pm	5min
	<b>Lunch</b>		1:30-2:00pm	30min