

Agenda

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

Date and time: 4 August 2025
9:00am – 2:00pm

Meeting title: Customer and Community Reference Group

Attendees

Independent Chair: Abigail Goldberg

CCRG Members:

Mario Ferreira Compart – Community Representative
Mary Karras – Ethnic Communities Council NSW
Leigh Martin – Total Environment Centre
Douglas McCloskey – Justice & Equity Centre
Graham Turner – Council on the Ageing
Ross Williams – Local Government NSW

Sydney Water:

Paul Plowman – Acting Chief Executive
Stuart Wallace – General Manager, Customer & Stakeholder Engagement
Dean Page – Executive General Manager Finance, Commercial & Digital
Rachelle Legrand – Head of Strategy Change & Performance
Josh Isben – Head of Customer & Strategic Insights
Izzy Kerr – Customer Research Manager
Arli Miller – Head of Government, Stakeholder & Community
Ben Grogan – Engagement Manager - Major Projects (*part*)
Sharon Bowyer – Senior Customer Governance Specialist

Apologies/absent:

Bruce McClelland – Business Western Sydney
Stephen McMahon – Urban Development Institute of Australia
Donna Rogers – Community Industry Group (Illawarra)
Narelle Brown – Community Representative
Joy Horton – Community Representative
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 Mario Ferreria Compart	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
	Sydney Water and CCRG updates			

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
	Price Proposal			
7	Sydney Water response to IPART's Draft Determination and communications approach	Stuart Wallace Dean Page	9:40-10:25am	45min
	Morning Tea		10:25-10:40am	15min
	Customer and community engagement			
8	Paper for discussion: Strategic customer engagement.	Josh Isben Izzy Kerr	10:40-11:25am	45min
	Standup break		11:25-11:30am	5min
9	Major Projects community engagement	Arli Miller Ben Grogan	11:30-12:00pm	30min
	Strategy and Planning			
10	Workshop: Seeking customer and community views to inform our future strategic planning	Rachelle Legrand Josh Isben	12:00-1:00pm	60min
	Other business and close			
11	Other business General Q&A	Abigail Goldberg	1:00-1:10pm	10min
12	Look-ahead to September meeting contents, forward plan	Abigail Goldberg Josh Isben	1:10-1:15pm	5min
13	Pulse check (<i>in camera</i>)	Abigail Goldberg	1:15-1:25pm	10min
14	Thanks and meeting close	Abigail Goldberg	1:25-1:30pm	5min
	Lunch		1:30-2:00pm	30min