

Agenda

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

Date and time: 29 September 2025
9:00am – 2:00pm

Meeting title: Customer and Community Reference Group

Attendees

Independent Chair: Abigail Goldberg

CCRG Members:

Joy Horton – Community Representative
Mary Karras – Ethnic Communities Council NSW
Bruce McClelland – Business Western Sydney
Stephen McMahon – Urban Development Institute of Australia
Graham Turner – Council on the Ageing
Ross Williams – Local Government NSW

Guest:

Danielle Francis – Manager Customer and Policy,
Water Services Association of Australia (WSAA)

Sydney Water:

Paul Plowman – Acting Chief Executive (*part*)
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
Clare Porter – Head of Strategic Communications and Corporate Social Responsibility (*part*)
Daniel Peacock – Head of Customer Contact (*part*)
Rose-Marie Siros – Customer Advocacy Manager (*part*)
Sharon Bowyer – Senior Customer Governance Specialist

Apologies/absent:

Anna Bacik – Community Representative
Mario Ferreira Compart – Community Representative
Douglas McCloskey – Justice & Equity Centre
Leigh Martin – Total Environment Centre

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 Paul Plowman	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	9:10-9:25am	15min
5	General Manager update	Stuart Wallace	9:25-9:35am	10min
6	CCRG Chair and Member update	Abigail Goldberg	9:35-9:45am	10min
	Price Proposal			
7	Presentation: IPART's Final Determination	Dean Page Stuart Wallace	9:45-10:15am	30min
	Morning Tea		10:15-10:30am	15min
	Customer and community engagement			
8	Paper for discussion: Strategic Customer Engagement planning update and check-in	Josh Isben Izzy Kerr	10:30-11:05am	35min
9	Paper for discussion: Purified Recycled Water (PRW) – How do we best engage and build support?	Sydney Water: Stuart Wallace WSAA: Danielle Francis CCRG Member: Mary Karras	11:05-12:05pm	60min
	Lunch		12:05-12:30pm	25min
10	Paper for discussion: Mitigating family, domestic and sexual violence	Rose-Marie Siros Daniel Peacock	12:30-1:10pm	40min
	Strategic planning			
11	Paper for discussion: Informing future strategic planning	Rachelle Legrand	1:10-1:25pm	15min
	Other business and close			
12	Other business General Q&A	Abigail Goldberg	1:25-1:45pm	20min
13	Look-ahead to November meeting (To be held at AWRC – Kemps Creek)	Josh Isben	1:45-1:55pm	10min
14	Thanks and meeting close	Abigail Goldberg	1:55-2:00pm	5min