

Customer and Community Reference Group
Meeting Action and Issues Register
As at: 7.10.25

ref #	Meeting date	Topic	Action/Issue	Who	Comments	Due date	Status
2511	24/02/25	Best practice customer engagement - Information and training session	CCRG to consider how it can provide feedback to IPART on the customer engagement principles in the IPART Water Regulation Handbook and rubric.	Josh Isben/Abigail Goldberg	On hold - see also action 2513	Nov-25	In progress
2513	24/02/25	Best practice customer engagement - Information and training session	Sydney Water to consider how it can facilitate a conversation between the CCRG and IPART.	Josh Isben/Abigail Goldberg	On hold - see also action 2511	Nov-25	In progress
2525	4/08/2025	Introductions and apologies	CCRG members to consider their interest in continuing on the CCRG.	CCRG Members	Underway	29-Aug-25	In progress
2527	4/08/2025	Sydney Water response to IPART's Draft Determination and communications approach	Report back on Multicultural NSW consultation re service providers.	MK		Sep-25	In progress
2528	4/08/2025	Sydney Water response to IPART's Draft Determination and communications approach	Sydney Water to explore options for collective meeting with SWC, IPART, Hunter Water and CCRG.	Josh Isben	Noted	TBA	In progress
2530	29/09/2025	IPART's Final Price Determination	Follow up on communication strategies for new and emerging communities.	Josh Isben		Nov-25	In progress
2531	29/09/2025	Strategic Customer Engagement planning update and check-in	Follow up on CCRG engagement with IPART in the future.	Josh Isben		2026	In progress
2532	29/09/2025	Look-ahead to November meeting	CCRG Members to arrange Steel Capped Boots for site visit.	CCRG Members	Contact Sharon for details	10-Nov-25	In progress