

Customer and Community Reference Group

Meeting Action and Issues Register

As at: 18.11.25

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 related action 2513, 2528 and 2531	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, 2528 and 2531	Nov-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		Nov-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 - see also related actions 2511, 2513 and 2531	2026	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	Noted - see also related actions 2511, 2513 and 2528	2026	In progress
2533	10/11/2025	General Manager update	Sydney Water to make brand tracker and community sentiment research report available for members who wish to receive it.	Josh Isben		Dec-25	In progress
2535	10/11/2025	Sydney Water 'tone of voice'	Sydney Water to provide an update to the CCRG on the 'tone of voice' work at a future meeting.	Stuart Wallace/Jodie Polutele	Noted on Forward Plan register	2026	In progress
2536	10/11/2025	Strategic Customer Engagement planning: Report back on progress of Request for Information (RFI).	CCRG members to provide additional feedback on the level of engagement by Sydney Water either to the CCRG Chair or directly to Sydney Water.	CCRG Members		Nov-25	In progress
2537	10/11/2025	Strategic Customer Engagement planning: Report back on progress of Request for Information (RFI).	Sydney Water to arrange follow up meetings on the RFI with the CCRG subgroup.	Sharon Bowyer	Subgroup meeting has been scheduled for Nov.	Nov-25	In progress
2538	10/11/2025	Strategic Customer Engagement planning: Report back on progress of Request for Information (RFI).	New or existing CCRG members to consider involvement in the CCRG subgroup and advise Sydney Water.	CCRG Members		Nov-25	In progress
2538	10/11/2025	CCRG 2026 draft forward plan	Sydney Water to consider CCRG feedback for Forward Plan	Sharon Bowyer	Noted on Forward Plan register	2026	In progress