

# Customer and Community Reference Group

**Date and time:** 23 February 2026

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

## Attendees

**Chair:** Abigail Goldberg

CCRG Members:		Sydney Water:	
Renee Acers	Community Industry Group	Darren Cleary	Managing Director
Mario Ferreira Compart	Community Representative	Clare Porter	Head of Marketing Communications & Strategic Insights
Rob Gravestocks	Community Representative	Rachelle Legrand	Head of Strategy Change & Performance
Mary Karras	Ethnic Communities Council NSW	Josh Isben	Head of Customer & Strategic Insights
Leigh Martin	Total Environment Centre	Izzy Kerr	Customer Research Manager
Bruce McClelland	Business Western Sydney	Sharon Bowyer	Senior Customer Governance Specialist
Douglas McCloskey	Justice & Equity Centre	Paul Higham	Head of Business Development ( <i>part</i> )
Debbie Smythe	Wesley Mission	Kate Miles	Head of System Planning & Land Acquisition ( <i>part</i> )
Graham Turner	Council on the Ageing	Raquel Tracy	A/Head of Strategic Communications & Corporate Social Responsibility ( <i>part</i> )
Ross Williams	Local Government NSW	Nicole McCarthy	Head of Customer Hub ( <i>part</i> )
Gavin Melvin	Urban Development Institute of Australia (NSW)	Christine Covington	Non-executive Director
		Dr Alex Fisher	Non-executive Director

**Absent:** Joy Horton, 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

#	Topic	Responsibility	Timeframe	
0	Site sign-in; Coffee/tea on arrival	All	From 8:30am	
1	Welcome and Acknowledgement of Country	Abigail Goldberg Darren Cleary	9:00-9:05am	5min
2	Introductions and apologies Housekeeping	Abigail Goldberg Sharon Bowyer	9:05-9:20am	15min
3	Minutes of previous meeting and review of actions / issues log Declaration of interests	Abigail Goldberg	9:20-9:25am	5min
<b>Sydney Water and CCRG updates</b>				
4	Managing Director update • Q&A	Darren Cleary	9:25-9:55am	30min
5	Sydney Water update	Clare Porter	9:55-10:15am	20min

6	CCRG updates	Abigail Goldberg	10:15-10:20am	5min
	Morning Tea		10:20-10:35am	15min
	<b>Customer and community engagement</b>			
7	Paper for discussion: Strategic Customer Engagement. <ul style="list-style-type: none"> <li>Update on planning and procurement</li> <li>Revisiting customer priorities: Seeking CCRG perspectives on what's new, what's changed.</li> </ul>	Josh Isben Izzy Kerr CCRG subgroup	10:35-11:20am	45min
8	Paper for discussion: Servicing Data Centres in Greater Sydney	Paul Higham Kate Miles Raquel Tracy	11:20-12:15pm	55min
	Lunch		12:15-12:35pm	20min
9	Tour: Customer Hub - Level 9 Parramatta	Nicole McCarthy	12:35-1:35pm	1 hour
	<b>Other business and close</b>			
10	Paper for discussion: CCRG Charter – Annual Review	Josh Isben	1:35-1:45pm	10min
11	Other business General Q&A	Abigail Goldberg	1:45-1:50pm	5min
12	Look ahead to next meeting	Josh Isben	1:50-1:55pm	5min
13	Thanks and meeting close	Abigail Goldberg	1:55-2:00pm	5min