

# Customer and Community Reference Group

**Date and time:** 13 April 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	Clare Porter	Head of Marketing, Communications & Strategic Insights
Mario Ferreira Compant	Community Representative	Rachelle Legrand	Head of Strategy Change & Performance
Rob Gravestocks	Community Representative	Josh Isben	Head of Customer & Strategic Insights
Mary Karras	Ethnic Communities Council NSW	Izzy Kerr	Customer Research Manager
Leigh Martin	Total Environment Centre	Sharon Bowyer	Senior Customer Governance Specialist
Bruce McClelland	Business Western Sydney	Tracey Willingham	Manager, Water Literacy and Education (part)
Gavin Melvin	Urban Development Institute of Australia (NSW)	Dr Kaye Power	Principal Water & Public Health Advisor (part)
Debbie Smyth	Wesley Mission	Susan Kitching	Program Manager Integrated System Performance Management (part)
Graham Turner	Council on the Ageing	Raquel Tracy	A/Head of Strategic Communications & CSR (part)
Ross Williams	Local Government NSW	Maree O'Halloran	Non-executive Director

**Apologies:** Darren Cleary, Managing Director  
Joy Horton, Community Representative  
Douglas McCloskey, Justice & Equity 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

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

5	Sydney Water update	Clare Porter	9:20-9:35am	15min
6	CCRG member updates	Abigail Goldberg	9:35-9:40am	5min
<b>Customer and community engagement</b>				
7	Paper for discussion: <b>Customer and community education - urban water cycle</b>	Tracey Willingham	9:40-10:30am	50min
Morning Tea			10:30-10:45am	15min
8	Paper for discussion: <b>Drinking water quality</b> Presentation and discussion	Kaye Power Susan Kitching Raquel Tracy	10:45-12:10pm	1 hour 25min
Lunch			12:10-12:35pm	25min
9	Paper for discussion: <b>Customer Engagement update and engaging with customers on drinking water quality</b>	Josh Isben Izzy Kerr	12:35-1:20pm	45min
<b>Other business and close</b>				
10	Other business • General Q&A	Abigail Goldberg	1:20-1:35pm	15min
11	Look ahead to next meeting	Josh Isben	1:35-1:40pm	5min
12	Pulse check - In camera session	Abigail Goldberg	1:40-1:55pm	15min
13	Thanks and meeting close	Abigail Goldberg	1:55-2:00pm	5min