

Customer and Community Reference Group

Date and time: 1 June 2026

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

Attendees

CCRG Chair: Abigail Goldberg

CCRG Members:		Sydney Water:	
Rob Gravestocks	Community Representative	Darren Cleary	Managing Director (<i>part</i>)
Mary Karras	Ethnic Communities Council NSW	Dean Page	Executive General Manager, Finance and Commercial
Leigh Martin	Total Environment Centre	Clare Porter	Head of Marketing, Communications & Strategic Insights
Bruce McClelland	Business Western Sydney	Rachelle Legrand	Head of Strategy Change & Performance
Douglas McCloskey	Justice & Equity Centre	Josh Isben	Head of Customer & Strategic Insights
Gavin Melvin	Urban Development Institute of Australia (NSW)	Izzy Kerr	Customer Research Manager
Debbie Smyth	Wesley Mission	Sharon Bowyer	Senior Customer Governance Specialist
Graham Turner	Council on the Ageing	Chris Knowles	Senior Manager Enterprise Plan & Performance (<i>part</i>)
Ross Williams	Local Government NSW	Freya Hartley	Strategic Planning and Performance Lead (<i>part</i>)
		Ben Hodgson-Armstrong	Principal Manager Environment (<i>part</i>)
		Melissa Skrgatich	Environmental Stewardship Manager (<i>part</i>)
		Matt Rados	A/Head of System Planning & Land Acquisition (<i>part</i>)
Observers:			
		The Hon. Niall Blair	Sydney Water Non-executive Director and Chair (<i>part</i>)

Apologies: Mario Ferreira Compart, Community Representative
Renee Acers, Community Industry Group

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	9:00-9:02am	2min
2	Acknowledgement of Country	Darren Cleary	9:02-9:07am	5min
3	Introductions and apologies Housekeeping	Abigail Goldberg Sharon Bowyer	9:07-9:10am	3min

4	Minutes of previous meeting and review of actions / issues log Declaration of interests	Abigail Goldberg	9:10-9:15am	5min
5	Managing Director update	Darren Cleary	9:15-9:35am	20min
6	CCRG member updates	Abigail Goldberg	9:35-9:40am	5min
7	Customer outcomes performance reporting approach for 2025-26 - response to feedback	Rachelle Legrand Chris Knowles Freya Hartley	9:40-10:30am	50min
Morning Tea			10:30-10:45am	15min
8	Paper for Discussion: Environmental management and performance	Ben Hodgson-Armstrong Melissa Skrgatic	10:45-11:15am	30min
9	Paper for Discussion: Planning for Environment Outcomes in the medium-long term	Matt Rados	11:15-12:00pm	45min
Lunch			12:00-12:25pm	25min
10	Paper for discussion: Environmental Outcomes and Customer Values: Informing Future Choices	Josh Isben Izzy Kerr	12:25-1:25pm	60min
11	GM Update	Clare Porter	1:25-1:35pm	10min
12	Look ahead to next meeting	Josh Isben	1:35-1:40pm	5min
13	Other business • Q&A	Abigail Goldberg	1:40-1:55pm	15min
14	Thanks and meeting close	Abigail	1:55-2:00pm	5min