Customer and Community Reference Group

Date and time: 3 August 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	Dean Page	Executive General Manager, Finance and Commercial
Mario Ferreira Compart	Community Representative	Denisha Anbu	Executive General Manager, Customer Experience
Rob Gravestocks	Community Representative	Rachelle Legrand	Head of Strategy Change & Performance
Glenn Johnston	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
Douglas McCloskey	Justice & Equity Centre	Luke Van Hooft	Head of Economics and Regulation (*part*)
Debbie Smyth	Wesley Mission	Michael English	Competition & Licencing Manager (*part*)
Graham Turner	Council on the Ageing	Lisa Ngyuen	Principal Regulatory Advisor (*part*)
Ross Williams	Local Government NSW	Susan Kitching	Principal Manager Integrated System Performance Management (*part*)
		Nicole McCarthy	Head of Customer Hub (*part*)
		Daniel Peacock	Head of Customer Contact (*part*)

Apologies: Darren Cleary, Managing Director
Clare Porter, Head of Marketing, Communications & Strategic Insights
Bruce McClelland, Business Western Sydney
Gavin Melvin, Urban Development Institute of Australia (NSW)

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	Denisha Anbu	9:02-9:05am	3min
3	Introductions and apologies Housekeeping	Abigail Goldberg Sharon Bowyer	9:05-9:10am	5min
4	Minutes of previous meeting and review of actions / issues log Declaration of interests	Abigail Goldberg	9:10-9:15am	5min

5	Sydney Water update	Dean Page	9:15-9:30am	15min
6	CCRG member updates	Abigail Goldberg	9:30-9:35am	5min
7	Paper for discussion: **Operating Licence and Customer Contract** • Opening remarks • Sydney Water presentation	CCRG member: Douglas McCloskey Luke Van Hooft, Michael English, Lisa Ngyuen	9:35-9:55am	20min
8	Paper for discussion: **Service standards - what they are and do these service standards get the right outcome on meeting customer outcomes** • Sydney Water presentation	Susan Kitching Nicole McCarthy	9:55-10:15am	20min
Morning Tea			10:15-10:30am	15min
9	**Operating Licence and Customer Contract** • CCRG Panel bringing different perspectives • Discussion and Q&A with Sydney Water	CCRG members: Douglas McCloskey, Graham Turner, Rob Gravestocks, Ross Williams	10:30-11:20am	50min
Stand up break			11:20-11:25am	5min
10	**Customer experience deep dive:** • CCRG members: Lived experience across diverse housing contexts • Paper for discussion: Customer lived experience - tenants	CCRG members: Mary Karras, Debbie Smyth Daniel Peacock	11:25-12:15pm	50min
Lunch			12:15-12:35pm	20min
11	Paper for discussion: **Customer Engagement: How to engage with customers on the Operating Licence and Customer Contract**	Josh Isben Izzy Kerr	12:35-1:25pm	50min
12	Report back from last meeting – customer outcomes reporting (verbal update)	Rachelle Legrand	1:25-1:35pm	10min
13	Look ahead to next meeting	Josh Isben	1:35-1:40pm	5min
14	Other business - Q&A	Abigail Goldberg	1:40-1:55pm	15min
15	Thanks, and meeting close	Abigail Goldberg	1:55-2:00pm	5min