

Customer and Community Reference Group
Meeting Action and Issues Register
As at: 6.3.25

ref #	Meeting date	Topic	Action/Issue	Who	Comments	Due date	Status
2423	30-Sep-24	Developing our new Customer Engagement approach	Sydney Water to ask Barwon Water about how they shared their Draft Price Proposal with customers.	Josh Isben		Feb-25	In progress
2424	30-Sep-24	Spotlight on customer data security	Where data is available, Sydney Water to conduct further analysis on age ranges for customers who have signed up for My Account.	Dan Peacock		Feb-25	In progress
2425	30-Sep-24	Other business	CCRG Chair and Sydney Water to discuss approach to take up of customer engagement training offer from Douglas McCloskey for both Sydney Water staff and members of the CCRG.	Abigail Goldberg/Josh Isben	Training session held 24.2.24	Feb-25	Complete
2427	11-Nov-24	Community engagement	Discuss road closure example with Mary Karras to unpack root cause and identify improvement opportunities	Arli Miller		Feb-25	In progress
2430	24-Feb-25	Previous Minutes	Include broader community engagement topics on CCRG Forward Plan	Sharon Bowyer	Noted	Feb-25	Complete
2431	24-Feb-25	Previous Minutes	Joy Horton's declaration to be recorded.	Sharon Bowyer	Noted	Feb-25	Complete
2432	24-Feb-25	General Manager Update	Sydney Water to confirm if PFAS is reduced to negligible levels after the new treatment process.	Stuart Wallace		Apr-25	In progress
2433	24-Feb-25	General Manager Update	Sydney Water to ask contacts at Woolworths if there has been any increase in bottled water sales	Stuart Wallace		Apr-25	In progress
2434	24-Feb-25	General Manager Update	Sydney Water to consider building education program on water quality particularly for secondary schools in the Blue Mountains.	Stuart Wallace		Apr-25	In progress
2435	24-Feb-25	Building on Sydney Water's payment assistance program	Arrange follow up session with CCRG members on this topic. Provide more information on concessions for exempt properties and Blue Mountains	Josh Isben		Apr-25	In progress
2436	24-Feb-25	Building on Sydney Water's payment assistance program	Include Sydney Water bill redesign project for discussion on CCRG Forward Plan.	Sharon Bowyer	Noted on Forward Plan. Date to be advised	Feb-25	Complete
2437	24-Feb-25	CCRG Charter - Annual Review	Update CCRG Charter with CCRG member comments and recirculate.	Sharon Bowyer	Sent out with Feb 2025 meeting minutes	Feb-25	Complete
2438	24-Feb-25	Strategic customer engagement update	Update strategic customer engagement principles and recirculate.	Izzy Kerr/Sharon Bowyer		Apr-25	In progress
2439	24-Feb-25	Best practice customer engagement - Information and training session	Enhance Sydney Water customer engagement principles to reflect First Nations spiritual connection to country and water.	Josh Isben/Izzy Kerr		Apr-25	In progress
2440	24-Feb-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		Oct-25	In progress
2441	24-Feb-25	Best practice customer engagement - Information and training session	Share the Our Water Our Voice customer engagement summaries with the CCRG. (Handouts available at next meeting).	Sharon Bowyer		Apr-25	In progress
2442	24-Feb-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		Oct-25	In progress
2443	24-Feb-25	Best practice customer engagement - Information and training session	Distribute the training presentation to the CCRG.	Sharon Bowyer	Sent out with Feb 2025 meeting minutes	Feb-25	Complete
2444	24-Feb-25	Best practice customer engagement - Information and training session	Sydney Water to streamline April meeting agenda and allow time for discussion.	Josh Isben		Apr-25	Complete