

Agenda

Venue: Purified Recycled Water Demonstration Plant
Gate 1, 240 Quakers Road, Quakers Hill

Date and time: 27 November 2023
9:30am – 2:00pm

Meeting title:	Customer and Community Reference Group
Independent Chair:	Abigail Goldberg
Attendees:	<p>Customer and Community Reference Group Members Anna Bacik – Community Representative Narelle Brown – Community Representative Steven Collins – Community Representative Mary Karras – Ethnic Communities Council NSW Leigh Martin – Total Environment Centre Bruce McClelland – Business Western Sydney Douglas McCloskey – Public Interest Advocacy Centre Donna Rogers – Community Industry Group (Illawarra) Graham Turner – Council on the Ageing Ross Williams – Local Government NSW</p> <p>Sydney Water Roch Cheroux – Managing Director Stuart Wallace – General Manager, Customer & Stakeholder Engagement Josh Isben – Head of Customer & Strategic Insights Izzy Kerr – Customer Research Manager Ben Newton – Manager Community Education & Corporate Social Responsibility Sharon Bowyer – Senior Customer Governance Specialist</p> <p>Water Services Association of Australia Danielle Francis – Manager Policy and Strategy</p> <p>Observers Cameron Robertson (Non-Executive Director)</p>
Apologies/absent:	Stephen McMahon – Urban Development Institute of Australia Inaara Jindani – 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				
Item	Topic	Responsible	Time	
Pre meet	Venue reception sign-in Morning tea	All	9:30am onwards	40min
1	Purified Recycled Water Demonstration Plant. <ul style="list-style-type: none"> Welcome and Acknowledgement of Country Safety induction Tour 	Ben Newton	10:10-11:00am	50min

	Break		11:00– 11:10am	10min
2	Presentation - Water Services Association of Australia The global context for rainfall-independent water supply, including purified recycled water.	Danielle Francis	11:10- 11:55am	45min
3	MD and Director update		11:55- 12:00pm	5min
	Lunch (including Group photo)		12:00- 12:45pm	45min
4	Minutes and declaration of interests Minutes of previous meeting and review of actions / issues log Declaration of interests	Abigail Goldberg	12:45- 12:50pm	5min
	Customer Engagement			
5	Customer Engagement Phase 5 – Verbal update and discussion	Josh Isben Izzy Kerr	12:50- 1:05pm	15min
	Year in Review			
6	Our achievements for the year CCRG Member Pulse Check	Abigail Goldberg Ross Williams	1:05- 1:30pm	25min
	Year Ahead			
7	CCRG 2024 Forward Plan	Josh Isben	1:30- 1:55pm	25min
	Close			
8	Thanks and meeting close	Stuart Wallace Abigail Goldberg	1:55- 2:00pm	5min

2024 CCRG Meeting dates/times (Draft - subject to change)

Monday 19 February 2024 9am- 2pm*
Monday 8 April 2024 9am-2pm*
Monday 3 June 2024 9am-2pm*
Monday 5 August 2024 9am-2pm*
Monday 30 September 2024 9am-2pm*
Monday 11 November 2024 9am – 2pm*

*Length of CCRG meetings to be confirmed.