

Agenda

Venue: Sydney Water City Office
Level 9, 420 George St, Sydney

Date and time: 19 February 2024
9:00am – 2:00pm

Meeting title: Customer and Community Reference Group

Independent Chair: Abigail Goldberg

Attendees:

CCRG Members

Anna Bacik – Community Representative
Inaara Jindani – Community Representative
Mary Karras – Ethnic Communities Council NSW
Bruce McClelland – Business Western Sydney
Douglas McCloskey – Public Interest Advocacy Centre
Stephen McMahon – Urban Development Institute of Australia
Donna Rogers – Community Industry Group (Illawarra)
Graham Turner – Council on the Ageing
Ross Williams – Local Government NSW

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
Monika Moutos – Head of Economics and Regulation
Andrew Turner – Regulatory Economics Specialist
Flavio Romano – Regulatory Economics Manager
Rachelle Legrand – Head of Strategy & Enterprise Plan
Sharon Bowyer – Senior Customer Governance Specialist
Katie Leroy – Senior Customer Enablement Specialist

Apologies/absent: Narelle Brown – Community Representative
Leigh Martin – Total Environment Centre
Steven Collins – 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 Coffee/Tea on arrival	All	8:30am onwards	30min
1	Welcome and Acknowledgement of Country	Abigail Goldberg/ Roch Cheroux	9:00- 9:05am	5min
2	Introductions and apologies	Abigail Goldberg	9:05- 9:10am	5min
3	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

	Sydney Water update			
5	Managing Director Update	Roch Cheroux	9:20-9:30am	10min
	Price Proposal			
6	CCRG Engagement on Price Proposal - Roadmap	Monika Moutos / Josh Isben	9:30-9:40am	10min
7	Paper for discussion: Tariff and Pricing Reform	Monika Moutos Flavio Romano Andrew Turner	9:40-10:25am	45min
8	For discussion: Preparing for the April CCRG Meeting – Key Focus on the Price Proposal	Monika Moutos / Josh Isben	10:25-10:40am	15min
9	Paper for Noting: Sydney Water's Operating Licence – IPART's Draft Operating Licence Package	Monika Moutos	10:40-10:45am	5min
	Morning Tea		10:45-11:15am	30min
	Strategic Planning			
10	Strategic Planning update	Stuart Wallace	11:15-11:25am	10min
	Customer Engagement			
11	Elevate Business Customer Experience	Ross Williams	11:25-11:35pm	10min
12	General Manager Update	Stuart Wallace	11:35-11:45pm	10min
13	Paper for Noting: Our Water Our Voice Customer Engagement Update	Josh Isben Izzy Kerr	11:45-11:50am	5min
	Performance			
14	Paper For Noting: Water Services Association of Australia - Customer Perceptions Survey	Josh Isben	11:50-11:55am	5min
	Lunch		11:55-12:25pm	30min
	Governance			
15	CCRG In Camera Session	Abigail Goldberg	12:25-1:00pm	35min

16	Paper for Discussion: CCRG Charter - Annual Review	Josh Isben	1:00- 1:10pm	10min
17	Paper for Discussion: 2024 Forward Plan	Josh Isben	1:10- 1:30pm	20min
18	Other Business General Q&A Member updates	Abigail Goldberg	1:30- 1:55pm	25min
	Close			
19	Thanks and meeting close	Abigail Goldberg	1:55- 2:00pm	5min

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

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.