

**Customer and Community Reference Group  
Meeting Action and Issues Register**

As at: 6/02/2024

Ratified 19/02/2024

Agenda item 4: Minutes  
Appendix 2: Actions and Issues Register

ref #	Meeting date	Topic	Action/Issue	Who	Comments	Due date	Status
2204	18-Nov-22	Q&A General Session	Sydney Water to provide an outline of the relationship between Sydney Water and Water NSW and also the different water entities and regulators at a future meeting or out of session. Also to see if Water NSW and Melbourne Water can present at future CCRG meeting.	Paul Higham	To be considered as part of 2024 Forward Plan discussions.	Feb-24	In progress
2206	18-Nov-22	Q&A General Session	Useful for the CCRG to hear from other comparable groups, e.g. Melbourne Water, on their challenges, economic model and costs to customers. What are the similarities and differences to Sydney Water. Share water utility benchmarking results at future meeting or out of session.	Paul Higham	Invitation to Stuart Wilson (WSAA) to attend future CCRG meeting (TBA). WSAA benchmarking report and Customer Perception (WSAA) survey results to be included on 2024 Forward Plan.	Feb-24	In progress
2313	13-Feb-23	Q&A Session	Sydney Water to consider if complaint management could feature as part of the Our Water Our Voice framework.	Josh Isben Izzy Kerr	Will be updated in next review.  Complaint management to be included on 2024 Forward Plan.	Apr-24	In progress
2321	3-Apr-23	Customer engagement update	Sydney Water to consider the formation of a Youth Advisory committee (or similar) and to discuss with IJ.	Josh Isben / Paul Higham	Discussion with IJ scheduled for 29 May 2023.  At June 2023 CCRG meeting Sydney Water advised that it consider pursuing discussions with the Government Youth Advisory Board and then later consider the formation of its own Youth Advisory committee. Sydney Water would report back to the CCRG on discussion with Government Youth Advisory Board.  To be carried over to 2024 and included on Forward Plan.	Feb-24	In progress
2342	5-Jun-23	Price proposal update	Sydney Water to come back with proposed ODIs to the CCRG at a future meeting and provide the CCRG feedback on the metrics and the rationale post the discussions with the Sydney Water executive.	Flavio Romano	To be included as part of future meeting.	Apr-24	In progress
2361	9-Oct-23	Workshop: Linking our Strategic Planning Framework to Customer Outcomes	Sydney Water to incorporate CCRG feedback into the developing Customer Outcomes which will be presented to customers in Phase 5 of the Customer Engagement and ultimately used for the Price Proposal submission.	Paul de Sa		Apr-24	In progress

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2363	9-Oct-23	Affordability	Sydney Water to consider CCRG feedback and to update the CCRG at a future meeting on how the feedback is being incorporated.	Monika Moutas (or team)		Feb-24	In progress
2364	27-Nov-23	Presentation - Water Services Association of Australia (WSAA)	Sydney Water to share WSAA presentation on Global context of PRW	Sharon Bowyer	Available on request	Dec-23	Complete
2365	27-Nov-23	CCRG 2024 Forward Plan	CCRG members to provide feedback on the 2024 Forward Plan.	Sharon Bowyer		Feb-24	In progress
2366	27-Nov-23	Year in Review Exercise	Independent Chair and Sydney Water to review comments and to address feedback as part of the 2024 Forward Plan.	Abigail Goldberg		Feb-24	In progress