

Agenda

Venue: Sydney Water Parramatta Office
Level 5, 2 Parramatta Square, Parramatta NSW

Date and time: 24 February 2025
9:00am – 2:45pm

Meeting title: Customer and Community Reference Group

Attendees

Independent Chair: Abigail Goldberg

CCRG Members:

Anna Bacik – Community Representative
Narelle Brown – Community Representative
Joy Horton – Community Representative
Mary Karras – Ethnic Communities Council NSW
Bruce McClelland – Business Western Sydney
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:

Stuart Wallace – General Manager, Customer & Stakeholder Engagement
Josh Isben – Head of Customer & Strategic Insights
Izzy Kerr – Customer Research Manager
Rachelle Legrand – Head of Strategy & Enterprise Plan
Daniel Peacock – Head of Customer Contact
Arli Miller – Head of Government, Stakeholder & Community Engagement (part)
Sharon Bowyer – Senior Customer Governance Specialist

Guest:

Lucy Cole Edelstein – Director, Kadima

Apologies/absent:

Roch Cheroux – Managing Director
Leigh Martin – Total Environment Centre
Douglas McCloskey – Justice and Equity Centre (formerly Public Interest Advocacy Centre)
Mario Ferreira Compart – 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/ Stuart Wallace	9:00- 9:03am	3min
2	Introductions and apologies	Abigail Goldberg	9:03- 9:05am	2min
3	Housekeeping	Abigail Goldberg/ Sharon Bowyer	9:05- 9:06am	1min
4	Minutes of previous meeting and review of actions / issues log Declaration of interests	Abigail Goldberg	9:06- 9:10am	4min

	Sydney Water and CCRG member updates			
5	CCRG Member and Independent Chair update	CCRG Members	9:10-9:18am	8min
6	General Manager update	Stuart Wallace	9:18-9:25am	7min
	Price Proposal			
7	2025-2030 Price Proposal update: Public submissions to Price Proposal. Verbal update only	Stuart Wallace	9:25-9:35am	10min
8	Paper for discussion: Building on Sydney Water's payment assistance program	Daniel Peacock	9:35-9:55am	20min
	Governance			
9	Paper for discussion: CCRG Charter - Annual Review	Josh Isben	9:55-10:00am	5min
	Customer and community engagement			
10	Paper for discussion: Strategic customer engagement update	Josh Isben and Izzy Kerr	10:00-10:15am	15min
	Morning Tea		10.15-10:30am	15min
11	Best practice customer engagement - Information and training session	Josh Isben / Lucy Cole-Edelstein	10:30-12:25am	1hr 55min (incl breaks)
	Lunch		12:25-12:45pm	20min
	Best practice customer engagement - Information and training session - continued	Lucy Cole-Edelstein	12:45-2:30pm	1hr 45min (incl breaks)
12	Final comments / wrap up	Abigail Goldberg	2:30-2:40pm	10min
	Close			
13	Thanks, look-ahead to April meeting contents, meeting close	Abigail Goldberg	2:40-2:45pm	5min

2025 CCRG Meeting dates/times (Draft - subject to change)

Monday 7 April 2025 9am - 2pm*
Monday 2 June 2025 9am - 2pm*
Monday 4 August 2025 9am - 2pm*
Monday 29 September 2025 9am - 2pm*
Monday 10 November 2025 9am - 2pm*

*Length of CCRG meetings to be confirmed.

Meeting papers follow.