

Customer and Community Reference Group
Meeting Action and Issues Register
As at: 19.11.24

ref #	Meeting date	Topic	Action/Issue	Who	Comments	Due date	Status
2420	30-Sep-24	Price proposal verbal update - next steps and communications plan	Sydney Water to provide the communications plan for the Sydney Water Price Proposal to the CCRG for feedback.	Josh Isben/Stuart Wallace	Sent out with Nov 2024 meeting minutes	Dec-24	Complete
2422	30-Sep-24	Developing our new Customer Engagement approach	Sydney Water to incorporate CCRG feedback into planning the new customer engagement approach.	Josh Isben	Ongoing	2025	Complete
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	In progress.	Feb-25	In progress
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
2428	11-Nov-24	Planning for future customer engagement	Sydney Water to share presentation and clearly identify what areas additional feedback is being sought and when and how to respond.	Josh Isben	Sent out with Nov 2024 meeting minutes	Nov-24	Complete
2429	11-Nov-24	2025 Forward Plan	Sydney Water to share draft Forward Plan and CCRG members to provide feedback.	Sharon Bowyer	Sent out with Nov 2024 meeting minutes	Nov-24	Complete