

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

As at: 25/09/2023

Ratified: 9/10/2023

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

ref #	Meeting date	Topic	Action/Issue	Who	Comments	Due date	Status
2201	18-Nov-22	CCRG Procedural elements	CCRG Members to provide any feedback on the CCRG Forward Plan.	CCRG Members			Ongoing
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 provided	TBA	Ongoing
2205	18-Nov-22	Q&A General Session	Sydney Water to note suggested items on the Forward Plan register - Sydney Water's approach to Internet of Things, Digitisation, and innovation investment.	Sharon Bowyer	Noted	Jan-23	Ongoing
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). We intend to provide WSAA benchmarking report and Customer Perception (WSAA) survey results as an update for Nov CCRG.	Oct-23	In progress
2308	13-Feb-23	Sydney Water update / General Manager remarks	Sydney Water to investigate if the Cultural Awareness training can be shared with CCRG members.	Sharon Bowyer	A video from Sydney Water's cultural awareness training was shown to the CCRG at its 7 Aug 2023 meeting.	Aug-23	Complete
2312	13-Feb-23	Price proposal update	CCRG feedback to be addressed in the process going forward.	Flavio Romano	To be discussed in Oct Deep Dive.	Oct-23	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.	Nov-23	In progress

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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.	Aug-23	In progress
2325	3-Apr-23	'Virtual tour': Purified Recycled Water Update	Sydney Water to report back on the costs to build PRW.	Paul Higham	Include as part of discussion at Site Tour.	Nov-23	In progress
2327	3-Apr-23	Price proposal update	Sydney Water to present revised metrics to CCRG at a future meeting.	Flavio Romano	To be included as part of Oct Deep Dive discussion.	Oct-23	In progress
2329	3-Apr-23	Forward Plan	Sydney Water to include future items on Forward Plan * Developer discussion - developer service charges, trickle down cost impacts to customers, development delays, South Creek (costs of treatment and long term technical issues). * Stormwater charges, recycled water, water quality and costs * Intergenerational equity, youth advisory groups, * Sydney Water performance against the UN sustainability goals * RAP (to be rescheduled)	Sharon Bowyer	Noted. Items on Infrastructure Contributions, UN Goals and the RAP included on Aug 2023 CCRG meeting agenda.	Jun-23	Ongoing
2333	5-Jun-23	Community engagement and education for Purified Recycled Water and future water augmentation	Sydney Water to revise factsheets and update the stakeholder list. The following additions were suggested: •Youth organisations and advisory groups. •Special interest groups and Peak Bodies, for example Tenancy NSW. •Community Industry Group and other organisations in Illawarra. With respect to the formal launch of the Purified Recycled Water demonstration plant it was suggested that ethnic and community media (such as SBS, NITV and others) be invited.	Clare Porter/Ben Newtown	To include update as part of Nov site visit to PRW.	Aug-23	In progress
2340	5-Jun-23	Our payment assistance program	Sydney Water to consider what more could be done on understanding trends and statistics with Energy (payment assistance).	Robert Singh	Team has reviewed and comparing trends and insights	Oct-23	Complete

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2341	5-Jun-23	Our payment assistance program	Sydney Water to broaden awareness of payment assistance programs within the Illawarra and with the Council of International Students Australia and the City of Sydney council	Robert Singh	<p>For Illawarra area, the below agencies are part of the accredited agencies list and process payment assistance on Sydney Water's behalf:</p> <ul style="list-style-type: none"> •Anglicare Wollongong •St Vincent's De Paul Wollongong •Illawarra Multicultural Services Inc •Greek Welfare Centre Wollongong <p>For international students Sydney Water have participated in the following outreach events</p> <ul style="list-style-type: none"> •Baulkham Hills Tafe •Lidcombe Tafe – (Community Services Expo day) •Navitas Fairfield and Bankstown (Navitas provides pathways to tertiary education for international and newly arrived students) •The Department of Education information sessions to Parents and Carers -Regents Park, Auburn, Rydalmere, & Wetherill Park <p>Broadening awareness is ongoing.</p>	Oct-23	Complete
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 Oct Deep Dive.	Oct-23	In progress
2347	7-Aug-23	Panel Discussion: What Infrastructure Contributions mean for stakeholders.	Sydney Water to share comments from the CCRG Panel discussion with the team responsible for managing the implementation of infrastructure contributions.	Sharon Bowyer	CCRG 7 Aug meeting minutes (to be ratified) have been shared with the Sydney Water team. Final minutes will be shared once ratified.	Sep-23	In progress
2348	7-Aug-23	Our Water, Our Voice Customer engagement update	Sydney Water to remove references to 'deliberative' from any of the qualitative research for phases 1 to 4.	Josh Isben/Izzy Kerr	A verbal update will be provided at the 9 Oct 2023 CCRG meeting.	Nov-23	In progress

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2349	7-Aug-23	Our Water, Our Voice Customer engagement update	Sydney Water to involve CCRG sub-group in design for Phase 5 to ensure it is a genuine deliberative approach.	Josh Isben/Izzy Kerr	Members of the CCRG subgroup attended an all day joint workshop with Sydney Water and its research partner on 17 August 2023. Session plan materials for review were shared with the CCRG subgroup for comment. Out of session feedback on Phase 5 will continue.	Sep-23	In progress
2350	7-Aug-23	Draft Customer Charter	Sydney Water to consider CCRG member feedback and review and update Customer Charter.	Josh Isben	A verbal update will be provided at the 9 Oct 2023 CCRG meeting.	Sep-23	Complete
2351	7-Aug-23	General Manager Update	Sydney Water to include the results of the 2023 Stakeholder Perception survey on CCRG Forward Plan.	Sharon Bowyer	Noted	Feb-24	In progress
2352	7-Aug-23	General Manager Update	Sydney Water to provide a picture and information about 'Five corners' tree planted at Malabar.	Stuart Wallace Sharon Bowyer	To be provided out of session.	Sep-23	In progress
2353	7-Aug-23	General Manager Update	Sydney Water to check what information and FAQs relating to dams and rainfall independent supply is on the website and promote its availability to customers.	Stuart Wallace Sharon Bowyer		Nov-23	In progress
2354	7-Aug-23	Reconciliation Action Plan (RAP)	Sydney Water to consider/follow up other opportunities for First Nations and community connection to place.	Simon Granville		Oct-23	In progress
2355	7-Aug-23	Reconciliation Action Plan (RAP)	Sydney Water to investigate the original name of the Tank Stream.	Simon Granville		Oct-23	In progress
2356	7-Aug-23	Other business	Sydney Water to share the proposed Customer Contract with the CCRG.	Monika Moutas	Was emailed to the CCRG on 4 Sept 2023 and feedback requested by 29 Sept 2023.	Sep-23	Complete
2357	7-Aug-23	Other business	Provide update on PIAC research on disconnection and restrictions at future meeting.	Douglas McCloskey	Noted	Feb-24	In progress
2358	7-Aug-23	Other business	CCRG Members wishing to add their testimonials to the Chair's submission to the IPART Issues Paper to email directly to the Chair.	CCRG Members	Testimonials have been provided.	Sep-23	Complete
2359	7-Aug-23	Next meeting and forward plan	Sydney Water to send out the 2024 CCRG meeting appointments.	Sharon Bowyer	2024 meeting appointments have been sent.	Sep-23	Complete