

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

As at: 15/11/2023

Ratified: 27/11/2023

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 background reading for Oct Deep Dive.	Oct-23	In progress
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	Complete
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
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.	Feb-24	In progress

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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	Complete
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
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.	TBA	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	Complete

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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. Revised session plan materials are being shared with the CCRG subgroup in Oct/Nov 2023.	Nov-23	In progress
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
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	Information on water sources (dams, desal & PRW) is available on the Education pages of the website.	Nov-23	Complete
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	First Nations acknowledgement as part of the PRW demonstration plant.	Oct-23	Complete
2357	7-Aug-23	Other business	Provide update on PIAC research on disconnection and restrictions at future meeting.	Douglas McCloskey	Noted	Jun-24	In progress