

Agenda

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

Date and time: 7 April 2025
9:00am – 2:00pm

Meeting title: Customer and Community Reference Group

Attendees

Independent Chair: Abigail Goldberg

CCRG Members:

Narelle Brown – Community Representative
Mario Ferreira Compant – Community Representative
Mary Karras – Ethnic Communities Council NSW
Bruce McClelland – Business Western Sydney
Stephen McMahon – Urban Development Institute of Australia
Douglas McCloskey – Justice & Equity Centre
Donna Rogers – Community Industry Group (Illawarra)
Graham Turner – Council on the Ageing
Ross Williams – Local Government NSW

Sydney Water:

Niall Blair – Sydney Water Chair
Paul Plowman – Acting Chief Executive (*part*)
Stuart Wallace – General Manager, Customer & Stakeholder Engagement
Dean Page – Executive General Manager Finance, Commercial & Digital
Josh Isben – Head of Customer & Strategic Insights
Arli Miller – Head of Government, Stakeholder & Community
Rachelle Legrand – Head of Strategy Change & Performance
Chris Knowles – Senior Manager Enterprise Planning & Performance (*part*)
Kate Miles – Head of System Planning & Land Acquisition (*part*)
Paul Higham – Head of Business Development (*part*)
Izzy Kerr – Customer Research Manager
Sharon Bowyer – Senior Customer Governance Specialist

Apologies/absent:

Anna Bacik – Community Representative
Leigh Martin – Total Environment Centre
Joy Horton – 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	9:00-9:02am	2min
2	Introductions and apologies Housekeeping	Abigail Goldberg Sharon Bowyer	9:02-9:05am	3min
	Sydney Water and CCRG updates			
3	Sydney Water Chair update	Niall Blair	9:05-9:30am	25min

4	General Manager update	Stuart Wallace	9:30-9:50am	20min
5	CCRG Chair and Member update	Abigail Goldberg	9:50-10:00am	10min
	Minutes and declarations			
6	Minutes of previous meeting and review of actions / issues log Declaration of interests	Abigail Goldberg	10:00-10:05am	5min
	Morning Tea		10:05-10:15am	10min
7	Customer performance reporting - Workshop	Rachelle Legrand	10:15-11:00am	45min
8	Planning for growth - Panel discussion	Sydney Water <ul style="list-style-type: none"> • Kate Miles • Paul Higham CCRG members <ul style="list-style-type: none"> • Stephen McMahon • Donna Rogers • Bruce McClelland • Graham Turner • Mario Ferreira Compart	11:00-12:00pm	1hour
	Lunch		12:00-12:30pm	30min
9	Paper for discussion: Strategic customer engagement update	Josh Isben and Izzy Kerr	12:30-1:15pm	45min
10	General Q&A	Abigail Goldberg / All	1:15-1:55pm	40min
	Close			
11	Thanks, look-ahead to June meeting contents, meeting close	Abigail Goldberg	1:55-2:00pm	5min