

**Customer and Community Reference Group**  
**Meeting Action and Issues Register**  
**As at:** 12.6.25

ref #	Meeting date	Topic	Action/Issue	Who	Comments	Due date	Status
2511	24/02/25	Best practice customer engagement - Information and training session	CCRG to consider how it can provide feedback to IPART on the customer engagement principles in the IPART Water Regulation Handbook and rubric.	Josh Isben/Abigail Goldberg	On hold - see also action 2511	Nov-25	In progress
2513	24/02/25	Best practice customer engagement - Information and training session	Sydney Water to consider how it can facilitate a conversation between the CCRG and IPART.	Josh Isben/Abigail Goldberg	On hold - see also action 2513	Nov-25	In progress
2516	7/04/25	Customer performance reporting – Workshop	Feedback from the CCRG will be used to shape future performance discussions with the CCRG and reporting to customers.	Josh Isben/Rachelle Legrand	To revisit later in 2025.	Nov-25	In progress
2517	7/04/25	Planning for growth - panel discussion	Sydney Water to consult more broadly during early stages of planning to ensure community considerations are taken into account.	Arli Miller	Noted.	Ongoing	Complete
2518	7/04/25	Strategic customer engagement update	Sydney Water to outline proposed approach for CCRG involvement in the procurement phase.	Josh Isben/Izzy Kerr	Included in paper for June 2025 meeting.	Jun-25	Complete
2519	7/04/25	Strategic customer engagement update	Sydney Water to outline the expected time requirements on CCRG members.	Josh Isben/Izzy Kerr	Included in paper for June 2025 meeting.	Jun-25	Complete
2520	7/04/25	Next meeting	Further discussion on Customer Service Obligations (topic from the Feb 2025 CCRG meeting) to be considered as a separate out of session meeting.	Josh Isben	A verbal update was provided in the June meeting. DCCEEW leading a Government review of CSO across NSW. Review will be extensive and likely to take till 2027.	Oct-25	Complete
2521	2/06/25	General Manager update	Include update on Fats, Oils and Grease (FOG) education campaign on CCRG Forward Plan.	Sharon Bowyer	Noted	Aug-25	In progress
2522	2/06/25	IPART’s Draft Determination and Report (DDR)	Share IPART’s “Tell us what you think” questions with the CCRG Chair.	Sharon Bowyer		Jun-25	Complete
2523	2/06/25	Improving engagement with tenants	Consider topic on water efficiency for future CCRG agenda item.	Sharon Bowyer	Noted		In progress