

Customer and Community Reference Group
Meeting Action and Issues Register
As at: 13.8.25

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 2513	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 2511	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
2523	2/06/25	Improving engagement with tenants	Consider topic on water efficiency for future CCRG agenda item.	Sharon Bowyer	Noted on Forward Plan.	Aug-25	Complete
2524	4/08/2025	Introductions and apologies	Vote of thanks to be issued to retiring members.	Abigail Goldberg		Aug-25	In progress
2525	4/08/2025	Introductions and apologies	CCRG members to consider their interest in continuing on the CCRG.	CCRG Members	Underway	29-Aug-25	In progress
2526	4/08/2025	Sydney Water response to IPART's Draft Determination and communications approach	Include a presentation and tour of the Sydney Water Contact Centre on the CCRG Forward Plan	Sharon Bowyer	Noted on Forward Plan.	2026	Complete
2527	4/08/2025	Sydney Water response to IPART's Draft Determination and communications approach	Report back on Multicultural NSW consultation re service providers.	MK		Sep-25	In progress
2528	4/08/2025	Sydney Water response to IPART's Draft Determination and communications approach	Sydney Water to explore options for collective meeting with SWC, IPART, Hunter Water and CCRG.		Noted	TBA	In progress
2529	4/08/2025	Workshop: Seeking customer and community views to inform our future strategic planning	Sydney Water to provide a short update at the September CCRG meeting. This is to be in the form of a table of the trends before and after the advice of the CCRG members.	Rachelle Legrand	Noted	Sep-25	In progress