

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

As at: 6.5.26

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 related action 2513, 2528 and 2531	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, 2528 and 2531	Nov-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.	Josh Isben	Noted - see also related actions 2511, 2513 and 2531	2026	In progress
2531	29/09/2025	Strategic Customer Engagement planning update and check-in	Follow up on CCRG engagement with IPART in the future.	Josh Isben	Noted - see also related actions 2511, 2513 and 2528	2026	In progress
2602	23/02/2026	Customer engagement	Sydney Water to collate key points of discussion on the customer priorities. An update on further changes is to be provided to the group, noting the next step of discussion with the Board.	Josh Isben / Rachele Legrand		Apr-26	In progress
2605	13/04/2026	Sydney Water Update	Sydney Water to share the links to the published reports. •Reducing the impact of debris balls •Deep ocean outfalls assessment	Sharon Bowyer	Links provided in meeting minutes	4/05/2026	Complete
2606	13/04/2026	Sydney Water Update	Sydney Water to follow up on whether incident communications are provided in-language.	Clare Porter		1/06/2026	In progress
2607	13/04/2026	CCRG Member update	Sydney Water to include water leak management as part of a future agenda item.	Sharon Bowyer	Noted on Forward Plan	4/05/2026	Complete
2608	13/04/2026	Customer and community education - urban water cycle	Sydney Water to consider feedback on urban water cycle educational tool.	Tracey Willingham	Noted and will be incorporate in next update.	1/06/2026	Complete
2609	13/04/2026	Customer and community education - urban water cycle	CCRG members note that more information on Sydney Water education program resources can be found on the website. Links included in minutes. •Primary education •Secondary education •Tertiary education •Community education	CCRG Members		1/06/2026	In progress
2610	13/04/2026	Drinking water quality	Sydney Water to continue to strengthen a proactive, evidence led communication approach ensuring messaging are tailored to resonate with community perspectives.	Raquel Tracy	Noted	Ongoing	Complete
2611	13/04/2026	Customer Engagement update and engaging with customers on drinking water quality	Sydney Water to take CCRG inputs on customer engagement program on drinking water quality into Board and Executive discussions to shape the customer engagement strategy.	Josh Isben	Noted and will be incorporated into future Board and Executive discussions	Ongoing	Complete