Customer and Community Reference Group
Meeting Action and Issues Register
As at: 19.8.26

ref #	Meeting date	Topic	Action/Issue	Who	Comments	Due date	Status
2614	01/06/20206	Customer outcomes performance reporting approach for 2025-26 - response to feedback	Sydney Water to collate CCRG feedback to inform the development of the final reporting format.	Rachelle Legrand	Report back provided at Aug CCRG meeting	2026	Complete
2615	01/06/20206	Customer outcomes performance reporting approach for 2025-26 - response to feedback	Sydney Water to consider if a second subgroup for the customer performance metrics would be useful.	Rachelle Legrand/Josh Isben	Report back provided at Aug CCRG meeting	2026/2027	Complete
2616	01/06/20206	Paper for discussion: Environmental Outcomes and Customer Values: Informing Future Choices	Sydney Water to update Principle 1 to be 'customer informed' or 'customer aligned' rather than 'customer-led' and ensure alignment across different collateral.	Josh Isben / Izzy Kerr		Aug-26	Complete
2617	01/06/20206	Paper for discussion: Environmental Outcomes and Customer Values: Informing Future Choices	Sydney Water to incorporate overall CCRG feedback on the engagement approach into the Plan.	Josh Isben / Izzy Kerr		Jan-27	In progress
2619	3/08/2026	Service standards - what they are, and do these service standards get the right outcome on meeting customer outcomes	Sydney Water to consider CCRG comments as part of future planning for engagement on the Operating Licence, including Service Standards and rebates.	Josh Isben		Jun-27	In progress
2620	3/08/2026	Operating Licence and Customer Contract (CCRG Panle discussion)	Sydney Water to consider CCRG comments as part of future planning for engagement on the Operating Licence.	Josh Isben		Jun-27	In progress
2621	3/08/2026	Customer Engagement: How to engage with customers on the Operating Licence and Customer Contract	Sydney Water to consider CCRG comments as part of future planning for engagement on the Operating Licence.	Josh Isben		Jun-27	In progress
2622	3/08/2026	Report back from last meeting – customer outcomes reporting (verbal update)	Sydney Water to confirm whether trend information will be included in the customer-facing reporting.	Rachelle Legrand		Nov-26	In progress
2623	3/08/2026	Other business - Q&A	Sydney Water to provide future update on metering, including meter test outcomes and smart meter initiatives.	Sharon Bowyer	To note on 2027 Forward Plan	Feb-27	In progress
2624	3/08/2026	Other business - Q&A	Sydney Water to provide information on the average duration of outages within the one to five-hour range.	Sharon Bowyer	To follow up.	Nov-26	In progress