

**Customer and Community Reference Group**

**Meeting Action and Issues Register**

As at: 9.3.26

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
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	Closed.	Nov-25	Complete
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
2601	23/02/2026	Sydney Water update	Any additional comments on the water conservatgion campaign to be provided directly to Sydney Water c/o Sharon Bowyer.	CCRG Members		Mar-26	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 / Rachelle Legrand		Apr-26	In progress
2603	23/02/2026	CCRG charter – annual review	Sydney Water to recirculate for final review	Sharon Bowyer		9/03/2026	In progress
2604	23/02/2026	Look ahead to April meeting	Inclusion of an 'in camera' pulse check as an item for the next meeting.	Abigail Goldberg		13/04/2026	In progress