

Customer and Community Reference Group
Meeting Action and Issues Register
As at: 19.6.26

ref #	Meeting date	Topic	Action/Issue	Who	Comments	Due date	Status
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	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	Links included in April meeting minutes	1/06/2026	Complete
2612	01/06/20206	Declaration of interests	Mary Karras sought clarification on a potential conflict of interest related to her work. Sydney Water to consider Mary's situation and revert with advice to her as soon as possible.	Josh Isben		3/06/2026	Complete
2613	01/06/20206	Managing Director update	Sydney Water to note future update on Sydney Water's Reconciliation Action Plan on the CCRG Forward Plan	Sharon Bowyer	Noted on 2027 CCRG Forward Plan	3/08/2026	Complete
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		2026	In progress
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		2026/2027	In progress
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	In progress
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
2618	01/06/20206	Look ahead to next meeting	Sydney Water to note suggestions for the CCRG Forward Plan.	Sharon Bowyer	Noted on CCRG Forward Plan	3/08/2026	Complete