

Expression of Interest – Two Members for Customer and Community Reference Group

At Sydney Water, we have customers at the heart of everything we do.

We're passionate about making a difference to the lives of our customers and communities. We have a proud heritage and a progressive future, providing world class drinking water and beautiful waterways from the mountains to the sea. We see the world is changing so we are changing too. Our people and their jobs are as diverse as the communities we serve.

Expression of Interest

Sydney Water is seeking expressions of interest for two community members to be part of our Customer and Community Reference Group (CCRG).

About the role

As a member of the Customer and Community Reference Group, you have the opportunity to work with us at a strategic level and help us demonstrate that our business decisions are in the best interests of our customers.

The functions of the CCRG are to work collectively with Sydney Water to:

- provide direct feedback on existing customer service delivery and emerging customer issues and make recommendations
- contribute to and help shape Sydney Water's customer engagement plan (and co-develop materials for the customer engagement processes) to ensure that customers are being engaged and their preferences are reflected appropriately and to observe meetings.
- assist Sydney Water to identify and engage hard-to-reach customer groups
- ensure Sydney Water provides a range of genuine, understandable and realistic options to customers on business plan proposals
- provide strategic input into Sydney Water's strategy, enterprise plan and regulatory submissions; and engage with the Sydney Water Executive on these issues
- provide an assessment of the quality and the extent of customer engagement, and the degree to which this has been reflected in Sydney Water's strategic plans and regulatory submissions.

The specific duties of the members include:

- attend scheduled meetings and actively participate in discussions.
- review and discuss material circulated out-of-session
- read and prepare comments on papers to inform discussions
- reflect the views of customers and groups they represent and provide feedback from CCRG meetings to their respective representative groups
- consider the impacts of Sydney Water decisions with respect to the entire customer base
- participate in strategic planning workshops with Sydney Water as required

About you

Members will bring a breadth of skills and professional experience from different backgrounds including consumer affairs, the water industry, infrastructure industry, environment, public policy, business and academia.

The CCRG members will be generally representative of Sydney Water's customer base, to the most feasible extent possible. CCRG members can represent an agency or group or be individuals with expertise in the areas stated above.

It is important that members who represent a specific customer group, can also credibly consider the perspectives of all customers, as well as engage in a detailed and analytical discussion with our business.

Members will be able to engage in a detailed and analytical discussions with our business and be able commit to the time requirements needed. At a minimum, the time commitment from the CCRG members will be approximately 10 days per year allowing for attending meetings, additional workshops and reading and review time. An additional 5-10 days will be required if members opt to be part of temporary sub-committees.

Send us an Expression of Interest

You can read more about the Customer and Community Reference Group [here](#).

Applications close: **30/05/2024**.

Please send your application to email: CustomerReferenceGroup@sydneywater.com.au.

Applications should include:

- A short cover letter outlining the skills, attributes and experience you would bring to the role and to the CCRG. If you would be joining the CCRG as a representative of a peak body or member organisation, please outline the community and/or specific interests your organisation represents.
- A copy of your Curriculum Vitae.

Related documents

- Role Description – Member of Customer and Community Reference Group
- Customer and Community Reference Group [Charter](#)