

Agenda

Venue: Sydney Water Parramatta Office
Level 5, 1 Smith St Parramatta, NSW

Date and time: 8 April 2024
9:00am – 2:15pm
Note: CCRG Optional item
2:15pm – 2:45pm

Meeting title: Customer and Community Reference Group

Independent Chair: Abigail Goldberg

Attendees:

CCRG Members

Narelle Brown – Community Representative
Inaara Jindani – Community Representative
Mary Karras – Ethnic Communities Council NSW
Leigh Martin – Total Environment Centre
Bruce McClelland – Business Western Sydney
Stephen McMahon – Urban Development Institute of Australia
Donna Rogers – Community Industry Group (Illawarra)
Ross Williams – Local Government NSW

Sydney Water

Roch Cheroux – Managing Director
Stuart Wallace – General Manager, Customer & Stakeholder Engagement
Dean Page – Executive General Manager, Finance Commercial & Digital
Josh Isben – Head of Customer & Strategic Insights
Izzy Kerr – Customer Research Manager
Monika Moutos – Head of Economics and Regulation
Andrew Turner – Regulatory Economics Specialist
Rachelle Legrand – Head of Strategy & Enterprise Plan
Chris Knowles – Enterprise Planning Manager
Clare Porter – Head of Strategic Comms & Corporate Social Responsibility
Kathy Hourigan – General Manager, Customer Operations
Nicole McCarthy – Head of Customer Hub
Sharon Bowyer – Senior Customer Governance Specialist
Katie Leroy – Senior Customer Enablement Specialist
Caleb Furner – Strategic Bus Cust Ops Mgr (*optional item*)
Jason Dagger – Head of Customer Billing & Account Mtr (*optional item*)
Daniel Peacock – Head of Customer Contact (*optional item*)

Apologies/absent:

Graham Turner – Council on the Ageing
Steven Collins – Community Representative
Anna Bacik – Community Representative
Douglas McCloskey – Public Interest Advocacy Centre

Meeting purpose:

Bi-monthly meeting according to CCRG Charter
The CCRG works with Sydney Water at a strategic level to achieve the highest possible levels of customer focus within our practices. It supports Sydney Water to ensure that our business decisions, as set out in our strategy, enterprise plan and regulatory submissions, are in the best interests of all Sydney Water customers and the community and are shaped by them.

Desired outcome:

Discussion and feedback from CCRG Members

Agenda items

Item	Topic	Responsible	Time
Pre meet	Venue reception sign-in Coffee/Tea on arrival	All	8:30am onwards 30min

1	Welcome and Acknowledgement of Country	Abigail Goldberg / Roch Cheroux	9:00- 9:05am	5min
2	Introductions, apologies and housekeeping	Abigail Goldberg / Sharon Bowyer	9:05- 9:10am	5min
3	Minutes of previous meeting and review of actions / issues log Declaration of interests	Abigail Goldberg	9:10- 9:15am	5min
Sydney Water update				
4	Managing Director update <ul style="list-style-type: none"> Q&A 	Roch Cheroux	9:15- 9:30am	15min
5	General Manager update <ul style="list-style-type: none"> Q&A 	Stuart Wallace	9:30- 9:40am	10min
Price proposal				
6	Paper for discussion: <ul style="list-style-type: none"> Sydney Water presentation: <ul style="list-style-type: none"> Price proposal - Customer Engagement DRAFT Chapter Focus points for CCRG review Q&A 	Josh Isben Clare Porter	9:40- 10:40am	1 hr
Morning tea				
7	Paper for discussion: <ul style="list-style-type: none"> Sydney Water presentation: <ul style="list-style-type: none"> Price proposal - Customer Outcomes DRAFT Chapter Focus points for CCRG review Q&A 	Rachelle Legrand Chris Knowles Clare Porter	11:00- 12:00pm	1 hr
8	Pulse check <ul style="list-style-type: none"> Has the focus for the CCRG been appropriately addressed and is it sufficiently clear? Has the right level of information been provided? Is sufficient / too much / too little information provided? 	Abigail Goldberg / Stuart Wallace	12:00 – 12:30pm	

	<ul style="list-style-type: none"> • Can a multiplicity of views be accommodated by the CCRG? • Other feedback? 			
	Lunch		12:30-1:00pm	30min
	Operational			
9	Response to CCRG suggested topic: <ul style="list-style-type: none"> • Sydney Water presentation: customer complaint management • Q&A 	Kathy Hourigan Nicole McCarthy	1:00-1:45pm	45min
	Governance			
10	Looking ahead <ul style="list-style-type: none"> • CCRG engagement on price proposal: revised Roadmap • 2024 Forward Plan: update • Q&A 	Josh Isben	1:45-2:00pm	15min
11	Other Business <ul style="list-style-type: none"> • General Q&A • Member updates 	Abigail Goldberg	2:00-2:10pm	10min
	Close			
12	Thanks and meeting close	Abigail Goldberg	2:10-2:15pm	5min
	Optional session: IPART price proposal update for business customers			
Opt	Paper for discussion: <ul style="list-style-type: none"> • Sydney Water presentation: <ul style="list-style-type: none"> ○ Price proposal – trade waste and backflow charges • Focus points for CCRG review • Q&A 	Caleb Furner Jason Dagger	2:15-2:45pm	30min

2024 CCRG meeting dates/times (Draft - subject to change)

Monday 3 June 2024 9am-2pm*
Monday 5 August 2024 9am-2pm*
Monday 30 September 2024 9am-2pm*

Monday 11 November 2024 9am – 2pm*

*Length of CCRG meetings to be confirmed.