

**Customer and Community Reference Group
Meeting Action and Issues Register**

As at: 23.4.24

ref #	Meeting date	Topic	Action/Issue	Who	Comments	Due date	Status
2321	3-Apr-23	Customer engagement update	Sydney Water to consider the formation of a Youth Advisory committee (or similar) and to discuss with IJ.	Josh Isben / Paul Higham	Discussion with IJ scheduled for 29 May 2023. At June 2023 CCRG meeting Sydney Water advised that it consider pursuing discussions with the Government Youth Advisory Board and then later consider the formation of its own Youth Advisory committee. Sydney Water would report back to the CCRG on discussion with Government Youth Advisory Board. To be carried over to 2024 and included on Forward Plan.	Feb-24	Complete
2403	19-Feb-24	Strategic planning update	Sydney Water to provide CCRG members with dates of the Regional and Major Projects showcase events.	Sharon Bowyer		Mar-24	Complete
2405	8-Apr-24	Price proposal - Customer Engagement DRAFT Chapter	Sydney Water to incorporate CCRG feedback into the draft Customer Engagement Chapter of the price proposal.	Josh Isben	Included on June agenda	Jun-24	In progress
2406	8-Apr-24	Price proposal - Customer Outcomes DRAFT Chapter	Sydney Water to incorporate CCRG feedback into the draft Customer Outcomes Chapter of the price proposal.	Rachelle Legrand		Jun-24	In progress
2407	8-Apr-24	Pulse check	Sydney Water / Chair to further refine papers to assist members in understanding how the pack fits together.	Katie LeRoy / Abigail Goldberg		Jun-24	In progress
2408	8-Apr-24	Looking ahead	June CCRG meeting agenda to allow sufficient time for discussion on the CCRG message.	Abigail Goldberg	Included on June agenda	Jun-24	In progress