

Agenda

Venue: Rydges Central
28 Albion St, Surry Hills NSW 2010

Date and time: 30 September 2024
9:00am – 2:00pm

Meeting title: Customer and Community Reference Group

Independent Chair: Abigail Goldberg

Attendees:

CCRG Members

Anna Bacik – Community Representative
Narelle Brown – Community Representative
Mary Karras – Ethnic Communities Council NSW
Douglas McCloskey – Justice and Equity Centre (formerly Public Interest Advocacy Centre)
Stephen McMahon – Urban Development Institute of Australia
Donna Rogers – Community Industry Group (Illawarra)
Graham Turner – Council on the Ageing
Ross Williams – Local Government NSW

Guests

Kate Vallence – Strategic Engagement and Sustainable Water Lead, Barwon Water (on-line)

Sydney Water

Roch Cheroux – Managing Director (*part*)
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
Sharon Bowyer – Senior Customer Governance Specialist
Rachelle Legrand – Head of Strategy, Change & Performance
Mike Salter – Strategy and Sustainability Manager
Kate Miles – Head of System Planning & Land Acquisition
Dan Peacock – Head of Customer Contact
Aron Calfas – Head of Digital Risk & Strategic Assurance

Apologies/absent: Bruce McClelland – Business Western Sydney
Leigh Martin – Total Environment 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	Coffee/Tea on arrival	All	8:30am onwards	30min
1	Welcome and Acknowledgement of Country	Abigail Goldberg / Stephen McMahon	9:00-9:02am	2min
2	Introductions, apologies and housekeeping	Abigail Goldberg / Sharon Bowyer	9:02-9:04am	2min
3	Minutes of previous meeting and review of actions / issues log Declaration of interests	Abigail Goldberg	9:04-9:05am	1min

	Sydney Water update			
4	Managing Director update <ul style="list-style-type: none"> Q&A 	Roch Cheroux	9:05-9:20am	15min
5	General Manager update	Stuart Wallace	9:20-9:25am	5min
	Price Proposal			
6	Price proposal Verbal update - Next steps and communications plan	Dean Page Stuart Wallace	9:25-9:30am	5min
	Stand up break		9:30-9:35am	5min
	Customer Engagement			
7	Guest presentation Barwon Water's customer engagement journey	Kate Vallence	9:35am-10:20am	45min
	Morning tea		10:20-10:40am	20min
8	Paper for discussion and workshop Developing our new Customer Engagement approach	Josh Isben Izzy Kerr	10:40-12:10pm	1hr 30min
	Lunch		12:10-12:40pm	30min
	Operational			
9	Spotlight on Customer Data Security Sydney Water presentation and discussion	Aron Calfas Dan Peacock	12:40-1:25pm	45min
	Governance			
10	Other Business <ul style="list-style-type: none"> General Q&A 	Abigail Goldberg	1:25-1:50pm	25min
11	Next meeting	Josh Isben	1:50-1:55pm	5min

	Close			
12	Thanks, and meeting close	Abigail Goldberg	1.55-2:00pm	5min

Next CCRG meeting date/time (Draft - subject to change)

Monday 11 November 2024 9:30am – 3pm* - Malabar

Timing to be confirmed.