

# Agenda

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

**Date and time:** 5 August 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  
Leigh Martin – Total Environment Centre  
Bruce McClelland – Business Western Sydney  
Douglas McCloskey – Justice and Equity Centre (formerly Public Interest Advocacy Centre)  
Stephen McMahon – Urban Development Institute of Australia  
Graham Turner – Council on the Ageing  
Ross Williams – Local Government NSW

**Sydney Water**

Roch Cheroux – Managing Director (*part* Via teams)  
Grant King – Chairman (*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 & Enterprise Plan  
Will Dolan – Acting Head of Economics & Regulatory (*part*)  
Clare Porter – Head of Strategic Comms & Corporate Social Responsibility (*part*)  
Ben Grogan – Engagement Manager - Major Projects (*part*)  
Charles Agnew – Head of Sustainability & Climate Change Adaption (*part*)  
Kathryn Sylvester – Resilience & Climate Change Adaptation Lead (*part*)  
Natalie Quinn – Sust & Climate Change Senior Adv (*part*)  
Michael English – Competition & Licencing Manager (*part*)

**Apologies/absent:** Donna Rogers – Community Industry Group (Illawarra)

**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 / Leigh Martin	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
<b>Sydney Water and CCRG updates</b>				
4	Managing Director and Chairman update <ul style="list-style-type: none"> <li>Q&amp;A</li> </ul>	Roch Cheroux ( <i>online</i> ) Grant King	9:15-9:40m	25min
5	General Manager update <ul style="list-style-type: none"> <li>Q&amp;A</li> </ul>	Stuart Wallace	9:40-9:50am	10min
6	CCRG Member update	CCRG Members	9:50-10:00am	10min
<b>Sustainability</b>				
7	<b>Paper for discussion:</b> Sustainability Materiality Assessment <ul style="list-style-type: none"> <li>Focus points for CCRG review</li> <li>Q&amp;A</li> </ul>	Charles Agnew Kathryn Sylvester Natalie Quinn	10:00-10:15am	15min
8	<b>Sustainability Spotlight</b> Sydney Water presentation: Sustainability overview <ul style="list-style-type: none"> <li>Q&amp;A</li> </ul>	Charles Agnew Kathryn Sylvester Natalie Quinn	10:15-11:00am	45min
<b>Morning tea</b>			11:00-11:20am	20min
<b>Customer Engagement</b>				
9	<b>Paper for discussion:</b> Securing our water supply, Quakers Hill to Prospect project: PRW community engagement <ul style="list-style-type: none"> <li>Focus points for CCRG review</li> <li>Q&amp;A</li> </ul>	Clare Porter Ben Grogan	11:20-11:50am	30min
<b>Price proposal</b>				
10	<b>Paper for discussion:</b>	Clare Porter William Dolan	11.50-12:20pm	30mins

	<p>Proposed approach to the Customer Facing Price Proposal</p> <ul style="list-style-type: none"> <li>• Focus points for CCRG review</li> <li>• Q&amp;A</li> </ul>			
11	<p><b>Paper for Noting:</b> Sydney Water’s Operating Licence Review – Our new Operating Licence 2024-28</p>	<p>William Dolan Michael English</p>	<p>12:20- 12.30pm</p>	<p>10min</p>
	<p><b>Lunch</b></p>		<p>12:30- 1:00pm</p>	<p>30min</p>
	<p><b>Governance</b></p>			
12	<p><b>Looking ahead</b></p> <ul style="list-style-type: none"> <li>• 2024 Forward Plan: update</li> <li>• Q&amp;A</li> </ul>	<p>Josh Isben</p>	<p>1.00- 1.05pm</p>	<p>5min</p>
13	<p><b>Other Business</b></p> <ul style="list-style-type: none"> <li>• General Q&amp;A</li> </ul>	<p>Abigail Goldberg</p>	<p>1.05- 1.15pm</p>	<p>10min</p>
14	<p><b>Finalise optional message from CCRG</b> (In camera session)</p>	<p>Abigail Goldberg</p>	<p>1:15- 1.55pm</p>	<p>40min</p>
	<p><b>Close</b></p>			
15	<p>Thanks, and meeting close</p>	<p>Abigail Goldberg</p>	<p>1.55- 2:00pm</p>	<p>5min</p>

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

Monday 30 September 2024 9am-2pm*
Monday 11 November 2024 9am – 2pm*

\*Length of CCRG meetings to be confirmed.