

Agenda

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

Date and time: 3 June 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 – Public Interest Advocacy Centre
Donna Rogers – Community Industry Group (Illawarra)
Graham Turner – Council on the Ageing
Ross Williams – Local Government NSW

Guests

Richard Cawley – Associate Director, Richardo Group

Sydney Water

Stuart Wallace – General Manager, Customer & Stakeholder Engagement
Dean Page – Executive General Manager, Finance Commercial & Digital
Denisha Anbu – Executive General Manager, Customer Experience
Josh Isben – Head of Customer & Strategic Insights
Izzy Kerr – Customer Research Manager
William Dolan – Acting Head of Economics and Regulation
Andrew Turner – Regulatory Economics Specialist
Rachelle Legrand – Head of Strategy & Enterprise Plan
Clare Porter – Head of Strategic Comms & Corporate Social Responsibility
Andrea Millar – Strategic Communications Lead
Katie Leroy – Senior Customer Enablement Specialist
Richard Cawley

Apologies/absent: Sharon Bowyer – Senior Customer Governance Specialist
Roch Cheroux – Managing Director
Stephen McMahon – Urban Development Institute of Australia

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 / Denisha Anbu	9:00-9:05am	5min
2	Introductions, apologies, and housekeeping	Abigail Goldberg / Katie LeRoy	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	General Manager update Q&A	Stuart Wallace	9:15-9:25am	10min
5	Member Update <ul style="list-style-type: none"> • Sydney Water Board Meeting • Customer Engagement Lessons Learnt workshop • Illawarra Masterplan • Other 	CCRG Members Abigail Goldberg Mary Karras & Narelle Brown Anna Bacik	9:25-9:35am	10min
	Price proposal	Include standup break if required		
6	Price Proposal customer value proposition <ul style="list-style-type: none"> • Draft items for shaping feedback: <ul style="list-style-type: none"> ○ Elevator Pitch to customers ○ Sydney Water's 5 Key Messages ○ Infographic Summary of the proposal • Focus points for CCRG review • Q&A 	Stuart Wallace Josh Isben William Dolan	9:35-10:15am	40 mins
7	Price Proposal Quality Assurance – Discussion with Richard Cawley <ul style="list-style-type: none"> • Discussion on the Quality Assurance process/guidance over the Sydney Water IPART Price Proposal Submission • Q&A 	Josh Isben Andrew Turner	10:15-10.30am	15 mins
	Morning tea		10:30-11:00am	30min
8	Paper for discussion: Customer Engagement in our Price Proposal – close-the-loop <ul style="list-style-type: none"> • Revised Chapter 3 of the Price Proposal • Highlighting key changes from CCRG/URA feedback to close the loop. • Focus points for CCRG review • Q&A 	Josh Isben	11:00 – 11:40am	40mins
9	Paper for discussion: Price proposal materials for communicating. <ol style="list-style-type: none"> 1. Draft Communications & Engagement plan for Our Water Our Voice - For Feedback 2. Sample infographic materials communicating OWOV (to be used in Chapter 3 and for general 	Clare Porter Andrea Millar	11.40-12:20pm	40mins

	<p>comms) - for shaping/feedback *send out ahead of time.</p> <ul style="list-style-type: none"> • Focus points for CCRG review • Q&A 			
	Lunch		12:20 – 12:50pm	30min
10	<p>Discussion: In Camera Discussion Approach for optional message from CCRG</p> <ul style="list-style-type: none"> • CCRG message against the Functions 	Abigail Goldberg	12:50-1:40pm	50min
	Governance			
11	<p>Other Business</p> <ul style="list-style-type: none"> • General Q&A 	Abigail Goldberg	1:40- 1:45 pm	5 min
	Close			
12	Thanks, and meeting close	Abigail Goldberg	1:45- 1:50pm	5min

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

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.