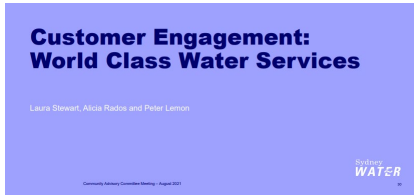








## Summary of former Community Advisory Committee and Customer and Community Reference Group involvement in Customer Engagement

Note: The Community Advisory Committee was reshaped into the new independently chaired CCRG in 2022 following an expression of interest process. The last meeting of the CAC was May 2022 and the first meeting of the CCRG was Nov 2022.

Timeline	Meet/Email	Activity	Comments / Supporting information																																													
Previous	CAC Meetings	CAC meetings prior to Aug 2021	Various meetings agendas included discussion and updates on various Customer engagement programs and activities'																																													
19 Aug 2021	CAC meeting (online)	Agenda included Customer Engagement - World Class Water Services – Run through of focus group activities proposed for upcoming customer engagement program	<p><b>Agenda</b></p> <table border="1"> <tr> <td>1.0</td> <td>Welcome and updates from Sydney Water</td> <td>Chair to lead.</td> <td>Roch Cheroux</td> <td>9.30am – 9.40am</td> </tr> <tr> <td>2.0</td> <td>Minutes and actions from last meeting</td> <td>Chair to lead.</td> <td>Roch Cheroux</td> <td>9.40am – 9.45am</td> </tr> <tr> <td>3.0</td> <td>Customer Service Update</td> <td>Update on our Water Conservation Program.</td> <td>Melanie Werner / Sheryn Cabardo- Oclairt</td> <td>9.45am – 10.10am</td> </tr> <tr> <td>4.0</td> <td>Customer Education Update</td> <td>Discussion of our Customer Education approach to boost Water Literacy in the community.</td> <td>Alicia Rados / Liz Dobbs</td> <td>10.10am – 10.30am</td> </tr> <tr> <td colspan="5" style="text-align: center;">Break</td> </tr> <tr> <td colspan="5" style="text-align: center;">10.30am - 10.40am</td> </tr> <tr> <td>4.0</td> <td>Customer Engagement</td> <td>Run through of focus group activities proposed for upcoming customer engagement program.</td> <td>Laura Stewart (RPS) / Peter Lemon</td> <td>10.40am – 12.20am</td> </tr> <tr> <td>6.0</td> <td>General Business</td> <td>Chair to lead.</td> <td>Roch Cheroux</td> <td>12.20pm – 12.30pm</td> </tr> </table> <p>Close meeting</p>  <p><b>Customer Engagement: World Class Water Services</b></p> <p>Laura Stewart, Alicia Rados and Peter Lemon</p> <p><small>Customer, Advisory Committee Meeting - August 2021</small></p> <p style="text-align: right;"><small>SYDNEY WATER</small></p>	1.0	Welcome and updates from Sydney Water	Chair to lead.	Roch Cheroux	9.30am – 9.40am	2.0	Minutes and actions from last meeting	Chair to lead.	Roch Cheroux	9.40am – 9.45am	3.0	Customer Service Update	Update on our Water Conservation Program.	Melanie Werner / Sheryn Cabardo- Oclairt	9.45am – 10.10am	4.0	Customer Education Update	Discussion of our Customer Education approach to boost Water Literacy in the community.	Alicia Rados / Liz Dobbs	10.10am – 10.30am	Break					10.30am - 10.40am					4.0	Customer Engagement	Run through of focus group activities proposed for upcoming customer engagement program.	Laura Stewart (RPS) / Peter Lemon	10.40am – 12.20am	6.0	General Business	Chair to lead.	Roch Cheroux	12.20pm – 12.30pm					
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<p><b>17 March 2022</b></p>	<p><b>CAC meeting (online)</b></p>	<p>Agenda included discussion on regulatory and strategic update:</p> <ul style="list-style-type: none"> <li>• IPART Regulatory Reform</li> <li>• Update on upcoming Customer Engagement program</li> <li>• Update and discussion on reshaping the Community Advisory Committee</li> </ul>	<p>Sydney Water Community Advisory Committee Meeting - March 2022</p> <p>CR Advisory Committee</p> <p><b>Required</b> Bruce.McClelland@businesswesternsydney.com; Conny.Harris@gmail.com; dmcloskey@piac.asn.au; fabian@sustainably.net.au; mary.karras@eccnsw.org.au; meagan.lawson@cotansw.com.au; ceo@cigroup.org.au; paul@djenbellagroup.com.au; rosswilliams@huntershill.nsw.gov.au; samanthaf@pwd.org.au; simon@artatrium.com.au; SMcMahon@cambrae.com.au; Karen Appleby; elyse@ncoss.org.au; CHEROUX, ROCH; GRAHAM, MARYANNE; ISBEN, JOSHUA; SIROS, ROSE-MARIE</p> <p><b>Optional</b> HOURIGAN, KATHY; WERNER, MELANIE; HIGHAM, PAUL; MILLER, MEGAN; DAVIES, PHILIP; LEMON, PETER; BOWYER, SHARON; RYAN, NICOLE; PANUCCIO, VEDA; KERR, IZZY</p> <p>As the meeting organizer, you do not need to respond to the meeting.</p> <p>220317_CAC_Agenda_FINAL.docx .docx File 211118_CAC_Minutes.docx .docx File</p> <p>Thursday, 17 March 2022 9:00 AM-12:00 PM Microsoft Teams Meeting: (Sydney+Water+Parramatta+Microsoft+Teams+Meeting)</p> <p>Good afternoon,</p> <p>We are looking forward to the upcoming CAC meeting, scheduled for Thursday 17<sup>th</sup> March from 9am-12pm.</p> <p>The following documents are attached:</p> <ul style="list-style-type: none"> <li>• March 2022 CAC Meeting Agenda</li> <li>• Nov 2020 CAC Meeting Minutes</li> </ul> <p>Please let me know if you have any questions in advance of the meeting.</p> <p>Kind regards, Sharon</p> <p><b>3.0 Regulatory and strategic update and discussion</b></p> <table border="1"> <tr> <td>3.1</td> <td>IPART regulatory reform</td> <td>Update on regulatory reform</td> <td>Philip Davies</td> <td>9:15am-9:30am</td> <td>15min</td> </tr> <tr> <td>3.2</td> <td>Customer Engagement</td> <td>Update and discussion on upcoming Customer engagement program</td> <td>Josh Isben</td> <td>9:30am-10:00am</td> <td>30min</td> </tr> <tr> <td>3.3</td> <td>Community Advisory Committee</td> <td>Update and discussion on reshaping the Community Advisory Committee</td> <td>Maryanne Graham Josh Isben</td> <td>10:00am-10:45am</td> <td>45min</td> </tr> </table>	3.1	IPART regulatory reform	Update on regulatory reform	Philip Davies	9:15am-9:30am	15min	3.2	Customer Engagement	Update and discussion on upcoming Customer engagement program	Josh Isben	9:30am-10:00am	30min	3.3	Community Advisory Committee	Update and discussion on reshaping the Community Advisory Committee	Maryanne Graham Josh Isben	10:00am-10:45am	45min
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<p><b>29 March 2022</b></p>	<p><b>Email</b></p>	<p>Following meeting presentation pack was sent to the CAC.</p> <p>Presentation pack included details on:</p> <ul style="list-style-type: none"> <li>• IPART Regulatory Reform</li> <li>• Update on upcoming Customer Engagement program</li> <li>• Update and discussion on reshaping the Community Advisory Committee</li> </ul>	<p>Community Advisory pack and draft Customer Reference Group Charter</p> <p>Advisory Committee</p> <p>To: BruceMcClelland@businesswestersydney.com; mary.karras@eccnsw.org.au; simon@artatium.com.au; Conny.Harris@gmail.com; dmcloskey@pac.asn.au; fabian@sustainably.net.au; elyse@ncoss.org.au; ceo@cigroup.org.au; paul@denbellagroup.com.au; rosswilliams@hntershill.nsw.gov.au; +3 others</p> <p>Cc: meagan.lawson@cotansw.com.au; ISBEN, JOSHUA; BOWYER, SHARON</p> <p>220317_CAC_Presentation Pack.pdf .pdf File</p> <p>2022 Customer Reference Group Charter - DFT 28.3.22 - For CAC review.docx .docx File</p> <p>Good afternoon members,</p> <p>Following the Community Advisory Committee meeting help on the 17 March, please find attached the following:</p> <ul style="list-style-type: none"> <li>• The presentation pack</li> <li>• The draft Charter for the new Customer Reference Group.</li> </ul> <p>For those members that were unable to attend the last CAC meeting we would be happy to discuss these items with you. The draft minutes from the meeting will be circulated soon.</p> <p>We would appreciate your feedback on the draft Customer Reference Group Charter by COB Friday 1 April 2022.</p> <p>Thank you and have a great day.</p> <p>Regards, Sharon</p> <p><b>Sharon Bowyer</b> Senior Customer Governance Specialist Customer, Strategy and Engagement</p> <p>Mobile 0403 878 666 Level 14, 1 Smith Street sharon.bowyer@sydneywater.com.au Parramatta NSW 2150</p>
<p><b>May 2022</b></p>	<p><b>CAC meeting (online)</b></p>	<p>Agenda included:</p> <ul style="list-style-type: none"> <li>• Update on reshaping the Community Advisory Committee and transitioning to a Customer Reference Group</li> <li>• Resilient and reliable water supply overview and discussion.</li> </ul> <p>May 2022 was the last meeting of the Community Advisory Committee.</p>	<p>Sydney Water Community Advisory Committee Meeting – May 2022</p> <p>Sharon Bowyer on behalf of Advisory Committee &lt;advisorycommittee@sydneywater.com.au&gt;</p> <p>Required: BruceMcClelland@businesswestersydney.com; Conny.Harris@gmail.com; dmcloskey@pac.asn.au; fabian@sustainably.net.au; Gareth@ncoss.org.au; mary.karras@eccnsw.org.au; meagan.lawson@cotansw.com.au; hntershill@hntershill.nsw.gov.au; ceo@cigroup.org.au; paul@denbellagroup.com.au; rosswilliams@hntershill.nsw.gov.au; samantha@pand.org.au; simon@artatium.com.au; SIMcMahon@cambrac.com.au; Karen Appleby; Mustafa Agha; GRAHAM, MARYANNE; Joshua Isben; Kathy Hourigan; Paul Higham; +5 others</p> <p>Optional: Roch Cheroux; Melanie Werner; DAVIES, PHILIP; Sharon Bowyer; Rose-Marie Siroz; omer@xavier.net.au</p> <p>220519_CAC_Item 0 - Agenda_FNL.docx 134 KB</p> <p>220317_CAC_Minutes_FNL.docx 152 KB</p> <p>220519_CAC_Pre-reading from CAC Nov 2021 PDF.pdf 2 MB</p> <p>Thursday, 19 May 2022 9:00 AM-12:00 PM MS Teams</p> <p>9 AM Sydney Water Community Advisory Committee Meeting – May 2022 MS Teams Advisory Committee</p> <p>10 AM</p> <p>Good afternoon,</p> <p>We are looking forward to the upcoming CAC meeting scheduled for Thursday 19<sup>th</sup> May from 9am-12noon.</p> <p>The following documents are attached:</p> <ul style="list-style-type: none"> <li>• May 2022 CAC Meeting Agenda</li> <li>• March 2022 CAC Meeting Minutes</li> <li>• Pre-reading pack (this was presented to the CAC in Nov 2021 and is useful background for this meeting)</li> </ul> <p>Please let me know if you have any questions in advance of the meeting.</p> <p>Regards, Sharon</p>

<p><b>Nov 2022</b></p>	<p>CCRG Meeting</p>	<p>Nov 2022 was the first meeting of the new Customer and Community Reference Group.</p> <p>At the Nov 2022 meeting the CCRG were given an overview of Customer Engagement Program Phase 1 and the Top 15 customer priorities</p>	<p>Sydney Water Customer and Community Reference Group</p> <p>CustomerReferenceGroup   </p> <p>20221118 - CCRG - Meeting pack.pdf   </p> <p>CCRG Welcome Pack.pdf   </p> <p>Hello everyone,</p> <p>We are looking forward to the first meeting of the Sydney Water Customer and Community Reference Group on the 18<sup>th</sup> November.</p> <p>The meeting pack including the agenda is attached. A background document about Sydney Water is also attached.</p> <p>These documents have also been updated in the calendar invite.</p> <p>Please don't hesitate to contact me if you have any questions.</p> <p>Kind regards,  Sharon</p> <p><b>Sharon Bowyer</b>  Senior Customer Governance Specialist  Customer and Stakeholder Engagement</p> <p>Mobile 0403 878 666      Level 14, 1 Smith Street  <a href="mailto:sharon.bowyer@sydneywater.com.au">sharon.bowyer@sydneywater.com.au</a>      Parramatta NSW 2150</p> <p>[External] Sydney Water CCRG - Minutes and presentation material from induction meeting (18 November 2022)</p> <p>GoldbergBlaise &lt;info@goldbergblaise.com.au&gt;   </p> <p>20221118 - CCRG - Minutes - Nov 2022 - Draft for CCRG Member Review.docx   </p> <p>20221118 - CCRG - Item 9.0 - Customer Engagement for IPART LICOP 2022 - Phase 1 Update - 18 November 2022.pdf   </p> <p><b>CAUTION:</b> This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.</p> <p>Hi CCRG Members</p> <p>Again a warm welcome to the Sydney Water Customer and Community Reference Group, and thank you for your participation at the induction meeting held on 18 November 2022 (apologies noted). I found the interaction at the meeting to be lively and informative – a great start for the conversations we will be having going forward.</p> <p>Further to this meeting, please find attached:</p> <ul style="list-style-type: none"> <li>• <b>Draft Minutes</b> for review. Comments on the draft would be appreciated by <b>COB 16 December 2022</b> with the aim of ratifying the Minutes at the next meeting.</li> <li>• <b>Presentation material – customer engagement update</b> by Izzy Kernot, not provided ahead of the meeting.</li> </ul> <p>Please be reminded that our first meeting of 2023 is scheduled for <b>Monday 13 February, 10:30am to 3:30pm</b>. An agenda will be provided ahead of the meeting – as you're aware there is a very full forward agenda for the group, however please don't hesitate to send suggestions for meeting items through to me in the interim.</p> <p>Very much looking forward to working with you all in 2023, and wishing everyone a safe and enjoyable holiday season.</p> <p>Regards  Abigail</p> <p><b>Abigail Goldberg FAICD FPIA, Chair and Director</b>  T: 0404 021 552  E: <a href="mailto:info@goldbergblaise.com.au">info@goldbergblaise.com.au</a></p> <p><b>GoldbergBlaise</b>  <a href="http://goldbergblaise.com.au">goldbergblaise.com.au</a></p> <p>See minutes available on website</p>
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<p><b>Dec 2022</b></p>	<p>CCRG Subgroup</p>	<p>Our Water Our Voice research program (scope and objectives, methodological approach and representation)</p>	<p>[External] Sydney Water CCRG subgroup meeting on Customer Engagement</p> <p>AG GoldbergBlaise &lt;info@goldbergblaise.com.au&gt;      To: Mary Karras; jindaninaara@gmail.com; Steven.Collins@parliament.nsw.gov.au; Bruce.McClelland@businesswesternsydney.com;      dmccloskey@piac.asn.au; Narelle Brown      Cc: Joshua Isben; Sharon Bowyer; Customer Reference Group</p> <p>20221205 - CCRG - Minutes - Dec 2023 - Draft for CCRG review[1].docx .docx File      20221205 - CCRG Subgroup - Our Water Our Voice 2022-2023 - (12) Dec - CCRG.pdf .pdf File</p> <p><b>CAUTION:</b> This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.</p> <p>Hi Narelle, Mary, Inaara, Steven, Bruce and Douglas</p> <p>Following the CCRG subgroup meeting on Customer Engagement held on 5 December 2022 please find attached:</p> <ul style="list-style-type: none"> <li>Draft minutes</li> <li>Customer Engagement pack as presented by Sydney Water.</li> </ul> <p>Comments on the draft minutes would be appreciated by <b>Thursday 2<sup>nd</sup> Feb 2023</b>. <b>I would welcome one (or more) of you nominating to provide an update on the subgroup meeting to the full CCRG at our next meeting (13 Feb 2023)</b>. Please let me know if you are willing to do this, also by 2023.</p> <p>The minutes and Customer Engagement pack will be shared with the full CCRG as part of the 13 Feb meeting papers. Sydney Water will also be providing further details on its Customer Engagement Framework and progress at the Feb meeting.</p> <p>Please don't hesitate to be in contact if needed.</p> <p>Thanks and regards      Abigail</p> <p><b>Abigail Goldberg</b> FAICD FPIA, Chair and Director      T: 0404 021 552      E: <a href="mailto:info@goldbergblaise.com.au">info@goldbergblaise.com.au</a></p> <p><b>GoldbergBlaise</b>  <a href="http://goldbergblaise.com.au">goldbergblaise.com.au</a></p> <p><b>Dec 2022 – CCRG Subgroup meeting - Attendees</b></p> <p>Narelle Brown – Community Representative      Steven Collins – Community Representative      Inaara Jindani – Community Representative      Mary Karras – Ethnic Communities Council NSW      Bruce McClelland – Business Western Sydney      Douglas McCloskey – Public Interest Advocacy Centre (DM)</p> <p>See minutes available on website</p>
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<p><b>Feb 2023</b></p>	<p>CCRG Meeting</p>	<p>Customer Engagement framework and update</p> <p>Price proposal update</p>	<p>[External] Sydney Water CCRG: Agenda and Papers for Meeting 1, 13 February 2023</p> <p>AG GoldbergBlaise &lt;info@goldbergblaise.com.au&gt;      To: roselina2110@gmail.com; Bruce.McClelland@businesswesternsydney.com; ceo@cigroup.org.au; dmccliskey@piac.asn.au;      graham.turner57@gmail.com; jindaninara@gmail.com; Leigh Martin; mary.kanras@eccnsw.org.au; +3 others      Cc: Joshua Ibsen; Sharon Bowyer; Customer Reference Group</p> <p>230213 - CCRG - Meeting Pack.pdf 7 MB      230213 - CCRG - Item 8.1 - Draft-handbook-Water-regulation-December-2022 (1)(2).pdf 2 MB      230213 - CCRG - Item 8.2 - Our Water Our Voice customer-engagement-framework(2).pdf 2 MB</p> <p><b>CAUTION:</b> This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.</p> <p>Hi CCRG Members</p> <p>The first formal CCRG meeting will be held in-person next <b>Monday 13 February at 10:30am</b> at the Sydney Water office, 1 Smith St Parramatta. The Sydney Water team and I are looking forward to welcoming you from 10am to allow time for reception sign-in (ask for Sharon). Morning tea will also be available.</p> <p>The agenda and papers for this meeting are attached. Please be reminded that our way of working is for papers to be <b>'taken-as-read'</b>, with the expectation that you will have reviewed the content ahead of time and be ready to raise questions and discuss key issues at the meeting. Care has been taken for each paper to be clear as to its purpose, and for questions to be posed where there are particular matters that a response is sought from CCRG members. This will continue to be refined going forward and as we receive feedback from yourselves regarding what is working well.</p> <p>Per the agenda, at the end of the meeting there will be a "tour" of Sydney Water's <b>Wonder of Water Van</b> on site.</p> <p>Please note that Sydney Water would like to take your individual photos to accompany the Members Blos during the day, preferably before the meeting starts, as well as taking a few photos during the meeting and a group photo with the MD.</p> <p>Kindly note that the papers are also available in the Customer and Community Reference Group Sharepoint site. You would have received an email late last year about accessing and registering for this site, however if this is challenging at all please contact Sharon for assistance.</p> <p>Don't hesitate to be in contact ahead of time if needed, otherwise see you Monday next week.</p> <p>Regards      Abigail</p> <p>Abigail Goldberg FAICD FPIA, Chair and Director      T: 0404 021 552      E: <a href="mailto:info@goldbergblaise.com.au">info@goldbergblaise.com.au</a></p> <p><b>GoldbergBlaise</b>  <a href="http://goldbergblaise.com.au">goldbergblaise.com.au</a></p> <p>Reply Reply All Forward</p> <p>Mon 6/02/2023 5:17 PM</p>
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14/2/2023	Email to full CCRG	CCRG: Customer Engagement <b>Draft Phase 2</b> report and appendices for feedback	<p>CCRG: Customer Engagement Draft Phase 2 report and appendices</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@...&gt;  To: ceo@cigroup.org.au; Narelle Brown; Steven Collins; jindaniinaara@gmail.com; Mary Karras; Leigh Martin; Bruce.McClelland@businesswesternsydney.com; Douglas McCloskey; +3 others  Cc: Joshua Isben; Izzy Kerr; Sharon Bowyer; Abigail Goldberg  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 12/02/2031</p> <p>Our Water, Our Voice 2022-2023 - (02) Feb - Phase 2, Full Report - DRAFT.docx 7 MB  Our Water, Our Voice 2022-2023 - (02) Feb - Phase 2, Full report - Appendices.docx 554 KB</p> <p>Good morning,</p> <p>It was lovely to see you all again at the CCRG meeting yesterday.</p> <p>Following Izzy's item on the Customer Engagement update, the Phase 2 draft report is now available.</p> <p>I have attached the draft report and appendices and have also saved these into our CCRG sharepoint site. <a href="#">Customer Engagement - Phase 2</a></p> <p>You are welcome to provide you comments on these documents, by using "tracked changes" or the "Comments function". It is preferred that you provide your comments directly into the Sharepoint files, so other members of the CCRG can see your comments, but if this is not possible for you, please send your tracked changes / comments to me and I will collate them for you.</p> <p>As mentioned during the meeting CCRG yesterday we will need your comments by this <b>Friday, 17 February</b> and a small subgroup will also be formed to continue the discussion.</p> <p>Thanks again for attending the meeting yesterday and for your valuable contribution.</p> <p>Have a great day.</p> <p>Regards, Sharon</p>
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<p>16/2/2023</p>	<p>Email to full CCRG</p>	<p>CCRG: Customer Engagement <b>Draft Phase 1</b> report and appendices for feedback</p>	<p>CCRG: Customer Engagement Draft Phase 1 report and appendices</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.&gt;</p> <p>To: ceo@cigroup.org.au; Narelle Brown; Steven Collins; jindaniinaara@gmail.com; Mary Karras; Leigh Martin; Bruce.McClelland@businesswesternsydney.com; Douglas McCloskey; Stephen McMahon; Graham Turner; Ross Williams; +1 other</p> <p>Cc: Joshua Isber; Izzy Kerr; Abigail Goldberg; Sharon Bowyer</p> <p>Retention Policy: SWC - 8 Years Retention (8 years) Expires: 14/02/2031</p> <p>Our Water, Our Voice 2022-2023 - (2) Feb - Phase 1, Full report - DRAFT.docx (7 MB)</p> <p>Our Water, Our Voice 2022-2023 - (2) Feb - Phase 1, Full report - Appendices - DRAFT.docx (689 KB)</p> <p>Our Water, Our Voice 2022-2023 - (02) Feb - Phase 2, Full Report - DRAFT.docx (7 MB)</p> <p>Our Water, Our Voice 2022-2023 - (02) Feb - Phase 2, Full report - Appendices.docx (554 KB)</p> <p>Good morning everyone,</p> <p>Just to let you know that the Phase 1 report and appendices from the Customer Engagement work are now available in the CCRG Sharepoint site – <a href="#">Customer Engagement - Phase 1</a>, Feedback on phase 1 would be appreciated by next <b>Wednesday 22nd February</b>.</p> <p>As previously mentioned your comments on the Phase 2 report would be appreciated by this <b>Friday, 17 February</b>. See <a href="#">Customer Engagement - Phase 2</a></p> <p>I have also attached the Phase 1 and Phase 2 documents (report and appendices) here for your reference.</p> <p>Please provide your comments on the reports directly into the Sharepoint site (using tracked changes and the comments feature). However, if this is not possible please add your comments to the attached and email back to me.</p> <p>Thanks and have a great day.</p> <p>Regards, Sharon</p>																																	
<p>16/2/2023</p>	<p>Email to full CCRG</p>	<p>CCRG: Customer Engagement <b>Phase 3 workshop dates for Observers</b></p>	<p>CCRG: Customer Engagement Phase 3 workshop dates for Observers</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.&gt;</p> <p>To: ceo@cigroup.org.au; Narelle Brown; Steven Collins; jindaniinaara@gmail.com; Mary Karras; Leigh Martin; Bruce.McClelland@businesswesternsydney.com; Douglas McCloskey; Stephen McMahon; Graham Turner; Ross Williams; +1 other</p> <p>Cc: Abigail Goldberg; Joshua Isber; Izzy Kerr; Sharon Bowyer</p> <p>Retention Policy: SWC - 8 Years Retention (8 years) Expires: 14/02/2031</p> <p>Hello all,</p> <p>Izzy and the team now have the dates for the 10 Customer Engagement Workshops for Phase 3. These are all running from <b>5.30-8.30pm</b>.</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Location</th> <th>Venue</th> </tr> </thead> <tbody> <tr> <td>14-Mar</td> <td>Far West</td> <td>Penrith Panthers</td> </tr> <tr> <td>15-Mar</td> <td>Far West</td> <td>Penrith Panthers</td> </tr> <tr> <td>16-Mar</td> <td>CBD</td> <td>Rydges Sydney Central</td> </tr> <tr> <td>21-Mar</td> <td>South</td> <td>Wollongong Stadium</td> </tr> <tr> <td>22-Mar</td> <td>South</td> <td>Wollongong Stadium</td> </tr> <tr> <td>23-Mar</td> <td>CBD</td> <td>Rydges Sydney Central</td> </tr> <tr> <td>28-Mar</td> <td>North</td> <td>Hornsby RSL</td> </tr> <tr> <td>29-Mar</td> <td>North</td> <td>Hornsby RSL</td> </tr> <tr> <td>30-Mar</td> <td>West</td> <td>Parramatta Rydges</td> </tr> <tr> <td>4-Apr</td> <td>West</td> <td>Parramatta Rydges</td> </tr> </tbody> </table> <p>Please let me know (by reply email), which sessions that you would be available to attend as <b>Observers</b>.</p> <p>Please note that we can only have a maximum of 2 CCRG members attend each of the different sessions. There will only be 30 customers in each session and there will be other observers from Sydney Water, DPE, EPA, NSW Health and IPART.</p> <p>Once the team have collated the full Observer list we will let you know which dates are suitable and an invite will be sent to you.</p> <p>On this occasion, Sydney Water is <b>not</b> able to pay Sitting Fees or travel expenses for CCRG members to attend these sessions.</p> <p>Could you please get back to me with your preferred dates by this <b>Monday 20 February, 2023</b>.</p> <p>Thanks and have a great day.</p> <p>Regards, Sharon</p>	Date	Location	Venue	14-Mar	Far West	Penrith Panthers	15-Mar	Far West	Penrith Panthers	16-Mar	CBD	Rydges Sydney Central	21-Mar	South	Wollongong Stadium	22-Mar	South	Wollongong Stadium	23-Mar	CBD	Rydges Sydney Central	28-Mar	North	Hornsby RSL	29-Mar	North	Hornsby RSL	30-Mar	West	Parramatta Rydges	4-Apr	West	Parramatta Rydges
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<p><b>13 March 2023</b></p>	<p>Email to subgroup and cc to all CCRG members</p>	<p>CCRG: Customer Engagement Phase 3 Workshops and <b>Session Plan</b></p> <p>Attachment: Our Water Our Voice – Phase 3 Workshops – Session Plan – Guides A and B</p>	<p>CCRG: Customer Engagement Phase 3 Workshops and Session Plan</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;</p> <p>To: Abigail Goldberg, cee@crgroup.org.au, Narelle Brown, Inaara Jindani, Mary Karras, Douglas McCloskey, Ross Williams  Cc: Steven Collins (steven.collins10307@gmail.com), Leigh Martin, Bruce McClelland@businesswestersydney.com, Stephen McMahon, Graham Turner, Joshua Isbert, Izzy Kerr, Sharon Bowyer  Retention Policy: SWC - 8 Years Retention (8 years)  Expires: 11/03/2021</p> <p>Our Water Our Voice 2022-2023 - Phase 3 Workshops - Session Plan - Guides A and B - FINAL.10023.docx  173 KB</p> <p>Hi everyone,</p> <p>We are looking forward to seeing those of you that are attending the Phase 3 Customer Engagement workshops which commence tomorrow (Tuesday 14<sup>th</sup> March).</p> <p>These Phase 3 workshops continue the work to date on customer priorities and expectations, and will focus on key topic areas that are both important for customers and key decision points for our strategic plans and price proposal.</p> <p>These workshops will be facilitated by our Research Partner, Kantar and will have agendas, 80 customers in each session. Representatives from IPART, EPA, DEU and NSW Health have also been invited to observe these sessions.</p> <p>Attached for your information is the Phase 3 Workshop Session Plan. This Plan is intended for our facilitators and is not customer facing. The Plan outlines the agenda and run sheet. The Plan will give you a sense of how the workshops are being run, the objectives of the session and how customer insights and engagement will help Sydney Water shape and inform our business decisions.</p> <p>Each workshop commences from 5.30pm and dinner will be served. If you are attending, please arrive on time and a Sydney Water staff member will greet you and assist with sign in and other logistics.</p> <p>An observers of these workshops we would be interested in your feedback specifically on:</p> <ul style="list-style-type: none"> <li>What worked well?</li> <li>What could be improved?</li> </ul> <p>There will be an opportunity for members to provide a report back on these workshops at the 3<sup>rd</sup> April CCRG meeting.</p> <p>Customer Engagement Phase 3 Workshop invitations have been sent to CCRG members as outlined below.</p> <table border="1"> <thead> <tr> <th>Date - Location</th> <th>CCRG attendance</th> </tr> </thead> <tbody> <tr> <td>14 March - Rydges Penrith Panthers</td> <td>Douglas McCloskey 1 spot still available</td> </tr> <tr> <td>15 March - Penrith Panthers</td> <td>CCRG</td> </tr> <tr> <td>16 March - Rydges Penrith Panthers</td> <td>Douglas McCloskey (TBA) 1 spot still available</td> </tr> <tr> <td>18 March - Rydges Penrith Panthers</td> <td>Mary Karras 1 spot still available</td> </tr> <tr> <td>21 March - Rydges Penrith Panthers</td> <td>Douglas McCloskey Anna Bacik</td> </tr> <tr> <td>21 March - Wollongong Stadium</td> <td>2 spots still available</td> </tr> <tr> <td>21 March - Rydges Penrith Panthers</td> <td>Aligail Goldberg Inaara Jindani</td> </tr> <tr> <td>21 March - Rydges Penrith Panthers</td> <td>Douglas McCloskey Narelle Brown</td> </tr> <tr> <td>21 March - Rydges Penrith Panthers</td> <td>Narelle Brown 1 spot still available</td> </tr> <tr> <td>21 March - Rydges Penrith Panthers</td> <td>Ross Williams Anna Bacik (on behalf of Douglas)</td> </tr> <tr> <td>21 March - Rydges Penrith Panthers</td> <td>1 spot still available</td> </tr> <tr> <td>21 March - Rydges Penrith Panthers</td> <td>1 spot still available</td> </tr> </tbody> </table> <p>As a reminder, Sydney Water is unable to offer a refund for your attendance at these workshops.</p> <p>Thanks again for your participation in these workshops.</p> <p>Please let me know if you have any questions.</p> <p>Regards,  Sharon</p> <p>Sharon Bowyer  Senior Customer Governance Specialist  Customer and Stakeholder Engagement  Mobile 0403 878 666  sharon.bowyer@sydneywater.com.au</p> <p>Level 14, 1 Smith Street  Parramatta NSW 2150</p>	Date - Location	CCRG attendance	14 March - Rydges Penrith Panthers	Douglas McCloskey 1 spot still available	15 March - Penrith Panthers	CCRG	16 March - Rydges Penrith Panthers	Douglas McCloskey (TBA) 1 spot still available	18 March - Rydges Penrith Panthers	Mary Karras 1 spot still available	21 March - Rydges Penrith Panthers	Douglas McCloskey Anna Bacik	21 March - Wollongong Stadium	2 spots still available	21 March - Rydges Penrith Panthers	Aligail Goldberg Inaara Jindani	21 March - Rydges Penrith Panthers	Douglas McCloskey Narelle Brown	21 March - Rydges Penrith Panthers	Narelle Brown 1 spot still available	21 March - Rydges Penrith Panthers	Ross Williams Anna Bacik (on behalf of Douglas)	21 March - Rydges Penrith Panthers	1 spot still available	21 March - Rydges Penrith Panthers	1 spot still available
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<p><b>15 March 2023</b></p>	<p>CCRG Subgroup meeting</p>	<p>Our Water Our Voice – Developing the Customer Engagement summary document</p>	<p>CCRG: Subgroup meeting - 15th March</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;</p> <p>To: Inaara Jindani, cee@crgroup.org.au, Narelle Brown, Douglas McCloskey, Ross Williams  Cc: Abigail Goldberg, Joshua Isbert, Izzy Kerr, Andrea Millar</p> <p>230315 - CCRG - Item 0 - Agenda.docx  92 KB</p> <p>230315 - CCRG - Draft-handbook-Water-regulation-December-2022.pdf  2 MB</p> <p>230315 - CCRG - Our Water Our Voice customer-engagement-framework.pdf  2 MB</p> <p>Hi all,</p> <p>We are looking forward to meeting with you for the on-line CCRG subgroup meeting on the 15<sup>th</sup> March at 9am.</p> <p>Attached are:</p> <ol style="list-style-type: none"> <li>Agenda</li> <li>Background – IPART Water Regulation Draft Handbook</li> <li>Background – Our Water, Our Voice Customer Engagement Framework</li> </ol> <p>Both the IPART Handbook and the Our Water Our Voice Customer Engagement Framework were previously shared with the CCRG for the Feb meeting. They are attached here again for ease of reference.</p> <p>Have a lovely weekend.</p> <p>Regards,  Sharon</p>																										
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17 March 2023	Email to full CCRG	Phase 3 Customer Engagement Business Mini Focus Groups (On-line sessions)	<p>Phase 3 Customer Engagement Business Mini Focus Groups (On-line sessions)</p> <p> Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To: GoldbergBlaise; ceo@cigroup.org.au; Narelle Brown; Steven Collins (steven.collins110387@gmail.com); jindaninaara@gmail.com; Mary Karras;  Leigh Martin; BruceMcClelland@businesswesternsydney.com; Douglas McCloskey; BruceMcClelland@businesswesternsydney.com; +3 others  Cc: Joshua Isher; Izzy Kerr; Sharon Bowyer  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 15/03/2031</p> <p>Hi all,</p> <p>As part of Phase 3 Customer Engagement we are running two On-line mini focus groups with <b>small to medium</b> sized businesses. CCRG members are invited to attend these sessions virtually as Observers.</p> <p>Both sessions will be held on Monday 20<sup>th</sup> March.</p> <ul style="list-style-type: none"> <li>Session 1: 5:30 – 7:00pm</li> <li>Session 2: 7:30 – 9:00pm</li> </ul> <p>Sessions will have approx. 4-5 people in attendance and will include small to medium size business representatives that have a high criticality of water use for their business operations eg café, hairdressers and schools. The participants will be informed that there will be Observers, but you will not be visible to them in this on-line set up.</p> <p>The sessions will be run by our research partner, Kantar.</p> <p>Please let me know if you would like to attend one of these sessions and an invitation with the MS Teams link will be sent to you.</p> <p>Apologies for the late notice on this invitation.</p> <p>Unfortunately Sydney Water is not able to pay Sitting Fees for CCRG member attendance at these sessions.</p> <p>Regards, Sharon</p> <p><b>Sharon Bowyer</b> Senior Customer Governance Specialist Customer and Stakeholder Engagement</p> <p>Mobile 0403 878 666 Level 14, 1 Smith Street sharon.bowyer@sydneywater.com.au Parramatta NSW 2150</p>												
20 March 2023	Phase 3 Customer Engagement Business Mini Focus Groups (On-line sessions)	Mini focus groups with <b>small to medium</b> sized businesses.	<p>CCRG attendance as observers:</p> <p>Narelle Brown attended both session evening online sessions on 20 March 2023</p> <ul style="list-style-type: none"> <li>Session 1: 5:30 – 7:00pm</li> <li>Session 2: 7:30 – 9:00pm</li> </ul>												

3 April 2023

CCRG Meeting

**Customer engagement update – Meeting pack included Paper and separate supporting documentation on**

- Phase 1 Our Water Our Voice Engagement Final Report
- Phase 1 Appendices
- Phase 2 Our Water Our Voice Engagement Final Report
- Phase 2 Appendices
- CCRG Customer Engagement Comments Log

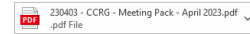
**Price proposal update (included workshop with the CCRG on customer outcomes and draft metrics)**

[External] Sydney Water CCRG - Meeting 3, 3 April 2023, 9am



GoldbergBlaise <info@goldbergblaise.com.au>  
 To: Stephen McMahon; ceo@cigroup.org.au; Narelle Brown; BruceMcClelland@businesswesternsydney.com; Steven.Collins@parliament.nsw.gov.au; jindaninaara@gmail.com; mary.karas@eccnsw.org.au; Leigh Martin; Douglas McCloskey; graham.turner57@gmail.com; roseline2110@gmail.com  
 Cc: Customer Reference Group; Sharon Bowyer; Joshua Isben

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Hi CCRG Members

The next CCRG meeting will be held in-person on **Monday 3 April at 9:00am** at the Sydney Water office, 1 Smith St Parramatta. The Sydney Water team and I are looking forward to welcoming you from **8:30am** to allow time for reception sign-in (ask for Sharon).

The agenda and papers for this meeting are attached. Please be reminded that our way of working is for papers to be **'taken-as-read'**, with the expectation that you will have reviewed the content ahead of time and be ready to raise questions and discuss key issues at the meeting. Care has been taken for each paper to be clear as to its purpose, and for questions to be posed where there are particular matters that a response is sought from CCRG members. Kindly note that we will be taking a "workshop" approach to the Price Proposal Update, and your input will be sought from a *big picture, public interest* perspective regarding potential performance metrics for each outcome that is being sought.

A follow-on email will include a pack of supporting papers for your convenience, including

- Phase 1 Our Water Our Voice Engagement Final Report
- Phase 1 Appendices
- Phase 2 Our Water Our Voice Engagement Final Report
- Phase 2 Appendices
- CCRG Customer Engagement Comments Log

FYI there will be a "virtual tour" of the Purified Recycled Water plant (under construction) at the meeting. The CCRG will also be joined by observers from the Sydney Water Board being the Chair, Grant King and Non-Executive Director Cameron Robertson. The MD, Roch Cheroux will join for an hour.

Don't hesitate to be in contact ahead of time if needed, otherwise see you Monday 3 April.

Thanks and regards  
Abigail

**Abigail Goldberg FAICD FPIA, Chair and Director**  
T: 0404 021 552  
E: [info@goldbergblaise.com.au](mailto:info@goldbergblaise.com.au)

Supporting Papers: Sydney Water CCRG - Meeting 3, 3 April 2023, 9am



Customer Reference Group  
 To: Stephen McMahon; ceo@cigroup.org.au; Narelle Brown; BruceMcClelland@businesswesternsydney.com; Steven.Collins@parliament.nsw.gov.au; jindaninaara@gmail.com; mary.karas@eccnsw.org.au; Leigh Martin; Douglas McCloskey; +2 others  
 Cc: GoldbergBlaise; Customer Reference Group; Joshua Isben; Sharon Bowyer



On behalf of Abigail, please see email below.

Hi CCRG Members,

Further to my preceding email, please find attached supporting papers for your convenience, including:

- Phase 1 Our Water Our Voice Engagement Final Report
- Phase 1 Appendices
- Phase 2 Our Water Our Voice Engagement Final Report
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- CCRG Customer Engagement Comments Log

Don't hesitate to be in contact ahead of time if needed, otherwise see you Monday 3 April.


































Thanks and regards  
Abigail

<p>17 April 2023</p>	<p>Email to CCRG subgroup</p>	<p>CCRG Subgroup On-line meeting - Agenda - 20 April 2023</p>	<div data-bbox="840 92 1310 114" data-label="Section-Header"> <p>CCRG Subgroup On-line meeting - Agenda - 20 April 2023</p> </div> <div data-bbox="840 130 884 178" data-label="Image"> </div> <div data-bbox="891 135 1400 156" data-label="Text"> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;</p> </div> <div data-bbox="891 156 1713 188" data-label="Text"> <p>To: Mary Karras; Narelle Brown; jindaniinaara@gmail.com; Steven Collins (steven.collins110387@gmail.com); Douglas McCloskey; Ross Williams  Cc: Abigail Goldberg; Joshua Isben; Sharon Bowyer</p> </div> <div data-bbox="1848 119 2184 167" data-label="Complex-Block"> <p> <span>Reply</span> <span>Reply All</span> <span>Forward</span> <span>Share</span> <span>More</span> </p> </div> <div data-bbox="2049 156 2184 172" data-label="Text"> <p>Mon 17/04/2023 5:11 PM</p> </div> <div data-bbox="840 188 1097 204" data-label="Text"> <p>Retention Policy: SWC - 8 Years Retention (8 years) Expires: 15/04/2031</p> </div> <div data-bbox="840 210 1926 290" data-label="List-Group"> <ul style="list-style-type: none"> <li>230420 - CCRG Subgroup meeting - Agenda - Final.docx 98 KB</li> <li>230403 - CCRG - Item 9 - Customer Engagement Update - for April 2023 meeting - FINAL.pdf 399 KB</li> <li>Our Water Our Voice 2022-2023 - (04) April - Phase 3 Co-Design Workshops Debrief - Draft.pdf 4 MB</li> </ul> </div> <div data-bbox="840 311 1131 327" data-label="Text"> <p>Hi Mary, Narelle, Inaara, Steven, Douglas and Ross,</p> </div> <div data-bbox="840 347 1489 363" data-label="Text"> <p>We are looking forward to meeting with you for the on-line CCRG subgroup meeting this Thursday 20 April at 9am.</p> </div> <div data-bbox="840 384 1556 400" data-label="Text"> <p>This subgroup meeting (agenda attached) will assist us with the preparation for Phase 4 of our Customer Engagement program.</p> </div> <div data-bbox="840 421 2049 453" data-label="Text"> <p>As mentioned during the recent CCRG meeting, the subgroup will not be discussing the methodology for Phase 4. Rather, this subgroup meeting will seek CCRG input from a <b>customer perspective</b> on topics to be selected, how to present levels of service, and supporting information to help customers make an informed choice.</p> </div> <div data-bbox="840 474 918 489" data-label="Text"> <p>Attached are:</p> </div> <div data-bbox="851 510 1568 566" data-label="List-Group"> <ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Customer Engagement update paper – Please note: This is the same paper that Izzy presented at the April CCRG meeting</li> <li>3. The draft report from the Phase 3 Customer Engagement workshops</li> </ol> </div> <div data-bbox="840 587 1209 603" data-label="Text"> <p>Mary Karras will be chairing this meeting for us. Thank you Mary!</p> </div> <div data-bbox="840 624 1064 639" data-label="Text"> <p>Looking forward to seeing you on-line.</p> </div> <div data-bbox="840 660 884 692" data-label="Text"> <p>Regards, Sharon</p> </div> <div data-bbox="840 729 1086 777" data-label="Text"> <p><b>Sharon Bowyer</b> Senior Customer Governance Specialist Customer and Stakeholder Engagement</p> </div> <div data-bbox="840 793 1086 833" data-label="Text"> <p>Mobile 0403 878 666 <a href="mailto:sharon.bowyer@sydneywater.com.au">sharon.bowyer@sydneywater.com.au</a></p> </div> <div data-bbox="1120 793 1265 825" data-label="Text"> <p>Level 14, 1 Smith Street Parramatta NSW 2150</p> </div>
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



















<p>20 April 2023</p>	<p>CCRG Subgroup meeting</p>	<p>Planning for Customer Engagement Phase 4</p>	<p>CCRG Subgroup meeting: Presentation</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;      To: Mary Karras; Narelle Brown; Inaara Jindani; Douglas McCloskey; Ross Williams      Cc: Abigail Goldberg; Joshua Isben</p> <p>Retention Policy: SWC - 8 Years Retention (8 years) Expires: 18/04/2023 12:09 PM</p> <p>You forwarded this message on 28/04/2023 8:24 AM.</p> <p>230403 - CCRG - Item 9 - Customer Engagement Update - for April 2023 meeting - FINAL PDF.pdf 5 MB</p> <p>Hello everyone,</p> <p>Thank you for your participation in the CCRG subgroup meeting today on Customer Engagement - Planning for Phase 4. This discussion was very useful and your input and ideas are greatly appreciated.</p> <p>Attached is the presentation that the team walked through today.</p> <p>We welcome any additional comments as part of the Facilitated Discussion item by next Friday 28 April 2023.</p> <p>Thank you again Mary for chairing this meeting and for keeping us to time.</p> <p>Have a great day.</p> <p>Regards, Sharon</p> <p><b>Sharon Bowyer</b> Senior Customer Governance Specialist Customer and Stakeholder Engagement</p> <p>Mobile 0403 878 666 <a href="mailto:sharon.bowyer@sydneywater.com.au">sharon.bowyer@sydneywater.com.au</a> Level 14, 1 Smith Street Parramatta NSW 2150</p>
<p>17 May 2023</p>	<p>Email to CCRG subgroup</p>	<p>CCRG Subgroup Phase 4 Customer Engagement - Follow up</p> <p>Attachments</p> <ul style="list-style-type: none"> <li>DCE Phase 4 feedback</li> <li>Phase 4 qual – proposed approach – cool green spaces</li> <li>Phase 4 qual – proposed approach – tariffs</li> <li>Phase 4 qual – proposed approach – waterway health</li> </ul>	<p>CCRG Subgroup Phase 4 Customer Engagement - Follow up</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;      To: Mary Karras; Narelle Brown; jindanimina@gmail.com; Douglas McCloskey; Ross Williams      Cc: Abigail Goldberg; Joshua Isben; Sharon Bowyer</p> <p>Retention Policy: SWC - 8 Years Retention (8 years) Expires: 15/05/2023</p> <p>CCRG Sub Group - DCE Phase 4 Feedback Update - May 2023.pptx 31 KB      Phase 4 qual - proposed approach - cool green spaces - for CCRG feedback.docx 23 KB      Phase 4 qual - proposed approach - tariffs - for CCRG feedback.docx 28 KB      Phase 4 qual - proposed approach - water supply resilience - for CCRG feedback.docx 24 KB      Phase 4 qual - proposed approach - waterway health - for CCRG feedback.docx 24 KB</p> <p>Hi Mary, Narelle, Inaara, Douglas and Ross,</p> <p>Thanks for your attendance and active participation in the CCRG subgroup last month on approach and design for Phase 4 of our customer engagement program. Your feedback both in and after the session was very much appreciated. We have taken your feedback onboard as we've progressed the design.</p> <p>You may recall that Phase 4 has 2 components:</p> <ol style="list-style-type: none"> <li>A quantitative discrete choice experiment (DCE) to determine willingness to pay (WTP) for specific outcomes and at total bill level</li> <li>A qualitative component comprising of deliberative forums and smaller focus groups with special customer groups (eg CALD in language, business).</li> </ol> <p>Our original intent was to run the DCE then follow up with the qualitative engagement. Due to timeframe issues we will now be running these two components in parallel, which gave us the opportunity to rethink the approach for the qualitative work.</p> <p>Our current thinking is to use the forums to explore a small number of topics in more depth, looking at other aspects that can't easily be tested in a DCE eg customer-preferred principles for how Sydney Water should prioritise investment to achieve the outcomes. The sessions could be structured so that customers can consider each topic for more than an hour, allowing us to present more detailed context and information and for more in depth discussion. We would combine the insights from the qualitative forums with the WTP from the DCE to determine overall customer preferences that could inform our decision making.</p> <p>Attached is an updated outline of the attributes we will test in the DCE. There is still a lot of detail being developed but this provides a high-level view. I've also attached a high-level outline of the topics for the qualitative session. They include the purpose of the engagement, materials that we would provide for participants, the questions we are seeking answer for, and how we would apply the insights in decision making.</p> <p>We would love to get any further feedback on the updated approach before we finalise the high-level design and start developing the detailed artefacts. Unfortunately there is a quick turnaround required because we need your input prior to a large workshop early next week.</p> <p>As such, if you have time, it would be great if you could review the material attached and send through any comments or feedback by Friday COB.</p> <p>Thanks again for your assistance and guidance with this challenging initiative.</p> <p>Regards Josh</p>













Jun 2023	CCRG Meeting	<p>Meeting focus on</p> <ul style="list-style-type: none"> <li>• Our Water, Our Voice Customer engagement update</li> <li>• Engaging customers on future bill increases</li> <li>• Our payment assistance program</li> <li>• Price proposal update</li> </ul>	<p>[External] Sydney Water CCRG - Meeting 4, 5 June 2023</p> <p>AG GoldbergBlaise &lt;info@goldbergblaise.com.au&gt;      To: Stephen McMahon; Narelle Brown; Bruce McClelland@businesswesternsydney.com; Steven Collins@parliament.nsw.gov.au; jindaninaara@gmail.com;      mary.karras@eccnsw.org.au; drogers@cigroup.org.au; Leigh Martin; Douglas McCloskey; graham.turner57@gmail.com; +2 others      Cc: Customer Reference Group; Sharon Bowyer; Joshua Ilden</p> <p>230605 - CCRG - Full Meeting Pack - June 2023 - Final.pdf 13 MB      230605 - CCRG - Item 8 Att 2 - Our Water Our Voice 2022-2023 - Ph 3 Co-Design Workshop Debrief - Final.pdf 2 MB      230605 - CCRG - Item 8 Att 1 - Customer Brochure - Our Water Our Voice Highlights 2023_Final[1].pdf 300 KB      230605 - CCRG - Item 9 Att 1 - Customer Engagement - Planning for Phase 4 - 200423 presentation - Final.pdf 1 MB      230605 - CCRG - New Arrivals_Final Flyers.pdf</p> <p><b>CAUTION:</b> This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.</p> <p>Hi CCRG Members</p> <p>Meeting 4 of the Sydney Water CCRG will be held in-person on <b>Monday 5 June at 9:00am at Sydney Water's City Office, 420 George St Sydney</b>. The Sydney Water team and I are looking forward to welcoming you from <b>8:30am</b> to allow time for sign-in at reception, which is just up the escalator. If needed, ask for Sharon!</p> <p>The agenda and papers for this meeting are attached. Please be reminded that our way of working is for papers to be <b>'taken-as-read'</b>, with the expectation that you will have reviewed the content ahead of time and be ready to raise questions and discuss key issues at the meeting. Care has been taken for each paper to be clear as to its purpose, and for questions to be posed where there are particular matters requiring a response from CCRG members. At the suggestion of members, we have also now moved to differentiate 'papers for discussion' from 'papers for noting'.</p> <p>Kindly note that we will be welcoming <b>Donna Rogers</b> to the CCRG at this meeting as the new representative for Community Industry Group (CIG). We are pleased that <b>Anna Back</b>, who has departed CIG, has agreed to remain as a community representative for Wollongong and the southern NSW areas and look forward to her ongoing input. The CCRG will also be joined by <b>Greg Coultas</b>, Non-Executive Director of the Sydney Water Board and Chair of the Audit and Risk Committee, as an observer. The Sydney Water MD, <b>Roch Cheroux</b> will join for part of the meeting.</p> <p>The following are attached:</p> <ul style="list-style-type: none"> <li>• CCRG meeting pack June 2023 – agenda and papers</li> <li>• Two separate papers relating to Agenda Item 8 – Our Water Our Voice Customer Engagement update</li> <li>• A paper relating to Agenda Item 9 – Customer Engagement – Planning for Phase 4 - subgroup meeting</li> <li>• As follow-up to a previous CCRG discussion item, Sydney Water's brochure for New Arrivals and Emerging Communities in English, Nepalese and Arabic.</li> </ul> <p>Looking forward to your inputs and more of the lively debate that has characterised the CCRG to date. Please don't hesitate to be in contact ahead of time if needed, otherwise see you <b>Monday 5 June</b>.</p> <p>Thanks and regards      Abigail</p> <p><b>Abigail Goldberg</b> FAICD FPIA, Chair and Director      T: 0404 021 552      E: <a href="mailto:info@goldbergblaise.com.au">info@goldbergblaise.com.au</a></p> <p>Reply Reply All Forward Fri 26/05/2023 1:58 PM</p>
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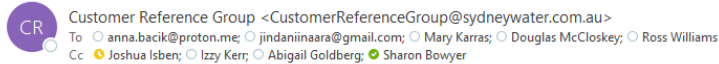
<p>15 June 2023</p>	<p>Email to all CCRG members</p>	<p>Customer Engagement Phase 4 Forums - Dates for CCRG Observers</p>	<p>Customer Engagement Phase 4 Deliberative Forums - Dates for CCRG Observers</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;        To: Abigail Goldberg; anna.bacik@proton.me; Narelle Brown; Steven Collins (steven.collins110387@gmail.com); jindaniinaara@gmail.com; Mary Karras; Leigh Martin; Bruce.McClelland@businesswesternsydney.com; Douglas McCloskey; Stephen McMahon; Donna Rogers; Graham Turner; +1 other        Cc: Joshua Isben; Izzy Kerr; Sharon Bowyer        Retention Policy: SWC - 8 Years Retention (8 years) Expires: 13/06/2031</p> <p>Hi CCRG Members,</p> <p>As mentioned at our last meeting, the CCRG are invited to attend Sydney Water's 'Our Water, Our Voice' Phase 4 customer engagement sessions as Observers.</p> <p>The dates and location details are outlined below.</p> <p>If you would like to attend one or more of these session, please let me know which sessions that you would like to attend, and any dietary requirements (light dinner provided).</p> <p>Please note that we can only have a maximum of 3 CCRG members attend each of the different sessions. There will be other observers from Sydney Water, DPE, EPA, NSW Health, EWON and IPART.</p> <p>Attendance is optional for CCRG members. Unfortunately on this occasion, Sydney Water is not able to pay Sitting Fees or travel expenses for CCRG members to attend these sessions.</p> <p>Could you please get back to me by Friday 23 June, 2023 if you would like to attend.</p> <p>Once we have collated the Observer list we will let you know which dates are suitable and a calendar invite will be sent to you.</p> <p>Thanks and have a great day.</p> <p>Phase 4 'Our Water, Our Voice' customer engagement deliberative forums will be held as follows:</p> <table border="1"> <thead> <tr> <th>Forum</th> <th>FORUM 1 - SOUTH</th> <th>FORUM 2 - FAR WEST</th> <th>FORUM 3 - NORTH</th> <th>FORUM 4 - WEST</th> <th>FORUM 5 - CBD</th> </tr> </thead> <tbody> <tr> <td>Date</td> <td>Tuesday 4 July 2023</td> <td>Wednesday 5 July 2023</td> <td>Thursday 6 July 2023</td> <td>Tuesday 11 July 2023</td> <td>Thursday 13 July 2023</td> </tr> <tr> <td>Time</td> <td>5:30-8:30pm</td> <td>5:30-8:30pm</td> <td>5:30-8:30pm</td> <td>5:30-8:30pm</td> <td>5:30-8:30pm</td> </tr> <tr> <td>Location</td> <td>WIN Stadium</td> <td>Penrith Panthers</td> <td>Hornsby RSL</td> <td>Rydges Parramatta</td> <td>TBC</td> </tr> <tr> <td>Address</td> <td>49 Harbour St, Wollongong NSW 2500</td> <td>123 Mulgoa Road, Penrith NSW 2750</td> <td>4 High St, Hornsby NSW 2077</td> <td>116-118 James Ruse Dr, Rosehill NSW 2142</td> <td>The venue for the CBD location is to be advised, but we will let you know once the venue has been confirmed.</td> </tr> </tbody> </table> <p>Regards, Sharon</p> <p><b>Sharon Bowyer</b> Senior Customer Governance Specialist Customer and Stakeholder Engagement</p>	Forum	FORUM 1 - SOUTH	FORUM 2 - FAR WEST	FORUM 3 - NORTH	FORUM 4 - WEST	FORUM 5 - CBD	Date	Tuesday 4 July 2023	Wednesday 5 July 2023	Thursday 6 July 2023	Tuesday 11 July 2023	Thursday 13 July 2023	Time	5:30-8:30pm	5:30-8:30pm	5:30-8:30pm	5:30-8:30pm	5:30-8:30pm	Location	WIN Stadium	Penrith Panthers	Hornsby RSL	Rydges Parramatta	TBC	Address	49 Harbour St, Wollongong NSW 2500	123 Mulgoa Road, Penrith NSW 2750	4 High St, Hornsby NSW 2077	116-118 James Ruse Dr, Rosehill NSW 2142	The venue for the CBD location is to be advised, but we will let you know once the venue has been confirmed.
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Location	WIN Stadium	Penrith Panthers	Hornsby RSL	Rydges Parramatta	TBC																												
Address	49 Harbour St, Wollongong NSW 2500	123 Mulgoa Road, Penrith NSW 2750	4 High St, Hornsby NSW 2077	116-118 James Ruse Dr, Rosehill NSW 2142	The venue for the CBD location is to be advised, but we will let you know once the venue has been confirmed.																												
<p>19 June 2023</p>	<p>Email to all CCRG members</p>	<p>CCRG Comments: Phase 4 Deliberative Forums Session Plan and Stimulus</p>	<p>CCRG Comments: Phase 4 Deliberative Forums Session Plan and Stimulus</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;        To: Abigail Goldberg; anna.bacik@proton.me; Narelle Brown; Steven Collins; Inaara Jindani; Mary Karras; Leigh Martin; Douglas McCloskey; Bruce.McClelland@businesswesternsydney.com; Stephen McMahon; Donna Rogers; Graham Turner; Ross Williams        Cc: Joshua Isben; Sharon Bowyer        Retention Policy: SWC - 8 Years Retention (8 years) Expires: 17/06/2031</p> <p>You replied to this message on 28/06/2023 3:36 PM. This message was sent with High importance.</p> <p>Our Water, Our Voice - 2022-2023 - (07) July - Phase 4 Deliberative Forums - Draft Material - 190623.pdf 8 MB</p> <p>Our Water, Our Voice - 2022-2023 - (06) June - Phase 4 Deliberative Forums - Session Plan DRAFT Clean 160623.docx 154 KB</p> <p>Hi CCRG Members,</p> <p>As Josh mentioned at our June CCRG meeting, the CCRG are invited to review the materials that will be used for Phase 4 of the Customer Engagement 'Our Water Our Voice' program.</p> <p>Unfortunately we need a very quick turnaround so that we can consolidate the feedback and update the documents in time for the forums to commence.</p> <p>For those wishing to comment, we need to your feedback by lunchtime Friday 23 June.</p> <p>Thank you.</p> <p>Regards, Sharon</p>																														

28 June 2023	Email to all CCRG members	CCRG Story in "Waterwrap"	<p>CCRG Story in "Waterwrap"</p> <p> Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;</p> <p>To  Customer Reference Group;  Abigail Goldberg;  anna.bacik@proton.me;  Narelle Brown;  Steven Collins;  Inaara Jindani;  Mary Karras;  Leigh Martin;  Douglas McCloskey;  Bruce.McClelland@businesswesternsydney.com;  Stephen McMahon;  Donna Rogers;  Graham Turner;  Ross Williams</p> <p>Cc  Joshua Isben;  Sharon Bowyer</p> <p>Retention Policy SWC - 8 Years Retention (8 years) Expires 26/06/2031</p> <p> This message was sent with High importance.</p> <p>Hi CCRG Members,</p> <p>As Josh mentioned at our June CCRG, we plan to publish a short article about the CCRG in our Waterwrap newsletter. Waterwrap appears as an insert with our paper bills and also on-line. An example of the May-July 2023 Waterwrap can be found <a href="#">here</a></p> <p>The article will be very short and will also include the CCRG group photo image that is currently on our website. Being able to show this picture really humanises the story about the CCRG.</p> <p>The proposed article and photo are shown below.</p> <p>We trust that you are supportive of this photo being published with this article, however if you have any concerns, please let me know by 12noon this Friday 30<sup>th</sup> June.</p> <p>Thanks everyone.</p> <p>Regards, Sharon</p> <p><b>CCRG Article for Waterwrap Aug-Oct 2023 edition</b></p> <p><b>We're listening to our community</b></p> <p>The Customer and Community Reference group (CCRG) works with us as an independent voice to ensure our strategic plans, investment decisions and regulatory submissions are in the best long-term interests of our customers and the greater Sydney community.</p> <p>The CCRG meets six times a year with additional meetings and engagement forums from time to time. They support the research and engagement we do directly with our customers, including the <a href="#">Our Water, Our Voice</a> customer engagement program.</p> <p>The group is independently chaired and includes representatives from a range of sectors, professional backgrounds and relevant expertise. They're as diverse as our customer base that they represent.</p> <p>For more information about the CCRG members and minutes of their meetings see our <a href="#">website</a>.</p> 
4 July 2023	Email to full CCRG	CCRG: Customer Engagement Phase 4 - Session Plan and Stimulus Pack	<p>CCRG: Customer Engagement Phase 4 - Session Plan and Stimulus Pack</p> <p> Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.c&gt;</p> <p>To  Abigail Goldberg;  anna.bacik@proton.me;  Narelle Brown;  Steven Collins (steven.collins110387@gmail.com);  jindaniinaara@gmail.com;  Mary Karras;  Leigh Martin;  Bruce.McClelland@businesswesternsydney.com;  Douglas McCloskey; <b>+3 others</b></p> <p>Cc  Joshua Isben;  Izzy Kerr</p> <p>Retention Policy SWC - 8 Years Retention (8 years) Expires 2/07/2031</p> <p> Our Water, Our Voice - 2022-2023 - (06) June - Phase 4 Deliberative Forums - Session Plan FINAL - 300623.docx 170 KB</p> <p> Our Water, Our Voice - 2022-2023 - (07) July - Phase 4 Deliberative Forums Slide Deck- FINAL - 300623.pdf 11 MB</p> <p>Hello everyone,</p> <p>Please find attached the finalised the Session Plan and Stimulus Deck for the Phase 4 Deliberative Forums which commences this afternoon (first session at Wollongong).</p> <p>Thanks to those of you have provided feedback. The team are grateful for your input and have tried to incorporate it as much as possible.</p> <p>Regards, Sharon</p> <p><b>Sharon Bowyer</b> Senior Customer Governance Specialist Customer and Stakeholder Engagement</p> <p>Mobile 0403 878 666 <a href="mailto:sharon.bowyer@sydneywater.com.au">sharon.bowyer@sydneywater.com.au</a></p> <p>Level 14, 1 Smith Street Parramatta NSW 2150</p>




7 Aug 2023	CCRG Meeting	<p>Our Water, Our Voice Customer engagement update</p> <p>Price proposal update Operating Licence Review</p>	<p>[External] Sydney Water CCRG - Meeting 5, 7 August 2023</p> <p> GoldbergBlaise &lt;info@goldbergblaise.com.au&gt;</p> <p>To:  Stephen McMahon;  Narelle Brown;  Bruce McClelland@businesswesternsydney.com;  jindaniinaara@gmail.com;  mary.karras@eccsw.org.au;  drogers@cigroup.org.au;  Leigh Martin;  Douglas McCloskey;  graham.turner57@gmail.com;  roselina2110@gmail.com; +2 others</p> <p>Cc:  Customer Reference Group;  Sharon Bowyer;  Joshua Isben</p> <p> You forwarded this message on 27/07/2023 3:26 PM.</p> <p> 230807 - CCRG - Full Meeting Pack - Aug 2023 - Final.pdf 7 MB</p> <p> 230807 - CCRG - Item 6 - Background - DSP and ChargesPaper - UDIA Stephen McMahon.pdf 2 MB</p> <p><b>CAUTION:</b> This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.</p> <p>Hi CCRG Members</p> <p>Meeting 5 of the Sydney Water CCRG will be held in-person on <b>Monday 7 August at 8:00am</b> at <b>Sydney Water's City Office, 420 George St, Sydney</b>. The Sydney Water team and I are looking forward to welcoming you from <b>8:30am</b> to allow time for sign-in at reception, which is just up the escalator. If needed, ask for Sharon!</p> <p>The agenda and papers for this meeting are attached. Please be reminded that our way of working is for papers to be <b>'taken-as-read'</b>, with the expectation that you will have reviewed the content ahead of time and be ready to raise questions and discuss key issues at the meeting. Care has been taken for each paper to be clear as to its purpose, and for questions to be posed where there are particular matters requiring a response from CCRG members. At the suggestion of members, we have also now moved to differentiate 'papers for discussion' from 'papers for noting'.</p> <p>The CCRG will be joined at this meeting by Non-Executive Directors of the Sydney Water Board, <b>Dr Susan Petterson</b> and <b>Prof Mary O'Kane</b>, as observers. <b>Jamie Hollamby</b>, General Manager, Finance will also join as an observer. The Sydney Water MD, <b>Roch Cheroux</b>, and <b>Chris Gould</b>, General Manager Business Development, will join as participants for part of the meeting.</p> <p>Please note that this meeting will focus on two key topics as well as general updates, viz:</p> <ul style="list-style-type: none"> <li><b>Infrastructure Contributions</b> (1hr). This session will run as a panel discussion with Chris Gould from Sydney Water and 5 of the CCRG members presenting their views, followed by a facilitated discussion.</li> <li><b>Sydney Water's Reconciliation Action Plan (RAP)</b> (45min). The RAP will be presented and implementation described followed by opportunity for Q&amp;A.</li> </ul> <p>The following are attached:</p> <ul style="list-style-type: none"> <li>CCRG meeting pack August 2023 – agenda and papers (please note, this includes Sydney Water background paper to Infrastructure Contributions)</li> <li>Background material provided by Stephen McMahon (representing UDIA) outlining a view on business concerns regarding the proposed Development Service Plans and stormwater charges. This is background information for the panel discussion on Infrastructure Contributions.</li> </ul> <p>Please don't hesitate to be in contact ahead of time if needed, otherwise looking forward to seeing you on <b>Monday 7 August</b>.</p> <p>Thanks and regards Abigail</p> <p><b>Abigail Goldberg</b> FAICD FPIA, Chair and Director T: 0404 021 552 E: <a href="mailto:info@goldbergblaise.com.au">info@goldbergblaise.com.au</a></p> <p style="text-align: right;"> Reply  Reply All  Forward   Thu 27/07/2023 2:59 PM</p>
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7 August 2023	Email to subgroup members	CCRG Customer Engagement Phase 5 - Next steps	<p>CCRG Customer Engagement Phase 5 - Next steps</p> <p> Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.c  To:  Mary Karras;  Douglas McCloskey;  anna.bacik@proton.me;  Steven Collins (steven.collins110387@gmail.com);  Ross Williams;   jindaniinaara@gmail.com;  Narelle Brown  Cc:  Joshua Isben;  Izzy Kerr;  Abigail Goldberg;  Sharon Bowyer  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 5/08/2031</p> <p>Hi all,</p> <p>Thank you for your great input at today's CCRG meeting and for volunteering to be on the CCRG customer engagement subgroup to help with planning and design for Phase 5.</p> <p>We are holding an all-day workshop with our internal working group, business subject matter experts and the research agency to plan for Phase 5 on Thursday 17<sup>th</sup> August.</p> <p>It would be great if you could attend all or part of this workshop session. It will be held at a venue close to the City.</p> <p>Following this planning workshop we will have a separate session with the CCRG subgroup (on-line), date to be advised.</p> <p>The all-day planning workshop is an opportunity to directly shape and influence our approach and content for Phase 5.</p> <p>Could you please let me know by <b>Friday 11<sup>th</sup> August</b> if you are interested and able to attend the all-day workshop to be held on <b>Thursday 17<sup>th</sup> August</b>.</p> <p>In the meantime, if you have any additional thoughts on Phase 5 that you would like to share before then, please do so.</p> <p>Sitting Fees will be paid for attending both the all-day workshop and the subgroup meeting.</p> <p>Regards, Sharon</p> <p><b>Sharon Bowyer</b> Senior Customer Governance Specialist Customer and Stakeholder Engagement</p> <p>Mobile 0403 878 666 <a href="mailto:sharon.bowyer@sydneywater.com.au">sharon.bowyer@sydneywater.com.au</a></p> <p>Level 14, 1 Smith Street Parramatta NSW 2150</p>
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15 August 2023	Email to subgroup members	CCRG: Pre reading pack for Customer Engagement Phase 5 Planning workshop on Thursday 17 August	<p>CCRG: Pre reading pack for Customer Engagement Phase 5 Planning workshop on Thursday 17 August</p>  <p>Retention Policy: SWC - 8 Years Retention (8 years) Expires: 13/08/2031</p> <ul style="list-style-type: none"> <li>Our Water Our Voice - 2022-2023 - Phase 5 - Kickoff Meeting - Tariffs, Price Control, Outcomes, Measures, Targets and ODIs - Agenda - 170823 Final.pdf (231 KB)</li> <li>Our Water, Our Voice - 2022-2023 - (08) Aug - Pre Phase 5 Workshop Pack - Outcomes, Measures, Targets, ODIs - 150823.pdf (992 KB)</li> <li>Our Water, Our Voice - 2022-2023 - (08) Aug - Pre Phase 5 Workshop Pack - Tariffs and Price Control - Final.pdf</li> </ul> <p>Hi CCRG Members,</p> <p>Thank you for being involved in the <b>Customer Engagement Phase 5 Planning Workshop</b> on Thursday 17 August.</p> <p>Attached is the Pre-reading Pack for our workshop containing:</p> <ol style="list-style-type: none"> <li>1) Agenda</li> <li>2) Outcomes, Measures, Targets, ODIs pack</li> <li>3) Tariffs and Price Control Pack</li> </ol> <p>A reminder, that this Workshop is being held at <b>Rydges Sydney Central, 28 Albion Street, Surry Hills NSW 2010</b> (just a short walk from Central Train Station).</p> <p>Please arrive by 9am for a 9:15am start.</p> <p>We look forward to seeing you there.</p> <p>Regards, Sharon</p> <p><b>Sharon Bowyer</b> Senior Customer Governance Specialist Customer and Stakeholder Engagement</p> <p>Mobile: 0403 878 666   <a href="mailto:sharon.bowyer@sydneywater.com.au">sharon.bowyer@sydneywater.com.au</a> Level 14, 1 Smith Street Parramatta NSW 2150</p>															
17 August 2023	Phase 5 Planning Workshop	Customer Engagement Phase 5 Planning Workshop with Sydney Water and Kantar (Research Partner)	<p><b>CCRG Attendees</b></p> <table border="1" data-bbox="828 949 1937 1197"> <thead> <tr> <th>Member Name</th> <th>Representation</th> <th>17 August 2023 - Phase 5 Planning Workshop (Central)</th> </tr> </thead> <tbody> <tr> <td>Inaara Jindani</td> <td>Community Member</td> <td>Attended</td> </tr> <tr> <td>Mary Karras</td> <td>Ethnic Communities Council</td> <td>Attended</td> </tr> <tr> <td>Douglas McCloskey</td> <td>PIAC</td> <td>Attended</td> </tr> <tr> <td>Ross Williams</td> <td>Local Govt Association</td> <td>Attended</td> </tr> </tbody> </table>	Member Name	Representation	17 August 2023 - Phase 5 Planning Workshop (Central)	Inaara Jindani	Community Member	Attended	Mary Karras	Ethnic Communities Council	Attended	Douglas McCloskey	PIAC	Attended	Ross Williams	Local Govt Association	Attended
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<p>30 August 2023</p>	<p>Email to full CCRG</p>	<p>CCRG: Phase 5 Customer Engagement 'Our Water Our Voice' sessions</p>	<p>CCRG: Phase 5 Customer Engagement 'Our Water Our Voice' sessions</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;</p> <p>To: Abigail Goldberg; anna.back@proton.me; Narelle Brown; Steven Collins (steven.collins110387@gmail.com); jindaniinaara@gmail.com; Mary Karras; Leigh Martin; Bruce McClelland@businesswestemysydney.com; Douglas McCloskey; Stephen McMahon; Donna Rogers; Graham Turner; Ross Williams</p> <p>Cc: Joshua Isbren; Izzy Kerr; Sharon Bowyer</p> <p>Retention Policy: SWC - 8 Years Retention (8 years) Expires: 28/08/2031</p> <p>You forwarded this message on 14/09/2023 9:48 AM.</p> <p>Hi CCRG Members,</p> <p>As Josh mentioned at the 7 August CCRG meeting, the Phase 5 'Our Water Our Voice' Customer Engagement Deliberative Panels will be held over two weekends in September and October. Phase 5 will cover 1. Tariffs and price control and 2. Customer Outcomes, Measures and Outcome Delivery Incentives (ODIs)</p> <p>Around 40-50 people will be recruited for each of the sessions. One group of customers will attend the Tariffs and Price Control sessions. Another group will attend the sessions on Customer Outcomes, Measures and ODIs.</p> <p>On the first day, foundational information will be presented. On the second day, options would be presented and discussed. This method has been selected as it will allow time for foundational information to be provided and will also allow customers more time to understand the complexities of the topics and to deliberate from an informed standpoint.</p> <p>Two members of the CCRG are invited to observe each of the weekend sessions as outlined below.</p> <table border="1"> <thead> <tr> <th colspan="4">Tariffs and Price Control</th> </tr> </thead> <tbody> <tr> <td>Day 1</td> <td>Deliberative Panel - Tariffs, Price Controls (Foundation)</td> <td>Saturday, 23 September 2023 10:00 AM-4:00 PM</td> <td>Rydges Parramatta (116 James Ruse Drive, Sydney New South Wales 2142)</td> </tr> <tr> <td>Day 2</td> <td>Deliberative panel - Tariffs, Price Controls (Customer Feedback/Q&amp;A)</td> <td>Saturday, 7 October 2023 10:00 AM-4:00 PM</td> <td>Rydges Parramatta (116 James Ruse Drive, Sydney New South Wales 2142)</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="4">Customer Outcomes, Measures, Outcome Delivery Incentives (ODIs)</th> </tr> </thead> <tbody> <tr> <td>Day 1</td> <td>Deliberative panel - Outcomes, Measures, ODIs (Foundational)</td> <td>Sunday, 24 September 2023 10:00 AM-4:00 PM</td> <td>Rydges Parramatta (116 James Ruse Drive, Sydney New South Wales 2142)</td> </tr> <tr> <td>Day 2</td> <td>Deliberative panel - Outcomes, Measures, ODIs (Customer Feedback/Q&amp;A)</td> <td>Sunday, 8 October 2023 10:00 AM-4:00 PM</td> <td>Rydges Parramatta (116 James Ruse Drive, Sydney New South Wales 2142)</td> </tr> </tbody> </table> <p>If you are interested and available to attend one of these weekend sessions, please let me know your preferred session date. Once the full attendee list is determined we will then confirm if places are available.</p> <p>Please note that Sitting Fees or Travel expenses will not be paid to attend these sessions.</p> <p>Could you please let me know your interest/availability to attend and also any dietary requirements by COB Wednesday 6<sup>th</sup> September 2023.</p> <p>Thanks and have a great day.</p> <p>Regards, Sharon</p>	Tariffs and Price Control				Day 1	Deliberative Panel - Tariffs, Price Controls (Foundation)	Saturday, 23 September 2023 10:00 AM-4:00 PM	Rydges Parramatta (116 James Ruse Drive, Sydney New South Wales 2142)	Day 2	Deliberative panel - Tariffs, Price Controls (Customer Feedback/Q&A)	Saturday, 7 October 2023 10:00 AM-4:00 PM	Rydges Parramatta (116 James Ruse Drive, Sydney New South Wales 2142)	Customer Outcomes, Measures, Outcome Delivery Incentives (ODIs)				Day 1	Deliberative panel - Outcomes, Measures, ODIs (Foundational)	Sunday, 24 September 2023 10:00 AM-4:00 PM	Rydges Parramatta (116 James Ruse Drive, Sydney New South Wales 2142)	Day 2	Deliberative panel - Outcomes, Measures, ODIs (Customer Feedback/Q&A)	Sunday, 8 October 2023 10:00 AM-4:00 PM	Rydges Parramatta (116 James Ruse Drive, Sydney New South Wales 2142)
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<p>31 August 2023</p>	<p>Email to CCRG subgroup</p>	<p>CCRG: Phase 5 Session Plans for Review</p>	<p>CCRG: Phase 5 Session Plans for Review</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;</p> <p>To: Mary Karras; Ross Williams; jindaniinaara@gmail.com; Douglas McCloskey; anna.back@proton.me; Steven Collins (steven.collins110387@gmail.com); Narelle Brown</p> <p>Cc: Joshua Isbren; Izzy Kerr; Abigail Goldberg</p> <p>Retention Policy: SWC - 8 Years Retention (8 years) Expires: 29/08/2031</p> <p>Our Water Our Voice 2022-2023-08Aug-Phase 5 Tariff and Price Control-DAY 1-DRAFT V1-300823.docx 51 KB</p> <p>Our Water Our Voice-2022-2023-08Aug-Phase 5 Tariff and Price Control-DAY 2-DRAFT V1-300823.docx 39 KB</p> <p>Our Water Our Voice - 2022-2023 - (08) Aug - Phase 5 Outcomes - DAY 1 - DRAFT V2 - 300823.docx 49 KB</p> <p>Our Water Our Voice - 2022-2023 - (08) Aug - Phase 5 Outcomes - DAY 2 - DRAFT V1 - 300823.docx 39 KB</p> <p>Hi everyone,</p> <p>Thanks everyone for your earlier feedback on the Session Plan for the Foundational day for Phase 5.</p> <p>For your review we now have the following session plans attached.</p> <p>Session Plans for Tariffs and Price Control for Day 1 and Day 2.</p> <p>Session Plan for the Outcomes, Measures and Outcome Delivery Incentives for Day 1 and Day 2.</p> <p>We have very tight frames so would appreciate your feedback by COB this Friday 1st September.</p> <p>Thanks everyone for your involvement and support with this work.</p> <p>Regards, Sharon</p> <p><b>Sharon Bowyer</b> Senior Customer Governance Specialist Customer and Stakeholder Engagement</p> <p>Mobile 0403 878 666 sharon.bowyer@sydneywater.com.au</p> <p>Level 14, 1 Smith Street Parramatta NSW 2150</p>																								

4 Sept 2023	Email to full CCRG	Out of Session Paper – Proposed Customer Contract for the Sydney Water Operating Licence Review	<p>CCRG and Consultation on Recreation at Prospect Reservoir</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To: <a href="#">anna.back@proton.me</a>; <a href="#">Narelle Brown</a>; <a href="#">Steven Collins (steven.collins110387@gmail.com)</a>; <a href="#">jindaniinaara@gmail.com</a>; <a href="#">Mary Karras</a>; <a href="#">Leigh Martin</a>; <a href="#">Bruce.McClelland@businesswesternsydney.com</a>; <a href="#">Douglas McCloskey</a>; <a href="#">Stephen McMahon</a>; <a href="#">Donna Rogers</a>; <a href="#">Graham Turner</a>; <a href="#">Ross Williams</a>  Cc: <a href="#">Abigail Goldberg</a>; <a href="#">Joshua Isben</a></p> <p>You forwarded this message on 22/09/2023 1:37 PM.</p> <p>230904 - CCRG - Sydney Water's proposed Customer Contract for the Sydney Water Operating Licence Review 2023-24.pdf 350 KB  230904 - CCRG - Appendix 1 - Sydney Water's updated Customer Contract with Tracked Changes.pdf 3 MB  Prospect Reservoir Recreation Fact Sheet.pdf 714 KB  230820_MR_JACKSON MCDERMOTT_FAST TRACKING FEASIBILITY STUDY FOR PROSPECT RESERVOIR.pdf 101 KB  prospect-reservoir-discussion-paper.pdf ..</p> <p>Hi CCRG Members,</p> <p>Hope you all had a good weekend. We have 2 topics (outlined below) that we are seeking your input on.</p> <p><b>1. Proposed Customer Contract</b>  At the last CCRG (7 Aug 2023) meeting, there was an action for Sydney Water to share the proposed Customer Contract with the CCRG. This forms part of our Operating Licence Review 2023-24. Attached is a paper explaining the key changes and the proposed Customer Contract.  We seek CCRG member feedback on the Proposed Customer Contract by <b>Friday 29 September 2023</b>.</p> <p><b>2. Consultation on Recreation at Prospect Reservoir</b>  Would you be willing to participate in an interview? If so, please reply by <b>Wednesday 6 September 2023</b>.  The NSW Government promised to open Prospect Reservoir for recreational activities to fill the gap in public water-based activities in Western Sydney.  The NSW Department of Environment and Planning – Water (DPE) has released a public discussion paper seeking the broader community's input to allow Prospect Reservoir to be used for public recreation like swimming, while minimising impacts to the city's drinking water.  Public comments are sought up to <b>30 September 2023</b>. The feedback received will help inform a feasibility study to explore in detail the potential implications and safeguards of various recreation options.  In addition, DPE is keen to hear from the members of the Customer and Community Reference Group also and has requested whether it can conduct <b>short interviews with CCRG members</b>.  A copy of the public discussion paper and related Government media release is attached.  Sydney Water and our customers are important stakeholders as recreation within the reservoir would have implications on the Prospect Water Filtration Plant, the plant supplies drinking water to about 4 million people across Greater Sydney. Some of the property Sydney Water owns around the water body is already used for public recreation, like picnic grounds. The Reservoir itself is owned by WaterNSW.  Sydney Water assisted with the development of the discussion paper. Sydney Water will continue to assist DPE as it progresses investigations and implications on matters such as funding and ongoing management.  Sydney Water intends to make its own submission to the discussion paper.</p> <p>To learn more, please see:</p> <ul style="list-style-type: none"> <li>Fact sheet, media release and discussion paper (attached)</li> <li><a href="#">Increasing recreation opportunities at Prospect Reservoir 1, Water.nsw.gov.au</a></li> <li><a href="#">Link to short video</a></li> <li><a href="#">Link to public discussion paper</a></li> </ul>
6 Sept 2023	Email to subgroup	CCRG: Phase 5 Customer Engagement subgroup input - Update	<p>CCRG: Phase 5 Customer Engagement subgroup input - Update</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To: <a href="#">anna.back@proton.me</a>; <a href="#">Narelle Brown</a>; <a href="#">Steven Collins (steven.collins110387@gmail.com)</a>; <a href="#">Inara Jindani</a>; <a href="#">Mary Karras</a>; <a href="#">Douglas McCloskey</a>; <a href="#">Ross Williams</a>  Cc: <a href="#">Abigail Goldberg</a>; <a href="#">Joshua Isben</a>; <a href="#">Izzy Kerr</a>; <a href="#">Sharon Bowyer</a></p> <p>Retention Policy: SWC – 8 Years Retention (8 years) Expires: 4/09/2031</p> <p>Hi CCRG subgroup members,</p> <p>Firstly, thanks very much for your incredibly valuable input to the planning and design of Phase 5 so far. We are taking your feedback on board and currently working through the next draft of the session plans and drafting all the content.</p> <p>According to our timeline, the next drafts of Day 1 content (for both tariffs and customer outcomes) will be available for your review on Thursday 14 September. We need to get feedback by COB Friday 15 September. We will have a similar draft of Day 2 content for both topic areas available on Monday 25 September, with feedback due by COB Tuesday 26 September.</p> <p>I apologise in advance for the short turnaround – unfortunately we're operating to a very tight timeframe. If we can get the material to you earlier, we will.</p> <p>Kind regards  Josh</p>

<p>11 Sept 2023</p>	<p>Email to CCRG subgroup</p>	<p>CCRG: Phase 5 Customer Engagement - Rehearsal sessions</p>	<p>CCRG: Phase 5 Customer Engagement - Rehearsal sessions</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To: <a href="#">anna.back@proton.me</a>; <a href="#">Narelle Brown</a>; <a href="#">Steven Collins (steven.collins110387@gmail.com)</a>; <a href="#">Mary Karras</a>; <a href="#">jindaniinara@gmail.com</a>; <a href="#">Douglas McCloskey</a>; <a href="#">Ross Williams</a>  Cc: <a href="#">Abigail Goldberg</a>; <a href="#">Joshua Isben</a>; <a href="#">Izzy Kerr</a>; <a href="#">Sharon Bowyer</a>  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 9/09/2031</p> <p>Hi CCRG Subgroup Members,</p> <p>Hope you all had a nice weekend.</p> <p>Ahead of our Phase 5 Deliberative Panels we will be holding Run through/Rehearsal sessions with our research partner and the Sydney Water team. The CCRG are also invited to attend.</p> <p>The sessions will be held:</p> <ul style="list-style-type: none"> <li>Phase 5 – Rehearsal for Day 1 - Foundational Sessions  Tuesday, 19 September 2023 8:00 AM-5:00 PM  Rydges (28 Albion Street, Sydney New South Wales 2010)</li> <li>Phase 5 – Rehearsal for Day 2 - Deliberative Panels  Wednesday, 4 October 2023 9:00 AM-5:00 PM  Rydges (28 Albion Street, Sydney New South Wales 2010)</li> </ul> <p>Please let me know by this Friday, 15 Sept 2023 if you would like to attend one or both of these sessions and if you have any dietary requirements.</p> <p>Sitting Fees and expenses will be paid for attending these Rehearsals.</p> <p>Have a great day.</p> <p>Regards,  Sharon</p> <p><b>Sharon Bowyer</b>  Senior Customer Governance Specialist  Customer and Stakeholder Engagement</p> <p>Mobile 0403 878 666      Level 15, 1 Smith Street  <a href="mailto:sharon.bowyer@sydneywater.com.au">sharon.bowyer@sydneywater.com.au</a>      Parramatta NSW 2150</p>
<p>14 Sept 2023</p>	<p>Email to CCRG subgroup</p>	<p>CCRG: Update on Phase 5</p>	<p>CCRG: Update on Phase 5</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To: <a href="#">anna.back@proton.me</a>; <a href="#">Narelle Brown</a>; <a href="#">Steven Collins (steven.collins110387@gmail.com)</a>; <a href="#">Mary Karras</a>; <a href="#">jindaniinara@gmail.com</a>; <a href="#">Douglas McCloskey</a>; <a href="#">Ross Williams</a>  Cc: <a href="#">Abigail Goldberg</a>; <a href="#">Joshua Isben</a>; <a href="#">Izzy Kerr</a>; <a href="#">Sharon Bowyer</a>  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 12/09/2031</p> <p> URA Draft Letter of Advice - SW's proposed deliberative forums (7 Sep 2023).pdf  532 KB</p> <p>Hi CCRG sub-group members</p> <p>As you know, we are currently planning and developing content for Phase 5 of the Our Water Our Voice customer engagement program, with your help and guidance.</p> <p>Some of you may recall from the planning day we held a few weeks ago that we mentioned a 'peer review' of our plan and approach for Phase 5, to be conducted by the consultant who is quality assuring our process for developing our price proposal (including the customer engagement). The review highlighted some significant concerns with our planned approach, including methodology and topics (copy attached).</p> <p>We planned to share updated session plans and materials with you this week for input and feedback. However, as a result of the finding from the peer review, we are pausing and re-thinking our approach for Phase 5. This means that we will be <b>cancelling</b> both the rehearsals and the deliberative panel sessions planned in late September and early October. They will be rescheduled once we're clear on the revised approach.</p> <p>We need your continuing input into this process and will share our revised plan and outline as soon as it is available (likely to be early next week). I've attached the peer review feedback for your information. At a very high level, the key concerns were:</p> <ol style="list-style-type: none"> <li>1. Time – questioning whether sufficient time was allocated to conduct a genuine deliberative process on broad and complex topics</li> <li>2. Customer-driven – concern that the tariffs and price control topics weren't customer driven and were more reflective of Sydney Water priorities</li> <li>3. Willingness to pay and support for investment – while we did present the investment need and associated bill increase to customers in Phase 4, it was largely an 'inform' exercise. Customers weren't given sufficient information to properly understand the need for the investment (in terms of benefits and risks) and consequently didn't have the opportunity to make an informed decision to support the investment (or not).</li> </ol> <p>It should be noted that item 3 was also raised by IPART recently and reflects similar feedback from the CCRG. There were a number of other findings when comparing our approach to what constituted 'advanced' customer engagement in the recent Victorian round of price reviews and best practice under accepted standards.</p> <p>As a result we will extend our timeline to ensure we can engage adequately on these important topics and make sure that the tariffs/price control area is driven from a customer perspective, with a logical narrative joining all the topics together. I also want to be clear that all your input at the planning workshop and on the subsequent session plans is valid and will continue to be incorporated into our approach.</p> <p>I'll provide an update as soon as I know more, but happy to hear your views in the meantime.</p> <p>Regards  Josh</p> <p><b>Josh Isben</b>  Head of Customer &amp; Strategic Insights  Customer, Strategy &amp; Engagement</p> <p>Mobile 0408 324 786      Level 15, 1 Smith Street  <a href="mailto:joshua.isben@sydneywater.com.au">joshua.isben@sydneywater.com.au</a>      Parramatta NSW 2150</p>

27 Sept 2023	Email to full CCRG	CCRG: 9 October 2023 - Additional Information	<p>CCRG: 9 October 2023 - Additional Information</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;</p> <p>To: Abigail Goldberg; Anna Back; Narelle Brown; Steven Collins; Jindani Naara; Mary Karas; Leigh Martin; Bruce McClelland; Stephen McMahon; Douglas McCloskey; Donna Rogers; Graham Turner; Ross Williams</p> <p>Cc: Joshua Isben; Izzy Kerr; Sharon Bowyer</p> <p>Retention Policy: SWC - 8 Years Retention (8 years) Expires: 25/09/2031</p> <p>Our Water Our Voice - 2022-2023 - Phase 3 Executive Summary Report - FINAL 050923.pdf 3 MB</p> <p>Our Water Our Voice - 2022-2023 - Phase 1 Executive Summary Report - Final.pdf 4 MB</p> <p>Our Water Our Voice - 2022-2023 - Phase 2 Executive Summary Report - Final.pdf 3 MB</p> <p>310823 SBS NEWS MALABAR WRRF PLANTS.mp4.html 475 KB</p> <p>Hi CCRG members,</p> <p><b>Customer Engagement – Additional background information</b> Following on from Abigail's email on the papers for the 9 Oct 2023 CCRG meeting, please find attached additional background for your information.</p> <p>These are the Customer Engagement Executive Summary reports for Phase 1, 2 and 3 which will be useful reference for the Price Proposal deep dive workshop items.</p> <p>Please note that the Phase 1 and Phase 2 'Internal' reports still make reference to 'deliberative forums' (a point of discussion at the Aug CCRG meeting). We have updated this is our customer facing 'what we heard' reports and the amendment will be made to these internal reports in due course.</p> <p><b>Malabar Water Resource Recovery Facility</b> At the August 2023 CCRG meeting, we took an action to share additional information about the native plants being planted at our Malabar facility. Please see the article below and attached video clip from SBS News for your information.</p> <p><a href="https://insidewater.com.au/sydney-water-and-first-nations-locals-saving-malabar-plants/">https://insidewater.com.au/sydney-water-and-first-nations-locals-saving-malabar-plants/</a></p> <p>Looking forward to seeing you at the 9 October 2023 meeting.</p> <p>Regards, Sharon</p> <p><b>Sharon Bowyer</b> Senior Customer Governance Specialist Customer and Stakeholder Engagement</p> <p>Mobile 0403 878 666 <a href="mailto:sharon.bowyer@sydneywater.com.au">sharon.bowyer@sydneywater.com.au</a></p> <p>Level 14, 1 Smith Street Parramatta NSW 2150</p>
Oct 2023	CCRG Meeting	Our Water, Our Voice Customer engagement update  Workshop: Customer Outcomes  Price proposal workshop - Affordability	<p>[External] Agenda and Papers for Sydney Water CCRG - Meeting 6, 9 October 2023, to be held at Rydges Central, 28 Albion Street, Surry Hills</p> <p>GoldbergBlaise &lt;info@goldbergblaise.com.au&gt;</p> <p>To: Stephen McMahon; Narelle Brown; Bruce McClelland; Jindani Naara; Mary Karas; Douglas McCloskey; Leigh Martin; Stephen McMahon; Douglas McCloskey; Graham Turner; Roselina; Customer Reference Group; Sharon Bowyer; Joshua Isben</p> <p>231009 - CCRG - Full Meeting Pack - Oct 2023 - Final.pdf .pdf File</p> <p><b>CAUTION:</b> This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.</p> <p>Hi CCRG Members</p> <p>Meeting 6 of the Sydney Water CCRG will be held in-person on <b>Monday 9 October at 9:00am. Please note the location for this meeting is Rydges Central (Riley Room), 28 Albion Street, Surry Hills.</b> Tea, coffee and treats will be available from 8:30am. Sharon will have her mobile with her if needed.</p> <p>The agenda and papers for this meeting are attached. Please be reminded that our way of working is for papers to be <b>'taken-as-read'</b>, with the expectation that you will have reviewed the content ahead of time and be ready to raise questions and discuss key issues at the meeting.</p> <p>The CCRG will be joined at this meeting by Kate Dryden, Non-Executive Director of the Sydney Water Board as an observer. The Sydney Water MD, <b>Roch Cheroux</b> is an apology for this meeting as is Douglas McCloskey from PIAC.</p> <p>The focus for this CCRG is a <b>deep dive on the Price Proposal</b>. This will be divided into two sessions, viz:</p> <ul style="list-style-type: none"> <li>Session 1 will be a workshop on <b>Customer Outcomes and Measures</b>. We will be breaking into small groups for focused discussion on this matter, which will be facilitated by Sydney Water staff.</li> <li>Session 2 will focus on <b>Affordability</b> with a presentation from Monika Moutos and Flavio Romano followed by a customer 'perspectives' session guided by CCRG reps Narelle Brown, Graham Turner and Steven Collins, then broader discussion with the group.</li> </ul> <p>The following are attached:</p> <ul style="list-style-type: none"> <li>CCRG meeting pack October 2023 – agenda and papers.</li> </ul> <p>Sharon will separately send the Customer Engagement Phase 1, 2 and 3 summary reports for information.</p> <p>Please don't hesitate to be in contact ahead of time if needed, otherwise see you <b>Monday 9 October</b>.</p> <p>Thanks and regards Abigail</p> <p><b>Abigail Goldberg</b> FAICD FPIA, Chair and Director T: 0404 021 552 E: <a href="mailto:info@goldbergblaise.com.au">info@goldbergblaise.com.au</a></p>

16 Oct 2023	Email to CCRG Subgroup	CCRG: Phase 5 update	<p>CCRG: Phase 5 update</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;        To: Mary Karraz; Ross Williams; jindaninaara@gmail.com; Douglas McCloskey; anna.back@proton.me; Narelle Brown; Steven Collins (steven.collins110387@gmail.com)        Cc: Abigail Goldberg; Joshua Isber; Izzy Kerr; Sharon Bowyer        Retention Policy: SWC - 8 Years Retention (8 years)        Expires: 14/10/2031        You forwarded this message on 14/11/2023 3:39 PM.</p> <p>Hi CCRG sub-group</p> <p>As mentioned at the meeting on Monday, we have totally revised our approach for Phase 5, based on your feedback, and feedback from URA and IPART.</p> <p>We are now close to having a revised draft session plan for the four days of deliberation and draft session materials for day one for your review. We anticipate that we can distribute these materials on Tuesday 24 October. Unfortunately the schedule is very tight, so we'd need your feedback by COB Thursday 26 October. We weren't planning to have another formal meeting or workshop with you to consolidate feedback, but I'm happy to walk you through any elements that aren't clear or need more explanation. We are aiming for final approval of the materials for Day 1 on Friday 27 October.</p> <p>The materials for the other three days will be available for your review as per the following schedule:</p> <table border="1"> <thead> <tr> <th>Day</th> <th>Materials sent for review</th> <th>Review complete</th> </tr> </thead> <tbody> <tr> <td>Day 2</td> <td>31 October</td> <td>2 November</td> </tr> <tr> <td>Day 3</td> <td>7 November</td> <td>9 November</td> </tr> <tr> <td>Day 4</td> <td>14 November</td> <td>16 November</td> </tr> </tbody> </table> <p>You'll note the turnaround time for materials for the other three days is equally tight.</p> <p>The panel sessions will commence in early November. Please see the dates in the table below. You'll note we run a 1/2 day rehearsal before each panel session to test the format and make adjustments as necessary. You're welcome to attend any of the rehearsals, but they are in-person only. We will be paying sitting fees and travel expenses for anyone who attends rehearsals and/or customer panel sessions, given the significant time commitment.</p> <p>We will also have spaces available for CCRG members to attend the customer panels. We'll send out a separate email to the full CCRG with those invitations.</p> <table border="1"> <thead> <tr> <th>Session</th> <th>Rehearsal/Actual</th> <th>Date</th> <th>Time</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Customer Panel - Day 1</td> <td>Rehearsal</td> <td>Monday, 6 November 2023</td> <td>12:30 pm – 4:30 pm</td> <td>Rydges Central</td> </tr> <tr> <td>Actual</td> <td>Saturday, 11 November 2023</td> <td>9:00 am – 3:00 pm</td> <td>Rydges Parramatta</td> </tr> <tr> <td rowspan="2">Customer Panel - Day 2</td> <td>Rehearsal</td> <td>Monday, 13 November 2023</td> <td>12:30 pm – 4:30 pm</td> <td>Radisson Blu Plaza</td> </tr> <tr> <td>Actual</td> <td>Saturday, 18 November 2023</td> <td>9:00 am – 3:00 pm</td> <td>Rydges Parramatta</td> </tr> <tr> <td rowspan="2">Customer Panel - Day 3</td> <td>Rehearsal</td> <td>Monday, 20 November 2023</td> <td>12:30 pm – 4:30 pm</td> <td>Rydges Central</td> </tr> <tr> <td>Actual</td> <td>Saturday, 25 November 2023</td> <td>9:00 am – 3:00 pm</td> <td>Rydges Parramatta</td> </tr> <tr> <td rowspan="2">Customer Panel - Day 4</td> <td>Rehearsal</td> <td>Tuesday, 28 November 2023</td> <td>9:00 am – 1:00 pm</td> <td>Radisson Blu Plaza</td> </tr> <tr> <td>Actual</td> <td>Sunday, 3 December 2023</td> <td>9:00 am – 3:00 pm</td> <td>Rydges Parramatta</td> </tr> </tbody> </table> <p>Have a great day.</p> <p>Regards Josh</p> <p><b>Josh Isben</b>        Head of Customer &amp; Strategic Insights        Customer, Strategy &amp; Engagement        Mobile 0403 324 796  <a href="mailto:josh.isben@sydneywater.com.au">josh.isben@sydneywater.com.au</a>        Level 15, 1 Smith Street        Parramatta NSW 2150</p>	Day	Materials sent for review	Review complete	Day 2	31 October	2 November	Day 3	7 November	9 November	Day 4	14 November	16 November	Session	Rehearsal/Actual	Date	Time	Location	Customer Panel - Day 1	Rehearsal	Monday, 6 November 2023	12:30 pm – 4:30 pm	Rydges Central	Actual	Saturday, 11 November 2023	9:00 am – 3:00 pm	Rydges Parramatta	Customer Panel - Day 2	Rehearsal	Monday, 13 November 2023	12:30 pm – 4:30 pm	Radisson Blu Plaza	Actual	Saturday, 18 November 2023	9:00 am – 3:00 pm	Rydges Parramatta	Customer Panel - Day 3	Rehearsal	Monday, 20 November 2023	12:30 pm – 4:30 pm	Rydges Central	Actual	Saturday, 25 November 2023	9:00 am – 3:00 pm	Rydges Parramatta	Customer Panel - Day 4	Rehearsal	Tuesday, 28 November 2023	9:00 am – 1:00 pm	Radisson Blu Plaza	Actual	Sunday, 3 December 2023	9:00 am – 3:00 pm	Rydges Parramatta
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24 Oct 2023	Email to CCRG subgroup	Phase 5 customer engagement materials - for review by COB Thursday 26 October	<p>Phase 5 customer engagement materials - for review by COB Thursday 26 October</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;        To: Mary Karraz; Ross Williams; jindaninaara@gmail.com; Douglas McCloskey; anna.back@proton.me; Narelle Brown; Steven Collins (steven.collins110387@gmail.com)        Cc: Abigail Goldberg; Joshua Isber; Izzy Kerr; Sharon Bowyer        Retention Policy: SWC - 8 Years Retention (8 years)        Expires: 22/10/2031</p> <p>Our Water Our Voice - 2022-2023 - (10) Oct - Phase 5 Session Plan - V6 - 241023.docx        135 KB</p> <p>URA Draft Note - SW's proposed Phase 5 Deliberative Panel Schedule (20 Oct 2023) (1).pdf        238 KB</p> <p>Our Water, Our Voice - 2022-2023 - (10) Oct - Phase 5 Day One Session Deck combined version - 241023 V4 Clean Version CCRG_1.pdf        5 MB</p> <p>Hi CCRG sub-group</p> <p>I hope you're all well and having a good week.</p> <p><b>Background</b></p> <p>As mentioned in our email a week or so ago, we have now fully revised the next phase of customer engagement, taking on feedback from yourselves as well as IPART and the URA (our quality assurance consultant for the price submission).</p> <p>Essentially we are splitting what had previously been proposed for phase 5 into two phases of engagement. The first of these (Phase 5) will commence in early November and run for 4 days over 5 weeks. The focus of this phase is on 'what customers are paying for'. IPART gave us strong feedback that we haven't done enough to demonstrate customer support for our investment plan and that the proposed option is the most desirable balance of meeting customer and regulatory expectations and keeping bills affordable. That is the goal of Phase 5.</p> <p>Phase 6 will focus on 'how it gets paid for and who pays for what'. The intent of this phase is to get a customer-preferred approach to how we charge customers (ie tariffs), how our prices are controlled and other related issues. This engagement is planned for Feb/March next year and will probably be 5 days, owing to the complexity of the subject matter.</p> <p>Both phases of engagement are intended to be principle-driven. That is, we will get participants to understand the principles (including trade-offs) for making decisions, then ask them to apply these principles to make choices about preferred options/solutions.</p> <p><b>Feedback required</b></p> <p>Attached are 3 documents:</p> <ul style="list-style-type: none"> <li>Overall session plan for Phase 5</li> <li>Draft content for Day 1 of Phase 5</li> <li>ADDITIONAL URA Feedback on our revised session plan</li> </ul> <p>We need your feedback on the first two documents and I've included the URA document for your reference.</p> <p>For the session plan, please note that we are still doing some additional revisions in response to URA feedback, including allowing more time for interaction and activities, as well as deliberation. This will mean we need to further refine the topics, so that we only cover the most important and material areas. Unfortunately, we have to do this in parallel, because of the tight timeframe. We have also accepted that there needs to be some agility with regard to content for days 2 to 4, because customers might want more or less focus on particular topic areas.</p> <p>As you'll see in the session plan, the focus for Day 1 is on basic education about Sydney Water and our operating/decision-making context. Like the session plan, we are still refining this content in the powerpoint deck for day 1. In particular, we still need to simplify slides and language, and use more visual content. We will work on this in parallel with your review, but we'd appreciate your feedback on how best to convey some of the more complex information. Unfortunately we can't send this in powerpoint format because the file is too large, hence it's a PDF file. Could you please email back your comments, referencing the slide number.</p> <p><b>Timing</b></p> <p>We are aiming to finalise the session plan for all of Phase 5 and the Day 1 materials by this Friday 27 October, COB. That means we really need your feedback by Thursday afternoon 26 October at the latest, so that we can work it into the final content. I apologise again for the short turnaround, but unfortunately it's unavoidable because we are now on a strict timeline.</p> <p>If you need to clarify anything, please don't hesitate to get in touch.</p> <p>Kind regards Josh</p> <p><b>Josh Isben</b>        Head of Customer &amp; Strategic Insights        Customer, Strategy &amp; Engagement        Mobile 0403 324 796  <a href="mailto:josh.isben@sydneywater.com.au">josh.isben@sydneywater.com.au</a>        Level 15, 1 Smith Street        Parramatta NSW 2150</p>
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27 Oct 2023 | Email to CCRG subgroup | CCRG: Phase 5 Customer Engagement - Dates

CCRG: Phase 5 Customer Engagement - Dates

Customer Reference Group <CustomerReferenceGroup@sydneywater.com.au>  
 To: [anna.backic@proton.me](#); [Narelle Brown](#); [Steven Collins \(steven.collins110387@gmail.com\)](#); [jindaniinara@gmail.com](#); [Mary Karras](#); [Leigh Martin](#); [Bruce.McClelland@businesswesternsydney.com](#)  
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Our Water Our Voice - 2022-2023 - (10) Oct - Phase 5 Session Plan - V7 - 271023.docx  
 141 KB

Hi CCRG members,

As mentioned at the October CCRG, we have totally revised our approach for our Phase 5 Customer Engagement, based on your feedback, and feedback from URA and IPART.

We have shared our revised draft session plan for four days of deliberation and draft session materials for day one to the CCRG sub-group members (Mary, Ross, Inaara, Douglas, Anna, Narelle, and Steven C). We are still working on incorporating the latest feedback from the CCRG sub-group and URA.

The customer panel sessions will commence in early November. You'll note we run a 9h rehearsal before each panel session to test the format and make adjustments as necessary. The CCRG sub-group members are welcome to attend the rehearsals.

All members of the CCRG group members are invited to attend the customer panel sessions, although there will be limited spaces for CCRG attendance. During these sessions, observers (including CCRG members) may be asked to leave the room while the panel is deliberating. The draft session plan is attached, indicating times where observers will be asked to leave the room. Please note that the session plan is not finalised and is still to be updated with additional feedback from the CCRG sub-group. We will provide the final session plan as soon as it's available.

Please see the dates in the table below. We will be paying Sitting Fees and Expenses for CCRG attendance at these sessions.

Session	Rehearsal/Actual	Date	Time	Location
Customer Panel - Day 1	Rehearsal	Monday, 6 November 2023	12:30 pm - 4:30 pm	Bydges Central
	Actual	Saturday, 11 November 2023	9:00 am - 5:00 pm	Bydges Parramatta
Customer Panel - Day 2	Rehearsal	Monday, 13 November 2023	12:30 pm - 4:30 pm	Radisson Blu Plaza
	Actual	Saturday, 18 November 2023	9:00 am - 5:00 pm	Bydges Parramatta
Customer Panel - Day 3	Rehearsal	Monday, 20 November 2023	12:30 pm - 4:30 pm	Bydges Central
	Actual	Saturday, 25 November 2023	9:00 am - 5:00 pm	Bydges Parramatta
Customer Panel - Day 4	Rehearsal	Tuesday, 28 November 2023	9:00 am - 1:00 pm	Radisson Blu Plaza
	Actual	Sunday, 3 December 2023	9:00 am - 5:00 pm	Bydges Parramatta

Could you please let Sharon know if you are interested and available to attend the above sessions (noting rehearsals are for the CCRG sub-group members only). Please also advise of any dietary requirements. Once we have confirmed numbers an invitation will be sent to you.

Thank you for your continued support.

Have a great weekend.

Regards  
 Josh

Josh Isben  
 Head of Customer & Strategic Insights  
 Customer, Strategy & Engagement

31 Oct 2023 | Email to CCRG subgroup | CCRG: Day 2 customer engagement content for review - (Part A)

CCRG: Day 2 customer engagement content for review - (Part A)

Customer Reference Group <CustomerReferenceGroup@sydneywater.com.au>  
 To: [Mary Karras](#); [Ross Williams](#); [jindaniinara@gmail.com](#); [Douglas McCloskey](#); [anna.backic@proton.me](#); [Narelle Brown](#); [Steven Collins \(steven.collins110387@gmail.com\)](#)  
 Cc: [Abigail Goldberg](#); [Joshua Isben](#); [Izzy Kerr](#); [Sharon Bowyer](#)

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 You forwarded this message on 3/11/2023 5:17 PM. Expires: 29/10/2031

Our Water Our Voice - 2022-2023 - (10) October - Phase 5 Presentations - Day 2 - for CCRG feedback - Part A.pdf  
 3 MB

Hi CCRG sub-group members

I hope you're having a good week.

Thanks very much for your feedback on the session plan and Day 1 material. We've made significant changes based on the feedback. Hopefully some of you can attend the rehearsal on Monday next week (6 November) to contribute to final shaping for the day.

We now need your review of the Day 2 material. We are still working on these slides in parallel to simplify the language and improve the content.

The purpose of day 2 is to build on the foundations in day 1 by getting into the specifics of the services we deliver and how they link to customer outcomes/priorities. An important aspect is that we can't deep dive into everything so during the day, we will ask participants to decide which are the 2-3 areas most important for further exploration. Ideally this will be:

- The outcome areas that customers value most
- Large drivers of cost over the next 5-10 years
- Areas where customers have scope to influence how and what is delivered

We can't anticipate what those specific areas of focus will be, so what you see from slides 26 onwards are content describing each key focus area. We don't intend to go into this much detail for everything, just the 2-3 areas agreed by participants. These focus areas will flow into days 3 and 4. Further, if we establish a set of 'rules' recommended by customers about how Sydney Water should make these decisions, we can apply the same rules to other areas of our plan.

The objective for day 2 is that customers understand the outcomes Sydney Water could provide and have signalled the areas that are most important for Sydney Water to focus on. They will have the opportunity to get a much deeper understanding of these areas than in earlier phases of the engagement program. In day 3 we will introduce affordability and other constraints so that participants need to start making trade-offs.

Note that our intent is to anchor the discussions during the day in the 15 customer priorities and the 6 decision principles introduced in day 1. The questions proposed to the participants are still being refined, but we're keen to hear your thoughts on this. We are also keen to hear your views on the proposed process for the day.

As outlined in my email a few weeks ago, we have a tight turnaround on your feedback, given the overall time constraints we operating under. As such, it would be great if you could come back with feedback by COB Thursday 2 November.
















































Due to file size we need to send the file in 4 chunks (Part A, B, C and D), so you'll get 3 emails after this one with the subsequent slides.

Part A - Introduction, Homework Review and Customer Outcomes - Attached  
 Part B - Water Quality and Resilience  
 Part C - Environmental Protection  
 Part D - Customer Experience

Thanks for your help with this.

Regards  
 Josh






















Josh Isben  
 Head of Customer & Strategic Insights  
 Customer, Strategy & Engagement

31 Oct 2023	Email to CCRG subgroup	CCRG: Day 2 customer engagement content for review - (Part B)	<p>CCRG: Day 2 customer engagement content for review - (Part B)</p> <p> Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To:  Mary Karras;  Ross Williams;  jindaniinaara@gmail.com;  Douglas McCloskey;  anna.bacik@proton.me;  Narelle Brown;  Steven Collins (stevencollins110387@gmail.com)  Cc:  Abigail Goldberg;  Joshua Isben;  Izzy Kerr;  Sharon Bowyer  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 29/10/2031  You forwarded this message on 3/11/2023 11:14 AM.</p> <p> Our Water Our Voice - 2022-2023 - (10) October - Phase 5 Presentations - Day 2 - for CCRG feedback - Part B.pdf  2 MB</p> <p>Please see Attached - Part B</p>
31 Oct 2023	Email to CCRG subgroup	CCRG: Day 2 customer engagement content for review - (Part C)	<p>RE: CCRG: Day 2 customer engagement content for review - (Part C)</p> <p> Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To:  Mary Karras;  Ross Williams;  jindaniinaara@gmail.com;  Douglas McCloskey;  anna.bacik@proton.me;  Narelle Brown;  Steven Collins (stevencollins110387@gmail.com)  Cc:  Abigail Goldberg;  Joshua Isben;  Izzy Kerr;  Sharon Bowyer  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 29/10/2031  You forwarded this message on 3/11/2023 11:21 AM.</p> <p> Our Water Our Voice - 2022-2023 - (10) October - Phase 5 Presentations - Day 2 - for CCRG feedback - Part C.pdf  2 MB</p> <p>Please see Attached - Part C</p>
31 Oct 2023	Email to CCRG subgroup	CCRG: Day 2 customer engagement content for review - (Part D)	<p>RE: CCRG: Day 2 customer engagement content for review - (Part D)</p> <p> Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To:  Mary Karras;  Ross Williams;  jindaniinaara@gmail.com;  Douglas McCloskey;  anna.bacik@proton.me;  Narelle Brown;  Steven Collins (stevencollins110387@gmail.com);  Customer Reference Group  Cc:  Abigail Goldberg;  Joshua Isben;  Izzy Kerr;  Sharon Bowyer  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 29/10/2031  You forwarded this message on 3/11/2023 11:28 AM.</p> <p> Our Water Our Voice - 2022-2023 - (10) October - Phase 5 Presentations - Day 2 - for CCRG feedback - Part D.pdf  2 MB</p> <p>Please see Attached - Part D</p>
2 Nov 2023	Email to Mary Karras Anna Bacik	Agenda - Customer Engagement Phase 5 Day 1 Rehearsal	<p>Agenda - Customer Engagement Phase 5 Day 1 Rehearsal</p> <p> Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To:  Mary Karras;  anna.bacik@proton.me  Cc:  Joshua Isben;  Izzy Kerr;  Sharon Bowyer  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 31/10/2031</p> <p> Our Water Our Voice - 2022-2023 - (11) Nov - Phase 5 Day 1 Rehearsal Agenda - Final.pdf  178 KB</p> <p>Hi Mary and Anna,</p> <p>We are looking forward to having you join us for the Customer Engagement Phase 5 Day 1 Rehearsal on Monday 6 November at 12:30pm at Rydges Central.</p> <p>The agenda is attached. Please note that lunch will <b>not</b> be provided on this occasion so please have a bite to eat before arriving.</p> <p>See you on Monday and have a good weekend.</p> <p>Regards,  Sharon</p> <p><b>Sharon Bowyer</b>  Senior Customer Governance Specialist  Customer and Stakeholder Engagement</p>

7 Nov 2023	Email to CCRG subgroup members	Customer Engagement Phase 5 materials for review - Update	<p>Customer Reference Group - CustomerReferenceGroup@sydneywater.com.au</p> <p>To: Mary Karrac; Ross Williams; jindaninaara@gmail.com; Douglas McCloskey; anna.back@proton.me; Narelle Brown; Steven Collins (steven.collins110387@gmail.com)</p> <p>Cc: Abigail Goldberg; Joshua Isben; Izzy Kerr; Sharon Bowyer</p> <p>Retention Policy: SWC - 8 Years Retention (8 years) Expires: 5/11/2031</p> <p>Hi CCRG sub-group</p> <p>Thanks very much for your feedback and support to date in designing our approach and content for the phase 5 customer panels. Special thanks to Anna and Mary for attending the Day 1 rehearsal and to Douglas for your support out of session.</p> <p>As you know, we are sending out content for each week, a few days in advance of it needing to be finalised.</p> <p>Per our original schedule, you would be receiving Day 3 material today, for feedback by COB Thursday. We're slightly delayed in getting the Day 3 draft ready so we will send it out tomorrow. Unfortunately we still need to turn around feedback by COB Thursday. On the plus side, there will be less content to review for Day 3 (and less again for Day 4) because the later days have more time allowed for discussion and deliberation, and therefore less presentations.</p> <p>Please note we are also aiming to send out Day 4 material by Tuesday 14 November, for feedback by COB Thursday 16 November.</p> <p>A reminder of the dates of the Phase 5 customer panel sessions and rehearsals are below. Thanks to those that have agreed to attend the upcoming rehearsals and customer panel session days.</p> <table border="1"> <thead> <tr> <th>Session</th> <th>Rehearsal/Actual</th> <th>Date</th> <th>Time</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>Phase 5</td> <td>Rehearsal - Completed</td> <td>Monday, 6 November 2023</td> <td>12:30 pm – 4:30 pm</td> <td>Rydges Central</td> </tr> <tr> <td>Customer Panel - Day 1</td> <td>Actual</td> <td>Saturday, 11 November 2023</td> <td>9:00 am – 5:00 pm</td> <td>Rydges Parramatta</td> </tr> <tr> <td>Customer Panel - Day 2</td> <td>Rehearsal</td> <td>Monday, 13 November 2023</td> <td>12:30 pm – 4:30 pm</td> <td>Radisson Blu Plaza</td> </tr> <tr> <td></td> <td>Actual</td> <td>Saturday, 18 November 2023</td> <td>9:00 am – 5:00 pm</td> <td>Rydges Parramatta</td> </tr> <tr> <td>Customer Panel - Day 3</td> <td>Rehearsal</td> <td>Monday, 20 November 2023</td> <td>12:30 pm – 4:30 pm</td> <td>Rydges Central</td> </tr> <tr> <td></td> <td>Actual</td> <td>Saturday, 25 November 2023</td> <td>9:00 am – 5:00 pm</td> <td>Rydges Parramatta</td> </tr> <tr> <td>Customer Panel - Day 4</td> <td>Rehearsal</td> <td>Tuesday, 28 November 2023</td> <td>9:00 am – 1:00 pm</td> <td>Radisson Blu Plaza</td> </tr> <tr> <td></td> <td>Actual</td> <td>Sunday, 3 December 2023</td> <td>9:00 am – 5:00 pm</td> <td>Rydges Parramatta</td> </tr> </tbody> </table> <p>Lastly, we will also be kicking off work shortly for Phase 6 of the program. Our formal planning day for Phase 6 is scheduled for 18 December from 11am-4pm at Rydges Sydney Central. We will send through the meeting invite shortly.</p> <p>If you have any questions or issues, please don't hesitate to give me a buzz.</p> <p>Cheers Josh</p> <p><b>Josh Isben</b> Head of Customer &amp; Strategic Insights Customer, Strategy &amp; Engagement</p> <p>Mobile 0408 324 766 Level 15, 1 Smith Street Parramatta NSW 2150 joshua.isben@sydneywater.com.au</p>	Session	Rehearsal/Actual	Date	Time	Location	Phase 5	Rehearsal - Completed	Monday, 6 November 2023	12:30 pm – 4:30 pm	Rydges Central	Customer Panel - Day 1	Actual	Saturday, 11 November 2023	9:00 am – 5:00 pm	Rydges Parramatta	Customer Panel - Day 2	Rehearsal	Monday, 13 November 2023	12:30 pm – 4:30 pm	Radisson Blu Plaza		Actual	Saturday, 18 November 2023	9:00 am – 5:00 pm	Rydges Parramatta	Customer Panel - Day 3	Rehearsal	Monday, 20 November 2023	12:30 pm – 4:30 pm	Rydges Central		Actual	Saturday, 25 November 2023	9:00 am – 5:00 pm	Rydges Parramatta	Customer Panel - Day 4	Rehearsal	Tuesday, 28 November 2023	9:00 am – 1:00 pm	Radisson Blu Plaza		Actual	Sunday, 3 December 2023	9:00 am – 5:00 pm	Rydges Parramatta
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14 Nov 2023	Email to CCRG subgroup members	Phase 5 - Day 4 material for review	<p>Phase 5 - Day 4 material for review</p> <p>Sharon Bowyer        To: Mary Karras; jindaniinaara@gmail.com; Ross Williams; Douglas McCloskey; Optus; Steven Collins (steven.collins110387@gmail.com); anna.bacik@proton.me        Cc: Abigail Goldberg; Joshua Isber; Izzy Kerr; Sharon Bowyer        Retention Policy: SWC - 8 Years Retention (8 years) Expires: 12/11/2031</p> <p>Day 4 - A day of recommendations - draft for CCRG review.pdf 4 MB</p> <p>Hi CCRG Sub-group,</p> <p>I hope you're having a good week. Thank you for your feedback and input into the Day 3 materials last week and thanks very much to those who attended the Day 1 customer panel on Saturday and the rehearsal for Day 2 yesterday. Your involvement in this work is really helping us to improve the quality of the approach and the materials.</p> <p>Please find attached the draft materials for Day 4. For those that attended yesterday's rehearsal, you'll appreciate that this content is likely to change (possibly significantly) after we run days 2 and 3. The attached is for your early input, mainly on issues around language and complexity. You will of course have an opportunity to attend the Day 4 rehearsal, which is a couple of weeks away. This seems to be the most effective way of shaping and guiding the engagement process for the day.</p> <p>Please provide any feedback on the attached materials by <b>COB Thursday 16 November</b>.</p> <p>The dates for remaining rehearsals and customer panel sessions are shown in the table below. Please note that we've decided that observers can attend Day 4, so you are now welcome to attend on 3 December. This is a crucial day because panellists will be deciding their final recommendations. As per the usual process, please let Sharon know if you want to attend any of the remaining sessions.</p> <p>Also note that a planning day for Phase 6 will be held on 7 December 2023, 10:00am to 3:30pm to be held at Rydges Sydney Central, 28 Albion St Sydney. CCRG sub-group members are welcome and encouraged to attend this workshop.</p> <p>Kind regards Josh</p> <table border="1"> <thead> <tr> <th>Session</th> <th>Rehearsal/Actual</th> <th>Date</th> <th>Time</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td colspan="5"><b>Phase 5</b></td> </tr> <tr> <td>Customer Panel - Day 1</td> <td>Rehearsal</td> <td>Monday, 6 November 2023</td> <td>12:30 pm – 4:30 pm</td> <td>Rydges Central</td> </tr> <tr> <td>Complete</td> <td>Actual</td> <td>Saturday, 11 November 2023</td> <td>9:00 am – 5:00 pm</td> <td>Rydges Parramatta</td> </tr> <tr> <td>Customer Panel - Day 2</td> <td>Rehearsal</td> <td>Monday, 13 November 2023</td> <td>12:30 pm – 4:30 pm</td> <td>Radisson Blu Plaza</td> </tr> <tr> <td>Complete</td> <td>Actual</td> <td>Saturday, 18 November 2023</td> <td>9:00 am – 5:00 pm</td> <td>Rydges Parramatta</td> </tr> <tr> <td>Customer Panel - Day 3</td> <td>Rehearsal</td> <td>Monday, 20 November 2023</td> <td>12:30 pm – 4:30 pm</td> <td>Rydges Central</td> </tr> <tr> <td>Complete</td> <td>Actual</td> <td>Saturday, 25 November 2023</td> <td>9:00 am – 5:00 pm</td> <td>Rydges Parramatta</td> </tr> <tr> <td>Customer Panel - Day 4</td> <td>Rehearsal</td> <td>Tuesday, 28 November 2023</td> <td>9:00 am – 1:00 pm</td> <td>Radisson Blu Plaza</td> </tr> <tr> <td>Complete</td> <td>Actual</td> <td>Sunday, 3 December 2023</td> <td>9:00 am – 5:00 pm</td> <td>Rydges Parramatta</td> </tr> </tbody> </table>	Session	Rehearsal/Actual	Date	Time	Location	<b>Phase 5</b>					Customer Panel - Day 1	Rehearsal	Monday, 6 November 2023	12:30 pm – 4:30 pm	Rydges Central	Complete	Actual	Saturday, 11 November 2023	9:00 am – 5:00 pm	Rydges Parramatta	Customer Panel - Day 2	Rehearsal	Monday, 13 November 2023	12:30 pm – 4:30 pm	Radisson Blu Plaza	Complete	Actual	Saturday, 18 November 2023	9:00 am – 5:00 pm	Rydges Parramatta	Customer Panel - Day 3	Rehearsal	Monday, 20 November 2023	12:30 pm – 4:30 pm	Rydges Central	Complete	Actual	Saturday, 25 November 2023	9:00 am – 5:00 pm	Rydges Parramatta	Customer Panel - Day 4	Rehearsal	Tuesday, 28 November 2023	9:00 am – 1:00 pm	Radisson Blu Plaza	Complete	Actual	Sunday, 3 December 2023	9:00 am – 5:00 pm	Rydges Parramatta
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24 Nov 2023	Email to CCRG subgroup members	Phase 5, Day 3 Our Water Our Voice	<p>Phase 5, Day 3 Our Water Our Voice</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To: <a href="#">anna.back@proton.me</a>; <a href="#">Mary Karras</a>; <a href="#">Douglas McCloskey</a>; <a href="#">Narelle Brown</a>; <a href="#">jindaninaara@gmail.com</a>; <a href="#">Steven Collins (steven.collins110387@gmail.com)</a>  Cc: <a href="#">Abigail Goldberg</a>; <a href="#">Joshua Isben</a>; <a href="#">Izzy Kerr</a>; <a href="#">Sharon Bowyer</a>  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 22/11/2031</p> <p><a href="#">Our Water, Our Voice - 2022-2024 - (11) Nov - Phase 5 Day 3 Presentations - 20231124.pdf</a> 6 MB  <a href="#">Our Water, Our Voice - 2022-2024 - (11) Nov - Phase 5 Day 3 Participant Workbook - Preventing Pollution - 241123_Final.docx</a> 116 KB  <a href="#">Our Water, Our Voice - 2022-2024 - (11) Nov - Phase 5 Day 2 Questions - For Day 3.xlsx</a> 43 KB</p> <p>HI CCRG subgroup,</p> <p>Phase 5, Day 3 of 'Our Water Our Voice' is being held tomorrow (Saturday 25.11.23). For your <b>information</b> attached are the final documents that will be shared during the session.</p> <ul style="list-style-type: none"> <li>• Presentation</li> <li>• Participant workbook</li> <li>• Questions</li> </ul> <p>For those planning to attend tomorrow we look forward to seeing you at Rydges Parramatta. We kick off at 9am and the session goes to 5pm.</p> <p>You may like to bring something warm to wear (jacket, jumper etc) as it can get cold in the room.</p> <p>Regards,  Josh</p>
Nov 2023	CCRG Meeting	Our Water, Our Voice Customer engagement update	<p>[External] Agenda and Papers for Sydney Water CCRG - Meeting 7, 27 November 2023, to be held at PRW Demonstration Plant - Gate 1 - 240 Quakers Road, Quakers Hill</p> <p>GoldbergBlaise &lt;info@goldbergblaise.com.au&gt;  To: <a href="#">Stephen McMahon</a>; <a href="#">Narelle Brown</a>; <a href="#">Bruce McClelland (business.westernsydney.com)</a>; <a href="#">jindaninaara@gmail.com</a>; <a href="#">mary.karras@ecsws.org.au</a>; <a href="#">drogers@cigroup.org.au</a>; <a href="#">Leigh Martin</a>; <a href="#">Douglas McCloskey</a>; <a href="#">graham.turner57@gmail.com</a>; <a href="#">roselina2110@gmail.com</a>; +2 others  Cc: <a href="#">Customer Reference Group</a>; <a href="#">Sharon Bowyer</a>; <a href="#">Joshua Isben</a></p> <p><a href="#">231127 - CCRG - Meeting Pack - November 2023 - Final(4).pdf</a> .pdf File</p> <p><b>CAUTION:</b> This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.</p> <p>HI CCRG Members</p> <p>Our final meeting for 2023, Meeting 7 of the Sydney Water CCRG is coming up and will be held in-person on <b>Monday 27 November at the Purified Recycled Water (PRW) Demonstration Plant at Gate 1, 240 Quakers Road, Quakers Hill</b>. Morning tea will be available from <b>9:30am</b>, with a <b>tour of the plant commencing at 10:10am</b>.</p> <p>As already advised there is parking available on site. Do however please leave yourself enough travel time to get there, as traffic can be slow on the M7. If you have any difficulties finding the site or navigating the journey, don't hesitate to be in contact with Sharon on 0403 878 666.</p> <p>Kindly note that as the plant is an operational facility you are required to wear long pants, a long sleeve shirt and closed in shoes / boots. Other personal protective clothing will be provided to you on site (high vis vest and hard hat).</p> <p>The tour of the Purified Recycled Water Demonstration Plant builds on several discussions we have had on this topic over the course of the year. Ben Newton, who has been party to some of these discussions, will be leading the tour and we will also be joined by Danielle Francis from the Water Services Association of Australia (WSAA) who will talk about purified recycled water within the context of the broader water industry.</p> <p>Following the tour and discussions on PRW, we will discuss the 'Year in review' (our first full year together) as well as taking a look at the 'Year ahead'. In relation to the latter, Sydney Water has prepared a draft 'roadmap' for meetings in 2024 while <b>your ideas and suggestions are also very welcome</b> and have over this year substantially added value to matters covered. I would be grateful if you could either <b>email ideas in to me ahead of time (preferred)</b>, or <b>be ready to put them forward at the meeting</b>.</p> <p>FYI the Sydney Water MD, Roch Cheroux will join the meeting in the morning, while Cameron Robertson, Non-Executive Director will join from 11am (his second visit to the CCRG).</p> <p>The CCRG meeting pack November 2023 is attached. Please don't hesitate to be in contact ahead of time if needed, otherwise looking forward to seeing you on Monday 27 November.</p> <p>Thanks and regards  Abigail</p> <p><b>Abigail Goldberg</b> FAICD FPIA, Chair and Director  T: 0404 021 552  E: <a href="mailto:info@goldbergblaise.com.au">info@goldbergblaise.com.au</a></p>
28 Nov 2023	Email to CCRG subgroup members	Phase 5, Day 4 Our Water Our Voice	<p>Phase 5, Day 4 Our Water Our Voice</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To: <a href="#">anna.back@proton.me</a>; <a href="#">Mary Karras</a>; <a href="#">Douglas McCloskey</a>; <a href="#">Narelle Brown</a>; <a href="#">jindaninaara@gmail.com</a>; <a href="#">Steven Collins (steven.collins110387@gmail.com)</a>  Cc: <a href="#">Abigail Goldberg</a>; <a href="#">Joshua Isben</a>; <a href="#">Izzy Kerr</a>; <a href="#">Sharon Bowyer</a>  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 26/11/2031</p> <p><a href="#">Our Water, Our Voice - 2022-2024 - (11) Nov - Phase 5 Day 4 - Water Supply Security - 281123 for CCRG.pdf</a> 3 MB</p> <p>HI CCRG subgroup,</p> <p>Following the rehearsal today, attached is the pack for Phase 5, Day 4 being held this Sunday.</p> <p>Could you please provide any comments by <b>COB tomorrow</b>, Wednesday 29 November 2023.</p> <p>Apologies again for the short turnaround time.</p> <p>Thank you for your continued support with this work.</p> <p>Regards,  Sharon (on behalf of Izzy and Josh)</p>

30 Nov 2023	Email to CCRG subgroup members	Phase 5 Day 4 Prevent Pollution	<p>Phase 5 Day 4 Prevent Pollution</p> <p> Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To:  Douglas McCloskey;  anna.bacik@proton.me;  Mary Karras;  Ross Williams;  Narelle Brown;  jindaniinaara@gmail.com;  Steven Collins (steven.collins110387@gmail.com)  Cc:  Joshua Ibbett;  Izzy Kerr  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 28/11/2031</p> <p> Prevent pollution close out day 4.pptx 25 MB</p> <p>Hi CCRG subgroup members,</p> <p>Attached for your final review are the proposed slides to close out 'Prevent Pollution' for Phase 5, Day 4.</p> <p>Regards, Sharon</p> <p><b>Sharon Bowyer</b> Senior Customer Governance Specialist Customer and Stakeholder Engagement</p> <p>Mobile 0403 878 666 Level 14, 1 Smith Street sharon.bowyer@sydneywater.com.au Parramatta NSW 2150</p>
5 Dec 2023	Email to CCRG subgroup members	CCRG Phase 6 Customer Engagement Planning Day - Our Water Our Voice - 7 Dec 2023 - Rydges Central	<p>CCRG Phase 6 Customer Engagement Planning Day - Our Water Our Voice - 7 Dec 2023 - Rydges Central</p> <p> Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;  To:  Ross Williams;  anna.bacik@proton.me;  Douglas McCloskey;  Narelle Brown;  Mary Karras;  jindaniinaara@gmail.com;  Steven Collins (steven.collins110387@gmail.com)  Cc:  Izzy Kerr  Retention Policy: SWC - 8 Years Retention (8 years) Expires: 3/12/2031</p> <p> Our Water Our Voice - 2022-2024 - (12) Dec - Phase 6 Planning Day - Agenda - Final.pdf 169 KB</p> <p>Hi CCRG Subgroup members,</p> <p>Just a reminder that the Phase 6 Planning Day is being held this Thursday 7<sup>th</sup> December at Rydges Central, 28 Albion St Surry Hills at 10am (arrival from 9:45am).</p> <p>We understand that some of you are now unable to attend, but just in case things have changed please let me know if you can attend.</p> <p>The agenda is attached.</p> <p>Thanks and have a great day.</p> <p>Regards, Sharon</p> <p><b>Sharon Bowyer</b> Senior Customer Governance Specialist Customer and Stakeholder Engagement</p> <p>Mobile 0403 878 666 Level 14, 1 Smith Street sharon.bowyer@sydneywater.com.au Parramatta NSW 2150</p>

13 Dec 2023

Email to CCRG subgroup members

CCRG: Phase 6 Customer Engagement Session Plan for Review

CCRG: Phase 6 Customer Engagement Session Plan for Review



Customer Reference Group <CustomerReferenceGroup@sydneywater.com.au>  
To: anna.back@proton.me; Ross Williams; jindaninaara@gmail.com; Douglas McCloskey; Mary Karas; Narelle Brown; Steven Collins (steven.collins110387@gmail.com)  
Cc: Abigail Goldberg; Joshua Isben; Izzy Kerr; Sharon Bowyer; Paul De Sa; Robbie Goedecke

Retention Policy: SWC - 3 Years Retention (3 years)  
You replied to this message on 18/12/2023 1:32 PM.

Expires: 11/12/2031



Hi CCRG subgroup members,

Last week Sydney Water and Kantar met to discuss Planning for Phase 6 and we were pleased that Anna, Ross and inara were also able to join us. Thank you for your commitment and input to help us plan for Phase 6.

Phase 6 will focus on 'How do customers pay for the services we want, in a fair and equitable manner' and over 4 days will explore principles of fairness, tariffs, revenue & price caps and outcome delivery incentives.

The customer sessions will be held on Saturdays in Feb and March 2024 and we will hold rehearsals for each session (as we did for Phase 5). Dates of these sessions are outlined below and locations are yet to be confirmed. We'll forward you all the invitations to you so that you have them in your diary.

Attached is a draft session plan for Phase 6. This is a high level plan, reflecting that the detail is likely to change as we progress through each day of engagement. We would appreciate any feedback you have on the draft session plan by COB Monday 18 December 2023.

We will send out more detailed content including draft presentation slides and activities as they are available, but these will also likely change during the engagement process.

Thank you for your continued support.

Regards,  
Josh

Details of Phase 6 Sessions and Rehearsals

Day 1: Grounding and Fairness	Rehearsal	Monday 9 February 2024 – 11am – 4pm
	Customer Session (Actual)	Saturday 10 February 2024 9am – 3pm
Day 2: Tariff exploration	Rehearsal	Monday 12 February 2024 – 11am – 4pm
	Customer Session (Actual)	Saturday 17 February 2024 9am – 3pm
Day 3: Revenue Cap V Price Cap	Rehearsal	Tuesday 20 February 2024 – 9am – 3pm
	Customer Session (Actual)	Saturday 24 February 2024 9am – 3pm
Day 4: Outcome delivery incentives and close	Rehearsal	Monday 26 February 2024 – 11am – 4pm
	Customer Session (Actual)	Saturday 2 March 2024 9am – 3pm

Locations are to be confirmed though it is likely that Rehearsals will be held in the City and the Customer Sessions to be held at Parramatta. Storing fees will be paid for CCRG member attendance at both rehearsals and customer sessions.

Josh Isben  
Head of Customer & Strategic Insights  
Customer, Strategy & Engagement

Mobile 0408 324 786  
josh.isben@sydneywater.com.au  
Level 15, 1 Smith Street  
Parramatta NSW 2150

Reply Reply All Forward

Wed 13/12/2023

25 Jan 2024	Email to CCRG subgroup members	Phase 6 - Our Water Our Voice - Customer Engagement - Day 1 materials for review	<p>Phase 6 - Our Water Our Voice - Customer Engagement - Day 1 materials for review</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;          To: <a href="#">anna.back@proton.me</a>; <a href="#">Ross Williams</a>; <a href="#">jindaniinaara@gmail.com</a>; <a href="#">Douglas McCloskey</a>; <a href="#">Mary Karras</a>; <a href="#">Narelle Brown</a>; <a href="#">Steven Collins (steven.collins110387@gmail.com)</a>          Cc: <a href="#">Izzy Kerr</a>; <a href="#">Joshua Isken</a>; <a href="#">Abigail Goldberg</a>; <a href="#">Sharon Bowyer</a>          Retention Policy: SWC - 8 Years Retention (8 years) Expires: 23/01/2024</p> <p><a href="#">Our Water, Our Voice - 2022-2024 - (01) Jan - Phase 6 - Day 1 - Refresh &amp; Principles - 250124 - DRAFT - V3.pdf</a>          4 MB</p> <p>Hi CCRG Sub group members,          Hope you have all had a good start to 2024.          Last year Sydney Water and Kantar met to discuss <b>Planning for Phase 6</b> and we were pleased that Anna, Ross and Inara were also able to join us. Thank you for your commitment and input to help us plan for Phase 6.          Phase 6 will focus on 'How do customers pay for the services we want, in a fair and equitable manner' and over 4 days will explore principles of fairness, tariffs, revenue &amp; price caps and outcome delivery incentives.          The customer sessions will be held in February and March 2024 and we will hold rehearsals for each session (as we did for Phase 5). Dates of these sessions are outlined below.  <b>Attached for your review is the draft content for Day 1, Phase 6.</b>          We look forward to seeing those of you that can make the rehearsal.          For those CCRG members not attending the rehearsal, you are welcome to provide feedback separately. We would appreciate any feedback you have on the draft content by <b>COB 30 January 2024</b>.</p> <p><b>Details of Phase 6 Sessions and Rehearsals</b></p> <table border="1"> <tr> <td rowspan="2">Day 1: Grounding and Fairness</td> <td>Rehearsal</td> <td>Thursday, 1 February 2024 10:30 AM-2:30 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> <tr> <td>Customer Session (Actual)</td> <td>Saturday 10 February 2024 9:00am – 5:00pm</td> <td>Rydges Parramatta (116 James Ruse Drive)</td> </tr> <tr> <td rowspan="2">Day 2: Tariff exploration</td> <td>Rehearsal</td> <td>Monday, 12 February 2024 10:30 AM-2:30 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> <tr> <td>Customer Session (Actual)</td> <td>Sunday, 18 February 2024 9:00 AM-5:00 PM</td> <td>Rydges Parramatta (116 James Ruse Drive)</td> </tr> <tr> <td rowspan="2">Day 3: Revenue Cap V Price Cap</td> <td>Rehearsal</td> <td>Tuesday, 20 February 2024 10:30 AM-2:30 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> <tr> <td>Customer Session (Actual)</td> <td>Saturday, 24 February 2024 9:00 AM-5:00 PM</td> <td>Rydges Parramatta (116 James Ruse Drive)</td> </tr> <tr> <td rowspan="2">Day 4: Outcome delivery incentives and close</td> <td>Rehearsal</td> <td>Monday, 26 February 2024 10:30 AM-2:30 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> <tr> <td>Customer Session (Actual)</td> <td>Sunday, 3 March 2024 9:00 AM-5:00 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> </table> <p>Sitting fees will be paid for CCRG member attendance at both rehearsals and customer sessions.          Thank you for your continued support.          Regards,          Josh</p>	Day 1: Grounding and Fairness	Rehearsal	Thursday, 1 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)	Customer Session (Actual)	Saturday 10 February 2024 9:00am – 5:00pm	Rydges Parramatta (116 James Ruse Drive)	Day 2: Tariff exploration	Rehearsal	Monday, 12 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)	Customer Session (Actual)	Sunday, 18 February 2024 9:00 AM-5:00 PM	Rydges Parramatta (116 James Ruse Drive)	Day 3: Revenue Cap V Price Cap	Rehearsal	Tuesday, 20 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)	Customer Session (Actual)	Saturday, 24 February 2024 9:00 AM-5:00 PM	Rydges Parramatta (116 James Ruse Drive)	Day 4: Outcome delivery incentives and close	Rehearsal	Monday, 26 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)	Customer Session (Actual)	Sunday, 3 March 2024 9:00 AM-5:00 PM	Rydges Sydney Central (28 Albion Street)
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29 Jan 2024

Email to CCRG – non subgroup members

Phase 6 - Customer Engagement - Our Water Our Voice

Phase 6 - Customer Engagement - Our Water Our Voice



Customer Reference Group <CustomerReferenceGroup@sydneywater.com.au>

To: Abigail Goldberg; Stephen McMahon; Bruce.McClelland@businesswesternsydney.com; Graham Turner; Donna Rogers; Leigh Martin  
Cc: Joshua Isben; Sharon Bowyer

Retention Policy: SWC - 8 Years Retention (8 years)

Expires: 27/01/2032

Reply Reply All Forward

Mon 29/01/2024

Hi Abigail, Stephen, Bruce, Graham, Donna and Leigh,

Hope you have all had a good start to 2024.

We are about to commence **Phase 6** of Our Water Our Voice Customer Engagement.

Phase 6 will focus on 'How do customers pay for the services we want, in a fair and equitable manner' and over 4 days will explore principles of fairness, tariffs, revenue & price caps and outcome delivery incentives.

Our CCRG subgroup members are continuing to play a role in reviewing materials and attending rehearsals whenever possible.

You are also invited to observe the Phase 6 customer sessions which will be held in February and March 2024. See dates and venues below.

If you would like to attend one of the sessions below, please let Sharon know by COB Friday 2<sup>nd</sup> February and an invitation will be sent to you. Places are limited.

**Details of Phase 6 Customer Sessions**

Day 1: Grounding and 'Fairness'	Customer Session	Saturday 10 February 2024 9:00am – 5:00pm	Rydges Parramatta (116 James Ruse Drive)
Day 2: Tariff exploration	Customer Session	Sunday, 18 February 2024 9:00 AM-5:00 PM	Rydges Parramatta (116 James Ruse Drive)
Day 3: Outcome delivery incentives	Customer Session	Saturday, 24 February 2024 9:00 AM-5:00 PM	Rydges Parramatta (116 James Ruse Drive)
Day 4: Revenue Cap V Price Cap and close	Customer Session	Sunday, 3 March 2024 9:00 AM-5:00 PM	Rydges Parramatta (116 James Ruse Drive)

Sitting fees will be paid for CCRG member attendance at these customer sessions.

Thank you for your continued support.

Regards,  
Josh

**Josh Isben**  
Head of Customer & Strategic Insights

8 Feb 2024

Email to CCRG subgroup members

Phase 6 - Our Water Our Voice - Customer Engagement - Day 2 materials for review

Phase 6 - Our Water Our Voice - Customer Engagement - Day 2 materials for review



Customer Reference Group <CustomerReferenceGroup@sydneywater.com.au>

To: Mary Karras; Douglas McCloskey; ana.back@proton.me; Ross Williams; jindaniinara@gmail.com; Narelle Brown; Steven Collins (steven.collins110387@gmail.com)

Cc: Abigail Goldberg; Joshua Isben; Izzy Kerr; Sharon Bowyer

Retention Policy: SWC - 8 Years Retention (8 years)

Expires: 6/02/2032

Reply Reply All Forward

Thu 8/02/2024

CCRG Preview 240208 - Our Water Our Voice - 2024 - (02) February - Phase 6 - Day 2 Pdf.pdf 9 MB

Hi CCRG Sub group members,

Hope you are all well.

Attached for your review is the draft content for Day 2, Phase 6 of Our Water, Our Voice Customer Engagement Program.

We will refine this material at the Day 2 rehearsal to be held on Monday 12 February.

For those CCRG members not attending the rehearsal, you are welcome to provide feedback separately.

We would appreciate any feedback you have on the draft content by 9:30am Monday 12 February.

A reminder of the dates of the Phase 6 sessions and rehearsals are outlined below. Phase 6 will focus on 'How do customers pay for the services we want, in a fair and equitable manner' and over 4 days will explore principles of fairness, tariffs, revenue & price caps and outcome delivery incentives.

Details of Phase 6 Sessions and Rehearsals

Day 1: Grounding and 'Fairness'	Rehearsal - COMPLETE	Thursday, 1 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)
	Customer Session (Actual)	Saturday 10 February 2024 9:00am - 5:00pm	Rydges Parramatta (116 James Ruse Drive)
Day 2: Tariff exploration	Rehearsal	Monday, 12 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)
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Day 3: Revenue Cap & Price Cap	Rehearsal	Tuesday, 20 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)
	Customer Session (Actual)	Saturday, 24 February 2024 9:00 AM-5:00 PM	Rydges Parramatta (116 James Ruse Drive)
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	Customer Session (Actual)	Sunday, 3 March 2024 9:00 AM-5:00 PM	Rydges Sydney Central (28 Albion Street)

Sitting fees will be paid for CCRG member attendance at both rehearsals and customer sessions.

We look forward to seeing those of you that can make the rehearsal on Monday.

Thank you for your continued support.

Regards,  
Joan

<p>15 Feb 2024</p>	<p>Email to CCRG subgroup members</p>	<p>Phase 6 - Our Water Our Voice - Customer Engagement - Day 3 materials for review</p>	<p>Phase 6 - Our Water Our Voice - Customer Engagement - Day 3 materials for review</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;        To: Mary Karras; Douglas McCloskey; Narelle Brown; ana.back@proton.me; Ross Williams; jindaniinaara@gmail.com; Steven Collins (steven.collins110387@gmail.com)        Cc: Abigail Goldberg; Joshua Isben; Izzy Kerr; Sharon Bowyer</p> <p>Retention Policy: SWC - 8 Years Retention (8 years) Expires: 13/02/2032</p> <p>Our Water Our Voice - 2024 - (01) January - Phase 6 - Day 3 - ODIs - Final PDF.pdf (15 MB)</p> <p>Hi CCRG Sub group members,        Hope you are all well.</p> <p>Attached for your review is the <b>draft content for Day 3, Phase 6</b> of Our Water, Our Voice Customer Engagement Program.</p> <p>We will refine this material at the Day 3 rehearsal to be held on <b>Tuesday 20 February</b>.</p> <p>For those CCRG members not attending the rehearsal, you are welcome to provide feedback separately. We would appreciate any feedback you have on the draft content by 9:30am Tuesday 20 February.</p> <p>A reminder of the dates of the Phase 6 sessions and rehearsals are outlined below. Phase 6 will focus on 'How do customers pay for the services we want, in a fair and equitable manner' and over 4 days will explore principles of fairness, tariffs, revenue &amp; price caps and outcome delivery incentives.</p> <p><b>Details of Phase 6 Sessions and Rehearsals</b></p> <table border="1"> <tr> <td rowspan="2">Day 1: Grounding and 'Fairness'</td> <td>Rehearsal - COMPLETE</td> <td>Thursday, 1 February 2024 10:30 AM-2:30 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> <tr> <td>Customer Session (Actual) - COMPLETE</td> <td>Saturday 10 February 2024 9:00am - 5:00pm</td> <td>Rydges Parramatta (116 James Ruse Drive)</td> </tr> <tr> <td rowspan="2">Day 2: Tariff exploration</td> <td>Rehearsal - COMPLETE</td> <td>Monday, 12 February 2024 10:30 AM-2:30 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> <tr> <td>Customer Session (Actual)</td> <td>Sunday, 18 February 2024 9:00 AM-5:00 PM</td> <td>Rydges Parramatta (116 James Ruse Drive)</td> </tr> <tr> <td rowspan="2">Day 3: Revenue Cap V Price Cap</td> <td>Rehearsal</td> <td>Tuesday, 20 February 2024 10:30 AM-2:30 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> <tr> <td>Customer Session (Actual)</td> <td>Saturday, 24 February 2024 9:00 AM-5:00 PM</td> <td>Rydges Parramatta (116 James Ruse Drive)</td> </tr> <tr> <td rowspan="2">Day 4: Outcome delivery incentives and close</td> <td>Rehearsal</td> <td>Monday, 26 February 2024 10:30 AM-2:30 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> <tr> <td>Customer Session (Actual)</td> <td>Sunday, 3 March 2024 9:00 AM-5:00 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> </table> <p>Sitting fees will be paid for CCRG member attendance at both rehearsals and customer sessions.</p> <p>We look forward to seeing those of you that can make the Day 2 Customer Session on Sunday, the CCRG meeting on Monday and the Day 3 Rehearsal on Tuesday.</p> <p>Thank you for your continued support.</p> <p>Regards,        Josh</p>	Day 1: Grounding and 'Fairness'	Rehearsal - COMPLETE	Thursday, 1 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)	Customer Session (Actual) - COMPLETE	Saturday 10 February 2024 9:00am - 5:00pm	Rydges Parramatta (116 James Ruse Drive)	Day 2: Tariff exploration	Rehearsal - COMPLETE	Monday, 12 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)	Customer Session (Actual)	Sunday, 18 February 2024 9:00 AM-5:00 PM	Rydges Parramatta (116 James Ruse Drive)	Day 3: Revenue Cap V Price Cap	Rehearsal	Tuesday, 20 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)	Customer Session (Actual)	Saturday, 24 February 2024 9:00 AM-5:00 PM	Rydges Parramatta (116 James Ruse Drive)	Day 4: Outcome delivery incentives and close	Rehearsal	Monday, 26 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)	Customer Session (Actual)	Sunday, 3 March 2024 9:00 AM-5:00 PM	Rydges Sydney Central (28 Albion Street)
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<p>19 Feb 2024</p>	<p>CCRG Meeting</p>	<p>CCRG meeting focus on price proposal</p>	<p>[External] Agenda and Papers for Sydney Water CCRG - Meeting 8, 19 November 2023, to be held at Sydney Water City Office, Level 9, 420 George St, Sydney</p> <p>GoldbergBlaise &lt;info@goldbergblaise.com.au&gt;        To: Stephen McMahon; Narelle Brown; BruceMcClelland@businesswestersydney.com; jindaniinaara@gmail.com; mary.karras@ecnsww.org.au; drogers@ccrgroup.org.au; Leigh Martin; Douglas McCloskey; graham.turner57@gmail.com; rosselina2110@gmail.com; +2 others        Cc: Customer Reference Group; Sharon Bowyer; Joshua Isben</p> <p>240219 - CCRG - Meeting Pack - February 2024 - Final.pdf (1 MB)</p> <p>240219 - CCRG - Item 7.1 - Water Tariff Reform_Appendix_C - Feb CCRG.pdf (4 MB)</p> <p>240219 - CCRG - Item 8.1 - Our Plan for Greater Sydney 2025-2030 Price Proposal - Draft - Table of contents.pdf (554 KB)</p> <p>240219 - CCRG - Item 13.1 - Our Water Our Voice - 2022-2024 - (02) Feb - Phase 5 - Customer Panel Debrief - Final - 06022024.pdf (3 MB)</p> <p>240219 - CCRG - Item 14.1 - WSAA - Customer Perceptions Report - FINAL.pdf</p> <p><b>CAUTION: This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.</b></p> <p>Hi CCRG Members</p> <p>The first CCRG meeting for 2024 will be held in-person on <b>Monday 19 February at 9am at the Sydney Water city office, 420 George St, Sydney</b>. The Sydney Water team and I are looking forward to welcoming you from 8:30am to allow time for reception sign-in. Tea and coffee will be available on arrival.</p> <p>The meeting pack and separate attachments for this meeting are as follows:</p> <ul style="list-style-type: none"> <li>• CCRG Meeting Pack - February 2024 (agenda and papers)</li> <li>• Item 7 - Water Tariff Reform - Appendix C</li> <li>• Item 8 - Our Plan for Greater Sydney 2025-2030 - Price Proposal Draft Table of Contents</li> <li>• Item 13 - Our Water Our Voice - Phase 5 - Customer Panel Debrief</li> <li>• Item 14 - WSAA Customer Perceptions Report. <i>Please note this report is confidential and not to be shared outside of the CCRG.</i></li> </ul> <p>FYI the Sydney Water MD, Roch Cherooux will join the meeting in the morning, and introduce the focus for the first half of this year, which will be on the IPART price proposal. Toward the end of the meeting I am proposing to facilitate an 'in camera' session for CCRG Members only to follow-up on issues raised and suggestions made at the 'Year in Review' discussion at the November 2023 meeting.</p> <p>Please be reminded that our way of working is for papers to be 'taken-as-read', with the expectation that you will have reviewed the content ahead of time and be ready to raise questions and discuss key issues at the meeting.</p> <p>Don't hesitate to be in contact ahead of time if needed, otherwise looking forward to seeing you on Monday 19 February.</p> <p>Thanks and regards        Abigail</p> <p>Abigail Goldberg FAICD FPIA, Chair and Director        T: 0404 021 552        F: info@goldbergblaise.com.au</p>																												

21 Feb 2024	Email to CCRG subgroup members	Phase 6 - Our Water Our Voice - Customer Engagement - Revised Day 3 materials	<p>Phase 6 - Our Water Our Voice - Customer Engagement - Revised Day 3 materials</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;        To: Mary Karras; Douglas McCloskey; Narelle Brown; Ross Williams; anna.backi@proton.me; jindaniinaara@gmail.com; Steven Collins (steven.collins110387@gmail.com)        Cc: Joshua Isben; Izzy Kerr; Sharon Bowyer        Retention Policy: SWC - 8 Years Retention (8 years) Expires: 19/02/2032</p> <p>Our Water Our Voice - 2024 - (02) February - Phase 6 - Day 3 - ODIs - REHEARSAL DECK - updated 210224 PDF.pdf        11 MB</p> <p>Hi CCRG subgroup members,</p> <p>Thank you to Mary and Douglas for attending the Day 3 Rehearsal yesterday and to Narelle for providing comments on the content via email.</p> <p>For your information, attached is the revised pack for the Day 3 Customer Session to be held this Saturday 24.2.24.</p> <p>Please note, this Day 3 pack is just going through the final internal reviews and further comments from the CCRG on this Day 3 pack are not required.</p> <p>Regards,        Josh</p>																												
23 Feb 2024	Email to CCRG subgroup members	Phase 6 - Our Water Our Voice - Customer Engagement - Day 4 materials for review	<p>Phase 6 - Our Water Our Voice - Customer Engagement - Day 4 materials for review</p> <p>Customer Reference Group &lt;CustomerReferenceGroup@sydneywater.com.au&gt;        To: Mary Karras; Douglas McCloskey; Narelle Brown; anna.backi@proton.me; Ross Williams; jindaniinaara@gmail.com; Steven Collins (steven.collins110387@gmail.com)        Cc: Joshua Isben; Izzy Kerr; Sharon Bowyer; Abigail Goldberg        Retention Policy: SWC - 8 Years Retention (8 years) Expires: 21/02/2032</p> <p>Our Water Our Voice - 2024 - (01) January - Phase 6 - Day 4 - Price Controls - Draft for CCRG subgroup review.pdf        10 MB</p> <p>Hi CCRG Sub group members,</p> <p>Hope you are all well.</p> <p>Attached for your review is the <b>draft content for Day 4, Phase 6</b> of Our Water, Our Voice Customer Engagement Program.</p> <p>We will refine this material at the Day 4 rehearsal to be held on <b>Monday 26 February</b>.</p> <p>For those CCRG members not attending the rehearsal, you are welcome to provide feedback separately. We would appreciate any feedback you have on the draft content by 9:30am Monday 26 February.</p> <p>A reminder of the dates of the Phase 6 Sessions and rehearsals are outlined below. Phase 6 will focus on 'How do customers pay for the services we want, in a fair and equitable manner' and over 4 days will explore principles of fairness, tariffs, outcome delivery incentives and revenue &amp; price caps.</p> <p><b>Details of Phase 6 Sessions and Rehearsals</b></p> <table border="1"> <tbody> <tr> <td rowspan="2">Day 1: Grounding and 'Fairness'</td> <td>Rehearsal - COMPLETE</td> <td>Thursday, 1 February 2024 10:30 AM-2:30 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> <tr> <td>Customer Session (Actual) - COMPLETE</td> <td>Saturday 10 February 2024 9:00am - 5:00pm</td> <td>Rydges Parramatta (116 James Ruse Drive)</td> </tr> <tr> <td rowspan="2">Day 2: Tariff exploration</td> <td>Rehearsal - COMPLETE</td> <td>Monday, 12 February 2024 10:30 AM-2:30 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> <tr> <td>Customer Session (Actual) - COMPLETE</td> <td>Sunday, 18 February 2024 9:00 AM-5:00 PM</td> <td>Rydges Parramatta (116 James Ruse Drive)</td> </tr> <tr> <td rowspan="2">Day 3: Outcome delivery incentives</td> <td>Rehearsal - COMPLETE</td> <td>Tuesday, 20 February 2024 10:30 AM-2:30 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> <tr> <td>Customer Session (Actual)</td> <td>Saturday, 24 February 2024 9:00 AM-5:00 PM</td> <td>Rydges Parramatta (116 James Ruse Drive)</td> </tr> <tr> <td rowspan="2">Day 4: Revenue Cap V Price Cap and close</td> <td>Rehearsal</td> <td>Monday, 26 February 2024 10:30 AM-2:30 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> <tr> <td>Customer Session (Actual)</td> <td>Sunday, 3 March 2024 9:00 AM-5:00 PM</td> <td>Rydges Sydney Central (28 Albion Street)</td> </tr> </tbody> </table> <p>Sitting fees will be paid for CCRG member attendance at both rehearsals and customer sessions.</p> <p>We look forward to seeing those of you that can make the Day 4 Rehearsal on Monday.</p> <p>Thank you for your continued support.</p> <p>Regards,        Josh</p>	Day 1: Grounding and 'Fairness'	Rehearsal - COMPLETE	Thursday, 1 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)	Customer Session (Actual) - COMPLETE	Saturday 10 February 2024 9:00am - 5:00pm	Rydges Parramatta (116 James Ruse Drive)	Day 2: Tariff exploration	Rehearsal - COMPLETE	Monday, 12 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)	Customer Session (Actual) - COMPLETE	Sunday, 18 February 2024 9:00 AM-5:00 PM	Rydges Parramatta (116 James Ruse Drive)	Day 3: Outcome delivery incentives	Rehearsal - COMPLETE	Tuesday, 20 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)	Customer Session (Actual)	Saturday, 24 February 2024 9:00 AM-5:00 PM	Rydges Parramatta (116 James Ruse Drive)	Day 4: Revenue Cap V Price Cap and close	Rehearsal	Monday, 26 February 2024 10:30 AM-2:30 PM	Rydges Sydney Central (28 Albion Street)	Customer Session (Actual)	Sunday, 3 March 2024 9:00 AM-5:00 PM	Rydges Sydney Central (28 Albion Street)
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8 April 2024	CCRG meeting	Focus on Customer Engagement and Customer Outcomes Chapter of the Price Proposal	<p>[External] Agenda and Papers for Sydney Water CCRG - Meeting 9, 8 April 2024 to be held at Sydney Water Parramatta</p> <p>GoldbergBlaise &lt;info@goldbergblaise.com.au&gt;  To: Stephen McMahon; Narelle Brown; Bruce McClelland@businesswesternsydney.com; jindaninaara@gmail.com; mary.karras@eccsw.org.au; drogers@cigroup.org.au; Leigh Martin; Douglas McCloskey; graham.turner57@gmail.com; roselina2110@gmail.com; +2 others  Cc: Customer Reference Group; Sharon Bowyer; Joshua Isben; Katie LeRoy</p> <p>240408 - CCRG - April 2024 - Full meeting pack.pdf  .pdf File</p> <p>240408 - CCRG - Item 6 - App 3 - Customer Engagement Chapter of Price Proposal - Draft at March 2024 for CCRG Review.pdf  .pdf File</p> <p>240408 - CCRG - Item 7 - App 2 - Customer Outcomes Chapter of Price Proposal - Draft at March 2024 for CCRG Review.pdf  .pdf File</p> <p><b>CAUTION: This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.</b></p> <p>Hi CCRG Members</p> <p>The April CCRG will be held in-person on <b>Monday 8 April at 9am</b> at the <b>Sydney Water Parramatta Office, 1 Smith St Parramatta NSW</b>. Tea and coffee will be available from 8:30am – please sign in at reception on the ground floor on arrival.</p> <p>Following our in-camera discussion at the last meeting, the Sydney Water team and I have worked closely to trial a different approach for this meeting in response to the matters raised by members, viz:</p> <p><b>Clearer and more contained focus per meeting:</b>  This meeting will focus on the draft Customer Engagement and Customer Outcomes chapters of Sydney Water's Price Proposal.</p> <p>This is reflected in the meeting Agenda and accompanying papers. Additionally only <u>two</u> items for review accompany the Agenda. As such the email attachments are:</p> <ul style="list-style-type: none"> <li>• CCRG Meeting Pack – April 2024 (agenda and papers)</li> <li>• Item 6 – Appendix 3 – Draft Customer Engagement Chapter of the Price Proposal</li> <li>• Item 7 – Appendix 2 – Draft Customer Outcomes Chapter of the Price Proposal</li> </ul> <p><b>More time for discussion:</b>  The Agenda has been simplified overall and more time has been allowed for discussion of the focus items – that is items 6 and 7.</p> <p><b>An easier way for you to provide your response ahead of time:</b>  Our way of working remains for papers to be 'taken-as-read', with the expectation that you will have reviewed the content ahead of time and be ready to raise questions and discuss key issues at the meeting. However, to streamline this process for you, we have prepared a survey-monkey style feedback tool as a pilot where you can provide quick responses to the questions posed in the papers, as well as providing comments on open-ended questions.</p> <p>This pilot is optional however if you'd like to give-it-a-go we have tried to make it very user friendly! The link is <a href="#">here</a>, please complete by 9am on the day of the meeting (or earlier if possible) so that responses can be collated.</p> <p><b>Pulse check:</b>  To get your feedback on how these changes are working, I will be joined by Stuart Wallace to listen to your response to the trial towards the end of the meeting, as well as to receive any additional suggestions and comments regarding progress on issues raised.</p> <p><b>Optional agenda item: price proposal – trade waste and backflow charges</b>  For members interested in business pricing considerations, an additional discussion item relating to the price proposal – trade waste and backflow charges will be aired from 2:15-2:45pm.</p> <p>A paper on this topic is included as the last paper in the attached CCRG Meeting pack. Attendance at this session is optional however please advise whether you will be joining or not by email by 5pm, 4 April 2024 <a href="#">here</a> or when you complete the optional response tool / survey mentioned above.</p> <p>Don't hesitate to be in contact ahead of time if needed, otherwise have an excellent Easter long weekend and looking forward to seeing you at <b>Parramatta</b> on Monday 8 April.</p> <p>Thanks and regards  Abigail</p> <p>Abigail Goldberg FAICD FPA, Chair and Director  T: 0404 021 552  E: <a href="mailto:info@goldbergblaise.com.au">info@goldbergblaise.com.au</a></p>
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**Phase 5**  
CCRG Subgroup involved in Phase 5 planning meeting with Sydney Water and Kantar

**Phase 4**  
CCRG members observe phase 4 customer sessions  
Online and in person customer engagement sessions

CCRG Subgroup involved in review of Phase 5 materials

**Phase 5 Out of Session meetings**

2 X Out of session meetings held with CCRG Member Douglas McCloskey on 7/7/23 & 9/11/23 – Online

**CCRG subgroup members attend phase 5 rehearsal sessions for**

<b>Member Name</b>	<b>Representation</b>	<b>Day 1 Rehearsal 6 Nov 2023 Rydges Central</b>	<b>Day 2 Rehearsal 13 November 2023 Raddison Blu</b>	<b>Day 3 Rehearsal 20 November 2023 Rydges Central</b>	<b>Day 4 Rehearsal 28 November 2023) Raddison Blu</b>
Anna Bacik	Community Member	Attended	Attended		
Mary Karras	Ethnic Communities Council	Attended	Attended	Attended	Attended
Douglas McCloskey	PIAC		Attended	Attended	

**Phase 5 Customer Engagement (Deliberative Panel) sessions with CCRG members attending as observers.**

	<b>Member Name</b>	<b>Representation</b>	<b>Day 1 Sat 11/11/2023 Rydges Parramatta</b>	<b>Day 2 Sat 18/11/2023 Rydges Parramatta</b>	<b>Day 3 Sat 25/11/2023 Rydges Parramatta</b>	<b>Day 4 Sun 3/12/2023 Rydges Parramatta</b>
	Douglas McCloskey	PIAC	Attended		Attended	Attended
	Mary Karras	Ethnic Communities Council			Attended	
	Ross Williams	Local Govt Association		Attended		

**Phase 6 Planning Day**

	<b>Member Name</b>	<b>Representation</b>	<b>Sitting Fees for Attendance at Phase 6 Planning Day 7 December 2023 Rydges Central</b>
1	Anna Bacik	Community Member	Attended
2	Inaara Jindani	Community Member	Attended
3	Ross Williams	Local Govt Association	Attended

**Phase 6**

CCRG Subgroup involved in Phase 6 Planning meeting with Sydney Water and Kantar

	<b>Member Name</b>	<b>Representation</b>	<b>Attendance at Phase 6 Planning Day 7/12/2023 Rydges Central</b>
1	Anna Bacik	Community Member	Attended
2	Inaara Jindani	Community Member	Attended
3	Ross Williams	Local Govt Association	Attended

CCRG subgroup involved in review of materials

**Phase 6 – Rehearsals (Rydges Central)**

CCRG subgroup members attend phase 6 rehearsal sessions for Day 1, Day 2, Day 3 and Day 4

	<b>Member Name</b>	<b>Representation</b>	<b>Day 1 – 1/2/24</b>	<b>Day 2 – 12/2/24</b>	<b>Day 3 – 20/2/24</b>	<b>Day 4 – 26/2/24</b>
			<b>Rydges Central</b>			

1	Inaara Jindani	Community Member	Did not attend	Did not attend	Did not attend	Attended
2	Mary Karras	Ethnic Communities Council	Did not attend	Attended	Attended	Attended
3	Douglas McCloskey	PIAC	Attended	Attended	Attended	Attended

**Phase 6 - Customer Engagement (Deliberative Panel) Sessions (Rydges Parramatta)**

CCRG members observe phase 6 customer engagement sessions

	Member Name	Representation	Day 1 – 10/2/24	Day 2 – 18/2/24	Day 3 – 24/2/24	Day 4 – 3/3/24
			Rydges Parramatta			
1	Narelle Brown	Community Member	Attended	Attended	Attended	Attended
2	Inaara Jindani	Community Member	Did not attend	Did not attend	Did not attend	Attended
3	Mary Karras	Ethnic Communities Council	Did not attend	Did not attend	Attended	Attended
4	Douglas McCloskey	PIAC	Did not attend	Attended	Attended	Attended
5	Ross Williams	Local Govt Association	Did not attend	Did not attend	Attended	Did not attend