

Agenda

Review of the way we regulate the water businesses



Workshop 3

Encouraging innovation

Monday 21 June 2021

Rydges World Square,
389 Pitt Street, Sydney;

and online via Zoom

Time	Session
9:30 am	In person registration
10:00 am	Welcome and opening presentations Background and introduction Presentations from NSW water businesses
11:00 am	Morning tea
11:20 am	Session 1: Menu and information quality incentives
12:30 pm	Working lunch
	Session 2: Cost efficiency incentives
2:00 pm	Afternoon tea
2:20 pm	Session 3: Customer and service quality incentives
3:00 pm	Closing