

Agenda

Review of the way we regulate the water businesses

Workshop 2

Promoting the customer focus

Monday 10 May 2021

Rydges World Square,
389 Pitt Street, Sydney;

and online via Zoom

Time	Session
9:30 am	In person registration
10:00 am	Session 1: Putting customers at the centre of the business Background and introduction Insights from other jurisdictions
11:15 am	Morning tea
11:30 am	Session 2: Current understanding of customer preferences Presentations from NSW water businesses
1:00 pm	Lunch break
1:30 pm	Session 3: Options for reform Incentives and how the regulatory framework could work
3:00 pm	Closing