

State Archives and Records Authority of New South Wales

General Retention and Disposal Authority:

Retailing of energy and associated products and services

This general retention and disposal authority is approved under section 21(2)c of the *State Records Act 1998* following prior approval by the Board of the State Records Authority of New South Wales in accordance with section 21(3) of the Act.

© State of New South Wales through the State Records Authority of New South Wales 2010. Reissued 2021. This work may be freely reproduced for personal, educational or government purposes. Permission must be received from State Records Authority for all other uses.

ISBN 978-0-9806390-5-6

State Archives and Records Authority of New South Wales

General Retention and Disposal Authority

Authority no GA37

SR file no 09/0405

Scope

This general retention and disposal authority covers records documenting the retailing of energy and associated products and services.

Public office

Public offices, as defined by the *State Records Act 1998*, responsible for the retailing of energy and associated products and services.

Approval date

29 March 2010

Reissued date

25 November 2021

About the General Retention and Disposal Authority

Purpose of the authority

The purpose of this general retention and disposal authority is to identify those records created and maintained by NSW public offices which are required as State archives and to provide approval for the destruction of certain other records created and maintained by NSW public offices, after minimum retention periods have been met.

The approval for disposal given by this authority is given under the provisions of the *State Records Act 1998* only and does not override any other obligations of an organisation to retain records.

The retention and disposal of State records

The records retention and disposal practices outlined in this authority are approved under section 21(2)(c) of the *State Records Act 1998* (NSW). Part 3 (Protection of State Records) of the Act provides that records are not to be disposed of without the consent of NSW State archives and Records with certain defined exceptions. These exceptions include an action of disposal which is positively required by law, or which takes place in accordance with a normal administrative practice (NAP) of which NSW State archives and Records does not disapprove. Advice on the State Records Act can be obtained from NSW State archives and Records.

The authority sets out how long the different classes of records generated by an organisation must be kept to meet its legal, operational and other requirements, and whether the records are to be kept as State archives. The State Archives and Records Authority of NSW ('NSW State archives and Records') reviews and approves organisations' retention and disposal authorities under the State Records Act.

This authority is the product of an appraisal process conducted in accordance with *State Records' Standard on the appraisal and disposal of State records*.

NSW State archives and Records' decisions take into account both the administrative requirements of public offices in discharging their functional responsibilities and the potential research use of the records by the NSW Government and the public. One of NSW State archives and Records' functions is to identify and preserve records as State archives. These are records which document the authority and functions of Government, its decision-making processes and the implementation and outcomes of those decisions, including the nature of their influence and effect on communities and individual lives. Criteria for the identification of State archives are listed in *Building the Archives: Policy on records appraisal and the identification of State archives*. The Policy also explains the roles and responsibilities of NSW State archives and Records and of public offices in undertaking appraisal processes and disposal activities.

Implementing the authority

This general retention and disposal authority covers records controlled by the public office and applies only to the records or classes of records described in the authority. The authority should be implemented as part of the records management program of the organisation. Two primary objectives of this program are to ensure that records are kept for as long as they are of value to the organisation and its stakeholders and to enable the destruction or other disposal of records once they are no longer required for business or operational purposes.

The implementation process entails use of the authority to sentence records. Sentencing is the examination of records in order to identify the disposal class in the authority to which they belong. This process enables the organisation to determine the appropriate retention period and disposal action for the records. Advice on sentencing can be obtained from NSW State archives and Records. See *Implementing a retention and disposal authority*.

Where the format of records has changed (for example, from paper-based to electronic) this does not prevent the disposal decisions in the authority from being applied to records which perform the same function. The information contained in non paper-based or technology dependant records must be accessible for the periods prescribed in the classes. Where a record is copied, either onto microform or digitally imaged, the original should not be disposed of without authorisation (see also the *General retention and disposal authority: original or source records that have been copied*). Public offices will need to ensure that any software, hardware or documentation required to gain continuing access to technology dependent records is available for the periods prescribed.

Disposal action

Records required as State archives

Records which are to be retained as State archives are identified with the disposal action 'Required as State archives'. Records that are identified as being required as State archives should be stored in controlled environmental conditions and control of these records should be transferred to State Records when they are no longer in use for official purposes.

The transfer of control of records as State archives may, or may not, involve a change in custodial arrangements. Records can continue to be managed by the public office under a distributed management agreement. Public offices are encouraged to make arrangements with NSW State archives and Records regarding the management of State archives.

Transferring records identified as State archives and no longer in use for official purposes to NSW State archives and Records' control should be a routine and systematic part of a public office's records management program. If the records are more than 25 years old and are still in use for official purposes, then a 'still in use determination' should be made.

Records approved for destruction

Records that have been identified as being approved for destruction may only be destroyed once a public office has ensured that all other requirements for retaining the records are met. Retention periods set down in this authority are *minimum* periods only and a public office should keep records for a longer period if necessary. Reasons for longer retention can include legal requirements, administrative need, and government directives. A public office *must not* dispose of any records where the public office is aware of possible legal action (including legal discovery, court cases, formal applications for access) where the records may be required as evidence.

Once all requirements for retention have been met, destruction of records should be carried out in a secure and environmentally sound way. Relevant details of the destruction should be recorded. See *Destruction of records: a practical guide*.

Regardless of whether a record has been approved for destruction or is required as a State archive, a public office or an officer of a public office must not permanently transfer possession or ownership of a State record to any person or organisation without the explicit approval of State Records.

Administrative change

This general retention and disposal authority has been designed to link records to the functions they document rather than to organisational structure. This provides for a stable retention and disposal authority that is less affected by administrative change. However, when functions move from one public office to another the public office that inherits the new function should contact NSW State archives and Records to discuss use of any existing retention and disposal authority approved for use by a predecessor organisation.

Contact Information

NSW State archives and Records
PO Box 516 Kingswood NSW 2747
Telephone: (02) 9673 1788
E-mail: govrec@records.nsw.gov.au

General Retention and Disposal Authority
Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

List of Functions and Activities covered

Reference	Function	Activity	Page
1.0.0	BUSINESS AND MARKET DEVELOPMENT		7
1.1.0		Agreements	7
1.2.0		Business planning	7
1.3.0		Marketing	8
1.4.0		Procedures	9
1.5.0		Product development	9
1.6.0		Reporting	10
2.0.0	MARKET OPERATIONS AND TRADES		10
2.1.0		Agreements	11
2.2.0		Authorisations	11
2.3.0		Counterparties	12
2.4.0		Distribution networks and connection services	12
2.5.0		Licensing and registration	13
2.6.0		Procedures	13
2.7.0		Reporting	14

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

List of Functions and Activities covered

Reference	Function	Activity	Page
2.8.0		Risk management	14
2.9.0		Settlements and trades	15
3.0.0	RETAIL SERVICES		16
3.1.0		Agreements	16
3.2.0		Consumer awareness and demand management	17
3.3.0		Customer accounts and enquiries	18
3.4.0		Procedures	19
3.5.0		Product sales and services	20
3.6.0		Reporting	21
3.7.0		Service standards	21

General Retention and Disposal Authority
Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
1.0.0	BUSINESS AND MARKET DEVELOPMENT	<p>Developing, marketing and promoting the business and services of the organisation.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> COMMUNITY RELATIONS - Enquiries for records relating to general enquiries about the organisation and its services</p>	
1.1.0	Agreements	<p>The processes associated with the establishment, maintenance and review of agreements.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> CONTRACTING-OUT for records relating to the engagement of sales agents and marketing firms</p> <p>See Retail services - Product sales and services for records relating to arrangements to the delivery of products and services to customers</p>	
1.1.1		<p>Records relating to the establishment, maintenance and review of agreements or contracts for partnership arrangements with other service providers (e.g. Telco's) for the provision of 'packaged' products or services.</p>	<p>Retain minimum of 7 years after expiry of contract or agreement or after last action, whichever is the longer, then destroy</p>
1.2.0	Business planning	<p>The process of formulating ways to develop and achieve the business objectives of the organisation.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> STRATEGIC MANAGEMENT - Planning for strategic, corporate or business plans for the organisation as a whole.</p>	

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Business and Market Development - Business planning</i>			
1.2.1		Reports prepared or commissioned by the organisation relating to forecast or predicted changes in energy trading climates or markets.	Required as State archives
1.2.2		Records relating to the development of strategies and concepts for the positioning of the organisation in the marketplace and for entry into or operations within various retail market segments, including commercial and industrial, residential, e-business, etc. Includes strategies and planning for the establishment, location and management of retail outlets, the identification of risks, need or requirement and expected outcomes, aspects of measuring and monitoring business performance against key performance indicators.	Retain minimum of 10 years after last action or after superseded, whichever is longer, then destroy
1.2.3		Records relating to retail product sales plans, pricing, forecasts and reports.	Retain minimum of 5 years after last action, then destroy
1.3.0	Marketing	The process of promoting products and services. Includes market research, sales forecasting, advertising, promotion, pricing and product evaluation.	
1.3.1		Records relating to the management of marketing programs and campaigns. Includes budget administration, internal communications, plans and strategies, programs, research and projects.	Retain minimum of 5 years after last action, then destroy
1.3.2		Marketing and promotional material relating to the organisation and its services. Includes presentation packages and marketing material for the promotion of corporate objectives to customers and records of campaigns designed to raise promote services and products.	Retain minimum of 2 years after last action or after campaign materials superseded, then destroy
1.3.3		Qualitative and quantitative research used as market intelligence for the development and evaluation of products, services, markets etc. Includes customer profiling achieved via sales, surveys, economic and commercial information and	Retain minimum of 2 years after last

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Business and Market Development - Marketing</i>			
		research.	action, then destroy
1.3.4		Information collected by marketers in relation to contact or dealings with customers or potential customers for marketing purposes e.g. name, address, date and time of visit, contact or call, customer acknowledgements.	Retain minimum of 12 months after date of last contact with customer for marketing purposes, then destroy
1.3.5		Details of customers who have indicated they do not wish to be contacted for marketing purposes.	Retain in accordance with regulatory requirements, then destroy
1.4.0	Procedures	Standard methods of operating. See Retail services - Service standards for standards, charters, codes etc. for the provision of services to customers	
1.4.1		Business procedures, rules and workplace instructions relating to the conduct of business and market development processes. Includes approved scripts for conduct of marketing.	Retain minimum of 7 years after superseded, then destroy
1.5.0	Product development	The development of products and services for sale to end use customers	
1.5.1		Records relating to research into and the identification and approval of new products and services. Includes assessment of capabilities and requirements to enter into the market, intelligence and information regarding competitors within the markets, scoping studies, briefs and project plans for the development of new	Retain minimum of 10 years after last action, then destroy

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Business and Market Development - Reporting</i>			
		products and services.	
1.6.0	Reporting	<p>The provision of reports relating to the conduct of activities and operations as required.</p> <p>See Market operations and trades - Licensing and registration for records relating to periodic reporting in compliance with licence or registration requirements</p> <p>See Business and Market Development - Marketing for reports and evaluations of marketing campaigns</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> GOVERNMENT RELATIONS - Reporting for records relating to external reporting to the Minister or Parliament in relation to an organisation's performance</p>	
1.6.1		Reports and evaluations of marketing campaigns and business initiatives.	Retain minimum of 10 years after last action, then destroy
1.6.2		Statistical records and routine (periodic or adhoc) internal reporting relating to marketing activities.	Retain minimum of 5 years after action completed, then destroy
1.6.3		Records relating to the submission of reports, data, plans etc to regulatory authorities as required.	Retain minimum of 7 years after action completed, then destroy
2.0.0	MARKET OPERATIONS AND TRADES	Participation in the energy market. Includes the licensing and registration of operations, compliance with State and national regulatory regimes, business	

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Market operations and trades - Agreements</i>			
		dealings and agreements with market participants for the purchase, supply or trade of energy. See Retail services for records relating to the sale of energy supplies and services to end-use retail customers	
2.1.0	Agreements	The processes associated with the establishment, maintenance and review of agreements.	
2.1.1		Records relating to the negotiation and establishment of master agreements with counterparties for the conduct of transactions and trades.	Retain minimum of 12 years after agreement expires or is terminated, then destroy
2.1.2		Negotiated counterparty agreements for the purchase of energy.	Retain minimum of 7 years after agreement expires or is surrendered, then destroy
2.1.3		Records relating to applications for and the provision of prudential guarantees.	Retain minimum of 7 years after guarantee expires, then destroy
2.2.0	Authorisations	The activities associated with managing authorities and permissions to conduct and negotiate trades and agreements.	
2.2.1		Records of delegations and authorisations to conduct and negotiate trade agreements, including financial delegations, authorisations to deal with external authorities, e.g. ISDA's, brokerage houses, etc.	Retain minimum of 10 years after delegation or

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Market operations and trades - Counterparties</i>			
			authorisation expires or is superseded, then destroy
2.3.0	Counterparties	The activities associated with managing counterparties with whom the organisation can trade. See Market operations and trades - Agreements for records relating to master and negotiated agreements with counterparties.	
2.3.1		Reference and background information maintained on counterparties. Includes annual reports, financial papers and reference information regarding counterparties.	Retain until reference use ceases, then destroy
2.3.2		Records relating to the analysis and review of counterparty credit exposure limits and counterparty guarantees.	Retain until counter party becomes ineligible, then destroy
2.4.0	Distribution networks and connection services	Business to business transactions between network service providers and retail suppliers. See General Retention and Disposal Authority <i>Administrative records</i> FINANCIAL MANAGEMENT for records documenting financial transactions See General Retention and Disposal Authority <i>Administrative records</i> LEGAL SERVICES for records relating to disputes that proceed to arbitration or further legal action	
2.4.1		Records relating to the exchange of customer details and information for the	Retain minimum of

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Market operations and trades - Distribution networks and connection services</i>			
		purposes of facilitating customer connections or transfers between suppliers.	7 years after action completed, then destroy
2.4.2		Records relating to billing, adjustments, reconciliation of usage and write offs regarding arranged connection services.	Retain minimum of 7 years after action completed, then destroy
2.5.0	Licensing and registration	Maintenance of the organisation's registration, operating licence, certification, accreditation etc for the purposes of operating or participating in energy markets.	
2.5.1		Records relating to the registration, licensing or accreditation of the organisation as required by market operators, regulatory bodies, under schemes etc. Includes records relating to the issue, amendment, transfer, cancellation and revocation of licences or registration or accreditation.	Retain minimum of 7 years after expiry, transfer, cancellation or surrender of licence, registration or accreditation, then destroy
2.5.2		Annual operating statistics reporting to IPART (or equivalent regulatory body) on customer service indicators.	Required as State archives
2.5.3		Periodic reporting (other than annual reporting on customer service indicators) in compliance with licence or registration requirements.	Retain minimum of 7 years after action completed, then destroy
2.6.0	Procedures	Standard methods of operating.	
2.6.1		Business procedures, rules and workplace instructions relating to provision or	Retain minimum of

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Market operations and trades - Reporting</i>			
		conduct of market operations, trading or business to business dealings.	7 years after superseded, then destroy
2.7.0	Reporting	<p>The provision of reports relating to the conduct of activities and operations as required</p> <p>See Market operations and trades - Licensing and registration for reporting required in compliance with licensing or registration requirements</p> <p>See Market operations and trades - Risk management for reports relating to the monitoring of compliance with risk management policy</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> GOVERNMENT RELATIONS - Reporting for reporting to the Minister, Parliament, etc</p>	
2.7.1		Records relating to the submission of reports, data, plans etc required to be routinely submitted to regulatory authorities.	Retain minimum of 7 years after action completed, then destroy
2.8.0	Risk management	The activities associated with managing and monitoring risks associated with trading.	
2.8.1		Records relating to risk benchmarks for market transactions and trading.	Retain minimum of 5 years after superseded, then destroy
2.8.2		Reports relating to the monitoring of exposure to risk (e.g. credit, interest rates, liquidity, and foreign exchange, etc) and of compliance with risk exposure policies.	Retain minimum of 5 years after close

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Market operations and trades - Risk management</i>			
			of audit or annual reporting period, then destroy
2.8.3		Daily exception and/or analysis reports relating to trades generated for monitoring purposes.	Retain minimum of 2 years after action completed, then destroy
2.9.0	Settlements and trades	The purchase and sale of energy and other tradeable items. Includes the settlement of trades.	
2.9.1		Summaries and reports relating to settlements. Includes daily, weekly, residue and residue action reports.	Retain minimum of 5 years after last action, then destroy
2.9.2		Records documenting sales deals or purchases of energy. Includes copies of approvals and offers, market sheets, correspondence, confirmations, adjustments, schedules, dealing docket, telephone recordings, etc.	Retain minimum of 7 years after action completed, then destroy
2.9.3		Records relating to the recording and reporting of market rates for the purposes of settling and calculating trade debt and credits. Includes close of day market rates, rate reset reports and forms, etc.	Retain minimum of 5 years after close of audit or annual reporting period, then destroy
2.9.4		Records relating to the issue, purchase, sale or exchange of energy saving or emission reduction certificates.	Retain minimum of 7 years after action completed, then destroy

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Retail services</i>			
3.0.0	RETAIL SERVICES	<p>The provision of energy supply and related products and services to end use consumers. This includes the retailing of goods and services such as gas and electricity supply (residential, commercial and other) and related consumer products and services, management of customer accounts and consumer demand for energy.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> COMMITTEES (advisory) for records relating to the establishment, meetings etc of customer consultative groups</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> GOVERNMENT RELATIONS - Submissions for records relating to submissions to IPART regarding retail pricing</p> <p>See Market operations and trades - Licensing and registration for records relating to the organisation's operating licence</p>	
3.1.0	Agreements	The processes associated with the establishment, maintenance and review of agreements.	
3.1.1		Contracts to supply customers with energy. This includes records relating to the development of standard form contracts and records documenting contractual agreements with individual customers, including recordings of phone calls confirming customer agreement to proceed with a contract (e.g. such as where a contract has been arranged by a door-to-door agent).	Retain minimum of 7 years after expiry or amendment of contract, then destroy
3.1.2		Records relating to the establishment, maintenance and review of agreements or contracts with State or other regulatory bodies for the purposes of retail supply e.g. energy rebate or concession arrangements	Retain minimum of 7 years after expiry of contract or agreement or after last action, whichever is the

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Retail services - Consumer awareness and demand management</i>			
			longer, then destroy
3.2.0	Consumer awareness and demand management	Strategies, plans, programs and initiatives to manage consumer demand for energy or raise consumer awareness of energy usage and resource issues. See Business and Market Development - Marketing for records relating to the marketing of products and services	
3.2.1		Publications (such as brochures, pamphlets, web pages etc) produced as part of campaigns or programs to raise awareness or to provide advice to customers with respect to use of energy resources. This includes information about energy efficiency, managing demand or the use of renewable energy sources.	Required as State archives
3.2.2		Records relating to the determination of plans, strategies and initiatives to reduce customer demand for or consumption of energy. Includes reports and recommendations relating to the assessment and investigation of options, consultation papers, submissions or comments concerning proposed options, initiatives etc and evaluations, reviews or assessments of the effectiveness of proposed or implemented plans, strategies and initiatives.	Required as State archives
3.2.3		Records supporting the development of strategies, plans etc for reducing customer's energy consumption or demand and the management of specific campaigns, projects or programs to support their implementation. This includes records of programs, of action or project plans, compiled data, presentation materials, correspondence or liaison to coordinate the conduct of activities or processes. Note: Where data or records may have potential value for ongoing research into or the monitoring or evaluation of patterns of energy usage, consideration should be given to retaining these records for longer than the minimum period identified.	Retain minimum of 10 years after last action, then destroy
3.2.4		Records relating to the conduct of energy usage audits. Includes records relating to	Retain minimum of

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Retail services - Customer accounts and enquiries</i>			
		requests and bookings for services, analysis and reports of usage history, site visits and recommendations or advice to customer.	10 years after action completed, then destroy
3.3.0	Customer accounts and enquiries	<p>Processes associated with the management of customer accounts and enquiries.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> FINANCIAL MANAGEMENT for records relating to issue of invoices and receipt and processing of payments</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> LEGAL SERVICES - Litigation for records relating to legal proceedings for the recovery of debt</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> COMMUNITY RELATIONS - Public Reaction for records relating to the handling of complaints</p>	
3.3.1		Records relating to arrangements for the operation of customer accounts. This includes records relating to customer connection or supply details, security deposits, guarantees, credit checks, rebates, payment arrangements (e.g. direct debit, payment plans), participation in elective programs, customer transfers, connection and disconnection requests and notices etc.	Retain minimum of 7 years after arrangement ceases or after action completed, whichever is the longer, then destroy
3.3.2		Records used for the calculation of customer usage and charges (includes consumption data supplied by network operators for customer billing purposes).	Retain minimum of 7 years after last action, then destroy
3.3.3		Records relating to debt recovery processes (including via debt collection agencies) not involving litigation. Includes arrangements with customers for payment of	Retain minimum of 7 years after monies recovered

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Retail services - Customer accounts and enquiries</i>			
		overdue accounts, repayment schemes etc.	or debt written off, then destroy
3.3.4		Records relating to the handling of enquiries from or the provision of advice or information to customers regarding accounts or rebates, programs, initiatives or incentives, etc offered by the organisation e.g. such as those concerning customers' bills or connection services arranged by the supplier.	Retain minimum of 7 years after action completed, then destroy
3.3.5		Requests to update contact or mailing details.	Retain minimum of 2 years after action completed, then destroy
3.3.6		Retail pricing lists, tariffs and charging schedules.	Required as State archives
3.3.7		Records relating to the setting of retail prices, tariffs and charges. Includes notice of advice to customers of changes to rates and charges, price guides, etc.	Retain minimum of 7 years after action completed or information is superseded, then destroy
3.3.8		Enquiries from government agencies regarding habitation or occupation of premises.	Retain minimum of 2 years after action completed, then destroy
3.4.0	Procedures	Standard methods of operating. See Retail services - Service standards for standards, charters, codes etc. for the provision of services to customers	

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Retail services - Procedures</i>			
3.4.1		Business or workplace procedures, rules and instructions relating to the provision or conduct of retail services.	Retain minimum of 7 years after superseded, then destroy
3.5.0	Product sales and services	<p>The activities associated with the retail sale of goods, appliances, products or services (other than energy supply). Includes provision of household and commercial installation, repair and maintenance services e.g. solar or hot water system installation, home safety audits, electrical repairs and servicing etc. and other services such as LPG, Greenpower, internet services etc. and the operation of retail outlets, service centres and showrooms.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> EQUIPMENT AND STORES for records relating to stock and inventory control</p> <p>See Business and Market Development - Business planning for strategies and planning relating to service centres and outlets and to sales planning, pricing and forecasts</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> STRATEGIC MANAGEMENT - Risk Management for records relating to the identification, assessment and monitoring of organisational risk associated product and service liability</p>	
3.5.1		Product information on appliances sold by the organisation. Includes suppliers catalogues, pricing information and specifications etc.	Retain until products no longer sold, then destroy
3.5.2		Records relating to works and services carried out for customers e.g. safety audits, installation and repairs to appliances or service systems (hot water, solar etc.)	Retain minimum of 7 years after action completed, then destroy

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Retail services - Product sales and services</i>			
3.5.3		Records relating to agreements or contracts for the supply or provision of retail goods and other services e.g. hire purchase or sales agreements, warranties or guarantees for appliances, repairs etc.	Retain minimum of 7 years after expiry of contract or agreement or after last action, whichever is the longer, then destroy
3.5.4		Records relating to the routine administration and operation of retail stores or service centres.	Retain minimum of 2 years after action completed, then destroy
3.6.0	Reporting	The activities associated with the collection and collation of information on customer service levels and campaigns. See Market operations and trades - Licensing and registration for records relating to compliance reporting in accordance with operating licence or registration requirements	
3.6.1		Statistical records and routine (periodic or adhoc) internal reporting of retail sales, customer service levels etc.	Retain minimum of 5 years after action completed, then destroy
3.7.0	Service standards	The activities associated with establishing and managing service standards. See RETAIL SERVICES - Agreements for records relating to service standards within the provisions of contracts See General Retention and Disposal Authority <i>Administrative Records</i> GOVERNMENT RELATIONS for submissions to or involvement in IPART reviews	

Retailing of energy and associated products and services

Authority number: GA37

Dates of coverage: Open

No	Function/Activity	Description	Disposal Action
<i>Retail services - Service standards</i>			
		or inquiries See General Retention and Disposal Authority <i>Administrative Records</i> STRATEGIC MANAGEMENT for records relating to the development and implementation of benchmarks for the evaluation of services	
3.7.1		Records relating to the monitoring of services provided by the organisation's service officers or contracted service providers e.g. recordings of calls maintained by call centres and/or marketing service providers, system logs re calls dropping out, timing of calls etc.	Retain minimum of 2 years after last action, then destroy
3.7.2		Records relating to the development of standards, charters, codes or guarantees relating to the provision of services to customers.	Retain minimum of 7 years after superseded, then destroy