



DA 2015-004

**Sector Disposal Authority for Water Services
Corporations**

DA Type: Sector

Sector Disposal Authority for Water Services Corporations

Disposal Authority No	2015-004
Disposal Authority Type	Sector
Organisation/s	[Water Services Corporations]
Disposal Authority Scope	Sector Disposal Authority for the functional records of Water Services Corporations to supersede RD 2006004 (Bunbury Water Board - Aqwest), RD 2004278 (Water Corporation) and RD 2003090 (Busselton Water Board)
Disposal Authority Status	Approved by SRC
Status Date	9/04/2018

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INTRODUCTION

1. ABOUT THIS SCHEDULE

1.1 Important Note

This Sector Disposal Authority for Water Services Corporations (the SDA) will be used in combination with the State Records Office publication *General Disposal Authority for State Government Information* which covers records of activities / categories that are common across State government.

The State Records Office Guideline *Records Retention and Disposal Instructions* will be consulted before any disposal of records is conducted, whether as part of a formal / regular disposal program or on an ad hoc basis.

Records relevant to actual or alleged child sexual abuse and other records relating to children

The final report of the Commonwealth Royal Commission into Institutional Responses to Child Sexual Abuse, released on 15 December 2017, contains several recommendations concerning recordkeeping by government organizations undertaking child-related functions or activities.

Organizations must be mindful of records that document, or may otherwise be relevant to, actual or alleged incidents of child sexual abuse, and the care, supervision, education and treatment of children by government employees, contractors, volunteers and outsourced service providers in contact with children. Such records may be subject to specific retention instructions as issued by the State Records Office.

1.2 Organisation Background

Water Corporations [Water Services Corporations] are established under section 4 of the *Water Corporations Act 1995* (as amended), and include the:

- Water Corporation - was established by the *Water Corporations Act 1995* and is owned by the WA Government. It is the State's largest water service provider, servicing over 1 million connected properties or over 2 million people, and manages more than \$15.9 billion of assets for water supply services (potable and non-potable water supply), sewerage services, drainage services and irrigation services.

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- Bunbury Water Corporation - previously known as the Bunbury Water Board, established in 1906, and trading as Aqwest. Until November 2013, Aqwest was a government statutory authority operating under the *Water Boards Act 1904* and became a corporation in November 2013 under the *Water Corporations Act 1995*. Aqwest services approximately 16,500 connected properties, manages infrastructure of approximately \$89.1 million, and is licensed to provide potable water supply services.
- Busselton Water Corporation - previously known as the Busselton Water Board, established in 1906, and trading as Busselton Water. Until November 2013, Busselton Water was a government statutory authority operating under the *Water Boards Act 1904* and became a corporation in November 2013 under the *Water Corporations Act 1995*. Busselton Water services approximately 11,600 connected properties, manages infrastructure of approximately \$64 million, and is licensed to provide potable water supply services.

1.3 Purpose of this Schedule

This SDA has been developed by the State Records Office of WA in conjunction with the Corporations, to form part of the Recordkeeping Plan of each Corporation, as required under section 16(3)(a-c) of the *State Records Act 2000*.

The objectives of this Schedule are to:

- Identify all core business records of the Corporations;
- Identify which records are required for permanent retention as State archives and which records can be destroyed; and
- Establish retention periods for records that will be destroyed so that they are kept for appropriate periods to satisfy legal, business or other requirements.

1.4 Scope and Implementation of this Schedule

This SDA covers the core business records of each of the Corporations (as set out in 1.2 of this Introduction) and any offices, including subordinate or regional offices. It also covers the core business records of predecessor / defunct organisations.

This SDA supersedes:

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- RD 2004278, and amendments 2004278/1 and 2004278/2 (Water Corporation);
- RD 2003090 (Busselton Water Corporation / Busselton Water Board); and
- RD 2006004 (Bunbury Water Corporation / Bunbury Water Board).

Records already sentenced under the previous Schedules which are still in the custody of the Corporations will be re-sentenced as necessary in accordance with this SDA.

This SDA applies to records in all formats.

Before any records covered in this SDA are destroyed or transferred to the State Records Office as State archives, they will be reviewed by authorised officers and authorised for destruction or transfer.

A record of destroyed records and, where destruction is performed by an external contractor, certificates of destruction, provided by the contractor to the Corporation's authorised officer, will be retained in accordance with the *General Disposal Authority for State Government Information*.

The value of records may change over time. In assessing records that have reached their minimum retention period and are due for destruction, officers should consider those that may have potential business or historical value, for ongoing retention or archiving if warranted. Any records due for destruction that on re-assessment may have archival value should be referred to the State Records Office for further evaluation.

1.5 Investigations, Inquiries and Freedom of Information

If an Investigation or Inquiry is in progress (or likely or imminent), or if a request for access to information under the *Freedom of Information Act 1992* has been lodged, all records relevant or subject to the Investigation / Inquiry / FOI request must be identified and retained until the action and any subsequent actions are completed. This applies regardless of whether the records in question are due for destruction.

1.6 Review of this Schedule

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The State Records Office of WA will review the structure, coverage and content of this SDA within five years of its approval.

The review will be conducted in conjunction with all the Corporations that are subject to this SDA.

Any proposed revisions / amendments to this SDA, or any intention to prepare a new SDA to replace this one, will be discussed with the Corporations prior to such activity commencing.

2. SPECIFIC MATTERS

2.1 "Significant" Records

In this SDA, each disposal class has usually been assigned one disposal action (e.g. "Required as State archives" or "Destroy").

If a disposal class contains records of both archival and non-archival value, two disposal actions have been assigned and:

- the term "Significant" has been used to identify records of archival value;
- the term "Other" has been used to identify records of non-archival value.

In such cases, the criteria for identifying which records are "Significant" are that the records document matters which:

- Affect the whole-of-government or portfolio function; or
- Concern or affect Corporate Executive activity; or
- Concern major liabilities or obligations of the Corporation or the State; or
- Relate to the development of legislation, regulations or government policy; or
- Significantly impact or affect the Corporation's functions or structure; or
- Were precedent setting; or

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- Involved substantial public debate or controversy; or
- Generated wide community interest; or
- Caused major changes to Corporation policy; or
- Involved items or property considered to have cultural heritage value.

2.2 Archives Not Transferred to the State Records Office

All State archives identified in this SDA will be transferred to the State Records Office before they are 25 years old.

2.3 Restricted Access Archives

A restricted access archive is *"a State archive that is a government record and to which access is restricted until it is of a certain age"* (*State Records Act 2000, sect. 3*). Part 6 of the *State Records Act 2000* provides for the restriction of certain categories of State archives.

Any access restrictions that apply to State archives identified in this SDA are documented in a separate *Restricted Access Justifications* report.

3. DEFINITIONS

3.1 Definition of Terms

Custody: *means* the minimum retention period for which records are to be kept prior to their disposal. The Custody statement includes the disposal trigger that begins the retention period.

Destroy: *applies to* records identified as having temporary value and which will be destroyed once their retention period has expired.

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Disposal Action: *means* the final disposition for records once their retention period has expired. The main disposal actions are "Required as State archives" and "Destroy".

Required as State archives: *applies to* records identified as having permanent value. State archives are to be transferred to the State Records Office once their retention period has expired (unless the State Records Commission has given approval for the organisation to retain such records).

Retain in Agency: *applies to* records that have ongoing value to the Water Corporations. These records are to be retained permanently by the Water Corporations, and successor agencies.

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No	Function/Activity	Description	Disposal Action	Custody
1	ACCOUNTING	<p>See <i>General Disposal Authority for State Government Information</i> for relevant activities and records relating to Accounting.</p> <p>See also related ACTIVITY:</p> <ul style="list-style-type: none"> • 25. RATING AND VALUATION 		
2	ACQUISITION / DISPOSAL	<p>Matters relating to the acquisition / disposal of water services infrastructure, property, equipment and plant - such as dams, reservoirs, treatment plants, bores, pump stations, etc.</p> <p>Refers to purchasing or gaining ownership of water services assets for use by the Corporation.</p> <p>See <i>General Disposal Authority for State Government Information</i>:</p> <ul style="list-style-type: none"> • 2. ACQUISITION / DISPOSAL for assets and infrastructure purchased for use by the Corporation, • 23. CONSTRUCTION / CAPITAL WORKS for assets and infrastructure constructed and commissioned by the Corporation, and • 75. PROJECTS / PROJECT MANAGEMENT. 		
3	ADVICE / NOTIFICATION	<p>The provision or receipt of advice or notifications.</p> <p>See <i>General Disposal Authority for State Government</i></p>		

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No	Function/Activity	Description	Disposal Action	Custody
<i>ADVICE / NOTIFICATION</i>				
		<p><i>Information:</i></p> <ul style="list-style-type: none"> • 5. ADVICE for records not covered below, such as advice relating to the operation and management of water services assets and infrastructure. 		
3.1		<p>Advice / notifications issued or received by the Corporation.</p> <p>Includes, but is not limited to:</p> <ul style="list-style-type: none"> • Corporation notifications regarding supply or potential supply of unsafe drinking water. • Corporation notifications relating to relocation of services. • Corporation Notices of Intention - for closures / program of works. • Notification of works to the Corporation from other utilities e.g., from gas, electricity, telecommunications utilities). 	Destroy	Retain 10 years after action completed, then Destroy.
4	APPLICATIONS / APPROVALS / LICENCES / PERMITS	Matters relating to the receipt, assessment and issuing of licences (including renewals), permits, registrations and other approvals for planning and works involving the Corporations assets, including; waterways, water networks, drainage, and sewer systems to industrial, rural, commercial, and residential properties.		

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No	Function/Activity	Description	Disposal Action	Custody
<i>APPLICATIONS / APPROVALS / LICENCES / PERMITS</i>				
		<p>Includes but not limited to:</p> <ul style="list-style-type: none"> • Waste services, industrial trade waste into sewers, septic or alternative treatment units; and • Water pumping supply and temporary water services. <p>See also related ACTIVITY:</p> <ul style="list-style-type: none"> • 12. DEVELOPMENTS (LAND) <p><i>See General Disposal Authority for State Government Information</i> for relevant activities and records relating to Applications, Approvals, Licences and Permits not covered below.</p>		
4.1	Operating Licence	<p>Records associated with the Corporation's Water Services Operating Licence obtained under Part 2 of the <i>Water Services Act 2012</i>.</p> <p>Water services include water supply, sewerage, irrigation or drainage services, or any combination of these.</p> <p>Records include, but may not be limited to:</p> <ul style="list-style-type: none"> • Application for Licence (original and all renewals) • Nature of water service provision 	Required as State archives	Retain 5 years after action completed, then transfer to the SRO.

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No	Function/Activity	Description	Disposal Action	Custody
<i>APPLICATIONS / APPROVALS / LICENCES / PERMITS</i>				
		<ul style="list-style-type: none"> • Map/s of operating areas • Terms and conditions, customer contracts, amendments • Details of the asset management system, etc. 		
4.2	Significant	<p>Records associated with significant (approved) applications, approvals, licences or permits for the provision of water and wastewater assets to domestic, commercial and industrial customers.</p> <p>Approvals include, but may not be limited to:</p> <ul style="list-style-type: none"> • Drainage services • Irrigation services • Sewerage services • Water supply including connection and disconnection. <p><i>NOTE: See the definition of "Significant" in the Introduction to this SDA.</i></p>	Required as State archives	Retain 5 years after action completed, then transfer to the SRO.
4.3	Other	<p>Records associated with other applications, approvals, licences or permits not included in Ref 4.2.</p> <p>Includes, but may not be limited to:</p>	Destroy	Retain 7 years after action completed, then Destroy.

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No	Function/Activity	Description	Disposal Action	Custody
<i>APPLICATIONS / APPROVALS / LICENCES / PERMITS</i>				
		<ul style="list-style-type: none"> • Addition/alteration application • Application for non-standard service • Approval for works • E-Plans • Fire services application • Minor plan application • Sewerage conversions • Temporary service. 		
4.4	Permits	<p><i>Permits - Industrial Waste</i></p> <p>Records relating to liquid, solid or gaseous refuse from any business, industry, warehouse or manufacturing premises, other than domestic sewage, storm water or unpolluted waters.</p>	Retain	Retain in Corporation
4.5	Permits	<p><i>Permits - Hydrant Standpipe Hire.</i></p> <p>Records relating to pipes attached to water mains with valve and meter for the extraction of water, owned by the Corporation and hired out to customers.</p>	Destroy	Retain 7 years after action completed, then Destroy.
4.6	Unapproved	Records relating to other applications, approvals, licences or permits that are unapproved, refused or	Destroy	Retain 2 years after action completed, then

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No	Function/Activity	Description	Disposal Action	Custody
<i>AUDITING / AUDIT</i>				
5	AUDITING / AUDIT	<p>not proceeded with.</p> <p>Internal or external examination of Corporation business, operations, accounts, quality assurance and records to ensure legislative and regulatory compliance.</p> <p>Includes, but is not limited to:</p> <ul style="list-style-type: none"> • Audits conducted by independent experts on the effectiveness of the Corporation's Asset Management System, as required by section 24 of the <i>Water Services Act 2012</i>. • Operational audits conducted by independent experts as required by section 25 of the <i>Water Services Act 2012</i>. • Other audits, such as those associated with Drainage, Irrigation, etc. <p><i>See General Disposal Authority for State Government Information:</i></p> <ul style="list-style-type: none"> • 10. AUDITING / AUDIT, • 50. IMPLEMENTATION, or, • 71. PLANNING for records associated with Post Audit Action / Implementation Plans. 		Destroy.
6	CLAIMS	Matters associated with customer compensation and		

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No	Function/Activity	Description	Disposal Action	Custody
<i>COMPLIANCE</i>				
		<p>ex-gratia payments.</p> <p><i>See General Disposal Authority for State Government Information 18.CLAIMS</i></p>		
7	COMPLIANCE	<p>Compliance with regulatory, mandatory, legal or operational accountability requirements or quality standards.</p> <p>Includes, but may not be limited to, compliance with:</p> <ul style="list-style-type: none"> • Legislation and national / international standards (e.g. ISO 9000 series) • Ministerial Codes of Conduct / Codes of Practice • Economic Regulation Authority Codes of Conduct; or • Duties imposed on the Corporation under the <i>Water Services Act 2012</i>. <p><i>See General Disposal Authority for State Government Information:</i></p> <ul style="list-style-type: none"> • 20. COMPLIANCE <p>See also related ACTIVITIES:</p> <ul style="list-style-type: none"> • 4. APPLICATIONS / APPROVALS / LICENCES / PERMITS 		

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No	Function/Activity	Description	Disposal Action	Custody
<i>CONSTRUCTION</i>				
		<ul style="list-style-type: none"> • 15. INSPECTIONS 		
8	CONSTRUCTION	<p>Matters related to the construction, design and engineering of any water services infrastructure or asset, operational facilities, equipment and plant - such as dams, reservoirs, spillways, treatment plants, irrigation schemes, bores, pumping stations, etc.</p> <p>Includes fitting and commissioning, or upgrades of assets.</p> <p><i>See General Disposal Authority for State Government Information:</i></p> <ul style="list-style-type: none"> • 23.CONSTRUCTION / CAPITAL WORKS • 75.PROJECTS / PROJECT MANAGEMENT. 		
8.1	Sewer Connection Diagrams (Hard copy)	<p>Sewer Connection Diagrams (also referred to as flimsy, flimsies, sewer plans, field books and as-constructed diagrams).</p> <p>Red Books - Hard copy records from 1890 to 1990 (including Control records).</p>	Required as State archives	Retain 5 years after action completed, then transfer to the SRO.
8.2	Sewer Connection Diagrams (Digital)	<p>Sewer Connection Diagrams (also referred to as flimsy, flimsies, sewer plan, field books and as-constructed diagrams).</p> <p>Digitized reproductions of:</p>	Retain	Retain in agency

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No	Function/Activity	Description	Disposal Action	Custody
<i>CONTRACT MANAGEMENT</i>				
		<ul style="list-style-type: none"> • Red Books, from 1890 - 1990 • Blue Books, from 1990 - 1998 • Hard copy (source) records from 1998 - current and ongoing. 		
9	CONTRACT MANAGEMENT	<p>Establishment and management of binding arrangements (Contracts), established for any purpose.</p> <p>Includes but may not be limited to, Contracts for:</p> <ul style="list-style-type: none"> • Major works • Strategic alliances • Minor works / simple works • Agency / consultancy / service • Special services / supply services • Joint ventures • Memoranda of Understanding • Partnership agreement <p><i>See General Disposal Authority for State Government Information 6.AGREEMENTS / CONTRACTS</i></p>		

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<i>DECLARATIONS / CONSTITUTIONS</i>				
10	DECLARATIONS / CONSTITUTIONS	<p>Matters relating to the declaration or constitution of Districts and Areas, such as:</p> <ul style="list-style-type: none"> • Drainage Districts under the <i>Metropolitan Arterial Drainage Act 1982</i>; and • Districts under the <i>Rights in Water and Irrigation Act 1914</i>. • Sewerage Areas under the <i>Country Areas Water Supply Act 1947</i> and the <i>Metropolitan Arterial Drainage Act 1982</i>. <p>See also related ACTIVITY:</p> <ul style="list-style-type: none"> • 4. APPLICATIONS / APPROVALS / LICENCES / PERMITS 		
10.1		<p>Records relating to:</p> <ul style="list-style-type: none"> • Declaration or constitution of Districts and Areas associated with drainage, irrigation, wastewater and water supply. • Water Rights and Allocations, and Operating Areas. • District / Area boundary alterations, amalgamations, etc. • Changes in land use and areas of responsibility. 	Required as State archives	Retain 5 years after action completed, then transfer to the SRO.

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No	Function/Activity	Description	Disposal Action	Custody
<i>DEMAND MANAGEMENT</i>				
		Includes maps / plans associated with matters above.		
11	DEMAND MANAGEMENT	<p>Matters associated with water efficiency programs, projects and activities that are designed to optimize the use of the state's water resources.</p> <p>See also <i>General Disposal Authority for State Government Information</i>:</p> <ul style="list-style-type: none"> • 36. EDUCATION • 63. MARKETING 		
11.1	Significant	<p>Records relating to significant measures introduced by the Water Corporation to increase efficiencies in water usage.</p> <p>Includes, but may not be limited to:</p> <ul style="list-style-type: none"> • Third / Purple Pipe Schemes • Groundwater Replenishment Scheme • Desalination plants • Geothermal projects • Water Efficiency Management Plans <p><i>NOTE: See the definition of "Significant" in the Introduction to this SDA.</i></p>	Required as State archives	Retain 5 years after action completed, then transfer to the SRO.

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No	Function/Activity	Description	Disposal Action	Custody
<i>DEMAND MANAGEMENT</i>				
11.2	Other	<p>Records related to other measures or initiatives introduced by the Corporation to encourage effective and efficient water usage not included in Ref. 11.1</p> <p>Includes, but may not be limited to:</p> <ul style="list-style-type: none"> • Water saving programs • Sprinkler days / bans • Waterwise incentives (e.g. refunds for waterwise products) • Grey-water systems • Radio Frequency (RF) Meter Reading 	Destroy	Retain 10 years after action completed, then Destroy.
12	DEVELOPMENTS (LAND)	Matters relating to the receipt, assessment and issuing of applications for the use and development of land.		
12.1	Land Planning Schemes	<p>Proposals for Land Planning Schemes, land use planning and development, submitted by other parties to the Water Corporation for assessment.</p> <p>Includes, but may not be limited to:</p> <ul style="list-style-type: none"> • Metropolitan • Regional • Local government 	Destroy	Retain 20 years after action completed, then Destroy.

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No	Function/Activity	Description	Disposal Action	Custody
<i>DEVELOPMENTS (LAND)</i>				
		<ul style="list-style-type: none"> • Buffer zones <p>Includes associated plans or policy statements.</p>		
12.2	Developments	<p>Records relating to application for development of land which may impact on source water, Corporation's assets or operations or where the legally surveyed boundaries of a piece of land are altered for development purposes.</p> <p>Includes, but may not be limited to:</p> <ul style="list-style-type: none"> • Development Applications - applications to develop or redevelop land which may impact upon source water or upon the Corporation's assets or operations • Development Approvals - matters relating to developments which may be located in public water supply or catchment areas • Developments requiring assessment under WA Planning Commission, or other Authority guidelines • Sub-divisions • Survey-strata • Zoning and rezoning. 	Destroy	Retain 10 years after action completed, then Destroy.
13	EVALUATION	Matters relating to the external assessment of the		

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No	Function/Activity	Description	Disposal Action	Custody
<i>IMPLEMENTATION</i>				
		<p>suitability of potential or existing programs, systems, services or equipment, including the evaluation of the Corporation's rating / pricing system for its services, usage charges, service availability charges, etc.</p> <p><i>See General Disposal Authority for State Government Information:</i></p> <ul style="list-style-type: none"> • 41. EVALUATION <p>See also related ACTIVITIES:</p> <ul style="list-style-type: none"> • 16. INVESTIGATIONS • 21. MODELLING • 22. MONITORING AND CONTROL 		
14	IMPLEMENTATION	<p>Carrying out or putting into action (implementing) plans, which could be internally or externally driven.</p> <p><i>See General Disposal Authority for State Government Information:</i></p> <ul style="list-style-type: none"> • 50. IMPLEMENTATION 		
15	INSPECTIONS	<p>Inspections / examinations of water services infrastructure, facilities, equipment and plant, including for compliance with agreed standards and objectives.</p> <p><i>See General Disposal Authority for State Government</i></p>		

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No	Function/Activity	Description	Disposal Action	Custody
<i>INSPECTIONS</i>				
		<p><i>Information:</i></p> <ul style="list-style-type: none"> • 23. CONSTRUCTION or inspection records associated with acceptance of new engineering assets. Such as, but not limited to, correspondence between Construction Engineer and Asset Inspector, Approvals of Variations, Final Inspection Clearance and Defect Liability Period Final Certificate and Warrantee. • 54. INSPECTIONS <p>See also related ACTIVITIES:</p> <ul style="list-style-type: none"> • 16. INVESTIGATIONS • 22. MONITORING and CONTROL 		
15.1		Records relating to Dam or Reservoir surveillance.	Required as State archives	Retain 5 years after action completed, then transfer to the SRO.
16	INVESTIGATIONS	<p>Matters relating to internal only investigations or detailed examinations ascertaining facts for the Corporation into real or perceived incidents, issues or problems.</p> <p>Includes, matters concerning the processes under the terms of the Corporations Operating Licence to address customer complaints or disputes which remain unresolved within 21 days of the customer notifying the Corporation or where the customer</p>		

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No	Function/Activity	Description	Disposal Action	Custody
<i>INVESTIGATIONS</i>				
		<p>approaches the Coordinator of Water Services.</p> <p>See also <i>General Disposal Authority for State Government Information</i>:</p> <ul style="list-style-type: none"> • 1. ACCIDENTS / EMERGENCIES / INCIDENTS <p>See also related ACTIVITIES:</p> <ul style="list-style-type: none"> • 15. INSPECTIONS • 21. MODELLING 		
16.1	Significant	<p>Records of investigations or detailed examinations into significant real or perceived incidents, issues or problems.</p> <p>Includes complaints where the Energy and Water Ombudsman has made a binding decision on actions to be taken to resolve the issue.</p> <p><i>NOTE: See the definition of "Significant" in the Introduction to this SDA.</i></p>	Required as State archives	Retain 5 years after action completed, then transfer to the SRO.
16.2	Other	<p>Records of investigations or detailed examinations into other real or perceived incidents, issues or problems not included in 16.1.</p>	Destroy	Retain 7 years after action completed, then Destroy.
17	LAND MANAGEMENT	Matters associated with land acquisition, sale, exchange and resumption.		
17.1		Records relating to:	Retain	Retain in the

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No	Function/Activity	Description	Disposal Action	Custody
<i>LIAISON</i>				
		<ul style="list-style-type: none"> • Acquisition, sale, exchange or resumption of land for the provision of water services or use • Caveats or encumbrances on land • Easements or rights of access 		Corporation
18	LIAISON	Management of regular or general contact between the Corporation and other parties / bodies. <i>See General Disposal Authority for State Government Information:</i> <ul style="list-style-type: none"> • 61. LIAISON for records not covered in this section. 		
18.1		Liaison between the Corporation and Aboriginal Communities.	Required as State archives	Retain 10 years after action completed, then transfer to the SRO.
18.2		Customer Call Centre - original recordings of client phone contacts.	Destroy	Retain 6 months after action completed, then Destroy.
19	MAINTENANCE	Maintenance, repairs or restoration conducted on water services infrastructure, facilities, plant and equipment. <i>See General Disposal Authority for State Government Information:</i> <ul style="list-style-type: none"> • 62. MAINTENANCE for records not covered in 		

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<i>MAINTENANCE</i>				
		this section.		
19.1		<ul style="list-style-type: none"> • Engineering Asset Log Books. • Pump Running Hours Log Book - (drainage, wastewater and water supply maintenance) 	Destroy	Retain 30 years after action completed, then Destroy.
19.2		Records relating to re-instatement works, where: <ul style="list-style-type: none"> • Corporation is responsible for damage to property belonging to a Utility or private property; or • Utility or private person responsible for damage to Corporation property. 	Destroy	Retain 7 years after action completed, then Destroy.
20	METERING SERVICES	Matters relating to the use of meters for the provision of accurate water consumption accounts to Corporation customers.		
20.1	Calibration / Testing	<i>Calibration / Testing</i> <ul style="list-style-type: none"> • Meter testing - requests, results and test status logs • Tap testing tests 	Destroy	Retain 10 years after action completed, then Destroy.
20.2	Installations	<i>Installations</i> <ul style="list-style-type: none"> • Applications for meter installation, including multiple water meters 	Destroy	Retain 7 years after action completed, then Destroy.

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No	Function/Activity	Description	Disposal Action	Custody
<i>METERING SERVICES</i>				
		<ul style="list-style-type: none"> • Leak detections (unaccounted for water) Includes records relating to: <ul style="list-style-type: none"> • Backflow prevention devices fitted to meters • Flow restriction devices 		
20.3	Meter Replacement	<i>Meter Replacement</i> Includes: <ul style="list-style-type: none"> • Fault inspection reports • Leak allowance applications • Non-access docketts • Own meter applications • Work orders / work docketts • Damaged meters 	Destroy	Retain 3 years after action completed, then Destroy.
20.4	Meter Readings	<i>Meter Readings</i> Includes: <ul style="list-style-type: none"> • Meter reading check and report forms • Meter reading groups register 	Destroy	Retain 3 years after action completed, then Destroy.

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No	Function/Activity	Description	Disposal Action	Custody
<i>MODELLING</i>				
		<ul style="list-style-type: none"> • Meter reading programs • Interim meter reading register • Special meter reads 		
21	MODELLING	Designing, testing and evaluating sample model profiles of systems under analysis. See also related ACTIVITY: <ul style="list-style-type: none"> • 16. INVESTIGATIONS 		
21.1		Designing, testing and evaluating sample model profiles of engineering assets and systems under analysis.	Retain	Retain in the Corporation
22	MONITORING and CONTROL	Monitoring and controlling (checking, observing, recording) the operation, condition and performance of water services assets, facilities, systems or events, over time. See also related ACTIVITIES: <ul style="list-style-type: none"> • 15 INSPECTIONS • 16. INVESTIGATIONS • 19. MAINTENANCE • 23. OPERATIONS 		

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No	Function/Activity	Description	Disposal Action	Custody
<i>MONITORING and CONTROL</i>				
22.1	Water Quality Testing and Analysis	<p><i>Water Quality Testing and Analysis</i></p> <ul style="list-style-type: none"> • Water Quality Testing Results and Reports. • Includes analysis / testing of water in Dams, Reservoirs, Treatment Plants, Water tanks, waterways, and other water services assets. <p>Testing includes but is not limited to Turbidity / Sediment, Elutriate, Wastewater and Drinking Water Testing (including fluoridation), etc.</p>	Required as State archives	Retain 10 years after action completed, then transfer to the SRO.
22.2	Significant	<p>Records related to monitoring and control associated with the operation, condition and performance of significant water services assets, facilities, systems or events, over time.</p> <ul style="list-style-type: none"> • Includes Groundwater Monitoring. • Dam storage levels <p><i>NOTE: See the definition of "Significant" in the Introduction to this SDA.</i></p>	Required as State archives	Retain 10 years after action completed, then transfer to the SRO.
22.3		Notification of local pollution or contamination reports.	Destroy	Retain 10 years after action completed, then Destroy.
22.4	Other	Records related to monitoring and control associated with the operation, condition and performance of other water services assets, facilities, systems or events, over time, not included in 22.1 to 22.3.	Destroy	Retain for 7 years after asset decommissioned, then destroy

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No	Function/Activity	Description	Disposal Action	Custody
<i>MONITORING and CONTROL</i>				
22.5		Restrictions (Sprinkler Bans) Lawn and other Exemptions.	Destroy	Retain 2 years after action completed, then Destroy.
23	OPERATIONS	<p>Matters relating to the day-to-day functioning of water services assets and associated equipment, plant and systems.</p> <p>See also related ACTIVITIES:</p> <ul style="list-style-type: none"> • 15. INSPECTIONS • 19. MAINTENANCE • 22. MONITORING and CONTROL 		
23.1		<p>Records associated with process changes at specific sites of operation for water, wastewater and recycled water treatment plants.</p> <p>Includes, but may not be limited to:</p> <ul style="list-style-type: none"> • Supplementary records used to formulate process changes • Input and assessments from technical specialists, and • Revised site operating procedures. 	Destroy	Retain 10 years after action completed, then Destroy.
23.2		Records relating to the day-to-day functioning of water services assets and associated equipment,	Destroy	Retain 7 years after asset decommissioned,

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No	Function/Activity	Description	Disposal Action	Custody
<i>PROJECT MANAGEMENT</i>				
		<p>plant and systems.</p> <p>Includes, but may not be limited to:</p> <ul style="list-style-type: none"> • Performance and condition of assets • Operational inputs and outputs of works • Maintaining systems, equipment and plant on daily basis; and • Backflow prevention on Corporation assets 		then destroy
24	PROJECT MANAGEMENT	<p>Directing and coordinating human and material resources throughout the life of a project to achieve predetermined objectives and participant satisfaction.</p> <p>Includes management of projects in relation to engineering assets.</p> <p><i>See General Disposal Authority for State Government Information:</i></p> <ul style="list-style-type: none"> • 2. ACQUISITION / DISPOSAL • 23. CONSTRUCTION • 75. PROJECTS / PROJECT MANAGEMENT 		
25	RATING AND VALUATION	Matters relating to setting the Corporation's rating and valuation of property and pricing system for its		

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No	Function/Activity	Description	Disposal Action	Custody
<i>RATING AND VALUATION</i>				
		<p>services.</p> <p>Includes rates / fees / charges relating to Commercial Charges, Operating Subsidy, Regulated Charges and Service Charges.</p> <p><i>See General Disposal Authority for State Government Information:</i></p> <ul style="list-style-type: none"> • 41. EVALUATION • 82. REPORTING • 86. REVIEWING <p>See also related ACTIVITY:</p> <ul style="list-style-type: none"> • 21. MODELLING 		
25.1		Rate Books / Valuation Registers.	Required as State archives	Retain 25 years after action completed, then transfer to the SRO.
25.2		<ul style="list-style-type: none"> • Rating / Valuation / Pricing Systems. • Exemptions 	Destroy	Retain 30 years after action completed, then Destroy.
25.3		<p>Day-to-day management of rates, including but not limited to:</p> <ul style="list-style-type: none"> • Account Arrears. 	Destroy	Retain 7 years after action completed, then Destroy.

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No	Function/Activity	Description	Disposal Action	Custody
<i>RATING AND VALUATION</i>				
		<ul style="list-style-type: none"> • Objections to Rates / Valuation. • Exemptions or reductions due to financial hardship etc. 		
25.4	Operating Subsidy	Records relating to the Corporation's obligations to provide services, at the request of the Government, that are not commercially viable or are not core business.	Destroy	Retain 7 years after action completed, then Destroy.
25.5	Operating Subsidy - Concessions	Pensioner and Senior Applications for Concessions.	Destroy	Retain 7 years after concession expires, then destroy
26	REPORTING	<p>Includes annual reports of non-financial performance data provided to the Economic Regulation Authority pursuant to section 12(s) of the <i>Water Services Act 2012</i>.</p> <p>See also <i>General Disposal Authority for State Government Information</i>:</p> <ul style="list-style-type: none"> • 82. REPORTING 		
26.1		Sewer Inspection Reports	Destroy	Retain 20 years after action completed, then Destroy.
26.2		<ul style="list-style-type: none"> • Records relating to Corrosion Control / Cathodic Protection Reports. • Notification of local pollution or contamination 	Destroy	Retain 10 years after action completed, then Destroy.

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No	Function/Activity	Description	Disposal Action	Custody
<i>RESEARCH and DEVELOPMENT</i>				
		<p>reports</p> <p>Includes surveys and x-rays of filters.</p>		
27	RESEARCH and DEVELOPMENT	<p>Investigation of products / concepts, with the (general) aim of improving existing services / practices or developing new services / practices.</p> <p>Includes, but may be limited to:</p> <ul style="list-style-type: none"> • Research • Studies into Groundwater • Aquifers, and • Groundwater replenishment <p><i>See General Disposal Authority for State Government Information:</i></p> <ul style="list-style-type: none"> • 85. RESEARCH 		
28	REVIEWING	<p>Re-evaluating or re-examining in order to determine success or effectiveness.</p> <p>Includes re-assessing or re-examining assets, products, programs, systems and services owned by the Corporation.</p> <p>Re-evaluating or re-examining of engineering assets in order to determine the success or effectiveness.</p>		

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No	Function/Activity	Description	Disposal Action	Custody
<i>RISK MANAGEMENT</i>				
		See <i>General Disposal Authority for State Government Information 86.REVIEWING</i>		
29	RISK MANAGEMENT	See <i>General Disposal Authority for State Government Information:</i> <ul style="list-style-type: none"> • 67.OCCUPATIONAL SAFETY AND HEALTH • 87.RISK MANAGEMENT / RISK ASSESSMENT 		
30	SOURCE MANAGEMENT	Management of areas of land over, through or under which (source) water flows, runs or percolates directly or indirectly into any reservoir erected or used in connection with any water supply.		
30.1		Records relating to management of: <ul style="list-style-type: none"> • Groundwater and surface water catchment areas; • All areas of land declared to be a catchment area (under legislation); and • Water reserves. Includes Management Plans and Programs relating to Environment and Conservation.	Required as State archives	Retain 10 years after action completed, then transfer to the SRO.
30.2		Records relating to land and (source) water management including: <ul style="list-style-type: none"> • Hazard reduction and pollution control; 	Required as State archives	Retain 10 years after action completed, then transfer to the SRO.

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No	Function/Activity	Description	Disposal Action	Custody
<i>STANDARDS</i>				
		<ul style="list-style-type: none"> • Land use; and • Public and recreational use. 		
31	STANDARDS	<p>Matters relating to industry, water services and Corporation standards and benchmarks, to enhance the quality and efficiency of water services and the Corporation.</p> <p>Includes technical and legal standards, e.g. building codes, or institutional guidelines, e.g. code of conduct.</p> <p><i>See General Disposal Authority for State Government Information:</i></p> <ul style="list-style-type: none"> • 92. STANDARDS / CODES OF PRACTICE 		