

# Records disposal schedule

Power Retail

Power Retail Corporation Trading as Jacana Energy

Disposal Schedule No. 2021/007

November 2021

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# Contents

<b>Preamble</b> .....	<b>v</b>
Introduction.....	v
<b>Structure of a Records Disposal Schedule</b> .....	<b>v</b>
Function .....	vi
Activity .....	vi
Record class.....	vi
Status and disposal action.....	vi
<b>About this Records Disposal Schedule</b> .....	<b>viii</b>
Purpose .....	viii
Scope .....	viii
Responsibility.....	viii
Authority.....	viii
Re-sentencing records .....	viii
Regulatory framework .....	viii
Related documents .....	ix
Normal administrative practice .....	ix
Acknowledgement.....	ix
<b>Compliance checklist</b> .....	<b>x</b>
<b>Disposal Schedule</b> .....	<b>1</b>
1. Power Retail.....	1
1.1 Advice.....	1
1.2 Agreements .....	3
1.3 Appointments .....	4
1.4 Audit .....	5
1.5 Authorisation .....	6
1.6 Committees .....	8
1.7 Complaint Management .....	10
1.8 Compliance.....	11
1.9 Contracting Out.....	13
1.10 Control .....	14
1.11 Customer Management.....	15
1.12 Delegations .....	17
1.13 Marketing and Promotion.....	18
1.14 Planning .....	19
1.15 Policy.....	20

1.16 Procedures .....	21
1.17 Project Management.....	22
1.18 Reporting.....	23
1.19 Wholesale Market .....	24

## Preamble

### Introduction

The *Information Act 2002* states that public sector organisations must safeguard their records and must not delete or otherwise dispose of a record unless authorised to do so<sup>1</sup>. Disposal of records is permitted through the use of records disposal schedules and enable regular, planned and authorised disposal of records controlled by an agency.

Records retention decisions are based on:

- the current and future business needs of the organisation
- compliance with legal and governance requirements of the organisation
- the current and future needs of internal and external stakeholders, including the wider community.

Records disposal schedules provide continuing authorisation for the legal disposal of records and are authorised by the records service, archives service and chief executive officer of the public sector organisation responsible for the schedule.

Records disposal schedules apply to records created and maintained in any format, including electronic records, records in business systems, and parts of records.

In the Northern Territory government there are two types of records disposal schedules:

- General records disposal schedules that apply to records common to most or all NT Government public sector organisations, and
- Functional records disposal schedules that apply to records specific to an NT Government public sector organisation or function.

Functional records disposal schedules should be used in conjunction with general records disposal schedules.

## Structure of a Records Disposal Schedule

Records disposal schedules set out minimum requirements for the creation, maintenance, retention or destruction actions to be taken in relation to existing or future records described in each class. Records disposal schedules specify

- a) whether a class of record has temporary or permanent status;
- b) the retention period for a temporary class of record;
- c) authorised disposal actions for a class of record.<sup>2</sup>

Each class of records created by an agency is described using classifications based on business analysis.

Disposal schedules are developed using the functional structure based on the classification scheme of the *Keyword AAA: A Thesaurus of General Terms* produced by the State Records Authority of NSW and modified for use by NT Government public sector organisations.

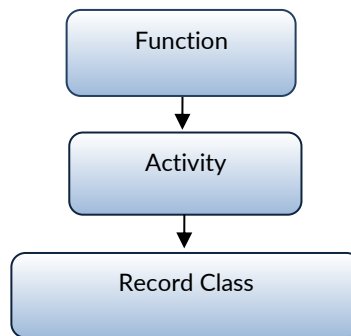
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<sup>1</sup> S.145 Information Act 2002

<sup>2</sup> S.136A(3) Information Act 2002

Within the schedule, functions are documented as the highest level terms and business activities under the functions, followed by record classes, as shown in diagram 1.

Diagram 1



## Function

The function or keyword is the highest level in the classification scheme in this disposal schedule. The function is indicated at the start of each section and a description (scope note) provided.

## Activity

Activities are the processes or operations that make up the business function. This is the second level in the classification scheme in this disposal schedule. The description (scope note) provides details of the transactions that take place in relation to the activity, for example, REPORTING or POLICY.

## Record class

A record class is a group of records that relate to the same activity, function or subject and require the same disposal action. The descriptions can relate to one record (such as a register) or a group of records documenting a particular set of business transactions.

## Status and disposal action

The appraisal status of a record class is assigned as either permanent or temporary.

**Permanent Records:** Records appraised with permanent status have been identified as archives and must be transferred to the NT Archives Service for their preservation and eventual public access.

The retention period for permanent records is the maximum period before the records must be transferred to the Archives Service. Permanent records must be transferred no later than 30 years after creation in accordance with the Information Act 2002, unless exemption has been granted (see Archives Management Standards Transfer of Archives, and Exemption from Compulsory Transfer of Permanent Records to the NT Archives Service). An Application to Transfer Records form must be submitted to the Archives Service before records will be accepted for transfer.

**Temporary records:** The retention period for temporary records is the minimum period before the records can legally be destroyed. The retention period is calculated after an event or a disposal trigger such as 'date of action completed', 'date of audit' or 'date of birth'. Destruction should be done following consultation with relevant operational business employees responsible for the records.

Retention periods for temporary records in a records disposal schedule are minimum periods only and agencies may keep records for a longer period if considered necessary for business requirements.

Reasons for longer retention could include,

- administrative need or agency directives,
- legal requirements such as current or pending legal action,
- relevance to an investigation or inquiry which is in progress,
- is subject to an Information Access application, or
- subject to a disposal freeze.

Records created prior to 1 July 1978 must not be disposed of without the authorisation of the Archives Service in accordance with Archives Management Standard Records Created Prior to 1978, unless specified in a schedule.

Sentence records with this records disposal schedule using the following five steps:

1. Determine the appropriate function and activity of the records. This can be done by examining an existing record or when creating a new record.
2. Identify the disposal class.
3. From the disposal action in the class, identify the trigger event and a date when the record can be disposed of, alternately, identify that the record is to be retained permanently as archives.
4. If the trigger event has already occurred (such as action is completed), confirm and implement the disposal action.
5. If the trigger event has not occurred (e.g. the record is still in active use), set a review date for the future.

# About this Records Disposal Schedule

## Purpose

The purpose of this Records Disposal Schedule is to enable regular, planned and authorised disposal of records of Power Retail of Jacana Energy.

## Scope

Application of this Records Disposal Schedule is mandatory for power retail records of Jacana Energy.

This Records Disposal Schedule applies to Power Retail records in all formats.

## Responsibility

The Chief Executive of Jacana Energy is responsible for the content and implementation of this Records Disposal Schedule including the provision of advice and training, and for monitoring compliance.

## Authority

This Records Disposal Schedule is authorised in accordance with s 136B of the *Information Act 2002*.

Disposal Schedule No. 2021/007 was approved by the Senior Director of Library & Archives NT (the Archives Service), Director Digital Policy and Data Strategy (the Records Service), and the Chief Executive of Jacana Energy on 12 November 2021 and is effective immediately.

## Re-sentencing records

All records sentenced under a superseded records disposal schedule Customer Service Records, Power and Water Corporation 2004/7 are to be re-sentenced using this schedule.

## Regulatory framework

The regulatory basis for this Records Disposal Schedule is defined in:

- *Electricity Reform Act 2000*
- *Electricity Reform (Administration) Regulations 2000*
- *Government Owned Corporations Act 2001*
- *Power Retail Corporation Act 2014*
- *Renewable Energy (Electricity) Act 2000 (CTH)*
- *Utilities Commission Act 2000*
- *Utilities Commission Regulations 2001*
- *Information Act 2002*
- NT Government Records Management Standards
- NT Government Archives Management Standards



- Australian Standards AS ISO 15489:Records Management.

## Related documents

This Records Disposal Schedule is to be read in conjunction with:

- NT Government Records Management Standard – Records Disposal
- policies and procedures of Jacana Energy
- current authorised disposal schedules for Jacana Energy
- current authorised general disposal schedules.

## Normal administrative practice

Public sector organisations are permitted to dispose of some short term or ephemeral documents under the authority of the Disposal Schedule for Short Term Value Records. These include:

- duplicate (e.g. information or reference copy)
- obviously unimportant (e.g. telephone message slips)
- of short term facilitative value (e.g. compliment slips)
- a combination of these.

The guiding principle is that organisations should be sure that destroying these records will not destroy evidence that might be needed.

Records that have been captured into a recordkeeping system should be destroyed using the Disposal Schedule for Short Term Value Records unless the class of records has been identified in a specific disposal schedule.

## Acknowledgement

The Archives Service and the Records Service acknowledge that material produced by National Archives of Australia, State Records Authority of New South Wales, State Records of South Australia, Public Records Office of Victoria, Territory Records Office and Standards Australia was used in the development of this schedule.

This work is copyright. Apart from any use as permitted under the Copyright Act 1968, no part may be reproduced by any process without prior written permission of the Archives Service. Requests and enquiries concerning reproduction and rights should be directed to the Director, Archives Service. The terms in the classification scheme are based on the Keyword AAA: A Thesaurus of General Terms (Government of New South Wales, 1998), and are produced under a licence agreement between the NT Archives Service and the State Records Authority of New South Wales.

## Compliance checklist

<p>Implement a records disposal program to ensure regular appraisal, sentencing, destruction and transfer of all records.</p>	<input type="checkbox"/>	<p>Stop applying sentences from previous schedules that have been revoked or amended.</p>	<input type="checkbox"/>
<p>Assign responsibility for the management and application of regular records disposal action using authorised records disposal schedules, to an appropriately skilled records manager who consults with the Archives Service and Records Service.</p>	<input type="checkbox"/>	<p>Retain all records in good order and condition to be available for retrieval during the retention period.</p>	<input type="checkbox"/>
<p>Identify and sentence all records described in this schedule in all formats including electronic records and records in business systems, copies of records and parts of records.</p>	<input type="checkbox"/>	<p>Identify and update control records so that you can demonstrate what happened to each record, whether paper or electronic.</p>	<input type="checkbox"/>
<p>Ensure all copies of temporary records are destroyed in any format (including backups), unless otherwise stated in a disposal schedule.</p>	<input type="checkbox"/>	<p>Dispose of all records sentenced according to this schedule in all formats including electronic records and records in business systems, copies of records and parts of records.</p>	<input type="checkbox"/>
<p>Apply this records disposal schedule to records in the organisation's records management systems, including systems for the management of paper records, electronic records, or records in any other format.</p>	<input type="checkbox"/>	<p>Transfer records of permanent value to the Archives Service for retention as archives not later than 30 years after creation.</p>	<input type="checkbox"/>
<p>Apply this records disposal schedule to records in the organisation's business systems, either directly or by linking the business system to a records management system.</p>	<input type="checkbox"/>	<p>Inactive records can be transferred to offsite service providers providing they have been sentenced.</p>	<input type="checkbox"/>
<p>Implement quality assurance mechanisms to periodically check that the disposal class originally assigned at the creation of the records is still applicable at the time of sentencing of the record.</p>	<input type="checkbox"/>	<p>Destroy time expired temporary records in a secure manner that ensures complete deletion/destruction beyond any possible reconstruction.</p>	<input type="checkbox"/>
<p>Implement review or quality control procedures in recordkeeping systems to ensure disposal actions are implemented correctly.</p>	<input type="checkbox"/>	<p>Do not destroy records that are not described in an authorised records disposal schedule.</p>	<input type="checkbox"/>
<p>Identify records that require re-sentencing where a previous disposal schedule has been superseded.</p>	<input type="checkbox"/>	<p>Do not destroy any records created prior to 1 July 1978 without specific authorisation from the Archives Service.</p>	<input type="checkbox"/>

## Disposal Schedule

<h3>1. Power Retail</h3> <p>The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the <i>Power Retail Corporation Act 2014</i> and the <i>Government Owned Corporations Act 2001</i>, including compliance requirements with other regulatory bodies.</p>		
<h4>1.1 Advice</h4> <p>The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising.</p>		
Class No.	Description of Records	Status and Disposal Action
1.1.1	<p>Records documenting advice to the portfolio Minister concerning substantive aspects of the organisation's policies and procedures, functions, obligations, legislation or liabilities where a detailed response has been provided.</p> <p>Includes ministerial briefing notes and related correspondence.</p>	<p>PERMANENT</p> <p>Transfer to the Archives Service 10 years after action completed</p>
1.1.2	<p>Records documenting the declarations of dividend on shares owned by the Corporation as required under the <i>Government Owned Corporations Act 2001</i>, including payments to the Central Holding Authority.</p> <p>Includes business recommendations, consultation notes and ministerials.</p> <p>May include directions issued by the shareholding Minister.</p>	<p>PERMANENT</p> <p>Transfer to the Archives Service 10 years after action completed</p>
1.1.3	<p>Records documenting the receipt of advice to and from other agencies, governments, business, industry, community organisations and/or individuals regarding the functions of the organisation or other organisations, including advice to the portfolio Minister where a detailed response has not been provided.</p>	<p>TEMPORARY</p> <p>Destroy 10 years after action completed</p>
	<p>Use the Records Disposal Schedule for Administrative Functions of the Northern Territory Government</p> <ul style="list-style-type: none"> <li>- LEGAL SERVICES - ADVICE for records documenting legal advice from internal or external legal service providers.</li> <li>- LEGAL SERVICES - CLAIMS for records documenting claims that are settled by an agreement or settled other than by agreement, that do not proceed to litigation or that are withdraws.</li> </ul>	

Note: All entries apply to records in any format, including electronic media, unless otherwise specified. It is the responsibility of all public sector organisations to ensure that all records are readily accessible for the retention periods specified.

<b>1. Power Retail</b>		
	- LEGAL SERVICES - LITIGATION for records documenting the management of lawsuits or legal proceedings.	

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## 1. Power Retail

The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the *Power Retail Corporation Act 2014* and the *Government Owned Corporations Act 2001*, including compliance requirements with other regulatory bodies.

### 1.2 Agreements

The process associated with the establishment, maintenance, review and negotiation of agreements. Includes formal agreements such as industrial awards and/or exchange of letters between parties, as well as informal agreements.

Class No.	Description of Records	Status and Disposal Action
1.2.1	Records documenting the establishment, negotiation, maintenance, and review of agreements, with other governments, government agencies or organisations concerning power retail functions that apply to the performance of statutory functions, or having implications for major liabilities or obligations of the business, such as power purchase agreements with solar farms.  Includes final agreements, copies of legal opinions, drafts and consultation notes.  May include disputes and related documentation.	PERMANENT  Transfer to the Archives Service 10 years after action completed
1.2.2	Records documenting the establishment, negotiation, maintenance and review of agreements in relation to power retail, such as service level agreements, data sharing agreements with other agencies, such as concessions eligibility, and confidentiality agreements.	TEMPORARY  Destroy 7 years after expiry or termination of agreement
	Use the Records Disposal Schedule for Administrative Functions of the Northern Territory Government  - INDUSTRIAL RELATIONS for records documenting negotiations conducted to obtain agreements and industrial disputes.  - PERSONNEL – AGREEMENTS for records documenting negotiation, establishment and implementation of agreements with individual staff.	

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## 1. Power Retail

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### 1.3 Appointments

The process of appointing persons under relevant Acts, including setting terms and conditions.

Class No.	Description of Records	Status and Disposal Action
1.3.1	Records documenting the appointment of the Chief Executive Officer of the Power Retail Corporation by the Board as stated under the <i>Government Owned Corporations Act 2001</i> , including acting chief executive officers.  Includes ministerials, briefing notes, terms and conditions and contracts. May include terminations and resignations.	PERMANENT  Transfer to the Archives Service 10 years after action completed
	Use the Records Disposal Schedule for Administrative Functions of the Northern Territory Government  – PERSONNEL – EMPLOYMENT HISTORY for records documenting the employment history of on-going and fixed period employees including executive contract officers.	

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## 1. Power Retail

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### 1.4 Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of the organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Class No.	Description of Records	Status and Disposal Action
1.4.1	<p>Records documenting external special audits as required under the <i>Government Owned Corporations Act 2001</i> that have been requested by the shareholding Minister for the Auditor-General to carry out and/or independent audit/review at the request of the Utilities Commission.</p> <p>Includes written notifications, final reports and ministerials.</p> <p>May include written recommendations and relevant responses.</p>	<p>PERMANENT</p> <p>Transfer to the Archives Service 10 years after action completed</p>
1.4.2	<p>Records documenting internal and external audits in relation to the power retail function that are not deemed as special audits and do not set any legal or policy precedent.</p> <p>Includes internal and external audit reports, written notifications and final reports.</p> <p>May include written recommendations and relevant responses.</p>	<p>TEMPORARY</p> <p>Destroy 10 years after action completed</p>

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## 1. Power Retail

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### 1.5 Authorisation

The process of seeking and granting permission to undertake requested action.

Class No.	Description of Records	Status and Disposal Action
1.5.1	Records documenting the establishment of Power Retail Corporation under the <i>Power Retail Corporation Act 2014</i> .  Includes documented transferred assets, transferred instruments and registers prepared by the Minister of assets, liabilities, instruments, rights and proceedings affected by the Power Corporations restructure in 2015 as required under the <i>Government Owned Corporations Regulations 2001</i> .	PERMANENT  Transfer to the Archives Service 10 years after action completed
1.5.2	Records documenting the nomination of a shareholding Minister for Jacana Energy and a Portfolio Minister nominated by the Chief Minister as required under the <i>Government Owned Corporations Act 2001</i> .  Includes ministerials and related correspondence.	PERMANENT  Transfer to the Archives Service 10 years after action completed
1.5.3	Records documenting determinations of Jacana Energy's capital structure, including alterations as required under the <i>Government Owned Corporations Act 2001</i> .  Includes business recommendations, consultation notes and ministerials.	PERMANENT  Transfer to the Archives Service 10 years after action completed
1.5.4	Records documenting written directions that are in the public interest by the Shareholding Minister to the Corporation's Board as stated under the <i>Government Owned Corporations Act 2001</i> .  Includes business recommendations, consultation papers, ministerials and related correspondence.	PERMANENT  Transfer to the Archives Service 10 years after action completed
1.5.5	Records documenting community service obligations undertaken by Jacana Energy as required under the <i>Government Owned Corporations Act 2001</i> .  Includes ministerial briefings, written directions, receipts of funds granted and related correspondence.	PERMANENT  Transfer to the Archives Service 10 years after action completed

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### 1.5 Authorisation

The process of seeking and granting permission to undertake requested action.

Class No.	Description of Records	Status and Disposal Action
1.5.6	Records documenting written notifications to the Board by the shareholding Minister of public sector policies that are applicable to Jacana Energy.	PERMANENT Transfer to the Archives Service 10 years after action completed
	Use the Records Disposal Schedule for Administrative Functions of the Northern Territory Government  AUTHORISATION for records documenting requests and approvals for staff to engage in outside employment.	

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## 1. Power Retail

The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the *Power Retail Corporation Act 2014* and the *Government Owned Corporations Act 2001*, including compliance requirements with other regulatory bodies.

### 1.6 Committees

The activities associated with the management of committees, sub committees, councils, forums working groups, boards and task forces (internal and external, private, community, local, state, national, international, etc.). Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes, reports, agendas etc.

Class No.	Description of Records	Status and Disposal Action
1.6.1	Records documenting the establishment of the Jacana Energy Board, including any established committees as required under the <i>Government Owned Corporations Act 2001</i> , including appointments of the chairperson, directors, non-executive directors, acting directors and deputy chairpersons.  Includes terms and conditions, copies of experience and qualifications, terminations, and related correspondence.	PERMANENT  Transfer to the Archives Service 10 years after action completed
1.6.2	Records documenting the meetings of the Jacana Energy Board as required under the <i>Government Owned Corporations Act 2001</i> , including committees of the Board, such as the Audit and Risk Committee.  Includes notices of meetings, agendas, minutes, discussion papers, action registers and disclosure of interests by directors.	PERMANENT  Transfer to the Archives Service 10 years after action completed
1.6.3	Records documenting national and interdepartmental committees in relation to the power retail function, such as the Public Utilities Group and the Public Information Group where the Corporation is a member and high level internal administrative committees such as the Change Authority Board and the Project Steering Committee.  Includes copies of agendas, minutes, discussion papers and action/decision registers.	TEMPORARY  Destroy 10 years after action completed

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The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the *Power Retail Corporation Act 2014* and the *Government Owned Corporations Act 2001*, including compliance requirements with other regulatory bodies.

### 1.6 Committees

The activities associated with the management of committees, sub committees, councils, forums working groups, boards and task forces (internal and external, private, community, local, state, national, international, etc.). Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes, reports, agendas etc.

Class No.	Description of Records	Status and Disposal Action
1.6.4	<p>Records documenting the management of remuneration, allowances, benefits, entitlements and fees paid to Board members.</p> <p>Includes remuneration rate increases, determinations, fee reconciliations, including salary sacrifice, salary payments, reimbursements of allowances and expenses and Director's emoluments.</p>	<p>TEMPORARY</p> <p>Destroy 7 years after cessation of Board Member's appointment</p>

Note: All entries apply to records in any format, including electronic media, unless otherwise specified. It is the responsibility of all public sector organisations to ensure that all records are readily accessible for the retention periods specified.

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### 1.7 Complaint Management

The activities associated with addressing complaints and resolving disputes.

Class No.	Description of Records	Status and Disposal Action
1.7.1	Records documenting complaints in relation to the power retail function that have set a policy precedent, have been escalated to the Utilities Commission or have been referred from the Ombudsman NT, Australian Financial Complaints Authority, or the Minister, such as wrongful disconnections or interruptions to life support equipment.  Includes written complaints, acknowledgement letters, assessment working documents and formal responses.	PERMANENT  Transfer to the Archives Service 10 years after action completed
1.7.2	Records documenting direct complaints in relation to the power retail function that have been resolved, such as the tariffs, meter readings, meter installations, delayed bills and non-payments.  Includes written complaints, acknowledgement letters, assessment working documents and formal responses.	TEMPORARY  Destroy 10 years after action completed
	Use the Records Disposal Schedule for Administrative Functions of the Northern Territory Government - PERSONNEL for records documenting investigations into allegations of misconduct by staff members, grievances lodged by individual employees and mediation action.	

Note: All entries apply to records in any format, including electronic media, unless otherwise specified. It is the responsibility of all public sector organisations to ensure that all records are readily accessible for the retention periods specified.

<h2>1. Power Retail</h2> <p>The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the <i>Power Retail Corporation Act 2014</i> and the <i>Government Owned Corporations Act 2001</i>, including compliance requirements with other regulatory bodies.</p>		
<h3>1.8 Compliance</h3> <p>The activities associated with complying with, or monitoring compliance with, mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements. Includes compliance with legislation and with national and international standards.</p>		
Class No.	Description of Records	Status and Disposal Action
1.8.1	<p>Records documenting compliance management and investment arrangements as required under the <i>Government Owned Corporations Act 2001</i>, including government Guarantees of the Corporation by the Treasurer, and the Corporation's borrowings and capital investments approved by the Shareholding Minister.</p> <p>Includes business recommendations, consultation notes, ministerials and related correspondence.</p> <p>May include disposal of investments that have been approved by the shareholding Minister.</p>	<p>PERMANENT</p> <p>Transfer to the Archives Service 10 years after action completed</p>
1.8.2	<p>Records documenting compliance obligations with the <i>Utilities Commission Act 2000</i> for requests for information, including compliance with determinations set by the Utilities Commission.</p> <p>Includes the Electricity Industry Performance code (EIPC) Exemption Register as required under the <i>Electricity Reform Act 2000</i> and the <i>Utilities Commission Act 2000</i>.</p> <p>May include statutory declarations.</p>	<p>PERMANENT</p> <p>Transfer to the Archives Service 10 years after action completed</p>
1.8.3	<p>Records documenting approved licences to sell electricity (Retail Licence) granted by government regulators such as the Utilities Commission Northern Territory and the Australian Energy Council for the Corporation to trade in electricity and to retail electricity to customers under the <i>Electricity Reform Act 2000</i>, includes variations and transfers of licences.</p> <p>Includes terms and conditions, annual returns, written notices by the Utilities Commission, audits, receipts of prescribed fees, ministerials, business recommendations, compliance reports,</p>	<p>PERMANENT</p> <p>Transfer to the Archives Service 10 years after action completed</p>

Note: All entries apply to records in any format, including electronic media, unless otherwise specified. It is the responsibility of all public sector organisations to ensure that all records are readily accessible for the retention periods specified.

## 1. Power Retail

The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the *Power Retail Corporation Act 2014* and the *Government Owned Corporations Act 2001*, including compliance requirements with other regulatory bodies.

### 1.8 Compliance

The activities associated with complying with, or monitoring compliance with, mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements. Includes compliance with legislation and with national and international standards.

Class No.	Description of Records	Status and Disposal Action
	<p>compliance plans, copies of internal policies and procedures, price determinations proposals, and other supporting documentation.</p> <p>May include licence surrender notifications to the Utilities Commission, suspension or cancellation of licences by the Utilities Commission under the <i>Electricity Reform Act 2000</i>. Also may include declarations of extensions to the Corporation's retail restriction period, including copies of the retail supply report, ministerials and gazette notices as required under the Act.</p>	
1.8.4	<p>Records documenting renewable energy certificates issued under the <i>Renewable Energy (Electricity) Act 2000</i>.</p> <p>Includes registration documents, receipts for fees, small-scale technology certificates and large generation certificates, surrenders of certificates, purchase and transfer of certificates, annual energy acquisition statements, audits, correspondence with the Clean Energy Regulator, invoices issued by the Clean Energy Regulator for surrender fees.</p>	<p>TEMPORARY</p> <p>Destroy 10 years after action completed</p>
	<p>Use the Records Disposal Schedule for Administrative Functions of the Northern Territory Government</p> <ul style="list-style-type: none"> <li>– COMPLIANCE for records documenting the organisation's compliance with statutory requirements or standards, such as ISO 8000/9000 Standards, privacy principles, Australian Qualification Guidelines or Publishing guidelines.</li> <li>– WORK HEALTH AND SAFETY for records documenting the monitoring of work health and safety compliance.</li> </ul>	

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## 1. Power Retail

The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the *Power Retail Corporation Act 2014* and the *Government Owned Corporations Act 2001*, including compliance requirements with other regulatory bodies.

### 1.9 Contracting Out

The activities involved in arranging, procuring (including tendering activities) and managing the performance of work or the provision of goods or services by a contractor, consultant, or service provider. Includes contract management and works done under contractual agreements and service agreements made under contract.

Class No.	Description of Records	Status and Disposal Action
1.9.1	<p>Records documenting the development, negotiation, monitoring, management and review of all procurement activity in relation to the power retail function.</p> <p>Includes tendering documentation (requests for proposals, expressions of interest, requests for tender, selection criteria, tender evaluation plans, final reports, recommendations, notification of outcome to all tenderers and public notices), procurement planning, contract development, negotiation and management, performance and evaluation reports, contract variation, evidence of purchase, such as invoices and receipts.</p> <p>May include records documenting disputes.</p>	<p>TEMPORARY</p> <p>Destroy 12 years after last action completed</p>
1.9.2	<p>Records documenting unsuccessful procurement activity associated with tenders or a tender process where there is no suitable bidder, or where the tender process has been discontinued or contract process where agreement on terms and conditions could not be agreed to.</p> <p>Includes submissions, written notifications of outcome, reports on debriefing and feedback sessions.</p>	<p>TEMPORARY</p> <p>Destroy 7 years after action completed</p>

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1. Power Retail		
<p>The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the <i>Power Retail Corporation Act 2014</i> and the <i>Government Owned Corporations Act 2001</i>, including compliance requirements with other regulatory bodies.</p>		
1.10 Control		
<p>The activities associated with creating, maintaining and evaluating control mechanisms.</p>		
Class No.	Description of Records	Status and Disposal Action
1.10.1	Register of the Corporation's Shareholding Ministers as required by the <i>Government Owned Corporations Act 2001</i> .	PERMANENT Transfer to the Archives Service 10 years after action completed
1.10.2	Register of Board Members disclosure of interest as required under the <i>Government Owned Corporations Act 2001</i> .	PERMANENT Transfer to the Archives Service 10 years after action completed
1.10.3	Commercial and Industrial Customer Register. Includes: <ul style="list-style-type: none"> <li>- Title of contract</li> <li>- Contractor details</li> <li>- Contract type and particulars</li> <li>- Contract value</li> <li>- Contract terms and conditions</li> </ul>	TEMPORARY Destroy 10 years after the last entry
1.10.4	Contracts Register Includes: <ul style="list-style-type: none"> <li>- Title of contract</li> <li>- Contractor details</li> <li>- Contract type and particulars</li> <li>- Contract value</li> <li>- Contract terms</li> </ul>	TEMPORARY Destroy 10 years after the last entry

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### 1.11 Customer Management

The activities associated with all aspects of contracts, including contract supervision and contract administration and responding to customer transactions for electricity services and planning, delivering, monitoring, evaluating services provided to customers.

Class No.	Description of Records	Status and Disposal Action
1.11.1	<p>Records documenting the supply and sales of energy and other associated services to large and complex commercial customer contracts including contestable and non-contestable customers.</p> <p>Includes final contracts, agreements, terms and conditions, contract negotiations, credit risk assessments, approval to offers, correspondence with energy suppliers and distributors regarding connections and metering arrangements.</p> <p>May include special provisions included for customers with multi-site individual metering or other complex billing requirements, contract disputes and churned accounts that go to other retail providers.</p>	<p>TEMPORARY</p> <p>Destroy 10 years after action completed</p>
1.11.2	<p>Records documenting customer transactions for electricity services.</p> <p>Includes but not limited to accounts, payments, minutes of meetings, applications, billing, data collection, metering, special reads, reconciliation, requests for information, tariffs, vouchers, receipts, connection/disconnection, sales and dissemination of prepaid meter cards, administration of concessions, meter reading data, billing calculations, reminder notices, final demands for payment, payment plans, stay connected plans, get in touch letters, support services delivered to vulnerable customers or customers experiencing temporary hardship or difficulties in meeting payments, credit risk assessments.</p>	<p>TEMPORARY</p> <p>Destroy 7 years after action completed</p>
1.11.3	<p>Records documenting the monitoring and evaluation of services provided to customers.</p> <p>Includes business improvement plans, survey findings and final reports.</p>	<p>TEMPORARY</p> <p>Destroy 7 years after action completed</p>

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## 1. Power Retail

The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the *Power Retail Corporation Act 2014* and the *Government Owned Corporations Act 2001*, including compliance requirements with other regulatory bodies.

### 1.11 Customer Management

The activities associated with all aspects of contracts, including contract supervision and contract administration and responding to customer transactions for electricity services and planning, delivering, monitoring, evaluating services provided to customers.

Class No.	Description of Records	Status and Disposal Action
	Include audio recordings and data reports for the purpose of quality assurance, monitoring compliance, training and responding to complaints.	

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## 1. Power Retail

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### 1.12 Delegations

The process of delegating or being delegated as a requirement under relevant legislation.

Class No.	Description of Records	Status and Disposal Action
1.12.1	Records documenting the delegation of powers and functions by the board to a director of the Board, committee of the board or the Chief Executive Officer or any other person within the Corporation under the <i>Government Owned Corporations Act 2001</i> .  Includes business recommendations and ministerials.	PERMANENT  Transfer to the Archives Service 10 years after action completed

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### 1.13 Marketing and Promotion

The process of analysing, creating, promoting and/or selling products and services, including corporate image. Includes market research, sales forecasting, advertising, media releases, pricing and product evaluation.

Class No.	Description of Records	Status and Disposal Action
1.13.1	Records documenting campaigns or advertising to raise or maintain the organisation's public profile or to advertise a particular service, product, program or event. Includes marketing plans, market research, publicity records regarding campaigns and advertising.  Includes creative multi-media materials such as photos, videos, radio and television advertisements, brochures and social media.	TEMPORARY  Destroy 10 years after action completed
1.13.2	Records documenting the granting of sponsorship and community engagement activities to organisations.  Includes sponsorship applications, sponsorship agreements, sponsorship arrangements, assessment working papers, reports, copies of receipts, acquittals, and other supporting documents.	TEMPORARY  Destroy 7 years after action completed
	Use the Records Disposal Schedule Administrative Functions of the Northern Territory Government  - PUBLISHING for records documenting the marketing and supply of internal and external publications and promotional materials, including the production of multi-media publications and changes to website content.	

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## 1. Power Retail

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### 1.14 Planning

The activities associated with formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions of those needs.

Class No.	Description of Records	Status and Disposal Action
1.14.1	<p>Records documenting strategic plans in relation to the power retail function and the Statement of Corporate Intent as required under the <i>Government Owned Corporations Act 2001</i>, including emergency management and the strategic risk register.</p> <p>Includes final reports, business recommendations, consultation notes and ministerials.</p> <p>May include confidential statement of corporate intents.</p>	<p>PERMANENT</p> <p>Transfer to the Archives Service 10 years after action completed</p>
	<p>Use the Records Disposal Schedule Administrative Functions of the Northern Territory Government</p> <ul style="list-style-type: none"> <li>- PLANNING for records documenting final, approved versions of the organisation's individual business unit plans.</li> </ul>	

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## 1. Power Retail

The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the *Power Retail Corporation Act 2014* and the *Government Owned Corporations Act 2001*, including compliance requirements with other regulatory bodies.

### 1.15 Policy

The activities associated with formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions of those needs.

Class No.	Description of Records	Status and Disposal Action
1.15.1	Records documenting policies in relation to the power retail function, including policies approved by the shareholding Minister as required under the <i>Government Owned Corporations Act 2001</i> and the Corporation's constitution and amendments.  Includes business memoranda, ministerials, draft versions, consultation notes and supporting documentation.	PERMANENT  Transfer to the Archives Service 10 years after action completed

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## 1. Power Retail

The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the *Power Retail Corporation Act 2014* and the *Government Owned Corporations Act 2001*, including compliance requirements with other regulatory bodies.

### 1.16 Procedures

The activities associated with formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions of those needs.

Class No.	Description of Records	Status and Disposal Action
1.16.1	Master set of standard operating procedures in relation to the power retail function, such as the Complaints Resolution Procedure.	PERMANENT Transfer to the Archives Service 10 years after action completed
1.16.2	Records documenting the development of procedures and guidelines in relation to the power retail function. Includes draft versions, working papers and consultation notes.	TEMPORARY Destroy 5 years after action completed
1.16.3	Records documenting business process instructions. Includes draft versions, working papers and consultation notes.	TEMPORARY Destroy 5 years once superseded

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## 1. Power Retail

The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the *Power Retail Corporation Act 2014* and the *Government Owned Corporations Act 2001*, including compliance requirements with other regulatory bodies.

### 1.17 Project Management

The activities and techniques associated with managing the achievement of project goals and objectives, including ongoing project planning, resource management and reporting.

Class No.	Description of Records	Status and Disposal Action
1.17.1	<p>Records documenting the development and management of projects in relation to the power retail function such as development of new products, services and energy technology.</p> <p>Includes project design and consultation, business case development, planning and implementation, project governance framework, change management plans, status reports, minutes of meetings, communications plans, budget papers, cost feasibility studies and project closure reports.</p>	<p>TEMPORARY</p> <p>Destroy 10 years after action completed</p>

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## 1. Power Retail

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### 1.18 Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of an examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.

Class No.	Description of Records	Status and Disposal Action
1.18.1	Records documenting major reports in relation to the power retail function as required under the <i>Government Owned Corporations Act 2001</i> such as the annual report.  Includes formal draft versions, consultation notes, statistic reports and related correspondence.	PERMANENT  Transfer to the Archives Service 10 years after action completed
1.18.2	Records documenting management reports in relations to the power retail function.	TEMPORARY  Destroy 10 years after action completed
1.18.3	Records documenting reports received from other Departments, such as Territory Families and Power and Water Corporation.	TEMPORARY  Destroy 5 years after action completed
	Use the Records Disposal Schedule Administrative Functions of the Northern Territory Government <ul style="list-style-type: none"> <li>- REPORTING for records documenting general administrative periodic reports</li> <li>- FINANCIAL MANAGEMENT - FINANCIAL STATEMENTS for records documenting financial statements and background documentation.</li> </ul>	

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## 1. Power Retail

The function of buying and selling electricity and providing electricity retail services for residential and business customers throughout the Northern Territory. Includes the establishment of the Jacana Energy Board, statutory appointments, delegations and reports as required under the *Power Retail Corporation Act 2014* and the *Government Owned Corporations Act 2001*, including compliance requirements with other regulatory bodies.

### 1.19 Wholesale Market

The processes associated with wholesale agreements and wholesale pricing.

Class No.	Description of Records	Status and Disposal Action
1.19.1	Records documenting electricity and environmental supply and services market interactions and analytics.  Includes final reports and recommendations, performance management and data analytics, market bids and interactions, electricity and environmental certificates and essential system services demand forecasts and wholesale pricing records.	TEMPORARY  Destroy 20 years after action completed

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