

RECORDS RETENTION SCHEDULE - CUSTOMER SERVICE

Office of Record (OFR)	Records Series No.	Records Description	Retention / Disposition							Comments / Reference
			Active (in office)	Inactive (Off-site, OD or Mfr)	Total Retention	Vital?	Media Options	Image: I=Import M=Mfr S=Scan	Destroy Paper after Imaged & QC'd?	
<i>If the record is not listed here, refer to the Retention for District-Wide Standards.</i>										
<i>Retentions begin when the act is completed, and imply a full file folder (e.g. last document + 2 years), since destruction is normally performed by file folder.</i>										
<i>Litigation, complaints, claims, public records act requests, audits, and/or investigations suspend normal retention periods (retention begins after settlement or completion).</i>										
Customer Service	CS-001	Bankruptcies (Where District does NOT pursue a claim)	7 years		7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department preference; GC §60201
Customer Service	CS-002	Bankruptcies (Where District DOES pursue a claim)	Settlement + 7 years		Settlement + 7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department preference meets auditing standards; GC §60201
Customer Service	CS-003	Card File	Final Billing + 7 years		Final Billing + 7 years	Yes: While Account Active	Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Meets municipal government auditing standards; Statewide guidelines propose audit + 4 years; GC §60201
Customer Service	CS-004	Cash Drawer Reconciliations	7 years		7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department Preference; preliminary drafts; GC §60201
Customer Service	CS-005	Cash Receipts (White & Yellow)	7 years		7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department Preference; Meets municipal government auditing standards; GC §60201
Customer Service	CS-006	Check Images	7 years		7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department Preference; Meets municipal government auditing standards; Published articles show 3 - 7 years; GC §60201
Customer Service	CS-007	Collection Agency Assignments / Write Offs	7 years		7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department Preference (negative information remains on credit reports for 7 years); GC §60201 et seq.
Customer Service	CS-008	Customer Applications	7 years		7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Meets auditing standards; GC §60201
Customer Service	CS-009	Customer Correspondence, Appeals, etc. (letters from and to customers)	7 years		7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department preference (Clean Water Act actions are 5 years); GC §60201
Customer Service	CS-010	Customer Deposits / Customer Refunds & Backup	7 years		7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	District preference for drinking water regulations; CCP §§338 et seq., 340 et seq., 342, GC §§945.6, GC §60201

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Customer Service	CS-011	Customer Service Database - CSR Database	Indefinite		Indefinite		Mag			Data is interrelated; GC §60201
Customer Service	CS-012	Direct Debit Authorizations	7 years		7 years	Yes: Until Account Closed	Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department Preference; Meets municipal government auditing standards; GC §60201
Customer Service	CS-013	Direct Deposits / Lock Box & Backup (Images, Stubs & Deposit Tickets)	7 years		7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department Preference; Meets municipal government auditing standards; GC §60201
Customer Service	CS-014	Hydrant Construction Meters – new applications / transfers / billing	Close + 7 years		Close + 7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Meets municipal government auditing standards; Statewide guidelines propose audit + 4 years; GC §60201
Customer Service	CS-015	Meter Books / Route Books / Meter Sheets	4 years		4 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department Preference; GC §60201
General Manager / Clerk of the Board	CS-016	Monthly Water Use Report	Copies - When No Longer Required		Copies - When No Longer Required		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Copies; GC §60200
Customer Service	CS-017	Payment Receipts (computerized)	When No Longer Required		When No Longer Required		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Database is the original -- Drafts and Preliminary Documents; GC §60200
Customer Service	CS-018	Payment Stubs (mailed) / Utility Receipts (when payment is made at the counter)	3 years 7 years		3 years 7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department preference; Transitory records not retained in the ordinary course of business; GC §60201
Customer Service	CS-019	Registers: Past Due Reports, Door Tag Reports, Final Billing, Trial Balance, Distribution by GL, Data Pro / CSG Reports, etc.	7 years		7 years		Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department Preference; Meets municipal government auditing standards; Published articles show 3 - 7 years; GC §60201

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Customer Service	CS-020	Returned Checks (NSF, etc.)	7 years		7 years	Yes: Until Paid	Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Meets municipal government auditing standards; Statewide guidelines propose audit + 4 years; GC §60201
Customer Service	CS-021	Service Requests, Meter Change Requests, etc.	7 years		7 years	Yes: Until Completed	Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department Preference; Meets municipal government auditing standards; Published articles show 3 - 7 years; GC §60201
Customer Service	CS-022	Tax Exempt Certificates (from Cities)	Close + 7 years		Close + 7 years	Yes: Until Account Closed	Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department Preference; Meets municipal government auditing standards; GC §60201
Customer Service	CS-023	Utility Billing / Customer Invoices / Final Bills	7 years		7 years	Yes: Until Paid	Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Department Preference; Meets municipal government auditing standards; Published articles show 3 - 7 years; GC §60201
Customer Service	CS-024	Utility Billing Database	Indefinite		Indefinite	Yes	Mag, Mfr, OD, Ppr	S/I	Yes: After QC	Data Fields / Records are interrelated; GC §60201